



## **Frequently Asked Questions**

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Clearswift SECURE Web Gateway v4.4

Version 01

05/07/2016

## Copyright

Version 1.0, July, 2016

Published by Clearswift Ltd.

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## 1 Which are the new features of this release?

The version 4.4 of the SECURE Web Gateway comes with a number of enhanced features:

- Web Gateway Reporter
- Advanced TLS settings
- Transaction log improvements
- Extended detection of potentially malicious files
- System password strength
- System console upgrades

## 2 Is there any functionality not ported to the new platform?

With the release of version 4.4, which includes the Web Gateway Reporter, there is one feature that have not yet been ported to the platform, and that is the following:

- Remote User: Redirects traffic from users that are connecting from outside the corporate network to the corporate SECURE Web Gateway for inspection.

However, it will be included in future releases of the gateways.

## 3 Which are the advantages of moving to Red Hat Enterprise Linux 64-bit?

Changing the operating system from a 32-bit Linux version managed by Clearswift to Red Hat Enterprise Linux (RHEL) 64-bit implies a number of advantages:

- Better use of resources: The existing limitations in a 32-bit operating system to address memory and other resources, virtually disappear in a 64-bit operating system. This will allow better scalability and use of available system resources.
- Improved hardware and virtual platform support: Red Hat is widely used at enterprise level, providing support to a broad range of hardware vendors and virtual platforms. By adopting RHEL as the operating system, Clearswift Gateways extend their support for new hardware and virtual platforms. For a complete list of supported platforms, please refer to Red Hat Enterprise Linux 6.7 Ecosystem Catalog at <https://access.redhat.com/ecosystem>.
- Long life operating system support: Version 6 is a long life supported version of Red Hat, with a planned production lifecycle up to 2021 and up to 2024 through extended support.

- Faster response to issues in any of the elements of the platform: Red Hat is known to have a very fast response to security and stability issues in any of the packages that conform to it.
- Support for management tools: When the gateways are deployed, in many occasions there is an operations team that use specific tools to backup systems, monitor or perform other basic maintenance tasks. Red Hat Enterprise Linux is widely supported by vendors of such tools.

## 4 Can I upgrade my existing SECURE Web Gateway from a version 3 release to the latest 4.4 version?

The major change in version 4 of the SECURE Web Gateway is the change of the underlying operating system. This is a major change that requires a migration of the Gateway running version 3 to the new platform.

Thus, the upgrade process is not done as usually performed in the SECURE Web Gateway by applying a patch. Instead, the steps to do the migration are:

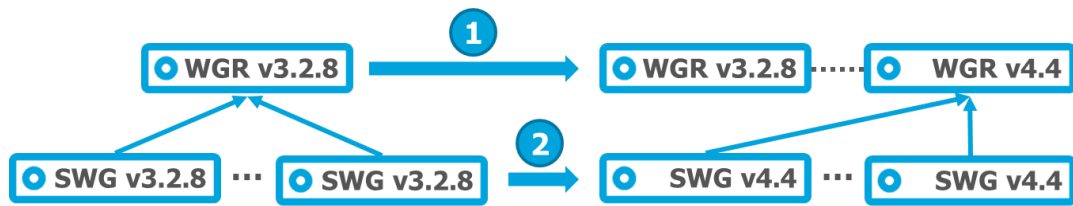
1. Upgrade the existing v3 Gateways to the latest patch, that is, 3.2.8.
2. Backup the system v3 system:
  1. Full system backup to migrate reports information and configuration.
  2. Configuration Backup to migrate only the configuration
3. Install the latest v4 following the installation instructions, preferably in a new server.
4. Restore in the newly installed v4 the backup done in the v3 Gateway.

The resulting Gateway will be running the latest version of the Gateway and have the existing configuration ported.

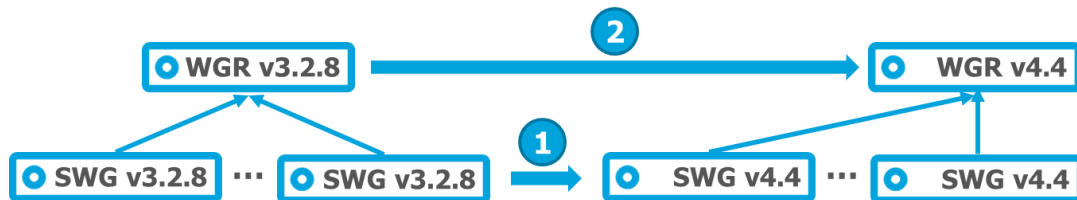
## 5 Which is the best way to migrate my Web Gateway Reporter from version 3 release to 4?

Clients with an existing version 3 Web Gateway Reporter have two different upgrade routes available:

1. Deploy a new v4 Web Gateway Reporter and add it to the peer group. Then migrate the SECURE Web Gateways to v4. At the end of this process, there will be a Web Gateway Reporter running version 3 with the old data and a v4 one with the newly generated data.



2. Migrate the SECURE Web Gateways to v4. The migrated gateways will then collect data locally until there is a v4 Web Gateway Reporter available. After the SECURE Web Gateways have been upgraded to v4, upgrade the v3 Reporter to v4, so that all historical data is moved to the new v4 Reporter. Once the new v4 Web Gateway Reporter is peered with the rest of the Gateways, the information will be again centralized. As a result, all the information will be centralized in the v4 Web Gateway Reporter apart from the one generated between the Web Gateways where upgraded to v4 and the v4 Reporter was peered. This is typically acceptable if performed out of business hours.



The migration process has been simplified as much as possible, but it is always recommended to be assisted by Clearswift Professional Services in case of complex environments.

## 6 The Admin UI uses TLS 1.2 now, what browsers are supported?

The following table shows the list of browsers that have been tested with the product's UI:

Browser	Version
Internet Explorer	8 – Windows 7 9 – Windows 7 10 – Windows 7 11 – Windows 7 & 8
Edge	Windows 10
Safari	7+ – OS X & iOS

	8+ – OS X & iOS
Chrome	40+
Firefox	17 24 30 36+

## 7 Is there a Microsoft SCOM Management Pack available to monitor the Clearswift's Gateways?

Support for Microsoft SCOM was added in the 4.3 version of the SECURE Web Gateway. This feature simplifies the integration by automatically preparing the Gateway for a SCOM management pack to be deployed and simplify the integration. The management packs to use are the ones provided by SCOM, which in the case of the SECURE Web Gateway should be the Red Hat ones.

At this moment in time, Clearswift does not provide its own management pack to monitor the status of the different parameters of the Gateway.

## 8 Is SNMP monitoring supported on the Clearswift's Gateways?

Simple Network Management Protocol (SNMP) has had partial support in the Clearswift's Gateways for a long time. This was based on the ability for the Gateways to raise alerts using SNMP traps against an existing SNMP monitoring server.

The functionality that was added on the version 4 platform is the ability to do SNMP polling to the Gateways. After performing a simple configuration of the management server that will be accessing the Gateway, an SNMP server is started and access allowed. This server exposes system information, like resource usage or running processes through SNMP to the configured management server.