

# **Websense Certified Engineer – Web Security (WCE-WS) Course Outline v6.3.1**

## **Description**

During this two day training course, you will learn how to install, configure, administer and support Websense Web Security Suite software. Through instruction, iLabs (instructor led demos and lab exercises) and hands-on lab practice exercises, you will gain familiarity with the requirements and recommendations of Websense product deployment, installation and configuration, Websense product and component functionality (remote filtering, delegated and remote administration) and troubleshooting via internal and 3rd party diagnostic processes.

## **Course Outline**

### **Topic 1: Course Introduction: Websense Overview and Software Architecture**

- About Websense, Inc.
  - Websense Security Labs
    - Protection Services
- Websense Product Overview
  - Websense Software
    - Key Features
  - Websense Reporting Tools
  - Additional Features & Product Add-ons

### **Topic 2: Installation and Deployment Part 1**

- Installation Part 1
  - Preinstall Questions
  - Hands-On Lab 2-1: Installing Websense Web Security Suite
- Deployment Part 1
  - Websense Core Components
  - Websense Secondary Components
  - Additional Deployment Notes
  - Instructor-Led Lab (iLab) 2-2: Websense Help and Documentation
- Installing Websense Reporting Tools and Components
  - Log Server
  - Reporter
  - Enterprise Explorer
  - Database Administration
  - Hands-On Lab 2-3: Installing Reporting Components

### **Topic 3: Websense Server Configuration**

- Websense Manager
  - Menu Bar & Navigation Tree
  - Instructor Led Lab (iLab) 3-1: Websense Manager Menu Bar and Navigation Tree
  - Websense Manager Content Pane
    - Policy Window
    - Category Set
    - Protocol Set
  - Hands-On Lab 3-2: Websense Server Configuration
    - Network Agent
  - Websense Server Settings
  - Instructor-Led Lab (iLab) 3-3: Customize Block Pages
  - Starting and Stopping Websense Components

### **Topic 4: User Identification: Authentication and User Names**

- Introduction to User Identification
  - Filter by Workstation and Global Policy
  - Benefits of filtering by Users, Groups, and Domains
  - Software required for User Identification
    - Directory Service and Websense User Service
    - Hands-On Lab Lab 4-1: Setting Up Active Directory Authentication
- Difference between Manual Authentication and Transparent Identification
- Three Methods for Identifying Users
  - Websense Integration Products
    - Integrated Directory Service
  - Websense Transparent Identification (XID) Agents
    - DC Agent (Windows Domains, both NTLM and LDAP protocols)
    - Domain Controller Polling
    - Workstation Polling
    - Logon Agent (Local Machines)
    - Group Policy Enabled
    - Login/Logout Scripts
    - eDirectory Agent (Identifies Novell eDirectory Logons)
    - RADIUS Agent (Remote Authentication)
  - Manual Authentication

### **Topic 5: Working with Policies**

- About Websense Filtering
  - Filtering Defaults
    - Initial Filtering
    - Global Policy
    - Editing the Global Policy
  - Filtering Structures
    - Category Sets
    - Protocol Sets
  - Filtering Options
    - Basic Filters: Permit, Block, Quota Time, Continue

- Hands-On Labs: 5-1: General Filtering & 5-2: Quota Times & 5-3: Password Override and Continue
  - Advanced Filters: Keywords, File Types, Bandwidth Usage
  - Hands-On Lab: 5-4: Keywords and File Type Blocking
  - Other Filters: Time of Day, Day of Week, Custom URLs, Yes Lists
  - Hands-on Labs: 5-5 Custom URLs & 5-6 Yes Lists
  - Protocol Filtering
    - Controlling Spyware, Malware, etc.
  - Hands-on Lab: 5-7: Configuring Protocol Sets and Creating Custom Sets
- Working with Policies
  - Creating Policies
  - Modifying Policies
  - Hands On Lab: 5-8: Creating Custom Sets and Policies
  - Applying Policies
    - Users and Groups
    - Directory Structures and Organizational Units
    - IP Addresses and Network Ranges
    - Entire Network (Global)

## **Topic 6: Troubleshooting Part 1**

- Troubleshooting Overview
- Websense Troubleshooting Tools and Processes
- Websense Diagnostic Tools
  - TestLogServer
    - Hands-On Lab: 6-1 Troubleshooting Using TestLogServer
  - WebsensePing
    - Hands-on Lab: 6-2 WebsensePing with Workstation IPs
  - Block Page 'More Information' Link
    - Hands-on Labs: 6-3 More Information from Block Pages
    - ConsoleClient & 6-4 Connecting ConsoleClient to the Filtering Service & 6-5 Connecting ConsoleClient to DC Agent
- Websense Component Service Debugging
  - Network Agent
  - User Service
  - Hands-On Lab: 6-6 Debugging the User Service with dstrace
  - Log Server
  - Websense Explorer
  - Websense Real-Time Analyzer
- Miscellaneous Troubleshooting
- Database Download Problems
- Password Reset
- Hands-On Labs: 6-7 Lab Pre-Work & 6-8 Password Reset
- Using Error Logs
  - Websense Log File
  - Windows Event Viewer

## **Topic 7: Websense Reporting Tools**

- Websense Reporting Tools Overview
- Reporting Tools Deployment & Architecture
- Websense Reporting Components
  - Websense Log Server
  - Websense Log Database
  - Websense Reporting Tools Portal
    - Websense Real-Time Analyzer
    - Websense Explorer
    - Client Policy Manager Explorer
    - Client Policy Manager Reporter
    - Database Administration Tool
- Hands-On Lab 7-1: Websense Reporting Tools

## **Topic 8: Remote Filtering**

- About Remote Filtering
- Remote Filtering Server
  - iLab 8-1: Install Remote Filtering Server Service
- Remote Filtering Client
  - Hands-on Lab 8-2: Installing the Remote Filtering Client & 8-3: Remote Filtering In Action

## **Topic 9: Deployment Part 2**

- General Deployment Recommendations by Network Size
- Hardware and Software
  - Component Limits and Suggestions
  - Network Agent Suggestions
  - Filtering Services per Policy Server
  - Deploying Transparent Identification Agents
- Deploying Network Agent
- Maximizing System Performance
  - Network Agent
  - Real-Time Analyzer
  - HTTP Reporting
  - Database Engine
  - Log Database Disk Space Recommendations
- Remote Filtering
- Deploying in Networks Up to 10,000 Users
  - Small Networks (1-500 users)
  - Medium Networks (500 – 2,500 users)
  - Large Networks (2,500 – 10,000 users)
- Deploying in Networks with Over 10,000 Users
  - Enterprise Networks (10,000 – 25,000 users)
  - Very Large Enterprise Networks (25,000+)

## **Topic 10: Installation Part 2**

- Upgrading from Previous Versions
  - Supported Upgrade Versions
  - Upgrade Path Recommendations
- Backups
- Component Upgrades
  - Distributed Components
  - Remote Filtering Components & Reporting Tools

## **Topic 11: Advanced Administration**

- Delegated and Remote Administration
  - Managing Roles
  - Administrative Roles
  - Creating and Configuring Roles
    - Hands-On Labs: 11-1: Delegated Administration & 11-2: Creating a Super Administrator
  - Central Configuration Distribution
  - Delegated Reporting
  - Administrative Auditing and Logging
    - Auditing
    - SNMP Alerting
    - Anonymous Logging
    - Hands-On Labs: Lab 11-3: Remote Administration and Reporting & 11-4: Delegated Reporting

## **Topic 12: Troubleshooting Part 2**

- 3rd Party Troubleshooting: Tools and Concepts
  - Ethereal/Wireshark
  - TCP View
  - FileMon
  - LDAP Browsers
  - OS Commands
  - Troubleshooting Remote Filtering Problems

## **[Optional Modules]**

### **Topic 1a: Terminology, Network Essentials and Websense Software Basics**

- Why Filter Internet Access?
- What can Websense Software Do?
- Network Essentials
  - Part 1 Concepts & Terminology
  - Part 2 Network Components
  - Part 3 Network Services
- Websense Software in Action
  - Basic Permit and Block Scenarios

### **Topic 13a: Integrations and Websense Technology Partners**

- Websense Web Security Ecosystem
- New in Websense v6.3
  - Citrix
  - Web Blazer
- Solution Variations
- Websense Integration Service (WIS)
- Migrating an Integration

### **Topic 13b: Websense Security Labs**

- Websense Security Labs Overview
- Web Protection Services
  - BrandWatcher
  - SiteWatcher
  - ThreatWatcher

### **Topic 13c: About Client Policy Manager (CPM) – Desktop Security**

- CPM Fundamentals
  - About CPM
- CPM Components & Shared Components
- v6.3 CPM Enhancements