

8E6 MOBILE CLIENT USER GUIDE

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Version 1.01, published August 2006

Printed in the United States of America

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Part# 8MC-UG_v1.01-0608

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INTRODUCTORY SECTION

8e6 Mobile Client

8e6 Mobile Client performs Internet filtering and blocking on mobile PCs physically located outside your organization.

This product is comprised of the R3000 Mobile filtering appliance, Mobile Client software installed on an end user's workstation, the Administrator console used for configuring the R3000 Mobile server, and the Administrator console used for setting up and maintaining your account and licenses for all end users working at home or on the road.

8e6 Mobile Client ensures Internet activity of all end users located outside the organization will be tracked and filtered in the same manner as for end users on the in house R3000 filtering appliance, thereby giving you, the administrator, assurance that your organization will be protected against lost productivity, network bandwidth issues, Internet security threats, and possible legal problems that can result from the misuse of Internet resources on an unfiltered, remote, laptop computer.

About this User Guide

This user guide is organized into the following sections:

- **Introductory Section** - This section is comprised of an overview on this product and how to use this user guide.
- **Mobile Server Section** - This section explains how to configure the Administrator console of the R3000 Mobile appliance.
- **Mobile Client Section** - This section provides instructions for setting up and maintaining the Mobile Client Administrator console, and managing the client on end user mobile PCs.
- **Technical Support / Product Warranties Section** - This section contains information on technical support and product warranties.
- **Index** - This section includes an index of subjects and the first page numbers where they appear in this User Guide.

How to Use this User Guide

Conventions

The following icons are used throughout this user guide:



NOTE: The “note” icon is followed by italicized text providing additional information about the current subject.



TIP: The “tip” icon is followed by italicized text giving you hints on how to execute a task more efficiently.



WARNING: The “warning” icon is followed by italicized text cautioning you about making entries in the application, executing certain processes or procedures, or the outcome of specified actions.

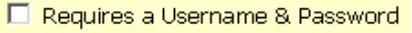
Terminology

The following terms are used throughout this User Guide. Sample images (not to scale) are included for each item.

- **alert box** - a message box that opens in response to an entry you made in a dialog box, window, or screen. This box often contains a button (usually labeled “OK”) for you to click in order to confirm or execute a command.


- **button** - an object in a dialog box, window, or screen that can be clicked with your mouse to execute a command.


- **checkbox** - a small square in a dialog box, window, or screen used for indicating whether or not you wish to select an option. This object allows you to toggle between two choices. By clicking in this box, a check mark or an “X” is placed, indicating that you selected the option. When this box is not checked, the option is not selected.

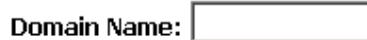

- **control panel** - the panel that displays at the left of a screen. This panel can contain links that can be clicked to open windows or dialog boxes at the right of the screen. One or more tree lists also can display in this panel. When an item in the tree list is double-clicked, the tree list opens to reveal items that can be selected.



- **dialog box** - a box that opens in response to a command made in a window or screen, and requires your input. You must choose an option by clicking a button (such as “Yes” or “No”, or “Next” or “Cancel”) to execute your command. As dictated by this box, you also might need to make one or more entries or selections prior to clicking a button.



- **field** - an area in a dialog box, window, or screen that either accommodates your data entry, or displays pertinent information. A text box is a type of field.



- **frame** - a boxed-in area in a dialog box, window, or screen that includes a group of objects such as fields, text boxes, list boxes, buttons, radio buttons, check-boxes, and/or tables. Objects within a frame belong to a specific function or group. A frame often is labeled to indicate its function or purpose.



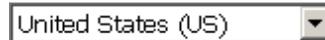
- **list box** - an area in a dialog box, window, or screen that accommodates and/or displays entries of items that can be added or removed.



- **pop-up box or pop-up window** - a box or window that opens after you click a button in a dialog box, window, or screen. This box or window may display information, or may require you to make one or more entries. Unlike a dialog box, you do not need to choose between options.



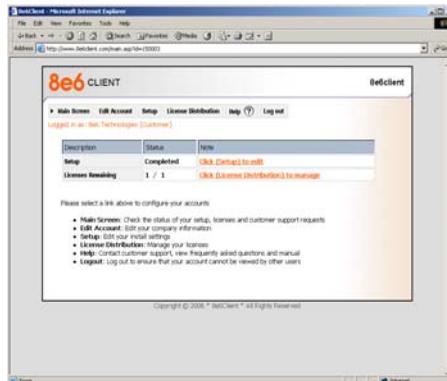
- **pull-down menu** - a field in a dialog box, window, or screen that contains a down-arrow to the right. When you click the arrow, a menu of items displays from which you make a selection.



- **radio button** - a small, circular object in a dialog box, window, or screen used for selecting an option. This object allows you to toggle between two choices. By clicking a radio button, a dot is placed in the circle, indicating that you selected the option. When the circle is empty, the option is not selected.



- **screen** - a main object of an application that displays across your monitor. A screen can contain panels, windows, frames, fields, tables, text boxes, list boxes, icons, buttons, and radio buttons.



- sub-topic** - a subset of a main topic that displays as a menu item for the topic. The menu of subtopics opens when a pertinent topic link in the left panel—the control panel—of a screen is clicked. If a sub-topic is selected, the window for that sub-topic displays in the right panel of the screen, or a pop-up window or an alert box opens, as appropriate.



- table** - a boxed-in area in a screen that includes rows and columns of data.

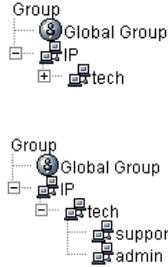
Description	Status	Note
Setup	Completed	Click (Setup) to edit
Licenses Remaining	1 / 1	Click (License Distribution) to manage

- text box** - an area in a dialog box, window, or screen that accommodates your data entry. A text box is a type of field. (See “field”.)

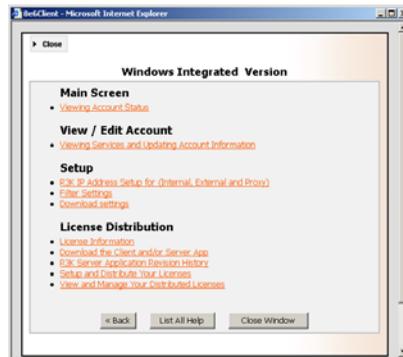
- topic** - a topic displays as a link in the left panel—the control panel—of a screen. By clicking the link for a topic, the window for that topic displays in the right panel of the screen, or a menu of sub-topics opens.



- tree** - a tree displays in the control panel of a screen, and is comprised of a hierarchical list of items. An entity associated with a branch of the tree is preceded by a plus (+) sign when the branch is collapsed. By double-clicking the item, a minus (-) sign replaces the plus sign, and any entity within that branch of the tree displays. An item in the tree is selected by clicking it.



- window** - a window displays on a screen, and can contain frames, fields, text boxes, list boxes, buttons, checkboxes, radio buttons, and hyperlinks. Types of windows include pop-up windows, login windows, or ones from the system such as the Save As or Choose file windows.



Environment Requirements

Workstation Requirements

Minimum system requirements for the administrator include the following:

- Windows 2000 or XP operating system running IE 6.0 or higher, or Firefox 1.0 or higher
- Macintosh OS X Version 10.4 running Safari, Firefox 1.0 or higher, or IE 6.0 or higher
- JavaScript enabled
- Pop-up blocking software, if installed, must be disabled

Network Requirement

- High speed connection from the R3000 Mobile server to mobile PCs

Remote Filtering Components

- Mobile Client software installed on each end user's mobile PC
- Remote R3000 Mobile appliance to be used by mobile PCs located outside of the organization

Work Flow Overview

Mobile Client Installed on a Mobile PC

For mobile PCs located outside of the organization:

- a remote R3000 Mobile appliance is used for obtaining the end user's profile and for logging his/her Internet activity
- the Mobile Client application is used on the remote PC for filtering the end user's Internet activity

When these two components are installed, the following scenario occurs on the network:

1. The end user logs into his/her mobile PC located outside of the organization, and then makes a URL request.
2. The Mobile Client detects the external R3000 Mobile appliance, and that remote R3000 Mobile appliance grants the URL request or blocks the request, based on the end user's profile supplied by the Mobile Client.
3. If the end user comes into the organization and is authenticated on the internal network, the end user's profile now comes from the internal R3000, which also filters and logs the end user's Internet activity.

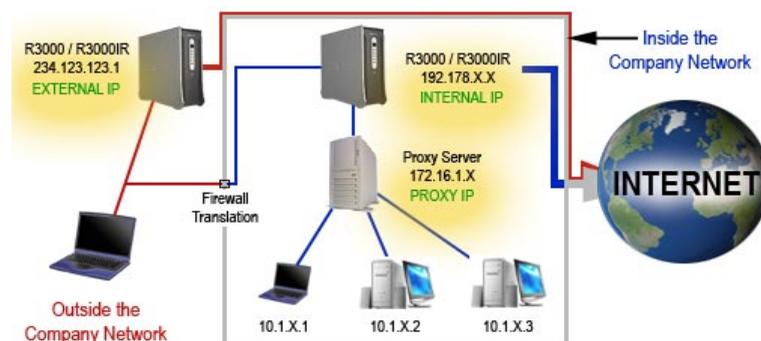


Fig. 1:1-1 Sample diagram of work flow overview, including a proxy

Network Operations Overview

8e6 Mobile Client on the Network

The following diagram illustrates the functionality of the 8e6 Mobile Client product in conjunction with an existing, internal 8e6 R3000 filtering appliance and an 8e6 ER (Enterprise Reporter) reporting appliance on the network:

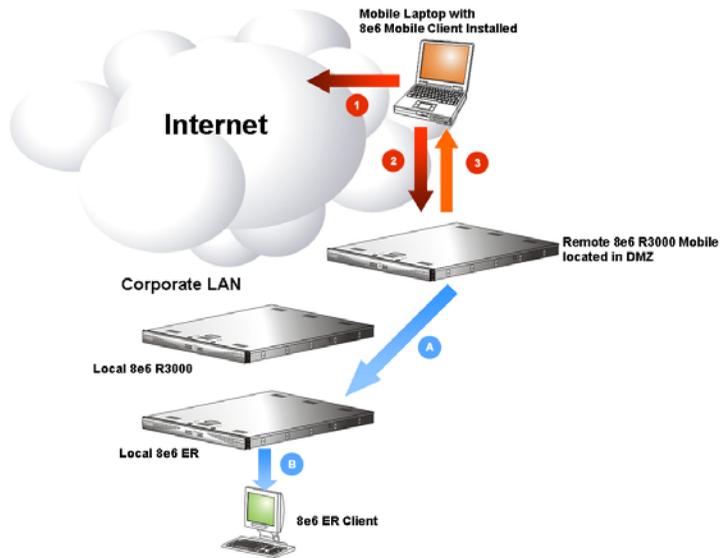


Fig. 1:1-2 Diagram showing 8e6 Mobile Client with R3000 and ER

8e6 Mobile Client

1. A URL request is made from an end user's mobile PC to access inappropriate content on the Internet.
2. The Mobile Client installed on the end user's workstation sends a parallel request to the R3000 Mobile appliance.
3. The R3000 Mobile appliance searches its 8e6 database for a match to the request. If a match to the requested

URL is found and the site is disallowed, the Mobile Client software blocks the connection to the Web server.

Enterprise Reporter

- A. The R3000 Mobile appliance sends logs to the local Enterprise Reporter (ER) for processing.
- B. Using the ER Web Client, an administrator can generate customized reports on the remote end user in minutes.

MOBILE SERVER SECTION

Chapter 1: Overview

The Mobile Server Section of this user guide is comprised of an overview on how to use the R3000 Administrator console, and three other chapters containing setup information for configuring the R3000 Administrator console to be used with the Mobile Client: System, Group, and Library.

Initial Setup

To initially set up your R3000 Mobile server, follow the instructions in the Quick Start Guide, the booklet packaged with your R3000 unit. This guide explains how to perform the initial configuration of the server so that it can be accessed via an IP address on your network.



NOTE: *If you do not have the 8e6 Mobile Client Quick Start Guide, contact 8e6 Technologies immediately to have a copy sent to you.*

The basic requirements for initial network setup are as follows:

- The R3000 Mobile server should be set up on the WAN network's DMZ
- Port 81 must be open on the network for block page requests
- Port 443 must be open on the network for the client to communicate with the R3000 Mobile server.

Using the Administrator Console

Log On

1. Launch Internet Explorer.
2. In the address line of the IE browser window, type in the R3000 server's IP address appended by the following port number:
 - “:88” for an HTTP address
 - “:1443” for an HTTPS address

For example, if your IP address is 210.10.131.34, type in **http://210.10.131.34:88** or **https://210.10.131.34:1443**.
3. Click **Go** to open the R3000 Introductory Window:

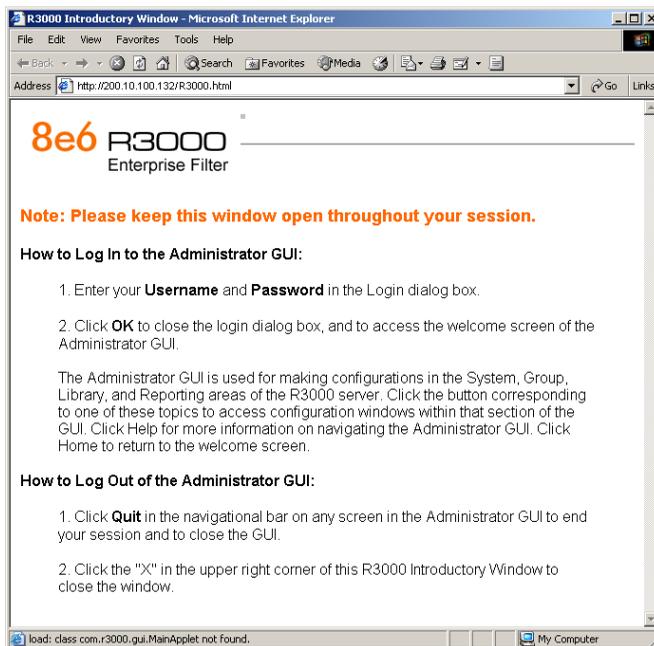


Fig. 2:1-1 R3000 Introductory Window



NOTE: The R3000 Introductory Window must be left open throughout your session. This window displays minimized when the Login dialog box opens.

4. When the Login dialog box opens, enter your **Username** and **Password**:



Fig. 2:1-2 Login dialog box



TIP: The default Username is **admin** and the Password is **user3**. To change this username and password, go to the Administrator window and create a global administrator account (see the Administrator window in Chapter 2: System section).

5. Click **OK** to close the login dialog box and to access the welcome screen of the Administrator console:



Fig. 2:1-3 Welcome screen

On this screen, the R3000 Version Number displays in the Product frame, and dates for the Last Library Update and Last Patch Update display in the R3000 Enterprise Filter Status frame.

If it has been more than seven days since the R3000 last received updates to library categories, the following message displays above the Product frame: "Libraries were last updated 7+ days ago. Please use the Weekly Update option."



NOTE: Refer to the Manual Update window in Chapter 4: Library section for information about updating library categories on demand.

Navigation Tips

Access Main Sections

The R3000 Administrator console is organized into six sections, each accessible by clicking the corresponding button in the navigational panel at the top of the screen:

- **Home** - clicking this button displays the welcome screen of the Administrator console.
- **System** - clicking this button displays the main screen for the System section. This section is comprised of windows used for configuring and maintaining the server to authenticate users, and to filter or block specified Internet content for each user based on the applied filtering profile.
- **Group** - clicking this button displays the main screen for the Group section. Windows in the Group section are used for creating and managing master IP groups, sub-groups, and individual IP filtering profiles, or for setting up NT/LDAP domains, groups, and individual users, and their filtering profiles.
- **Library** - clicking this button displays the main screen for the Library section. Library section windows are used for adding and maintaining library categories. Library categories are used when creating or modifying a filtering profile.
- **Reporting** - clicking this button displays the main screen for the Reporting section. The Reporting section contains windows used for configuring reports on users' Internet activities.
- **Help** - clicking this button displays the Help screen. This screen includes navigational tips and a link to the latest version of the R3000 User Guide:

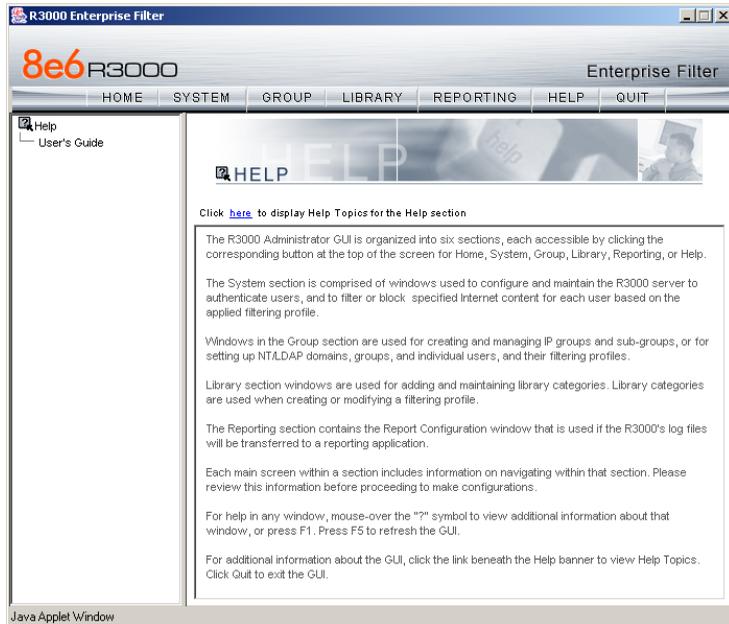


Fig. 2:1-4 Help screen

Help Features

Help features provide information about how to use windows in the Administrator console. Such features include help topics and tooltips.

Access Help Topics

Each of the main section screens contains a link beneath the banner. When that link is clicked, a separate browser window opens with Help Topics for that section:

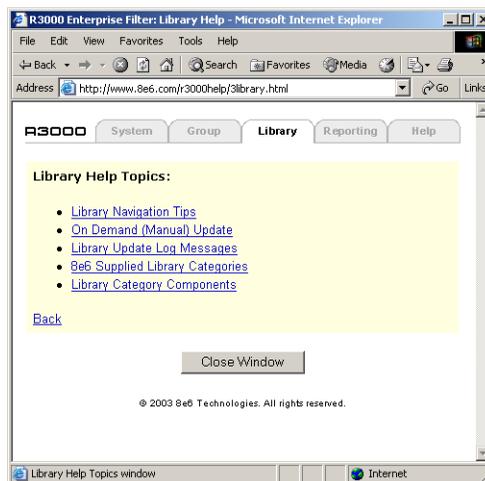


Fig. 2:1-5 Help Topics window

1. Click a link to go to a specified topic.
2. To view Help Topics for another section, click the tab for that section.
3. Click **Close Window** to close the Help Topics window.

Tooltips

In any window that features the icon, additional information about that window can be obtained by hovering over that icon with your mouse, or by pressing the **F1** key on your keyboard.

- **Hover Display**

The yellow tooltip box displays when you hover over the icon with your mouse:

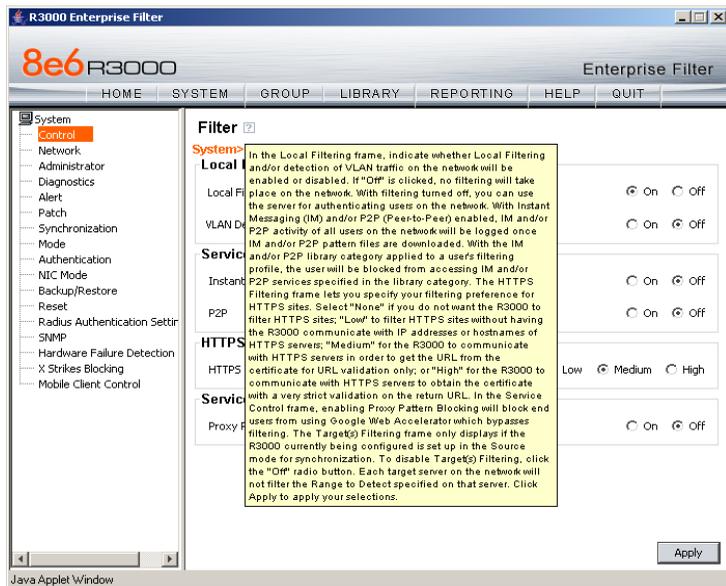


Fig. 2:1-6 Tooltip mouseover effect

To close the tooltip box, move the mouse away from the icon.

- **Help pop-up box**

The Help pop-up box opens when you press the **F1** key on your keyboard:

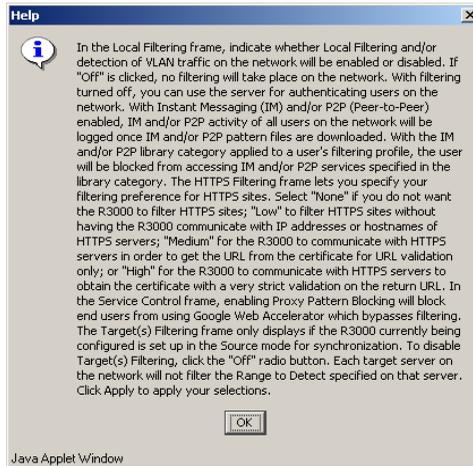


Fig. 2:1-7 Help pop-up box

Click **OK** to close the pop-up box.

Screen and Window Navigation

All screens are divided into two panels: a control panel to the left, and a window in the panel to the right. Windows display in response to a selection made in the control panel.

In the Administrator console, screens and windows use different navigation formats, based on the contents of a given screen or window. Screens can contain topic links and sub-topic menus, and/or tree lists with topics and sub-topic menus. Windows can contain tabs that function as sub-windows.

Topic Links

In System, Library, and Reporting screens, the control panel contains topic links. By clicking a topic link, the window for that topic displays in the right panel:

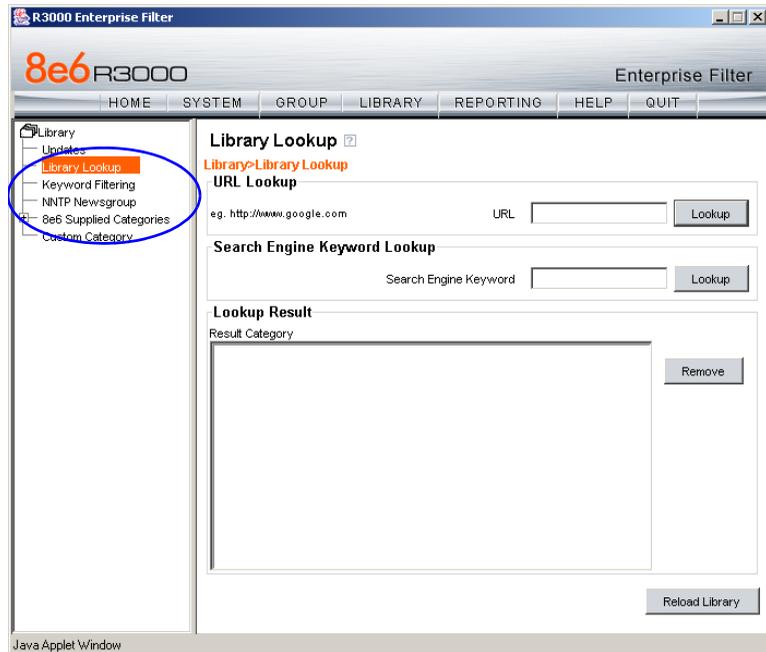


Fig. 2:1-8 Selected topic and its corresponding window

Select Sub-topics

Some topics in System and Library screens consist of more than one window. For these topics, clicking a topic link opens a menu of sub-topics:

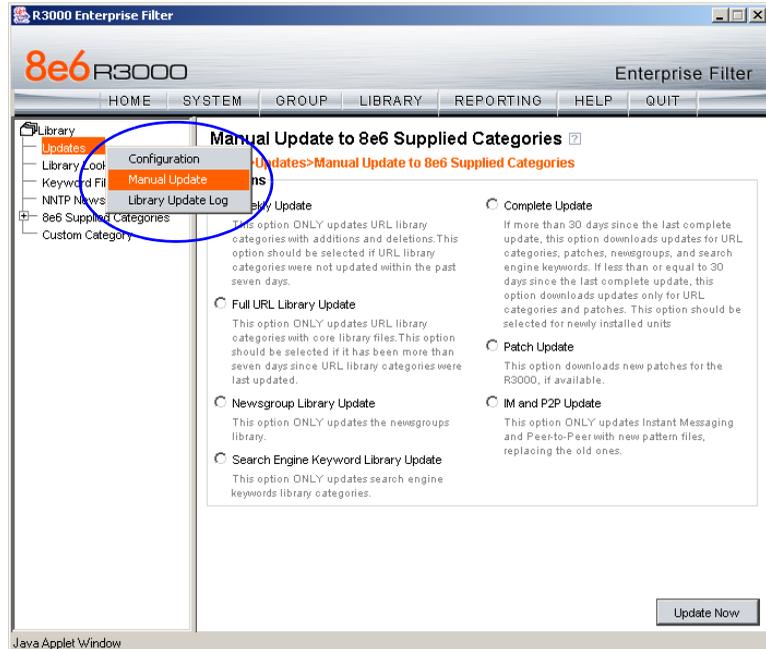


Fig. 2:1-9 Sub-topics menu

When a sub-topic from this menu is selected, the window for that sub-topic displays in the right panel of the screen.

Navigate a Tree List

Tree lists are used in the control panel of the Group screen, and in the 8e6 Supplied Categories and Custom Category sections of Library screens.

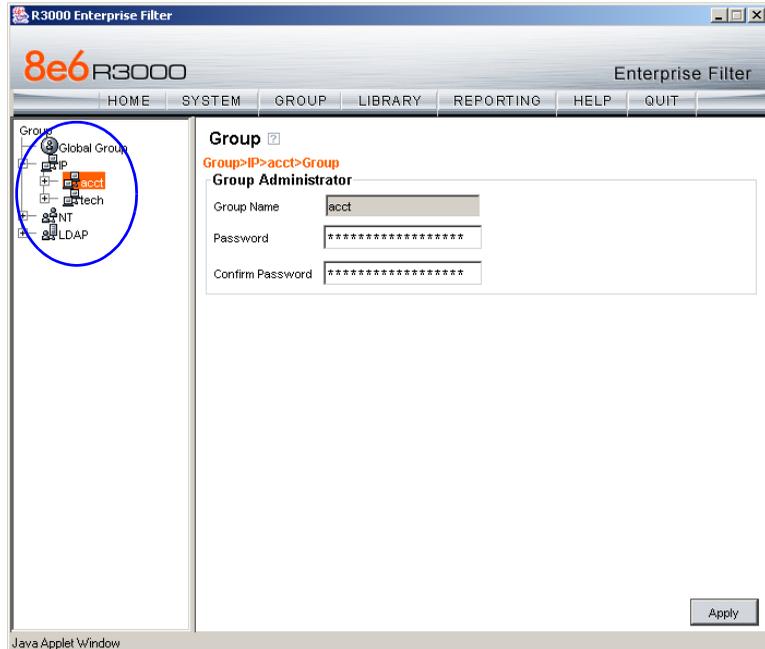


Fig. 2:1-10 Tree menu

A tree is comprised of a hierarchical list of items. An entity associated with a branch of the tree is preceded by a plus (+) sign, when that branch of the tree is collapsed.

By double-clicking the entity, a minus (-) sign replaces the plus sign, and all branches within that branch of the tree display.

An item in the tree is selected by clicking it.

Tree List Topics and Sub-topics

Group and Library screen tree lists possess a menu of topics and sub-topics.

Topics in the tree list display by default when the tree is opened. Examples of tree list topics are circled in Fig. 2:1-11.

When a tree list topic is selected and clicked, a menu of sub-topics opens:

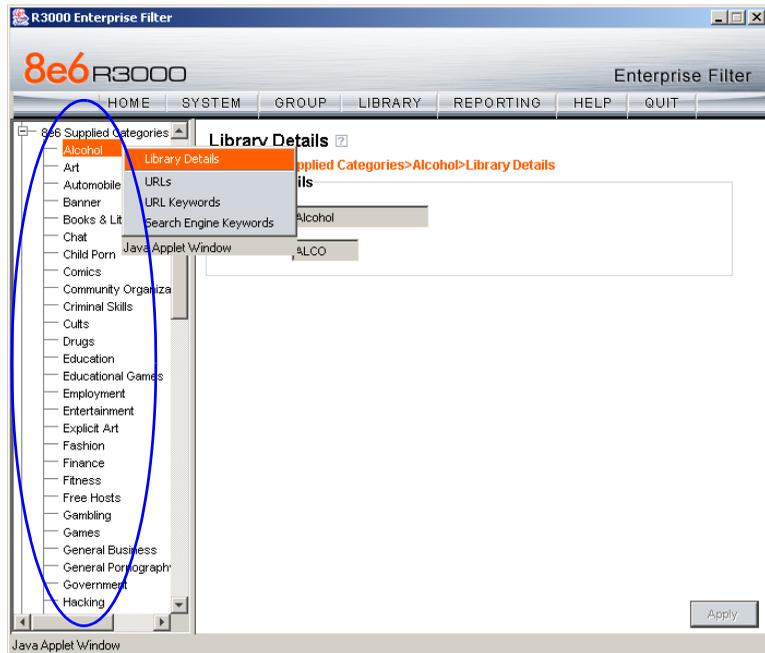


Fig. 2:1-11 Tree list topics and sub-topics

Clicking a sub-topic displays the corresponding window in the right panel, or opens a pop-up window or alert box, as appropriate.

Navigate a Window with Tabs

In each section of the console, there are windows with tabs.

When selecting a window with tabs from the control panel, the main tab for that window displays. Entries made in a tab must be saved on that tab (except in the Time Profile window).

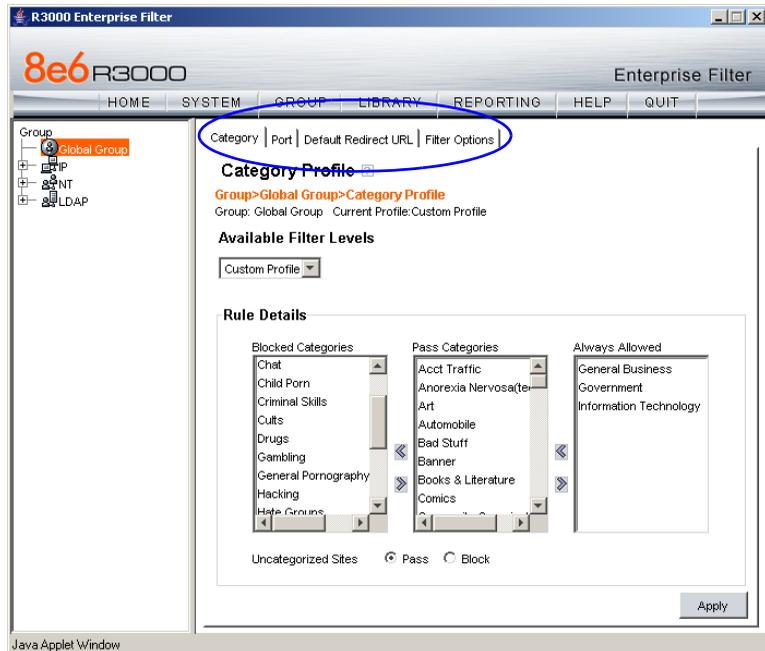


Fig. 2:1-12 Window with tabs

Administrator Console Tips and Shortcuts

The following list of tips and shortcuts is provided to help you use windows in the Administrator console with greater efficiency.

Navigation Path

The navigation path displays at the top of each window:

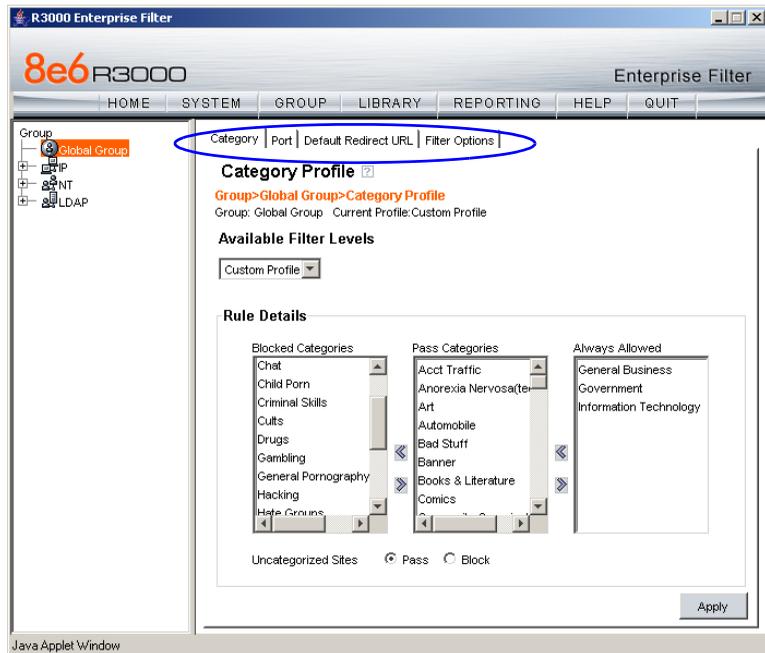


Fig. 2:1-13 Navigation path

This path reminds you of your location in the console. The entire path shows the screen name, followed by the topic name, and sub-topic name if applicable.

Refresh the Console

Press **F5** on your keyboard to refresh the Administrator console. This feature is useful in the event that more than one browser window is open simultaneously for the same R3000 server.

Select Multiple Items

When moving several items from one list box to another, or when deleting several items, the Ctrl and Shift keys can be used to expedite this task.

- **Ctrl Key**

To select multiple items from a list box, click each item while pressing the Ctrl key on your keyboard.

- **Shift Key**

To select a block of items from a list box, click the first item, and then press the Shift key on your keyboard while clicking the last item.

Once the group of items is selected, click the appropriate button to perform the action on the items.

Copy and Paste Text

To save time when making duplicate data entries, text previously keyed into the console can be copied and pasted into other fields without needing to key in the same text again.

- **Copy command**

Copy text by using the cursor to highlight text, and then pressing the **Ctrl** and **C** keys on the keyboard.

- **Paste command**

Text that was just copied from a field can be pasted into another field that is either blank or populated with text.

Log Off

To log off the Administrator console:

1. Click the **Quit** button in the navigational panel at the top of the screen. This action opens the Select an Option dialog box:



Fig. 2:1-14 Select an Option box

2. Click **Yes** to close the Administrator console.
3. Click the “X” in the upper right corner of the R3000 Introductory Window to close it.



WARNING: If you need to turn off the server, see the instructions on the ShutDown window in the R3000 User Guide.

Chapter 2: System section

The following windows or tabs in the System section of the console need to be configured for the R3000 Mobile server: Filter window, Block Page Customization tab of the Block Page window, Administrator window, Configuration and Categories tab of the X Strikes Blocking window, and Mobile Client Control window.



NOTE: Refer to the *R3000 User Guide* for information about configuring other windows of the R3000.

Control menu

Filter window

The Filter window displays when Filter is selected from the Control menu. In this window you specify whether or not Instant Messaging and/or Peer-to-Peer services will be blocked for all Mobile Client end users, and set the HTTPS filtering level to be applied to all Mobile Client end users.

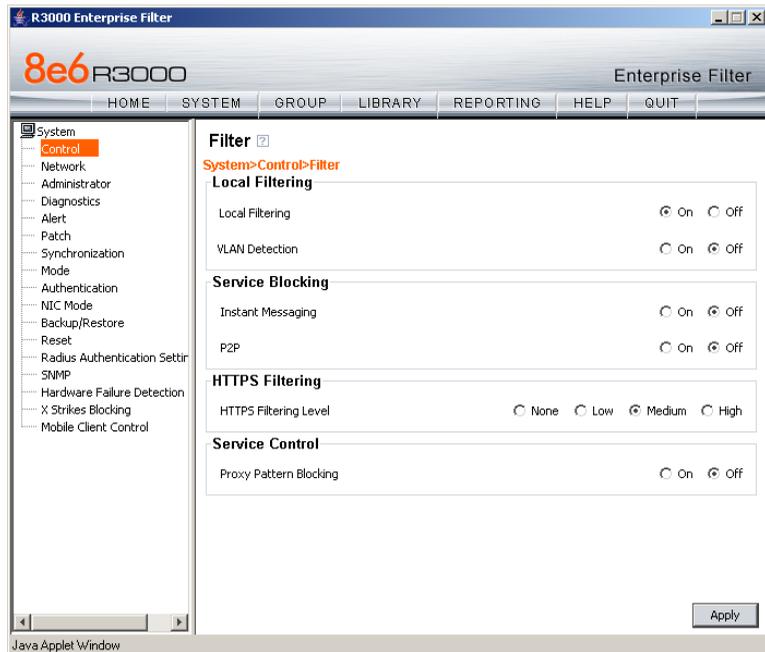


Fig. 2:2-1 Filter window

Service Blocking

In the Service Blocking frame you specify whether the R3000 Mobile server will log and block Instant Messaging (IM) and/or Peer-to-Peer (P2P) services for all Mobile Client users.



NOTE: For the R3000 Mobile server, you do not need to set up IM/P2P to be blocked in a filtering profile in order for IM/P2P blocking to be applied, as the setting(s) will apply to all Mobile Client end users.

The default setting has the options for blocking **Instant Messaging** and **P2P** “Off”.

Enable Options for IM, P2P

To enable **Instant Messaging** and/or **P2P** logging and blocking for all Mobile Client users, click the “On” radio button for the selected option(s).

Disable Options for IM, P2P

To disable **Instant Messaging** and/or **P2P** logging and blocking for all Mobile Client users, click the “Off” radio button for the selected option(s).



NOTE: After making all entries in this window, click **Apply**.

HTTPS Filtering

In the HTTPS Filtering frame you set the level of filtering HTTPS sites for all Mobile Client users.

Specify your preference for filtering HTTPS sites by selecting from the following settings for the **HTTPS Filtering Level**:

- “None” - if you do not want the R3000 to filter HTTPS sites
- “Low” - if you want the R3000 to filter HTTPS sites without having the R3000 communicate with IP addresses or hostnames of HTTPS servers
- “Medium” - if you want the R3000 to communicate with HTTPS servers in order to get the URL from the certificate for URL validation only (this is the default setting)
- “High” - if you want the R3000 to communicate with HTTPS servers to obtain the certificate with a very strict validation of the return URL



WARNING: *If using the “High” setting, end users may be blocked from accessing acceptable Web sites if the host names of these sites do not match their generated certificates. To allow users access to acceptable HTTPS sites, the IP addresses and corresponding URLs of these sites should be included in a custom library category that is allowed to pass.*



NOTE: *After making all entries in this window, click **Apply**.*

Block Page Customization

Block Page Customization displays when Block Page is selected from the Control menu and the Block Page Customization tab is clicked. This tab is used if you want to enter customized text and include a customized link in the block page Mobile Client users will see when attempting to access a site that has been blocked.

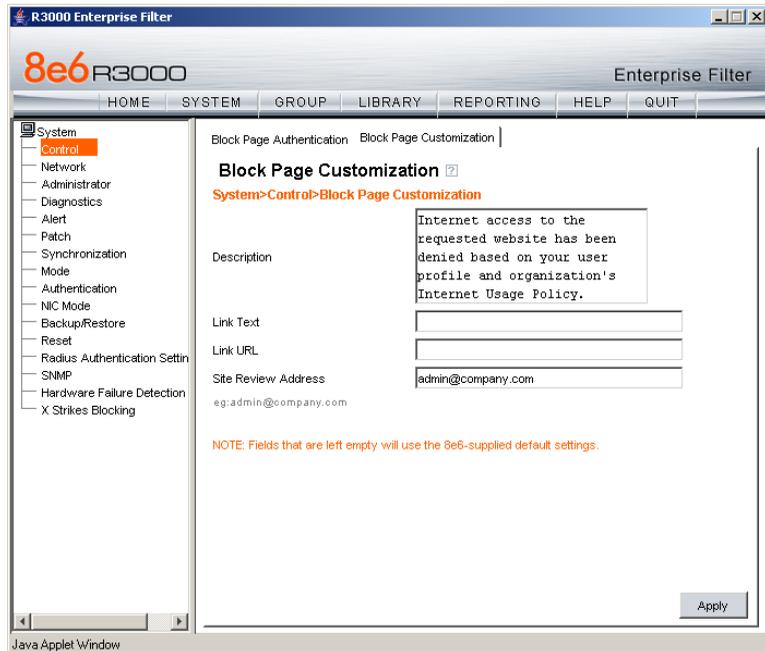


Fig. 2:2-2 Block Page window, Block Page Customization tab

 **NOTE:** See the Block Page Authentication tab in the R3000 User Guide for information about the standard block page.

 **TIP:** An entry in any of the fields in this tab is optional, but if an entry is made in the Link Text field, a corresponding entry must also be made in the Link URL field.

1. Make an entry in any of the following fields:
 - In the **Description** field, enter a static text message to be displayed at the top of the block page.
 - In the **Link Text** field, enter text for the link's URL, and in the **Link URL** field, enter the corresponding hyperlink in plain text using the *http://* or *https://* syntax.

If entries are made for both a description and link, the link will display centered beneath the text message. The text and link will use the Arial font type in the customized block page.

2. In the **Site Review Address** field, the e-mail address *admin@company.com* displays by default. Enter the e-mail address of the recipient at your organization who should be contacted by users on the network, in the event that Internet content is incorrectly blocked.
3. Click **Apply**.

Administrator

Administrator window

The Administrator window displays when Administrator is selected from the control panel. In this window you add and maintain global administrator accounts used for accessing all windows in the Administrator console.

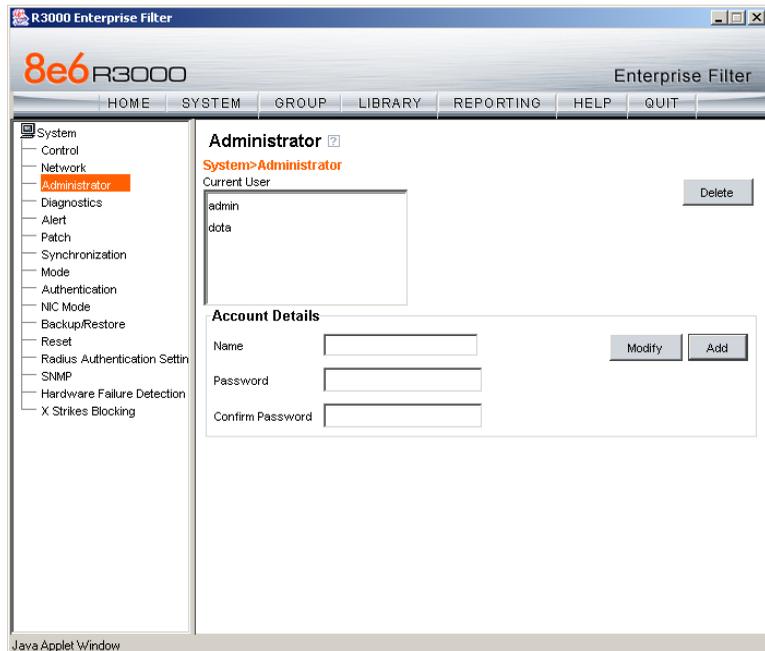


Fig. 2:2-3 Administrator window

 **TIP:** The default Username is **admin** and the Password is **user3**. 8e6 recommends that you retain this default account in the event that the R3000 unit cannot be accessed. An authorized 8e6 Technologies technical representative may need to use this username and password when troubleshooting the unit.

 **WARNING:** Always be sure that at least one account is listed in this window at all times.

Add a Global Administrator Account

To add a global administrator account:

1. In the Account Details frame, enter the username in the **Name** field.
2. Enter at least four alphanumeric characters for the password in the **Password** field.
3. Make the same entry again in the **Confirm Password** field.
4. Click **Add** to include the username in the Current User list box.

Edit a Global Administrator Account

To change a global administrator's password:

1. Select the username from the Current User list box. This action populates the Account Details frame with data.
2. Enter the new password in the **Password** field.
3. Enter the same password again in the **Confirm Password** field.
4. Click **Modify** to apply your settings.

Delete a Global Administrator Account

To delete a global administrator account:

1. Select the username from the Current User list box.
2. Click **Delete**.

X Strikes Blocking

X Strikes Blocking window

The X Strikes Blocking window displays when X Strikes Blocking is selected from the control panel. In this window you use the Configuration and Categories tabs to set criteria for blocking a Mobile Client user's access to "unacceptable" Internet sites and locking the user's workstation, after he/she makes a specified ("X") number of attempts to such sites. "Unacceptable" Internet sites pertain to sites included in categories that are blocked in a user's profile.

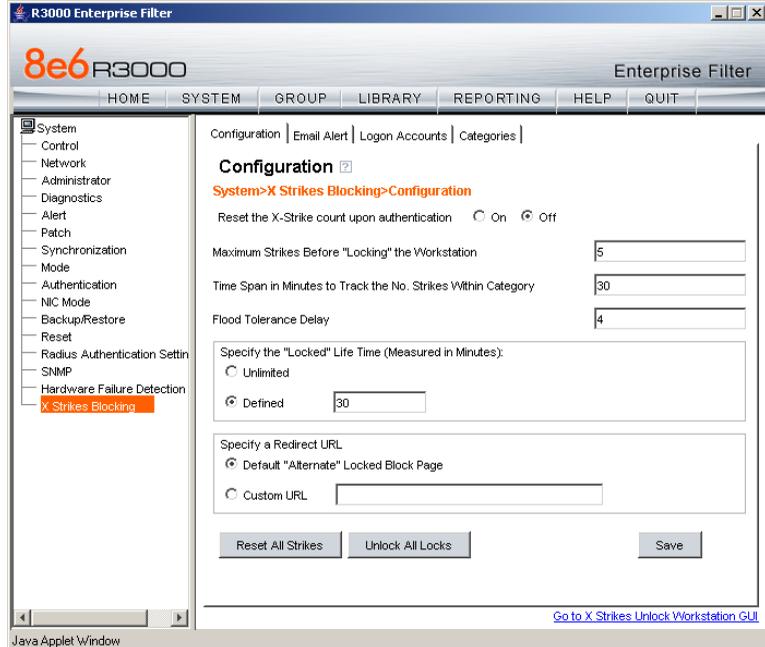


Fig. 2:2-4 X Strikes Blocking window, Configuration tab



NOTE: X Strikes Blocking settings are effective only for filtering profiles with the X Strikes Blocking filter option enabled. (See Filter Options in Chapter 3: Group section for information on setting up the X Strikes Blocking filter option.)

Configuration

Set up Blocking Criteria

1. Enter the **Maximum Strikes Before “Locking” the Workstation**. This is the number of attempts a user can make to access an unacceptable site before that user is prevented from using the Internet. The default is 5, and the maximum limit is 1000.
2. Enter the **Time Span in Minutes to Track the No. of Strikes Within Category**. This is the amount of time between a given user's first strike and the strike that will lock out that user from his/her Internet access. The default setting is 5, and the maximum limit is 1440 minutes (24 hours).
3. Enter the number of seconds for the **Flood Tolerance Delay**, which is the maximum amount of time that will elapse before a user who accesses the same inappropriate URL will receive another strike. The default setting and the maximum limit is 4 seconds.
4. **Specify the “Locked” Life Time (Measured in Minutes)**, which is the number of minutes a user's workstation will be locked. Choose either “Unlimited”, or “Defined”.

If “Defined” is selected, enter the number of minutes in the text box. The default setting is 5.
5. **Specify a Redirect URL** to be used when the end user is locked out from his/her workstation. By default, “Default “Alternate” Locked Block Page” is selected, indicating that the standard lock out block page will display.
6. Click **Save** to save your configuration settings.

Categories

Click the Categories tab to display Categories:

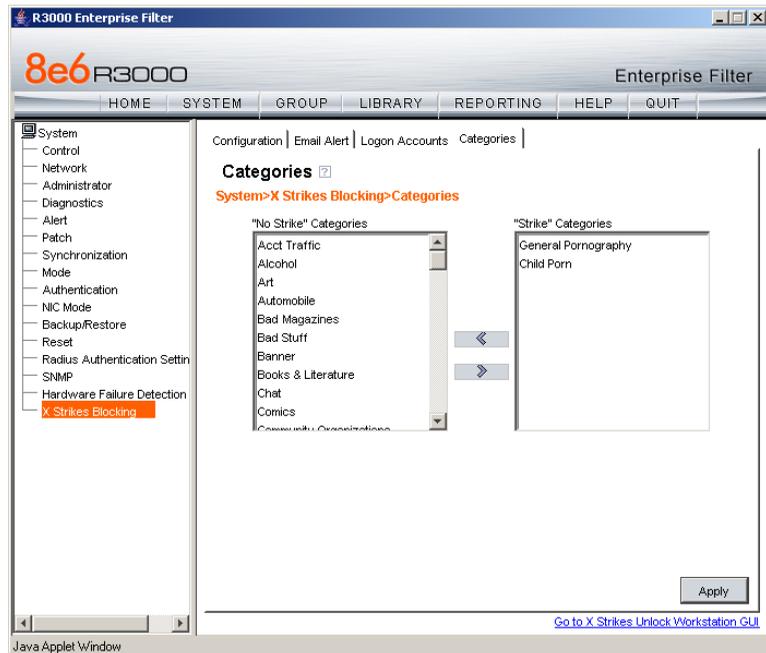


Fig. 2:2-5 X Strikes Blocking window, Categories tab

Set up Categories to Receive Strikes or No Strikes

1. Select library categories from the “No Strike” Categories list box.
2. Click the right arrow (>) to move the selected library categories to the “Strike” Categories list box.

 **TIP:** Use the left arrow (<) to move selected “Strike” Categories to the “No Strike” Categories list box.

3. Click **Apply** to apply your settings.

 **NOTE:** Library categories in the “Strike” Categories list box will only be effective for filtering profiles with the X Strikes Blocking Filter Option enabled.

Mobile Client Control

Mobile Client Control window

The Mobile Client Control window displays when Mobile Client Control is selected from the control panel. In this window you specify Mobile Client control settings.

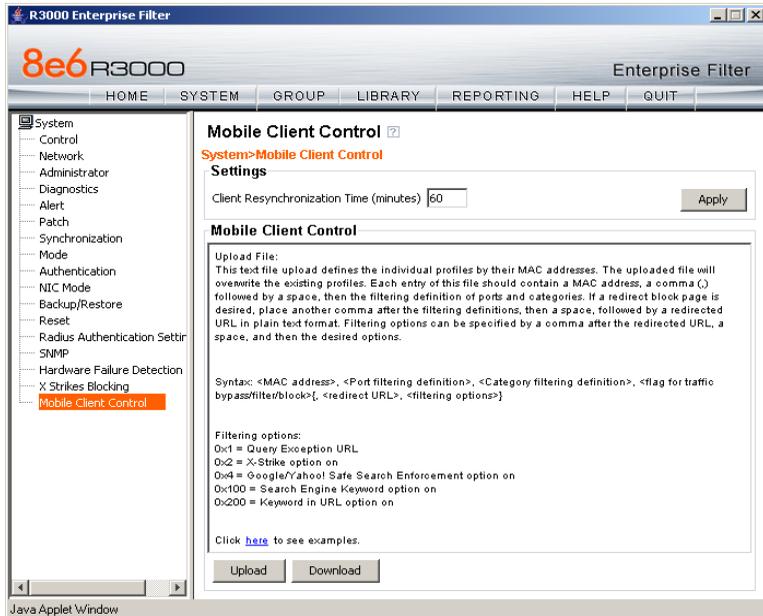


Fig. 2:2-6 Mobile Client Control window

Specify Re-authentication Frequency

1. In the **Client Resynchronization Time (minutes)** field, specify in minutes the frequency in which end users of the Mobile Client will be re-authenticated. The default time is 60 minutes, indicating that end users will have their filtering profiles resynchronized at the top of each hour.
2. Click **Apply**.

Upload a File of Mobile Client Profiles

1. Click **Upload** to open the Upload Mobile Configuration File pop-up window:

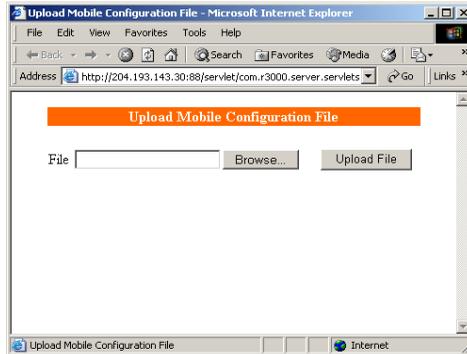


Fig. 2:2-7 Upload Mobile Configuration File

2. Click **Browse** to open the Choose file window in which you find and select the file (named "bsafeclient.conf") containing the Mobile Client profiles to be uploaded. This text file of user/group profiles must be entered in a specific format.



NOTE: For examples of entries to include in a profile file, go to http://www.8e6.com/r3000help/files/2group_ipprofiles.html#mobile.

Once the file is selected, the path displays in **File** field.



WARNING: Any existing profiles will be overwritten by the contents of the uploaded file.

3. Click **Upload File** in this pop-up window to display the message "Upload Mobile Configuration file successfully."
4. Click the "X" in the upper right corner of the Upload Mobile Configuration File pop-up window to close it.

Download Profiles

If Mobile Client profiles have been created and/or uploaded to the R3000 Mobile server:

1. Click **Download** to open a browser window containing the profiles:

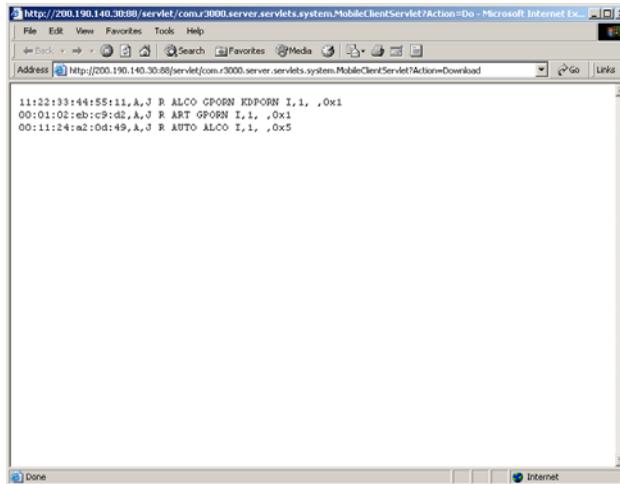


Fig. 2:2-8 Download Profiles window

The contents of this window can viewed, printed, and/or saved.

2. Click the “X” in the upper right corner of the window to close it.

Chapter 3: Group section

The following window in the Group section of the console needs to be configured for the R3000 Mobile server: Global Group Profile.



WARNING: *Since the 8e6 Mobile Client uses the MAC Address on workstations for the purpose of applying user profiles, it is important to note that Virtual Machines (such as VMWare or similiar applications) and applications that provide MAC Address spoofing may have an effect on the Mobile Client. Thus, it is important to ensure that the Global Group Profile provides the most restrictive level of filtering. This will ensure that any users who attempt to change their MAC address using a virtual machine or a MAC Spoofing application will receive the most restrictive filtering level. The upload of individual profiles via the Mobile Client Control window should be used to provide less restrictive filtering levels than that which is provided by the Global Group Profile.*

Global Group Profile

Global Group Profile window

The Global Group Profile window displays when Global Group Profile is selected from the control panel. In this window you view/create the global (default) filtering profile that will be used by all Mobile Client users unless a unique filtering profile is created for a user.

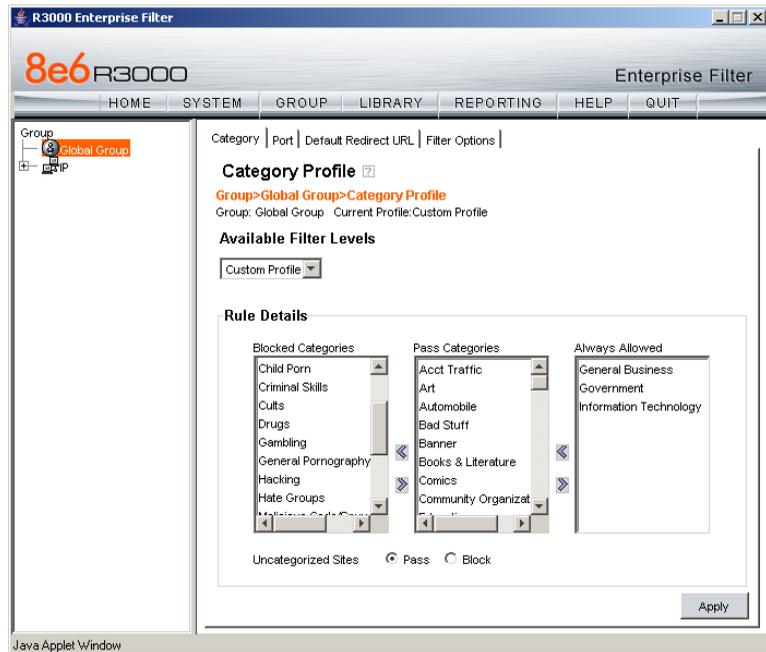


Fig. 2:3-1 Global Group Profile window, Category tab

Click the following tabs in this window: Category, Default Redirect URL, and Filter Options. Entries in these tabs comprise the profile string of the global group for Mobile Client users.

Category Profile

Category Profile displays by default when Global Group Profile is selected from the Global Group menu, or when the Category tab is clicked. This tab is used for selecting library categories that will be passed or blocked for the global filtering profile used by Mobile Client users.

By default, “Custom Profile” displays in the Available Filter Levels pull-down menu, and **Uncategorized Sites** are allowed to Pass.

Create, Edit a List of Selected Categories

To create the category portion of the global group filtering profile:

1. In the Rule Details frame, select a library category from the Pass Categories list box.
2. Click one of two arrows:
 - click the left arrow button (<) to move the library category to the Blocked Categories list box.
To remove a library category from the Blocked Categories list box, select the category and use the right (>) arrow button to move that category back to the Pass Categories list box.
 - click the right arrow button (>) to move the library category to the Always Allowed list box.
To remove a library category from the Always Allowed list box, select the category and use the left (<) arrow button to move that category back to the Pass Categories list box.



TIP: *Multiple categories can be selected by clicking each category while pressing the Ctrl key on your keyboard. Blocks of categories can be selected by clicking the first category, and then pressing the Shift key on your keyboard while clicking the last category.*

3. Click the “Pass” or “Block” radio button to specify whether all **Uncategorized Sites** should pass or be blocked.
4. Click **Apply** to apply your settings at the global level.

Default Redirect URL

Default Redirect URL displays when the Default Redirect URL tab is clicked. This tab is used for specifying the URL to be used for redirecting users who attempt to access a site or service set up to be blocked for the global filtering profile used by Mobile Client users.

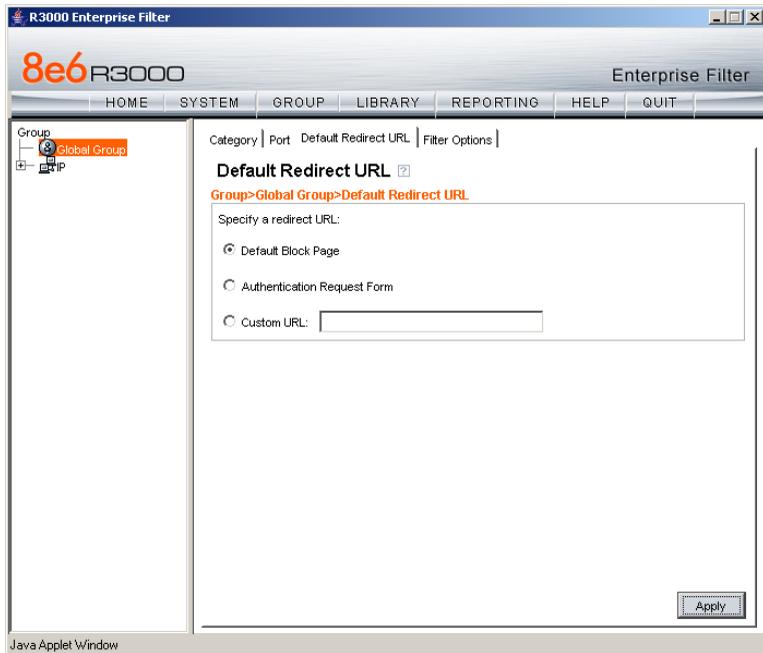


Fig. 2:3-2 Global Group Profile window, Default Redirect URL tab

Create, Edit the Redirect URL

1. Specify the type of redirect URL to be used: “Default Block Page”, “Authentication Request Form”, or “Custom URL”.

If “Custom URL” is selected, enter the redirect URL in the corresponding text box. Users will be redirected to the designated page at this URL instead of the block page.

2. Click **Apply** to apply your settings.

Filter Options

Filter Options displays when the Filter Options tab is clicked. This tab is used for specifying which filter option(s) will be applied to the global group filtering profile for Mobile Client users.

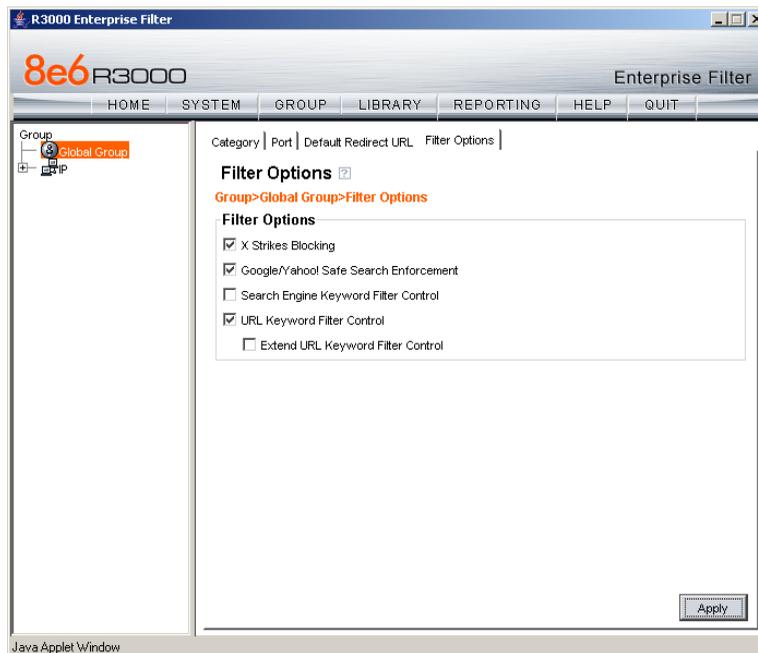


Fig. 2:3-3 Global Group Profile window, Filter Options tab

Create, Edit the Filter Options

1. Click the checkbox(es) corresponding to the option(s) to be applied to the global group filtering profile: “X Strikes Blocking”, “Google/Yahoo! Safe Search Enforcement”, “Search Engine Keyword Filter Control”, “URL Keyword Filter Control”.
2. Click **Apply** to apply your settings.

X Strikes Blocking

With the X Strikes Blocking option enabled, an end user who attempts to access inappropriate sites on the Internet will be locked out from his/her workstation after a specified number of tries within a fixed time period.

Google/Yahoo! Safe Search Enforcement

With the Google/Yahoo! Safe Search Enforcement option enabled, Google and Yahoo!’s “strict” SafeSearch Filtering option will be used whenever end users perform a Google or Yahoo! Web search or Image search.



WARNINGS: *This feature is not compatible with the proxy environment as it will cause overblocking.*

An inappropriate image will only be blocked if that image is included in 8e6’s library or is blocked by Google and Yahoo!

Search Engine Keyword Filter Control

With the Search Engine Keyword Filter Control option enabled, search engine keywords can be set up to be blocked. When a user enters a keyword in the search engine, if that keyword has been set up to be blocked, the search will not be performed. Search engine keywords are entered in the Search Engine Keywords window of 8e6 Supplied library categories and custom library categories.



NOTES: Search engine keyword filtering relies on an exact keyword match. For example, if the word “sex” is set up to be blocked, but “sexes” is not set up to be blocked, a search will be allowed on “sexes” but not “sex”. However, if the word “gin” is set up to be blocked, a search on “cotton gin” will be blocked since the word “gin” is blocked.

See Chapter 4: Library section to set up search engine keywords in a Search Engine Keywords window.

URL Keyword Filter Control

With the URL Keyword Filter Control option enabled, URL keywords can be set up to be blocked. When a user enters a keyword in the address line of a browser window, if that keyword has been set up to be blocked, the user will be denied access to that site or service. URL keywords are entered in the URL Keywords window of 8e6 Supplied library categories and custom library categories.



NOTE: See Chapter 4: Library section to set up URL keywords in a URL Keywords window.



WARNING: If this feature is activated, use extreme caution when setting up URL keywords for filtering. If a keyword that is entered in a browser’s address window contains the same consecutive characters as a keyword set up to be blocked, users will be denied access to URLs that are not even within blocked categories. For example, if all URL keywords containing “sex” are blocked, users will not be able to access a non-pornographic site such as <http://www.essex.com>.

Chapter 4: Library section

The following windows in the Library section of the console need to be configured for the R3000 Mobile server: Configuration, URLs, URL Keywords, and Search Engine Keywords in 8e6 Supplied Categories and Custom Category. The following windows are also used to perform various functions in the Library section of the console: Manual Update, Library Update Log, and Library Lookup.

Updates menu

Configuration window

The Configuration window displays when Configuration is selected from the Updates menu. In this window you make settings to allow the R3000 to receive 8e6 supplied library category updates on a daily basis.

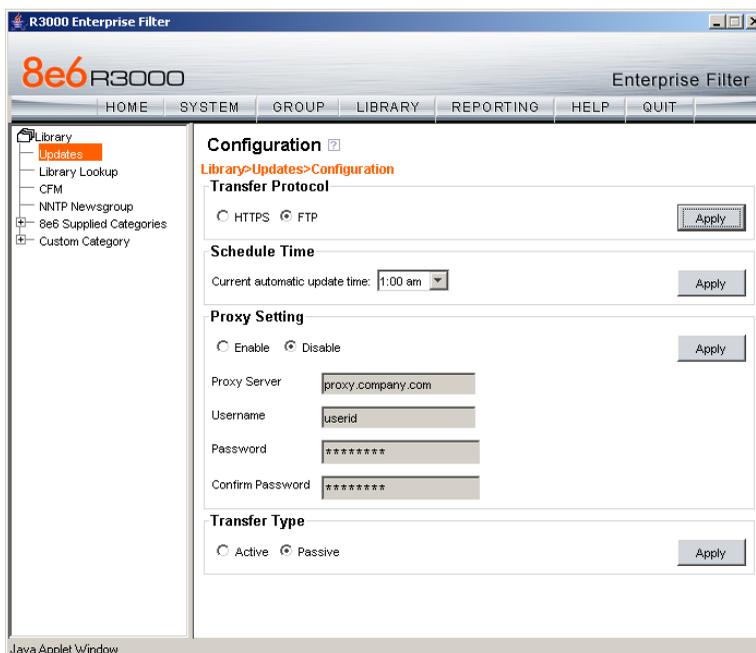


Fig. 2:4-1 Configuration window

Select the Transfer Protocol

1. Choose either the “HTTPS” or “FTP” transfer protocol.
2. Click **Apply** to apply your setting.

Set a Time for Updates to be Retrieved

1. In the Schedule Time frame, by default “1:00 am” displays for the **Current automatic update time**. At this pull-down menu, specify the time at which library updates will be retrieved.
2. Click **Apply** to apply your setting.

Optional: Specify a Proxy Server

1. In the FTP Proxy Setting frame, by default “Disable” is selected. Click “Enable” if the server is in a proxy server environment. This selection activates the fields in this frame.
2. By default, *proxy.company.com* displays as the host name of the **Proxy Server**. Enter the host name for the proxy server in this field.
3. By default, *userid* displays in the **Username** field. Enter the username for the FTP account.
4. Enter the same password in the **Password** and **Confirm Password** fields.
5. Click **Apply** to apply your settings.

Specify the Type of Transfer Activity for FTP

The Transfer Type frame displays if FTP was selected.

1. In the Transfer Type frame, by default “Passive” is selected, indicating that transfers will be made via unrestricted outgoing network connections. Click “Active” if transfers will be initiated by the server.
2. Click **Apply** to apply your settings.

Manual Update window

The Manual Update to 8e6 Supplied Categories window displays when Manual Update is selected from the Updates menu. In this window you specify the type of updates to be made to the R3000 on demand, if the R3000 has not received daily updates due to an occurrence such as a power outage.

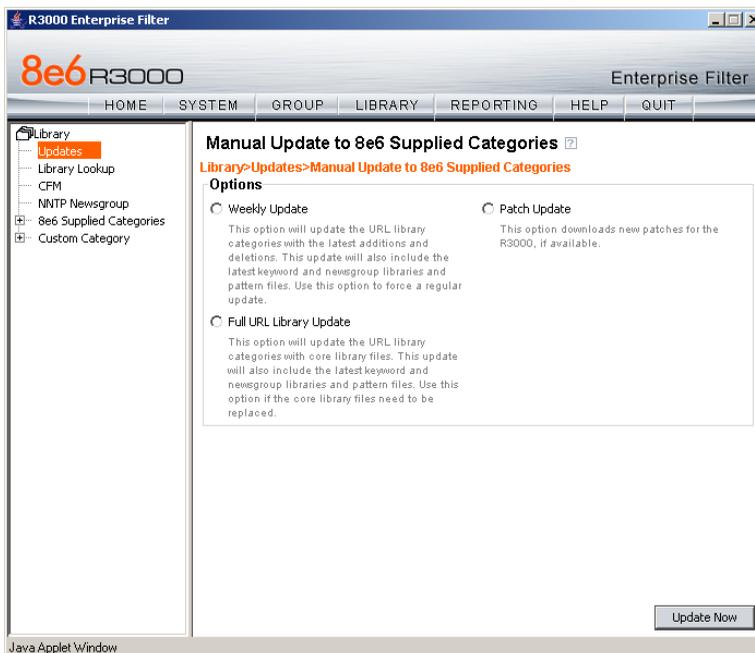


Fig. 2:4-2 Manual Update window



NOTE: The Configuration window should be used for scheduling the R3000 to automatically download libraries on a daily basis.

Specify the Type of On Demand Update

1. Choose from the following service options by clicking the corresponding radio button:
 - **Weekly Update** - Select this option to update URL library categories with additions and deletions, and to update search engine keywords, newsgroup libraries, and IM/P2P pattern files. Choose this option to force a regular update.
 - **Full URL Library Update** - Select this option to update URL library categories with core library files, and to update search engine keywords, newsgroup libraries, and IM/P2P pattern files. Choose this option to replace the core library files.
 - **Patch Update** - Select this option to download new patches for the R3000, if available. Any patches that are downloaded can be found in the System section of the GUI, in the Patch window. Using that window, a patch can be selected and applied. (See the Patch window in Chapter 1.)
2. Click **Update Now** to begin the update process.



TIP: To view update activity, select *Library Update Log* from the *Updates* menu.

Library Update Log window

The Library Update Log window displays when Library Update Log is selected from the Updates menu. In this window you view transfer activity from the update server to your R3000.

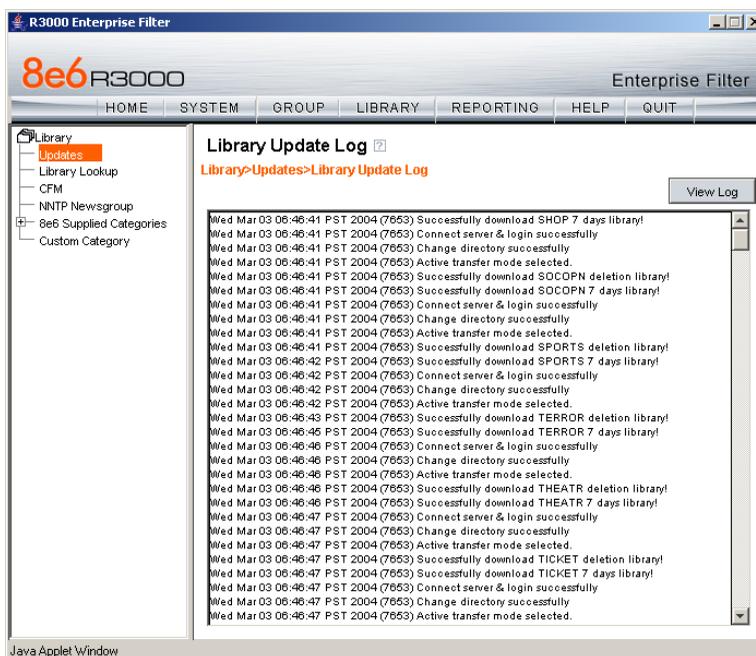


Fig. 2.4-3 Library Update Log window

View the Library Update Process

When performing a manual (on demand) library update, click **View Log** to display contents from the log file with the status of the library update. Keep clicking this button to continue viewing log file data.

Library Lookup

Library Lookup window

The Library Lookup window displays when Library Lookup is selected from the control panel. In this window you enter a URL or search engine keyword to see if it exists in a library, and to remove it, if necessary.

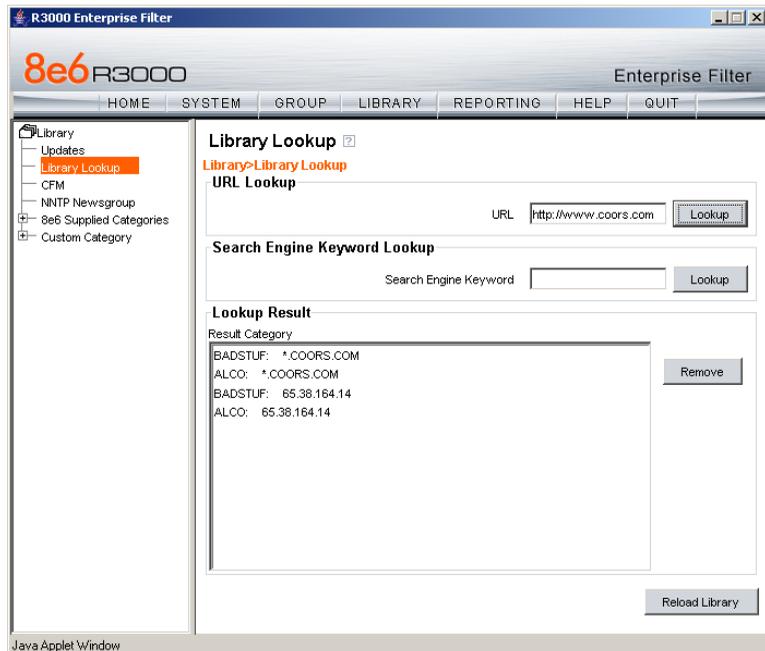


Fig. 2:4-4 Library Lookup window

URL Lookup, Removal

To see if a URL has been included in the library:

1. In the URL Lookup frame, enter the **URL**. For example, in the URL field enter **http://www.beer.com**, or use a wildcard by entering ***.beer.com**. A wildcard entry finds all

URLs containing text that follows the period (.) after the asterisk (*).



NOTE: *The minimum number of wildcard levels that can be entered is three (*.yahoo.com) and the maximum number of levels is six (*.mail.attachments.message.yahoo.com).*

2. Click **Lookup** to display results display in the Result Category list box, showing the short name for the category, followed by the URL.

To remove the URL:

1. Select the item from the Result Category list box.
2. Click **Remove**.

Search Engine Keyword Lookup, Removal

To see if a search engine keyword has been included in the library:

1. In the Search Engine Keyword Lookup frame, enter the **Search Engine Keyword**.
2. Click **Lookup**. Results display in the Result Category list box, showing the keyword.

To remove a keyword:

1. Select the item from the Result Category list box.
2. Click **Remove**.

Reload the Library

After all changes have been made to library windows, click **Reload Library** to refresh.



NOTE: *Since reloading the library utilizes system resources that impact the performance of the R3000, 8e6 recommends clicking **Reload Library** only **after** modifications to **all** library windows have been made.*

8e6 Supplied and Custom Categories

8e6 Supplied Categories and Custom Category includes windows used for adding and deleting URLs, URL Keywords, and Search Engine Keywords. (The Instant Messaging library category only lets you delete URLs).

URLs window

The URLs window displays when URLs is selected from the library category's menu of sub-topics.

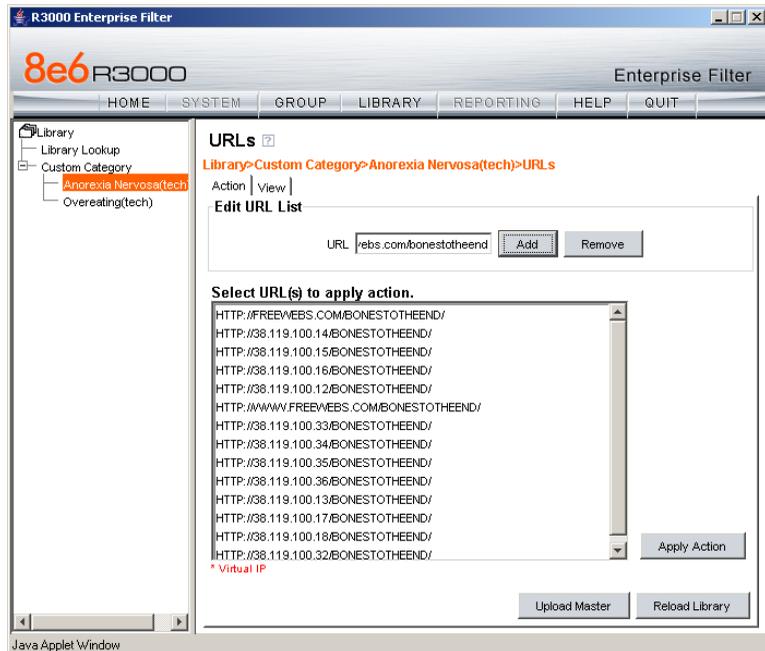


Fig. 2:4-5 URLs window, Action tab

Use this window to add or remove a URL from a library category. A URL can contain a domain name—such as “playboy” in **http://www.playboy.com**—or an IP address—such as “209.247.228.221” in **http://209.247.228.221**. A wildcard asterisk (*) symbol followed by a period (.) can be

entered in a format such as ***.playboy.com**, for example, to block access to all URLs ending in “.playboy.com”. A URL is used in a filtering profile for blocking a user’s access to a specified site or service.



NOTES: For the Instant Messaging library category, the IP field replaces the URL field on the Action tab. The IP address must be entered in order to block the instant messaging service.

Master lists cannot be uploaded to any 8e6 supplied library category.

Add or Remove URLs, Reload the Library

Add a URL to the Library Category

To add a URL to the library category:

1. On the Action tab, enter the **URL** in the Edit URL List frame.
2. Click **Add** to display the associated URLs in the list box below.
3. Select the URL(s) that you wish to add to the category.
4. Click **Apply Action**.



TIP: Multiple URLs can be selected by clicking each URL while pressing the Ctrl key on your keyboard. Blocks of URLs can be selected by clicking the first URL, and then pressing the Shift key on your keyboard while clicking the last URL.



NOTE: Wildcard entries find all URLs containing text following the period (.) after the wildcard asterisk (*) symbol. For example, an entry of *.beer.com would find URLs such as http://www.virtual-bartender.beer.com. Wildcards are to be used for blocking only. They are not designed to be used for the exceptions function or the always allowed white listing function.



TIP: The minimum number of wildcard levels that can be entered is three (*.yahoo.com) and the maximum number of levels is six (*.mail.attachments.message.yahoo.com).

Remove a URL from the Library Category

To remove a URL from the library category:

1. On the Action tab, enter the **URL** in the Edit URL List frame.
2. Click **Remove** to display the associated URLs in the list box below.
3. Select the URL(s) that you wish to remove from the category.
4. Click **Apply Action**.

Upload a Master List of URLs to the Library

For custom library categories, a master file containing URL keyword additions can be uploaded to the server.

1. Click **Upload Master** to open the Upload URL pop-up window:

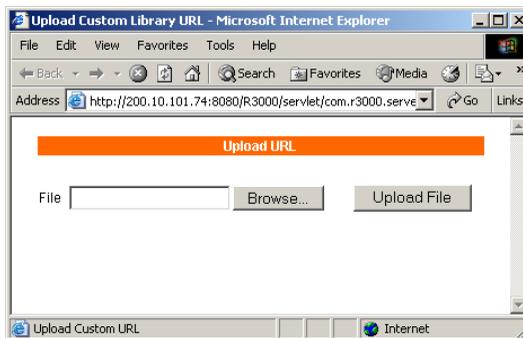


Fig. 2:4-6 Upload URL pop-up window

2. Click **Browse** to open the Choose file window.
3. Select the file to be uploaded.



TIP: A URL text file must contain one URL per line.

 **WARNING:** The text file uploaded to the server will overwrite the current file.

 **NOTE:** Before the file is uploaded to the server, it will first be validated.

- Click **Upload File** to display the results of the library file content validation in the Library File Content/IP Lookup Options pop-up window:

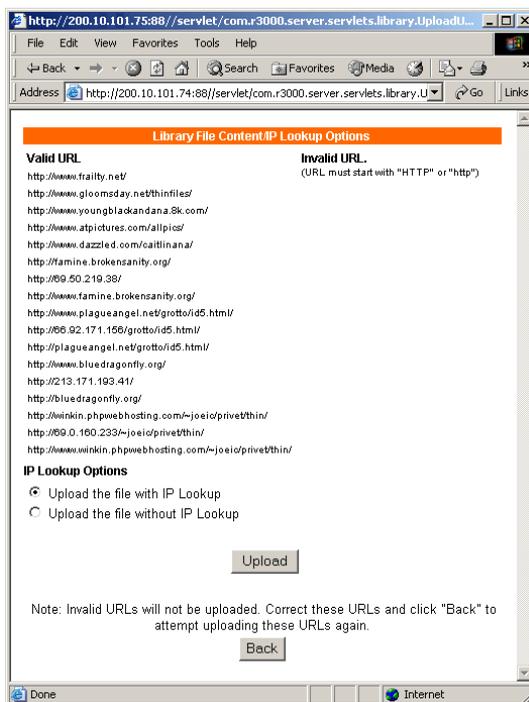


Fig. 2:4-7 Library File Content/IP Lookup Options

URLs contained in the file are listed under the column for either Valid URL or Invalid URL.

- If the file contains invalid URLs, click **Back** to return to the Upload URL window. Another attempt to validate the file can be made after corrections have been made to the file.

If the file contains valid URLs:

- a. Go to the **IP Lookup Options** section and click the radio button corresponding to the option to be used when uploading the file:
 - “Upload the file with IP Lookup” - If this option is selected, IP addresses that correspond to URLs in the uploaded file will be blocked along with the URLs.
 - “Upload the file without IP Lookup” - If this option is selected, an IP lookup for IP addresses that correspond to URLs in the uploaded file will not be performed.
- b. Click **Upload** to open the Upload Successful pop-up window.



NOTE: In order for the URLs to take effect, library categories must be reloaded.

Reload the Library

After all changes have been made to library windows, click **Reload Library** to refresh.



NOTE: Since reloading the library utilizes system resources that impact the performance of the R3000, 8e6 recommends clicking **Reload Library** only **after** modifications to **all** library windows have been made.

URL Keywords window

The URL Keywords window displays when URL Keywords is selected from the library category's menu of sub-topics.

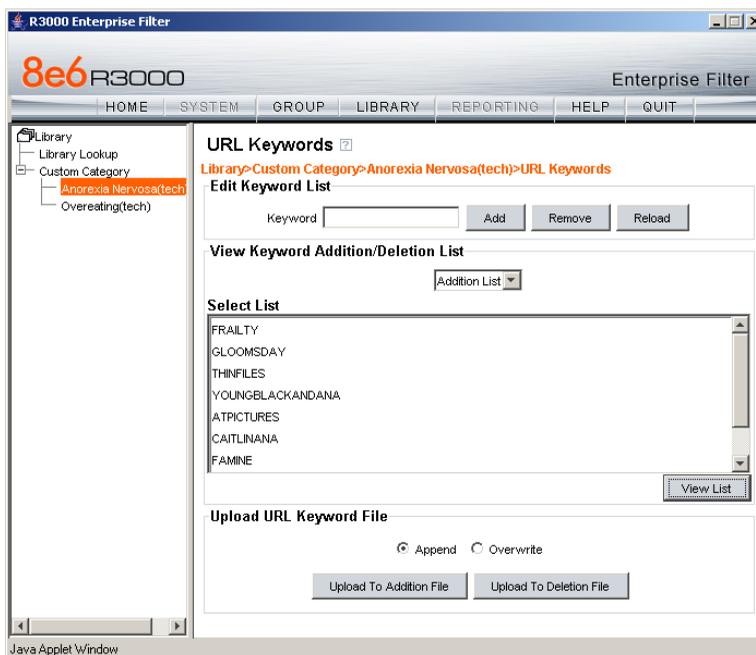


Fig. 2:4-8 URL Keywords window

Use this window to add or remove URL keywords from a library category. A library category uses URL keywords to block a user's access to Internet addresses containing keywords included in its list.



NOTE: If the feature for URL keyword filtering is not enabled in a filtering profile, URL keywords can be added in this window but URL keyword filtering will not be in effect for the user(s). (See the Filter Options tab in the Group section for information about enabling URL keyword filtering.)



WARNING: Use extreme caution when setting up URL keywords for filtering. If a keyword contains the same consecutive characters as a keyword set up to be blocked, users will be denied access to URLs that are not even within blocked categories. For example, if all URL keywords containing “sex” are blocked, users will not be able to access a non-pornographic site such as “http://www.essex.com.”

Add or Remove URL Keywords

Add a URL Keyword to the Library Category

To add a URL keyword to the library category:

1. Enter the **Keyword** in the Edit Keyword List frame.
2. Click **Add** to display the keyword in the Select List list box below.

Remove a URL Keyword from the Library

To remove a URL keyword from the library category:

1. Enter the **Keyword** in the Edit Keyword List frame.
2. Click **Remove**.

Upload a List of URL Keywords to the Library

Before uploading a text file with URL keyword additions or deletions, in the Upload URL Keyword File frame, specify whether the contents of this file will add to the current file, or overwrite the current file on the server, by clicking the “Append” or “Overwrite” radio button.

Upload a List of URL Keyword Additions

To upload a text file with URL keyword additions:

1. Click **Upload To Addition File** to open the Upload Keyword pop-up window:

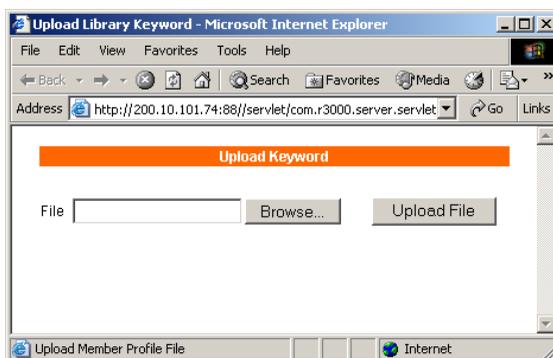


Fig. 2:4-9 Upload Keyword pop-up window

2. Click **Browse** to open the Choose file window.
3. Select the file to be uploaded.
4. Click **Upload File** to upload this file to the server.



NOTE: A URL keyword text file must contain one URL keyword per line.



WARNING: The text file uploaded to the server will overwrite the current file.

Upload a List of URL Keyword Deletions

To upload a text file with URL keyword deletions:

1. Click **Upload To Deletion File** to open the Upload Keyword pop-up window (see Fig. 2:4-9).
2. Click **Browse** to open the Choose file window.
3. Select the file to be uploaded.
4. Click **Upload File** to upload this file to the server.

Reload the Library

After all changes have been made to library windows, click **Reload** to refresh.



NOTE: *Since reloading the library utilizes system resources that impact the performance of the R3000, 8e6 recommends clicking Reload only **after** modifications to **all** library windows have been made.*

Search Engine Keywords window

The Search Engine Keywords window displays when Search Engine Keywords is selected from the library category's menu of sub-topics.

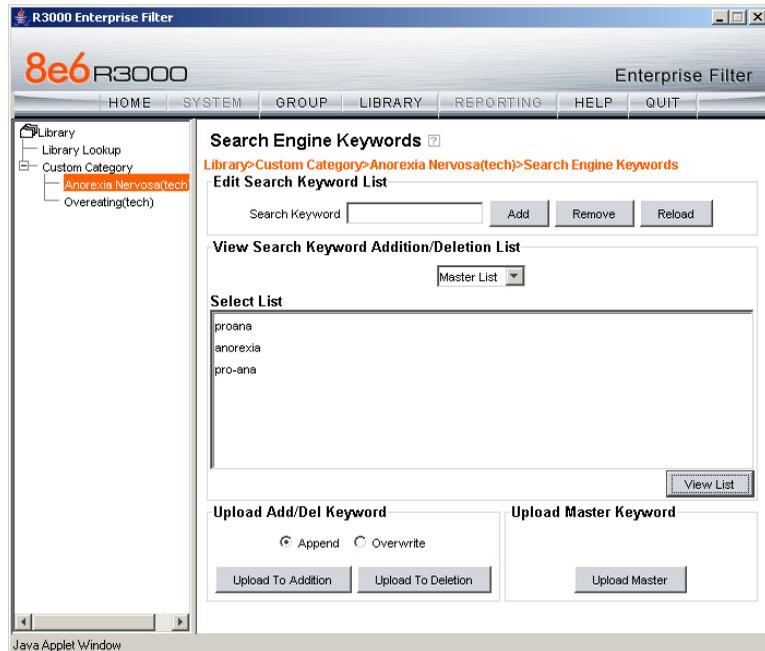


Fig. 2:4-10 Search Engine Keywords window

Use this window to add or remove search engine keywords and keyword phrases to and from a library category. A library category uses search engine keywords to block searches on subjects containing keywords included in its list.



NOTES: Master lists cannot be uploaded to any 8e6 supplied library category.

If the feature for search engine keyword filtering is not enabled in a filtering profile, search engine keywords can be added in this window but search engine keyword filtering will not be in effect for the user(s). (See the Filter Options tab in the Group section for information about enabling search engine keyword filtering.)



WARNING: Use extreme caution when setting up search engine keywords for filtering. If a non-offending keyword contains the same consecutive characters as a keyword set up to be blocked, users will be denied the ability to perform a search using keywords that are not even in blocked categories. For example, if all searches on “gin” are set up to be blocked, users will not be able to run a search on a subject such as “cotton gin”. However, if the word “sex” is set up to be blocked, a search will be allowed on “sexes” but not “sex” since a search engine keyword must exactly match a word set up to be blocked.

Add or Remove Search Engine Keywords

Add a Search Engine Keyword to the Library

To add a search engine keyword/phrase to the library category:

1. In the Edit Search Keyword List frame, enter up to 75 alphanumeric characters in the **Search Keyword** field.
2. Click **Add** to display the keyword(s) in the Select List list box below.

Remove a Search Engine Keyword from the Library

To remove a search engine keyword/phrase from the library category:

1. In the Edit Search Keyword List frame, enter up to 75 alphanumeric characters in the **Search Keyword** field.
2. Click **Remove**.

Upload a List of Search Engine Keywords

Before uploading a text file with search engine keyword/phrase additions or deletions, in the Upload Add/Del Keyword frame, specify whether the contents of this file will add to the current file, or overwrite the current file on the server by clicking the “Append” or “Overwrite” radio button.

Upload a List of Search Engine Keyword Additions

To upload a text file with search engine keyword additions:

1. Click **Upload To Addition** to open the Upload Keyword pop-up window (see Fig. 2:4-9).
2. Click **Browse** to open the Choose file window. Select the file to be uploaded.
3. Click **Upload File** to upload this file to the server.



NOTE: A search engine keywords text file must contain one keyword per line.



WARNING: The text file uploaded to the server will overwrite the current file.

Upload a List of Search Engine Keyword Deletions

To upload a text file with search engine keyword deletions:

1. Click **Upload To Deletion** to open the Upload Keyword pop-up window.
2. Click **Browse** to open the Choose file window. Select the file to be uploaded.
3. Click **Upload File** to upload this file to the server.

Upload a Master List of Search Engine Keywords

For custom library categories, a master file containing search engine keyword/phrase additions can be uploaded to the server.

1. In the Upload Master Keyword frame, click **Upload Master** to open the Upload Keyword pop-up window (see Fig. 2:4-9).
2. Click **Browse** to open the Choose file window.
3. Select the file to be uploaded.



TIP: A search engine keyword text file must contain one keyword/phrase per line.



WARNING: The text file uploaded to the server will overwrite the current file.

4. Click **Upload File** to upload this file to the server.

Reload the Library

After all changes have been made to library windows, click **Reload** to refresh.



NOTE: Since reloading the library utilizes system resources that impact the performance of the R3000, 8e6 recommends clicking **Reload** only **after** modifications to **all** library windows have been made.

MOBILE CLIENT SECTION

Chapter 1: Overview

The Mobile Client Section of this user guide is comprised of an overview on how to use the Mobile Client Administrator console, and four other chapters containing setup information for configuring the console and managing the Mobile Client on mobile PCs: Main Screen, Edit Account, Setup, and License Distribution.



NOTE: *The following items referenced in the console and in the application pertain to the 8e6 Home Product version of the 8e6 Client and are not applicable to the 8e6 Mobile Client:*

- *Services page (accessible from the Home screen)*
- *Control center*
- *Server application download feature*
- *Contact Customer Support link (accessible from the Help screen)*

Using the Administrator Console

Log On

1. Launch Internet Explorer on your workstation to open an IE browser window.
2. In the **Address** field, enter **http://8e6client.com** to access the Home screen of the Mobile Client console:

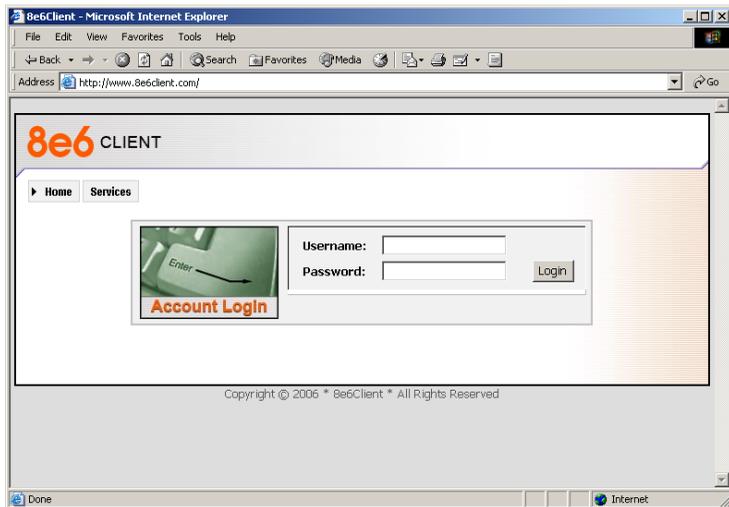


Fig. 3:1-1 Home screen and login window

This screen is used for entering your username and password to log in to rest of the Mobile Client console.

 **NOTE:** The Services tab accessible from this screen is applicable only to the 8e6 Home Product version of the 8e6 Client.

3. Enter your **Username**.
4. Enter your **Password**.

 **NOTE:** 8e6 will initially supply you a unique username and password. These should be changed using the Edit Account screen. (See Chapter 3: Edit Account for more information.)

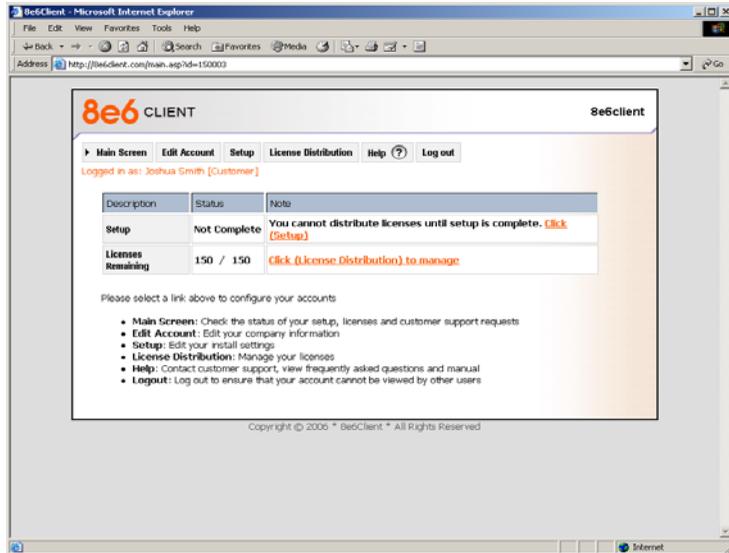
5. Click **Login** to access the Main Screen of the console:

Fig. 3:1-2 Main Screen

From the Main Screen of the console you can navigate to other screens.

 **TIP:** To return to the Home screen, click the 8e6 Client logo in the upper left corner of any screen.

Navigating the Console

When logged in to Mobile Client Administrator console, the top of each screen includes a row of tabs used for navigating to other screens. The login information (Logged in as) displays beneath the row of tabs.

Click the following tab to navigate to that screen:

- **Main Screen** - this screen displays the status of the Mobile Client console's setup (Setup), and license information (Licenses Remaining).
- **Edit Account** - this screen lets you view and edit information entered about your organization.
- **Setup** - this screen lets you input your installation settings.
- **License Distribution** - this screen lets you manage the administrator license and any licenses set up for end users with mobile PCs.



NOTE: *Individual licenses are required in the 8e6 Home Product version of the 8e6 Client. For this product version, 8e6 recommends setting up a license only for the administrator and not individual Mobile Client end users.*

- **Help** - this screen provides information on how to use the screens in the console.
- **Log out** - this screen is similar to the Home screen but displays a message indicating your session has been terminated. From this screen you can log back in to Mobile Client console.

View Help Files



NOTE: To access online help for Mobile Client console, be sure to enable pop-up blocking on your workstation.

Click **Help** to display the Help screen that provides access to online assistance for configuring the Mobile Client console and Mobile Client application:

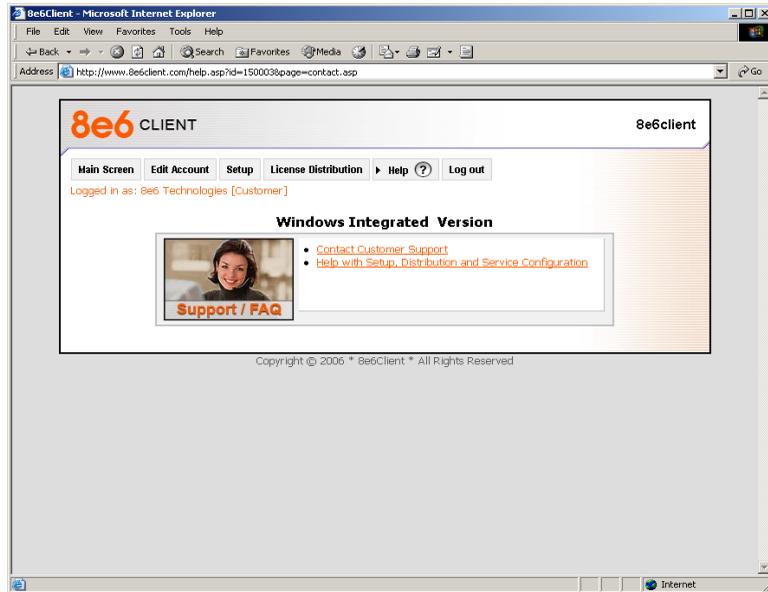


Fig. 3:1-3 Help screen



NOTE: The information accessible via the Contact Customer Support link is applicable only to the 8e6 Home Product version of the 8e6 Client.

1. Click the **Help with Setup, Distribution and Service Configuration** hyperlink to open a pop-up window containing buttons and links to use when navigating the online help system:



Fig. 3:1-4 Online help system window

- The help system is comprised of the following elements that perform a specified action when clicked:
 - topic hyperlink** - Click a hyperlink to go to that specified topic within the help system.
 - << Back** button - Click this button to return to the previous topic in the help system.
 - List All Help** button - Click this button to display the contents of the help system.

 **TIP:** To print the contents of the currently displayed topic, right click inside the window and select the *Print* option.

- Close** or **Close Window** button - Click either button to close the help system window.

 **TIP:** To access help from any screen containing the  icon, click the "?" icon to open the help system window.

 **NOTE:** The information accessible via *Download The Server Application* link is applicable only to the 8e6 Home Product version of the 8e6 Client.

Log Off

1. Click **Log out** to display the Home screen with a message that indicates you have logged out of Mobile Client console:

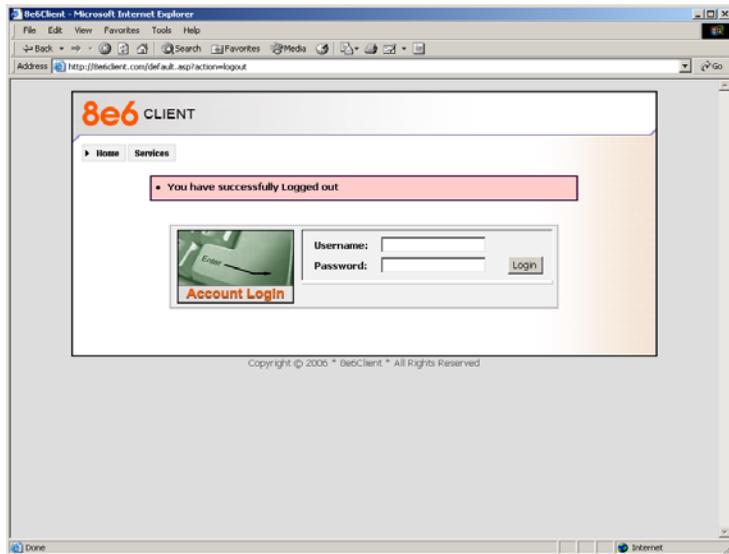


Fig. 3:1-5 Logout screen

2. On this screen you can perform one of two actions:
 - Log in again by entering your **Username** and **Password** and clicking **Login** (see Log On).
 - Click the “X” in the upper right corner of the window to completely end your session.

Chapter 2: Main Screen

The Main Screen of the console displays when the **Main Screen** tab or hyperlink is clicked:

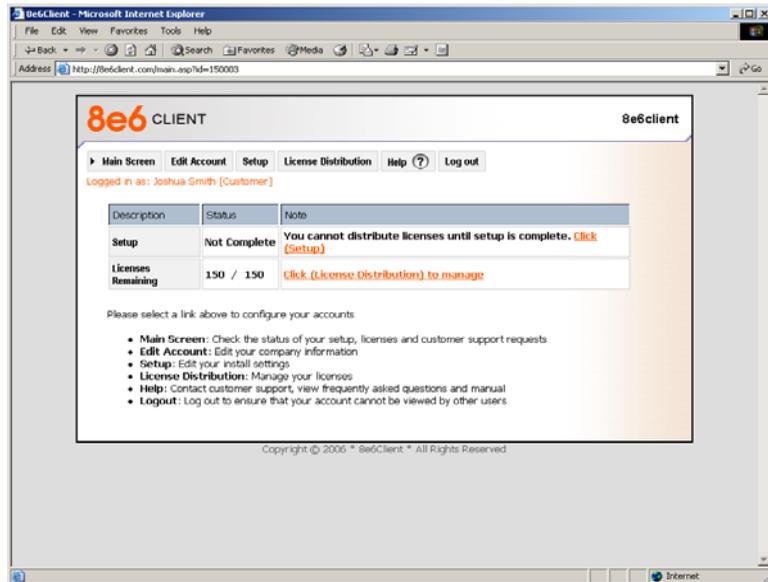


Fig. 3:2-1 Main Screen

This screen includes a table that displays the status of Setup and Licenses Remaining for the Mobile Client. The contents of the associated screens can be viewed or edited as necessary.

Descriptive text at the bottom of the screen provides information about each screen in the console.

View, Use the Main Screen

View Information by Column

The following columns are included in the table:

- **Description** - displays rows for “Setup” and “Licenses Remaining”.
- **Status** - displays “Not Complete” or “Completed” for Setup, and the quantity of Licenses Remaining.
- **Note** - displays instructions and a hyperlink for accessing the designated screen (indicated in parentheses) within the console.

View Information by Row

The following rows are included in the table:

- **Setup** - displays one of two messages in the Status column:
 - **Completed** - indicates you can distribute licenses.
 - **Not Completed** - indicates setup needs to be completed before you can distribute licenses.
- **Licenses Remaining** - the Status column displays the number of licenses available to distribute. If the original license count is exceeded, the number of licenses exceeded is preceded by a “-” (minus) symbol.

Use Hyperlinks

The Notes column includes hyperlinks that access the following screens when clicked:

- **Setup** screen - edits can be made to the Setup screen whether or not setup was completed.
- **License Distribution** screen - edits can be made to the License Distribution screen to manage licenses.

Chapter 3: Edit Account

The Edit Account screen of the console displays when the **Edit Account** tab or hyperlink is clicked:

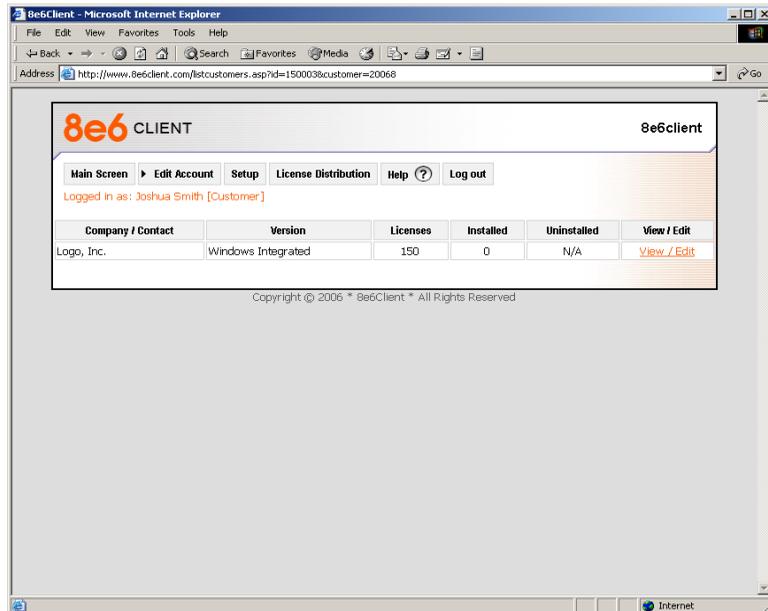


Fig. 3:3-1 Edit Account screen

This screen lets you view and edit information entered about your organization. The table displays a summary of your account information entered in the Setup screen, and includes the following columns of data:

- **Company/Contact** - displays your Company name.
- **Version** - displays the type (Version) of account: Windows or Mac, ASP, or Integrated Services.
- **Licenses** - displays the number of licenses originally purchased.
- **Installed** - displays the number of licenses currently installed.

- **Uninstalled** - displays the number of licenses that have been uninstalled.
- **View/Edit** - click the **View / Edit** hyperlink to go to the Customer Information and Login page where you view and/or edit your account information.

View, Edit Account Information

When the **View / Edit** hyperlink is clicked, the Customer Information and Login page displays:

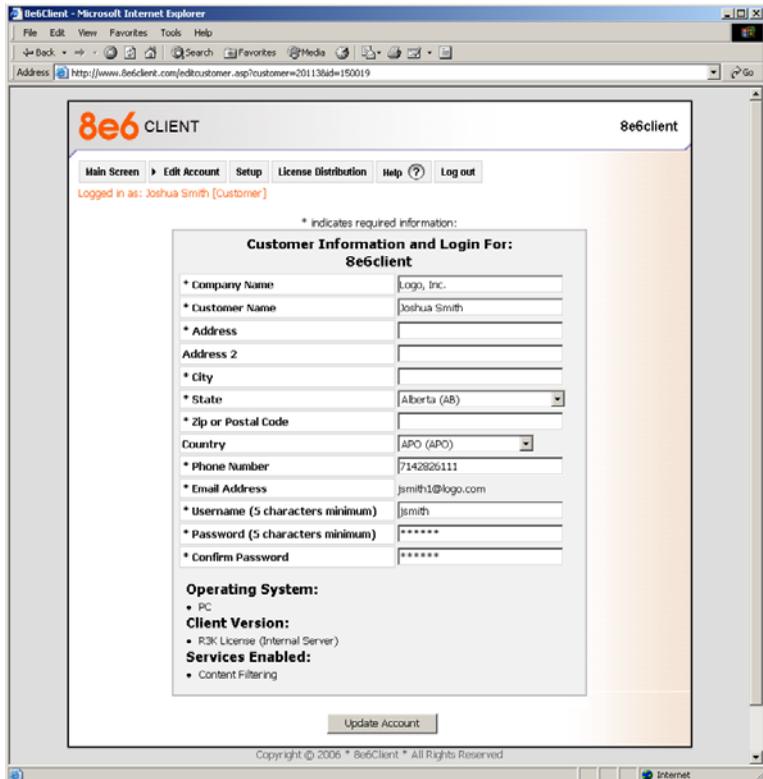


Fig. 3:3-2 Customer Information and Login page

1. View the contents of the account fields, or make edits to these fields by entering or selecting new information:
 - **Company Name** - The name of your organization
 - **Customer Name** - Your name
 - **Address** - Your organization's address
 - **Address 2** (optional) - Additional address information
 - **City** - Your organization's city location
 - **State** - Your organization's state or province location
 - **Zip or Postal Code** - Your organization's Zip or Postal Code
 - **Country** - The country in which your organization is located
 - **Phone Number** - Your organization's phone number
 - **Email Address** - Your email address
 - **Username (5 characters minimum)** - Your username
 - **Password (5 characters minimum)** - Your unique password
 - **Confirm Password** - Your password entered again for confirmation

The bottom of the page includes the following information about your account:

- **Operating System** - The type of operating system you are using (e.g. "PC")
- **Client Version** - The version of the client you are using [e.g. "R3K License (Internal Server)"]
- **Services Enabled** - The services current enabled (e.g. Content Filtering)



NOTE: Contact technical support to make changes to the Operating System, Client Version, or Service Enabled information.

2. Click **Update Account** to save your edits and to return to the Edit Account screen.

Chapter 4: Setup

The Setup screen of the console displays when the **Setup** tab or hyperlink is clicked:

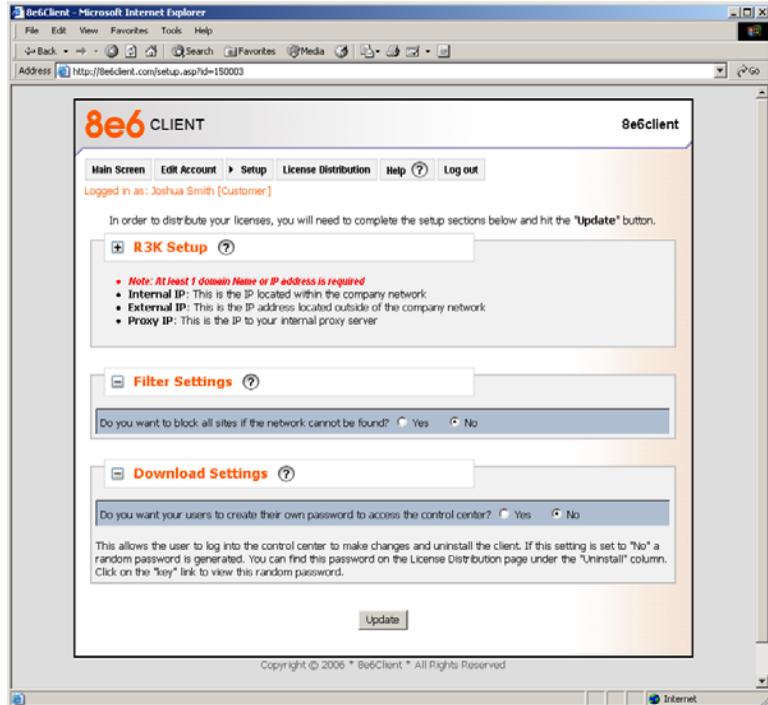


Fig. 3:4-1 Setup screen

This screen lets you input your installation settings in the following frames: R3K Setup, Filter Settings, Download Settings.

The name of each frame is preceded by a “+” (plus) or “-” (minus) symbol. Clicking the “+” symbol opens the frame to display its contents, and clicking the “-” symbol closes the frame.

View, Edit Setup information

1. Click the “+” symbol to open a frame.
2. Enter or edit information in that frame.
3. After all frames are updated, click **Update** to close the frame and to display a message in the Setup screen indicating that Setup information has been updated.

R3K Setup frame

1. Click “R3K Setup” or the “+” symbol to open the R3K Setup frame, used for entering or editing IP addresses of the internal and external R3000, and proxy server—if used on the network:

In order to distribute your licenses, you will need to complete the setup sections below and hit the **Update** button.

R3K Setup ?

Internal IP [This is the IP located within the company network]

Domain Name: OR Internal IP : 192 . 178 . 30 . 109 Port 81 Clear

External IP [This is the IP address located outside of the company network]

Domain Name: OR External IP : 234 . 123 . 20 . 210 Port 443 Clear

Proxy IP [This is the IP to your internal proxy server]

Domain Name: OR Proxy IP : 172 . 16 . 1 . 70 Port 3128 Clear

Requires a Username & Password Username: proxyserver2 Password: *****

Fig. 3:4-2 Setup screen, R3K Setup frame

2. Enter or edit information in the following section of this frame, as necessary: Internal IP, External IP, Proxy IP.



TIP: Click *Clear* to the right of each Domain Name or IP address to clear all corresponding field entries.



NOTE: When adding a new Domain Name or IP address, the “Clear” fields option is not available until the entry is saved.

Edit or Add an Internal IP

Enter or edit the **Domain Name** or **Internal IP** address and **Port** number of the R3000 located within your organization to be used for filtering and logging Internet activity of all end users on machines located within the organization.

To add the domain name or IP address of another R3000 located within your organization:

1. Click **Add New Internal IP**.
2. Enter the **Domain Name** or the **Internal IP** address and **Port** number of that additional internal R3000 server.

Edit or Add an External IP

Enter or edit the **Domain Name** or the **External IP** address and **Port** number of the R3000 located outside of your organization that users with mobile PCs will be using when they are on the road or at home.

To add the domain name or IP address of another R3000 located outside your organization:

1. Click **Add New External IP**.
2. Enter the **Domain Name** or the **External IP** address and **Port** number of that additional external R3000 server.

Edit or Add a Proxy IP

If your organization is using a proxy server on the network, entries for that proxy server are made in the Proxy IP fields.

Enter or edit the **Domain Name** or the **Proxy IP** address and **Port** number of the proxy server located within your organization.



NOTE: See step 3 below for information about adding, editing, or removing a proxy server username and password.

To add the domain name or IP address of another proxy server located within your organization:

1. Click **Add New Proxy IP**.
2. Enter the **Domain Name** or the **Proxy IP** address and **Port** number of that additional proxy server.
3. If the proxy server requires a username and password, make the following entries:
 - a. Click the “Requires a Username & Password” checkbox to display the Username and Password fields.
 - b. Enter the **Username**.
 - c. Enter the **Password**.



NOTE: These fields can be edited at any time. To remove entries in a field, use your spacebar to clear text in the field. To remove the requirement for a username and password, uncheck the checkbox.

Filter Settings frame

The Filter Settings frame asks the following question: “Do you want to block all sites if the network cannot be found?”

Click the radio button corresponding to the option you wish to use in the event that the mobile PC cannot find an R3000 listed in the R3K Setup frame:

- “Yes” - for the default setting that blocks end users from accessing any Internet content.
- “No” - for end users to access Internet content without being blocked from all sites.

Download Settings frame

The Download Settings frame asks the following question: “Do you want your users to create their own password to access the control center?”



NOTE: *The control center is applicable only to the 8e6 Home Product version of the 8e6 Client.*

Click the radio button corresponding to the option you wish to use:

- “Yes” - for end users to create their own passwords to access the Mobile Client console, which lets them uninstall the Mobile Client.
- “No” - for the default setting that disallows end users from creating a personal password to access the Mobile Client console.



NOTE: *Passwords can be found in the View and Manage Your Distributed Licenses frame of the License Distribution screen, under the Uninstall column. Click the Key hyperlink for the random password.*

Chapter 5: License Distribution

The License Distribution screen of the console displays when the **License Distribution** tab or hyperlink is clicked:

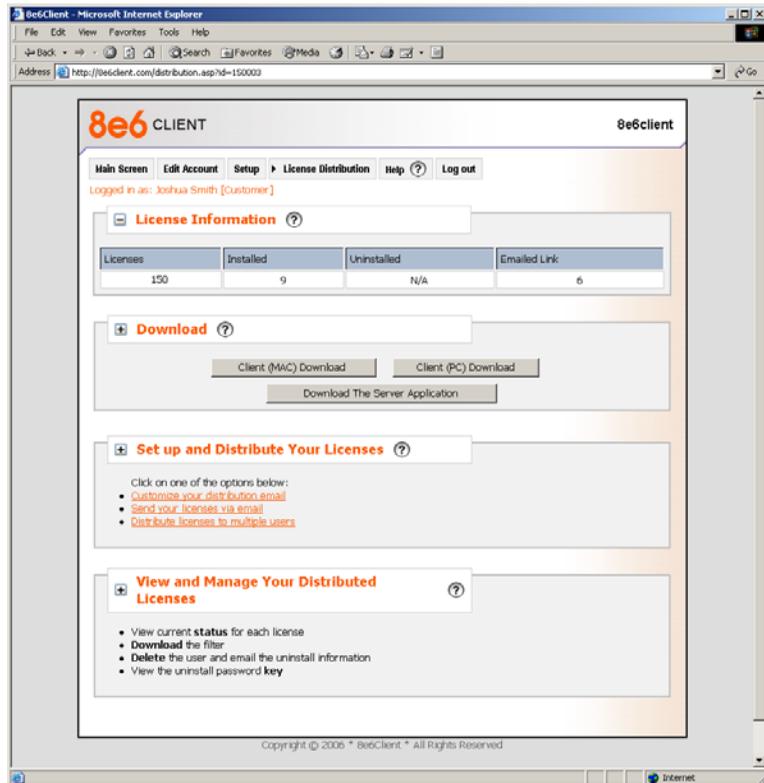


Fig. 3-5-1 License Distribution screen

The License Distribution screen includes the following frames for maintaining and distributing licenses to use the Mobile Client, and for downloading the Mobile Client: License Information, Download, Set up and Distribute Your Licenses, View and Manage Your Distributed Licenses.

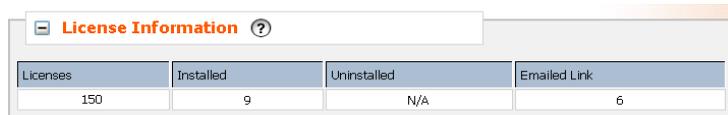
The name of each frame is preceded by a “+” (plus) or “-” (minus) symbol. Clicking the “+” symbol opens the frame to display its contents, and clicking the “-” symbol closes the frame.

View, Access, Edit License Information

1. Click the “+” symbol to open a frame.
2. View, enter, or edit information in that frame.

License Information frame

1. Click “License Information” or the “+” symbol to open the License Information frame, used for viewing the current statuses of licenses:



Licenses	Installed	Uninstalled	Emailed Link
150	9	N/A	6

Fig. 3:5-2 License Distribution screen, License Information frame

2. View the following information in the table:
 - **Licenses** - the number of licenses originally purchased. 8e6 will contact you if you exceed the number of licenses available. Unused licenses can be deleted to free up some licenses.
 - **Installed** - the number of licenses currently installed. If an account is uninstalled or deleted, this number will decrease.
 - **Uninstalled** - the number of times a license has been uninstalled.
 - **Emailed Link** - the number of times a distribution link has been sent via e-mail. You can send a link to a recipient via the Setup and Distribute Your Licenses frame.

Download frame

1. Click “Download” or the “+” symbol to open the Download frame, used for downloading the Mobile Client to the current machine or to a removable device:



Fig. 3:5-3 License Distribution screen, Download frame

This option is used if you do not wish to distribute the Mobile Client license link to end users via email, and will be installing the Mobile Client directly on mobile PCs.

 **TIP:** You may wish to download the Mobile Client to a flash drive or portable drive for ease of installation on end users' mobile PCs.

 **NOTE:** The Download The Server Application feature is applicable only to the 8e6 Home Product version of the 8e6 Client.

2. Click one of two buttons for downloading the Mobile Client, based on the operating system of the machine:
 - **Client (MAC) Download** - click this button to download the Macintosh compatible version of the Mobile Client.
 - **Client (PC) Download** - click this button to download the Windows compatible version of the Mobile Client.

When the button is clicked, the Waiting For Download page displays:

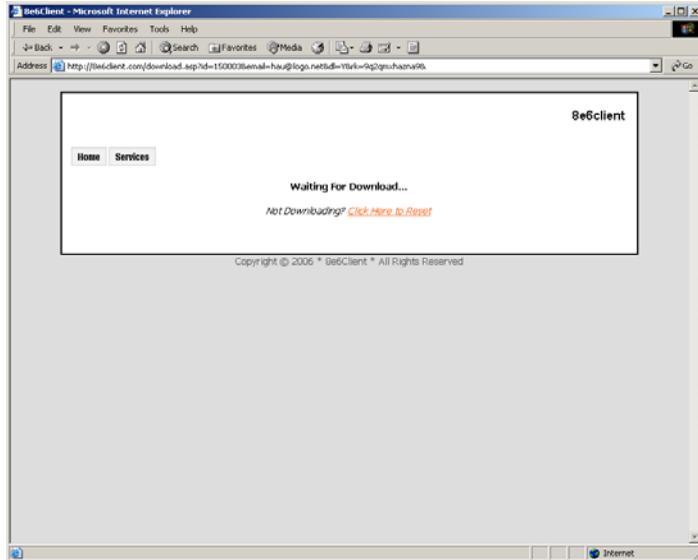


Fig. 3:5-4 Waiting For Download page

3. The File Download dialog box should automatically open:



Fig. 3:5-5 File Download dialog box

If this box does not open:

- a. Click the **Click Here to Reset** hyperlink in the Waiting For Download page to display a page containing the **Click Here to Install** button:

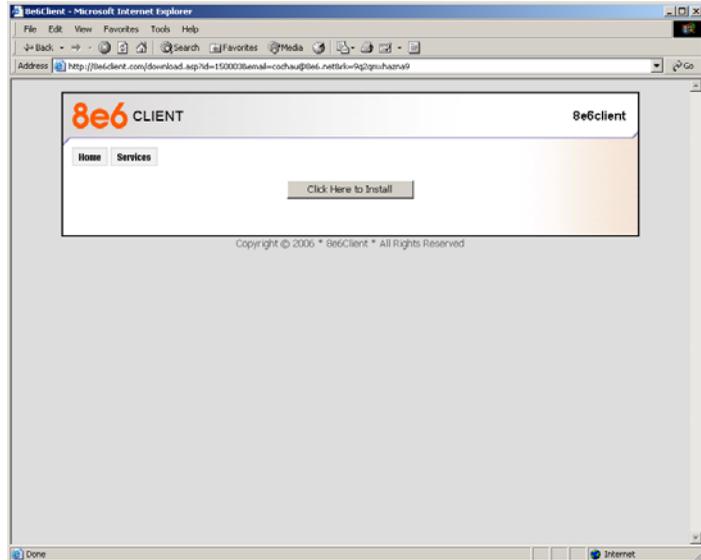


Fig. 3:5-6 Click Here to Install page

- b. Click the **Click Here to Install** button to return to the Waiting For Download page, and wait for the File Download dialog box to open.
4. In the File Download dialog box, click **Save** to open the **Save As** window:

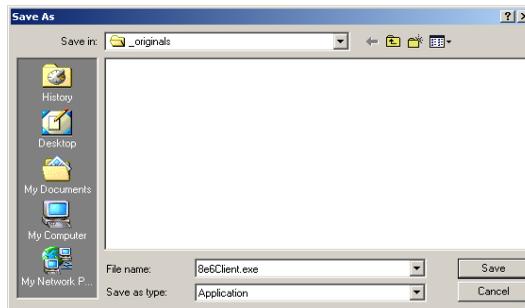


Fig. 3:5-7 Save As window

5. Select the folder in which to save the 8e6Client.exe file, and then click **Save** to save the file.



NOTE: Once the 8e6Client.exe file is saved to the machine or to the removable device it can be installed (see *Install the Mobile Client* for information on how to install the Mobile Client via a download to a machine).

Set up and Distribute Your Licenses frame

The Set up and Distribute Your Licenses frame contains the following hyperlinks: **Customize your distribution email**, **Send your licenses via email**, **Distribute licenses to multiple users**:

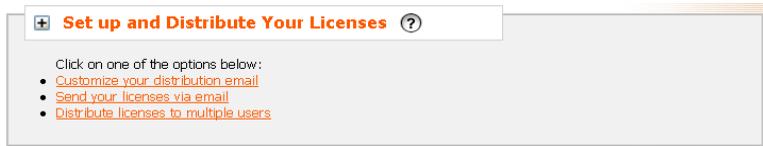


Fig. 3:5-8 Set up and Distribute Your Licenses frame

Click a hyperlink to display a frame below that lets you specify distribution criteria.

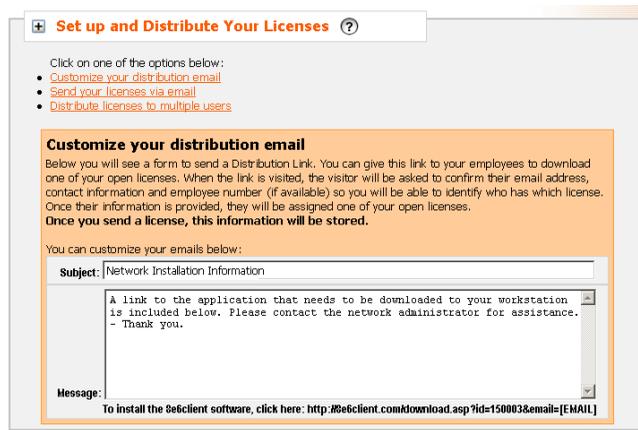


NOTE: The options to *Customize your distribution email* and *Distribute licenses to multiple users* are primarily used in the 8e6 Home Product version of the 8e6 Client. 8e6 recommends just using the *Send your licenses via email* option for the purpose of sending only the administrator an email that lets him/her access this Administrator console to uninstall the Mobile Client on end users' mobile PCs.

Customize your distribution email

 **NOTE:** Disregard this option if you are only distributing an email to the administrator and not to end users, and go to *Send your licenses via email*.

1. Click **Customize your distribution email** to open the Customize your distribution email frame, used for customizing text in the email message to be received by end users to be assigned an open license for using the Mobile Client:



Set up and Distribute Your Licenses ?

Click on one of the options below:

- [Customize your distribution email](#)
- [Send your licenses via email](#)
- [Distribute licenses to multiple users](#)

Customize your distribution email

Below you will see a form to send a Distribution Link. You can give this link to your employees to download one of your open licenses. When the link is visited, the visitor will be asked to confirm their email address, contact information and employee number (if available) so you will be able to identify who has which license. Once their information is provided, they will be assigned one of your open licenses.
Once you send a license, this information will be stored.

You can customize your emails below:

Subject: Network Installation Information

Message: A link to the application that needs to be downloaded to your workstation is included below. Please contact the network administrator for assistance.
 - Thank you.

To install the 8e6client software, click here: [http://8e6client.com/download.asp?id=150003&email=\[EMAIL\]](http://8e6client.com/download.asp?id=150003&email=[EMAIL])

Fig. 3:5-9 Customize your distribution email frame

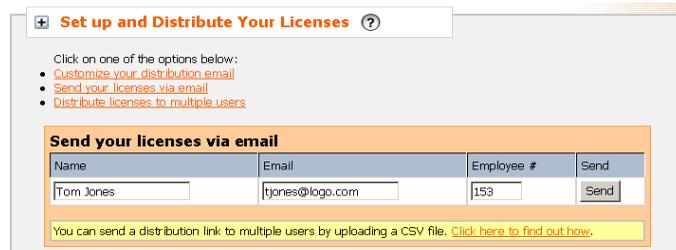
2. Make an entry in the **Subject** and/or **Message** text boxes to customize the email message to be sent to end users.

Your entry in the Message text box will precede the message that displays below the text box: “To install the 8e6client software, click here: [http://8e6client.com/download.asp?id=150003&email=\[EMAIL\]](http://8e6client.com/download.asp?id=150003&email=[EMAIL])”

 **NOTE:** See *Install the Mobile Client* for information on how to install the Mobile Client via an email message.

Send your licenses via email

Click **Send your licenses via email** to open the Send your licenses via email frame, used for entering email criteria of the administrator and/or intended Mobile Client license recipients:



The screenshot shows a web interface titled "Set up and Distribute Your Licenses" with a help icon. Below the title, there are three bullet points: "Customize your distribution email", "Send your licenses via email", and "Distribute licenses to multiple users". The "Send your licenses via email" option is highlighted. Below this, there is a table with four columns: "Name", "Email", "Employee #", and "Send". The "Name" column contains "Tom Jones", the "Email" column contains "tjones@logo.com", and the "Employee #" column contains "153". There is a "Send" button in the "Send" column. Below the table, there is a yellow box with the text: "You can send a distribution link to multiple users by uploading a CSV file. [Click here to find out how.](#)"

Fig. 3.5-10 Send your licenses via email frame

You can email license links to the administrator, a single end user, or multiple end users.



NOTE: At least one email must be distributed—most likely to the administrator—in order to be able to access this Administrator console to uninstall the Mobile Client on end users' mobile PCs.

Send an email to one user

1. Enter the end user's **Name**.
2. Enter the end user's **Email** address.
3. Enter the end user's **Employee #** or unique identifier, such as the mobile PC's MAC address.
4. Click **Send** to display a message at the top of the screen indicating that your email has been dispatched. This action also opens the View and Manage Your Distributed Licenses frame at the bottom of the screen.



NOTE: See View and Manage Your Distributed Licenses frame for details about that frame.

Send emails to multiple users



NOTE: Disregard this option if you are only distributing an email to the administrator and not to end users.

In the Send your licenses via email frame, note the message at the bottom of the frame states: “You can send a distribution link to multiple users by uploading a CSV file. **Click here to find out how.**”

Click here to find out how.”

1. Click the **Click here to find out how** hyperlink to open the Upload a CSV (comma separated file) and Distribute to multiple users section of the frame:

+
?
Set up and Distribute Your Licenses

Click on one of the options below:

- [Customize your distribution email](#)
- [Send your licenses via email](#)
- [Distribute licenses to multiple users](#)

Send your licenses via email

Name	Email	Employee #	Send
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Send"/>

You can send a distribution link to multiple users by uploading a CSV file. [Click here to find out how.](#)

Upload a CSV (comma separated file) and Distribute to multiple users

You can send a distribution link to multiple users by uploading a CSV file. Download the examples below, fill in the data, save the file and upload to our server. Make sure you leave the header column intact!

- **Name:** This is the name of the user
- **Email:** This is the email address of the user
- **Employee Number:** This is a unique identifier, such as a mac address, random number or an employee number

Download The Example ([CSV](#)) File

Find Your File:

NOTE: The URL sent in the email is valid for new downloads as long as you have open licenses. Your employees may revisit this link as many times as needed for reinstallations. They will only need to provide the same e-mail address they used for their original download.

Fig. 3:5-11 Multiple users distribution section of the frame

2. Click the **CSV** hyperlink beneath the list of instructions to open a separate browser window containing a sample .csv file:

	name							
1	name	email	employeenumber					
2	sample person	sample@sample.com	100					
3	another person	test@aol.com	101					
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								

Fig. 3:5-12 Sample .csv file

This .csv file contains the “name”, “email”, and “employeenumber” columns, and two rows of sample entries.

3. Save the .csv file to your workstation. For each end user to be included in the file, make the following entries on a separate row in the file, leaving the column headers in line 1 intact:
 - **name** - end user’s first and last name
 - **email** - end user’s email address
 - **employeenumber** - end user’s employee number or unique identifier, such as the mobile PC’s MAC address
4. Save your entries in the .csv file.
5. In the Upload a CSV (comma separated file) and Distribute to multiple users frame, click the **Browse** button to open the Choose file window.
6. In the Choose file window, find the .csv file to be uploaded and click on it. This action closes the Choose file window and enters the entire path of the location and file name in the **Find Your File** field.

7. Click the **Upload File** button to upload the .csv file to the server. Once the file is uploaded, the License Distribution screen redisplay.
8. Click the **Send your licenses via email** hyperlink to open the Send your licenses via email frame:

Click on one of the options below:

- [Customize your distribution email](#)
- [Send your licenses via email](#)
- [Distribute licenses to multiple users](#)

Send your licenses via email

Name	Email	Employee #	Send
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Send"/>

File Name	File Size	File Type	Send
distribution3k.csv	97 bytes	CSV File	<input type="button" value="Send To All"/>

Fig. 3:5-13 Send your licenses via email frame, multiple users

Note that an additional section for multiple email address distribution now displays beneath the section for single email address distribution. This new section includes the following information:

- **File Name** - name of the .csv file. Click the file name hyperlink to open a separate browser window containing the file.



TIP: Click the “X” hyperlink if you wish to delete the file.

- **File Size** - size of the file in bytes
 - **File Type** - type of file, i.e. “CSV File”
 - **Send** - clicking the button distributes the email to all end users included in the file.
9. Click **Send To All** to dispatch the message to all email addresses in the .csv file, and to redisplay the License Distribution screen with a message indicating the emails were sent. This action also opens the View and Manage Your Distributed Licenses frame at the bottom of the screen.



NOTE: See *View and Manage Your Distributed Licenses* frame for details about that frame.

View and Manage Your Distributed Licenses

Click “View and Manage Your Distributed Licenses” or the “+” symbol to open the View and Manage Your Distributed Licenses frame, used for viewing the current statuses of licenses, downloading the Mobile Client, obtaining a password key, and uninstalling the license:

Name	Email	Emp. #	Status	Download Info	Uninstall
1 Sue Snetsinger	ssnetsinger@logo.com	127	Downloaded on 6/1/2006 4:43:43 PM	6/1/2006 (3) Download	X Key
2 Phil Carney	pcarney@logo.com	134	Downloaded on 5/31/2006 5:51:23 PM	5/31/2006 (1) Download	X Key
3 Tom Jones	tjones@logo.com	153	Downloaded on 5/31/2006 5:53:03 PM	5/31/2006 (2) Download	X Key
4 Maria Bennett	mbennett@logo.com	142	Email Sent on 5/31/2006 7:07:41 PM	N/A Download	X Key

Fig. 3:5-14 *View and Manage Your Distributed Licenses* frame

The table that displays in this frame is comprised of rows of data corresponding to each individual distributed an email.



NOTE: Any new email sent displays red, bold, and italicized text across the row.

Table columns

The following columns are included in the table: Name, Email, Emp. #, Status, Download Info.

Name

This column displays the name of the end user as entered in the email sent to that user.

Email

This column displays the email address of the end user.

Emp. #

This column displays the unique identifier entered in the email sent to the end user (employee number, MAC address, etc.).

Status

This column displays one of the following statuses showing the current distribution process, in which M/D/YYYY represents the month, day, and year, and H:MM:SS represents the hour, minutes, and seconds:

- Email Sent on M/D/YYYY H:MM:SS AM or PM
- Clicked Link and Updated Info M/D/YYYY H:MM:SS AM or PM
- Clicked Install on M/D/YYYY H:MM:SS AM or PM
- Downloaded on M/D/YYYY H:MM:SS AM or PM

Download Info

This column displays the following information:

- date and time the Mobile Client was last downloaded, using the M/D/YYYY format.

 **TIP:** By placing your mouse over the date, the complete M/D/YYYY H:MM:SS AM or PM information displays.

- number of times the Mobile Client was downloaded, shown in parentheses ().

 **TIP:** By placing your mouse over the (), the Last Authenticated date displays, if available.

- **Download** hyperlink - Click the hyperlink to open a separate window that lets you begin the Mobile Client download process:
- **If the Mobile Client was previously downloaded** - the Click Here to Install page opens:

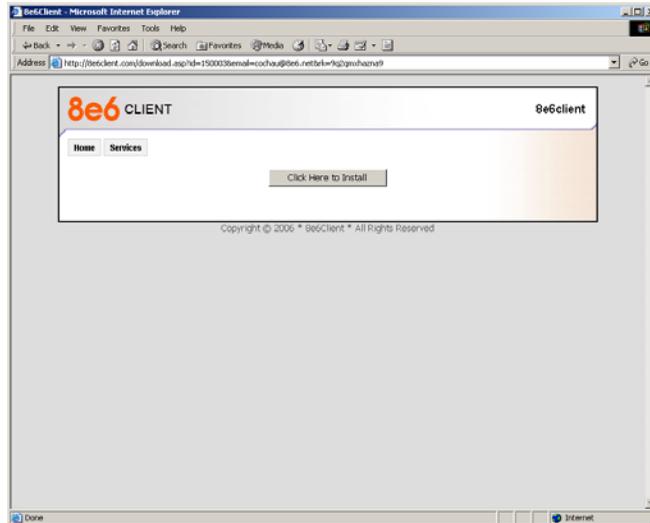


Fig. 3:5-15 Click Here to Install page

Follow steps 3b - 5 in the Download frame sub-section for downloading the Mobile Client.

- **If this is the first time the Mobile Client is being downloaded** - the Account Information window opens:

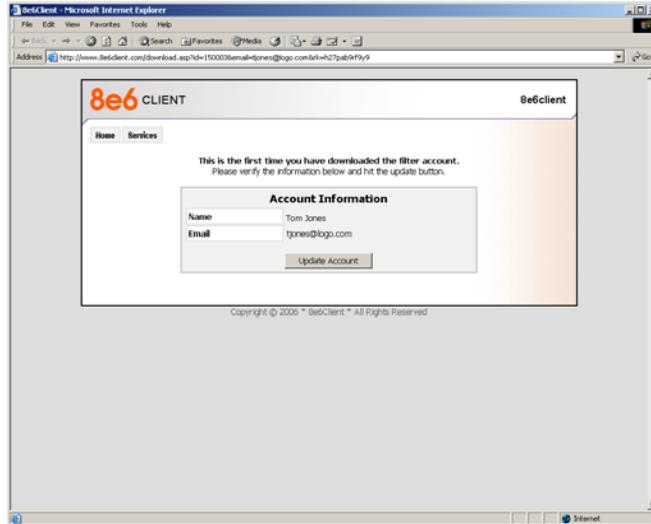


Fig. 3:5-16 Account Information window

1. After verifying the Name and Email address, click **Update Account** to display a message indicating the account has been created:

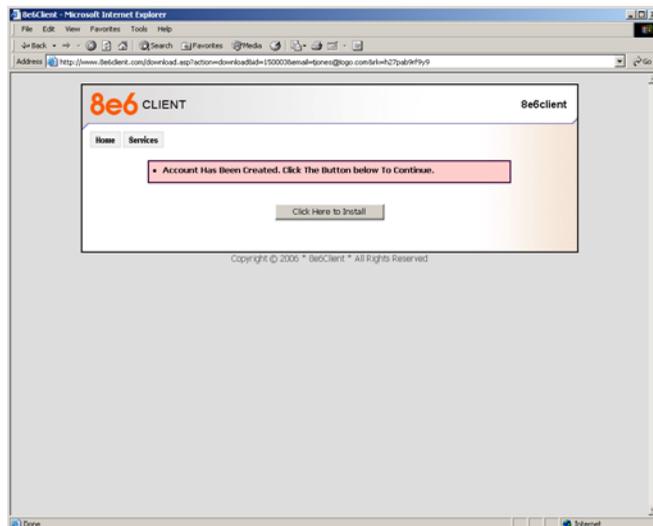


Fig. 3:5-17 Account creation confirmation message

2. Follow steps 3b - 5 in the Download frame sub-section for downloading the Mobile Client.

Uninstall

This column includes the following hyperlinks:

- **X** - click this hyperlink if you wish to uninstall the license. This action removes the end user's license information from the table, adds one more license to the available licenses count, sends the end user an email with the password key, and redisplay the License Distribution screen with a message specifying the significant results of the action.

 **TIP:** *By placing your mouse over the "X", more information about this feature displays.*

 **NOTE:** *8e6 recommends leaving at least one license uninstalled; this should be the administrator's license.*

- **Key** - click this hyperlink to open a pop-up box that lets you enter the password key.

 **NOTE:** *See Uninstall the Mobile Client for information on uninstalling the Mobile Client if using the Windows Integrated Version.*

Install the Mobile Client

There are two scenarios in which the Mobile Client is installed:

- via the downloaded 8e6Client.exe icon
- via the hyperlink in an email

Downloaded Icon Setup

1. Go to the folder in which the 8e6Client.exe icon was downloaded.



2. Click the 8e6Client.exe 8e6Client.exe icon to launch the automatic installation process:

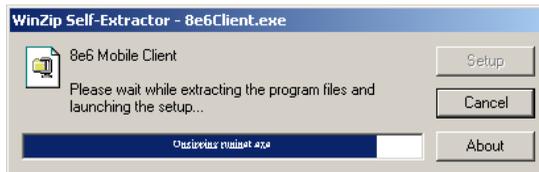


Fig. 3:5-17 Installation process

3. After the application has been installed, a message displays to alert you to restart the machine:



Fig. 3:5-18 Restart message

4. Click **Restart** to restart the machine.

Email Hyperlink Setup

1. Open the email with the installation message.
2. Click the hyperlink in the message to open the Click Here to Install page (see Fig. 3:5-15).
3. Follow steps 3b - 5 in the Download frame sub-section for downloading the Mobile Client.

Uninstall the Mobile Client

Follow these steps if uninstalling the Mobile Client manually on a Windows Integrated machine.

1. Go to the taskbar and click **Start > Control Panel > Add or Remove Programs** in Windows XP, and **Start > Settings > Control Panel > Add/Remove Programs** in Windows 2000.
2. Find the 8e6 Mobile Client program and click **Remove** in Windows XP, and **Change/Remove** in Windows 2000 to open the Uninstall 8e6 Mobile Client dialog box:

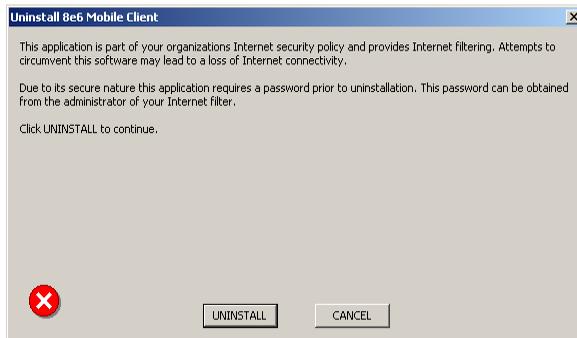


Fig. 3:5-19 Uninstall 8e6 Mobile Client dialog box

3. Click **UNINSTALL** to close the Uninstall 8e6 Mobile Client dialog box, and to open the Uninstall dialog box:

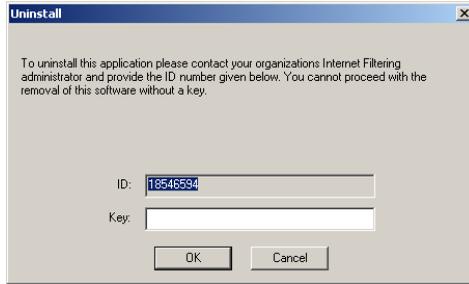


Fig. 3:5-20 Second Uninstall dialog box

4. Copy the eight-digit number displayed in the **ID** field.
5. Go to the View and Manage Your Distributed Licenses frame in the License Distribution screen and find the license to be deleted.

Click the **Key** hyperlink to open the box that lets you generate a password key:

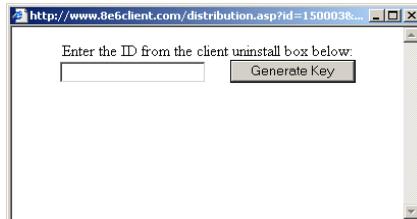


Fig. 3:5-21 Generate a key

6. In this box (see Fig. 3:5-21), enter the ID number from the Uninstall dialog box (see Fig. 3:5-20).
7. Click the **Generate Key** button to close the generate key box, and to open the password key box that shows the account number and automatically generated password:



Fig. 3:5-22 Generated key

8. Access the Uninstall dialog box again and enter the generated password key in the **Key** field:

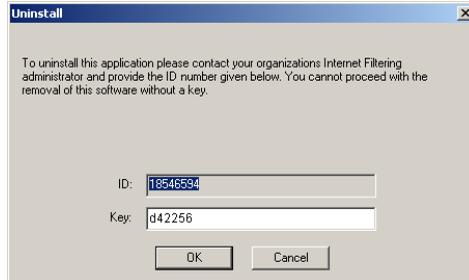


Fig. 3:5-23 Uninstall dialog box, Key entry

9. Click **OK** to begin the uninstallation process. When the Mobile Client has been uninstalled, a message displays asking you to restart the machine:

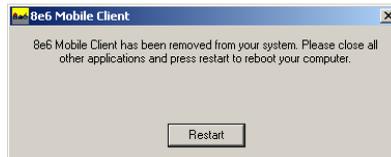


Fig. 3:5-24 Restart message

10. Click **Restart** to restart the machine.

TECHNICAL SUPPORT / PRODUCT WARRANTIES

Technical Support

For technical support, visit 8e6 Technologies's Technical Support Web page at <http://www.8e6.com/support/index.htm>, or contact us by phone, by e-mail, or in writing.

Hours

Regular office hours are from Monday through Friday, 8 a.m. to 5 p.m. PST.

After hours support is available for emergency issues only. Requests for assistance are routed to a senior-level technician through our forwarding service.

Contact Information

Domestic (United States)

1. Call **1-888-786-7999**
2. Select *option 2*

International

1. Call **+1-714-282-6111**
2. Select *option 2*

E-Mail

For non-emergency assistance, e-mail us at support@8e6technologies.com

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Beijing 100005, China

Beijing Local : 65180088
Fax : 65180328
Domestic China : 010-65180088
International : 86-10-65180088

Support Procedures

When you contact our technical support department:

- You will be greeted by a technical professional who will request the details of the problem and attempt to resolve the issue directly.
- If your issue needs to be escalated, you will be given a ticket number for reference, and a senior-level technician will contact you to resolve the issue.
- If your issue requires immediate attention, such as your network traffic being affected or all blocked sites being passed, you will be contacted by a senior-level technician within one hour.
- Your trouble ticket will not be closed until your permission is confirmed.

Product Warranties

Standard Warranty

8e6 Technologies warrants the medium on which the 8e6 product is provided to be free from defects in material and workmanship under normal use for period of one year (the “Warranty Period”) from the date of delivery. 8e6 Technologies’ entire liability and customer’s exclusive remedy if the medium is defective shall be the replacement of the hardware equipment or software provided by 8e6 Technologies.

8e6 Technologies warrants that the 8e6 product(s) do(es) not infringe on any third party copyrights or patents. This warranty shall not apply to the extent that infringement is based on any misuse or modification of the hardware equipment or software provided. This warranty does not apply if the infringement is based in whole or in part on the customer’s modification of the hardware equipment or software.

8e6 Technologies specifically disclaims all express warranties except those made herein and all implied warranties; including without limitation, the implied warranties of merchantability and fitness for a particular purpose. Without limitation, 8e6 Technologies specifically disclaims any warranty related to the performance(s) of the 8e6 product(s). Warranty service will be performed during 8e6 Technologies’ regular business hours at 8e6 Technologies’ facility.

Technical Support and Service

8e6 Technologies will provide initial installation support and technical support for up to 90 days following installation. 8e6 Technologies provides after-hour emergency support to 8e6 server customers. An after hours technician can be reached by voice line.

Technical support information:

Online: <http://www.8e6.com/support/index.htm>

Toll Free: 888-786-7999, *press 2*

Telephone: 1+714-282-6111, *press 2*

E-mail: support@8e6technologies.com

Have the following information ready before calling technical support:

Product Description: _____

Purchase Date: _____

Extended warranty purchased: _____

Plan # _____

Reseller or Distributor contact: _____

Customer contact: _____

Extended Warranty (optional)

The extended warranty applies to hardware and software of the product(s) except any misuse or modification of the product(s), or product(s) located outside of the United States. The extended warranty does not include new product upgrades. Hardware parts will be furnished as necessary to maintain the proper operational condition of the product(s). If parts are discontinued from production during the Warranty Period, immediate replacement product(s) or hardware parts will be available for exchange with defective parts from 8e6 Technologies' local reseller or distributor.

Extended Technical Support and Service

Extended technical support is available to customers under a Technical Support Agreement. Contact 8e6 Technologies during normal business hours, 8 a.m. to 5 p.m. PST, at (888) 786-7999, or if outside the United States, call 1+(714) 282-6111.

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