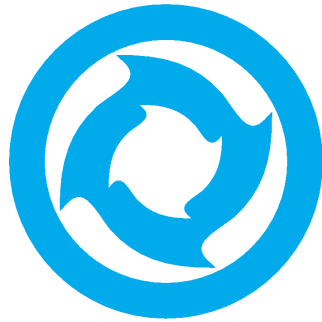


Secure Web Appliance

Basic Usage Guide



CYan

NETWORK SECURITY

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1. Introduction

1.1. About CYAN Secure Web Appliance

The all-in-one appliance hardware solution developed by CYAN Networks is an optimal customized platform that makes the deployment of Secure Web very easy. The Appliance includes a complete pre-installed Secure Web, as well as a Web Admin Interface used for the configuration of the entire machine. The product can easily be integrated into the already existing infrastructures. The configuration and other operating tasks are done with your favorite web browser, thus no knowledge about the integrated operating system is required.

1.2. About this Manual

This manual explains basic Web Admin Interface usage and features.

This manual is to be used with a CYAN Secure Web appliance with version 2.0 and above.

1.2.1. Document Conventions



Indicates a potentially risky situation, leaving the appliance in an unusable state.



Indicates a potentially risky situation, causing malfunction of the solutions.



Indicates information that is substantial for successfully configuring and using the product.



Provides helpful information for the process of configuring and using the product.



Provides additional information about typical scenarios and best practices.

2. Description of the Web Admin Interface

In this section will be explained all basic parts of the Web Admin Interface.

2.1. Login screen

Login screen is the entry part of the whole Web Admin Interface. It can be accessed by pointing your browser to the appliance IP address, for example:

<https://<appliance-ip>:9992/> (for example, [https:// 192.168.1.1:9992/](https://192.168.1.1:9992/))

After the page loads the welcome screen (see [Figure 2.1, "Welcome screen"](#)) you will be able to navigate to either CYAN Secure Web or CYAN Reporting System. For purpose of this documentation let's assume navigation to CYAN Secure Web, where can be all of the basic concepts explained.



Figure 2.1. Welcome screen

If this is your first time you use the CYAN Secure Web, you will be prompted for new Username & Password (see [Figure 2.2, "First login"](#)). You have to type the password two times to avoid mistakes.

This is your first login! Enter a name and a password for the Administrator account.

User name

Password

Password (confirmation)

Remember username?

Figure 2.2. First login

If there is already a user account present you will be just prompted for existing Username & Password (see [Figure 2.3, "Login with user account"](#)). There is an option to remember last used user name by checking the "Remember username?" check box. If it is checked, the user name will be pre-filled for you the next time you will access this login screen.

Under normal circumstances after clicking to "Log On" you would be taken to a Dashboard screen (see [Chapter 6, Dashboard](#)).

Username

Password

Remember username?

Figure 2.3. Login with user account

2.2. Interface overview

After logging in the CYAN Secure Web you will be able to see the main part of the Web Admin Interface as in the following figure:

Figure 2.4. Main part of the Web Admin Interface with Dashboard active

1. Log Out button (see [Section 2.2.1, "Logging out"](#))
2. Language selection panel (see [Section 2.2.2, "Changing interface language"](#))
3. Menu (see [Chapter 3, Menu structure](#))
4. Help panel (see [Chapter 5, Help system](#))
5. Button to access Error log (visible only if some logs exist, see [Section 6.3, "Log Viewer tab"](#))
6. Button to access Dashboard, Tracking and Log Viewer (see [Chapter 6, Dashboard](#))
7. Button to access Wizards (see [Chapter 7, Wizards](#))
8. Button to access Machine Management (see [Chapter 8, Machine management](#))
9. User settings (see [Chapter 9, User administration](#))
10. Automatic Log Out information (see [Section 2.2.1, "Logging out"](#))

11. Content part (content itself depends on the position in the menu structure)

2.2.1. Logging out

For logging out of the system you can use the *"Log Out"* button in the top right corner of the screen. Use this button also for switching to other user as there is no other way how to accomplish this task than logging out and in again.

Automatic Log Out feature automatically logs the logged in user out after a specified period of time of inactivity (by default 30 minutes). By activity is in this case meant changing your position in the menu structure (going to some other screen than where you already are) or refreshing the web page. Note that values change is not enough. You can also refresh the counter by clicking on it. The period of time after you will be automatically logged out can be changed in user settings (see [Chapter 9, User administration](#) for more information).

2.2.2. Changing interface language

The whole web interface is available in different languages. So far is supported English and German language. This translation includes the [help system](#). Language can be switched by clicking one of the flag icons in the top right corner of the screen. This change is immediate and does not require any additional steps.

3. Menu structure

Menu can be found on the left side of the Web Admin Interface. It works the same way as you may be used to from many other programmes. You can see an example of this menu in [Figure 3.1, "Example of the menu structure"](#). It consists of:

1. Three main menu items which are described later
2. Sub menus with more specific settings
3. Sub sub menu items containing the most specific settings

All the menu items regardless on the level can be accessed simply by clicking on them with the left mouse button.

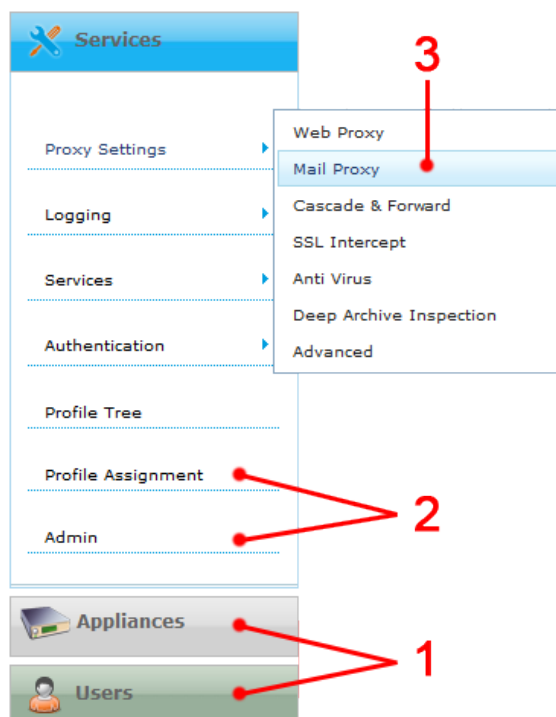


Figure 3.1. Example of the menu structure



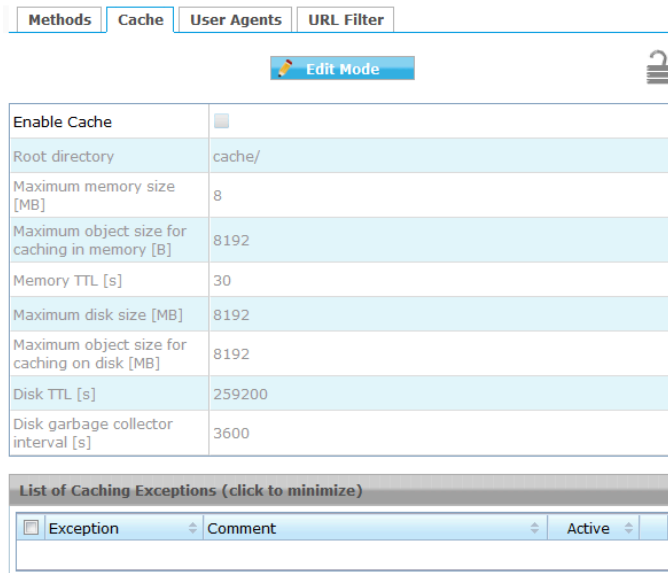
Do not use "Back" and "Forward" navigation buttons of your browser for navigation in the Web Admin Interface. Your navigation through the menu structure is not being saved in your browser's history and especially after using the "Back" you will most probably end up back in the login screen.

Description of the main menu items:

- **Services** - Main part of the menu structure. Except of User and Appliance settings you will find all the options of the Secure Web. The sub menus in this section are self-explanatory.
- **Appliances** - Provides access to settings of the Appliance itself. Here are basic options of the underlying operating system services, such as NTP, Logging, SNMP or Active Directory. You can also find here cluster, firewall and network settings and functions useful for Appliance maintenance, such as power and services run handling.
- **Users** - Provides access to settings regarding administrator user accounts and authentication and Web Admin Interface preferences.

4. Editing features

Web Admin Interface offers some editing features to which you may be used to from desktop applications, but you may not expect them in a web page like interface. To explain these features we will use a screen from a *Services/Proxy Settings/Web Proxy/Cache* tab. We will refer to this screen more times in this chapter. If you haven't done any modification yet the screen will look like in the following figure:



Methods	Cache	User Agents	URL Filter
Edit Mode			
Enable Cache	<input type="checkbox"/>		
Root directory	cache/		
Maximum memory size [MB]	8		
Maximum object size for caching in memory [B]	8192		
Memory TTL [s]	30		
Maximum disk size [MB]	8192		
Maximum object size for caching on disk [MB]	8192		
Disk TTL [s]	259200		
Disk garbage collector interval [s]	3600		

List of Caching Exceptions (click to minimize)

Exception	Comment	Active
-----------	---------	--------

Figure 4.1. Default appearance of the dialog

4.1. Edit mode

Edit mode prevents any accidental changes in the Web Admin Interface. To start editing any of the option you have to switch the dialog in an Edit Mode first. This can be done by multiple ways which will be explained later in this chapter. The basic and most obvious one is simply by clicking Edit Mode button.



Note that in this case (and many other) plain switching the dialog into the Edit Mode will just enable editing of the "Enable" check box. For editing other options you have to check this "Enable" check box first.

In [Figure 4.2, "Dialog in the Edit Mode"](#), you can see that in this case we changed the value of the "Root directory" option. Now you can either save the changes you have made by clicking the "Save" button on the top or discard the changes by clicking the "Cancel" button next to it. In case you will choose to save your changes, you will be reminded to click the "Apply" button which will be described in more detail later in [Section 4.4, "Apply button"](#).



Edit mode can be always turned off by modifying "Input mode" in user settings (see [Chapter 9, User administration](#)).

Methods Cache User Agents URL Filter

Save Cancel Edit Mode

Enable Cache	<input checked="" type="checkbox"/>
Root directory	our own directory/
Maximum memory size [MB]	8
Maximum object size for caching in memory [B]	8192
Memory TTL [s]	30
Maximum disk size [MB]	8192
Maximum object size for caching on disk [MB]	8192
Disk TTL [s]	259200
Disk garbage collector interval [s]	3600

List of Caching Exceptions (click to minimize)

<input type="checkbox"/>	Exception	Comment	Active

Figure 4.2. Dialog in the Edit Mode

4.2. Double clicking

Another way how to edit options in dialogs is by double clicking them with the left mouse button. This action will enable editing just of the option that has been double clicked as you can see in [Figure 4.3, "Options editing by double click"](#).

Enable Cache	<input checked="" type="checkbox"/>
Root directory	our own directory/
Maximum memory size [MB]	8
Maximum object size for caching in memory [B]	8192
Memory TTL [s]	30
Maximum disk size [MB]	8192
Maximum object size for caching on disk [MB]	8192
Disk TTL [s]	259200
Disk garbage collector interval [s]	3600

List of Caching Exceptions (click to minimize)

<input type="checkbox"/>	Exception	Comment	Active

Figure 4.3. Options editing by double click

If you wish to finish the changes and either save or discard them click anywhere in the Web Admin Interface (except the place of the currently edited option). Now you will have an option to save or discard the changes by clicking the appropriate button. In [Figure 4.4, "Undo option"](#) you can see an arrow-like icon next to the edited option. Clicking it works exactly the same way as the "Cancel" button in the top of the page.

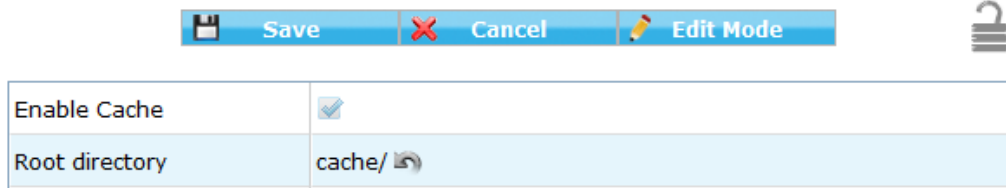


Figure 4.4. Undo option

4.3. Right clicking

Web Admin Interface also has context menus that appear after right mouse button click on some of the interface widgets. An example of this context menu you can find if you right click in any part of the "List of Caching Exceptions" list, as in the following figure:

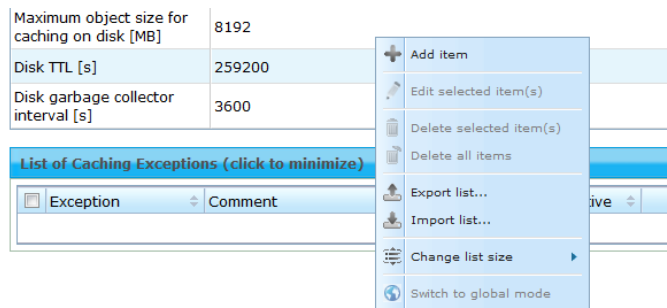


Figure 4.5. Example of a context menu



Please note the difference of the "List of Caching Exceptions" in Figure 4.1, "Default appearance of the dialog" and Figure 4.2, "Dialog in the Edit Mode". In the first one is the list grey because the "Enabled" check box is not checked, while in the second one is the list blue because the check box is checked.

While this seems to be not an important difference, in the first case you will not be able to use the right click context menu until you enable the list. For using the context menu on any particular item, you have to enable this item first.

4.4. Apply button

After finishing and saving your edits, don't forget to click the Apply button in the top right corner of the Web Admin Interface. You will be notified to do so after saving any changes. The button also changes from grey to colour if there is a need to click this button as in Figure 4.6, "Active apply button".



When you save any changes, they are written to the configuration database. But just when you click the Apply button all the necessary components reload the configuration. This will allow you to make changes in multiple policies (possibly dependent on each other) and just after you finish all the changes to apply them.

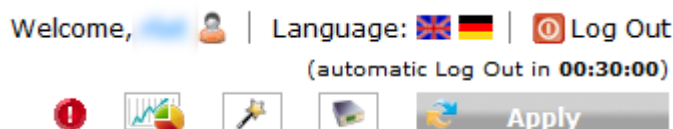


Figure 4.6. Active apply button

4.5. Edit locking

You may have noticed a small grey lock-like icon in the top right corner in [Figure 4.1, “Default appearance of the dialog”](#) or in [Figure 4.4, “Undo option”](#). This lock can be used for locking editing in any screen. If you click on this icon you will be asked if you want to lock current dialog for all other users. If you confirm it, no one else will be able to edit anything in this screen, unless you unlock it by clicking this icon again. A locked editing looks like in the following figure:

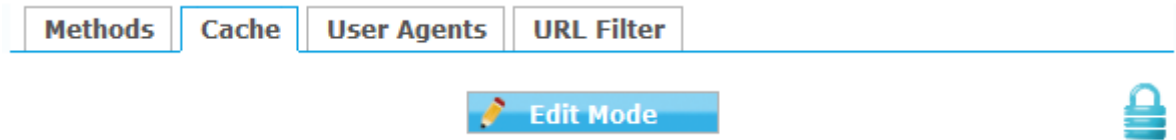


Figure 4.7. Locked editing

Edit locking is limited to users with Super Administrator role (more about user roles in [Chapter 9, User administration](#)). Any other roles will see just locked editing or no lock icon at all.

5. Help system

There are two ways how is Web Admin Interface presenting the help to its users. First way is by showing notifications in floating windows in the same web page. Example of this feature is a dialog reminding you to press the Apply button after you save your changes.

Second way of presenting help is the help panel on the right side of the Web Admin Interface. It is always showing useful information regarding current screen. More information can be access by clicking on "Open Help" button (example of the screen that opens is in [Figure 5.1, "Help system example"](#)).



Clicking the "Open Help" button will open the help in a new window. Please make sure your browser does not block pop-up windows or disable the pop-up windows blocking features of your browser for the Web Admin Interface.

The whole help system is translated to every language in which is Web Admin Interface available.

Allow OPTIONS, GET, etc.: These options enable the corresponding HTTP request methods.

Allow WebDAV methods: WebDAV (Web-based Distributed Authoring and Versioning) is a set of extensions to HTTP that is used to edit and manage files on remote servers. WebDAV is used, for example, by Microsoft in their "Web folders" and "Outlook Web Access" tools. WebDAV methods included in this setting are: POLL, SUBSCRIBE, UNSUBSCRIBE, COPY, MOVE, LOCK, MKCOL, UNLOCK, SEARCH, NOTIFY, PROPFIND, PROPPATCH

Allow unknown methods: All methods not included above are summarized in this option.

Figure 5.1. Help system example

6. Dashboard

Dashboard, Tracking and Log Viewer tabs are the first ones you will probably see when you log in the Web Admin Interface. They can be also accessed by clicking appropriate icon as shown in Figure 2.4, "Main part of the Web Admin Interface with Dashboard active".

6.1. Dashboard tab

In the following figure you can see an example of how a dashboard may look like:

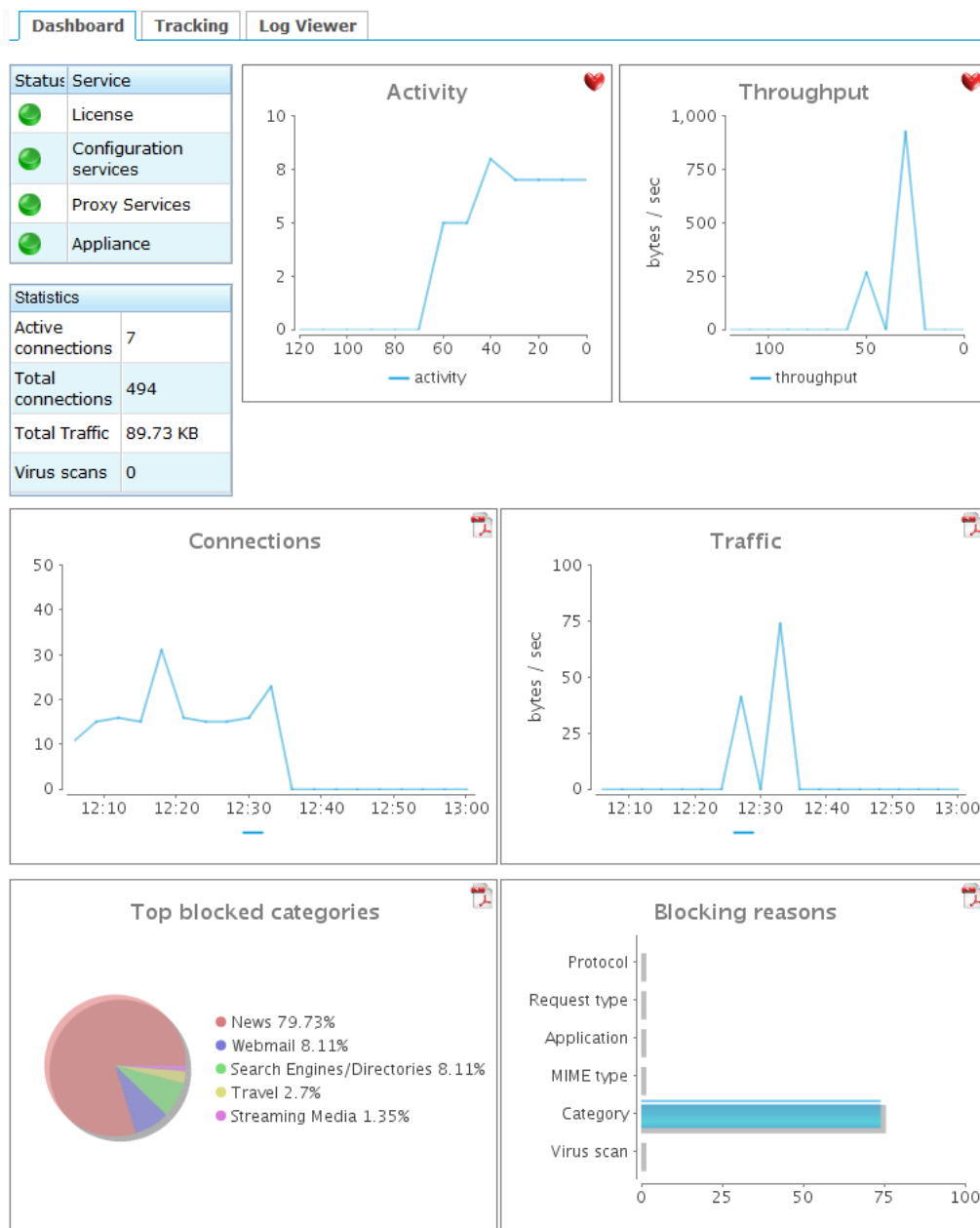


Figure 6.1. Dashboard example

On the top left side you can see "Service status" and "Statistics" boxes.

Service status box shows status of your CYAN Secure Web license, various services and the Appliance itself. Red icon denotes a problem, orange informs about non-critical error/unknown

status or something else needing your attention, green one denotes that status is good and does not need your attention. You can get more information by clicking the icon.

Statistics box shows statistics about connections, traffic volume and virus scans since boot time of the Appliance. On reboot get these counters reset.

The rest of the Dashboard screen is used for following graphs:

- **Activity** - Shows live number of connections on proxy engine with history of the last 120 seconds. This time range cannot be changed.
- **Throughput** - Shows live values of throughput of proxy engine with history of the last 120 seconds. This time range cannot be changed.
- **Connections** - Shows the same values as the Activity graph, but accumulated over longer period of time and with much lower refresh rate. Both the time span and the refresh rate can be configured.
- **Traffic** - Shows the same values as the Throughput graph, but accumulated over longer period of time and with much lower refresh rate. Both the time span and the refresh rate can be configured.
- **Top blocked categories** - Shows top blocked categories for configured period of time.
- **Blocking reasons** - Shows number of the blocking reasons for each category for specified period of time.

The time range of "Connections", "Traffic", "Top blocked categories" and "Blocking reasons" graphs can be configured by right clicking any of these graphs, in the context menu selecting "Edit" and then modifying the "Scale period" value. In the same place you can modify the refresh rate which has to be set to 60 seconds or higher. You can also disable rendering of these graphs too. All these settings are common for all of the four graphs. They cannot be set individually.

6.2. Tracking tab

Tracking tab shows all the blocked requests that happened during the last 24 hours. This information is stored to internal database automatically by the proxy engine, older items are removed automatically too. An example of how Tracking tab may look like you can see in the following figure:

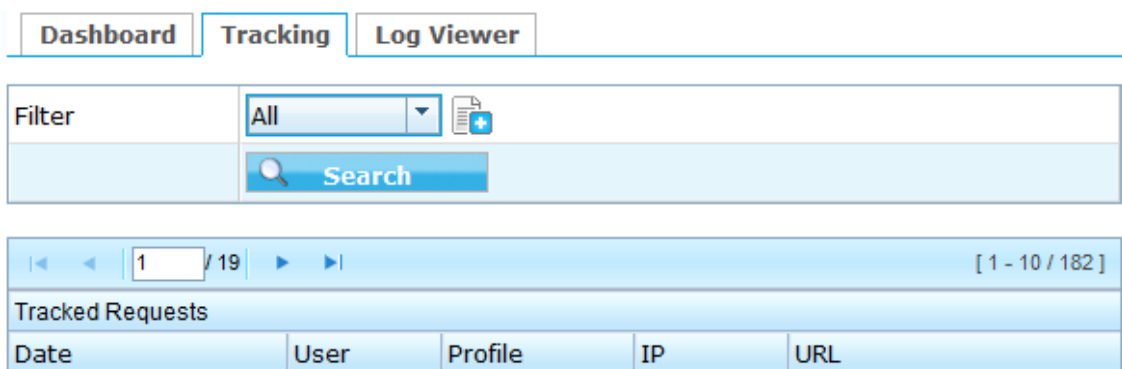


Figure 6.2. Tracking example

Items in the table can be filtered by a basic filter by selecting a value from "Filter" field. Possible values are "All", "Today" and "Yesterday".

There are also some other additional filtering options. You can display them by clicking the small icon with a document and a plus sign in it. It will look like in the following figure:

Filter	All
User	<input type="text"/>
Profile	<input type="text"/>
IP	<input type="text"/>
URL	<input type="text"/>
Reason	All
Information	<input type="text"/>
Search	

Figure 6.3. Tracking example - additional criteria

Now you can also filter the table content by "User", "Profile", "IP", "URL", "Reason" or "Information" fields. Searching by all the text fields is not case-sensitive and a full text search is performed.

Size of the list can be changed to display up to 100 items per page from the [context menu](#) that shows up after right clicking the table header.

The main functionality of this tab is however hidden under the context menu that displays after right clicking any item in the list:


User	Profile	IP	URL	Reason	Information
<div style="border: 1px solid #ccc; padding: 5px;"> <ul style="list-style-type: none"> Add URL to Private list Allow category Allow application Allow MIME type Allow file extension Allow 'Blog' for all Web2.0-Sites Allow all usages of Web2.0-Site 'Blog.de' Allow 'Blog' for Web2.0-Site 'Blog.de' Allow YouTube category Duplicate profile Edit profile Add IP instance Allow method </div>			http://blog.de/	Web 2.0 blocked	Blog / Blog.de
			http://blog.de/favicon.ico	Web 2.0 blocked	Blog / Blog.de
			http://msn.com/	Target URL blocked	News
			http://msn.com/favicon.ico	Target URL blocked	News
			http://yahoo.com/	Target URL blocked	Search Engines/Directories
			http://yahoo.com/favicon.ico	Target URL blocked	Search Engines/Directories
			http://www.imdb.com/	Target URL blocked	Education
			http://www.google.com/calendar/render	Target URL blocked	Search Engines/Directories
			http://www.google.cz/imghp?hl=cs&tab=wi	Target URL blocked	Search Engines/Directories
			http://www.google.cz/	Target URL blocked	Search Engines/Directories
[1 - 10 / 62]					

Figure 6.4. Tracking example - list of events and context menu

From the list can be immediately accomplished many tasks using the context menu:

- Adding URL to Private list of URL addresses
- Allowing blocked category, application, MIME type, file extension or method
- Allowing a specific Web 2.0 usage for all sites, all Web 2.0 usages for a particular site, or only a specific Web 2.0 usage of a particular site.

- Duplicating the profile that was a source of blocking
- Move to editing the profile that was a source of blocking
- Adding blocked IP address to an IP List Authentication Instance

 When the changes are done, do not forget to press the *Apply* button in the top right corner of the page.

6.3. Log Viewer tab

Log Viewer tab displays all the information output from all the Secure Web components. This may be useful for finding out about potential or already existing problems as well as for obtaining just a general information about some components run. An example of a Log Viewer screen follows:

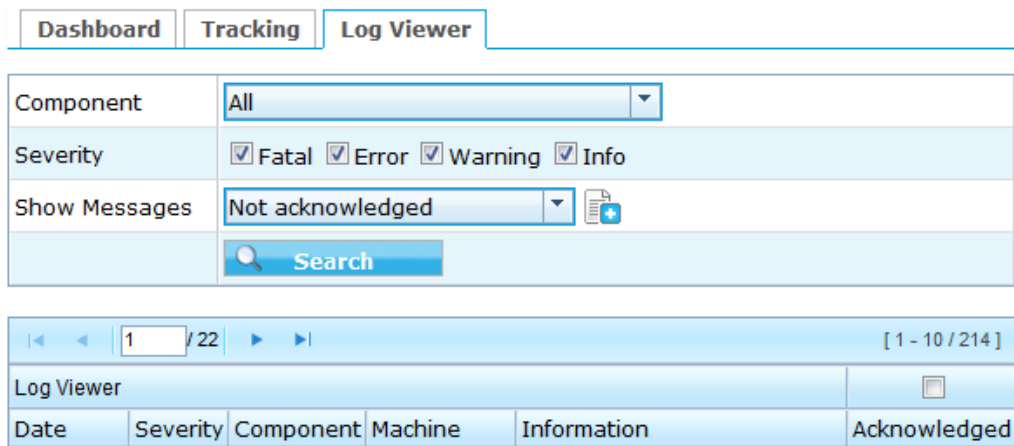


Figure 6.5. Log Viewer example

- **Component** - Component causing some information output
- **Severity** - How severe was this event. Fatal and Error indicate occurrence of some error, Warning may inform you about a potential problem and Info is usually not needed as it shows just information about a run of some particular module.
- **Show Messages** - Filtering based on if you already acknowledged some record or not.

There are also some other additional search criteria. You can display them by clicking the small icon with a document and a plus sign in it. It will look like in the following figure:

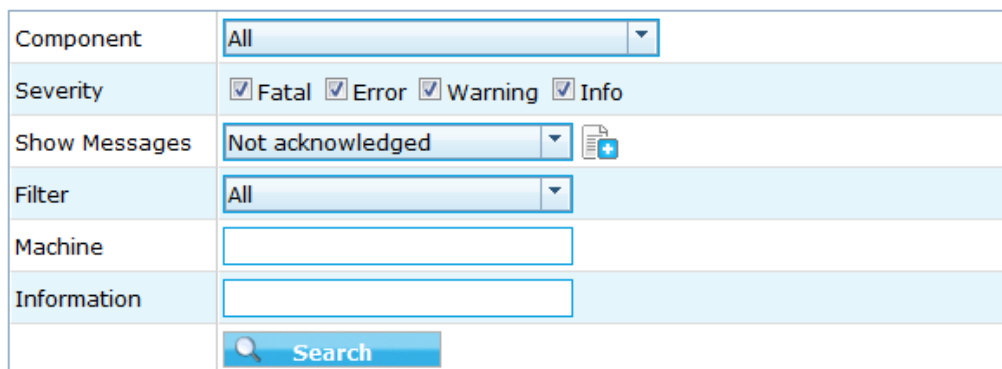


Figure 6.6. Log Viewer example - additional criteria

You can now also filter the table content by "Filter", "Machine", or "Information" fields (most of them you may already know from the [previous section](#)). Searching by all the text fields again is not case-sensitive and a full text search is performed. Also the size of the list can be again changed as described in the [previous section](#).

Any record in the table can be acknowledged by multiple ways. You can acknowledge them all by clicking the check box above "Acknowledged" label in the table header. You can acknowledge them selectively by clicking the check boxes in each line of the table. And also you can acknowledge similar records by right clicking any of them and selecting the same severity, service, content, service and machine or service, machine and content (as you can see in the following figure).

Severity	Component	Machine	Information	Acknowledged
INFO	swab	e7848560-f267-98ef-fd6d2ef2dbf7	Starting backup of cache map.	<input type="checkbox"/>
INFO	swab	7040560-f267-98ef-fd6d2ef2dbf7		<input type="checkbox"/>
INFO	swab			<input type="checkbox"/>
INFO	swab			<input type="checkbox"/>
INFO	swab			<input type="checkbox"/>
INFO	swab	fd6d2ef2dbf7		<input type="checkbox"/>

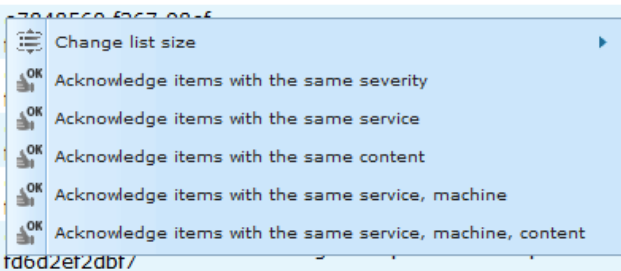


Figure 6.7. Log Viewer list and context menu example

7. Wizards

Wizards screen provides simple guides and help for configuring some of the more complex CYAN Secure Web functions. Wizards screen can be accessed by clicking appropriate icon in the top right part of the screen (as shown in [Figure 2.4, "Main part of the Web Admin Interface with Dashboard active"](#)). Currently, Wizards can help you with configuration of authentication via the Active Directory and with enabling Reporting feature.

You can start a wizard of your choice by clicking the appropriate button. Immediately after clicking the desired button you will be taken to the first step of chosen configuration. Then you can just follow the on-screen information.

If you wish to end an active wizard, you can simply navigate to some other screen using the menu. When you will return to the wizards page there will be available the list of all wizards again.

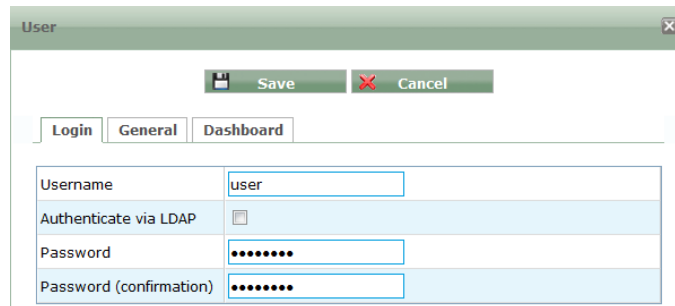
8. Machine management

CYAN Secure Web supports clustered and central managed environment. In this screen you can see all the connected machines and components available. It is possible to view to components by clicking the small plus sign next to the machine name and then remove any of the displayed components. Machines can be removed too.

By default the machines have a numeric name representation. You can change it to any other name that will make it easy to remember or distinguish machines from each other.

9. User administration

There are two ways how to access the user administration. The first one is by clicking the person shaped icon next to your blue Username in the top part of the Web Admin Interface (as seen in [Figure 2.4, "Main part of the Web Admin Interface with Dashboard active"](#)). After that there will open a new floating window as in the following figure:



User	
Save Cancel	
Login General Dashboard	
Username	user
Authenticate via LDAP	<input type="checkbox"/>
Password
Password (confirmation)

Figure 9.1. Windows with user settings

Here you can edit any settings of your user profile. Here is a short description of the available options:

Login tab

- **Username** - Your current user name which may be changed.
- **Authenticate via LDAP** - An option to use LDAP service to authenticate this user account. If this check box is unchecked an authentication by a password stored in the system will be used instead.
- **LDAP instance** - This option is visible only if you have checked the "Authenticate via LDAP" check box. It allows you to select LDAP instance. More about managing LDAP instances in [Section 9.2, "LDAP authentication"](#).

General tab

- **Enable "First Steps" tutorial** - Enables or disables the tutorial window (an example is in [Figure 9.2, "First Steps tutorial example"](#)).
- **Show Legacy settings** - Displays some additional filtering rules, that are no longer necessary, have better alternative and are present just for compatibility with older versions of CYAN Secure Web. If you have not used any of the previous versions you can leave this option safely off.
- **Allow DEBUG log level** - Enables or disables the DEBUG severity (this output is not displayed in the [Log Viewer](#), but written into files in the operating system).
- **Welcome page** - Allows you to select what page will be displayed after logging into the Web Admin Interface.
- **Input mode** - Value "Advanced" turns on [Edit mode](#), value "Simple" turns it off and enables direct editing.
- **Session duration** - Allows you to specify after what time period should be current user automatically logged out. Minimum value is 1 second and maximum is 24 hours.

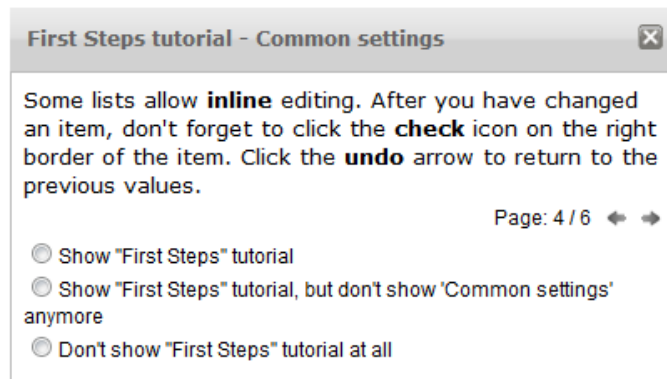


Figure 9.2. First Steps tutorial example

Dashboard tab

- **Display services in Overview** - Enables or disables querying for a status of the services in the Dashboard services status overview. If your environment counts many connected CYAN Appliances disabling this feature may improve the performance significantly.
- **Enable Dashboard** - Enables or disables the whole Dashboard screen and sets option "Welcome page" from "General tab" to "Services / Overview".
- **Enable Dashboard Charts** - Enables or disables drawing of graphs "Connections", "Traffic", "Top blocked categories" and "Blocking reasons" from Dashboard screen by saving or not saving data for them.
- **Refresh rate of Live data** - Refresh rate in seconds of graphs "Activity" and "Throughput" from Dashboard screen.

The options "Allow DEBUG log level" and "Session duration" from tab General and the whole Dashboard tab and are available only for "Super Administrator" account (user roles are explained later in Section 9.1, "Setting up user accounts"). For Administrator accounts will be the session duration set always to 30 minutes.

After saving your settings by an appropriate button you will be requested to Log In again with your Username & Password (even if you did not make any changes).



Before you save the changes of your user profile, please make sure you have all your changes saved. After clicking the "Save" button you will be logged out and all the changes that were not saved previously will be lost.

9.1. Setting up user accounts

Second way of viewing and/or modifying user data is possible in menu *Users/Administrators*. Here you can find a table of all the users able to log in the CYAN Secure Web.

Currently there are only two roles in which a user account can be - *Administrator* and *Super Administrator*. The second one is the limited to just one account and cannot be set to any other. Your options of editing the user details depend on the role of your user account you are currently using:

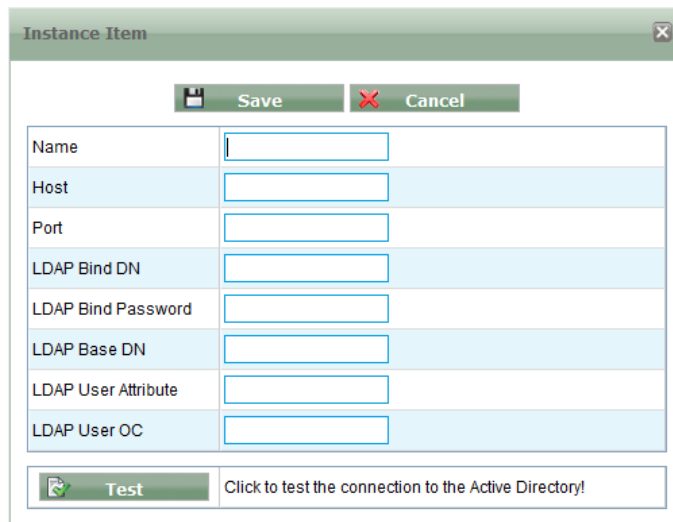
- **Administrator** - The whole list will be read-only. You will be able to see what other user account are present but you will be able to edit just yours.
- **Super Administrator** - Except of editing your user details you will be able to change the details of the "Login" tab of other users.

Editing a user account from the list can be performed either by double clicking the desired user or from the context menu (see [Section 4.3, "Right clicking"](#)) and selecting *"Edit"*. Other options are present in this context menu too.

9.2. LDAP authentication

For logging in the Secure Web you can use an alternative, which is the LDAP service running on a remote system. It is possible to have multiple LDAP instances, each for authentication of different group of users. You can find settings of LDAP instances in menu *Users/Administrators/LDAP instances*.

New LDAP instance can be added by right clicking in the table and selecting *"Add item..."*. An example of the screen that will pop-up is in the following figure:



The screenshot shows a dialog box titled "Instance Item" with a close button (X) in the top right corner. Below the title bar are two buttons: "Save" (with a floppy disk icon) and "Cancel" (with a red X icon). The main area of the dialog is a table with the following fields:

Name	<input type="text"/>
Host	<input type="text"/>
Port	<input type="text"/>
LDAP Bind DN	<input type="text"/>
LDAP Bind Password	<input type="text"/>
LDAP Base DN	<input type="text"/>
LDAP User Attribute	<input type="text"/>
LDAP User OC	<input type="text"/>

At the bottom of the dialog, there is a "Test" button (with a green checkmark icon) and a text label: "Click to test the connection to the Active Directory!"

Figure 9.3. Adding an Instance item

You have to input appropriate name for the instance, IP address or URL and port of the host where the LDAP service is running and all the LDAP parameters. Then you can press the *"Test"* button to test the connection to the LDAP service.

Appendix A. Contact data

A.1. How to contact our sales department

Tel.: +43 (1) 33933-0
Email: sales@cyan-networks.com

A.2. How to contact our support department

Tel.: +43 (1) 33933-333
Email: support@cyan-networks.com

A.2.1. Getting Support

In case you should have any technical problems, or questions and would like to get support from our team, we kindly ask you to provide us with the following information:

- Description of your question or problem
- The version information of the product:
 - The version information of Secure Web can be found after logging into the Web Admin Interface in the top part of the screen:



Figure A.1. Version information of the Secure Web

- The version information of the Reporting System can be found after login in the top part of the screen of the Web Admin Interface:



Figure A.2. Version information of the Reporting System

- All the information contained in the screen found in menu *Services / Services / Overview*
- In the case authentication is activated, provide us with the method in place (via Windows Agent, via Linux Agent, etc.)
- The deployment method of the Appliance (Out-of-line, In-Line, DMZ)
- The operation mode of the Appliance (dedicated mode, transparent mode)

- Information about the environment (proxy cascades that are used, firewalls and gateways involved in the infrastructure that are of relevance to the Appliance)

The appliance interface provides the possibility to create a support package that includes the configuration and log files of the system. This package can help us to track down the issue easier and faster. Please attach this package to your e-mail.

In order to create a support pack, navigate to menu *Appliances / Maintenance / Support* and click on the *Download* button. You may select the files you want to provide to our support team and then download a package, which we kindly ask you to send to our support email address.

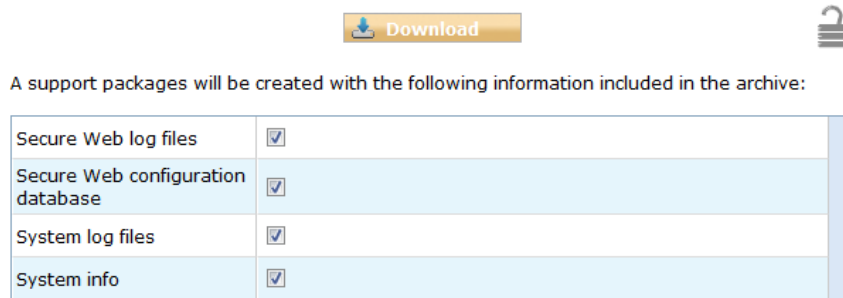


Figure A.3. Support Package

Further documentation about the product as well as technical white papers that describe certain use cases can be found in our documentation repository on our homepage:

<http://www.cyan-networks.com/documentation>