



## **Frequently Asked Questions**

---

Clearswift SECURE Web Gateway v4.5

Version 01

11/10/2016

## Copyright

Version 1.0, October, 2016

Published by Clearswift Ltd.

© 1995–2016 Clearswift Ltd.

All rights reserved.

The materials contained herein are the sole property of Clearswift Ltd unless otherwise stated. The property of Clearswift may not be reproduced or disseminated or transmitted in any form or by any means electronic, mechanical, photocopying, recording, or otherwise stored in any retrievable system or otherwise used in any manner whatsoever, in part or in whole, without the express permission of Clearswift Ltd.

Information in this document may contain references to fictional persons, companies, products and events for illustrative purposes. Any similarities to real persons, companies, products and events are coincidental and Clearswift shall not be liable for any loss suffered as a result of such similarities.

The Clearswift Logo and Clearswift product names are trademarks of Clearswift Ltd. All other trademarks are the property of their respective owners. Clearswift Ltd. (registered number 3367495) is registered in Britain with registered offices at 1310 Waterside, Arlington Business Park, Theale, Reading, Berkshire RG7 4SA, England. Users should ensure that they comply with all national legislation regarding the export, import, and use of cryptography.

Clearswift reserves the right to change any part of this document at any time.

## Contents

1	Which are the new features of this release? .....	4
2	Is there any functionality not ported to the new platform? <b>Error! Bookmark not defined.</b>	
3	Which are the advantages of moving to Red Hat Enterprise Linux 64-bit?.....	4
4	Can I upgrade my existing SECURE Web Gateway from a version 3 release to the latest 4.4 version?.....	5
5	Which is the best way to migrate my Web Gateway Reporter from version 3 release to 4?.....	5
6	The Admin UI uses TLS 1.2 now, what browsers are supported? .....	6
7	Is there a Microsoft SCOM Management Pack available to monitor the Clearswift's Gateways? .....	7
8	Is SNMP monitoring supported on the Clearswift's Gateways?.....	8

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

The version 4.5 of the SECURE Web Gateway comes with a number of enhanced features from the previous 4.4 version:

- Improved and rebranded UI
- External command execution
- Enhanced antimalware settings
- Optimized multi-peer HTTPS inspection

## 2 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 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.

### 3 Can I upgrade my existing SECURE Web Gateway from a version 3 release to the latest 4.5 version?

One of the major changes in version 4 of the SECURE Web Gateway is the change of the underlying operating system. This is a major modification 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:

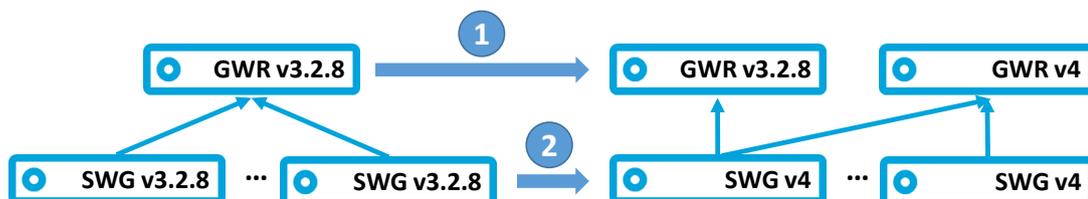
1. Upgrade the existing v3 Gateways to the latest patch, that is, 3.2.8.
2. Backup the system v3 system:
  1. Full system backup to migrate reports information and configuration.
  2. Configuration Backup to migrate only the configuration
3. Install the latest v4 following the installation instructions, 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.

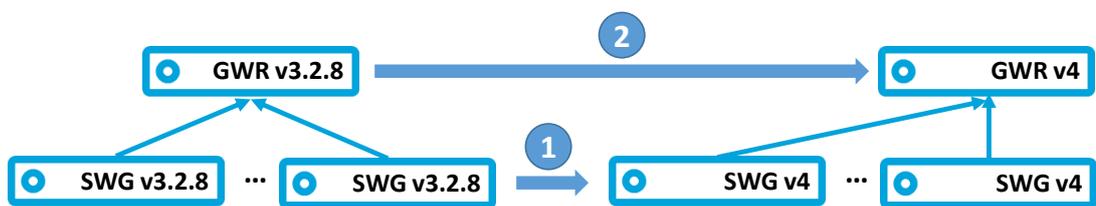
### 4 Which is the best way to migrate my Web Gateway Reporter from version 3 release to 4?

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.

## 5 The Admin UI uses TLS 1.2, 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+

## 6 What is the impact of running an external command?

The SECURE Web Gateway supports the execution of an external command as part of the processing of the traffic traversing the gateway. This is done by the deep content inspection engine when it finds the content that matches the selected one configured in the content rule. While the command is run, the engine will wait for a response, so the processing will be on hold until the command finishes.

The potential impact could be quite important. Therefore, it is essential to narrow down the cases where running the command is required and make sure it is as optimized as possible.

Another thing to consider is whether it supports running multiple instances of the program or not. In the latter case, even when the Clearswift engine runs multiple instances in parallel, it will have to queue the requests to run the command, having an even bigger impact in the processing.

As a general rule, in order to reduce the impact, the first thing to ponder is whether there is a need for an external command or the result can be achieved through any of the many content rules provided in the product, which are highly optimized. If an external command is needed, only the target content type should be selected and only for the right traffic direction, that is uploading or downloading. As a final point, the command should allow the execution of multiple instances safely and reduce as much as possible its execution time.

## 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.