



8e6 Threat Analysis Reporter

USER GUIDE



Model: TAR 1.0
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THREAT ANALYSIS REPORTER USER GUIDE

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INTRODUCTORY SECTION

Threat Analysis Reporter

As perimeter security becomes more mature, user-generated Web threats increase and become critical aspects of maintaining networks. Network administrators need tools to monitor these threats so management can enforce corporate Internet usage policies.

8e6's Threat Analysis Reporter (TAR) appliance is designed to offer administrators or management dynamic, real time graphical snapshots of their network's Internet traffic, supported by remediation tools to manage and control user-generated Web threats. Working in conjunction with 8e6's R3000 Enterprise Filter, TAR interprets end user Internet activity from the R3000's logs and provides data that can be viewed via an easy-to-read dashboard of gauges that the administrator can drill down into to get to the source of the threat.

About this User Guide

The Threat Analysis Reporter User Guide addresses the network administrator designated to configure and manage the TAR server on the network (referred to as the “global administrator” throughout this user guide, since he/she has all rights and permissions on the TAR server), as well as administrators designated to manage user groups on the network (referred to as “group administrators” throughout this user guide).

This user guide is organized into the following sections:

- **Introductory Section** - This section provides general information on how to use this user guide to help you configure the TAR server.
- **Preliminary Setup Section** - This section includes information on creating and maintaining user accounts.
- **Configuration Section** - This section includes information on configuring TAR to alert you of any end user Internet activity not within your organization’s Internet usage policies.
- **Bandwidth Management Section** - This section includes information on monitoring and managing inbound and outbound traffic on your network.
- **Administration Section** - This section includes functions for maintaining the TAR server or its database.
- **Technical Support / Product Warranties Section** - This section contains information on technical support and product warranties
- **Appendices** - Appendix A explains how to disable pop-up blocking software installed on a workstation in order to use TAR. Appendix B provides details on setting up and using the System Tray feature for TAR alerts. Appendix C features a glossary of technical terminology used in this user guide.

- **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.




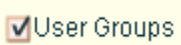
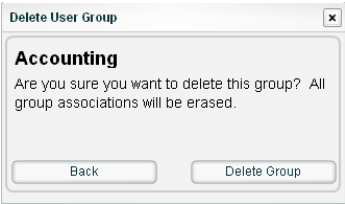

TIP: The “tip” icon is followed by italicized text giving you hints on how to execute a task more efficiently.



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.

- **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. 
- **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. 

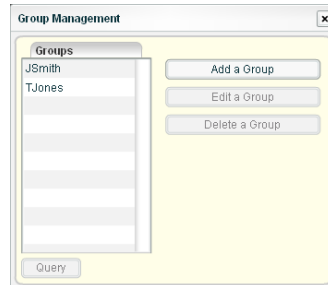
- **frame** - a boxed-in area in a dialog box, window, or screen that includes a group of objects such as fields, text boxes, list boxes, buttons, radio buttons, check-boxes, and/or tables. Objects within a frame belong to a specific function or group. A frame often is labeled to indicate its function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



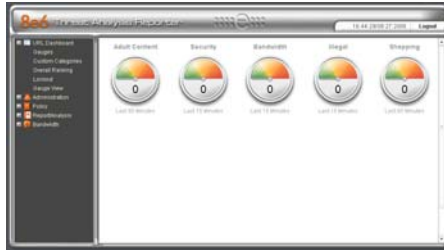
- **pop-up box or pop-up window** - a box or window that opens after you click a button in a dialog box, window, or screen. This box or window may display information, or may require you to make one or more entries. Unlike a dialog box, you do not need to choose between options.



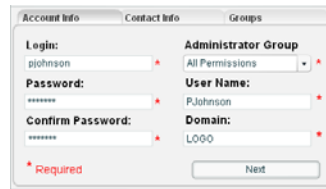
- **pull-down menu** - a field in a dialog box, window, or screen that contains a down arrow to the right. When you click the arrow, a menu of items displays from which you make a selection.



- **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.



- **tab** - one of at least two related pages, each individually labeled and contained within the same window, but only displaying its page in the window when accessed.



- **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”.)

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



Environment Requirements

Workstation Requirements

Minimum system requirements for the administrator include the following:

- Windows 98 or later operating system (not compatible with Windows server 2003)
- Internet Explorer (IE) 5.5 or later, or Firefox 1.5 or later
- Flash plug-in version 8 or later
- Screen resolution set at 1024 x 768 with color quality set at 16 bits
- 256MB RAM
- Pentium III 600 MHz or higher, or equivalent
- Network card and ability to connect to the TAR server and R3000 server
- Email client that can be set up to receive email alerts
- JavaScript enabled
- Java Virtual Machine
- Java Plug-in (use the version specified for the TAR software version)

Network Requirements

- High speed connection from the TAR server to client workstations
- FTP or HTTPS connection to 8e6's patch server
- Internet connectivity for downloading Java virtual machine/Flash, if not already installed

Installation Prerequisite

- 8e6 R3000 running software version 1.10.15 or later

Getting Started

Initial Setup

To initially set up your TAR server, the administrator installing the unit should follow the instructions in the Quick Start Guide, the booklet packaged with your TAR 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 Threat Analysis Reporter Quick Start Guide, contact 8e6 Technologies immediately to have a copy sent to you.*

Once the TAR unit is set up on the network, the designated global administrator of the TAR server should be able to access the unit via its URL, using the username and password registered during Step 1 of the quick start wizard procedures.

Login window

1. From your workstation, launch Internet Explorer to open an IE browser window.



NOTE: If pop-up blocking software is installed on the workstation, it must be disabled. Information about disabling pop-up blocking software can be found in Appendix A: Disable Pop-up Blocking Software.

2. In the **Address** field of the browser window, type in the URL for the TAR server (in which 'x.x.x.x' represents the IP address specified during quick start procedures):
http://x.x.x.x:8080

This action opens the TAR login window:



Fig. 1:1-1 TAR Login window

This window serves as a portal for administrators to log into TAR.



NOTE: In this window, TAR's software version number displays beneath the frame.



TIP: In any box or window in the application, press the **Tab** key on your keyboard to move to the next field. To return to a previous field, press **Shift-Tab**.

Log in

To log in to the application:

1. In the **Username** field, type in your username. If you are logging in as the global administrator, enter the username registered during the quick start wizard procedures. If you are logging in as a group administrator, enter the username set up for you by the global administrator.
2. In the **Password** field, type in your password. If you are logging in as the global administrator, enter the password registered during the quick start wizard procedures. If you are logging in as a group administrator, enter the password set up for you by the global administrator. This entry displays as a series of asterisks for security purposes.
3. Click the **Log In** button to open the application that displays the URL dashboard gauge view in the right panel by default. The navigation panel displays to the left, and in the panel above the system time and date display (in the HH:MM:SS/MM.DD.YYYY format) beside the Logout button:

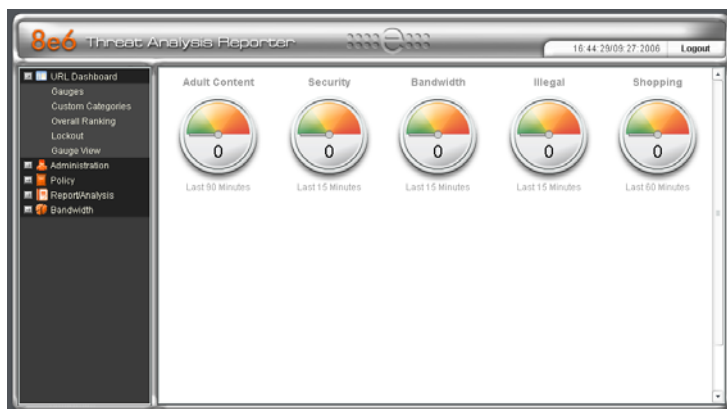


Fig. 1:1-2 Default TAR window

Navigation panel menu topics

The navigation panel at the left of the screen consists of the following menu topics for configuring and using the application:

- **URL Dashboard** - click this topic to access menu options for managing URL gauges that monitor Internet activities which threaten network security, bandwidth usage, and/or end user productivity.
- **Administration** - click this topic to access menu options for setting up and maintaining administrator profiles, and managing the TAR unit.
- **Policy** - click this topic to access menu options for setting up and maintaining policies used for triggering warnings when gauges approach their upper threshold limits.
- **Report/Analysis** - click this topic to access menu options for analyzing Internet usage data.
- **Bandwidth** - click this topic to access menu options for managing bandwidth for protocols used on the network.

Log out

To log out of the application, click the **Logout** button in the upper right corner of the screen. When your session has been terminated, the login window re-displays.

Exit the interface

To exit the interface, click the “X” in the upper right corner of the browser window.

Navigation Tips and Conventions

The following tips and list of conventions will help you navigate the Administrator console:

- **Move a pop-up window** - Click the toolbar of a pop-up window and simultaneously move your mouse to relocate the pop-up window to another area in the current browser window.
- **Close all pop-up windows to access another topic** - In order to access another topic from the navigation panel at the left of the screen, all open pop-up windows must first be closed by clicking the “X” in the upper right corner of each window.
- **Scroll up and down, and across a list** - If available, use the scrollbar to the right or along the bottom of a frame or list box to view an entire list.



An extensive list can be viewed in its entirety by clicking the back-to-back left and right arrow buttons (circled in the image above) in order to navigate to the previous or next section of the list.

- **Tab to the next field** - Press the Tab key on your keyboard to advance to the next field in a window.
- **Expand, contract a column** -

Columns can be expanded or contracted by first

IP	Type	Severity
202.208.20.3	Lockout	Low
202.208.20.3	Lockout	Medium

mousing over the divider in the column header to display the arrow and double line characters (<-||->). A column is then expanded or contracted by left-clicking the mouse and dragging the column bar to the right or left.

- **Browser Back button, Refresh button** - Clicking either the Back button or the Refresh button in your browser will refresh the TAR interface and log you out of the application.

PRELIMINARY SETUP SECTION

Introduction

The Preliminary Setup Section of this manual is comprised of three chapters with information on the first steps to take in order to use the TAR application. These steps include setting up user groups, administrator permission groups, and group administrator profiles:

- Chapter 1: User Groups Setup - This chapter explains how to set up user groups—whose Internet activity will be monitored by group administrators.
- Chapter 2: Admin Groups Setup - This chapter explains how to set up permissions so that an administrator in your group will only be able to access areas of the TAR console that you specify.
- Chapter 3: Admins Setup - This chapter explains how to set up a group administrator account.

Chapter 1: User Groups Setup

On a new TAR server, the global administrator should first set up user groups—whose Internet activity will be monitored by group administrators.

A group administrator should set up user groups once he/she is given an account by the global administrator with permissions to access User Groups, as detailed in the next chapters in this section.

1. In the navigation panel, click Administration to open that menu:

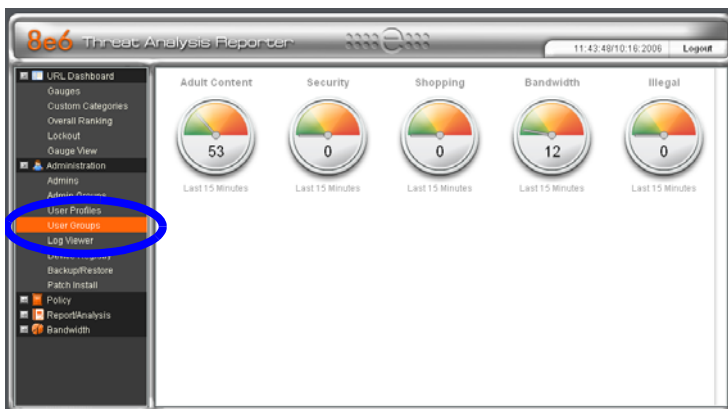


Fig. 2:1-1 User Groups menu topic


- Click User Groups to open the User Groups Management pop-up window:




Fig. 2:1-2 User Groups Management

If any user groups were previously added by the administrator, these display in the User Groups list box. For the global administrator, “All” displays in the User Groups list box by default.

- From this pop-up window, you can add a user group, and modify or delete an existing user group, as necessary. Or click the “X” in the upper right corner of the pop-up window to close it.

 **TIP:** To view members that belong to a user group, click the user group name to highlight it and to display its members in the Members list box.

 **NOTES:** If using the LDAP user authentication method, usernames display in pertinent list boxes. If using IP groups, IP addresses of user machines display instead of usernames.

For LDAP authentication, the member “IPGROUP” pertains to any end user who has been authenticated but does not yet have a username associated with his/her IP address.

Create a User Group

1. Click **Add** to open the Create a New User Group pop-up window:

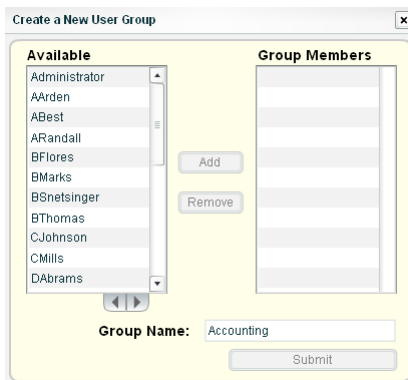


Fig. 2:1-3 Create a New User Group

2. Type in the **Group Name**.
3. From the Available list box, select a member to be added to the group, and then click **Add** to move that member to the Group Members list box.



TIP: To remove a group member, select that member from the Group Members list box, and then click **Remove** to move the member back to the Available list box.

4. Once all members are added to the Group Members list box, click **Submit** to close the Create a New User Group pop-up window, and to include your entry in the User Groups list box in the User Groups Management pop-up window.



NOTES: Any user group created as the initial “base group” cannot be edited, delegated, or deleted.

Once a user group is assigned to a group administrator (see Chapter 3: Admins Setup), that user group cannot be assigned to anyone else. To assign the same set of end users to another group administrator, mirrored user groups should be created.

Edit a User Group

Once a user group has been created, its name can be modified, or members can be added to—or removed from—the group, if it is not the “base group.”

1. In the User Groups Management pop-up window, go to the User Groups list box and select a user group. This action highlights the user group name and displays its members in the Members list box, and also activates the Edit and Delete buttons:

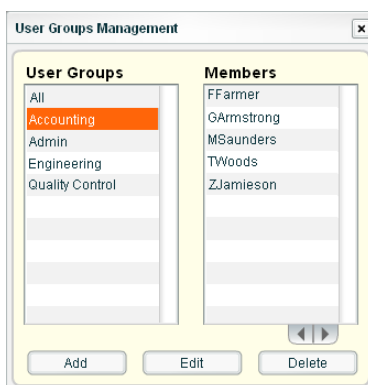


Fig. 2:1-4 User Groups Management, selection

2. Click **Edit** to open the Edit a User Group pop-up window:

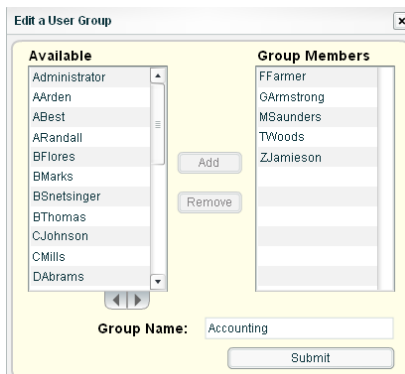


Fig. 2:1-5 Edit a User Group

3. Perform any of the following actions:
 - Modify the Group Name
 - Add Group Members
 - Remove Group Members
4. Click **Submit** to close the Edit a User Group pop-up window and return to the User Groups Management pop-up window.

Delete a User Group

To remove a user group (that is not the “base group”) from the list of available user groups:

1. In the User Groups Management pop-up window, go to the User Groups list box and select the user group. This action highlights the user group name and displays its members in the Members list box (see Fig. 2:1-4).
2. Click **Delete** to open the Delete User Group dialog box:

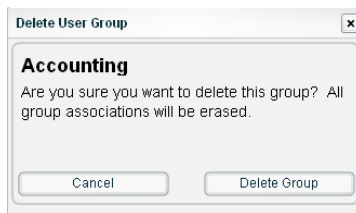


Fig. 2:1-6 Delete User Group

3. Click **Delete Group** to remove the user group. This action closes the dialog box and returns you to the User Groups Management pop-up window.



NOTE: Clicking **Cancel** closes the dialog box without removing the user group, and returns you to the User Groups Management pop-up window.

Chapter 2: Admin Groups Setup

Once you have set up user groups, you are ready to create a set of management permissions, so that a group administrator you set up will only be able to access areas of the TAR console that you specify.

This function is available to a group administrator only if permissions were granted by the administrator who set up his/her account, as detailed in this chapter and in Chapter 3.

In the navigation panel, click Admin Groups to open the Group Management pop-up window:

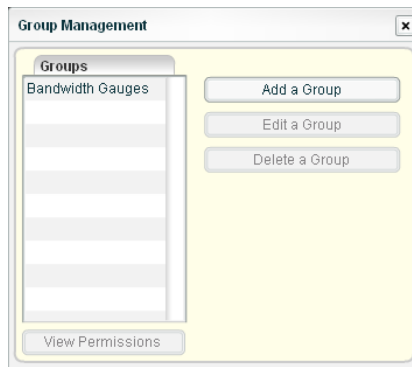


Fig. 2:2-1 Group Management

Groups previously set up display in the list box.

From this pop-up window, you can add an administrator group, view information for an existing administrator group, and modify or delete that group, as necessary.

Add a Group

1. Click **Add a Group** to open the Add a new Group pop-up window:



Fig. 2:2-2 Add a new Group


2. Type in up to 32 characters for the **Group Name**.



TIP: You may want to name the group for the type of permissions to be assigned. This will distinguish the name from other names, such as those set up for user groups.

3. By default, “Gauges” is selected and therefore greyed-out. This indicates the administrator to be added will be able to view and modify gauge content. Click the appropriate checkbox(es) to specify the type of access the administrator will be granted on the TAR console or its related devices:
 - User Profiles - manage a list of end users’ logged events
 - Admins - manage group administrator profiles
 - Backup/Restore - perform a backup and/or restoration on the TAR server
 - Admin Groups - manage administrator groups
 - User Groups - manage user groups

- Alerts - manage alerts that indicate if gauges are close to—or have reached—their established upper thresholds
- Probe - access the R3000 application's Real Time Probe feature that lets you monitor end user Internet usage in real time to verify whether the Internet is being used appropriately
- Reporter - access the ER application to generate reports on end user Internet activity
- Bandwidth Gauges - monitor and manage bandwidth gauges for inbound and outbound traffic

 **TIP:** To remove a checkmark from any active checkbox containing a checkmark, click the checkbox.

5. Click **Submit** to close both pop-up windows. The Group Name you just entered will appear in the list box the next time you open the Group Management pop-up window.

View an Admin Group's Permissions

1. In the Group Management pop-up window, click the name of the administrator group to highlight the group name and to activate all buttons:

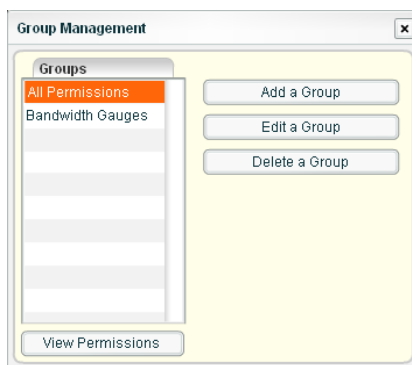


Fig. 2:2-3 Group Management, selection

2. Click **View Permissions** to open the Permissions Viewer pop-up window:

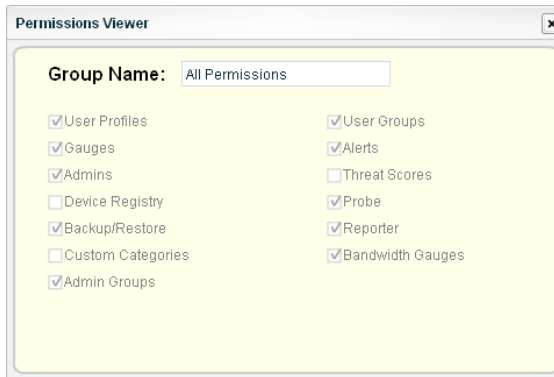


Fig. 2:2-4 Permissions Viewer

3. Note the available features in this pop-up window. In addition to the selections mentioned in the Add a Group sub-section, the following administrator functions are listed:

- Device Registry - add an additional R3000 or view information about devices connected to the TAR server
- Custom Categories - maintain the list of library categories to be used by gauges
- Threat Scores - manage the severity levels for library categories

These permissions are reserved for the global administrator and cannot be assigned to group administrators.

4. Click the “X” in the upper right corner of the Permissions Viewer pop-up window to close it.

Edit an Administrator Group

1. In the Group Management pop-up window, click the name of the administrator group to highlight the group name and to activate all buttons (see Fig. 2:2-3).
2. Click **Edit a Group** to open the Edit Group pop-up window:



Fig. 2:2-5 Edit Group

3. Perform any of the following actions:
 - Modify the Group Name
 - Add functions to be monitored by the administrator
 - Remove functions to be monitored by the administrator
4. Click **Submit** to close the Edit Group and Group Management pop-up windows.

Delete an Administrator Group

1. In the Group Management pop-up window, click the name of the administrator group to highlight the group name and to activate all buttons (see Fig. 2:2-3).
2. Click **Delete a Group** to open the Delete Group dialog box:

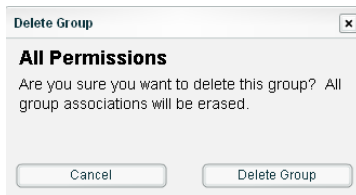


Fig. 2:2-6 Delete Group

3. Click **Delete Group** to remove the administrator group. This action closes the dialog box and the Group Management pop-up window.



NOTE: Clicking *Cancel* closes the dialog box without removing the administrator group, and returns you to the Group Management pop-up window.

Chapter 3: Admins Setup

After permission sets have been created, profiles of group administrators can be set up to monitor user groups.

This function is available to a group administrator only if permissions were granted by the administrator who set up his/her account, as detailed in Chapter 2 and in this chapter.

1. In the navigation panel, click Admins to open the Admin System pop-up window:

Fig. 2:3-1 Admin System

Administrator accounts previously set up display in the Active Users list box.



NOTE: A global and group administrator will only see the profiles he/she added. If using IP groups for authentication, “LDAP Username” and “Domain” will not display beneath the Location field.

From this pop-up window, you can add an administrator profile using the wizard, view account information for an existing administrator, and modify or delete a profile, as necessary.

2. After performing the intended actions in this window, click the “X” in the upper right corner of the window to close it.

Add an Administrator Profile

Account Info tab

1. Click **Add New Admin** to open the Add new Administrator pop-up window:

The screenshot shows a dialog box titled "Add new Administrator" with a close button (X) in the top right corner. It has three tabs: "Account Info" (selected), "Contact Info", and "Groups". The "Account Info" tab contains the following fields:

- TAR Login:** A text input field containing "pjohnson" with a red asterisk to its right.
- Password:** A text input field with masked characters "*****" and a red asterisk to its right.
- Confirm Password:** A text input field with masked characters "*****" and a red asterisk to its right.
- Administrator Group:** A dropdown menu showing "All Permissions" with a red asterisk to its right.
- LDAP Username:** A text input field containing "pjohnson" with a red asterisk to its right.
- Domain:** A text input field containing "LOGO" with a red asterisk to its right.

At the bottom left, there is a red asterisk followed by the text "* Required". At the bottom right, there is a "Next" button.

Fig. 2:3-2 Add new Administrator, Account Info

2. Type in the **TAR Login** ID the group administrator will use to access the TAR interface.
3. Type in the **Password** the group administrator will use in conjunction with the TAR Login, and enter that same password again in the **Confirm Password** field. These entries display as a series of asterisks for security purposes.
4. Select the **Administrator Group** (previously set up in the Admins Group menu option) from the available choices in the pull-down menu.
5. If using LDAP authentication, type in the alphanumeric group administrator’s **LDAP Username** exactly as set up on the Active Directory domain in which he/she is registered.



NOTE: Active Directory is the only LDAP version TAR supports.

- If using LDAP authentication, type in the exact characters for the Active Directory **Domain** name in which the group administrator is registered.



NOTE: *The LDAP Username and Domain fields do not display if using IP groups. If the group administrator will be using the System Tray feature—that triggers an alert in his/her System Tray if an end user’s Internet usage has reached the upper threshold established for a gauge’s alert—the LDAP Username and Domain entered in these fields should be the same as the login ID and password the group administrator uses to authenticate on his/her workstation. (See Configuration Section, Chapter 3: Alerts, Lockout Management and Appendix B: System Tray Alerts: Setup, Usage for details on setting up and using the System Tray feature.)*

- Click **Next** to go to the Contact Info tab.

Contact Info tab



TIP: *Click Back at the bottom left of this tab if you need to return to the Account Info tab.*

- Type in the group administrator’s **Employee Name**.

The screenshot shows a dialog box titled "Add new Administrator" with three tabs: "Account Info", "Contact Info", and "Groups". The "Contact Info" tab is active. It contains several input fields with labels and red asterisks indicating required information:

- Employee Name:** Phil Johnson *
- Email:** pjohnson@logo.com *
- Work Phone:** 714 123 4567 *
- Home Phone:** (empty field)
- Location:** (empty field)
- Comments:** (empty text area)


At the bottom of the dialog, there are two buttons: "Back" on the left and "Next" on the right.

Fig. 2:3-3 Add new Administrator, Contact Info

- Type in the group administrator’s **Work Phone** number, without entering special characters such as parentheses (), a hyphen (-), a period (.), or a left slash (/).

3. Optional: Type in the group administrator's **Home Phone** number without entering any special characters.
4. Type in the group administrator's **Email** address.
5. Optional: Type in identifying information about the group administrator's physical office **Location**.
6. Optional: Type in any **Comments** to be associated with the group administrator's account.
7. Click **Next** to go to the Groups tab.

Groups tab

 **TIP:** Click *Back* at the bottom left of this tab if you need to return to the *Contact Info* tab.

In this tab you make a selection for any user group(s) to be monitored by the group administrator. Note that any user group listed in the *Unavailable* box has already been assigned a gauge for monitoring and therefore cannot be selected again.

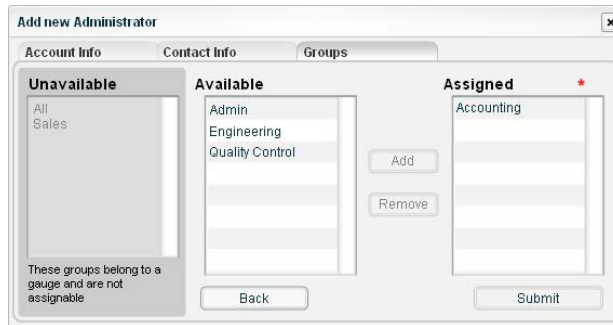



Fig. 2:3-4 Add new Administrator, Groups

1. In the *Available* list box, click the user group to highlight it and to activate the *Add* and *Remove* buttons.
2. Click **Add** to move the user group to the *Assigned* list box.

 **TIP:** To remove a user group from the Assigned list box, click the user group to highlight it, and then click Remove to move the user group back to the Available list box.

- After selecting each user group to be assigned to the group administrator, click **Submit** to close the Add new Administrator pop-up window and to return to the Admin System pop-up window. Note that the Active Users list box now includes the group administrator's Login ID.

View, Edit Account Info

In the Active Users list box, click the TAR Login ID of the group administrator to display that user's account information in the Account Info frame:



The screenshot shows the Admin System window with the Account Info frame selected. The Active Users list on the left contains jsmith, pjohnson (highlighted), and tjones. The Account Info frame displays the following fields:

- Employee Name:** Phil Johnson *
- TAR Login:** pjohnson *
- Administrator Group:** All Permissions * (with a Change Password button)
- Work Phone:** 714 282 6111 *
- Home Phone:** *
- Email:** pjohnson@logo.com *
- Location:** *
- LDAP Username:** pjohnson *
- Domain:** LOGO *
- Comments:** (empty text area)
- User Groups:** Accounting (with Add group and Edit group buttons)

Buttons at the bottom include Add New Admin, Delete Admin, and Save.

Fig. 2:3-5 Admin System, selection

If necessary, the following items can be modified:

- Account Info frame fields
- Password

- User group selection(s)
- User group members

Edit Account Info

1. In the activated Account Info frame:
 - The following information can be modified or updated: Employee Name, TAR Login ID, Administrator Group selection, Work Phone number, Email address, LDAP Username or Domain name—the latter two fields are available if using LDAP.
 - The following information can be added, modified, or deleted: Home Phone number, Location information, Comments.
 - The following actions can also be performed: Change Password, Add (or remove a user) group, Edit (a user) group (list).
2. After making any modifications, click **Save** to save your entries.

Change Password

1. In the activated Account Info frame, click **Change Password** to open the Change Password pop-up window:

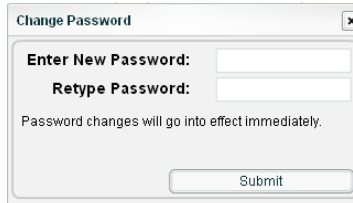


Fig. 2:3-6 Change Password

2. Type in the new password in the **Enter New Password** field, and in the **Retype Password** field. These entries display as a series of asterisks for security purposes.
3. Click **Submit** to close the Change Password pop-up window and to activate the new password.



NOTE: If the administrator whose password was changed is currently logged into TAR, he/she will need to log out and log back in again using the new password.

User Groups: Add group, remove a group

1. In the User Groups section of the activated Account Info frame, click **Add group** to open the Add new user group pop-up window:

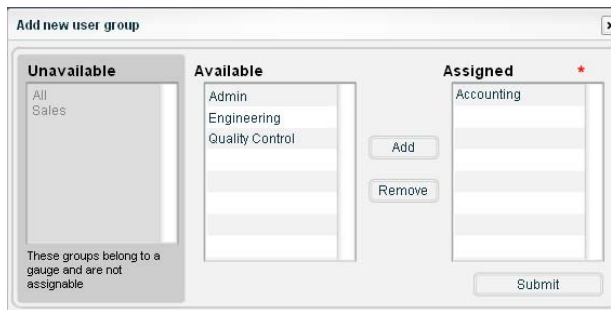


Fig. 2:3-7 Add new user group

2. Select the user group from the Available list box, and then click **Add** to move the user group to the Assigned list box.



NOTE: *A user group previously saved in the Assigned list box can be moved back to the Available list box, but at least one user group must be included in the Assigned list box in order to save your entries.*

4. After adding and/or removing user groups to/from the Assigned list box, click **Submit** to close the Add new user group pop-up window, and to clear the entries in the Account Info frame in the Admin System pop-up window.

User Groups: Edit group

1. In the User Groups section of the activated Account Info frame, select the user group in the list box to highlight it and to activate the Edit group button.
2. Click **Edit group** to open the Edit a User Group pop-up window (see Fig. 2:1-5), and follow the steps in Chapter 1: User Groups Setup, Edit a User Group sub-section.

Delete Admin

1. In the Admin System window, click the Login ID of the group administrator to highlight it and to activate the elements in the window (see Fig. 2:3-5).
2. Click **Delete Admin** to open the Delete Administrator dialog box:

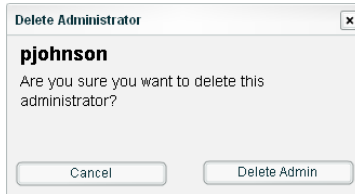


Fig. 2:3-8 Delete Administrator

3. Click **Delete Admin** to close the dialog box and to remove the group administrator profile.



NOTE: Clicking *Cancel* closes the dialog box without removing the group administrator profile, and returns you to the Admin System pop-up window.

CONFIGURATION SECTION

Introduction

The Configuration Section of this user guide is comprised of four chapters with information on configuring and using TAR to immediately alert you of any end user Internet activity not within your organization's Internet usage policies:

- Chapter 1: Threat Score Setup - This chapter explains how the global administrator assigns a threat score “weight” to each library category on the R3000 connected to this TAR server. A threat score is a component that influences gauge movement.
- Chapter 2: Custom Gauge Setup, Usage - This chapter explains how gauges are configured and monitored.
- Chapter 3: Alerts, Lockout Management - This chapter explains how alerts are set up and used, and how to manage end user lockouts.
- Chapter 4: Analyze Web Usage Trends - This chapter explains how URL trend reports are used for assessing end user Internet/network activity. For additional or historical information about end user Internet usage trends, the R3000's Real Time Probe interface—and the ER's Web Client reporting application, if the ER server is installed and connected to the R3000—can be accessed from the TAR interface.

Chapter 1: Threat Score Setup

After setting up group administrators with access to the TAR server, the global administrator should assign a threat score “weight” to each library category on the R3000 connected to TAR. A threat score is a component that influences gauge movement.

Anatomy of a Gauge

Understanding the anatomy of a gauge will help you determine the threat score to assign a library category affecting that gauge.

The illustration below depicts a URL dashboard gauge and a library category gauge:

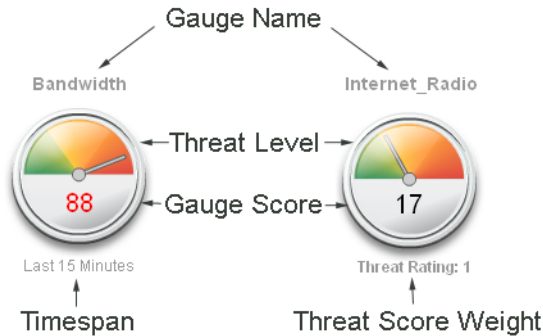


Fig. 3:1-1 URL dashboard gauge anatomy

The name of the gauge displays above the gauge icon. The timespan for the gauge’s activity displays beneath the URL dashboard gauge icon, while the threat score weight displays beneath the library category gauge icon.

The gauge itself is comprised of three colored sections above: One of the sections in which the gauge’s dial is positioned. The bottom section of the gauge contains its numerical score.

Gauge score methodology

The numerical score displayed inside the URL dashboard gauge icon is based upon: The library categories included in the gauge, the threat score assigned to each library category, and the total score of all end users assigned to a specific gauge. The score is calculated as follows: Page count, plus blocked object count, multiplied by the threat score assigned to the library category.

For example: A group administrator sets up a custom gauge labeled “Unacceptable Material” that includes the following library categories: Pornography/Adult Content, Child Pornography, and Shopping. Pornography/Adult Content and Child Pornography have been assigned a threat score of “3” and Shopping has been assigned a threat score of “2”. Bob, Larry, and Sue are included as members to monitor in the custom gauge. In this example, Bob accesses a Web page categorized as Pornography, and Sue goes to a Web page categorized as Shopping. As a result of these end users’ activity, the gauge shows a “score” of “5” (score of “3” for Bob plus a score of “2” for Sue).

View Assigned Threat Score Weights

1. In the navigation panel, click Policy to open that menu.
2. Click Threat Score to open the Scoring Weight Editor pop-up window:

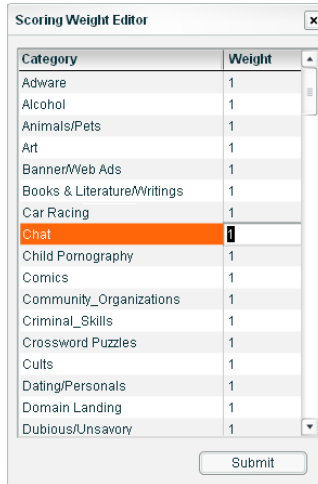




Fig. 3:1-2 Scoring Weight Editor

All library categories set up on the R3000 connected to this TAR server display in the Category list. By default, each Category is assigned a threat score Weight of “1”, indicating a “low” threat.

 **NOTE:** In order to reduce complexity, it is recommended that first time users of TAR should leave all threat score weights at “1”.

 **TIP:** To sort the list in descending order by either Category or Weight, click the column header. To sort the list in ascending order, click the column header again.

3. After performing the intended actions in this window, click the “X” in the upper right corner of the window to close it.

Assign a Threat Score Weight

1. Click the Category to highlight it.
2. Click in the Weight column to make the field editable.
3. One of the following entries can be made:
 - Enter **1** to assign a low threat score for the least dangerous sites, such as those in the News category
 - Enter **2** to assign a medium threat score for mid-level threats, such as Shopping or Sports categories
 - Enter **3** to assign a high threat score for the most dangerous sites, such as those in the Child Pornography category
4. After modifying all threat scores, click **Submit**.

Chapter 2: Custom Gauge Setup, Usage

With threat score weights established, a group administrator can begin setting up gauges for monitoring end users' Internet activity.

1. In the navigation panel, go to the URL Dashboard and click Gauges to open the Gauge Management pop-up window:

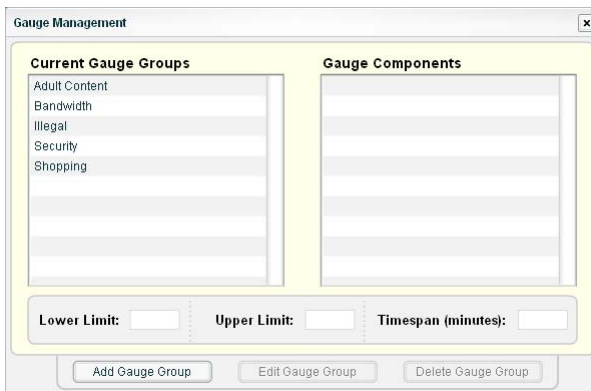


Fig. 3:2-1 Gauge Management

By default, the Current Gauge Groups include: Adult Content, Bandwidth, Illegal, Security, Shopping.

- In the Current Gauge Groups list box, click the gauge name to display a list of library categories and threshold criteria set up for that gauge:

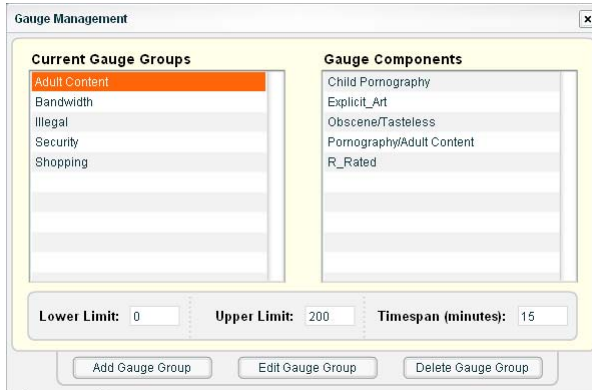


Fig. 3:2-2 Gauge Management, Gauge Components

- To exit this window, click the "X" in the upper right corner of the window to close it.

Add a Gauge

In the Gauge Management window, click **Add Gauge Group** to open the Add a new Gauge Group pop-up window:

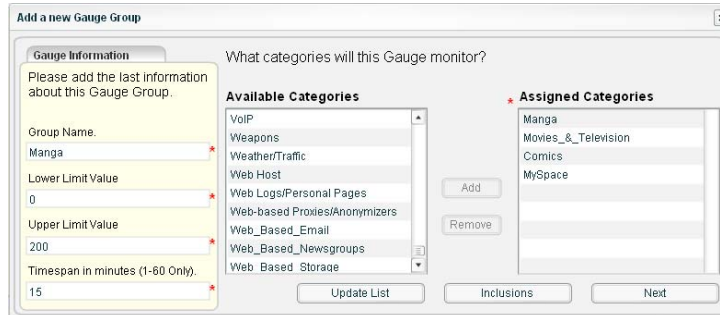


Fig. 3:2-3 Add a new Gauge Group

Add Gauge Information

In the Gauge Information box:

1. Type in at least four characters for the **Gauge Name** using upper and/or lowercase alphanumeric characters, and spaces, if desired.
2. Type in the **Lower Limit Value** of the floor for any gauge activity. The recommended value is **0** (zero).
3. Type in the **Upper Limit Value** of the ceiling for gauge activity. The recommended value is **200**. This can be adjusted after using TAR for awhile and evaluating activity levels at your organization.
4. Type in the **Timespan in minutes (1-60 Only)** for tracking gauge activity; usually **15** minutes. The timespan will always keep pace with the current time period, so that if a timespan of 15 minutes is specified, the gauge will always reflect the most recent end user activity from the past 15 minutes.

Select Library Categories

Next, specify which library categories the gauge will use for monitoring end user activity.



NOTE: At least one library category must be selected when creating a gauge. The maximum number of library categories that can be selected is 15.

1. From the Available Categories list box, select the library category to highlight it.
2. Click **Add** to move the library category to the Assigned list box.



TIP: To remove a library category from the Assigned list box, click the library category to highlight it, and then click **Remove** to move the category back to the Available Categories list box.

Assign User Groups

To assign user groups to be monitored by the gauge:

1. Click **Inclusions** to open the Assign Groups pop-up window:

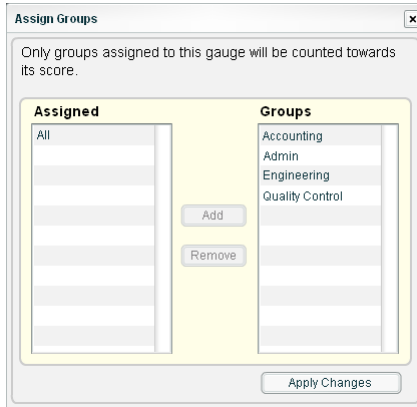


Fig. 3:2-4 Assign Groups



NOTE: The “base group” displays in the Assigned list box by default but can be removed. This group consists of all end users whose network activities are set up to be monitored by the designated group administrator.

2. From the Groups list box, select the user group to highlight it.
3. Click **Add** to move the user group to the Assigned list box.



TIP: To remove a user group from the Assigned list box, click the user group to highlight it, and then click **Remove** to move the group back to the Groups list box.

4. After adding groups, click **Apply Changes** to close the Assign Groups pop-up window, and to return to the Add a new Gauge Group pop-up window.

- Click **Next** to open the second Add a new Gauge Group pop-up window that includes information about the components of the gauge.

View, edit library components

In the second Add a new Gauge Group pop-up window, view and edit settings for any library category set up for the gauge:

	Lower Limit	Upper Limit
Manga	0	200
Movies_ & Television	0	200
Comics	0	200
MySpace	0	200

Set a gauge method: All

Next

Fig. 3:2-5 Add a new Gauge Group, gauge components

- The floor and ceiling threshold settings that were established for the gauge group display in the Lower/Upper Limit fields of each library category. These values can be edited, as necessary.
- If necessary, make a selection from the **Set a gauge method** pull-down menu to change the Internet usage method(s) to be used by the gauge: All (default), Keyword, URL, Others (passed categories).



NOTE: If the selected gauge method is "Keyword" or "URL", Filter Options for end user profiles on the R3000 used with TAR must have "Search Engine Keyword Filter Control" or "URL Keyword Filter Control" enabled.

3. Click **Next** to close the Add a new Gauge Group windows and to display the new gauge in the URL dashboard gauge view:

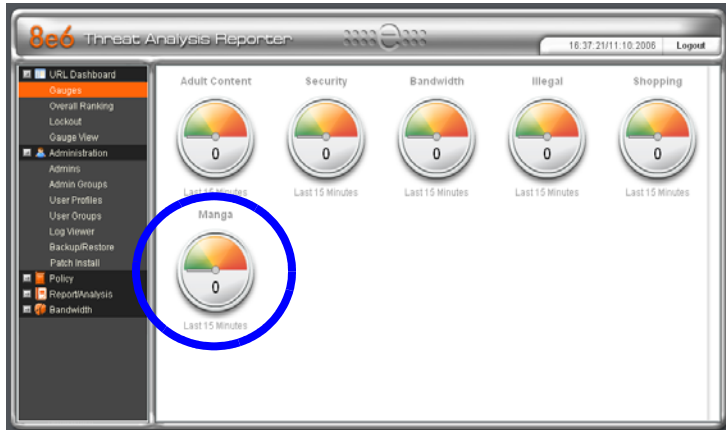


Fig. 3:2-6 New Gauge Group added

Gauge Components and Activity

Types of gauges

There are four types of gauges: URL dashboard gauges, library category gauges, protocol bandwidth gauges, and port gauges.

Gauges that display in the URL dashboard are comprised of library categories. Library category gauges display in a pop-up window for the URL dashboard gauge.

Inbound/Outbound protocol bandwidth gauges are comprised of ports. Port gauges display in the a pop-up window for the protocol bandwidth gauge. (See Bandwidth Management Section.)

Read a gauge

Gauges become active when end users access URLs/ports included in that gauge. Activity is depicted by the position of the dial within the gauge—green (safe) section, yellow (warning) section, or red (network threat) section—and by a numerical “score” displayed in the middle of the gauge icon. This score is based upon the type of Internet activity, threat score, timespan, and upper and lower thresholds established for the gauge.

The score displayed in the middle of the gauge icon will always reflect activity from the most recent past number of specified minutes set up in the timespan, unless gauge settings were manually changed and saved, at which point the gauge is reset.

If the threat for a gauge is currently low or medium, the score displays in black text. If the threat for a gauge is high (exceeding 66 percent of the ceiling established for a gauge group or gauges contained within the group), the score displays in flashing red text. However, if the score drops below 66 percent within the timespan set up for the gauge, the text changes from blinking red to solid black again.

If a gauge group (“parent” gauge) displays flashing red text while its dial is positioned in the green or yellow sections, this is indicative that the dial on at least one “child” gauge contained within the gauge group is currently positioned in the red section.

The image to the right shows the URL dashboard’s Bandwidth gauge, comprised of several library category gauges. Note the timespan for gauge activity displays beneath the gauge icon. In this example, the hit score displays flashing in red and the dial is positioned in the red section of the gauge, currently indicating a high threat score for this gauge. The source of the threat can be investigated by drilling down into the gauge. It may



be that one or more library categories within the gauge currently have a high score, and that one or more end users are responsible for this threat.

Inbound/Outbound protocol bandwidth gauges also display the timespan for gauge activity beneath the gauge icon. However, unlike URL dashboard gauges, instead of displaying the total hit score in the middle of the icon, protocol bandwidth gauges display the total byte score. As with URL dashboard gauges, the score in the middle of the icon displays in flashing red text if activity registers in the upper threshold limit established for the gauge. (See Bandwidth Management Section.)

The image to the right shows a gauge for the Internet_Radio library category in the URL dashboard's Bandwidth gauge. Note the Threat Rating displays beneath the gauge icon. In this example, the text displays in black and the dial is positioned in the green section of the gauge, indicating that there is no immediate threat for this library category. If a high threat score displays for any library category, the source of the threat can be investigated by drilling down into the gauge.



Modify a Gauge

Edit gauge settings

To edit an existing gauge, click Gauges in the navigation panel to open the Gauge Management pop-up window:

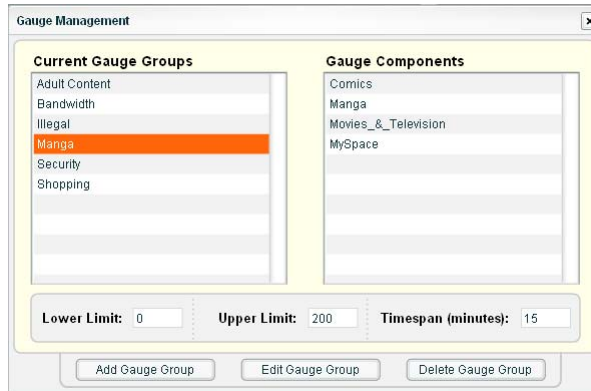


Fig. 3:2-7 Group Management, edit gauge

1. In the Current Gauge Groups list box, select the gauge to be edited. This action highlights the gauge name and populates the Gauge Components box with a list of library categories set up to be monitored by that gauge.
2. Click the **Edit Gauge Group** button to open the Edit Gauge Group pop-up window:

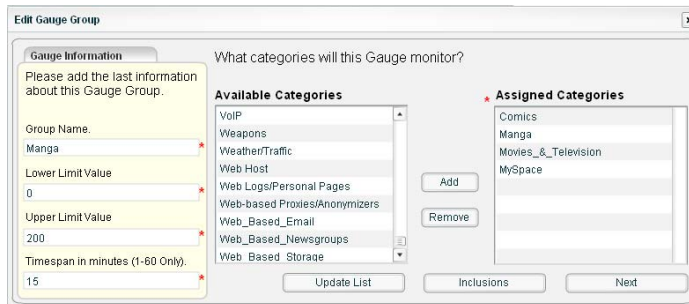


Fig. 3:2-8 Edit Gauge Group



NOTE: The Edit Gauge Group pop-up window is also accessible by right-clicking a URL dashboard gauge, and then selecting Edit Gauge Group from the pop-up menu (see Fig. 3:2-12).

3. Edit any of the following criteria, as necessary:
 - Gauge Information - Gauge Name, Lower/Upper Limit Value(s), Timespan in minutes (see Add Gauge Information)
 - Assigned Categories (see Select Library Categories)
 - Assigned Groups (see Assign User Groups)
4. Click **Next** to go to the second Edit Gauge Group pop-up window:

	Lower Limit	Upper Limit
Comics	0	200
Manga	0	200
Movies_ & Television	0	200
MySpace	0	200

Set a gauge method: All

Save Changes

Fig. 3:2-9 Edit a Gauge Group, gauge components

5. Edit any of the following criteria, as necessary:
 - Lower/Upper Limit fields for gauge activity in each library category
 - Internet usage method for the gauge.
6. Click **Save Changes** to close the Edit Gauge Group windows and to return to the dashboard with the Gauges panel.



NOTE: When saving your edits, the gauge hits and score are reset to zero (“0”).

Hide, Show a URL Gauge

If you only want to view certain URL gauges and their associated library categories, options are available to hide specified URL gauges.

Temporarily hide a URL gauge

To hide a URL gauge for the current session only:

1. In the URL dashboard, right-click the gauge to open its pop-up menu (see Fig. 3:2-12).
2. Select Hide Gauge to remove the URL gauge from the current view.



NOTE: Using this option, any gauges hidden during this session will reappear in the next session.

Save settings for hiding a URL gauge

To permanently hide a URL dashboard gauge:

1. Click Gauge View in the URL Dashboard section of the navigation panel to open the Edit Gauge Visibility pop-up window:

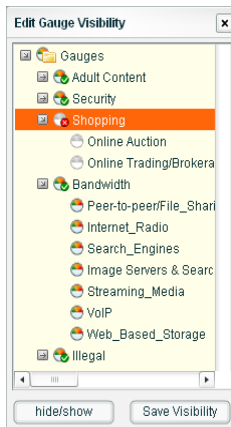




Fig. 3:2-10 Edit Gauge Visibility

This window includes a list of URL gauges, each preceded by a gauge icon. Gauges that are currently visible in the URL dashboard include a green circle with a checkmark in the lower right corner of the gauge icon. Gauges that are currently hidden from view include a red circle with an X in the lower right corner of the gauge icon.

 **TIP:** To view the library categories included in a URL gauge, click the URL gauge name to open it. Click the gauge name again to close the list of library categories.

2. Select the URL gauge to be hidden by clicking it.
3. Click the **hide/show** button to change the icon from the green circle with a checkmark to a red circle with an X. This action also removes the URL dashboard gauge from the current view.

 **TIP:** To redisplay the URL dashboard gauge in the current view, select the gauge and click the **hide/show** button again.

4. Click **Save Visibility** to save your settings. These settings will remain the next time you log into the TAR server.



NOTE: Gauges that are hidden will not display in trend reports (see Chapter 5: View URL Trend Reports).

Delete a Gauge

1. To delete a gauge, begin by performing one of two actions:
 - Click Gauges in the navigation panel to open the Gauge Management pop-up window (see Fig. 3:2-7). In the Current Gauge Groups list box, select the gauge to be deleted. This action highlights the gauge name and populates the Gauge Components box with a list of library categories set up to be monitored by that gauge.

Click the **Delete Gauge Group** button to open the Delete Gauge dialog box:

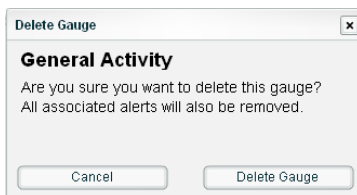


Fig. 3:2-11 Edit Gauge Group

Or:

- In the URL dashboard, right-click the gauge to open its pop-up menu:

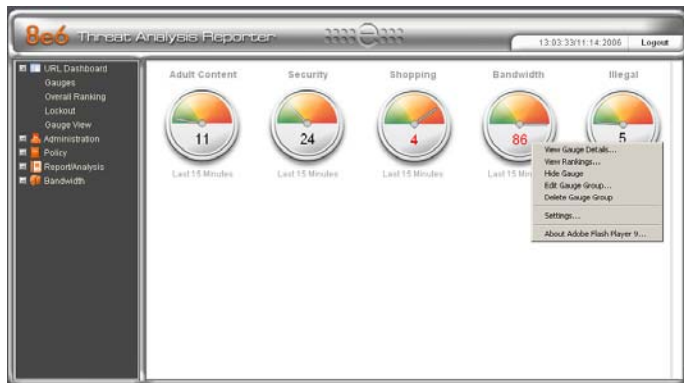


Fig. 3:2-12 Gauge pop-up menu

Select **Delete Gauge Group** to open the Delete Gauge dialog box (see Fig. 3:2-11).

2. Click **Delete Gauge** to remove the gauge. This action closes the dialog box and returns you to the URL dashboard, removing any associated alerts.



NOTE: Clicking *Cancel* closes the dialog box without removing the gauge, and returns you to the Gauge Management pop-up window.

View End User Gauge Activity

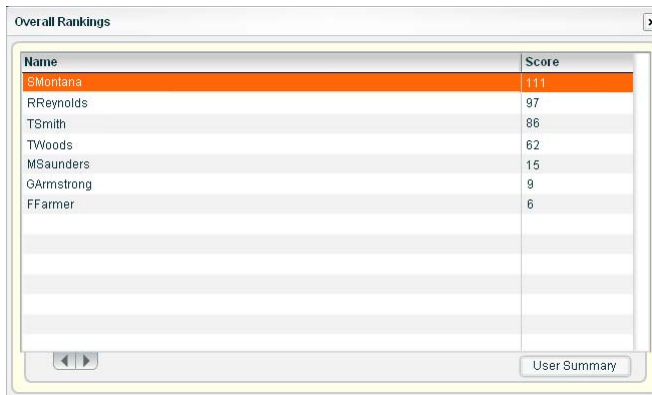
There are several ways to access information on end user gauge activity:

- Overall end user gauge activity - For a snapshot of all current gauge activity ranked in order by the highest to lowest end user score, use the Overall Ranking option (see View Overall Ranking). This option also lets you drill down and view information on gauges affected by a specified end user.
- End user activity by URL gauge - For a snapshot of a URL gauge's current activity ranked in order by the highest to lowest end user score, use the Ranking Table option (see View a URL gauge ranking table).
- End user activity by library category gauge - For a snapshot of a library category gauge's current activity ranked in order by the highest to lowest end user score, use the library category ranking table option (see View a library category ranking table).

View Overall Ranking

To view details about current gauge activity for all end users affecting gauges:

1. In the URL Dashboard section of the navigation panel, click Overall Ranking to open the Overall Rankings pop-up window:



The screenshot shows a pop-up window titled "Overall Rankings" with a close button (X) in the top right corner. The window contains a table with two columns: "Name" and "Score". The table lists the following data:

Name	Score
SMontana	111
RReynolds	97
TSmith	86
TWoods	62
MSaunders	15
GArmstrong	9
FFarmer	6

At the bottom of the window, there are navigation arrows (left and right) and a button labeled "User Summary".

Fig. 3:2-13 Overall Rankings

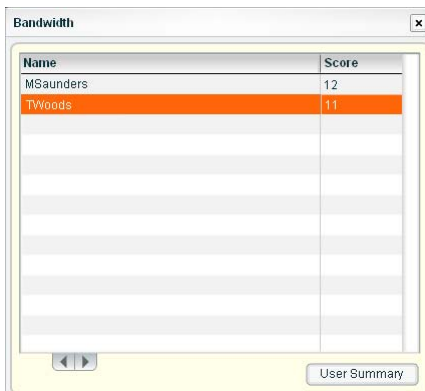
This window includes rows of records for each end user who is currently affecting one or more gauge. For each record in the list, the following information displays: Name (username/IP address), and corresponding Score. End users are ranked in descending order by their score.

2. To drill down and view additional information about an end user's activity, click the Name to highlight it.
3. Click **User Summary** to open the Individual User View pop-up window (see Fig. 3:2-17), and perform any of the actions described for this window (see Monitor, Restrict End User Activity).
4. Click the "X" in the upper right corner of this pop-up window to close it.

View a URL gauge ranking table

To view details about a specified URL gauge's current activity:

1. Right-click the URL dashboard gauge to open its pop-up menu (see Fig. 3:2-12).
2. Choose View Rankings to open the URL gauge's ranking table pop-up window:



Name	Score
MSaunders	12
TWoods	11

Fig. 3:2-14 URL gauge ranking table

This window includes rows of records for each end user who is affecting this URL gauge. For each record in the list, the following information displays: Name (username/IP address), and corresponding Score. End users are ranked in descending order by their score.



NOTE: The URL gauge's ranking table pop-up window is also accessible via the following options:

- Double-clicking a URL dashboard gauge to open the URL gauge's pop-up window, and then clicking the Ranking Table button.
- Right-clicking a URL dashboard gauge, selecting View Gauge Details from the pop-up menu (see Fig. 3:2-12) to open the URL gauge's pop-up window, and then clicking the Ranking Table button.

3. To drill down and view additional information about an end user’s activity, click the Name to highlight it.
4. Click **User Summary** to open the Individual User View pop-up window (see Fig. 3:2-17), and perform any of the actions described for this window (see Monitor, Restrict End User Activity).
5. Click the “X” in the upper right corner of this pop-up window to close it.

View a library category gauge ranking table

To view details about a specified library category gauge’s current activity:

1. Right-click the URL dashboard gauge to open its pop-up menu (see Fig. 3:2-12).
2. Choose View Gauge Details to open a pop-up window displaying library category gauges comprising the URL dashboard gauge:

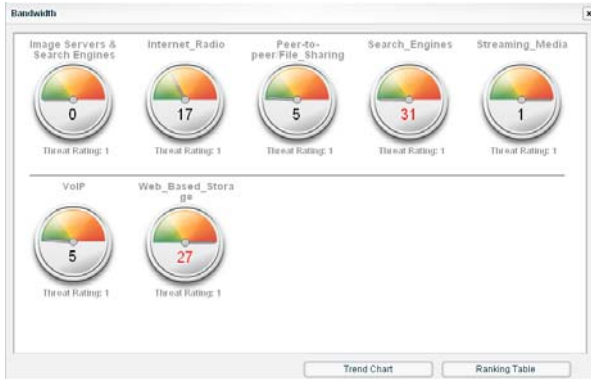


Fig. 3:2-15 Gauge pop-up window



NOTE: The total of all library category gauge scores equals the score of the URL dashboard gauge.

- Click the library category gauge to open its pop-up window:

Name	Score
MSaunders	14
TWoods	11
FFarmer	5
GArmstrong	1

Fig. 3:2-16 Library category gauge ranking table

This window includes rows of records for each end user who is affecting this library category gauge. For each record in the list, the following information displays: Name (username/IP address), and corresponding Score. End users are ranked in descending order by their score.



NOTE: The library gauge's ranking table pop-up window is also accessible by double-clicking a URL dashboard gauge to open the URL gauge's pop-up window, and then clicking a library category gauge.

- To drill down and view additional information about an end user's activity, click the Name to highlight it.
- Click **User Summary** to open the Individual User View pop-up window (see Fig. 3:2-17), and perform any of the actions described for this window (see Monitor, Restrict End User Activity).
- Click the "X" in the upper right corner of this pop-up window to close it.

Monitor, Restrict End User Activity


The Individual User View window lets you view/restrict an end user's use of the Internet/network.

1. From any of the user ranking windows, with the end user's record selected, click **User Summary** to open the Individual User View pop-up window:



Fig. 3:2-17 Individual User View

This window contains Gauge Readings for each URL gauge Name, ranked in descending order by the end user's Score for the corresponding gauge. The user-name/IP address and end user's IP display in the Groups box, along with the Lockout and Category View button. The Score Grand Total for all of the end user's gauge readings displays at the bottom of the window.

 **TIP:** To sort the list in descending order by either Name or Score, click the column header. To sort the list in ascending order, click the column header again.

2. After performing the intended actions in this window, click the "X" in the upper right corner of this window to close it.

View a list of URLs accessed by the end user

To monitor an end user's Internet activity:

1. In the Individual User View pop-up window (see Fig. 3:2-17), select the URL dashboard gauge to highlight it.
2. Click **Category View** to open the View by Hits pop-up window:



The screenshot shows a window titled "View by Hits" with a close button (X) in the top right corner. Inside the window is a table with three columns: "Category", "Hits", and "Score". The first row, "Search_Engines", is highlighted in orange and shows 31 hits and a score of 31. The other rows, including "VoIP", "Streaming_Media", "Web_Based_Storage", "Peer-to-peer/File_Sharing", "Internet_Radio", and "Image Servers & Search E", all show 0 hits and 0 scores. At the bottom right of the window is a button labeled "Category Details".

Category	Hits	Score
Search_Engines	31	31
VoIP	0	0
Streaming_Media	0	0
Web_Based_Storage	0	0
Peer-to-peer/File_Sharing	0	0
Internet_Radio	0	0
Image Servers & Search E	0	0

Fig. 3:2-18 View by Hits

A list of each library Category gauge and its corresponding Hits and Score for the URL dashboard gauge displays in this window.

3. Select a library category gauge to highlight it.

- Click **Category Details** to open the View Details pop-up window:

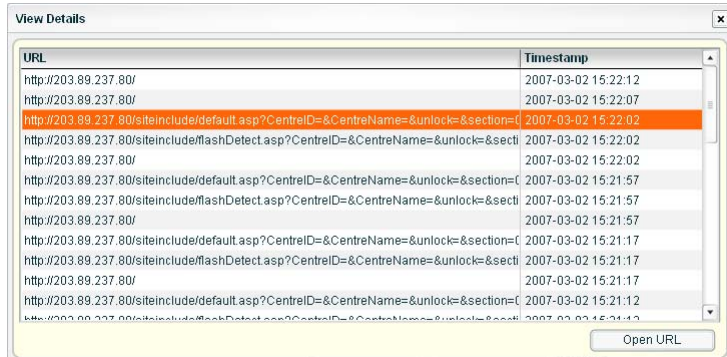




Fig. 3:2-19 View Details

A list of each URL and corresponding Timestamp (using military time in the YYYY-MM-DD HH:MM:SS format) for the time the URL was accessed in displays in this window for that library category.

 **TIP:** To sort the list in descending order by either URL or Timestamp, click the column header. To sort the list in ascending order, click the column header again.

 **NOTE:** Drill Down Reports in the Enterprise Reporter Web Client should be used to obtain a list of clickable URLs. The ER Web Client is accessible by going to the navigation panel and selecting Report/Analysis > ER Reporter.

- If a URL in the list is linked to a page or object, select the URL in the list and click **Open URL** to open the page/object in a separate browser window.
- Click the “X” in the upper right corner of the View Details and View by Hits windows to close them.

Manually lock out an end user

To prevent the end user from accessing specified URLs, the Internet, or the entire network:

1. Click **Lockout** to open the Lockout dialog box:



Fig. 3:2-20 Lockout



TIP: Click **No** to close this dialog box without locking out the user.

2. Specify the **Severity** of the lockout from the choices in the pull-down menu:
 - Low - this selection lets you choose which library category's contents the end user will not be able to access
 - Medium - this selection locks out the end user from Internet access
 - High - this selection locks out the end user from all network access
3. Click **Yes** to proceed.
 - If a "Low" severity was selected, clicking **Yes** opens the Lockout by Categories pop-up window:

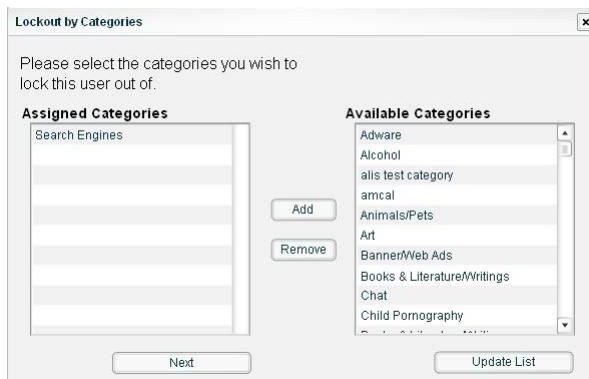


Fig. 3:2-21 Lockout by Categories

- a. From the Available Categories list box, select the available library category containing URLs the end user should not access.
- b. Click **Add** to move the library category to the Assigned Categories list box.



TIP: To remove a library category from the Assigned Categories list box, click the library category to highlight it, and then click **Remove** to move the category back to the Available Categories list box.

- c. After adding all library categories, click **Next** to open the alert box stating: “The user has been locked out.”
- d. Click the “X” in the upper right corner of the box to close it.
- If a “Medium” or “High” severity was selected:
 - a. Clicking **Yes** in the Lockout dialog box opens the alert box stating: “The user has been locked out.”
 - b. Click the “X” in the upper right corner of the box to close it.



NOTE: The end user remains locked out of the specified areas on the Internet/network until the administrator unlocks his/her workstation. To “unlock” the end user, go to the Lockout window in the URL Dashboard section of the navigation panel. For information on this feature, see Chapter 3: Alerts, Lockout Management.

End user workstation lockout

The following scenario occurs for the end user when he/she is locked out:

- Low severity lockout - In this scenario, after attaining the designated score established for a gauge, when the end user attempts to access a URL for a library category set up to be monitored by that gauge, the following lockout page displays for the end user:

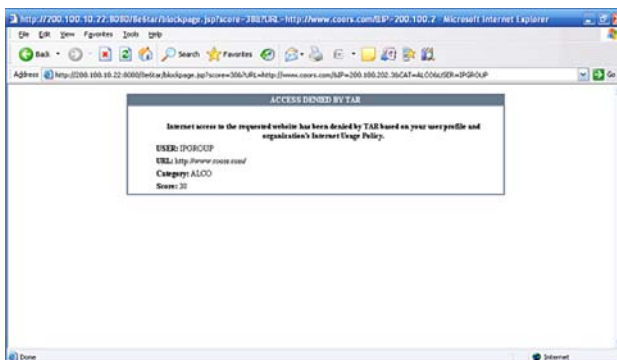


Fig. 3:2-22 Low severity lockout page

This page contains the following information: message “Access Denied by TAR”, USER name/IP address, URL denied access, Category in which the URL resides, and end user’s Score.

- Medium severity lockout - In this scenario, after attaining the designated score established for a gauge, when the end user attempts to access any URL, the following lockout page displays for the end user:

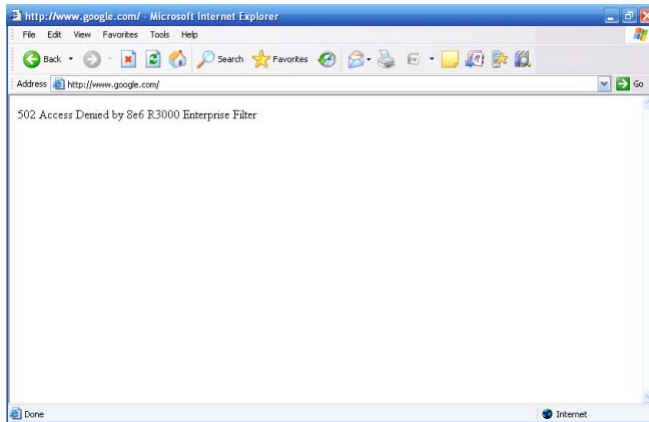


Fig. 3:2-23 Medium severity lockout page

This page contains the following information: “502 Access Denied by 8e6 R3000 Enterprise Filter”.

- High severity lockout - In this scenario, after attaining the designated score established for a gauge, the end user will be unable to access the organization’s network.

Chapter 3: Alerts, Lockout Management

After setting up gauges for monitoring end user Internet activity, notifications for Internet abuse should be set up in the form of policy alerts. Alert messages inform the administrator when an end user has triggered an alert for having reached the threshold limit established for a gauge. If the end user was locked out of Internet/network as a result of his/her Internet activity, the administrator can determine when to unlock that end user's workstation.

This function is available to a group administrator only if permissions were granted by the administrator who set up his/her account, as detailed in Chapters 2 and 3 of the Preliminary Setup Section.

1. In the navigation panel, click Policy to open that menu.
2. Click Alerts to open the Alert Manager pop-up window:

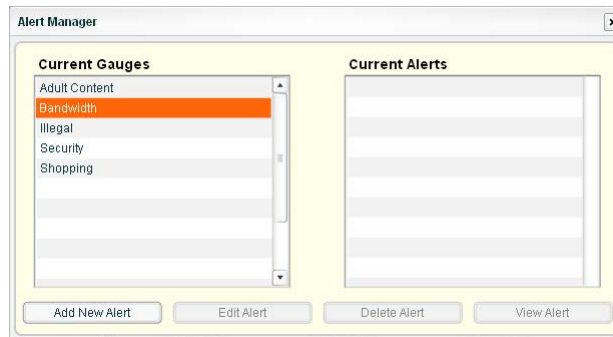


Fig. 3:3-1 Alert Manager

3. After performing the intended actions in this window, click the "X" in the upper right corner of the pop-up window to close it.

Add an Alert

1. In the Current Gauges box, click the gauge for which an alert will be created (see Fig. 3:3-1).
2. Click **Add New Alert** to open the Add a new Alert pop-up window:

Fig. 3:3-2 Add a new Alert

3. Type in the **Alert Name** to be used for the alert that will be delivered to the group administrator.
4. In the **Threshold** field, enter the number for the threshold limit that will trigger the alert.



NOTE: An alert is triggered for any end user whose current score for a gauge matches the designated threshold limit. (See Gauge score methodology in Chapter 1 of this section for information on how scoring is defined.)

5. In the Alert Action portion of the specify the mode(s) to use when an alert is triggered:

- Email - An email alert notifies a group administrator via email if an end user has reached the threshold limit set up in a gauge alert.
- Lockout - The Lockout function locks out an end user from Internet/network access if he/she reaches the threshold limit set up in a gauge alert.
- System Tray - A TAR Alert message notifies a group administrator via his/her workstation's System Tray if an end user has reached the threshold limit set up in a gauge alert.



NOTE: The System Tray alert feature is only available if using LDAP, and is not available if using IP groups.

6. After making all entries in this window, click **Submit** to save your entries and to close the Add a new Alert pop-up window.

Email alert function

Configure email alerts

To set up the email alert function:

1. Click the checkbox corresponding to Email to display the Email Addresses list box, and associated field and buttons to the upper right of this window.
2. Type in the email address.
3. Click **Add Email** to include the address in the Email Addresses list box.

Follow steps 2 and 3 for each email address to be sent an alert.



TIP: To remove an email address from the list box, select the email address and then click Remove Email. Click Submit to save your settings.

Receive email alerts

If an alert is triggered, an email message is sent to the mailbox address(es) specified. This message includes the following information:

- Subject: Alert triggered by user (username/IP address)
- Body of message: User (username/IP address) has triggered the (Alert Name) alert with a threshold of X (in which “X” represents the alert threshold) on the (URL dashboard gauge name) gauge.

Lockout function

Configure automatic lockouts

To set up the lockout function:

1. Click the checkbox corresponding to Lockout to display the Severity pull-down menu to the right of this window.
2. Specify the Severity of the end users' lockout:
 - Low - choosing this option opens the Lockout by Categories pop-up window (see Chapter 3: Custom Gauge Setup, Usage - Fig. 3:2-15). Specify the library category containing URLs the end user should not access.
 - Medium - choosing this option will lock out an end user from Internet access if he/she reaches the threshold limit set up for the gauge.
 - High - choosing this option will lock out an end user from network access if he/she reaches the threshold limit set up for the gauge.



NOTE: *The end user will remain locked out from Internet/network access until the group administrator unlocks his/her workstation using the Lockout window.*

System Tray alert function

If using LDAP, to set up the feature for System Tray alerts, click the checkbox corresponding to System Tray, and follow the instructions in Appendix B: System Tray Alerts: Setup, Usage.



NOTE: In order to use this feature, the LDAP Username and Domain set up in the group administrator's profile account (see Chapter 3 in the Preliminary Setup Section) must be the same ones he/she uses when logging into his/her workstation.

View, Modify, Delete an Alert

1. In the Alert Manager pop-up window's Current Gauges box, select the gauge for which an alert will be viewed and/or modified:

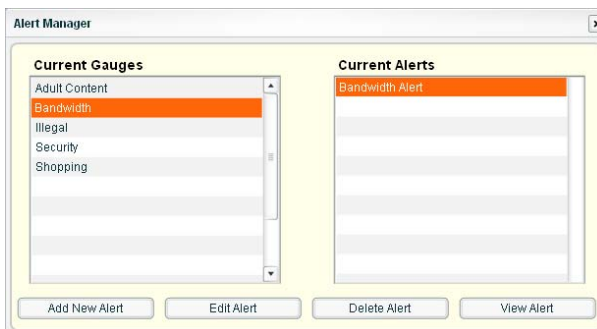


Fig. 3:3-5 Alert Manager

This action populates the Current Alerts box with any existing alerts created for that gauge.

2. Select the alert to be viewed or modified by clicking on it to highlight it.

View alert settings

1. In the Alert Manager pop-up window, click **View Alert** to open the Alert Viewer pop-up window:

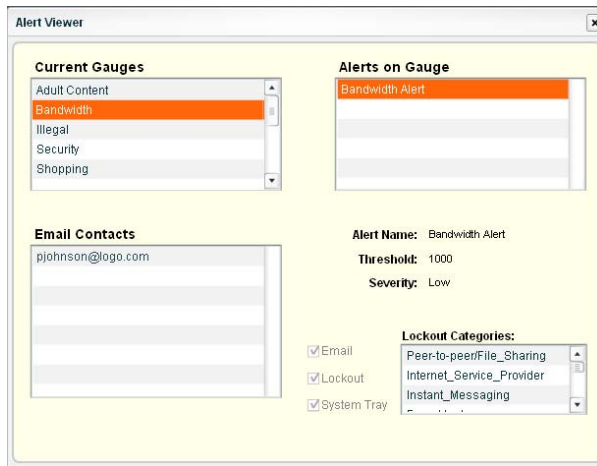



Fig. 3:3-6 Alert Viewer

The Alert Name, Threshold, and Severity display, along with any options specified in the Add a new Alert or Edit an Alert pop-up window. These options include Email Contacts; checkbox(es) for Email, Lockout, and/or System Tray features, and Lockout Categories, if a Low Severity was specified.

 **NOTE:** The System Tray alert feature is only available if using LDAP, and is not available if using IP groups.

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

Modify an alert

1. In the Alert Manager pop-up window, click **Edit Alert** to open the Edit an Alert pop-up window:

Fig. 3:3-7 Edit an Alert

2. The following items can be edited:
 - Alert Name
 - Threshold
 - Alert Action selections: Email, Lockout, System Tray



NOTE: The System Tray alert feature is only available if using LDAP, and is not available if using IP groups.

- Email Addresses
 - Severity selection
3. Click **Submit** to save your edits, and to close the Edit an Alert pop-up window.

Delete an alert

1. In the Alert Manager pop-up window, click **Delete Alert** to open the Delete Alert dialog box:

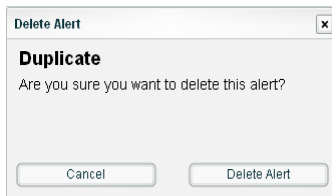


Fig. 3:3-8 Delete Alert

2. Click **Delete Alert** to close the Delete Alert dialog box and to remove the alert from the Current Alerts box.



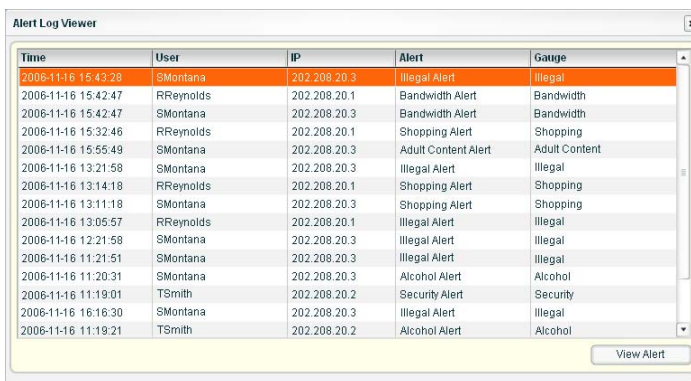
NOTE: Clicking **Cancel** closes the dialog box without removing the alert, and returns you to the Alert Manager pop-up window.

View the Alert Log

After alerts are sent to an administrator, a list of alert activity is available for viewing in the Alert Log Viewer.

This function is available to a group administrator only if permissions were granted by the administrator who set up his/her account, as detailed in Chapters 2 and 3 of the Preliminary Setup Section.

1. In the Policy menu, click Alert Log to open the Alert Log Viewer pop-up window:



The screenshot shows a window titled "Alert Log Viewer" with a table containing the following data:

Time	User	IP	Alert	Gauge
2006-11-16 15:43:28	SMontana	202.208.20.3	Illegal Alert	Illegal
2006-11-16 15:42:47	RReynolds	202.208.20.1	Bandwidth Alert	Bandwidth
2006-11-16 15:42:47	SMontana	202.208.20.3	Bandwidth Alert	Bandwidth
2006-11-16 15:32:46	RReynolds	202.208.20.1	Shopping Alert	Shopping
2006-11-16 15:55:49	SMontana	202.208.20.3	Adult Content Alert	Adult Content
2006-11-16 13:21:58	SMontana	202.208.20.3	Illegal Alert	Illegal
2006-11-16 13:14:18	RReynolds	202.208.20.1	Shopping Alert	Shopping
2006-11-16 13:11:18	SMontana	202.208.20.3	Shopping Alert	Shopping
2006-11-16 13:05:57	RReynolds	202.208.20.1	Illegal Alert	Illegal
2006-11-16 12:21:58	SMontana	202.208.20.3	Illegal Alert	Illegal
2006-11-16 11:21:51	SMontana	202.208.20.3	Illegal Alert	Illegal
2006-11-16 11:20:31	SMontana	202.208.20.3	Alcohol Alert	Alcohol
2006-11-16 11:19:01	TSmith	202.208.20.2	Security Alert	Security
2006-11-16 16:16:30	SMontana	202.208.20.3	Illegal Alert	Illegal
2006-11-16 11:19:21	TSmith	202.208.20.2	Alcohol Alert	Alcohol

Fig. 3:3-9 Alert Log Viewer

The alert log contains a list of alert records for the most recent 24-hour time period. Each record displays in a separate row. For each row in the list, the following information displays: Time the alert was sent (using the YYYY-MM-DD HH:MM:SS military time format), User (username/IP address), IP address, Alert name, Gauge name.



TIP: To sort the list in descending order by any column, click the column header. To sort the list in ascending order, click the column header again.



NOTE: If an alert was edited during the most recent 24-hour time period, any records associated with that alert will be removed from the alert log.

2. To view details on an alert, select the alert in the list to highlight it.
3. Click View Alert to open the Alert Viewer pop-up window (see Fig. 3:3-6).
4. Click the “X” in the upper right corner of Alert Viewer and Alert Log Viewer pop-up windows to close them.

Manage the Lockout List

An end user who is manually or automatically locked out from accessing designated URLs on the Internet or using the network can only have his/her workstation unlocked by an administrator.

To view the current lockout list:

1. Go to the navigation panel and select URL Dashboard.
2. Click Lockout to open the View All Lockouts pop-up window:

Name	IP	Type	Severity	Cause	Source	AlertID	TimeStamp	PUID
SMontana	202.208.20.3	Lockout	Low	Automatic	Bandwidth Ale 117		13:14:18/11:16:21 11	
SMontana	202.208.20.3	Lockout	Medium	Manual			11:26:19/11:16:24 11	
TSmith	202.208.20.2	Lockout	Low	Automatic	Bandwidth Ale 117		13:11:18/11:16:21 12	
RReynolds	202.208.20.1	Lockout	Low	Automatic	Illegal Alert	110	11:19:21/11:16:21 9	

At the bottom of the window, there is a 'Date Range' section with two date pickers and a 'Search Dates' button. Below the table are three buttons: 'Refresh', 'Unlock', and 'User Summary'.


Fig. 3:3-10 View All Lockouts

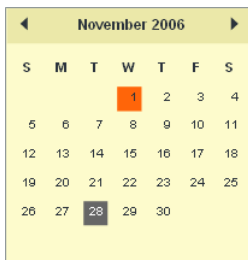
The lockout list contains records for all end users currently locked out of the Internet/network. Each end user's record displays in a separate row. For each row in the list, the following information displays: Name (username/IP address); IP address; Type of activity (Lockout); Severity of the lockout (Low, Medium, High); Cause of the lockout (Manual, Automatic); Source of an automatic lockout (name of the alert); AlertID for an automatic lockout (number assigned to the alert by TAR—this number changes if the alert was edited); TimeStamp for the alert (using the HH:MM:SS/MM:DD:YYYY format); PUID (Personal User IDentification assigned by TAR to the end user).


3. After performing the intended actions in this window, click the “X” in the upper right corner of the pop-up window to close it.


View a specified time period of lockouts


If the lockout list is populated with many records, using the Date Range feature will only show you records within the range of dates you specify.

1. In the **Date Range** field, click the  calendar icon on the left to open the larger calendar for the current month, with today's date highlighted:



 **TIP:** To view the calendar for the previous month, click the left arrow. To view the calendar for the next month, click the right arrow.


2. Click the starting date to select it and to close the calendar pop-up window. This action populates the field to the left of the calendar icon with the selected date.
3. Click the  calendar icon on the right to open the larger calendar for the current month, with today's date highlighted.
4. Click the ending date to select it and to close the calendar pop-up window. This action populates the field to the left of the calendar icon with the selected date.
5. Click **Search Dates** to display records for only the selected dates.

 **TIP:** Click **Refresh** to clear all records returned by the search query, and to display the default records (all lockout records) in the window.

6. Click the "X" in the upper right corner of the pop-up window to close it.

Unlock a workstation

1. In the View All Lockouts pop-up window, click the record to highlight it.
2. Click **Unlock** to unlock the end user and to remove his/her record from the window.

 **NOTE:** By unlocking an end user's workstation, all records in this window pertaining to that end user are removed from this window.

Chapter 4: Analyze Web Usage Trends

When analyzing end user Internet usage trends, URL trend reports help you configure gauges and alerts so you can focus on current traffic areas most affecting the network.

If more information is required in your analysis, the R3000's Real Time Probe tool—or the Enterprise Reporter's Web Client, if the ER server is installed and connected to your R3000—can be accessed via the TAR interface so you can generate customized reports to run for a time period of your specifications.

These functions are available to a group administrator only if permissions were granted by the administrator who set up his/her account, as detailed in Chapters 2 and 3 of the Preliminary Setup Section.

View URL Trend Reports

There are two types of URL trend reports that can be generated on demand to show total gauge score averages for a specified, limited time period: All Visible Gauges trend chart, and specified URL dashboard gauge trend chart.

View all URL dashboard gauge activity

1. In the navigation panel, click Report/Analysis to open that menu.
2. Click Trend Chart to open the All Visible Gauges trend chart:

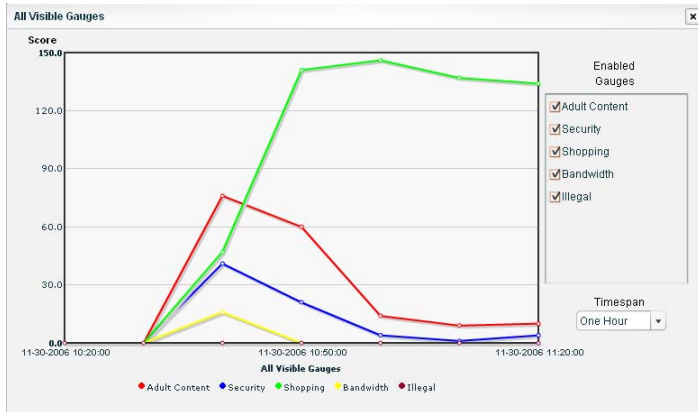


Fig. 3:4-1 All Visible Gauges trend chart

By default, this chart contains the following information: graphical depiction of last hour’s end user Score for all visible URL dashboard gauges; fixed time increments (using the MM-DD-YYYY HH:MM:SS format); all Enabled Gauges selected; Timespan drop-down menu, and a color-coded key listing All Visible Gauges.



NOTE: A URL dashboard gauge is made invisible or visible via settings in the Gauge View window (see Hide, Show a URL Gauge in Chapter 3: Custom Gauge Setup, Usage).

3. After you have viewed the information in this chart, click the “X” in the upper right corner of the window to close it.

View activity for a specified URL gauge

1. In the URL dashboard gauge view, double-click the gauge to open a pop-up window displaying library category gauges comprising the URL dashboard gauge (see Fig. 3:2-15).
2. Click Trend Chart to open the Trend Chart for that URL dashboard gauge:

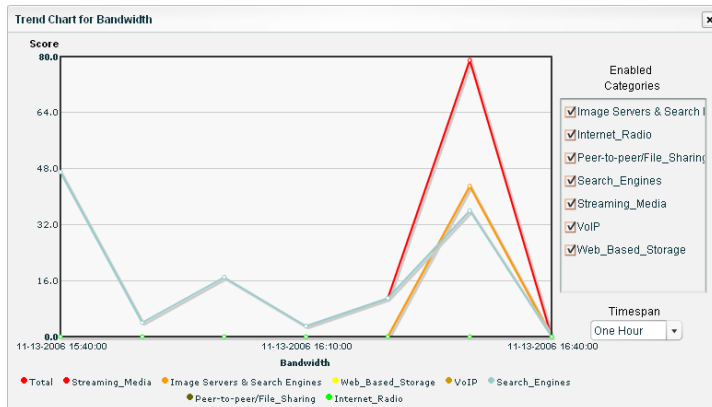


Fig. 3:4-2 Trend Chart for selected URL dashboard gauge

By default, this chart contains the following information: graphical depiction of last hour’s end user Score for that URL gauge; fixed time increments (using the MM-DD-YYYY HH:MM:SS format); all library categories (Enabled Categories) selected; Timespan drop-down menu, and a color-coded key listing all library categories for that gauge.

3. After you have viewed the information in this chart, click the “X” in the upper right corner of the window to close it.

Suppress specified scores

To view only specified gauge scores in the chart, click the checkbox corresponding to the gauge to suppress graphical information for that gauge from displaying in the chart. To re-enable displaying information for that gauge, click the checkbox again.

View scores for a different time period

To view a different time period of gauge score averages, make a selection from the **Timespan** pull-down menu:

- One Hour - this selection displays gauge score averages in 10 minute increments for the past 60-minute time period
- Six Hours - this selection displays gauge score averages in 30 minute increments for the past six-hour time period
- Twelve Hours - this selection displays gauge score averages in one hour increments for the past 12-hour time period
- One Day - this selection displays gauge score averages in one hour increments for the past 24-hour time period
- One Week - this selection displays gauge score averages in one-day increments for the past seven-day time period
- One Month - this selection displays gauge score averages in one-day increments for the past month's time period

Access Real Time Probe, Web Client

R3000 Real Time Probe reports can be generated to obtain more information about end user Internet usage trends. If an ER server is connected to the R3000, ER Web Client reports can be generated to view historical Internet usage trend data.

Access the R3000 Real Time Probe tool

1. In the navigation panel, click Report/Analysis to open that menu.
2. Click R3000 Probe to launch the login window of the R3000 Real Time Probe interface.



NOTE: See the Reporting screen chapter from the Global Administrator Section of the R3000 User Guide for information on configuring and using Real Time Probes.

Access the ER Web Client application

1. In the navigation panel, click Report/Analysis to open that menu.
2. Click ER Reporter to launch the login window of the ER Web Client application.

BANDWIDTH MANAGEMENT SECTION

Introduction

Whereas the URL dashboard Bandwidth gauge monitors end user Internet activity by the number of URL hits, gauges in the Bandwidth section of the interface monitor incoming and outgoing end user bandwidth traffic by the number of bytes.

The Bandwidth Management Section of this user guide is comprised of three chapters with information on monitoring inbound and outbound traffic, adjusting bandwidth gauge settings, and using reports for analyzing network traffic data in order to more effectively manage your resources.

- Chapter 1: Monitor Bandwidth Gauges - This chapter explains how bandwidth gauges are used for monitoring inbound and outbound traffic.
- Chapter 2: Modify Bandwidth Gauges - This chapter explains how to modify bandwidth gauge settings so you are alerted only when needed to safeguard your network.
- Chapter 3: View Bandwidth Trend Reports - This chapter explains how to analyze data in bandwidth trend reports.

Chapter 1: Monitor Bandwidth Gauges

Bandwidth gauges work similarly to URL dashboard gauges, except these gauges solely monitor inbound or outbound network traffic. Viewing bandwidth gauge activity of end users helps target areas that are slowing down or endangering the network.

There are two types of bandwidth gauges: bandwidth gauges that monitor incoming/outgoing bandwidth for specified protocols (HTTP, FTP, SMTP, P2P, IM), each gauge which is comprised of gauges that monitor incoming/outgoing bandwidth for specified port numbers within that protocol.



NOTE: *Unlike URL dashboard gauges, protocol bandwidth gauges cannot be added or removed from the interface. However, protocol port numbers can be changed based on end user utilization in your organization. (See Chapter 2, Edit Port Settings for information on changing port numbers to be monitored.)*

Bandwidth Gauge Components

Incoming/outgoing bandwidth gauges include the following gauges and ports (TCP and/or UDP) to monitor:

- **HTTP** - Hyper Text Transfer Protocol gauge monitors the protocol used for transferring files via the World Wide Web or an intranet.

This protocol gauge is comprised of gauges for monitoring the following ports by default:

- **80** - HTTP TCP port used for transferring and listening
- **443** - HTTPS TCP/UDP port used for encrypted transmission over TLS/SSL

- **8080** - HTTP Alternate (http-alt) TCP port used under the following conditions: when running a second Web server on the same machine (the other is using port 80), as a Web proxy and caching server, or when running a Web server as a non-root user. This port is used for Tomcat.
- **FTP** - File Transfer Protocol gauge monitors the protocol used for transferring files from one computer to another on the Internet or an intranet.

This protocol gauge is comprised of gauges for monitoring the following ports by default:

- **20** - FTP TCP/UDP data port for file transfer
- **21** - FTP TCP/UDP control (command) port for file transfer
- **SMTP** - Simple Mail Transfer Protocol gauge monitors the protocol used for transferring email messages from one server to another.

This protocol gauge is comprised of gauges for monitoring the following ports by default:

- **25** - SMTP TCP/UDP port used for email routing between mail server email messages
- **110** - POP3 (Post Office Protocol version 3) TCP port used for sending/retrieving email messages
- **P2P** - Peer-to-Peer gauge monitors the protocol used for communication between computing devices—desktops, servers, and other smart devices—that are linked directly to each other.

This protocol gauge is comprised of gauges for monitoring the following ports by default:

- **1214** - TCP/UDP port for Kazaa, Morpheous, Grokster, etc.
- **4662** - TCP/UDP port for eMule, eDonkey, etc.

- **4665** - TCP/UDP port for eDonkey 2000
- **6346** - TCP/UDP port for Gnutella file sharing (Frost-Wire, LimeWire, BearShare, etc.)
- **6347** - TCP/UDP port for Gnutella
- **6699** - UDP port for Napster
- **6881** - TCP/UDP port for BitTorrent
- **IM** - Instant Messaging gauge monitors the protocol used for direct connections between workstations either locally or across the Internet.

This protocol gauge is comprised of gauges for monitoring the following ports by default:

- **1863** - TCP/UDP port for MSN Messenger
- **5050** - TCP/UDP port for Yahoo! Messenger
- **5190** - TCP/UDP port for ICQ and AOL Instant Messenger (AIM)
- **5222** - TCP/UDP port for Google Talk, XMPP/Jabber client connection

View Bandwidth Gauges

1. In the navigation panel, click Bandwidth to open its menu.
2. Click either Inbound or Outbound to open the View Incoming/Outgoing Bandwidth Gauge pop-up window:

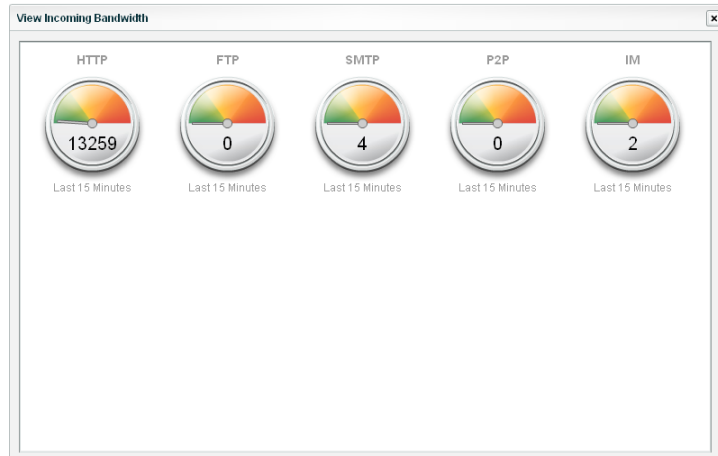


Fig. 4:1-1 View Incoming Bandwidth

The total score in bytes displays in each of the following gauge icons: HTTP, FTP, SMTP, P2P, IM. The timespan for gauge activity displays beneath each gauge icon.

3. Click the "X" in the upper right corner of the pop-up window to close it.

View bandwidth usage for a specified protocol

1. In the View Incoming/Outgoing Bandwidth gauge pop-up window, right-click the bandwidth protocol gauge to open its pop-up menu:

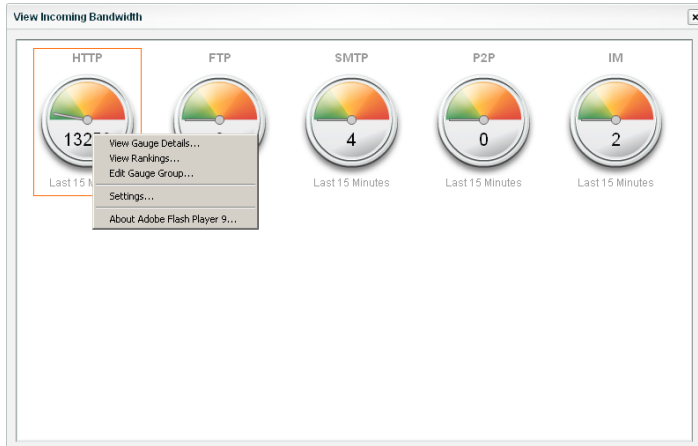


Fig. 4:1-2 Bandwidth gauge pop-up menu

2. Select View Gauge Details to open the protocol gauge's pop-up window containing port gauges:

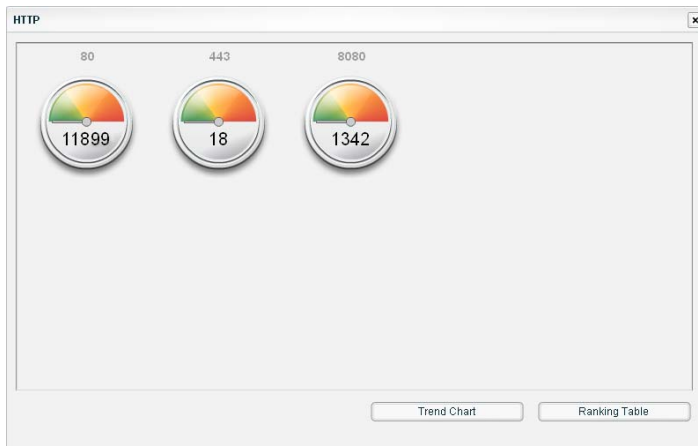


Fig. 4:1-3 Protocol gauge pop-up window

The total score in bytes displays in each of the port icons. The total number of bytes for all ports in this window equals the total number of bytes for the bandwidth protocol.



TIP: The protocol gauge's pop-up window is also accessible by double-clicking the protocol gauge in the View Incoming/Outgoing Bandwidth pop-up window.

View End User Bandwidth Gauge Activity

There are several ways to access information on end user bandwidth gauge activity:

- Overall end user bandwidth gauge activity - For a snapshot of all current bandwidth gauge activity ranked in order by the highest to lowest end user score, use the Overall Ranking option (see View Overall Ranking for bandwidth). This option also lets you drill down and view information on bandwidth gauges affected by a specified end user.
- End user activity by protocol gauge - For a snapshot of a protocol gauge's current activity ranked in order by the highest to lowest end user score, use the Ranking Table option (see View a protocol gauge ranking table).
- End user activity by port gauge - For a snapshot of a port gauge's current activity ranked in order by the highest to lowest end user score, use the port ranking table option (see View a port gauge ranking table).

View Overall Ranking for bandwidth

To view details about current bandwidth gauge activity for all end users affecting bandwidth gauges:

1. In the Bandwidth section of the navigation panel, click Overall Ranking to open the Overall Rankings pop-up window:

IP	Score
200.100.10.1	2155153
200.100.10.2	1961208
200.100.10.3	1580180
200.100.10.6	983025
200.100.10.4	903

Fig. 4:1-4 Bandwidth Overall Rankings

By default, this window includes rows of records for each end user who is currently affecting one or more bandwidth gauge for Outbound traffic. For each record in the list, the following information displays: user IP address, and corresponding Score in bytes. End users are ranked in descending order by their byte score.



NOTE: To view current bandwidth gauge activity for incoming traffic, click **Inbound**.

2. To drill down and view additional information about an end user's activity, click the IP address to highlight it.
3. Click **User Summary** to open the Individual User View pop-up window (see Fig. 4:1-7), and perform any of the

actions described for this window (see Monitor, Restrict Bandwidth Usage).

4. Click the “X” in the upper right corner of this pop-up window to close it.

View a protocol gauge ranking table

To view details about a specified bandwidth protocol gauge’s current activity:

1. Right-click the bandwidth gauge to open its pop-up menu (see Fig. 4:1-2).
2. Choose View Rankings to open the bandwidth protocol gauge’s ranking table pop-up window:


The screenshot shows a window titled "Bandwidth Protocol Rankings: HTTP". Inside, there is a table titled "Rankings by Incoming Traffic" with a subtitle "*Score in bytes (1024)". The table has two columns: "IP" and "Score". The data is as follows:

IP	Score
200.100.10.3	7622479
200.100.10.1	7243393
200.100.10.2	4985863
200.100.10.6	771344
200.100.10.4	1248

Below the table are navigation arrows and three buttons: "Inbound", "Outbound", and "User Summary".

Fig. 4:1-5 Bandwidth Protocol Rankings

By default, this window includes rows of records for each end user who is affecting this protocol gauge. For each record in the list, the following information displays: user IP address, and corresponding Score in bytes. End users are ranked in descending order by their byte score.

 **TIP:** To view current protocol gauge activity for outbound end user traffic, click *Outbound*; for inbound traffic, click *Inbound*.



NOTE: *The protocol gauge's ranking table pop-up window is also accessible by right-clicking a protocol gauge, selecting View Gauge Details from the pop-up menu (see Fig. 4:1-2), and then clicking the Ranking Table button in the pop-up window.*

3. To drill down and view additional information about an end user's activity, click the IP address to highlight it.
4. Click **User Summary** to open the Individual User View pop-up window (see Fig. 4-1:7), and perform any of the actions described for this window (see Monitor, Restrict Bandwidth Usage).
5. Click the "X" in the upper right corner of this pop-up window to close it.

View a port gauge ranking table

To view details about a specified port gauge's current activity:


1. Right-click the bandwidth gauge to open its pop-up menu (see Fig. 4:1-2).
2. Select View Gauge Details to open the protocol gauge's pop-up window containing port gauges (see Fig. 4:1-3).
3. Click the port gauge to open its pop-up window:

The screenshot shows a window titled "Bandwidth Protocol Rankings: Port 80". Inside, there is a section titled "Rankings by Incoming Traffic" with a note "*Score in bytes (1024)". Below this is a table with two columns: "IP" and "Score". The table contains four rows of data, with the first four rows filled and the rest empty. At the bottom of the window, there are three buttons: "Inbound", "Outbound", and "User Summary".

IP	Score
200.100.10.3	7481650
200.100.10.1	7122741
200.100.10.2	3948993
200.100.10.4	1248

Fig. 4:1-6 Port gauge ranking table

By default, this window includes rows of records for each end user who is affecting this port gauge. For each record in the list, the following information displays: user IP address, and corresponding Score in bytes. End users are ranked in descending order by their byte score.

 **TIP:** To view current port gauge activity for outbound end user traffic, click *Outbound*; for inbound traffic, click *Inbound*.

4. To drill down and view additional information about an end user's activity, click the IP address to highlight it.
5. Click **User Summary** to open the Individual User View pop-up window (see Fig. 4-1:7), and perform any of the actions described for this window (see Monitor, Restrict Bandwidth Usage).
6. Click the "X" in the upper right corner of this pop-up window to close it.

Monitor, Restrict Bandwidth Usage


The Individual User View window lets you view/restrict an end user's bandwidth usage.

1. From any of the user ranking windows, with the user-name/IP address selected, click **User Summary** to open the Individual User View pop-up window:

Protocol	In (bytes)	Out (bytes)
IM	1687	470
P2P	0	0
SMTP	1780	1250
FTP	0	0
HTTP	5401543	2317242

Fig. 4:1-7 Individual User View

This window contains Gauge Readings for each bandwidth gauge Protocol, with the end user's corresponding score in bytes for Inbound and Outbound bandwidth traffic. The username/IP address displays in the Threat Assessment Levels for User box, and the end user's IP address displays along with the Lockout and Category View button.

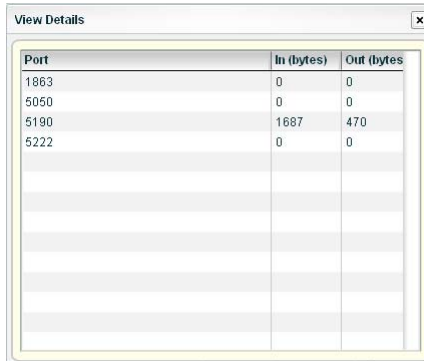
 **TIP:** To sort the list in descending order by either Protocol or Inbound or Outbound score, click the column header. To sort the list in ascending order, click the column header again.

2. After performing all intended actions in this window, click the "X" in the upper right corner of the pop-up window to close it.

View the end user's port usage in bytes

To monitor an end user's bandwidth port traffic:

1. In the Individual User View pop-up window (see Fig. 4:1-7), select the protocol gauge to highlight it.
2. Click **Port View** to open the View Details pop-up window:



The screenshot shows a window titled "View Details" with a close button in the top right corner. Inside the window is a table with three columns: "Port", "In (bytes)", and "Out (bytes)". The table contains the following data:

Port	In (bytes)	Out (bytes)
1863	0	0
5050	0	0
5190	1687	470
5222	0	0

Fig. 4:1-8 View Details

This window contains Port numbers and the end user's corresponding score in bytes for Inbound and Outbound bandwidth traffic.

3. Click the "X" in the upper right corner of the window to close it.

Manually lock out an end user

To prevent the end user from accessing specified URLs that result in too much bandwidth usage:

1. Click **Lockout** to open the Lockout dialog box (see Fig. 3:2-20).



TIP: Click **No** to close this dialog box without locking out the user.

2. Specify the **Severity** of the lockout from the choices in the pull-down menu:
 - Low - this selection lets you choose which library category's contents the end user will not be able to access
 - Medium - this selection locks out the end user from Internet access
 - High - this selection locks out the end user from all network access
3. Click **Yes** to proceed.
 - If a "Low" severity was selected, clicking **Yes** opens the Lockout by Categories pop-up window (see Fig. 3:2-21).
 - a. From the Available Categories list box, select the available library category containing URLs the end user should not access.
 - b. Click **Add** to move the library category to the Assigned Categories list box.



TIP: To remove a library category from the Assigned Categories list box, click the library category to highlight it, and then click **Remove** to move the category back to the Available Categories list box.

- c. After adding all library categories, click **Next** to open the alert box stating: "The user has been locked out."

- d. Click the “X” in the upper right corner of the box to close it.
- If a “Medium” or “High” severity was selected:
 - a. Clicking **Yes** in the Lockout dialog box opens the alert box stating: “The user has been locked out.”
 - b. Click the “X” in the upper right corner of the box to close it.



NOTES: See *End user workstation lockout* in Chapter 2 of the Configuration Section for information on what occurs on the end user’s workstation when he/she is locked out.

The end user remains locked out of the specified areas on the Internet/network until the administrator unlocks his/her workstation. To “unlock” the end user, go to the Lockout window in the URL Dashboard section of the navigation panel. For information on this feature, see Chapter 3: Alerts, Lockout Management in the Configuration Section.

Chapter 2: Modify Bandwidth Gauges

While bandwidth protocol gauges cannot be added or removed, their timespan and threshold limits can be modified, along with their associated port numbers.

This function to modify bandwidth protocol gauges is available to a group administrator only if permissions were granted by the administrator who set up his/her account, as detailed in Chapters 2 and 3 of the Preliminary Setup Section.

Modify Protocol Gauge Settings

- To modify a bandwidth protocol gauge's settings, click Gauges in the Bandwidth section of the navigation panel to open the Bandwidth Gauges pop-up window for All Protocol Gauges:

The screenshot shows a window titled "Bandwidth Gauges" with a close button (X) in the top right corner. The window contains a table with the following data:

Protocol	Timespan	Lower Limit	Upper Limit
HTTP	15	0	65535
Protocol	Timespan	Lower Limit	Upper Limit
FTP	15	0	20000
Protocol	Timespan	Lower Limit	Upper Limit
SMTP	15	0	20000
Protocol	Timespan	Lower Limit	Upper Limit
P2P	15	0	20000

At the bottom of the window, there are two buttons: "Port Setup" and "Save".

Fig. 4:2-1 Bandwidth Gauges

This window includes the Timespan and threshold fields for each Protocol gauge (HTTP, FTP, SMTP, P2P, IM).

- Modify any of the following information:
 - Timespan - the default is 15 minutes
 - Lower Limit - the default lower threshold is "0" (zero)

- Upper Limit - the default upper threshold for HTTP is 65535, and 20000 for all other protocols
3. If you do not need to modify any port settings, click **Save** to save your edits and to close the Bandwidth Gauges pop-up window.

Edit Port Settings

1. To change a protocol gauge's port settings, in the Bandwidth Gauges pop-up window (see Fig. 4:2-1), click Port Setup to open the Port Setup pop-up window for Custom Port Setup:

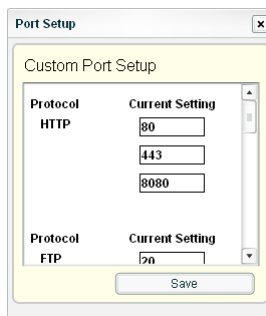


Fig. 4:2-2 Port Setup

This window contains Current Setting fields for each Protocol port.

2. To use a different port number than one currently displayed in this window, enter a valid port number for the Protocol.
3. Click **Save** to save your edits and to close the Port Setup pop-up window.
4. Click **Save** to retain your settings and to close the Bandwidth Gauges pop-up window.

Chapter 3: View Bandwidth Trend Reports

Similarly to URL trend reports, bandwidth trend reports help you further configure bandwidth gauges and alerts so you can focus on traffic areas that most affect the network.

There are two types of bandwidth trend reports that can be generated on demand to show total gauge score averages for a specified, limited time period: All Bandwidth Gauges trend chart, and specified bandwidth protocol gauge trend chart.

View All Bandwidth Gauge Activity

1. In the navigation panel, click Bandwidth to open that menu.
2. Click Trend Chart to open the All Bandwidth Gauges trend chart:

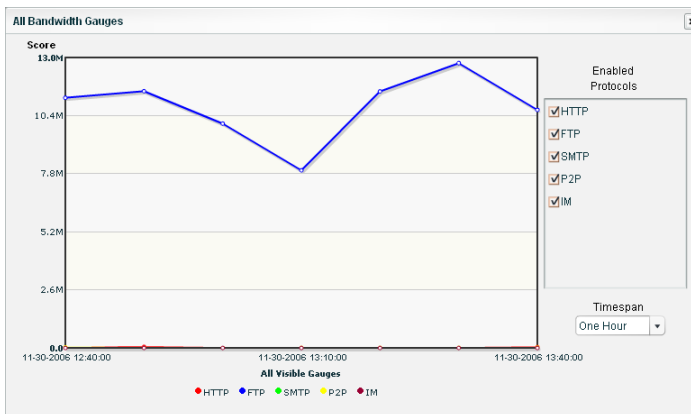


Fig. 4:3-1 All Bandwidth Gauges

By default, this chart contains the following information: graphical depiction of last hour's end user Score for all bandwidth gauges (HTTP, FTP, SMTP, P2P, IM); fixed time increments (using the MM-DD-YYYY HH:MM:SS format); all Enabled Protocols selected; Timespan drop-

down menu, and a color-coded key listing All Visible Gauges.

3. After you have viewed the information in this chart, click the “X” in the upper right corner of the window to close it.

View Activity for a Specified Gauge

1. In the Bandwidth section of the navigation panel, choose either Inbound or Outbound to open the View Incoming/Outgoing Bandwidth pop-up window (see Fig. 4:1-1).
2. Double-click a bandwidth protocol gauge to open a pop-up window displaying port gauges comprising that protocol gauge (see Fig. 4:1-3).
3. Click Trend Chart to open the Trend Chart for that protocol gauge:

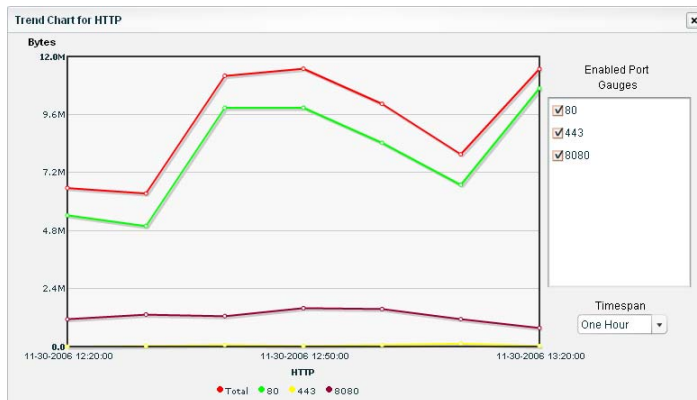


Fig. 4:3-2 Trend Chart for selected protocol gauge

By default, this chart contains the following information: graphical depiction of last hour’s end user score in Bytes for ports comprising that protocol gauge; fixed time increments (using the MM-DD-YYYY HH:MM:SS format); all ports (Enabled Port Gauges) selected; Timespan drop-down menu, and a color-coded key listing all ports for that protocol gauge.

4. After you have viewed the information in this chart, click the “X” in the upper right corner of the window to close it.

Suppress Criteria of Specified Ports

To view only specified port criteria in the chart, click the checkbox corresponding to the port to suppress graphical information for that port from displaying in the chart. To re-enable displaying information for that port, click the checkbox again.

View Criteria for a Different Time Period

To view a different time period of byte averages, make a selection from the **Timespan** pull-down menu:

- One Hour - this selection displays byte averages in 10 minute increments for the past 60-minute time period
- Six Hours - this selection displays byte averages in 30 minute increments for the past six-hour time period
- Twelve Hours - this selection displays byte averages in one hour increments for the past 12-hour time period
- One Day - this selection displays byte averages in one hour increments for the past 24-hour time period
- One Week - this selection displays byte averages in one-day increments for the past seven-day time period
- One Month - this selection displays byte averages in one-day increments for the past month’s time period

ADMINISTRATION SECTION

Introduction

The Administration Section of this user guide is comprised of six chapters with instructions on maintaining the TAR server or its database.

- Chapter 1: Custom Category Maintenance - This chapter explains how the global administrator maintains criteria for Custom Categories set up on the R3000 connected to this TAR server.
- Chapter 2: View the Master User List - This chapter explains the options for viewing end user information comprising the Master User List.
- Chapter 3: View Administrator Activity - This chapter explains how to use the Log Viewer to view activity performed on TAR by the global or group administrators.
- Chapter 4: Maintain the Device Registry - This chapter provides information to the global administrator on viewing TAR's registry of associated devices, synchronizing TAR with the master R3000, adding another R3000, and deleting a non-master R3000.
- Chapter 5: Perform Backup, Restoration - This chapter explains how to perform a backup on the TAR server, and how to restore user configuration settings saved in a previous backup to the server.
- Chapter 6: Install Software Updates - This chapter explains how the global administrator installs software updates on the TAR server.



NOTE: *As part of the maintenance procedures, the TAR server will dispatch an email message to the global administrator—whose email address was supplied during the quick start installation procedures—if there is any potential system error on TAR.*

Chapter 1: Custom Category Maintenance

From the TAR server, the global administrator can view criteria for Custom Categories set up on the R3000 connected to this server. He/she can also add a custom category to the R3000 using the Custom Categories window on the TAR server.

1. In the navigation panel, go to URL Dashboard and click Custom Categories to open the Custom Categories pop-up window:

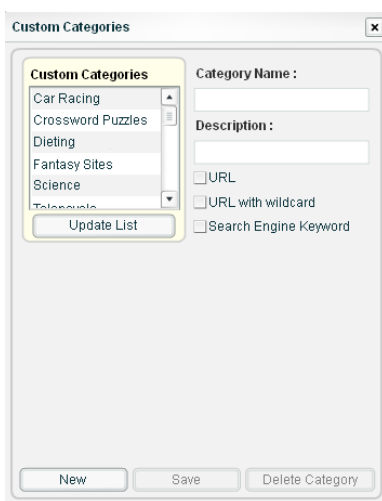



Fig. 5:1-1 Custom Categories


The descriptive name for each current custom category displays in the Custom Categories frame.

 **TIP:** Click Update List any time a custom library category has been added, in order to force synchronization between the R3000 and the TAR unit.


2. After performing the intended actions in this window, click the “X” in the upper right corner of the pop-up window to close it.

Add a Custom Category

1. Click **New**.
2. Enter up to seven characters for the **Category Name**. This entry automatically displays in uppercase characters.
3. Enter the **Description** for the category.
4. Click in any of the checkboxes to display the corresponding elements below:
 - URL - clicking this checkbox displays the URL field, and “URLs” tab below.
 - URL with wildcard - clicking this checkbox displays the URL with Wildcard (*) field, and “URLs with * ” tab below.
 - Search Engine Keyword - clicking this checkbox displays the Search Engine Keyword field, and “Keywords” tab below.
5. Make the following entries, based on the checkbox selection(s):
 - **URL** - type in the URL, and then click **Add** to include the entry in the “URLs” tab.

 **TIP:** If a protocol prefix is not entered, “http://” automatically will precede the entry when Add is clicked and the entry is added to the URLs list below.

- **URL with Wildcard (*)** - type in the wildcard after the “*” displayed in the text box, and then click **Add** to include the entry in the “URLs with *” tab.

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

- **Search Engine Keyword** - type in up to 64 alphanumeric characters, and then click **Add** to include the entry in the “Keywords” tab.

Fig. 5:1-2 New custom category

6. After making all entries, click **Save** to refresh the window and to display the name of the newly added category in the Custom Categories frame. The new category also is added to the Custom Categories list on the R3000.



NOTE: The maximum number of Custom Categories that can be added in the TAR interface is 131.

Delete a Custom Category

1. Click a Custom Category in the Custom Categories window to highlight it, and to display information about the category.
2. Click **Delete Category** to remove the category from the Custom Category list. This action also removes the category from the Custom Categories list on the R3000 connected to this TAR server.

Chapter 2: View the Master User List

The Master User List contains end user IP addresses (and usernames, if LDAP is used), along with corresponding Personal User IDentification numbers (PUIDs) assigned to end users by TAR. The Master User List is originally populated in TAR during the quick start installation process.

The View Master List window is used for verifying that the list of active end users on the LDAP or IP group authentication server matches the list of end users on the R3000 and TAR servers. If there are any discrepancies, a synchronization can be forced between the three servers.

This function is available to a group administrator only if permissions were granted by the administrator who set up his/her account, as detailed in Chapters 2 and 3 of the Preliminary Setup Section.

1. In the navigation panel, click Administration to open that menu.
2. Click User Profiles to open the View Master User List pop-up window:

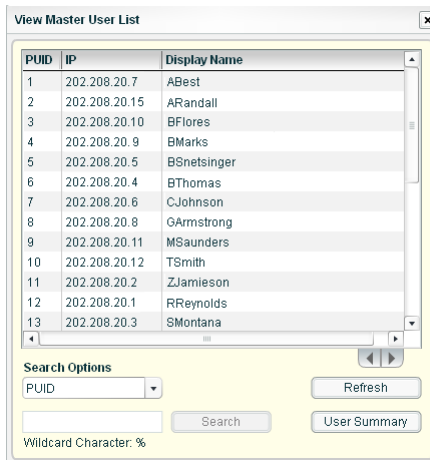


Fig. 5:2-1 View Master User List

By default, this window is comprised of rows of end user ID records, sorted in ascending order by PUID number. For each PUID in the list, the following displays: corresponding end user IP address, and Display Name (username/IP address).



TIP: To sort the list in descending order by any column, click the column header. To sort the list in ascending order, click the column header again.

3. After performing the intended actions in this window, click the “X” in the upper right corner of the pop-up window to close it.

Search the MUL Database

1. Make a selection from the **Search Options** pull-down menu to specify the type of user search to perform:
 - PUID - this selection performs a search by end user Personal User IDs
 - IP - this selection performs a search by end user IP addresses
 - Display Name - this selection performs a search by end user usernames/IP addresses



TIP: To narrow your search criteria, make an entry in the wildcard field by entering the beginning characters to be included in the search, followed by the “%” (percent) character. For example, to include only IP addresses beginning with 200, enter **200%** in this field.

2. Click **Search** to display records from the search that match your criteria.

View end user activity

1. To drill down and view additional information about an end user's activity, select the user's record to highlight it.
2. Click **User Summary** to open the Individual User View pop-up window (see Fig. 3:2-17), and perform any of the actions described for this window (see Monitor, Restrict End User Activity in the Configuration Section, Chapter 2: Custom Gauge Setup, Usage).

Synchronize TAR with the R3000, LDAP server

If changes were made to the user list on the LDAP server or on the R3000, click **Refresh** to force a synchronization between the servers. This action redisplay all current records in the Master User List.

Chapter 3: View Administrator Activity

The Log Viewer window is used for viewing the most recent administrative activity performed on TAR by the global or group administrators, for a period of time up to the past 30 days.

1. In the navigation panel, click Administration to open that menu.
2. Click Log Viewer to open the Log Viewer pop-up window:



Fig. 5:3-1 Log Viewer

3. After performing the intended actions in this window, click the "X" in the upper right corner of the window to close it.


Perform a Search on a Specified Activity

To perform a search on a specified activity:

1. Select the type of activity from the Log Headings list: All, Invalid Authentication (TAR was busy and unable to respond to a valid login request), Log In Attempt (incorrect Admin Name or Password entered), Successful Log In, Add New Group, Add New Administrator, Add Admin Detail, MUL (Master User List) Fetch, Edit Group, Update Admin Info, Password Change, Delete Admin, Delete Group.




NOTE: The Log Headings list will only display activity types performed on TAR within the past 30 days.

2. In the **Date Range** field, click the  calendar icon on the left to open the larger calendar for the current month, with today's date highlighted.



TIP: To view the calendar for the previous month, click the left arrow. To view the calendar for the next month, click the right arrow.

3. Click the starting date to select it and to close the calendar pop-up window. This action populates the field to the left of the calendar icon with the selected date.
4. Click the  calendar icon on the right to open the larger calendar for the current month, with today's date highlighted.
5. Click the ending date to select it and to close the calendar pop-up window. This action populates the field to the left of the calendar icon with the selected date.
6. Click **Search** to display the specified records for the selected dates in the Results box.



TIP: To narrow your search criteria, make an entry in the Search by Admin Name field, and then click Search again.

Search Results

When populated with rows of records, the Results box includes the following columns: AdminName (entry from the Admin Name field in the login window); activity Type [Invalid Authentication, Log In Attempt, Successful Log In, Add New Group, Add New Administrator, Add Admin Detail, MUL Fetch, Edit Group, Update Admin Info, Password Change, Delete Admin, Delete Group]; Target (administrator group name or group administrator name, if applicable), and Time [using the Mon (abbreviated month name) DD, YYYY HH:MM:SS AM/PM format].



TIP: To sort the list in descending order by another column, click the column header. To sort the list in ascending order, click the column header again.

The information that displays in these columns differs depending on the type of search performed, and if an administrator name was specified in the Search by Admin Name field.

The Target field displays information only as applicable for any of the following actions executed by the administrator (AdminName):

- Add New Group - the Target column for this selection displays the administrator group name added in the Group Management window
- Add New Administrator - the Target column for this selection displays the group administrator name added in the Admin System window
- Add Admin Detail - the Target column for this selection displays the group administrator name whose profile had new information added in the Admin System window
- Edit Group - the Target column for this selection this selection displays the administrator group name whose profile was modified in the Group Management window

- Update Admin Info - the Target column for this selection displays the group administrator name whose profile was updated in the Admin System window
- Password Change - the Target column for this selection displays the group administrator name whose password was modified in the Admin System window
- Delete Admin - the Target column for this selection displays the name of the group administrator whose profile was deleted from the Admin System window
- Delete Group - the Target column for this selection this selection displays the administrator group name whose profile was deleted in the Group Management window

Chapter 4: Maintain the Device Registry

TAR's device registry is used by the global administrator for viewing a list of R3000-related devices connected to the TAR unit, synchronizing TAR with the master R3000, adding another R3000, and deleting a non-master R3000.

1. In the navigation panel, click Administration to open that menu.
2. Click Device Registry to open the Device Registry pop-up window:

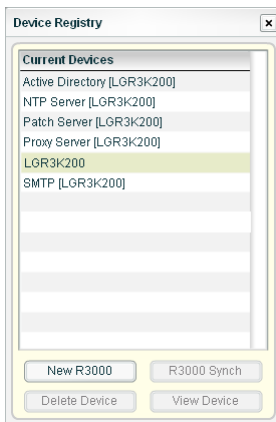


Fig. 5:4-1 Device Registry

The default list of Current Devices includes the following devices specified during the quick start procedure: Active Directory server (if using LDAP), NTP Server, Patch Server, Proxy Server, SMTP for email, master R3000 (displayed in a green bar), and any additional R3000 servers.

3. After performing the intended actions in this window, click the "X" in the upper right corner of the window to close it.

View Device Criteria

1. Click a device in the list to highlight it.
2. Click **View Device** to open the View Device pop-up window:

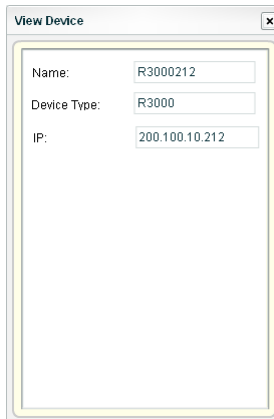


Fig. 5:4-2 View Device, R3000

The Name of the device from the Current Devices list displays, along with the Device Type, and following information for the type of device:

- Active Directory - Host name, IP address, Base (DC), Port Number, User (Distinguished Name), Password
 - NTP Server - NTP Server (IP address)
 - Patch Server - User Name, Password
 - Proxy Server - Proxy Switch (on, off), Proxy Server (host name), User Name, Password
 - R3000 - IP address
 - SMTP - Server (host name), Port Number, User Name, Password, Auth Mode, STMP Queue Size
3. Click the “X” in the upper right corner of the window to close it.

Synchronize TAR with the Master R3000

A forced synchronization should be performed on the TAR unit if any of the master R3000's related devices listed in the Device Registry are updated.

1. Click the master R3000 in the Current Devices list to highlight that record.
2. Click **R3000 Synch** to synchronize TAR with all devices associated with the master R3000.

Add, Delete a Non-Master R3000

Add an R3000 to the Device Registry



WARNING: If adding another R3000, this additional R3000 should not be a master R3000 for any other TAR unit.

1. Click **New R3000** to open the Add a New Device pop-up window:

The screenshot shows a dialog box titled "Add a New Device" with a close button in the top right corner. The dialog contains three input fields: "Name:" with an empty text box, "Device Type:" with a dropdown menu showing "R3000", and "IP:" with an empty text box. At the bottom left, there is a yellow warning box with the text "All fields are required". At the bottom right, there is a blue button labeled "Add Device".

Fig. 5:4-3 Add a New Device

The Device Type "R3000" displays by default and cannot be edited.

2. Enter the **Name** of the R3000.
3. Enter the **IP** address of the R3000.
4. Click **Add Device** to close the pop-up window and to display the Name of the R3000 in the Device Registry's Current Devices list.

Remove an R3000 from the Device Registry

1. Select the non-master R3000 from the Current Devices list in the Device Registry pop-up window to highlight your selection.
2. Click **Delete Device** to open the Delete Device dialog box:

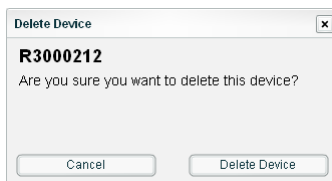



Fig. 5:4-4 Delete Device

 **TIP:** Click **Cancel** to close the dialog box and to return to the Device Registry pop-up window.

3. Click **Delete Device** to close the dialog box, and to remove the device name from the Current Devices list in the Device Registry pop-up window.

Chapter 5: Perform Backup, Restoration

This Backup/Restore window is used for backing up gauge configuration settings to the TAR server, or restoring such settings saved from a previous backup to the TAR server.

This function is available to a group administrator only if permissions were granted by the administrator who set up his/her account, as detailed in Chapters 2 and 3 of the Preliminary Setup Section. Backup and restoration files include settings pertinent to the administrator who configured the gauges, and do not include other administrator's configuration settings.

By default, TAR performs an automatic backup each morning at 2:00 a.m., storing up to seven days of automatic backup files.



NOTE: *In the event that TAR should fail, please contact 8e6 Technical Support to restore TAR with the most recent backup.*

1. In the navigation panel, click Administration to open that menu.
2. Click Backup/Restore to open the Backup And Restore pop-up window:

Backup And Restore

Backup user configuration

Backup on demand:

File Name :

Backup Personal Data

Restore user configuration

Restore your settings to a previous time by selecting a restoration file

Restoration File :

- auto_1128_020001_2006
- auto_1130_020001_2006
- M2New102306
- auto_1123_020001_2006
- auto_1124_020000_2006

Restore Personal Settings

Fig. 5:5-1 Backup And Restore

The Restoration File box includes a list of up to seven of the most recent automatic backup files, and any backup files created on demand by the administrator.

Automatic backup files display in the following format: auto date (in the MD format) time (in the HHMMSS format) 2006. For example: **auto 123 020001 2006** displays for an automatic backup executed on December 3, 2006 at 2:00:01 (2:00 a.m. and one second).

3. After performing the intended actions in this window, click the “X” in the upper right corner of the window to close it.

Execute a Backup on Demand

On demand backups ensure user settings saved in these files are retained on the server indefinitely.

1. In the Backup on demand section of the window, enter the **File Name** for the backup file.
2. Click **Backup Personal Data** to back up current user settings saved in the interface. Upon successfully executing the file backup, the file name is added to the Restoration File list, and a pop-up box opens displaying the following message: “The operation was successful.”
3. Click the “X” in the upper right corner of the message box to close it.

Restore User Settings

1. From the Restoration File list, select the file to be restored by clicking on it to highlight it.
2. Click **Restore Personal Settings** to restore user settings from the selected file. Upon successfully executing the file restoration, a pop-up box opens displaying the following message: “The operation was successful.”
3. Click the “X” in the upper right corner of the message box to close it.

Chapter 6: Install Software Updates

This chapter explains how the global administrator installs software updates on the TAR server.

By default, the TAR server waits to receive software updates each hour via Traveler, 8e6's executable program. If a new software update is available, it is downloaded to TAR and an email message is dispatched to the global administrator whose email address was supplied during the quick start installation procedures. This email informs the administrator of the software release version that is ready for installation.

If the global administrator does not manually apply this software update to TAR, the update will be applied automatically at midnight (12:00 a.m.).

Check for Available Software Updates

To check the console for available software updates:

1. In the navigation panel, click Administration to open that menu.
2. Click Patch Install to open the Patch Install window:

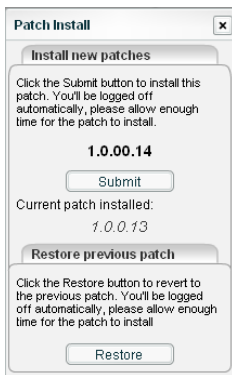


Fig. 5:6-1 Patch Install

This window displays any available software updates in the Install new patches portion of the window. If no new software updates are available, the following message displays: “No new patches available”.

3. After performing the intended actions in this window, click the “X” in the upper right corner of this window to close it.

Apply a Software Update

If a software update is available:

1. In the Install new patches section of the window, click **Submit** to apply the software update.
2. Close the browser window, and wait five minutes for the software update to be automatically applied to the server.
3. Launch a new browser window.
4. Clear the browser’s cache.
5. Log back in to TAR using the login window.

Revert to a Previous Software Installation

To restore the previous software version on the server:

1. In the Restore previous patch section of the window, click **Restore**.
2. Close the browser window, and wait five minutes for the previous software version to be automatically re-applied to the server.
3. Launch a new browser window.
4. Clear the browser’s cache.
5. Log back in to TAR using the login window.

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 email, 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, email 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.

APPENDICES SECTION

Appendix A

Disable Pop-up Blocking Software

An administrator with pop-up blocking software installed on his/her workstation will need to disable pop-up blocking in order to use the TAR console.

This appendix provides instructions on how to disable pop-up blocking software for the following products: Yahoo! Toolbar, Google Toolbar, AdwareSafe, and Windows XP Service Pack 2 (SP2).

Yahoo! Toolbar Pop-up Blocker

Add the Client to the White List

If the Client was previously blocked by the Yahoo! Toolbar, it can be moved from the black list and added to the white list so that it will always be allowed to pass. To do this:

1. Go to the Yahoo! Toolbar and click the pop-up icon to open the pop-up menu:

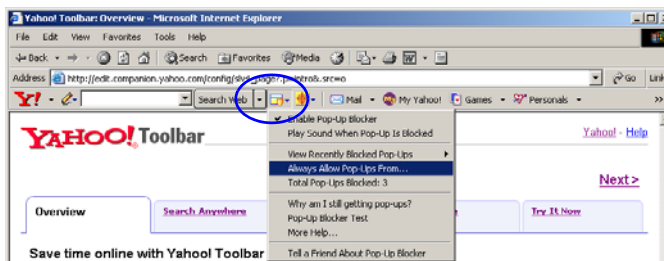


Fig. A-1 Select menu option Always Allow Pop-Ups From

2. Choose Always Allow Pop-Ups From to open the Yahoo! Pop-Up Blocker dialog box:

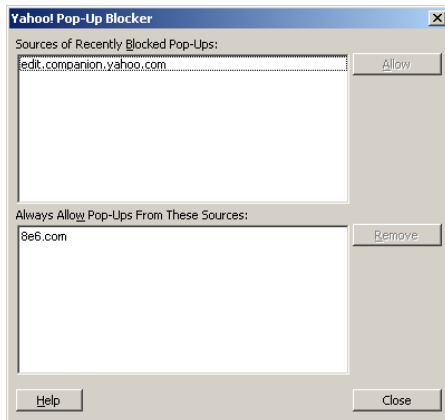


Fig. A-2 Allow pop-ups from source

3. Select the source from the Sources of Recently Blocked Pop-Ups list box to activate the Allow button.
4. Click **Allow** to move the selected source to the Always Allow Pop-Ups From These Sources list box.
5. Click **Close** to save your changes and to close the dialog box.

Google Toolbar Pop-up Blocker

Add the Client to the White List

To add the Client to the white list so that it will always be allowed to pass, go to the Google Toolbar and click the # blocked icon:

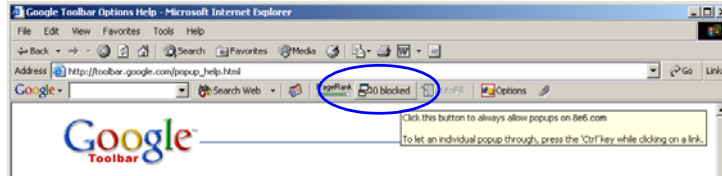


Fig. A-3 # blocked icon enabled

Clicking this icon toggles to the Site pop-ups allowed icon, adding the Client to your white list:

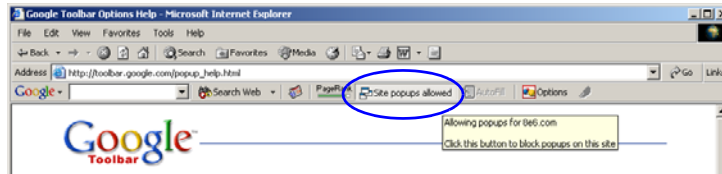


Fig. A-4 Site pop-ups allowed icon enabled

AdwareSafe Pop-up Blocker

Disable Pop-up Blocking

AdwareSafe's SearchSafe toolbar lets you toggle between enabling pop-up blocking (# popups blocked) and disabling pop-up blocking (Popup protection off) by clicking the pop-up icon.

1. In the IE browser, go to the SearchSafe toolbar and click the icon for # popups blocked to toggle to Popup protection off. This action turns off pop-up blocking.
2. After you are finished using the Client, go back to the SearchSafe toolbar and click the icon for Popup protection off to toggle back to # popups blocked. This action turns on pop-up blocking again.

Windows XP SP2 Pop-up Blocker

This sub-section provides information on setting up pop-up blocking and disabling pop-up blocking in Windows XP SP2.

Set up Pop-up Blocking

There are two ways to enable the pop-up blocking feature in the IE browser.

Use the Internet Options dialog box

1. From the IE browser, go to the toolbar and select **Tools > Internet Options** to open the Internet Options dialog box.
2. Click the Privacy tab:

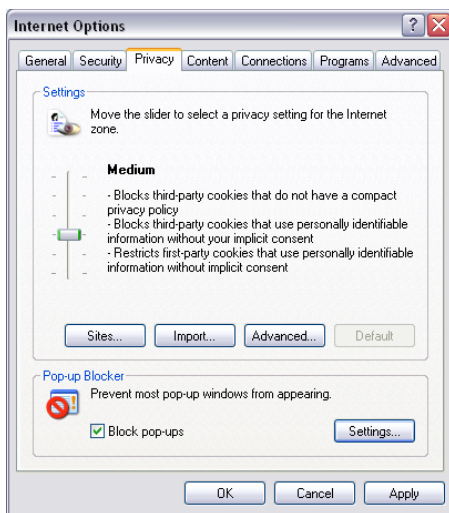


Fig. A-5 Enable pop-up blocking

3. In the Pop-up Blocker frame, check “Block pop-ups”.
4. Click **Apply** and then click **OK** to close the dialog box.

Use the IE Toolbar

In the IE browser, go to the toolbar and select **Tools > Pop-up Blocker > Turn On Pop-up Blocker**:

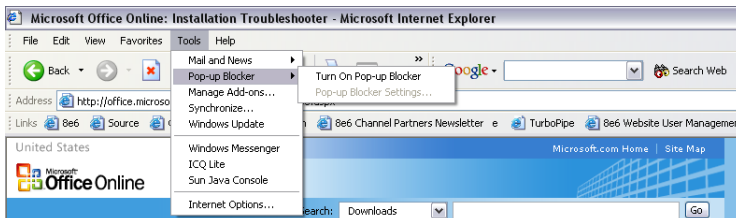


Fig. A-6 Toolbar setup

When you click Turn On Pop-up Blocker, this menu selection changes to Turn Off Pop-up Blocker and activates the Pop-up Blocker Settings menu item.

You can toggle between the On and Off settings to enable or disable pop-up blocking.

Add the Client to the White List

There are two ways to disable pop-up blocking for the Client and to add the Client to your white list.

Use the IE Toolbar

1. With pop-up blocking enabled, go to the toolbar and select **Tools > Pop-up Blocker > Pop-up Blocker Settings** to open the Pop-up Blocker Settings dialog box:

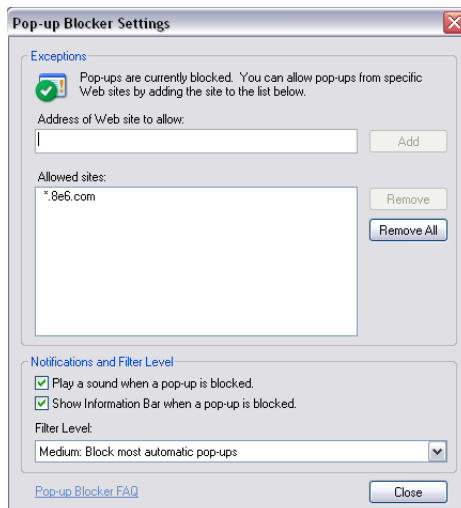


Fig. A-7 Pop-up Blocker Settings

2. Enter the **Address of Web site to allow**, and click **Add** to include this address in the Allowed sites list box. Click **Close** to close the dialog box. The Client has now been added to your white list.

Use the Information Bar

With pop-up blocking enabled, the Information Bar can be set up and used for viewing information about blocked pop-ups or allowing pop-ups from a specified site.

Set up the Information Bar

1. Go to the toolbar and select **Tools > Pop-up Blocker > Pop-up Blocker Settings** to open the Pop-up Blocker Settings dialog box (see Fig. A-7).
2. In the Notifications and Filter Level frame, click the checkbox for “Show Information Bar when a pop-up is blocked.”
3. Click **Close** to close the dialog box.

Access the Client

1. Click the Information Bar for settings options:

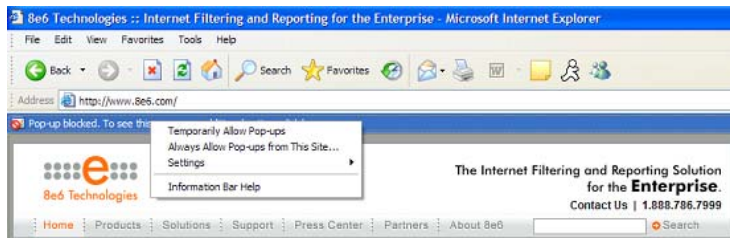


Fig. A-8 Information Bar menu options

2. Select **Always Allow Pop-ups from This Site**—this action opens the Allow pop-ups from this site? dialog box:

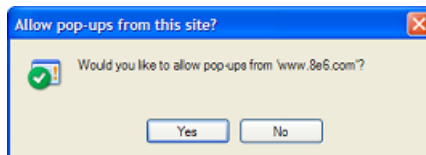


Fig. A-9 Allow pop-ups dialog box

3. Click **Yes** to add the Client to your white list and to close the dialog box.



NOTE: To view your white list, go to the *Pop-up Blocker Settings* dialog box (see Fig. A-7) and see the entries in the *Allowed sites* list box.

Appendix B

System Tray Alerts: Setup, Usage

This appendix explains how to set up and use the feature for System Tray alerts. A TAR Alert is triggered in a group administrator's System Tray if an end user's Internet usage has reached the upper threshold established for a gauge set up by that group administrator.

This feature is only available if using LDAP authentication, and is not available if using IP group authentication.

LDAP server configuration

Create the System Tray logon script

Before group administrators can use the TAR Alert feature, an administrator with permissions on the LDAP server must first create a logon script on the LDAP server for authenticating group administrators.

1. From the taskbar of the LDAP server, go to: **Start > Run** to open the Run dialog box:

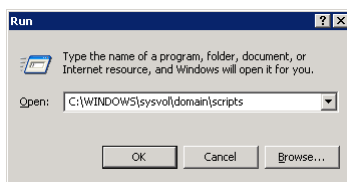


Fig. B-1 Run dialog box

2. In the Run dialog box, type in the path to the scripts folder: **C:\WINDOWS\sysvol\domain\scripts**.
3. Click **OK** to open the scripts folder:

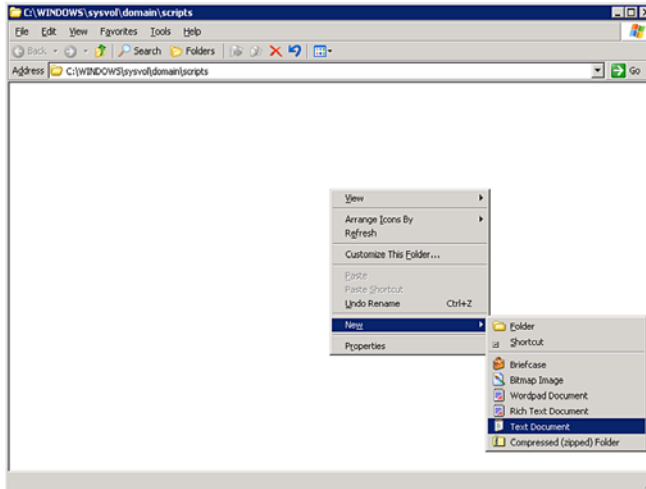


Fig. B-2 C:\WINDOWS\system32\domain\scripts window

4. Right-click in this Windows folder to open the pop-up menu.
5. Select **New > Text Document** to launch a New Text Document:

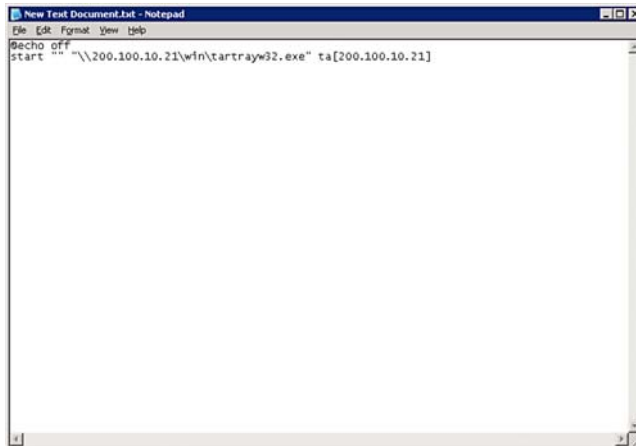


Fig. B-3 New Text Document

6. Type the following text in the blank document file:

```
@echo off  
start "" "\X.X.X.X\win\tartrayw32.exe" ta[X.X.X.X]
```

in which “X.X.X.X” represents the IP address of the TAR server, and “\win\tartrayw32.exe” refers to the location of the TAR Alert executable file on the TAR server.

7. Go to: **File > Save As** to open the Save As window:

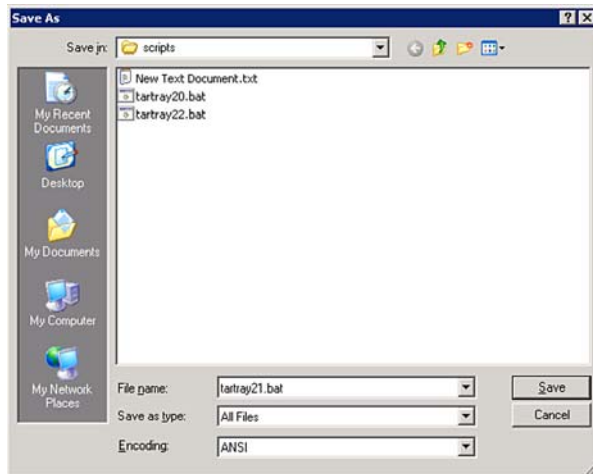


Fig. B-4 Save As dialog box

8. In the **File name** field, type in the name for the file using the “filename.bat” format. For example: **tartray21.bat**.



NOTE: Be sure that the Save as type field has “All Files” selected.

9. Click **Save** to save your file and to close the window.

Assign System Tray logon script to administrators

With the “.bat” file created, the administrator with permissions on the LDAP server can now begin to assign the System Tray logon script to as many group administrators as needed.

1. From the taskbar of the LDAP server, go to: **Start > Programs > Administrative Tools > Active Directory Users and Computers** to open the Active Directory Users and Computers folder:

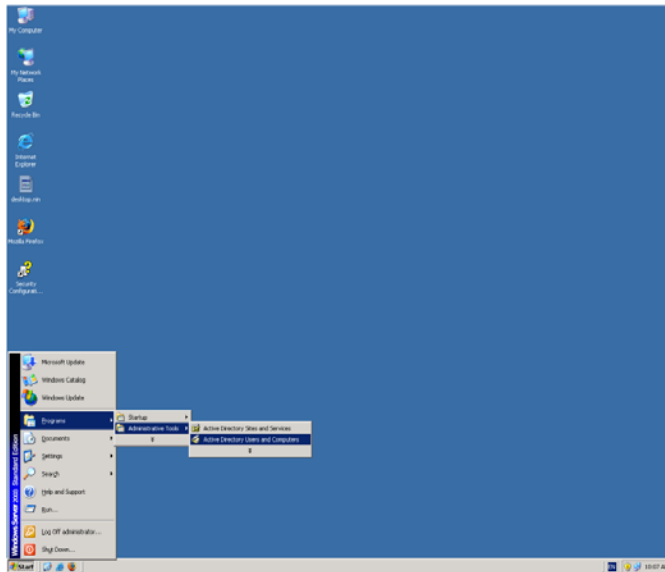


Fig. B-5 Programs > Administrative Tools > Active Directory Users

2. In the Active Directory Users and Computers folder, double-click the group administrator's Name in the Users list to open the Properties dialog box for his/her profile:

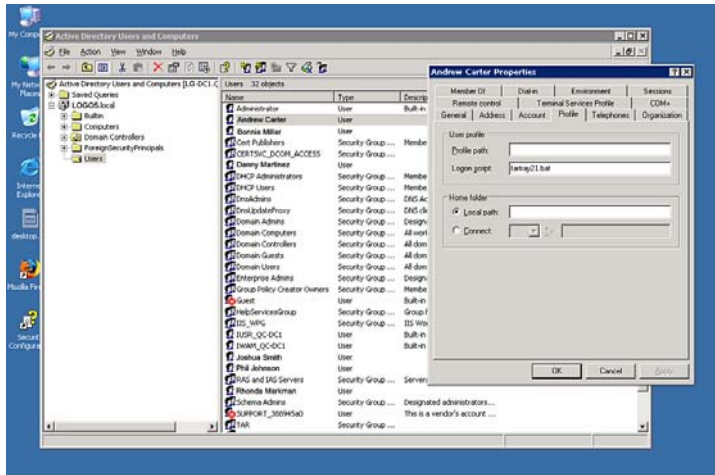



Fig. B-5 Properties dialog box, Active Directory Users folder

3. In the Properties dialog box, click the Profile tab to display its contents.
4. In the **Login script** field, type in the “.bat” filename. For example: **tartray21.bat**.
5. Click **Apply** to save your entry.
6. Click **OK** to close the dialog box.
7. Click the “X” in the upper right corner of the folder to close the window.

Group administrator usage of System Tray

Once the System Tray logon script has been added to a group administrator's profile, when the group administrator logs on his/her workstation, the TAR Alert icon (pictured to the far left in the image below) automatically loads in his/her System Tray:



 **NOTE:** The TAR Alert icon will not load in the System Tray if the TAR server is not actively running.

Use the TAR Alert icon's menu

When right-clicking the TAR Alert icon, the following pop-up menu items display:

- Tar Admin Interface - clicking this menu selection launches a browser window containing the TAR Administrator Interface's login window.
- Reconnect - clicking this menu selection re-establishes the TAR Alert icon's connection to the TAR server, resetting the status of the TAR Alert icon to the standard setting.
- Exit - clicking this menu selection removes the TAR Alert icon from the System Tray.

Status of the TAR Alert icon

If there are no alerts for any gauges set up by the group administrator, the following message displays when mousing over the standard TAR Alert icon: “Connected. No Alerts.”

However, if an alert is triggered, the TAR Alert icon changes in appearance from the standard gauge to a yellow gauge (pictured to the far left in the image below):



The following message appears briefly above the yellow gauge: “New 8e6 TAR Alert!” The following message displays whenever mousing over this icon: “New 8e6 TAR Alert”.

If more than one alert is triggered for the group administrator, the message reads: “New 8e6 TAR Alert! (X Total)”, in which “X” represents the total number of new alerts. The following message displays whenever mousing over this icon: “X New 8e6 TAR Alerts”, in which “X” represents the total number of new alerts.

View System Tray alert messages

1. Double-click the yellow TAR Alert icon to open the TAR Alert box:

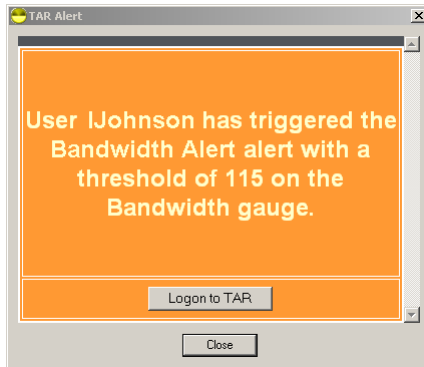


Fig. B-6 TAR Alert

This box contains the following message: “User (user-name/IP address) has triggered the (Alert Name) alert with a threshold of X (in which “X” represents the alert threshold) on the (URL dashboard gauge name) gauge.”

The Logon to TAR button displays beneath this message, followed by the Close button.

If more than one alert was triggered, the alert box includes the following message and button to the right of the Close button: “X more alerts” (in which “X” represents the number of additional alerts), and the Next >> button.

2. Click **Logon to TAR** to launch the TAR login window (see Fig. 1:1-1).

If there are additional alerts, click **Next >>** to view the next TAR Alert. Each time the Next >> button is clicked, the number of remaining alerts to be viewed decreases by one. The Next >> button no longer displays after the last alert is viewed.

3. Click **Close** to close the TAR Alert box.

Appendix C

Glossary

This glossary includes definitions for terminology used in this user guide.

base group - A user group consisting of end users whose network activities are monitored by a designated group administrator. This group cannot be modified, delegated to another group administrator, or deleted.

custom category - A unique library category on the R3000 that includes URLs, URL keywords, and/or search engine keywords to be blocked. In TAR, global administrators can create and manage custom library categories and sync them to the master R3000.

FTP - File Transfer Protocol is used for transferring files from one computer to another on the Internet or an intranet.

global administrator - An authorized administrator of the network who maintains all aspects of TAR. The global administrator configures TAR, sets up user groups, administrator groups and group administrators, and performs routine maintenance on the server.

group administrator - An authorized administrator of TAR who maintains user group, administrator groups, group administrator profiles, and gauges.

HTTP - Hyper Text Transfer Protocol is used for transferring files via the World Wide Web or an intranet.

instant messaging - IM involves direct connections between workstations either locally or across the Internet.

library category - A list of URLs, URL keywords, and search engine keywords set up to be blocked.

LDAP - One of two authentication method protocols that can be used with TAR. Lightweight Directory Access Protocol (LDAP) is a directory service protocol based on entries (Distinguished Names). The other authentication method that can be used with TAR is IP groups.

peer-to-peer - P2P involves communication between computing devices—desktops, servers, and other smart devices—that are linked directly to each other.

protocol - A type of format for transmitting data between two devices. LDAP and SMB are types of authentication method protocols.

Real Time Probe - On the R3000, this tool is used for monitoring the Internet activity of specified users in real time. The report generated by the probe lets the administrator know whether end users are using the Internet appropriately.

search engine - A program that searches Web pages for specified keywords and returns a list of the pages or services where the keywords were found.

SMTP - Simple Mail Transfer Protocol is used for transferring email messages between servers.

synchronization - A process by which two or more machines run in parallel to each other. User filtering profiles and library configurations can be set up to be synchronized between TAR and the master R3000 server.

TCP - An abbreviation for Transmission Control Protocol, one of the core protocols of the Internet protocol suite. Using TCP, applications on networked hosts can create connections to one another, over which streams of data can be exchanged.

Traveler - 8e6's executable program that downloads updates to TAR at a scheduled time.

UDP - An abbreviation for User Data Protocol, one of the core protocols of the Internet protocol suite. Using UDP, programs on networked computers can send short messages (sometimes known as datagrams) to one another.

URL - An abbreviation for Uniform Resource Locator, the global address of Web pages and other resources on the Internet. A URL is comprised of two parts. The first part of the address specifies which protocol to use (such as "http"). The second part specifies the IP address or the domain name where the resource is located (such as "203.15.47.23" or "8e6.com").

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