

# 2015 Release 1 Notes for Websense Cloud Web Protection Solutions

TRITON AP-WEB with Web Cloud Module |2-Feb-2015

To address the wide-scale adoption of cloud and mobile technologies, along with a rapid growth in distributed workforces, Websense, Inc., is excited to launch a new, industry-leading security suite – [Websense® TRITON® APX 8.0](#). This new modular platform provides **advanced threat and data theft protection** for organizations that wish to embrace new technologies and working practices. TRITON APX provides protection across the entire kill-chain, reveals actionable intelligence, and enables real-time feedback to educate and motivate end users to avoid risky behavior. This product release is the culmination of eighteen months of business transformation and innovation. As a result, Websense customers are now able to maximize the unparalleled protection and ROI of Websense TRITON APX solutions well into the future.

The 2015 Release 1 product release adopts a new product naming and grouping of the familiar Websense TRITON product line.

Original Name	New Name
Websense Cloud Web Security Gateway	Websense TRITON AP-WEB with Web Cloud Module

Previous product functionality remains intact. The user interface has the same look and feel, and the core product continues to provide the strong protections you've come to rely on.

In addition to new names, our web protection solutions offer new features and includes product corrections. Refer to the information provided in these Release Notes for additional product information:

- ◆ *What's new in 2015 Release 1?*
  - *Endpoint end user control*
  - *New appliance version*
  - *Favorites in Report Catalog*
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  - *Free text entry for autocomplete filters*

- *“Contains” options added to autocomplete filters*
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- ◆ *Resolved and known issues*

## What’s new in 2015 Release 1?

### Endpoint end user control

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#### Note

Endpoint end user control is a limited-availability feature, and may not be available in your account.

On the **Web > Endpoint** page, the End User Control feature offers the ability for end users to enable or disable the Web Endpoint on their machines. You may wish to do this if your users are working in a location that blocks web traffic to the cloud service. Note however that this option can introduce vulnerabilities: if enabled, it permits end users to circumvent the protections offered by the endpoint software.

To configure end user control:

1. Use the slider to enable or disable the feature.
2. For **Apply to**, select **Specified users or selections** to allow those you specify to enable or disable the endpoint on their machines. Select **Everyone except specified users or selections** to prevent those you specify from enabling or disabling the endpoint on their machines.
3. To add users to the end user control list, on the Users tab enter each user email address on a separate line in the **Users** field.
4. To select groups, policies, or connections to add to the end user control list, on the appropriate tab, click the item you want in the **Available** field, then click > to move it to the **Selected** field. Use the **Ctrl** key to select multiple items.
5. Click **Save** when done.

### New appliance version

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A new version of the i-Series appliance is available for this release. For more information, see the [Appliance Release Notes](#).

## Favorites in Report Catalog

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The Report Catalog now includes a Favorites folder, enabling you to easily locate your most frequently-used reports. You can mark a report or report folder as a favorite in the following ways:

- ◆ Click the star to the left of the report or folder name in the Report Catalog. The star turns yellow when selected.
- ◆ Click the star to the right of the report name in the Report Builder or Transaction View. You do not need to save your changes.

To remove a report from Favorites, click the star again to turn it gray.

When viewing the Favorites folder, note that you are essentially viewing a list of shortcuts to the reports. Choose **View in folder** from a favorite report's drop-down menu to see the report in its original folder.

## Security Labs News added to Threat Dashboard

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The Websense Security Labs™ RSS news feed is now available on the Threat Dashboard.

## Cloud Data Security updates

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### Important

Cloud Data Security is currently available to early adopters only. For additional information about this feature, please fill out the [online registration form](#).

The following changes have been made for Cloud Data Security in this release:

- ◆ Drill-down to Transaction View has been added to the Data Security dashboards.
- ◆ Tooltips have been added to show a header name and content when a report column width is truncated.
- ◆ Tooltips have been added to matches in the Incident Report, detailing the transaction part where the match was found, the file name where the breach was found in an attachment, and the phrase weight (positive or negative) for dictionary breaches.

## Tooltips added in Transaction View

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Tooltips have been added to all columns in Transaction View reports, enabling you to hover over column headings to see the full metric name and, if applicable, measurement used.

## Free text entry for autocomplete filters

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Report filters that use autocompleted text (such as Category, Destination IP Country, Group, Parent Category, Policy, Source IP Country, User) now have a **Use free text entry** check box on the Filter popup window. Selecting this allows you to copy and paste multiple values into the text box rather than entering each one individually.

Any autocompleted values already added are converted to free text when the check box is selected, and if the check box is cleared, any free text values are converted to autocompleted values.

## “Contains” options added to autocomplete filters

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The following report filters that use autocompleted text now include “contains” and “does not contain” in the drop-down list:

- ◆ All autocomplete attributes in Web reports
- ◆ The User attribute in Authentication reports
- ◆ The Policy, Protocol, and User attributes in Protocol reports

This makes it easier to search for matches that contain the text that you specify.

## Policy details in authentication reports

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The Policy ID is now supported as part of the Authentication attribute reports, enabling you to report on authentication events and the policy they originated from.

## Time zone settings updated

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The time zone settings for quota and confirm actions have been updated to reflect changes in Russian Federation time zones.

## Report limit extended in scheduled jobs

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The maximum number of reports in a scheduled job has been raised from 5 to 6.

## User Agent attributes added to Web reports

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The following attributes have been added to Web reports, under the User Agent heading:

Name	Description	Filter Values
Browser	The specific browser used, including type and version (for example, Internet Explorer 11). When filtering, if the browser you wish to report on is not shown in the filter check boxes, you can enter it manually.	Check boxes/manual text
Browser Type	The type of browser used across all versions (for example Internet Explorer). When filtering, if the browser type you wish to report on is not shown in the filter check boxes, you can enter it manually.	Check boxes/manual text
Operating System	The specific operating system used, including type and version (for example, Windows 7). When filtering, if the operating system you wish to report on is not shown in the filter check boxes, you can enter it manually.	Check boxes/manual text
Operating System Type	The general type of operating system used across all versions (for example, Windows or Linux). When filtering, if the operating system type you wish to report on is not shown in the filter check boxes, you can enter it manually.	Check boxes/manual text

Name	Description	Filter Values
User Agent	<p>The specific user agent used to access sites. This is a string sent from your browser or Internet application to the server hosting the site that you are visiting. The string indicates which browser or application you are using, its version number, and details about your system, such as the operating system and version. The destination server then uses this information to provide content suitable for your specific browser or application.</p> <p>For example, this is a user agent for Firefox:</p> <p>Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.2.6)</p> <p>In this example, Windows NT 5.1 indicates that the operating system is Windows XP, and the language it uses is US English..</p>	Autocompleted text
User Agent Type	<p>The type of user agent used to access sites. Options are Browser, Email Client, Feed Reader, Library, Mobile Browser, Multimedia Player, Offline Browser, Robot, Validator, or Unknown.</p>	Check boxes

## Resolved and known issues

### Resolved issues

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#### Reporting and Dashboard

- ◆ In reporting and on the dashboard, the menu option for “Last 1 day” has been amended to “Last 24 hours”.
- ◆ The Bandwidth dashboard is now correctly sorted.
- ◆ The tooltips for report descriptions and buttons were truncated in Safari version 7.0.3.
- ◆ When setting a report or dashboard filter, if you select an option in the drop-down list (for example, “is not”) but then click OK without selecting any further options, no filters are applied and the popup window reverts to the defaults next time it is opened.
- ◆ The Update Report button behavior is now consistent, turning yellow only when there are changes to the report that can be generated.
- ◆ Policy names in Hebrew were not available in report filters.

- ◆ In Transaction View, the Sorted column is now clearly visible.
- ◆ Scheduled reports were not sending out the last report occurrence.
- ◆ The following attributes are now available in Transaction View only (under Metrics > Advanced): Client Write Time, Filtering Time, Request Filter Time, Response Filter Time, Server Response Time, Total Time.
- ◆ When searching in the Report Catalog, the folder name is now displayed in search results for standard reports, and right-clicking a result and selecting **View in Folder** takes you to the report's folder.
- ◆ The Scheduler page now displays the full list of scheduled jobs.
- ◆ There was a mismatch between the top-level event count on the Threat dashboard and the events listed in the Security Event Summary.

### **Cloud Data Security**

- ◆ On the Data Security dashboard, unknown user events are now included.
- ◆ The Top Sources dashboard now shows incidents with Medium Severity.
- ◆ PCI rules now return both masked and unmasked content.
- ◆ After editing a content classifier's threshold value, the value is now initially shown in the table with correct spacing
- ◆ The Content Classifiers > Add Regular Expression page is now aligned correctly in Internet Explorer 8.
- ◆ In reports, the Content Subcategory attribute now displays the custom classifier type (Dictionary, Key Phrase, or RegEx) rather than the name of the specific rule.
- ◆ On the Data Security tab in a policy, the geographical regions list in the Regulations section now shows regions that do not have sub-regions (for example, USA and Canada).

### **Endpoint**

- ◆ The headings in the CSV export of the Endpoint Auditing Report now match the headings in the report.
- ◆ Users deleted from a policy no longer appear under End User Control on the **Web >Endpoint** page.

### **Logging and Auditing**

- ◆ The category reporting and dispositions for full traffic logging have been updated: "Cannot connect" and "User disabled" events are now logged.
- ◆ The Audit Trail now includes entries for actions performed with content classifiers.

### **i-Series appliance**

- ◆ An issue where SSL decryption was enabled and an element on the Facebook logon page was not displayed correctly has been fixed on the appliance and in the cloud service.

## General

- ◆ Portal tables were missing dividing lines in Internet Explorer 8.
- ◆ The unique pass phrase answer can now be changed on the **My Account** page.

## Known issues

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The following are known issues in this version of TRITON AP-WEB:

### Web Endpoint

- ◆ The Endpoint Auditing report has the following known issues:
  - All times in the report are based on the time zone of the machine used to view the report, rather than the end-user machine on which the endpoint is installed.
  - If communication to the endpoint client machine is lost or the machine enters suspend or hibernate mode, this change of state is not reflected in the report.
  - If an end-user machine is shut down, the endpoint is automatically enabled on restart regardless of its previous state, and this is not reflected in the report.
  - If the endpoint is automatically installed from the cloud and then immediately disabled, end user details are not associated with a policy, and the disable action is not reflected in the report until the endpoint is re-enabled and the end user starts browsing.
  - When an endpoint version is upgraded, either manually or via GPO, the endpoint is enabled even if it was previously disabled. This is not reflected in the report.
- ◆ When users install an up-to-date version of Windows endpoint, the endpoint summary report shows the Windows endpoint version as outdated, because the Mac endpoint version has a higher number than the Windows version.
- ◆ On machines where the Mac endpoint is installed, for certain types of users (e.g., root), it looks like they can edit the network proxies page. However, any changes made here are not saved. The endpoint's resistance to tampering continues to work.
- ◆ It is possible to delete the Mac endpoint in the System Preferences pane. This will not affect the operation of the endpoint. If this occurs, use the command line tools instead of the user interface to get the debug logs and to uninstall the endpoint.  
To have the endpoint re-appear in System Preferences, copy “/Library/PreferencePanes/WebsenseEndpoint.prefPane” to the same directory from another machine on which the Mac endpoint is installed.

### Policies

- ◆ For users whose organizations choose to display the acceptable use policy compliance page, this page appears for each different browser they use within the frequency period selected (1, 7, or 30 days). For example, if they browse using Internet Explorer and Chrome within the same time period, the page appears

twice, and they must agree to accept the page twice. Note that when using the endpoint auto-install feature, this same issue occurs.

- ◆ The acceptable use policy compliance page appears the first time an end user browses to an HTTP site and does not appear if the user browses to HTTPS or FTP sites. Note that when using the endpoint auto-install feature, this same issue occurs.
- ◆ In the File Blocking tab, file extensions for HTTPS remain blocked even if they are set to Allow.

## Authentication

- ◆ When an authentication session times out and the end user re-authenticates in the same browser session, there is an intermittent issue that redirects the user to the URL requested after the initial authentication. This can occur if the user has opened several tabs: they are redirected to the URL opened after authentication in the first tab.
- ◆ The New Tab page in Chrome displays “Internal Server Error” when a user authenticates using a cookie-based method (secure form authentication or single sign-on). To work around this, open a new tab in the browser and re-authenticate to browse successfully.
- ◆ This issue relates to the cloud and hybrid proxy. When using Internet Explorer, users may receive the welcome page for basic authentication instead of the welcome page for secure form-based authentication after the secure form-based authentication session expires. They can either restart the browser or browse to a different site.

## i-Series appliance

- ◆ In cases where the appliance self-signed certificate is used or when the CA certificate is not loaded on clients, Chrome blocks the connection and displays an error page.  
To proceed past this error page, ensure the browser page is the active window, and then type **proceed**. For Chrome versions 33 and 34, type **danger**.  
To prevent this issue occurring, end users should not use the appliance self-signed certificate and should load the CA on their clients.
- ◆ The YouTube for Schools feature does not work for HTTPS sites. To work around this, you can redirect this traffic to the cloud: ensure you enable SSL decryption in your policy and under SSL Decryption Categories, set the YouTube category to Decrypt.
- ◆ The appliance does not currently support authentication decryption bypass for custom categories.
- ◆ When using a Windows XP machine with Internet Explorer 8 (or below), HTTPS connections are not supported on i-Series appliances.
- ◆ If you add a custom protocol with a name containing non-ASCII characters, an error occurs on the appliance and the new protocol is not added.

- ◆ The appliance does not support browsing directly to full URLs (i.e. those including a full path to a specific page) in custom categories for SSL traffic. Using the host name only is supported.

### **Cloud Data Security**

- ◆ When an end user composes an email message using Gmail, as soon as any sensitive information is entered, an incident is generated every time Gmail auto-saves the message.

## **Technical Support**

Websense provides technical information about Websense products online 24 hours a day, including:

- ◆ latest release information
- ◆ searchable Knowledge Base
- ◆ show-me tutorials
- ◆ product documents
- ◆ tips
- ◆ in-depth technical papers

Access support on the website at:

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If you need additional help, please fill out the online support form at:

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Note your case number.

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