



Internet

SurfControl Web Filter 5.0
Getting Started Guide



Getting Started

WELCOME

In the workplace SurfControl Web Filter can help you to enhance employee productivity, optimize network bandwidth, reduce legal liability and safeguard students by blocking suspect sites. It does this with the following group of components designed to enable you to monitor users' surfing behavior, produce reports on Internet access trends then use rules to manage this access

This guide will give you a quick overview of the program, along with references to where you can find more detailed information in the Installation and Administrator guides.

OVERVIEW OF WEB FILTER

- **Monitor** - provides a view of activity by user and sites requested. As traffic is generated on the network, information about user activity is recorded in the SurfControl database and then displayed in the Monitor window.
- **Real Time Monitor** - shows activity on the network as it is happening in real time, rather than by displaying past activity as recorded in the SurfControl database. As traffic is generated on the network you will see it appear in the Real-Time Monitor.
- **Rules Administrator** - enables you to create rules that will control the Internet access of the users that you are monitoring. These rules can govern who can access what areas of the Internet at what time of day. Rules can be positive (allowing access to sites or categories) or negative (denying access to sites or categories of sites).
- **Scheduler** - enables you to schedule events at a later date and time. This is a convenient way to update the URL Categories database or perform other tasks on a regular basis.
- **Virtual Control Agent (VCA)** - evaluates unknown web sites, reading and analyzing content page by page. It then uses artificial intelligence algorithms to study and classify each Web page into one of the SurfControl Web Filter categories.
- **Report Central** - SurfControl's powerful reporting tool.
- **Remote Administration** - enables you to use a computer other than the one on which SurfControl Web Filter is installed to control any of the SurfControl services running on a Web Filter machine. It requires a Remote Administration installation of SurfControl Web Filter on the machine that you are going to use remotely along with a full product installation on the machine where the services are running.

BEFORE YOU INSTALL

You need to know the answers to the following questions in Table 1 before installing SurfControl Web Filter:

Table 1 Pre-installation checks

Question	Where to find out
Does my hardware meet the minimum specifications?	The System Requirements section in Chapter 1 of the Installation Guide.
What Operating software does Web Filter support?	The System Requirements section Chapter 1 of the Installation Guide.
Do I have the right database for my environment?	The Database considerations section in Chapter 2 of the Installation Guide.
Where is the best place to install Web Filter on my network?	The Network Considerations section in Chapter 2 of the Installation Guide.
What is the best way to attach Web Filter to my network?	The Network Considerations section in Chapter 2 of the Installation Guide. If using a spanned port, see the following Knowledge Base articles as well as consulting your switch manufacturer's documentation: KB article 1194 KB article 1201
How are my Network Interface Cards affected by Web Filter?	The Multiple NIC support section in Chapter 2 of the of the Installation Guide.

INSTALLING WEB FILTER



Note: SurfControl recommends that you have your MSDE or SQL server installed before installing Web Filter.

To install SurfControl Web Filter, follow Procedure 2 in Chapter 3 of the Installation Guide. Following installation and re-booting your SurfControl Web Filter server, you should perform the following checks that Web Filter is working correctly on your network:

1. CHECK TRAFFIC IS BEING MONITORED


Open the Real-Time Monitor from the **Programs** → **SurfControl** → **Web Filter** menu. You should see Web site traffic appearing as sites are accessed.

If you can see Internet traffic, proceed to 2. Enable a rule.

If you cannot see traffic, check the following:

- The Web Filter Service is running. See the Service settings in Chapter 1 of the Administration Guide for more details.
- If you have multiple network cards, check they have been configured properly. See the Multiple NIC support section in Chapter 2 of the of the Installation Guide for more details.
- If using a spanned port, check with your switch manufacturer that you have configured it correctly. Also see Knowledge Base articles 1194 and 1201.

2. ENABLE A RULE

Open the Rules Administrator from the **Programs** → **SurfControl** → **Web Filter** menu. Enable the Adult/Sexually Explicit pre-supplied rule at the top of the Rules Administrator window. This rule prevents anyone accessing Web sites SurfControl have allocated to this category. Commit the rule from the **File** → **Commit Changes** menu option or the  icon. A message box will appear confirming the changes were made successfully.

Try to access www.playboy.com - a deny page will be displayed saying that access has been denied to the site. Re-check the Real-Time Monitor and you will see [playboy.com](http://www.playboy.com) with blocked in the Action column.

For more information on creating and enabling rules, see the Rules Administrator Chapter (8) of the Administrator's Guide.

SurfControl Web Filter is now starting to work for you.

WHAT TO DO NEXT

SurfControl recommends the following to help you get the most from Web Filter:

- Check that you have a Category List update scheduled event listed in the SurfControl Scheduler. This list is updated daily by the SurfControl content team. See Available Events in Chapter 9 of the Administrator's Guide for more details.
- Install Enterprise User Monitoring (EUM) for user name resolution. See User name resolution in Chapter 2 of the Installation Guide for more details.
- Configure SurfControl Report Central to enable you to run reports on your network's Internet activity. See Chapter 11 of the Administrator's Guide for more details.
- Consideration should also be given to basic database administration tasks such as purging, archiving and compacting. See the Database Chapter of the Administrator's Guide for more details.

FURTHER ASSISTANCE

- **SurfControl's Knowledge base** - SurfControl have an extensive knowledge base covering all areas of SurfControl Web Filter. It can be found at:
<http://kb.surfcontrol.com>
- **Technical Support** - details of how to contact SurfControl's Technical Support teams for your location can be found at:
www.surfcontrol.com/support/

