

v7.7.3 Release Notes for Websense V-Series Appliances

Topic 44007 / Updated: 15-February-2013

Applies To:

Websense® V-Series Appliances Version 7.7.3
Models include: V10000 G3, V10000 G2, V10000,
V5000 G2

Use these Release Notes to find information about what is new and improved in V-Series Appliance version 7.7.3. This version is a patch upgrade from version 7.7.0. To find out what new features were added in version 7.7.0, please see the [v7.7.0 Release Notes for the Websense V-Series Appliances](#).

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Important

Users of Integrated Windows Authentication (IWA):

- ◆ If you are upgrading from 7.6.x or 7.7.0, note that the upgrade procedure does not preserve the domain join. Post-upgrade you must re-enable IWA and rejoin the Windows domain.
- ◆ If you use IWA on a Websense appliance, when you join the domain two domains are added to your DNSserver. One is non-functional and must be removed. See [Appliance upgrade to 7.7.3 creates is a bad entry for Content Gateway in the DNS Server](#).

It is highly recommended that you read all of these release notes and follow the upgrade instructions step-by-step.

Appliance upgrade instructions, which includes Content Gateway, start [here](#).

Version 7.7.3 introduces a new appliance in the V10000 G3. Version 7.7.3 also marks the last code release that will be supported on the original V10000 appliance. For

more information on which versions of code are supported on the various appliance platforms, see the [appliance compatibility matrix](#).

V-Series appliances can host the TRITON Web and Email security components of TRITON Enterprise.

Following is a list of the TRITON security modules and their console name.

Software module	Description	Console name
TRITON Unified Security Center	Manages configuration and settings common to all modules. Provides centralized access to consoles.	TRITON Unified Security Center
Websense Web Security	Uses policies to filter Internet requests from clients.	TRITON – Web Security
Network Agent	An Internet traffic sniffer that enforces filtering for protocols other than HTTP and HTTPS.	TRITON – Web Security
Websense Content Gateway	A Web proxy that includes real-time content analysis.	Content Gateway Manager
Websense Email Security Gateway	Filters inbound and outbound email messages.	TRITON – Email Security
Websense Data Security	Provides robust data loss prevention management.	TRITON – Data Security
Websense Mobile Security	A cloud-based service for Apple iOS mobile devices that provides remote device management and protection against Web threats.	TRITON – Mobile Security

Installation and upgrade

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Applies To:	Websense V-Series Appliances Version 7.7.3 Models include: V10000 G3, V10000 G2, V10000, V5000 G2
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The upgrade to version 7.7.3 is applied to V-Series appliances via a software patch. Patches are installed via the Appliance Manager under the **Administration > Patches/Hotfixes > Patches** page. You must be running version 7.7.0 to use the version 7.7.3 patch. If you are running a previous version, please see the upgrade links below.

The Quick Start poster and Getting Started Guide are your comprehensive resources for installing the physical unit, running **firstboot**, and completing initial configuration.

Comprehensive **upgrade** instructions start [here](#) in the [Deployment and Installation Center](#).

Security mode provisioning

Version 7.7.3 V-Series appliances support the following security modes.

Your subscription keys should be for the security modes you select during **firstboot**.

Security Mode	V5000	V10000 G2 and G3
Standalone mode		
Web Security	X	
Web Security Gateway	X	X
Web Security Gateway Anywhere	X	X
Email Security Gateway	X	X
Email Security Gateway Anywhere	X	X
Dual Mode		
Web Security and Email Security Gateway	X	X
Web Security Gateway or Gateway Anywhere and Email Security Gateway or Gateway Anywhere		X

First generation V10000 appliances (not G2 or G3) support Web Security Gateway (Anywhere) by patch upgrade, only.

Once configured, the appliance cannot be changed to another security mode without first restoring the factory image. The security mode **cannot** be changed by running **firstboot** again.

Web browsers with the Appliance Manager

V-Series appliances are configured and maintained with a Web-based user interface called the Appliance Manager. The Appliance Manager should be used with one of these supported browsers:

- ◆ Microsoft Internet Explorer 8 and 9
- ◆ Mozilla Firefox versions 5 and later

- ◆ Google Chrome 13 and later

**Note**

If you are using Internet Explorer, make sure that Enhanced Security Configuration is turned off.

When you access the Appliance Manager for the first time, you will get a certificate warning because the Appliance Manager offers a self-signed certificate. To eliminate the warnings, install the certificate into your browser's CA store. For instructions, see your browser documentation.

Downloading the TRITON Unified Security Center Installer

The TRITON Unified Security Center and several support components are installed off of the appliance, on separate servers.

To download the TRITON version 7.7.3 Installer:

1. Go to mywebsense.com and log in to your account.
You are taken to the My Products and Subscriptions page.
2. Click the **Downloads** tab.
3. Under Download Product Installers, select your **Product and Version** (7.7.3).
The available installers are listed under the form.
4. Click the plus sign (“+”) next to an installer entry for more information about the installer.
5. Click the **download** link to download the installer.

Operating tips

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Websense V-Series Appliances Version 7.7.3
Models include: V10000 G3, V10000 G2, V10000,
V5000 G2

Interface setup tip

If the P2 interface is used and it is in the same subnet as P1, the default gateway is automatically assigned to P2, which is bound to eth1. You should perform a test to ensure that outbound packets can reach the Internet.

Avoiding port conflicts

See the [ports list](#) for a table of the Websense software module versions that are compatible with each appliance version.

Check the ports article to avoid port conflicts if you plan to make a change from a default port.

For example, if you want to use an HTTP proxy server port that is different from the default port (8080), be sure to check the ports list first, to avoid conflict with ports already in use by the V-Series.

Upgrade tip

After patch installation is complete:

- ◆ Log onto the Appliance Manager, go to the **Configuration > System** page and confirm and adjust, if necessary, the **Time and Date** settings, paying particular attention to the time zone setting.
- ◆ If the upgraded appliance is a Policy Server, log onto TRITON console, go to the TRITON – Web Security **Settings > General > Policy Servers** page and add the appliance. Next go to the TRITON console **Appliances** tab and register the appliance.
- ◆ The upgrade procedure does not preserve the Integrated Windows Authentication join to the Windows Domain. Post upgrade, re-enable IWA and rejoin IWA to the Windows Domain. See **Configuring Integrated Windows Authentication** in Content Gateway Manager Help.

Logging tip

If you want to examine log files for Network Agent in Appliance Manager, be sure to turn on Network Agent logging in the TRITON - Web Security console first. To do this, log on to **TRITON - Web Security** and navigate to the **Settings > Network Agent > Global**. Hover over **Global** and select the Network Agent IP address that you're interested in. At the bottom of the page, open **Advanced Network Agent Settings**, go to the **Debug Settings** area, and set **Mode**, **Output**, and **Port**.

Deployment tips

- ◆ When Policy Broker is run on a V-Series appliance (configured as the **Full policy source**), all Policy Servers that point to that Policy Broker (configured as **User directory and filtering**) must be installed on V-Series appliances as well. You

cannot install and run Policy Servers on off-box machines and point them to a Policy Broker that runs on an appliance. This configuration is not supported.

However, you can run Policy Server on multiple appliances (**User directory and filtering** mode) and point these appliances to a Policy Broker running either on or off an appliance.

- ◆ **Teamed NICs** share the load under one common identity, with multiple adapters load-balancing under a single IP address. This is also known as link aggregation or trunking.

If you have implemented NIC teaming, but don't see load balancing working as expected, the problem may be resolved by configuring your switch to disable **flowcontrol send**. To do this, use the command **set port flowcontrol send off** for both the port-channel and channel member ports.

- ◆ When Web Security Gateway (Anywhere) is deployed and Content Gateway **Integrated Windows Authentication** (IWA) is configured, if the appliance hostname is changed, IWA will immediately stop working. To repair the IWA configuration, log onto Content Gateway Manager, unjoin the stale domain and join the domain with the new hostname.
- ◆ Websense Web Security Log Server now supports **SQL Server SSL encryption**. However, if you are running TRITON – Web Security (manager) on the appliance (recommended only for evaluations and very small deployments), the connection from the console to the database **cannot be encrypted**. This means that if the Microsoft SQL Server “Force Protocol Encryption” option is set to Yes, no data will appear in the Web Security Dashboard or other reporting tools.

Backup and restore tips

- ◆ When configuring schedule backups to a remote storage location (FTP server or Samba share), make sure that the account used for backup file creation has **read** and **write** permissions. If you plan to use the option to automatically delete backup files older than some period of time, you must use an account that has **delete** permissions for the backup file directory and its subdirectories.
- ◆ In a multiple appliance deployment, after restoring the configuration of a **Policy source** appliance, restart any **Filtering only** or **User directory and filtering** appliances in your network to ensure that user requests are filtered correctly.

Resolved and known issues

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Applies To:	Websense® V-Series Appliances v7.7.3 Models: V10000 G3, V10000 G2, V10000, V5000 G2
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A [list of resolved and known issues](#) in this release is available to customers with a current MyWebsense account.

If you are not currently logged in to MyWebsense, the link takes you to a login prompt. Log in to view the list.