

1. What would happen if we added multiple Global Catalog servers under Directory Settings? Would they round robin or go in order?

These would go in order should the first one go down; however the best recommendation we would make is to use a DNS Alias. For example: websensedcs. This DNS alias would include say 3 of your DC's in your environment. Then you use this DNS alias in this section as the host name. Therefore, you then gain load balancing due to DNS round robin for this DNS Alias

2. Do you support RADIUS for authenticating administrators for TRITON?

For authenticating users in TRITON, we currently do not support Radius

3. Does it have to be a child domain?

No it doesn't have to be child domain.

4. Is there a way to get the eDirectory Agent to automatically find users located in a cn=users or computers located in a cn=computers that are located under an ou without having to search for each user/computer manually to get them available as clients that can have policies applied to them?

If you wish you can configure a policy to be applied based on that Users OU in your directory. This means that all users in that OU are assigned a policy unless you add the user specifically at which point then that user would receive that specific policy. There is no way currently to automatically add user entries into the manager.

5. We cannot see the user level to add here, only groups. Is something not set up correctly?

If you are only seeing the groups level of your directory you may have set the root context to be too far down your directory structure so that you cannot see your users OU.

6. How would you create your own custom report? I am aware of the "Save As" option to modify an existing report; but how do you create from scratch a full custom report?

With presentation report you cannot create a report from scratch. You must select to copy a report template first and then customize that report .

7. How come the users that are located in an ou are automatically populated, but not those in a cn under the ou?

There is no way that anything can be auto populated into the manager. You can choose to apply a policy to an OU anywhere in your directory structure by adding that OU into your manager and applying a policy to that OU or CN.

8. Where do I find the root context directory structure?

You may find this in your TRITON manager > settings > Directory services > Click on the entry for your domain controller. Once you are in here, there is a field for root context.

9. Is there a way to filter out, or easily identify, the URLs that are auto loaded within a page vs. the URLs a user actually goes to or clicks on?

You can take advantage of the logserver option called consolidation. This option tries to collect all log data from a page loading in to a single entry in the log database. This makes the reporting data slightly less accurate since you are not seeing every URL, but will allow you to see more of the data that the user clicked on versus to images loading off the page the user requested.

10. Is it possible to send any report after it runs automatically by email?

Yes , you may schedule any report either Presentation or investigative report to be emailed to you or when you run presentation report you may choose the option to have the report emailed to you once it has finished if you wish.

11. Can presentation reports be combined and be scheduled to run each workday and emailed to IT Admins?

Yes you can schedule presentation reports to be run each workday and sent to an IT admin if you wish.

12. My root context is blank, what should I put on here?

If this is blank then this means you have no root context configured. It may be best for you to log a support call and we can get one of our engineers to check this with you.

13. When running an internet detailed usage report and it shows internet usage time in the middle of the night when user is not at work. Why is it reporting access to the internet at off hour times?

You may wish to check which URLs are being requested during the night. It's possible that the user left a radio station playing for example or a website with an auto refresh. It is also possible that software updates may be done during the night which could show this.

14. For our field users that are using the Hybrid cloud servers, the user name field in reports shows up as the external IP address of their field site. We aren't able to run user reports against the field users because we can't distinguish individual users at the site. We have been experimenting with Web Endpoint Client. Is this still the recommended way to properly identify users using the hybrid service?

The best suggestion for this is if you can raise a case with support and we can help you check the settings to make sure that you have this configured so that we can identify the users from your field office.

- 15. If a user is not able to access a blocked site, How do I view the URL that the user is trying to access that is being blocked?**

You may wish to use the investigative report and do a search for that user. Then once you have the report you can drill down to action you will then be able to drill down under the category blocked to then display you the URL that got blocked.

- 16. I have an AD group defined for Websense reporting for a particular location's users. However, when the monthly report runs, only 2 users are reported.**

We would suggest you raise this with tech support and we can check through this with you to identify that we are identifying all the users in the groups correctly.

- 17. When I go into Triton Manager (v7.6.2), under Main/PolicyManagement/Clients, I see a representation of my Directory down to the ou level with users that are in the ou's. However the cn=users and cn=computers and all the objects located there do not display. When I attempt to add a user that is located under cn=users, I cannot find them when browsing the tree, I must search for them to find them and add them. Why does the auto-populate feature stop at the ou level and not finish populating the tree down to the cn level?**

Please check your root context is entered correctly and also the account you are using to search directory services. If you still have a problem please log a case with tech support so this can be investigated.

- 18. Where do you check if you are running a report on certain dates and its missing dates for internet activity for the user and you know for sure the user did access the internet for those dates that do now show up in the report**

As shown during the demo, verify that within the users table the last_update column still shows the user as updated. If the user has not been updated then this means that either username was not identified or user service was unable to update Logserver about this user. Run a Logserver debug to find out if any issues occurred when Logserver was trying to get updates from user service about this user.

- 19. Will there ever be a fix for creating multiple instances of employees when a change is made to their AD properties such as changing OUs?**

Question not very clear, but if you are referring to multiple entries being created within the database when user moves from one OU to another then this is not actually a bug. It simply associates the user with a different domain ID as the OU has changed, so its not necessarily creating a duplicate entry.

- 20. How do we get a better Browse Time figure? Currently the Browse Time figure on some users is greater than the actual time they were at work?**

You can think about reducing Read Time threshold parameter in Log Database settings. Please refer to the following KB to understand how browse time is calculated.

<http://www.websense.com/support/article/t-kbarticle/Internet-Browse-Time-Reports-How-do-they-work>

21. What are the firewall ports that need to be opened if policy servers and log server and Global Catalog servers are behind firewalls

Please refer to the pdf in the below KB to check the default ports used by Websense components.

http://www.websense.com/content/support/library/web/v75/ws_ports/first.aspx

22. How would you make a full backup? Is it handled by backing up from SQL?

Please refer to Microsoft's knowledgebase on SQL to view steps for taking backups for databases.

23. How can I generate a report that contains the usage by categories by hour?

You can run a detailed or summary report using investigative reports; this contains information about various categories visited by users and includes the time parameter.

24. Can I create groups/departments of employees that are not part of AD?

No