



Internet

SurfControl Mobile Filter
Installation Guide

NOTICES

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Was this guide helpful? E-mail us at documentation@surfcontrol.com to suggest changes or make a correction.

Printed April 2005

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- For the latest support information on SurfControl products, visit <http://www.surfcontrol.com/support>
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Chapter 1

Introduction

Why use Mobile Filter?

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WHY USE MOBILE FILTER?

SurfControl Mobile Filter enables you to extend your corporate Acceptable Use Policy beyond the walls of the office. With Mobile Filter you can manage the Internet use of mobile and remote employees. Mobile Filter uses a thin-client installed on a range of Internet enabled devices such as laptops and ties them into the corporate Internet usage policy to protect against the following problems:

- **Legal Liability** - Letting employees surf anywhere on the Internet can lead them to stray to clearly inappropriate sites; sexually explicit sites and those promoting violence, hate speech, and gambling. This kind of surfing can lead to lawsuits, harassment charges, and even criminal prosecution.
- **Productivity** - if an employee is accessing the Internet in company time with company property, you can ensure that it is for company use.
- **Network Security** - **protect against viruses and malicious content entering your work place via an employee using an external modem or ISP.**



Chapter 2

Pre-installation

Where to install
System Requirements

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WHERE TO INSTALL

You must position the Mobile Filter server so that both internal and external clients can access it over TCP port 80.

SURFCONTROL MOBILE FILTER INSTALLED IN A DMZ

You can position the Mobile Filter server on a computer situated in the corporate network's demilitarized zone (DMZ) as in Figure 2-1:

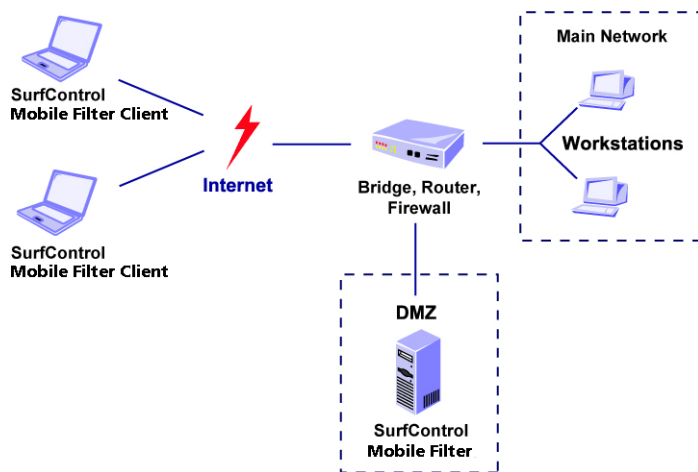


Figure 2-1 Mobile Filter within a DMZ

SURFCONTROL MOBILE FILTER INSTALLED IN A MAIN NETWORK LOCATION

In Figure 2-2 the Mobile Filter server is installed within the main network. You need to configure your firewall to allow traffic on TCP port 80 providing this traffic is only going to this server:

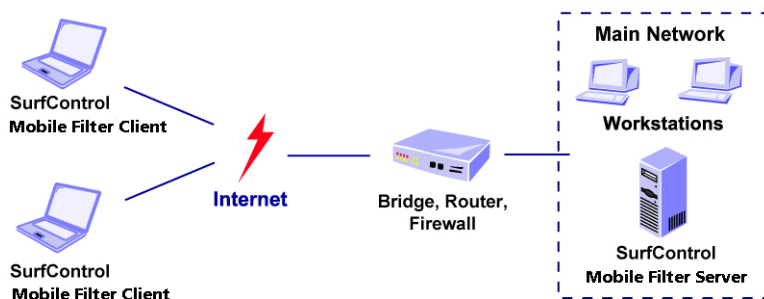


Figure 2-2 Mobile Filter within the main network

SYSTEM REQUIREMENTS

You should check that the computers you will be using meet the system requirements outlined in Table 2-1.

SERVER

Table 2-1 Mobile Filter server 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	
Disk Space	1 Gbyte free	5 Gbytes free
Database (with latest Service Packs)	Microsoft MSDE 2000 or Microsoft SQL Server 7 or Microsoft SQL Server 2000 Note: SurfControl recommends that you have your MSDE or SQL server installed before installing Mobile Filter.	
Applications	Microsoft Internet Information Services (IIS) 5 or higher. SurfControl Corporate Network Detection Service (CNDS). This is optional.	

INSTALLING ON WINDOWS 2000 SERVER

Before you install the Mobile Filter server check that you have **Internet Information Services (IIS) Manager** installed from the **Programs > Administrative Tools** menu. If this is not installed, add it via the **Control Panel > Add or Remove Programs > Add/Remove Windows Components** menu. Select **Internet Information Services (IIS)** and click **Next** to begin the install process.

INSTALLING ON WINDOWS SERVER 2003

The Windows Server 2003 default installation does not include IIS. You will need to install IIS from the **Control Panel > Add or Remove Programs > Add/Remove Windows Components** menu. Select **Application Server** and click **Details**. Select **Internet Information Services (IIS)** and click **Next** to begin the install process.

You then need to configure IIS on a Windows Server 2003 computer by following Procedure 2-1:

Procedure 2-1: Configuring IIS on Windows Server 2003

Step	Action
1	From Administrative Tools in the Control Panel double-click Internet Services Manager .
2	From Web Service Extensions , select All Unknown ISAPI Extensions . Click Allow .
3	Install SurfControl Mobile Filter.

CLIENT**Table 2-2** Mobile Filter Client System Requirements

Component	Minimum	Recommended
Processor	Intel Pentium III	Intel Pentium IV
Memory	48 Mbytes RAM	
Supported Operating Systems (with latest Service Packs)	Windows 2000 Windows XP	
Disk Space	10 Mbytes free	
Applications	Microsoft Internet Explorer 5.5 or higher.	

DATABASE CONSIDERATIONS

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 7.0 or SQL 2000. If you plan to use a fully-licensed version of SQL, make sure the software is installed and running before attempting to install Web Filter.

Using a fully-licensed version of SQL (rather than MSDE) allows more flexibility and the ability to fine-tune database performance. Web Filter performs extremely well in either case.

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 installing Web Filter.



Warning: Microsoft states the maximum size of an MSDE database is 2 GBytes.

MSDE allows a seamless upgrade to a SQL database in the future. You can access MSDE data tables using the Windows OSQL utility from the command prompt. For more details about the OSQL utility, visit www.microsoft.com.

If you install MSDE onto the Web Filter server, make sure the server meets the minimum resources listed in Table 2-3:

Table 2-3 MSDE minimum requirements on Web Filter server

# Users	Computer Specification
<500	Intel Pentium IV, 2 GBytes RAM, 1.2 GHz processor, 10 GBytes hard drive.
500 - 1000	Intel Pentium IV, 3 GBytes RAM, 1.4 GHz processor, 20 GBytes hard drive.
>1000	SurfControl recommends a dedicated SQL Server installation.

SQL SERVER

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



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

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



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

- 1 Install the SQL Server Client Connectivity Pack onto the server where you install Web Filter.
- 2 Install SQL Server on the designated server; this can be the same machine as the Web Filter server.
- 3 Make sure your server has the minimum resources listed in Table 2-4.

Table 2-4 SQL Server minimum requirements on Web Filter server

# Users	Computer Specification
<500	Intel Pentium IV, 2 GBytes RAM, 1.2 GHz processor, 10 GBytes hard drive.
500 - 1000	Intel Pentium IV, 3 GBytes RAM, 1.4 GHz processor, 20 GBytes hard drive.
1000 - 5000	Intel Pentium IV, 5 GBytes RAM, 1.4 GHz processor, 40 GBytes hard drive.
>5000	Intel Pentium IV, 7 GBytes RAM, 1.8 GHz processor, 60 GBytes hard drive.

- 4 Configure SQL Server to limit memory and processors when running both Web Filter and SQL Server on the same computer.
 - There should only be one database owner (db_owner) per database.
 - 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 onto a dedicated server

Web Filter supports SQL 7.0 and SQL 2000. Use a fully-licensed version of SQL Server on a dedicated server if your company:

- plans 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).
- requires Web Filter to write data to a database that is not resident on the Web Filter server.
- requires more than one Web Filter server (collector) to consolidate data in a single database.
- plans to store Web Filter, SurfControl IM Filter, and SurfControl E-mail Filter data on the same SQL installation.

Considerations for large environments

Make sure your dedicated SQL server has the minimum resources listed in Table 2-5:

Table 2-5 SQL server minimum requirements for large environments

# Users	Computer Specification
<500	Intel Pentium IV, 1 GByte RAM, 1.2 GHz processor, 10 GBytes hard drive
500 - 1000	Intel Pentium IV, 2 GBytes RAM, 1.4 GHz processor, 20 GBytes hard drive
1000 - 5000	Intel Pentium IV, 4 GByte RAM, 1.4 GHz processor, 40 GBytes hard drive
>5000	Intel Pentium IV, 6 GByte RAM, 1.8 GHz processor, 60 GBytes hard drive

DATABASE AUTHENTICATION

Web Filter supports both Windows authentication and SQL authentication.

SurfControl recommends SQL authentication for Mobile Filter.

Windows authentication

If you choose to use Windows authentication, make sure domain rights are correctly configured between the Web Filter server and the SQL server. The Web Filter installer account requires SQL Server database creator rights.

SQL authentication

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

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



Chapter 3

Installation

Mobile Filter Components

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The Mobile Filter Server

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CNDS

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The Mobile Filter client

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MOBILE FILTER COMPONENTS

When you install SurfControl Mobile Filter server you will have access to the following components:

- **Mobile Administrator** - contains a list of all Mobile Filter clients that are installed on remote devices along with the settings for each of these clients.
- **Rules Administrator** - creates and applies filtering rules to those clients that are shown within the Mobile Administrator.
- **Monitor** - collects and displays information about the surfing habits of those clients shown within the Mobile Administrator.
- **Real Time Monitor** - shows Internet connections of these remote users as they occur.
- **Remote Service Control** - enables you to interact with Web Filter services on other machines. See the SurfControl Web Filter *Administrator's Guide* for more information.
- **Scheduler** - enables you to set up events to occur automatically on the Mobile Filter server. Events include such items as database updates, database maintenance tasks and the like.
- **Virtual Control Agent** - if you are finding that some sites that your Mobile Filter clients are visiting have not been categorized you can run the Virtual Control Agent (VCA) to re-categorize them.
- **Web Reporting** - run reports on your Mobile Filter client data to find trends in surfing habits or print these out as a record of where your remote users are getting to via the Internet.

Installation of Mobile Filter is a two part process:

- Make a full installation of Mobile Filter on the computer that is going to act as your Mobile Filter server. It is strongly recommended that you use a clean, dedicated server.
- Install the Mobile Filter client on any supported device that you wish to filter. See “System Requirements” on page 5 for the minimum requirements for client devices.


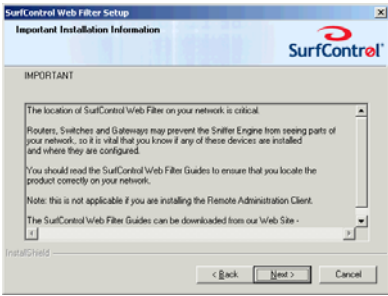
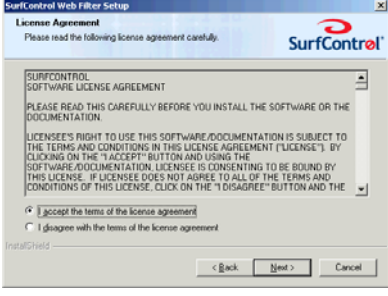


Note: SurfControl recommends that you install MSDE prior to installing SurfControl Mobile Filter.

THE MOBILE FILTER SERVER

The Mobile Filter server installation must be performed on a clean server that does not already have any other installation of SurfControl Web Filter.

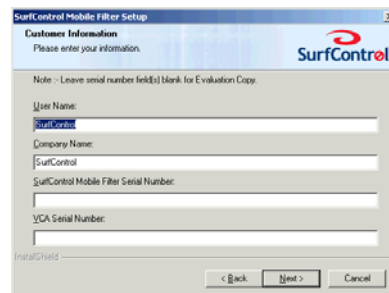
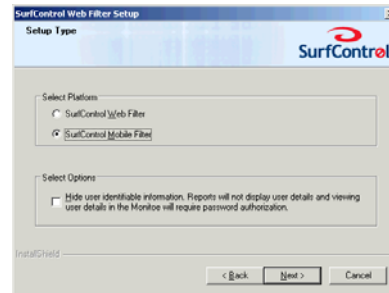
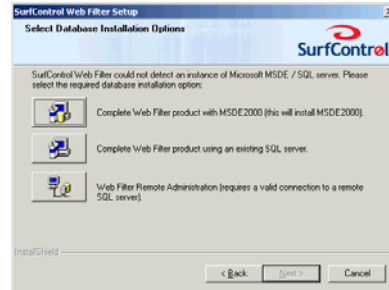
Procedure 3-1: Installing the Mobile Filter server

Step	Action	
1	Locate the downloaded executable file (setup.exe).	
2	Double-click setup.exe to start the installation process.	
3	The InstallShield wizard loads.	
SurfControl Mobile Filter Setup screen		
4	Click Next to continue.	
Important Installation Information		
5	This screen contains important information about the installation of Mobile Filter on your network.	
6	Click Next to continue.	
License Agreement screen		
7	Read the license agreement.	
8	Do you accept 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. 	

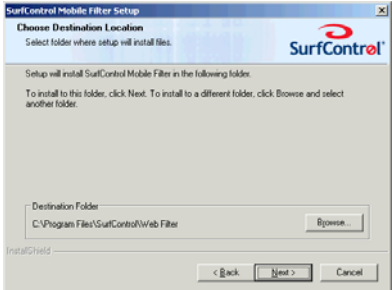
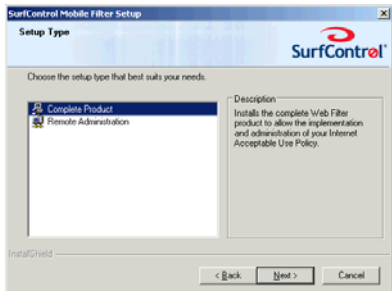
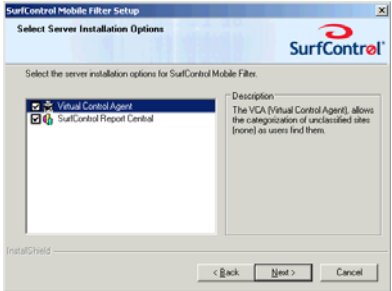
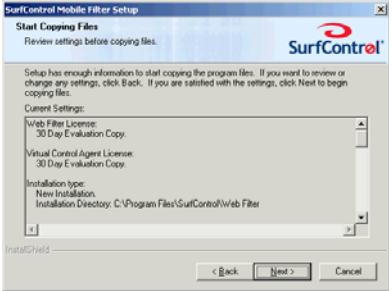
(Sheet 1 of 8)

Procedure 3-1: Installing the Mobile Filter server (Continued)

Step	Action
Select Database Installation Options	
9	<p>If you did not install MSDE prior to 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 re-boot your computer as part of this process.</i></p>
10	Click Next to continue.
Setup Type	
11	<p>Select SurfControl Mobile Filter as the version of Web Filter you want to install:</p> <p>You also have the option to 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>.</p>
12	Click Next to Continue.
13	Customer Information screen
14	Enter a name in the User Name field.
15	Enter your company's name in the Company Name field.
16	Enter the Serial Number for Mobile Filter and VCA if available. If you are evaluating the product, leave these blank. You have 30 days to evaluate the product.
17	Click Next to continue.
(Sheet 2 of 8)	


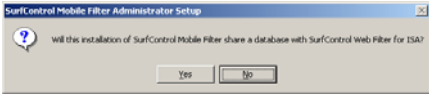
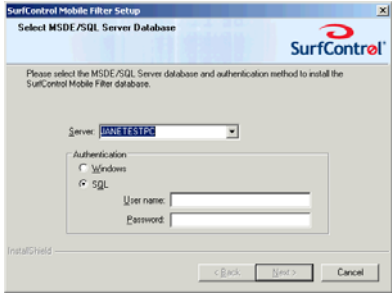


Procedure 3-1: Installing the Mobile Filter server (Continued)

Step	Action	
Choose Destination Location screen		
18	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.	
19	Click Next to continue.	
Setup Type screen		
20	You can install a full version of Mobile Filter or a Remote Administrator. If you are installing a full version then click Next as this is the default option. See "Remote Administration and Mobile Filter" on page 23 for more details on installing a Remote Administrator.	
Select Server Installation Options screen		
21	If you want to install Virtual Control Agent (VCA) onto the SurfControl Mobile server, select Install Virtual Control Agent . <i>Note: SurfControl recommends installing VCA on a different computer than the Mobile Filter server.</i>	
22	If you want to install SurfControl Report Central, select Install SurfControl Report Central .	
23	Click Next to continue.	
Start Copying Files screen		
24	Review your settings before starting the installation.	
25	Click Next to continue.	

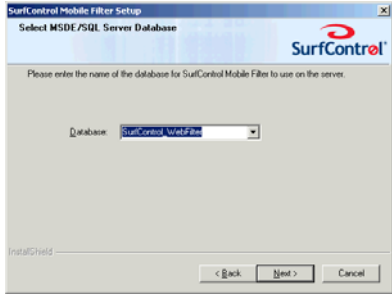
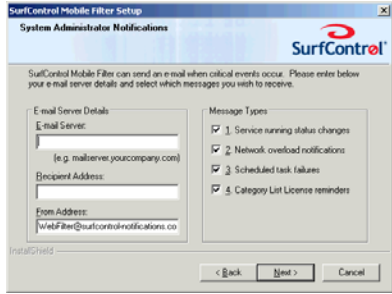
(Sheet 3 of 8)

Procedure 3-1: Installing the Mobile Filter server (Continued)

Step	Action	
Setup Status screen		
26	SurfControl Mobile Filter Setup is performing the requested operations.	
27	If you have SurfControl Web Filter for ISA installed you will have access to a Bandwidth tab within the Rules Administrator. For this reason setup will ask you if you wish to share a database with SurfControl Web Filter for ISA. If this is the case then clicking Yes will enable SurfControl Mobile Filter to apply rules to users who have this bandwidth object applied to them.	
Notes on Database Connections		
28	Step 30 will not appear if MSDE has been installed with this version of Web Filter.	
29	Step 33 will only appear if there are current Web Filter databases installed on the server.	
Select MSDE/SQL Server screen		
30	From the drop-down list, choose the server where your SQL database will be running. You can also enter the name of a server here.	
31	Select the Authentication method. Note: SurfControl recommends using SQL authentication for Mobile Filter. When using SQL Authentication, you need to enter a Username and Password with sysadmin fixed server role, such as the SA account. Please consult your SQL Server documentation for more details.	
32	Click Next to continue.	

(Sheet 4 of 8)

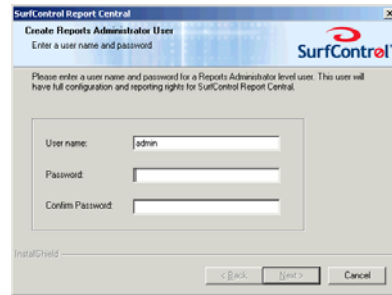
Procedure 3-1: Installing the Mobile Filter server (Continued)

Step	Action	
Select MSDE/SQL Server Database screen		
33	<p>Enter a name for the new database you want to use.</p> <p>Note: <i>SurfControl recommends creating a new database when installing Mobile Filter, to avoid any potential conflicts with any existing corporate Web Filter databases.</i></p> <p>Note: <i>You can change the database used by Mobile Filter to your current corporate Web Filter database following installation. SurfControl also recommends performing regular backups of your Mobile Filter database. See the Databases chapter of the Administrator's Guide for more details.</i></p> <p>Note: <i>SurfControl recommends that you don't distribute the client installation until you have decided which database you are going to use. Client information is not easily transferred from one database to another. See "The Mobile Filter client" on page 28 for more details on the client installation.</i></p>	
34	Click Next to continue.	
Select Administrator Notifications screen		
35	Enter the e-mail server name or IP address.	
36	Enter the recipient's e-mail address.	
37	Enter the 'from' e-mail address (using the default address supplied is suitable).	
38	Choose the type of notifications you want to receive.	
39	<p>Click Next to continue.</p> <p>Note: <i>You can change these settings following installation from the SurfControl Mobile Web Filter Service Settings. See the Web Filter Service chapter of the Administrator's guide for more details.</i></p>	

(Sheet 5 of 8)

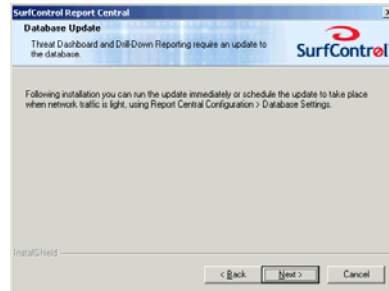
Procedure 3-1: Installing the Mobile Filter server (Continued)

Step	Action
SurfControl Report Central installation	
40	The installation of Report Central will now start.
Create Reports Administrator User	
41	<p>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.</p> <p>Enter a User name and a Password, which you need to confirm.</p>
42	Click Next to continue.
Select MSDE/SQL Server screen	
43	From the drop-down list, choose the server where the SQL database is running. You can also enter the name of a server here.
44	<p>Select the Authentication method.</p> <p>Note: <i>SurfControl recommends using SQL authentication if Report Central is installed within the DMZ with Mobile Filter.</i></p> <p>Note: <i>If you choose Windows authentication, both the Web Filter server and the SQL server must be members of the same domain.</i></p>
45	Click Next to Continue.
Select MSDE/SQL Server Database screen	
46	<p>Choose the database you want to connect to.</p> <p>Note: <i>The default database is SurfControl_WebFilter.</i></p>
47	Click Next to continue.
(Sheet 6 of 8)	

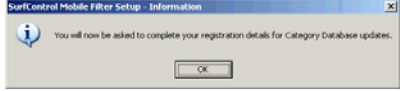
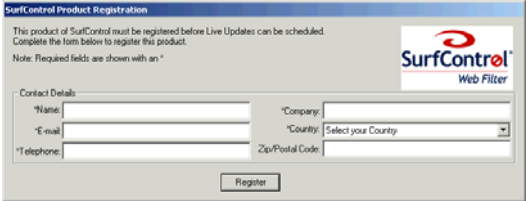


Procedure 3-1: Installing the Mobile Filter server (Continued)

Step	Action
Report Central Database update	
48	<p>You will then be reminded to schedule a database update once you have finished installing Report Central.</p> <p>Report Central needs to update the database so that Drill-down reporting and the threat dashboard can work properly. If the database is large, this may take some time.</p> <p>You need to perform this from the Configuration > Database Connections > Update Tasks tab from Report Central.</p>
49	Click Next to continue.
Select Account for SurfControl Report Central Service	
50	Choose the domain account you want Report Central to use when connecting to the remote SQL Server database when using Windows Authentication.
51	Click Next to continue.
Setup Status	
52	<p>Report Central is performing the requested operations.</p> <p>Note: <i>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></p>
InstallShield Wizard Complete screen	
53	Click Finish .



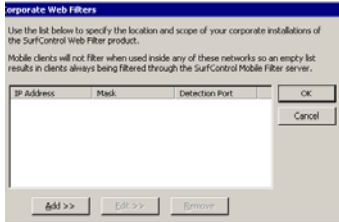
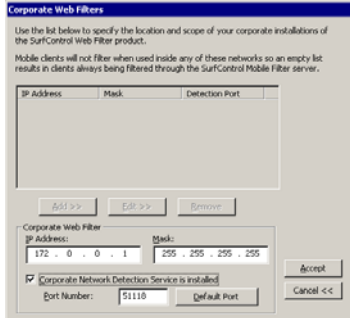
Procedure 3-1: Installing the Mobile Filter server (Continued)

Step	Action
Information	
54	You will now be asked to complete your registration details for URL Category List Updates.
	
SurfControl Product Registration	
55	Please complete all fields.
	
56	Click Register . A Category List Update event can now be seen in the Mobile Filter Scheduler.
(Sheet 8 of 8)	

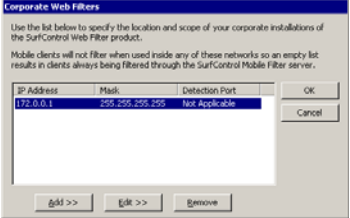
CORPORATE WEB FILTER SERVERS

Mobile Filter has the ability to recognize when it is in the vicinity of an installation of the corporate Web Filter product, which will then take over filtering of the client.

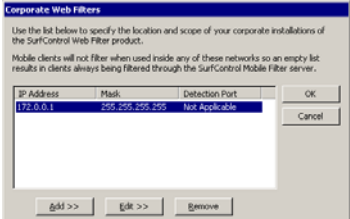
Procedure 3-2: Adding your Web Filter servers

Step	Action	
1	Open the Mobile Administrator and choose Corporate Web Filters from the Configure menu. You will see the Corporate Web Filters dialog box.	
2	Click Add to expand the dialog box and enter the IP address of the Web Filter server along with a subnet mask to show the range of IP addresses that Mobile Filter has to look for:	
3	Click Accept to add the new IP address and Mask to the list. You will see the new server appear in the list pane which will now be enabled:	
4	Click OK .	

Procedure 3-3: Making changes to server details

Step	Action	
1	Select the Web Filter server from the list and click Edit to expand the dialog box.	
2	Make the required changes to the server settings.	
3	Click OK .	

Procedure 3-4: Removing a server

Step	Action	
1	Select the Web Filter server from the list.	
2	Click Remove .	
3	Click OK to apply the changes.	

If your organization consists of more than one site, and you have a corporate Web Filter server in each one, then you can add each of these to the Mobile Administrator as a list. When a Mobile Filter client logs into the Mobile server, it informs the server of its IP address. This IP address is then tested against each Corporate Web Filter entry in the Corporate Web Filters dialog box to see if the Client's IP address exists within the range specified by each IP address and subnet mask.

The first entry found that matches the Client is then reported back for any additional checking against the CNDS (if installed. See "CNDS" on page 24 for more details). If it does not make a match with the first server it will try the next one in the list until it has tried them all. If no match is found, the client continues to filter, assuming it is not within its own corporate network.

REMOTE ADMINISTRATION AND MOBILE FILTER

When you install Mobile Filter you can choose to install the full product or a Remote Administrator from which you can administer components on your Web Filter server. If you are installing SurfControl Web Filter as a Remote Administrator you will also have access to the Mobile Administrator via this remote client. Before you install this Remote Administrator client however, you must have a full installation of Mobile Filter installed on a computer that the Remote Administrator can be pointed to..



Note: For full details on how to install Web Filter Remote Administration Client, see the Installation Guide supplied with Web Filter.

UNINSTALLING THE MOBILE FILTER SERVER

To uninstall the Mobile Filter server, use the Add/Remove programs utility in Control Panel.

CNDS

While your users are working away from the office, Mobile Filter will apply its filtering to the devices that they are using. However, you may already have SurfControl Web Filter operating within your office as a standalone product. This will be used to filter all users who are in the corporate environment and as such is capable of filtering mobile users once they connect themselves to the office network.

For this reason, a Mobile Filter client can switch off when it detects that the device on which it is installed is plugged into a corporate network, and recognizes that it is now in the same IP range as a listed Web Filter server. This saves on bandwidth and prevents duplication. Adding this information within the Mobile Administrator enables the Mobile Filter client to recognize when it is within the network of this server. As soon as the user connects to the company network Mobile Filter recognizes that its IP address is within the scope of the Web Filter server and stops filtering. Once the client is removed from the network and taken outside the range of the Web Filter server, Mobile Filter switches on once again and starts to filter the clients traffic using the Mobile Filter server.

FINE-TUNING CLIENT FILTERING

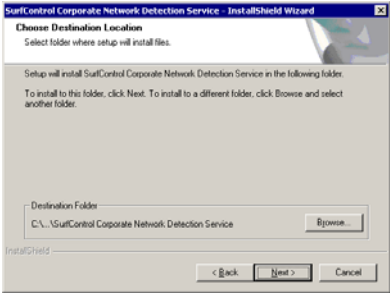
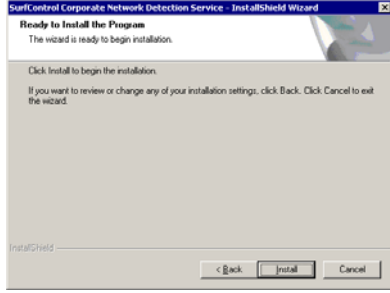
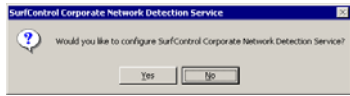
NAT boxes enables a local-area network (LAN) to use one set of IP addresses for internal traffic and a second set of addresses for external traffic. This can conflict with SurfControl Mobile Filter, in that if you use a NAT box within your network then occasionally the client will see the IP addresses within the vicinity of another NAT box as those within the network of its own corporate Web Filter server. It will then switch off in the belief that the corporate Web Filter will carry on filtering, not realizing that it is not actually within its own network environment.



Note: If necessary the SurfControl Corporate Network Detection Service can be installed on another computer though SurfControl would always recommend that it be installed on the one where SurfControl Web Filter is based.

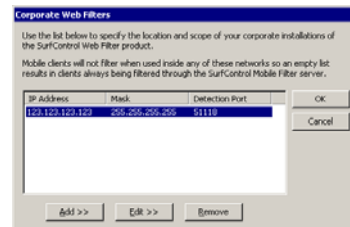
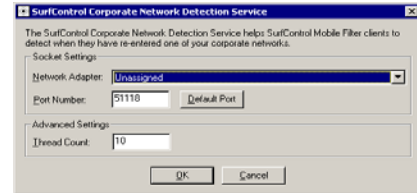
To stop this from happening you can install SurfControl's **Corporate Network Detection Service (CNDS)** on your corporate network's Web Filter server which the Mobile Filter client can query as soon as it believes that it is within range of a possible Web Filter server. If this service is present then the client will suspend filtering. If it is not, it will carry on filtering, assuming that an alternative form of filtering is not present.

CNDS is installed on the Web Filter computer and requires minimal resources. It is not however, installed with the product but comes as a separate installation.

Procedure 3-5: Installing CNDS		
Step	Action	
1	The CNDS must be installed on your corporate Web Filter computer. Download the Corporate Network Detection Service from the SurfControl website or navigate to the Corporate Network Detection Service <code>setup.exe</code> file on your SurfControl CD.	
2	Double click <code>setup.exe</code> to start the installation.	
3	From the Welcome screen, click Next .	
Choose Destination Location screen		
4	Click Browse to specify a location other than the default. Click Next to continue.	
Ready To Install the Program screen		
5	Click Back to change the Destination Location. Click Install to start the installation. CNDS will be installed to the location specified.	
InstallShield Wizard Complete		
6	Click Finish to complete the installation.	
Configure CNDS		
7	If you want CNDS to use its default settings click No . If you want to examine your settings click Yes .	
(Sheet 1 of 2)		

Procedure 3-5: Installing CNDS (Continued)

Step	Action
CNDS Configuration dialog box	
8	<p>You can change the following settings:</p> <ul style="list-style-type: none"> • Network Adapter: - choose your network adapter from the drop-down list. 'unassigned' means that the service will listen on the default available network adapters. • Port Number: - specify the port number on which the Server will await a connection from the client. This must be in the range of 1 – 65535. Click Default Port to return to the default setting of 51118. • Thread Count: - Set the maximum number of threads created to handle incoming requests.
9	Once you are happy with the settings click OK to apply them to the service.
Configuring the Corporate Web Filters for CNDS	
10	<p>From the Mobile Administrator select Corporate Web Filters from the Configure menu. You will see the Corporate Web Filters dialog box with the IP Address of your corporate Web Filter machine. If you have not added the IP address of your corporate Web Filter to SurfControl Mobile Filter see Procedure 3-2 "Adding your Web Filter servers" on page 21.</p> <p>Click Edit:</p>
11	<p>You will see the IP Address and Mask of the Corporate Web Filter machine in the text boxes within the Corporate Web Filter section where they can be changed if necessary. In this dialog box:</p> <ul style="list-style-type: none"> • In the Corporate Network Detection Service section select Corporate Network Detection Service is installed. • Check that the port for CNDS to listen on is the same as specified in Step 8.
12	Click Accept .
(Sheet 2 of 2)	



You can change the settings for the CNDS at any time by going to the corporate Web Filter machine and choosing **SurfControl Corporate Network Detection > Detection Service Configuration** from the SurfControl Mobile Filter Program menu. You will now see the SurfControl Corporate Network Detection Service Setup dialog box where you can configure these settings.

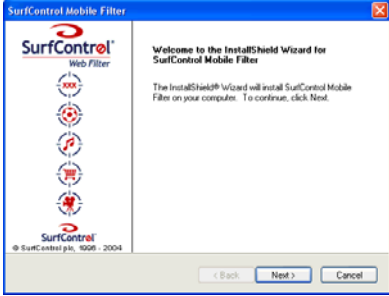
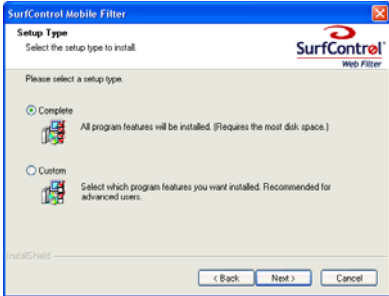
THE MOBILE FILTER CLIENT

Once you have installed your Mobile Filter server you can install the Mobile Filter client on any supported devices that you wish to filter. Before you start to install the client make sure that you are in possession of the following:

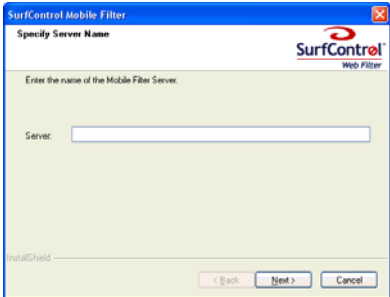
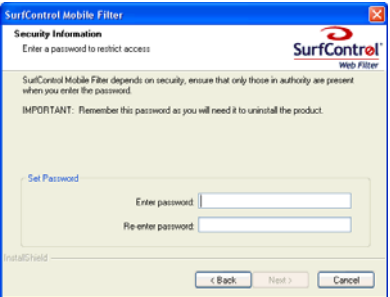
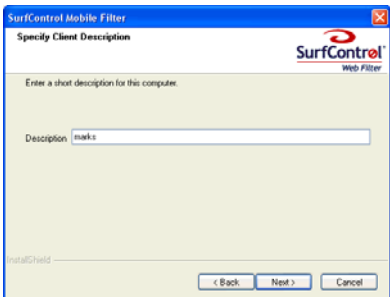
- The name of your Mobile Filter server.
- A password that can be entered during installation to prevent a user from un-installing the client.
- A description that will enable you to identify this client easily in the Mobile Administrator.

Make sure that the device that you are about to install on meets the client system requirements listed in the Pre-installation section.

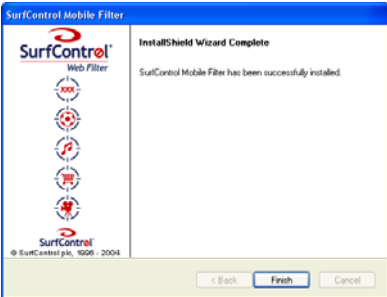
Procedure 3-6: Installing the Mobile Filter client

Step	Action
1	Download the Mobile Filter client software and then use it in one of the following ways: <ul style="list-style-type: none"> • Copy it to a shared network drive that your remote devices will be able to access. • Create a CD of the client software and then manually install it on each device.
2	Double click the <code>setup.exe</code> file to begin the client installation
Welcome screen	
3	Click Next .
	
Setup Type screen	
4	SurfControl recommends that users select the Complete Setup Type option.
	
5	Click Next to continue.

Procedure 3-6: Installing the Mobile Filter client

Step	Action
Specify Server Name screen	
6	<p>Enter the name of the Mobile Filter server. All client Internet requests will monitored via this server.</p> 
7	<p>Click Next. The installation will attempt to communicate with the specified server.</p> <p>Note: <i>This DNS name or IP address (external IP address or Fully Qualified Domain Name - FQDN) must be resolvable and contactable by the device when it is both internal AND external to your network.</i></p> <p>If the server does not respond you will see an error message. This could be because you have entered the server name incorrectly or the server is not running. Other possible causes include incorrect firewall configuration.</p>
Security Information screen	
8	<p>Enter and re-enter a password. This is to ensure that anyone using this device cannot uninstall the Mobile Filter client via the by-pass the filtering mechanism. This password will be available to the administrator for future reference in the Mobile Administrator interface.</p> <p>Note: The password should be a maximum of 16 characters.</p> 
9	Click Next .
Specify Client Description screen	
10	<p>Enter a description for the Mobile Filter client. This identifies the client within the Mobile Administrator. When distributing the client installation executable, you may want to include a list of client descriptions for each device. Users can then enter the description allocated to their device.</p> 
11	Click Next to continue.

Procedure 3-6: Installing the Mobile Filter client

Step	Action	
InstallShield Wizard Complete screen		
12	Click Finish to complete the client installation.	

UPGRADING CLIENTS

When upgrades become available for your clients you can use the client Upgrade Details dialog box to inform your client of the upgrade and even force them to do so. The ‘Client Type:’ pane in this dialog box contains a list of clients that have been registered with this Mobile Filter server during a Mobile Filter client installation. If no clients have been registered with the server, then this list will be empty.



Note: If you do not have the mechanism for rolling out updates automatically, you can inform users of available updates so that they can update their client themselves.

Procedure 3-7: Upgrading your Mobile Filter clients

Step	Action
1	Download the upgrade and make it available to your clients.
2	Select Client Upgrade Details from the Configure menu. You will see the Client Upgrade Details dialog box: <div data-bbox="1002 821 1417 1083" data-label="Image"> </div>
3	Select the client type that you wish to apply the upgrade information to then select the ‘ Upgrade is Available ’ check box.
4	Enter the version number of the NEW client.
5	If you have set up a web server for clients to upgrade from a web page then type the URL to this page in the ‘ Web address of new client install: ’ text box. The user will be asked if they wish to visit this site to perform an upgrade. <p>Note: There are tools available for IIS servers that may prevent the downloading of the client upgrades. Examples of these tools include the IIS Lock Down Tool Wizard (iislockd.exe) and URLScan.</p> <p>Note: If no URL is entered then the user will be advised that there is an upgrade but they will have to contact their Systems Administrator for the update.</p>
6	Click Test to ensure the link works. Remember, your clients must be able to access the upgrade site remotely if the upgrading process is to work.
7	Select ‘ Clients must upgrade ’ to force your clients to upgrade. <p>Note: Using a client offline action of ‘Block All’ while ‘Clients must upgrade’ is selected will mean that the client machine will be unable to access the Internet and the user will be forced to upgrade. This does mean however, that the client will be unable to access any upgrade web page and will need to be inside a web filter network to upgrade.</p>

UNINSTALLING CLIENTS

Use **Add/Remove Programs** from the **Control Panel** to uninstall the Mobile Filter client. You will need to supply the password that you set during the installation of the Mobile Filter client to uninstall it. This password can be found in the Mobile Administrator. Restart the device after un-installing.

If you need to uninstall a Mobile Filter client, ensure the device is not connected to the Internet at the time. Otherwise a tamper message will be sent to the server if Log and Allow is selected as the Offline Action. See Chapter 14 - Mobile Filter of the *Administrator's Guide*, for more details about Offline Actions.

Tamper Action

If a user attempts to manually uninstall the product or change it in some way a message will be displayed stating that a tamper has been detected. Tampers are reported back to the Mobile Filter server with minor problems automatically fixed. However, in the case of extensive tampering resulting in serious malfunction, the product will need to be re-installed. If you need to uninstall the Mobile Filter client and the password is being rejected this could be due to one of two reasons:

- You are using the wrong password.
- Tampering has disabled the product or corrupted it in some way so that the password will no longer work.

You can use Password Bypass to override the password and gain access to the Mobile Filter client uninstall process. For information on how to do this, see the Troubleshooting section of the *Administrator's Guide*.

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 3-8:

Procedure 3-8: 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 3-9:

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 Reader 6.0 or later to read reports in PDF format.	

To distribute the remote access shortcut, follow procedure Procedure 3-9.

Procedure 3-9: 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" on page 118. of the 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.