

Release Notes for Websense IQ-Series Appliances

Topic 70069 | Release Notes | IQ-Series Appliance | Updated: 17-Apr-2014

Applies to:	Websense IQ-Series appliance v1.2, 1.2.1
--------------------	------------------------------------------

Contents

- ◆ [*Version 1.2.1 release update*](#)
- ◆ [*New version 1.2 product features*](#)
- ◆ [*Installation and upgrade*](#)
- ◆ [*Resolved and known issues*](#)

The Websense IQ-Series appliance is a component of Websense blueSKY Security Gateway, a Web security solution that provides on-premises URL analysis and application/protocol detection for Web traffic, along with centralized policy management and reporting capabilities in the cloud. The appliance [Quick Start Guide](#) illustrates the ease with which this Web security solution can be implemented.

The IQ-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 blueSKY Security Gateway analytics are applied and policy is enforced. Management of on-premises appliances is also performed in the cloud.

Visit the [Websense blueSKY](#) Web site for technical specifications and product resources.

View detailed product user information in the following Help systems:

- ◆ [Websense IQ-Series Appliance Help](#)
- ◆ [Websense blueSKY Security Gateway Help](#)

Use these Release Notes to learn about a critical update to the version 1.2 IQ-Series appliances. These notes also contain a list of version 1.2 product features, installation and upgrade tips, and resolved and known issues lists.

See the [Websense blueSKY Security Gateway Release Notes](#) for updates on Websense blueSKY portal changes.

Version 1.2.1 release update

Topic 70070 | Release Notes | IQ-Series Appliance | Updated: 17-Apr-2014

Applies to:	Websense IQ-Series appliance v1.2, v1.2.1
--------------------	-------------------------------------------

This release of the Websense IQ-Series appliance addresses the following 2 important fixes:

- ◆ **OpenSSL Vulnerability CVS-2014-0160 (Heartbleed)**

The critical OpenSSL Vulnerability (Heartbleed) identified in CVE-2014-0160 affects the Websense IQ-Series appliances for version 1.2.

This vulnerability does not affect customers who are running the following appliance versions: IQ-Series version 1.1 or 1.0.

If you are running version 1.2, you must upgrade to version 1.2.1 to protect your network from the OpenSSL vulnerability.



Note

The IQ-Series appliance terminates SSL only for serving block pages, quota pages, confirm pages, and auth pages, which do not require outbound SSL interaction with origin servers. As a result, the appliance vulnerability is somewhat limited, but can still be exploited within your local area network (LAN).

SSL scanning is handled by Websense cloud services, which are not affected by the bug.

- ◆ **Traffic server operations terminated unexpectedly**

Some non-HTTP traffic could cause this unexpected proxy behavior.

New version 1.2 product features

Topic 70071 | Release Notes | IQ-Series Appliance | Updated: 17-Apr-2014

Applies to:	Websense IQ-Series appliance v1.2, v1.2.1
--------------------	-------------------------------------------

This version of Websense blueSKY Security Gateway contains new features and fixes. Among the new features is the capability to access appliance management functions via the serial port, in case other access is unavailable for some reason.

This section of the Release Notes describes the new features available for this release of the Websense IQ-Series appliance:

- ◆ *VLAN tag support*
- ◆ *Diagnostic test utility*

- ◆ *Websense cloud portal change*

VLAN tag support

This version of the appliance can be configured to analyze virtual LAN (VLAN) tagged and untagged traffic.

All VLAN traffic is analyzed unless you define some of that traffic as trusted. You can bypass analysis for untagged traffic and for specific VLAN tags in the Websense blueSKY portal. See the [Websense blueSKY Getting Started Guide](#) for configuration details.

The IQ-Series appliance supports the use of a single VLAN tag for management communication traffic from the appliance to the cloud and database download services. This tag is also used by any client that communicates with the appliance bridge interface (B1 and B2) either explicitly for management purposes or transparently for authentication, quota, or confirm actions. Configure the appliance VLAN setting in the First-Time Configuration Wizard Routing page or on the **Configuration > Interfaces and Routing** screen.



Note

You must configure valid routing between the bridge interface and any client generating traffic that is intercepted by the appliance, taking into account the VLAN tag defined on the Routing page.

Diagnostic test utility

A new diagnostics utility lets you run a series of system tests to determine network connectivity status and health. Click the Diagnostics tab on the **Status > Alerts and Diagnostics** page to display a table that shows the list of tests to run.

When you click **Run Diagnostics** to begin the tests, the Results column displays test status (In progress) and results (Passed, Failed, or Could not complete). For tests that do not complete or fail, the Details column displays more information, including suggestions for resolving an issue that caused a failure.

Websense recommends that you run the diagnostics utility at initial appliance deployment and any time after that when the appliance appears not to be functioning properly.

Websense cloud portal change

You can also configure VLAN support in the Network Devices **Networking** tab in the cloud portal. Mark the **Support VLAN tags** check box if you want the appliance to

analyze VLAN tagged and untagged traffic. All VLAN traffic will be analyzed unless you define some of that traffic as trusted. See the [Websense blueSKY Getting Started Guide](#) for information about VLAN support in the cloud portal.

Installation and upgrade

Topic 70072 | Release Notes | IQ-Series Appliance | Updated: 17-Apr-2014

Applies to:	Websense IQ-Series appliance v1.2, v1.2.1
--------------------	-------------------------------------------

Installation

Installation and set up for the Websense IQ-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 [Websense blueSKY Getting Started Guide](#) for information about system configuration.

If your network includes a firewall, ensure that the following destination TCP ports are open:

Port	Purpose
8002	Configuration and policy update information retrieval from Websense blueSKY. This port must be open for an IQ-Series appliance to retrieve periodic configuration setting and policy updates from the cloud service.
8081	Proxy service. This is where the Websense blueSKY cloud-based content analysis is provided.
80	Notification page components. The default notification pages refer to style sheets and images served from the Websense blueSKY platform. For these pages to appear correctly, this web site is accessed directly (i.e., not through Websense blueSKY).
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.

It is also recommended that the outbound Network Time Protocol (NTP) port (UDP 123) be open as well 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.

Upgrade

Use the following steps to upgrade from a previous version of Websense blueSKY:

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 IQ-Series appliance **Configuration > Upgrade Management** page, find the upgrade in the table at the top of the screen. Click the **Download** icon in the Action column. This operation downloads the upgrade to the appliance.
6. When the upgrade status is changed to 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 from version 1.1 to version 1.2. 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

Topic 70073 | Release Notes | Websense IQ-Series Appliance | Updated: 17-Apr-2014

Applies to:

Websense IQ-Series appliance v1.2, v1.2.1

Please contact Websense Technical Support for a list of known issues for this version of Websense blueSKY Security Gateway.