



Chapter 1:

Pre-Installation Information

- I. Introduction
 - a. Welcome
 - b. Preparing for Installation
 - i. System Requirements
 - ii. Important Information for Installing on an ISA Array
 1. Array Policies Must be Enabled
 2. Chaperon must be installed to the same path
 - iii. Speed Tips & Tricks – Making ISA as Efficient as Possible
 1. RAM
 2. CPU
 3. Drives
 - iv. Speed Tips for Arrays (also see ISA Speed Tips)
 1. Windows 2000 Load Balancing
 2. Independent SQL for Large Networks
 3. 100Mb Network
 4. Set connection to SQL to TCP/IP
 - v. Logging Database – Which is Best for Me?
 1. Access
 2. MSDE
 3. SQL
 - c. Contact information (online and phone) for technical support.

Minimum System Requirements for Chaperon 2000

Chaperon 2000 runs so efficiently Chaperon 2000's system requirements are virtually the same as those for ISA Server 2000. Also see the following section – “Important Information for Installing on an ISA Array.”

- **Enterprise Edition**

Computer with 300 MHz or higher Pentium II-compatible CPU running Microsoft Windows® 2000 Server or Microsoft Windows 2000 Advanced Server with Service Pack 1 or later*, or Microsoft Windows 2000 Datacenter Server operating system.

256 megabytes (MB) of RAM

100 MB of available hard-disk space (to download & install - actual space required varies from network to network - if you need help, give us a call)

Microsoft Windows 2000 compatible network adapter for communicating with the internal network

Additional Microsoft Windows 2000 compatible network adapter, modem, or ISDN adapter for communicating with the Internet or an upstream server

One local hard-disk partition formatted with the NTFS

! Windows Active Directory

- **Standard Edition**

PC with 300 MHz or higher Pentium II-compatible CPU running Microsoft Windows 2000 Server or Microsoft Windows 2000 Advanced Server with Service Pack 1 or later*, or Microsoft Windows 2000 Datacenter Server operating system

256 MB of RAM

20 MB of available hard-disk space

Microsoft Windows 2000 compatible network adapter for communicating with the internal network

Additional Microsoft Windows 2000 compatible network adapter, modem, or ISDN adapter for communicating with the Internet or an upstream server

One local hard-disk partition formatted with the NTFS file system

To download SP1 for Microsoft Windows 2000 and for more information, please see the Microsoft Windows 2000 Web site.

* Latest Service Pack recommended.

** Actual system requirements will vary based on your deployment configuration, expected load, and the features you choose to install.

*** A maximum of four processors is supported. ISA Server will not install on a computer with more than four processors.

Important Requirements for Installing an Enterprise ISA Array

- Array Policies MUST be enabled when installing to ISA Enterprise. Array policies allow all Chaperon 2000's in the array to share the workload of filter management, database monitoring, and notifications. Without array policies enabled on an ISA Enterprise environment, C2k will not be able to operate.
- All C2k's in an array MUST be installed to the same path on all machines. For example: If the first C2k installed in the array is installed to D:\Program Files\Chaperon2000\ then all other C2k installations in the array must be installed to the same path.
- All C2k's in an array MUST log to the same MSDE or SQL database. (See "Database Logging – Which is Best for Me?" later in this chapter.) If they do not log to the same database, then the C2k that is responsible for monitoring the database will only be able to scan the database that it is logging to. Inappropriate client access events made through the other ISA's in the array will not be recognized.

Speed Tips & Tricks - Making ISA as Efficient as Possible

- **RAM**

ISA will run well for smaller networks with only 256Mb of memory. However, to fully take advantage of ISA Server's RAM caching capabilities we recommend installing at least 512Mb of RAM. More RAM is always a good thing to have with any application, but it in machines with less than 512Mb of RAM the performance loss with ISA is very pronounced.

NOTE: If you will be running your ISA with less than 256Mb of RAM, reducing the percentage of free RAM that ISA uses for RAM caching greatly increases performance. It can be found under "Properties" of "Cache Configuration" under your server or array in the ISA Management MMC.
- **Hard Drives**

After RAM, hard drives probably have the greatest affect on the performance of ISA machine.

 - Hardware RAID 5 – hardware RAID 5 drives are always preferable, but not always possible. If you can get them, you won't regret it. If you cannot, then read on.
 - Multiple Drives – If you do not have a machine with hardware RAID 5, the next best thing is to have at least 2 separate hard drives. Whether the drives are IDE or SCSI, they can increase your performance significantly. Installing Windows 2000 Server to the first drive, and setting ISA to cache objects and log to the second will allow ISA to pull cached objects up more efficiently. Naturally, it also helps to have separate controllers for the drives.
 - SCSI – SCSI drives are generally much faster than IDE drives. However, if it is a decision between having multiple IDE drives and one SCSI, go for the multiple IDE.
- **Logging**

Setting Chaperon 2000 to log to an MSDE (for small to medium organizations) and to SQL Server for larger organizations increases the efficiency of ISA since the default logging database is Access. Access has several limitations that make it less than ideal for logging.

- **CPU**

A decently fast CPU will be sufficient for ISA Server. As long as it is a later PIII or greater, it should do fine. If you are on a relatively tight budget, focus on your RAM and your hard drives before looking at getting the most recent (and most expensive) CPU.

Speed Tips & Tricks – ISA Array Efficiency

Machines in an array are also affected “tips & tricks” mentioned in the previous section, but they also have additional features that can be tweaked to increase speed and facilitate communication across the array.

- **Load Balancing**

Enterprise Servers in an array have an extremely efficient method of calling upon cached items called CARP. When a page is requested by a client, every ISA in the array immediately knows where to find any objects in the page that are already in the cache. In addition to ISA Enterprises built-in CARP, load balancing can greatly affect the efficiency of the array by load balancing Internet requests across all machines in the array and providing fault tolerance for the array. It is only available on Windows 2000 Advanced Server.

NOTE: For instructions on how to set up network load balancing, see [Article Q303817 at http://support.microsoft.com](http://support.microsoft.com).

Microsoft Load Balancing on Windows 2000 Advanced Server isn't a perfect process, and environments that need something more dependable, administrators often find that hardware load-balancing is preferable.

It is also important to mention that many users opt to use DNS Round-Robin and forego load-balancing completely. DNS round-robin works well for most small to medium installations, but it presents an availability problem because the method has no knowledge of the status of the TCP connection, server, or application. If a server crashes, DNS round-robin will continue to send client requests to that server. As a result, in a 2 server round-robin with one server down, 50% of the clients will receive a "server not available" message. If the crashed server (or any server) is taken out of the DNS round-robin rotation by an administrator who manually adjusts the settings, DNS may still direct clients to that server based on its IP address due to clients which have previously cached the location of the down server.

- **Independent MSDE or SQL Server**

Setting C2k on all array members to log to a separate machine running Microsoft MSDE or SQL Server means that none of the ISA array members will have the overhead of handling the database. Since this separate machine is not running ISA, logging and monitoring run much more efficiently than they normally would.

In cases where an organization has an independent SQL Server and several ISA Servers logging to the same machine, and one of the ISA Servers is doing monitoring on the database, it can sometimes fall behind if there is a very large amount of logging going on. In these rare cases, if you have an Enterprise Array, it may be helpful to install ISA on the SQL Server and join it to the array. Then set its RAM caching to the minimum setting (5%), and then install Chaperon. Disable monitoring on the machine currently

responsible for monitoring, and enable it on the Chaperon running on the SQL. This way, Chaperon can run monitoring directly on the SQL rather than over the network.

- **Network Speed**

A 100Mb network or better is always good to have and will come in handy if you expect your array to produce a lot of network traffic for intra-array communications and database logging.

- **Network Libraries**

If you find your SQL logging falls behind when logging across the network to a separate SQL or MSDE machine, run CLICONFG on the ISA Servers. Add the SQL Server's name as an alias and set it's library to TCP/IP. TCP/IP often works better for logging to SQL than the default – Named Pipes.

Logging Databases – Which is Best for Me?

Chaperon 2000 logs to an Access database by default. Access is sufficient for most testing purposes and small office environments. If possible however, it is recommended to log to MSDE or SQL. Most people don't know that MSDE is a scaled-down SQL Server, and comes free with Office 2000. As for creating a SQL or MSDE database, it is relatively simple and will be explained in Chapter 2.

NOTE: For instructions on installing MSDE or creating a SQL or MSDE database for Chaperon 2000, see "Chapter 2: Installing Chaperon 2000 for ISA Enterprise.

Contact Us

- **Online Tech Support**

Our online technical support does more than let us communicate with you. If you need help with your machine, we can even remote control your desktop upon your request. Hate voicemail? Join us online!

http://www.cornerpostsw.com/customer_support.asp

- **Email**

Sales: sales@cornerpostsw.com

Technical Support: techsupport@cornerpostsw.com

- **Phone or Fax**

Sales and Tech Support: +1 540 431 7200

Fax: +1 540 431 7200

- **U.S. Mail**

CornerPost Software, LLC

P.O. Box 405

Duffield, Virginia 24244-0405

- **FedEx, UPS, Airborne Express, etc.**
CornerPost Software, LLC
4907 Boone Trail Road
Duffield, Virginia 24244



Chapter 2:

Installing Chaperon 2000 for ISA

- II. Installing Chaperon 2000 for ISA
 - a. Installation Checklist
 - b. Installation
 - c. Starting Chaperon 2000 for the first time.
 - d. Initial Setup of Chaperon 2000
 - i. Mail Delivery
 - ii. Monitor Agent
 - iii. Filter Maintenance

Post-ISA Installation, Pre-C2k Installation Checklist

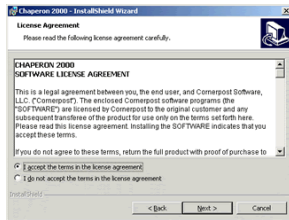
- Make sure clients can access the Internet through ISA Server
- The ISA Server's external IP address(es) is/are NOT included in the Local Address Table (LAT).
- If ISA is installed in integrated mode (firewall and caching), there are packet filters for FTP (out) and HTTP (out)
- The Microsoft Firewall Client is NOT installed on the ISA Server itself (the Firewall Client should never be installed on the ISA Server. Installing it is a common mistake)
- You are logged in as a user with Domain Administrator privileges.
- Windows 2000 Service Pack 2 was applied to the ISA Server (recommended but not required).

ENTERPRISE ARRAY ONLY

- Array policies are enabled on the array.
- Set the Chaperon 2000 service to log on as a Domain Admin (Post Installation)

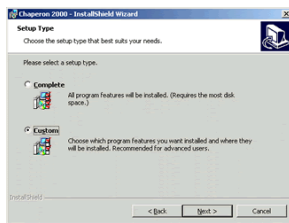
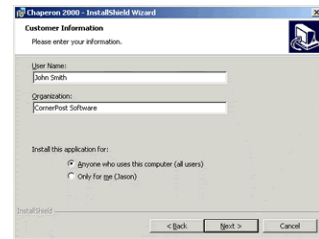
Chaperon 2000 Installation

1. Download the Chaperon 2000 installation file to your ISA Server. Double-click the file to begin installation. You will see the following installation wizard window.



2. Follow the instructions on the screen. When prompted to accept the license agreement, select either "I Accept" or "I do not Accept". If you do not accept the license agreement, installation will terminate.

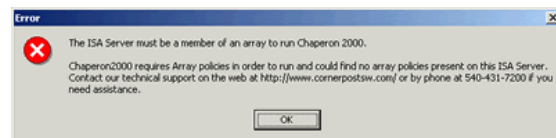
3. Enter your user and organization information. Also select whether Chaperon should be accessible to all users, or just to the current user.



4. Select "Complete" or "Custom." (NOTE: If you select complete, C2k installation will NOT ask where you wish for it to be installed.)

5. Follow the setup wizard's onscreen directions. After Installation has completed, find "Chaperon 2000 Administration" under your Programs menu, and open it.

NOTE: If the following error occurs and you have a Standard edition of ISA Server 2000, you may ignore it. If it appears and you are running Enterprise Edition of ISA Server 2000, then you must allow array policies before C2k will operate on your system.

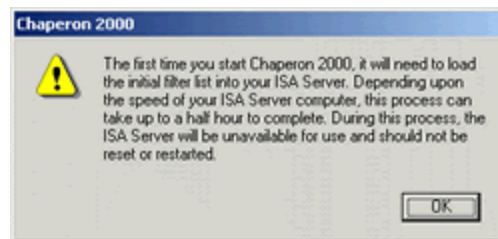
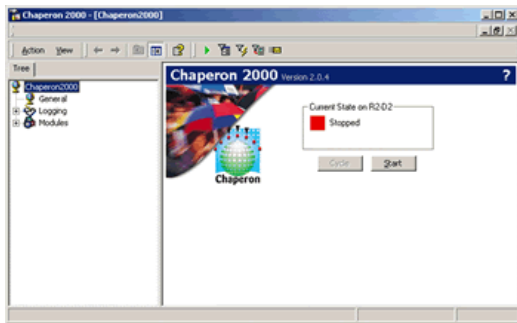


6. After C2k finishes configuring the system, it will alert you that it needs to download the initial filter list. Once it is running, Chaperon 2000 will update its filter every 2 hours. If it is not allowed to download an initial copy of the filter in its entirety, it may take Chaperon many days to become current.

NOTE: If the initial download fails, make sure that packet filtering on the ISA is set to allow outbound HTTP. For expediency, you may wish to temporarily enter a packet filter set to allow all outbound protocols. You can easily delete or disable this filter after Chaperon's installation. After Chaperon starts, it will add packet filters for itself.



7. The Chaperon 2000 Management Console will open. Click START to start the Chaperon 2000 service. After Chaperon 2000 starts up, it will reload the filter. On machines with lower memory (256Mb or less), it may leave your machine unusable for a few minutes.



If you are running an array, follow these installation instructions for all servers in your array. Be sure to read the following section to understand how to divide up the responsibility between all members.

(Enterprise ISA Server Only)

Transferring Responsibility to other Array Members Running C2k

When running in an array, all the Chaperons can divide up the work so that no server is wasting CPU time doing redundant tasks. Installing Chaperon on additional array members is identical to installing the first array member until the service is started. Chaperon 2000 will tell you that it has detected that it is installed on other array members. The first Chaperon that was installed will have taken responsibility for both filter management and monitoring the log. Therefore, the second Chaperon will not be allowed to do either one.

To make the second C2k monitor the log, you must first take the responsibility away from the first C2k:

1. Clear the "Enable the Monitoring Agent on this Server" checkbox under the "Monitoring" module on the first C2k and click "Save."
2. Check the "Enable the Monitoring Agent on this Server" checkbox under the "Monitoring" module on the second C2k and click "Save."

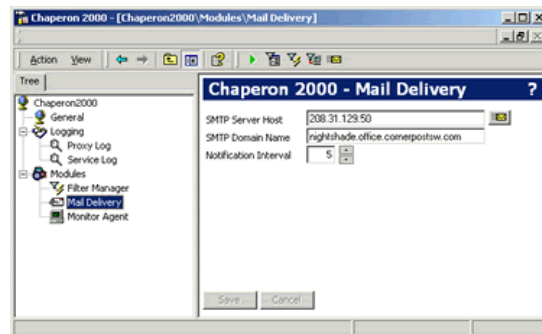
The first C2k is now managing the filter, and the second is monitoring the log. Any C2k can take over the duties as filter manager or log monitor as long as the server that was previously responsible is relieved of the responsibility with the method described above, or if the server is no longer available.

Familiarizing Yourself with Chaperon 2000

Mail Delivery – Your Direct Link to Monitoring Internet Activity

The sole purpose of the mail delivery module is to enter the information for your SMTP server.

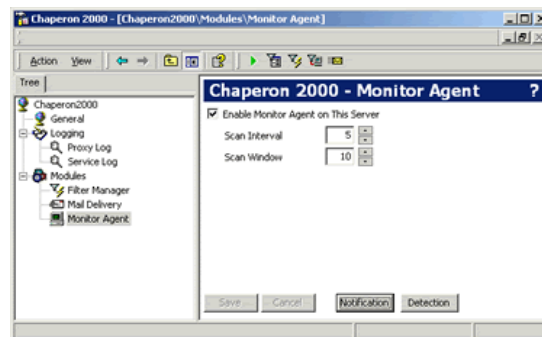
- Under **SMTP Server Host**, enter the IP Address, domain name, or the name of your mail server (if mail server is on the local network).
- For **SMTP Domain Name**, enter the domain name assigned to your email server (If your email is sarah@coolgadgets.com, then enter coolgadgets.com here).
- The **Notification Interval** setting tells C2k how frequently it should be sending out emails. It does not *require* C2k to send an email - only if one has been generated within the past 5 minutes (in this case) by either a client access event, or service event will an email actually be sent. The default setting should work fine here.



Configuring the Monitor Agent Module

The Monitor Agent is where the email addresses for service event and client access event notifications are held. It also allows you to customize who receives client access event notifications, and to configure automatic client lockouts.

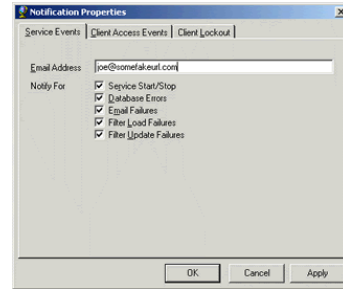
- The Scan Interval setting determines how often Chaperon will scan the log, and the Scan Window Interval setting determines how much log is scanned. The default settings are recommended.



Notification – It is very important to enter an email address for service events and client access events. If an email is not entered, Chaperon will not be able to notify you when there is a problem. The Notification button opens a window where you set your specific notification information.

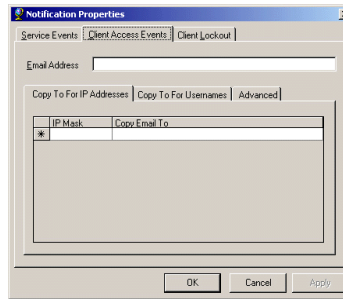
System Events tab

System Events is the first tab. It asks you to specify who should be notified in case of a system event. If you are just now setting up C2k, the easiest thing to do to get up and running is to put an email address to be notified for ALL client access events in the box at the top (as shown below), and then come back and make it more specific later.



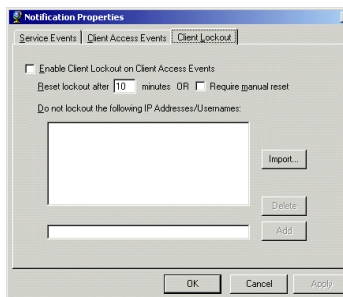
Client Access Events tab

The Client Access Events tab allows you to specify who is notified in case of a **client access event**. You can specify, for example, that an IP mask of 10.1.55.* generates a notification to betty@somefakeurl.com, whereas a mask of 10.1.10.* generates a notification to john@somefakeurl.com. The same can be done for usernames so that a specific username generates a notification to a corresponding email address.



Client Lockout tab

The third and final tab is where you can tell C2k to automatically discontinue Internet access for certain users after they have generated a notification. This is particularly helpful when you cannot be there to handle inappropriate use notifications personally. (See NOTE below)

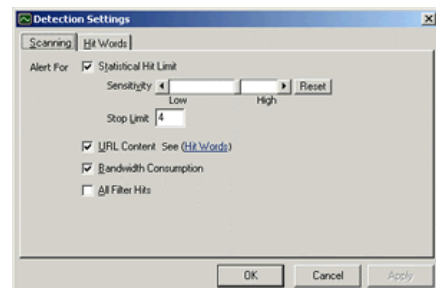


NOTE: It is recommended that you become comfortable with Chaperon 2000 sensitivity settings before activating this feature.

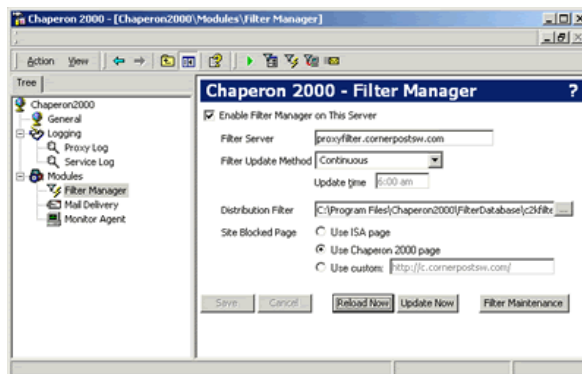
Detection - The Detection button allows you to adjust Chaperon 2000's sensitivity, and maintain the "Hit Words" list. If you find that you are receiving too many email notifications, then you may adjust your sensitivity bar accordingly. The "Hit Words" tab (not shown) allows you to add and remove words, phrases, and URL strings that generate notifications.

Scanning tab

The hit word tab is very important as it allows you to be told of inappropriate searches, and effectively allows you to know of inappropriate access *before* they happen! Only add words to the hit list that are generally unquestionable as to whether or not they show the intent of a user to view inappropriate content. An example of a word that should NOT be added is "sex" as it is not always an inappropriate term.



Filter Manager Module



The filter manager module allows you to modify many settings for Chaperon 2000. These settings include:

Filter Server - Allows you to modify the location from which C2k looks for its filter. (This should not be changed unless you are notified by CornerPost to do so. Changing this setting to a different address will halt your filter downloads.)

Filter Update Method - Lets you specify if you want your filter to be downloaded continuously throughout the day, or on a daily basis. The "continuous" setting is recommended as it one of the features that makes Agility Filter (a built-in component of C2k) so unique and powerful.

Update Time - If you have C2k set for daily updates, then you may set the time that you wish such updates to occur. It will take more machine process time to digest the filter updates in daily doses (since it downloads 24 hours worth of sites at a time vs. of a couple of hours worth on the continuous setting), though it should not affect Internet access from machines behind the ISA.

**(process time depends largely on ISA machine speed, memory, drive type and other configurations).*

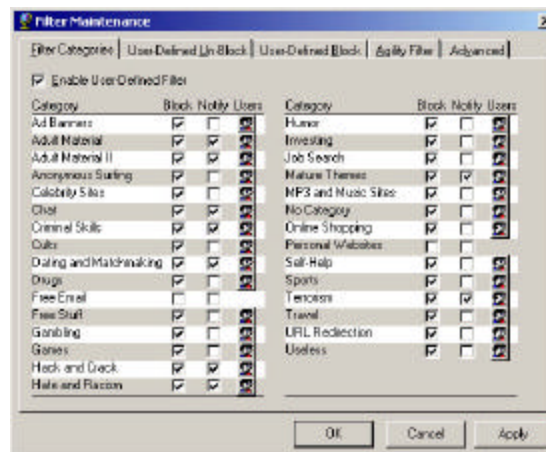
Distribution Filter - The location of C2k's distribution filter.

Site Blocked Page - This setting allows you to set what page your users see when they access an inappropriate site. Your choices are 1.) the generic ISA page, 2.) The Chaperon 2000 pages, or 3.) Your own custom page. Chaperon's pages are installed locally for you to alter to suit your needs. You can open them up as a FrontPage Web and then publish them to the Web server of your choosing. It is easy to personalize them since each page uses the same header and footer. Changing logo and title on the header will change the look of all the pages.

Reload Now - Reloads the entire filter. Normally this is unnecessary unless you have made a change to the filter that you want to take place immediately. Otherwise, any changes you make will take effect within a few minutes.

Update Now - Causes C2k to check for filter updates. If updates are found, they are downloaded and added to the local filter.

Filter Maintenance - Opens the filter management window that allows you to select the categories you wish to block. It also gives you the ability to block and unblock sites locally. **Agility Filter's** control is also housed here.



The **Filter Categories tab** is where you select which categories

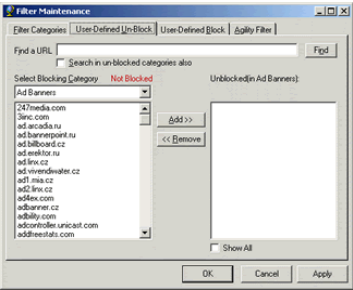
you wish for C2k to block and/or notify. For example, you may wish to block ad banners, but you would not want C2k to notify you of user access to ad banners so you would therefore check the "block" box for the Ad Banners category, and not check the "notify" box. On the other hand, you would probably want to check both for the Adult Material category.

HINT: Check the "show all" box to display all the sites you have unblocked rather than just those that are unblocked in the category that is currently selected. For example, if this is unchecked, and you are currently in the "Adult Material" category, then the unblocked box will only show those unblocked sites that are in the "Adult Material" category.

NOTE: Some sites may be in multiple categories, so when searching be sure to click "Find" a second time to ensure it isn't blocked in multiple locations.

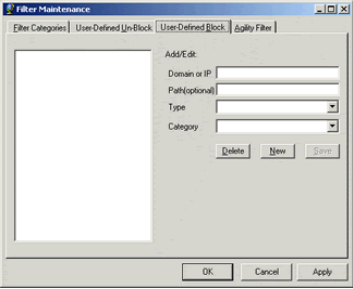
User-Defined Un-Block tab

The User-Defined Un-Block tab is for unblocking any site that you believe should be available to your users. To find the site you wish to unblock, enter it into the "Find a URL" box, and click "Find". Once C2k finds the site, select it, and then click "Add" to add it to your local unblocked list. The change should take affect within a few minutes.



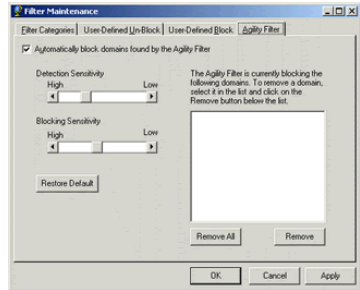
User-Defined Block tab

The User-Defined Block tab is where you can add sites that you wish to be blocked. If you wish to block the entire domain (i.e. www.somefakeurl.com) then place it in the "domain or IP" box. If you wish to block a specific URL (i.e. www.somefakeurl.com/joespage/) then place somefakeurl.com under domain, and place joespage under path. Then under "type" tell C2k what you are blocking - IP, domain, or URL/Path. Then select a category that you wish to place it under, and click "Save." It will be incorporated into the filter within 1 to 15 minutes (depending on version of ISA, and size of array [if applicable]).



The Agility Filter tab is the control center for Agility Filter itself. Agility filter looks for inappropriate sites that are not in the filter list, and users were able to access. When it finds such a site, it can block it automatically. This means that even if a site slips by C2k, if it is detected and blocked by Agility Filter, then it will users will not be able to access it again.

The **Detection Sensitivity** bar allows you to adjust how sensitive Agility Filter is when it detects sites to be reviewed by CornerPost.



The **Blocking Sensitivity** of Agility filter determines how sensitive it is to blocking pages locally. The sites that it blocks are shown on the right side of the window shown below. If you wish to allow any of the sites Agility Filter has found, you can select them, and click either "Remove All" or "Remove."



Chapter 3:

Logging C2k to MSDE or SQL

- II. Deciding which is best for you – MSDE or SQL
- III. Installing MSDE
 - a. Install Access 97 or 2000
 - b. Install MSDE from Office 2000 CD
- IV. Creating the C2k database on MSDE and SQL
 - a. C2k_SQL script
 - b. Setting C2k to log to database
 - c. Increasing Efficiency of database logging.

What is Best for You – MSDE or SQL?

Chaperon 2000 reads the text log files that ISA Server creates, and writes that information to a database. The default database is an Access database. This is fine for very small organizations, but it is limited by how large it can grow, and it restricts the user to running reports (with the Chaperon 2000 Analyst) to the local ISA Server.

MSDE (Microsoft Data Engine) is appropriate for small to medium-sized organizations that do not expect to keep more than a couple weeks of logging (log size will vary from organization to organization, as well as day-to-day.) It is convenient because it is provided in most copies of Office 2000 and Office XP. However, since it is a free product, it has a 2Gb size limit set on its databases. If you think you will go over this, you should either consider cutting back the number of days of history you plan to keep, or look at using SQL.

SQL is by far the best as far as logging goes. It is more robust, and can handle a lot more data. If your organization has a SQL Server, then you might want to consider logging to it with C2k since you will not need to do any further installations before creating your database. SQL is a must for large organizations that deal with a larger amount of traffic to the Internet. More traffic means more log data – more log data means larger database – and this inevitably leads to SQL.

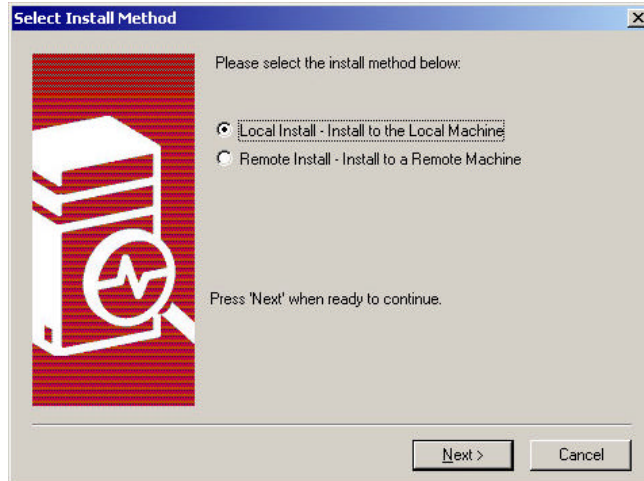
NOTE: ISA Enterprise servers running in an array should all be set to log to the same MSDE or SQL database. If this is not done, then the server which is running Chaperon's monitoring duties will only be able to monitor the log to which it is connected to. This will naturally only show a fraction of the Internet activity on the array.

Installing MSDE

If using SQL, skip to the next section - ["Creating the C2k Database on MSDE and SQL."](#)

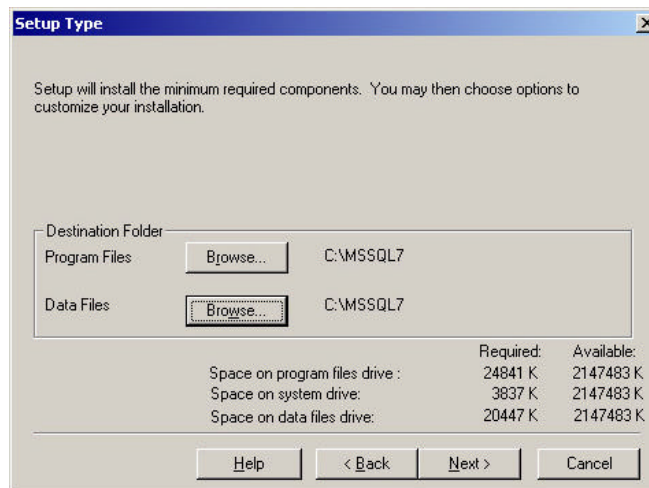
Follow these instructions for the machine that will be handling the MSDE database. If installing MSDE from an Office XP Professional or Premium CD, run the MSDE installation program. This can be found in the MSDE2000 directory in the root of the CD. If using an Office 2000 CD, do the following:

1. Install Access 2000
NOTE: Access is required to install MSDE. If Access is not installed on the machine that is to run MSDE, the MSDE installation will fail.
2. Install MSDE
 - a. Open "My Computer" and right-click the CD-ROM drive containing the Office 2000 CD and click "Explore" (or access the Office files if they are shared over the network).
 - b. Navigate to the X:\SQL\X86\SETUP\ directory (where "X" is the drive letter of your CD-ROM)
 - c. Run the SETUPTSQL.EXE file to begin installation.

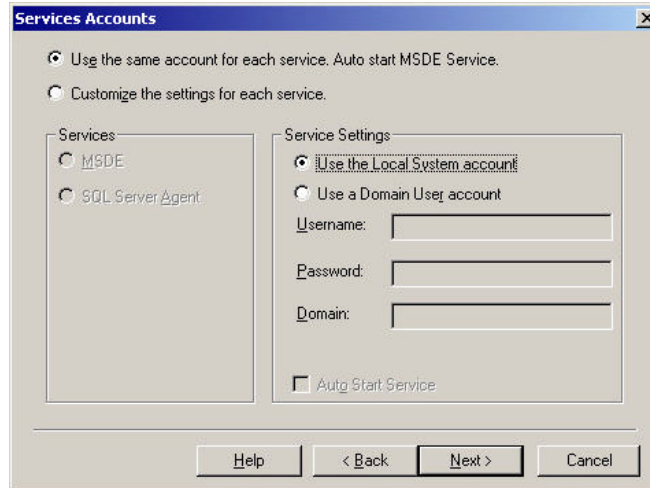


- d. Select "Local Host" and click NEXT. After scanning your machine, the MSDE installer will tell you it has gathered enough information and that it is ready to begin. Click NEXT.
- e. MSDE will ask you where to install its program files and its data files. The data files should be installed to a drive which has enough room for the MSDE database to grow (MSDE has a maximum size of 2Gb). After selecting the appropriate location, click NEXT.

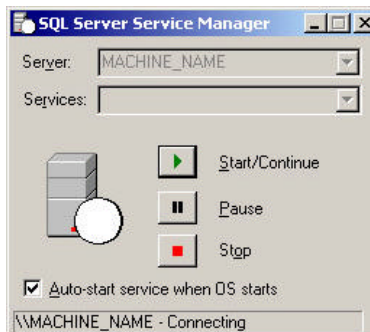
NOTE: Be sure to take the size of your server's paging file, the maximum size setting of your ISA cache, and any other database sizes into account when deciding where to place the MSDE data files. A misjudgment in drive space could cause the drive to fill and possibly cause a loss of data.



- f. When MSDE sets up the service account, select Local System Account and click NEXT.



- g. Click NEXT until the installation program finishes.
- h. After installation is complete, click START>PROGRAMS>MSDE>SERVICE MANAGER to open the MSDE Service Console.
- i. Start the service.
- j. Make sure the "Auto-start service when OS starts" box is checked. Then close the console.

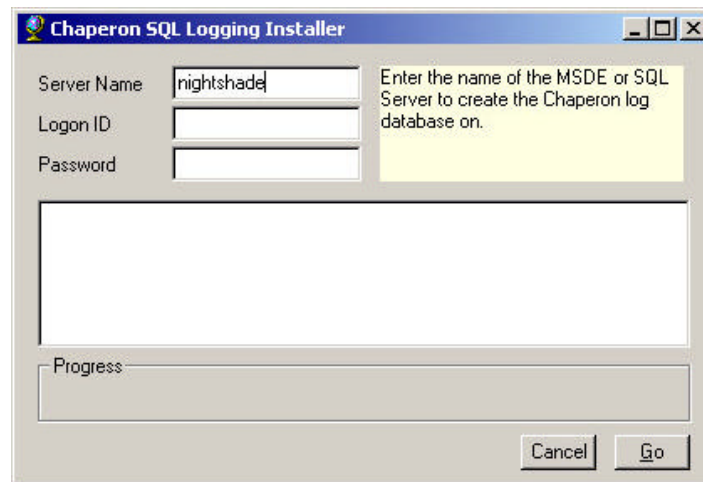


Installation of MSDE is complete. Now it is time to set up your database.

Creating the C2k Database in MSDE / SQL

Creating the database is easy, and it takes about 20 minutes after you start the process for it to finish.

1. Using Windows Explorer, navigate to the directory where Chaperon 2000 is installed.
2. Locate the C2k_SQL.exe file and double-click it to start the database creation program.
3. If MSDE or SQL is running on the same machine as the ISA Server, AND you are logged onto the machine as an administrator with the appropriate rights, you may enter the local machine name and leave the username and password sections blank. If MSDE/SQL is running on a separate machine from the one running ISA/C2k, then you may have to enter a username and password with rights on that particular machine.



4. Click NEXT and the database creation process will begin. It generally takes about 15 to 20 minutes to complete its task.
 5. After it has finished with "no errors," click CLOSE.
- The database creation process is complete. Now it's time to tell C2k where to find the database.

Connecting Chaperon 2000 to the MSDE / SQL Database

1. Open the Chaperon 2000 MMC.
2. Select the "Logging" module in the left pane.
3. In the right pane, select the MSDE/SQL Server Connection button, and then click EDIT.
4. Under the "Provider" tab, select "Microsoft OLE DB Provider for SQL Server" and click NEXT.
5. Enter the name or address of the MSDE/SQL Server under "Step 1".
6. If you are running SQL Server, and you have a specific user account that you use to access SQL databases, then you can place it here. For MSDE, Chaperon 2000 sets up a default username and password.
Default C2k username and password for MSDE:
Username: webproxy
Password: webproxy
7. Click the "Allow saving password" checkbox.
8. Click the dropdown menu for "Select the database on the server" (it will take a moment to appear). Once it opens, select the "webproxylog" database.
9. Click "Test Connection"
10. If your test succeeded, you can click OK. Click SAVE on the Chaperon 2000 MMC (it will turn from pink to blue).
11. Look at the Service Log to ensure that the switch over went smoothly. If there are any issues, stop and restart the C2k service.

Congratulations! Your Chaperon 2000 should now be logging to MSDE or SQL. If something went wrong, contact us for additional help.



Chapter 4:

Common Tasks in Chaperon 2000

- III. Frequent Tasks
 - d. Filter Management
 - i. Selecting categories to block and/or be notified on.
 - ii. Assigning Users/Groups/IP Addresses to Chaperon's categories.
 - iii. Blocking/Unblocking Sites locally.
 - e. Monitoring
 - i. Understanding and Using Chaperon 2000 InstantAlert notifications.
 - ii. Detection
 - f. Log Viewing from the Chaperon 2000 Console
 - i. "Proxy Log" viewing features.
 - ii. "Service Log" explanation feature.
 - g. Backing up Chaperon 2000 Settings

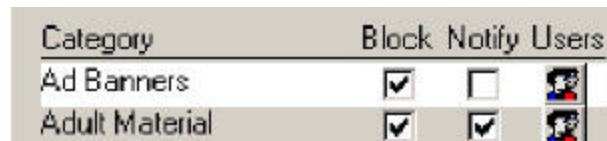
Filter Management



To Block or Unblock a Category –

1. Open the Filter Maintenance window under Modules>Filter Manager>Filter Maintenance>Filter Categories.
2. Next to each category, you will see three columns: Block, Notify, and Users.
3. Select the “Block” box next to a category blocks all sites within that category FOR ALL USERS. To (Similarly, unselecting the “Block” box unblocks that category.)
4. Click “Apply” or “OK”. Changes may take a few minutes to take affect as Chaperon 2000 reloads the filter.

Setting Category Notification –

1. Open the Filter Maintenance window under Modules>Filter Manager>Filter Maintenance>Filter Categories.
2. Next to each category, you will see three columns: Block, Notify, and Users.
3. Selecting the “Notify” box next to a category allows Chaperon 2000 to notify you on attempts to access sites that are listed in that category.
(For example: You would likely want to be informed when someone is trying to access Web sites in the “Adult Material” category. On the other hand, activating notifications for the “Ad Banners” category would generate useless notifications as users accessed sites containing ad banners.)



Category	Block	Notify	Users
Ad Banners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Adult Material	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Applying Categories to specific Users – The “Users” button is only available for activated categories. Clicking the “Users” button opens a window that allows you to apply that particular category to a predefined set up NT Users and Groups. It also allows you to apply the category to Client Address Sets that are defined by clicking the “IP Range” button.

Blocking and Unblocking Sites Locally

Blocking or unblocking sites locally always overrides the main filter list.

Blocking by Domain –

Take this option if you wish to block an entire site by its domain. Blocking by domain means that all sites whose address ends in that domain will be blocked.

For example: If you were to block fakesite.org, then it will effectively block:

- fakesite.org
- www.fakesite.org
- www.fakesite.org/stuff
- www.fakesite.org/morestuff/etc/naughty.htm
- stuff.fakesite.org

Notes to Remember:

- When you block a domain, C2k will block any domain that ends in that particular name. For example, blocking hotstuff.com will also block www.hotstuff.com, cool.hotstuff.com.
- If you were to block a specific domain such as girls.hotstuff.com, it will not block any other variations such as boys.hotstuff.com, but it will block any domain that ends or begins with girls.hotstuff.com such as more.girls.hotstuff.com or girls.hotstuff.com/pics/001.jpg
- Since Chaperon 2000 reloads the filter to take your locally defined sites into account, you should not click "OK" or "Apply" until you have entered the sites that you intend to block or unblock. This allows C2k to apply your changes with one reload, rather than a reload for every site entered.

Instructions for Blocking by Domain

1. Access the window for locally blocking sites by opening the C2k MMC and navigating to Filter Manager>Filter Maintenance>User-Defined Block tab
2. Enter the domain name in the "Domain or IP" box (e.g. blockthis.com)
3. Leave the "Path" box clear.
4. In the "Type" drop-down menu, select "Domain (Full)".
5. Select a category for this site (This categorization is for record-keeping purposes only. When access to an inappropriate site is attempted, the page displayed will still be labeled as "User-Defined Local Filter.")
6. Click "Save." Blockthis.com should appear in the locally blocked list on the left side of the window.
7. Click "OK" or "Apply." The site will be blocked in roughly 2 minutes on a Standard ISA Server, and up to 15 minutes or more on large arrays of Enterprise ISA Servers.

Blocking a Specific Path

1. Access the window for locally blocking sites by opening the C2k MMC and navigating to Filter Manager>Filter Maintenance>User-Defined Block tab.
2. Enter the domain name in the "Domain or IP" box (e.g. blockthis.com)
3. Enter the rest of the path in the "Path" (e.g. joespage/mp3s)
4. In the "Type" drop-down menu, select "Domain (Path Only)".
5. Select a category for this site (This categorization is for record-keeping purposes only. When access to an inappropriate site is attempted, the page displayed will still be labeled as "User-Defined Local Filter.")
6. Click "Save." Blockthis.com/joespage/mp3s should appear in the window on the left side of the window.
7. If the path looks correct on the left side of the window, click "OK" or "Apply." The site will be blocked in roughly 2 minutes on a Standard ISA Server, and up to 15 minutes or more on large arrays of Enterprise ISA Servers.

Unblocking a Domain or Path

Let's say you wish to unblock http://some.domain.com/path/pages.

1. Test your URL again to make sure it is blocked. Quite often users will report sites as blocked even though they were really returned as "Site Not Found."
2. Access the window for locally blocking sites by opening the C2k MMC and navigating to Filter Manager>Filter Maintenance>User-Defined Unblock tab.
3. In the "Find a URL" box, type domain.com
4. Click "Find."
 - If you found it, click "Add" to add it to the locally unblocked list. Then click "Find" again to make sure it isn't blocked under any other categories. Then go on to step 6.
 - If you did not find it, go to step 5.
5. Search for all variations of the URL you are looking for such as:
 - some.domain.com
 - domain.com/path
 - domain.com/path/pages
 - some.domain.com/path
 - some.domain.com/path/pages
6. After you find it, click "Add" to add it to the locally unblocked list. Then click "Find" again to make sure it isn't blocked under any other categories.
7. After you have added all sites that you wish to unblock to the unblock list, click "OK" or "Apply." The sites will be accessible in roughly 2 minutes on a Standard ISA Server, and up to 15 minutes or more on large arrays of Enterprise ISA Servers (depending on the speed of your Active Directory replication).

NOTE: If you cannot find the site you were looking for, it is possible that it is redirecting to another site that is in the filter. Look at the Client Activity Log to be sure, or contact us at techsupport@cornerpostsw.com.

Monitoring

Understanding and Using Chaperon 2000 InstantAlert Notifications

Chaperon's patented notifications are a very powerful method of keeping track of inappropriate accesses to the Internet and Chaperon service events. Instead of using a reporting tool to search for inappropriate accesses to the Internet, Chaperon looks for them for you, and alerts you when they occur.

There are 2 general types of InstantAlert notifications: service event notifications, and client access event notifications. Service events are self-explanatory, so we are going to focus on client access events here.

Client access events are triggered in various ways. However, the 2 main ways they are generated: searches for inappropriate content and above average hits to the filter.

Inappropriate Searches – When a user searches for inappropriate terms in a search engine, it will generate a notification.

Above Average Number of Filter Hits – When a user hits the filter multiple times, a notification will be generated. The number of filter hits that will trigger a notification depends on how many more hits a user has compared to the average filter hits for all other users on the network. This is to prevent a notification being generated on someone who has accidentally accessed an inappropriate site.

It is important to set the sensitivity slider-bar to a position that generates the highest number of notifications about inappropriate accesses, and the lowest number of unnecessary notifications on accidental accesses to inappropriate sites.

NOTE: The sensitivity slider-bar can be found by opening the C2k MMC and navigating to Monitoring module>Detection button.