Blue Coat® Systems
K9 Web Protection™

User Manual

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Document Number: 231-02796-01
Document Revision: 02/2007

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Chapter 1: K9 Web Protection Overview

Blue Coat® K9 Web Protection is a content filtering solution for your home computer. It implements the same reliable enterprise-class Web filtering technology used world-wide by enterprise and government customers, provided in a user-friendly experience that allows you to control Internet use in your home.

Blue Coat's Web filtering technology divides Internet content into 60 distinct categories. These categories—and their associated Web sites—are stored in the Blue Coat database, which maintains and updates almost 15 million Web site ratings and domains. A Web site belongs to one or more of these categories, based on the content of the site. To meet your particular needs and preferences, you can configure the software to block or allow specific categories.

K9 Web Protection offers:

- **Service-based filtering—**The Blue Coat filtering database service receives and rates over 50 million requests every day, making it the most accurate content filtering database available and ensuring that you are protected against the ever-growing number of inappropriate Web sites. With no database to download, K9 Web Protection does not slow down your computer.
- **Dynamic Real-Time Rating™ (DRTR)**—Blue Coat's patent-pending DRTR technology automatically determines the category of an unrated Web page. Unlike other filtering solutions, K9 Web Protection ensures the highest level of protection by building the most relevant ratings database available. Using statistical analysis and artificial intelligence methods to rate new or previously unrated Web pages, DRTR only provides a rating when it is confident that it has reached an accurate conclusion. Its effective coverage reaches more than a billion Web pages.
- **Automatic updating**—Automatic updates of the K9 Web Protection application ensure that you are always protected by the latest features.
- **Efficient caching**—*Caching* is the method your Web browser uses to save frequently used data, which increases efficiency by reducing the amount of information requested over the Internet. K9 Web Protection uses Blue Coat's unique caching technology, so your Internet experience is always as fast as possible.

System Requirements

To run K9 Web Protection, your computer must satisfy the following requirements:

- Operating System: Microsoft Vista™, Microsoft Windows XP™, Windows 2000™
- Processor: 233 MHz or higher Pentium-compatible CPU
- Memory: At least 64 megabytes (MB) of RAM
- Hard Disk: 25 MB free space
- Internet connection

Chapter 2: Getting Started with K9 Web Protection

This chapter describes how to download and install K9 Web Protection to your computer. It also describes how to access the application following the installation.

Loading and Installing K9 Web Protection

Before you begin the K9 Web Protection installation process, verify the following prerequisites are satisfied:

- Verify your system meets the requirements listed in "System Requirements" on page 1.
- Your e-mail account (or your Internet Service Provider) might be set to disregard unwanted e-mail (known as *spam*). To ensure that you get your K9 license e-mail, configure your e-mail account to accept messages from k9support@bluecoat.com. If you do not see the K9 license e-mail shortly after requesting your license, check your e-mail account anti-spam settings, and check your *junk* or *anti-spam* folders to see if the K9 license e-mail was routed there.

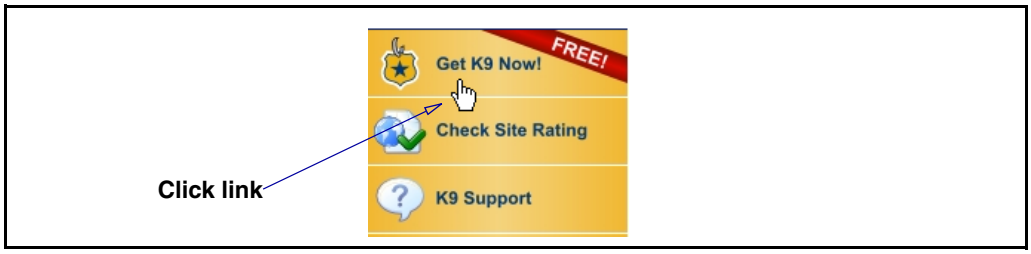
There are two methods available to download and install K9 to your computer:

- "Downloading and Installing K9 Web Protection from the Internet"
- "Installing K9 Web Protection From a CD" on page 8

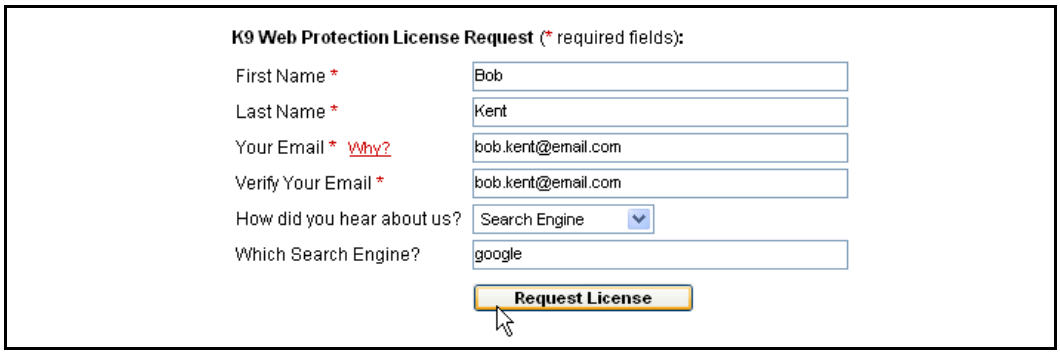
Downloading and Installing K9 Web Protection from the Internet

Follow this procedure if you using the Internet to download and install K9 Web Protection.

1. In your Web browser, enter www.k9webprotection.com.



2. Click the Get K9 Now link.



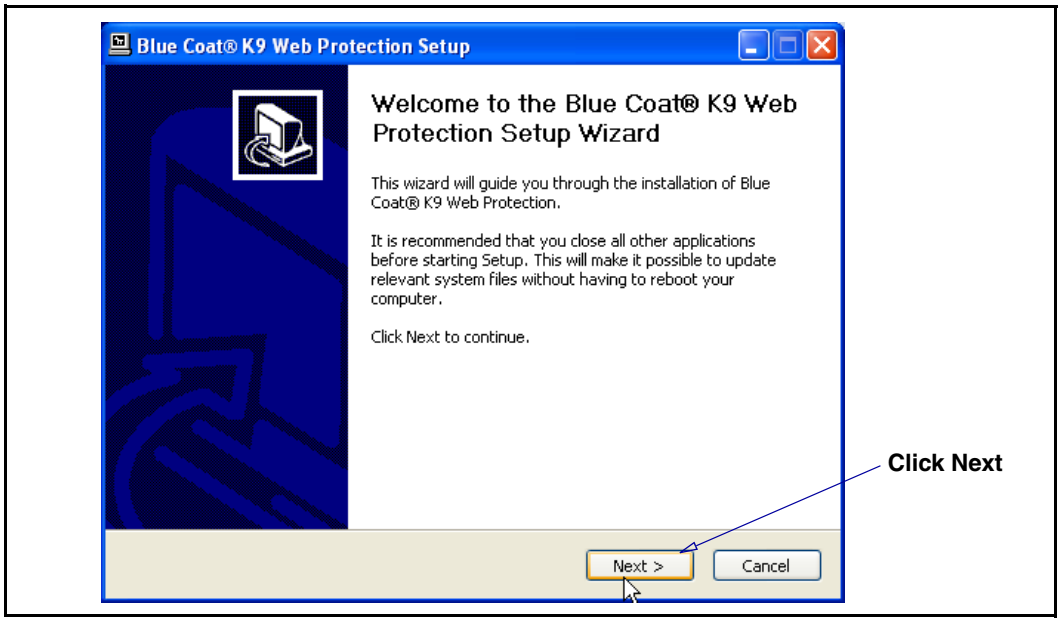
3. Fill out the K9 Web Protection License Request form; click Request License.

   Your K9 Web Protection license is e-mailed to you (typically, within minutes). This key is required to install the K9 software.

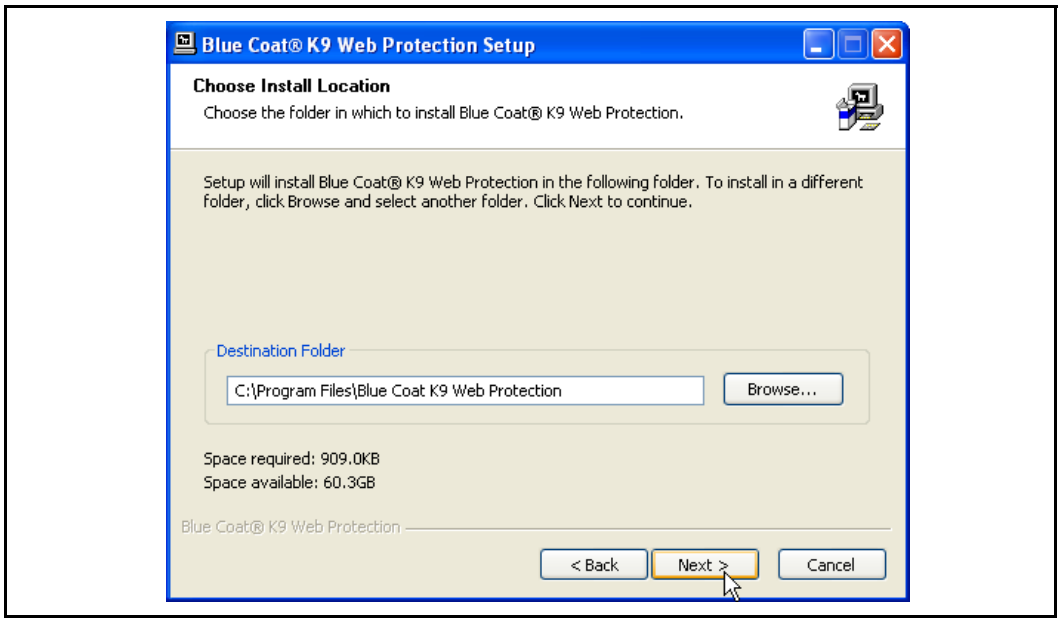
4. Download the software:
   a. Select Download Software page. You can also use the download link in the e-mail containing your license key.
   b. Click Download.
   c. You are prompted whether you want to run or save the `k9-webprotection.exe` file. Click Save to save the file to your hard drive. K9 is a small file and downloads almost instantly for most users.

      Note: Write down the path and folder name, as you will need them later.

   d. After the file download completes, open the folder where you saved the file. Double-click the `k9-webprotection.exe` file to continue the installation process.

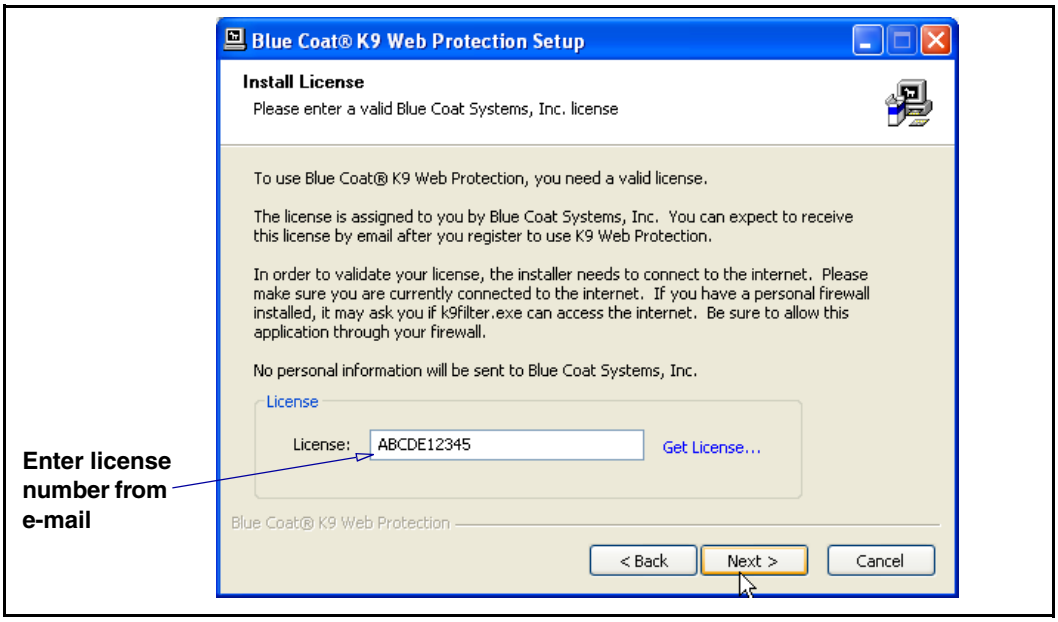


5. The Setup Wizard launches. Click Next to begin the installation process.
6. You are prompted to accept the K9 Web Protection license agreement. After reading the agreement text, click I Agree.

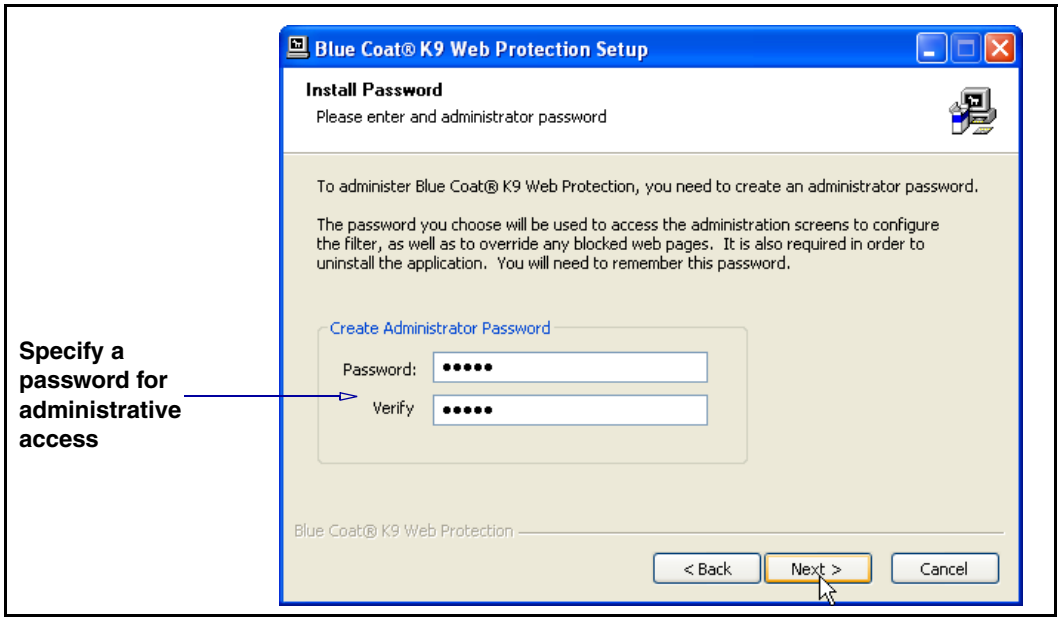


7. You are prompted for the install location. K9 Web Protection defaults to `C:\Program Files`. To install the software in a folder other than the default, click Browse and navigate to a folder or manually enter a path name in the Destination Folder field.

   Click Next.



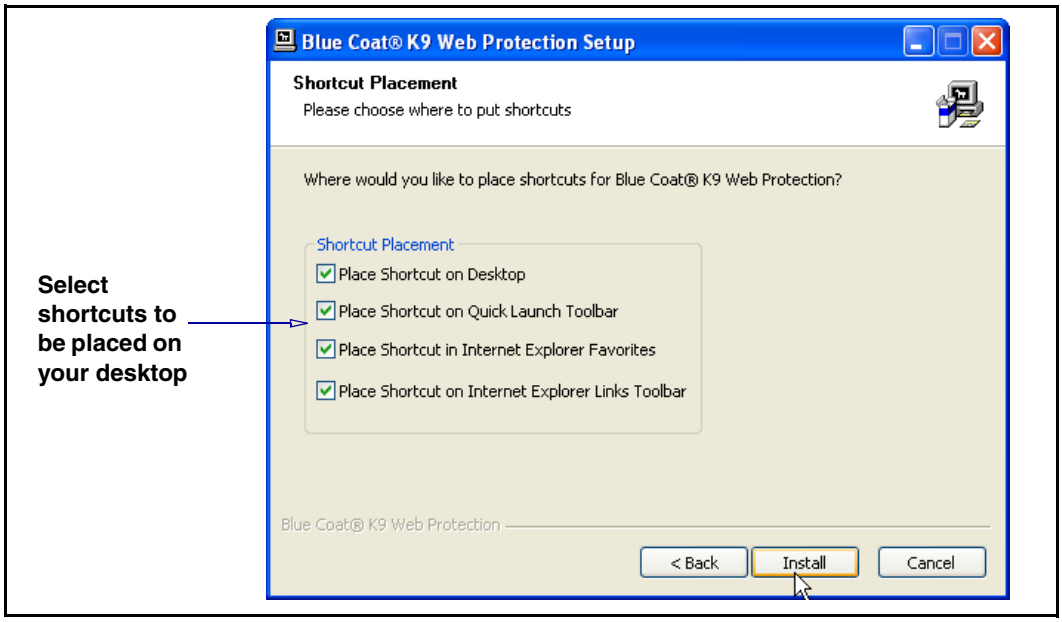
8. Copy your K9 Web Protection license from the e-mail and paste it into the License field. Click Next.



9. You are prompted to create an administrator password. This password allows you to modify your Internet filtering settings, view reports, and override blocked pages. It is also required to uninstall the program.

Note: The password must be 15 characters or less and can only include alpha-numeric characters (for example, A-Z and 0-9). You can also use the following special characters: !, @, #, $, %, ^, *, (,), {, and }.

Click Next.



10. You are prompted to place application shortcuts. Select which shortcuts you want by checking the appropriate boxes, then click Install.

11. You must restart your computer to enable K9 and begin protecting your system:

- If you select Reboot now, your computer shuts down and restarts after the K9 application is installed. If you have any other applications or documents open, save them and close them to avoid losing data before clicking Finish.
- If you select I want to manually reboot later, the K9 application installs, but is not active. When you shut down and restart your computer the next time, K9 Web Protection is enabled.

Click Finish.

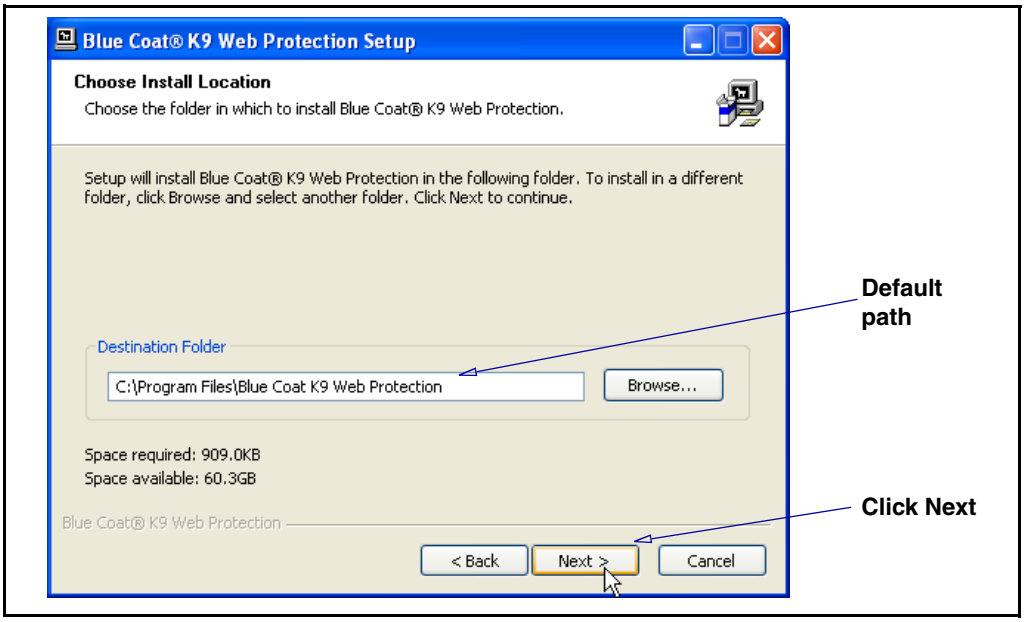
12. After your computer restarts, K9 Web Protection begins protecting your system with the Default Internet Protection Level. Proceed to "Getting Familiar With the K9 Web Protection Interface" on page 15 to begin learning how to configure K9.

Installing K9 Web Protection From a CD

Follow this procedure if you received a copy of K9 Web Protection on a CD.

1. Insert the K9 Web Protection installation CD into your computer's CD-ROM drive. The Setup Wizard automatically launches. If it does not, open the Windows Explorer, double- click on your CD drive, and double-click k9-webprotection.exe.

2. You are prompted to accept the K9 Web Protection license agreement. After reading the agreement text, click I Agree.



3. You are prompted for the install location. K9 Web Protection defaults to `C:\Program Files`. To install the software in a folder other than the default, click Browse and navigate to a folder or manually enter a path name in the Destination Folder field.

   Click Next.

4. Obtain your K9 Web Protection License:

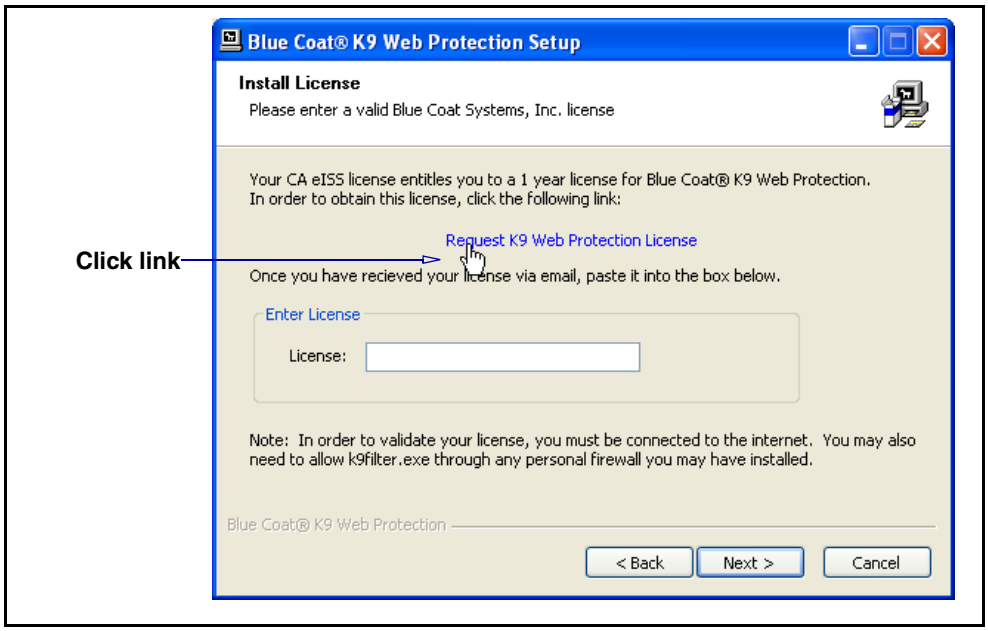
   If you are a CA Internet Security Suite (ISS) user, follow the next set of steps.

   If you are not a CA ISS user, proceed to Step a on page 10.

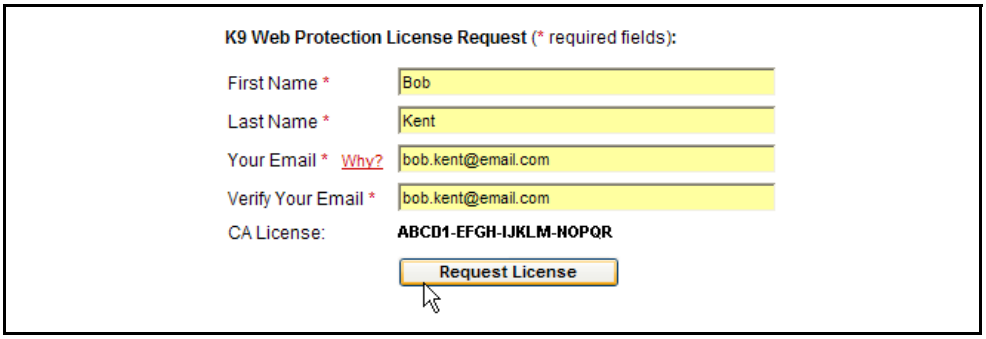
   CA ISS users: If you have a valid CA ISS license, you are automatically entitled to a one-year license for K9 Web Protection.

   a. To obtain this one-year license, you must already have the Internet Security Suite installed on your computer and rebooted before starting your K9 installation.

   Note: See Appendix B: "CA Internet Security Suite Users" on page 55 for some important configuration rules required to set inside of CA ISS to ensure smooth operation with K9.



b. Click the Request K9 Web Protection License link, which takes you to the K9 Web Protection Web site.



c. Fill out the K9 Web Protection License Request form. Your CA license is automatically retrieved from your system and stated in the CA License field. click Request License.

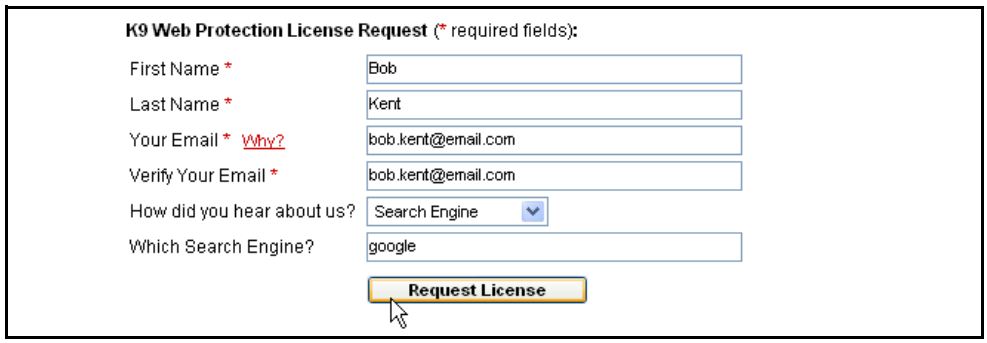
d. Your K9 Web Protection license is e-mailed to you (typically, within minutes). This key is required to install the K9 software.

Remember to review the information in Appendix B: "CA Internet Security Suite Users" on page 55 to ensure smooth operation between CA ISS and K9 Web Protection.

e. Proceed to Step 5.

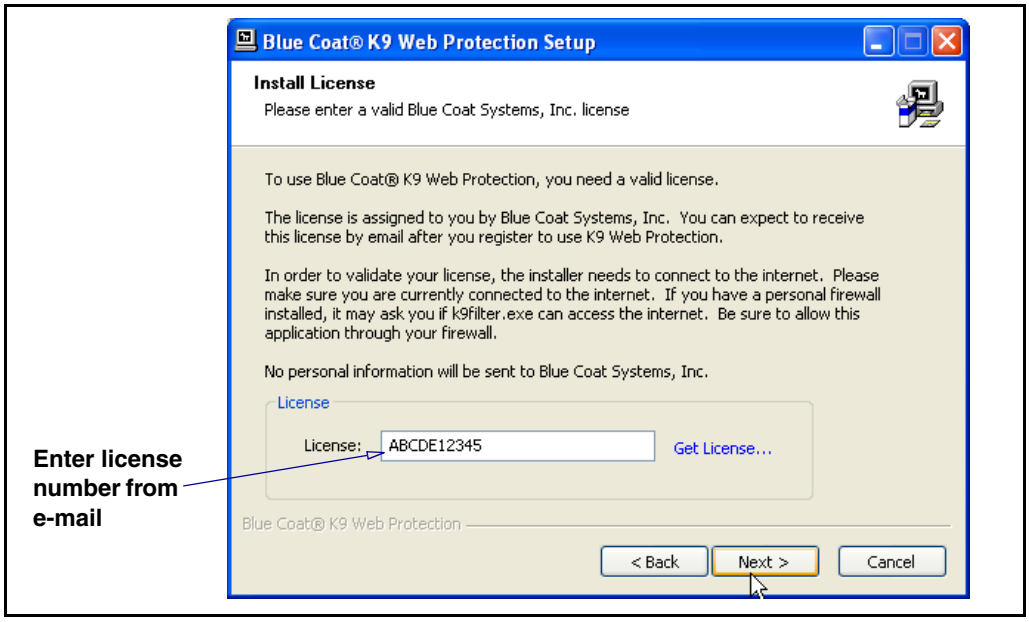
All other users installing from CD: You must obtain a license from the K9 Web Protection Web site.

a. Click Get license.... You can also enter the following URL in your Web browser: www.k9webprotection.com and click Get K9 Now.

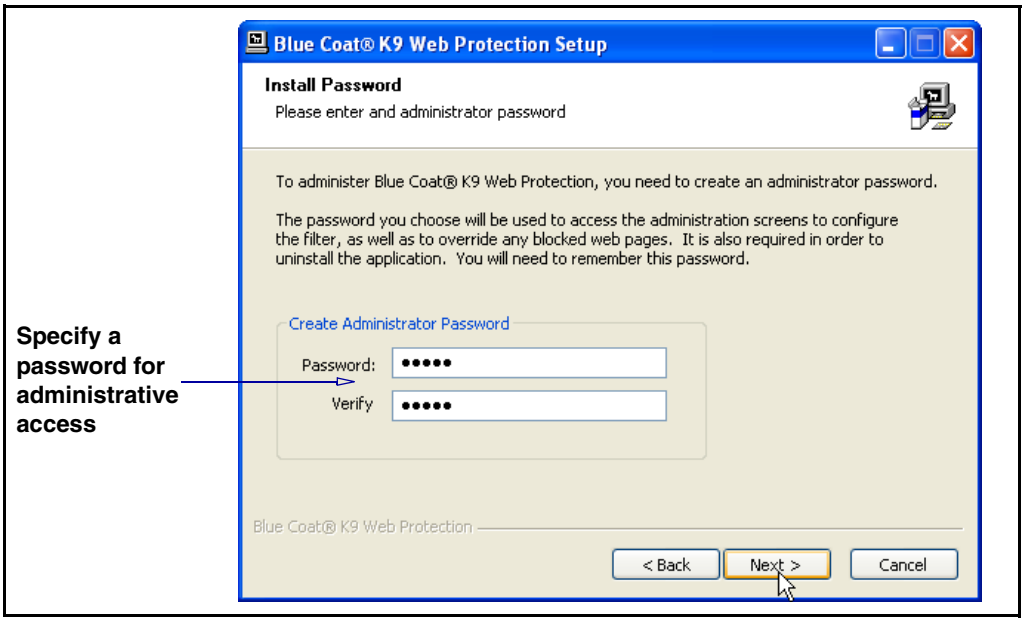


b. Fill out the K9 Web Protection License Request form; click Request License.

c. Your K9 Web Protection license is e-mailed to you (typically, within minutes). This key is required to install the K9 software.

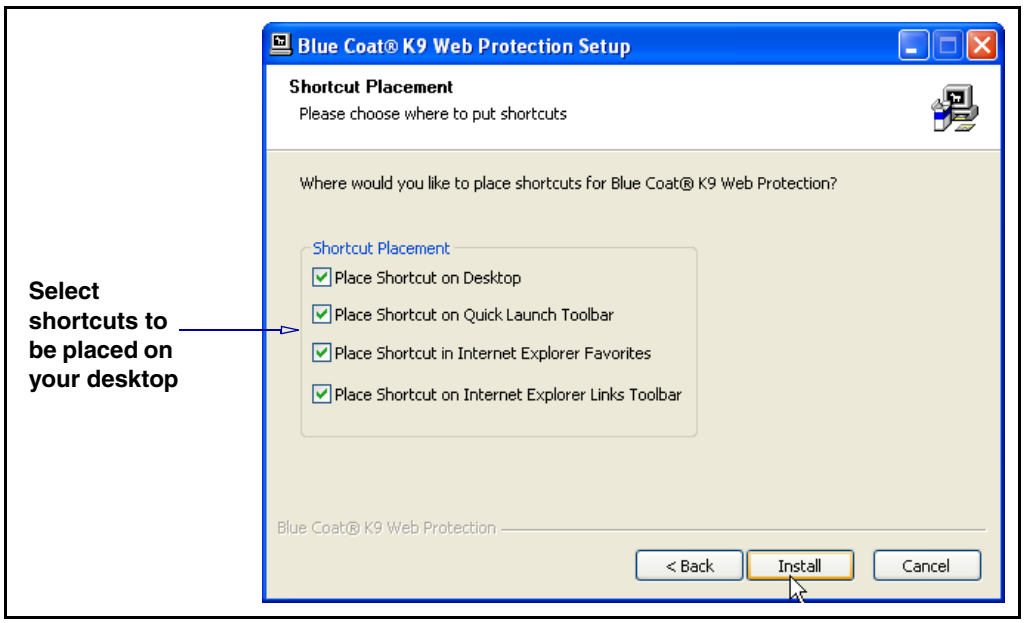


5. Copy your K9 Web Protection license from the e-mail and paste it into the License field. Click Next.

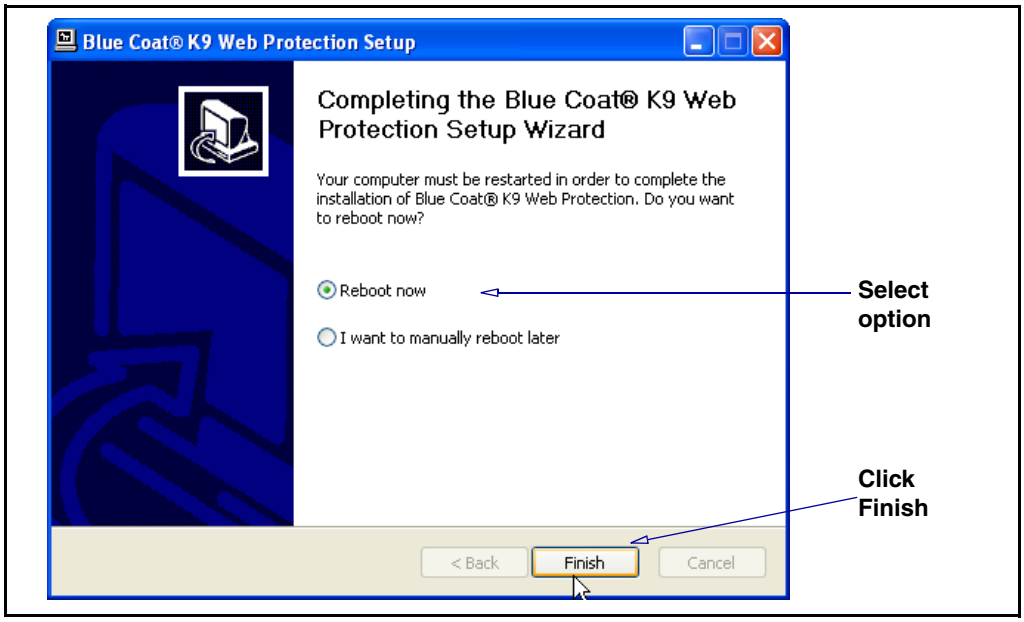


6. You are prompted to create an administrator password. This password allows you to modify your Internet filtering settings, view reports, and override blocked pages. It is also required to uninstall the program.

Note: The password must be 15 characters or less and can only include alpha-numeric characters (for example, A-Z and 0-9). You can also use the following special characters: !, @, #, $, %, ^, *, (,), {, and }.



7. After you enter and verify your password, you are prompted to place application shortcuts. Select which shortcuts you want by checking the appropriate boxes, then click Install.



8. You must restart your computer to enable K9 and begin protecting your system:

   - If you select Reboot now, your computer shuts down and restarts after the K9 application is installed. If you have any other applications or documents open, save them and close them to avoid losing data before clicking Finish.
   - If you select I want to manually reboot later, the K9 application installs, but is not active. When you shut down and restart your computer the next time, K9 Web Protection is enabled.

   Click Finish.

9. After you restart your computer, K9 Web Protection begins protecting your system with the Default Internet Protection Level. Proceed to the next section to begin learning how to configure K9.

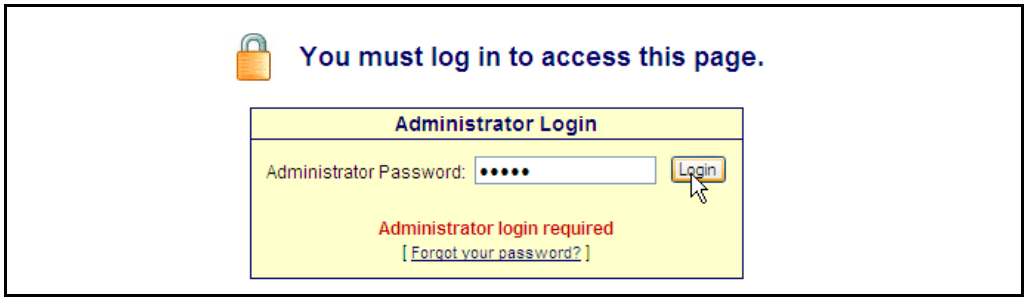
Logging in to K9 Web Protection

To access the K9 Web Protection configuration, administration, and reporting functionality pages, you must log in to the application with the administrator password you specified during the installation process.

1. Find the application in your Start Menu > Program listings. Click Blue Coat K9 Web Protection admin to run the application. Alternatively, if you chose to place a shortcut to the application on your desktop, launch the software by double-clicking on the shortcut.

   K9 Web Protection launches in a Web browser window.

2. Clicking either View Internet Activity or Setup displays the Administrator Login prompt.



3. At the prompt, enter the administrator password that you created during the installation and press Enter.

Note: If you forget your password, click the Forgot your password? link and a temporary password is sent to the e-mail address you used when you registered your K9 Web Protection application. This temporary password is valid for only 24 hours, so you must change the password after regaining access (see "Changing the Admin Password and E-mail Address" on page 30).

3. You are now logged in as the K9 Web Protection administrator

Note: The administrator login *times out*, or expires, in five minutes of non-activity to ensure that other users cannot change filtering or administrative settings should the administrator fail to log out.

Getting Familiar With the K9 Web Protection Interface

This section provides a quick overview of the Blue Coat K9 Web Protection user interface. Blue Coat recommends that you familiarize yourself with the user interface before you configure and use the software.

The Blue Coat K9 Web Protection user interface includes four primary sections:

Home—Default page that allows access to other pages containing K9 Web Protection features.

View Internet Activity—Tracks Web browsing activity, including category violations and override requests, and administrative activity, such as changes to program settings and automatic software updates.

Setup—Controls the Web filtering rules for your K9 Web Protection application. With this tab, you can create the filtering rules that meet your specific requirements. You can select from five pre-configured Internet Protection Levels or create customized filtering rules using a variety of controls, including the 60 unique categories in the Blue Coat database.

Get Help—Contains links to Instant Support and to frequently asked questions about the product. It also provides a support number for emergencies, a way to check or dispute how a specific Web site is categorized, and a link for providing feedback.

Chapter 3: Configuring K9 Web Protection

This chapter describes how to configure the various filtering features provided in the K9 Web Protection.

Selecting a Protection Level

This section describes how to change one defined protection to another or how to create a custom level.

Selecting A Defined Internet Protection Level

K9 Web Protection has five pre-configured Internet Protection Levels. These levels range from Monitor to High. They include different combinations of commonly blocked categories. Upon installation, the protection level is Default, which blocks a variety categories that most concerned people seek to block; however, unrated sites are allowed.

To select a different defined protection level:

1. Click Setup. If you have not already logged in, you are prompted for your administrator password.

2. Default is highlighted as the current protection level. In the description text, click the Show Details link to display what categories are blocked with this setting.

Figure 3-1. Most commonly blocked categories.

Clicking any of these links displays another dialog that describes the category and lists a few example Web sites. After reviewing the categories, click Close.

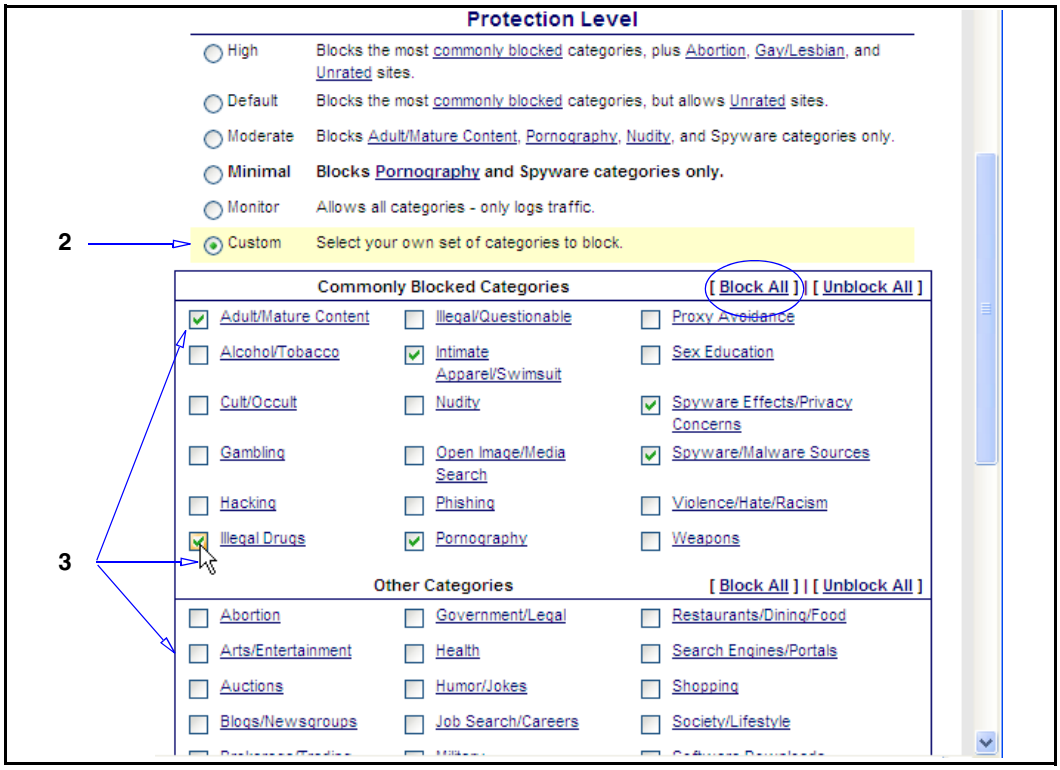
3. Each of the five pre-configured Internet Protection Levels within K9 Web Protection blocks different categories or combinations of categories. Review any of the other four protection levels, and select one to make a change.
4. Click the Save Changes at the bottom of the screen to activate K9 Web Protection level you have specified.

Creating a Custom Protection Level

If you are not satisfied with the pre-defined protection levels, you can create a custom level, designated with only the categories you select.

To create a custom protection level:

1. Click Setup. If you have not already logged in, you are prompted for your administrator password.



2. Select Custom. The field expands in the Web browser to display all the categories identified by the Blue Coat database
3. Select any individual categories (not all displayed in example). You can also select Block All, which selects every category.
4. Special categories:

   At the bottom of the expanded Web page are two important filtering options, Dynamic Real-Time Rating™ (DRTR) and Unrated Web Pages.

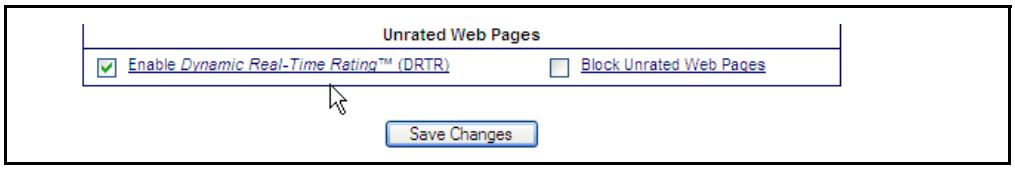


Figure 3-2. Unrated Web Pages categories.

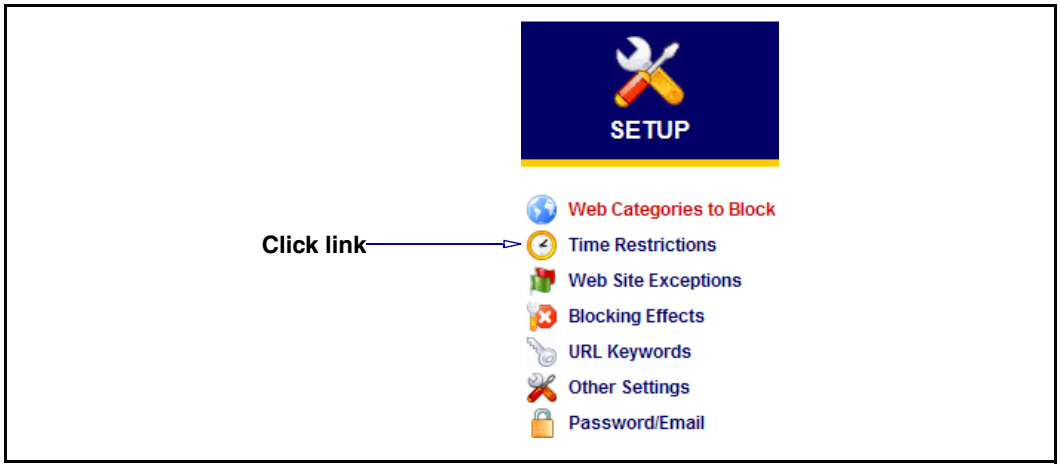
- Selecting the Enable Dynamic Real-Time Rating™ (DRTR) option (enabled by default) permits K9 Web Protection to attempt to dynamically match a Web site to a category in the Blue Coat database.
- Selecting Block Unrated Web Pages (off by default) blocks any Web page that K9 Web Protection cannot match to a specific category. Blue Coat recommends that you retain the default settings for these two options.

5. Click Save Changes to activate the new custom protection level.

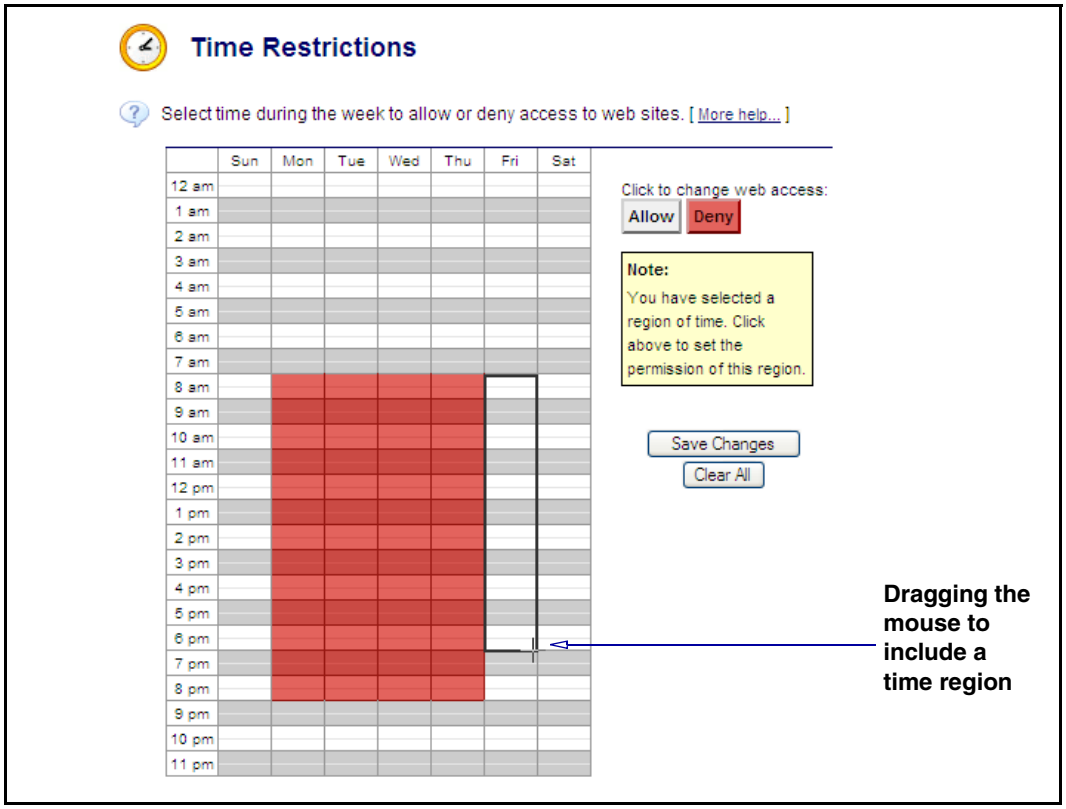
Specifying Time Restrictions

K9 Web Protection enables you to restrict the time of day users can access Web sites. If there are specific times when you do and do not want your family accessing the Web, this feature assists you in enforcing that policy.

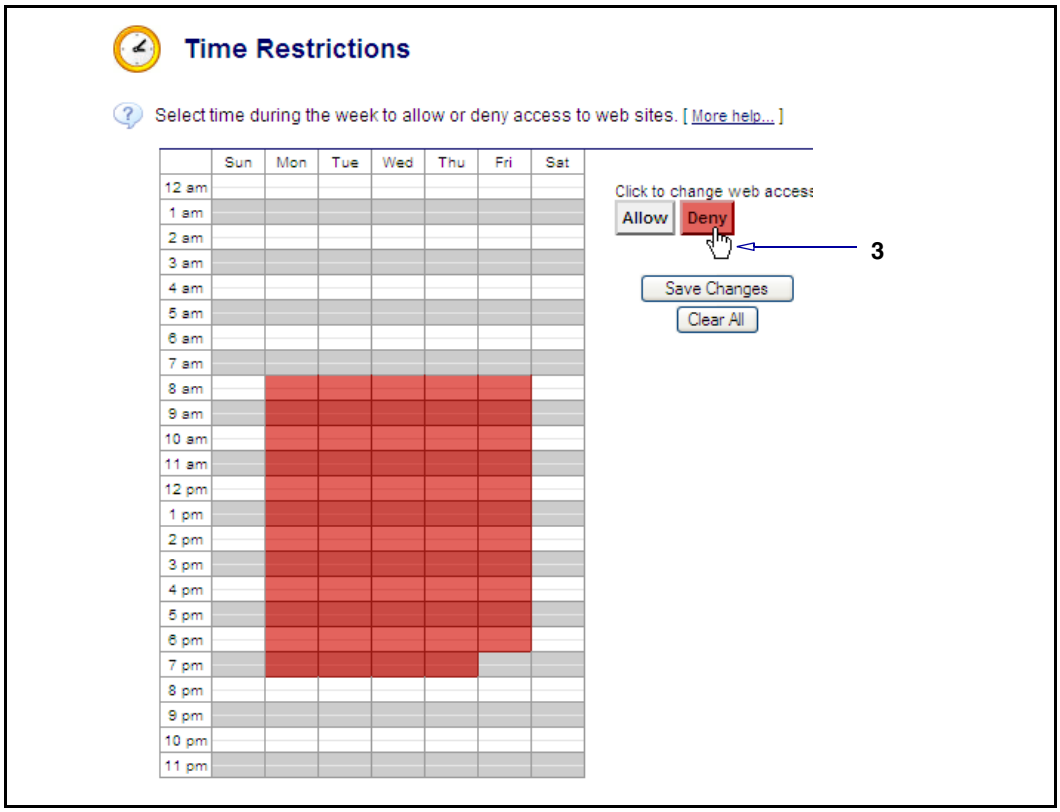
To restrict Web browsing access times:



1. Select Time Restrictions.



2. Using the mouse, select individual time frames or drag your mouse to include multiple time frames. In the above example, the user is adding Friday from 8 am to 6:59 pm.



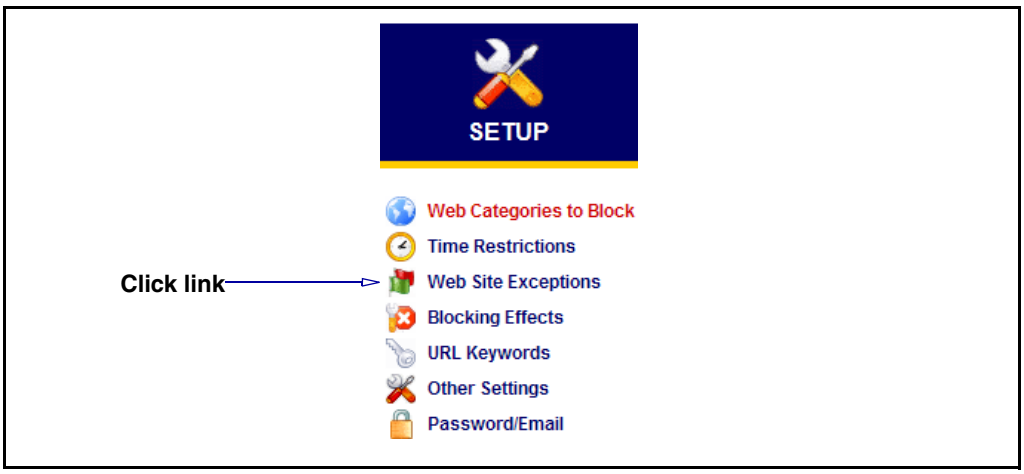
3. Click Allow or Deny. Click Deny turns the time fields red. This example completes the scenario of restricting all Web access on school days from 8 am to 7:59 pm on Monday through Thursday, and to 6:59 pm on Fridays.
4. Click Save Changes.

Note: Even when you allow access, your other restrictions (for example, restrictions based on categories) are still active. Selecting Deny blocks access to *all* Web sites, regardless of other policies.

Specifying Web Site Exceptions

In addition to the defined and custom protection levels, K9 Web Protection allows you to explicitly block or allow access to specific Web sites. For example, K9 is blocking a site, but you want to allow access to it, but not any others in the category.

To specify Web site exceptions:



1. From the Setup menu, select Web Site Exceptions.

2. To always block or allow a site:
   a. Enter the URL in the appropriate Add a site field.
   b. Click Add.

   You must enter each URL separately. Each URL is displayed on a separate line.
3. Click Save Changes.

Removing a URL

At any time, you can remove a Web site from either the Sites to Always Block or Allow field lists.

To remove a URL:

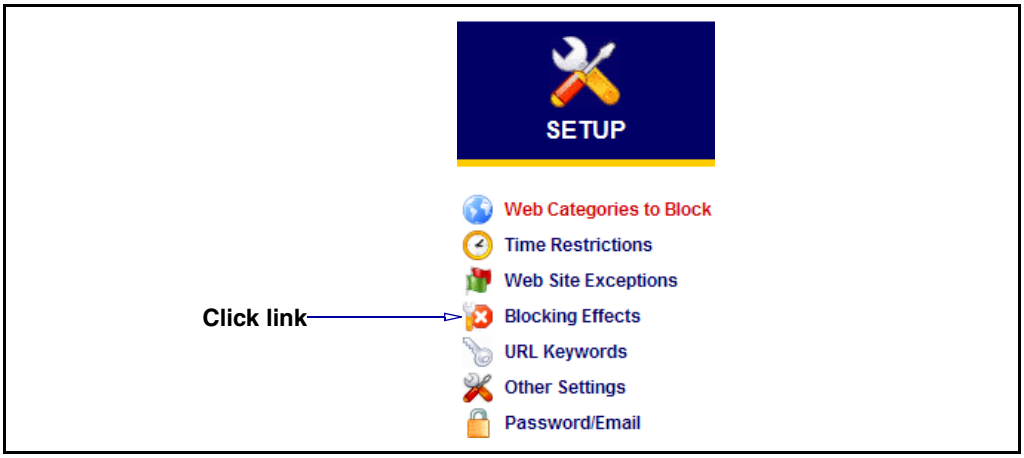
1. Click the blue X next to the Web site.
2. Click Save Changes.

Specifying Blocking Effects

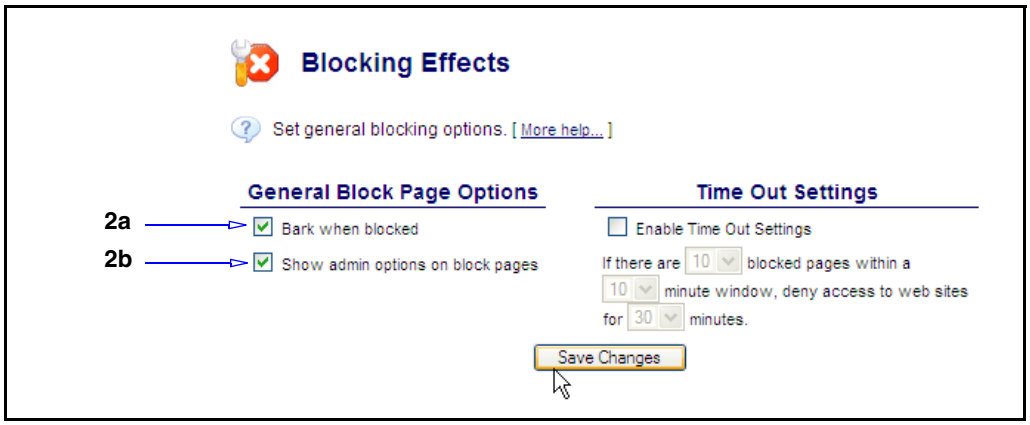
The Blocking Effects page enables you to:

- Customize an alert when a page is blocked.
- Specify time out settings when K9 detects multiple blocked pages.

To configure blocking effects:



1. From the Setup menu, select Blocking Effects.

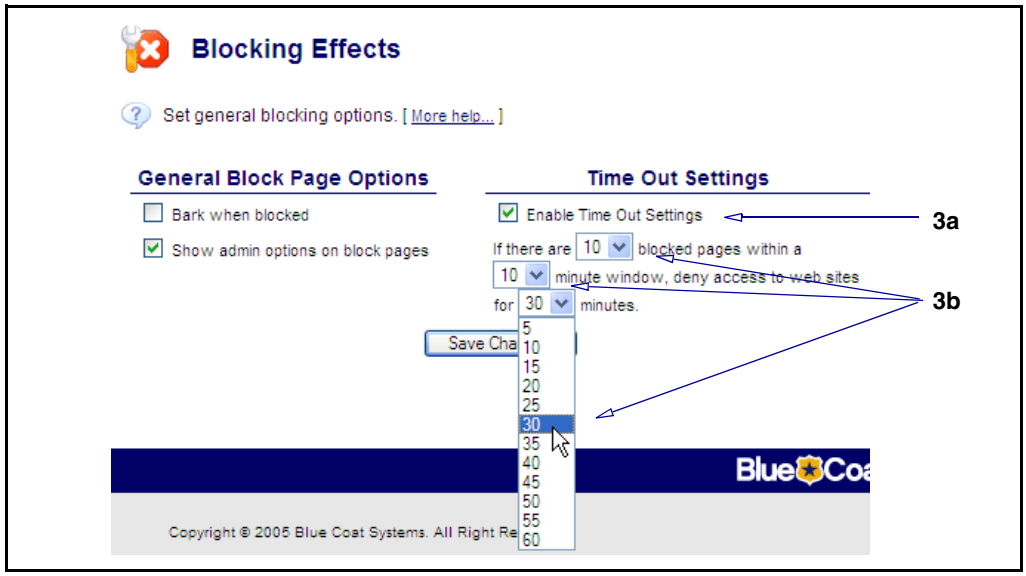


2. Configure General Block Page Options:

   a. Bark when blocked: K9 Web Protection offers an audible feature in which the application plays a bark when a user attempts to access a blocked site. This feature is useful to alert a parent, teacher, or other care provider that someone under his or her supervision might be stumbling onto offensive or inappropriate content.

   Note: You must have speakers connected to your computer, and the volume control cannot be set to mute or you will not hear the bark.

   b. Show admin options on block pages: If a user of your computer attempts to access a Web site that is not allowed by the currently active K9 Web Protection settings, a Filtering Alert block page appears, indicating that the page violates one of the settings and the reason for the block (see Chapter 5: "Understanding Filtering Alert Pages" on page 39 for full details on these important alerts). This option allows administrative options—such as overriding a site that has been blocked or modifying the Web filtering settings—directly from a Filtering Alert block page.

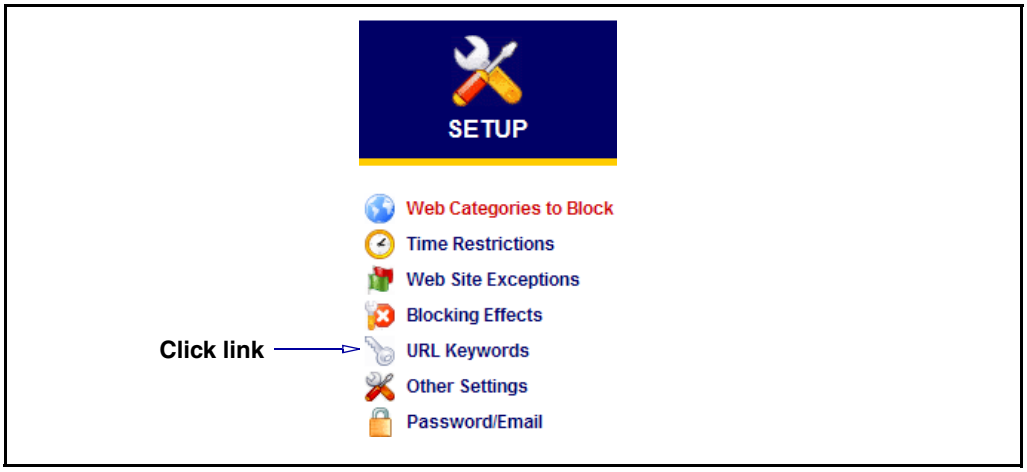


3. Configure Time Out Settings:
   a. Select Enable Time Out Settings. The other fields become available. If a user attempts to visit too many blocked sites in a specified period of time, K9 completely blocks access to the Web for a specified time.
   b. From the drop-down lists, select the time out parameters. With the defaults, K9 Web Protections blocks all Web access for 30 minutes if it detects a user has attempted to access 10 blocked sites within a 10-minute time period.
4. Click Save Changes.

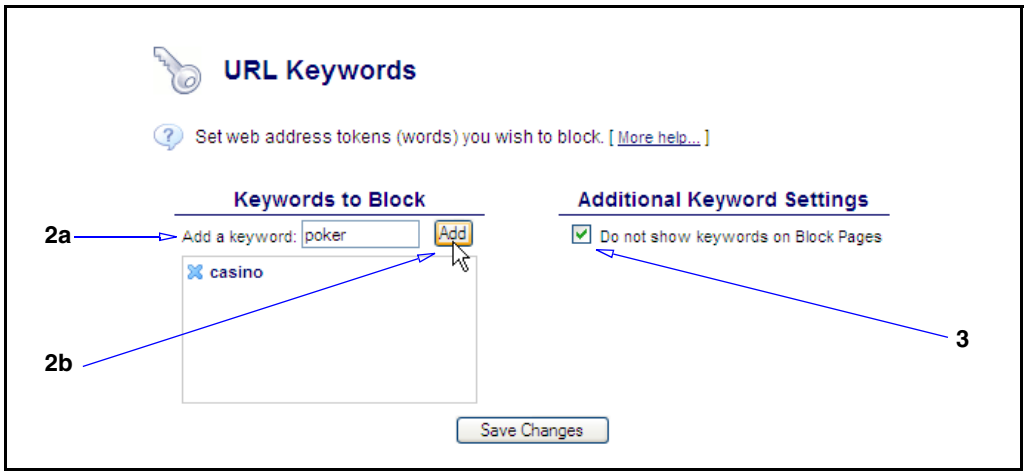
Specifying URL Keywords

K9 Web Protection allows you to block access to Web pages based on keywords in the Web page URL. You can, for example, block any Web page that has the word *sex* in the URL.

To block specific keywords:



1. From the Setup menu, select URL Keywords.



2. Add URL keywords:
   a. In the Add a Keyword text field, enter the keyword to filter.
   b. Click Add.
3. When a page is blocked because of a banned word in the URL, K9 Web Protection displays a filtering alert that identifies the reason the page was blocked. By default, the message displayed includes a reference to the keyword.

   As these keywords might be offensive, you have the option of not displaying keywords on the filtering alert. To prevent the display of these keywords on the filtering alert, select Do Not Show Keywords.
4. Click Save Changes.

Note: You can use an asterisk (*) to match portions of the URL. For example, if you enter `sex` as a keyword, K9 blocks `www.sex.com`, but not `www.sexy.com` or `www.essex.com`. If you enter `sex*`, K9 blocks `www.sex.com` and `www.sexy.com`, but not `www.essex.com`. If you enter `*sex`, K9 blocks `www.sex.com`, and `www.essex.com`, but not `www.sexy.com`. Entering `*sex*` blocks all of the above examples.

The keywords are added to the list of filtering keywords as shown:

See Chapter 5: "Understanding Filtering Alert Pages" on page 39 for full details on these important alerts.

To remove the keyword from the filtering list, click the blue x next to the word you want to remove.

Note: Entering `sex` in the URL keywords does *not* block pages that have the word `sex` in the Web page itself. K9 only blocks Web pages that have the word `sex` in the URL.

Selecting Miscellaneous Options

The Other Settings page contains settings that apply to K9 Web Protection configuration that are not related specifically to filtering. Currently, this page contains the following options:

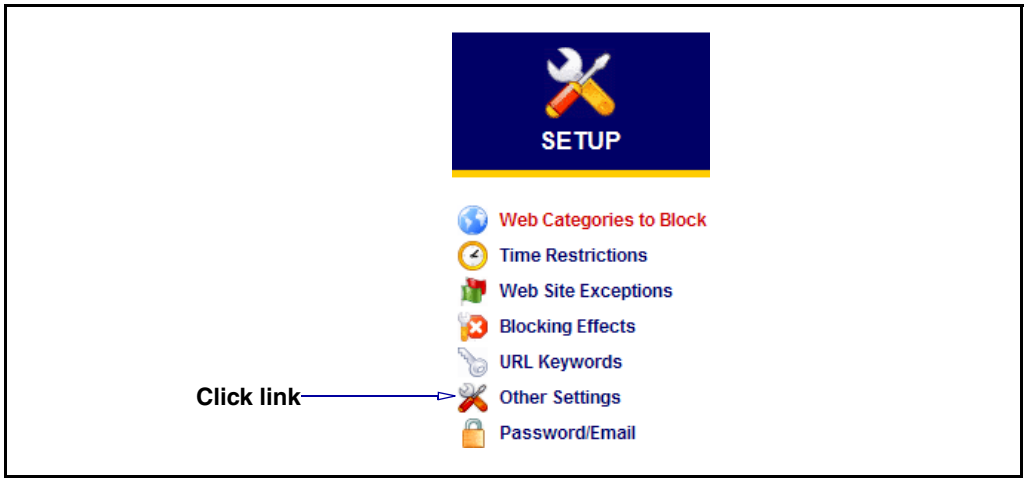
- "Updating to K9 Beta Releases" : Enable the automatic update of K9 Web Protection pre-releases.
- "Specifying Web Search Options" : Enable Google SafeSearch™.

Updating to K9 Beta Releases

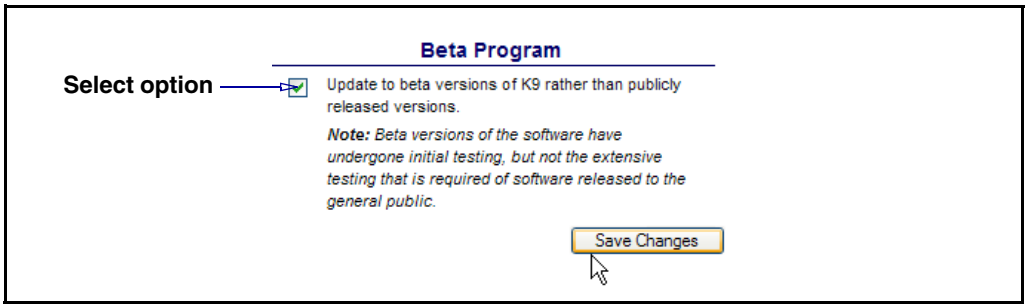
A *Beta* release is a version of software that is undergoing final testing before final release. However, because this version has not completed full testing by the company, unforseen errors might occur. Blue Coat allows you to receive automatic K9 Web Protection Beta software release updates before the general public receives the final release. This allows you to get a sneak preview of new features and provide feedback back to Blue Coat. If you elect to receive a Beta update, you will receive an e-mail with more information.

You can opt out of receiving Beta releases at any time.

To automatically receive Beta releases:



1. From the Setup menu, select Other Settings.



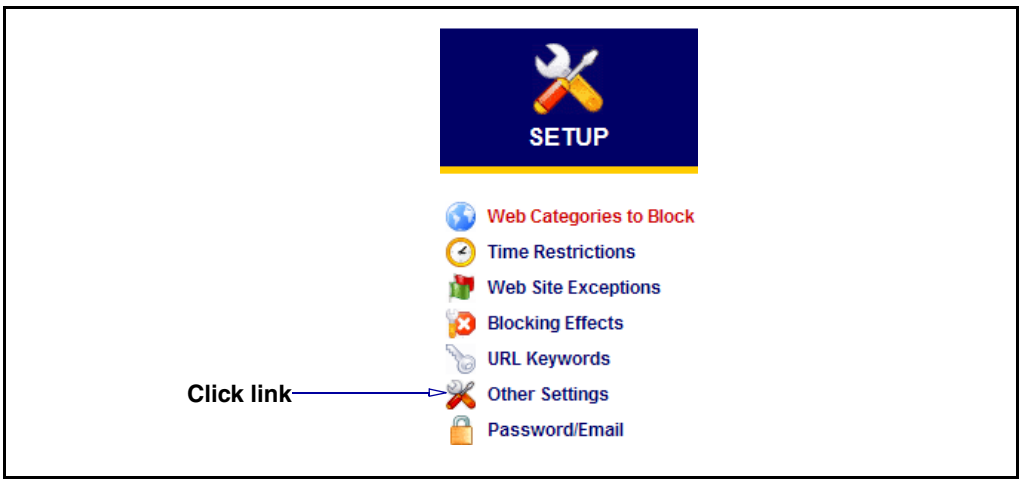
2. Select the Beta Program option.
3. Click Save Changes.

When Blue Coat releases a K9 Web Protection Beta version, your system detects this and updates the application.

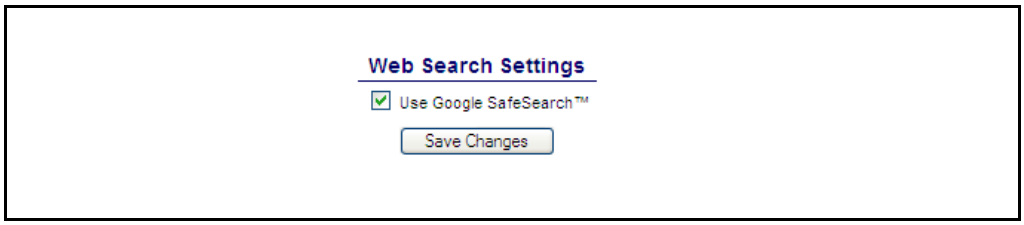
Specifying Web Search Options

K9 Web Protection offers the option of enforcing the use of Google SafeSearch, which diminishes the amount of adult material that might be returned as a result of an Internet search. This feature is enabled by default. Currently, K9 Web Protection supports the safe search functionality of the Google Search Engine only. Other search engines will be added in future releases.

To enable/disable Web Search Options:



1. From the Setup menu, select Other Settings.



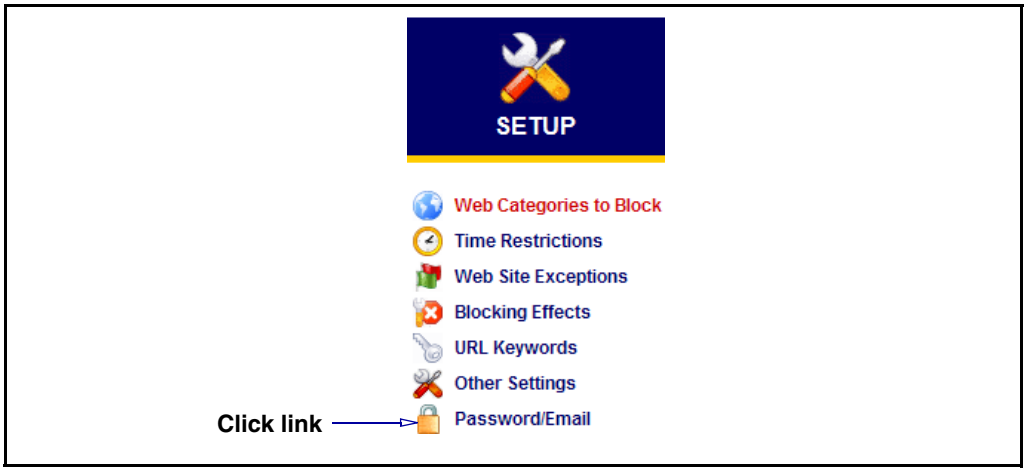
2. When selected, Google SafeSearch is always employed. If unselected, this policy is not enforced.
3. If you make a change, click Save Changes.

Changing the Admin Password and E-mail Address

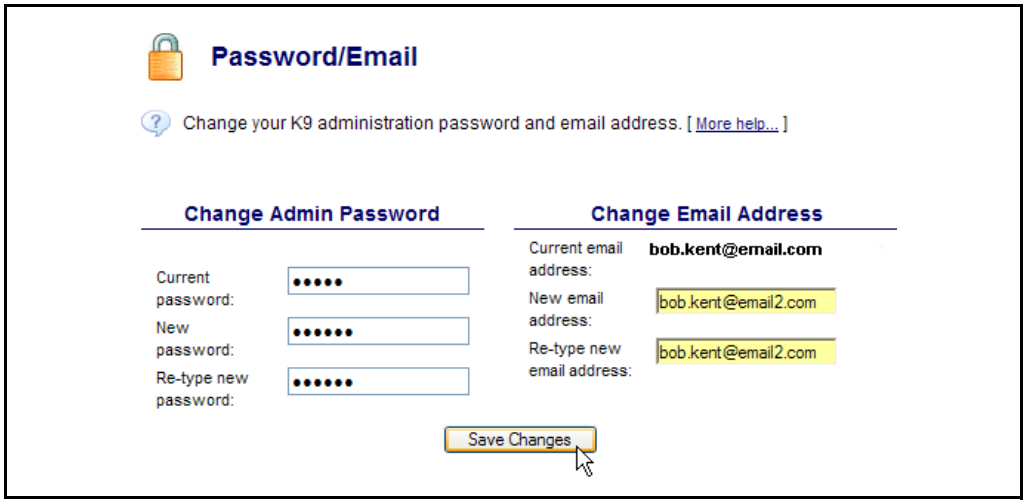
For any time and for any reason, you can change your administrative password or the e-mail Blue Coat uses to communicate information.

Any time you request a temporary password, Blue Coat recommends immediately changing it to a password of your creation. Temporary passwords are only valid for 24 hours.

To change the administrative password and/or e-mail address:



1. From the Setup menu, select Change Password.



2. Change the password:
   a. Enter the current password.
   b. Specify a new password, twice.
   c. Click Save Changes.
3. Change the e-mail address:
   a. Enter a new e-mail address, twice.
   b. Click Save Changes.

Note: The password must be 15 characters or less and can only include alpha-numeric characters (for example, A-Z and 0-9). You can also use the following special characters: !, @, #, $, %, ^, *, (,), {, and }.

Chapter 4: Viewing Internet Activity

This chapter describes how to view all of the Internet browsing activity that has occurred on your computer.

K9 Web Protection presents Internet browsing activity on two different pages:

- "Viewing the Activity Summary" —Web browsing activity is presented in high-level data tables.
- "View Activity Detail" on page 37—The full URLs of Web sites are presented.

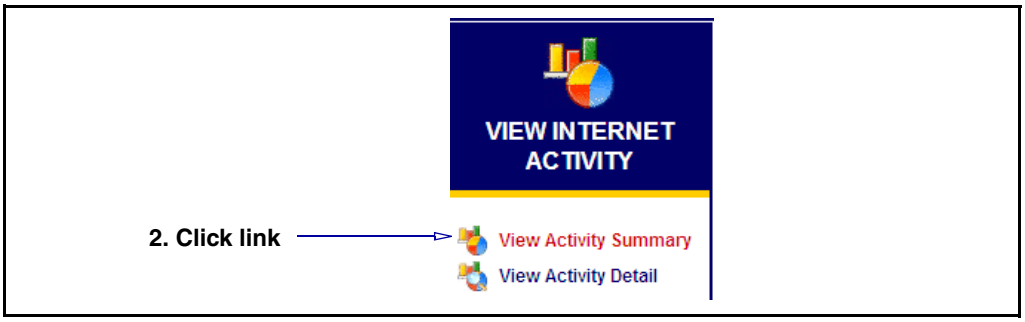
Note: The statistics tracked in this window begin upon installation of the software and continue to increment indefinitely. To purge the log and restart the statistics, click Reset All Counters at the bottom of the General Overview table.

Viewing the Activity Summary

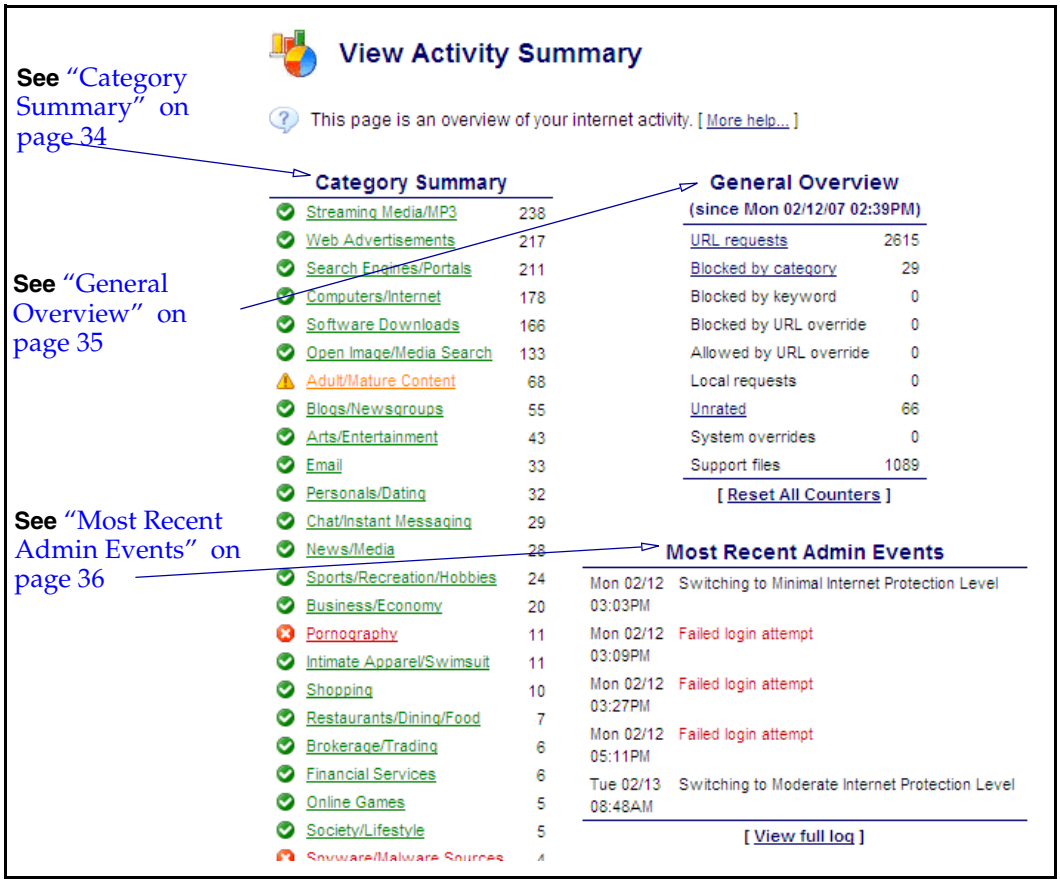
This page allows you to view activity recorded by K9 Web Protection. This activity includes Internet browsing activity and administrative actions.

To view the Activity Summary:

1. In the top menu bar, click View Internet Activity.



2. From the View Internet Activity menu, click View Activity Summary.



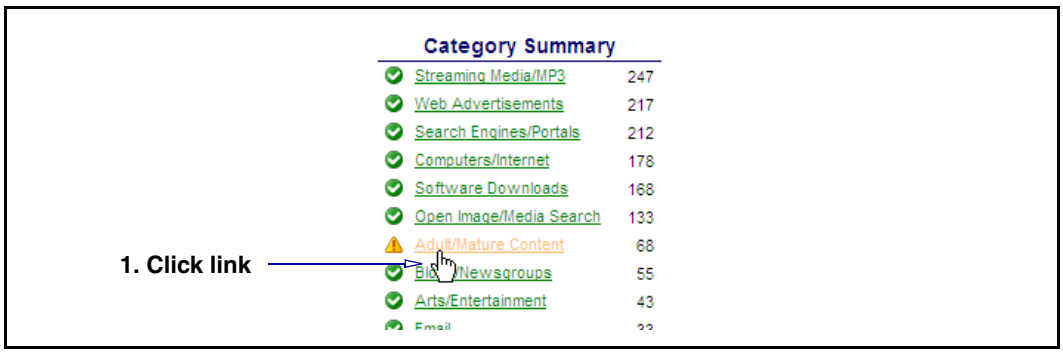
Category Summary

The Category Summary table lists all categories relevant to the active K9 Web Protection rule:

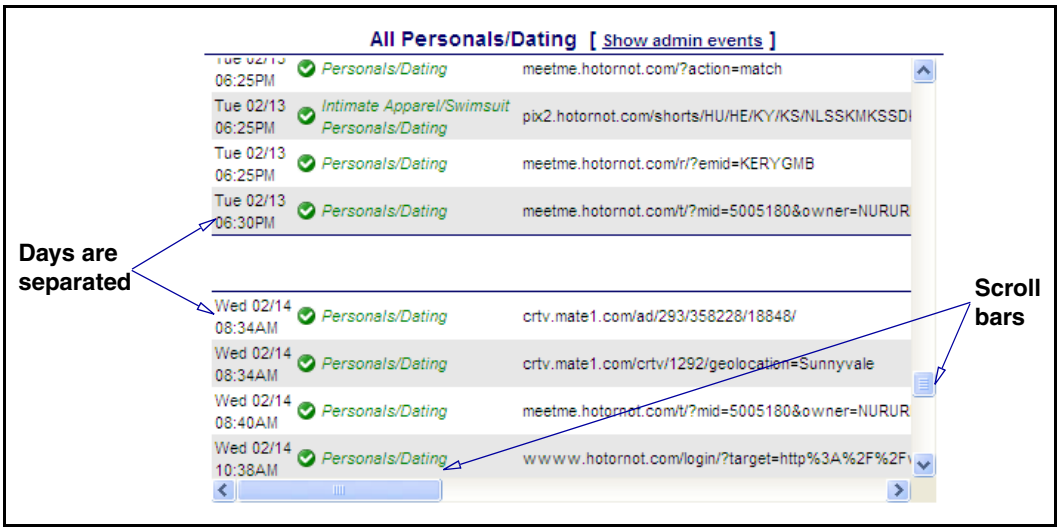
- Categories displayed in green are allowed by the current protection level policy.
- Categories displayed in red are blocked by the active policy.
- Categories listed in orange have changed status during the reporting period.

The category summary also provides access to statistics about recent Internet activity by category.

To view a list of Web sites browsed by category:



1. Click a category link. This example selects the All Personals/Dating category.



2. Examine the results. Browsing activity is separated into calendar days. Use the scroll bars to scroll horizontally and vertically to view all of the information.
3. (Optional) The Show admin events link displays any changes in policy you as the administrator invoked on K9 Web Protection.

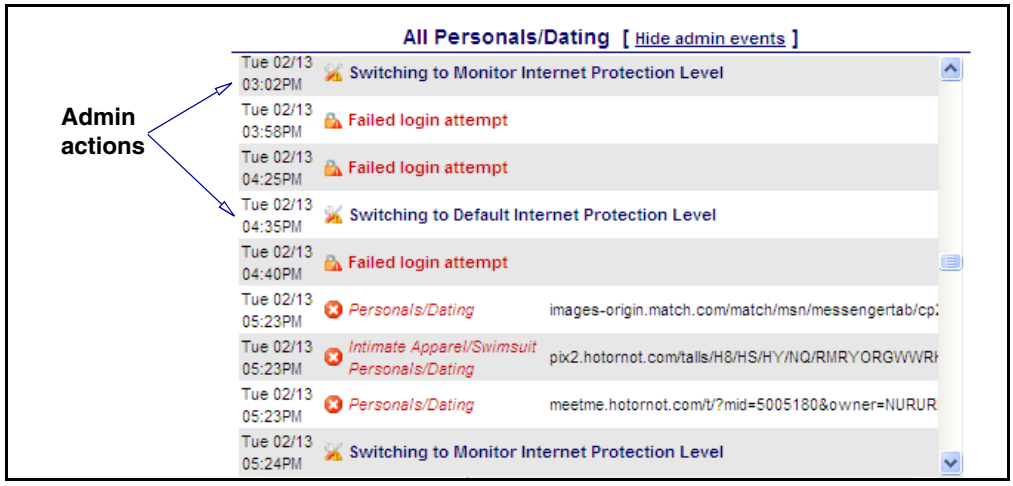
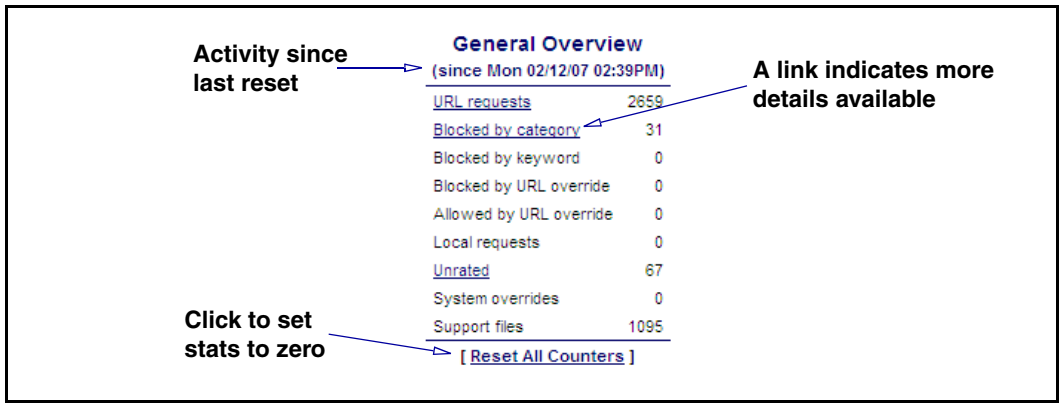


Figure 4-1. Category activity plus administrator actions.

One reason you might want to show administrative events is to analyze how many failed logins or password changes occurred in proximity to attempted access to specific content.

General Overview

The General Overview displays a high-level breakdown of recent Internet activity, including the number of Web pages visited, requests allowed, and requests blocked.



The data displayed represents all activity from the stated date and time. To reset the statistics to zeros, click Reset All Counters.

Clicking a category link displays detailed information for that overview category. The following is an example of details for Blocked by category.

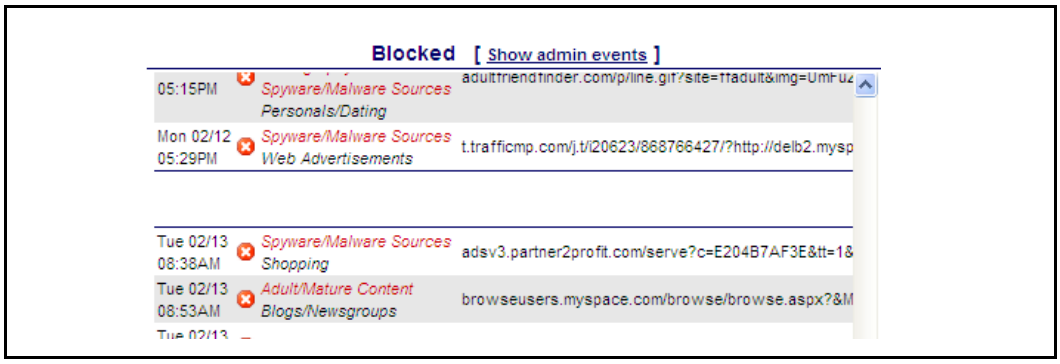


Figure 4-2. Sites belonging to categories that are blocked by K9 Web Protection.

Most Recent Admin Events

The Most Recent Admin Events table displays recent changes to K9 Web Protection, including filtering actions (overrides, keyword blocking additions, and login failures) and other administrative options performed using the administrator password.

Figure 4-3. Example of recent admin activity.

In the above example, the Internet protection level was changed and the K9 bark enabled for attempts to access restricted sites by the administrator (marked by block text). Also, two attempts to log in as an admin occurred. Although you might have entered your admin password incorrectly, this might also indicate a user attempted to login to your K9 Web Protection interface.

Note: Clicking the Reset All Counters link in the General Overview table does *not* remove the record of administrative events. This exclusion is by design so that if an unauthorized access to the administrative tool occurs, there is a record of the changes that were made during that time.

This data is high-level. To see more detailed information about administrative events, click View full log.

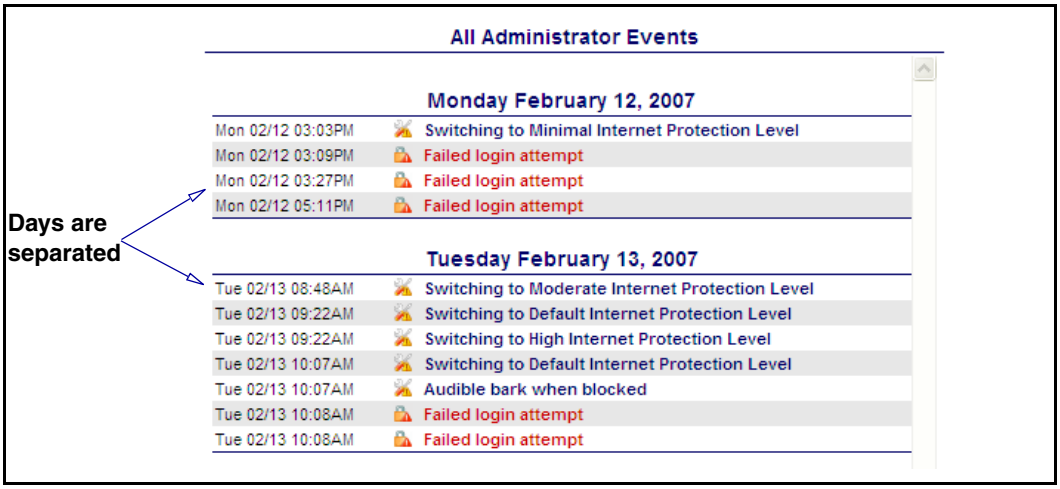


Figure 4-4. Example of detailed admin activity.

View Activity Detail

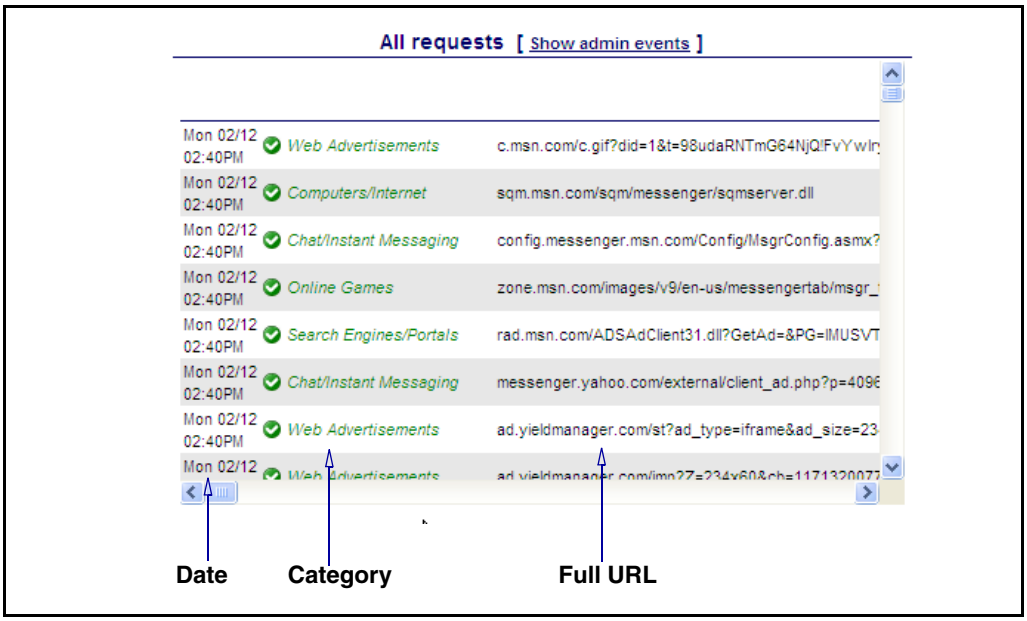
This page displays a detailed view of *all* Internet activity, including:

- All Web sites visited and blocked since the last log purge.
- The category ratings of these sites (if rated).
- The actual URL of the sites visited.

To view detailed activity:

1. In the top menu bar, click View Internet Activity.

2. From the View Internet Activity menu, select View Activity Detail.



You can view just the activity related to Web surfing in this detailed report, or you can also include administrative events. To include administrative events in the report, click Show admin events next to the All requests title. As part of the report, all administrative events are displayed.

Viewing these administrative events in line with Web surfing details can be useful for understanding the behavior of those using your computer. For example, multiple failed logins might indicate a user has repeatedly attempted to access the K9 Web Protection application. Signs a user successfully accessed the K9 Web Protection application are many failed logins occurred before a recent password change or a category was allowed or overridden before a site was visited.

Chapter 5: Understanding Filtering Alert Pages

If you or anyone else logged into your computer attempts to access a Web site that has been blocked by the currently active K9 Web Protection settings, a Block Page alert appears. This block page indicates that the page violates one of the settings and provides the reason for the block.

Each Block page provides an override feature that is available only to users that have the administrator password. This feature provides a flexible browsing experience for different users with varying requirements and also provides a browsing environment that matches the dynamic nature of the Internet.

There are five different types of Block Page overrides in K9 Web Protection (each section also provides override information related to each filter type):

Category Blocks

If the page has been blocked because the site belongs to a particular category, the Category Blocked filter alert page displays. In the following example, a user attempts to access www.playboy.com, but is blocked from access because that Web site belongs to the Pornography category.

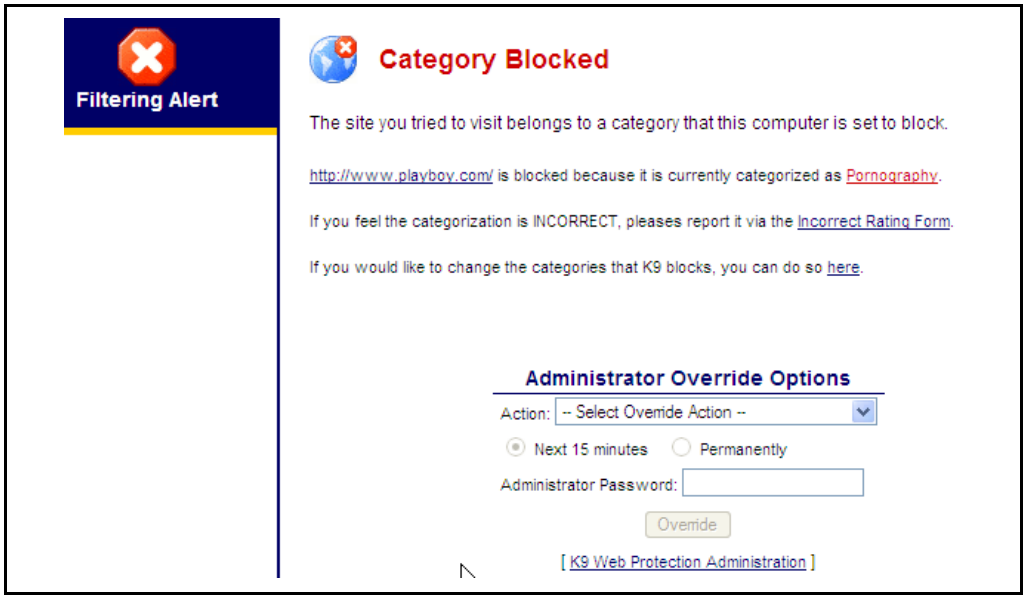


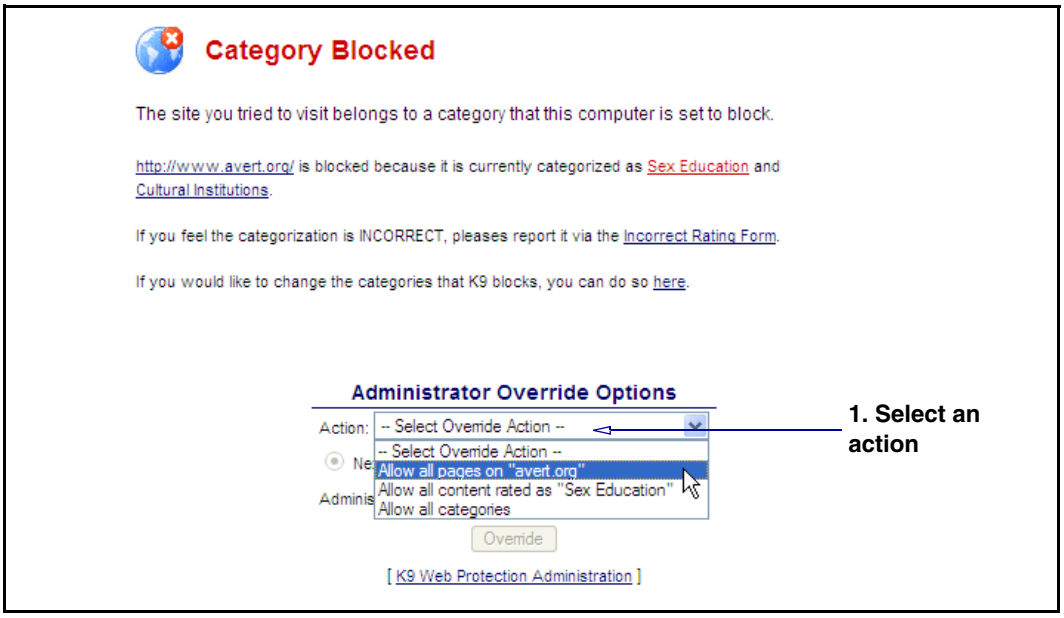
Figure 5-1. A Web site is blocked because it belongs to a blocked category.

The date, time, and Web site is logged in the Internet Activity data tables. See Chapter 4: "Viewing Internet Activity".

Overriding a Blocked Category

If you have the administrator password, you are allowed to perform an override action.

To override a blocked category:



1. In the above example, you have the Sex Education category blocked. From the Action drop-down list, select an option:
   - Allow *all* pages on the blocked site: In this example, all pages on www.avert.org, including http:/ / www.avert.org/ educate.htm, for example, are allowed.
   - Allow all *content* rated in the blocked category (for example, Sex Education)
   - Allow all *categories*.

2. Select the time frame option to set the active period of the override: Next 15 minutes or Permanently.
3. Enter your administrator password.
4. Click Override.

Note: If you do not enter the correct administrator password, the selected override is rejected.

Any override action you select on a Block Page is reflected in the appropriate section on the Setup tab. For example, if you override a category from a Block Page (in this case, Sex Education), the override—and its time frame—appears in the Web Categories to Block section of the Setup tab, as shown:

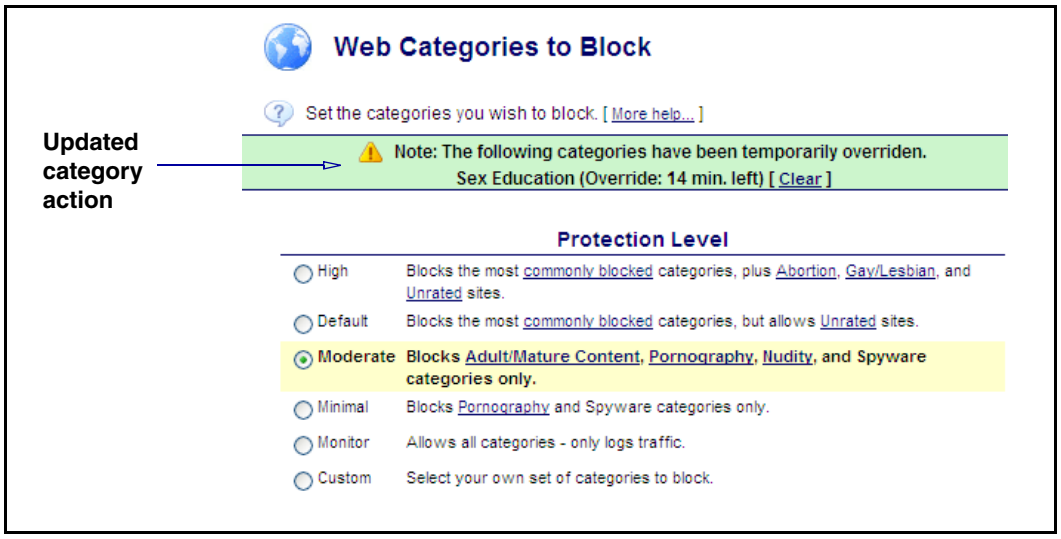


Figure 5-2. Updated information on the Setup tab.

In this example, sites in the Sex Education category are now permitted because of the override action, with 14 minutes remaining for the override.

Alternatively, if you were to override just the site by selecting Allow all pages on "avert.org", the Web Site Exception page (Setup > Web Site Exception) section reflects the override:

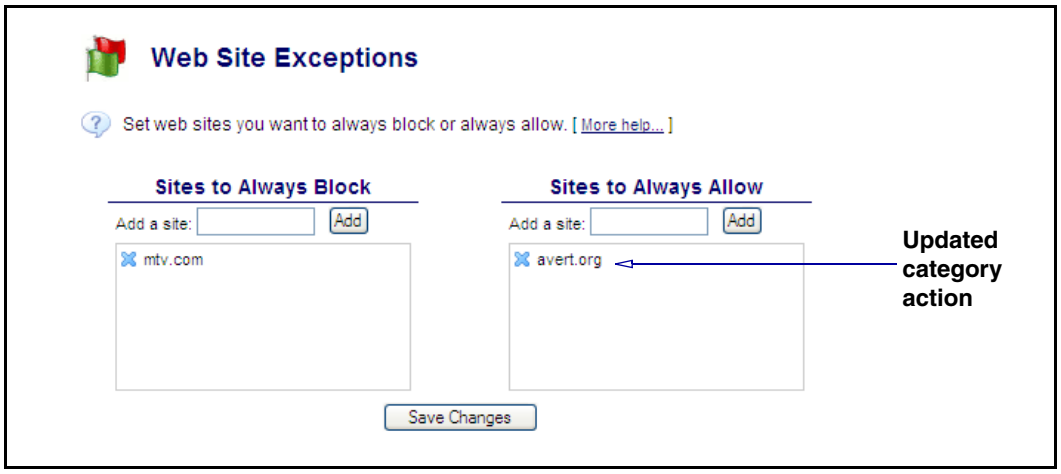


Figure 5-3. Page is allowed.

Even if you select Permanently as the time frame, you can always undo an override later by navigating to the appropriate section by selecting the X to remove the exception and saving the change.

Incorrect Rating

If you experience a blocked Web page that you feel does not belong to the specified category, click Incorrect Rating Form. Blue Coat appreciates your feedback.

Website Blocks

If the page has been blocked because the site is listed as a site to always block, the Exception Site Blocked filter alert page displays. In the following example, a user attempts to access www.mtv.com, but is blocked from access because that Web site is listed in the always blocked list (see "Specifying Web Site Exceptions" on page 21):

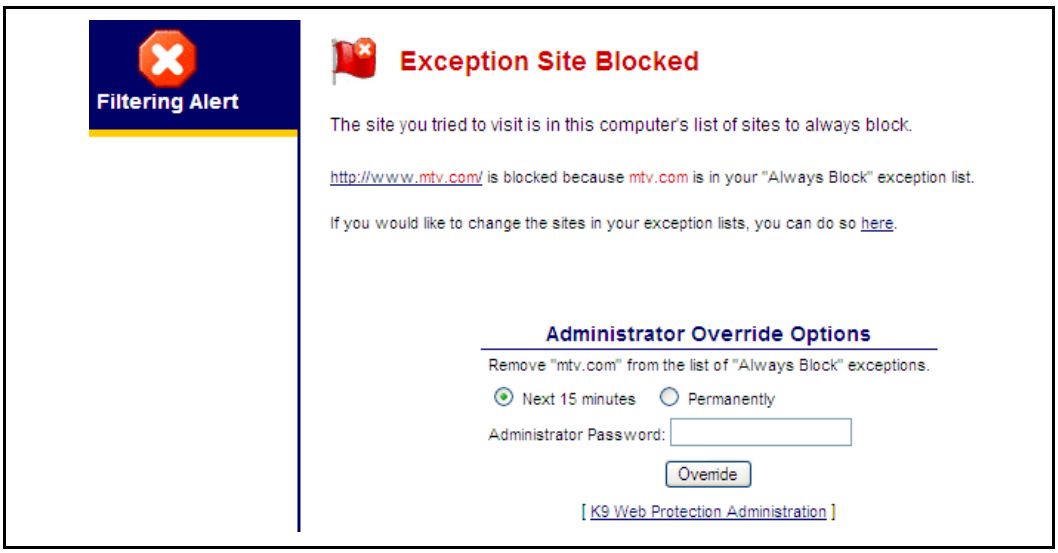


Figure 5-4. A page is blocked because it is listed on the block list.

Overriding a Blocked Site

Overriding a blocked Web site is similar to the overriding a category feature. Refer to the previous section.

URL Keyword Blocks

If the page has been blocked because the site URL contains a keyword that is specified to always be blocked, the Web Address Filtered alert page displays. In the following example, a user attempts to access www.casino.com, but is blocked from access because the keyword `casino` is on the always blocked list (see "Specifying URL Keywords" on page 26):

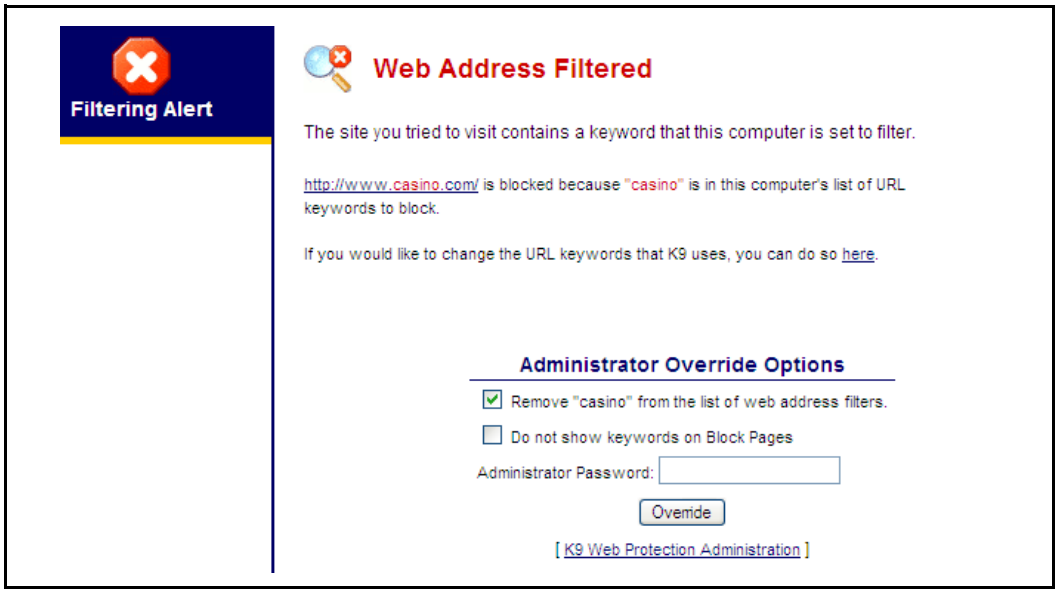
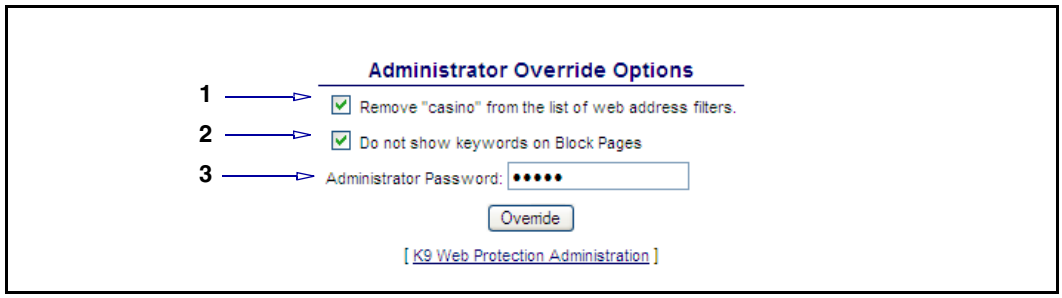


Figure 5-5. A Web page as blocked because of a keyword.

Overriding a Blocked Site

If you have the administrator password, you can override this filter.



1. Select Remove keyword from the list of web address filters.
2. (Optional) Select Do not show keywords outside admin interface. When a page is blocked because of keywords, those words are not displayed to a non-admin user.
3. Enter your admin password.
4. Click Override.

If you remove a keyword with this override feature, it is removed from the Keywords to Block field on the Setup > URL Keywords page. See "Specifying URL Keywords" on page 26.

Time Restriction Blocks

If Web site access to a user is blocked because you have disallowed access at a specific time, the Access to Web Sites Restricted filter alert appears. See "Specifying Time Restrictions" on page 20.

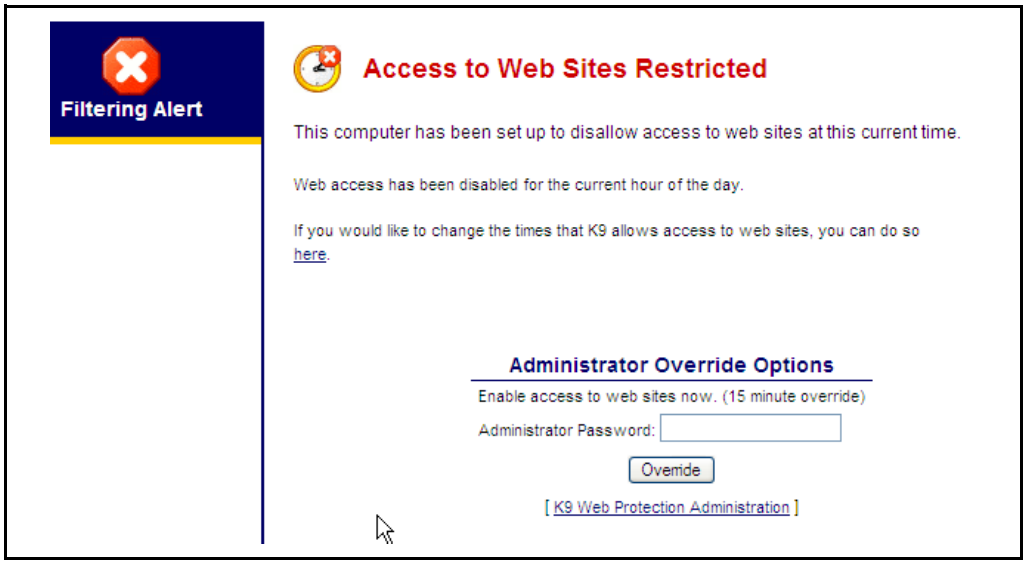


Figure 5-6. Access to the Web blocked because of a time restriction.

Overriding the Time Restriction

Enter a valid admin password in the Administrator Password field and click Override. You are given 15 minutes to browse before the lockout in re-enabled.

Note: All other access controls are still in place. For example, if you have the category Pornography blocked, and you decide to override time restrictions, access to pornography sites remains blocked.

Timeout Blocks

If a user attempts to access a blocked Web site or category too many times within a period of time you have specified, K9 Web Protection suspends access to Web sites. See "Specifying Blocking Effects" on page 24.

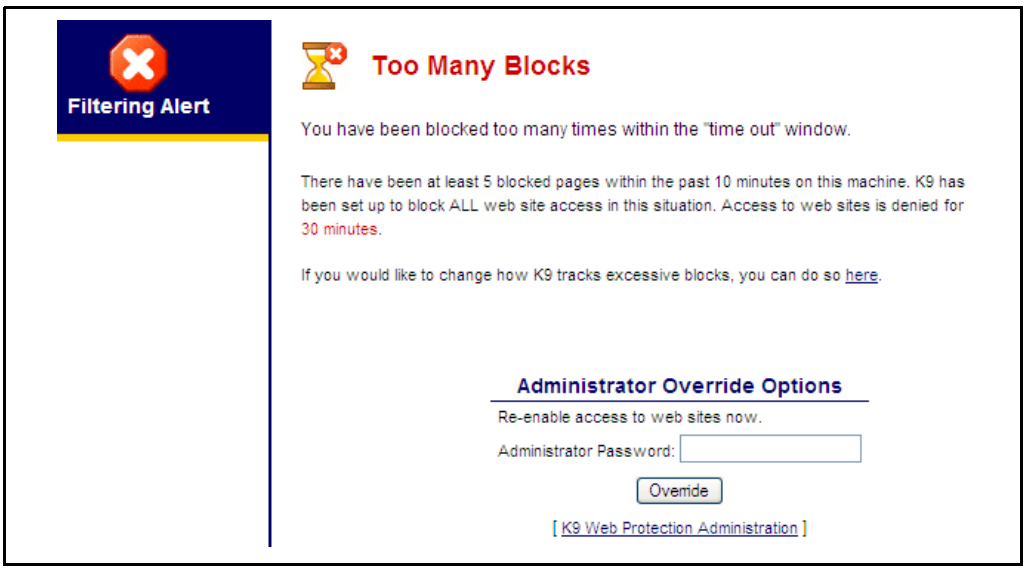


Figure 5-7. Access to all Web sites blocked for the next 30 minutes.

Overriding the Time Out Blocks

Enter a valid admin password in the Administrator Password field and click Override. You are given 15 minutes to browse before the lockout in re-enabled.

Note: All other access controls are still in place. For example, if you have the category Pornography blocked, and you decide to override time restrictions, access to pornography sites remain blocked.

Chapter 6: Get Help

This chapter describes the K9 Web Protection Get Help feature. You—or anyone using your computer—can communicate directly with Blue Coat. No administrator password is required to access these tabs.

Note: If you are using K9 as a part of the CA Internet Security Suite, you must contact CA for support. Go to http://www.ca.com/home/support.

The GET HELP page provides several links to different Help features:

- "Accessing Instant Support" on page 47: Get *real time* answers to your K9 Web Protection questions.
- "Viewing a List of Frequently Asked Questions" on page 49: View of list commonly asked questions from K9 users.
- "Reading and Posting Forum Posts" on page 49: Read posts from other K9 users and join the forum to post your own.
- "Checking or Disputing a Category" on page 50: If you encounter a Web page that you feel is not rated correctly, you can enter it here and get information and contact Blue Coat to dispute a rating.
- "Sending Feedback" on page 51: Have something to say about the value of K9 Web Protection? Send it to Blue Coat.
- "About K9" on page 51: Get information about your current K9 Web Protection version.

Accessing Instant Support

Instant Support allows you to send a question relating to the operation of K9 Web Protection and receive an immediate answer from the Blue Coat database.

To use Instant Support:

1. From the main menu bar, select GET HELP.
2. Click Online Instant Support. A pop up dialog displays, containing the instant support interface.

3. Enter your question in the Question field. In this example, you are asking K9 how to block a Web site.
4. Click Go.

5. K9 Web Protection Instant Support answers your question. To help you confirm this answer is relevant, the top frame provides the conditions K9 believes you are seeking answers for. Review the answer and follow the procedure, if it solves your problem.
6. Peform one of the following:
   - If the solution answered your question, click Yes. You can close the dialog or ask another question.
   - If the solution does not provide the answer for your problem, click No. The dialog then displays a list of clarification options that might help you narrow your search.

Viewing a List of Frequently Asked Questions

Blue Coat has assembled a list of common questions asked by K9 Web Protection users. Enter the following URL in a browser: http://license.k9webprotection.com/faq.html.

If the link does not work, the FAQ list might have moved. Click the Frequently Asked Questions link on the GET HELP > Get Instant Support page.

Reading and Posting Forum Posts

Blue Coat provides a K9 Web Protection forum where you can read what other users are saying about their K9 experiences. You can also join the forum and post your own comments.

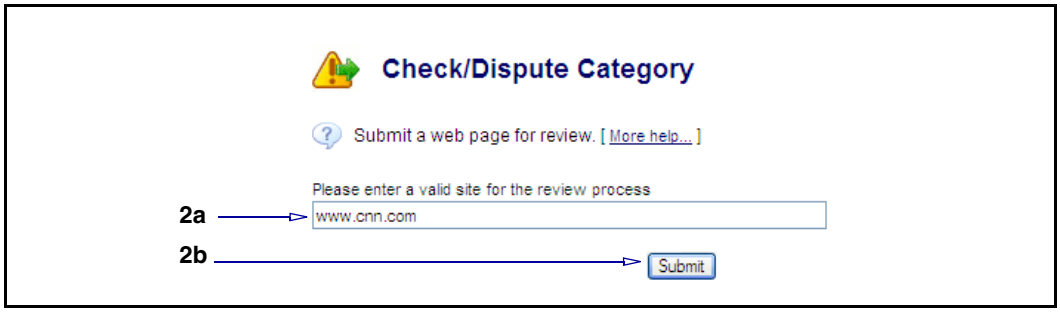
Click the User Forum link on the GET HELP > Get Instant Support page.

Checking or Disputing a Category

K9 Web Protection allows you to enter a URL and get information about its category rating. If you disagree with this rating, you can send a notice to Blue Coat for investigation.

To check or dispute the category of a URL:

1. Select GET HELP > Check/Dispute Caetgory.



2. Submit a URL:
   a. Enter a Web site URL.
   b. Click Submit.

Examples and Disputing

This example, www.cnn.com, is a well-known news/media site; therefore, its rating is firmly established and is not subject for review.

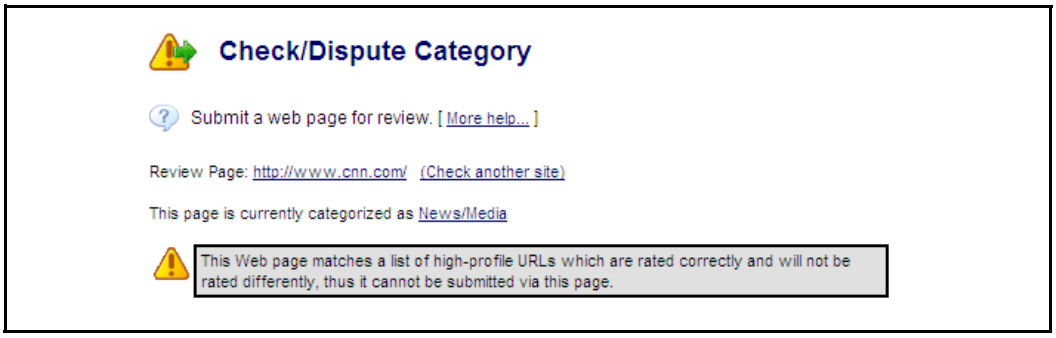
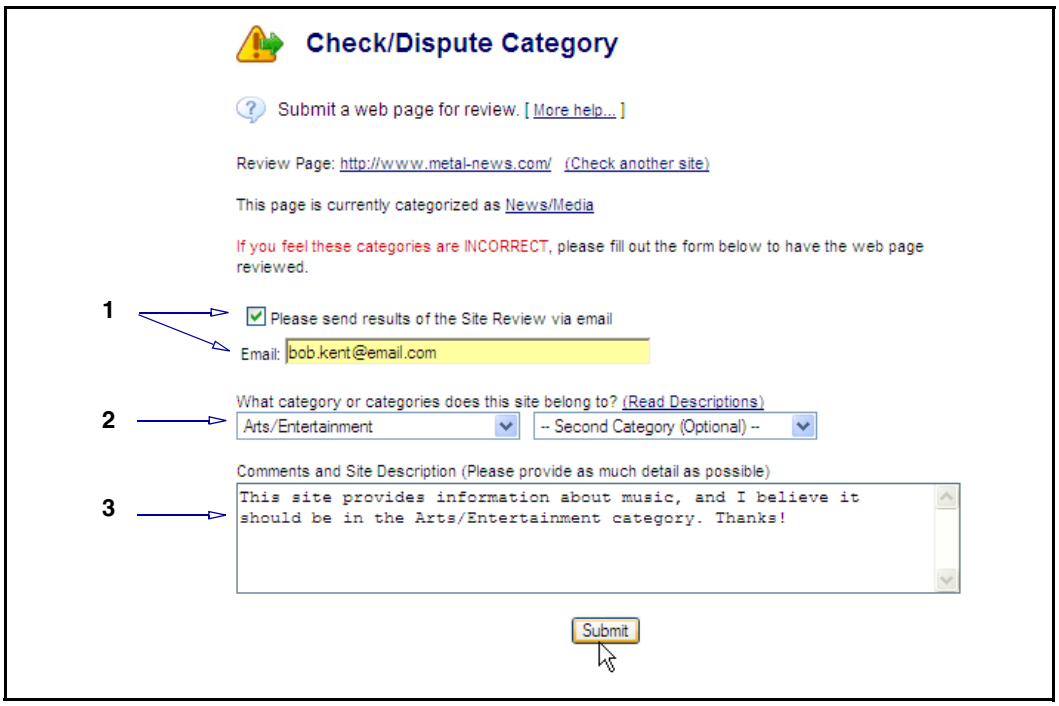


Figure 6-1. A well-known Web site cannot be disputed.

The following example, www.metal-news.com, returns a category rating of News/Media. However, you feel it belongs in Arts/Entertainment.

To dispute a Web site rating:



1. (Optional) Select Please send results of the site review via email to instruct Blue Coat to forward its rating investigation to you. Specify an e-mail address (this field becomes active if you select the option.
2. From the Category drop-down list, select the category you feel this Web site belongs to. You can optionally select an secondary category if you believe the Web site straddles two different category types.
3. Enter the reason you believe this Web site should be reviewed and possibly re-rated. The more details you provide allows Blue Coat to perform a thorough investigation.
4. Click Submit.

Sending Feedback

If you have any type of feedback you want to send to Blue Coat regarding your K9 Web Protection experience, select GET HELP > Send Feedback. Blue Coat requests that you do not use this feature for support issues. This first two links on this page redirect you to other K9 pages that provide support. The third link expands a text field for you to enter text, then click Submit. Blue Coat appreciates any feedback you have—positive and negative—regarding the product.

About K9

The GET HELP > About K9 page provides a table of data that represents the version of K9 Web Protection currently running on your system.

The Show Advanced Information link displays a page of information that advanced computer users might find useful regarding connection activity, DRTR lookups, and caching activity.

For additional information about Blue Coat and K9, visit the following Web sites:

www.bluecoat.com and www.k9webprotection.com.

Appendix A: Common Error Pages

K9 Web Protection users have occasionally experienced problems using K9. Usually, these are because of Internet connections or desktop firewall issues.

K9 Not Connected

Symptom

You are getting the following picture.

Cause

- User is not connected to the internet.
- A firewall is blocking K9 from validating license.
- User is forced to access the internet through a proxy.

Solution

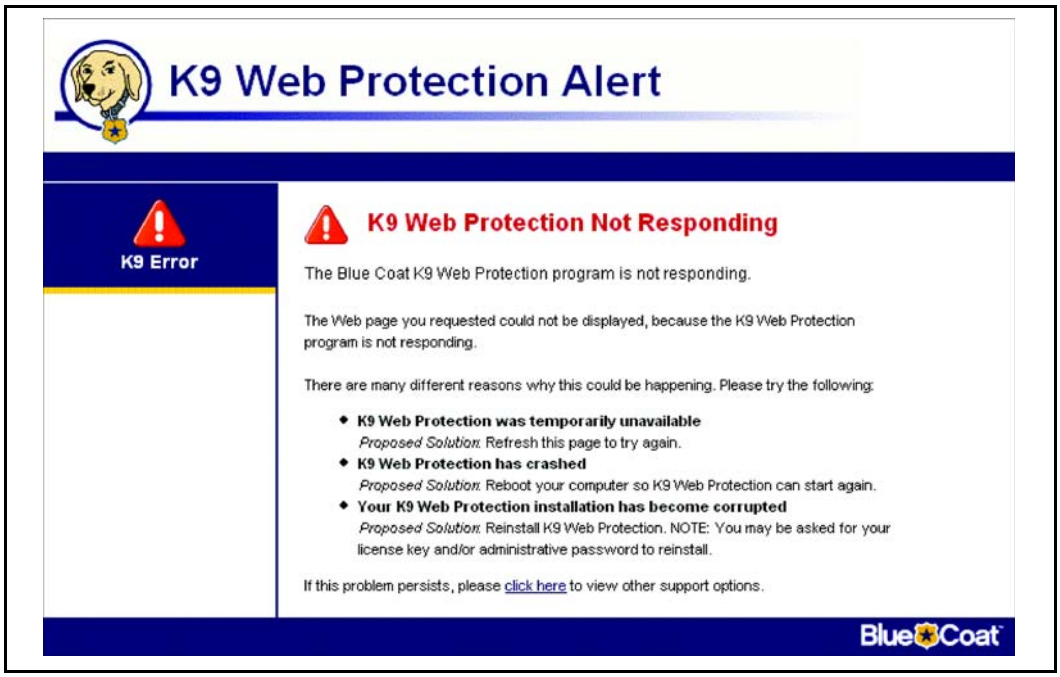
- Connect to the internet and try again.
- Configure your firewall to always allow `k9filter.exe` access to the internet.

Note: This error might occur if you are installing K9 on a computer that sits behind a device known as a proxy server. Currently, K9 does not support proxy configurations.

K9 Not Responding

Symptom

You are receiving the following screen:



Cause

- Somebody might have tried to disable K9 Web Protection.
- The K9 filter has crashed.
- The K9 installation has become corrupt.
- A software firewall has crashed on the system, causing K9 to stop.

Solution

- Uninstall any program you suspect might be causing the crash.
- Try re-installing K9 again on top of the existing version. You can obtain the latest version at: http://www.k9webprotection.com/download/k9-webprotection.exe.

After you reinstall K9, reboot your computer.

- If you receive a message that K9 has been updated, and rebooting does not solve the problem, contact K9 support.

Appendix B: CA Internet Security Suite Users

CA ISS users might experience problems when configuring K9 Web Protection. This section lists the most common problems and how to resolve them.

Note: For users who acquired K9 Web Protection as part of their Internet Security Suite, K9 Web Protection will not install without CA ISS being installed first; this is by design. First, install the CA Internet Security Suite, then install K9 Web Protection

Symptoms

You cannot remain logged in to the K9 administration page with the password you set or a temporary password. You also have installed one of the following:

- CA Internet Security Suite
- CA Firewall
- Zone Alarm Internet Security Suite
- Zone Alarm Firewall

Cause

A setting in the CA/ Zone Alarm firewall is preventing you from logging into K9 Web Protection.

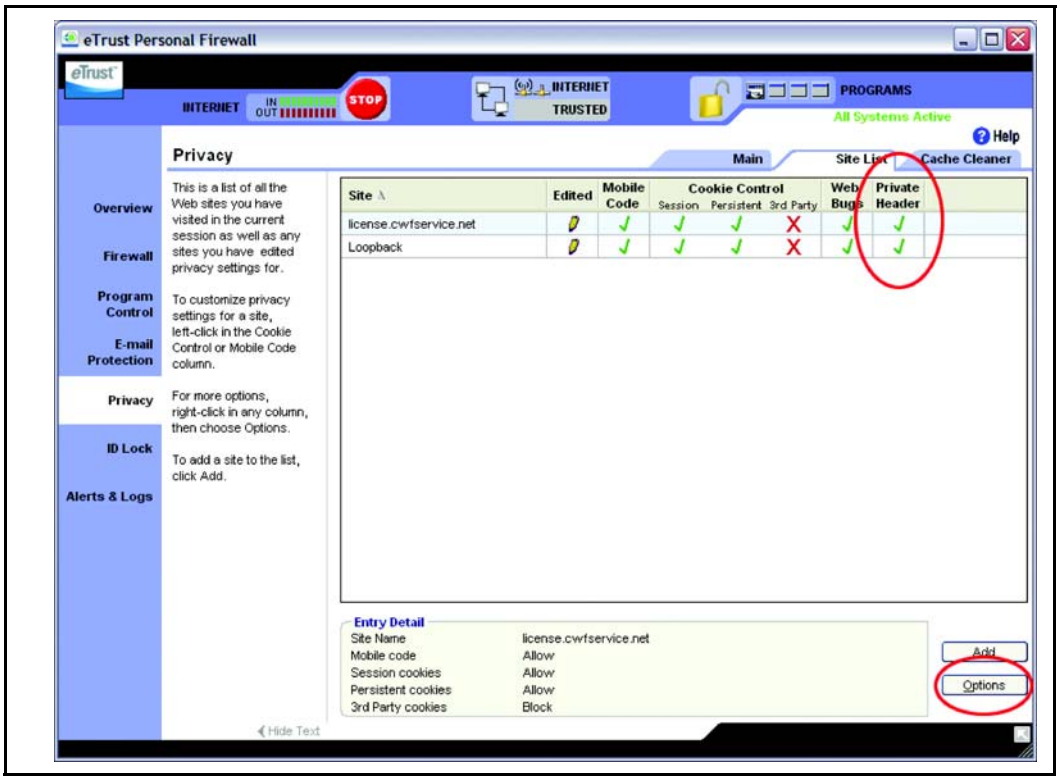
Solution

Follow these instructions to change your firewall settings:

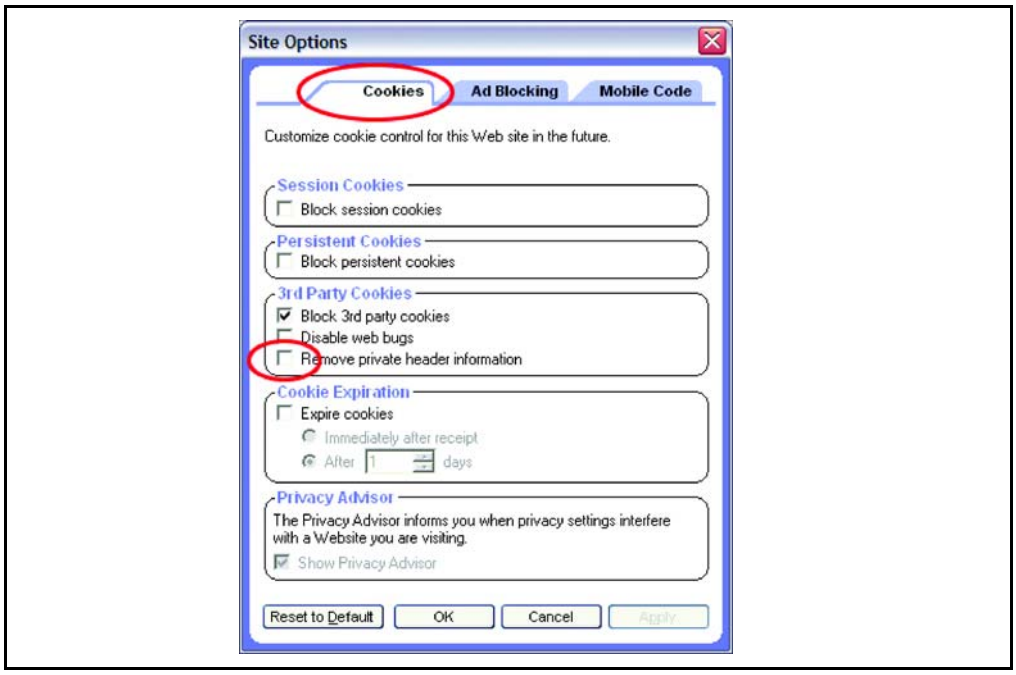
1. Download the latest version of K9 Web Protection; enter the following URL in a Web browser: http:// www.k9webprotection.com/ download/ k9-webprotection.exe.

   Install this file right on top of the existing version. You should receive a message that K9 was successfully updated.

2. Reboot your computer.
3. On the CA application, access the Firewall page.



4. Verify the following entries:
   a. Select Privacy > Site List. If you do not see the title Private Header at the top of the chart, expand the box until you see it.
   b. Find the entries license.cwfservice.net and Loopback and verify there is a green check-mark under the Private Header column.
   c. If there is *not* a green check-mark, select license.cwfservice.net and click Options.



d. In the new window that opens, deselect Remove private header information.

5. If the Loopback entry does not exist, repeat Steps 4c and 4d. If the Loopback entry does not exist:

   - Click Add (just above the Options button) and enter Loopback in the box that pops up to add this entry.
   - Again click Add and enter 127.0.0.1 in the box that displays.

6. After following these steps, your settings have an additional line for 127.0.0.1. Each of these entries should show a green check-mark under the Private Header column. You might also have other entries in this list, but these should not affect K9.

Your original password or temporary password allow you to log you in to K9. A temporary password is only valid for 24 hours. If it has expired (and you forgot your original one), request a new one by clicking the Forgot your password? link below the password box when you attempt to log in to K9. After you are logged in to K9, change your password by selecting Setup > Change Password.

If the above instructions do not solve the problem, e-mail K9 Support at k9support@bluecoat.com. To enable the most expedient solution, provide as much detail as possible.