

Release Notes for Websense i-Series Appliances

Topic 70148 | Release Notes | i-Series Appliance | Updated: 18-Nov-2015

Applies to:	Websense i-Series appliance v1.5
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The Websense i-Series appliance is a component of Websense TRITON AP-WEB with the Cloud Web Module. This web protection solution provides on-premises URL analysis and application/protocol detection for web traffic, along with centralized policy management and reporting capabilities in the cloud.

The i-Series appliance hosts the Websense URL category master database, allowing the efficient analysis of web site request URLs. The appliance also provides protocol detection capabilities and policy enforcement.

When analysis indicates that a web request requires further examination, the appliance transparently routes that traffic to the cloud, where Websense cloud service analytics are applied and policy is enforced. Management of on-premises appliances is also performed in the cloud.

You can deploy the Websense i-Series appliance as a virtual appliance. For virtual appliance information, see the [Getting Started Guide](#).

View detailed product user information in the following Help systems:

- ◆ [Websense i-Series Appliance Help](#)
- ◆ [Websense Cloud TRITON Manager Help](#)

Use these Release Notes to learn about important version 1.5 product features, installation and upgrade tips, and resolved and known issues.



Important

Please consider the following items related to the version 1.5 release:

- ◆ Beginning with version 1.5, appliance management access to the appliance bridge interfaces (B1 and B2) is always allowed. The option to block management access has been removed from the **Configuration > Networking** page. The functionality may be restored in a future version.
 - ◆ NTLM2 Session (NTLMv1.5) authentication is not supported. You should use either NTLMv1 or NTLMv2 authentication. See [Resolved and known issues](#) for this release for workaround instructions.
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Version 1.5 product features

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This section of the Release Notes describes the new features that are included in version 1.5 of the Websense i-Series appliance:

- ◆ [Use of Active Directory for authentication](#)
- ◆ [Improved system infrastructure](#)
- ◆ [Endpoint interoperability](#)

See the [Websense TRITON AP-WEB \(cloud\) Release Notes](#) for detailed information about all cloud portal changes.

Use of Active Directory for authentication

You can connect an appliance to a local Active Directory server to enable transparent NTLM password authentication. This function offers enhanced authentication over the simple identification method available in previous versions.

Establish an Active Directory connection on the appliance **Configuration > System** page. The server hostname must adhere to Active Directory naming guidelines. See [System information](#) in the i-Series Appliance Help for details about connecting to Active Directory and creating an appropriate hostname.

A set of diagnostics for Active Directory operations is available on the appliance **Status > Alerts and Diagnostics** page when you are connected to an Active Directory server. Tests include authentication service and Active Directory connection status checks, authentication request simulation, time synchronization between the appliance and Active Directory, and several domain controller checks.

Improved system infrastructure

The following i-Series appliance infrastructure enhancements have been made:

- ◆ Appliance alert system implementation is improved for stability and consistency.
- ◆ Inter-process communication (IPC) functions are enhanced for deployment flexibility and easier maintenance.
- ◆ Operating system and utility package upgrades, including OpenSSL, contribute to improved security.
- ◆ Apache Traffic Server (ATS) is upgraded for improved network efficiency and performance, and a more reliable appliance upgrade process.
- ◆ An enhanced cloud proxy service provides greater stability and efficiency, along with more comprehensive SSL support.
- ◆ Enhancements to the communication mechanism between the cloud and the appliance improve the reliability of cloud service policy and configuration updates to the appliance.

Endpoint interoperability

In previous versions, all traffic from a Websense Endpoint was redirected immediately to the cloud service, bypassing appliance processing. With this version, when the endpoint requests a PAC file download, the cloud service returns a custom PAC file that first directs endpoint traffic to the appliance. This feature is disabled by default. Please contact Websense Technical Support for activation assistance.

If your endpoint uses a port other than 80 and 443 for traffic monitoring, you may need to modify your port settings with the cloud service. See the [Websense TRITON AP-WEB \(cloud\) Release Notes](#) for detailed information about this cloud portal change.

Installation, deployment, and upgrade

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Installation

Installation and set up for the Websense i-Series appliance are summarized on the Quick Start poster that was shipped with your appliance. [Click here](#) to view a copy of the quick start guide.

See the [Getting Started Guide](#) for information about system configuration.



Important

Use of Microsoft Internet Explorer 8 (or below) on a Windows XP machine is not supported.

If your network includes a firewall, you need to ensure that destination TCP ports are open for connection to the cloud service. By default, the appliance is configured to use standard destination ports 80 and 443 for these connections.



Note

Upgrade from a previous appliance version does not change port configuration settings. If you want to use destination ports 80 and 443, you should modify appliance settings manually after the upgrade process.

Alternatively, and depending on your corporate firewall policy, you can configure your appliance to use the following ports, which are used for non-appliance connections to the cloud service:

Port	Purpose
8002	Configuration and policy update information retrieval from the Websense cloud service. This port must be open for an i-Series appliance to retrieve periodic configuration setting and policy updates from the cloud service.
8081	Proxy service. This is where Websense cloud-based content analysis is provided.
80	Notification page components. The default notification pages refer to style sheets and images served from the Websense cloud service platform. For these pages to appear correctly, this web site is accessed directly (i.e., not through the Websense cloud service).
443	Service administration. The Websense administration portal is similarly unproxied. Otherwise, it would be possible for you to accidentally block access and then be unable to rectify the situation.

You can switch between the standard and alternative ports at any time using the appliance command-line interface (CLI). See the [Getting Started Guide](#) for detailed instructions about switching port settings.

You should also open the outbound Network Time Protocol (NTP) port (UDP 123) to allow time/clock synchronization in the system.

**Note**

The transfer of new password and appliance registration information between the cloud portal and the appliance takes several minutes. You may experience a delay when logging in after a change is made to these settings.

Deployment

Additional considerations should be examined for some i-Series appliance deployments, including those that use:

- ◆ an i-Series virtual appliance
 - ◆ endpoint devices or PAC-enabled clients that communicate directly with the cloud
- See [Endpoint interoperability](#) and [Mixed-mode deployment issues](#) for information about handling traffic via these devices.

Virtual appliance

The i-Series virtual appliance may be deployed with or without the network bypass capability. Download the appliance image (OVF format) from the [MyWebsense Downloads](#) page, and see the [Getting Started Guide](#) for virtual appliance deployment instructions.

**Note**

If you want to deploy a virtual appliance with the network bypass capability, your hardware must support the ESXi DirectPath I/O function.

If you plan to deploy a virtual appliance, you should verify the following system requirements:

- ◆ VMware vSphere ESXi platform versions 5.1 or 5.5
 - ◆ 6 CPU cores, 12 GB RAM (minimum)
 - ◆ 128 GB hard disk drive
 - ◆ Optional: Silicom network bypass card (Silicom PE2G2BPI80-SD-R) with 2 dedicated network interfaces (must be installed on ESXi in VMDirectPath mode)
- Some models of HP hardware do not support VMDirectPath mode.

Mixed-mode deployment issues

If your network includes an i-Series appliance along with endpoint devices or PAC-enabled clients that communicate with the cloud directly (for example, roaming users), you may encounter additional deployment issues. You should consider the following port information before you deploy:

- ◆ Use of the site's egress as a policy connection is not supported. As a result, endpoint or PAC-enabled clients are treated as roaming users regardless of whether they are connected within the network LAN.
- ◆ Endpoint device and PAC-enabled client traffic directly to the cloud service in a network that includes an i-Series appliance is supported on ports 8081 and 8082. If the deployment requires the use of ports 80 and 443 for endpoint client traffic, please contact Websense Technical Support.
- ◆ Endpoint device traffic directly to the cloud service in a network that includes an i-Series appliance is supported on port 80, but traffic from a PAC-enabled client on port 80 is not supported.
- ◆ Applications that use HTTP (e.g., IM clients) may still try to use port 80 or 443 for outbound traffic. This traffic is intercepted and processed by the i-Series appliance, which may lead to inconsistencies. This potential problem should be checked on a per-site, per-application basis, and a resolution determined based on a customer's actual needs, for example:
 - Block the applications at the firewall level
 - Use other ports for the applications

Upgrade

Use the following steps to upgrade from a previous version of the Websense i-Series appliance:

1. Click **Network Devices** in the cloud portal.
2. Select the appropriate appliance for the upgrade and click **Properties & Statistics**.
3. Click **Version History**.
4. Find the desired upgrade and click the **Download** icon in the Action column. This operation downloads the upgrade to the selected appliance.
Clicking the **View** icon in the Description column opens the Release Notes for that upgrade.
5. In the i-Series appliance **Configuration > Upgrade Management** page, find the upgrade in the table at the top of the screen. The upgrade status should be **Downloaded** (you may need to refresh the screen to see the change). Click the **Install** icon to install the upgrade.



Important

Upgrade status may display as “Failed” after a successful upgrade. This incorrect error message may appear if you refresh the appliance user interface immediately after the upgrade operation.

Please wait approximately 5 minutes to refresh the user interface after the upgrade.

If the problem persists after this time period, please contact Websense Technical Support.

Resolved and known issues

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A list of resolved and known issues for the Websense i-Series appliance is available in the [Websense Technical Library](#). If you are not already logged on to MyWebsense, this link takes you to the log in screen.

