

Configuration Information

This chapter describes some basic Email Security Gateway configuration settings, some of which can be set in the first-time Configuration Wizard. Other topics covered include Email Security interface navigation, Today and History dashboard illustrations of Email Security system health and value, hybrid service and Data Security registration, and email filtering database update scheduling.

Topics:

- ◆ [Using the First-time Configuration Wizard, page 1](#)
- ◆ [Entering and viewing subscription information, page 4](#)
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Using the First-time Configuration Wizard

The Configuration Wizard is available the first time you open Email Security after installation. The wizard lets you quickly and easily enter some critical configuration settings before you open the TRITON - Email Security user interface.

Click the Email Security tab in the TRITON console module tray to display a pop-up box that allows you to enter your Email Security subscription key. You can enter your key here, or skip this step and enter your subscription key later in the **Settings > General > Subscription** page (see [Entering and viewing subscription information, page 4](#)).

After you click **OK** in the subscription key pop-up box, a subsequent message box offers a choice of opening the Configuration Wizard or the Email Security Gateway dashboard.

**Note**

If you open the Email Security Gateway dashboard instead of the wizard, you are presented with an option to open a document containing some helpful configuration settings information.

If you decide to skip the Configuration Wizard, you cannot access it later for this appliance.

You can set any one or all of the following in the Email Security first-time Configuration Wizard:

- ◆ [Domain-based route, page 2](#)
- ◆ [Trusted IP addresses for inbound mail, page 3](#)
- ◆ [Data Security registration information, page 3](#)
- ◆ [Email Security Log Server information, page 3](#)
- ◆ [Email Security system notification email address, page 3](#)

You can skip any page in the wizard, but in order to save any settings you have made, you must review them in the wizard's Confirmation page and click **Complete**.

Note that if you click **Cancel** at any time while you are in the Configuration Wizard, any settings you entered up to that point are lost.

A **Confirmation** page at the end of the wizard lets you review all your settings and modify any of them if desired. Click **Edit** next to the item you want to change to view the appropriate wizard page. Click **OK** on the edited page to return to the Confirmation page.

Click **Complete** when you are finished with your configuration settings. The Email Security Today dashboard opens.

Domain-based route

The **Domain-based Route** page of the Configuration Wizard lets you identify a domain that you want protected and designate the SMTP server to which mail to this domain should be sent. You can add more protected domains in the **Settings > Inbound/Outbound > Mail Routing** page.

Use the following steps in the wizard to designate a protected domain:

1. Enter a name for your route in the **Route name** entry field.
2. Designate a protected domain in the **Protected domain name** field.
3. Enter the SMTP server IP address and port number for the protected domain in the appropriate fields.

4. If you want email routing to use Transport Layer Security (TLS) to encrypt the transmission, mark the **Use Transport Layer Security** check box.
5. Mark the **Require Authentication** check box to force a user to enter username and password credentials. Enter the username and password that must be used.

Trusted IP addresses for inbound mail

In the Trusted Inbound Mail page, you can create a list of trusted IP addresses for which inbound email filtering is not performed. Enter an IP address in the **Trusted IP address** field, and then click the right arrow button to add it to the **Trusted IP address list**.

Delete an address from the Trusted IP addresses list by selecting the address and clicking **Remove**.

Data Security registration information

Email Security registration with the Data Security management server is automatic when you add an appliance to the TRITON Unified Security Center from Email Security Gateway. If registration has already occurred before you use the Configuration Wizard for an appliance, you may not see this page.

If your status is **Unregistered** and you want to complete the registration in the wizard, select the IP address used for communication with Email Security Gateway in the **Communication IP address** drop-down list. Enter the Data Security server IP address in the appropriate field and designate the username and password for that server.



Note

You must deploy the registration in the Data Security module to complete the process. After you complete the Configuration Wizard, click the Data Security module tab and then click **Deploy**.

Email Security Log Server information

The Email Security Log Server receives records of system event and email filtering activity, which the Log Database uses to generate reports. Enter the Log Server IP address and port number on the **Log Server** page. Click **Check Status** to receive Log Server availability information.

Email Security system notification email address

You can identify an email address to which you want system notification messages sent in the **Notifications** wizard page. Typically, this is an administrator address. Enter the desired address in the **Notification email address** field.

Entering and viewing subscription information

You should receive an Email Security Gateway subscription key by email after you purchase the TRITON - Email Security module. If you did not enter the subscription key the first time you opened Email Security, enter it in the **Settings > General > Subscription** page.

After you enter a valid subscription key, the expiration date and number of subscribed users is displayed. Purchased subscription features appear in the Subscribed Features list.

Use the **Subscription key** field to enter a new key any time you receive one. If your subscription includes Websense Email Security Gateway Anywhere, you must register with the hybrid service every time you enter a new subscription key to establish the hybrid service connection.

Navigating TRITON - Email Security

The TRITON - Email Security user interface can be divided into 6 main areas:

- ◆ Banner
- ◆ Module tray
- ◆ Email Security Gateway toolbar
- ◆ Left navigation pane
- ◆ Right shortcut pane
- ◆ Content pane

The TRITON Unified Security Center banner shows:

- ◆ Your current logon account
- ◆ A Log Off button, for when you want to end your administrative session

The content displayed in TRITON - Email Security varies based on the privileges granted to the logged on user. A user who is a reporting administrator, for example, does not see server configuration settings or policy administration tools.

This section describes the options available to users with Super Administrator privileges.

The module tray lets you launch other modules of the TRITON Unified Security Center. For Websense Web Security Gateway or Data Security customers, click **Web Security** or **Data Security** to open the TRITON - Web Security or TRITON - Data Security module in another window.

An Appliances button in the module tray opens a Manage Appliances window, which lets you add and remove an appliance in your system.

A TRITON Settings button lets you:

- ◆ Manage your administrator account.
- ◆ Add other TRITON administrators and assign them appropriate permissions.
- ◆ Specify and configure the desired directory service for TRITON administrators.
- ◆ Configure administrator account notification message details.

See the TRITON Unified Security Center Help for more details.

The module tray also provides access to Explain This Page context-sensitive Help, complete Help system contents, helpful initial configuration setting information, and the [Websense Support Portal](#).

The Email Security toolbar, just under the module tray, lets you switch between the Main and Settings tabs of the left navigation pane. Use the Main tab to access Email Security status, reporting, and policy management features and functions. Use the Settings tab to perform system administration tasks. The toolbar also includes a drop-down list of system appliances.

The right shortcut pane contains links to common administrative tasks. Click an item in the list to jump to the page where the task is performed.

Both the left and right navigation panes can be minimized by clicking the double arrow (<< or >>) icon at the top of the pane. Click the reverse icon (>> or <<) to view the pane. Click a shortcut icon on the minimized left navigation pane to access various groups of Email Security functions without maximizing the pane.

The Email Security Gateway Dashboard

The **Main > Status > Today: Health, Security and Value Since Midnight** page appears when you first log on to TRITON - Email Security. It displays alert messages and graphical charts that show the current state of your email scanning software, focusing on email traffic activity in your network. The charts on this page cover the 24-hour period beginning at 12:01 a.m. according to the time set on the Log Database machine.

At the top of the page, 2 summary sections provide a quick overview of current status:

- ◆ The **Health Alert Summary** shows the status of your Websense software. Click an error or warning alert message to open the Alerts page, where more detailed alert information is available (see [Viewing system alerts, page 8](#)).
Information in the Health Alert Summary is updated every 30 seconds.
- ◆ Under **Business Value**, view statistics showing how Websense Email Security has protected your network today by blocking suspicious email traffic. Data includes total numbers and percentages of blocked messages listed by filter type, the percentages of false positive and negative results from spam scanning, and the number totals for various types of messages handled by Email Security.

Below the summary information, up to 4 user-designated Flash charts provide information about email scanning activities. These charts are available to Super

Administrators, and to other administrators who are granted permission to view reports on the Today page. Click **Customize** to select the 4 charts you want displayed.

Information in these charts is updated every 2 minutes. You may need to scroll down to see all of the charts.

Up to 2 buttons appear at the top of the Today page:

- ◆ **Customize**, available to Super Administrators only, opens a page where you can select which charts to display on the Today page (see [Customizing the Today page](#), page 6).
- ◆ **Print**, available to all administrators, opens a secondary window with a printer-friendly version of the charts on the Today page. Use browser options to print the page.

Related topics:

- ◆ [Customizing the Today page](#), page 6
- ◆ [Customizing the History page](#), page 7
- ◆ [Websense health alerts](#), page 8
- ◆ [Viewing and searching logs](#), page 9

Customizing the Today page

Use the **Today > Customize** page to select up to 4 charts for the **Status > Today** page. Only Super Administrators with unconditional policy permissions can customize the Today page. The following charts are available:

Chart Name

Connections Summary
Inbound Messages Summary
Outbound Messages Summary
Average Message Volume in Work Queue
Data Security Policy Violations by Severity
Top Data Security Policy Violations
Top Senders by Message Size
Top Senders by Message Volume
Top Blocked Protected Domain Addresses
Top Inbound Domains by Message Size
Top Inbound Domains by Message Volume
Top Recipients by Message Size
Top Recipients by Message Volume

Two additional reports are available if your subscription includes Websense Email Security Gateway Anywhere:

Chart Name

Hybrid Service Message Size Summary

Hybrid Service Message Volume Summary

The charts that you select appear on the Today page for all Super Administrators, and for other administrators who have permission to view charts on the Today page. See the topic titled *Managing administrator accounts* in TRITON - Email Security Help.

Some charts show potentially sensitive information, such as usernames or IP addresses. Be sure that the charts you select are appropriate for all of the administrators who may view them.

To select charts, mark or clear the check box next to the chart name. When you are finished making selections, click **OK** to return to the Today page and view the charts. To return to the Today page without making changes, click **Cancel**.

Customizing the History page

Use the **Status > History: Last 30 Days** page to get an overview of email scanning activity for up to the past 30 days. The 4 charts on the page are updated daily at 12:01 a.m. to incorporate data from the previous day, as determined by the time on the Log Database machine. You may need to scroll down to see all the charts. See [Customizing the Today page, page 6](#), for a list of available charts. Note that the Average Message Volume in Work Queue chart is not available for the History page.

The exact time period covered by the charts and summary tables depends on how long Email Security Gateway software has been processing mail. During the first month that Websense software is installed, the page shows data for the number of days since installation. After that, the reports cover the 30 days prior to today.

Depending on the reporting permissions granted to the role, some administrators may not see the charts on the History page. See the topic titled *Managing administrator accounts* in TRITON - Email Security Help for more information.

Two buttons appear at the top of the page:

- ◆ **Customize**, available to Super Administrators only, opens a page where you can change which charts appear on the page. You can also change the dollar amount used to calculate the estimated cost savings from the Email Security and hybrid service filtering capabilities.
- ◆ **Print**, available to all administrators, opens a secondary window with a printable version of the charts displayed on the History page. Use browser options to print this page, which omits all the navigation options found in the main TRITON - Email Security window.

Value Estimates

The Value Estimates section at the top of the History page provides an estimate of savings afforded by Email Security Gateway filtering capabilities, as well as a summary of blocked messages by email filter type.

Email Security filtering capabilities stop unwanted mail and threats, protecting network resources and saving an organization time and money. With the addition of the hybrid service (an Email Security Gateway Anywhere environment), infected traffic is stopped before it enters the network, increasing the savings.

Mouse over the Email Security Gateway Filtering Value item for an estimate of cost savings from hybrid service and Email Security email filtering. Default value of cost per MB includes the estimated cost saving from preventing threats and unwanted mail, and the resulting bandwidth saved. Click **Customize** in the **Estimated cost savings** pop-up box to set the cost savings per MB of blocked mail.

The Blocked area illustrates how Email Security software has protected your network. Total numbers and percentages of blocked messages are listed by filter type, including percentages of false positive and negative results from spam scanning.

Viewing system alerts

The **Health Alert Summary** on the dashboard shows the status of your Email Security software. Click an error or warning message to open the **Status > Alerts** page, where more detailed alert information is available.

The Alerts page displays information about problems affecting the health of your Email Security software, provides links to troubleshooting help, and documents the details of recent real-time filtering database updates.

The Active Alerts list shows the status of monitored Websense software components. For detailed information about which components are monitored, click **What is monitored?** above the list of alert messages.

To troubleshoot a problem, click **Solutions** next to an error or warning message. Click **Learn More** to find more details about an informational alert.

Websense health alerts

The Health Alert Summary lists any potential concerns encountered by monitored components of your Websense software. Alerts will be generated for the following conditions:

- ◆ Subscription expiration issues or subscription key problems
- ◆ Email Security services unavailable or not running
- ◆ Email Security configuration problems
- ◆ Master Database server connection problems
- ◆ Filtering database engine and download problems
- ◆ URL scanning server problems

- ◆ Log Server unavailable, not running, or having performance problems
- ◆ Email Security, Log Server, or Log Database version mismatches
- ◆ Log Database unavailable or having performance problems
- ◆ Presentation report jobs execution problems
- ◆ Low disk space problems
- ◆ Old system log or message queue files
- ◆ Unavailable system logs or message queues
- ◆ Third-party encryption application problems
- ◆ Appliance cluster connection and synchronization problems
- ◆ User directory server unavailable or not running
- ◆ Invalid user directory credentials

If you have subscribed to Websense Email Security Gateway Anywhere, or if your subscription includes both email and data security components, Websense software monitors interoperability components to provide alerts about the following conditions:

- ◆ Websense Data Security management server registration, configuration, and connection status
- ◆ Hybrid service registration, authentication, and connection status

The icon next to the alert message indicates the potential impact of the related condition.



The message is informational, and does not reflect a problem with your installation (for example, a successful database download or cluster synchronization).



The alert condition has the potential to cause a problem, but does not immediately prevent filtering or reporting (for example, hybrid service data is not available or the subscription key is about to expire).



A Websense software component is not functioning (has not been configured or is not running), which may impair filtering or reporting, or your subscription has expired.

Click an alert message in the Health Alerts Summary to go to the Alerts page, which provides additional information about current alert conditions. Click [Learn More](#) (for informational alerts) or [Solutions](#) (for errors or warnings) for details and troubleshooting tips.

Viewing and searching logs

Email Security Gateway includes 5 logs to help you monitor system and email message status. These logs are searchable by predefined time periods, or you can customize the time period you want searched. The Message Log also allows you to refine your search for messages, using search conditions like email address, scanning result, or message status.

You can export Message or Connection log search results to a comma-separated value (CSV), HTML, or XML file. Other logs may be exported to a CSV or HTML file. Note that the maximum number of log entries exported cannot be greater than 100,000.

Email Security includes the following logs:

- ◆ [Message Log, page 10](#)
- ◆ [Connection Log, page 13](#)
- ◆ [Audit Log, page 16](#)
- ◆ [System Log, page 17](#)
- ◆ [Console Log, page 18](#)

Message Log

The Message Log records information about each email message (inbound, outbound, and internal) processed by Email Security. Access the Message Log on the **Main > Status > Logs** page.

You can configure the number of entries per log page, between 25 and 200, in the **Per page** drop-down list in the log table banner. At the top and bottom of the page, scroll through Message Log pages by clicking the back and next arrows, or enter a specific page number in the **Page** field and click **Go**.

The length of time message records are saved in the database depends on your message volume and database partition capacity. To preserve message records, use the Export option to export the log on a regular basis. Exporting does not remove records from the Message Log. It transfers log data to a CSV, HTML, or XML file.

When the Message Log page appears, the most recent records are shown. Use the **View from/to** fields to specify the date/time range for the log entries you want to see. The calendar includes the following options:

- ◆ Change the month and year by using the back and next arrows around the month and year at the top of the calendar.
- ◆ Set the calendar to the current date by clicking the date in the lower left corner of the calendar.
- ◆ Click **Clean** to clear the current date/time calendar selection.
- ◆ Click **Today** to set the calendar date to today's date.

Set the time range in hours and minutes in the entry fields to the right of the calendar.

The following message data is collected and displayed in table format:

Message Data Item	Description
Message Log ID	A database-generated message identifier
Received Date/Time	The date and time a message was received
Subject	The message subject

Message Data Item	Description
Sender Address	Message sender email address
Sender IP	Message sender IP address
Recipient Address	Message recipient email address. If the message has multiple recipients, the first recipient address is displayed.
Scanning Result	Message filtering results (Clean, Virus, Spam, Data Usage, or Exception). When a Data Security policy is indicated, a View Incident link in this column opens the incident details in Data Security.
Message Status	Current message status (Delivered, Delayed, Dropped, Exception, or Failed). A message with multiple recipients may have multiple status entries based on the policy applied.

When you click an individual message log identifier, details about that message are displayed. The following message detail items appear in table format:

Detail Item	Description
Recipient Address	Message recipient email address. If the message has multiple recipients, this column has multiple entries.
Recipient IP	Message recipient IP address
Delivered Date/Time	The date and time a message was delivered
Direction	Message direction (Inbound, Outbound, or Internal). If the message has multiple recipients, this column may have multiple entries.
Policy	Name of the policy applied to the message. If the message has multiple recipients, this column may have multiple entries.
Rule	Name of the policy rule applied to the message. If the message has multiple recipients, this column may have multiple entries for a single message.
Scanning Result	Message filtering results (Clean, Virus, Spam, Data Usage, or Exception)
Message Status	Current message status (Delivered, Delayed, Dropped, Exception, Failed)
Quarantined?	Indicator of whether message is quarantined (Yes or No)

The Message Log includes several search options, including date range or keyword searches. Determine the date/time range for a search by selecting dates in the **View from/to** field calendar controls. Default value for the **from** or **to** field is the date and time that you open the log.

You can perform a keyword search by selecting the log elements on which you want the search done from the **Keyword search** drop-down list and then entering a term in the field to the right of the list. Search for a keyword in all Message Log elements, or in 1 of the following Message Log components:

- ◆ Message Log ID

- ◆ Subject
- ◆ Sender Address
- ◆ Sender IP
- ◆ Recipient Address
- ◆ Scanning Result
- ◆ Message Status

Click **Set to Default** to return the keyword search options to the default settings (all Message Log components and keyword field blank).

View advanced search options for narrowing your message search by clicking **Advanced Options** to the right of the Keyword search box. Refine your search by selecting options in 1 or more of the following categories:

Category	Description
By Email Address	Click Specify Email Addresses to open the Specify Email Addresses dialog box. Specify your matching conditions, including email addresses; whether the address can be a sender, a recipient, or both; and whether the search should match any address in the list or all addresses in the list. The “match any” search option supports wildcard entries, but “match all” does not. Separate email address entries by a semicolon (;).
By Scanning Result	Search by message filtering results (Clean, Virus, Spam, Data Usage, or Exception)
By Message Status	Search by current message status (Delivered, Delayed, Dropped, Exception, or Failed)

Click **Search** to generate search results.

Click **Set to Default** to return all your search option settings to their default state.

To export Message Log search results:

1. Click **Export** to open the Export Log dialog box.
2. Select the desired output file type (CSV, HTML, or XML).
 - If you select **CSV**, a dialog box opens to let you open or save a text file in comma-separated value format.
 - If you select **HTML**, a dialog box opens to let you open or save an HTML file containing the log data.
 - If you select **XML**, you can open the resulting file in Microsoft Excel.
If Microsoft Excel is installed on the machine running TRITON - Email Security, the exported file opens. Use options in Excel to save or print the file.
If Microsoft Excel is not installed on the machine running TRITON - Email Security, follow the on-screen instructions to either locate the software or save the file.
3. Indicate the pages you want to export (All, Current Page, or a page range).

4. Click **OK**.

Connection Log

The Connection Log is a record of incoming connection requests to Email Security and the results of connection scanning. Access the Connection Log on the **Main > Status > Logs** page by clicking the Connection tab.

You can configure the number of entries per log page, between 25 and 200, in the **Per page** drop-down list in the log table banner. At the top and bottom of the page, scroll through Connection Log pages by clicking the back and next arrows in the banner, or enter a specific page number in the **Page** field and click **Go**.

The length of time connection records are saved in the database depends on your message volume and database partition capacity. To preserve connection records, use the Export option to export log data on a regular basis. Exporting does not remove records from the Connection Log. It copies log data to a CSV, HTML, or XML file.

When the Connection Log page appears, the most recent records are shown. Use the **View from/to** fields to specify the date/time range for the log entries you want to see. The calendar includes the following options:

- ◆ Change the month and year by using the back and next arrows around the month and year at the top of the calendar.
- ◆ Set the calendar to the current date by clicking the date in the lower left corner of the calendar.
- ◆ Click **Clean** to clear the current date/time calendar selection.
- ◆ Click **Today** to set the calendar date to today's date.

Set the time range in hours and minutes in the entry fields to the right of the calendar.

The following connection data is collected and displayed in table format:

Connection Data Item	Description
Sender IP Address	The connection's sender IP address
Date/Time	The date and time a connection was received
Number of Messages	The number of messages in the connection

Connection Data Item	Description
Security Level	Encrypted or Not Encrypted
Connection Status	<p>Current connection status (Accepted or Blocked).</p> <p>The reason for a blocked connection is displayed in an icon mouseover pop-up box in this column. Possible entries are as follows:</p> <ul style="list-style-type: none"> • HELO/EHLO received before SMTP server greeting • Connection from <i><server address></i> failed SPF check. • Reverse DNS lookup failed. • Simultaneous connections from <i><server address></i> exceeded limit. • Message volume exceeded limits. • Message size exceeded limit. Message was forwarded to <i><queue id></i> queue. • File size exceeded limit. Message was forwarded to <i><queue id></i> queue. • Data size per connection exceeded limit. Message was forwarded to <i><queue id></i> queue. • HELO command syntax error • EHLO command syntax error • Percentage of invalid recipients exceeded limit. • Connection attempt by <i><server name></i> failed global Always Block list check. • Connection attempt by <i><server name></i> failed recipient validation check. • Connection attempt by <i><server name></i> failed user authentication. • Open relay from <i><sender name></i> blocked.

When you click an individual sender IP address link in the Connection Log, the Message Log opens and displays details about the message or messages associated with the selected connection. The following message data appears in table format:

Message Data Item	Description
Message Log ID	A database-generated message identifier
Received Date/Time	The date and time a message was received
Subject	The message subject
Sender Address	Message sender email address
Sender IP	Message sender IP address
Recipient Address	Message recipient email address. If the message has multiple recipients, the first recipient address is displayed.

Message Data Item	Description
Scanning Result	Message filtering results (Clean, Virus, Spam, Data Usage, or Exception). When a Data Security policy is indicated, a View Incident link in this column opens the incident details in Data Security.
Message Status	Current message status (Delivered, Delayed, Dropped, Exception, or Failed). A message with multiple recipients may have multiple status entries based on the policy applied.

The Connection Log includes several search options, including date range or keyword searches. Determine the date/time range for a search by selecting dates in the **View from/to** field calendar controls. Default value for the **from** or **to** field is the date and time that you open the log.

You can perform a keyword search by selecting the log elements on which you want the search done from the **Keyword search** drop-down list and then entering a term in the field to the right of the list. Search for a keyword in all Connection Log elements, or in 1 of the following components:

- ◆ Sender IP address (wildcards and special characters are not supported in the keyword)
- ◆ Security Level
- ◆ Connection Status

Click **Search** to generate search results.

Click **Set to Default** to return the keyword search options to the default settings (**All** Connection Log components with the keyword field blank).

To export Message Log search results:

1. Click **Export** to open the Export Log dialog box.
2. Select the desired output file type (CSV, HTML, or XML).
 - If you select **CSV**, a dialog box opens to let you open or save a text file in comma-separated value format.
 - If you select **HTML**, a dialog box opens to let you open or save an HTML file containing the log data.
 - If you select **XML**, you can open the resulting file in Microsoft Excel.

If Microsoft Excel is installed on the machine running TRITON - Email Security, the exported file opens. Use options in Excel to save or print the file. If Microsoft Excel is not installed on the machine running TRITON - Email Security, follow the on-screen instructions to either locate the software or save the file.
3. Indicate the pages you want to export (All, Current Page, or a page range).
4. Click **OK**.

Audit Log

Websense Email Security provides an audit trail showing which administrators have accessed TRITON - Email Security, as well as any changes made to policies and settings. This information is available only to Super Administrators. Monitoring administrator changes through the Audit Log enables you to ensure that system control is handled responsibly and in accordance with your organization's acceptable use policies.

Click the Audit Log tab on the **Main > Status > Logs** page to view the Audit Log, and to export selected portions of it to a CSV or an HTML file, if desired.

Audit records are saved for 30 days. To preserve audit records longer than 30 days, use the Export option to export the log on a regular basis. Exporting does not remove records from the Audit Log. It transfers log data to a CSV or HTML file.

When the Audit Log page opens, the most recent records are shown. Use the **View** drop-down list options located above the log to select the range of log entries you want to see: All, One Day, One Week, One Month, or Custom. When you select **Custom**, use the **View from/to** fields to specify the desired date/time range for the log entries you want to see. The calendar includes the following options:

- ◆ Change the month and year by using the back and next arrows around the month and year at the top of the calendar.
- ◆ Set the calendar to the current date by clicking the date in the lower left corner of the calendar.
- ◆ Click **Clean** to clear the current date/time calendar selection.
- ◆ Click **Today** to set the calendar date to today's date.

Set the time range in hours and minutes in the entry fields to the right of the calendar.

Below the View options, choose the number of log entries you want to view per log page from the **Per page** drop-down list (from 25 to 200). Default is 25. At the top and bottom of the page, scroll through the log using the back and next arrow buttons, or identify the page you want to see in the **Page** field and click **Go**.

The log displays the following system audit information in table format:

Column	Description
Date	Date and time of the change, adjusted for time zones. To ensure consistent data in the Audit Log, be sure all machines running Websense components have their date and time settings synchronized.
User	Username of the administrator who made the change
Server	IP address of the appliance affected by the change
Client	IP address of the administrator machine that made the change
Role	Administrator role (Super Administrator, Auditor, Quarantine Administrator, or Reporting Administrator)

Column	Description
Type	The location of the change in the Email Security user interface (for example, if you enter a new subscription key, this column displays General Settings Subscription)
Element	Identifier for the specific dynamic object changed, if any
Action	Type of change made (for example, add, delete, update, import, export, move, auth, sync, or reset)
Action Detail	A link that opens a Details message box with information about the change made

To export Audit Log records:

1. Select a time period from the **Export range** drop-down list (Current page, Last 24 hours, Last 7 days, or Last 30 days).
Choose **Last 30 days** to export the entire Audit Log file.
2. Click **Go**.
3. Select the desired output file type in the **Export Log** dialog box.
 - If you select **CSV**, a dialog box opens to let you open or save a text file in comma-separated value format.
 - If you select **HTML**, a dialog box opens to let you open or save an HTML file containing the log data.
4. Click **OK**.

System Log

System Log records for Email Security Gateway reflect the current state of the system, along with any errors or warnings produced. Click the System Log tab on the **Main > Status > Logs** page to view the System Log, and to export selected portions of it to a CSV or HTML file, if desired.

System Log records are saved for 30 days. To preserve System Log records longer than 30 days, use the Export option to export the log on a regular basis. Exporting does not remove records from the System Log. It transfers log data to a CSV or HTML file.

When the System Log page opens, the most recent records are shown. Use the **View** drop-down list options located above the log to select the range of log entries you want to see: All, One Day, One Week, One Month, or Custom. When you select **Custom**, use the **View from/to** fields to specify the desired date/time range for the log entries you want to see. The calendar includes the following options:

- ◆ Change the month and year by using the back and next arrows around the month and year at the top of the calendar.
- ◆ Set the calendar to the current date by clicking the date in the lower left corner of the calendar.
- ◆ Click **Clean** to clear the current date/time calendar selection.

- ◆ Click **Today** to set the calendar date to today's date.

Set the time range in hours and minutes in the entry fields to the right of the calendar.

You can also view log entries by type of system event by selecting an event type in the View by type drop-down list.

Below the View options, choose the number of log entries you want to view per log page from the **Per page** drop-down list (from 25 to 200). Default is 25. At the top and bottom of the page, scroll through the log using the back and next arrow buttons, or identify the page you want to see in the **Page** field and click **Go**.

The log displays the following information:

Column	Description
Date	Date and time of the system event, adjusted for time zones. To ensure consistent data in the System Log, be sure all machines running Websense components have their date and time settings synchronized.
Server	IP address of the machine affected by the system event
Type	The type of system event (update, config exception, hybrid mode, cluster, log, quarantine, scan engine, DLP, patch and hotfix, watchdog, system maintenance, or alert)
Message	A link that opens a Details message box with information about the system event

To export System Log records:

1. Select a time period from the **Export range** drop-down list (Current page, Last 24 hours, Last 7 days, or Last 30 days).
Choose **Last 30 days** to export the entire System log file.
2. Click **Go**.
3. Select the desired output file type in the **Export Log** dialog box.
 - If you select **CSV**, a dialog box opens to let you open or save a text file in comma-separated value format.
 - If you select **HTML**, a dialog box opens to let you open or save an HTML file containing the log data.
4. Click **OK**.

Console Log

The Console Log is a record of any administrator activities or changes made to the Email Security module of the TRITON Unified Security Center. Click the Console Log tab on the **Main > Status > Logs** page to view the Console Log, and to export selected portions of it to a CSV or HTML file, if desired.

The length of time Console Log records are saved in the database depends on your message volume and database partition capacity. To preserve Console Log records,

use the Export option to export the log on a regular basis. Exporting does not remove records from the Console Log. It transfers log data to a CSV or HTML file.

When the Console Log page opens, the most recent records are shown. Use the **View** drop-down list options located above the log to select the range of log entries you want to see: All, One Day, One Week, One Month, or Custom. When you select **Custom**, use the **View from/to** fields to specify the desired date/time range for the log entries you want to see. The calendar includes the following options:

- ◆ Change the month and year by using the back and next arrows around the month and year at the top of the calendar.
- ◆ Set the calendar to the current date by clicking the date in the lower left corner of the calendar.
- ◆ Click **Clean** to clear the current date/time calendar selection.
- ◆ Click **Today** to set the calendar date to today's date.

Set the time range in hours and minutes in the entry fields to the right of the calendar.

Below the View options, choose the number of log entries you want to view per log page from the **Per page** drop-down list (from 25 to 200). Default is 25. At the top and bottom of the page, scroll through the log using the back and next arrow buttons, or identify the page you want to see in the **Page** field and click **Go**.

The log displays the following information:

Column	Description
Date	Date and time of the change, adjusted for time zones. To ensure consistent data in the Console Log, be sure all machines running Websense components have their date and time settings synchronized.
User	Username of the administrator who made the change
Client	IP address of administrator machine that made the change
Role	Administrator role that made the change, in this case, Super Administrator
Action	Type of change made (for example, Login, Logoff, Update user, Add device, Delete device, Log database change, Log server change, License change, or Switch device)
Action Detail	A link that opens a Details message box with information about the change made

To export Console Log records:

1. Select a time period from the **Export range** drop-down list (Current page, Last 24 hours, Last 7 days, or Last 30 days).
Choose **Last 30 days** to export the entire Console log file.
2. Click **Go**.
3. Select the desired output file type in the **Export Log** dialog box.

- If you select **CSV**, a dialog box opens to let you open or save a text file in comma-separated value format.
 - If you select **HTML**, a dialog box opens to let you open or save an HTML file containing the log data.
4. Click **OK**.

Registering for the hybrid service

Websense Email Security Gateway Anywhere offers a flexible, comprehensive email security solution that lets you combine on-premises and hybrid (in-the-cloud) filtering as needed to manage inbound and outbound email for your organization.

The hybrid service provides an extra layer of email scanning, stopping spam, virus, phishing, and other malware attacks before they reach the network and considerably reducing email bandwidth and storage requirements. You can also use the hybrid service to encrypt outbound email before delivery to its recipient.

With Email Security Gateway Anywhere, you create policies for on-premises and hybrid filtering in the same user interface—TRITON - Email Security—and configuration, reporting, and management are centralized.

Before you can use the hybrid service to filter email for your organization, you must activate your hybrid account by configuring a number of settings in TRITON - Email Security and in your Domain Name System (DNS). This creates a connection between the on-premises and hybrid portions of Email Security Gateway Anywhere.

**Important**

Multiple appliances controlled by a single Email Security Gateway management server share the same hybrid service configuration settings, regardless of appliance mode (cluster or standalone).

If you need to register more than 1 appliance with the hybrid service from the same Email Security management server, you should:

1. Add all your appliances to the Email Security Gateway management server (**Settings > General > Email Appliances**).
2. Create an appliance cluster, if desired (**Settings > General > Cluster Mode**).
3. Enter your Email Security Gateway Anywhere subscription key (**Settings > General > Subscription**).
4. Register with the hybrid service (**Settings > General > Hybrid Configuration**). If your appliances are operating in standalone mode, register from the appliance on which you entered the subscription key.

You may need to add an appliance after you have registered with the hybrid service (for example, after a new appliance purchase). In this situation, you should add the new appliance to the Email Security Gateway management server, then register your existing appliance with the hybrid service again without changing any configuration settings. Hybrid service configuration is synchronized across all appliances after you re-register.

Select **Settings > General > Hybrid Configuration** to activate your hybrid account. When you click **Register**, a wizard opens. Work through the pages in the wizard as follows:

1. [*Enter customer information, page 22*](#)
2. [*Define delivery routes, page 22*](#)
3. [*Configure your DNS, page 23*](#)
4. [*Set up your firewall, page 24*](#)
5. [*Configure your MX records, page 24*](#)

Enter customer information

Use the Basic Information page under **Settings > General > Hybrid Configuration** to provide the contact email address, phone number, and country for your Websense filtering administrators.

The email address is typically an alias monitored by the group responsible for managing your Websense software. This very important email sent to your account should be acted upon promptly when it is received.

- ◆ Websense Technical Support uses this address to send notifications about urgent issues affecting hybrid filtering.
- ◆ If there is a configuration problem with your account, failure to respond to an email message from Technical Support in a timely fashion could lead to service interruptions.
- ◆ Should certain rare problems occur, the email address is used to send information that allows Sync Service to resume contact with the hybrid service.
- ◆ This email address is **not** used to send marketing, sales, or other, general information.

The country you enter provides the system with time zone information.

Click **Next** to continue with hybrid configuration.

Define delivery routes

Use the Delivery Route page under **Settings > General > Hybrid Configuration** to define the domains for which email traffic will be routed to and from the hybrid service, and the SMTP server addresses that receive mail from and send mail to the hybrid service. Each group of one or more domains and one or more SMTP server addresses comprises a delivery route.

To add a delivery route:

1. On the Delivery Route page, click **Add**.
2. Enter a **Delivery route name**.
3. To add domains to your delivery route, click **Add** under Protected Domains.
4. Enter the **Domain Address** (for example, mydomain.com).
5. Define whether the delivery route should apply to all subdomains in the domain.
6. To add another domain, repeat steps 3 - 5.



Note

Protected domains added here must already be entered in the Protected Domain group on the **Settings > Users > Domain Groups** page. See the topic titled *Managing domain and IP address groups* in TRITON - Email Security for information.

7. To add inbound SMTP servers to your delivery route, click **Add** under SMTP Inbound Server Addresses.
8. Enter the IP address or name of your Email Security Gateway server. This must be the external IP address or name, visible from outside your network.
 To add more servers, click **Add** again. Each new server is given the next available ID number and added to the end of the list. The lowest ID number has the highest preference. Mail will always be received by the server with the highest preference; if that server fails, the server with the next highest preference for that delivery route is used.
 To change the preference order, check the box next to a server name, then click **Move up** or **Move down**.
9. To add outbound SMTP servers to your delivery route, click **Add** under SMTP Outbound Server Addresses. Email Security Gateway uses these IP addresses to send email to the hybrid service for encryption. See the topic titled *Hybrid service encryption* in TRITON - Email Security for information about this encryption function.
10. Enter the IP address or name of your Email Security Gateway server. This must be the external IP address or name, visible from outside your network.
 To add more servers, click **Add** again. Each new server is added to the end of the list. If an outbound server connection fails, email in this delivery route that needs to be encrypted is sent to a delayed messages queue for a later delivery attempt.
11. Click **OK**.

The delivery route appears in the Route List on the Delivery Route page.

Click **Next** to continue with hybrid configuration.

Configure your DNS

Use the information on the DNS page under **Settings > General > Hybrid Configuration** to configure your DNS.

Before a delivery route is accepted by the hybrid service, it must first be checked to ensure that the service can deliver mail for each protected domain to your mail server and that each domain belongs to your company.

CNAME records are used to assign an alias to an existing host name in DNS. Contact your DNS manager (usually your Internet service provider) and ask them to set up a CNAME record for each of your protected domains, using the alias and associated domain information on the DNS page.

A CNAME record has the following format:

```
abcdefghijklm.mydomain.com CNAME autodomain.mailcontrol.com.
```

Where:

- ◆ abcdefgh is the **Alias (Subdomain)** displayed on the DNS page
- ◆ mydomain.com is the **Protected Domain**
- ◆ CNAME indicates that you are specifying a CNAME record

- ◆ `autodomain.mailcontrol.com` is the **Associated domain** displayed with the above alias and protected domain

Make sure the trailing period is included in the associated domain name.

The above example indicates that the alias **abcdefgh.mydomain.com** is assigned to **autodomain.mailcontrol.com**. This enables the hybrid service to confirm that you own **mydomain.com**.

Click **Next** to continue with hybrid configuration.

Set up your firewall

Use the information on the Firewall page under **Settings > General > Hybrid Configuration** to configure your firewall.

Because the hybrid service is a managed service, Websense is responsible for managing system capacity. For this reason, the route of your email may occasionally alter within the hybrid service. To enable this to happen seamlessly without requiring you to make further changes, you must allow SMTP access requests from all the IP ranges listed on the Firewall page to Email Security Gateway port 25.

Click **Next** to continue with hybrid configuration.

Configure your MX records

Use the information on the MX page under **Settings > General > Hybrid Configuration** to configure your Mail eXchange (MX) records.

An MX record is an entry in a DNS database that defines the host willing to accept mail for a given machine. Your MX records must route inbound email through the hybrid service to Email Security Gateway.

Your MX records, which end in **in.mailcontrol.com**, are listed on the MX page. Contact your DNS manager (usually your Internet service provider) and ask them to set up or replace your current MX records for each protected domain you have specified with the customer-specific records on the MX page. For example, they might change:

Change	From	To
MX Preference 1	mydomain.com. IN MX 50 mail.mydomain.com.	mydomain.com. IN MX 5 cust0000-1.in.mailcontrol.com.
MX Preference 2	mydomain.com. IN MX 51 mail.mydomain.com.	mydomain.com. IN MX 5 cust0000-2.in.mailcontrol.com.

Make sure they include the trailing period, and ask them to set each of these records to an equal preference value.

It can take up to 24 hours to propagate changes to your MX records across the Internet. During this time, you should keep your previous mail routing active to ensure

all your mail is delivered: while your MX records are changing over, some mail will be delivered using your old MX information, and some mail will be delivered using your new MX information.

Click **Finish** to complete your hybrid configuration.

Registering with Websense Data Security

You can configure Websense Email Security to scan your email for regulatory compliance and acceptable use and protect sensitive data loss via email by enabling Data Security Email Data Loss Prevention policy in the **Main > Policy Management > Policies** page. Data Security policies are enabled by default. See the topic titled *Enabling Data Security policies* in TRITON - Email Security Help for more information about activating data loss prevention policies.

The Data Security Email Data Loss Prevention policy is configured in the Data Security module of the TRITON Unified Security Center. See *TRITON – Data Security Help* for details.

You must register an Email Security Gateway appliance with the Data Security management server in order to take advantage of its acceptable use and data loss prevention features. Registration is automatic when you add an appliance to the TRITON Unified Security Center from the Email Security management interface. If the Status field in the Email Security **Settings > General > Data Security** page displays **Unregistered**, you must register with Data Security manually.

Use the following steps in the Email Security **Settings > General > Data Security** page to register a standalone appliance with the Data Security management server:

1. Specify the IP address used for communication with Email Security Gateway in the **Communication IP address** drop-down list.
2. Select the **Manual** registration method to enable the Properties entry fields.
3. Specify the following Data Security server properties:
 - IP address
 - Username
 - Password
4. Click **Register**.
5. You must deploy Data Security policies in the Data Security module to complete the process. Click the Data Security module tab and then click **Deploy**.



Important

You should wait until Data Security policies are completely deployed before you register another standalone appliance.

The following issues apply if you are deploying Email Security Gateway in an appliance cluster:

- ◆ Register all the primary and secondary machines with Data Security before you deploy data loss prevention policies in Data Security. If you deploy Data Security policies on the primary appliance while you are registering a secondary machine with Data Security, the registration process for the secondary machine may not complete.
- ◆ Ensure that all machines in a cluster use the same physical appliance interface (either the E1 or E2 IP address) to register with Data Security.

Email filtering database updates

Regular email filtering database updates offer maximum protection from email-borne attacks. Use the **Settings > General > Database Downloads** page to manage database updates for antisпам and antivirus filters.

The Antivirus and Antisпам filters tables list the set of filtering databases included in your Email Security subscription. If the current appliance is a primary machine, these tables also include update information for any secondary appliances associated with the primary appliance. A default update schedule of once every hour is included for each filter with your first database download.

To edit the update schedule for an individual filter, click **Edit** next to the database you want to change. In the Reschedule Filter Update dialog box, configure the following settings, as desired:

Frequency	How often you want the update to occur, from every 15 minutes to once every week
Day of week	This field is enabled only when the frequency selected is Every week . Choose the day of the week for the update.
Time	This field is enabled only when the frequency selected is Every day or Every week . Choose the time of day for the update.

Use **Update Now** to perform an immediate update of all antivirus or antisпам databases.

Using a proxy server

You can configure a proxy server for email filtering database updates or for email traffic between the hybrid service and the Internet. Note that you can use the same proxy server for both functions.

Mark the **Enable filtering database update proxy server** check box if the proxy is used for database updates. Mark the **Enable hybrid service proxy server** check box if the proxy is used for hybrid service communication.



Note

Email Security Gateway does not support the use of a Secure Sockets Layer (SSL) proxy for filtering database updates. An SSL server may be used as a hybrid service proxy.

If you have Email Security Gateway and Websense Web Security Gateway running on the same Websense V-Series appliance (V10000 G2), Web Security Gateway can be set as the proxy server.

Use the **Settings > General > Proxy Server** page to enter proxy server information as follows:

1. Enter the IP address or host name of the proxy server in the **Server IP address or host name** field.
2. Enter the port number of the proxy server in the **Port** field.
3. Enter the username and password for the proxy server in the **Username** and **Password** fields.

Using the Common Tasks pane

The right shortcut Common Tasks pane provides shortcuts to frequently performed administrative tasks like running a report or creating a policy. Click an item in the list to jump to the page where the task is performed.

