New User Quick Start Tutorial

Websense® Web Security

Websense Web Filter

v7.5

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The products and/or methods of use described in this document are covered by U.S. Patent Numbers 5,983,270; 6,606,659; 6,947,985; 7,185,015; 7,194,464 and RE40,187 and other patents pending.

Trademarks

Contents

1 Welcome

Welcome to Websense® Web Security and Websense Web Filter.

Use this Quick Start tutorial to learn the basics of Websense filtering and reporting. The tutorial is made up of a series of short lessons, divided into 4 sections:

Initial Setup	Websense Filtering
Navigation Tips	Reporting

Each lesson requires between 5 and 10 minutes to complete.

To get started, first click on your role. If your organization does not use or has not yet configured delegated administration roles, click **Super Administrator**.

Super Administrator (including WebsenseAdministrator)

Delegated Administrator

Super Administrator

If you are a Super Administrator (or logging on as WebsenseAdministrator), all of the tutorial's lessons apply:

- Use the *Navigation Tips* section to become familiar with the TRITON - Web Security interface. This section shows you how to configure Websense filtering and reporting, and identify methods of obtaining assistance, when needed.
  - *Lesson 1: Using TRITON - Web Security*, page 9
  - *Lesson 2: Accessing Help*, page 14
- Use the *Initial Setup* section to verify that Websense software can detect all network segments that you want to monitor, and that the Master Database is downloaded to enable filtering.

  If another Super Administrator has already configured your Websense software, skip to the next section.
  - *Lesson 3: Verifying network connectivity*, page 15
  - *Lesson 4: Downloading the Websense Master Database*, page 16

- Use the *Web Filtering* section to learn to create and modify filters and policies, and to apply filtering policies to clients.
  - *Lesson 5: The Default policy*, page 19
  - *Lesson 6: Working with clients*, page 21
  - *Lesson 7: Using the sample policies*, page 22
  - *Lesson 8: Filtering Web sites by category*, page 25
  - *Lesson 9: Creating custom policies*, page 26
- Use the *Reporting* section to understand the available Websense reporting options, and to enable a reporting option used to continually improve the Websense Master Database.
  - *Lesson 10: Today and History reports*, page 29
  - *Lesson 11: Presentation Reports*, page 33
  - *Lesson 12: Investigative Reports*, page 35
  - *Lesson 13: Improving Websense software*, page 40

At the end of the tutorial, *Where Do I Go Next?*, page 43, provides pointers to additional topics and resources, including the Websense Knowledge Base and online video tutorials.

To launch the Quick Start tutorial again later, click the **Help** button from any page in TRITON - Web Security.

Delegated Administrator

If you are a delegated administrator and can both create policies for clients and report on client activities, all of the following lessons apply.

If you are a delegated administrator with policy permissions only, lessons 1-2 and 5-9 apply.

If you are a delegated administrator with permission to report on some or all clients in your organization, lessons 1-2 and 10-12 apply.

- Use the *Navigation Tips* section to become familiar with the TRITON - Web Security interface. This section shows you how to configure Websense filtering and reporting, and identify methods of obtaining assistance, when needed.
  - *Lesson 1: Using TRITON - Web Security*, page 9
  - *Lesson 2: Accessing Help*, page 14
- Use the *Web Filtering* section to learn to create and modify filters and policies, and to apply filtering policies to clients.
  - *Lesson 5: The Default policy*, page 19
  - *Lesson 6: Working with clients*, page 21
  - *Lesson 7: Using the sample policies*, page 22
  - *Lesson 8: Filtering Web sites by category*, page 25

    - *Lesson 9: Creating custom policies*, page 26
- Use the *Reporting* section to understand the available Websense reporting options. (The final lesson in this section, Lesson 13, applies only to Super Administrators.)
    - *Lesson 10: Today and History reports*, page 29
    - *Lesson 11: Presentation Reports*, page 33
    - *Lesson 12: Investigative Reports*, page 35

At the end of the tutorial, *Where Do I Go Next?*, page 43, provides pointers to additional topics and resources, including the Websense Knowledge Base and online video tutorials.

To launch the Quick Start tutorial again later, click the **Help** button from any page in TRITON - Web Security.

2 Navigation Tips

The TRITON™ Unified Security Center is the administrative interface to Websense software. It provides access to configuration settings, filtering tools, and reporting features.

This section includes 2 lessons to help you get around within Websense software:

- *Lesson 1: Using TRITON - Web Security* introduces the Web Security module of the TRITON Unified Security Center, emphasizing useful tools and shortcuts.
- *Lesson 2: Accessing Help* provides an overview of the Help resources available from within TRITON - Web Security.

Lesson 1: Using TRITON - Web Security

Discover how to access the features and functions of your Websense software through its primary graphical interface: the TRITON Unified Security Center.

The TRITON Unified Security Center is the interface to the configuration, policy administration, and reporting functions of your Websense software. The functions displayed depend on the current administrator's access permissions.

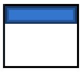
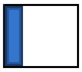
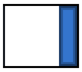
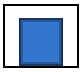
The default administrative account for TRITON - Web Security is **WebsenseAdministrator**. The initial password for this account is set during installation. WebsenseAdministrator has access to all TRITON - Web Security features and functions.

Tip

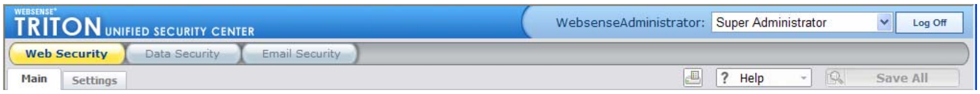
If your organization uses delegated administration, all unconditional Super Administrators also have full access to TRITON - Web Security.

If you are logged on as a delegated administrator with more limited permissions, some features (indicated below) are not available.

TRITON - Web Security is divided into 4 main areas:

	Across the top of the screen: • The **banner** shows information about your logon session. • The **module tray** makes it easy to switch between TRITON modules. • The **Web Security toolbar** lets you switch between Policy Servers, access Help, and review and save changes.
	The **left navigation pane** is used to access status, reporting, and policy management features and functions (**Main** tab), as well as system administration tasks (**Settings** tab).
	The **right shortcut pane** is used to jump to common administrative tasks and access quick lookup tools.
	The **content pane** appears in the center of the TRITON - Web Security page. The selections that you make in the left navigation pane or right shortcut pane determine what appears in the center content pane.

Section 1: The banner, module tray, and Web Security toolbar:



The TRITON - Web Security features that you see when you log on are dependent on your administrative **role**. The banner displays both the user name for the account that you used to log on to TRITON - Web Security and the current role that you are managing.

- If your organization does not use delegated administration, the account name is always WebsenseAdministrator and the role is Super Administrator, which provides full access to all TRITON - Web Security functions.
- When delegated administration roles are defined, administrators who manage multiple roles can use this list to change between roles. Super Administrators can use the list to switch to any role that has been defined.

The banner also includes a **Log Off** button, for when you’re ready to end the administrative session.

Just below the banner, the module tray contains a button for each modules of the TRITON Unified Security Center.

- The current module is highlighted in yellow.
- The names of configured and available modules appear in blue text.
- The names of unconfigured or unavailable modules appear in gray text.

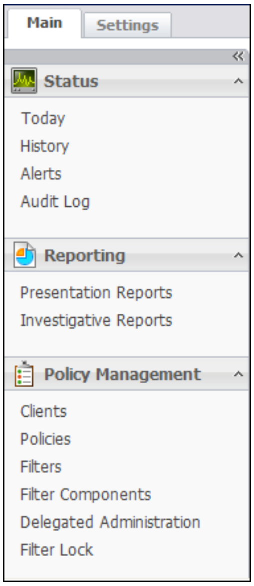
Under the module tray, the Web Security toolbar provides access to features that apply to all pages in TRITON - Web Security:

- A **Select Policy Server** button (hidden when TRITON - Web Security is configured to connect to only one Policy Server)

  When you log on to TRITON - Web Security, you connect to a Websense software component called **Policy Server**. By connecting to a specific Policy Server, you determine which segment of your Websense software deployment to manage.

  Click the button to open a pop-up dialog box showing which Policy Server you are connected to, and to switch to a different Policy Server instance.
- A **Help** menu, discussed in *Lesson 2: Accessing Help*, page 14.
- A **Save All** button, whose color indicates whether there are cached changes waiting to be saved
  - Each time you perform a task in TRITON - Web Security, and then click **OK**, your changes are cached. You must click **Save All** to save and implement the changes.
  - To view cached changes before saving, click the magnifying glass icon, just to the left of the main Save All button.

Section 2: The left navigation pane:



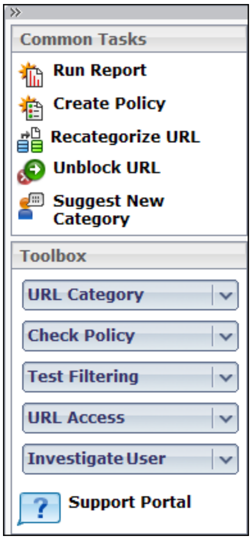
The left navigation pane has 2 tabs: Main and Settings.

- The **Main** tab provides access to system status information, reporting functions, and policy configuration and management tools. It is available to all administrative users, but some navigation links are hidden for conditional Super Administrators and delegated administrators.
- The **Settings** tab provides access to Websense account management functions, as well as global and local system administration tasks. It is hidden from some

administrators, and shows different options based on the current administrator's permissions.

To minimize the left navigation pane, expanding the amount of space available for the content pane, click the double left arrow icon (<<) above the Status group. When the left navigation pane is minimized, it displays a small icon for each section of the foregrounded tab. Hover the mouse over an icon to display a menu of features in that group.

Section 3: The right shortcut pane:



For WebsenseAdministrator and unconditional Super Administrators, the right shortcut pane includes all options in the sections described below. Some options are hidden for other administrators.

- **Common Tasks** provides shortcuts to frequently-performed administrative tasks.
  - Click **Run Report** to jump to the Presentation Reports page, and then browse the report catalog to start creating a report.
  - Click **Create Policy** to jump to the Policies page, and then click **Add** to create a policy.
  - Click **Recategorize URL** to jump to the Filter Components > Edit Categories page, and then select a new category for the URL that you want to recategorize.
  - Click **Unblock URL**, and then enter a URL or IP address to permit for all users.
  - Click **Suggest New Category** to open the MyWebsense portal. When you log on to MyWebsense, you are taken to the Site Lookup tool. First identify the site's current category, and then suggest a new category.
- The **Toolbox** contains quick lookup tools that you can use to verify your filtering setup.
  - Click **URL Category** to quickly determine how a URL is categorized.

- Click **Check Policy** to find out which policy is currently being applied to a user.
- Click **Test Filtering** to see how a specific URL is currently being filtered (permitted, blocked, etc.) for a user.
- Click **URL Access** to create an investigative report showing whether a site has been accessed from your network within the past 14 days.
- Click **Investigate User** to create an investigative report showing which sites a user has visited in the past 14 days.

Section 4: The content pane:

The content pane appears in the middle of the TRITON Unified Security Center. When you first open TRITON - Web Security, the Today page appears in the content pane showing a system health summary along with charts of your organization's Internet activity since 12:01 a.m. today.

When you click a link in the left navigation pane or the right shortcut pane, the content pane changes to display options appropriate to your selection. Most pages on which you can make changes include an **OK** and a **Cancel** button. Click OK to cache all changes on the page, or click Cancel to abandon all changes on the page. To save cached changes, click **Save All** in the Web Security toolbar.

Important

Avoid double- or triple-clicking the OK and Save All buttons. Multiple, rapid clicks to the same button can cause display problems in Mozilla Firefox that can be solved only by exiting and reopening the browser.

Most of the remaining lessons in this Quick Start demonstrate how to use options in the content pane.

Continue with *Lesson 2: Accessing Help*, page 14.

Lesson 2: Accessing Help

> Learn how to get information and assistance when you have questions about Websense software.

To help you get the most from your Websense software, TRITON - Web Security includes 6 types of user assistance:

1 Most pages include a brief, expandable and collapsible overview. By default, this information is hidden.

- To expand page overview information, click About in the toolbar to show it.
- To hide an About box, click Close.

The About button is not available on the Settings pages. Brief overview information appears at the top of each Settings page, and cannot be hidden.

2 An icon accompanies many important product features. Position your mouse over this icon for a brief explanation of the feature.

3 For complex or advanced tasks, help text appears directly on the page, providing usage guidelines or other pointers for using a tool or field.

4 Detailed information about each page in TRITON - Web Security, often including step-by-step usage instructions, is also available. Click Help in the Web Security toolbar, and then select **Explain This Page**.

5 To browse the TRITON - Web Security Help system, click **Help**, and then select **Contents**. The Help system is displayed in a separate tab or browser window.

For a printer-friendly version of the Help system in PDF format, click the icon in the Help toolbar.

6 If you are unable to find the information you need within TRITON - Web Security, the **Help** menu provides links to 3 additional resources:

- Support Portal: The Websense home page for all product, technical, and customer support resources.
- Knowledge Base: The complete repository of technical articles, FAQs, tutorials, and product documentation.
- Forums: Where the Websense community meets to discuss problems, solutions, and uses.

You have completed the Navigation Tips section of this Quick Start. Continue with *Initial Setup*.

3 Initial Setup

This section includes 2 lessons:

- *Lesson 3: Verifying network connectivity* introduces the Network Traffic Detector, used to ensure that Websense software can detect the parts of your network that you plan to filter.

  If Websense software has already been configured to monitor and filter your network, you can skip this lesson.
- *Lesson 4: Downloading the Websense Master Database* explains the role of the Master Database in Websense filtering, and provides instructions for configuring and initiating database downloads.

  If you have already downloaded the Master Database, and set up a download schedule, you can skip this lesson.

When you are finished with this section, continue with *Web Filtering*.

Lesson 3: Verifying network connectivity

Follow the steps in this lesson to ensure that Websense software can detect network traffic for filtering.

In order for Websense software to filter Internet requests, it must be aware of Internet traffic to and from computers on your network. Use the Network Traffic Detector to ensure that computers on your network are visible to Websense software.

1. Go to **Start** > **Programs** > **Websense** > **Utilities** > **Network Traffic Detector** to launch the tool.
2. Select a network card from the **Network Adapter** drop-down list.
3. Check the addresses that appear in the **Monitored Network Ranges** list to verify that all appropriate subnetworks are listed.
4. Use the **Add Subnetwork** and **Remove Subnetwork** buttons to change which parts of the network are tested.
5. Click **Start Monitoring**.

The Network Traffic Detector detects computers in the network by monitoring the information they send across the network. The **Number of Computers Detected** list shows a running count of computers detected.

6. To see specific information about the computers detected by the tool, select a subnetwork in the Monitored Network Ranges list, and then click **View Detected Computers**.

   If a specific computer is not listed, verify that it is generating network traffic. To do this, go to the machine, launch a browser, and navigate to a Web site. Then return to the Network Traffic Detector and see if the computer appears in the **Detected Computers** dialog box.

7. When you have finished testing network traffic visibility, click **Stop Monitoring**.

If some computers are not visible, see *Network Configuration* in the TRITON - Web Security Help system for information about configuring your system.

If the Network Traffic Detector verifies that the computers on your network can be monitored, close the tool and continue with *Lesson 4: Downloading the Websense Master Database*.

Lesson 4: Downloading the Websense Master Database

Use this lesson to learn about subscriptions and the Websense Master Database. The lesson includes instructions for entering a subscription key and creating a database download schedule.

Before completing the rest of this tutorial, enter your subscription key. The subscription key is typically sent to you via email when you download Websense software. Entering a subscription key:

1. Activates a partial version of the Master Database installed with your Websense software.
2. Enables Websense filtering.
3. Initiates the download of the Websense Master Database, which contains up-to-date category and protocol definitions, used to filter Web sites and Internet applications.

Exercise 1: Enter your subscription key and configure database download settings:

1. In TRITON - Web Security, click the **Settings** tab at the top of the left navigation pane.
2. Click **Account** in the left navigation pane. Information about your Websense subscription and various administrative options appears in the content pane.
3. If you have not already entered a subscription key, fill in the **Subscription key** field, near the top of the page.
4. Click **OK** to cache your changes.

5. Click **Database Download** in the left navigation pane. Master Database configuration information appears in the content pane.
6. Use the **Download days** check boxes and **Download timeframe** drop-down lists to establish a schedule for downloading the Master Database.

   By default, Websense software is configured to attempt a download every day, some time between 9:00 p.m. and 6:00 a.m. Daily downloads ensure that you are always filtering with the most current information. Database downloads should occur at least once a week.

   Note

   If you do not download the Master Database for 14 days, filtering stops.

   If no download days are selected on the Database Download page, Websense software attempts to download the database every 7 days.

7. If your network requires authentication to a proxy server or firewall, do the following. Otherwise, skip to step 7.
   a. In the Authentication area at the bottom of the screen, check **Use Authentication**.
   b. Enter the **User name** and **Password** required by the proxy server or firewall.

      You may also need to configure the proxy server or firewall to accept clear text or basic authentication.
8. If your network requires that browsers use an upstream proxy server to reach the Internet, do the following. Otherwise, skip to step 8.
   a. In the Proxy Server area, check **Use proxy server or firewall**.
   b. Enter the name or IP address of the proxy server or firewall machine in the **Server IP or name** field.
   c. Use the **Port** field to enter the port used by the proxy server or firewall (the default is 8080).
9. Click **OK** to cache your settings, and then click **Save All** in the toolbar to implement them.

After you enter a subscription key, the Master Database begins to download in the background.

Exercise 2: Verify Master Database download status

To view database download status, or to manually initiate a download at any time:

1. Select the Main tab of the left navigation pane, and then go to **Status** > **Today**.
2. Click **Database Download** (in the toolbar at the top of the page).

   By default, the Database Download page displays a summary of all Filtering Service machines, listing the Master Database version currently in use on each, as well as the status of the last download.

You can manually initiate a database download from this page by clicking the **Update** button for a Filtering Service instance. If a download attempt is in progress, the button is disabled.

3. Click a Filtering Service IP address in the list on the left to see detailed download information, including progress information for ongoing downloads.
4. Click **Close** to return to the previous TRITON - Web Security page. Closing the page does not interfere with any updates that may be in progress.

Important

If you have Websense Web Security Gateway Anywhere, after your first successful Master Database download is complete, log off of TRITON - Web Security and log back on. This allows several Settings pages available only with Websense Web Security Gateway Anywhere to be displayed.

Any time a database update adds or removes Websense-defined categories and protocols, you must log off of TRITON - Web Security and log on again to see the updated category and protocol lists. This protective measure ensures that database updates do not interfere with any policy updates that administrators may have in progress.

A database update that adds or removes categories and protocols is likely to occur:

- When you first enter your subscription key and download the Master Database.
- After you have purchased optional categories or protocols, or moved from Websense Web Filter to Websense Web Security.

Typically, category and protocol additions or removals are rare. If you have configured Websense software to notify administrators of systems alerts, you will receive notification when new categories and protocols are added or removed.

You have completed the Initial Setup section of this Quick Start tutorial. Continue with *Web Filtering*.

4 Web Filtering

This section includes 5 lessons:

- *Lesson 5: The Default policy* introduces the policy that acts as a safety net, governing Internet access for any client not explicitly assigned another policy.
- *Lesson 6: Working with clients* describes how to add users, groups, and computers as filtering clients in TRITON - Web Security.
- *Lesson 7: Using the sample policies* reviews the predefined policies included with your Websense software, and takes you through the process of editing policies.
- *Lesson 8: Filtering Web sites by category* introduces the concept of category filters and guides you through the process of creating your own, custom filters.
- *Lesson 9: Creating custom policies* shows how you can build your own policies and apply them to clients.

Lesson 5: The Default policy

Learn about the policy that serves as a filtering safety net, governing Internet access for any user to whom no other policy applies.

Websense software uses policies to determine how and when Internet requests are filtered for users, groups, computers, and networks. Each policy includes information about which Web sites and Internet communication protocols are blocked or permitted, and the days and times to enforce those rules.

Your Websense software includes a **Default** policy, in effect 24 hours a day, 7 days a week. Initially, this policy monitors Internet traffic without blocking. When you first install your Websense software, the Default policy applies to everyone on the network.

> **Note**
>
> If your organization uses delegated administration, each role has its own Default policy. A role's Default policy is enforced for any clients in the role who do not have another policy applied.

Exercise: Become familiar with the Default policy:

1. Go to TRITON - Web Security.
2. On the Main tab of the left navigation pane, under Policy Management, select **Policies**.

   A list of existing policies appears.
3. Click **Default** to view policy details on the Edit Policy page.
4. Examine the area at the top of the content pane.
   - The policy name appears, followed by a short description of what the policy is intended to do.
   - A summary of the clients specifically governed by this policy is shown. Note that even if no clients are listed here, the **Default** policy applies to any client not currently governed by another policy.
5. Examine the **Schedule** box.
   - After a new installation, the Start, End, and Days columns show that the **Default** policy is in effect 24 hours a day, 7 days a week.
   - The Category / Limited Access Filter column shows that **Monitor Only** category filtering is in effect.

     A **category filter** is a list of categories and the actions (such as Permit or Block) assigned to them. The category filter enforced by a policy determines how user requests for Web sites are treated.

     The alternative to a category filter is a **limited access filter**, a list of specific Web sites (identified by URL or IP address) that users can access. When a limited access filter is enforced by a policy, users governed by the policy can access only sites on the list.
   - The Protocol Filter column shows that **Monitor Only** protocol filtering is in effect.

     A **protocol filter** is a list of protocols (usually non-HTTP protocols) and the actions (such as Permit or Block) assigned to them. When Network Agent is installed, the protocol filter enforced by a policy determines how user attempts to access specific protocols (such as those used for instant messaging or peer-to-peer file sharing) are treated.
6. Two columns appear beneath the policy schedule. Examine the Category Filter column.
   - The name of the current category filter appears next to the column description.
   - You can scroll through the list to see which categories are permitted and blocked. A legend at the bottom of the page explains the icons that appear next to each category.

   You will learn how to create and edit category filters in a later lesson.

In the lessons that follow, you will learn how to work with policies and their building blocks. You can then use what you learn to edit the Default policy to best suit the needs of your organization.

Continue with *Lesson 6: Working with clients*, page 21.

Lesson 6: Working with clients

Learn about user, computer, and network clients, and then practice adding clients to TRITON - Web Security.

Filtering policies are applied to clients: users, groups, and domains in your directory service, or computers and network ranges in your network.

- A **computer** is the most basic type of client. A computer is a machine on the network, identified by an IP address.
- A **network** is a group of computers, identified by a contiguous IP address range.
- A **directory** client can be a user, group, or domain (organizational unit) defined in your directory service. More information about directory services can be found in the *Clients* section of the TRITON - Web Security Help system.

Exercise 1: Add a computer client:

1. In TRITON - Web Security, select **Clients** (under Policy Management) in the left navigation pane.
2. Under the Clients tree, click **Add**. The Add Clients page appears.
3. Enter the **IP address** of a computer that you want to add as a client, and then click the right arrow (>) button to add the client to the Selected list.

   If you are a delegated administrator, you can only add IP addresses that are assigned to your role as a managed client. Go to **Policy Management** > **Delegated Administration**, and then click your role name to see a list of managed clients for your role.
4. Click **OK** to cache your change and return to the Clients page.
5. Expand the **Computers** node in the Clients tree. The IP address that you just added appears in the list.

   Information about the settings that apply to the new client appear to the right of the IP address. The **Policy** column shows that this client is currently governed by the **Default** policy.
6. Click **Save All** in the right shortcut pane to save and implement your changes.

Exercise 2: Add a directory client:

If your Websense software has been configured to retrieve information from a supported directory service, you can apply filtering policies to users, groups, and domains (OUs).

Information about configuring Websense software to communicate with a directory service can be found in the *Clients* section of the TRITON - Web Security Help system.

Once configuration is complete, you can add directory clients through the same page used to add computer and network clients:

1. In TRITON - Web Security, select **Clients** (under Policy Management) in the left navigation pane.
2. Under the Clients tree, click **Add**. The Add Clients page appears.
3. To locate an entry in your directory service, do either of the following:
   - Browse the **Directory** tree.
   - Enter all or part of a user, group, or domain name in the search field, if available, and then click **Go**.
4. Select a user, group, or domain to add as a client, and then click the right arrow (>) to add the client to the Selected list.

   If you are a delegated administrator, you can only add users that are assigned to your role as a managed client. Go to **Policy Management > Delegated Administration**, and then click your role name to see a list of managed clients for your role.
5. When you are finished adding users, click **OK** to cache your changes and return to the Clients page.
6. Click **Save All** in the right shortcut pane to save and implement your changes.

Expand the **Directory** node of the client tree to see a list of current user, group, domain, and organizational unit clients.

In the next lesson, you will work with a sample policy to change the way that clients' Internet activity is filtered.

Continue with *Lesson 7: Using the sample policies*, page 22.

Lesson 7: Using the sample policies

Use a sample policy to learn more about how to apply different filters to users at different times of day and on different days of the week.

In addition to the **Default** policy, your Websense software includes two sample policies that you can use to learn more about filtering Internet activity.

- The **Unrestricted** policy enforces the **Permit All** category and protocol filters, 24 hours a day and 7 days a week. Apply this policy to any members of your organization whose Internet activity should never be restricted.
- The **Example - Standard User** policy provides an example of how one policy can apply different filters at different times.

Note

If you are a delegated administrator and do not see the Example - Standard User policy, ask a Super Administrator to copy the sample policy to your role.

Exercise 1: Apply the sample policy to clients:

1. In TRITON - Web Security, select **Policies** in the Policy Management section of the left navigation pane.

   A list of policies and descriptions appears in the content pane.

2. Click **Example - Standard User** to view the sample policy.
3. Under the policy name and description at the top of the page, check to see if the policy is applied to any **Clients**.

   When you make changes to a policy, any clients governed by the policy are affected.

4. Examine the **Schedule** portion of the policy.

   This policy includes multiple lines. Each line corresponds with a block of time. Add multiple time blocks to a policy to enforce different filters and different times. In the sample policy:

   - The Default category and protocol filters are enforced from 8:00 a.m. to 5:00 p.m., Monday through Friday.
   - The Basic category filter and Basic Security protocol filter are enforced from 5:00 p.m. to 8:00 a.m. Monday through Friday. Note that when a filtering period spans midnight, you must create 2 time blocks: one ending at 24:00 (midnight) and another starting at 00:00 (midnight).
   - The Monitor Only category and protocol filters are enforced on Saturday and Sunday, permitting access to all sites.

5. Select each time block in turn. The category and protocol filter enforced during that period are displayed in the bottom portion of the screen.

   When a time block is selected, you can edit the filters enforced during that period on the Edit Policies page.

6. To assign the sample policy to a client, click **Apply to Clients** in the toolbar at the top of the screen.
7. Browse the **Clients** tree to identify a client to be governed by the sample policy. Pick a client added in Lesson 6 that you can use to test the effects of this change.
8. Mark the check box next to the client name or IP address, and then click **OK** to cache your change and return to the Edit Policy page.
9. Click **Save All** to save and implement your change.

The selected client is now filtered by the Example - Standard User policy.

Exercise 2: Verify filtering behavior manually:

One way to judge the effects of applying a policy to a client is to access the client machine or log on using the client's network credentials and use a browser to see which sites are permitted and blocked.

Important

Before performing this lesson, make sure that the Websense Master Database has finished downloading. In TRITON - Web Security, go to **Status** > **Today**, and then click **Database Download**. Verify that the download status is **Successfully updated**.

You may need to log off of TRITON - Web Security and log on again to allow the new database to finish loading.

1. If you applied the sample policy to a computer client in the previous exercise, log on to the machine filtered by the sample policy.

   If you applied the sample policy to a user or group client, log on as the affected user.
2. Open a browser window and navigate to **www.ucsd.edu**.

   This site is part of the **Educational Institutions** category, which is permitted by the Default, Basic, and Monitor Only category filters.
3. Browse to **www.calottery.com**.

   This site belongs to the **Gambling** category. Both the Basic and Default category filters block this category. If you are performing this exercise on any day from Monday through Friday, a Websense block page appears.
4. Browse to **www.amazon.com**.

   This site belongs to the **Shopping** category. If the Default category filter is in effect, you are prompted to use quota time to access the site. (More information about quota time appears in the next lesson.) If the Basic category filter is in effect, the site is permitted.

When you are finished exploring which sites are blocked and permitted by the sample policy, return to TRITON - Web Security.

Exercise 3: Use the **Test Filtering** tool to verify filtering behavior:

TRITON - Web Security includes tools to help you see how a client is being filtered without logging on as the user or accessing the Internet from a specific machine.

- Make sure that the right policy is being applied.
- Verify that the active policy is blocking and permitting sites as expected.

To see whether a client requesting a specific site would be permitted access:

1. Click **Test Filtering** in the right navigation pane.
2. To identify the client to whom you have applied the Example - Standard User policy, do one of the following:

- Enter the **IP address** of a computer client.
- Enter the full distinguished name of a directory client in the **User** field, or click **Find User** to browse or search the directory. The search feature is available only if you are using an LDAP-based directory service.

3. Enter the **URL** of a site that you want to check.
4. Click **Go**.

A pop-up window shows the name and description of the site's category, the action applied to the site, and the reason for that action.

In the sections that follow, you will learn how to create custom category filters and then to create custom policies to filter clients.

Continue with *Lesson 8: Filtering Web sites by category*, page 25.

Lesson 8: Filtering Web sites by category

Learn how category filters are used in Internet filtering, and then create and edit a custom category filter.

Category filters determine how user requests for HTTP, HTTPS, FTP, and Gopher sites are treated.

Each Web site is identified by a unique IP address or URL. The Websense Master Database assigns these addresses to categories, such as Adult Material, Education, or Shopping.

Within a category filter, an action, such as **Permit** or **Block**, is assigned to each category. Every site within the category is filtered according to the action that you assign.

Websense provides several category filters and filtering templates to help you get started. You can edit the filters to suit the needs of your organization, but the templates cannot be changed. When you create a new filter, you can base it on either a template or an existing category filter.

To understand how category filters work, imagine that certain users in your organization should only have access to Web sites affiliated with educational institutions. Complete the following exercises to create a filter for these users.

Exercise 1: Create an Education-Only category filter:

1. In TRITON - Web Security, select **Filters** (under Policy Management) in the left navigation pane.
2. In the **Category Filters** box, click **Add**. The Add Category Filter page appears.
3. Enter **Education-Only** as the name of the new category filter.

4. Create a description for the filter (for example, "For student research assistants, permits access only to sites in the Education category").
5. Select the **Block All** template to use as the foundation for the new filter.
6. Click **OK** to cache changes and return to the Filters page. The new filter name appears in the Category Filters list.

You will customize the filter in Exercise 2.

Exercise 2: Modify the Education-Only category filter:

1. Click **Education-Only** in the Category Filters box. The Edit Category Filter page appears.
2. Select **Education** in the Categories tree, and then click **Permit**. The Permit button appears below the Categories tree.
3. Expand the **Education** node. Note that the Education subcategories are still blocked.
4. With the **Education** parent category still selected, click **Apply to Subcategories**. All of the Education subcategories (Cultural Institutions, Educational Institutions, and so on) are permitted.
5. Click **OK** to cache your changes and return to the Filters page.
6. Click **Save All** to implement your changes.

Once you have created custom category filters, you can add them to policies and apply them to clients.

Continue with *Lesson 9: Creating custom policies*, page 26.

Lesson 9: Creating custom policies

Learn to create different policies to customize filtering for different groups of clients.

Create new policies to add flexibility in managing employee Internet access. Rather than trying to make the **Default** policy apply to everyone, create custom policies for different groups of clients.

Exercise 1: Start from an existing policy to create a new policy:

1. In TRITON - Web Security, go to **Policy Management** > **Policies**.
2. Under the list of existing policies, click **Add**. The Add Policy page appears.
3. Give the new policy the name **Research Assistants**.
4. Provide a brief description for the new policy (for example, "For student research assistants, enforces the Education-Only category filter").

5. Mark the **Base on existing policy** check box, and then select the **Default** policy from the drop-down list.
6. Click **OK** to cache your changes and go to the Edit Policy page.

You will customize the policy in Exercise 2.

Exercise 2: Edit the Research Assistants policy:

1. On the Edit Policy page, under Schedule, expand the **Days** drop-down list, and then deselect **Sat** and **Sun**.

   This policy will only apply Monday through Friday. You can add multiple rows to the schedule to have a policy apply different filters on different days or at different times.
2. Expand the **Category / Limited Access Filter** drop-down list, and then select the **Education-Only** category filter.
3. Expand the **Protocol Filters** drop-down list, and then select the **Default** protocol filter.

   Protocol filters are used to filter non-HTTP Internet protocols, such as those used for instant messaging or streaming media. More information about protocol filtering can be found in the TRITON - Web Security Help system.
4. At the bottom of the Schedule box, click **Add** to add another row to the schedule.

   A default time period appears in the **Start** and **End** columns.
5. Expand the **Days** drop-down list, and select only **Sat** and **Sun**.
6. In both the **Category / Limited Access Filter** column and the **Protocol Filter** column, apply the **Monitor Only** filter.

   Monitor Only permits and logs all Internet requests.
7. Click **OK** to cache changes and return to the Policies page.
8. Click **Save All** to implement your changes.

Exercise 3: Apply the new policy to a client:

In Lesson 7, you learned how to apply policies to clients from the Edit Policies page. You can also apply policies to clients from the Clients page.

1. In TRITON - Web Security, click **Clients** (under Policy Management) in the left navigation pane.
2. Expand the appropriate node in the client tree, and then do one of the following:
   - Mark the check box next to the client name or IP address, and then click **Edit**.
   - Click the client name or IP address.

   The Edit Client page appears.
3. Under Policy, expand the **Name** drop-down list and select **Research Assistants**.
4. Click **OK** to cache changes and return to the Clients page.
5. Click **Save All** to implement your changes.

Exercise 4: Verify that the new policy is being applied to the client:

1. Go to the machine to which you applied the Research Assistants policy.
2. Open a browser and go to **www.ucsd.edu**.

   The site is permitted, because it is assigned to the Education > Educational Institutions category.
3. Next, browse to **en.wikipedia.org**.

   This site is also permitted, because it is assigned to the Education > Reference Materials category.
4. Next, browse to a search engine site, like **www.google.com** or **www.yahoo.com**.

   The site is blocked, because it is in the Information Technology > Search Engines and Portals category.

You can also use the Test Filtering tool (as explained in Lesson 7, Exercise 3) to verify that the policy is being applied correctly.

If you have reporting permissions, continue with *Reporting*.

If you do not have reporting permissions, you have completed this tutorial. See *Where Do I Go Next?* for additional resources.

5 Reporting

Before you can view charts on the Today and History pages of TRITON - Web Security, or generate Internet activity reports, an essential, Windows-only reporting component (Log Server) must be installed. If reporting is not installed, skip the lessons this section.

If your environment includes multiple Policy Servers, reporting is available only if you log on to the central Policy Server. If you know that reporting is installed, but reporting features are not visible from the Policy Server you have connected to, use the Select Policy Server button in the Web Security toolbar to switch to the appropriate Policy Server.

This section includes 4 lessons:

- *Lesson 10: Today and History reports* introduces the Today and History pages. The Today page presents a system health summary along with charts of your organization's Internet activity during the previous 24 hours. The History page gives a longer-term view, showing Internet activity over the previous 30 days.
- *Lesson 11: Presentation Reports* shows you how to generate predefined reports and copy those reports to apply customized data selection filters, as well as how to set up a scheduled report job.
- *Lesson 12: Investigative Reports* shows you how to view log data interactively, identifying a topic of interest and drilling down to find greater detail. You will also learn how to generate and schedule a detailed report.
- *Lesson 13: Improving Websense software* explains how to implement the features that enable you to help improve filtering by allowing Websense software to submit relevant information to Websense, Inc.

In networks that use delegated administration, Super Administrators control who can access these features.

Lesson 10: Today and History reports

Get a quick, graphical overview of current system status, as well as an overview of Internet activity today or for the past 30 days. Learn to customize the information displayed.

The charts and information areas on the Today and History pages offer a quick, graphical overview of current system status and Internet activity (Today), and Internet filtering activity for the past 30 days (History).

Each page displays a set of default charts that may be customized. In organizations that use delegated administration, the Super Administrator controls who can view the bar charts showing Internet filtering activity.

Section 1: The Today page

Today is the opening page for TRITON - Web Security, giving you an overview of system status and Internet activity during the 24-hour period beginning at 12:01 a.m. Return to it any time by clicking **Status** > **Today** in the left navigation pane.

By default, the Today page displays the following charts and information areas.

- The information is updated every 2 minutes.
- Click any chart to launch an investigative report with more details.
- If the page has been customized, different charts appear. See *Exercise: Customize the Today or History page*, page 32.

Chart Name	Description
Health Alert Summary	Review brief messages alerting you to problems with system components. Click a message to view a more detailed alert and find solutions.
Today's Value	Learn how Websense software protects users from accessing content in key categories, and quickly compare the total number of Internet requests made with the number of requests blocked. With Websense Web Security, the number of real-time security updates received today also appears.
Current Filtering Load	See the amount of Internet traffic processed into the Log Database, shown in 10-minute increments, and evaluate trends in activity.
Top Security Risks	Find out which Security Risk categories are receiving the most requests today, and determine whether filtering policies are providing the right protection for your network.
Top Categories by Requests	See the categories that are being accessed most today. Get a high-level overview of potential security, bandwidth, or productivity concerns.
Policy Enforcement by Risk Class	See how many requests for sites in each risk class have been permitted and blocked today. Evaluate the effectiveness of current policies and whether changes are needed. This chart appears by default only if your subscription does not include Websense Web Security Gateway or Websense Web Security Gateway Anywhere.

Chart Name	Description
Top Categories by Scanned Requests	See which categories requested sites are assigned to most frequently after scanning determines that they no longer fit their original category. This chart appears by default only if your subscription includes Websense Web Security Gateway or Websense Web Security Gateway Anywhere.
Filtering Service Summary	Review the status of each Filtering Service associated with the current Policy Server.

By default, TRITON - Web Security times out after 30 minutes of inactivity. You must log on again to view updates to the Status pages, or to work in other pages.

The **Session** area at the bottom of the Today page lets you partially override this timeout. After you activate the override, the Today, History, and Alerts pages continue to update indefinitely.

- Even after 30 minutes of inactivity, you can navigate to any of these pages without being prompted to log on.
- To access any other page after the timeout period ends, you must log on again.

Click **Save All** before activating the override if any changes have been cached. Otherwise, the changes are discarded after 30 minutes of inactivity.

Section 2: The History page

The History page shows information about system operations and Internet activity for the past 30 days (excluding today). To open it, click **Status > History** in the left navigation pane.

By default, the History page shows the following charts and information areas.

- Information in the charts is updated once each day.
- Click any bar chart to launch an investigative report with more details.

- If the page has been customized, different charts appear. See *Exercise: Customize the Today or History page*, page 32.

Chart Name	Description
Value Estimates/ Saved	Get an estimate of time and bandwidth savings afforded by Websense software. Mouse over a value to see how the estimate was calculated.
Value Estimates/ Blocked Security Risk	See how Websense Web Security has protected you from security risks over the past 30 days. (Not shown for Websense Web Filter.)
Value Estimates/ Blocked Requests	View a summary of blocked requests for sites in categories that are of importance to many organizations.
Internet Activity	View the quantity of Internet requests processed into the Log Database each day to gain insight into usage trends.
Top Security Risks	See which Security Risk categories have been accessed recently, and determine whether filtering policies are providing the right protection for your network.
Top Categories	See which categories have been accessed most. Get a high-level overview of potential security, bandwidth, or productivity concerns. This chart appears by default only if your subscription does not include Websense Web Security Gateway or Websense Web Security Gateway Anywhere.
Top Categories by Scanned Requests	See which categories requested sites are assigned to most frequently after scanning determines that they no longer fit their original category. This chart appears by default only if your subscription includes Websense Web Security Gateway or Websense Web Security Gateway Anywhere.

Exercise: Customize the Today or History page

Super Administrators can customize which charts appear on both the Today and the History pages.

1. Click **Status** > **Today** or **Status** > **History**.
2. Click **Customize** in the toolbar at the top of the page.

   The customize page lists the available charts. A check mark appears next to the charts that currently appear on the page.
3. Use the check boxes to select up to 4 charts to display.

   For descriptions of the charts, click **Help** > **Explain This Page**.
4. When you customize the History page, you can also change how time and bandwidth savings are calculated. Update the values used to calculate time and bandwidth savings, as needed.
5. Click **Save** to implement the changes and return to the Today or History page.

Continue with *Lesson 11: Presentation Reports*, page 33.

Lesson 11: Presentation Reports

Learn what presentation reports are, and how to generate reports from report templates, and how to create custom reports.

Presentation reports offer a view into the Internet filtering information stored in the Websense Log Database. Predefined charts and tabular reports, called templates, make it easy to generate a consistent presentation of data on a particular topic, such as the categories that have been blocked the most during a particular time frame.

In networks that use delegated administration, Super Administrators control who has access to these features.

Exercise 1: Generate a report from a template

1. In TRITON - Web Security, go to **Reporting** > **Presentation Reports**.
2. In the Report Catalog tree, expand the **Internet Activity** heading, and select the **Top Sites Visited** report.

   Immediately after installation, only report templates appear in the tree. If the software has been in use for some time, the tree may also include:

   - Favorite reports (marked with a star)
   - Custom reports
3. Click **Run** at the top or bottom of the list.
4. Fill out the Run Report page as follows:

Field	Description
Start date End date	Leave the default dates, which define a report covering the current day's activities.
Output format	Select HTML to display the finished report in the browser window.
Top N	Leave the default setting of 10. (This reports on the top 10 sites.)

5. Deselect **Schedule the report to run in the background**. The report will be generated in a pop-up window in the foreground.

   Tip
   It is usually most efficient to run reports in the background. You can opt to receive email notification when the report is complete, and use the **Presentation Reports** > **Review Reports** page to access the report.
6. Click **Run**.

Websense software displays a progress window while it gathers the appropriate records from the Log Database, and then prompts you to display the report in a new window.

Exercise 2: Create a custom report and edit its filter

1. Select **Presentation Reports** in the left navigation pane, and then select the **Top Sites Visited** report under Internet Activity.
2. Click the **Save As** button.
3. In the Save As New Report page, change the **Report catalog name** to **New Top 5 Sites Visited**. This name appears on the Presentation Reports page.
4. Click **Save and Edit** to display the Edit Report page, where you can customize the elements of the report.
5. Accept the default (all items reported), and click **Next** to move through the Clients, Categories, Protocols, and Actions tabs.

   When generating future reports you can use these tabs to fine-tune the content of the report.
6. In the **Options** tab, change the **Show only top** setting to **5** to have the report show only the top 5 sites visited. Then, click **Next**.
7. In the **Confirm** tab, select **Save and run**, and then click **Finish**.
8. On the Run Report page, set the Output format to **HTML**, deselect **Run the report in the background**, and then click **Run**.

   Websense software gathers the appropriate records from the Log Database, and displays the report in a new window.

   The changes you made in the report filter are saved with the new report. The new name appears on the Presentation Reports page. Any time you choose this report to run, it uses the filter you defined.

Exercise 3: Configure distribution for scheduled reports

A few basic settings must be configured before you can schedule presentation reports for distribution. If these settings have already been configured, skip to Exercise 4.

If they have not been configured and you are a Super Administrator, you can perform the configuration. Otherwise, ask a Super Administrator to perform the configuration before you continue with Exercise 4.

1. In TRITON - Web Security, go to **Settings** and click **Reporting** in the left navigation pane.
2. Click **Preferences**.
3. Enter the **Email address** from which reports should be sent.
4. Enter the IP address or name of the email server that will distribute scheduled reports to their email recipients in the **SMTP server IP or name** field.
5. Click **Save Now** to implement the changes.

Exercise 4: Schedule reports to run periodically

1. Click the **Main** tab, and then go to **Reporting** > **Presentation Reports**.

2. Click **Scheduler** in the toolbar at the top of the page.
3. Use the **Schedule Report** tab to set the following options. Then, click **Next**.
   - **Job name:** Test
   - **Recurrence Pattern:** Daily
   - **Schedule time:** 10 minutes from your current system time
   - **Schedule Period:** End after 2 occurrences
4. In the **Select Reports** tab, select the **New Top 5 Sites Visited** report and click the right arrow (>) to move it to the **Selected** list. Click **Next**.
5. In the **Date Range** tab, select **Relative Dates** from the drop-down list, and then select **Last 2** and **Day(s)**. Click **Next**.
6. In the **Output** tab, set the following:
   - **File format:** PDF
   - **Recipient email addresses (Cc):** enter your own email address
7. Click **Save Job** to save and implement the schedule.

   Starting in 10 minutes, Websense software gathers the appropriate records from the Log Database, and creates the report as a PDF file. It then sends you the PDF file via email. The report will be generated twice: today and tomorrow.

Continue with *Lesson 12: Investigative Reports*, page 35.

Lesson 12: Investigative Reports

Learn what investigative reports are and how to drill down to specific information. Generate and modify a detail view report, and create Favorite reports that can be scheduled on a repeating cycle.

Investigative reports let you interact directly with the filtering information stored in the Websense Log Database. Initially, a bar chart showing today's activity by risk class is displayed. Investigate areas of concern by clicking appropriate chart elements to drill down for greater detail.

- Make a few selections to view multiple levels of information, such as the top 5 users in the top 5 categories.
- A separate detail view gives you a tabular report of related information. You can customize the columns displayed, and create a summary view of this table.
- See *Investigative reports reference*, page 38, for more information about what can be displayed in investigative reports.

In networks that use delegated administration, Super Administrators control who has access to these features.

Exercise 1: Drilling down to find specific data

You can drill down into the initial data displayed on the Investigative Reports page (today's activity by risk class) to uncover the details that matter most to your organization.

1. On the **Reporting > Investigative Reports** page, click **Productivity Loss** to display a list of drill-down options.

   If there is no Productivity Loss entry, clients in your network have not requested any sites in that risk class. In that case, select another risk class.
2. Click **by Category** in the list of options.

   The chart changes to show today's activity in the categories assigned to the selected risk class.
3. Click the first category name in the chart (for example, **News and Media**) to display a new list of drill-down options.
4. Click **User** to have the chart show a list of users who have requested sites in the selected category.

You can continue selecting drill-down options to see more detail about any item of interest.

Additionally, you can view a different timeframe by choosing the desired period or entering a specific date range in the View options above the chart, or change the measurement used to quantify activity by selecting a new option from the Measure drop-down list in the View toolbar near the top of the content pane.

Exercise 2: Creating a multi-level report

Starting with a report on the main Investigative Reports page, you can define a second level of information to display. This allows you, for example, to compare the most active users in one category with the most active users in another category.

1. In the breadcrumbs beside the **Internet Use by** list, click **Category**.

   The chart displays the categories in the risk class selected in the previous exercise.
2. In the bar above the chart, enter the following:
   - Select top **5**
   - by **User**
   - and Display **10** Results
3. Click the **Display Results** button.

   The chart updates to show bars for only the top 5 categories. Below each bar is a list of the 10 users who requested the most sites in that category during the timeframe.

You can create a multi-level report with different combinations of data. Simply modify the bar chart to show the high-level data of interest, then define the second level as described above.

Exercise 3: Using flexible detail reports

Flexible detail reports give a tabular view of data related to a specific item on the bar chart. You can change to a summary view of the same data, and change the information columns displayed.

1. On the main Investigative Reports page, select **Category** from the **Internet Use by** list.
2. Click the bar or number for any category that shows a significant number of hits.

   A detail view appears, showing a tabular report of today’s traffic for the selected category. The default report includes columns for User, Date, Time, URL Hostname, and Hits.
3. Click **Modify Report** in the toolbar at the top of the content pane. A dialog box opens.
4. Use the controls in this dialog box to remove the **Time** column, and add **Disposition** as a column, between Date and URL Hostname.

   You can choose up to 7 columns in this dialog box. Be sure to choose columns that are appropriate for the data being reported, or the column will be blank.

   Notice that although the report shows hits, Hits does not appear as an entry in the list. Reports based on hits must include Hits as the rightmost column.
5. Click **Submit** to close the dialog box and update the report.

   Notice that the new columns are now displayed, in the order you specified.
6. Click **Summary**, in the upper right corner of the content pane.

   Notice that the updated report combines all hits with the same URL host name and date into a single entry showing the total number of hits.

The Summary report option is available only when the Time column is not displayed. It combines rows that share a common element. The combined element varies according to the information in the report. In this example, it combines those with the same URL host name.

Exercise 4: Saving and scheduling Favorites

Favorites are report definitions that you want to reproduce easily, and may want to schedule on a repeating cycle. You can save reports shown on the main Investigative Reports page, or the flexible detail view.

1. Generate a report that shows information you want to reproduce easily.
2. Click **Favorite Reports** at the top of the content pane.
3. On the Favorite Reports page, a file name is suggested for the report. Accept that name or enter a different file name, if desired.

   Only letters, numbers, and underscore characters (_) are permitted in the file name.
4. Click **Add** to save the report as a Favorite.
5. Select the added report in the list, and then click **Schedule** to run the report on a repeating cycle.
6. Fill in the information requested.

To create a recipient list, enter an address in the **Additional Email Addresses** field, and then click **Add**. Be sure to highlight one or more email addresses to be recipients.

7. Click **Next** after all entries are complete to display a confirmation screen showing your selections.
8. Click **Save** to save the scheduled report job and display a list of all scheduled reports.

The job will run according to the schedule you set, and email the report to the selected recipients. At any time, you can review the list of scheduled jobs, edit a job definition, or delete an obsolete job by clicking **Job Queue** on the main Investigative Reports page.

If you are a delegated administrator or reporting administrator, you have completed this tutorial. See *Where Do I Go Next?* for pointers to possible next steps.

If you are a Super Administrator, continue with *Lesson 13: Improving Websense software*.

Investigative reports reference

The information that can be displayed in an investigative report depends on what elements are already selected. If you are looking at requests by user, for example, you cannot add group information. Likewise, if you are looking at a report by category, you cannot simultaneously view risk class data.

The table below lists the types of data that can be displayed in an investigative report. If you have drilled down into the data to create a detail report, these are the columns that you can add to the report to create a custom view of the data.

Column Name	Description
User	Name of the user who made the request. User information must be available in the Log Database to include it on reports. Group information is not available in user-based reports.
Day	Date the Internet request was made.
URL Hostname	Domain (host) name of the requested site.
Domain	Directory service domain for the directory-based client (user or group, domain, or organizational unit) that made the request.
Group	Name of the group to which the requestor belongs. Individual user names are not given on group-based reports. If the user who requested the site belongs to more than one group in the directory service, the report lists multiple groups in this column.
Risk Class	Risk class associated with the category to which the requested site belongs. If the category is in multiple risk classes, all relevant risk classes are listed.

Column Name	Description
Directory Object	Directory path for the user who made the request, excluding the user name. Typically, this results in multiple rows for the same traffic, because each user belongs in multiple paths. If you are using a non-LDAP directory service, this column is not available.
Disposition	Action Websense software took as a result of the request (for example, category permitted or category blocked).
Source Server	IP address of the machine sending requests to Filtering Service. In standalone deployments, this is the Network Agent IP address. In integrated deployments, this is the gateway, firewall, or cache IP address. With Websense Web Security Gateway Anywhere, use this option to identify requests filtered by the hybrid service from both on-site (filtered location) and off-site users.
Protocol	Protocol of the request (for example, HTTP or FTP).
Protocol Group	Master Database group in which the requested protocol falls (for example, Remote Access or Streaming Media).
Source IP	IP address of the machine from which the request was made. With Websense Web Security Gateway Anywhere, you can use this option to review requests coming from a specific hybrid filtered location.
Destination IP	IP address of the requested site.
Full URL	Domain name and path for the requested site (example: http://www.mydomain.com/products/itemone/). If you are not logging full URLs, this column is blank.
Month	Calendar month the request was made.
Port	TCP/IP port over which the user communicated with the site.
Bandwidth	The amount of data, in kilobytes, contained in both the initial request from the user and the response from the Web site. This is the combined total of the Sent and Received values. Keep in mind that some integration products do not send this information to Websense software. Two examples are Check Point FireWall-1 and Cisco PIX Firewall. If your integration does not send this information, and Websense Network Agent is installed, activate the **Log HTTP requests** option for the appropriate NIC to enable reporting on bandwidth information.
Bytes Sent	Number of bytes sent as the Internet request. This represents the amount of data transmitted, which may be a simple request for a URL, or may be a more significant submission if the user is registering for a Web site, for example.

Column Name	Description
Bytes Received	Number of bytes received from the Internet in response to the request. This includes all text, graphics, and scripts that make up the site. For sites that are blocked, the number of bytes varies according to the software creating the log record. When Websense Network Agent logs the records, the number of bytes received for a blocked site represents the size of the block page. If the log record is created by Websense Security Gateway, as a result of scanning, the bytes received represents the size of the page scanned. If another integration product creates the log records, the bytes received for a blocked site may be zero (0), may represent the size of the block page, or may be a value obtained from the requested site.
Time	Time of day the site was requested, shown in the HH:MM:SS format, using a 24-hour clock.
Category	Category to which the request was assigned. This may be a category from the Master Database or a custom category.

Lesson 13: Improving Websense software

Enable WebCatcher to send uncategorized and security URLs to Websense, Inc., for analysis. You can also elect to send category and protocol usage data to help Websense software continue to improve filtering capabilities.

Websense software includes two options that you can use to help Websense, Inc., improve filtering:

- Enable **WebCatcher** to send unrecognized and security-related URLs to be analyzed for liability and security risks and categorized, if appropriate.

  After they are categorized, these sites are added to the Master Database for use in filtering and reporting.
- To help Websense, Inc., continue to enhance filtering capabilities, allow Websense software to gather category and protocol usage data.

WebCatcher

When WebCatcher sends unrecognized and security-related URLs to Websense, Inc., subsequent downloads of the Websense Master Database include improvements and category revisions resulting from WebCatcher data. Only Super Administrators should modify these settings.

Important

The information sent to Websense, Inc., contains only URLs. It does not include individual user information.

The following type of information is sent to Websense, Inc., when you activate WebCatcher. The IP address belongs to the machine hosting the URL, not the requestor.

```
<URL HREF="http://www.ack.com/uncategorized/" CATEGORY="153"
IP_ADDR="200.102.53.105" NUM_HITS="1" />
```

To enable WebCatcher:

1. Launch the Log Server Configuration tool on the reporting machine (go to **Start** > **Programs** > **Websense** > **Utilities** > **Log Server Configuration**).
2. Switch to the **WebCatcher** tab.
3. Click **Yes, send only specified URLs to Websense**, and then adjust your settings:
   - By default, both uncategorized URLs and security-related URLs are sent to Websense, Inc. Use the check boxes directly under the Yes button to change this behavior.
   - Use the drop-down list to select the country from which the information will be sent.
   - Check **Save a copy of the data being sent to Websense** to keep a record of WebCatcher data.
   - Enter a maximum size for the uploaded file.
   - Enter a time to send the file each day, if it has not reached the size specified above. If the file reaches the specified maximum size, it is sent immediately.
   - If your network includes a proxy server or firewall, click **Authentication** and enter the credentials that WebCatcher needs to send data to Websense, Inc.
4. Click **Apply** to cache your changes, and then click **OK** to save and implement the changes.

Category and protocol usage data

When you choose to send category and protocol usage data to Websense, Inc., the data is gathered only for Websense-defined categories and protocols. Any custom categories or protocols you have defined are not included.

Websense, Inc., does not collect usage data from your network unless you allow it. You are given the option to disable usage data gathering during installation (it is enabled by default).

Category and protocol usage data helps Websense, Inc., to enhance the filtering capabilities of Websense software.

To configure collection of category and protocol usage data:

1. In TRITON - Web Security, go to **Settings** > **Account**.
2. Mark or clear the **Send category and protocol data to Websense, Inc.** check box.
3. Click **OK** to cache your change, and then click **Save All** in the right shortcut pane to save and implement the change.

You have completed this tutorial. See *Where Do I Go Next?* for pointers to possible next steps.

6 Where Do I Go Next?

You have completed the New User Quick Start tutorial. You have the basic tools you need to start working with your Websense software.

Websense Web Security and Websense Web Filter have a number of additional features that can be used to add even more precision and flexibility to your filtering setup. These features are described in detail in the TRITON - Web Security Help system (accessible via the Help button in the Web Security toolbar).

- Create custom categories, recategorize individual sites (recategorized URLs), or specify sites that should never be blocked (unfiltered URLs).

  Go to **Policy Management** > **Filter Components** and click **Edit Categories**.
- Configure protocol filters for increased control over Internet protocols, like those used for instant messaging and peer-to-peer file sharing.

  Go to **Policy Management** > **Filters** and click a filter name, or click **Add**.
- Create limited access filters to restrict some users to a specific list of Web sites.

  Go to **Policy Management** > **Filters** and click **Add**.
- Define keywords to gain a higher level of control over which sites filtering clients can access.

  Go to **Policy Management** > **Filter Components** and click **Edit Categories**, then select a category.
- Configure alerting to ensure that administrators receive notification about potential problems with your Websense software, or with users' Internet activity.

  Go to **Settings** > **Alerts and Notifications** > **Alerts** to configure alerting methods.

As you explore TRITON - Web Security, if you have questions about what a feature does or how to use a function, go to **Help** > **Explain This Page**.

In addition, visit the Websense Support Portal any time to find tips, video tutorials, an extensive Knowledge Base, and product documentation.