

Making best use of Websense Web Security delegated administration and reporting

February 2012 Webinar Questions/Answers

1. **Will a password override feature be implemented for delegated administrators over the clients they manage?**

A. That feature is currently not available in the latest version. However, you can submit it as a feature request. Send your request to suggest@ Websense.com.

2. **Why can't the Super Administrator see other role's policies without switching to those roles?**

A. This is by design to organize and separate the different policies. We do always look to improve on the product through feature requests as well. Send your request to suggest@ Websense.com.

3. **This will probably need to be a feature request, but I am curious why delegated administrators do not have "Test Filtering" in their Toolbox. Since this is an actual feature in the Super Administrator role, is there a way to "unhide" this for delegated admins?**

A. Delegated admins do not have certain options available to the Super Administrator. The Test Filtering option, in the Toolbox, is currently not available. In this version, it would report filtering responses from the Super Administrator role, not the delegated role as expected.

4. **If we do not copy the policies, will the delegated administrator be able to manage policies created by the super administrator?**

A. Delegated administrators are only able to manage policies within their delegated role. Once a role is created, any policy within the role can be changed by the delegated administrator unless a Filter Lock is applied. Changes that a delegated administrator makes to policies within his/her role are not conveyed to the Super Administrator or other delegated roles.

5. **Is there a possibility to force the Manager to authenticate against a list of domain controllers?**

A. Yes, authenticate using use a DNS alias. You can then control a list of available domain controllers configured. You can use the DNS alias in the directory service settings in either TRITON Settings or TRITON – Web Security settings.

6. **Can a super administrator manage the policies created by a delegated admin?**

A. Yes, simply switch to that particular delegate role and manage the policies. Remember that super administrator has access to all roles.

7. **Can another user manage the policies created by a delegated admin?**

A. Here are the rules.

- A *Global Administrator* can manage everything in all modules.
- A *Super Administrator* can manage everything within a specific role
- A *delegated administrator* can only manage roles, which he is granted access to.

8. **If the client will ONLY be doing investigative reporting, is there a need to copy policies other than Default to the role?**

A. If the managed client will only be doing investigative reporting, there is no need to copy policies to that role. It is perfectly fine to let the managed client be filtered by policies in the default Super Administrator role.

9. **Can you create policy and apply it to Active Directory "security groups" or "distribution groups"?**

A. We recommend using Universal Security groups. We have a complete article if you go to websense.com and click on support and search for 'active directory'.

10. **Which settings are used for authenticating Admins? Triton Settings->User Directory OR Web Security->Settings->Directory Services?**

A. Top right corner within the manger, select TRITON Settings.

11. **Excuse me, when you upgrade, how to migrate to users?**

A. With an in-place upgrade, delegated admins / policies are automatically upgraded. If you are moving servers, please search our knowledge base for 'migration' to v7.6.

12. **When delegating permission for a set of clients, can you choose an Active Directory OU over to delegate permissions?**

A. Managed clients can add the following objects: Users, Groups, OUs.

13. **Why are we not able to filter by machine name (so I can restrict a specific workstation with common access despite using DHCP?**

A. Currently this feature is not available. We recognize the demand to filter by machine name. Feature requests have already been submitted; however, please add your request so as to keep the point hot. Send your request to suggest@Websense.com.

14. **How do I see the actual pages being blocked by policy?**

A. You can use Investigative Reports and filter for 'Action > Blocked.'

15. **What type of report recommended for user internet usage - Presentation or Investigative**

A. Investigative Reports are useful for internet usage.

16. **We currently support many different business units and customers, does 7.7 include more strict controls over what they are allowed to see when they log in?**

A. 7.7 release notes have not been finalized at this time, so we do not have that information currently.

17. To grant a user access to certain website? Do I need to create a new policy for just the one user?

A. If it is just for that one user you can create a particular policy and assign for that one user or group. If the site will not be abused, you can consider adding it using the unfiltered section, which unblocks a site globally.

18. Is there a way to remove the automatic email? I notice it sends the email as I create administrators, but before I've added them to a role.

A. Other than temporarily enter a mock SMTP server entry while you are creating an account, TRITON is designed to send an email when you generate the account. Alternatively, you can create the role beforehand and then add the admin account directly after creating it.

19. In the permissions, if one inadvertently selects a global admin radio button, vice locking it down, then the user is added to the Super Administrator role automatically I think. Is there a way to avoid this besides "don't make a mistake"?

A. You are not stuck. Afterwards, you can log in with the default 'admin' account and then modify all the permissions of any account.

20. Sorry I was not clear - if we use a single IP or a domain controller hostname this is not redundant - how is this handled? Referring only for the Admin login to the Triton Manager (Triton Settings->User Directory).

A. Adding a single IP address is perfectly fine. Everything will work until the specific domain controller becomes unavailable. Best practice is using a DNS alias.

21. Can I use AD groups as delegated administrator?

A. A delegated administrator can add directory objects that are members of the managed client directory object that was added to the role.

22. Are you planning to give a webinar on reporting?

A. Next month's Webinar will be helpful. Also, check the Webinar archives for number four in the Jump Start series.