



ContentKeeper Quick Start Guide



Monitor · Manage · Control

***ContentKeeper* Enterprise Quick Start Guide**

Scope

This *Quick Start Guide* is designed to enable users to deploy ContentKeeper quickly without having to read entire sections of the ContentKeeper Enterprise Administration Guide. The *Quick Start Guide* is a short section that is presented in a simple fashion and contains mainly overviews of tasks with cross-referencing to other relevant sections within the Administration Guide. All items highlighted in blue, refer to sections in the ContentKeeper Enterprise Administration Guide.

Introduction

Welcome to the *Quick Start Guide*, the purpose of which is to get your ContentKeeper up and running as quickly and with as little effort as possible.

The *Quick Start Guide* assumes the reader has minimal prior knowledge of ContentKeeper, and as such it contains only the most basic information, with cross-references to supplemental material.

You will need a hardware platform to be your ContentKeeper Appliance. ContentKeeper Technologies supplies two dedicated appliances, one for small to medium enterprise (CK-SME) and one for large enterprise (CK-LE).



CK-LE Appliance



CK-SME Appliance

Refer to [The ContentKeeper Appliance](#) section in Chapter 2 of the ContentKeeper Enterprise Administration Guide for information on obtaining or building a dedicated ContentKeeper appliance.

This *Quick Start Guide* assumes that the reader already has a pre-built ContentKeeper appliance.

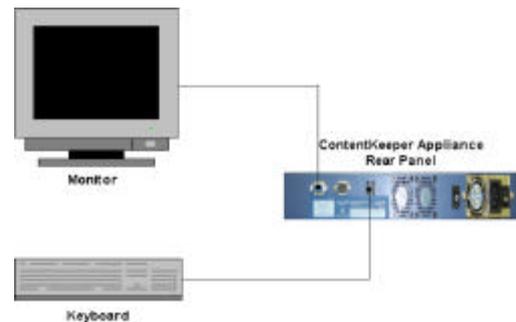
Note: For an introduction to ContentKeeper refer to [An Introduction to the ContentKeeper Internet Content Filter](#) and to the ContentKeeper web site at www.contentkeeper.com.

Lets get started . . .

Step 1. Prepare your ContentKeeper Appliance

Unpack the ContentKeeper appliance and then attach either a monitor and keyboard (*Video Console*) or a *Remote Serial Console*.

To attach a *Video Console* to a ContentKeeper appliance, first plug a standard monitor into the DB15 video connector on the rear panel of the appliance. Next, plug a USB keyboard into one of the USB connectors on the rear panel of the appliance.



Note: Refer to the [Remote Serial Console](#) section in Chapter 2 of the ContentKeeper Enterprise Administration Guide for instructions on using the *Remote Serial Console*.

Print out and complete the *Administrative Details* and *Configuration Details* that appear in Attachment 1 of this document.

Configuration Details	Value
Management Port IP Address This is the only IP address that ContentKeeper needs. This IP address will be used to access the ContentKeeper Web Interface from your network, and for downloading hourly Control List updates. It is usually a private IP address behind your firewall.	
Management Port Host Name The name of the ContentKeeper server (not the fully qualified domain name, which will be specified later).	
Management Port Netmask This is the netmask for the Management Port IP address.	
Proxy Server IP Address This may be necessary if your network devices need to use a caching proxy server to access the Internet, as ContentKeeper may also need to use these settings to access the ContentKeeper Data Center for its hourly Control List updates.	
Proxy Server Port Number This is the port number that the proxy server is listening on (eg. port 8080, 3128 etc).	
Proxy Server Authentication (Y/N) Does the proxy server that your network devices (Eg. Internet browsers) use to connect to the Internet require authentication?	
Is Proxy Bypass Possible (Y/N) This may be necessary if the proxy server requires authentication, as the ContentKeeper Management Port can only negotiate proxy server authentication when the Basic authentication scheme is supported. Is it possible to configure a rule within your proxy server to allow the ContentKeeper Management Port to bypass authentication?	

The information that you provide will be used in the next step and will also be very useful as a reference when performing the initial ContentKeeper configuration.

Step 2. Configure the Management Port

Logon to the appliance and use the ContentKeeper *Setup Program* to configure the IP address settings of the *Management Port*. Just type **setup** at the command prompt. Answer all of the questions and answer Yes to the final question to reboot the appliance.

Note: Refer to [The ContentKeeper Setup Program](#) section in Chapter 2 of the ContentKeeper Enterprise Administration Guide for instructions on using the ContentKeeper *Setup Program*.

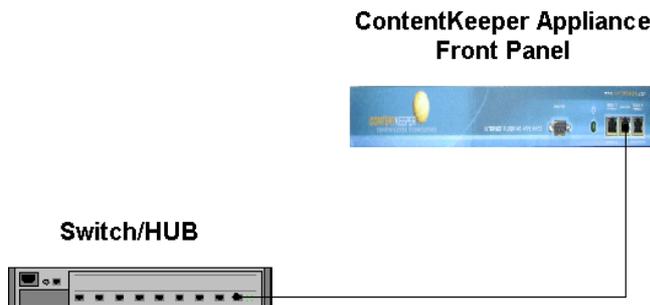
```

root@contentkeeper~#
Red Hat Linux release 7.3 (Valhalla)
Kernel 2.4.18-4 on an i686
login: root
password: *****
[root@ContentKeeper ~]# ./setup
ContentKeeper was previously installed!

Please re-answer the following questions.

Warning: ContentKeeper is currently running!
You must stop ContentKeeper if you wish to re-configure it.
Stopping ContentKeeper without a H.A.M may lead to a network outage.
Do you want to stop ContentKeeper now? <no> ; yes
  
```

Use a straight-thru cable to attach the ContentKeeper *Management Port* to a Switch or Hub on your network and allow ContentKeeper to register with the *ContentKeeper DataCenter*. ContentKeeper must have Internet connectivity.



The Management Port is the middle Ethernet port on the ContentKeeper *SME Appliance* and the bottom right port on the ContentKeeper *LE Appliance*. All ports are labelled.

Note: Refer to the [ContentKeeper Management Port Location](#) section in Chapter 3 in the ContentKeeper Enterprise Administration Guide for more information about connecting the ContentKeeper *Management Port*.

If your organisation employs an authenticating proxy server, you may need to access the *ContentKeeper Web Interface* to configure authentication settings in the *Management Port Proxy Settings* menu.

Note: Refer to the [Management Port Proxy Settings](#) section in Chapter 5 of the ContentKeeper Enterprise Administration Guide for information on configuring *Management Port* proxy authentication settings.

Management Port Proxy Settings

Tick this Check Box if you wish to use a Proxy Server

Proxy IP Address
 Proxy Port

Note: If you are NOT using a Proxy Server (above box is unchecked) you must have connectivity to the ContentKeeper Datacenter through the external IP address 202.125.15.34 on Port 80. Always Click 'Save and Test Only' to check.

Tick this Check Box if you are using an Authentication Proxy Server

Username
 Password

Note: If you are authenticating through a Microsoft Proxy Server, it may be necessary to prefix your Username with its Domain (eg) **DomainUsername** (Slash Separator)

Step 3. Perform the Initial Policy Configuration

Browse to the *ContentKeeper Web Interface*, select *Create & Edit Policies* from the *Blocking/Reporting* menu and then configure *Categories*, *File Types* and *Custom URLs* for the *Default* policy.



→

Current Status	Restart	Administration	Miscellaneous
Status Information	Restart ContentKeeper	Change Administration Password	Registration Details
Current Internet Activity	Reboot ContentKeeper Appliance	View/Edit Reclassified URLs	Set/Adjust Date and Time
Current Blocking Activity	Shutdown ContentKeeper Appliance	Block/Unblock URLs in Control List	ContentKeeper Agent
Current Username Activity		ContentKeeper Backups	Appliance Configuration Settings
View/Download Report Logs			Log Offloader
Dynamic Activity Viewer			
Blocking/Reporting	General Settings	Operational Settings	Authentication
Create & Edit Policies	General Parameters	Management Port Proxy Settings	Site/Domain Authentication
Display Policies	Excluded/Included IP Addresses	High Availability Module (H.A.M)	Departmental Report Setup
Verify Policy	Blockpage Customisation	URL Reclassification Settings	LOCAL Groups
Category Aliases	Username Resolution	Bridge Device Settings	LDAP/Directory Groups
Webalizer Reports	Live Filtering Settings		
Advanced Reporting Module			

We recommend starting with a simple configuration and then build upon it. This allows easy assessment of the effects of configuring various policy components.

Default Policy

Note: Refer to the [Categories](#), [File Types](#) and [Custom URLs](#) sections under the [Create & Edit Policies](#) section in Chapter 5 of the *ContentKeeper Enterprise Administration Guide* for information on configuring policy components.

When this box is checked only the **default** policy can be customized. In this case the **default** policy is automatically applied to all requests.

Policy Description	Default and Catch all Policy		
Select Policy	default	Clone	Report
Enable Policy	<input checked="" type="checkbox"/>	Delete	Verify

To customize the **default** Policy click any of the following **Blocking Rules**.

Categories	File-Types	Custom-URLs	Other Rules
------------	------------	-------------	-------------

The factory-set *Default Policy* configuration is a typical workplace policy and is a good starting point that can be built upon to form comprehensive filtering policies tailored to your specific environment.

Note: Refer to the [Configuring ContentKeeper](#) section in Chapter 4 of the *ContentKeeper Enterprise Administration Guide* for general information on configuring ContentKeeper.

Consider using ContentKeeper in *Silent Mode* during the first stages of its implementation. This will allow you to determine if the policy settings are too restrictive or not restrictive enough without Internet users being aware that policy adjustments are taking place. The *Default Policy* may then be fine tuned without affecting Internet access.

General Parameters

Port numbers for filtering	80 3128 8080
ContentKeeper Blocking	Off (Off=Silent Mode)
	On
	Off

Step 4. Connect the ContentKeeper Bridge Ports

ContentKeeper is a transparent adaptive Ethernet bridge able to pass any type of Ethernet traffic, and specifically designed to filter HTTP traffic, including proxy encapsulated and WCCP-GRE encapsulated traffic.

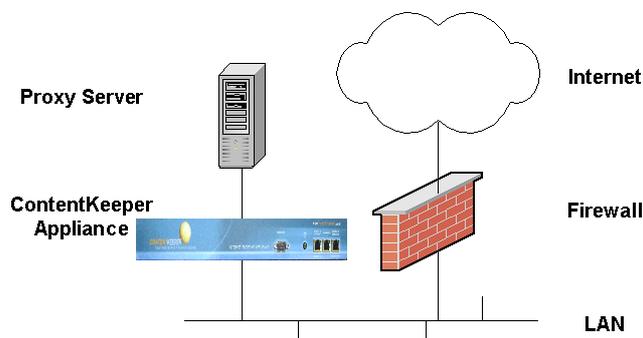
Deploy ContentKeeper by connecting the *Bridge Ports* to your network. To guide you through the process of connecting the *Bridge Ports* to your network, the two most common ContentKeeper deployment scenarios are shown below.

Note: The *Quick Start Guide* does not include information about connecting the *High Availability Module*, which requires different cable types to ContentKeeper when connected to a network. Refer to the [High Availability Module \(H.A.M\)](#) section in Chapter 2 of the ContentKeeper Enterprise Administration Guide for information about connecting and configuring the *High Availability Module*.

Deployment Scenario One

The first deployment scenario listed here is also the most common. In this scenario ContentKeeper is deployed to a network where a proxy server is being used.

ContentKeeper is placed between the users and the Internet. In this scenario ContentKeeper is located between the users and the proxy server, allowing ContentKeeper to see where each request is coming from. When an authenticating proxy server is being used ContentKeeper can also see who made each request.



The ContentKeeper *Bridge Ports* are network interfaces just like those on any normal workstation. For this reason different cables must be used when connecting the *Bridge Ports* to different network devices.

In this scenario one of the *Bridge Ports* is connected to the proxy server with a Cross-Over cable, and the other *Bridge Port* is connected to the LAN (i.e. a Hub or Switch) with a Straight-Thru cable.

Important! When ContentKeeper is deployed in this scenario, always add the IP address of the proxy server to the ContentKeeper *Excluded/Included IP Addresses* list. This prevents ContentKeeper from filtering URL requests made by the proxy server, as ContentKeeper is designed to block inappropriate requests on their way to the proxy server from the users.

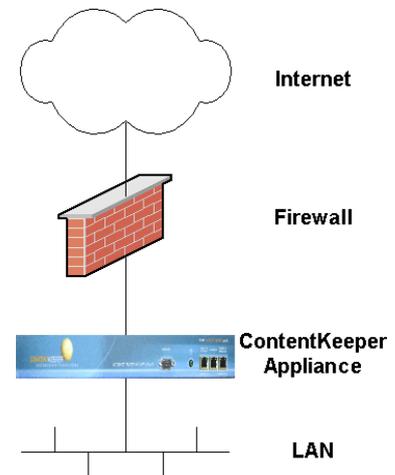
Deployment Scenario Two

The second deployment scenario listed here involves deploying ContentKeeper to a network where no proxy server is being used.

ContentKeeper is placed between the users and the Internet. In this scenario ContentKeeper is located between the users and the Internet gateway (Firewall). This usually allows ContentKeeper to see where each request is coming from.

The ContentKeeper *Bridge Ports* are network interfaces just like those on any normal workstation. For this reason different cables must be used when connecting the *Bridge Ports* to different network devices.

In this scenario one of the *Bridge Ports* is connected to the firewall server with a Cross-Over cable, and the other *Bridge Port* is connected to the LAN (i.e. a Hub or Switch) with a Straight-Thru cable.



Note: Refer to the [ContentKeeper Bridge Port Location](#) section in Chapter 3 of the ContentKeeper Enterprise Administration Guide for more information about connecting the ContentKeeper *Bridge Ports*.

Check Your Internet Connectivity

Once you have connected the *Bridge Ports*, ensure that ContentKeeper is bridging network traffic by browsing to the *Status Information* menu in the *ContentKeeper Web Interface*. Refresh the browser window to see changes in traffic throughput.

Note: The numbers next to *RX bytes (ethx)* and *RX packets (ethx)* indicate the amount of data and number of packets being received by the *Bridge Ports*, and hence the amount of network traffic traversing the *ContentKeeper Bridge*.

At this point you should also test your connection to the Internet by browsing from a separate workstation to the Internet. We recommend that you browse to a well-known web site so that you may verify that Internet access is performing normally.

Step 5. Monitor Reports and Tune Policies

Once ContentKeeper has been deployed you should verify that it is blocking and reporting as expected. Start by browsing from a filtered workstation to a URL that you know will be blocked.

Note: Select *Create & Edit Policies* from the *Blocking/Reporting* menu in the *Web Interface* and click the *Categories* button to see which categories you set to block in *Step 3*, and hence which types of URL will be blocked.

You should receive a *blockpage* similar to the one on the right when you request the URL. If you have configured *Blockpage Customisation* the *blockpage* may appear differently.



Remember, if you have deployed ContentKeeper in *Silent Mode* you will not be blocked, instead ContentKeeper will report your request in the *Current Blocking Activity* report and in the Dynamic Internet Activity viewer window.

Check the Current Internet Activity Report

To verify that ContentKeeper is reporting Internet activity correctly, select *Current Internet Activity* from the *Current Status* menu in the *Web Interface* and click the *Display* button. You should see URLs and IP addresses / Usernames generated by users browsing the Internet.

Note: Refer to the [Current Internet Activity](#) section in Chapter 5 of the ContentKeeper Enterprise Administration Guide for further information.

Check the Current Blocking Activity Report

To verify that ContentKeeper is reporting Blocked activity correctly, select *Current Blocking Activity* from the *Current Status* menu in the *Web Interface* and click the *Display* button. You should see URLs, IP addresses and blocking details generated by users browsing to blocked sites.

Note: The *Current Blocking Activity* menu is where ContentKeeper will report blocking activity if you have enabled *Silent Mode*. Refer to the [Current Blocking Activity](#) section in Chapter 5 of the ContentKeeper Enterprise Administration Guide for information.

Now that ContentKeeper has been deployed, you may wish to tune the *Default Policy* and/or create *Custom Policies*. Continue to monitor the *Current Internet Activity* and *Current Blocking Activity* reports to see how your Default policy has affected Internet access for your organisation, and to gain an insight into how you should configure *Custom Policies* if you choose to do so. Remember to enable a new policy after you create it.

You may also wish to examine the *Current Username Activity* report and the *Dynamic Activity Viewer*.

Note: Refer to the [Current Username Activity](#) section in Chapter 5 of the ContentKeeper Enterprise Administration Guide for information on using the *Current Username Activity* report. Refer to the [Dynamic Activity Viewer](#) section in Chapter 5 for information on using the *Dynamic Activity Viewer*.

Read the [Configuring ContentKeeper](#) section in Chapter 4 of the ContentKeeper Enterprise Administration Guide for more general information about configuring ContentKeeper.

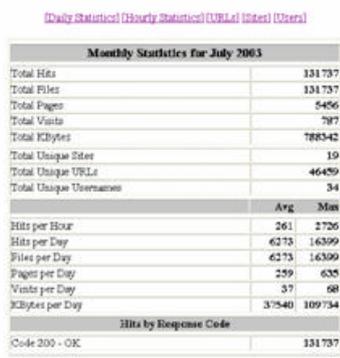
Read the [Configuring Policies](#) section in Chapter 4 of the ContentKeeper Enterprise Administration Guide for a discussion on creating *Custom Policies* including an overview of the procedure.

Read the [ContentKeeper Reporting](#) section in Chapter 4 of the ContentKeeper Enterprise Administration Guide for a discussion of the available reporting methods. Some examples appear below. See <http://www.contentkeeper.com/advanced-reporting-module/> for information relating to the ContentKeeper Advanced Reporting Module



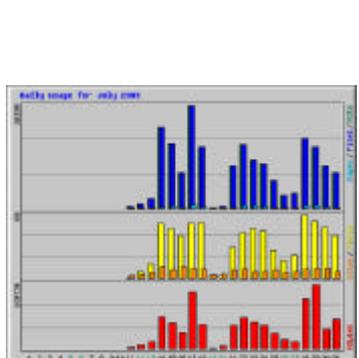
Order	Blocked						
1	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
2	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
3	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
4	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
5	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
6	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
7	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
8	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
9	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
10	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
11	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
12	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
13	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
14	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
15	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
16	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
17	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
18	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
19	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked
20	1	Blocked	Blocked	Blocked	Blocked	Blocked	Blocked

Blocking Activity Report



Monthly Statistics for July 2003	
Total Hits	131737
Total Files	131737
Total Pages	5456
Total Visits	787
Total KBytes	788342
Total Unique Edits	19
Total Unique URLs	46459
Total Unique Usernames	34
	Arg
Hits per Hour	261
Files per Day	4273
Pages per Day	4273
Visits per Day	259
KBytes per Day	57
Hits by Response Code	109734
Code 200 - OK	131737

Monthly Statistics



Daily Statistics

Congratulations!
You have successfully deployed ContentKeeper.



Attachment 1

Administrative Details	Value
Company Name	
Technical Contact	
Billing Contact	
Address Line 1	
Address Line 2	
City	
State	
Zipcode/Postcode	
Telephone Country Code	
Telephone Area Code	
Telephone Number	
Fax Number	
Email Address	

Configuration Details	Value
<p>Management Port IP Address</p> <p>This is the only IP address that ContentKeeper needs. This IP address will be used to access the <i>ContentKeeper Web Interface</i> from your network, and for downloading hourly <i>Control List</i> updates. It is usually a private IP address behind your firewall.</p>	
<p>Management Port Host Name</p> <p>The name of the ContentKeeper server (not the fully qualified domain name, which will be specified later).</p>	
<p>Management Port Netmask</p> <p>This is the netmask for the <i>Management Port</i> IP address.</p>	
<p>Proxy Server IP Address</p> <p>This may be necessary if your network devices need to use a caching proxy server to access the Internet, as ContentKeeper may also need to use these settings to access the <i>ContentKeeper DataCenter</i> for its hourly <i>Control List</i> updates.</p>	
<p>Proxy Server Port Number</p> <p>This is the port number that the proxy server is listening on (eg: port 8080, 3128 etc).</p>	
<p>Proxy Server Authentication (Y/N)</p> <p>Does the proxy server that your network devices (Eg. Internet browsers) use to connect to the Internet require authentication?</p> <p>Is Proxy Bypass Possible (Y/N)</p> <p>This may be necessary if the proxy server requires authentication, as the ContentKeeper <i>Management Port</i> can only negotiate proxy server authentication when the Basic authentication scheme is supported. Is it possible to configure a rule within your proxy server to allow the ContentKeeper <i>Management Port</i> to bypass authentication?</p>	



Configuration Details	Value
<p>Does the Gateway Device Pass TCP Port 80 Traffic (Y/N)</p> <p>If your network employs an authenticating proxy server that cannot be bypassed by the <i>Management Port</i> then it may be necessary to explicitly bypass the proxy server. For this to be successful, the gateway device (eg. a firewall) must pass outbound TCP traffic on port 80 (HTTP Protocol) from the ContentKeeper <i>Management Port</i>.</p>	
<p>DNS IP Address</p> <p>If your network has a DNS server, then this is its IP address.</p>	
<p>Domain Suffix</p> <p>This is the primary domain suffix of the domain to which the <i>Management Port</i> is connected to, eg. The domain suffix for a system located at ContentKeeper Technologies is <contentkeeper.com>.</p>	
<p>Firewall Internal IP Address</p> <p>If there is a firewall protecting your network from the Internet, then that Firewall's configuration information may be needed when configuring ContentKeeper.</p>	
<p>Firewall Caching Proxy Server Port Number</p> <p>Is there a caching proxy server running on the firewall that is not the proxy server that your workstations use to connect to the Internet.</p>	
<p>Directory Service</p> <p>Does the network use a directory service? For example Windows NT/2000 use Active Directory, Novell uses NDS.</p>	
<p>Fibre-Optic Network Connectivity</p> <p>Is there Fibre-Optic cable in the internal network, i.e. between the proxy server and the gateway, or between the switch and the proxy server? The type of network cabling being attached to the <i>ContentKeeper Bridge Ports</i> will determine the hardware used within the ContentKeeper appliance.</p> <p>Network Bandwidth</p> <p>What is the maximum bandwidth available on your network for Internet access, e.g. usually the speed of your WAN link to the Internet?</p>	