



Installation Guide Supplement

for use with

NetCache[®]

Websense[®] Web Security
Websense Web Filter

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Contents

Chapter 1	NetCache Web Proxy Cache Integration	5
	How Websense filtering works with NetCache	5
	Installation	6
	Initial setup	6
	Upgrade	6
	Converting to an integrated system	7
	Tasks	7
Chapter 2	Configuring NetCache	11
	Configuring NetCache	12
	Configuring the Websense NetCache Service	14
	Upgrading from Websense Enterprise v5.5.x	14
	Multiple NetCache appliances	15
	Logging bytes received	16
	Performance tuning for upgraded versions.	18
Appendix A	Troubleshooting	21
Index	23

1

NetCache Web Proxy Cache Integration

This supplement provides additional information for installing and setting up Websense® Web Security or Websense Web Filter with a NetCache Web proxy cache.

See the Websense Web Security and Web Filter *Installation Guide* for detailed installation instructions of Websense software.

An integration with NetCache impacts some Websense components:

- ◆ **Websense NetCache Service:** This additional Websense component is installed with Filtering Service. This service is an ICAP server that enables NetCache to communicate with Filtering Service.
- ◆ **Filtering Service:** Interacts with NetCache and Network Agent to filter Internet requests. Filtering Service either permits the Internet request or sends an appropriate block message to the user.

After installing your Websense software, you must configure NetCache to communicate with Websense NetCache Service. This Websense service may also require configuration. See [Chapter 2: Configuring NetCache](#) for instructions.

How Websense filtering works with NetCache

To be filtered by Websense software, a computer must access the Internet through NetCache Web proxy cache.

NetCache has been enhanced to integrate with Websense software. When NetCache receives an Internet request from a user, it queries Filtering Service to find out if the requested site should be blocked or permitted. Filtering Service checks the policy assigned to the client. Each policy designates specific time periods and lists the category filters that are applied during those periods.

After Filtering Service determines which categories are blocked for that client, it checks the Websense Master Database.

- ◆ If the site is assigned to a blocked category, the client receives a block page instead of the requested site.
- ◆ If the site is assigned to a permitted category, Filtering Service notifies NetCache that the site is not blocked, and the client is allowed to see the site.

Installation

The Websense NetCache Service is installed with Filtering Service.

Refer to *Chapter 3, Installation* of the *Installation Guide* for detailed installation instructions for Websense software.

When running the Websense installer:

- ◆ From the components list, select **Filtering Service** and any other Websense components that you would like to install. There is no need to select the Filtering Plug-in option.
- ◆ Select **Integrated** as the integration option, and then select **NetCache** as the integration product.
- ◆ Follow the on-screen instructions to complete the installation. Refer to the *Installation Guide* for more information.

Initial setup

If Network Agent was installed, the IP addresses of all NetCache Web proxy cache servers through which workstations route their Internet requests must be defined. See the Network Configuration topic in the Websense Manager online help system for more information.

To prevent users from circumventing Websense filtering, your firewall or Internet router should be configured to allow outbound HTTP, HTTPS, FTP, and Gopher requests only from NetCache.

See *Chapter 2: Configuring NetCache* for instructions on setting up NetCache to integrate with Websense software

Upgrade

If you upgraded from version 5.5 or earlier of Websense Enterprise integrated with NetCache, you must add two parameters to the `netcache.conf` file. For instructions, see *Upgrading from Websense Enterprise v5.5.x, page 14*. Follow the upgrade instructions in the *Installation Guide*.

Converting to an integrated system

After upgrading your existing Websense Stand-Alone Edition to version 7, you are ready to convert to a system that integrates with NetCache.

You can convert an existing Stand-Alone Edition to an integrated system without losing any configuration settings. The conversion process preserves such settings as policies, port numbers, and IP addresses.

Tasks

Task 1: Upgrade to the current version of Stand-Alone Edition. See the Upgrade supplement for the Websense *Installation Guide* for upgrade paths.

Task 2: Restart the installation machine.

Task 3: Uninstall the existing Filtering Service, and then reinstall it to integrate with the NetCache. Network Agent also must be removed and reinstalled.

See the *Installation Guide* for instructions on removing components and installing them separately.



Warning

Use caution when removing Websense components. Removing Policy Server deletes all existing configuration settings. If you accidentally delete Policy Server, use the backup files created in the following procedures to restore your system.

Task 4: Convert the Stand-Alone Edition to a system integrated with NetCache.

Task 5: Complete the Initial Setup tasks (see *Initial setup*, page 6).

Task 6: Complete the NetCache configuration for the integration. See *Chapter 2: Configuring NetCache* for instructions.

Upgrade Websense and remove Filtering Service

1. Log on to the installation machine:
 - **Linux:** Log in as the **root** user.
 - **Windows:** Log in with administrative privileges.
2. If you have not done so, upgrade your Websense software.
3. Use the Websense Backup Utility to back up the Websense configuration and initialization files. See Websense Manager Help for instructions.
4. Ensure that Websense software is running. The installer looks for Policy Server during the installation process.
5. Close all applications and stop any anti-virus software.
6. Run the uninstall program.

- **Linux:** From the Websense installation directory (by default, `/opt/websense`), run:
`./uninstall.sh`
A GUI version is available on English versions of Linux:
`./uninstall.sh -g`
- **Windows:** Launch the Windows Add or Remove Programs utility from the Control Panel, and select **Websense** to start the Websense uninstall program.

The uninstaller detects the installed Websense components and lists them. By default, all components are selected for removal.

7. Deselect all components except Filtering Service and Network Agent, and click **Next**.



Note

If there are multiple Network Agents for the same Filtering Service, uninstall all those Network Agents before you uninstall the associated Filtering Service.

Trying to uninstall Network Agent *after* its associated Filtering Service has been removed causes an error message.

8. Follow the prompts to complete the removal process.

If Policy Server is not running, a message tells you that removing Websense components may require communication with Policy Server. You must exit the uninstall program, start the Policy Server service, and then run the uninstall program again.



Warning

If Policy Server is not running, the files for the selected components are removed, but configuration information is not updated for these components. Problems could occur later if you attempt to reinstall these components.

Reinstall Filtering Service

After Filtering Service is removed, reinstall it to integrate with NetCache. Network Agent also must be reinstalled.

1. Stop any anti-virus program and firewall on the installation machine.
2. Start the Websense installer.
3. Click **Next** in the Welcome screen to access the Add/Remove screen.
4. Select **Add Websense components**, and click **Next**.
5. Select **Filtering Service** and **Network Agent**, and click **Next**.
6. Select **Integrated** as the integration option, and click **Next**.
7. Select **NetCache** as the integration type, and click **Next**.
8. Follow the instructions to complete the installation.
See the Websense *Installation Guide* for more information.
9. If you stopped your anti-virus software, start it again.
10. If you stopped a firewall, start it again.
11. Make sure that all Websense components are running.
 - **Linux:** Open a command prompt, and enter `./WebsenseAdmin status` from the `opt/Websense` directory. If some services are not running, stop and then start them again by entering `./WebsenseAdmin restart`.



Warning

Do **not** use the `kill -9` command to stop Websense services. This procedure may corrupt the services.

- **Windows:** Check the status of the Websense components in the Windows Services dialog box.

2

Configuring NetCache

NetCache requires a special component to communicate with the Filtering Service. This component, the Websense NetCache Service, is installed automatically with Filtering Service, and operates transparently to the administrator.

After installing your Websense software, you must configure NetCache Web proxy cache to communicate with the Websense NetCache Service. This service may also require configuration.



Note

The instructions in this chapter use angle brackets, `< >`, to denote a description of a parameter to be entered. The actual information should be included in the command, and the brackets should be omitted. For example, `<IP Address>` should be replaced with the actual IP address of the relevant machine, such as: `10.1.23.34`.

See your NetCache documentation for additional information about configuring NetCache.

Configuring NetCache

To configure NetCache to communicate with Websense software:

1. Make sure Filtering Service and the Websense NetCache Service (`wsnetcache`) are running.
 - Windows—open the Windows Services dialog box, and check that the status is **Started** for Websense Filtering Service and Websense NetCache Service.
 - Linux—from a command prompt, navigate to the `/Websense` directory, and run: `./WebsenseAdmin status`
Check that `wsnetcache` is listed with the other components.

2. Open the Web-based NetCache manager utility:

- a. Browse to:

```
http://<IP Address>:<Port>
```

where `<IP Address>` is the IP address of the NetCache appliance, and `<Port>` is the port number used to communicate with the Web-based NetCache Manager. The default port is **3132**.

- b. Enter the **user** name.
- c. Enter the **password**.

3. Verify that an ICAP license key has been entered:

- a. Go to the **Setup** tab.
- b. Expand the **System** topic in the left pane.
- c. Select the **Licenses** link.
- d. Scroll to **ICAP License**, and verify that the license key has been entered.
If no license key is present, see the NetCache documentation.

4. Create an ICAP Service Farm:

- a. Scroll to and then expand the **ICAP** topic in the left pane.
- b. Select the **ICAP 1.0** link.
- c. Click the **Service Farms** tab.
- d. Click **New Service Farms**.
- e. Enter a name in the **Service Farms Name** field (for example, **Websense_1**).
- f. Set the **Vectoring Point**, **Order**, **Load Balancing**, and any other appropriate settings (defaults are recommended).
- g. Set the **ICAP Services** value by entering:

```
icap://<Websense_Server_Address>:<ICAP_Port>/icap on
```

where `<Websense_Server_Address>` is the IP address of the machine on which Filtering Service is installed, and `<ICAP_Port>` is the port on which Websense NetCache Service listens for connections from NetCache. The default port is **1344**.

For example:

```
icap://101.20.0.5:1344/icap on
```


Configuring the Websense NetCache Service

The `netcache.conf` file contains configuration parameters for the Websense NetCache Service and is located in the `\websense\bin\` directory on the machine where you installed Filtering Service. Under certain circumstances, described in the following sections, you must manually edit the parameters in this file.

Before editing `netcache.conf`, always make a backup copy of the file, disable the ICAP Service Farm on the NetCache appliances, and then stop the Websense NetCache Service. Some changes to `netcache.conf` also require that you restart Filtering Service. See the individual procedures in the following sections for details.

Upgrading from Websense Enterprise v5.5.x

If you upgraded from v5.5 of Websense Enterprise integrated with NetCache, you must add the following two parameters to the `netcache.conf` file:

- ◆ **connectionTimeout**: the length of time, in minutes, that the Websense software should wait for a reply from NetCache before closing a connection. This parameter allows Websense software to close orphan connections and avoid exceeding the default connection limit. This parameter must be set to a number greater than 1 to function; the recommended value is 5.
- ◆ **numNetCaches**: the number of NetCache appliances that are configured to communicate with Filtering Service through Websense NetCache Service.

Add these two parameters to the `netcache.conf` file:

1. Disable the ICAP Service Farm on each NetCache appliance:
 - a. In the NetCache manager utility, select **ICAP** in the left pane.
 - b. Select **ICAP 1.0**.
 - c. Select the **General** tab.
 - d. Uncheck **Enable ICAP Version 1.0** in the ICAP 1.0 Enable area.
 - e. Click **Commit Changes**.
2. On the machine where Filtering Service is installed, stop the Websense NetCache Service (`wsnetcache`) and Filtering Service.

For instructions on stopping services, see *Stopping and starting Websense services*, in *Chapter 3, Installation of the Installation Guide*.

3. Go to the `\bin` folder in the Websense installation directory (by default, `websense\bin`).
4. Make a backup copy of the `netcache.conf` file.
5. Open the `netcache.conf` file in a text editor.

6. Enter the following lines:


```
connectionTimeout=5
numNetCaches=<x>
```

 where *<x>* is the number of NetCache appliances that are configured to communicate with this instance of Filtering Service.
7. Save and close the `netcache.conf` file.
8. On the Websense machine, start Filtering Service and the Websense NetCache Service.

For instructions on starting services, see *Stopping and starting Websense services*, in *Chapter 3, Installation of the Installation Guide*.
9. Enable the ICAP Service Farm on each NetCache appliance:
 - a. In the NetCache manager utility, select **ICAP** in the left pane.
 - b. Select **ICAP 1.0**.
 - c. Select the **General** tab.
 - d. Check **Enable ICAP Version 1.0** in the ICAP 1.0 Enable area.
 - e. Click the **Commit Changes** button.

Multiple NetCache appliances

If you have more than one NetCache appliance configured to communicate with a single installation of Websense software, you must change the value of the **numNetCaches** parameter in the `netcache.conf` file.

When the **numNetCaches** parameter is greater than 1, the **maxConnections** entry in the `netcache.conf` file controls the number of connections allowed from each NetCache machine to Filtering Service via Websense NetCache Service (an ICAP Server). The total of the connections between the NetCache machines must not exceed the number of connections allowed by Filtering Service. The default number of connections (sockets) that can be opened in Filtering Service is 500.

1. Disable the ICAP Service Farm on each NetCache appliance:
 - a. In the NetCache manager utility, select **ICAP** in the left pane.
 - b. Select **ICAP 1.0**.
 - c. Select the **General** tab.
 - d. Uncheck **Enable ICAP Version 1.0** in the ICAP 1.0 Enable area.
 - e. Click **Commit Changes**.
2. On the machine where Filtering Service is installed, stop the Websense NetCache Service (`wsnetcache`).

For instructions on stopping services, see *Stopping and starting Websense services*, in *Chapter 3, Installation of the Installation Guide*.
3. Go to the `\bin` folder in the Websense installation directory (by default, `Websense\bin`).
4. Make a backup copy of the `netcache.conf` file.

5. Open the `netcache.conf` file in a text editor.
6. Change the value of the **numNetCaches** parameter to the number of NetCache appliances that are communicating with the ICAP Server and this Websense Filtering Service. (The default value is 1.)

For example, if there are two NetCache appliances, the file should contain the following line:

```
numNetCaches=2
```

7. Save and close the `netcache.conf` file.
8. On the machine running Filtering Service, start the Websense NetCache Service.
For instructions on starting services, see *Stopping and starting Websense services*, in *Chapter 3, Installation of the Installation Guide*.
9. Enable the ICAP Service Farm on each NetCache appliance:
 - a. In the NetCache manager utility, select **ICAP** in the left pane.
 - b. Select **ICAP 1.0**.
 - c. Select the **General** tab.
 - d. Check **Enable ICAP Version 1.0** in the ICAP 1.0 Enable area.
 - e. Click **Commit Changes**.

Logging bytes received

NetCache can report the number of bytes downloaded for each Internet request. Check the NetCache configuration, and enable, if necessary. By default, Websense software does not log *bytes received* information sent by NetCache. You can configure Websense software to log this information by editing the Websense `netcache.conf` file, but this can slow down filtering due to the extra data that is logged.



Note

NetCache sends information to Websense software about the number of bytes downloaded for each Internet request. If the requested content requires that data be downloaded from the origin server, NetCache reports the bytes received. However, if the data is available in the Web content cache on the NetCache machine, the bytes received is reported as zero.

If accurate records of bytes transferred are important to your organization, consider using Network Agent to log this information instead. See [Logging bytes transferred using Network Agent](#), page 18.

To enable the Websense software to log bytes received from NetCache:

1. Disable the ICAP Service Farm on each NetCache appliance:
 - a. In the NetCache manager utility, select **ICAP** in the left pane.

- b. Select **ICAP 1.0**.
 - c. Select the **General** tab.
 - d. Uncheck **Enable ICAP Version 1.0** in the ICAP 1.0 Enable area.
 - e. Click **Commit Changes**.
2. On the machine where the Websense Filtering Service is installed, stop the Websense NetCache Service (`wsnetcache`) and Filtering Service.
For instructions on stopping services, see *Stopping and starting Websense services*, in *Chapter 3, Installation* of the *Installation Guide*.
3. Go to the `\bin` folder in the Websense installation directory (by default, `websense\bin`).
4. Make a backup copy of the `netcache.conf` file.
5. Open the `netcache.conf` file in a text editor.
6. Find the `methods` entry and add `, LOG` to it, so that it reads exactly as follows:

```
methods=REQMOD, LOG
```
7. Save and close the file.
8. Start Filtering Service and Websense NetCache Service.
For instructions on starting services, see *Stopping and starting Websense services*, in *Chapter 3, Installation* of the *Installation Guide*.
9. Enable the ICAP Service Farm on each NetCache appliance:
 - a. In the NetCache manager utility, select **ICAP** in the left pane.
 - b. Select **ICAP 1.0**.
 - c. Select the **General** tab.
 - d. Check **Enable ICAP Version 1.0** in the ICAP 1.0 Enable area.
 - e. Click the **Commit Changes** button.

Logging bytes transferred using Network Agent

If accurate records of bytes transferred are important to your organization, you can install Network Agent. Network Agent accurately calculates and logs the number of bytes transferred (received and sent), as well as the duration of the transfer. You can use Websense reporting tools to view this information.

For instructions on installing Network Agent, see *Adding or installing individual components*, in the *Chapter 3, Installation* of the *Installation Guide*.

For information about configuring and using Network Agent, see the Network Configuration topic in the Websense Manager online help system. For information about reporting on bytes sent, see the Using Reports topics in the online help system.

Performance tuning for upgraded versions

If you have upgraded from an earlier version of Websense Enterprise, you may be able to improve performance by editing your system's logging configuration. In earlier versions, the default `websense.netcache.conf` file contained a parameter, `LOG`, that configures this version of Websense to log information sent by NetCache for every Internet request that is handled. This setting enables Websense software to log the bytes received as reported by NetCache, but it increases the amount of traffic between NetCache and Filtering Service, which can impact performance.

To increase performance, you can disable the default logging configuration that was transferred from your previous Websense version.



Note

If information about bytes transferred is important to your organization, you can use Network Agent to log this information instead. See [Logging bytes transferred using Network Agent](#), page 18.

To disable logging of bytes received from NetCache:

1. Disable the ICAP Service Farm on each NetCache appliance:
 - a. In the NetCache manager utility, select **ICAP** in the left pane.
 - b. Select **ICAP 1.0**.
 - c. Select the **General** tab.
 - d. Uncheck **Enable ICAP Version 1.0** in the ICAP 1.0 Enable area.
 - e. Click **Commit Changes**.
2. On the machine where Filtering Service is installed, stop Websense NetCache Service (`wsnetcache`) and Filtering Service.

For instructions on stopping services, see *Stopping and starting Websense services*, in *Chapter 3, Installation* of the *Installation Guide*.

3. Go to the `\bin` folder in the Websense installation directory (by default, `websense\bin`).
4. Make a backup copy of the `netcache.conf` file.
5. Open the `netcache.conf` file in a text editor.
6. Find the `methods` entry and delete `LOG` and the comma preceding it, so it reads as follows:

```
methods=REQMOD
```

7. Save and close the file.
8. On the Websense machine, start Filtering Service and Websense NetCache Service.

For instructions on starting services, see *Stopping and starting Websense services*, in *Chapter 3, Installation of the Installation Guide*.

9. Enable the ICAP Service Farm on each NetCache appliance:
 - a. In the NetCache manager utility, select **ICAP** in the left pane.
 - b. Select **ICAP 1.0**.
 - c. Select the **General** tab.
 - d. Check **Enable ICAP Version 1.0** in the ICAP 1.0 Enable area.
 - e. Click **Commit Changes**.

3

Troubleshooting

HTTPS requests are not being protocol blocked by Websense software when proxying to NetCache

You must use NetCache v5.5 or later. NetCache versions prior to this do not forward CONNECT requests to the Websense NetCache Service (wsnetcache), so do not support Websense protocol management.

To instruct NetCache to forward HTTPS requests to the Websense software:

1. Open the web-based NetCache Manager.
2. Select the **Access Control Lists** tab under **ICAP-ICAP 1.0**.
3. Add the following rule in the **HTTP-Based Tunneling ACL** field:
`icap (<service_farm_name>) any`
4. Click **Commit Changes**.

Internet requests are not being filtered

ICAP Service Farms instruct NetCache where to send Internet requests for filtering with Websense software. If the Service Farm that establishes the connection between NetCache and Websense NetCache Service is not ACTIVE, NetCache's default behavior is to allow all requests. Disrupted communications can be the result of stopping Websense services without first disabling the ICAP Service Farm.

Check the `Data | ICAP 1.0 | Status` page of the NetCache Web interface to determine the status of the ICAP Service Farm for Websense NetCache Service. If it is marked INACTIVE, re-establish communication as follows:

1. Disable the ICAP Service Farm for the Websense NetCache Service.
2. Stop the Websense services.

For instructions on starting services, see *Stopping and starting Websense services*, in *Chapter 3, Installation of the Installation Guide*.

3. Restart the Websense services.
4. Enable the ICAP Service Farm for the Websense NetCache Service.

Index

B

bytes received from NetCache, 16–17
bytes transferred, 18

C

connectionTimeout parameter, 14
Converting Stand-Alone Edition to Integrated system, 7

G

Gopher, 6

H

https protocol blocking with NetCache, 21

I

ICAP license key, 12
ICAP Service Farm
 creating, 12
 disabling, 15
 enabling, 16
internet requests not being filtered, 21

L

logging bytes received from NetCache
 discontinuing, 18
 enabling, 16

N

NetCache

 https requests not blocked, 21
 logging bytes received from, 16–17
 multiple NetCache appliances, 15
 re-establishing communication with
 Websense, 21
 server configuration, 12–13
 netcache.conf file, 14, 15, 16, 18
 numNetCaches parameter, 14, 15

P

performance tuning, 18–19

S

Stand-Alone Edition
 converting to integrated system, 7
 converting to integration, 7

U

upgrading
 from v5.5.x, 14
 Stand-Alone Edition to integrated system, 7

W

Websense NetCache Service, 5
 configuring, 14
Websense software
 logging requests
 discontinuing, 18
 enabling, 16
wsnetcache service, 12

