

1. Should all protected data be stored in one or two locations?
  - A. For Machine Learning, all of the positive matches for a single classifier should be in a single location. The negative examples will need to be outside of this share.
2. What is the maximum size of the file that Endpoint classifier will bypass analyzing the content?
  - A. There is a table in the deployment guide that defines the size limits per channel; but for the EP Classifier, most network channels are monitored regardless of size. If the files are over 100MB, we will analyze the binary content and filename, then do analysis on portions of the file.
3. In the process of data transferring to removable drive, I noticed that the files will be generated in %DSS\_Home%\tfiles folder. How will this impact the size of my C drive? If my users are copying large amount of files (such as over 20 GB), it will occupy the space in C drive unreasonably.
  - A. Temp files will remain if a write action is blocked. They are saved locally so that users can write these blocked files to a safe location. These files are cleared out after 7 days. If users are not saving these files to a safe location, they will need to be aware of the impact it could have on their drive space.
4. In my scenario, I don't block anything for removable drive data transferring. The policy is configured as Confirm and Continue (in stealth mode) and I still see the files saved into TFILES folder.
  - A. You should open a case with Tech Support to review your classifier logs for errors. Those files should not stay longer than 7 days.
5. Is it anyway to reduce 7 days to every day?
  - A. Not that I know of.
6. Can the Data endpoint be deployed through SCCM 2012?
  - A. Yes, we have a tool that will allow SCCM deployments (also available for 7.6.3). Contact Support for the EP Deploy tool.
7. If I install Websense on a different server than Active Directory, how do I get it to refine the user's names on the Websense reports?
  - A. We can connect to your LDAP server to pull usernames and group attributes from AD.
8. Do you support Google Apps? I saw a lot of Outlook screen shots. We don't use a front end client. It's all Google through the web.
  - A. The EP client monitors the Web Channel (HTTP/HTTPS) and you can add URLs as "Online Applications". More information on this can be found in the Help Guide.
9. How many fingerprint hashes is too many?
  - A. There isn't a hard upper limit.

10. Can you install websense on Linux/Unix operating system?
- A. The server side components are only supported on the listed OS's. Our Protector, WSG and ESG are all Linux based appliances, but run on our own stripped down build of CentOS.
11. We receive a lot of false positives (we only use File Fingerprinting) that give us 100% match, but don't say what they match against. Has this issue been resolved in 7.7?
- A. If you are seeing this on your Endpoints, you most likely have a generic or small file fingerprinted. Endpoints use a diluted hash database that look for "proof of non-existence". Small/generic files can cause this to generate false positives. An easy way to get past this is to limit your fingerprints to files over 5KB.
12. So it is not supported natively in SCCM 2012?
- A. It will install, but SCCM will not be able to confirm the installation completed successfully because it does not wait for the final installation return code.
13. Also, is 2.5 GB of RAM good enough for the software to run properly?
- A. Not for the manager components.
14. Is it advisable to fingerprint a SharePoint Database versus the folder view?
- A. We support SharePoint fingerprinting, so that should be used for files contained within SharePoint.
15. We have 7.6 installed on W2008 64-bit ... We want to replace the TRITON server with a new server running W2008 R2. Can we migrate the data?
- A. The backup/restore procedure would work for this.
16. Are there any upgrade documents to be released?
- A. There should be an upgrade document on myWebsense.com, but we will be releasing an extensive KB that covers some of the common issues encountered during upgrades.
17. What is the advantage of this tool? Also can you confirm that SCCM2012 cannot deploy the agent natively?
- A. It works, but SCCM may not report that it was installed correctly. The tool forces SCCM to report a success if the installer completes.
18. I understand from Websense that the upgrade is actually a clean install with import and export of configuration from 7.5 to 7.7. Is this true?
- A. To get from previous versions of DSS up to 7.6, you will need to do the export/import migration. The upgrade from 7.6.x to 7.7.0 is all done by the installer.

19. Can endpoints and servers run different versions?

A. Yes, there is a slide on EP client to server compatibility.

20. Is it possible to report on DLP events by users department?

A. Yes, you can add AD Groups and Departments into Business Units, then report on the Business Unit.