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## Web Proxy Admin Override



InstaGate and ThreatWall

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## INTRODUCTION

eSoft's Web Security software allows administrators to manage and control Internet access privileges. Admin Override is a feature that allows an administrator, or any user given the privilege, the ability to override a blocked page. There are options to temporarily override, whitelist the site, or to permanently re-categorize the site. This capability can be very useful for schools and similar environments where policies may need to be adjusted on the fly. Admin Override supports both local and Active Directory authentication schemes. The configuration and implementation of Admin Override is detailed in the following walkthrough.

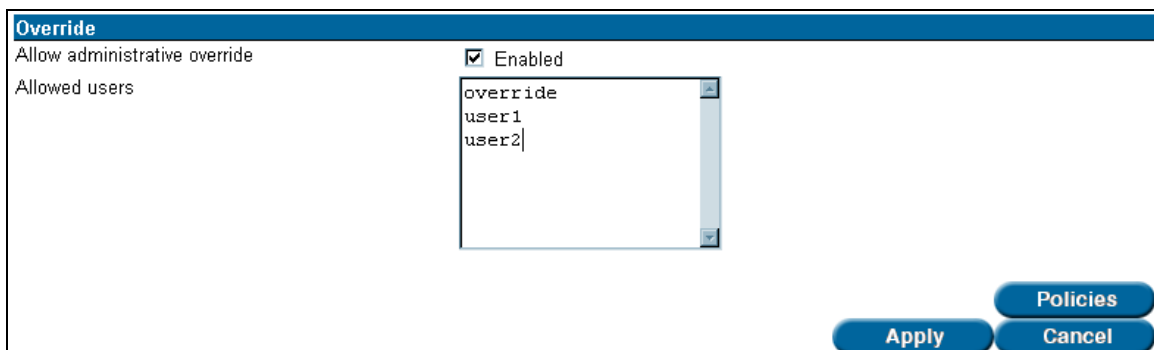
## PART ONE –ENABLING ADMIN OVERRIDE

### 1.1 Accessing the Admin Override Settings

The Admin Override settings are located in the Web Security advanced settings. To access this page, expand the Web Security menu and click on **Proxy Settings**. Click on the **Advanced** button. The Admin Override settings will be located at the bottom of the page.

### 1.2 Enabling Admin Override

By default, Admin Override will not be enabled. To enable, simply check the box labeled Allow administrative override and enter the usernames you would like to have this privilege. Local accounts or Active Directory accounts can be entered and the 'admin' account is always allowed to override. This 'admin' account is the same account you would use to log in to the administrative user interface. The screenshot below shows these settings. Please note there is no validation for this field.

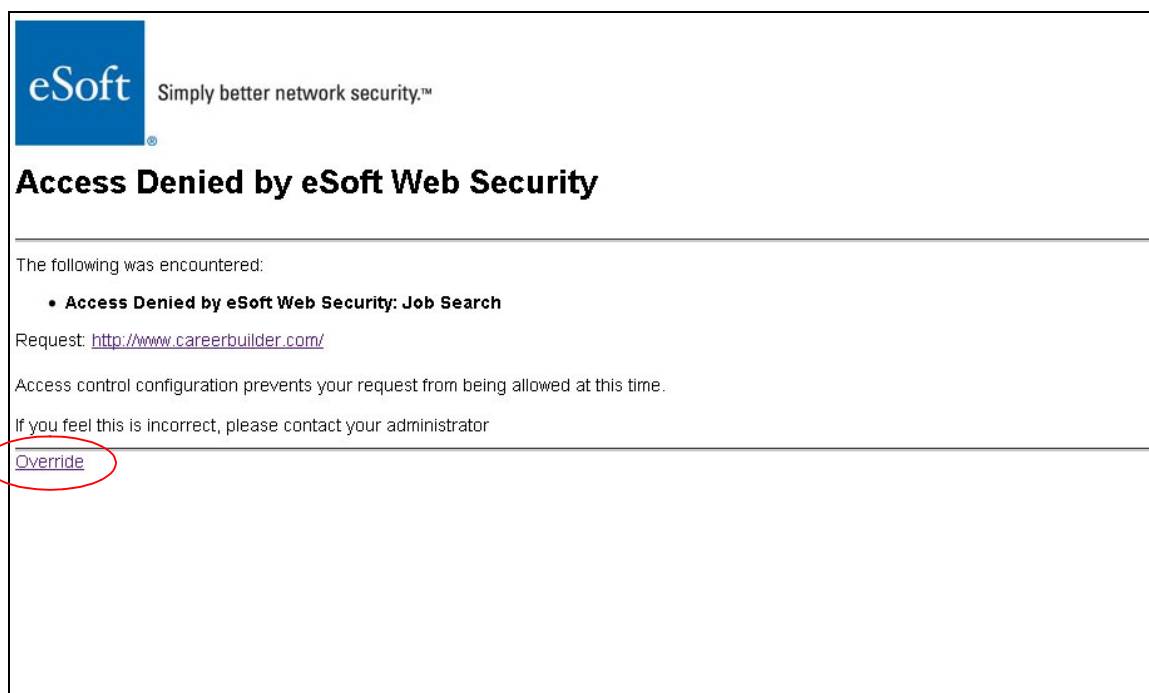


The screenshot shows a window titled "Override" with a blue header. Below the header, there are two main sections. The first section is "Allow administrative override" with a checked checkbox labeled "Enabled". The second section is "Allowed users" with a text input field containing the text "override", "user1", and "user2" on separate lines. At the bottom right of the window, there are three buttons: "Apply", "Cancel", and "Policies".

## PART TWO – USING ADMIN OVERRIDE

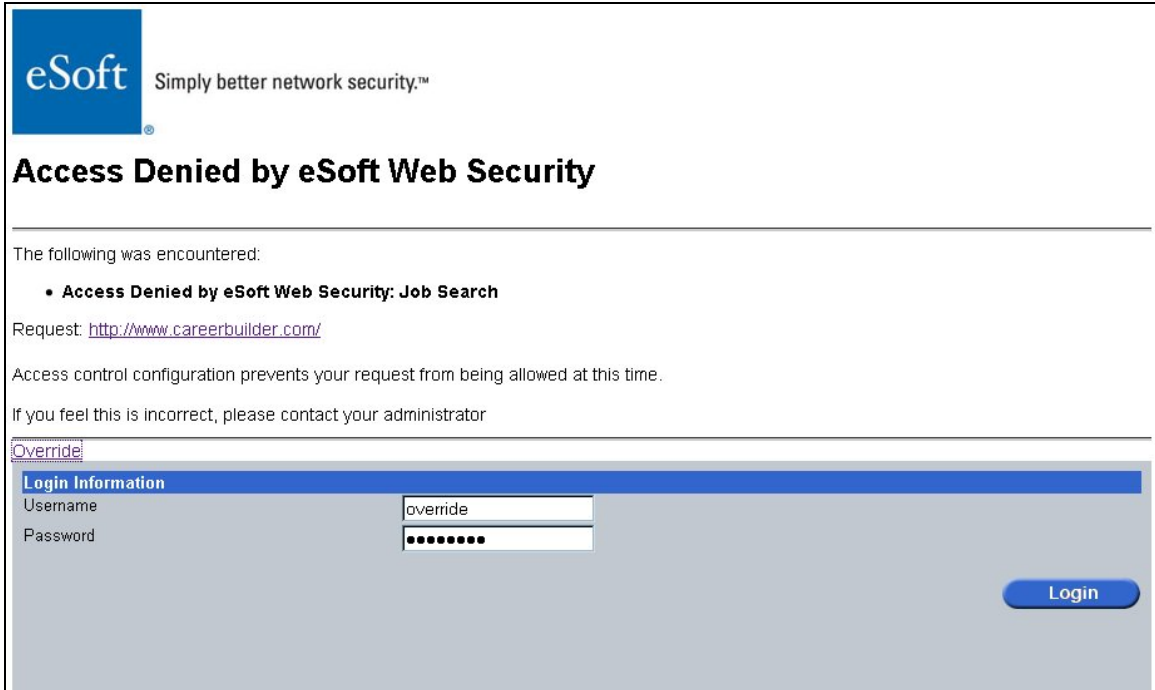
### 2.1 Block Page

When attempting to access a page that is blocked by one or more Web Security policies a default block page will appear. This page shows the category that was blocked and the requested URL. If the Admin Override is enabled there will also be a link at the bottom of the page labeled [Override](#), as shown below. When Admin Override is not enabled, this link will not appear.



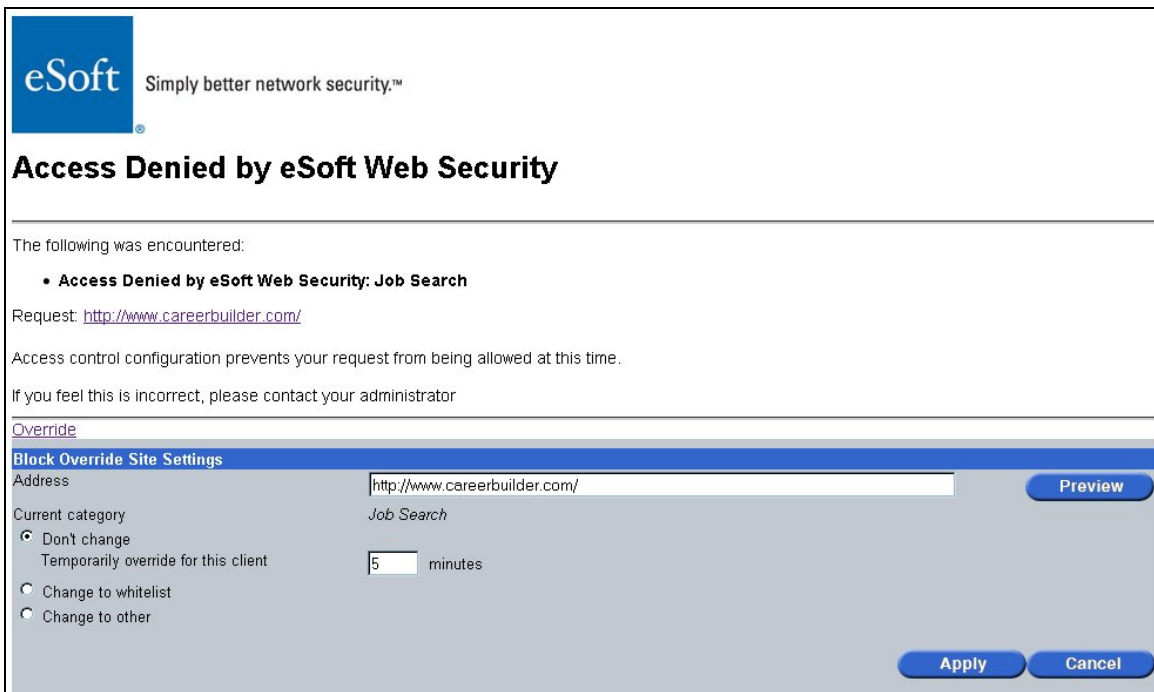
### 2.2 Admin Override Login

In our example above, the job search site <http://www.careerbuilder.com>, has been blocked. If the user has a legitimate reason to access this site, you may want to override the Web Security policy that is blocking the site. To do this, click on the [Override](#) link. You will see a screen similar to the one on the following page, asking for your Admin Override login information. This would either be the 'admin' login, or any username that you have permitted in the override settings. Click 'Login' to take override action.



### 2.3 Override Page

The override page gives you information about the URL, the ability to preview the blocked URL, and the ability to take action on the URL. The blocked URL is shown and can be edited by the override user. By clicking *Preview* the URL in the address line of the form will be shown in a new window. If the URL has been edited this edited URL will be shown. Be aware that pop-up blockers or security software may interfere with showing the preview and that these should be disabled if they are interfering. Three action options are listed for the URL, each discussed in greater detail below. If the URL has been edited, these actions will apply to the edited URL. Editing the URL is often used to allow all hosts under a certain domain. By clicking *Cancel* the override user will be logged out without making any changes.



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## 2.4 Temporary Override

The default action is to not change the category of the blocked URL and to temporarily allow access, or “override”, the site for a specified time period. This will apply only to the client the override has been performed on. After the time limit has expired the page will continue to be blocked according to the Web Security policies that have been set up. If a temporary override is required for all clients, it is recommended to change the category to an allowed category, or whitelist the URL; then change the category back or remove from the whitelist when access is no longer needed.

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## 2.5 Whitelist

The Change to Whitelist action should be used sparingly. Using this action will change the URL to the special Whitelist category. The Whitelist category allows access to the URL for all users, regardless of their permission level. This action should only be used for special sites that all users on your network would be required to access.

## 2.6 Category Change

The last option on the override page is to Change to Other. Using this option will allow the override user to immediately change the category on your system. Generally, this would be used to change the category from a blocked category to an unblocked category. If the category is changed to another blocked category the site will continue to be blocked.

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### Access Denied by eSoft Web Security

The following was encountered:

- Access Denied by eSoft Web Security: Job Search

Request: <http://www.careerbuilder.com/>

Access control configuration prevents your request from being allowed at this time.

If you feel this is incorrect, please contact your administrator

[Override](#)

#### Block Override Site Settings

Address:  Preview

Current category: *Job Search*

Don't change  
 Change to whitelist  
 Change to other

#### Site Category Settings

<b>Adult Materials</b> <input type="checkbox"/> Mature <input type="checkbox"/> Nudity <input type="checkbox"/> Pornography/Sex <input type="checkbox"/> Violence <input type="checkbox"/> Weapons	<input type="checkbox"/> Hate Speech <input type="checkbox"/> Illegal Drugs	<input type="checkbox"/> Anonymizer <input type="checkbox"/> Computers and Technology <input type="checkbox"/> Download Sites <input type="checkbox"/> Translator	<input type="checkbox"/> Shopping
<b>Business/ Services</b> <input type="checkbox"/> Business/Services <input type="checkbox"/> Finance <input checked="" type="checkbox"/> Job Search <input type="checkbox"/> Real Estate	<b>Education</b> <input type="checkbox"/> Education	<b>Miscellaneous</b> <input type="checkbox"/> Miscellaneous	<b>Society</b> <input type="checkbox"/> Cars/Transportation <input type="checkbox"/> Dating <input type="checkbox"/> Home/Leisure <input type="checkbox"/> Personal Webpages <input type="checkbox"/> Restaurants <input type="checkbox"/> Sports and Recreation <input type="checkbox"/> Travel
<b>Communication</b> <input type="checkbox"/> Chat/IM <input type="checkbox"/> Community Sites <input type="checkbox"/> Social Networking <input type="checkbox"/> Web-based Email	<b>Entertainment</b> <input type="checkbox"/> Entertainment and Videos <input type="checkbox"/> Humor <input type="checkbox"/> Music	<b>News</b> <input type="checkbox"/> News	<b>Spyware/ Adware</b> <input type="checkbox"/> Adware <input type="checkbox"/> Compromised <input type="checkbox"/> Phishing/Fraud <input type="checkbox"/> Spam <input type="checkbox"/> Spyware and Malicious Sites
<b>Criminal Activities</b> <input type="checkbox"/> Criminal Skills/Hacking	<b>Games</b> <input type="checkbox"/> Gambling <input type="checkbox"/> Games	<b>Politics/ Religion/ Law</b> <input type="checkbox"/> Government <input type="checkbox"/> Military <input type="checkbox"/> Non-profits <input type="checkbox"/> Politics and Law <input type="checkbox"/> Religion	<b>Custom &amp; Others</b> <input type="checkbox"/> Uncategorized
	<b>Health</b> <input type="checkbox"/> Alcohol <input type="checkbox"/> Health <input type="checkbox"/> Pharmacy <input type="checkbox"/> Tobacco	<b>Search Engines</b> <input type="checkbox"/> Portal Sites <input type="checkbox"/> Search Engines	
	<b>Information Technology</b>	<b>Shopping</b>	

Category change will also be submitted to eSoft

Apply Cancel

In the example above, the URL <http://www.careerbuilder.com> was blocked because it was in the *Job Search* category. To change its category you must uncheck the *Job Search* category, and then assign it to one or more different categories. In order for the site to be allowed, these categories must also be allowed by the Web Security Policy. If the block page is still showing when you try to access the site, you should notice that the blocked category has also changed.

## TROUBLESHOOTING

Admin Override is generally a very reliable process. Typical problems will include using the correct login information and general policy issues not related to the Override feature. Any user that needs override privileges must be specified on the Advanced Proxy Settings page. Please check the spelling here if you are unable to log in, or reset the users password. Other policy issues might include changing the category to another blocked category or having multiple active policies which still allow the content to be blocked. Please view the block page for details on the blocked URL and the category that was blocked.

Another typical problem is that although the page was allowed, certain content on the page such as CSS style sheets or images, are not allowed. In these cases you may need to adjust the override to include the entire domain (<http://domain.com>), or override additional sites to get the pages to load correctly.

If you are experiencing any issues or difficulty using the Admin Override feature please open a ticket with eSoft Technical Support at 877-754-2986 or through online support at <http://support.esoft.com>.