Symantec Web Security

Web Security support guide

Version 1.0

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Checking Symantec IP's

Set the firewall rules using the IP's given by Symantec. Next test the firewall rules using Pings and a Telent Session.

Please note, if you are not able to bring up a command window and perform a ping or Telenet session, you would need to visit Microsoft to search for instructions on how to fix this.

Click here to view the tutorial

Checking the network address - What's my IP?

If the external IP of your network is not registered with the service, then the service will reject any traffic from that IP source. We can show you how to check your external IP by using www.whatismyip.com if necessary.

Click here to view the tutorial

Setting the proxy in your browser to point directly to Symantec

The proxy settings of a test machine will be configured so that the web traffic from the machine is forwarded to the Symantec Infrastructure to be processed. The reason for performing the implementation on a test machine is to ensure that the rest of the machines on the network will not be affected.

Click here to view the tutorial

Testing the Antivirus and Antispyware services

This test is to check the AntiVirus and Anti-Spyware services that you have bought which is part of the URL filtering. This will involve downloading a HTTP Anti-Malware test file. It is specifically for testing purposes. However, if for some reason the services fail to pick up the virus, then the file can be easily removed using standard network Anti-Virus software.

You do not have to perform this test if you do not wish to, Claranet SOHO is not responsible for any situation that might occur if you are not able to remove this file.

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2 URL Only Non-granular setup guide

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Setting the URL Rules and Alerts

This video will take you through the following:

1. URL Filtering
2. Alerts when a rule is triggered
3. Checking URL Categorisation

Click here to view the tutorial

3 URL Only Granular

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Requesting the Schemus tool

The Schemus tool is used to synchronise the Users and the Groups from the customer's Active Directory with the Symantec portal. The tool is free to download and is mainly used by customers who would like to apply specific rules to groups of users that they have setup in their Active Directory.

Click here to view the tutorial

Installing and configuring the client site proxy

This video can be used as a guide to downloading, installing and configuring the Client Site Proxy tool. For the tool to work, the machine that the Client Site Proxy is installed onto will need access to a domain controller. It is recommended that the tool is installed onto a test PC first to ensure that it is compatible to work on the network.

Click here to view the tutorial

Proxy using a CSP on a different machine

The web browser settings of a computer on the network will not need to point to the machine where the Client Site Proxy is installed. This traffic will then be passed on to Symantec to be processed via the proxy.

Click here to view the tutorial

Setting the proxy in internet explorer using a CSP on the same machine

The browser settings for the machine that the Client Site Proxy is installed onto, will not be configured so that the traffic will be pointed to the proxy which we have just installed onto the machine.

This traffic will then be passed onto Symantec to be processed. The reason for performing the implementation on a test machine is to ensure that the rest of the machines on the network will not be affected.

Click here to view the tutorial

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4 Symantec Proxy Web Scanning

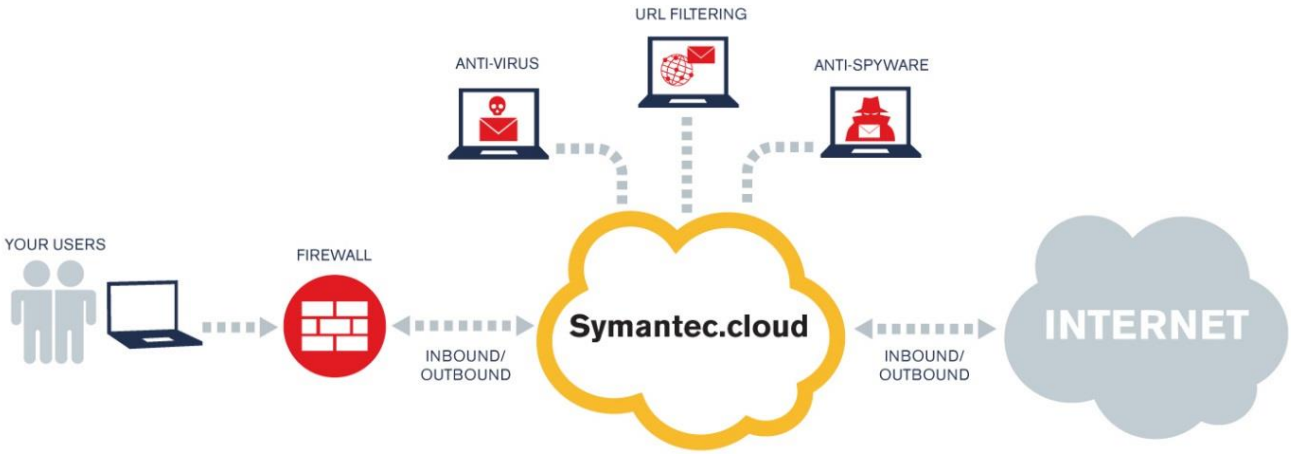
Web Filtering without client side proxy

For Symantec to scan traffic, the firewall needs to be configured to accept any traffic through on port 3128 (web filtering traffic).

Users point their web traffic direct to the Symantec Cloud web proxy. Typically they would use the proxy address **proxy1.uk.webscanningservice.com over port 3128 (this is set in the users' internet browser).**

Once it reaches the Symantec Cloud platform and the request is completed, it will then proceed to check against any current policies in place and will be scanned with Anti-Virus and Anti-Spyware to make sure the website is not malicious

The image below shows you the flow of the traffic that the devices take to get filtered.



Client Site Proxy (CSP – Granular Filtering)

You are probably wondering if they can apply this to their browser, then what's the point of using a client side proxy? The truth is, using this is a big plus because they will be able to apply URL filtering rules to specific people or groups on their active directory.

They are also able to gain a detailed granular reporting which will show the web usage and who has accessed what and when. This can then be used with the company's polices about accessing non work related web sites.

Furthermore, they are able to use Schemus (Synchronization tool) which will require to be running a recent version of Java RunTime Environment for the device they intend to run this tool on.

This would be something the customer would need to configure themselves to allow it to connect to their active directory server; there is an admin guide in the help section of the Symantec portal which will guide them through the set up.

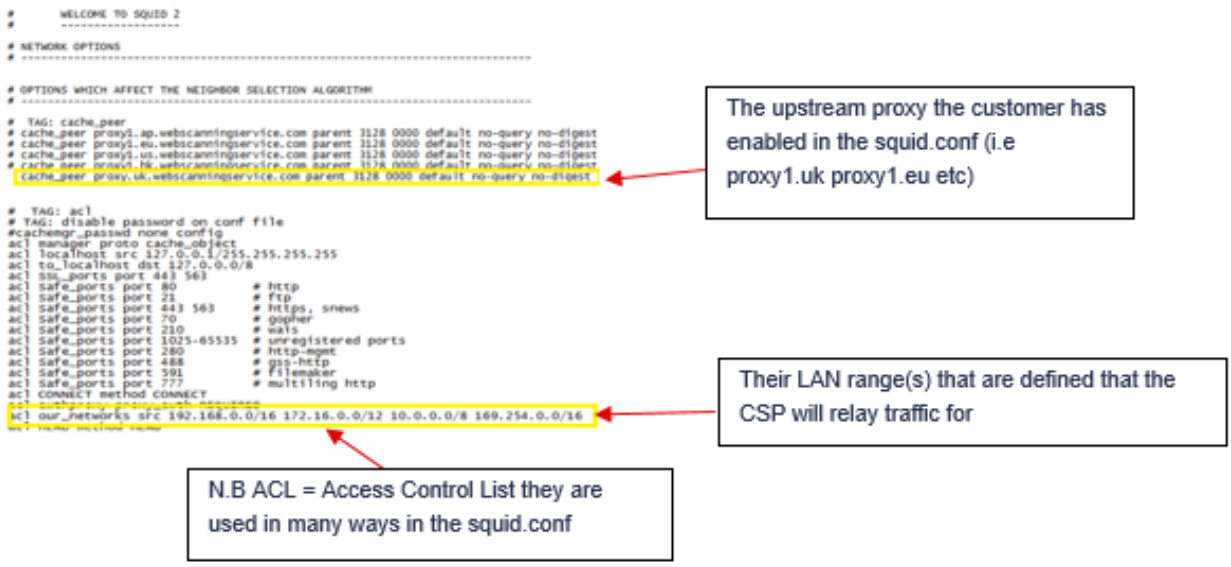
From the image below this shows the flow of traffic will take to get filtered, the web proxy will be some sort of device on their internal network that all the other computers will end up being directed through. This device can be

anything from an old laptop to a full server to run the proxy.

Main Points

- You can install the CSP onto any local device and it doesn't need to be a server OS to be able run although it will need their Symantec log in and Active Directory Username and password with the correct permissions to query AD.
- The max number of users for this proxy is 300. This includes multiple sites so if there is other people logging on EX your network these will count towards the limit.
- There Configuration file for the CPS is called the squid.conf which is what contains the entire configuration of the CSP on their device.
- If they find that the Proxy isn't working due to a configuration error with the squid file, we can resend over a default Squid config file. If they ever require any assistance, we will require a copy of this to take to Symantec if need be.
- They will be able to download any of these tools from the Tools > Downloads section in their Symantec portal.
- They are able to set up URL filtering polices for the domain and they are able to install the Synchronisation tool (Schemus). This will allow them to connect to their Active Directory on their mail server, without the CSP it will then it would block across the whole network.

Squid Configuration file



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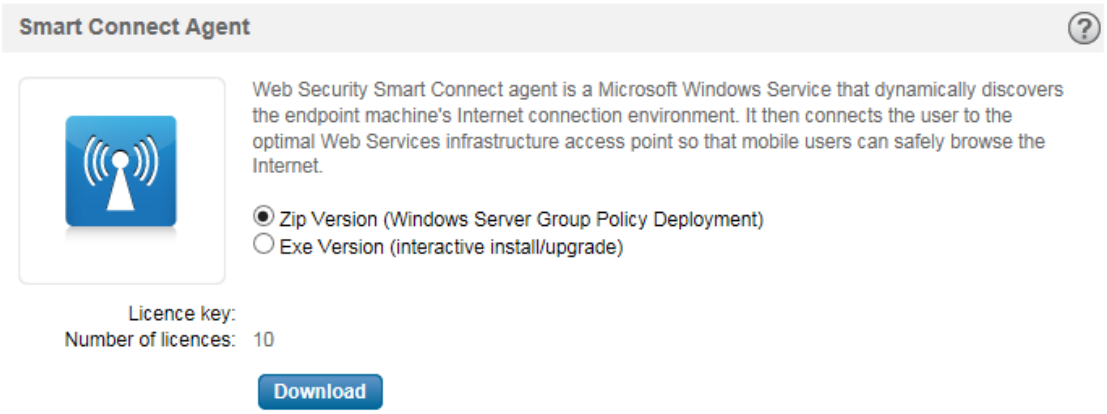
Smart Connect Agent

Smarts connect is an additional service which is not free and the licenses are purchased per user which allows the users to connect to the Symantec Cloud while on or off the network.

Once this is downloaded and installed on the local machine, it will run the service and run the set up. You will find the license key for this in the downloads section where the agent was downloaded from.



This agent saves them from having to mess around by applying the proxy address and so when wanting to connect but off the network and it makes it much simpler. It will also just save the set up for when they next want to connect. Once installed, the agentconfigure.xml file (similar to squid.conf) needs to be configured.

The basic configuration would include entering the licence key for Smart Connect (available from the downloads section) and the upstream proxy servers to use. Here is what they will see when they first open up this config file.

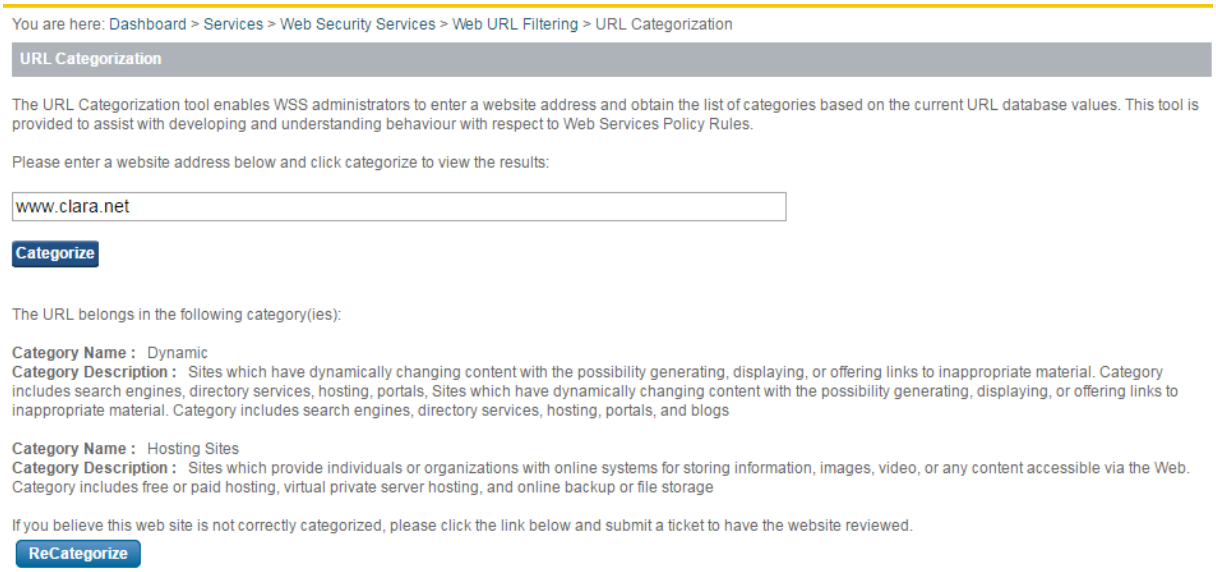
```
<!--
Licence Key

Your licence key is available on ClientNet. Copy it and paste it
here. Without a licence key, Smart Connect will not
function.
-->
<license_key>00E3B3-E7BF-589F-9258B0-C162C8-79C54D</license_key>
```

5 How to configure Web Filtering

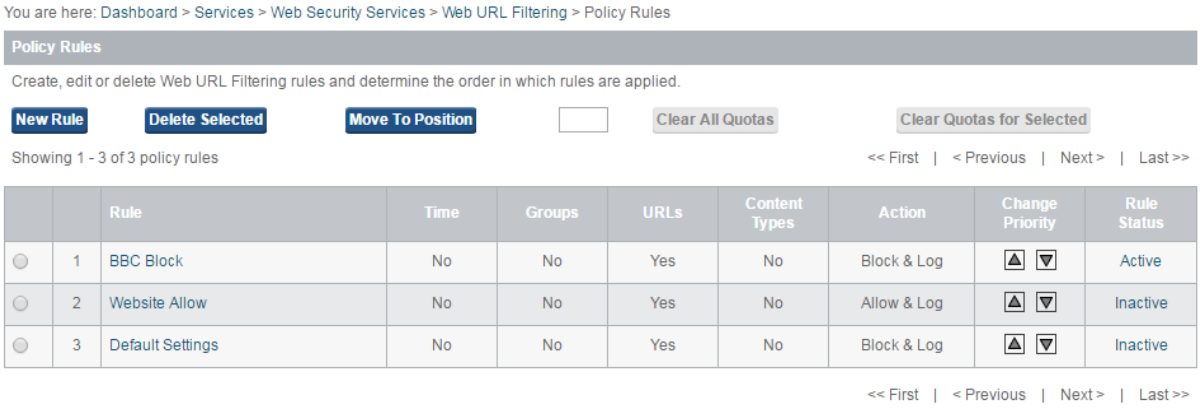
URL Filtering

If you want to check over your web filtering rules you can do this all through the Symantec Portal, under the services tab you should see an option for Web Security and URL filtering from within there.

If you are unsure of what sort of category a website will be classed as (for example social media or news websites), you can use URL categorisation which will tell you exactly what the Symantec portal categorises that website as.

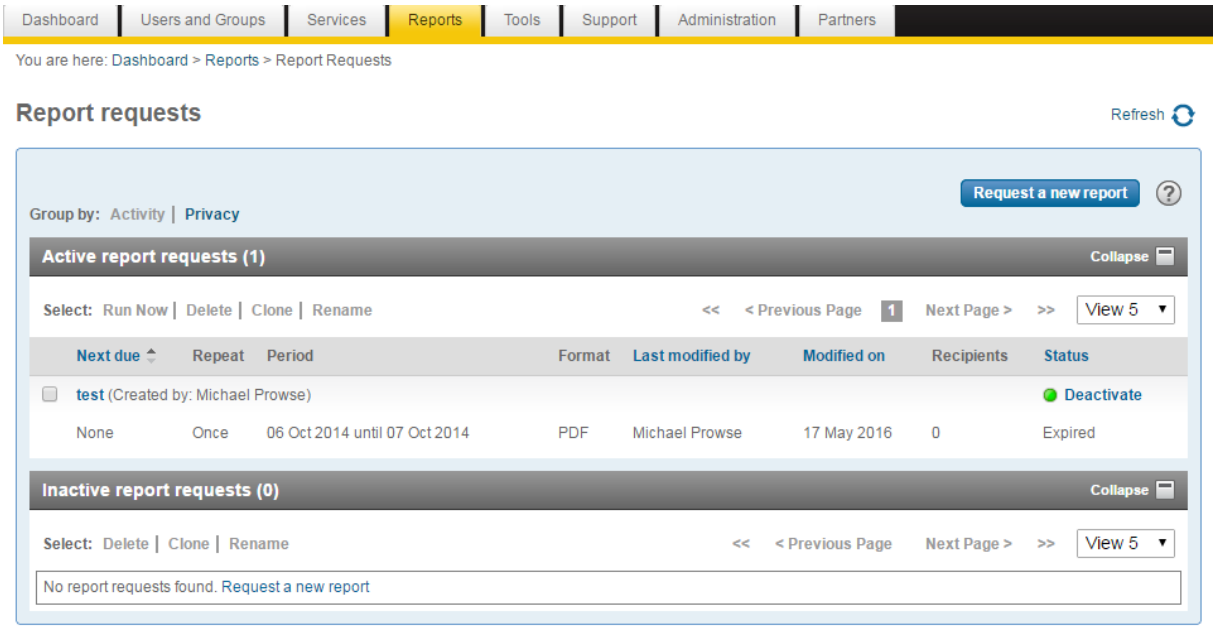


When you are in the URL filtering section, you can see the different rules that have been created and you can create, edit and delete all rules from here. One thing to make sure of if a rule doesn't seem to be working is in the far right column is that the rule is "Active" not "Inactive" otherwise the rule will do nothing.



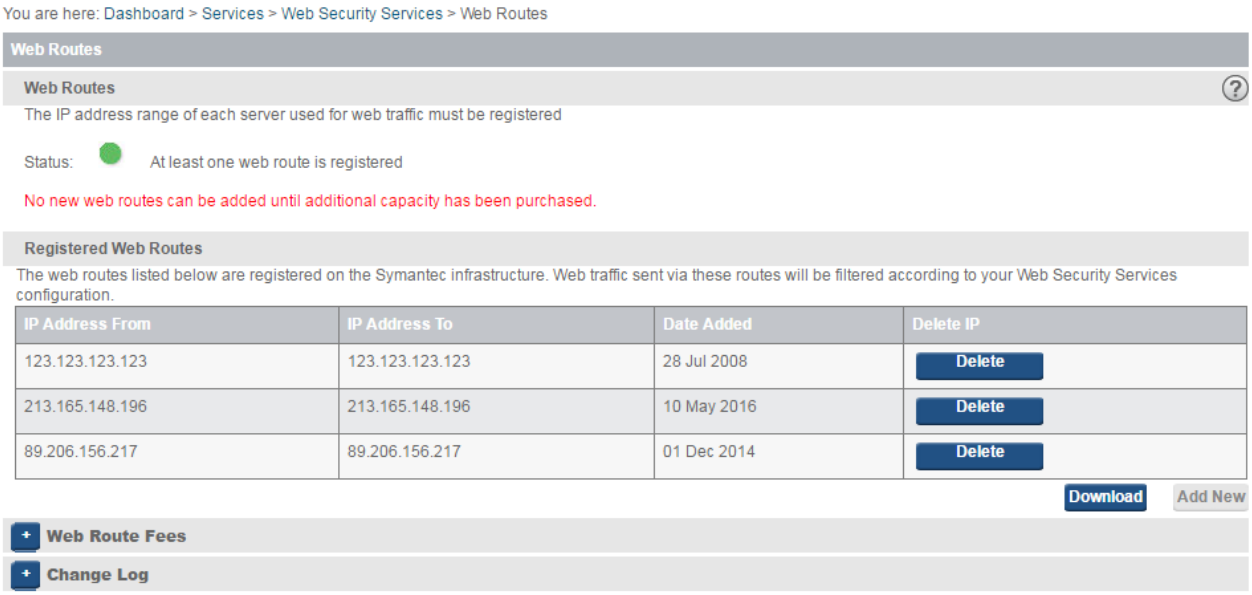
Reporting

From the reports section at the top, you are able to view what has been logged from the rules you have in place. For example, say a rule is set to block and log, if someone tries to access this website they won't be allowed access but there attempt to access this website will be logged in the reporting section for any admin users to view.



Web Routes

Within the Web routes section this will show you IP addresses of the routes that have been registered with Symantec and that will get filtered. If you wish you purchase additional web routes here and view any change from the change log section.



Roaming

Within the Roaming section you can find your list of users which are enabled from the remote connect using the proxy server service. You can also enable and disable the remote connect option from here.

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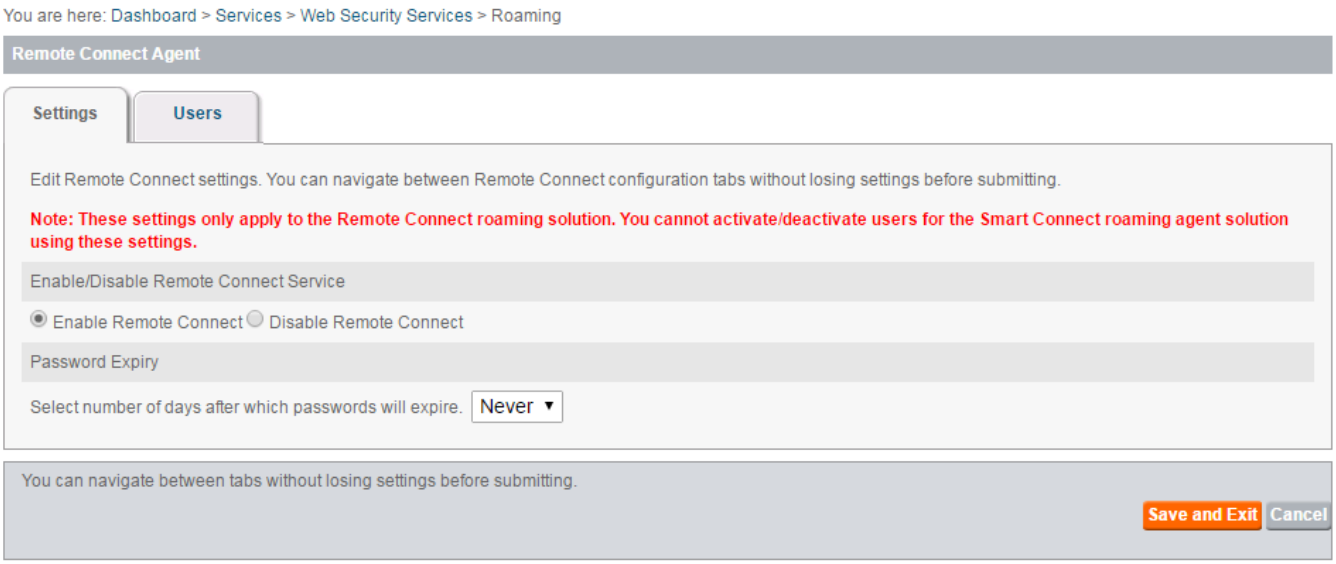
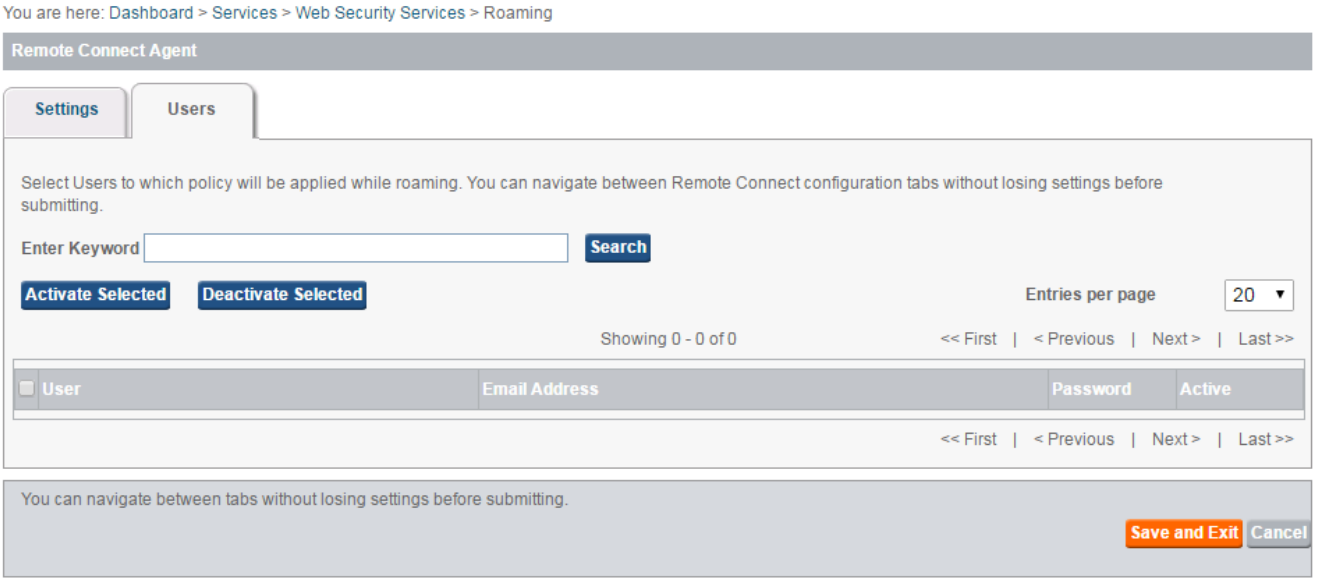
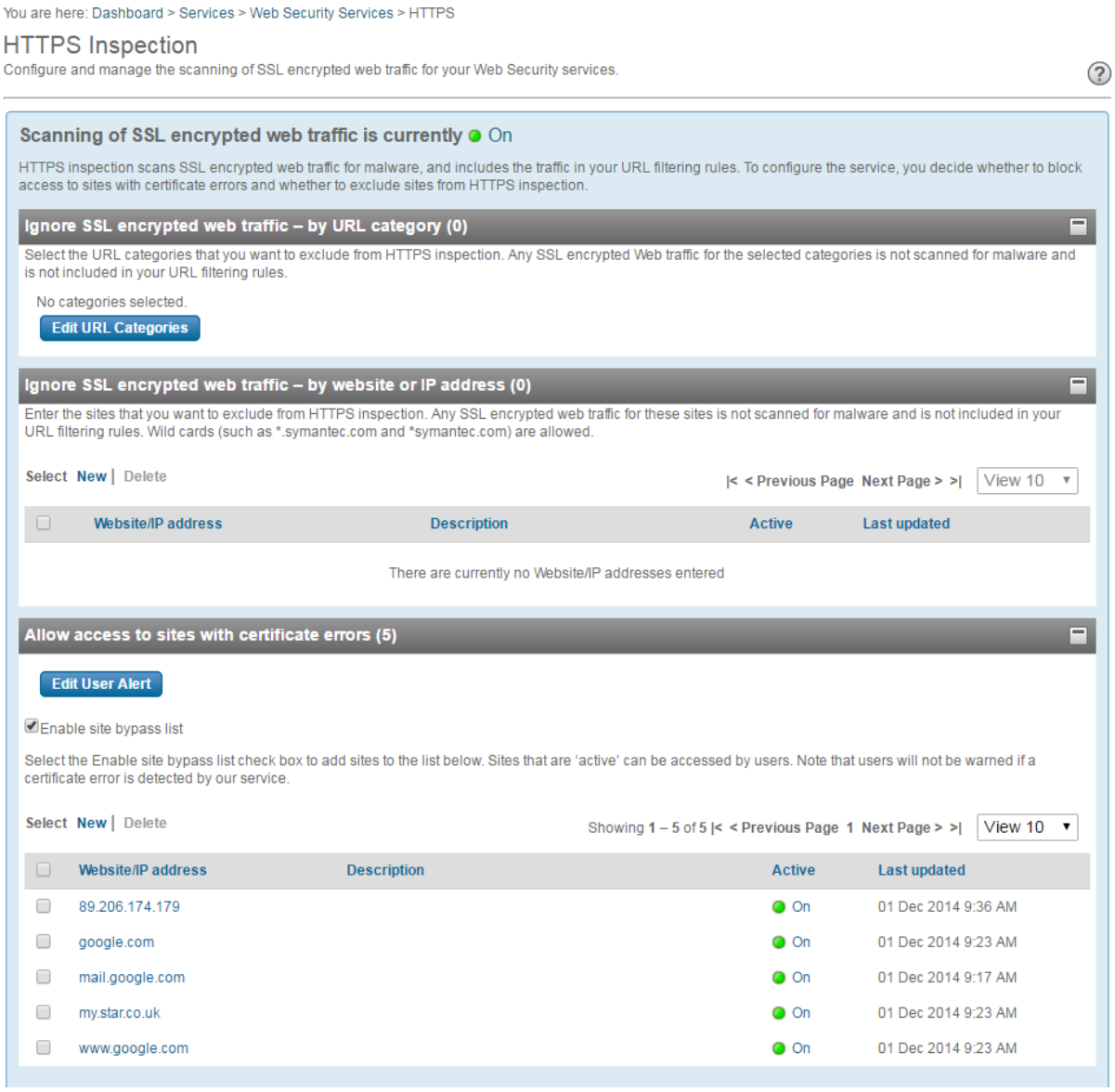




HTTPS Inspection

This section will scan any of the website that is using the filtering services and checks SSL encrypted traffic for anything that may be considered harmful. This will work in conjunction with your URL filtering rules as well.

You can set this to ignore particular SSL encrypted web traffic for websites or IP addresses from this screen by adding it in to the table. You can also allow access to sites which have been getting certification errors which otherwise would have been blocked. This will NOT warn the end user if they go to website that has been flagged with a certification failure.


You are here: Dashboard > Services > Web Security Services > HTTPS
HTTPS Inspection
Configure and manage the scanning of SSL encrypted web traffic for your Web Security services.
Scanning of SSL encrypted web traffic is currently On
HTTPS inspection scans SSL encrypted web traffic for malware, and includes the traffic in your URL filtering rules. To configure the service, you decide whether to block access to sites with certificate errors and whether to exclude sites from HTTPS inspection.
Ignore SSL encrypted web traffic – by URL category (0)
Select the URL categories that you want to exclude from HTTPS inspection. Any SSL encrypted Web traffic for the selected categories is not scanned for malware and is not included in your URL filtering rules.
No categories selected.
Edit URL Categories
Ignore SSL encrypted web traffic – by website or IP address (0)
Enter the sites that you want to exclude from HTTPS inspection. Any SSL encrypted web traffic for these sites is not scanned for malware and is not included in your URL filtering rules. Wild cards (such as *.symantec.com and *symantec.com) are allowed.
Select New | Delete
|< < Previous Page Next Page > >| View 10
Website/IP address
Description
Active
Last updated
There are currently no Website/IP addresses entered
Allow access to sites with certificate errors (5)
Edit User Alert
Enable site bypass list
Select the Enable site bypass list check box to add sites to the list below. Sites that are 'active' can be accessed by users. Note that users will not be warned if a certificate error is detected by our service.
Select New | Delete
Showing 1 – 5 of 5 |< < Previous Page 1 Next Page > >| View 10
Website/IP address
Description
Active
Last updated
89.206.174.179
On
01 Dec 2014 9:36 AM
google.com
On
01 Dec 2014 9:23 AM
mail.google.com
On
01 Dec 2014 9:17 AM
my.star.co.uk
On
01 Dec 2014 9:23 AM
www.google.com
On
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