



WEBSense® WEB SECURITY SUITE™ QUICK START GUIDE

Websense® Web Security Suite™
Websense Web Security Suite – Corporate Edition
Websense Web Security Suite – Lockdown Edition™
Websense Web Security Suite Lockdown – Corporate Edition

v6.2

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The Websense® Web Security Suite™ offers a comprehensive web security solution for organizations concerned with protecting their networks from web-based threats. These robust web security products fill in the time and technology gaps that antivirus software and firewall products cannot address.

The Websense security solution is comprised of these products and features:

- ◆ **Websense Web Security Suite:** Provides web-based security protection, including the following features:
 - Blocks spyware, malicious mobile code, and other web-based threats
 - Blocks keylogging transmissions back to their host sites
 - Protects employees and organizations from phishing and other frauds
 - Scans all ports for HTTP traffic to protect against threats that use non-standard ports
 - Manages malicious traffic through protocols to protect against bots and bot networks, and to detect email-borne worms
 - Manages instant messaging attachments
 - Provides immediate protection from new security threats with Real-Time Security Updates
 - Includes a subscription to Websense Security Labs™ Security Alerts, and the ThreatWatcher™, SiteWatcher™, and BrandWatcher™ services
- ◆ **Websense Web Security Suite – Lockdown Edition™:** Includes all of the features of Websense Web Security Suite, plus additional components for endpoint security:
 - Stops the execution of unauthorized applications, such as spyware, peer-to-peer (P2P) file sharing, and hacking tools on the desktop
 - Provides enhanced end-point security for mobile computing
 - Provides maximum control over desktop environments by allowing only approved applications to run on corporate workstations and servers through advanced lockdown features
- ◆ **Websense Web Security Suite – Corporate Edition:** Includes all of the features of Websense Web Security Suite, plus additional features for large or decentralized enterprises, including Delegated Administration and Reporting, Auditing, and SNMP Alerting.
- ◆ **Websense Web Security Suite Lockdown – Corporate Edition:** Includes all of the features of Websense Web Security Suite – Lockdown Edition, plus additional features for large or decentralized enterprises, including Delegated Administration and Reporting, Auditing, and SNMP Alerting.
- ◆ **Websense Web Security Suite Reporting:** Provides advanced reporting tools for detecting and analyzing security risks and internet activity. The reporting module is included with all four products listed above.

Using This Quick Start Guide

The purpose of this Quick Start Guide is to act as a starting point for installation of your Web Security Suite. It provides installation and initial configuration instructions that are specific to Web Security Suite and are not found in any other document. Detailed installation instructions and setup information can be found in the Websense documentation referenced in this Quick Start Guide.



NOTE

If you are an existing Websense Enterprise® customer, upgrade your current system before installing the additional Web Security Suite modules. Turn to *Upgrading*, page 8 for instructions.

Installation Guides

Before you begin installing the Web Security Suite or upgrading your current Websense system, have the current versions of the appropriate installation guides available. Product documentation can be obtained from: <http://www.websense.com/global/en/SupportAndKB/ProductDocumentation>.

- ◆ **WebSense Enterprise Deployment Guide:** Refer to this guide first to decide how you will deploy the Web Security Suite in your environment.
- ◆ Three modules are available in the Websense Web Security Suite installer; the appropriate installation guide for use with each module is listed below. The first two modules are included in all Web Security Suite products, while the third is available only with Websense Web Security Suite – Lockdown Edition and Websense Web Security Suite Lockdown – Corporate Edition.
 - **Web Security Suite** module: Refer to the Websense Enterprise installation guide for use with your firewall, proxy server, or network appliance.
 - **Web Security Suite Reporting** module: Refer to the *WebSense Enterprise Reporting Installation Guide*. For installation on Unix machines, you will also need to refer to the *WebSense Enterprise Explorer for Unix Administrator's Guide*.
 - **Web Security Suite – Lockdown Edition** module: Refer to the *WebSense Client Policy Manager Installation Guide* for information about installing Lockdown components.

New Installations

The Web Security Suite module installs on Windows, Solaris, or Linux. The Reporting and Lockdown modules install on Windows only. You must restart the Websense Web Security Suite installer each time you install one of the modules.



NOTE

You can also install the Explorer component of the Reporting module on Solaris or Linux by using the Explorer for Unix installer. See *Solaris and Linux*, page 7 for more information.

Install the Websense Web Security Suite modules in the following order:

1. Web Security Suite module
2. Web Security Suite Reporting module
3. Web Security Suite – Lockdown Edition module (available only with Web Security Suite – Lockdown Edition and Web Security Suite Lockdown – Corporate Edition)



IMPORTANT

Websense Manager, the administrative interface for the Web Security Suite, is not supported on Linux. If you install the Web Security Suite on Linux, you must install Websense Manager on a Windows or Solaris machine.

Before You Install

Before you attempt to install the Web Security Suite, review the following information:

- ◆ **Deployment:** Decide how the product will be deployed in your network. Like all Websense products, Web Security Suite components can be installed together or distributed across your network, depending upon your topology and traffic load. For instructions on deciding how best to deploy this product in your network, refer to the *Websense Enterprise Deployment Guide*.
- ◆ **Network prerequisites:** There are a number of preparations that must be completed before your network is ready to install the Web Security Suite modules. For specific prerequisite tasks, refer to the appropriate installation guide.
- ◆ **Integration product:** If you are installing the Web Security Suite on the same machine as an integration product (firewall, proxy server, or network appliance), you may need to stop the integration product before installing Websense. See your Websense Enterprise installation guide for instructions. In some cases, installing Websense products on the same machine as the integration product is not recommended.
- ◆ **Downloading the installer:** You must download the Web Security Suite installer package onto each machine in your network where you intend to install a Websense component. If you plan to distribute individual Websense components in your network, consult the *Websense Enterprise Deployment Guide* first.
- ◆ **Subscription key:** The Web Security Suite installer allows you to download the Websense Master Database during installation if you enter a valid subscription key or evaluation key. If you do not enter a key when prompted by the installer, you must download the Master Database after installation by entering your key in the Websense Manager.

Windows

To install the Web Security Suite on a Windows machine:

1. Log on to the installation machine with **domain** and **local** administrator privileges.



IMPORTANT

The User Service and DC Agent components must have administrator privileges on the network to retrieve user logon information from the domain controller.

2. Close applications running on the installation machine and turn off any antivirus software.
3. Download the Web Security Suite installer package (`WebSecurity62_Setup.exe`) from <http://www.websense.com/global/en/Downloads/> to a folder on the installation machine, and double-click to extract the installer files.

A screen displays instructions for extracting the setup program.

4. Browse to a destination folder or type in a path for the installer to create.



IMPORTANT

Do not extract the installer files to a folder on your desktop. This may prevent some components from receiving the IP address of the Policy Server machine. Accept the default location of `C:\Temp` or select another appropriate folder.

5. Click **Extract** to begin decompressing the files.

If configured to do so, `Setup.exe` runs automatically after the files are decompressed.

6. Click **Next** in the welcome screen.
7. Read the subscription agreement, accept the terms, and click **Next** to continue.
8. In the product selection screen, select the edition of Web Security Suite you want to install:
 - **Web Security Suite** or **Web Security Suite – Corporate Edition**: Provides web security and reporting features
 - **Web Security Suite – Lockdown Edition** or **Web Security Suite Lockdown – Corporate Edition**: Provides web security and reporting features, plus desktop security
9. Click **Next** to continue.

An information screen appears, listing the order in which the modules of the Web Security Suite must be installed. Installing in the proper sequence is important because of the shared components.
10. Click **Next** to continue.

The modules for the edition of Web Security Suite that you selected in [Step 8](#) are displayed, in the order they must be installed:

 - **Web Security Suite components**: Select to install the module that provides web security features.
 - **Web Security Suite Reporting components**: Select to install the module that provides reporting features.
 - **Web Security Suite – Lockdown Edition components**: Select to install the module that provides desktop security. (This option appears only if you selected **Web Security Suite – Lockdown Edition** or **Web Security Suite Lockdown – Corporate Edition**.)
11. Select the appropriate module to install, and then click **Next** to begin the installation sequence. **Web Security Suite components** should always be installed first.



IMPORTANT

Websense does not recommend installing all of the Web Security Suite modules on the same machine.

See the *Websense Enterprise Deployment Guide* for information about deploying the Web Security Suite and Web Security Suite Reporting components in your environment. See the *Websense Client Policy Manager Installation Guide* for information about deploying the Web Security Suite – Lockdown Edition components.

12. Refer to the appropriate Websense installation guide to complete the installation of the Web Security Suite components. To access the installation guide for use with your integration product, use the documentation link provided in [Installation Guides, page 4](#).
13. Run the Windows installer on a separate machine to install the Web Security Suite Reporting components. Then, if you selected the Web Security Suite – Lockdown Edition or Web Security Suite Lockdown – Corporate Edition in [Step 8](#), run the Windows installer on a separate machine to install the Lockdown Edition components.

Make sure you have the appropriate installation guides available before attempting to install these components. For more information, see [Installation Guides, page 4](#).
14. If you turned off any antivirus software during installation, remember to turn it back on when installation is complete.

Solaris and Linux

Websense Manager, the administrative interface for the Web Security Suite, is not supported on Linux, and must be installed on either a Windows machine or a Solaris machine. You can install Websense Manager after you finish installing the Web Security Suite.

To install the Web Security Suite on a Solaris or Linux machine:

1. Log on to the installation machine as the **root** user.
2. Close applications running on the installation machine and turn off any antivirus software.
3. Create a setup directory. For example:

```
/root/Websense_setup
```

4. Download the installer file for your operating system from <http://www.websense.com/global/en/Downloads/> and save it to the setup directory.

- **Solaris:** WebSecurity62_Setup_Slr.tar.gz
- **Linux:** WebSecurity62_Setup_Lnx.tar.gz

5. Enter the following command to unzip the file:

```
gunzip <download file name>
```

For example: `gunzip WebSecurity62_Setup_Slr.tar.gz`

6. Expand the file into its components with the following command:

```
tar xvf <unzipped file name>
```

For example: `tar xvf WebSecurity62_Setup_Lnx.tar`

7. Run the installation program from the setup directory with the following command:

```
./install.sh
```

To run the GUI version of the installer (English language systems only), use the following command:

```
./install.sh -g
```

8. Proceed through the following screens:
 - **Welcome Screen:** Press **Enter** to continue.
 - **Subscription Agreement:** Read the subscription agreement, accept the terms, and press **Enter** to continue.
 - **Product Selection:** Select the edition of Web Security suite you plan to install and press **Enter** to continue.
 - **Web Security Suite** or **Web Security Suite – Corporate Edition:** Provides web security and reporting features
 - **Web Security Suite – Lockdown Edition** or **Web Security Suite Lockdown – Corporate Edition:** Provides web security and reporting features, plus desktop security
 - **Installation Sequence:** Make sure you read the information in this screen and understand the Web Security Suite installation sequence:
 - **Web Security Suite** module
 - **Web Security Suite Reporting** module (Reporter component installs only on Windows; Explorer component installs on Solaris, Linux, and Windows)
 - **Web Security Suite – Lockdown Edition** module (Windows only). This module is included only if you selected **Web Security Suite – Lockdown Edition** or **Web Security Suite Lockdown – Corporate Edition**.



IMPORTANT

WebSense Manager is not supported on Linux. If you install the Web Security Suite on Linux, you must install WebSense Manager on a Windows or Solaris machine.

9. Press **Enter** to begin installation of the components in the Web Security Suite module.
 10. Refer to the appropriate WebSense installation guide to complete the installation of the Web Security Suite components. To access the installation guide for use with your integration product, use the documentation link provided in [Installation Guides, page 4](#).
 11. If you installed the Web Security Suite components on Linux, you must install WebSense Manager on a Solaris or Windows machine. Run the Solaris or Windows installer on the machine you want to use for WebSense administration, select a Custom installation, and choose WebSense Manager. Refer to your installation guide for more information.
 12. Run the Windows installer on a separate Windows machine to install the Web Security Suite Reporting components. Make sure you have the appropriate installation guide available before attempting to install these components. For more information, see [Installation Guides, page 4](#).
-



NOTE

If you want to install the Explorer component of the Web Security Suite Reporting module on a Solaris or Linux machine, you must run the WebSense Enterprise Explorer for Unix installer. Use the documentation link provided in [Installation Guides, page 4](#) to access installation information.

13. If the Web Security Suite – Lockdown Edition or Web Security Suite Lockdown – Corporate Edition was selected, run the Windows installer on a separate Windows machine to install the Lockdown components. Make sure you have the appropriate installation guide available before attempting to install these components. For more information, see [Installation Guides, page 4](#).
14. If you turned off any antivirus software during installation, remember to turn it back on when installation is complete.

Upgrading

Previous versions of the Web Security Suite or Web Security Suite – Lockdown Edition can be upgraded directly to any of the version 6.2 Web Security Suite products. In addition, existing WebSense Enterprise, WebSense Enterprise Reporting, and WebSense Client Policy Manager™ systems, version 5.5 and higher, can be upgraded directly to the appropriate Web Security Suite module. You must run the Web Security Suite installer on each machine where a WebSense component is installed. The installer detects all WebSense components of version 5.5 or higher on that machine and upgrades them accordingly.

Make sure to observe the following installation sequence when upgrading a WebSense Enterprise system to the Web Security Suite:

- ◆ First, upgrade WebSense Enterprise components to Web Security Suite components.
- ◆ Next, upgrade WebSense Enterprise Reporting components to Web Security Suite Reporting components.
- ◆ Finally, upgrade WebSense Client Policy Manager components to Web Security Suite – Lockdown Edition components.

If you are running a version of Websense Enterprise prior to v5.5, you must perform an intermediate upgrade first to bring your version level up to v5.5. For instructions and links to the v5.5 installer for your operating system, consult the Websense Enterprise installation guide for your integration at:

<http://www.websense.com/global/en/SupportAndKB/ProductDocumentation>

Evaluating the Web Security Suite

Existing Websense customers who want to evaluate the Web Security Suite should contact Customer Care to obtain an evaluation key:

- ◆ Customer Care U.S. in San Diego, California: **1 866 355 0690** (from the U.S. only) or **1 858 320 9777**, or **customer care@websense.com**
- ◆ Customer Care International in Dublin, Ireland: **+353 (0) 1 6319360** or **intcustcare@websense.com**

Before You Upgrade

Before you upgrade your existing Websense system, consult the appropriate installation guide for specific procedures that must be performed prior to running the Web Security Suite installer. It is advisable to perform the following tasks in all cases:

- ◆ **Restart Websense services.** If your Websense services have been running uninterrupted for several months, the installer may have difficulty stopping them. To prevent the upgrade process from timing out and failing, stop the services manually, then restart them again before beginning the upgrade.
- ◆ **Back up necessary files.** Make sure to back up the latest Websense Enterprise configuration (`config.xml`) and the initialization files (`websense.ini`, `eimserver.ini`) from the `\Websense\bin` folder to a safe location. You may need these files if you encounter any problems during the upgrade.



NOTE

If you are concerned about a fallback strategy, consider making an entire system backup. This will allow you to restore your current production system with a minimum of downtime.

Windows

On a Windows machine, follow the steps in this section to upgrade Websense Enterprise v5.5 or higher to a Web Security Suite product. You can also use these steps to upgrade an earlier version of the Web Security Suite.



IMPORTANT

If you have distributed Websense components across different machines in your network, be sure to upgrade the Policy Server machine first.

1. Log on to the installation machine with **domain** and **local** administrator privileges.



IMPORTANT

The User Service and DC Agent components must have administrator privileges on the network to retrieve user logon information from the domain controller.

2. Close applications running on the installation machine and turn off any antivirus software.
3. Close all Websense Managers that connect to the Policy Server you are upgrading.
4. Download the Web Security Suite installer package (`WebSecurity62_Setup.exe`) from <http://www.websense.com/global/en/Downloads/> to a folder on the installation machine, and double-click to extract the installer files.

A screen displays instructions for extracting the setup program.

5. Browse to a destination folder or type in a path for the installer to create.



IMPORTANT

Do not extract the installer files to a folder on your desktop. This may prevent some components from receiving the IP address of the Policy Server machine. Accept the default location of `C:\Temp` or select another appropriate folder.

6. Click **Extract** to begin decompressing the files.
If configured to do so, `Setup.exe` runs automatically after the files are decompressed.
7. Click **Next** on the welcome screen and follow the on-screen instructions through the subscription agreement.
The Web Security Suite Setup detects the Websense components from your earlier version and asks you how you want to proceed.
8. Select **Upgrade**, and then click **Next**.
A list of currently running Websense services from the earlier version appears. A message explains that the installer must stop these services before the upgrade can proceed.
9. Click **Next** to check the system requirements and begin the upgrade.
The installer will find all existing Websense components on the machine and upgrade them to the new version of Web Security Suite components. Refer to the upgrade section of the appropriate Websense installation guide to complete the upgrade of your existing Websense components. To access the guide for your component, use the documentation link provided in *Installation Guides*, page 4.
10. Run the Web Security Suite installer on each machine containing a Websense product that you intend to upgrade, making sure to observe the proper installation sequence when upgrading.
11. If you turned off any antivirus software during installation, remember to turn it back on when the upgrade is complete.

Solaris or Linux

On a Solaris or Linux machine, follow the steps in this section to upgrade Websense Enterprise v5.5 or higher to a Web Security Suite product. You can also use these steps to upgrade an earlier version of the Web Security Suite.



IMPORTANT

If you have distributed Websense components across different machines in your network, be sure to upgrade the Policy Server machine first.

1. Log on to the installation machine as the **root** user.
2. Close applications running on the installation machine and turn off any antivirus software.

3. Close all Websense Managers that connect to the Policy Server you are upgrading.
4. Create a setup directory.
For example: `/root/WebSecurity_setup`
5. Download the installer file for your operating system from <http://www.websense.com/global/en/Downloads/> and save it to the setup directory you created.
 - **Solaris:** `WebSecurity62_Setup_Slr.tar.gz`
 - **Linux:** `WebSecurity62_Setup_Lnx.tar.gz`
6. Enter the following command to unzip the installer file:
`gunzip <download file name>`
For example: `gunzip WebSecurity62_Setup_Slr.tar.gz`
7. Expand the file into its components with the following command:
`tar xvf <unzipped file name>`
For example: `tar xvf WebSecurity62_Setup_Lnx.tar.gz`
8. Run the installation program from the directory in which it resides with the following command:
`./install.sh`
To run the GUI version of the installer (English language systems only), use the following command:
`./install.sh -g`
9. Follow the upgrade sequence:
 - **Welcome Screen:** Press **Enter** to continue.
 - **Subscription Agreement:** Agree with the terms and press **Enter** to continue.
 - **Websense Upgrade:** The Web Security Suite Setup detects the components from your earlier version and asks you how you want to proceed. Select **Upgrade**, and then press **Enter**.
 - **Websense Services:** A list of currently running Websense services from the earlier version appears. A message explains that the installer must stop these services before the upgrade can proceed.
10. Press **Enter** to begin the upgrade.
The installer will find all existing Websense components on the machine and upgrade them to new Web Security Suite components. Refer to the upgrade section of the appropriate Websense installation guide to complete the upgrade of your existing Websense components. To access the guide for your component, use the documentation link provided in *Installation Guides*, page 4.
11. Run the Web Security Suite installer on each machine containing a Websense product that you intend to upgrade, making sure to observe the proper installation sequence when upgrading.
12. If you turned off any antivirus software during installation, remember to turn it back on when the upgrade is complete.

Initial Configuration

Once you have installed the Web Security Suite, you will need to perform a few initial configuration steps to get started.

1. Activate your subscriptions to ThreatWatcher, SiteWatcher, BrandWatcher, and Websense Security Labs Security Alerts:
 - a. Go to <http://www.my.websense.com>, log in, and enter your Web Security Suite subscription key.
 - b. On your My Websense main page, go to the **Websense Security Labs** box.
This box displays the security services—ThreatWatcher, SiteWatcher, BrandWatcher, and Security Alerts—that are included with Web Security Suite.
 - c. Click **Sign Up** beside each of the services in turn, and follow the on-screen instructions.
2. To manage instant messaging attachments, you must configure Network Agent, the product component that handles protocol management. For more information, refer to the Network Agent chapter in the *Websense Enterprise Administrator's Guide*. This document is installed with the Web Security Suite and is also available at <http://www.websense.com/global/en/SupportAndKB/ProductDocumentation>.

Once Network Agent has been configured, you can learn how to customize handling of instant messaging attachments by referring to the Instant Messaging Attachment Manager section of the *Websense Enterprise Administrator's Guide*.

3. In the Web Security Suite, Network Agent is configured to automatically scan *all* ports for HTTP traffic. If you are using Network Agent with an integration product, you must configure Network Agent *not* to monitor the ports that your integration product is configured to monitor. Refer to the Network Agent chapter in the *Websense Enterprise Administrator's Guide* for instructions.
4. To block access to websites and protocols associated with spyware, phishing, keylogging, and malicious mobile code:
 - If you are a new Websense customer, the default policy in effect when you first install the Web Security Suite will block access to these sites and protocols. Refer to the *Websense Enterprise Administrator's Guide* to learn how to customize security and filtering policies for users in your network.
 - If you are an existing Websense Enterprise customer who is upgrading to a Web Security Suite, you must configure the Premium Group for security and the Security Protocol Groups in your existing policies in order to block access to these sites and protocols. For more information, refer to the *Websense Enterprise Administrator's Guide*.



NOTE

Real-Time Security Updates are enabled when you install the Web Security Suite. You do not have to take any action to start this service. When Websense identifies a website as a security threat, your local database will be automatically updated within minutes.

Refer to the documentation set that was installed with Web Security Suite to learn how to configure and use each of the product components.