

v7.3 Release Notes for Websense Email Security

Topic 40000 / Updated: 10-Nov-2010

Applies To:	Websense Email Security 7.3
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Websense Email Security version 7.3 is a feature release offering considerable enhancements and improvements to usability, security, and file protection. It also contains some tips for configuring new features of Websense Email Security.

Websense Email Security version 7.3 is released with Personal Email Manager version 7.3 and Report Central version 7.3. The Personal Email Manager component includes some new features and enhancements. Report Central contains no new features.

Key features in this release

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Key features in this release include support for several systems including Microsoft 2008 R2 Active Directory, Microsoft Small Business Server 2008, Microsoft SQL Server 2008 Express, Microsoft Exchange Server 2010, Microsoft Windows 7, and VMWare technology. Other enhancements include integration to the Directory Server, simplified and efficient data management, and improved file protection.

Improved proxy support during installation

You can configure the proxy settings to the download server and update server through the user interface rather than through the registry. This feature improves the usability of the product and makes it easier for you to define or update proxy

information. The username and password are also encrypted in the registry to ensure your local machine is protected and secure.



Note

If authentication isn't required, you can leave the username and password blank.

Edit the proxy information in the Configuration Wizard when you do a new installation of Websense Email Security, or open Websense Email Security and select **Tools > Options**.

Customizable footer and banner

You can customize the footer and banner by adding an image or HTML. HTML and JPG are newly supported in Websense Email Security v7.3.

You can also use the Directory Server look-up function to insert your personal details (such as phone number, fax number, position title) directly into the footer and banner. This feature reduces the need to manually update the footer whenever your personal detail in the Directory Server is changed.

Better protection against adult content in image files

Websense Email Security v7.3 uses the latest image filter library file. The Virtual Image Agent has also been upgraded to provide greater protection in detecting inappropriate images within messages.



Note

Virtual Image Agent is a separate licensed component. Contact your local sale representative for information on how to subscribe to this component.

Support for email addresses with BATV format

Some emails added to the whitelist or the blacklist in Personal Email Manager were blocked by Websense Email Security. Those emails were incorrectly blocked because they had Bounce Address Tag Validation (BATV) turned on. Emails with BATV turned on can be identified by the prvs= tag string added to the email address.

For example, abc@example.com appears as prvs=tag=abc@example.com.

Because the string modifies the email address, the message header appears to have 2 different addresses, causing the application to think that the message is a spam. This results in Websense Email Security blocking the email, despite adding the address to the Always Allow list in Personal Email Manager.

To rectify this issue, Websense Email Security now recognizes email addresses that use the prvs tag. When an email has BATV turned on, it checks to see if the address with prvs tag is added to the whitelist or blacklist, and either allows or blocks the email appropriately.

Double scanning of files

A new feature is added that gives you the option to scan both the document and its content. By default, Websense Email Security scans only the text content of a document. You can now choose to also scan for the file type.

With this option turned on, when Websense Email Security receives an email with an attached document, it first scans the file to determine the file type, then parses the document to text and scans the text content within the document.

To enable double scanning, in Rules Administrator, select **Tools > Options > Dictionary Scanner** and then select the **Scan the documents whether decomposed or not** check box.

Detection of embedded .swf files in Microsoft Excel documents

Websense Email Security v7.3 can detect .swf Flash files that are embedded as a common object in Microsoft Excel documents. Flash files that are directly embedded as flash objects using a third-party add-on are not detected.

Password-protected file detection supports new file types

Microsoft Office version 2007 or later and PDF files are now supported when detecting password-protected files in incoming and outgoing messages.

Enhanced TLS logging

TLS (Transport Layer Security) is a protocol that ensures data transmitted over the network is secure and encrypted. Every message that is sent or received has a corresponding logging detail attached. The information contained in TLS is useful for identifying the source, content, and time stamp of a message.

To import or export address lists as text files:

1. In Rules Administrator, create a new rule.
 - a. Select **Rule > New Rule**.
 - b. Ensure the **Enabled** check box is selected.
 - c. Type in a name and description for the new rule, and then click **OK**.
2. Select the new rule and then select the **Who** tab.
3. Choose whether you want to add recipients (**To Users and Groups**) or add senders (**From Users and Groups**), and then drag it to the right hand panel.
4. Select a method to add users and then click **Import** or **Export**, depending on your requirements.

Delete messages by server name

A new functionality is added that lets you select a server name and delete the related messages in the database. This feature is useful for permanently deleting message log records in the database which previously could not be deleted in Message Administrator. For example, if you have multiple Websense Email Security servers in a network and a server is removed from the network, you will use this function to remove the log entries associated with the removed Websense Email Security server.

To access this option, open the Websense Database Wizard (**Start > Websense Email Security > Database Tools > Log Database Management**), select the **Delete log records by server name** option, and then follow the wizard instructions.

Directory Server integration with Account Management

Managing users in Websense Email Security Account Management is now easier due to the integration of Administrator User with Directory Server. Previously, users had to be configured individually. With Directory Server integration, you can manage multiple users more efficiently:

- ◆ Import or export user filters as text files.
- ◆ Edit user permission level.
- ◆ Add or delete users and administrators.

When creating an import text file, each item in the list must follow this format:

```
LDAP profile name@@@search query
```

Where:

- ◆ **LDAP profile name** is the name of the server defined in the Directory Harvest Detection.
- ◆ **Search query** is a valid Directory Server lookup query.

Environmental support

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Servers and clients

- ◆ Windows Server 2003 R2
- ◆ Windows Server 2003 R2 x64
- ◆ Windows Server 2003
- ◆ Windows Server 2003 x64
- ◆ Windows Server 2008
- ◆ Windows Server 2008 x64
- ◆ Windows Server 2008 R2 x64
- ◆ Windows Small Business Server 2008

Clients only

- ◆ Windows XP
- ◆ Windows Vista
- ◆ Windows 7

Database servers

- ◆ SQL Server 2005
- ◆ SQL Server 2005 x64
- ◆ SQL Server 2005 Express
- ◆ SQL Server 2008
- ◆ SQL Server 2008 x64
- ◆ SQL Server 2008 Express

Virtual server

- ◆ VMWare ESX / ESXi 4.0

Web browsers

- ◆ Microsoft Internet Explorer version 7.0 or later
- ◆ Mozilla Firefox version 3.0 or later

**Note**

Windows Server 2000 is no longer supported.

Disk space recommendations

For the Websense Email server machine:

- ◆ 4 GB random access memory (RAM) (2 GB minimum)
- ◆ 20 GB disk space (15 GB minimum)

If you are running Websense Email Security on the same server as Personal Email Manager, then Websense recommends the following minimum system requirements:

Component	Requirement
Processor	Intel Pentium IV processor 3 GHz or higher
Memory	2 GB RAM minimum, 4 GB recommended
Disk Space	15.5 GB Minimum Disk Space, 21 GB recommended
Display	Super VGA (800 x 600) or higher resolution video adaptor and monitor
Networking	TCP/IP installed and configured with an Internet connection
Email	Email system with SMTP gateway or MTA installed
Email security software	Websense Email Security v7.1 or later

Operation tips

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Allow anonymous users to connect to Microsoft Exchange 2010

Due to higher security in Microsoft Exchange 2010, by default it does not allow anonymous users to connect to the server. You can change this default setting by modifying the Server Configuration settings.

1. Open Microsoft Exchange 2010 Management Console.
 - a. Ensure you are logged in with Administrative privileges.
 - b. Select **Start > All Programs > Microsoft Exchange Server 2010**.
 - c. Select **Exchange Management Console** from the list of utility programs.
2. Under **Microsoft Exchange**, select **Server Configuration** to expand the sub menu items.
3. Select **Hub Transport**.
4. On the **Receive Connectors** tab, right-click **Default MAIL** and then select **Properties**.
5. Select the **Anonymous users** check box and then click **OK**.

Enable HTML in footers and headers

To enable HTML in footers and headers, ensure the object begins with a <html> tag otherwise the HTML cannot be translated.

Example:

```
<html>Hello, <b>Websense</b>!</html>
```

Limit the size of messages processed by Rules Service

Websense Email Security Rules Service requires more memory to process large messages. You can set a limit in Rules Service to restrict large messages from being scanned against the rules to increase overall performance on the server. If a message exceeds the size specified, then Rules Service skips the message.

1. Select **Start > Run**, and then type “regedit” to open the Registry Editor.
2. Select **HKEY_LOCAL_MACHINE\SOFTWARE\SurfControl plc\SuperScout Email Filter**.
3. Add a value to the registry key.
 - a. Select the new registry key and then select **Edit > New > DWORD** [or **DWORD (32-bit) Value** for 64-bit Windows].
 - b. Type “MaxMessageSizeForRuleService” and then press **Enter**.
 - c. Right-click the new registry key and then select **Modify**.
 - d. For **Value data**, specify a value (in MB) to restrict the message size processed by Rules Service.



Note

You may specify any value in the registry key. The size is determined by your environment and system. The larger the value, the larger the message size limit.

Install Websense Email Security using an SQL Server named instance or non-default port

You can install Websense Email Security using an SQL Server with a named instance or with a non-standard SQL port.

To install Websense Email Security on an SQL Server named instance:

1. Ensure the SQL Server Browser service is running.
2. Run the Websense Email Security installation setup.
3. On the **Connect to SQL server** page, assign a named instance server. The following methods are available:
 - Select a named instance server from the **Select the SQL server instance where Websense Email Security databases will be installed** drop-down list.
 - Add a named instance to the connection string. In the **Select the SQL server instance where Websense Email Security databases will be installed** field, type the instance name. The format is IP\instance_name. For example, 10.100.10.88\MYINSTANCE.
4. Complete the installation wizard.

Fixed issues

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The issues described in this section have been corrected in Websense Email Security v7.3.

- ◆ A problem that caused Rules Service to crash when processing an email with an attached Microsoft Word document that contains an embedded Excel object has been corrected
- ◆ Rules Service is capable of handling errors produced when ContentAccess fails to decompose a message received.
- ◆ The Dashboard integration with the SSL Directory Server now display the correct connection status.

Known issues

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The issues described in this section are known issues in Websense Email Security v7.3.

ODBC doesn't check the username and password when it connects to the database in NT authentication mode

Websense Email Security uses ODBC (Open Database Connectivity) to access the database, and in order to get a connection, it needs to authenticate. There are 2 authentication modes: NT authentication and SQL authentication.

By design, ODBC includes a username and password for SQL authentication, but not for NT authentication. When NT authentication is used to connect to the database, the ODBC does not check for a username and password. This means that non-existing users, or the wrong password are accepted.

There is currently no workaround for this issue.

Documentation notes and corrections

In the Websense Email Security Administrator Help document on page 43, there is a note in a table that reads:

If selected, this overrides the Enable STARTTLS option in the ESMTP Commands dialog box. See ESMTP commands, page 38.

This is incorrect and should be ignored.

Installation

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To install a new installation of Websense Email Security:

1. Download the Websense Email Security installation package from www.MyWebsense.com.
2. Double click the file to unzip it and launch the installer.
3. Follow the instructions in the *Websense Email Security Installation Guide*.

Upgrades

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Websense Email Security v7.3 can be installed as an upgrade to versions 7.1 and 7.2.

If you are running Websense Email Security v7.0 or earlier, you must first upgrade to version 7.1 or 7.2, and then upgrade to version 7.3.

If you have a supported version of Websense Email Security installed, then follow these instructions to upgrade to the latest version.

**Note**

Upgrade is supported for the Server module only. The Client module is not supported. If you'd like to get the latest version for the Client module, first uninstall the existing version of Client applications, and then install the latest Websense Email Security product.

1. Download the Websense Email Security installation package from www.MyWebsense.com.
2. Follow the instructions in the *Websense Email Security Installation Guide*.

Migrations

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Migrate data tool for SQL 2000

A new tool in Websense Email Security v7.3 lets you transfer data from SQL Server 2000 to versions SQL Server 2005 or SQL Server 2008. Migration of data is much faster and more efficient.

1. Open the Database Data Migration Tool.
 - a. Navigate to the \Database folder in the directory where you installed Websense Email Security (typically **C:\Program Files [or Program Files (x86)] for 64-bit Windows\Websense Email Security\Database**).
 - b. Double click the file **DBDataMigrationTool.exe**.

2. Specify the server details for the source and destination data.
 - **Select the data source of migration panel:** The server details which data is migrated from.
 - **Select the data destination of migration panel:** The server details which data is migrated to.
 - **Server:** You can type in an IP address, a server name and port, or an instance name.
 - **Authentication mode:**
 - **Windows authentication** does not require a username and password.
 - **SQL Server authentication** requires a username and password. Ensure you have administrative privileges to use SQL Server authentication.
 - **Database:** Select the database from which to migrate from (source), and migrate to (destination).

The following limitations apply to the database:

- The source and destination must be from the same database.

If the source database is from STEMLog, then the destination database must also be from STEMLog. There are currently 4 databases in Websense Email Security: STEMConfig, STEMDashboard, STEMFriendlyName, and STEMLog.

- The destination database must be a valid Websense Email Security database with proper database objects (for example, tables, views, and functions).
 - The Database Data Migration Tool must be the only connection to the source and destination database. Disconnect other connections from the database before commencing the migration.
3. Click **Start** to begin the migration process.
 4. Click **OK** when asked to confirm the migration.
 5. When the migration completes, click **Exit** to finish.