Release Notes

Websense® Web Security
Websense Web Filter
Version 7.0.1

New in this release

With version 7.0.1, Websense Web Security and Websense Web Filter have been localized into the following languages:

- French
- German
- Italian
- Japanese
- Portuguese
- Simplified Chinese
- Spanish
- Traditional Chinese

Localized components in version 7.0.1 include the Websense Manager user interface (including investigative and presentation reports), the New User and Upgrading User Quick Start tutorials, and the Websense Manager Help system.

Installation

- Version 7.0.1 is no longer supported on Red Hat Enterprise Linux 3 systems. Red Hat Linux Enterprise Linux 4 and 5 are still supported.

Websense Manager

- Administrators can use an option on the Logon page to change the display language for Websense Manager. This change affects only the current logon session. After a new display language is selected, some features continue to appear in the installation language. A complete list of Websense Manager features that always appear in the installation language can be found in the Websense Knowledge Base (kb.websense.com).

Reporting

- If a scheduled investigative reports job fails once, the job status is set to "failed" and the job is attempted again at the next scheduled time. In previous releases, a job was retried 3 or more times before the status was set to "failed." The retry attempts have been discontinued, because they sometimes caused other scheduled jobs to fail.
- You can now configure investigative reports to hide the source IP address whenever the user name is hidden. To do this:

1. Open the **wse.ini** file in a text editor. (By default, this file is located in C:\Program Files\Websense\webroot\Explorer.)
2. Add the following line under the **[explorer]** heading:

   ```
   encryptIP=1
   ```
3. Save and close the file.

Introduced in Version 7.0

Web-based interface

Websense Manager has a new, Web-based interface. Many parts of the new interface resemble existing Websense Manager screens to make it as quick and easy as possible for current administrators to adapt to the changes. The look and feel of the interface has been improved to provide greater usability, and some names and terms have been changed to increase consistency between like objects. When you install Websense reporting components on a Windows system, Websense software configuration, policy creation and management, and reporting all appear together in a single interface.

New management dashboard

When you install Websense reporting components on a Windows system, the new Websense Manager includes easy-to-use dashboards to help administrators quickly review critical information about their Websense software. The dashboards show system health data, security statistics, and Internet activity for the current day (Status > Today), and for the past 30 days (Status > History).

Websense Real-Time Analyzer is no longer available.

Centralized policy and configuration information

A new Policy Database now holds client, filter, policy, and global configuration information for your entire Websense software deployment. In a multiple Policy Server environment, this eliminates the need for Central Policy Distribution or Central Configuration Distribution; most information is shared between Policy Servers automatically. Only information specific to a single Policy Server is still maintained separately. The new Websense Policy Broker manages requests from other Websense software components for information stored in the Policy Database.

Presentation Reports

When you install reporting components on a Windows system, Websense Manager includes a Presentation Reports page where you can generate tables and charts with predefined formats. This tool replaces Websense Reporter.

You can select a report format, set the date range, and run the report. Alternatively, you can copy a report format, then edit its report filter to select specific users, categories, actions, and other criteria before running the report. The Scheduler option lets you set a time to run selected presentation reports, either once or on a repeating cycle.

Investigative Reports

The Websense Explorer reporting tool has been integrated into Websense Manager, and is now accessed via the Investigative Reports page. Create and schedule flexible investigative reports without the need for a separate logon or browser window.

Investigative reports now require Apache HTTP Server, which is installed automatically with Websense Manager on Windows. Microsoft IIS is no longer supported.

Log Database compatibility

The v7 Log Database includes updated functionality to support the new reporting features, such as the charts displayed on the new Today and History dashboards, and the new Presentation Reports page. When you upgrade from a previous version, the installer creates a new Log Database, which is used to generate reports on these pages.

You can use the v7 Investigative Reports page to generate reports from a v6.3.x Log Database. Choose the Options link on the Investigative Reports page, deselect the *View the catalog database* check box, and specify the v6.3.x Log Database for generating reports.

Websense Explorer for Linux

When reporting components are installed on a Windows server, Websense reporting features are incorporated directly in the Websense Manager interface.

Organizations that prefer to run reporting on a Linux server should install Websense Explorer for Linux. This is a separate product, with a separate installer and interface. See the Websense *Explorer for Linux Administrators Guide* for details on installing and using this product. See the Websense *Explorer for Linux Release Notes* for a summary of changes and last-minute information on the product.

Backup and restore tool

Websense software now includes the Websense Backup Utility, a command-line tool that makes it easier to back up and restore your Websense configuration. Schedule the Backup Utility to run periodically on each machine that includes Websense components. In the event of a serious system failure, run the utility in restore mode to revert to your last functional configuration.

Concurrent administrator logons

The delegated administration feature has been significantly improved to allow multiple, concurrent administrator logons.

◆ Multiple delegated administrators **in different roles** can log on to manage policies for their clients at the same time.

◆ Multiple administrators **in the same role** can log on concurrently to run reports on their clients.

Expanded filtering tools for delegated administrators

In this release, delegated administrators can create limited access filters, custom categories, custom URLs, and keywords to use in filtering their managed clients. These components are now completely

role-specific. Custom categories created in one role cannot be seen by administrators in other roles, and do not affect filtering of clients managed by other roles.

Only Master Database categories can be blocked and locked in the Filter Lock. Custom categories do not appear on the Filter Lock category tree.

Selective authentication

Previous versions of Websense software required administrators to configure user identification methods globally. Version 7 introduces selective authentication, which allows you to identify specific machines that use different identification methods than the rest of the network. For example, if your network is configured to identify users transparently (via an integration product or Websense transparent identification agent), you could specify certain machines (like public kiosks) on which the user is never identified, and other machines (like those shared by medical personnel at a hospital) which always prompt the user to log on before accessing the Internet.

Operation tips

To improve your experience with Websense Manager:

- A minimum screen resolution of 1280x1024 is recommended for optimal display of non-English versions of Websense Manager.
- Make use of the Quick Start tutorials offered when you launch Websense Manager. The tutorials can also be accessed from the **Help** menu.
    - If this is your first experience with Websense filtering software, use the New User Quick Start tutorial to learn about basic configuration, filtering policy creation, and reporting.
    - If you have used previous versions of Websense filtering software, use the Upgrading User Quick Start tutorial to orient yourself to the new, Web-based Websense Manager and become comfortable with new product terminology.
- Disable all browser pop-up blocking features.
- Install or permanently accept the Websense security certificate the first time you launch Websense Manager. Instructions are available from the Knowledge Base (kb.websense.com).
- Avoid using the browser Back and Refresh buttons. Instead, use the breadcrumbs at the top of the page or the left and right navigation panes.
- After entering your subscription key, perform system configuration tasks on the Settings pages while the Master Database downloads. After the download is complete, log off and log on again before accessing any policy management features.
- **Click OK at the bottom of each page in Websense Manager to cache changes made on the page.**

    In some instances, when you are performing secondary tasks, you must click OK on the secondary page, and then click OK again on the main page to cache your changes. Make sure you see the "Changes have been cached" success message.
- Click **Save All** (at the top of the right shortcut pane) to implement cached changes.

    It can take up to 30 seconds for all Websense components to be updated with the changes.

To improve your experience with the Websense Backup Utility:

◆ Make sure that all administrators are logged off of Websense Manager before beginning a backup or restore process. If administrators are logged on to Websense Manager while the backup or restore process runs, Websense Manager may display errors, or abruptly log the administrators off.

To improve your experience with Websense reporting tools (Windows):

◆ To create a new presentation report, you must first copy an existing report, and then edit the copy's report filter.

◆ If you install Websense Manager on a Windows machine, and then install Log Server, manually restart the **ApacheTomcatWebsense** service on the Websense Manager machine. This ensures that reporting data appears in Websense Manager, and that scheduled jobs are properly stored in the Log Database.

Known issues

Upgrade

◆ If you want to keep your existing audit log data, export the audit log before upgrading.

◆ When you upgrade from version 6.x to version 7.x, the size of your existing Policy Server configuration file (config.xml) affects the amount of time required to perform the upgrade. The larger the file, the longer the process. Please do not interrupt the upgrade process unless instructed to do so by Websense Technical Support.

◆ During an upgrade from version 6.x, Websense software removes the existing Master Database. For a brief time, filtering is performed using a smaller, partial database that may not include all Websense protocol definitions. When installation is complete and a full Master Database download occurs, any protocols not included in the initial, installation database are assigned a default action (filtering option). Please double-check your existing protocol sets to make sure that the correct action is assigned to each protocol.

◆ After upgrading from version 6.x, protocols in the Malicious Traffic group that cannot be blocked (Email Borne Worms and Other) appear to have the Block action applied in existing filters. This is a display error that does not affect the way the protocols are filtered.

◆ After upgrading a Japanese-language 6.x installation to Japanese version 7, you must restart the Websense Manager machine in order for investigative reports to function.

◆ After upgrading a version 6.x installation using the Korean language pack to version 7.0.1, also using the Korean language pack, items on the Investigative Reports > Job Queue page (including the Help link) are not displayed correctly.

Installation (general)

◆ The Websense installer no longer includes a Repair option. To resolve a problem with a component, first uninstall, and then reinstall that component. Refer to the *Installation Guide* for instructions.

◆ If your network includes Microsoft ISA Server, stop the Microsoft Firewall Service before running the Websense software installer.

Websense Manager (general)

◆ After installing a localized version of Websense software, the Websense Manager Logon page may display in English. Restart the ApacheTomcatWebsense service on the Websense Manager machine to address this issue. Note that this issue affects only the Logon page, and not other Websense Manager pages.

◆ If you receive a confirmation popup message, be sure to respond (click OK or Cancel) within 1 minute. If you ignore a confirmation popup message for more than 1 minute, you are logged off of Websense Manager and any pending changes are lost.

◆ When you click View Pending Changes, a summary list of cached changes is displayed. If you have cached changes on a complex page (particularly in Settings) that covers multiple functional areas, all of the functional areas on the page may be listed, even if only one of them has been changed. Similarly, cached changes on some pages (particularly in Policy Management) may show a single entry that includes multiple functional areas.

◆ When you use the right shortcut pane to jump to an item in the Common Tasks list, the left navigation pane may be not updated appropriately, even though the expected page is displayed in the content pane.

◆ If an administrator is logged on to Websense Manager and performing policy management tasks when the Websense Manager machine is rebooted, that administrator may not be allowed to log back on for a full 30 minutes.

Policy management

◆ During the process of upgrading from version 6.3.x, some policies may not be recreated properly. If you have a policy that enforces a category set or protocol set that was renamed after being assigned to the policy, the upgrade process is unable to maintain the connection between the policy and the category or protocol set. A category or protocol filter with the correct name appears in the upgraded Websense Manager, but the policy is modified to enforce the Default category or protocol filter. "Please Review" appears appended to the name of any policy that has been edited in this way. Edit the policy to enforce the correct category or protocol filter.

◆ When you add Directory clients (users, groups, domains, or organizational units) to Websense Manager, domain or organizational unit names that include a slash ("/") character are not supported.

◆ When categories or protocols are added to the Websense Master Database, they are assigned a default action (like permit or block) in all category and protocol filters. This can result in categories or protocols being blocked in Monitor Only filters. To ensure that the Monitor Only filters continue to monitor without blocking, edit the action for new categories and protocols appropriately. Configure system alerts to receive notification when categories and protocols are added to or removed from the Master Database.

Reporting

◆ When you upgrade an environment that includes Websense Explorer, existing Favorite reports are not preserved. You must manually recreate your Favorite reports on the Investigative Reports page in Websense Manager.

◆ If the ApacheTomcatWebsense service is unable to connect to the Log Database (for example, because Websense Manager is installed before Log Server), scheduled jobs are stored in memory. If the service is restarted (or the Websense Manager machine is rebooted), any scheduled jobs stored in local memory are lost. If you have recently installed version 7 and are

planning to create a large number of scheduled jobs, you may want to first restart the ApacheTomcatWebsense service.

◆ Do not attempt to skip tabs on the Presentation Reports > Edit Report Filter page. If you are editing a report filter and change only one tab, then skip to Confirm, you may not be able to save the filter or generate the report. To save the report filter and generate the report, complete each tab in sequence, using the Next button to move from one tab to another. Verify that the report name appears on the Confirm tab.

◆ Use report filters to limit the amount of data included in a single report, or schedule larger reports rather than trying to run them interactively. If you run a presentation report that includes a significant amount of data from within Websense Manager, the interface will appear to freeze while the report is being generated.

◆ The Settings > Logon page is specifically for configuring the directory service used to authenticate individuals who log on to Websense Manager for administration purposes. Despite the labeling on the page, this directory is not used to authenticate individuals who log on for self reporting purposes.

◆ If you install Websense Web Filter, and then later upgrade your subscription to Websense Web Security, the Security Risk class is not automatically updated to include the newly-enabled Security categories. This problem is corrected after the next full database download. If you are logged on to Websense Manager during the download, log off and log on again to see the change on the Settings > Risk Classes page.

◆ After changing the Websense software language, you must restart Log Server to have Websense Explorer for Linux display category names in the new language. To restart Log Server, go to the Websense Explorer for Linux installation directory (by default, **/usr/local/websense/ UNIXExplorer**), and use the **logserverdctl restart** command.

Block pages

When a user requests a blocked FTP site via Microsoft Internet Explorer, the browser displays the HTML source code for the block page, rather than the actual block page. You may want to communicate this issue to users to avoid confusion.

Delegated administration

◆ In some circumstances, it may appear that delegated administrators are able to change the action applied to categories or protocols that have been blocked and locked by the Super Administrator. Such changes are not saved or applied to the delegated administrator's managed clients. The Filter Lock settings are preserved.

◆ If you are using delegated administration, and allow administrators to log on to Websense Manager using their network account, avoid administrator account names that include semicolons, colons, or similar special characters.

◆ Avoid creating delegated administration roles while the Master Database is being downloaded for the first time. Because the Master Database creates several categories and protocols during the initial download, delegated administration roles cannot be created properly.

◆ In certain circumstances, a delegated administrator attempting to change roles while on the Settings > Log Database page is logged out and prompted to log on again. This occurs only when the administrator is attempting to switch to a role whose name includes extended ASCII or double-byte characters.

Further assistance

Technical information about Websense software and services is available 24 hours a day at:

www.websense.com/support/

- ◆ the latest release information
- ◆ the searchable Websense Knowledge Base
- ◆ show-me tutorials
- ◆ product documents
- ◆ tips
- ◆ answers to frequently asked questions
- ◆ in-depth technical papers

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If your issue is urgent, please call one of the offices listed below. You will be routed to the first available technician, who will gladly assist you.

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