

## ER SOFTWARE VERSION 5.2.00

M86 Security is pleased to announce the release of ER software version 5.2.00. This software release requires an ER or R3000IR appliance running software version 5.1.00 or later.

### FREQUENTLY ASKED QUESTIONS

**Q.** What is the difference between the two new keyword reports that can now be generated?

**A.** The two types of keyword reports are as follows:

- **Top 20 Blocked Search Keywords canned report** - This report shows records of end users who have filtering options enabled in their profiles for blocking specified search engine keywords or URL keywords, and who attempted to access any blocked keywords within the specified time period. The new Optional Feature for Blocked Search Keywords Report must be enabled in the Administrator console in order to use this feature.
- **URL sub-string/keyword report** - This report shows records of end users who accessed specified URL keywords or any URL sub-string containing a specified keyword within a given time period. These do not have to be blocked keywords in order to appear in the report.

**Q.** How does the new batch user report work?

**A.** The new batch user reporting option lets administrators identify up to 25 end users whose specific Web activities they wish to track. The Custom Report Wizard is used for specifying report detail criteria, which can also include the new URL sub-string/keyword option, if desired. When the report is generated, individual reports for each end user are included in one email message.

### NEW FEATURES AT A GLANCE

#### ADMINISTRATOR CONSOLE ENHANCEMENTS

- **IP:ID screen from the Database menu** - The Text Label (to be used for unidentified machines) frame has been removed since the 'IP Only' label is no longer used in reports due to the new logic implemented that uses the user's IP address if the username cannot be resolved. This enhancement helps to prevent the duplication of user records in the report and thus makes reporting more accurate.
- **NAS Status screen from the Database menu** - This screen has been removed since this feature is not widely used and is no longer supported by MySQL.
- **Optional Features screen from the Database menu** - The Blocked Search Keywords Report frame has been added above the Wall Clock Time frame in this screen. The new Blocked Search Keywords feature is enabled by default and lets you view canned reports and generate blocked search engine or URL keyword canned reports in the Web Client, providing that the Filter Options for "Search Engine Keyword Filter Control" and/or "URL Keyword Filter Control" are enabled in the end user's filtering profile on the R3000. If using a consolidated ER, that server must also have these options enabled in order to generate these reports. Please note it may take up to 24 hours before blocked search engine keyword canned reports are available for viewing. If previously disabled, enabling this feature restarts the Web Client.

#### WEB CLIENT ENHANCEMENTS

- **Time-out value increase** - The time-out value for using the Web Client has been increased from 30 minutes to eight hours.
- **Top 20 Blocked Searched Keywords canned report** - In the Canned Reports section you will now see the new Top 20 Blocked Searched Keywords icon in the dashboard. When clicking the icon to access this report, blocked search engine keywords and/or blocked URL keywords display with a bar graph and Blocked Count figures below. This report only includes the records of blocked keyword entries, not URL entries. In order for this report to display, the Optional Feature for "Blocked Search Keywords Report" must be enabled in the ER Administrator console, and Filter Options for "Search Engine Keyword Filter Control" and/or "URL Keyword Filter Control" must be enabled in user profiles on the R3000.
- **Removal of generic report labels for more accurate reporting** - The 'IPGROUP', 'DEFAULT', and 'IP Only' report labels have been removed from canned and drill down reports since they often skew the results because they contain a large number of users. Each individual user's IP address from the group will now display instead of one of the aforementioned labels that represents multiple users. If the "Hide Un-Identified IPs" setting is enabled in Settings > Default Options, reports will only show users with usernames that are known. The report will not show any un-identified IP addresses. This new logic eliminates the duplication of any user that has an IP address which is equal to his/her username.
- **Batch users into one report** - Using the Custom Report Wizard from the Custom Reports menu an administrator can run a single break detailed report, producing a single email with attached reports for up to 25 specified end users.
  - To accommodate this option, the Specific User Detail Page and Object wizard screens now include the Add and Delete buttons to the right of the Username field. In the Username field, do one of the following to add a username in the new list box below:
    - Type in the username and then click Add.
    - Enter valid alpha characters with a wildcard (%) and then click Add, or
    - Enter a wildcard (%)—with or without alpha characters—and then click Add to open the Specific Search pop-up window that displays all available matches in the Username frame. Select up to 25 usernames and then click OK to close the pop-up window and populate the list box in the wizard screen.
    - To remove an entry from the list box, select it and then click Delete.

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## WHAT'S NEW IN THE ENTERPRISE REPORTER - 5.2.00

- See **Multi-entry reporting in batch user reports, URL sub-string/keyword reports** for information about advanced screen entries and report layouts and content.
- **Generate a report with URL sub-string/keyword entries** - The Custom Report Wizard from the Custom Reports menu now lets an administrator run a single break detailed report for up to five keyword and/or URL sub-string entries.
  - To accommodate this option, the Specific User Detail Page and Object wizard screens now include the Keyword field beneath the User Group field, Add and Delete buttons to the right of this field, and list box below. In the Keyword field, do one of the following to add keywords/URL sub-strings in the new list box below:
    - Type in a keyword at least three characters in length and then click Add.
    - Enter up to 255 characters of a phrase and then click Add.
    - To remove an entry from the list box, select it and then click Delete.
- See **Multi-entry reporting in batch user reports, URL sub-string/keyword reports** for information about advanced screen entries and report layouts and content.
- **Multi-entry reporting in batch user reports, URL sub-string/keyword reports** - When the administrator uses the Custom Report Wizard to create a batch user report and/or URL sub-string/keyword report:
  - If more than one Username or if any Keywords are specified:
    - The Date Scope menu only includes the following choices: "Yesterday" (default), "Previous 7 Days", selections for Previous 6, 5, 4, 3, or 2 Days, and "Daily".
    - The message 'NOTE: This report is very processor and time intensive and may take several minutes to complete.' appears above the Save Custom Report and View Drill Down Results buttons.
    - The View Drill Down Results button is greyed-out.
    - The Save Custom Report button is the only button activated on the page. When Save Custom Report is clicked, the Save Custom Report screen displays.
  - On the Save Custom Report screen:
    - Save options include: Save and Schedule or Save Only.
    - The Save and Run button at the bottom of the screen is greyed-out.
  - If editing the saved report (Custom Reports > Saved Custom Reports), note that only usernames can be added/deleted. Since keywords cannot be edited, if you wish to make any modifications, a new report must be created.
  - For a user report (whether or not keywords are included), a separate report will be generated for each user.
  - For a keyword report only, one report file will be generated, and any keyword specified in the keyword list box will be included in the URL column in the report.
- **Short and Long Name Category Descriptions automatically updated** - In the Settings > Category Descriptions screen, the ability to update Long name descriptions via the Update button has been removed since the ER is now synchronized with R3000 to update categories at set nightly intervals. Thus the category descriptive name (long name) on the ER server is automatically updated. If the short name on the ER was used as the long name, it will be overwritten by the long name from the R3000.