

Webinar: Filtering remote users with Websense remote filtering software v7.6

April 2012 Webinar Question/Answer

Q 1: Comparing to the hosted service, does the client offer us any additional features?

Remote filtering is a client application installation while hosted is an in-the-cloud-service. It has similar features. They differ in the way each is deployed.

Q 2: Is there a cloud-based service that does not require hardware on our side?

Yes, the Websense Security Gateway Anywhere product uses a cloud-based service.

Q 3: How is Remote Filtering Client different from the Websense Endpoint Client for the Hosted solution?

Endpoint client uses an in-the-cloud service. With remote Filtering, you have to host the Remote Filtering Server in your DMZ.

Q 4: Is there an alternative available to hosting a remote filtering server internally, and instead subscribing to a remote filtering server hosted by websense whose policies the customer can control?

Yes, this is our Websense Gateway Anywhere solution, which uses an in-the-cloud service.

Q 5: Will we be covering this option today?

The topics covered today are for the Remote Filtering. Hybrid topics will be in separate Webinars.

Q 6: Does client needs to have access through the firewall to the Remote Filtering Server in the DMZ?

The firewall needs to allow a public proxy port that the Remote Filtering Clients can connect to.

Q 7: Can the heartbeat be spoofed or redirected by the user?

No, they cannot this is locked down by the profile and a password is required.

Q 8: I am currently running 7.5. When I upgrade to 7.6, will my 7.5 clients still be able to communicate with the 7.6 Remote Filtering Server?

Yes, v7.6 version is backwards compatible with v7.5 versions. However, we recommend having all components on the same version.

Q 9: What is the mechanism of the heartbeat? Is it a ping, is it communication over a specific port, or...?

It is communication over a single port to determine if the Remote Filtering Client is external or internal.

Q 10: So, is the main difference where the traffic is pointed, correct? Does the Remote Filtering Client have the same "lock-down" as the EPC for the cloud where the end user cannot uninstall the client without a "global" password?

That is correct. It is locked down with a password/passphrase globally for security purposes.

Q 11: Will this webinar talk about websense endpoint client?

This Webinar is solely focused on Remote Filtering. The Websense Endpoint client can be discussed in separate Webinar.

Q 12: Is the remote filtering client different from Web Endpoint client? Can they be packaged/installed as one?

Yes and No. There are two different ways of deployment. The Hybrid uses an in-the-cloud service called Websense Endpoint Client. The Remote Filtering Client also called (Websense Endpoint Client) in v7.6. The naming convention can be slightly confusing.

Q 13: How do we prevent users from disabling this software on the machine?

The service and files are protected/secured by a password/passphrase.

Q 14: Do you have a client for IOS devices?

Currently, we do not have a client for IOS devices. Please wait for release notes for v7.7 for any confirmation for support of IOS devices. This currently has not been confirmed yet.

Q 15: I would like an email to view this presentation later. Websense blocked access to Websense/Adobe Connect until I created Incident Tunnels.

This presentation will be archived later today for review.

Q 16: We have typical Web Security Websense Gateway solution for around 2500 users. Can I have a budgeting estimate of what it would cost to go with the remote filtering server?

You will need to contact your sales account manager for a quote.

Q 17: Am I already licensed for this if I have Triton?

Remote Filtering is a separate license. You can verify if you have remote filtering licenses available in TRITON - Web Security Settings > Account. It will display "Remote Users" and the number of licenses you have.

Q 18: What operating system is needed on the client?

See the following image:

Client OS

Application	Windows 7	Windows XP	Windows Vista	Windows Server 2003	Windows Server 2008
Remote Filtering	✓	✓	✓	✓	✓
Note: Both 32- and 64-bit versions of all these operating systems are supported by these applications					

Q 19: I see these config files (.hsw) seem to be associated with notepad. Does that mean a user can alter it, restart, and have different settings?

If you try to open the .hsw file, it is encrypted. It can only be read using profile tool, which asks for a passphrase.

Q 20: When we update the websense filtering server and the Remote filtering server, do we have to update all of the remote clients?

The versions v7.5 and v7.6 are compatible for the transition period. However, we recommend eventually upgrading the clients to the same version.

Q 21: Can the external block page be customized?

Yes. The block page is displayed to remote users is the same block page as internal receive. As a result, if you customize the internal block page, then changes are reflected to external remote users as well.

Q 22: Any Credentials in Clear Text during Remote Client and Remote Filtering Server hand shake.

The credentials and passphrase handshakes is encrypted.

Q 23: So a user can potentially copy the .hsw file from another user with more permission that would in turn grant them more access.

No. The HSW file cannot be modified or moved because files and folders are locked down and protected as well.

Additionally, permission to sites is determined by the Filtering Service located within you network. Filtering lookups are performed for every Web page request.

Q 24: If the end user has local admin rights, can he/she override remote filtering?

No. Even with local administrator rights, the files and services are locked down.

Q 25: Can you apply different policy when the client is remote? Such as blocking facebook when at work but not when the user is remote.

That is a good question. This will be tested and the answer will be posted with the Webinar.

POSTED ANSWER:

At this time, it is not possible to have one policy for an internal user and a different policy that same user when they are external. Please send your suggestion to suggest@Websense.com. As a work around, you can provide a second logon user ID for users when they are external; however, the user would then be logged under two accounts in reporting.

Q 26: Can local administrators uninstall the remote client without the passphrase?

No. A passphrase is required to uninstall the remote client.

Q 27: Do we need to enter the public IP range for client users? If yes, I did not get this point. How do we know the random public IP range for the users moving here and there?

The client accesses the Remote Filtering Server via a single external public IP address. If your question was on the foreign IP address seen in reporting, then the user name passed with the traffic should be used when running reports.

Q 28: Similar to previous question: Can remote users have a different "default" policy than internal users?

This is a good question and will be tested. Your question and answer will be posted with the Webinar questions are published.

POSTED ANSWER:

At this time, it is not possible to have one policy for an internal user and a different policy that same user when they are external. Please send your suggestion to suggest@Websense.com. As a work around, you can provide a second logon user ID for users when they are external; however, the user would then be logged under two accounts in reporting.

Q 29: My internal IP address is 192.168.1.x. Will there be any issues with the laptop connecting to the RFS when a user takes it home on their home network that also has a 192.168.1.x address?

No, because the MAC address is used and is calculated to a unique internal IP that is used. Additionally, the Remote filtering Client will connect to your established external public IP address, where it will then be relayed to Remote Filtering Server. Your network will keep all IPs straight.

Q 30: Which is the IP of the remote filtering server?

The remote filtering server IP address is independent of Websense settings. It is a external public IP address that resolves to the Remote Filtering Server in your DMZ.

Q 31: Is it possible to share the audio?

Answers to all questions will be posted within a week from today and the presentation on our support webinars website: <http://www.websense.com/content/SupportWebinars.aspx>

Q 32: Do you have any plans to implement on mobile devices?

Please wait for release notes for v7.7. This has not been confirmed yet.

Q 33: If this version software cannot be installed on Mobile devices, do you have any other tools/software available with you, to use this for Mobile device clients?

It has not been confirmed yet, but review the v7.7 release notes when they become available in June.

Q 34: Is a custom block page supported?

Your custom block page will show up for remote your filtered clients without any extra configuration on your part.

Q 35: Does the remote filtering server support VMware?

Yes, you can install the Remote Filtering Server (RFS) application on a virtual server. My RFS demonstration was hosted on a virtual server residing in our production DMZ. Check the Deployment guide for which virtual environments are supported.

Q 36: Websense client profile or Active Directory User profile?

The client profile is created when you are generating the client installation package.

Q 37: Why is quota time not allowed for HTTPS?

For quota time to work with HTTPS traffic, the remote filtering client would have to stay in line with the HTTPS connection. Once the site has been permitted, the client software is not involved in the secure connection.

Q 38: Can I have a different policy applied to a named used while off the network vs while on the network? For example, I do not want to allow streaming media while on the network (hogging my bandwidth), but I do not care if they do streaming media while off the network (not using my bandwidth!)

At this time, it is not possible to have one policy for an internal user and a different policy that same user when they are external. Please send your suggestion to suggest@Websense.com. As

a work around, you can provide a second logon user ID for users when they are external; however, the user would then be logged under two accounts in reporting.

Q 39: Do we need a certificate (https) for the remote filtering server?

A certificate is not required.

Q 41: If someone is travelling for business purposes, how do you resolve the issue with the external ip address has to be known?

Remote filtering is independent of the client's external IP address.

Q 42: Will the remote filtering work if a user logs on to their laptop with a local computer account instead of their cached windows user account?

Yes, the locally logged on user will be filtered. However, since they did not login with credentials, they will receive the Default policy.

Q 43: What about going from 7.6.2 to 7.7?

Sorry, this information is not available yet. I will not see the 7.7 version until June.

Q 44: So does this just do filtering, or is it actually proxying the traffic as well?

The Remote Filtering Server residing in your DMZ acts as a proxy. All filtering decisions are made by the Websense Filtering Service located within your internal network.

Q 45: Currently running v7.1 and I have installed v7.6 on a totally new server. I have exported the policy info and restored it to the new server. Now the policy server service will not start now. Any ideas?

1. With the exception of the remote filtering clients being backwards compatible, all other Websense services need to be at the same version level.
2. Check the ports identified on slide 22 (of the PDF presentation) to ensure the necessary ports are open to your internal network from your DMZ.
3. If you also moved over some file over, check if they include the old IP address of v7.1. Update the IP address if necessary.
4. The remote filtering Server does not have policies. Simply remove and reinstall if necessary.

Q 46: Where can I get the client executables to deploy on my local machine to test it?

The Remote Filtering Client Pack is part of the Websense installer. See slide 37 of the PDF presentation for details.

Q 47: If the client is placed in fail-closed mode, can it still interface with payment portals?

Yes, the Remote Filtering Client can detect a payment portal and allow access to only that payment portal while blocking all other Internet traffic.

Q 48: What error we saw in the remote client debug file if there is no NIC active?

The Remote Filtering Client works at the TCP stack. If no NIC is available, then it is not active.

Q 49: Maybe I have missed what was you said on the split tunneling, but I am curious as to how the filtering is done.

A split tunnel occurs when you have two active “logical” network connections. One connection is to your network resources via a VPN. The second logical connection allows direct Internet access. Split tunneling allows for conserving network bandwidth over the VPN connection. It allows remote clients to access the Internet directly when internal network resources are not requested. When split tunneling is active, Remote Filtering Client detects which adapter is not connected to your internal resources. It then monitors only the NIC/adaptor with direct Internet access.

Q 50: When client tries to connect to filtering server, will it use only IE browser requests?

The client will filter http, https, and ftp traffic.

Q 51: Does the Remote Filter Server replace the hybrid service when you use each.

They are independent products that do essentially the same filtering function.

- The hybrid service may or may not require an endpoint client and points to out in-the-cloud filtering, which is set up to enforce your filtering policies.
- Remote Filtering always requires installing a remote filtering endpoint client, which is pointed to the Remote Filtering Server located in your DMZ.

Your remote users should not be in a situation where both remote filtering products are running concurrently.

Q 52: Is this a true proxy server? If a site is permitted does all traffic to and from that site go thru the proxy, or does traffic to that site go over the local internet connection once it is given the green light by the filter?

Remote Filtering Server only proxy's site lookup requests to determine if the requested site is permitted or blocked. If permitted, your client accesses the site directly.

Q 52: Does Remote Filtering Client block based on the policy through the non-corporate portion?

The Remote Filtering Client enforces your corporate defined filtering policies.

Q 53: If there are multiple globally-deployed Websense appliances (and filtering servers), how do you configure the remote filtering client to contact the closest filtering server to it and forward requests to that one?

The filtering client does not currently have a function to choose specific a Remote Filtering server dependant on the client's location. Currently, you need to create several client profiles and then list the available Remote Filtering Server in a different order in each profile.

Q 54: Is there an option to cache the policy local?

Caching the policy locally would not help. Each requested Internet site must be analyzed to determine which category applies. This requires contacting your internal Websense Filtering Service to make the category and policy determination. Our master URL database and the Filtering Service are simply too massive to be on a client machine.

Q 55: What are the hardware requirements for the Remote Filtering Server?

See the [Remote Filtering Server and Client](#) article.

Q 56: Are the filters based by DNS or by IP?

Users are filtered by Group, User ID, or Default policy.

Q 57: How much memory does the Remote client consume?

See the system requirement in the [Remote Filtering Software](#) guide.