



Version 5.5

SurfControl Web Filter for Citrix

Installation Guide



NOTICES

Copyright © 2006 SurfControl plc. All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior permission of the copyright owner.

This product includes software developed by the Apache Software Foundation <http://www.apache.org/>.

This product contains work based on the wvWare program, which is licensed under the Free Software Foundation General Public License.

This product incorporates code from GoAhead Software Inc., Copyright 2003 GoAhead Software, Inc. All Rights Reserved.

SurfControl is a registered trademark, and SurfControl and the SurfControl logo are trademarks of SurfControl plc. All other trademarks are property of their respective owners.

SurfControl Web Filter contains the VeriSign International Domain Name (IDN) SDK

Copyright © 2003, VeriSign Inc.

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
- Neither the name of the VeriSign Inc. nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

This software is licensed under the BSD open source license. For more information visit www.opensource.org.

SurfControl Web Filter contains the MD5.H - header file for MD5C.C: Copyright © 1991-2, ROSA Data Security, Inc. Created 1991. All rights reserved.

Copyright 2001-2004 Apache Foundation

Licensed under the Apache License, Version 2.0 (the "License");

you may not use this file except in compliance with the License.

You may obtain a copy of the License at <http://www.apache.org/licenses/LICENSE-2.0>

Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied.

See the License for the specific language governing permissions and limitations under the License.

Comments on this Guide?

COMMENTS ON THIS GUIDE?

You can view updated documentation and support information at
<http://www.surfcontrol.com/support/>

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

October 2006

TECHNICAL SUPPORT

- For the latest support information on SurfControl products, visit <http://www.surfcontrol.com/support>
- Read the Top Issues - This page has a quick list that covers the most common support issues with the SurfControl products. If your problem is here, you will have an immediate answer.
- Search our Knowledge Base - our new, constantly updated Knowledge Base contains articles, FAQs and glossary items to answer your questions about all SurfControl products.
- If your question or problem cannot be answered by the Top Issues or is not in the Knowledge Base, fill out an Online Support Request Form
- Telephone Support - If you would like to speak with a Technical Support Representative, our excellent SurfControl Technical Support is just a phone call away.

SURFCONTROL SALES

For product and pricing information, or to place an order, contact SurfControl. To find your nearest SurfControl office, please visit our Web site.

<http://www.surfcontrol.com>

CONTENTS

Notices.....	i
Comments on this Guide?.....	ii
Technical Support.....	iii
SurfControl Sales.....	iii
Contents	v
INTRODUCTION	1
Why use Web Filter for Citrix?	2
PRE-INSTALLATION	3
Where to install.....	4
Recommended Location	4
System Requirements	5
Server	5
Installing on Windows 2000 Server	5
Installing on Windows Server 2003	6
Client	6
Database Considerations.....	7
SQL Server Express	7
SQL Server	9
Database Authentication	10
INSTALLATION	11
Introduction.....	12
Installation Procedures	13
Changes to the Server	13
The Web Filter for Citrix Server.....	15
Configuration Wizard.....	17
Post Installation Tasks.....	23
Corporate Web Filter servers	23
Remote Administration and Web Filter for Citrix	25
Uninstalling the Web Filter for Citrix server	25
The Web Filter for Citrix client	26
Upgrading clients	29
Uninstalling clients	30
Tamper Action	30

Contents



Chapter 1

Introduction

Why use Web Filter for Citrix?

page 2

WHY USE WEB FILTER FOR CITRIX?

SurfControl Web Filter for Citrix enables you to extend your corporate Acceptable Use Policy beyond the walls of the office. You can manage the Internet use of mobile and remote employees who are accessing their desktop using Citrix, and protect your enterprise against common threats such as:

- **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 loss** - if an employee is accessing the Internet in company time with company property, you can ensure that it is for company use.
- **Network security risks** - 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

page 4

System Requirements

page 5

Database Considerations

page 7

WHERE TO INSTALL

RECOMMENDED LOCATION

Figure 2-1 shows the SurfControl Web Filter for Citrix server installed within the main network. The diagram also shows how another office can be connected via a VPN to the Web Filter for Citrix Server:

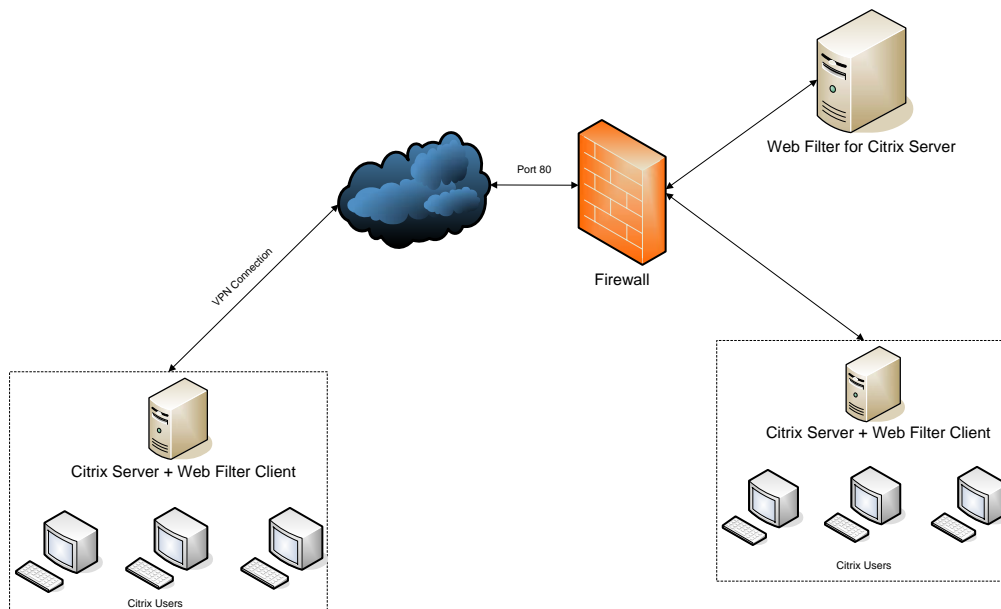


Figure 2-1 Web Filter for Citrix within a DMZ

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 Web Filter for Citrix server System Requirements

Component	Minimum	Recommended
Processor	Intel Pentium III	Intel Pentium IV
Memory	512 MB RAM	1 GB 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 Note: Windows Server 2003 must have SP1 installed	
Disk Space	1 GB free	5 GB free
Supported database platforms (with latest Service Packs)	Microsoft SQL Server Express (Requires Windows Installer 3.1 if installing on a Windows 2000 computer) Microsoft SQL Server 2000 Microsoft SQL Server 2005 Note: SurfControl recommends that you have your SQL Server Express or SQL Server installed before installing Web Filter for Citrix.	
Applications	Citrix Presentation Server 3.0 Standard Edition Citrix Presentation Server 3.0 Enterprise Edition Citrix Presentation Server 4.0 Standard Edition Citrix Presentation Server 4.0 Enterprise Edition 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 Web Filter for Citrix server check that you have **Internet Services Manager** installed from the **Programs > Administrative Tools** menu. If this is not installed, add it via **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 **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 Control Panel double-click Internet Services Manager .
2	Expand the local computer tree, click Web Service Extensions . Select All Unknown ISAPI Extensions . Click Allow .
3	Install SurfControl Web Filter for Citrix.

CLIENT

Table 2-2 Web Filter for Citrix Client System Requirements

Component	Minimum	Recommended
Processor	Intel Pentium III	Intel Pentium IV
Memory	48 MB RAM	
Supported Operating Systems (with latest Service Packs)	Windows 2000 Windows Server 2003 (must have SP1 installed)	
Disk Space	10 MB free	
Applications	Citrix Presentation Server 3.0 Standard Edition Citrix Presentation Server 3.0 Enterprise Edition Citrix Presentation Server 4.0 Standard Edition Citrix Presentation Server 4.0 Enterprise Edition	

DATABASE CONSIDERATIONS

Before you begin installing Web Filter for Citrix, you should decide:

- Which database platform you plan to use (SQL Server Express or SQL Server).
- How Web Filter for Citrix will connect to the database (Windows authentication or SQL authentication).

SurfControl Web Filter for Citrix uses SQL Server Express, or a fully-licensed version of SQL Server 2000 or 2005. If you plan to use SQL Server, make sure the software is installed and running before attempting to install Web Filter for Citrix.

Your choice of platform will not affect how well Web Filter for Citrix performs, but using SQL Server rather than SQL Server Express allows more flexibility and the ability to fine-tune database performance. It is also more suitable for environments with heavy Web traffic.

Web Filter for Citrix 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 a Data Source Name (DSN). Therefore, any Web Filter for Citrix server on the network can access the database without creating a link through the ODBC driver.

SQL SERVER EXPRESS

If you are not using SQL Server, you need to install SQL Server Express. SurfControl recommends you install your database before installing Web Filter for Citrix.

Using SQL Server Express

If you want to use SQL Server Express, be aware of the following:

- You must install **.NET Framework 2.0** before installing SQL Server Express.
- If installing on a **Windows 2000** computer, you must install **Windows Installer 3.1** before installing SQL Server Express.
- You must install SQL Server Express as a **Default Instance** when prompted during installation.
- You must install the **Database and Connectivity Components** when prompted during installation.
- You must perform the steps outlined in Procedure 2-2 before installing Web Filter for Citrix.
- By default, SQL Server Express runs as a Network Service. When performing a database archive or restore, it needs to run with a local admin account to be able to access drive c.
- Microsoft specifies that the maximum size for a SQL Server Express database is **4 GB**.

As with MSDE you can use the Windows OSQL utility from the command prompt to access data tables. For more details about the OSQL utility, visit www.microsoft.com.

For more information on SQL Server Express, visit:

<http://www.microsoft.com/sql/editions/express/default.msp>

Procedure 2-2: Post SQL Server Express Installation Configuration

Step	Action
The following post SQL Server Express installation configuration is taken from the MSDN Blog entry: http://blogs.msdn.com/sqlexpress/archive/2004/07/23/192044.aspx . This explains the steps in more detail.	
1	Make sure SQL Server Express is running correctly (assumes a default install).
2	Open a Command Prompt.
3	Enter the following: <code>sqlcmd -S.\sqlexpress</code> You should get a prompt like this: <code>1></code>
4	Enter: <code>Exit</code> to exit <code>sqlcmd</code>
5	Open the SQL Computer Manager .
6	Expand " Server Network Configuration ".
7	Expand Protocols for " SQLEXPRESS ".
8	Enable Np (for local and remote access).
9	Enable TCP (for local and remote access).
10	Restart SQL Server Express.

SQL SERVER

If you have 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 a SQL Server database, but have not installed Microsoft SQL Server, complete the following tasks before installing Web Filter for Citrix:

Install SQL Server on the designated server; this can be the same machine as the Web Filter for Citrix server.



Warning: 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 for Citrix.

- 1 Make sure your server has the minimum resources listed in Table 2-3.

Table 2-3 SQL Server minimum requirements on Web Filter for Citrix server

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

- 2 Configure SQL Server to limit memory and processors when running both Web Filter for Citrix and SQL Server on the same computer.
- 3 There should only be one database owner (db_owner) per database.
- 4 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

Use SQL Server 2000 or 2005 on a dedicated server if your organization:

- Needs to store large amounts of data (for example, you have a large number of users, high Internet activity, or need to retain data for an extended period.)
- Requires more than one Web Filter for Citrix server (collector) to consolidate data in a single database.
- Plans to store Web Filter for Citrix and SurfControl E-mail Filter data on the same SQL Server installation.

Considerations for large environments

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

Table 2-4 SQL Server minimum requirements for large environments

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

DATABASE AUTHENTICATION

Web Filter for Citrix supports both Windows authentication and SQL authentication.

SurfControl recommends SQL authentication for Web Filter for Citrix.

Windows authentication

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

SQL authentication

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

Introduction	page 12
The Web Filter for Citrix Server	page 15
The Web Filter for Citrix client	page 26

INTRODUCTION

This chapter explains how to install SurfControl Web Filter for Citrix. There are four stages to the installation process.

Table 3-1 Installation Workflow

Stage	Description
Database platform preparation	If you have chosen SQL Server Express for your database platform, download and install it from the Microsoft Web site.
Product installation and Configuration Wizard	Install Web Filter for Citrix (complete installation).
Remote Administration	If you want to administrate the Web Filter for Citrix server from a remote location, install the Remote Administration client on the remote computer. Install the VCA client if required.
Report Central	Download and install SurfControl Report Central from www.surfcontrol.com

INSTALLATION PROCEDURES



This section contains the following procedures:

- 1 Installing SQL Server Express (optional) - Procedure 3-1.
- 2 Installing Web Filter for Citrix - Procedure 3-2.

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

CHANGES TO THE SERVER

Installing Web Filter for Citrix makes the following changes to your server:


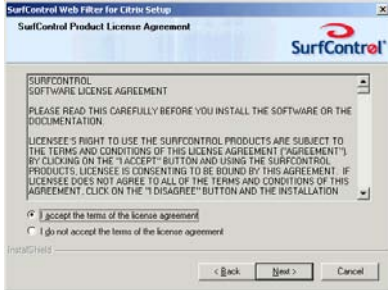
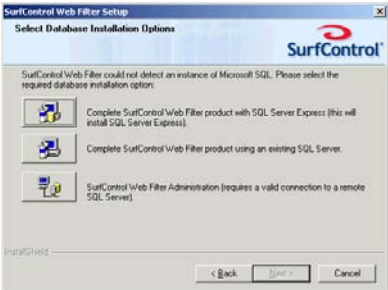
- Places a Web Filter for Citrix icon in the Notification Area at startup. 
 - From this icon, you can start and stop the Web Filter and Scheduler services and configure the Web Filter service settings. You can also serialize the product from the About dialog box.
 - If the Web Filter Service has been stopped the icon is grayed out. 
 - In a Web Filter for Citrix Remote Administration installation, the gray icon is placed in the Notification Area to indicate that the service is not running locally.
- Adds necessary registry entries.
- Creates the SurfControl_WebFilter database.
- Adds the following services:
 - SurfControl Web Filter for Citrix service
 - SurfControl Web Filter for Citrix Scheduler service
 - SurfControl Web Filter for Citrix Remote Administration service
 - SurfControl Web Filter Audit Logger service
 - SurfControl Virtual Control Agent service (can only be started with a licensed version of Web Filter for Citrix)

Procedure 3-1: Installing SQL Server Express (optional)




Step	Action
1	If you plan to use SQL Server Express for your database platform, you must install it in the following order before installing Web Filter.
2	Download and install .NET Framework 2.0 from http://msdn.microsoft.com/netframework/ If Installing on a Windows 2000 computer, download and install Windows Installer 3.1 .
3	Download and install SQL Server Express from http://www.microsoft.com/sql/editions/express/default.aspx <i>Note: You must install the Database and Connectivity Components when prompted during installation.</i>
4	You need to run SQL Server Express with a local admin account to be able to perform database management tasks such as Archive and Restore, as these tasks require access to drive C on your server.
5	You will need to restart the server before installing SurfControl Web Filter for Citrix.

You are now ready to begin installing the Web Filter for Citrix server. Continue to Procedure 3-2.

THE WEB FILTER FOR CITRIX SERVER

Procedure 3-2: Installing SurfControl Web Filter for Citrix		
Step	Action	
1	Locate the SurfControl Web Filter executable file (setup.exe).	
2	Double-click setup.exe to start the installation process.	
3	The Welcome screen is displayed. Click Next .	
4	The License Agreement screen is displayed. Select I accept the terms of the license agreement . Click Next .	
5	If the setup program does not detect a suitable database, the Select Database Installation Options is displayed. You can either: <ul style="list-style-type: none"> Install the complete product which will also install SQL Server Express. Install the complete product using an existing SQL Server database. Install the Remote Administration version of Web Filter. Click Next .	




Procedure 3-2: Installing SurfControl Web Filter for Citrix

Step	Action	
6	<p>The Setup Type screen is displayed.</p> <p>Select Complete Product.</p> <p>The setup program installs Web Filter to a default path of c:\program files\SurfControl\Web Filter. If you want to install Web Filter in a different location on the server, click Browse to choose a new path.</p> <p>Click Next.</p>	
7	<p>The Installation Summary screen is displayed.</p> <p>Review your settings before starting the installation. When you are ready, click Next to begin copying the Web Filter files.</p>	
8	<p>You have successfully installed Web Filter.</p> <p>Click Finish. The Configuration Wizard will start automatically. See “Using the Configuration Wizard” on page 17 for more details.</p>	



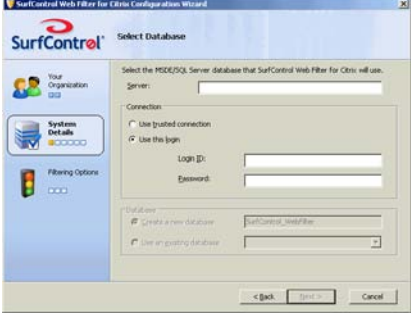
Configuration Wizard

The wizard will launch after you have finished the complete installation process on your Web Filter server. Follow Procedure 3-3.





Procedure 3-3: Using the Configuration Wizard

Step	Action	
1	As soon as the setup program is complete, the Configuration Wizard will start. Click Next .	
2	The Your Organization screen is displayed. This screen outlines the information you will enter in this section. Click Next .	
3	The Customer Information screen is displayed. Fill in your details to register with SurfControl. Registered users can schedule live updates of the Internet Threat Database. Click Next .	

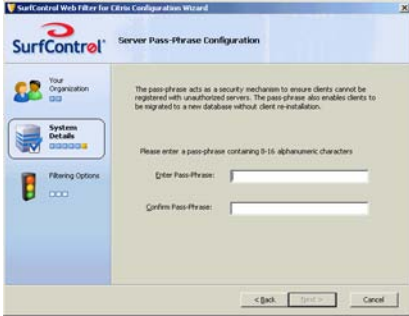
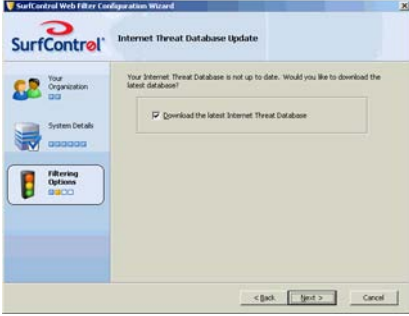
Procedure 3-3: Using the Configuration Wizard

Step	Action	
4	<p>The Licensing screen is displayed.</p> <p>If you are an evaluating customer, select I am evaluating SurfControl Web Filter for Citrix. Click Next.</p> <p>If you have purchased a Web Filter license, select I have purchased a license and enter your license key. Click Next. If you have purchased Web Filter but do not have a license key, contact SurfControl Sales.</p>	
5	<p>The System Details screen is displayed.</p> <p>This screen outlines the information you will enter in this section.</p> <p>Click Next.</p>	
6	<p>The Select Database screen is displayed. Fill in the fields as follows:</p> <p>Server: enter the name or IP address of the server where your MSDE, SQL Server Express or SQL Server database is located.</p> <p>Connection: specify how Web Filter connects to the database. Web filter uses either a SA username and password, or a trusted connection.</p> <p>Database: specify whether you want to use an existing Web Filter database, or create a new one.</p> <p>Click Next.</p>	



Procedure 3-3: Using the Configuration Wizard

Step	Action	
7	<p>The Select Account screen is displayed if you chose a trusted connection in step 6.</p> <p>You need to select how Web Filter will connect to your database.</p> <p>If your database is located on the same server as Web Filter, you can select Use Local System Account.</p> <p>If your database is hosted remotely on another server, you need to select This Account.</p> <p>You need to enter the Domain and User name, with the corresponding Password for that user. Click Next.</p>	
8	<p>The Privacy Options screen is displayed.</p> <p>Note: <i>This screen will not appear if you selected an existing database in Step 7.</i></p> <p>If you need to hide user information to comply with regional legislation, select Hide user identifiable information.</p> <p>Click Next.</p>	
9	<p>The Secure Active Directory Connection Configuration screen is displayed. By default a non-secure connection is made to your Active Directory server. To change this to a secure SSL connection, select Secure Connection. Web Filter will attempt a secure connection when you click Next.</p>	
10	<p>The Enable the Bandwidth Control Feature screen is displayed.</p> <p>If you are installing Web Filter for Citrix on an ISA Server platform, you can enable this feature. This allows you to prioritize traffic by applying a bandwidth control to a rule.</p>	






Procedure 3-3: Using the Configuration Wizard

Step	Action	
11	<p>The Server Pass-Phrase Configuration screen is displayed. The pass-phrase ensures that Web Filter for Citrix clients only connect to the specified server. It is also used when performing a client upgrade.</p> <p>Enter an alphanumeric pass-phrase of between 8 to 16 characters.</p> <p>Click Next.</p>	
12	<p>The Filtering Options screen is displayed. This screen outlines the information you will enter in this section.</p> <p>Click Next.</p>	
13	<p>The Automatic Database Management screen is displayed.</p> <p>To purge the Web Filter database automatically once a month, select;</p> <p>Archive and purge monitored traffic database once a month.</p> <p>Click Next.</p>	
14	<p>The Internet Threat Database Update screen is displayed.</p> <p>For maximum protection you need the latest threat information. Select Download the latest Internet Threat Database.</p> <p>Click Next.</p>	

Procedure 3-3: Using the Configuration Wizard

Step	Action	
15	<p>The E-mail Notifications screen is displayed.</p> <p>Web Filter can notify the systems administrator when system events occur. Fill in the fields as follows:</p> <p>E-mail Server: enter the name or IP address of the e-mail server for your domain. Web Filter will use this e-mail server to send notifications.</p> <p>Recipient address: enter the e-mail address of the systems administrator.</p> <p>From address: enter the address that the notification e-mails will be sent from.</p> <p>Now specify which Message Types you want to be notified of. Choose any or all of the following:</p> <ul style="list-style-type: none"> • Service running status changes • Internet Threat Database license reminders • Scheduled task failures • Catch up mode notifications <p>When you have made your choices, click Next.</p>	
16	<p>The Categorization screen is displayed.</p> <p>When Web Filter encounters an uncategorized Web destination, it can send the details anonymously to SurfControl. This helps to improve the effectiveness of the Internet Threat Database for future updates.</p> <p>Clear the Anonymously send VCA and uncategorized destination information to SurfControl check box to opt out of sending this information.</p> <p>If you access the Internet via a proxy server, you can set the authentication for sending information via this method.</p> <p>You can also categorize your organization's domains as belonging to the Company and Intranets category. This means that when users visit your organization's Web site or intranet, their visit will be logged under this category.</p> <p>Click Add to add your domain (without entering the http://www prefix).</p> <p>Click Next.</p>	

Procedure 3-3: Using the Configuration Wizard

Step	Action	
17	<p>The Ready to Configure screen is displayed.</p> <p>You can see a list of tasks that the Configuration Wizard will perform to configure Web Filter.</p> <p>Click Start.</p>	
18	<p>The Configuring screen is displayed.</p> <p>A blue arrow shows the task currently in progress. As each task is completed, you will see a green check.</p> <p>If there is a problem with a task, you will see a warning icon  next to it.</p> <p>You can either go Back to change your settings, or Skip the task and move on to the next one.</p> <p>If there is a serious problem, you will see the  icon. If this happens, the Skip button will be disabled and you must go back to correct your settings.</p> <p>Note: <i>If you skip a task, Web Filter may not filter traffic effectively.</i></p>	
19	<p>The Configuration Complete screen is displayed.</p> <p>You will need to install SurfControl Report Central to run reports on the internet traffic monitored by Web Filter. This is available from a product DVD or as a download from www.surfcontrol.com.</p> <p>Click Finish.</p> <p>Web Filter is now ready to start protecting your system from Internet Threats.</p>	

POST INSTALLATION TASKS



The following tasks need to be considered following the installation of Web Filter for Citrix:

- Adding, editing or removing your corporate Web Filters in the Client Administrator.
- Setting up a Remote Administration client.
- Configuring the Corporate Network Detection Service (CNDS).
- Installing the Web Filter for Citrix client on your mobile devices.


CORPORATE WEB FILTER SERVERS

Web Filter for Citrix 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.

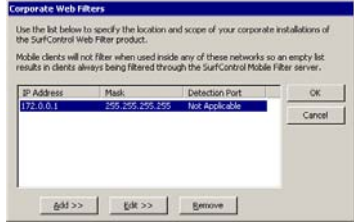
Procedure 3-4: Adding your Web Filter servers

Step	Action	
1	Open the Client Administrator and select Corporate Web Filters from the Configure menu. The Corporate Web Filters dialog box is displayed.	
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 Web Filter for Citrix 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 3-5: 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 3-6: 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 Client Administrator as a list. When a Web Filter for Citrix client logs into the Web Filter for Citrix 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 “The Web Filter for Citrix client” on page 26 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 WEB FILTER FOR CITRIX

When you install Web Filter for Citrix you can choose to install the complete 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 Client Administrator via this remote client. Before you install this Remote Administrator client however, you must have a complete installation of Web Filter for Citrix installed on a computer that the Remote Administrator can be connected to.



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

UNINSTALLING THE WEB FILTER FOR CITRIX SERVER

To uninstall the Web Filter for Citrix server, select **Add or Remove Programs** from **Control Panel**.



THE WEB FILTER FOR CITRIX CLIENT

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

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

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

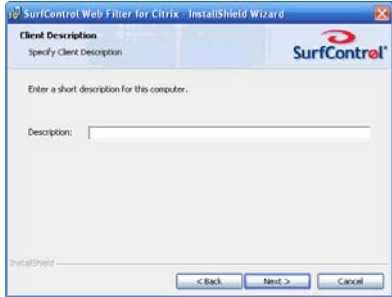

Procedure 3-7: Installing the Web Filter for Citrix client

Step	Action
1	Download the Web Filter for Citrix 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 .
	
License Agreement screen	
4	Select I accept the terms in the license agreement . Click Next .
	

Procedure 3-7: Installing the Web Filter for Citrix client

Step	Action	
Setup Type screen		
5	SurfControl recommends that users select the Complete Setup Type option.	
6	Click Next to continue.	
Server Details screen		
7	Enter the name of the Web Filter for Citrix server. All client Internet requests will be monitored via this server.	
8	<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		
9	<p>Enter and re-enter a password. This is to ensure that anyone using this device cannot uninstall the Web Filter for Citrix client via the by-pass filtering mechanism. This password will be available to the administrator for future reference in the Client Administrator interface.</p> <p>Note: The password should be a maximum of 16 characters.</p>	
10	Click Next .	

Procedure 3-7: Installing the Web Filter for Citrix client

Step	Action	
Specify Client Description screen		
11	Enter a description for the Web Filter for Citrix client. This identifies the client within the Client 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.	
12	Click Next to continue. The client is ready to be installed.	
InstallShield Wizard Complete screen		
13	Click Finish to complete the client installation.	

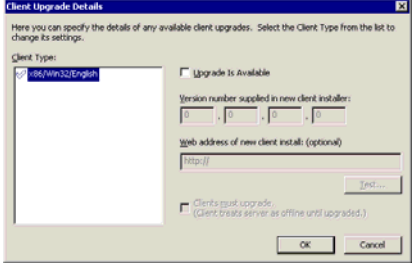
UPGRADING CLIENTS

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 Web Filter for Citrix server during a Web Filter for Citrix 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 3-8: Upgrading your Web Filter for Citrix 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: 
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. Note: <i>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.</i> Note: <i>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.</i>
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. Note: <i>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.</i>

UNINSTALLING CLIENTS

Use **Add or Remove Programs** from **Control Panel** to uninstall the Web Filter for Citrix client. You will need to supply the password that you set during the installation of the Web Filter for Citrix client to uninstall it. This password can be found in the Client Administrator. Restart the device after uninstalling.

To uninstall a Mobile Filter client that has an Offline Action setting of Log and Allow, ensure the device is not connected to the Internet at the time, otherwise a tamper message will be sent to the server.

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. Tamperers are reported back to the Web Filter for Citrix server with minor problems automatically fixed. However, in the case of extensive tampering resulting in serious malfunction, the product will need to be reinstalled. If you need to uninstall the Web Filter for Citrix 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 Web Filter for Citrix client uninstall process. For information on how to do this, see the Troubleshooting section of the *Administrator's Guide*.