

# **Blue Coat® Systems** **K9 Web Protection**

*User Manual*

*Version 4.0*



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## Chapter 1: K9 Web Protection Overview

Blue Coat® K9 Web Protection is a content filtering solution for your home computer. It implements the same reliable Web filtering technology used world wide by enterprise and government customers, providing a user-friendly experience that allows you to control Internet use in your home.

Blue Coat's Web filtering technology divides Internet content into 69 distinct categories. These categories—and their associated Web sites—are stored in the Blue Coat WebFilter database, which maintains and updates millions of Web site ratings and domains. A Web site belongs to one or more of these categories, based on the content of the site.

To meet your particular needs and preferences, you can configure the software to block or allow specific categories.

K9 Web Protection offers:

- ❑ **Service-based filtering**—The Blue Coat filtering service receives and rates 25-30 billion requests every day, making it the most accurate content filtering database available and ensuring that you are protected against the ever-growing number of inappropriate Web sites. With no database to download, K9 Web Protection does not slow down your computer.
- ❑ **Dynamic Real-Time Rating™ (DRTR)**—Blue Coat's patent-pending DRTR technology automatically determines the category of an unrated Web page. Unlike other filtering solutions, K9 Web Protection guarantees the highest level of protection by building the most relevant ratings database available. Using statistical analysis and artificial intelligence methods to rate new or previously unrated Web pages, DRTR only provides a rating when it is confident that it has reached an accurate conclusion. Its effective coverage reaches more than a billion Web pages.
- ❑ **Efficient caching**—*Caching* is the method your Web browser uses to save frequently used data, which increases efficiency by reducing the amount of information requested over the Internet. K9 Web Protection uses Blue Coat's unique caching technology, so your Internet experience is always as fast as possible.

## What's New in This Release

This section discusses the following significant changes in this release of K9 Web Protection:

- ❑ ["Enhanced Categories"](#)
- ❑ ["Enhanced Operating System and Web Browser Support"](#) on page 6
- ❑ ["Enhanced Safe Search Support"](#) on page 7
- ❑ ["Better Support for Personal Firewalls and Internet Security Products"](#) on page 7
- ❑ ["Introducing NightGuard"](#) on page 7
- ❑ ["Logging Improvements"](#) on page 7

### *Enhanced Categories*

You have the option of blocking Web pages from a total of 69 categories, including the following new categories:

- ❑ Personal Pages/Blogs
- ❑ Content Servers
- ❑ Suspicious
- ❑ Extreme
- ❑ Non-viewable
- ❑ Web Applications
- ❑ Placeholders

To find more information about a category, install K9 Web Protection and click the name of a category; for more information, see ["Configuring Web Categories"](#) on page 25.

### *Enhanced Operating System and Web Browser Support*

This version of K9 Web Protection supports the following new operating systems and Web browsers:

- ❑ Operating systems: Mac OS X 10.4.7 and later (Tiger), OS X 10.5 and later (Leopard)
- ❑ Web browsers:
  - Firefox 3 for Windows and Mac
  - Safari 3 for Windows and Mac

For the complete list of system requirements, including the list of all operating systems and Web browsers supported, see ["System Requirements"](#) on page 8.

## ***Enhanced Safe Search Support***

Safe search is supported by many leading search engines as a way to block search results for offensive topics. For example, safe search might not show any results for a search for `adult photos`.

In this release, K9 Web Protection enables you to force users to use safe search with the following search engines: Google, A9, Altavista, Microsoft Live, Yahoo, Ask, and Orange.co.uk.

In addition, you have the option to block the use of search engines that do not support safe search.

## ***Better Support for Personal Firewalls and Internet Security Products***

K9 Web Protection testing confirms compatibility with the following third-party personal firewall and internet security products:

- ❑ Personal firewalls: Comodo
- ❑ Anti-virus products: Avast, Avira
- ❑ Internet security suites: McAfee, F-Secure, Norton/Symantec, Computer Associates, and Check Point ZoneAlarm.

## ***Introducing NightGuard***

In addition to enabling you to allow or block Web access during configurable times of day, this release of K9 Web Protection introduces NightGuard—a convenient way to block *all* Web access during contiguous times of day or night.

For example, using NightGuard, with a few clicks you can disable all Web access between 10 p.m. and 7 a.m. every day.

## ***Logging Improvements***

The following improvements were made to logging in this release:

- ❑ Organize logs by time of day, secure Web sites blocked, and unsafe search blocks
- ❑ Flexible options for removing old log entries
- ❑ Store logs on the computer in a format that is readable only by K9 Web Protection

## System Requirements

To run K9 Web Protection, your computer must meet or exceed the requirements discussed in this section:

- ❑ ["Minimum Hardware Requirements"](#)
- ❑ ["Operating Systems Required"](#) on page 8
- ❑ ["Web Browser Requirements"](#) on page 8
- ❑ ["Other Requirements"](#) on page 8

### *Minimum Hardware Requirements*

- ❑ Windows
  - Processor: 233 MHz or faster Pentium-compatible CPU
  - Memory: At least 64 megabytes (MB) of RAM
  - Hard disk: 25 MB free space
- ❑ Mac
  - Processor: PowerPC G4 with 500 Mhz or faster CPU, Intel processor with 1.6 GHz or faster CPU
  - Memory: At least 128MB RAM
  - Hard disk: 25 MB free space

### *Operating Systems Required*

- ❑ Microsoft Windows Vista or Windows Vista Service Pack 1
- ❑ Windows XP, Service Pack 2 or later required
- ❑ Windows 2000, Service Pack 5 required
- ❑ Mac OS X 10.4.7 and later (Tiger) and 10.5 and later (Leopard)

### *Web Browser Requirements*

K9 Web Protection supports the use of the following Web browsers:

- ❑ Windows only: Internet Explorer version 6 and later, including version 7
- ❑ Windows and Mac:
  - Firefox version 2 and later, including version 3
  - Safari version 2 and later, including version 3

### *Other Requirements*

Internet connection to download the software, license the software, and get software updates.

## Chapter 2: Getting Started with K9 Web Protection

This chapter discusses how to download and install K9 Web Protection on your computer. It also discusses how to access K9 Web Protection after the installation.

This chapter discusses the following topics:

- ["Downloading and Installing K9 Web Protection"](#)
- ["Roadmap for Using K9 Web Protection"](#) on page 20
- ["Logging in to K9 Web Protection"](#) on page 21

### Downloading and Installing K9 Web Protection

Before you begin the K9 Web Protection installation process, verify that the following prerequisites are satisfied:

- Your computer must meet the requirements listed in ["System Requirements"](#) on page 8.
- Your e-mail account (or your Internet Service Provider) might be set to disregard unwanted e-mail (also referred to as *spam*). For you to get your K9 license by e-mail, you must configure your e-mail application to accept messages from [k9-noreply@bluecoat.com](mailto:k9-noreply@bluecoat.com).

If you do not see the K9 Web Protection license e-mail shortly after requesting your license, check your e-mail account anti-spam settings, and check your *junk* or *anti-spam* folders to see if the license e-mail was sent there.

Continue with one of the following sections:

- ["Downloading and Installing K9 Web Protection on Windows"](#)
- ["Downloading and Installing K9 Web Protection on Mac"](#) on page 15

## Downloading and Installing K9 Web Protection on Windows

This section discusses how to download and install K9 Web Protection for Windows XP, Windows Vista, or Windows 2000.

1. In your Web browser's location or address field, enter [www.k9webprotection.com](http://www.k9webprotection.com).
2. Click **Download K9 today for free**.
3. Fill out the K9 Web Protection License Request form:

Field	Description
<b>First Name</b>	Enter your first name.
<b>Last Name</b>	Enter your last name.
<b>Email</b>	Enter your e-mail address so Blue Coat can send you your license and inform you about upgrades.
<b>Verify your email</b>	Enter your e-mail address again.
<b>How did you hear about us?</b>	Make a selection from the list.

4. Click **Request License**.

Your K9 Web Protection license is e-mailed to you. This license key is required to install the K9 software.

If you do not receive your license by e-mail in a few minutes, check your e-mail program's spam settings or junk mail folder.

---

**Note:** Your K9 license is licensed for use on only one computer. To install K9 Web Protection on more than one computer, follow steps 1 through 4 for each computer you would like to protect.

---



5. Download the software.

a. Click **Download Software**.

You can also use the download link in the e-mail containing your license key.

b. Click the following button to download the Windows software.



A dialog box prompts you to save the `k9-webprotection.exe` file.

c. Click **Save File** to save the file to your computer.

---

**Note:** Write down the path and folder name, because you will need them later.

---

6. Open the folder where you saved the file and double-click the `k9-webprotection.exe` file to continue the installation process.

The Blue Coat K9 Web Protection Setup wizard displays.

7. Click **Next** to begin the installation process.

The License Agreement page displays.

8. You have the following options:

- Press Page Down on your keyboard to scroll through the license agreement.
- Click **I Agree** to accept the license agreement.

You must accept the license agreement to continue the installation.

- Click **Back** to return to the Welcome page.
- Click **Cancel** to cancel the installation.

After you accept the license agreement, the K9 Release Notes page displays.

9. You have the following options:

- Press Page Down on your keyboard to scroll through the release notes.
- Click **Back** to return to the license agreement page.
- Click **Cancel** to cancel the installation.

10. The next page prompts you to choose an installation location.

By default, K9 Web Protection installs in `C:\Program Files\Blue Coat K9 Web Protection`. To install the software in a folder other than the default, click **Browse** to a folder or manually enter a path name in the **Destination Folder** field.

11. Click **Next**.

The Install License page displays. You have the following options:

- If you already have a K9 Web Protection license, enter it in the provided field and click **Next**. Continue with step 11.
- If you do not have a license, click **Get License** and enter the following information in the provided fields:

Field	Description
<b>First Name</b>	Enter your first name.
<b>Last Name</b>	Enter your last name.
<b>Email</b>	Enter your e-mail address so Blue Coat can send you your license and inform you about upgrades.
<b>Verify your email</b>	Enter your e-mail address again.
<b>How did you hear about us?</b>	Make a selection from the list.

Your K9 Web Protection license is e-mailed to you. This license key is required to install the K9 software.

If you do not receive your license by e-mail in a few minutes, check your e-mail program's spam settings or junk mail folder.

---

**Note:** Your K9 license is licensed for use on only one computer. To install K9 Web Protection on more than one computer, follow steps 1 through 4 for each computer you would like to protect.

---

The Install Password page displays.

12. In the provided fields, enter and re-enter an administrator password.

This password allows you to modify your Internet filtering settings, view reports, and override blocked pages. It is also required to uninstall the program.

---

**Note:** The password must be 15 characters or less and can only include alpha-numeric characters (for example, **A-Z** and **0-9**). You can also use the following special characters: **!, @, #, \$, %, ^, \*, (, ), {, and }**.

Choose a password that is not easy to guess.

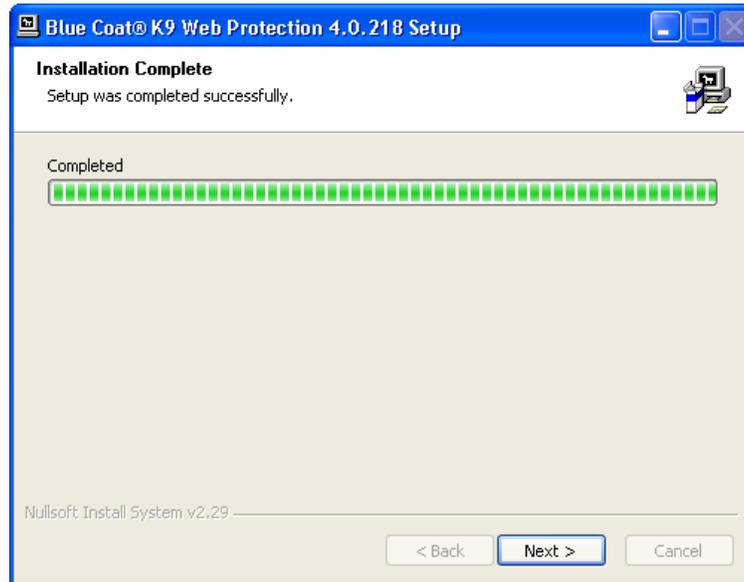
---

13. Click **Next**.

The Shortcut Placement page displays.

14. Select which shortcuts you want by checking the appropriate boxes, then click **Install**.

When the installation finishes, the Setup Complete page displays as follows.



15. Click **Next**.

After the installation completes, you must reboot your computer to start using K9 Web Protection. You have the following options:

- If you select **Reboot now**, your computer immediately shuts down and restarts. If you have any other applications or documents open, save them and close them to avoid losing data before clicking **Finish**.
- If you select **I want to manually reboot later**, the K9 application installs, but is not active. When you shut down and restart your computer the next time, K9 Web Protection is enabled.

16. Click **Finish**.

17. After your computer restarts, K9 Web Protection begins protecting your computer.

18. To learn more about what you can do with K9 Web Protection, see ["Roadmap for Using K9 Web Protection"](#) on page 20.

## Downloading and Installing K9 Web Protection on Mac

This section discusses how to download and install K9 Web Protection for the Mac.

1. In your Web browser's location or address field, enter [www.k9webprotection.com](http://www.k9webprotection.com).
2. Click **Download K9 today for free**.
3. Fill out the K9 Web Protection License Request form:

Field	Description
<b>First Name</b>	Enter your first name.
<b>Last Name</b>	Enter your last name.
<b>Email</b>	Enter your e-mail address so Blue Coat can send you your license and inform you about upgrades.
<b>Verify your email</b>	Enter your e-mail address again.
<b>How did you hear about us?</b>	Make a selection from the list.

4. Click **Request License**.

Your K9 Web Protection license is e-mailed to you. This license key is required to install the K9 software.

If you do not receive your license by e-mail in a few minutes, check your e-mail program's spam settings or junk mail folder.

---

**Note:** Your K9 license is licensed for use on only one computer. To install K9 Web Protection on more than one computer, follow steps 1 through 4 for each computer you would like to protect.

---



5. Download the software.

a. Click **Download Software**.

You can also use the download link in the e-mail containing your license key.



b. Click the Mac OS X download button.

Follow the prompts on your screen to download the software. Depending on your Web browser, you might be prompted to save a file named `k9-webprotection.dmg` file or you might be required to continue the download because it contains an application.

6. Locate the K9 Web Protection software.

Some Web browsers save K9 Web Protection as a file named `k9-webprotection.pkg` in a download folder; in other cases, an icon named **K9 Web Protection** might display on your desktop.

7. Do any of the following:

- Double-click the **K9 Web Protection** icon on your desktop, if it displays. Inside it, click `k9-webprotection.pkg`.
- Double-click `k9-webprotection.dmg` in the downloads folder or on your desktop and wait for the disk image to mount.

8. If prompted, select the option to continue the installation.

The installer automatically starts and the Welcome page displays.



9. At the Welcome page, click **Continue**.

The K9 Web Protection Release Notes page displays. You have the following options:

- Click **Print** to print the readme.
- Click **Save** to save the readme on your computer.
- Click **Go Back** to return to the Welcome page.
- Click **Continue** to continue the installation.

If you choose to continue the installation, the Software License Agreement page displays.

10. At the Software License Agreement page, you have the following options:

- Click **Print** to print the license agreement.
- Click **Save** to save the license agreement on your computer.
- Click **Go Back** to return to the readme.
- Click **Continue** to continue the installation.

11. You must accept the license agreement to continue the installation.

The User License & Password page displays.



12. On the User License & Password page, enter the following information:

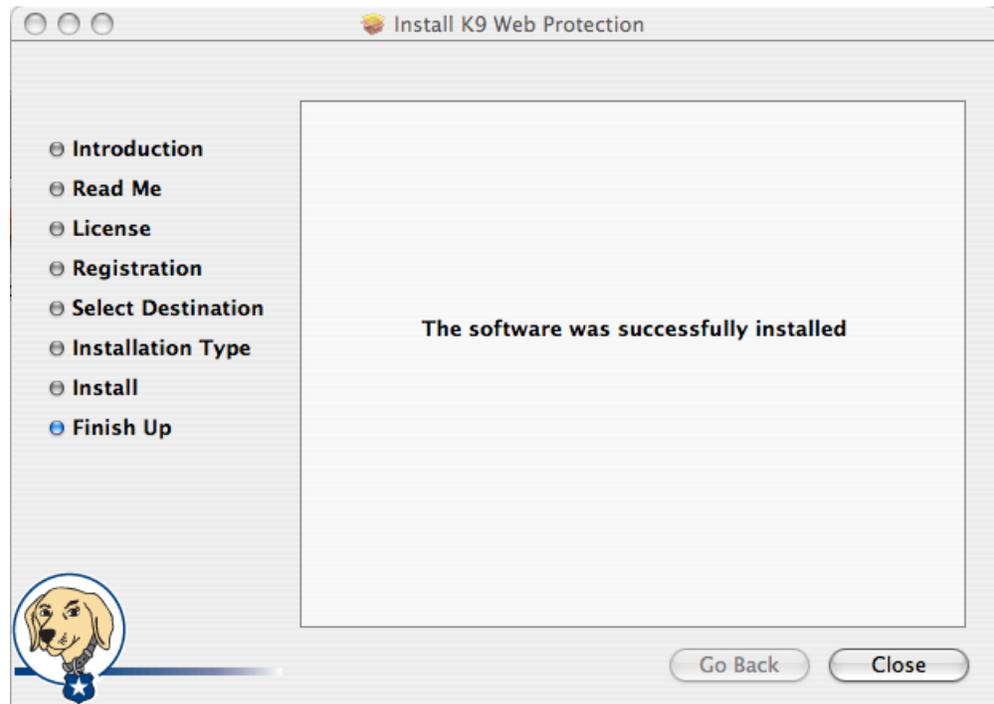
Field	Description
<p><b>K9 User License</b></p>	<p>Do any of the following:</p> <ul style="list-style-type: none"> <li>• If you have a K9 Web Protection user license, enter it in this field.</li> <li>• If you do not yet have a license, click <b>Request a License</b>.</li> </ul> <p>This option requires you to connect to the Internet. Fill in the form and click <b>Request License</b>. The license is e-mailed to you.</p>
<p><b>K9 Administrator Password</b></p>	<p>Enter an administrator password that is required to perform tasks such as uninstalling K9 Web Protection and changing which categories of content are allowed or blocked.</p> <p>The password must be 15 characters or less and can only include alpha-numeric characters (for example, <b>A-Z</b> and <b>0-9</b>). You can also use the following special characters: <b>!, @, #, \$, %, ^, *, (, ), {, and }</b></p> <p>Choose a password that is not easy to guess.</p>
<p><b>Verify Password</b></p>	<p>Re-enter the password.</p>

13. Click **Continue**.

The Select a Destination page displays.

14. On the Select a Destination page, click the destination drive on which to install the K9 Web Protection software, and click **Continue**.
15. Click **Install** to begin the installation.

The following page displays when the installation is complete.



16. Click **Close**.
17. Continue with the next section.

## Roadmap for Using K9 Web Protection

The following table gives you some suggestions for how to best use K9 Web Protection. If you are new to K9 Web Protection, you should complete the tasks listed in the table in the order in which they are presented. If you have used K9 Web Protection before, use the table as a basic guideline; some procedures and options are different than previous versions.

Table 2–1 K9 Web Protection roadmap

Task	Description
1. <a href="#">"Logging in to K9 Web Protection"</a> on page 21	Log in to K9 Web Protection and become familiar with the administrator interface.
2. <a href="#">"Configuring Web Categories"</a> on page 25	Set up categories that enable you to allow access to or block access to Web sites. Web access is based on categorization; for example, if you choose to block the Gambling category, no user on this computer can browse to any Web site that has gambling. You can optionally set up custom categories as discussed in <a href="#">"Creating a Custom Protection Level"</a> on page 27.
3. <a href="#">"Forcing Safe Search or Blocking Unsafe Search"</a> on page 29	Configure options for safe search and secure Web site content filtering. <ul style="list-style-type: none"> <li>• Safe search forces users on this computer to search the Web with safe options in supported search engines like Google and Yahoo. You can optionally disable the use of unsupported search engines.</li> <li>• Secure Web site filtering optionally enables K9 Web Protection to block content in secure Web sites.</li> </ul>
4. <a href="#">Chapter 4: "Managing Administrator Overrides"</a>	Administrators using the administrator password can temporarily override blocked Web sites.
5. <a href="#">Chapter 5: "Viewing Internet Activity"</a>	Analyze Web activity on this computer to determine how the Web is being accessed on this computer, including how frequently access to forbidden content is occurring.
6. <a href="#">Chapter 6: "Advanced Configuration"</a>	Fine-tune the K9 Web Protection configuration by setting up Web site exceptions, configuring URL keywords, and so on.
7. <a href="#">Chapter 7: "Getting Help"</a>	Get additional help using K9 Web Protection, report problems, or give feedback.

## Logging in to K9 Web Protection

To access the K9 Web Protection configuration, administration, and reporting functionality pages, you must log in to the application with the administrator password you specified during the installation process.

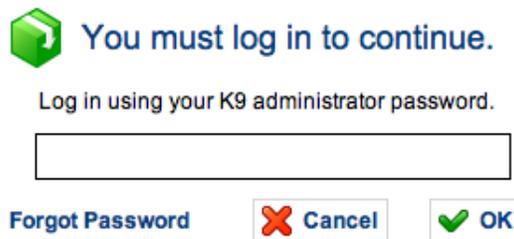
1. Start K9 Web Protection:

- Windows: Click **Start > [All] Programs > Blue Coat K9 Web Protection > Blue Coat K9 Web Protection admin**
- Mac: In the Finder, click **Applications > K9 Web Protection** (in other words, go to /Applications/K9 Web Protection/) and double-click **Configure K9 Web Protection**.

K9 Web Protection starts in a Web browser window.



2. Clicking either **View Internet Activity** or **Setup** in the top menu bar displays the Administrator Login prompt.



3. At the prompt, enter the administrator password that you created during the installation and press Enter (Windows) or Return (Mac).

---

**Note:** If you forget your password, click the **Forgot your password?** link. A temporary password is sent to the e-mail address you used when you registered your K9 Web Protection application.

This temporary password is valid for only 24 hours, so you must change the password after regaining access (see "[Changing the Administrator Password and E-mail Address](#)" on page 64).

---



4. You are now logged in as the K9 Web Protection administrator.

To find out more about categories you can use to allow or block access to Web sites, see "[Configuring Web Categories](#)" on page 25.

**Note:** The administrator login times out, or expires, after five minutes of inactivity. This timeout helps prevent users from changing filtering or administrative settings in the event the administrator fails to log out.

## Getting Familiar With K9 Web Protection

This section provides a quick overview of the Blue Coat K9 Web Protection user interface. Blue Coat recommends that you familiarize yourself with the user interface before you configure and use the software.

The Blue Coat K9 Web Protection user interface includes four primary sections:

**Home**—Default page that allows access to other pages containing K9 Web Protection features.

**View Internet Activity**—Tracks Web browsing activity, including category violations and override requests, and administrative activity, such as changes to program settings.

You can find more information about these options in [Chapter 5: "Viewing Internet Activity"](#).

**Setup**—Controls the Web filtering rules for your K9 Web Protection application. With this tab, you can create the filtering rules that meet your specific requirements. You can select from five pre-configured Internet Protection Levels or create customized filtering rules using a variety of controls, including the 69 unique categories in the Blue Coat database.

You can find more information about these options in the following sections:

- ["Configuring Web Categories"](#) on page 25
- ["Forcing Safe Search or Blocking Unsafe Search"](#) on page 29
- ["Filtering Secure Traffic"](#) on page 31
- ["Restricting Web Access by Time of Day"](#) on page 32
- ["Blocking Web Sites Using URL Keywords"](#) on page 34
- ["Configuring Blocking Effects"](#) on page 35
- [Chapter 6: "Advanced Configuration"](#)

**Get Help**—Contains links to Instant Support and to frequently asked questions about the product. It also provides a support number for emergencies, a way to check or dispute how a specific Web site is categorized, and a link for providing feedback.

You can get more information about help for K9 Web Protection in [Chapter 7: "Getting Help"](#).



## Chapter 3: Configuring K9 Web Protection

This chapter describes how to configure the various filtering features provided in the K9 Web Protection:

- ["Configuring Web Categories"](#)
- ["Forcing Safe Search or Blocking Unsafe Search"](#) on page 29
- ["Filtering Secure Traffic"](#) on page 31
- ["Restricting Web Access by Time of Day"](#) on page 32
- ["Blocking Web Sites Using URL Keywords"](#) on page 34
- ["Configuring Blocking Effects"](#) on page 35

### Configuring Web Categories

Blue Coat maintains a database that categorizes URLs based on the nature of their content. This database, referred to as the Blue Coat WebFilter (BCWF) database, is what K9 Web Protection uses to classify the Web sites users access on this computer.

By selecting *Web categories* to allow or block, you control the nature of the content users can access on this computer. For example, if you allow Web sites categorized as News/Media, users on this computer can visit Web sites like [www.cnn.com](http://www.cnn.com), [www.foxnews.com](http://www.foxnews.com), and so on. By blocking Web sites categorized as Gambling, you prevent users on this computer from accessing gambling Web sites.

This section discusses categories in the following topics:

- ["Selecting A Defined Category Set"](#)
- ["Creating a Custom Protection Level"](#) on page 27

### Selecting A Defined Category Set

K9 Web Protection has several pre-configured sets of categories. Each set of categories (sometimes referred to as *protection levels*) blocks a range of content that is typically considered to be offensive or harmful. These category sets range from High (maximum number of Web categories blocked) to Monitor (no categories are blocked but all are logged).

**To select a different defined protection level:**

1. Start K9 Web Protection as discussed in ["Logging in to K9 Web Protection"](#) on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Web Categories to Block**.

The Setup page displays as follows.



The center of the Setup page displays the categories that are currently being blocked. You can click the name of any category to see a description of the category.



5. Click the name of a set of categories (for example, **High**).
6. Click the **Save** at the bottom of the page.

7. You now have the following options:
  - To allow or block categories you choose, see "[Creating a Custom Protection Level](#)" on page 27
  - To control how search engines are used on this computer, see "[Forcing Safe Search or Blocking Unsafe Search](#)" on page 29
  - To apply K9 Web Protection to secure Web sites, see "[Filtering Secure Traffic](#)" on page 31
  - To block or allow Web traffic by time of day, see "[Restricting Web Access by Time of Day](#)" on page 32
  - To block a Web site using keywords in the Web site's URL, see "[Blocking Web Sites Using URL Keywords](#)" on page 34
  - To play a bark sound when Web sites are blocked, to set time out options when too many Web pages are blocked, or to show administrator options on blocked Web pages, see "[Configuring Blocking Effects](#)" on page 35

### *Creating a Custom Protection Level*

If you are not satisfied with any of the pre-defined protection levels, you can create a custom level that restricts browsing by the categories you select.

#### **To create a custom protection level:**

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Web Categories to Block**.
5. Click **Custom** at the bottom of the Web Categories to Block page.
6. A list of categories displays in the center of the page. You have the following options:
  - Select the check box next to a category to block content from that category.
  - Clear the check box next to a category to allow content from that category.
  - Click the name of a category to display more information about it.

The **Unrated** category blocks any Web page that K9 Web Protection cannot match to a specific category. Use caution before selecting this option because any Web site that does not specifically match a category you allow will be blocked.

An example follows:

**Custom** Select your own set of categories to block.

Place a check next to the categories you wish to block. (Click category name for description.)

**Commonly Blocked Categories** [Unblock All](#) [Block All](#)

<input checked="" type="checkbox"/> Abortion	<input checked="" type="checkbox"/> Illegal Drugs	<input checked="" type="checkbox"/> Pornography
<input checked="" type="checkbox"/> Adult / Mature Content	<input checked="" type="checkbox"/> Intimate Apparel / Swimsuit	<input checked="" type="checkbox"/> Proxy Avoidance
<input checked="" type="checkbox"/> Alternative Sexuality / Lifestyles	<input checked="" type="checkbox"/> LGBT	<input checked="" type="checkbox"/> Sex Education
<input checked="" type="checkbox"/> Alternative Spirituality / Occult	<input checked="" type="checkbox"/> Nudity	<input checked="" type="checkbox"/> Social Networking
<input checked="" type="checkbox"/> Extreme	<input checked="" type="checkbox"/> Open Image / Media Search	<input checked="" type="checkbox"/> Spyware / Malware Sources
<input checked="" type="checkbox"/> Gambling	<input checked="" type="checkbox"/> Peer-to-Peer (P2P)	<input checked="" type="checkbox"/> Spyware Effects
<input checked="" type="checkbox"/> Hacking	<input checked="" type="checkbox"/> Personals / Dating	<input checked="" type="checkbox"/> Suspicious
<input checked="" type="checkbox"/> Illegal / Questionable	<input checked="" type="checkbox"/> Phishing	<input checked="" type="checkbox"/> Violence / Hate / Racism

---

**Other Categories** [Unblock All](#) [Block All](#)

<input checked="" type="checkbox"/> Alcohol	<input type="checkbox"/> Health	<input type="checkbox"/> Remote Access Tools
<input type="checkbox"/> Arts / Entertainment	<input type="checkbox"/> Humor / Jokes	<input type="checkbox"/> Restaurants / Dining / Food
<input type="checkbox"/> Auctions	<input type="checkbox"/> Job Search / Careers	<input type="checkbox"/> Search Engines / Portals
<input type="checkbox"/> Brokerage / Trading	<input type="checkbox"/> Military	<input type="checkbox"/> Shopping
<input type="checkbox"/> Business / Economy	<input type="checkbox"/> News / Media	<input type="checkbox"/> Society / Daily Living
<input type="checkbox"/> Chat / Instant Messaging	<input type="checkbox"/> Newsgroups / Forums	<input type="checkbox"/> Software Downloads
<input type="checkbox"/> Computers / Internet	<input type="checkbox"/> Non-viewable	<input type="checkbox"/> Sports / Recreation
<input type="checkbox"/> Content Servers	<input type="checkbox"/> Online Storage	<input type="checkbox"/> Streaming Media / MP3
<input type="checkbox"/> Cultural / Charitable Organizations	<input checked="" type="checkbox"/> Pay to Surf	<input checked="" type="checkbox"/> Tobacco
<input type="checkbox"/> Education	<input type="checkbox"/> Personal Pages / Blogs	<input type="checkbox"/> Travel
<input type="checkbox"/> Email	<input type="checkbox"/> Placeholders	<input type="checkbox"/> Vehicles
<input type="checkbox"/> Financial Services	<input type="checkbox"/> Political / Activist Groups	<input type="checkbox"/> Weapons
<input type="checkbox"/> For Kids	<input type="checkbox"/> Real Estate	<input type="checkbox"/> Web Applications

In the preceding example, all of the commonly blocked categories are blocked; in addition, some additional categories are blocked (for example, Alcohol and Tobacco).

7. Click **Save** at the bottom of the page.
8. You now have the following options:
  - To apply K9 Web Protection to secure Web sites, see ["Filtering Secure Traffic"](#) on page 31
  - To block or allow Web traffic by time of day, see ["Restricting Web Access by Time of Day"](#) on page 32
  - To block a Web site using keywords in the Web site's URL, see ["Blocking Web Sites Using URL Keywords"](#) on page 34
  - To play a bark sound when Web sites are blocked, to set time out options when too many Web pages are blocked, or to show administrator options on blocked Web pages, see ["Configuring Blocking Effects"](#) on page 35

## Forcing Safe Search or Blocking Unsafe Search

This section discusses how to perform the following tasks:

- ❑ Force safe search: Force a search engine that supports Safe Search to enable its strictest search filter; however, the quality of the filtering is based on the engine's built-in capabilities. The same search string entered on one search engine might yield different results when entered on another search engine (including varying levels of inappropriate content).

Safe Search is supported on the following search engines:

- A9
- Altavista
- MSN/Live
- Google
- Yahoo
- Ask
- Orange.co.uk

With safe search enabled, the search engine Web page typically displays Safe Search ON, Family Filter On, Safe Search Strict, or another engine-specific message.

- ❑ Block search engines that do not use safe search: Prevent the use of a search engine that does not support safe search.

If a user on your computer attempts to use a search engine that does not support safe search (for example, [www.webcrawler.com](http://www.webcrawler.com)), the following page displays:

### **Unsafe Search Blocked**

<http://www.webcrawler.com> is blocked because K9 has been set up to block unsafe searches.

---



---

You may also choose from the following administrative options:

 [Request Site Review](#)

 [Change Your Settings](#)

To enter Supervisor Mode, which allows all Web access, go to the [Advanced Page](#)

---

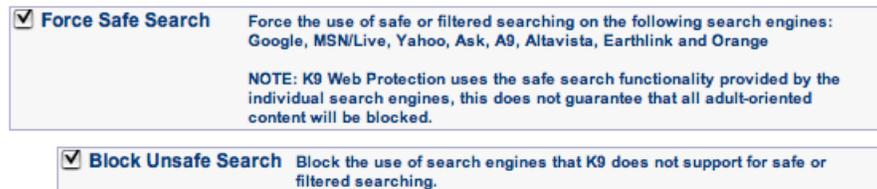
**Note:** For maximum control over searching, Blue Coat recommends you enable both options. If you enable safe search but disable block unsafe search, users can get search results from unsupported search engines. For example, if a user goes to [www.webcrawler.com](http://www.webcrawler.com) and searches for offensive content, Webcrawler returns URLs that are consistent with the search. However, users cannot visit offensive Web pages if you set up categories or other policies to block access to the content.

---

**To set search engine options:**

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Advanced**.
5. On the Advanced page, you have the following options:
  - **Force Safe Search** check box: Select this check box to force all supported search engines to use safe search. If you select this check box and a user on this computer uses an unsupported search engine (such as [www.webcrawler.com](http://www.webcrawler.com)), the user might be able to get results for searches for offensive content.  
  
Clear this check box to enable users on this computer to search the Internet using any search engine, and not require search engines to use safe search. If you clear this check box, the **Block Unsafe Search** check box is unavailable.
  - **Block Unsafe Search** check box: Select this check box to prevent users on this computer from searching the Internet using a search engine that does not support safe search. Clear this check box to allow users to search the Internet with any search engine.

The following figure shows an example of both options enabled.



6. Click **Save**.

7. You now have the following options:
  - To block or allow Web traffic by time of day, see ["Restricting Web Access by Time of Day"](#) on page 32
  - To block a Web site using keywords in the Web site's URL, see ["Blocking Web Sites Using URL Keywords"](#) on page 34
  - To play a bark sound when Web sites are blocked, to set time out options when too Web pages are blocked, or to show administrator options on blocked Web pages, see ["Configuring Blocking Effects"](#) on page 35

## Filtering Secure Traffic

K9 Web Protection enables you to filter Internet traffic that uses the Hypertext Transfer Protocol (HTTP) and Hypertext Transfer Protocol Secure (HTTPS) protocols. HTTP is the most common protocol; HTTPS is referred to as a *secure* protocol because it uses encryption to prevent third parties from intercepting and reading the traffic between two entities, such as you and your on-line bank.

To prevent users on your computer from accessing objectionable content using the HTTPS protocol, you must configure K9 Web Protection to filter HTTPS traffic as discussed in this section.

### To filter secure traffic:

1. Start K9 Web Protection as discussed in ["Logging in to K9 Web Protection"](#) on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Advanced**.
5. On the Advanced page, select the **Filter secure traffic** check box.  
To prevent K9 Web Protection from filtering HTTPS traffic, clear the check box.
6. Click **Save**.
7. You now have the following options:
  - To block or allow Web traffic by time of day, see ["Restricting Web Access by Time of Day"](#) on page 32
  - To block a Web site using keywords in the Web site's URL, see ["Blocking Web Sites Using URL Keywords"](#) on page 34
  - To play a bark sound when Web sites are blocked, to set time out options when too many Web pages are blocked, or to show administrator options on blocked Web pages, see ["Configuring Blocking Effects"](#) on page 35

## Restricting Web Access by Time of Day

K9 Web Protection enables you to restrict the time of day users can access Web sites. If there are specific times when you do or do not want your family accessing the Web, this feature assists you in enforcing that policy.

### To restrict Web browsing access times:

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Time Restrictions**.

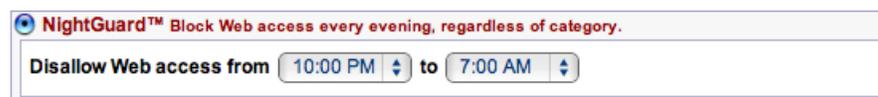
You have the following options:

Option	Description	For more information
<b>Unrestricted</b>	Web browsing is allowed at all times of the day but content from categories you select is still blocked.	No more options to set. Click <b>Save</b> .
<b>NightGuard</b>	All Web access is blocked during the hours you select.	<a href="#">"Enabling NightGuard"</a>
<b>Custom</b>	Select time periods to allow or block Web access.	<a href="#">"Customizing Time Restrictions"</a> on page 33

### Enabling NightGuard

NightGuard enables you to always block all Web access in contiguous blocks of time every day of the week.

The following figure shows an example.



Either enter times in the adjacent fields or use the arrow keys to adjust the time periods earlier or later.

When you are finished, click **Save** at the bottom of the page.

## Customizing Time Restrictions

You can use custom time restrictions to allow or block Web access during regular intervals during days of the week you select.

If you choose to allow Web access during those time intervals, the categories of content you chose to block are still blocked. If you choose to block Web access, all Web browsing is blocked.

### To customize time restrictions:

- Using the mouse, select individual time frames or drag your mouse to include multiple time frames.

**Tip:** Click the name of a day at the top of the column to select the entire day. Click and hold the mouse down while dragging it to select contiguous blocks of time.

- After you select the time periods, from the pop-up menu, click either **Allow Web Access**, **Block Web Access**, or **Cancel**.

An example follows:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
12:00 AM							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							
10:00							
11:00							
12:00 PM							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							
10:00							
11:00							

- At the bottom of the page, click **Save**.

---

**Note:** Even when you allow access, your other restrictions (for example, restrictions based on categories) are still active. Selecting **Block Web Access** blocks access to *all* Web sites, regardless of other policies.

---

## Blocking Web Sites Using URL Keywords

K9 Web Protection enables you to block access to Web pages based on keywords in the Web page URL. You can, for example, block any Web page that has the word `sex` in the URL.

To match, the entire, exact keyword has to be in the URL.

For example, if you enter **sex**, only URLs like `www.sex.com`, `www.sex.org`, and `www.sex.net` will be blocked. To make your keywords more flexible, use the \* (asterisk) wildcard character. The \* wildcard character can be used at the beginning, end, or both ends of a word but *not* in the middle of a word.

The following table shows examples.

Example URL keyword	Description
<code>sex*</code>	Blocks URLs that start with <code>sex</code> , such as <code>www.sexy.com</code> , <code>www.sex-pix.org</code> , and so on.
<code>*sex</code>	Blocks URLs that end with <code>sex</code> , such as <code>www.bobsex.com</code> , <code>www.strangesex.net</code> , and so on.
<code>*sex*</code>	Blocks URLs that contain the word <code>sex</code> , such as <b><code>www.strangesexypeople.com</code></b> , <code>www.sexinspace.com</code> , and so on.
<code>se*y</code>	<i>Not valid.</i> Do not use an asterisk character in the middle of a URL keyword.

---

**Note:**

- Regardless of the URL keywords you configure, URLs are still blocked if they belong to a category you chose to block or if the Web site is on the always block list.
- You also have the option of hiding the blocked keyword on the exception page that displays when a user attempts to access a Web page. This is useful if the keyword itself is offensive and you do not want it displayed.

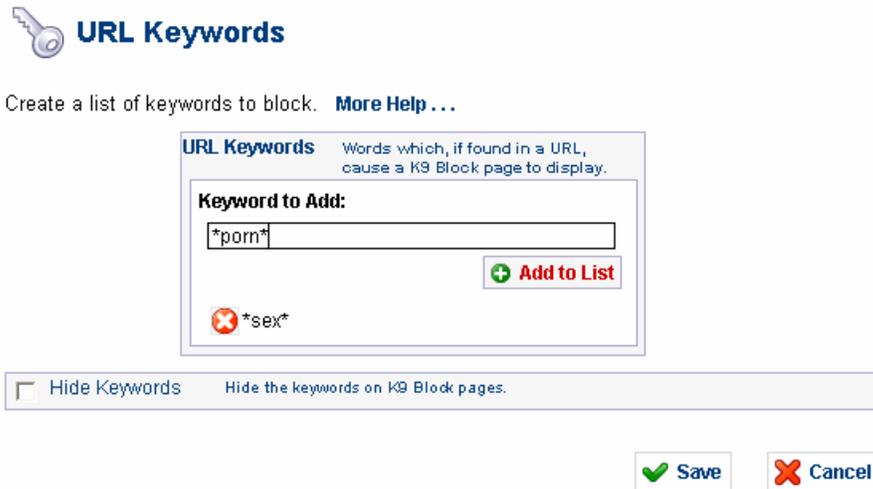
---

**To block specific keywords:**

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.

4. From the Setup menu, click **URL Keywords**.

The following figure shows an example.



5. Add URL keywords:
  - a. In the **Keyword to Add** field, enter the keyword to filter.
  - b. Click **Add to List**.
6. To optionally hide the blocked keyword on the exception page, select the **Hide Keywords** check box.

You can choose this option if the keyword itself is offensive and you do not want it displayed.
7. Click **Save**.

## Configuring Blocking Effects

The Blocking Effects page enables you to:

- ❑ Configure a bark sound effect that plays when Web pages are blocked.
- ❑ Show or hide administrator options on blocked pages.
- ❑ Block all Web access when K9 Web Protection detects multiple blocked pages in a specified period of time (referred to as *time out*).

### To configure blocking effects:

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Blocking Effects**.

The following figure shows a sample Blocking Effects page.

**Blocking Effects**

Set general blocking options.

**Bark When Blocked** Play a bark sound when K9 blocks a Web page.

**Show Admin Options** Display administrative options on block pages, such as allowing overrides.

**Enable Time Out** Disable Web access if there are too many blocks within a given time period.

If there are  blocked pages within  , deny web access for

5. Configure the following options:
  - "Enabling the Bark Sound Effect"
  - "Showing Administrator Options on Blocked Web Pages" on page 37
  - "Enabling Time Outs" on page 38

### *Enabling the Bark Sound Effect*

This section discusses how to configure the computer to play a bark sound when Web pages are blocked. This might be useful if you want to monitor your children's Web usage without being in the same room.

---

**Note:** You must have speakers connected to your computer, and the volume control cannot be set to mute or you will not hear the bark.

---

#### **To enable the bark sound effect:**

1. Start K9 Web Protection as discussed in "Logging in to K9 Web Protection" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Blocking Effects**.
5. On the Blocking Effects page, select the **Bark When Blocked** check box to cause K9 Web Protection to play a bark sound when a user attempts to access a blocked site.
6. Click **Save**.

## Showing Administrator Options on Blocked Web Pages

This section discusses how to show or hide administrator options on blocked Web pages. For example, if a user attempts to access a Web page that belongs to a category you chose to block, the following administrator options display at the bottom of the exception page by default:

You may also choose from the following administrative options:



---

To enter Supervisor Mode, which allows all Web access, go to the [Advanced Page](#)

Administrator options are discussed in more detail in [Chapter 4: "Managing Administrator Overrides"](#).

You have the option to hide the following administrator options to prevent unauthorized users from having the opportunity to override the block (for example, by guessing the administrator password):

- Temporarily allowing the site
- Requesting a site review
- Changing the settings for this type of blocking

---

**Note:** Supervisor mode, which enables users to browse the Web with no restrictions, is available even if you hide the other options. Supervisor mode requires the administrator password and is discussed in more detail in ["Using Supervisor Mode"](#) on page 66.

---

### To show or hide administrator options:

1. Start K9 Web Protection as discussed in ["Logging in to K9 Web Protection"](#) on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Blocking Effects**.
5. On the Blocking Effects page, make the following selection:
  - To show administrator options on blocked Web pages, select the **Show Admin Options** check box.
  - To hide administrator options on blocked Web pages, clear the **Show Admin Options** check box.
6. Click **Save**.

## Enabling Time Outs

Configuring a time out period enables you to block all Web access if a certain number of blocked pages occurs in a particular period of time. For example, if 10 or more blocks occur in a 10-minute time interval, you can block all Web access for the next 30 minutes.

### To enable time outs:

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Blocking Effects**.
5. On the Blocking Effects page, make the following selections:
  - Select the **Enable Time Out Settings** check box.
  - From the lists, make the following selections:
    - **Number of pages:** From the list, click **5**, **10**, **15**, or **20** to set the number of blocked pages.
    - **Within:** From the list, click **5 mins**, **10 mins**, **15 mins**, **30 mins**, or **1 hr** to set the time period in which the number of blocked pages must occur to trigger the time out.
    - **Deny web access for:** From the list, click a value from **5 mins** to **24 hrs** to set the period of time for which all Web access is blocked.

An example follows:



In the preceding example, Web access is denied for 30 minutes after 10 pages are blocked within a period of 30 minutes.

6. Click **Save**.

## Chapter 4: Managing Administrator Overrides

If you enabled administrator options as discussed in ["Showing Administrator Options on Blocked Web Pages"](#) on page 37, administrator overrides display on all blocked Web pages. To override a block and access blocked Web pages, you must enter the administrator password you configured when you installed K9 Web Protection.

This chapter discusses the following topics:

- ["Managing Page and Category Blocks"](#)
- ["Overriding URL Keyword Blocks"](#) on page 46
- ["Overriding Time Restriction Blocks"](#) on page 47
- ["Overriding Timeouts"](#) on page 49

Also see the following related topics:

- Using supervisor mode on the computer, which enables an administrator to temporarily browse the Web without restrictions.

See ["Using Supervisor Mode"](#) on page 66

- Hiding administrator options on blocked Web pages, which prevents unauthorized users from having an opportunity to try to override blocked Web pages.

See ["Showing Administrator Options on Blocked Web Pages"](#) on page 37

### Managing Page and Category Blocks

The Category Blocked page displays if a Web site is blocked because of the category to which it belongs. This section discusses how to manage page and category blocks that you set up in any of the following ways:

- Because the Web site is classified in a category you chose to block  
For more information about setting up categories to block, see ["Configuring Web Categories"](#) on page 25.
- Because the Web site is on the always block list  
For more information about the always block list, see ["Managing Web Site Exceptions"](#) on page 61.

In the following example, a user attempts to access `www.playboy.com`, but is blocked from access because that Web site belongs to the Pornography category.

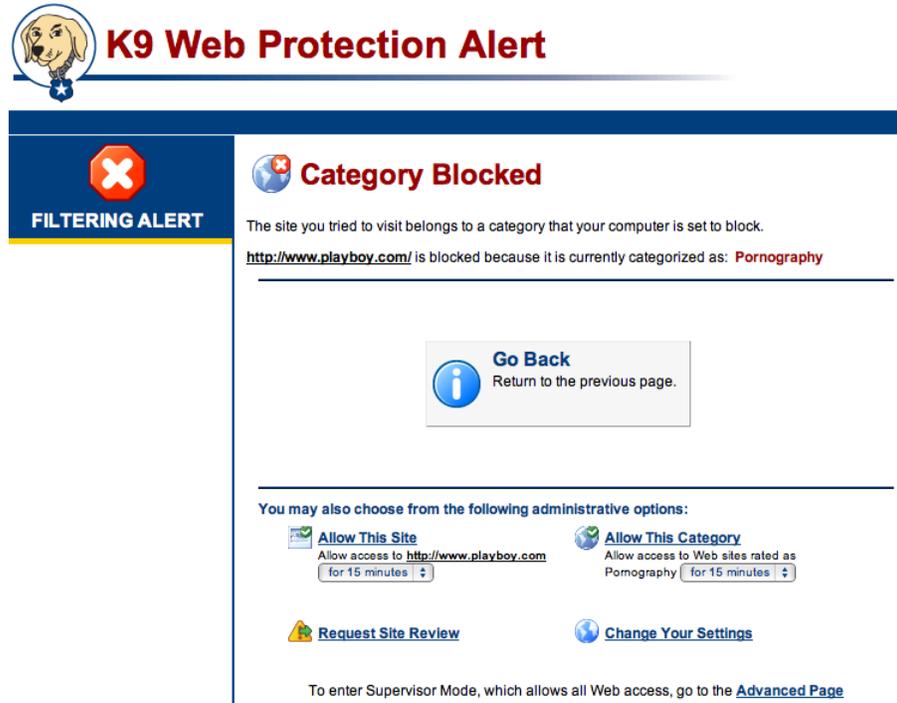


Figure 4–1 A Web site is blocked because it belongs to a blocked category. The date, time, and Web site is logged in the Internet Activity data tables. See [Chapter 5: "Viewing Internet Activity"](#).

On the Category Blocked page, you have the following options:

- ❑ Any user can:
  - Return to the previous page (and *not* view the blocked content) by clicking **Back** in their Web browser or by clicking **Go Back** on the Category Blocked page.
  - Report the site as being miscategorized as discussed in "[Requesting a Site Review](#)" on page 43.
- ❑ Only K9 Web Protection administrators can:
  - Allow the site as discussed in "[Overriding a Blocked Web Site](#)" on page 41
  - Allow the category as discussed in "[Overriding a Blocked Category](#)" on page 42
  - Set up an exception rule so the Web site is always allowed or always blocked as discussed in "[Managing Web Site Exceptions](#)" on page 61

## Overriding a Blocked Web Site

This section discusses how a K9 Web Protection administrator can override a block and allow access to a Web site temporarily or permanently.

**Note:** The only time this procedure will *not* work is if a search engine is blocked because the Block Unsafe Search option is enabled; in that case, you must change your settings to allow access to the search engine. For more information about safe search, see "[Forcing Safe Search or Blocking Unsafe Search](#)" on page 29.

### To override a blocked Web site:

1. On the Category Blocked page, choose an option under **Allow This Site**.

The following figure shows an example.



2. From the Allow access to list, click one of the following options:
  - **for 5 minutes** to allow temporary access to this site for the next five minutes.
  - **for 15 minutes** to allow temporary access to this site for the next 15 minutes.
  - **for 30 minutes** to allow temporary access to this site for the next 30 minutes.
  - **for 60 minutes** to allow temporary access to this site for the next 60 minutes.
  - **permanently** to always allow access to this site.

If you choose this option, one of the following happens:

- If the Web site was blocked because of its category, the Web site is placed in the always allow list, which is discussed in more detail in "[Managing Web Site Exceptions](#)" on page 61.
  - If the Web site was blocked because it was in the always block list, the Web site is removed from the always block list.
3. Click **Allow This Site**.
  4. You are required to enter your K9 Web Protection administrator password to confirm the action.

## Overriding a Blocked Category

This section discusses how a K9 Web Protection administrator can override a category block and allow access to all Web sites classified as a particular category, either temporarily or permanently.

**Note:** The only time this procedure will *not* work is if a search engine is blocked because the Block Unsafe Search option is enabled; in that case, you must change your settings to allow access to the search engine. For more information about these options, see "[Forcing Safe Search or Blocking Unsafe Search](#)" on page 29.

### To override a blocked category:

1. On the Category Blocked page, choose an option under **Allow This Category**.

The following figure shows an example.



2. From the **Allow access to** list, click one of the following options:
  - **for 5 minutes** to allow temporary access to all Web sites in this category for the next five minutes.
  - **for 15 minutes** to allow temporary access to all Web sites in this category for the next 15 minutes.
  - **for 30 minutes** to allow temporary access to all Web sites in this category for the next 30 minutes.
  - **for 60 minutes** to allow temporary access to all Web sites in this category for the next 60 minutes.
  - **permanently** to always allow access to all Web sites in this category.

If you choose this option, the category is removed from the Web Categories to Block list, which is discussed in "[Configuring Web Categories](#)" on page 25.

3. Click **Allow This Category**.
4. You are required to enter your K9 Web Protection administrator password to confirm the action.

## *Requesting a Site Review*

If a Web page was blocked because it was on the always block list or because it is classified in a category you chose to block, you can ask Blue Coat to review the Web site's rating as follows:

- ❑ You can request Blue Coat associate the Web site with more categories
- ❑ You can request Blue Coat reclassify the Web site, if you believe the categorization is incorrect

---

**Note:** Not all Web sites can be recategorized.

---

You should request a site review only if you believe the current categorization is in error; if you simply want to allow access to a Web site that is currently being blocked, you have the following options:

- ❑ Allow temporary access to the Web site as discussed in "[Overriding a Blocked Web Site](#)" on page 41
- ❑ Always allow or always block the site as discussed in "[Managing Web Site Exceptions](#)" on page 61
- ❑ Change which categories you choose to block as discussed in "[Configuring Web Categories](#)" on page 25

**To request a site review:**

1. At the bottom of the Category Blocked page or the Web Site Blocked page, click **Request Site Review**.

---

**Note:** You can also request a site review from the **Help** menu.

---

The Check/Dispute Site page displays as follows.

2. You have the following options:

Task	Description
Request Blue Coat add an additional category to the site classification	<ol style="list-style-type: none"> <li>1. Click <b>Add another category</b>.</li> <li>2. From the list, click the name of a category with which this Web site should be associated.</li> <li>3. In the field, enter the reason why Blue Coat should add this category classification.</li> <li>4. Click <b>Dispute</b>.</li> </ol>
Request Blue Coat remove a category from the site classification	<ol style="list-style-type: none"> <li>1. From the <b>Categories</b> list, click  (remove) next to the category you wish to see removed.</li> <li>2. In the field, enter the reason why Blue Coat should remove this category classification.</li> <li>3. Click <b>Dispute</b>.</li> </ol>
Dispute another Web site	<ol style="list-style-type: none"> <li>1. In the <b>URL to dispute</b> field, enter a URL to dispute.</li> <li>2. Click <b>Check</b>.</li> <li>3. Perform the tasks discussed earlier in this table to add or remove categories for this site.</li> </ol>

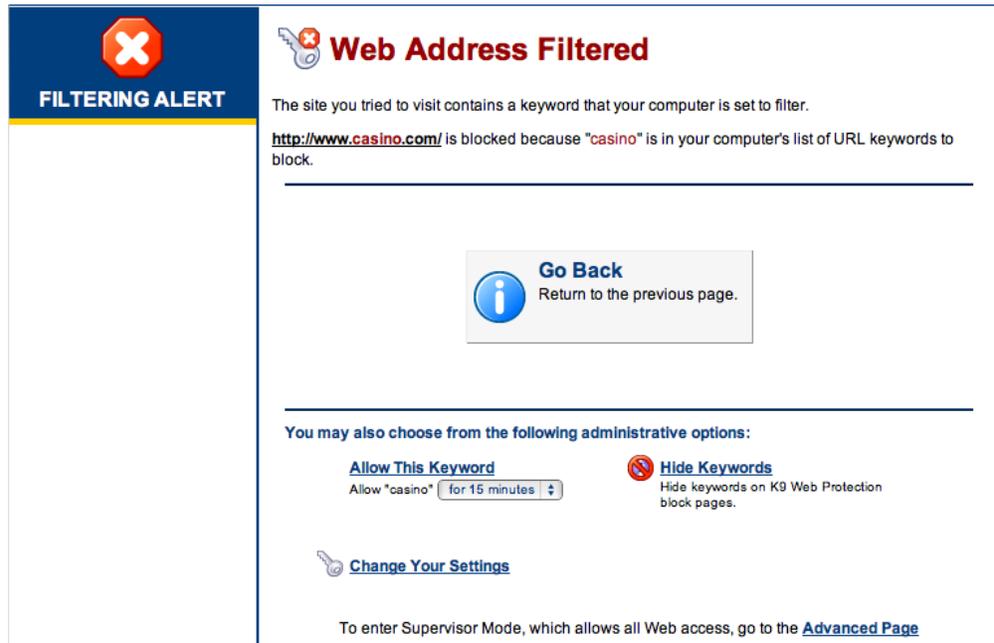
The following table discusses messages that might display on this page:

Message	Meaning
Your dispute submission has been received by Blue Coat.	This message indicates your dispute has been successfully received by Blue Coat.
<ul style="list-style-type: none"> <li>• This is a high-profile website, and its rating has been locked. It cannot be disputed.</li> <li>• This website has been disputed many times, and its rating has been validated as correct.</li> </ul>	The Web site you entered cannot be disputed.
<ul style="list-style-type: none"> <li>• K9 was unable to find the rating for this site. Please try again later.</li> <li>• K9 was unable to submit your dispute of this site. Please try again later.</li> </ul>	The Web Filter rating service is temporarily unavailable, so submit your dispute at a later time.
That website is not valid. Please try a different site.	Make sure you entered a valid URL. Make sure you spelled the name of the Web site correctly.
That website is currently being reviewed. A decision should be made on it shortly.	A decision on the Web site should be delivered to you by e-mail in one business day.

3. You should receive a response to your request by e-mail in one business day.

## Overriding URL Keyword Blocks

If the page has been blocked because the site URL contains a keyword that is specified to always be blocked, the Web Address Filtered alert page displays. In the following example, a user attempts to access [www.casino.com](http://www.casino.com), but is blocked from access because the keyword `casino` is on the always blocked list (see "Blocking Web Sites Using URL Keywords" on page 34).



### To override a Web site blocked because of a URL keyword:

1. On the Web Address Filtered page, choose an option under **Allow This Keyword**.

The following figure shows an example.



2. From the **Allow keyword** list, click one of the following options:
  - **for 5 minutes** to allow temporary access to all Web sites with this keyword in the URL for the next five minutes.
  - **for 15 minutes** to allow temporary access to all Web sites with this keyword in the URL for the next 15 minutes.
  - **for 30 minutes** to allow temporary access to all Web sites with this keyword in the URL for the next 30 minutes.
  - **for 60 minutes** to allow temporary access to all Web sites with this keyword in the URL for the next 60 minutes.

- **permanently** to always allow access to all Web sites with this keyword in the URL.

If you choose this option, the URL keyword is removed from the keyword list, which is discussed in "[Blocking Web Sites Using URL Keywords](#)" on page 34.

3. Click **Allow This Keyword**.
4. You are required to enter your K9 Web Protection administrator password to confirm the action.
5. You also have the following options:
  - Click **Hide Keywords** to hide the keyword being blocked on the Web Address Filtered page.

This option blocks only the keyword; it does not stop the site from being blocked.

- Click **Change Your Settings** to go to the URL Keywords page to change the way your keywords are set up.

See "[Blocking Web Sites Using URL Keywords](#)" on page 34.

## Overriding Time Restriction Blocks

If Web site access is blocked because the administrator disallowed access at a specific time, the Access to Web Sites Restricted filter alert displays.

**FILTERING ALERT**

**Access to Web Sites Restricted**

This computer has been set up to disallow access to Web sites at this current time.  
Web access has been disabled for the current hour of the day.

**Go Back**  
Return to the previous page.

You may also choose from the following administrative options:

- Allow Access**  
Enable access to Web sites  
for 15 minutes
- Change Your Settings**

To enter Supervisor Mode, which allows all Web access, go to the [Advanced Page](#)

For more information, see "[Restricting Web Access by Time of Day](#)" on page 32.

**To override a Web site blocked because of a time restriction:**

1. On the Access to Web Sites Restricted page, choose an option under **Allow Access**.

The following figure shows an example.

You may also choose from the following administrative options:

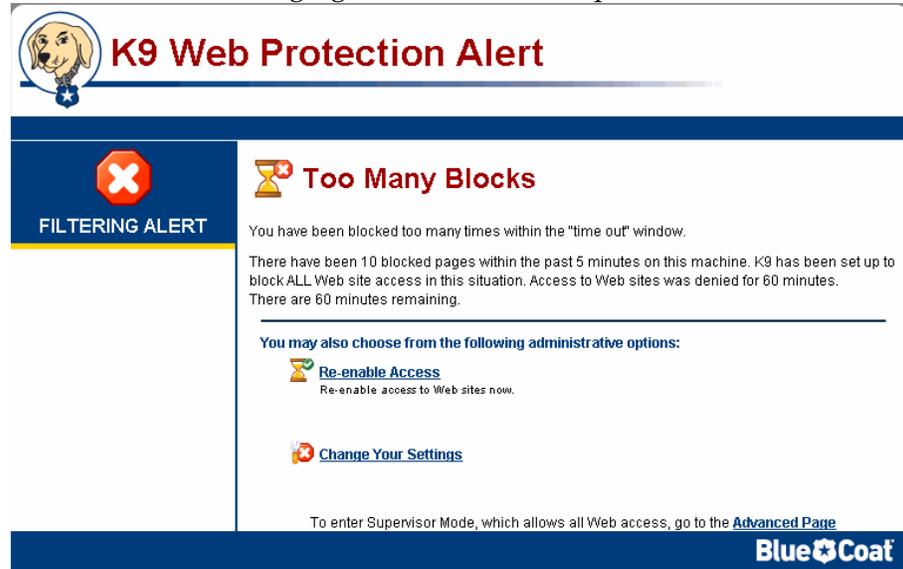


2. From the **Enable access to Web sites** list, click one of the following options:
  - **for 5 minutes** to allow temporary access to Web sites for the next five minutes.
  - **for 15 minutes** to allow temporary access to Web sites for the next 15 minutes.
  - **for 30 minutes** to allow temporary access to Web sites for the next 30 minutes.
  - **for 60 minutes** to allow temporary access to Web sites for the next 60 minutes.
3. Click **Allow Access**.
4. You are required to enter your K9 Web Protection administrator password to confirm the action.
5. You can also click **Change Your Settings** to go to the Time Restrictions page to change your time restrictions.

See "[Restricting Web Access by Time of Day](#)" on page 32.

## Overriding Timeouts

If a user attempts to access a blocked Web site or category too many times within a period of time you have specified, K9 Web Protection suspends access to Web sites. The following figure shows an example.



For more information about timeouts, see "[Enabling Time Outs](#)" on page 38.

### To allow Web access after too many blocks:

1. On the Too Many Blocks page, click **Re-enable Access**.

The following figure shows an example.

You may also choose from the following administrative options:

 **Re-enable Access**  
Re-enable access to Web sites now.

 **Change Your Settings**

2. You are required to enter your K9 Web Protection administrator password to confirm the action.
3. You can also click **Change Your Settings** to go to the Blocking Effects page to change your time restrictions.

See "[Configuring Blocking Effects](#)" on page 35.



## Chapter 5: Viewing Internet Activity

This chapter describes how to view all of the Internet browsing activity that has occurred on your computer.

K9 Web Protection presents Internet browsing activity on two different pages:

- ["Viewing the Activity Summary"](#) —Web browsing activity is presented in high-level data tables.
- ["Viewing Activity Detail"](#) on page 59—The full URLs of Web sites are presented.

### Viewing the Activity Summary

This page allows you to view activity recorded by K9 Web Protection. This activity includes Internet browsing activity and administrative actions.

#### **To view the Activity Summary:**

1. Start K9 Web Protection as discussed in ["Logging in to K9 Web Protection"](#) on page 21.
2. From the top menu bar, click **View Internet Activity**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the View Internet Activity menu, click **View Activity Summary**.

5. See one of the following sections.

**See "Viewing the Category Summary" on page 52**

**See "Viewing the General Hit Summary" on page 54**

**See "Viewing Recent Admin Events" on page 57**

**View Activity Summary**

This is a summary of Web activity on your computer. [More Help...](#)

Category Hit Summary		General Hit Summary	
Category	Hits	Requests	Hits
✓ Email	998	<a href="#">URL Requests</a>	3045
✓ News / Media	621	<a href="#">RS Rated</a>	149
✓ Arts / Entertainment	456	<a href="#">Local requests</a>	90
✓ Chat / Instant Messaging	356	<a href="#">Blocked by Category</a>	19
✓ Search Engines / Portals	312	<a href="#">Unrated</a>	4
✓ Computers / Internet	97	<a href="#">System overrides</a>	0
✓ Business / Economy	62	<a href="#">RS Unrated</a>	0
✓ Government / Legal	14	<a href="#">DRTR Unrated</a>	0
▲ Pornography	12	<a href="#">DRTR Rated</a>	0
✓ Web Advertisements	10		
✓ Streaming Media / MP3	8		
✓ Sports / Recreation	8		
✗ Social Networking	8		
✓ Shopping	5		
✓ Non-viewable	3		
✓ Content Servers	3		
✗ Spyware / Malware Sources	1		

Recent Admin Events <a href="#">View All</a>	
Date	Event
28-Oct-08 07:56 PM	Removed "stevejspace.com/" from always blocked list
28-Oct-08 07:56 PM	Added "playboy.com/ (10 minutes remaining)" to always allowed list

## Viewing the Category Summary

The Category Summary page lists all categories relevant to the active K9 Web Protection settings:

- ❑ Green text means that all Web pages in that category were allowed.
- ❑ Red text means that all Web pages in that category were blocked.
- ❑ Orange text indicates some Web sites were blocked and some were allowed.

For example, if you chose to block the Search Engines/Portals category but you put a Web site in that category in the always allow list, Search Engines/Portals displays in orange.

Another example would be if you allow the News/Media category but put a Web site in that category in the always block list, the News/Media category displays in orange.

The category summary also provides access to statistics about recent Internet activity by category.

**To view a list of Web sites browsed by category:**

1. View the activity summary as discussed in "Viewing the Activity Summary" on page 51.
2. On the View Activity Summary page, in the Category Hits Summary section, click a category link.

The View Activity Details page displays for that category. The following figure shows an example.



3. You have the following options on this page:

Task	Description
To change the time period displayed on each page	From the <b>Group by</b> list, click one of the following: <ul style="list-style-type: none"> <li>• <b>Group by day</b> to view the last 30 days of activity at a time (that is, 30 days per page)</li> <li>• <b>Group by month</b> to view activity for one month (that is, every month displays on a different page)</li> </ul>
To view a Web page	Click a link in the URL column.
To view the previous page	At the bottom of the page, click <b>Previous</b> .
To view the next page	At the bottom of the page, click <b>Next</b> .

## Viewing the General Hit Summary

The General Hit Summary page displays a high-level breakdown of recent Internet activity, including the number of Web pages visited, requests allowed, and requests blocked.

### To view general information about Web sites visited on this computer:

1. View the activity summary as discussed in "[Viewing the Activity Summary](#)" on page 51.

The General Hit Summary section displays similarly to the following:

#### General Hit Summary

Requests	Hits
<a href="#">URL Requests</a>	3045
<a href="#">RS Rated</a>	149
<a href="#">Local requests</a>	90
<a href="#">Blocked by Category</a>	19
<a href="#">Unrated</a>	4
<a href="#">System overrides</a>	0
<a href="#">RS Unrated</a>	0
<a href="#">DRTR Unrated</a>	0
<a href="#">DRTR Rated</a>	0

The following table discusses the possible values displayed in the Reason column. The corresponding number in the Hits column indicates the number of requests for each type. (One Web page can create a large number of requests; for example, for advertisements displayed on the page).

Reason	Meaning
URL Requests	Total number of requests processed by K9 Web Protection on this computer.
Blocked by Category	Number of requests blocked because of the category to which the Web page belongs.
Unrated	Total number of all unrated requests.
RS Rated	Number of requests <i>rated</i> (that is, assigned it to a category) by the rating service. The <i>rating service</i> is a Blue Coat database that stores Web page addresses and corresponding categories.
Blocked by Keyword	Number of requests blocked because of keywords in the Web page address.
DRTR Rated	Number of requests <i>rated</i> (that is, assigned it to a category) by the Dynamic Real-Time Rating service (DRTR). DRTR is used when a Web page cannot be found in the rating service database. DRTR rates Web content dynamically in real-time and adds the Web page and its category to the rating service.
DRTR unrated	Number of requests DRTR was not able to rate (that is, categorize). DRTR is used when a Web page cannot be found in the rating service database. DRTR rates Web content dynamically in real-time.
System overrides	Number of requests overridden by an administrator (either by page or by category), or when the rating service and DRTR are not available to categorize a Web page.
RS Unrated	Number of requests that could not be rated (that is, categorized) by the rating service. The <i>rating service</i> is a Blue Coat database that stores Web page addresses and corresponding categories.
Local requests	Number of requests requested by this computer that are not on the Internet; instead, the addresses are local.

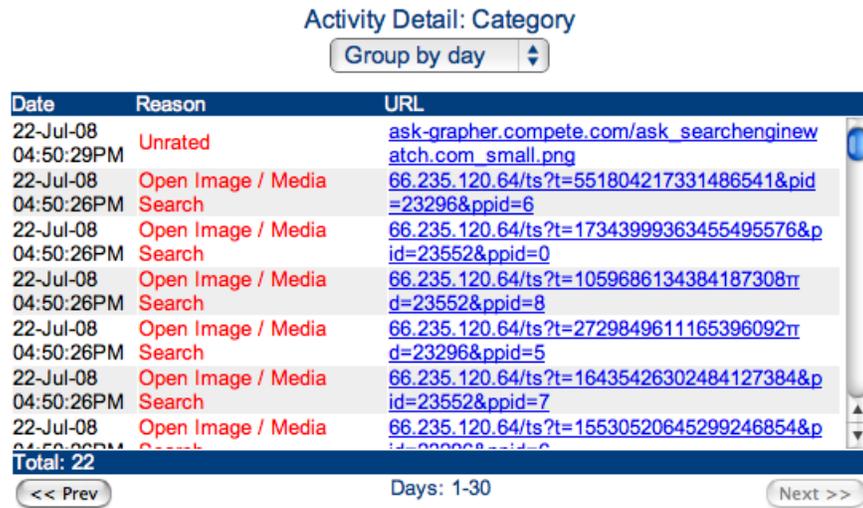
2. On the View Activity Summary page, in the General Hit Summary section, click a link.

The View Activity Details page displays. The following figure shows an example of clicking **URL Requests**.



### View Activity Detail

These are the details of the Internet activity you requested. [More Help . . .](#)



The Reason column displays the reason why action was taken on the corresponding URL in the URL column. If the reason displays in red text, the URL was blocked; if the reason displays in green text, the URL was allowed.

3. You have the following options on this page:

Task	Description
To change the time period displayed on each page	From the <b>Group by</b> list, click one of the following: <ul style="list-style-type: none"> <li>• <b>Group by day</b> to view the last 30 days of activity at a time (that is, 30 days per page)</li> <li>• <b>Group by month</b> to view activity for one month (that is, every month displays on a different page)</li> </ul>
To view a Web page	Click a link in the URL column.
To view the previous page	At the bottom of the page, click <b>Previous</b> .
To view the next page	At the bottom of the page, click <b>Next</b> .

## Viewing Recent Admin Events

Recent Admin Events displays recent changes to K9 Web Protection settings, including filtering actions (overrides and keyword blocking additions) and other administrative options.

### To view recent administrator activity:

1. View the activity summary as discussed in "[Viewing the Activity Summary](#)" on page 51.
2. On the View Activity Summary page, in the Recent Admin Events section, click **View All**.

The View Activity Details page displays. The following figure shows an example.

The screenshot shows the K9 Web Protection Administration interface. The main heading is "K9 Web Protection Administration" with a dog logo and a "Logout" link. The navigation bar includes "HOME", "VIEW INTERNET ACTIVITY", "SETUP", and "GET HELP". The left sidebar has "VIEW INTERNET ACTIVITY" and two sub-links: "View Activity Summary" and "View Activity Detail". The main content area is titled "View Activity Detail" and shows "Activity Detail: Admin Events". A "Group by day" dropdown is present. Below is a table of activity events:

Date	Reason	URL
22-Jul-08 03:22:34PM	Added "sex*" to keyword block list	
22-Jul-08 03:21:23PM	Added "sex" to keyword block list	
22-Jul-08 03:19:26PM	Removed "www.mtv.com/" from always blocked list	
22-Jul-08 03:19:26PM	Removed "www.playboy.com/ (43 minutes remaining)" from always allowed list	
22-Jul-08 03:19:26PM	Added "www.playboy.com/ (50 minutes remaining)" to always allowed list	

Total: 16  
Days: 1-30

In the preceding example, a word was added to the keyword block list, Web sites were added or removed from the always block or always allow lists, and so on.

You have the following options on this page:

Task	Description
To change the time period displayed on each page	From the <b>Group by</b> list, click one of the following: <ul style="list-style-type: none"> <li>• <b>Group by day</b> to view the last 30 days of activity at a time (that is, 30 days per page)</li> <li>• <b>Group by month</b> to view activity for one month (that is, every month displays on a different page)</li> </ul>
To view a Web page	Click a link in the URL column.
To view the previous page	At the bottom of the page, click <b>Previous</b> .
To view the next page	At the bottom of the page, click <b>Next</b> .

### Managing Administrator Activity

This section discusses how to manage administrator logs and thereby reduce the amount of Internet and administrator activity that displays on the View Activity Summary page. Doing this can reduce the amount of time required to display log pages.

On the View Activity Summary page, the Clear Activity Data section (below Recent Admin Events) displays as follows.



You have the following options on this page:

Option	Description
<b>Clear all</b> list	Click one of the following: <ul style="list-style-type: none"> <li>• <b>Clear all but last 90 days</b> to clear all activity that is older than 90 days.</li> <li>• <b>Clear all but last 30 days</b> to clear all activity that is older than 30 days.</li> <li>• <b>Clear all</b> to clear all activity.</li> </ul>
<b>Clear Logs</b> button	After selecting an option from the preceding list, click this button to perform the action.

## Viewing Activity Detail

This page displays a detailed view of *all* Internet activity, including:

- All Web sites visited and blocked since the last log purge.
- The category ratings of these sites (if rated).
- The actual URL of the sites visited.

### To view detailed activity:

1. Start K9 Web Protection as discussed in "Logging in to K9 Web Protection" on page 21.
2. From the top menu bar, click **View Internet Activity**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the View Internet Activity menu, **View Activity Detail**.

The following figure shows a sample View Activity Detail page.

The screenshot shows the 'View Activity Detail' page. At the top, there is a title 'View Activity Detail' with a globe icon. Below it, a message says 'These are the details of the Internet activity you requested. [More Help ...](#)'. The main content area is titled 'Activity Detail: All' and has a 'Group by day' dropdown menu. Below this is a table with three columns: 'Date', 'Reason', and 'URL'. The table contains several rows of activity, each with a date and time (22-Jul-08 04:08:06PM), a reason (e.g., 'Computers / Internet', 'News / Media'), and a URL (e.g., 'www.apple.com/main/rss/hotnews/hotnews.rss'). At the bottom of the table, it says 'Total: 1285'. Below the table are navigation buttons: '<< Prev', 'Days: 1-30', and 'Next >>'.

Date	Reason	URL
22-Jul-08 04:08:06PM	Computers / Internet	<a href="http://www.apple.com/main/rss/hotnews/hotnews.rss">www.apple.com/main/rss/hotnews/hotnews.rss</a>
22-Jul-08 04:08:06PM	Computers / Internet	<a href="http://news.cnet.com/2547-1_3-0-5.xml">news.cnet.com/2547-1_3-0-5.xml</a>
22-Jul-08 04:08:06PM	Computers / Internet	<a href="http://news.com.com/2547-1_3-0-5.xml">news.com.com/2547-1_3-0-5.xml</a>
22-Jul-08 04:08:06PM	News / Media	<a href="http://printedition.washingtonpost.com/wp-dyn/rss/print/index.xml">printedition.washingtonpost.com/wp-dyn/rss/print/index.xml</a>
22-Jul-08 04:08:06PM	News / Media	<a href="http://www.washingtonpost.com/wp-srv/print/a1/rssheadlines.xml">www.washingtonpost.com/wp-srv/print/a1/rssheadlines.xml</a>
22-Jul-08 04:08:06PM	Computers / Internet	<a href="http://feeds.wired.com/wired/index">feeds.wired.com/wired/index</a>
22-Jul-08 04:08:06PM	News / Media	<a href="http://www.nytimes.com/services/xml/rss/nyt/HomePage.xml">www.nytimes.com/services/xml/rss/nyt/HomePage.xml</a>
Total: 1285		

Viewing these administrative events in line with Web surfing details can be useful for understanding the behavior of other people who use this computer. For example, multiple failed logins might indicate a user has repeatedly attempted to access K9 Web Protection administrator options.

The Reason column displays the name of the category that displays in the URL column. The text in the Reason column displays in either red or green text. If the category name displays in red text, the content was blocked. If the category name displays in green text, the content was allowed.

You have the following options on this page:

Task	Description
To change the time period displayed on each page	From the <b>Group by</b> list, click one of the following: <ul style="list-style-type: none"><li>• <b>Group by day</b> to view the last 30 days of activity at a time (that is, 30 days per page)</li><li>• <b>Group by month</b> to view activity for one month (that is, every month displays on a different page)</li></ul>
To view a Web page	Click a link in the URL column.
To view the previous page	At the bottom of the page, click <b>Previous</b> .
To view the next page	At the bottom of the page, click <b>Next</b> .

## Chapter 6: Advanced Configuration

This chapter discusses the following advanced configuration options:

Option	For more information
Always allowing (whitelisting) or always blocking (blacklisting) Web sites, regardless of categorization	<a href="#">"Managing Web Site Exceptions"</a>
Returning K9 Web Protection to its initial, default settings	<a href="#">"Returning to Initial Settings"</a> on page 63
Changing the administrator e-mail address and password	<a href="#">"Changing the Administrator Password and E-mail Address"</a> on page 64
Forgot your password?	<a href="#">"Requesting a Temporary Password (Forgotten Password)"</a> on page 66
Temporarily allowing unrestricted Web access on this computer	<a href="#">"Using Supervisor Mode"</a> on page 66
Participating in the Beta program	<a href="#">"Updating to a Beta Release"</a> on page 67

### Managing Web Site Exceptions

This section discusses how to make exceptions for specific Web sites that you always want to allow access to or block, regardless of what category the Web site belongs to.

You can create exceptions for any of the following reasons:

- ❑ Web sites that do not belong to any category
- ❑ Web sites you know your children access frequently, so you can make sure you enforce the appropriate action (allow or block)
- ❑ To allow access to specific Web sites that belong to a category that you otherwise want to block

#### To set up Web site exceptions:

1. Start K9 Web Protection as discussed in ["Logging in to K9 Web Protection"](#) on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Web Site Exceptions**.

The following figure shows an example.



**Note:** A banner similar to the one shown in the preceding figure displays if an administrator allowed temporary access to either a category or a Web site. For more information, see "[Managing Page and Category Blocks](#)" on page 39.

5. You have the following options on this page:

Task	Steps
To always block a Web site	<ol style="list-style-type: none"> <li>In the Always Block section, in the <b>Web Site to Add</b> field, enter the URL of a web site to always block.</li> <li>Click <b>Add to List</b>. The Web site you added displays in the list.</li> </ol>
To always allow a Web site	<ol style="list-style-type: none"> <li>In the Always Allow section, in the <b>Web Site to Add</b> field, enter the URL of a web site to always allow.</li> <li>Click <b>Add to List</b>. The Web site you added displays under the list. The Web site also displays in the always allow list, which is discussed in "<a href="#">Managing Web Site Exceptions</a>" on page 61.</li> </ol>
To remove a Web site from the always allow list or the always block list	Click  (remove) next to the name of a Web site to remove it from the list.

6. Click **Save**.

## Returning to Initial Settings

If the K9 Web Protection software is not functioning like you expect or if you believe someone has tampered with administrator settings, you can return K9 Web Protection to its original settings.

### To return K9 Web Protection to initial settings:

- Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
- From the top menu bar, click **Setup**.
- If you have not already logged in, enter your administrator password at the prompt and click **OK**.
- From the Setup menu, click **Advanced**.
- At the bottom of the Advanced page, click **Reset K9 to Initial Settings**.
- You are required to confirm the action.

## Changing the Administrator Password and E-mail Address

This section discusses how to change your administrator password and e-mail address for any of the following reasons:

- ❑ You are concerned about the security of the K9 Web Protection administrator account; see "[Permanently Changing Your Password or E-Mail](#)" on page 64
- ❑ You forgot your administrative password; see "[Requesting a Temporary Password \(Forgotten Password\)](#)" on page 66

### *Permanently Changing Your Password or E-Mail*

For any time and for any reason, you can change your administrative password or the e-mail address Blue Coat uses to communicate information to you.

#### **To change the administrative password and/or e-mail address:**

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Password/Email**.

The Password/Email page displays as follows.

#### **Password/Email**

Change your K9 administrator password or e-mail address.

**Change Password**  
Change the administrator password required to modify and uninstall K9. (15 chars max)  
Current Password   
New Password   
Verify

**Change Email**  
Change the e-mail address for receiving administrative notices.  
Current Email documentation@bluecoat.com  
New Email   
Verify

## 5. You have the following options:

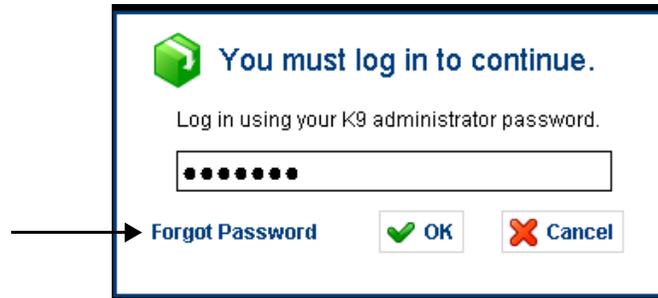
Task	Description
To change your password	<p>In the Change Password section:</p> <ol style="list-style-type: none"><li>1. In the <b>Current Password</b> field, enter your current administrator password.</li><li>2. In the <b>New Password</b> field, enter a new administrator password. <b>Note:</b> The password must be 15 characters or less and can only include alpha-numeric characters (for example, A-Z and 0-9). You can also use the following special characters: !, @, #, \$, %, ^, *, (, ), {, and }.</li><li>3. In the <b>Verify</b> field, re-enter the password.</li><li>4. Click <b>Change Password</b>.</li></ol>
To change your e-mail address	<p>In the Change Email section:</p> <ol style="list-style-type: none"><li>1. In the <b>New Email</b> field, enter the e-mail address to associated with K9 Web Protection.</li><li>2. In the <b>Verify</b> field, re-enter the password.</li><li>3. Click <b>Change Email</b>.</li><li>4. After you submit your request, an e-mail confirmation is sent to your existing e-mail address. Follow the instructions in the e-mail to either confirm or cancel the address change.</li></ol>

## Requesting a Temporary Password (Forgotten Password)

If you forget your K9 Web Protection administrator password, you can request a temporary password. This temporary password is valid for only 24 hours and should be changed immediately after you receive it.

### To recover from a forgotten password:

1. When you log in to K9 Web Protection, click the **Forgot Password** link on the login dialog box, as follows:



2. Click **Yes** at the confirmation dialog box.
3. Check your administrator e-mail address for the temporary password.
4. Log in to K9 Web Protection with the temporary password.
5. After you log in, click **Setup**.
6. In the left navigation bar, click **Password/Email**.
7. Follow the prompts on your screen to change your administrator password.  
For details, see "[Permanently Changing Your Password or E-Mail](#)" on page 64.

## Using Supervisor Mode

Supervisor mode enables anyone on this computer to browse the Internet without restrictions for up to one hour. Use caution before enabling supervisor mode because another person could browse the Internet on your computer while it is unattended.

### To enable unrestricted Internet access on your computer:

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Advanced**.

The Enter Supervisor Mode section displays as shown in the following figure.



5. At the bottom of the Advanced page, in the Enter Supervisor Mode section, click one of the following from the Allow \*ALL\* Web access list:
  - **for 5 minutes** to allow unrestricted Web access for the next five minutes.
  - **for 15 minutes** to allow unrestricted Web access for the next 15 minutes.
  - **for 30 minutes** to allow unrestricted Web access for the next 30 minutes.
  - **for 60 minutes** to allow unrestricted Web access for the next 60 minutes.
6. Click **Enter Supervisor Mode**.

To end supervisor mode before the time period expires, click **Exit Supervisor Mode**.

## Updating to a Beta Release

A *Beta* release is a version of software that is undergoing final testing before final release. However, because this version has not completed full testing by the company, unforeseen errors might occur. Blue Coat allows you to receive automatic K9 Web Protection Beta software release updates before the general public receives the final release. This allows you to get a sneak preview of new features and provide feedback back to Blue Coat. If you elect to receive a Beta update, you will receive an e-mail with more information.

You can opt out of receiving Beta releases at any time.

### To automatically receive Beta releases:

1. Start K9 Web Protection as discussed in "[Logging in to K9 Web Protection](#)" on page 21.
2. From the top menu bar, click **Setup**.
3. If you have not already logged in, enter your administrator password at the prompt and click **OK**.
4. From the Setup menu, click **Advanced**.
5. On the Advanced page, select the **Update to Beta** check box.
6. Click **Save**.

When Blue Coat releases a K9 Web Protection Beta version, your system detects this and updates the application.



## Chapter 7: Getting Help

This chapter discusses how to get help using K9 Web Protection, how to report problems, send feedback, and perform other related tasks. The administrator password is *not* required to perform the tasks discussed in this chapter.

This chapter discusses the following topics:

- ["Accessing Instant Support"](#) on page 69: Get *real time* answers to your K9 Web Protection questions.
- ["Viewing a List of Frequently Asked Questions"](#) on page 71: View of list commonly asked questions and answers to those questions.
- ["Reading and Posting Forum Posts"](#) on page 72: Read posts from other K9 Web Protection users and join the forum to post your own.
- ["Requesting a Site Review"](#) on page 72: Dispute Web site categorizations or submit a Web site for categorization.
- ["Sending Feedback"](#) on page 72: Have something to say about the value of K9 Web Protection? Send it to Blue Coat.
- ["About K9"](#) on page 72: Get information about your current K9 Web Protection version.
- ["Contacting Support"](#) on page 73

### Accessing Instant Support

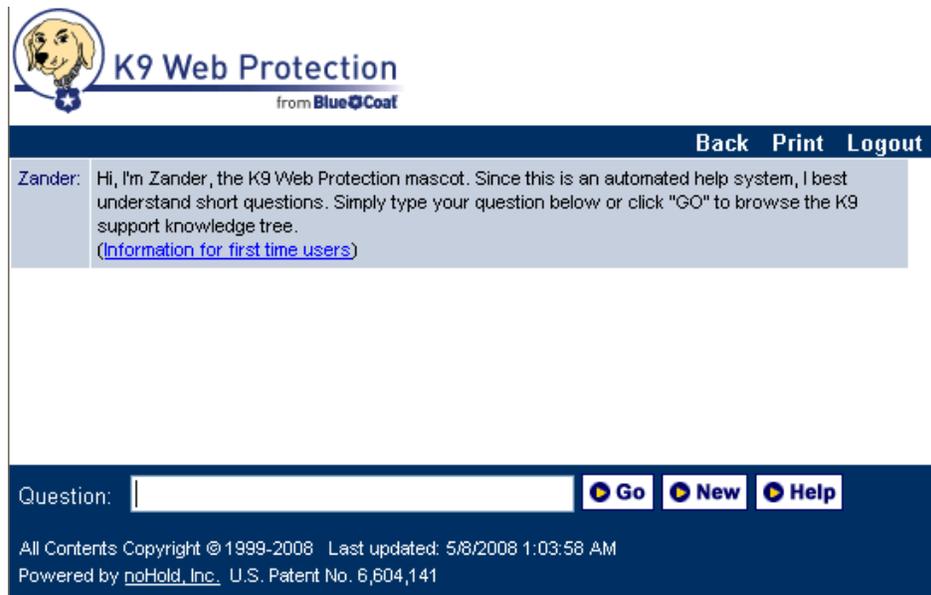
Instant Support enables you to find answers to questions you might have about using K9 Web Protection.

#### To use Instant Support:

1. Start K9 Web Protection:
  - Windows: Click **Start** > **[All] Programs** > **Blue Coat K9 Web Protection** > **Blue Coat K9 Web Protection admin**
  - Mac: In the Finder, click **Applications** > **K9 Web Protection**, then double-click **Configure K9 Web Protection**.

K9 Web Protection starts in a Web browser window.
2. From the menu bar, click **Get Help**.
3. On the Get Support page, click **Instant Support**.

The K9 Knowledge Portal page displays, as shown in the following figure.



4. You have the following options:

- To view all Instant Support articles, leave the **Question** field blank and click **Go**.
- Enter a specific question in the **Question** field and click **Go**.  
For example, How do I block Web pages?
- To clear the **Question** field, click **New**.

Depending on the question you asked, you might be prompted for more information or the answer to your question might display in the Instant Support window.

5. Follow the prompts on your screen, including providing more information if requested, until the answer to your question displays.

The following figure shows an example.

The screenshot shows the K9 Web Protection help interface. At the top left is a logo featuring a dog's head and the text "K9 Web Protection from Blue Coat". The main area is a chat window with a dark blue header containing "Back", "Print", and "Logout" links. The chat history shows a conversation:
 

- You:** What is a category?
- Zander:** Now, based on what you told me I understand that:
  - You want help with administration and configuration.
  - You want help with K9 categories.
- You:** You believe a site was incorrectly categorized.
- Zander:** From what you've told me, I understand that:
  - You want help with administration and configuration.
  - You want help with K9 categories.
  - You believe a site was incorrectly categorized.
- Zander:** **If you believe a site is incorrectly categorized, you can notify Blue Coat Content Control. [Click here for instructions on how to do so.](#)**  
[Email this solution to yourself or a friend](#)
- Zander:** Was this solution helpful?  
 Yes  No

 At the bottom of the chat window is a search bar labeled "Question:" with a "Go" button and "New" and "Help" links. Below the chat window, copyright information is displayed: "All Contents Copyright © 1999-2008 Last updated: 5/8/2008 1:03:58 AM Powered by noHold, Inc. U.S. Patent No. 6,604,141".

The top frame provides the conditions K9 believes you are seeking answers for. Review the answer and follow the procedure, if it solves your problem.

6. Do any of the following:
  - If the solution answered your question, click **Yes**. You can close the Instant Support window or ask another question.
  - If the solution does not provide the answer for your problem, click **No**. The dialog then displays a list of clarification options that might help you narrow your search.

## Viewing a List of Frequently Asked Questions

In the event you encounter a problem with K9 Web Protection or need help with an issue, you might find the answer in the Frequently Asked Questions (FAQ).

### To access the FAQ:

1. Start K9 Web Protection:
  - Windows: Click **Start > [All] Programs > Blue Coat K9 Web Protection > Blue Coat K9 Web Protection admin**
  - Mac: In the Finder, click **Applications > K9 Web Protection**, then double-click **Configure K9 Web Protection**.

K9 Web Protection starts in a Web browser window.

2. From the menu bar, click **Get Help**.

3. On the Get Support page, click **View FAQ**.

The FAQ displays in a new browser window.

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**Note:** An alternate way to view the FAQ is to enter the following URL in your Web browser's address or location field:

<http://www1.k9webprotection.com/support/faq.php>

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## Reading and Posting Forum Posts

Blue Coat provides a K9 Web Protection forum where you can read what other users are saying about their K9 experiences. You can also join the forum and post your own comments.

Click the **User Forum** link on the **GET HELP > Get Instant Support** page.

## Requesting a Site Review

If you believe a Web site is rated incorrectly, you can ask Blue Coat to review the Web site's rating as follows:

- ❑ You can request Blue Coat associate the Web site with more categories
- ❑ You can request Blue Coat reclassify the Web site, if you believe the categorization is incorrect

For more information, see "[Requesting a Site Review](#)" on page 43.

## Sending Feedback

If you have any type of feedback you want to send to Blue Coat regarding your K9 Web Protection experience, select **GET HELP > Send Feedback**. Blue Coat requests that you do not use this feature for support issues. This first two links on this page redirect you to other K9 pages that provide support. The third link expands a text field for you to enter text, then click **Submit**. Blue Coat appreciates any feedback you have—positive and negative—regarding the product.

## About K9

The **Get Help > About K9** page provides a table of data that represents the version of K9 Web Protection currently running on your system.

The **Show Advanced** Information link displays a page of information that advanced computer users might find useful regarding connection activity and DRTR lookups.

For additional information about Blue Coat and K9, visit the following Web sites:

[www.bluecoat.com](http://www.bluecoat.com) and [www.k9webprotection.com](http://www.k9webprotection.com).

## Contacting Support

To request technical support or to report a bug, go to <http://www.k9webprotection.com> and click **Support** at the top of the page. The technical support options are as follows:

- An online Instant Support knowledge base, which is discussed in "[Accessing Instant Support](#)" on page 69

Please begin your support request here. If an answer to your question is not yet available in our knowledge base, you will have an option to e-mail the K9 support team.

- A list of Frequently Asked Questions (FAQs), which is discussed in "[Viewing a List of Frequently Asked Questions](#)" on page 71
- A user forum, which is discussed in "[Reading and Posting Forum Posts](#)" on page 72

Note that this is a community support system only. Official K9 support responses are not offered here.

- An emergency number to call the K9 automated support system

Basic phone support is *not* provided for K9 Web Protection. Please note that we can return your call *only* in a truly emergency situation that meets all of the following requirements:

- a. You cannot access your e-mail inbox from any computer.
- b. You cannot uninstall K9 Web Protection.
- c. You cannot access the K9 Instant Support knowledge base.



## Appendix A: Common Error Pages

K9 Web Protection users have occasionally experienced problems using K9. Usually, these are because of Internet connection or desktop firewall issues.

### K9 Not Connected

#### Symptom

The following error message displays.



#### Cause

- ❑ There is no connection to the Internet.
- ❑ A firewall is blocking K9 from validating the license.
- ❑ Internet access is set up through a proxy.

#### Solution

- ❑ Connect to the Internet and try again.
- ❑ Configure your firewall to always allow `k9filter.exe` access to the Internet.

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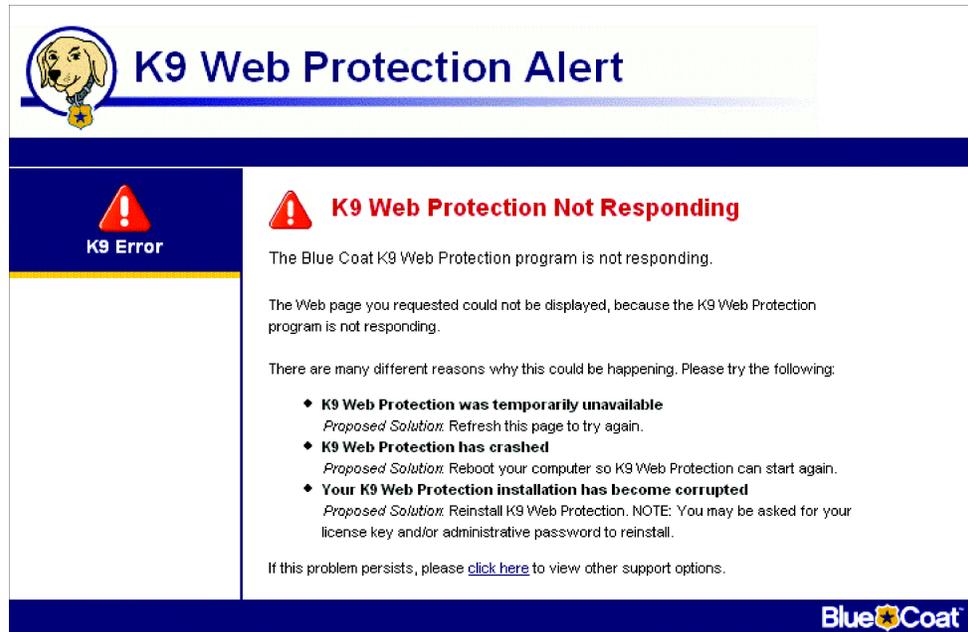
**Note:** This error might occur if you are installing K9 on a computer that sits behind a device known as a proxy server. Currently, K9 does not support proxy configurations.

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## K9 Not Responding

### Symptom

The K9 Web Protection Alert page displays.



### Cause

- ❑ Someone might have attempted to disable K9 Web Protection.
- ❑ There are problems with K9 Web Protection software components.
- ❑ Your software firewall failed and caused K9 Web Protection to stop.

### Solution

- ❑ Uninstall any program you suspect might be causing the crash or reboot your computer without making any changes.

If a software firewall fails after you reboot, try uninstalling the firewall.

- ❑ Reinstall K9 Web Protection. Download the software from <http://www.k9webprotection.com> and follow the installation instructions in Chapter 2: "Getting Started with K9 Web Protection".

After you reinstall K9 Web Protection, reboot your computer.

If K9 Web Protection reinstalled successfully but, after rebooting, the problem persists contact Support as discussed in "Contacting Support" on page 73.