Lab 2: "2010 Sale SE Training" - POD Addressing, System Licensing Configuration & Test

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Lab2 Objectives: Websense.com "2010 Sales SE Training"

Duration: 40 minutes (working in teams/pairs)

⚠️ **For these "2010 Sales SE Training" at Marriot/Coronado, prior to performing any subsequent lab exercises, each student must complete Lab 2, successfully configuring all required elements and validating each configuration setting and diagnostic test result, as instructed.**

Key educational experiences occur, as students are transformed, advancing their abilities, demonstrating critical features, diagnosing errors and validating configuration for each system component and virtual machine which are built-in to the POD architecture. As instructed, students certify all component configurations and diagnostics, including all VMware systems and configurations (e.g. Domain Controller, WWS Agent, WSGateway), and V10000 Appliances (DomUs), routers and switches.

These dynamic lab exercises ensure all 160 students and 60 PODs remain active and operational, and each student has: Full access to their assigned training POD, ability to navigate within the entire training environment, and full access to all VMware instances and POD appliances, including DELL PowerEdge servers, CISCO 3550 & 3725 routers, and access to all POD elements, client VMs, networking infrastructure, VLANs, intranet and Internet resources.

During this lab, each student must validate their training environment, as follows:

- Lab 2 validates the baseline configuration for each POD is functioning 100% (i.e., as per specifications for hotel). As part of these procedures, this lab verifies the WWS VM and WS Mgr GUI are configured and able to communicate to WSG-3 VM, and both VMs are functioning as a proxy/filter for all requests from client 1 or client 2, only.

- During Lab 3, students will begin with V10000 "on-box" (DomU) configuration when they will re-configure client 1 and 2 before validating client proxy through V10K-1 (P1), only.

- After clients receive correct block page(s), students re-validate each block page URL is correctly issued by the correct V10000-x appliance and interface (i.e. validate the DomU assigned for filter, policy, and which responds to either was issued by 172.31.100.110, or 172.31.100.12 via the C interface).

Prerequisite Configurations: Pre-Configured Components

Validate all pre-configured POD components.

⚠️ **If an equipment malfunction is suspected or student instructions and diagnostics fail to match the desired outcome, please notify your instructor (Christopher) or another Lab monitor immediately.**

⚠️ Lab2 and Lab 3 require that all POD components are properly configured **prior** to class-start at the hotel facility, including VMs for WWS, WSG-x, and each VM Client, and pre-configured V10000 Appliances, network switches and routers, as follows:

- All networking and VMware infrastructure is fully configured and operational, as required to supported connectivity between VMs and components, such as student PC's and POD components and networks, as per POD diagram.

- WWS VM pre-configured and fully operational (valid license key, fresh database, processing database updates, amended default policy for categories, and capable of processing client http, https and ftp requests issued via the WSG-3 VM).

- WSG-x VMs pre-configured and fully operational (valid license key, fresh database, processing database updates, and capable of processing client http, https and ftp requests).

- WSG-x VMs must have free disk space (less than 95% used, as per "df -k").

- V10000-1 and V10000-2 appliances/systems are operational and pre-loaded, including: All standard firstboot settings, P1 and P2 configured/enabled, valid license key, newly installed (downloaded) Websense database, and a system which is actively processing database updates.

- DC VM fully functional and capable of authenticating clients within the WSTRAIN.com domain.

- XP2 Client 1 and XP2 Client 2 fully operational and preloaded with standard training applications (IE, PuTTY, WinSCP, Websense VPN client).
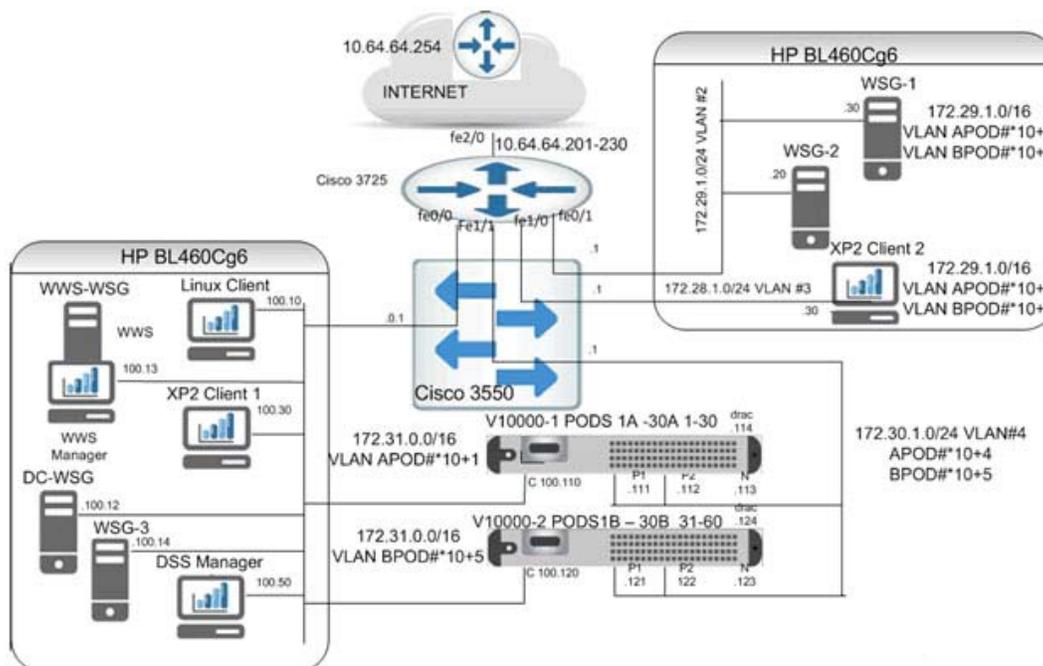
Training POD: Components and Networks

Figure 2-1: Diagram - POD Components and Networks (VLANs, interfaces/IPs)

Implementation Notes:

⚠ G2 Appliances do not have DRAC interfaces.

For advanced training on Deployment's, the diagram reflects POD interconnections and depicts V10000 G1 Appliances, including:

1. The DC VM is pre-configured to rely on DNS Forwarding for accessing the in-house Websense DB Server (fast, local service for DB updates/downloads to PODs).

2. Within each POD, both V10000 -1 and V10000 -2 appliances must be configured and programmed, as shown (e.g. see, also, wiring diagrams, IP addressing assignments).

3. Pod A = 1-30 and Pod B = 31 – 60 will share uplink address space:

   - 10.64.64.201 – 10.64.64.230 (shared by Group A and B throughout these labs).

     o   POD1 and POD 31 = 10.64.64.201 (both PODS not active concurrently)

     o   POD2 and POD 32 = 10.64.64.202 (both PODS not active concurrently)

         . . .   .

     o   POD30 and POD 60 = 10.64.64.230 (both PODS not active concurrently)

   - Group A: Pods A1 – A30 (VLANS POD# X 10 + 1.2.3.4)

   - Group B: Pods B1 – B30 (VLANS POD# X10 + 5,6,7,8)

4. 60 active sets (concurrently): POD VMs on POD1A-POD30A and POD1B-POD30B.

5. Shared Router (3725 Router): For each group (A and B), Labs 8, 9, and 10 utilize the router (Note: Router configurations, "state" will be restored **prior** to Group A and B exercises).

6. V10000-1 and -2 will be pre-configured (`firstboot`), then pre-loaded, as per these lab exercises (e.g. config'd with fresh d-bases, keys pre-loaded, all DomUs pre-configured, as per diagram and Lab 2, Part 1 Instructions, below).

7. Each POD, all POD VM's restored to "baseline 1" to simulate Training/Student environment.

8. **Example: Ping 10.64.64.232** (example shows instructor POD 32 or POD 62; egress thru 3725 Router).

Figure 2-2: Ping 10.64.64.232 – Reply packets

V10000 Domains: V10000 DomUs (WCG & Filter Svc)

Refer to tables, below, for detailed IP Address for each V10000 interface.

- Dom 0: Appliance management functions (Patch, SSH, Serial, etc.)
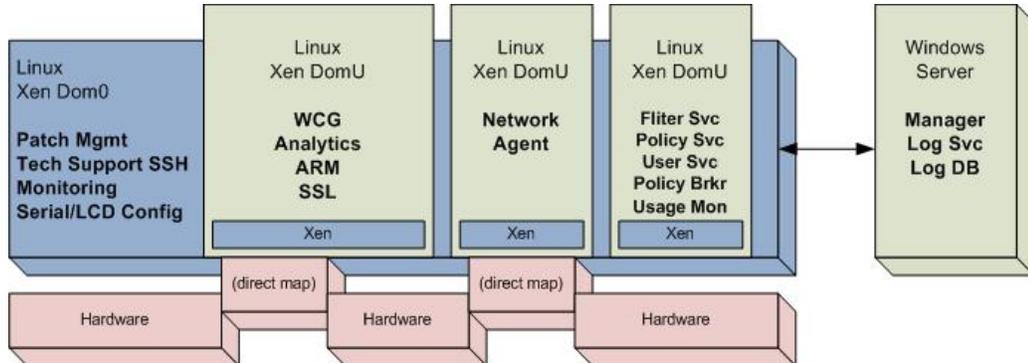- DomUs: Modules (WCG, NA, Filter, etc.)

Figure 2-3: V10000 Dom0 and DomUs (WCG, and Filter/Policy, etc.)

⚠ V10000 Sections of Lab 2 and Lab 3 prepare each of the DomU's (WCG & Filtering) before validating proxy/filter services for "on-box", then "off-box" services.
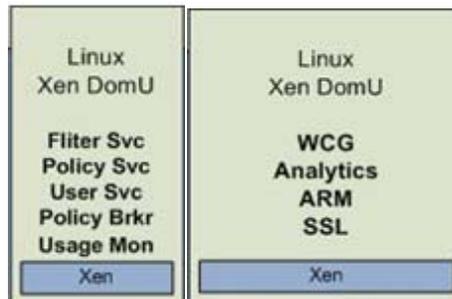
Figure 2-4: V10000 DomUs (WCG, and Filter/Policy, etc.)

VM Requirements for Deployment Labs

VMs Required	Software Deployment	Operating System	Rel. / Vers.	File VM Name
DC-WSG (Domain Controller – DNS, AD wstrain.com)	1 GB	Windows Server2003 R2	SP2	DC for WSG
WWS-WSG (WWS, SQL Log Server/Websense Manager	4GB	Windows Server 2003 R2	SP2	WWS for WSG
XP2 Client 1	256M	Windows XP w Explorer 7	SP 2	XP CLIENT 1
XP2 Client 2	256M	Windows XP w Explorer 7	SP 2	XP CLIENT 1
WSG-1	2GB	Centos	4.5	WCG for WSG
WSG-2	2GB	Centos	4.5	WCG for WSG
WSG-3	2GB	Centos	4.5	WCG for WSG

Figure 2-5: VM Requirements for Deployment Labs

Connecting to the Access Infrastructure

⚠️ The servers and V10000 Security Gateways used for this training are hosted by Websense and are locally installed within the hotel. Students must use their assigned PC to connect to the training environment within the hotel. Students must launch the **VMware vCenter Lab Manager** to complete all subsequent labs.

At this time, complete the following steps:

1. Locate and record the wireless network: _____

2. Use WEP Key provided by the instructor or lab monitor. Enter WEP key: _____

3. Enter the user name and password provided by the instructor.

    Username: _____   Password: _____

    In the next section, verify your assigned POD has connectivity to the lab environment.

Logging In and Accessing VMs

1. From the PC browser, enter the following URL and verify connectivity to the **VMware vCenter Lab Manager**: http://labmanager

⚠️ **UPDATE: Use: https://setrainlabman1/   ; cdotson/SETraining1**

⚠️ **A user-specific Pod # _must_ be assigned by the instructor for each student.**
For all subsequent labs, students must login only using their assigned username and password.

2. Each student must record their assigned, validated login credentials, and their *assigned* pod number, below: Login to the **VMware vCenter Lab Manager** and record the information, as indicated:

⚠️ *PLEASE DO NOT MODIFY ANY PASSWORDS USED DURING THESE TRAINING SESSIONS*

UserName	Pod#	Password
		ABCD!234

Figure 2-6: Username, POD#, Password assignments for POD Access

Figure 2-7: VMware vCenter Manager - Login

3. Continue and ignore any security warning.

ⓘ The following POD Configurations have been configured and deployed for all students attending these labs

Workspaces in Organization: SE Training				▸ All Columns	[ ]	Filter
Workspace △	Configurations	Deployed	Sharing	Description		Enabled
📁 202-Instructor1 ▸	1	1	Shared	Thomas Royce Workspace for Lab Development		✔
📁 202-Instructor2 ▸	2	1	Shared	Chris Dotson Workspace for Lab Development		✔
📁 **Main** ▸	1	0	**Shared**			✔
📁 POD 01-A ▸	0	0	Shared			✔
📁 POD 01-B ▸	0	0	Shared			✔
📁 POD 02-A ▸	0	0	Shared			✔
📁 POD 02-B ▸	0	0	Shared			✔
📁 POD 03-A ▸	0	0	Shared			✔
📁 POD 03-B ▸	0	0	Shared			✔
📁 POD 04-A ▸	0	0	Shared			✔
📁 POD 04-B ▸	0	0	Shared			✔
📁 POD 05-A ▸	0	0	Shared			✔
📁 POD 05-B ▸	0	0	Shared			✔
📁 POD 06-A ▸	0	0	Shared			✔
📁 POD 06-B ▸	0	0	Shared			✔
📁 POD 07-A ▸	0	0	Shared			✔
📁 POD 07-B ▸	0	0	Shared			✔
📁 POD 08-A ▸	0	0	Shared			✔
📁 POD 08-B ▸	0	0	Shared			✔
📁 POD 09-A ▸	0	0	Shared			✔
⏮ ◀ ▶ ⏭ **Workspace (1..20 of 63)**						**Page 1 of 4**

Figure 2-8: VMware/VLAN Configure for Deployment Labs (Sales SE Training)

⚠️ Any students who are unable to access and login to each of their seven (7) VMs should, first, clear their IE cache and refresh the screen. Then, log-off **VMware vCenter Lab Manager**, and logon, again. If still unable to login to each VM Console, students must _notify the instructor immediately_.

4. The following screen appears, indicating seven (7) VM instances required for Deployment labs.

Figure 2-9: VMs Configured for Deployment Labs (Sales SE Training)

⚠ **Two students per POD: Please follow the lab, step-by-step, <u>coordinating each task when configuring all POD components</u>.** Most instructions assume only XP2 Client 1 VM for data-entry, however students may coordinate team efforts to perform tasks in parallel (both client 1 & 2 VMs). In preparation for future labs, the following lab exercises are required to configure each V10000.

⚠ At start of <u>*each*</u> lab exercise, need to ensure all VMs date/time are set correctly. For example, the date of WCG's must match WWS. Note, too, an NTP server is specified during the lab.

POD Credentials & Keys

Throughout these labs, the following login credentials will be pre-configured.

Unless instructed during a lab exercise, please do not modify passwords during any of these labs.

XP2 Client 1 and XP2 Client 2 Login Credentials:

Username	administrator
Password	xxx

Active Directory (Native Mode) Login Credentials:

Username	TRAIN1\administrator
Password	xxx

V10000 GUI (appliance management) Login Credentials:

Username	admin
Password	xxx

Zen Domain Login Credentials:

Username	root
Password	xxx

DC Login Credentials:

Username	WSAdministrator
Password	xxx

Websense Manager Login Credentials:

Username	WSAdministrator
Password	xxx

WCG Management Login Credentials:

Username	admin
Password	xxx

License Key for Training

For training purposes only, the following subscription key is required to configure each component (WWS, WCG, and V10K): **xxxxxxxxx**

Connecting to the V10000 Console

During this lab, each student must verify the V10000 Appliance network interfaces are configured correctly. <u>Prior</u> to this lab exercise, the V10000 Appliance has been <u>pre-configured</u>, including<u>:</u> 1) Reloading the V10000 appliance software, 2) Configuring `firstboot` settings and license key, and 3) a "fresh" database was previously downloaded and installed (less than 14 days old).

ⓘ   By default, the **Websense Content Gateway** runs on the V10000 P1 Interface.

ⓘ   After we verify the basic configuration each of the VMs, below, Lab 3 exercises will instruct each student to reconfigure **XP2 Client 1** and **XP2 Client 2** to proxy thru the **V10000-1 (P1 Interface)**.

VM	IP	Port	Services
WWS	172.31.100.13	:9443	WS Manager
WSG-3(WCG)	172.31.100.14	:8081	WCG Mgr (Proxy)
WSG-2(WCG)	172.29.1.20	:8081	WCG Mgr
WSG-1(WCG	172.29.1.30	:8081	WCG Mgr (PAC Script)
XP2 Client 1	172.31.100.30		IE, WinSCP, PuTTY
XP2 Client 2	172.28.1.30		
DC	172.31.100.12		(DNS, AD)

Group A:

Description	IP	Port	Service
V10000-1 (C)	172.31.100.110	:9447	V10000 Logon Portal
V10000-1 (P1)	172.30.1.111	:8081	WCG Manager

Group B:

Interface	IP	Port	Service
V10000-2 (C)	172.31.100.120	:9447	V10000 Logon Portal
V10000-2 (P1)	172.30.1.121	:8081	WCG Manager

ℹ   The P1 interface requires internet access, e.g. download analytic databases.

V10000-1 (GROUP A ONLY)

Use the following information to configure network interfaces for **V10000-1**. Use `172.31.100.110:9447` to launch the **V10000 Console** for **V10000-1**.

C

IP Address	172.31.100.110
Subnet Mask	255.255.0.0
Default Gateway	172.31.0.1 Cisco 3725 fe0/0
Primary DNS	172.31.100.12

P1

IP Address	172.30.1.111
Subnet Mask	255.255.255.0
Default Gateway	172.30.1.1 Cisco 3725 fe1/1
Primary DNS	172.31.100.12

P2

IP Address	172.30.1.112
Subnet Mask	255.255.255.0
Default Gateway	172.30.1.1 Cisco 3725 fe1/1
Primary DNS	172.31.100.12

V10000-2 (GROUP B ONLY)

Use the following information to configure network interfaces for **V10000-2**. Use `172.31.100.120:9447` to launch the **V10000 Console** for **V10000-2**.

C

IP Address	172.31.100.120
Subnet Mask	255.255.0.0
Default Gateway	172.31.0.1 Cisco 3725 fe0/0
Primary DNS	172.31.100.12

P1

IP Address	172.30.1.121
Subnet Mask	255.255.255.0
Default Gateway	172.30.1.1 Cisco 3725 fe1/1
Primary DNS	172.31.100.12

P2

IP Address	172.30.1.122
Subnet Mask	255.255.255.0

Default Gateway	172.30.1.1	Cisco 3725 fe1/1
Primary DNS	172.31.100.12	

⚠ Use the diagrams and tables provided (above) when configuring each POD Appliance.

⚠ Each step and instruction is intended to be performed from the **first** client (**XP2 Client 1** VM). Each pair of students may work parallel (in teams) but only for certain tasks, as noted.

⚠ ***Students must carefully coordinate their activities and configuration changes within the POD and VMware vCenter******

The following lab exercises are required to configure the V10000. At this time, connect to the V10000 Console, as follows:

1. Open Internet Explorer and connect to the **V10000-x** by entering the following URL:

    ```
    https://172.31.100.xxx:9447
    ```

    Where "**172.31.100.xxx**" is: *172.31.100.110* for the V10000-1 C interface, and *172.31.100.120* for the V10000-2 C interface.

2. Click **Yes**, if you receive a popup security warning and **Continue to this website**

Figure 2-10: V10000 Logon Portal options
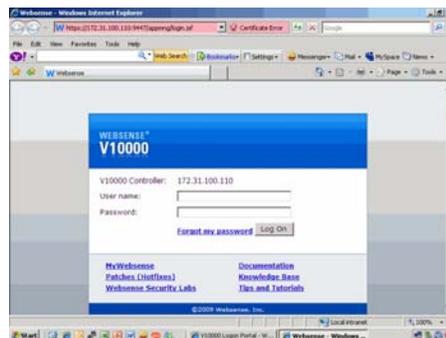
3. Launch the V10000 Console and logon: admin/xxxxxxx

Figure 2-11: V10000-1 (Controller: 172.31.100.110:9447) - Console Logon

Part 1a: Configure V10000 Network Interfaces

Note: For these labs, the V10000 should be pre-configured and "fresh" WS database downloads should have been completed. Simply verify all settings, as per POD diagrams (and tables, above).

1. From the V10000 Console, go to **Configuration->Network Interfaces**, and verify/enter the configuration for the **V10000 Controller Interface C**.

2. If settings were modified, click the **Save** button (located on the right side of this section)

3. Verify/enter the configuration for the **Websense Content Gateway Interfaces (configure both P1 and P2)**.

4. Verify/Check "**Enable . . .**" second interface for the proxy.

   ℹ The N interface is <u>not</u> used for these labs.

5. Click the **Save** button (located on the right side of P1/P2 section)

   ℹ The update may take several minutes.

6. After any interface modifications were confirmed, verify they are <u>both</u> successfully applied. For example, verify the following message appears, "`P1 interface has been updated`" (top, left, located next to the ✅).

7. Re-verify all settings using the POD Diagram (and tables), as indicated for Group A and Group B (example: Group A = V10000-1; Group B = V10000-2).

Figure 2-12: Example - Network Interfaces for V10000-1

⚠ It's easy to create errors when entering this information: Always ensure each setting matches screenshot, after saving for both C Interface and P1 and P2 sections.

⚠ After the (C) and (P1 and P2) sections have been verified/saved, re-fresh the screen. Then, re-verify settings match the VM screen shot, as shown below.

8. Next, on **XP2 Client 1,** open a separate IE browser and verify (basic) P1 connectivity:

9. Enter the URL to access the **Websense Content Gateway Manager** GUI via the P1 interface with the default port: `8081`, as follows:

    Group A (V10000-1 P1): https://172.30.1.111:8081

    Group B (V10000-2 P1): https://172.30.1.121:8081

10. Click **Continue to this website**.

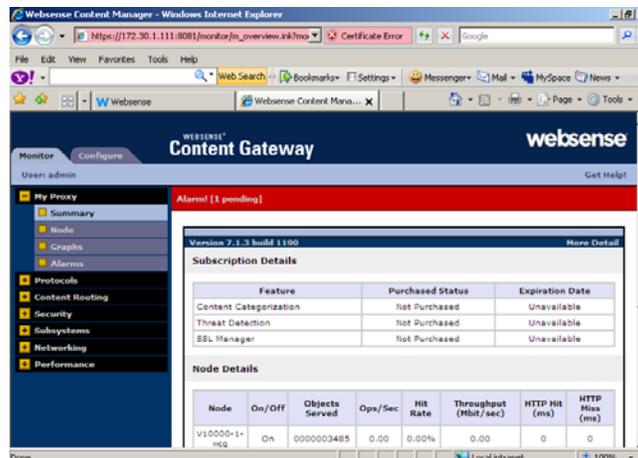11. Login to the **WCG Manager** using the default credentials: **admin/ xxxxxxx**

Figure 2-13: V10000-1 (P1) WCG Manager (URL: 172.30.1.111:8081)

Verify/Enter a valid WCG DomU subscription key

1. From the **XP2 Client 1** Internet Explorer, enter the corresponding URL to access the V10000 P1 (accesses Domu WCG Manager).

    • **Group A: https://172.30.1.111:8081**

    • **Group B: https://172.30.1.121:8081**

2. If prompted, click **Continue to this website** link

3. Log in to **Websense Content Gateway Manager**: **admin/xxxxxx**

4. In the **Websense Content Gateway**, go to **My Proxy > Subscription** and verify/enter the license key provided by your instructor.

- For training purposes only, the following subscription key is required to configure each component (WWS, WCG, and V10K): **XXXXXX**

5. If no changes, skip to next step. If you made any changes above, then:

- Click the **Apply** button

  Go to **Configure > My Proxy > Basic** and click **Restart**

6. Under **Monitor > My Proxy >Summary** verify all three WCG features have a status of **Purchased.** This validates the license key is linked correctly.

⚠️ The Scanning Data files section will display old (stale) data until the update procedure has completed (after update, **Data File Version** will **_not_** be a "0").

Version 7.1.3 build 1190		More Detail
Subscription Details		

Feature	Purchased Status	Expiration Date
Content Categorization	Purchased	Sunday, January 03, 2010
Threat Detection	Purchased	Sunday, January 03, 2010
SSL Manager	Purchased	Sunday, January 03, 2010

Scanning Data Files

Engine Name	Engine Version	Data File Version	Last Update
Content Categorization	1.1	0	Unavailable
Security Scanning	2.0	0	Unavailable

Figure 2-14: Scanning Data files – Status and update data

Initiate WCG Database download (V10000 DomU)

Both Websense Web Security and Websense Content Gateway (WCG) must connect to the Websense download site to receive the latest version of the databases used for categories and real-time scanning.
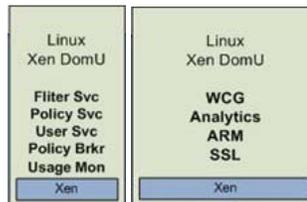

Figure 2-15: V10000 DomUs (WCG, and Filter/Policy, etc.)

⚠️ Requirement: Websense versions <u>after</u> `01/02/10`.

⚠️ **To avoid delays due to numerous, concurrent DB downloads during these labs**, if your database is not currently updated (e.g. Websense file <u>after</u> `01/02/10`), notify your instructor immediately), then notify the instructor. A "Fresh" DB file is available for a local disk or local server-to-disk copy.

⚠️ It is sometimes necessary to restart the WCG module in order to ensure that downloads are initiated/received correctly.

ℹ️ Students will not perform a `firstboot` of the Appliances used for these labs. However, carefully examine and record the login credentials and C Interface settings, below, as configured during the V10000 `firstboot`:

1. Go to the **V10000 Logon Portal**:

   - Group A Logon Portal: 172.31.100.110:9447
   - Group B Logon Portal: 172.31.100.120:9447

2. If prompted, click **Continue to this website…**

3. Select **Launch V10000 Console**

4. Login as: a**dmin/xxxxxxx**

5. In the **Websense Content Gateway** section (scroll, down), and **Stop** services; After stopping services, Click **Start** and verify services have been re-started (e.g. all WCG services green).
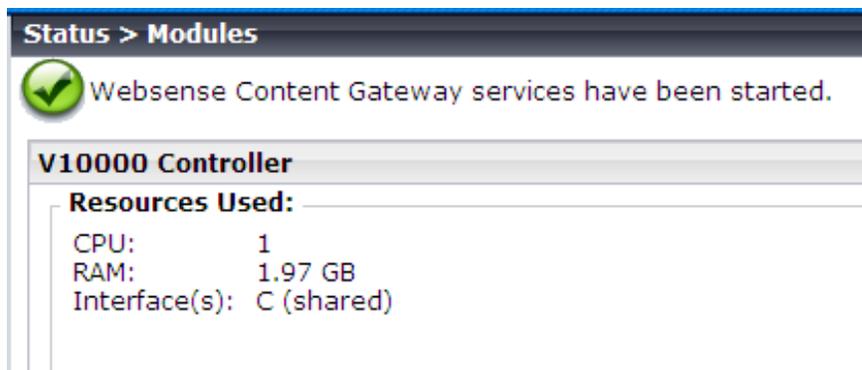
Figure 2-16: V10000 Console – WCG Services have been started.

Troubleshooting: No Block Pages for any (listed) category

1. If the systems/clients are not receiving a block page for any of the categories listed (Sports, Travel, and Shopping-> Real Estate), click the **Log Off** button in Websense Manager and then log off from the **WWS** VM. Then, login again as **wstrain\Administrator**, and verify a block page appears, similar to the one above.

2. Clear your Internet Explorer cache and re-verify access as blocked, confirmed or subject to quota.

🛈   If the systems receive the block page, both authentication and filtering are functional. If not, authentication may not be setup correctly. If this is the case, you may be filtered by the Default Policy which only monitors traffic.

3. If filtering is (still) not working, verify the following:

   - Traffic is set to go through the proxy (this was done during a previous step)
   - Run `testlogserver`
     i. Check what the filtering service is receiving
     ii. Check the disposition, whether sites are being categorized real-time but are permitted
     iii. Check whether the categories are being picked up in their default category – i.e. not being scanned real-time at all
   - Verify that all settings for real-time filtering are enabled in **Websense Manager** under **Settings > Scanning**

🛈   Re-test for valid block pages, as before. If still not working, recall that for a new installation, it may take additional time after installation of the Gateway for the databases to download and become available.

Verifying authentication via the block page from WWS VM

The block page contains information which may confirm authentication is functional and the correct policy is being applied.

1. On **XP2 Client 1**, navigate to http://www.travel.com/ to receive a block page.

    a) For the WWS VM, Travel is set to use **Quota** time.

2. Click on **more information.**

3. Note the block page indicates the total amount of (quota) time remaining for this particular category.

> How much quota time is remaining? How much time is allowed to visit sites for a single session? How much time (total) is allowed?

4. Right **click** in the top frame of the block page where you see this information, and choose **View Source**.

5. Search for **WsPolicyText** in the code.

    a) Below this line in the code output, there is a range of information contained within comments **<!-- -->**

> What 4 pieces of information are provided within the hidden code?

Part 2 - Configure the V10000 & Verify Database download (WWS)

Verify the V10000 database download was successfully completed.

⚠️ Recall we have made an effort to minimize delays during these labs all POD components were pre-configured with fresh WS database(s). If a download was required, recall you should have initiated the V10000 database download during a previous section.

1. On the **XP2 Client 1** VM, launch IE and enter the following URL to access the WWS Manager (on the WWS): **172.31.100:13: 9443**

2. First, select the correct V10000 Appliance Policy server:

    - **Group A:** Select 172.31.100.110 as the Policy server (**from drop down, at top**)

    - **Group B:** Select 172.31.100.120 as the Policy server (**from drop down, at top**)

Figure 2-x: Select the Policy Server – Example shows V10000-1

⚠️ Notice V10000-1 (C) is selected (from drop down).

3. Login to the correct V10000: **WebsenseAdministrator/xxxxxxx**

4. If prompted, click **Skip** for the tutorial.

Figure 2-x: Example V10000-1 database "Successfully updated"

Verify the WCG Domu Database was downloaded & valid

1. Launch the **Websense Content Gateway Manager** and check for alarms and verify the database download is in-progress or completed.

   - Group A: https://172.31.100.110:8081

   - Group B: https://172.31.100.120:8081

2. Login: a**dmin/xxxxxxx**

3. Navigate to **Monitor > My Proxy > Summary** and verify that the database downloads have completed correctly (i.e. Data file version anything other than zero, as indicated below).

Scanning Data Files

Engine Name	Engine Version	Data File Version	Last Update
Content Categorization	1.1	100288	Thursday, December 10, 2009 01:29:36
Security Scanning	2.0	202352	Friday, December 11, 2009 20:00:29
Advanced File Scanning	2.0	98499	Saturday, December 12, 2009 21:32:04
Integrated Anti-Virus	SDK version: 5.1.0 - Scan Engine version: 4.4.3	200912121540	Saturday, December 12, 2009 12:42:15
Last time Content Gateway checked for data file updates		- Saturday, December 12, 2009 21:42:35	

Figure 2-x: WCG Database download successful - Data File Versions "non-zero"

If the update procedure has NOT completed, the Scanning Data files section will display old (stale) data file versions, e.g. versions will be "zero".

If download has failed to initiate: Restart the WCG Module

Recall, we have already initiated the download during a previous lab exercise. Notify the instructor immediately if you determine the previous download has failed or is invalid. Then, continue the steps below to re-start the database download:

1. Launch the **Websense Content Gateway Manager** and check for alarms and verify the database download is in-progress or completed.

   Group A: https://172.31.100.110:8081 (V10000-1 P1)

   Group B: https://172.31.100.120:8081 (V10000-2 P1)

2. Login: a**dmin/xxxxxxx**

3. Make note of any alarms indicating the database download has failed.

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4. Then, de-select the box next to any alarms. Then, click the **Clear** button if any are present.

5. Go to the **V10000 Logon Portal**:

   - Group A: https://172.31.100.110:9447

   - Group B: https://172.31.100.120:9447

6. If prompted click **Continue to this website….**

7. Select **Launch V10000 Console**

8. Log in to the **V10000 Console**, as follows: a**dmin/xxxxxxx**

9. In the **Websense Content Gateway** section click the **Stop** button and click **OK** to confirm.

10. In the **Websense Content Gateway** section click **Start**

11. Verify the download has restarted correctly.

12. If these subsequent download attempts fail, immediately notify the instructor. Then, record any alarms or error messages, as before.

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