

Blue Coat® Systems ProxySG™

Configuration and Management Guide

Volume 1: Introduction

Version SGOS 5.1.3



Contact Information

Blue Coat Systems Inc.
420 North Mary Ave
Sunnyvale, CA 94085-4121

<http://www.bluecoat.com/support/index.html>

bcs.info@bluecoat.com
<http://www.bluecoat.com>

For concerns or feedback about the documentation: documentation@bluecoat.com

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Third Party Copyright Notices

Chapter 3: Volume Organization

The documentation suite for the *Blue Coat ProxySG Configuration and Management Guide* is composed of 12 volumes, which includes the *Blue Coat ProxySG Content Policy Language Guide* (Volume 11) and *Blue Coat ProxySG Command Line Reference* (Volume 12).

The *Blue Coat ProxySG Configuration and Management Guide* has been divided into separate volumes to improve accessibility and readability, and to allow like topics to be discussed more thoroughly. For example, the proxies chapter has been converted to *Volume 3: Proxies and Proxy Services*, and each proxy has its own chapter. This allows a solutions-based discussion for each proxy.

Nearly every volume contains a glossary. *Volume 11: ProxySG Content Policy Language Guide* has a separate, CPL-specific glossary. *Volume 12: ProxySG Command Line Reference* has no glossary.

Table 3-1. Volume Organization

Volume Title	Description
<i>Volume 1: Introduction to the ProxySG</i>	Volume 1 contains the table of contents for the entire documentation suite. It also contains a task list of pointers to locations for common tasks.
<i>Volume 2: Getting Started</i>	Contained in this book is everything you need to get started: <ul style="list-style-type: none">• how to log in to the ProxySG CLI and Web-based Management Console• how to change the administrator username, password, and privileged-mode password;• licensing• how to set the ProxySG name and system time, configure the network adapter, load balance, and specify DNS servers.
<i>Volume 3: Proxies and Proxy Services</i>	Volume 3 describes the proxies and proxy services available. Separate chapters describe each of the various kinds of proxies.
<i>Volume 4: Web Communication Proxies</i>	Application proxies, such as IM and streaming, are discussed in this volume.

Table 3-1. Volume Organization (Continued)

Volume Title	Description
<i>Volume 5: Securing the ProxySG</i>	<p>Enabling and maintaining security on the ProxySG is discussed in this volume.</p> <p>Blue Coat supports a number of kinds of authentication, discussed here: LDAP, IWA, RADIUS, Local, Certificate (which allows you to authenticate using certificates), policy substitution, COREid, Netegrity, and Sequence (which allows you to authenticate using multiple authentication servers).</p> <p>Also discussed in this volume is the ProxySG BCAA agent.</p>
<i>Volume 6: Advanced Networking</i>	<p>Topics discussed in this volume are networkings tasks: setting failover, TCP-IP, attack detection, WCCP, and the Routing Information Protocol (RIP). Commands supported for the RIP configuration text file are discussed in the appendix.</p> <p>Health Checks, forwarding, and managing bandwidth are also discussed in this volume.</p>
<i>Volume 7: VPM and Advanced Policy</i>	<p>Discussed in this volume are:</p> <ul style="list-style-type: none"> • Four policy files are used to manage policy: Central, Local, Visual Policy Manager, and Forwarding. T. • Pop-up ad blocking, managing active content, and creating exceptions. • This volume also contains a reference guide and several tutorials for using the Visual Policy Manager.
<i>Volume 8: Managing Content</i>	<p>This volume discusses how to configure and use the ProxySG’s content filtering capabilities, as well as configuring and using content filtering vendors to work with the ProxySG.</p> <p>External Services (ICAP and Websense off-box) are also found in this volume.</p>
<i>Volume 9: Access Logging</i>	<p>Log formats, upload clients, upload schedules, and protocols are discussed in this volume.</p> <p>In the Access Log Formats appendix, ELFF, SQUID, NCSA/Common, and custom logs are discussed.</p>
<i>Volume 10: Managing the ProxySG</i>	<p>This volume discusses upgrading the system and configuring event logs, SMNP, STMP, heartbeats, and core images, as well as diagnostics.</p> <p>Health Monitoring, new in this release, is discussed in this volume.</p> <p>The statistics chapter discusses viewing various kinds of statistics—system usage, efficiency, resources, and logs of all kinds.</p>

Table 3-1. Volume Organization (Continued)

Volume Title	Description
<i>Volume 11: ProxySG Content Policy Language Guide</i>	This volume discusses using Content Policy Language (CPL) to create and manage policies on the ProxySG.
<i>Volume 12: ProxySG Command Line Reference</i>	This is a reference, in man-page format, of all the CLI commands supported by SGOS.

Note: The *Blue Coat ProxySG Configuration and Management Guide* suite and the *online help* contain the same information but are not identical. For the latest information, refer to the *Blue Coat ProxySG Configuration and Management Guide* documentation suite.

Related Blue Coat Documentation

- ❑ *Blue Coat 200 Series Installation Guide*
- ❑ *Blue Coat SG 410 Installation Guide*
- ❑ *Blue Coat SG810 Installation Guide*
- ❑ *Blue Coat SG8100 Installation Guide*

Document Conventions

The following section lists the typographical and Command Line Interface (CLI) syntax conventions used in this manual.

Table 3-2. Document Conventions

Conventions	Definition
<i>Italics</i>	The first use of a new or Blue Coat-proprietary term.
Courier font	Command line text that appears on your administrator workstation.
<i>Courier Italics</i>	A command line variable that is to be substituted with a literal name or value pertaining to the appropriate facet of your network system.
Courier Boldface	A ProxySG literal to be entered as shown.
{ }	One of the parameters enclosed within the braces must be supplied
[]	An optional parameter or parameters.
	Either the parameter before or after the pipe character can or must be selected, but not both.

Chapter 4: Master Table of Contents

This chapter contains the table of contents for each of the eleven remaining books in the 12 volume *Blue Coat ProxySG Configuration and Management Guide Suite*. The table of contents for this book, *Volume 1: Introduction to the ProxySG*, is in the front of this book, following the cover.

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Chapter 5: Customizing the ProxySG

The top-level tasks you need to carry out to customize the ProxySG to your environment are:

- ❑ “Placing the ProxySG in a Network” on page 59
- ❑ “Initial Setup” on page 60
- ❑ “Simple Policy” on page 60
- ❑ “Implementing Policies” on page 60
- ❑ “Managing the ProxySG” on page 61
- ❑ “Managing the ProxyAV” on page 61
- ❑ “Troubleshooting” on page 61

This chapter also includes a task list that provides pointers in the documentation.

Placing the ProxySG in a Network

To install a ProxySG into a network, the network must be set up to present the ProxySG with traffic to control.

- ❑ **Explicit Proxy:** All the ProxySG needs is IP address connectivity to the network; browsers must be configured to point to the ProxySG through a PAC file.
- ❑ **Transparent Proxy:** The majority of networks use transparent proxy. Transparent proxying occurs when the ProxySG receives traffic destined for Origin Content Servers (OCS) and terminates the traffic, then initiates the same request to the OCS.
 - **Bridging:** With this configuration, you do not have to make router or L4 switch configuration changes. The ProxySG is placed inline on a segment of the network where all outgoing traffic flows; one Ethernet interface is connected to the internal network, the other Ethernet interface is connected to the Internet. The ProxySG terminates all traffic on the service ports in which the proxy has been configured and sends the request to the outside OCS. All other traffic is bridged between the two Ethernet interfaces.

Note that this configuration, without using policy controls, can lead to an *open* proxy. An open proxy results when traffic is allowed on the outside (Internet) interface because users are accessing internal Web servers behind the proxy.

- **WCCP:** If the site has Cisco routers, WCCP can be used to direct certain TCP/IP connections to the ProxySG. TCP/IP ports to forward to the ProxySG are communicated between ProxySG appliances and the Cisco routers. Typically, this is enforced on the outgoing interface on the Cisco router.
- **L4 switching:** Similar to WCCP, the L4 switch is configured to forward traffic for specific TCP/IP ports to the attached ProxySG.

Initial Setup

The ProxySG must be initially configured before it operates on a network. This can be done through the front panel (if applicable) or the serial console. The initial setup sets not only the IP address, but enable and console passwords. Once completed, the ProxySG can be managed through the serial console, SSH, or HTTPS at port 8082. Information on setting up the ProxySG is in the Quick Start Guide and Installation Guide for your platform.

Simple Policy

The default policy on new ProxySG appliances is to deny everything. To test initial setup, you can create a policy of ALLOW, along with changing access logging to log to the default logs. If the ProxySG is correctly set up, Web browsers can surf the Internet and all transactions are logged. Once the ProxySG setup is verified, the policy should again be set to DENY, unless otherwise required.

If the policy is set to allow everything and a bridged configuration is used, clients can send a connection request for any port, including e-mail, using the proxy to send spam. This is called an *open* proxy and usually results in performance slowdowns (among other things).

To prevent the ProxySG from becoming an open proxy in a bridged configuration if you must use an ALLOW configuration, add the following policy to the end of the local policy:

```
define subnet Trusted_Clients
    10.0.0.0/8
end subnet

define subnet Trusted_Servers
    216.52.23.0/24
end subnet

<Proxy>
    client.address = Trusted_Clients OK ; Policy below applies
    proxy.address = Trusted_Servers OK ; Policy below applies
    FORCE_DENY ; Force a denial for everything else

<Proxy>
    ; Add other allow or deny rules here
    ; Example: Allow all traffic not denied above
    ALLOW
```

Implementing Policies

Once the basic system is set up, you need to decide which controls—policies—to put in place. Typically, the following are configured on the system:

- ❑ Proxy caching (HTTP, FTP, Streaming)
- ❑ Authentication/single sign-on
- ❑ Access control policy
- ❑ Content filtering
- ❑ Web anti-virus

Implementing policies is a two-step process:

- ❑ Configure the feature; for example, choose Blue Coat Web Filter (BCWF) or another content filtering vendor, enable it, and schedule downloads of the database.

- ❑ Create policy through the graphical Visual Policy Manager (VPM) or through the Content Policy Language (CPL).

Managing the ProxySG

Once the configuration and policy on the ProxySG are set, you should know how to evaluate the current operating state. This can include reviewing event log messages, utilizing SNMP, or diagnostics such as CPU utilization.

- ❑ Archive a configuration file: *Volume 2: Getting Started*
- ❑ Upgrade the system: *Volume 10: Managing the ProxySG*
- ❑ Set up event logging: *Volume 10: Managing the ProxySG*
- ❑ Configure SNMP: *Volume 10: Managing the ProxySG*
- ❑ Understand Diagnostics: *Volume 10: Managing the ProxySG*

Managing the ProxyAV

The ProxySG with ProxyAV™ integration is a high-performance Web anti-virus (AV) solution. For most enterprises, Web applications and traffic are mission-critical, representing 90% of the total Internet traffic.

By deploying the ProxySG/ProxyAV solution, you gain performance and scalability (up to 250+ Mbps HTTP throughput), along with Web content control.

For information on managing the ProxyAV, refer to the *Blue Coat ProxyAV Configuration and Management Guide*.

Troubleshooting

Use the access logs, event logs, and packet captures to check connections and view traffic passing through the ProxySG. Use policy tracing to troubleshoot policy. Note that policy tracing is global; that is, it records every policy-related event in every layer. Turning on policy tracing of any kind is expensive in terms of system resource usage and slows down the ProxySG's ability to handle traffic.

- ❑ Policy tracing: For information on using policy tracing, refer to *Volume 7: VPM and Advanced Policy*.
- ❑ Access Logs: For information on configuring and using access logs, refer to *Volume 9: Access Logging*.
- ❑ Event logs: For information on using event logs, refer to *Volume 10: Managing the ProxySG*.
- ❑ Packet capture: For information on using the PCAP utility, refer to *Volume 10: Managing the ProxySG*.

Task Tables

The tables below refer to the sections in the manuals that describe the top-level tasks to customize the ProxySG to your environment. The tables are listed in alphabetical order (for example, *access logging*, *authentication*, *bridging*, *caching*, and so on).

Table 5.1: Access Logging

Task	Reference
Configure access logging with <ul style="list-style-type: none"> • Blue Coat Reporter • SurfControl Reporter • Websense Reporter 	<ul style="list-style-type: none"> • Blue Coat Reporter: Chapter 3, "Creating the First Profile," <i>Blue Coat Reporter Configuration and Management Guide</i> • SurfControl Reporter: <i>Volume 8: Managing Content</i> • Websense Reporter: <i>Volume 8: Managing Content</i>

Table 5.2: Anti-Virus

Task	Reference
Block Web viruses using ProxyAV	<i>Volume 8: Managing Content</i>
Set up anti-virus filtering	<i>Blue Coat ProxyAV Configuration and Management Guide</i>

Table 5.3: Authentication

Task	Reference
Achieve single sign-on with IWA (formerly NTLM)	<i>Volume 5: Securing the ProxySG</i>
Select the right authentication mode	<i>Volume 5: Securing the ProxySG</i>
Install the Blue Coat authentication/ authorization agent to work with IWA (formerly NTLM)	<i>Volume 5: Securing the ProxySG</i>
Configure authentication to work with an existing authentication service	<i>Volume 5: Securing the ProxySG</i>
Set up authentication schemes and use them in policy	<i>Volume 5: Securing the ProxySG</i>

Table 5.4: Bridging

Task	Reference
Configure bridging (hardware or software)	<i>Volume 2: Getting Started</i>
Allow those from outside a bridged deployment to get to internal servers	<i>Volume 3: Proxies and Proxy Services</i>

Table 5.5: Caching

Task	Reference
Disable caching	<i>Volume 3: Proxies and Proxy Services</i>

Table 5.6: HTTP

Task	Reference
Redirect HTTP with WCCP	<i>Volume 3: Proxies and Proxy Services</i>

Table 5.7: HTTPS

Task	Reference
Create a transparent HTTPS service	<i>Volume 3: Proxies and Proxy Services</i>

Table 5.8: Instant Messaging

Task	Reference
Allow, block, and control the supported Instant Messaging clients	<i>Volume 4: Web Communication Proxies</i>

Table 5.9: Management

Task	Reference
Get the Management Console to work	<i>Volume 2: Getting Started</i>
Manage the System: <ul style="list-style-type: none"> • License the system • Back up the configuration • View statistics <ul style="list-style-type: none"> • Resources • Efficiency • SNMP monitoring 	<ul style="list-style-type: none"> • <i>Volume 2: Getting Started</i> • <i>Volume 2: Getting Started</i> • <i>Volume 10: Managing the ProxySG</i>

Table 5.10: Policy

Task	Reference
Set up authentication schemes and use them in policy	<i>Volume 5: Securing the ProxySG</i>
Limit network access and configuring compliance pages	<i>Volume 5: Securing the ProxySG</i>
Block unwanted content	<i>Volume 5: Securing the ProxySG</i>

Table 5.10: Policy

Change policy default	<i>Volume 7: VPM and Advanced Policy</i>
Write policy using the Visual Policy Manager (VPM)	<i>Volume 7: VPM and Advanced Policy</i>
Write policy using the Content Policy Language (CPL)	<i>Blue Coat ProxySG Content Policy Language Guide</i>

Table 5.11: Proxies

Task	Reference
Determine the best type of proxy for the environment	<i>Volume 3: Proxies and Proxy Services</i>
Set up HTTPS Reverse Proxy	<i>Volume 3: Proxies and Proxy Services</i>
Get traffic to the proxy	<i>Volume 3: Proxies and Proxy Services</i>

Table 5.12: Reporter, Blue Coat

Task	Reference
Make Blue Coat Reporter work with access logging	<i>Blue Coat Reporter: Chapter 3, "Creating the First Profile," Blue Coat Reporter Configuration and Management Guide</i>
Use Scheduler to set up report generation	<i>Chapter 3, "Using Scheduler," in the Blue Coat Reporter Configuration and Management Guide</i>
Generate specific reports for specific people	<i>Blue Coat Reporter Configuration and Management Guide</i>

Table 5.13: Reporter, SurfControl

Task	Reference
Configure SurfControl Reporter	<i>Volume 8: Managing Content</i>

Table 5.14: Reporter, Websense

Task	Reference
Configure Websense Reporter	<i>Volume 8: Managing Content</i>

Table 5.15: Services

Task	Reference
Create a port service	<i>Volume 3: Proxies and Proxy Services</i>

Table 5.16: Streaming

Task	Reference
Control streaming protocols	<i>Volume 4: Web Communication Proxies</i>

Table 5.17: WCCP

Task	Reference
Configure WCCP for multiple ports	<i>Volume 6: Advanced Networking</i>
Redirect HTTP with WCCP	<i>Volume 6: Advanced Networking</i>
Configure the home-router IP	<i>Volume 6: Advanced Networking</i>
Configure multiple home-routers	<i>Volume 6: Advanced Networking</i>
Configure a multicast address as the proxy's home router	<i>Volume 6: Advanced Networking</i>

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Microsoft Windows Media Streaming

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@version 3.0 (December 2000)

Optimised ANSI C code for the Rijndael cipher (now AES)

@author Vincent Rijmen <vincent.rijmen@esat.kuleuven.ac.be>

@author Antoon Bosselaers <antoon.bosselaers@esat.kuleuven.ac.be>

@author Paulo Barreto <paulo.barreto@terra.com.br>

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University of Cambridge Computing Service, Cambridge, England. Phone: +44 1223 334714.

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