Webinar: Installing Version 7.6: The Latest Tips

June 15, 2011 Webinar Question/Answer

1. Q: Doesn't SQL Express have size limitations? Our current database is almost 150GB and Express used to max at 4GB.

> A: Websense would encourage you to contact Microsoft for details on the limitations of SQL Express.

2. Q: Why does the user need domain admin permissions? Is domain user not good enough? Is it changing the domain configuration?

> A: Websense software doesn't make changes to your directory. The reason we request admin permissions is that troubleshooting permission issues on a modern domain can be difficult and time-consuming.

3. Q: In the past you had a universal config for tying to Sonicwall does that still exist?

> A: Yes this universal option still exists, and remains the recommended "integration type" for performing URL filtering through a Sonicwall firewall.

4. Q: It is recommended to run the policy broker, policy server & log server on a single server - virtual? We have 3 x WCG clusters sending logs supporting with approx 12,000 users.

> A: It is definitely possible to run these components together, but the deployment guide recommends separating logging from the policy source components for that number of users.

5. Is there any problem using a Domain Controller as the Core Server for Policy Broker and DB?

> A: Yes - these services configure specific user accounts with specific permissions. This may work differently on a DC than a standard member server, and is not recommended.

6. Is it possible to install everything onto 1 server for a 600 seat customer?

> A: Yes it's possible as long as that single server meets the software and OS requirements for all components to be installed. The server must be newer, well-spec'd server to ensure adequate performance and stability.

7. WCG: can we run REDHAT on a 64bit release?

> A: WCG is not yet tested or certified on 64-bit OS.

8. I used Linux RH 5.5 but I have problem with PAE.

> A: You must be running a PAE kernel to install Websense Content Gateway 7.6.

9. You mention that 2 servers and full SQL server are recommended for medium to large deployments of 7.6. What size organization pushes us into this two server/full SQL requirement?

A: Although your results may vary depending on average user load, the deployment guide defines a medium size organization as between 500 and 2500 users, and large deployment as 2500 - 10,000 users.

10. Which version of Linux RH can I use with WCG?

A: From the 7.6 deployment guide:
Websense Content Gateway version 7.6 is certified on Red Hat Enterprise Linux 5 series, updates 3, 4, 5, or 6 base or Advanced Platform (32-bit only)

11. Can multiple Policy Servers share the same logserver?

A: Yes, but when you install this LogServer, make note of which Policy Server it is being installed to. That is the only one which can be used to manage LogServer settings.

12. I've been having issues with installing 7.6 on my x64 2003 test server - it finds SQL 2008 R2 Express but I can't get reporting to install in it for some reason. The rest of it works though.

A: The only certified Windows 2003 Server version is R2 32-bit.

13. In a two or three server model, where should the network agent be installed?

A: It would typically be installed on one of the servers that do not run the TRITON Infrastructure and Management modules.

14. Does websense 7.6 still require full administrator rights over an external SQL Server like the previous version did?

A: SQL permission requirements will be similar to previous versions. Please use a sys admin account if at all possible, but there is a section in the help file titled "Configuring user permissions for Microsoft SQL Server" with more specifics.

15. So will SQL Server Standard 2008 R2 not work?

A: Yes, all SQL 2008 R2 except Web and Compact are supported.

16. Can I install Websense 7.6 log server support a clustered database?

A: Yes, clusters of supported SQL server versions are supported.

17. What is best practice to schedule daily backups of Websense 7.6 Policies, configuration, log DB's and other important files?

A: You must configure a scheduled task to run wsbackup on Windows servers. On Linux a cron job will be created for wsbackup. On appliances, you can schedule a daily backup through the

GUI for policies and configuration. In addition, on your TRITON management server, enable the "TRITON Backup" task to run daily. Use SQL backups for your SQL databases.

18. I am currently running version 6.3 can I upgrade to version 7.6?

A: Yes. The recommended upgrade path is from 6.3 > 7.1 > 7.6. See the deployment guide for more details.

19. Hi. Great presentation. Does this new Linux installation of Websense 7.6 support SELinux?

A: No - It is important that SELinux is disabled or set to permissive.

20. What limitations are we faced with if we use SQL express vs. SQL std?

A: The specific limitations are that Express can only use 1 GB RAM, 1 Physical CPU, and 10 GB/db. Please see the document titled "Administering Websense Databases" which can be access online via the Websense technical library for good estimates on how that affects Websense reporting for various sizes of organizations.

21. Is SQL server authentication required, or can we use an Active Directory account?

A: Trusted AD accounts are supported as well, but it can make troubleshooting more difficult if there are any authentication-related issues.

22. How do you decide on which SQL server to use?

A: Check the deployment guide, and the technical document "Administering Websense Databases."

23. If it is an upgrade, will the installer know what to install? I have 3 servers with different pieces installed on them.

A: The installer will upgrade the currently installed services when it is run.

24. In a single server implementation can SQL be local or do you still need a separate SQL server?

A: SQL 2008 R2 Express can be local, but you will get best results if you validate the recommended deployment options via the deployment guide, and the technical document "Administering Websense Databases."

25. Does the user account for directory services still need to be a domain admin account?

A: This remains the general recommendation, but no it does not strictly need to be a domain admin for proper functionality.

26. Does 7.6 support Citrix 64 bit servers? Currently, our version does not.

A: 64-bit versions of XenApp 5.0 and 6.0 are now supported. Check with the deployment guide for specific information.

27. If using SQL server express with 2 server setup, which server should it be installed on?

A: Typically, in a two-server installation, reporting components will be installed one server. This could include TRITON services and the bundled SQL Server R2 Express.