



 **Trustwave**[®]
Smart security on demand

**SECURITY REPORTER
EVALUATION GUIDE
VERSION 3.4**

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Formatting Conventions

This manual uses the following formatting conventions to denote specific information.

Format and Symbols	Meaning
<u>Blue Underline</u>	A blue underline indicates a Web site or email address.
Bold	Bold text denotes UI control and names such as commands, menu items, tab and field names, button and check box names, window and dialog box names, and areas of windows or dialog boxes.
<code>Code</code>	Text in this format indicates computer code or information at a command line.
<i>Italics</i>	Italics are used to denote the name of a published work, the current document, or another document; for text emphasis; or to introduce a new term. In code examples italics indicate a placeholder for values and expressions.
[Square brackets]	In code examples, square brackets indicate optional sections or entries.
	Note: This symbol indicates information that applies to the task at hand.
	Tip: This symbol denotes a suggestion for a better or more productive way to use the product.
	Caution: This symbol highlights a warning against using the product in an unintended manner.

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1 Security Reporter Evaluation Guide

1.1 Product Overview

The Security Reporter (SR) from Trustwave consists of the best in breed of Professional Edition reporting software, with the capability to generate reports on end user browsing activity and security events from Trustwave Secure Web Gateway (SWG) servers.

Logs of end user Internet activity from SWGs are fed into SR, giving you an overall picture of end user productivity in a bar chart dashboard, and the ability to interrogate massive datasets through flexible drill-down technology, until the desired view is obtained. This “view” can be memorized and saved to a user-defined report menu for repetitive, scheduled execution and distribution.

SWG logs provide content for bar charts detecting security threats on the network so that prompt action can be taken to terminate them before they become a liability on your network.

Using the SR, threats to your network are readily targeted, thus arming you with the capability to take immediate action to halt the source, secure your network, and protect your organization against lost productivity, network bandwidth issues, and possible legal problems that can result from the misuse of Internet and intranet resources.

1.2 Note to Evaluators

Thank you for taking the time to review the Trustwave Security Reporter. Your interest in our company and product is greatly appreciated.

This Evaluation Guide Is designed to provide product evaluators an efficient way to install, configure and exercise the main product reporting features of the Security Reporter: Summary reports, detailed Drill down reports, and the flexible Report Wizard.

1.3 Install, Configure, and Test the Security Reporter

The Security Reporter can be installed in your network as an appliance or as a virtual image on a dedicated appliance.

To install the SR appliance, configure the server, and test the unit to ensure that reporting is operational, please refer to the step-by-step instructions in the Trustwave Security Reporter Appliance Installation Guide provided inside the carton containing the chassis.

To install the SR application in an environment supporting Virtualization Technology, refer to the Security Reporter Virtual Installation Guide downloaded from our public Web site at <http://www.trustwave.com/support/sr/documentation.asp>.

Please note that prior to reviewing the SR, the Trustwave Secure Web Gateway (SWG) appliance(s) must already be installed. The SWG appliance is required to generate log data and send the logs to the SR.



Note: See the Trustwave SWG Setup and Configuration Guide for information on setting up the Secure Web Gateway on your network.

1.4 About this Evaluation Guide

The Trustwave Security Reporter Evaluation Guide includes the following topics:

- Category and User Group configuration
- Reports
- Report Wizard features and usage

2 Configuration

2.1 Understand common configuration elements

The first sections of the Evaluation Guide lead the evaluator through the most common and useful features of the Security Reporter, starting with the elements that should be configured first, then moving on to the usage of the many different types of reports available in the SR. In this chapter you are directed through recommended configuration steps. In the following chapter, you are led through a standard use case that explains how to investigate a violation of your Internet Acceptable Use Policy.

After stepping through these sections of the Evaluation Guide, you will understand how to set up powerful reports that can be e-mailed on a regular basis, thus minimizing the effort required for ongoing configuration of the product. In short, by pursuing these exercises, you will discover that the Security Reporter is both easy to use while at the same time best in class in the level of detailed reporting it provides.

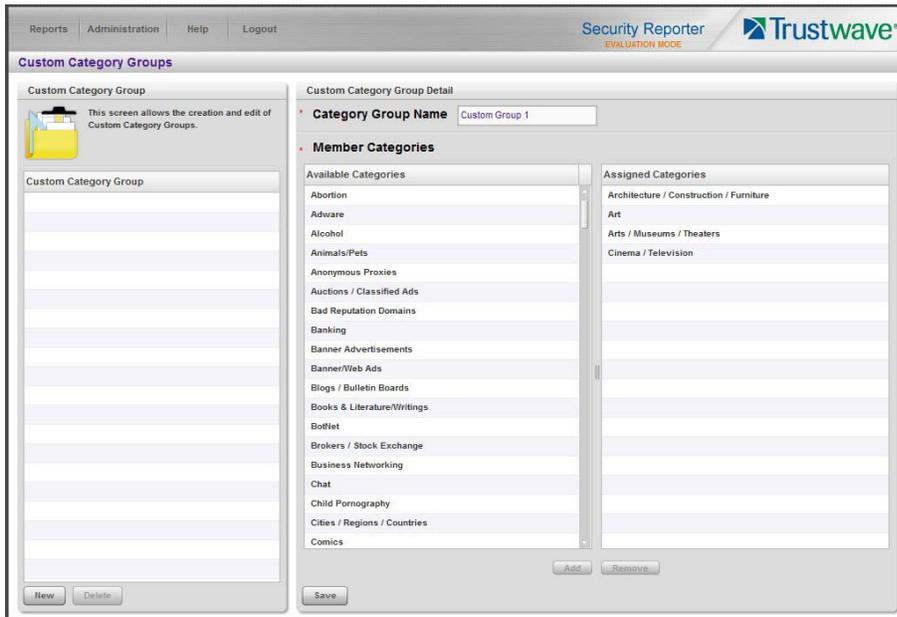


Tip: After the SR appliance is installed, allow the Security Reporter to run for several days prior to evaluating reports in order to optimize the evaluation experience. This will allow the SR to accumulate multiple days of data and present more meaningful reports. Having performed these preliminary steps, the SR will function properly on day one of the install with some reports showing no data (e.g. “canned” Summary Reports).

2.2 Use Custom Category Groups to narrow your search

Prior to running any reports, there are a few recommended configuration steps that create a more customized experience for the evaluator. The first step is to create Custom Category Groups, which are customized groupings from the Trustwave library of more than 100 filter categories. For example, most customers prefer to set up a category group for those categories that are not allowed under their organization’s Acceptable Use Policy. Creating such a category group reduces the time it takes to identify violations of this policy.

To create, edit, or delete a Custom Category Group, navigate to Administration | Custom Category Groups to display the Custom Category Groups panel:



The Custom Category Groups panel is comprised of two sub-panels used for setting up and maintaining category groups: Custom Category Group, and Custom Category Group Detail.

2.2.1 How to add a Custom Category Group

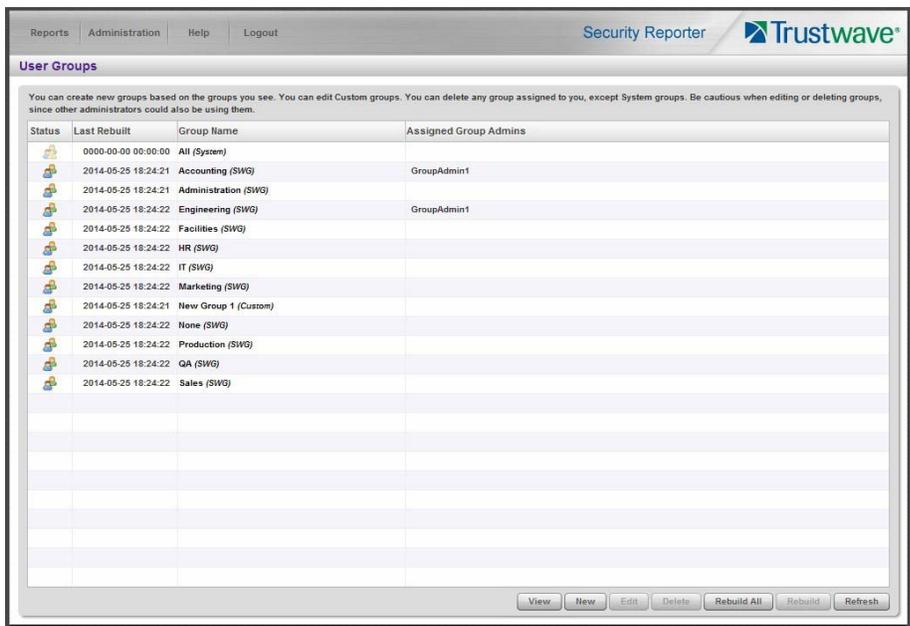
1. At the bottom of the Custom Category Group sub-panel, click **New**.
2. In the Custom Category Group Detail sub-panel, type in the **Category Group Name**.
3. Select Available Categories from the list and click **Add** to move the selection(s) to the Assigned Categories list box.
4. Click **Save** to save your settings and to include the name of the group you added in the Custom Category Group list.

2.3 Use Custom User Groups to narrow your search

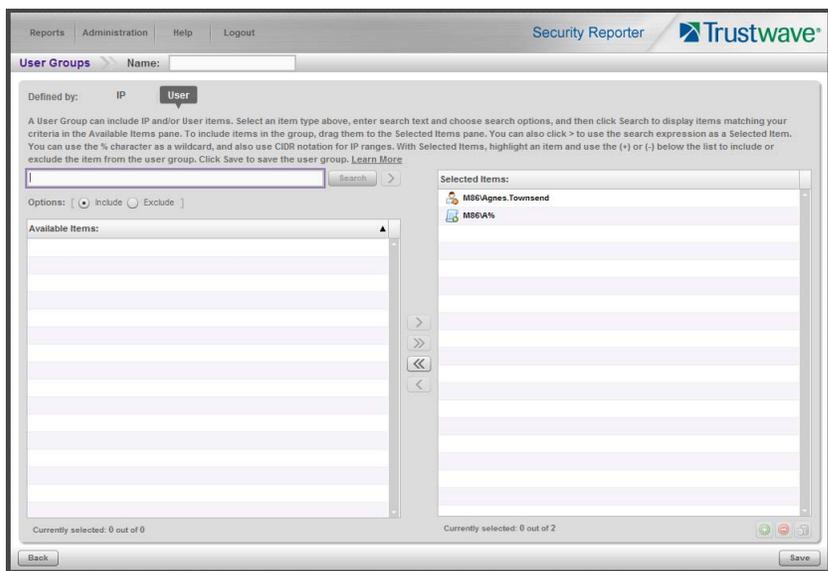
The next step is to create User Groups, which are customized groupings of users that reside on the organization's network. For example, most enterprise customers prefer to set up user groups for each department within the company, and education customers prefer to set up separate user groups for each classroom or grade level. Creating these user groups reduces the time it takes to identify the source of violations of your organization's Acceptable Use Policy.

2.3.1 How to create User Groups

To create, edit, or delete a user group, navigate to Administration | User Groups to display the User Groups panel:



1. From the User Groups list, select an existing user group to be used as the base group for creating the new user group.
2. Click **New** to display the New User Group panel:



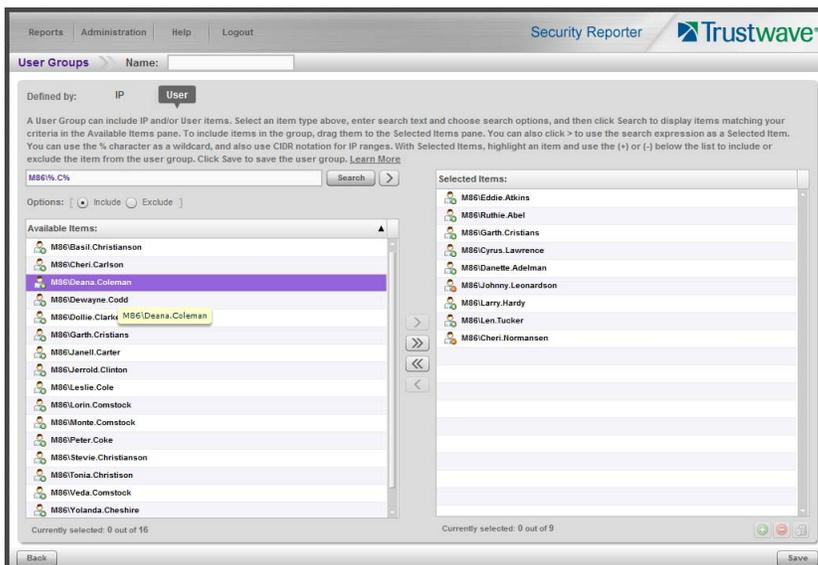
3. Enter at least three characters for the group **Name** (at the top of the screen). This action activates the Save button.

4. On the User Group panel:



Tip: For more help and examples on the User Group panel see the **Learn More** link from the text at the top of the panel.

- a. At the top of the panel, click the IP or User item type tab to work with that item type. A group can contain items of one or both types.
- b. The Selected Items list is initially populated with the IP addresses or Users that are members of the base group.
- c. In the search field, enter a search term. You can use the % character one or more times as a wildcard (matching one or more characters). For the IP type, you can also enter ranges in CIDR notation (for example, 10.160.0.0/24 or 2001:db8::/32).
- d. Choose a search option (Include or Exclude) to indicate whether you want to find items that match, or do not match, the search terms.
- e. Use the search text in one of two ways:
 - Click **Search** to perform the query. Results appear in the Available Items list box below. You can add one or more filters from the list to Selected Items.
 - Click the  button to add the search text directly to Selected Items. The text including any wildcards will be evaluated each time the groups is used for a report.
- f. To add items from Available Items to Selected Items, select and drag the items, or click to select, and then click the single right arrow  to move the filter(s) to the Selected Items list box. Use the double right arrow  to move all items.



Tip: To remove any item or items from the Selected Items list box, select the items and click the single left arrow (or click the trash icon  at the bottom of the list). Use the double left arrow to remove all items.

5. You can include or exclude items matching a Selected Item from the group.

- To include items matching a Selected Item, highlight it and then click the  at the bottom of the list. The item icon shows the green + to indicate it is included.
- To exclude items matching a Selected Item, highlight it and then click the  at the bottom of the list. The item icon shows the red - to indicate it is excluded.



Tip: Each group must have at least one Included Selected Item.

6. When you have finished editing both the IPs and Users lists, click **Save** to save your edits, and to re-display the User Groups panel where the user group you added now displays in the list.

2.3.2 How to Rebuild a User Group

A user group should be rebuilt if it is edited.

1. To rebuild a user group, select the user group to be rebuilt.
2. Click **Rebuild** to initiate the rebuild process for that user group.
3. After a few minutes, click the **Refresh** button to refresh the display in the panel. Note that the Last Rebuilt column for user group you rebuilt now displays the date and time of the rebuild.

3 Reports

Once Custom Category Groups and User Groups have been created (as described in the previous section), administrators can begin running their first reports. In most cases, administrators will employ the Security Reporter as a forensic tool to watch for inappropriate or unwanted use of the Internet. The Security Reporter menu structure is organized to follow the normal process flow of an investigation.

1. First, the administrator is greeted by pre-generated report content in “**Summary Reports.**”

Additional information can be viewed by navigating to Reports | Dashboard where high-level report information shows data for Blocked Requests and bar graph charts for Top Categories by Requests, Top Security Risks by Requests, Top Blocked Users by Requests, and Top Users by Requests.

At a glance, the administrator can see if there is any behavior that needs investigation. For instance, a specific username might be generating a large number of blocked requests, or a high volume of traffic might be identified in the “Pornography/Adult Content” category.

2. The next stage of the investigation, “**Drill Down Reports,**” lets the administrator probe the multi-dimensional database to target the source of any unusual activity.

For example, if the “Pornography/Adult Content” category shows a high page count, the administrator can drill down into the Category/User section to determine who is viewing this material. Once a specific end user is identified, the administrator can then use a detail view to see the exact pages that end user has been visiting.

The detail view provides clear information about the exact time the page was visited, the user’s IP address, whether the site was blocked by the SWG, what functionality identified the page (such as a library category, virus scanner, or application control selection), and the full-length URL. By viewing this detail, the administrator can obtain an accurate gauge of the user’s intent—whether the user repeatedly attempted to go to a restricted site or whether it was an isolated incident.

3. The last stage of an investigation is to monitor and if necessary document the activity of a policy violator over the long term as required for disciplinary action. Once the administrator determines the name of the user and the Web sites visited in the Drill Down Report, the next step is to run a custom report. The administrator can use the “**Report Wizard**” to specify a custom time scope, specific category, and name of a specific end user to report on.

For example, the administrator could specify a user, the category “Pornography/Adult Content,” and all activity within that category for the last month. The administrator can save the output as a PDF for documentation purposes. Such a report provides the necessary forensic information to back up any HR action or protect against possible legal challenges.

The following sections provide a more detailed view of how to navigate within each of the main productivity reporting areas of the Security Reporter: Summary Reports, Drill Down Reports, and Report Wizard.

3.1 Use Summary Reports for a high level overview

As previously mentioned, Summary Reports provide an administrator an at-a-glance view of any anomalous behavior that warrants an investigation. These “canned reports” contain pre-generated data for

a specified period of time (Yesterday, Last Week, Last Month, Current Week, or Current Month) for any of the following report topics showing Internet activity:

- **Application Control.**



Note: These reports provide information about end user activity and SWG blocking of activity related to common Web based applications, such as social media. For details of the Application Control feature in SWG, see the *SWG Application Control User Brief* and other SWG documents.

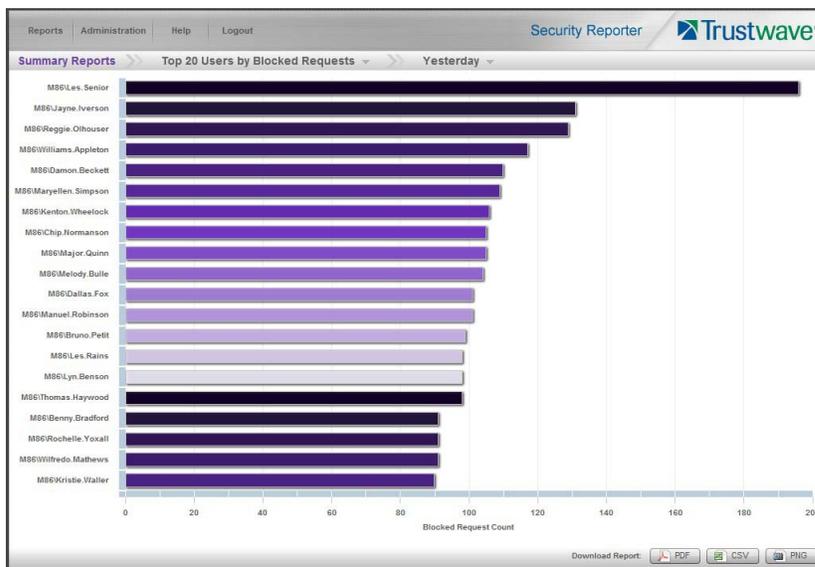
- **Application Usage Summary:** Pie chart report depicting the percentages of hits for the different Applications.
- **Top 20 Application Users by Hit Count:** Bar chart report depicting each top end user's total Application hits (both Blocked and Allowed) as detected by the SWG.
- **Top 20 Application Users by Bandwidth Consumption:** Bar chart depicting each top end user's total Megabytes for bandwidth specific to Application hits.
- **Top 20 Users by Blocked Application Actions:** Bar chart report depicting each top end user's Blocked Count for Application Action requests.
- **Top 20 Application Actions:** Bar chart report depicting the top Action types.
- **Top 20 Blocked Application Actions:** Bar chart report depicting the top Action request types that were blocked by the SWG.
- **Category & Category Group**
 - **Top 20 Categories by Page Count:** Report depicting the total Page Count in the top requested filtering library categories. You can select presentation as a Pie Chart or Bar Chart.
 - **Total Passed vs. Blocked Requests:** Pie chart report depicting the total Page Count for all filtering categories Permitted to pass and all filtering categories set up to be Blocked.
 - **Top 20 Category Group Comparison:** Pie chart report depicting the total Page Count in each top scoring filtering category group.
- **Site**
 - **Top 20 Sites by Page Count:** Bar chart report depicting the total Page Count for the most popular sites accessed by end users.
 - **Top 20 Sites by Bandwidth:** Bar chart report depicting the total Bandwidth consumed for the most popular sites accessed by end users.
- **User & User Group**
 - **Top 20 Users by Blocked Requests:** Bar chart report depicting each top end user's total Page Count for Blocked and Warn Blocked requests.
 - **Top 20 Users by Bandwidth Consumption:** Bar chart depicting each top end user's total Megabytes for bandwidth requests.
 - **Top 20 Users by Page Count:** Bar chart report depicting each top end user's total Page Count.

- **Top 20 Users by Malware Hit Count:** Bar chart report depicting each top end user's total Malware Count (both Blocked and Permitted) detected by the SWG.
- **Top 20 Users by Virus Hit Count:** Bar chart report depicting each top end user's total Virus Count (both Blocked and Permitted) detected by the anti-virus engine.
- **Top 20 User Groups by Page Count:** Report depicting the total Page Count for the top scoring user groups. You can select presentation as a Pie Chart or Bar Chart.
- **Virus**
 - **Top 20 Viruses Detected:** Bar chart report depicting the top viruses and Virus Count detected by the anti-virus engine.

Once you have obtained an overview of Internet activity using Summary Reports, you can drill down to access more detailed information about specified end user activity.

3.1.1 How to generate a Summary Report

1. To generate a Summary Report, navigate to Reports | Summary Reports to display yesterday's report view showing the Top 20 Users by Blocked Requests:



Note: If there was no activity for a given report type, the message "No Data to display." displays in the panel.

2. You can modify the report view:
 - **Date Scope:** Use the date menu to display data for another period: Yesterday (default), Last Week, Last Month, Current Week, Current Month
 - **Report type:** Use the report menu to view another report.

- To see details for the generated Summary Report view, at the bottom of the report view, click a **Download Report** option for PDF, CSV, or PNG to generate a report in the specified file format (.pdf, .csv, or .png):

Figure 1: Sample Bar Chart Summary Report in the PDF format

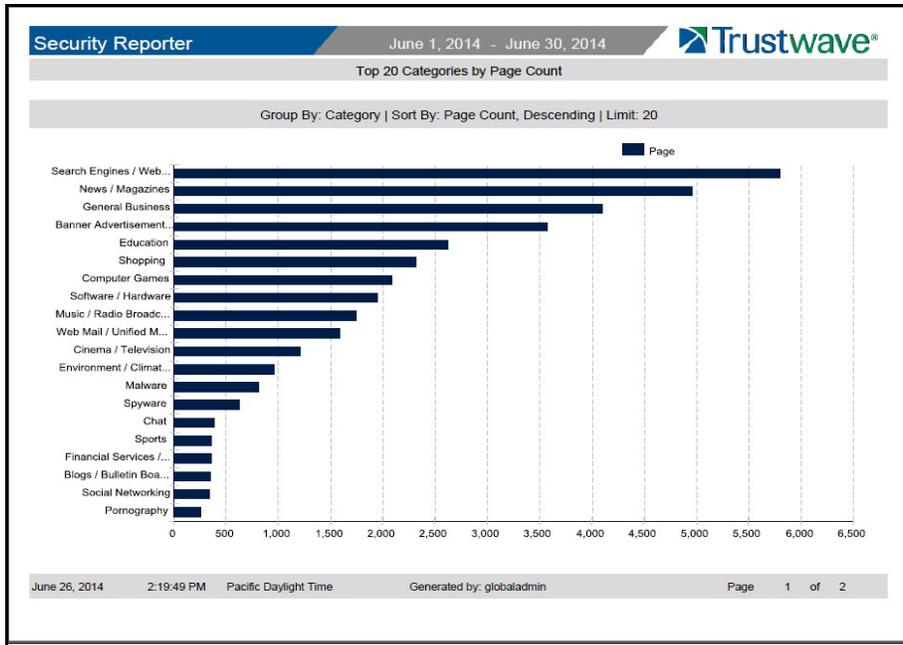
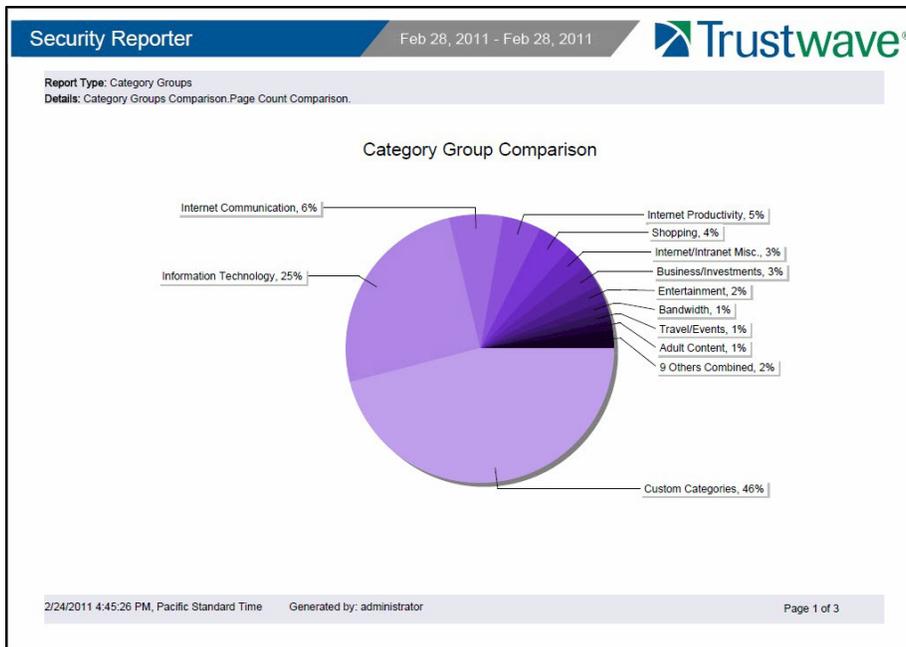


Figure 2: Sample Pie Chart Summary Report in the PDF format



The header of the generated report includes the date range, Report Type, and Details criteria.

The footer of the report includes the date and time the report was generated, administrator login ID (Generated by), and Page number and page range.



Note: CSV reports include column names, but do not include any other header or footer information. This format allows quick import into another application.

The body of the first page of the report includes the following information:

- Bar chart: Name of category, username, username path, URL or site IP address, user group name, or blocked user request, and corresponding bar graph. Beneath the bar graph are count indicators and a label describing the type of Count used in the report.
- Pie chart: Color-coded pie graph showing a maximum of 15 categories or user groups. Any categories or user groups with page counts totaling less than one percent are grouped together under the “Others Combined” label.

The body of the pages following the first page of the bar or pie chart report includes the following information:

- Top 20 Users by Blocked Requests report: User NAME and corresponding BLOCKED REQUEST COUNT—which includes Blocked and Warn Blocked requests. Total Records and Total Number of Blocked Requests for this Date Scope display at the end of the report.
- All other reports: Count columns and corresponding totals for all reports. Grand Total and Count display at the end of the report.

3.1.2 How to export a Summary Report

From the open PDF file, you can print or save the Summary Report:

- Print the report: Click the print icon to open the Print dialog box, and proceed with standard print procedures.
- Save the report: Navigate to File | Save (Page) As... to open the Save As dialog box, and proceed with standard save procedures.

3.2 Use Drill Down Reports for an investigation

In the event that Summary Reports or the Security Reporter dashboard reveal activity of concern, the next step in the investigation would be to drill down into the particular category or user information.

This section provides information about “drill down” reports that let you query the database to access more detailed information about end user Internet activity. The following types of reports can be generated:

- **Application Control:** Provides information about end user activity and SWG blocking of activity related to common Web based applications.



Note: For details of the Application Control feature in SWG, see the *SWG Application Control User Brief* and other SWG documents.

- **Category:** Features data for sites in each filter category accessed by end users.

- **Content Type:** Includes end user Internet access of objects utilizing an excessive amount of network bandwidth.
- **Rule:** Includes each instance in which an end user triggered a threshold in an SWG Security Policy.
- **Spyware:** Provides information for each instance in which an end user accessed content containing spyware.
- **Violation:** Provides information on each instance in which an end user breached a security policy.
- **Virus:** Includes details for each instance of a blocked virus detected from end user Internet/network activity.

Once you have generated a drill down report view, you can customize your view, save the view, export the view, and/or schedule the report to run at a designated time.

3.2.1 How to generate a Summary Drill Down Report

1. To generate a summary Drill Down Report, navigate to Reports | Drill Down and choose the report type to be generated. The menu selection “Category” displays yesterday’s Category report view by Page Count:



2. The top portion of the report view includes a breadcrumb trail showing the path to the report. The first item at the left of the trail is a menu allowing you to select Drill Down report types. Beneath this row, a bar chart depicts the first six records for the current report type.



Note: Mousing over a bar in the chart displays the name of the record along with the total count used in that record.

Beneath the bar chart is a table containing rows of records. Columns of pertinent statistics display for each record.

3. Use the tools at the bottom portion of the report view panel to modify the current report view, creating the desired drill down view.

3.2.1.1 Summary Drill Down Report navigation

Continuing from the last section, this section is designed to help the administrator learn how to navigate within the Summary Drill Down Report.

3.2.1.1.1 Count columns and links

Count columns display after the column containing the record name. Clicking a specific link in a record's Count column gives more in-depth analysis on a given record displayed in the current view. Clicking a link in the Blocked Count, Passed Count, Bandwidth, Time Count, Blocked Count, or Total Count column generates a detail drill down report view.

- **IP Count** - Displays the number of user IPs pertinent to the record in the report.
- **User Count** - Displays the number of usernames pertinent to the record in the report.
- **Site Count** - Displays the number of sites accessed by users for the pertinent record in the report. This figure is based on the root name of the site. For example, if a user visits www.espn.com, www.msn.com, and www.fox-sports.com, that user will have visited three pages. If that same user additionally visits www.espn.com/scores, the total number of sites visited would still count as three—and not as four—because the latter page is on the original ESPN site that was already counted.
- **Blocked Count** - Displays the number of blocked pages and/or objects for each record in the table.



Note: The blocked pages count in a record indicates the total number of individual web pages visited. A user may visit only one site, but visit 20 pages on that site.

If a user visits a page with pop-up ads, these items would add to the page count. If a page has banner ads that are served from other sites, these items also would factor into the page count. In categories that use a lot of pop-up ads—such as porn, gambling, and other related sites—the page count usually exceeds the number of objects per page.

The blocked objects count in a record indicates the number of objects on all web pages visited. All images, graphics, multimedia items, and text items count as objects. The number of objects on a page is generally higher than the number of pages a user visits.

However, if an advertisement or banner ad (an object on the page) is actually a page from another site, this item would not be classified as an object but as a page, since it comes from a different server.

When you click a link in this column for a specific record, the detail report view displays blocked records in red text, and includes hyperlinks to blocked pages/objects.

- **Passed Count** - Displays the number of passed (allowed) pages and/or objects for each record in the table.

When you click a link in this column for a specific record, the detail report view displays passed records and includes hyperlinks to passed pages/objects.

- **Total Count** - Displays the sum of blocked and passed column counts for each record in the table.

When you click a link in this column for a specific record, the detail report view displays blocked records in red text, and passed records in black text, for all objects pertinent to that selection, including hyperlinks to pages/objects.

3.2.1.1.2 Column sorting tips

To sort summary report view records in ascending/descending order by a specified column, click that column's header.

Click the same column header again to sort records for that column in the reverse order.

Click another column header to sort records by that specified column.

3.2.1.1.3 Navigation tips

Report view breadcrumb trail links

When generating a report view and modifying that report view to create another report view, a trail of breadcrumb links remain in the row beneath the navigation toolbar. Clicking a link returns you to that prior report view.

Page navigation

At the bottom right of the panel, the **Go to page** field displays:



If more than one page of records displays for the total pages returned, enter a page number within that range to navigate to that page of records, or use the up/down arrow(s) to specify the page you want displayed.

3.2.2 How to generate a Detail Drill Down Report

By using the Summary Drill Down Report, the administrator should have narrowed the investigation to a specific category (such as "Pornography/Adult Content") and a specific user name. The next step is to drill down into the detailed URL information to confirm the exact pages visited by the suspected policy violator.

To generate a detail drill down report, select the record and click the link in the “Blocked Count,” “Passed Count”, or “Total Count” column of the Summary Drill Down Report:

Date	Category	IP	User	Action	Policy	URL
8/6/2013 12:02:13 AM	Banner Advertisements	10.130.0.108	MSB:Jacquelyn.Ready	None	Load test medium poli...	http://ads.addynamix...
8/6/2013 12:03:02 AM	Banner Advertisements	10.130.1.163	MSB:Zane.Tollemache	None	Load test medium poli...	http://a.webpostors...
8/6/2013 12:03:07 AM	Banner Advertisements	10.130.0.9	MSB:Deana.Coleman	None	Load test medium poli...	http://counters.honest...
8/6/2013 12:05:05 AM	Banner Advertisements	10.130.1.151	MSB:Angeline.Southers	None	Load test medium poli...	http://67.zedo.com/ad...
8/6/2013 12:05:28 AM	Banner Advertisements	10.130.0.73	MSB:Debbie.Boon	Block	Load test medium poli...	http://network.realm...
8/6/2013 12:05:57 AM	Banner Advertisements	10.130.0.21	MSB:Cathie.Blosham	None	Load test medium poli...	http://adserver.yahoo...
8/6/2013 12:06:10 AM	Banner Advertisements	10.130.1.100	MSB:Jodie.Victorson	None	Load test medium poli...	http://images.trafficp...
8/6/2013 12:06:17 AM	Banner Advertisements	10.130.0.135	MSB:Gaylon.Baldwin	None	Load test medium poli...	http://launch.adserver...
8/6/2013 12:06:27 AM	Banner Advertisements	10.130.1.76	MSB:Meryl.Scrivener	None	Load test medium poli...	http://http.edge.rtd.co...
8/6/2013 12:06:34 AM	Banner Advertisements	10.130.1.240	MSB:Fidel.Toov	Block	Load test medium poli...	http://pagead2.googles...
8/6/2013 12:06:51 AM	Banner Advertisements	10.130.1.81	MSB:Tab.Benjaminson	None	Load test medium poli...	http://ads.ads.ag.com/...
8/6/2013 12:07:38 AM	Banner Advertisements	10.130.1.58	MSB:Jeremy.Honeysett	None	Load test medium poli...	http://ad.trafficp.com...
8/6/2013 12:07:53 AM	Banner Advertisements	10.130.0.158	MSB:Hiram.Tyson	Block	Load test medium poli...	http://rad.msn.com/AD...
8/6/2013 12:08:18 AM	Banner Advertisements	10.130.0.184	MSB:Danette.Adelman	None	Load test medium poli...	http://ads.web.sol.co...
8/6/2013 12:08:52 AM	Banner Advertisements	10.130.0.161	MSB:Janell.Carter	Block	Load test medium poli...	http://counters.honest...
8/6/2013 12:09:27 AM	Banner Advertisements	10.130.0.235	MSB:Randall.Scott	Block	Load test medium poli...	http://ad.doubleclick.n...
8/6/2013 12:10:31 AM	Banner Advertisements	10.130.1.22	MSB:Terrence.Garrod	None	Load test medium poli...	http://adv.webmd.com...
8/6/2013 12:10:46 AM	Banner Advertisements	10.130.0.93	MSB:Nelson.Hilton	Block	Load test medium poli...	http://1.adserver.co...
8/6/2013 12:11:08 AM	Banner Advertisements	10.130.1.53	MSB:Dominick.Vipond	Block	Load test medium poli...	http://rad.msn.com/AD...
8/6/2013 12:12:37 AM	Banner Advertisements	10.130.0.67	MSB:Zane.Tollemache	Block	Load test medium poli...	http://pagead2.googles...
8/6/2013 12:13:31 AM	Banner Advertisements	10.130.1.55	MSB:Marita.Lane	Block	Load test medium poli...	http://ebay.doublecl...
8/6/2013 12:13:56 AM	Banner Advertisements	10.130.1.192	MSB:Stacy.Sexton	Block	Load test medium poli...	http://set.as-us.falag...
8/6/2013 12:14:58 AM	Banner Advertisements	10.130.1.143	MSB:Darwin.Roach	None	Load test medium poli...	http://as.casalemedia...
8/6/2013 12:15:18 AM	Banner Advertisements	10.130.1.207	MSB:Danny.Kevinson	Block	Load test medium poli...	http://rad.msn.com/AD...
8/6/2013 12:15:32 AM	Banner Advertisements	10.130.1.222	MSB:Les.Senior	Block	Load test medium poli...	http://rad.msn.com/AD...



Note: Blocked records display in red text in the detail drill down report table.

3.2.2.1 Detail Drill Down Report navigation

3.2.2.1.1 Report type columns

Detail reports include the following columns: Date, report type name, IP, User, Action, Policy, URL. A record displayed in red text indicates a blocked URL request.

- **Date** - Displays the date and time of the record.
- **IP** - Displays the IP address of the end user for the request.
- **User** - Displays the username of the end user for the request. The entry in this column might include the user IP address, or the path and username (e.g. “logo\admin\jsmith”).
- **Policy** - This column displays the name of the policy used by the SWG for this request.
- **URL** - Displays the link for the page/object for the end user’s request.
- **Type** - Displays the kind of requested item: “Object” or “Page”.

3.2.2.2 Detail Drill Down Report exercise

For the purpose of this evaluation, follow these steps to witness how the Security Reporter is best in class in terms of the extent of detailed page and object information it provides.

3.2.2.2.1 Select a specific action by Category

If you have not already done so, click the “Blocked Count,” “Passed Count”, or “Total Count” column link for any record in the Summary Drill Down Report.

3.2.2.2.2 Sort by “Action” column

Clicking the “Action” column header will sort all records by the type of filter action—whether the event was blocked, allowed or warned. Blocked searches will be highlighted in red font for easier detection.

3.2.2.2.3 Review the full URL

The full length URL of every Internet search by the users is listed in the “URL” column of the detail page information.

To view the entire text that displays truncated in a detail report view column, you can adjust the width of the columns by dragging the column separators. You can also hover over the column to view the entire string of data in the column for a given record

Search St...	URL
	http://www.bower...
	http://www.bowers.org/includes/jquery.dropdownPlain.js
	http://www.bower...
	http://www.bower...

Click the URL link to launch the actual Web site viewed by the user to verify the content that was accessed.



Caution: Visiting a URL can present a security risk if the content of the visited page is malicious. Use caution, particularly when viewing URLs that were blocked for security reasons.

3.2.2.2.4 Refine the view with the Report Wizard

From the detail drill down view you can continue directly to the Report Wizard. Click the **Report Wizard** button at the bottom left of the report. The wizard will be pre-populated with filter and date selections that reflect the current on screen view. You can edit the settings to further customize the view.

3.3 Create a custom report for a specific user

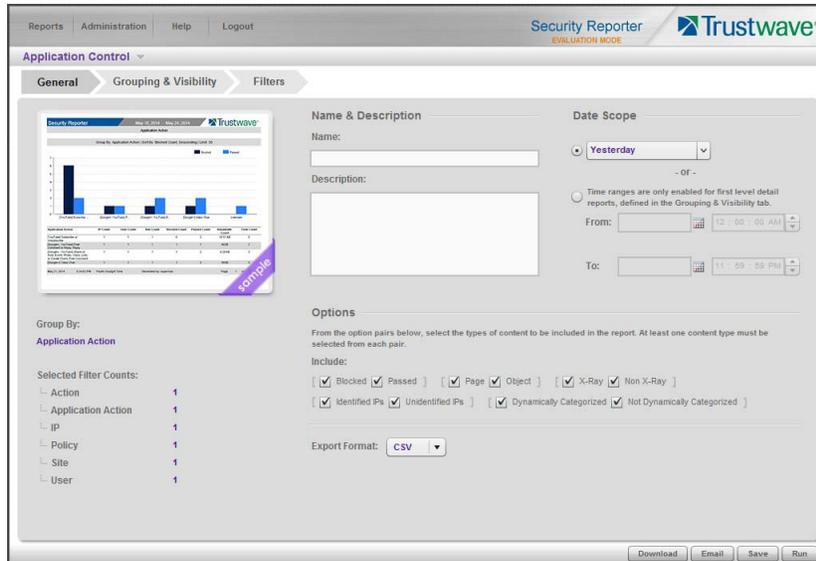
After reviewing the detail drill down report, if the administrator is confident that an individual has violated the Internet Acceptable Use Policy (AUP), the most common step to take next is to run a custom report for this specific individual that covers a greater time period. To create this report, use the **Report Wizard**.

3.3.1 How to use the Report Wizard for a single user report

The Report Wizard option provides an intuitive setup process for generating custom reports for one time use, or for recurrence at scheduled time periods.

To access the Report Wizard, navigate to Reports | Drill Down | Report Wizard, or click the Report Wizard button at the bottom left of summary drill down reports.

This section provides basic information about how to create simple single level reports. For more details of the report wizard, see Section 4.



3.3.1.1 Report type

If you start the wizard from Reports | Drill Down | Report Wizard, you can select a type of report in the sub-menu or the type menu at the top left above the wizard tabs.

For demonstration purposes select a **Category** report.

3.3.1.2 General tab

On the General tab of the wizard, select a date scope option:

- **Pre-selected Date Scope:** Click the upper radio button, then use the menu to pick a period such as **Today** or **Current month**.
- **Date and Time Range:** Click the lower radio button, and then use the date controls to select a specific starting and ending date. If you are planning a single level detail report you can also specify starting and ending times.



Note: Detail reports for large date scopes can take a long time to run. If you have a significant amount of data in your evaluation installation, choose a short scope (or few categories) to ensure you see results quickly. In production you would normally use scheduled or email delivered reports for large scopes.

To enable saving of the report, enter a name. (A name is not required if you plan to download, email, or run the report without saving).

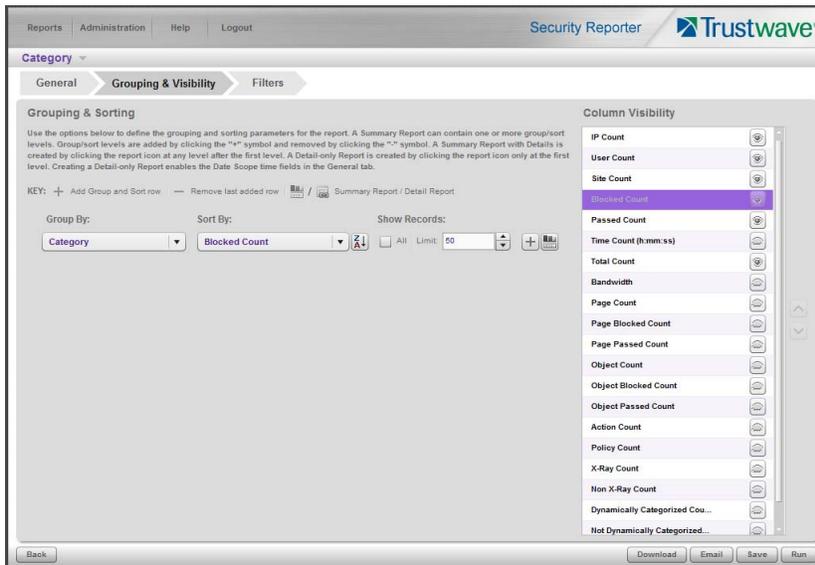
On the General tab you can also limit the report with Options, and select an export format. For detailed coverage of these settings, see Section 4.

3.3.1.3 Grouping and Visibility

On the Grouping & Visibility tab of the wizard, you can select grouping and sorting options, number of records, and visible columns. For the purpose of this exercise, use the default option of a single level summary report.



Note: You can also generate a detail report directly from the wizard. This option is covered in Section 4.



- **Group By:** This menu setting determines the heading of each detail row. For summary reports, by default the grouping follows the report type. To easily find information about a specific user, on the Group By menu select **User**.
- **Sort By:** This menu setting determines the order of detail rows. To find information about users with high numbers of blocks, use the default setting **Blocked Count**.
- **Sort Order:** The button following the Sort By column allows you to select the order of sorting. To find information about users with high numbers of blocks, use the default setting **Descending order**.
- **Show Records:** To quickly find the users with high numbers of blocks, use the default value of **50 records**.
- **Column Visibility:** Use the control at the right of the tab to select the columns in the report output. Click an “eye” to show or hide the corresponding column. An open eye indicates the column is included in the output.

3.3.1.4 Run the report

After making selections on the Grouping & Visibility tab, click **Run** at the bottom right to generate a summary report. The default output appears as below.

User	IP Count	Site Count	Blocked Count	Passed Count	Total Count
M86Les.Senior	10	200	512	0	512
M86Stacy.Sexton	13	220	506	0	506
M86Jocelyn.Ogden	10	204	433	0	433
M86Nan.Huddleson	7	190	393	0	393
M86Jacquelyn.Ready	8	185	388	0	388
M86Lorelei.Hobson	8	210	382	0	382
M86Williams.Appleton	6	158	380	0	380
M86Les.Rains	8	166	374	0	374
M86Ina.Rey	7	174	364	0	364
M86Darwin.Roach	8	191	353	0	353
M86Stacey.Sands	8	185	352	0	352
M86Leticia.Mallory	7	182	352	0	352
M86Reggie.Olhouser	6	167	350	0	350
M86Dallas.Fox	8	170	350	0	350
M86Virginia.Walsh	8	174	350	0	350
M86Don.James	7	184	350	0	350
M86Lyn.Benson	8	165	352	0	352
M86Kristina.Summerfield	7	171	351	0	351
M86Javier.Toller	7	177	349	0	349
M86Tonia.Christison	6	171	344	0	344
M86Teddy.Leonardsson	7	166	341	0	341
M86Stewart.Voll	8	178	341	0	341
M86Betty.Normanson	6	160	340	0	340
M86Bruno.Petit	6	179	339	0	339
M86Marnett.Dobson	6	167	338	0	338

3.3.1.5 View details for a user

From the summary report view, to create a detail report click the **Blocked Count** entry to view details of blocked requests for a user of interest.

Date	Category	IP	User	Action	Policy	URL
6/15/2013 06:13:01 AM	Education	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://www.lexile.com...
6/15/2013 06:29:11 AM	Search Engines / Web...	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://search.yahoo.co...
6/15/2013 07:27:39 AM	Education	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://www.starfall.co...
6/15/2013 07:37:39 AM	Banner Advertisements	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://ad.doubleclick.n...
6/15/2013 08:09:12 AM	Other	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://media.admarket...
6/15/2013 08:19:07 AM	Banner Advertisements	10.130.0.174	M86Les.Senior	Block	Load test medium poli...	http://ad.doubleclick.n...
6/15/2013 09:13:04 AM	Malware	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://bo2.gator.com/a...
6/15/2013 11:16:22 AM	Computer Games	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://www.cartoonnet...
6/15/2013 11:27:56 AM	Pornography	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://www.vifanbbs.c...
6/15/2013 11:37:23 AM	News / Magazines	10.130.0.174	M86Les.Senior	Block	Load test medium poli...	http://ape.aimt.com/d...
6/15/2013 12:11:37 PM	Education	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://dist-tnq.usarmy...
6/15/2013 12:19:51 PM	Computer Games	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://www.disney.co...
6/15/2013 12:50:05 PM	Environment / Climate...	10.130.0.174	M86Les.Senior	Block	Load test medium poli...	http://via.splidata.vea...
6/15/2013 12:54:00 PM	Other	10.130.0.174	M86Les.Senior	Block	Load test medium poli...	http://www.mms.com...
6/15/2013 01:03:40 PM	Banner Advertisements	10.130.0.174	M86Les.Senior	Block	Load test medium poli...	http://mediamtr.aga.s...
6/15/2013 01:17:39 PM	Software / Hardware	10.130.0.174	M86Les.Senior	Block	Load test medium poli...	http://www.dell.com/...
6/15/2013 01:19:13 PM	Shopping	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://www.diecastfir...
6/15/2013 01:48:09 PM	Computer Games	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://www.nick.com/...
6/15/2013 01:59:25 PM	Pornography	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://www.sultrean...
6/15/2013 02:04:47 PM	Search Engines / Web...	10.130.0.174	M86Les.Senior	Block	Load test medium poli...	http://ar.abovola.com/...
6/15/2013 02:04:47 PM	Search Engines / Web...	10.130.0.174	M86Les.Senior	Block	Load test medium poli...	http://ar.abovola.com/...
6/15/2013 02:05:01 PM	Spyware	10.130.1.171	M86Les.Senior	Block	Load test medium poli...	http://message.real.co...
6/15/2013 02:05:01 PM	Software / Hardware	10.130.1.171	M86Les.Senior	Block	Load test medium poli...	http://message.real.co...
6/15/2013 02:10:46 PM	Malware	10.130.1.242	M86Les.Senior	Block	Load test medium poli...	http://gha.gator.com/...
6/15/2013 02:18:09 PM	Music / Radio Broadc...	10.130.1.63	M86Les.Senior	Block	Load test medium poli...	http://www.sonatricks...

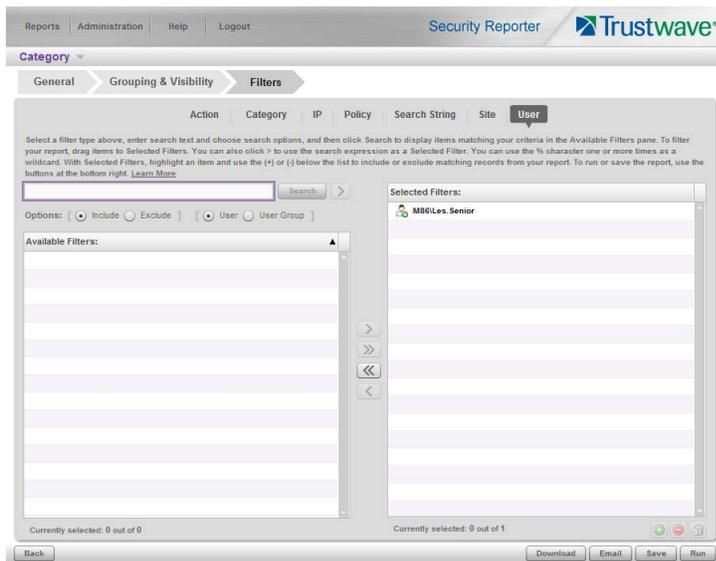
In the detail report view:

- Click any column header to sort by that column
- Use the scroll bar at the right to view the records on a page
- Use the **Previous** and **Next** buttons at the bottom right to view additional pages

3.3.1.6 View report filters

In the detail report view, click **Report Wizard** at the bottom left to return to the Wizard. Selections in the wizard are updated according to the selections you made while navigating through the data on screen.

- On the **General** tab, note that the “Passed” option is unchecked (because you chose to view Blocked items).
- On the **Grouping & Visibility** tab, note that the Group By setting and record limit have changed, and the selected report type is now a Detail report.
- On the **Filters** tab, click the **User** filter to review the user selection. This selection reflects the user you clicked. For details of how to set filters using this tab, see Section 4.



3.3.1.7 Download the report

To download a copy of the detail report, click **Download** at the bottom right of any Report Wizard tab. By default the download is in CSV format. You can change the format from a menu on the General tab of the wizard.



Note: CSV is the default format because it is generated most quickly and consumes fewest resources.

The output generated for download includes full details of URLs and any other columns you specified.

Security Reporter		January 1, 2013 - December 31, 2013		Trustwave®	
Category					
Date	Category	IP	User	Action	Policy
8/5/2013 03:15:15 AM	General Business	10.130.1.58	M86Les.Senior	Block	Load test medium policy
http://view.atdmt.com/AVEView/misnknkmm010200074awe/direct.wl.309.hi.60.01/					
8/5/2013 03:15:23 AM	IT Security / IT Information	10.130.1.63	M86Les.Senior	Block	Load test medium policy
http://liveupdate.symantecliveupdate.com/mnitrn.flg					
8/5/2013 03:31:30 AM	Other	10.130.0.174	M86Les.Senior	Block	Load test medium policy
http://store1.yimg.com/looxide_1803_3022418					
8/5/2013 03:34:03 AM	Web Mail / Unified Messaging	10.130.1.58	M86Les.Senior	Block	Load test medium policy
http://us.f403.mail.yahoo.com/yml/ShowFolder?rb=Inbox&reset=1&YY=34736&YN=1					
8/5/2013 03:54:30 AM	Search Engines / Web Catalogs / Portals	10.130.1.183	M86Les.Senior	Block	Load test medium policy
http://us.a1.yimg.com/us.yimg.com/a1/fscodes/031016/ct_yad_031016.js					
8/5/2013 04:09:07 AM	Humor / Cartoons	10.130.1.63	M86Les.Senior	Block	Load test medium policy
http://www.medialunchbox.com/funny-pictures/139.html					
8/5/2013 04:16:21 AM	Search Engines / Web Catalogs / Portals	10.130.1.63	M86Les.Senior	Block	Load test medium policy
http://us.d11.yimg.com/download.yahoo.com/0/0/mv/promo/1096500875.cab					
8/5/2013 04:18:47 AM	General Business	10.130.1.171	M86Les.Senior	Block	Load test medium policy
http://ax.phobos.apple.com.edgesuite.net/WebObjects/MZStore.woa/wa/com.apple.ingl.appserver.client.MZiTunesClientCheck/version					
8/5/2013 04:20:23 AM	Financial Services / Insurance / Real Estate	10.130.1.63	M86Les.Senior	Block	Load test medium policy
http://www.burstinet.com/cgi-bin/sr/re9838a.cgi?v=2_0&sz=468e60A726v90A/21044&RETURN_CODE=US/					
8/5/2013 04:38:19 AM	News / Magazines	10.130.1.171	M86Les.Senior	Block	Load test medium policy
http://ad.doubleclick.net/ad/jN2949.AKOA.Yahoo/B1206509.41.sz=728x90.dcopt=rcd.click=http://us.ard.yahoo.com/SIG=11u40u22/M=308687.5349708.6476479.54/Demv/S=150000261/N=EXP=1096639694/A=2341730/R=17/abr=aw.ont=1096655319449833c					
8/5/2013 04:44:44 AM	Web Mail / Unified Messaging	10.130.1.171	M86Les.Senior	Block	Load test medium policy
http://us.rd.yahoo.com/req/loquod_rnym/http://mail.yahoo.com					
8/5/2013 04:57:27 AM	Malware	10.130.1.227	M86Les.Senior	Block	Load test medium policy
http://updates.hotbar.com/updates/hotbar/hostol/buttons/v3.0/sg623/business_promo.zip					
8/5/2013 05:04:47 AM	Web Mail / Unified Messaging	10.130.0.174	M86Les.Senior	Block	Load test medium policy
http://us.f418.mail.yahoo.com/yml/login?rand=cl17p7dfq02					
August 19, 2013	4:22:50 PM	Pacific Daylight Time	Generated by: admin		Page 14 of 38

3.3.1.8 Save the report

If you want to run the same report again or schedule it to be run repeatedly, click **Save** at the bottom right to save the report.

You can modify any parameters before saving the report.

You can edit, run, or download saved reports by navigating to **Reports | Saved** from the main menu.

4 Report Wizard

The Report Wizard is a powerful tool that allows you to tailor reports to your specific needs. Once you have created a report format and parameters you can save the report to be run later. You can also schedule reports to run periodically.

4.1 Starting the Report Wizard

To start the Wizard, navigate to Reports | Drill Down | Report Wizard. Then, select a report type from the menu at the top left of the wizard.

You can also start the wizard by navigating to any of the summary reports under Reports | Drill Down (such as Category or Rule), and then clicking the Report Wizard button at the lower left of the screen.

Report types are defined as follows:

- **Application Control:** Provides information about end user activity and SWG blocking of activity related to common Web based applications.
- **Category:** Features data for sites in each filter category accessed by end users.
- **Content Type:** Includes end user Internet access of objects utilizing an excessive amount of network bandwidth.
- **Rule:** Includes each instance in which an end user triggered a threshold in an SWG Security Policy.
- **Spyware:** Provides information for each instance in which an end user accessed content containing spyware.
- **Violation:** Provides information on each instance in which an end user breached a security policy.
- **Virus:** Includes details for each instance of a blocked virus detected from end user Internet/network activity.

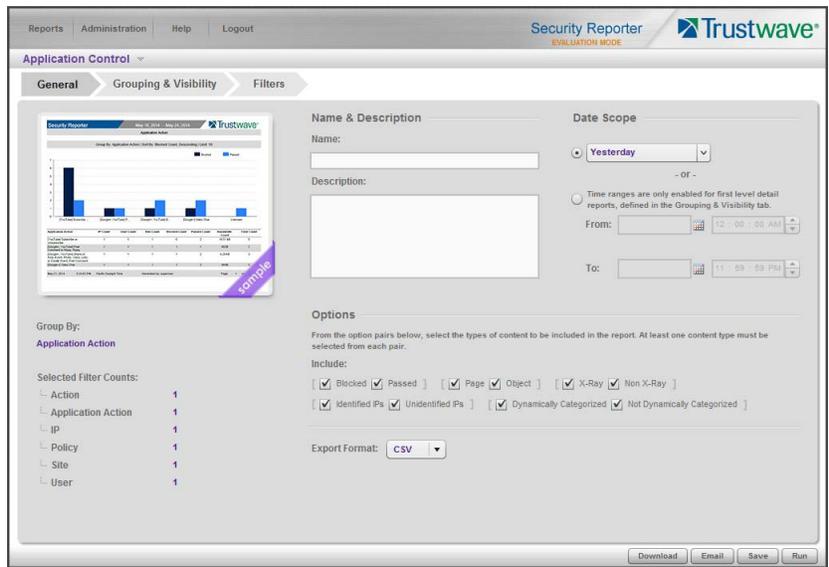
The Wizard includes three tabs: General, Grouping & Visibility, and Filters.

The following buttons are included at the bottom of the screen for all tabs:

- **Back:** returns you to the report view from which you accessed the report wizard (this button does not display if the Report Wizard was accessed from the main menu)
- **Download:** generates and downloads the report in the Export Format specified in the General tab
- **Email:** opens the Email Report page to allow you to enter options required to generate and send the report to specified email addresses
- **Save:** saves the currently selected report options from all tabs to Saved reports
- **Run:** generates a report to the screen using the selected options from all tabs. This option is available only for a single level report

4.1.1 General tab

On the General tab of the wizard, you can see summary information about the Group By and Filters settings.



You can enter or select from the following items:

- **Name & Description:** A name is required for reports you plan to save. Description text is optional.
- **Date Scope:** You can choose from pre-configured date scopes by selecting the top radio button and choosing from the menu. You can enter a specific date range (and a time range in some cases) by selecting the bottom radio button.



Tip: If you plan to save a report and run it repeatedly, use one of the pre-configures scopes such as “last week.”

- **Options:** You can select types of content by choosing from the following items. At least one of each pair must be selected.
 - **Blocked/Passed:** choose one or both to include requests that were blocked and/or passed.
 - **Page/Object:** choose one or both to include pages and/or objects.

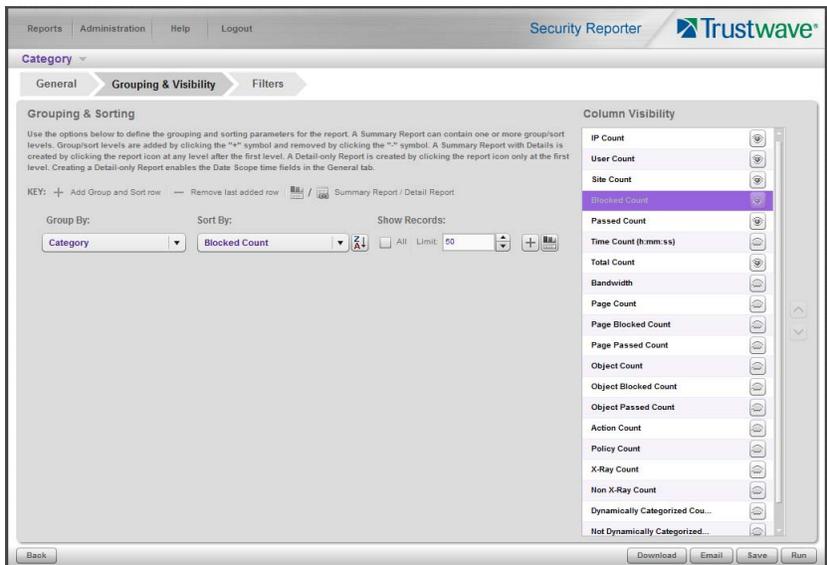


Tip: To review and configure which requests are counted as pages or objects, see Administration | System Configuration | Database | Page Definition.

- **X-Ray/Non X-Ray:** choose one or both to include X-Ray (what-if) and/or applied rules.
- **Identified IPs/Unidentified IPs:** choose one or both to include requests from IP addresses that are associated with a known user and/or IP addresses that are not associated with a user.
- **Dynamically Categorized/Not Dynamically Categorized:** choose one or both to include requests that have been (or have not been) categorized dynamically by TextCensor in SWG.
- **Export Format:** For reports you plan to download or email, you can choose a file format.

4.1.2 Grouping and Visibility

On the Grouping & Visibility tab of the wizard, you can select grouping and sorting options, number of records, and visible columns.



4.1.2.1 Group and Sort Rows

- **Group By:** This menu setting determines the heading (first column) of each summary row. By default the grouping follows the report type such as Category. Detail reports are not grouped. For detail reports, the group by setting is “Detail.”
- **Sort By:** This menu setting determines the initial order of detail rows.
- **Sort Order:** The button following the Sort By column allows you to select the default order of sorting. Click to change the order.



Indicates the report level will be sorted in ascending order.



Indicates the report level will be sorted in descending order.

- **Show Records:** You can choose to show all records, or limit the records to a specific number. By default summary reports limit to 50 items, and detail reports limit to 1000 items.
- **Add a row:** Click the  on the last row to add a new row below. Click the  on the last row to remove that row.



Note: Multi-level reports can take a long time to generate.

- **Summary or detail report:** On the last (or only) row, you can click the button to change between summary and detail output. Other rows are always generated as summaries.



Indicates a summary report.



Indicates a detail report.

4.1.2.2 Column Visibility

Use the control at the right of the tab to select the columns in the report output. Click an “eye” to show or hide the corresponding column. An open eye indicates the column is included in the output. The “sort by” column is always set to visible.

4.1.3 Filters tab

This tab of the wizard allows you to refine your report based on data of one or more types. Types include:

- **Action:** The action logged by the device you are reporting on.
- **IP:** The source IP of the request.
- **Policy:** The filtering or security policy that was triggered.
- **Search String** (available only for reports with a Detail row): Search terms present in the URL string, for supported search engines.
- **Site:** The target site of the request.
- **User:** The identified user who made the request.
- The report type that you selected from the main menu or from the report type menu above the tabs (such as Category, Content Type, or Virus).

Click any filter type tab to work with that filter type. You can filter on more than one type.

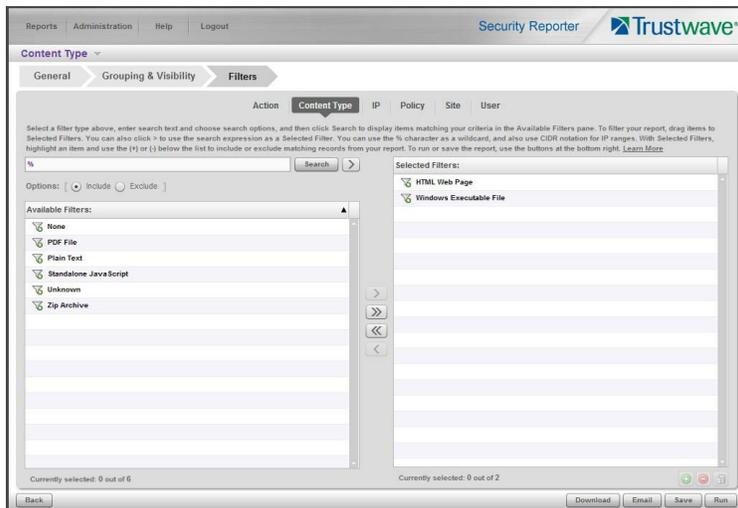


Tip: For more help and examples on the Filters tab, see the **Learn More** link from the text at the top of the tab.

To set up a filter:

1. In the search field, enter a search term. You can use the % character one or more times as a wildcard (matching one or more characters).
2. Choose search options using the radio buttons below the search field. The available options depend on the filter type. Include/Exclude is always available (used to indicate whether you want to find items that match, or do not match, the search terms). For details of other options see the Learn More link.
3. Use the search text in one of two ways:
 - Click **Search** to perform the query. Results appear in the Available Filters list box below. You can add one or more filters from the list to Selected Filters.
 - Click the button to add the search text directly to Selected Filters. The text including any wild-cards will be evaluated each time the report is run.

4. To add items from Available Filters to Selected Filters, select and drag the items, or click to select, and then click the single right arrow  to move the filter(s) to the Selected Filters list box. Use the double right arrow  to move all items.



Tip: To remove any filter from the Selected Filters list box, select the items and click the single left arrow (or click the trash icon  at the bottom of the list). Use the double left arrow to remove all items.

5. You can include or exclude items matching a Selected Filter from the report.
- To include items matching a Selected Filter, highlight it and then click the  at the bottom of the list. The item icon shows the green + to indicate it is included.
 - To exclude items matching a Selected Filter, highlight it and then click the  at the bottom of the list. The item icon shows the red - to indicate it is excluded.



Tip: Each filter type must have at least one Included Selected Filter.

6. Click a button to perform the specified action: Download, Email, Save, or Run.



Note: Any Selected Filters items that include the wildcard character % will be evaluated for new matching data each time the report is run. This function is useful for reports on use names, malware names, or any data set that could include new members.

4.1.4 Wildcard filter examples

These examples show the difference between specific and wildcard filters.

4.1.4.1 Users

- Run the Report Wizard for any report type.
- On the Filters tab, select the User filter type. Enter a search of a% (with search options Include and User).

3. Click Search to populate the Available Filters, and move all results to the Selected Filters.
 - If you save and run the resulting report, it will always include information for users with a name beginning in A that already existed when the report was created.
4. Remove the items from Selected Filters, and click the  (next to Search) to add the search expression to the Selected Filters.
 - If you save and run the resulting report, it will include information for users with a name beginning in A, including new users that were not present in the logs when you created the report.

4.1.4.2 Virus Names

This example applies to virus data.

1. Run the Report Wizard for Virus.
2. On the Filters tab, select the Virus filter type. Enter a search of `%worm%` (with search option Include).
3. Click Search to populate the Available Filters, and move all results to the Selected Filters.
 - If you save and run the resulting report, it will always include only the items that were available when the report was created. If no worm virus has been reported, you cannot save a useful report.
4. Remove the items from Selected Filters, and click the  (next to Search) to add the search expression to the Selected Filters.
 - If you save and run the resulting report, it will include any virus with a name containing the word “worm”, including new items that were not logged when you created the report. Even if no worm virus has been reported previously, you can still save a report for future use.

4.1.5 Generating a report

To generate a report immediately:

- For a single level report, click **Run** to generate and display the report on the screen
- For any report, click **Download** to generate the report to a file (in the format specified on the General tab) and download it to the workstation. The SR interface will be locked while the report is being generated.
- For any report, click **Email** to generate the report to a file and send the file (or a link) by email. The report will be generated in the background and you can continue to work. For full information about the email facility, see the *Security Reporter Administrator Guide*.

4.1.6 Saving a report for later use

To save a report, click **Save**.



Tip: To save a report you must have given it a name (on the General tab of the wizard).

You can access saved reports by navigating to Reports | Saved.

You can schedule saved reports to run by navigating to Reports | Schedule.

For full information about how to use saved reports, see the *Security Reporter Administrator Guide*.

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