



Internet

SurfControl Web Filter for
Check Point™ FireWall-1®

Installation Guide



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Chapter 1

Introduction

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SURFCONTROL WEB FILTER FOR CHECK POINT FIREWALL-1

SurfControl Web Filter for Check Point FireWall-1:

- uses pass-through technology.
- filters HTTP requests.

PASS-THROUGH FILTERING TECHNOLOGY

Historically, pass-through technology was the first technology developed for Internet filtering. Filtering software is installed on a device at the choke point for all outbound and inbound traffic. Only approved HTTP requests are allowed to continue.

The inspection can be based on source or destination address, source or destination TCP ports. Because this technology inspects every HTTP request, you may see increased network latency. In most cases, the optimization of modern software and the availability of high performance hardware makes this increase negligible.

SYSTEM REQUIREMENTS

Table 1-1 gives the minimum and recommended specifications for installing SurfControl Web Filter and SurfControl Report Central:

Table 1-1 System Requirements

| Component | Minimum | Recommended |
|---|---|------------------|
| Processor | Intel Pentium III | Intel Pentium IV |
| Memory | 512 MBytes RAM | 1 GByte RAM |
| Supported Operating Systems (with latest Service Packs) | Windows 2000 Server Windows 2000 Advanced Server Windows Server 2003 Standard Edition Windows Server 2003 Enterprise Edition | |
| Databases (with latest Service Packs) | MSDE 2000 or Microsoft SQL Server 7 or Microsoft SQL Server 2000 Note: SurfControl recommends that you install MSDE or SQL Server before installing Web Filter. | |
| Disk Space | 1 GByte free | 5 GBytes free |

Table 1-1 System Requirements

| Component | Minimum | Recommended |
|------------------------------------|---|---------------------------------|
| Optional NetWare user name support | If you plan to monitor users based on NetWare user names, then you must install the Novell NetWare Client (version 5.x) over IP on the Web Filter server before installing Web Filter. Active Directory (ADS) Microsoft NT 4 Domain Controllers | |
| Optional Windows user name support | If you plan to monitor users based on Windows user names, then you must be using Microsoft NT 4 or Active Directory domain controllers. | |
| Web browser | Microsoft Internet Explorer 5.0 | Microsoft Internet Explorer 6.0 |
| Applications | Adobe Acrobat Reader 6 or later for viewing reports in pdf format. | |
| Supported Check Point FireWalls | FireWall-1 NG FP3 FireWall-1 NG with Application Intelligence (R55W) FireWall-1 NGX | |

1

INTRODUCTION *System Requirements*



Chapter 2

Installation Decisions

| | |
|-----------------------------|---------|
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| Installation Considerations | page 8 |
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| Database Options | page 14 |
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INTRODUCTION

This section discusses the decisions you must make before installing SurfControl Web Filter and is divided into the following sections:

NETWORK CONSIDERATIONS

Where to deploy Web Filter within a Check Point FireWall-1 environment.

See “Network Considerations” on page 7 for more details.

INSTALLATION CONSIDERATIONS

- Do you want to enable user name support?
- Where do you want to install VCA?
- Do you want to install SurfControl Mobile Filter Administrator?
- Where do you want to install SurfControl Report Central?

See “Installation Considerations” on page 8 for more details.



Warning: without Report Central you will be unable to run reports.

USER NAME RESOLUTION

- How do you want Web Filter to handle user-name resolution?
- How do you want to monitor users (IP address, workstation name, EUM, NetwareEUM)?

See “User Name Resolution” on page 10 for more details.

DATABASE OPTIONS

- What database do you plan to use (MSDE or SQL Server)?
- How do you want Web Filter to connect to the database (Windows or SQL authentication)?

See “Database Options” on page 14 for more details.

OTHER CONSIDERATIONS

- Content information
- Which e-mail notifications should Web Filter send?
- What administrative privileges do you need to set up?

See “Other Considerations” on page 18 for more details.

NETWORK CONSIDERATIONS

Figure 2-1 shows where SurfControl Web Filter can be deployed when Check Point FireWall-1 is installed on a Windows machine. If Check Point FireWall-1 is installed on a different platform, Web Filter would have to be installed on a separate Windows machine. See “System Requirements” on page 2 for information on supported Windows platforms and hardware requirements for Web Filter.

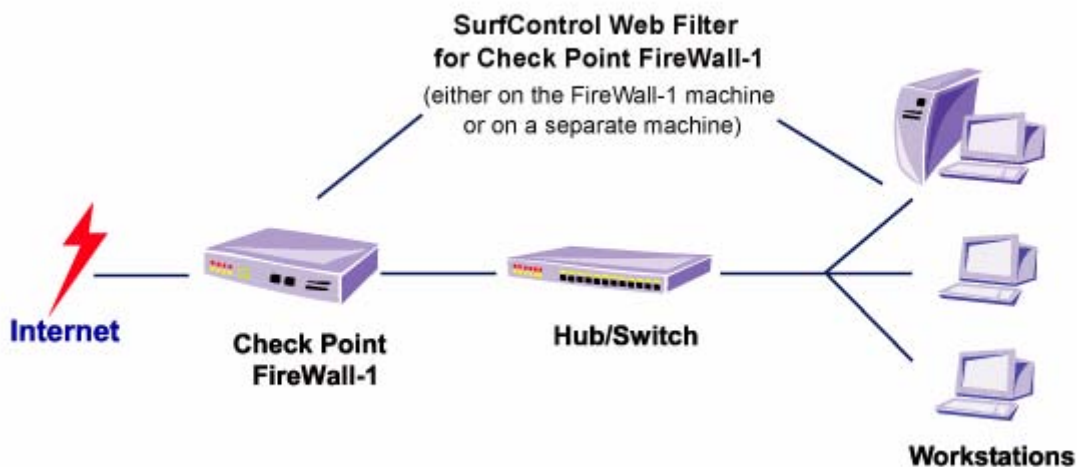


Figure 2-1 Sample Web Filter Deployment

INSTALLATION CONSIDERATIONS

During installation, you can set the following options for Web Filter:

- Enable User name Support
- Install Virtual Control Agent
- Install SurfControl Report Central

Automatically Monitor New Users

Each time Web Filter detects a request from a workstation it hasn't seen before, it adds the workstation data to the database and attempts to identify the real name of the workstation and the name of the user logged into that workstation.

By choosing the Automatically Monitor New Users option during installation, Web Filter automatically monitors HTTP traffic for all users. If unchecked, Web Filter builds a user list (for use in creating rules), but does not monitor any users.

Enable User Name Support



Note: you must enable user name support if you plan to install EUM.

Web Filter monitors Internet usage based on user name, workstation name, or IP address. Selecting **Enable User Name Support** enables monitoring by user name rather than workstation name or IP address.

Install Virtual Control Agent (VCA)



Note: SurfControl recommends installing the VCA onto a computer other than the Web Filter server.

Web Filter offers an adaptive reasoning technology called the Virtual Control Agent (VCA). The VCA uses artificial intelligence to re-categorize those sites currently categorized as None sites into one of SurfControl's 47 categories. Before installation, make sure the server where the VCA is installed meets the minimum requirements for the VCA (listed in Table 2-1).

Table 2-1 Minimum VCA system requirements

| Component | Requirement |
|--|---|
| Operating System (with latest Service Packs) | Microsoft Windows 2000 Server Microsoft Windows 2000 Advanced Server Windows Server 2003 Standard Edition Windows Server 2003 Enterprise Edition |
| Processor | Pentium III or above |
| Memory | 512 MB minimum |
| Disk space | 1 Gbyte free space |

During installation, you can choose to install and register the VCA or install it for a 30-day evaluation period.

USER NAME RESOLUTION

By default, Web Filter monitors users by IP address. However, if you want to monitor users by user name, Web Filter includes the Enterprise User Monitor (EUM) utility for resolving IP addresses to user names. Alternatively, you may choose to monitor on Novell user names.



Note: Web Filter supports three monitoring methods: user name, workstation name, or IP address.

SurfControl recommends monitoring by user because:

- monitoring by workstation name identifies only the machine requesting the data, not the user who originated the request.
- monitoring by user names is more convenient in a workplace where employees share or swap machines frequently.
- monitoring by user names allows you to filter users based on NT or NetWare Users and Groups.
- monitoring by user name makes it easier to track users that frequently log on to multiple machines.

Web Filter places data on the Monitor with the following precedence:

- 1 User name resolved with EUM or NetWareEUM.
- 2 Workstation ID.
- 3 IP address.



Note: the username authentication schemes supported by Check Point FireWall-1 and SurfControl Web Filter are mutually exclusive. Also there are some technical issues which prevent SurfControl Web Filter from obtaining the username from the FireWall-1 over UFP. Therefore user authentication schemes should not be enabled on the FireWall-1 (at least for HTTP filtering) when SurfControl Web Filter is used. Currently EUM is the only available alternative.

EUM

By accessing Windows NT and Windows 2000/Server 2003 security auditing data to resolve user names, EUM gives Web Filter the ability to monitor traffic on a routed network by user name. EUM provides Web Filter with continuous, accurate reporting of logon activity by user name.

For example, when jsmith attempts to access <http://www.cnn.com>, Web Filter sees jsmith's IP address in the HTTP request. EUM provides the missing link by receiving data from the domain controllers regarding jsmith's identity.

EUM on Windows NT Domain Controllers

Web Filter installs the EUM agent onto Windows NT domain controllers as a service (SurfControl User Agent service; ScUserAgent.exe). During EUM installation, Web Filter configures NT domain controllers to record Successful Logons to the security log (event 528). If you make changes to this audit policy and disable event 528 logs (Successful Logon), EUM will no longer operate properly.

Confirm that event 528 logs are enabled by performing the following:



Note: ensure security logs are set to overwrite as needed. Do not manually clear the security logs.

- 1 From the Web Filter server, select Programs/Administrative Tools/User Manager for Domains from the Start menu.
- 2 Select Policies then Audit. Make sure that **Audit these Events** is checked.

Before installation

Before installing the EUM User Agent (UA) on an NT domain controller, ensure the trust relationships are set up for multiple domain environments (in this case, Web Filter is Trusted, all other domains are Trusting).

EUM on Windows 2000/Server 2003 domain controllers

The EUM agent installs onto Windows 2000/Server 2003 domain controllers as a dll (ScSubAuth.dll).

When EUM is installed onto a Windows server, Web Filter uses Microsoft's Sub-Authentication to resolve user names. After installing EUM on a Windows domain controller, you must restart the domain controller.

INSTALLING EUM

Install EUM from the Web Filter server. During installation, Web Filter installs the EUM UA onto each domain controller. Before installing EUM, ensure the following:

- The Web Filter server must have a static IP address.
- The installer must be logged into the Web Filter server as a user with domain administration rights.
- To install EUM automatically, Web Filter must be able to see the domains that require EUM. Make sure the Web Filter is located in the appropriate domain.
 - In a two-way trusted environment, the Web Filter server can be located in any domain.
 - In a one way environment, the Web Filter server should be located in the master domain (this allows Web Filter to see all other domains).
- For Windows NT domain controllers, make sure the security logs of all domain controllers are set to **overwrite events as needed**.
- By default, EUM uses port 61695 to communicate with the Web Filter server. Perform the following steps to change the port:

Procedure 2-1: Installing EUM

| Step | Action |
|------|---|
| 1 | Add the following key to the registry: HKEY_LOCAL_MACHINE\SOFTWARE\JSB\SurfControlScout\ UserAgentPort |
| 2 | Add the key as a DWORD, specify a decimal value (default is 61695). |
| 3 | Stop and start the Web Filter service. |
| 4 | Update the scua.ini file on the domain controllers to reflect the port changes. |

- SurfControl recommends installing EUM when there are few or no users on the network or when a forced logoff can be scheduled.
- During installation, you'll be prompted to specify specific user accounts that UA should ignore; you should only use the ignore option for accounts similar to Systems Management Server (SMS).



Note: ignoring valid user accounts will result in incorrect identification.

NetWare EUM

Web Filter can also monitor users by their Novell NetWare user name. The Novell version of EUM is called NetWareEUM. NetWareEUM works in the same way as EUM. Web Filter installs a User Agent onto each Novell NDS Tree Server.



Note: Web Filter does not support Novell 4.x. If you need to resolve Novell 4.x users, authenticate all users on an NT or 2000 domain controller and use EUM to resolve the user names.

Before installing NetWareEUM, ensure that:

- The latest Novell Client (with TCP/IP as the preferred protocol) is installed on the server.
- Network is using Novell 5 or 6 over IP.
- The Web Filter server has a static IP address.
- By default, NetWareEUM uses port 61696 to communicate with the Web Filter server. Perform the following steps to change the port:

Procedure 2-2: Installing Netware EUM

| Step | Action |
|------|--|
| 1 | Add the following key to the registry: HKEY_LOCAL_MACHINE\SOFTWARE\JSB\SurfControl Scout\NWUserAgentPort |
| 2 | Add the key as a DWORD, specify a decimal value (default is 61696). |
| 3 | Stop and start the Web Filter service. |
| 4 | Update the <code>scua.ini</code> file on the NetWare server to reflect the port changes. For details about installing the NetWare EUM User Agent (UA) see the Procedure 'Install NetWare EUM' in the Installation section. |

- Install NetWareEUM when there are few or no users on the network or when a forced logoff can be scheduled.

DATABASE OPTIONS

Web Filter ships with Microsoft SQL Server 2000 Desktop Engine (MSDE 2000), but can also create the data structure in a fully-licensed version of Microsoft SQL Server 7.0 or 2000. If you plan to use a fully-licensed version of SQL Server, make sure the software is installed and running before attempting to install Web Filter.

Using SQL Server (rather than MSDE) allows more flexibility and the ability to fine-tune database performance. Web Filter performs equally well on either product.

Web Filter connects to the database using a fully-qualified connection string. This string contains all the details required to connect to a database including database type, name of the server, user id, password, and database name. Using a connection string does not require the creation of DSNs. Therefore, any Web Filter client or server on the network can access the database without creating a link through the ODBC.

MSDE DATABASE

If you are not using a SQL Server database, you need to install MSDE. SurfControl recommends you install MSDE before the installation of Web Filter. MSDE allows a seamless upgrade to a SQL database in the future.



Note: Microsoft states that the maximum size of an MSDE database is 2 GB.

If you install MSDE onto the Web Filter server, make sure the server meets the minimum resources listed in Table 2-2.

Table 2-2 Minimum requirements for MSDE on SurfControl server

| # Users | Machine Specification |
|------------|--|
| <500 | Pentium IV, 2 GB RAM, 1.2 GHz processor, 10 GB hard drive |
| 500-1000 | Pentium IV, 3 GB RAM, 1.4 GHz processor, 20 GB hard drive |
| 1000-3000 | SurfControl recommends a full SQL Server installation on a dedicated server. |
| 3000-5000 | SurfControl recommends a full SQL Server installation on a dedicated server. |
| 5000-10000 | SurfControl recommends a full SQL Server installation on a dedicated server. |
| 10000+ | SurfControl recommends a full SQL Server installation on a dedicated server. |

SQL SERVER



Note: SurfControl recommends installing SQL Server onto a dedicated server.

If you have a Microsoft SQL Server database on your network, you should plan to create the database on that server (you can create and configure the database during the installation process).

If you plan to use a SQL Server database, but have not installed it, complete the following tasks before installing Web Filter:



Note: install SQL Server with the default setting of case insensitivity, including case insensitivity for Dictionary Order. Choosing case sensitivity may cause problems when installing Web Filter.

- 1 Install SQL Server on the designated server; this can be the same machine as the Web Filter server.
- 2 Make sure your server has the minimum resources listed in Table 2-3.

Table 2-3 Minimum requirements for SQL server on SurfControl server

| # Users | Machine Specification |
|------------|---|
| <500 | Pentium IV, 2 GB RAM, 1.2 GHz processor, 10 GB hard drive |
| 500-1000 | Pentium IV, 3 GB RAM, 1.4 GHz processor, 20 GB hard drive |
| 1000-3000 | Pentium IV, 5 GB RAM, 1.4 GHz processor, 40 GB hard drive |
| 3000-5000 | Pentium IV, 5 GB RAM, 1.4 GHz processor, 40 GB hard drive |
| 5000-10000 | Pentium IV, 7 GB RAM, 1.8 GHz processor, 60 GB hard drive |
| 10000+ | Pentium IV, 7 GB RAM, 1.8 GHz processor, 60 GB hard drive |



Note: there should only be one database owner (db_owner) per database.

- 3 Configure SQL Server to limit memory and processors when running both Web Filter and SQL Server on the same computer.



Note: if you need to have multiple user accounts with database access, the other users should only have db_datareader and db_datawriter permissions.

Reasons to Install SQL Server on a Dedicated Server

Web Filter supports SQL Server 7.0 and 2000. You should use a fully-licensed version of SQL Server on a dedicated server if you plan to:

- store large amounts of data (i.e., you have a large number of users, high Internet activity, or need to retain data for an extended period of time).
- write data to a database that is not resident on the Web Filter server.
- use more than one Web Filter server (collectors) to consolidate data in a single database.
- store both SurfControl Web Filter and SurfControl E-mail Filter data on the same SQL Server database.

Considerations for Large Environments

Make sure your dedicated SQL Server has the minimum resources listed in Table 2-4.

Table 2-4 Minimum SQL system requirements for large environments

| # Users | Machine Specification |
|------------|---|
| <500 | Pentium IV, 1 GB RAM, 1.2 GHz processor, 10 GB hard drive |
| 500-1000 | Pentium IV, 2 GB RAM, 1.4 GHz processor, 20 GB hard drive |
| 1000-3000 | Pentium IV, 4 GB RAM, 1.4 GHz processor, 40 GB hard drive |
| 3000-5000 | Pentium IV, 4 GB RAM, 1.4 GHz processor, 40 GB hard drive |
| 5000-10000 | Pentium IV, 6 GB RAM, 1.8 GHz processor, 60 GB hard drive |
| 10000+ | Pentium IV, 6 GB RAM, 1.8 GHz processor, 60 GB hard drive |

DATABASE AUTHENTICATION

Web Filter supports both Windows and SQL authentication. SurfControl recommends Windows authentication because it is easier to use. With SQL authentication if a password is changed, any configured connections would have to be re-established. With Windows authentication they would still work. This also conforms with Microsoft's security recommendations.

Windows Authentication

If you choose Windows authentication, make sure domain rights are correctly configured between the SurfControl server and the SQL server. Also, the SurfControl installer account requires SQL Server database creator rights.

SQL Authentication

If you choose SQL authentication, you'll need to create a SQL Server login specifically for Web Filter. This login is required for creating the database and should be used for all SurfControl database activities.

If you choose to connect to the SQL Server database using SQL authentication, make sure the SQL Server is configured to support SQL Server and Windows NT authentication.

OTHER CONSIDERATIONS

This section contains general information that you should be aware of when installing Web Filter.

Content

SurfControl's URL Category List provides the most accurate, current, and relevant content listing available. The Category List includes:

- 47 well-organized categories.
- over 11 million sites, including nearly 2 billion web pages.
- international content, including more than 70 languages and over 200 countries.
- daily updates (more than 45,000 new sites a week).



Note: use the Scheduler to create recurring Category Database Update events.

The Category List is stored in an encrypted, size-optimized Aura file called SurfControl Categories.csf. Incremental updates (up to 60 MB) are stored in an encrypted file called SurfControl Categories.cdb. With Web Filter, you can re-categorize sites; these updates are managed by the SurfControl Manual Categories.cdb file. Web Filter checks the categorization files in the following order:

- 1 Manually-categorized (includes VCA, managed by the SurfControl Manual Categories.cdb file)
- 2 Incremental updates (SurfControl Categories.cdb)
- 3 Category List (SurfControl Categories.csf)

E-MAIL NOTIFICATIONS

Web Filter can automatically notify the system administrator when any of the following events occur:

- **Service status changes** - if one of the Web Filter services stops running. This is an optional notification.
- **Scheduled task failures** - if a scheduled task fails to run. This is an optional notification.
- **Category List License reminders** - when the Category List license is close to expiring. This is an optional notification.
- **Unregistered product reminders** - when you haven't registered the product. This is a default reminder and will be sent if you choose to enable the feature (by identifying a mail server and recipient).
- **Loss of database connectivity** - when Web Filter loses communication with the database. This is a default reminder and will be sent if you choose to enable the feature (by identifying a mail server and recipient).

If you decide to enable this feature, you will need to know the IP address of your mail server and will need to identify an administrator that will receive the notifications.

If you choose not to enable this feature, then Web Filter will not send notifications for any of the events listed above.

Administrative Privileges

You can remotely administer Web Filter by installing the Remote Administration Client. From this Client installation you can:

- view monitored traffic.
- create and edit rules.
- monitor traffic via the Real-Time Monitor
- run reports via SurfControl Report Central (if installed).
- start and stop the Web Filter Service.
- set up scheduled events.
- Perform database management tasks.

Before installation, make sure the remote administration computer meets the minimum requirements listed in Table 2-5.

Table 2-5 Minimum system requirements

| # Users | Machine Specification |
|--|--|
| Processor | Intel Pentium III |
| Memory | 256 Mbytes RAM 512 Mbytes RAM recommended if you plan to install VCA or to run reports. |
| Operating System (including latest Service Packs) | Windows 2000 Professional Windows 2000 Server Windows 2000 Advanced Server Windows Server 2003 Standard Edition Windows Server 2003 Enterprise Edition Windows XP |
| Network | Ethernet card |
| Disk space | 5 Gbyte free |
| Web Browser | Microsoft Internet Explorer 5.0 or higher |

2 **INSTALLATION DECISIONS** *Other Considerations*



Chapter 3

Installation

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| Serializing SurfControl Web Filter | page 38 |
| Serializing the VCA | page 38 |
| Report Central Post Installation Tasks | page 39 |

INTRODUCTION

SurfControl recommends Web Filter in the following order:

- 1 If you plan to monitor NetWare user names, install the NetWare client on the Web Filter server.
- 2 If you are using MSDE 2000 as your database, SurfControl recommends installing MSDE prior to installing Web Filter.
- 3 Install the complete product on the Web Filter server.
- 4 If you plan to monitor Windows users by user name, install EUM on all domain controllers.
- 5 If you plan to monitor NetWare user names, install NetWareEUM on all NDS servers.
- 6 Install the Remote Administration software and VCA, if required.

INSTALLATION PROCEDURES



This section contains the following procedures:

- 1 Installing MSDE (optional) - Procedure 3-1.
- 2 Installing Web Filter - Procedure 3-2.
- 3 Installing EUM (optional) - Procedure 3-3.
- 4 Installing NetWareEUM (optional) - Procedure 3-4.
- 5 Automatically loading NLM (optional) - Procedure 3-5.
- 6 Unloading NLM (optional) - Procedure 3-6:
- 7 Adding Web Filter Servers to NetWare EUM (optional) - Procedure 3-7.
- 8 Ignored users in NetWare EUM (optional) - Procedure 3-8.
- 9 Installing the Web Filter Administration client - Procedure 3-9.
- 10 Serializing Web Filter - Procedure 3-10.
- 11 Serializing the VCA - Procedure 3-11.
- 12 Allocating more memory to tempDB Log File for Report Central (optional) - Procedure 3-12.
- 13 Distributing the remote access shortcut for Report Central - Procedure 3-13.

You can cancel the installation of Web Filter at any time by clicking **Cancel**. You will have to re-start the installation process if you decide to install again at a later date.

CHANGES TO THE SERVER


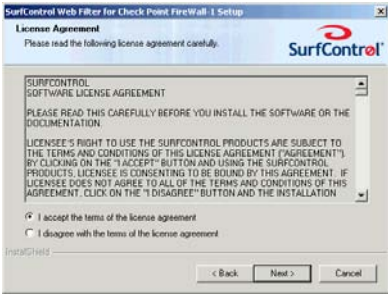
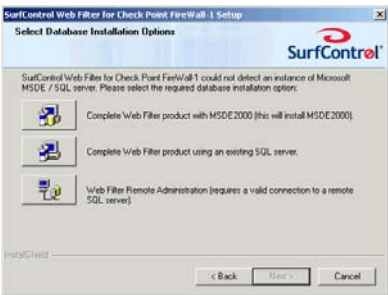
Installing Web Filter makes the following changes to your server:

- Places an icon in the system tray at startup. 
 - From this icon, you can start, stop and configure the Web Filter service, and the Scheduler service. You can also serialize the product.
 - If the Web Filter Service has been stopped the icon is grayed out. 
 - In a Web Filter Remote Administration client installation the gray icon is placed in the system tray, to indicate that the service is not running locally.
- Adds Web Filter programs to the Start menu (**Programs > SurfControl Web Filter**).
- Adds the required registry entries.
- Creates the SurfControl_WebFilter database.
- Adds the following services:
 - Web Filter service
 - Scheduler service
 - Remote Administration service
 - Audit Logger service
 - Virtual Control Agent service (if selected during installation)
 - Report Central service (if selected during installation)

Procedure 3-1: Installing MSDE (optional)


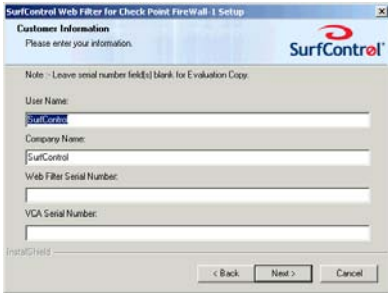

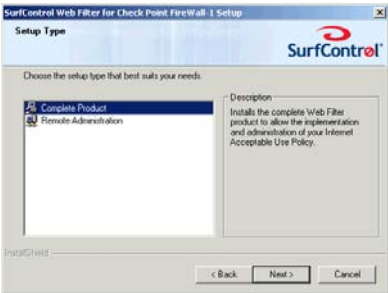
| Step | Action |
|------|--|
| 1 | If you plan to use an MSDE database, SurfControl recommends installing MSDE before installing Web Filter. You can download our recommended version of MSDE at www.surfcontrol.com from the Downloads > Free Trial of SurfControl > Web Filter menu. You will need to register first to access this download. |
| 2 | Locate the downloaded file (<code>setup.exe</code>). |
| 3 | Double-click <code>setup.exe</code> to start the installation process. |
| 4 | If you are using SQL authentication and have chosen to set a Systems Administrator (SA) password, enter the password when prompted. |
| 5 | Restart the computer before installing SurfControl Web Filter. |

Procedure 3-2: Installing SurfControl Web Filter

| Step | Action | |
|---|--|--|
| 1 | Locate the downloaded SurfControl Web Filter executable file (setup.exe). | |
| 2 | Double-click setup.exe to start the installation process. | |
| 3 | The InstallShield Wizard loads. | |
| 4 | Click Next to continue. | |
| SurfControl Web Filter Setup screen | | |
| 5 | Welcome to SurfControl Web Filter. |  |
| 6 | Click Next to continue. | |
| License Agreement screen | | |
| 7 | Read the License Agreement. |  |
| 8 | Do you agree to the terms? <ul style="list-style-type: none"> • Yes, select I accept...Click Next to continue. • No, select I disagree...Click Cancel to exit the installation process. | |
| Select Database Installation Options | | |
| 9 | <p>If you did not install MSDE before Web Filter, you can now choose your database options. You can either:</p> <ul style="list-style-type: none"> • Install the complete product which will also install MSDE 2000. • Install the complete product using an existing SQL Server database. • Install the Remote Administration version of Web Filter. <p>Note: <i>if you choose to install the complete product with MSDE, you will need to restart your computer as part of this process.</i></p> |  |
| 10 | Click Next to continue. | |

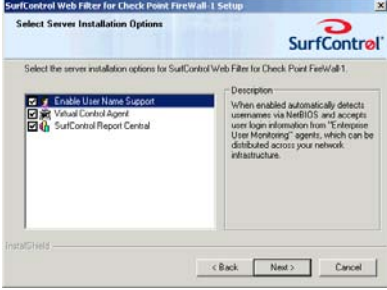
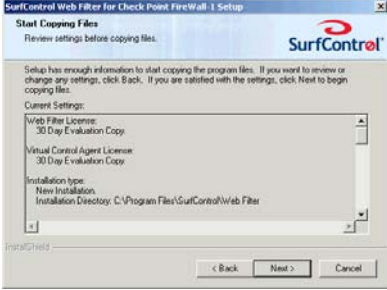
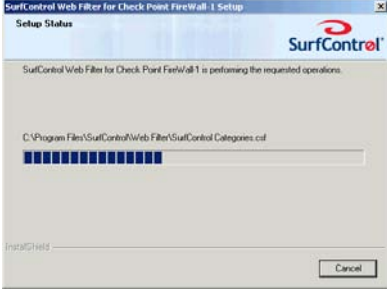
(Sheet 1 of 7)

Procedure 3-2: Installing SurfControl Web Filter (Continued)

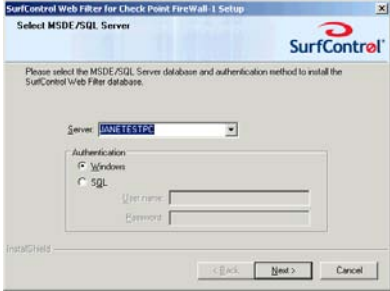

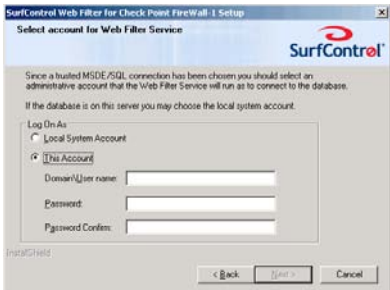
| Step | Action | |
|---|---|--|
| Setup Type | | |
| 11 | You can install a version of Web Filter that meets legislation in some European countries that forbids user browsing details to be viewed without express management and union permission. Select this option if you wish to use this version of Web Filter. For more details see Chapter 5 - Privacy Edition of the <i>Administrator's Guide</i> . |  |
| 12 | Click Next to Continue. | |
| Customer Information screen | | |
| 13 | Enter a name in the User Name field. |  |
| 14 | Enter your company's name in the Company Name field. | |
| 15 | Enter the Serial Number for Web Filter and VCA, if available. If you are evaluating the product, leave these blank. You have 30 days to evaluate the product. | |
| 16 | Click Next to continue. | |
| Choose Destination Location screen | | |
| 17 | Select the folder where setup will install files. The default is: C:\Program Files\SurfControl\Web Filter Choose another location by selecting Browse and navigating to a different location. |  |
| 18 | Click Next to continue. | |
| Setup Type screen | | |
| 19 | Select Complete Product . |  |
| 20 | Click Next to continue. | |

(Sheet 2 of 7)

Procedure 3-2: Installing SurfControl Web Filter (Continued)


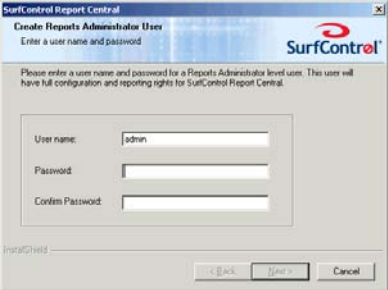

| Step | Action | |
|--|--|--|
| Select Server Installation Options screen | | |
| 21 | If you want Web Filter to attempt to resolve user names based on the requesting IP address, select Enable User Name Support . |  |
| 22 | If you want to install VCA onto the Web Filter server, select Install Virtual Control Agent . <i>Note: SurfControl recommends installing VCA on a different computer than the Web Filter server.</i> | |
| 23 | If you want to install SurfControl Report Central, select SurfControl Report Central . The installation of Report Central will start automatically after Web Filter has installed. | |
| 24 | Click Next to continue. | |
| Start Copying Files screen | | |
| 25 | Review your settings before starting the installation. |  |
| 26 | Click Next to continue. | |
| Setup Status screen | | |
| 27 | Web Filter Setup is performing the requested operations. |  |
| <p>Notes on Database Connections:</p> <p>Step 28 will not appear if MSDE has been installed with this version of Web Filter.</p> <p>Step 31 will only appear if there are current Web Filter databases installed on the server.</p> | | |
| (Sheet 3 of 7) | | |

Procedure 3-2: Installing SurfControl Web Filter (Continued)

| Step | Action | |
|---|--|--|
| Select MSDE/SQL Server screen | | |
| 28 | From the drop-down list, choose the server where the SQL database is running. You can also enter the name of a server here. |  |
| 29 | Select the Authentication method. <i>Note: SurfControl recommends using Windows authentication.</i> <i>Note: if you choose Windows authentication, both the Web Filter server and the SQL server must be members of the same domain.</i> | |
| 30 | Click Next to continue. | |
| Select MSDE/SQL Server Database screen | | |
| 31 | Choose the database you want to create. <i>Note: in most cases, you should use the default database (SurfControl_WebFilter); you can enter a new name, if necessary.</i> |  |
| 32 | Click Next to continue. | |
| 33 | Did you choose Windows authentication to connect to a remote SQL Server database? If Yes go to Step 34 If No go to Step 36 | |
| Select Account for Web Filter Service | | |
| 34 | Choose the domain account you want Web Filter to use when connecting to the remote SQL Server database with Windows authentication. |  |
| 35 | Click Next to continue. | |


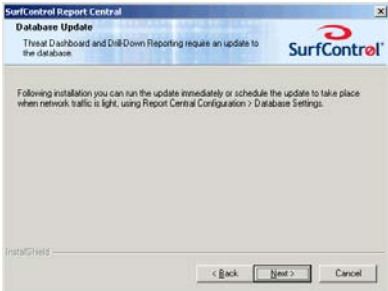

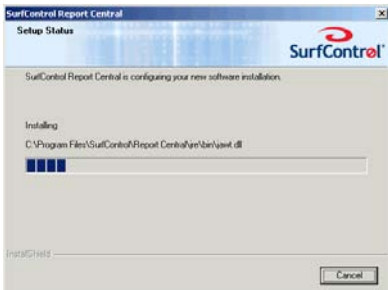
(Sheet 4 of 7)

Procedure 3-2: Installing SurfControl Web Filter (Continued)

| Step | Action | |
|--|---|--|
| System Administrator Notifications screen | | |
| 36 | Enter the E-mail Server name or IP address. |  |
| 37 | Enter the Recipient Address . | |
| 38 | Enter the From Address (using the default address supplied is suitable). | |
| 39 | Choose the types of notification you want to receive. <i>Note: The Network overload notifications will not function in SurfControl Web Filter for FireWall Check Point-1.</i> | |
| 40 | Click Next to continue. <i>Note: you can change these settings following installation from the Web Filter Service Settings. See the Web Filter Service chapter of the Administrator's Guide for more details.</i> | |
| SurfControl Report Central installation | | |
| 41 | The installation of Report Central will now start. | |
| Create Reports Administrator User | | |
| 42 | You need to set up an initial Report Administrator level user for Report Central. This user can then add other users and configure Report Central to suit your organization. Enter a User name and a Password , which you need to confirm. |  |
| 43 | Click Next to continue. | |
| Select MSDE/SQL Server screen | | |
| 44 | From the drop-down list, choose the server where the SQL database is running. You can also enter the name of a server here. |  |
| 45 | Select the Authentication method. <i>Note: SurfControl recommends using Windows authentication.</i> <i>if you choose Windows authentication, both the Web Filter server and the SQL server must be members of the same domain.</i> | |
| 46 | Click Next to Continue. | |



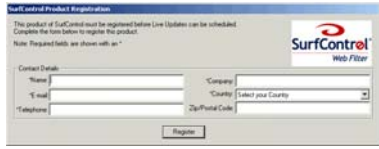

(Sheet 5 of 7)

Procedure 3-2: Installing SurfControl Web Filter (Continued)

| Step | Action | |
|--|--|--|
| Select MSDE/SQL Server Database screen | | |
| 47 | Choose the database you want to connect to. <i>Note: The default database is SurfControl_WebFilter</i> |  |
| 48 | Click Next to continue. | |
| Report Central Database update | | |
| 49 | For Report Central to give accurate results, its database needs to be updated before reports are run. You need to perform this from the Configuration > Database Connections > Update Tasks tab from Report Central following installation. |  |
| 50 | Click Next to continue. | |
| 51 | Did you choose Windows authentication to connect to a SQL Server database? If Yes go to Step 52. If No go to Step 54. | |
| Select Account for SurfControl Report Central Service | | |
| 52 | Choose the domain account you want Report Central to use when connecting to the remote SQL Server database when using Windows Authentication. |  |
| 53 | Click Next to continue. | |
| Setup Status | | |
| 54 | Report Central is performing the requested operations. <i>Note: when you log on to Report Central for the first time, you will be prompted to download the appropriate Java Runtime Environment, if it is not already installed on your computer.</i> |  |

(Sheet 6 of 7)

Procedure 3-2: Installing SurfControl Web Filter (Continued)

| Step | Action | |
|--|--|--|
| InstallShield Wizard Complete | | |
| 55 | The installation of Web Filter is complete. |  |
| 56 | Click Finish . | |
| Information | | |
| 57 | You are now asked to complete your registration details for URL Category List updates. Click OK to continue. |  |
| SurfControl Product Registration Screen | | |
| 58 | Complete the fields in the form. |  |
| 59 | Click Register . | |
| SurfControl Scheduler | | |
| 60 | You will see a dialog box informing you that a scheduled event has been created for your URL Category List updates. |  |

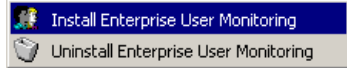
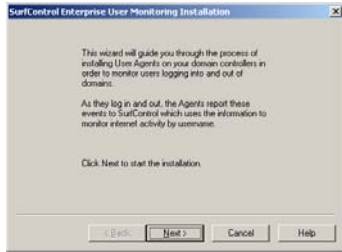



(Sheet 7 of 7)

Procedure 3-3: Installing EUM

| Step | Action |
|------|---|
| 1 | Make sure that the Web Filter server has a static IP address. |
| 2 | Make sure you have administrative privileges on all domain controllers where the User Agent will be installed. |
| 3 | Make sure the Web Filter server is located in the correct domain. |
| 4 | Make sure the firewall or router allows traffic through the correct port (default is 61695). |
| 5 | For Windows NT domain controllers, make sure the security logs of the domain controllers are set to overwrite events, as needed . |
| 6 | Perform this procedure when there are few or no users on the network, or when a forced log off from the network can be scheduled. This ensures the fastest, most accurate detection of users. |


(Sheet 1 of 3)

Procedure 3-3: Installing EUM (Continued)

| Step | Action | |
|---|--|---|
| Begin Installation | | |
| 7 | From the Start menu, launch EUM installation (Start > Programs > SurfControl Web Filter > Enterprise User Monitoring > Install Enterprise User Monitoring). |  |
| SurfControl Enterprise User Monitoring Installation screen | | |
| 8 | Click Next to start the installation. |  |
| Hostname screen | | |
| 9 | Enter the IP address of the Web Filter server. <i>Note: SurfControl recommends entering the IP address instead of the hostname.</i> |  |
| 10 | Enter the port the User Agent and the Web Filter service should use to communicate (the default is 61695). | |
| 11 | Click Next to continue. | |
| Domain List screen | | |
| 12 | Select the domains you want to receive user data from. |  |
| 13 | Click Next to continue. | |
| Ignore User Accounts screen | | |
| 14 | Select the user accounts whose log on and log off activity does not need to be reported, i.e. Systems Management Server (SMS) and antivirus accounts. |  |
| 15 | Click Next to continue. | |

(Sheet 2 of 3)

Procedure 3-3: Installing EUM (Continued)

| Step | Action | |
|---|--|---|
| Select Domain Controllers screen | | |
| 16 | Select the domain controllers whose user's log on and log off activity Web Filter needs to monitor (this identifies the domain controllers where the UA will be installed). Note: <i>failure to install EUM on all domain controllers can compromise the accuracy of user name resolution. If a domain controller is authenticating users, but not passing that data to Web Filter, user activity may be recorded under another user name.</i> |  |
| 17 | Click Next to continue. | |
| 18 | You must restart Microsoft Windows 2000 or Windows Server 2003 domain controllers after installing EUM. SurfControl recommends that you restart the domain controller manually. | |
| 19 | You have now installed Enterprise User Monitoring. | |

(Sheet 3 of 3)

Procedure 3-4: Installing EUM on NetWare

| Step | Action |
|------|---|
| 1 | Ensure Novell Client 32 was installed on the Web Filter server prior to Web Filter installation. |
| 2 | From the Web Filter server, log on to the Novell server with administrative rights. |
| 3 | Go to the SYS volume and create a directory (for example, nweum). Note: <i>when creating the directory, use DOS8.3 naming conventions.</i> |
| 4 | Under this directory, copy the files nweum.nlm and scua.ini from the Web Filter server (in a default installation they are located in C:\Program Files\SurfControl\Web Filter\Netware) to the NetWare server. |
| 5 | From the NetWare server console, load the NLM by typing: Load sys:\nweum\nweum.nlm then press Enter Note: <i>you cannot load the NLM if a copy is already running.</i> |

Procedure 3-5: Automatically Loading the NetWare EUM

| Step | Action |
|------|--|
| 1 | To automatically load the NetWare EUM every time the server is rebooted edit the <code>sys:\system\autoexec.ncf</code> file. |
| 2 | You can edit this file using any text editor from the workstation or from the NetWare server by typing: <code>Load edit sys:\system\autoexec.ncf</code> |
| 3 | Add the following line at the end of the file: <code>load sys:\nweum\nweum.nlm</code> |
| 4 | Save the file. |

Procedure 3-6: Unloading the NetWare EUM

| Step | Action |
|------|---|
| 1 | From the NetWare server console, type: <code>unload nweum.nlm</code> |


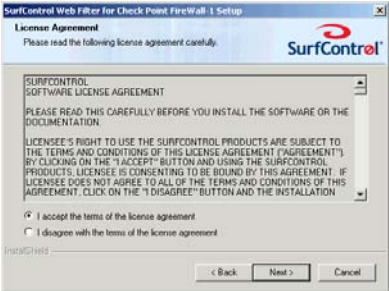
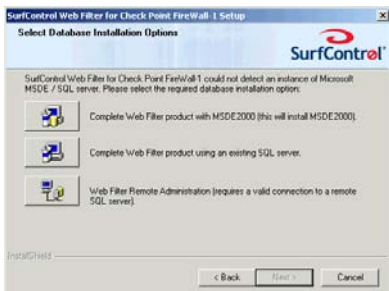
Procedure 3-7: Add Web Filter Servers to NetWare EUM

| Step | Action |
|------|---|
| 1 | Unload the NetWare EUM as in Procedure 3-6. |
| 2 | Add the following details to the <code>surfcontrol_services</code> section of the <code>scua.ini</code> file The format should be: machine name or IP Address=Port number Note: <i>the default port number is 61696. 61695 is used by Win 2000/2003 EUM architecture.</i> |
| 3 | Save the <code>scua.ini</code> file. |
| 4 | Re-load the NetWare EUM as in Procedure 3-5. |

Procedure 3-8: Ignored Users in NetWare EUM

| Step | Action |
|------|--|
| 1 | Unload the NetWare EUM as in Procedure 3-6. |
| 2 | <p>Edit the [Ignored Users] section of the <code>scua.ini</code> file. The format for adding ignored users is as follows:</p> <pre>unique_user_key=fully_qualified_username_in_the_NDS_tree</pre> <p>For example:</p> <pre>user1=admin.NW_5_1_SURF user2=tester.accounting.NW_5_1_SURF</pre> |
| 3 | Save the <code>scua.ini</code> file. |
| 4 | Re-load the NetWare EUM as in Procedure 3-5. |

Procedure 3-9: Installing the Web Filter Administration Client

| Step | Action | |
|---|---|--|
| 1 | Locate the downloaded SurfControl Web Filter file (setup.exe). | |
| 2 | Double-click setup.exe to start the installation process. | |
| 3 | The InstallShield Wizard loads. | |
| SurfControl Web Filter Setup screen | | |
| 4 | Welcome to SurfControl Web Filter. |  |
| 5 | Click Next to continue. | |
| License Agreement screen | | |
| 6 | Read the License Agreement. |  |
| 7 | Do you agree to the terms? <ul style="list-style-type: none"> • Yes, select I accept...Click Next to continue. • No, select I disagree...Click Cancel to exit the installation process. | |
| Select Database Installation Options | | |
| 8 | Select Web Filter Remote Administration (requires a valid connection to a remote SQL server). |  |

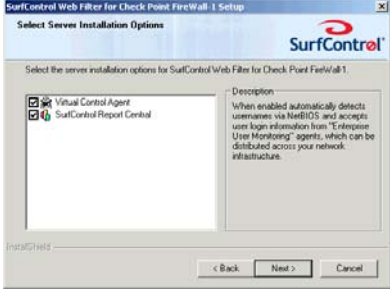
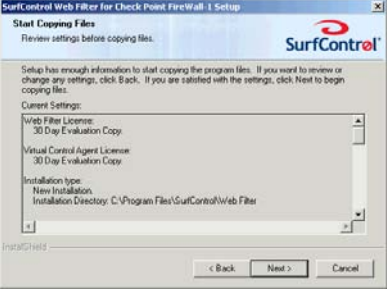
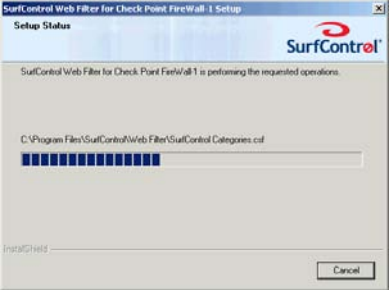

(Sheet 1 of 3)

Procedure 3-9: Installing the Web Filter Administration Client

| Step | Action | |
|---|---|--|
| Setup Type | | |
| 9 | You can install a version of Web Filter that meets legislation in some European countries that forbids user browsing details to be viewed without express management and union permission. Select this option if you wish to use this version of Web Filter. For more details see Chapter 5 - Privacy Edition of the <i>Administrator's Guide</i> . | |
| 10 | Click Next to Continue. | |
| Customer Information screen | | |
| 11 | Enter a name into the User Name field. | |
| 12 | Enter your company's name into the Company Name Field. | |
| 13 | Enter the Serial Number for Web Filter and VCA, if available. If evaluating, leave these blank. You have 30 days to evaluate the product. | |
| 14 | Click Next to continue. | |
| Choose Destination Location screen | | |
| 15 | Select the folder where Setup will install files. The default is: C:\Program Files\SurfControl\Web Filter. Choose another location by selecting Browse and navigating to a different location. | |
| 16 | Click Next to continue. | |
| Setup Type | | |
| 17 | Select Remote Administration . | |
| 18 | Click Next to Continue. | |




(Sheet 2 of 3)

Procedure 3-9: Installing the Web Filter Administration Client




| Step | Action | |
|--|--|--|
| Select Client Installation Options screen | | |
| 19 | If you want to install VCA, select Install Virtual Control Agent. |  |
| 20 | If you want to install SurfControl Report Central, select Install SurfControl Web Filter Report Central . The installation of Report Central will start automatically after Web Filter has installed. | |
| 21 | Click Next to continue. | |
| Start Copying Files screen | | |
| 22 | Review your settings before starting the installation. |  |
| 23 | Click Next to continue. | |
| Setup Status screen | | |
| 24 | Web Filter is performing the requested operations. |  |
| 25 | | |
| InstallShield Wizard Complete screen | | |
| 26 | Click Finish . |  |
| 27 | You have successfully installed the SurfControl Web Filter Administration client. | |

(Sheet 3 of 3)

Procedure 3-10: Serializing SurfControl Web Filter

| Step | Action | |
|------|---|--|
| 1 | From the status area of the task bar, right-click the Web Filter icon  and select About . |  |
| 2 | Click Serialize . | |
| 3 | Enter your serial number. |  |
| 4 | Click OK to continue. | |
| 5 | You have successfully serialized SurfControl Web Filter. | |

Procedure 3-11: Serializing the VCA

| Step | Action | |
|------|--|---|
| 1 | From the Start menu, launch VCA (Start > Programs > SurfControl Web Filter > Virtual Control Agent). |  |
| 2 | From anywhere on the title bar, right-click and select About SurfControl Virtual Control Agent... | |
| 3 | Click Serialize . |  |
| 4 | Enter the serial number. |  |
| 5 | Click OK to continue. | |
| 6 | You have successfully serialized the VCA. | |

REPORT CENTRAL POST INSTALLATION TASKS

ENABLE HTTP ALLOW CONTENT DISPOSITION

If the Java Runtime Environment (JRE) is not installed on the Report Central Computer, the first time you log on to Report Central, it will be downloaded from the Internet. To allow this download to take place, you need to enable the http allow content disposition setting within Check Point FireWall-1 NGX and NG with AI.

This is located in the Smart Dashboard from the **Smart Dashboard Customization > Advanced Configuration > FireWall-1 > Web Security > Security** settings.

You can disable this setting once Report Central has been installed.

For Check Point FireWall-1 NG FP3, consult [Check Point SecureKnowledge article sk13009](#).

ALLOCATING MEMORY TO THE TEMPDB TRANSACTION LOG FILE

When generating reports, SQL Server can run out of memory if the SQL Server tempDB transaction log does not have enough memory allocated to it. To allocate more memory, follow Procedure 3-12:

Procedure 3-12: Allocate more memory to tempDB Log File

| Step | Action |
|------|---|
| 1 | Launch SQL Server Enterprise Manager. |
| 2 | Select tempDB from the database list. |
| 3 | Right-click on tempDB and select Properties from the shortcut menu. The tempDB properties dialog box will display. |
| 4 | Select the Transaction Log tab. |
| 5 | Under Space Allocated (MB) enter a value of 15 or above. |
| 6 | Click OK to close the dialog box. |

REMOTE ACCESS TO REPORT CENTRAL

Users who do not have SurfControl Report Central installed can generate reports via remote access, without installing any software on their computers. You can give users remote access to Report Central by distributing the hyperlink as shown in Procedure 3-13.

SYSTEM REQUIREMENTS FOR REMOTE ACCESS

If a user wants to access Report Central remotely, their computer must meet the following system requirements.

Table 3-1 System Requirements for Remote Access

| Component | Minimum | Recommended |
|------------------------|--|-----------------------|
| Supported Web browsers | Internet Explorer 5.0 | Internet Explorer 6.0 |
| Applications | Adobe Acrobat Reader 6.0 or later to read reports in PDF format. | |

To distribute the remote access shortcut, follow procedure Procedure 3-13:

| Procedure 3-13: Distributing the Remote Access Shortcut | |
|---|--|
| Step | Action |
| 1 | From the Start menu navigate to Programs > SurfControl Report Central . |
| 2 | Right-click on Web Filter 5.0 Reports or Web Filter 5.0 Reports - Secure Connection (if you want to use Report Central via HTTPS) and select Send To from the menu. |
| 3 | Select Mail Recipient . |
| 4 | Your e-mail program (e.g. Microsoft Outlook) will open a new message. The body of the message will contain a link to Report Central. |
| 5 | Enter the e-mail addresses of the users you want to receive the link, and send the e-mail. |
| 6 | To use Report Central, users must have the Java Runtime Environment installed on their computer. If they do not have this component, they will be prompted to install it the first time they try to log on to Report Central. They should accept any requests to download and install files, and choose the Typical install option when asked. |
| 7 | Although you can send the remote access shortcut to many users at once, it is better to send it to one user at a time, along with their user name and password. See "Setting up Users" in the Report Central Administrator's Guide for more details. |

You will need to re-send the remote access shortcut if you edit any of the following settings on the computer where Report Central is installed:

- IP address of host computer.
- Tomcat Web Server Port Number.