getbusi
CREATING SMART CONNECTIONS

LIVEAIR CONFIGURATION GUIDE

1.   About this Manual

This manual is intended for technical IT staff and Network Engineers who are responsible for the initial installation, setup and configuration of the Getbusi software. This manual assumes a general knowledge of computing and networking concepts. You should read and understand this manual prior to your configuration of the software.

For assistance in the set up and configuration of your Getbusi software, please first refer to the step-by-step instructions contained in this guide. You may also contact Getbusi support for additional assistance, if required:

Via email:	support@getbusi.com
Via web:	http://help.getbusi.com
Telephone (Australia):	(03) 6165 1555
Telephone (International):	+61 3 6165 1555

2.   Pre-configuration checklist

Prior to configuring liveAir for your organisation you should have at your disposal, the necessary information required to configure the liveAir Policy Server. Additionally, your organisation's firewall must be configured to facilitate inbound network connections from the liveAir Policy Server to your directory service.

Several different implementations of LDAP (Lightweight Directory Access Protocol) can be integrated with liveAir:

- Windows Active Directory
- Mac OS X Open Directory
- Novell eDirectory

2.1.   LDAP Checklist

The following information will be required to set up synchronisation between your directory service and the liveAir policy server.

Domain Search Base:	eg. DC=getbusi, DC=com
Admin User (distinguished):	eg. CN=Administrator, CN=Users, DC=getbusi, DC=com
Domain User's Password:	
LDAP Server Address:	eg. your organisation's external IP, that will forward ports to the LDAP server
LDAP Server Port:	eg. 389 for LDAP or 636 for Secure LDAP

2.2.   Policy Server Credentials

Getbusi liveAir is a hosted system, therefore your organisation will require its own login credentials for the liveAir Policy Server (air.getbusi.com).

If you have lost your liveAir policy server username and password, then you may contact support to obtain them.

2.3.   External Firewall Configuration

The liveAir Policy Server's location in "the cloud" also necessitates some ports to be forwarded on your organisation's firewall. This will facilitate the inbound network connections from the liveAir Policy Server to your directory service. This is required to establish synchronisation of users between your directory service and the policy server.

Simply ensure that you have a publicly accessible IP address that will forward inbound port 389 OR 636 connections from air.getbusi.com (203.33.128.208) to your primary directory server.

This public IP address will be used as your *LDAP Server Address* when configuring Directory Synchronisation.

> **NOTE:** For testing within your corporate or campus network you should allow any liveAir-enabled machines to make outbound connections to the liveAir policy server on port 3431 and 3432.

3.   Policy Server Configuration

The Getbusi liveAir policy server is responsible for monitoring and controlling the internet access of machines running the liveAir Client Filter software. In this section you will configure the policy server so that it can identify the machines running the liveAir client filter and manage their internet access according to a predefined policy.

3.1.   Connecting to the liveAir Policy Server

You can access the liveAir policy server's administration interface from any computer connected to the internet. Simply open up a web browser and navigate to air.getbusi.com. Here you will be presented with the login page (figure 1).

Enter the liveAir credentials you were supplied by Getbusi and click **Log In**.
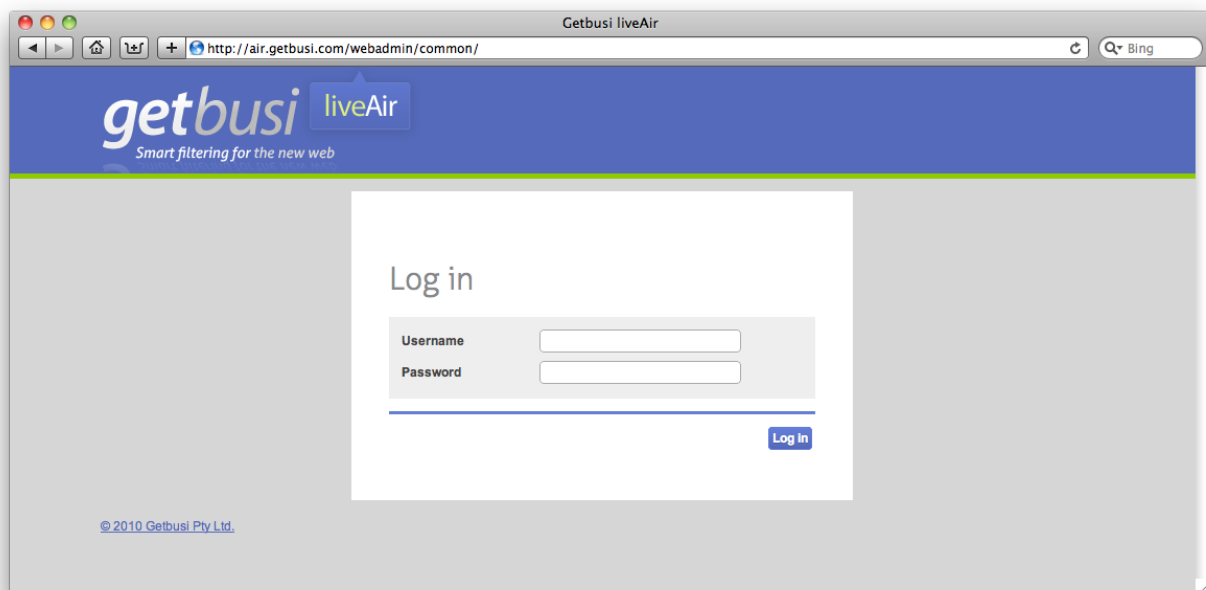
3.2.   Directory Synchronisation

In order for the liveAir policy server to identify every end-user machine running the client filter software, and control internet access appropriately, synchronisation with the organisation's directory service must be configured.

You may configure multiple search bases to synchronise users with, and for each search base you may add multiple servers (only one server can be actively synced with at a time).

Users will only be synchronised from groups that begin with the prefix that you will specify in the Directory Sync settings. All users synchronised from your directory services will be added to the policy server as "Clients" and will have your unique organisation ID (Append Name) appended to them.

If you do not wish to synchronise with your directory service, you may manually create client names on the liveAir Policy Server. For example, you could create a generic user that is used on every liveAir client. Please skip to section 3.3 if this is your preference.

PLEASE BE AWARE:

If you add multiple Search Bases for organisations other than your own, you will be billed accordingly.

3.2.1. Add Your Search Base

Multiple search bases can be added to your profile and used for directory synchronisation of users.

1. To begin, navigate to System Tools -> Directory Settings.

2. Click the **Add New Search Base** button.

3. Select your directory service type using the three radio buttons at the bottom of this section.

4. Fill out the four directory settings fields using the information recorded in your **pre-configuration checklist**:

    a) **UserName**: The user must have administrative privileges to read objects in the search base on the Directory server. The name should be the user's Distinguished Name in the Directory server, which comprises one or multiple objects in the format name=value, with different objects separated by commas. eg. CN=Administrator, CN=Users, DC=getbusi, DC=com

    b) **Password**: The password for the specified Administrative user.

    c) **Search Base**: The fully contextual search base of the domain eg. DC=example, DC=com or DC=example, DC=local

5. When you are satisfied the settings are correct, click the **Submit** button. You will return to the Directory Settings page.

3.2.2. Add a Directory Server to the Search Base

Each search base you add can have multiple directory servers in its inventory, however, it may only actively synchronise with one of the servers at a time.

1. From the Directory Settings page select the **Add Server** button that corresponds to the search base you have added.

2. Enter the IP address that the policy server will use to connect to your (eDirectory, Open Directory or Active Directory) domain controller. This will require you to forward the appropriate inbound port (**389** or **636**) on your organisation's firewall to your LDAP server on your private network. Please keep in mind that the policy server operates over the internet and can only connect to publicly accessible IP addresses. Entering the local network address of your domain controller will not work.

3. Select the port you intend to use for synchronisation 389 (LDAP) or 636 (LDAPS). If you are going to use 636, ensure you tick the "Use SSL" option. It is recommended that you do NOT use 636.

4. If you are satisfied that these settings are correct, click the **Submit** button. You will return to the DIrectory Settings page. Note that the server you added is in the Server list and is highlighted in green because it is the directory server that is currently active (multiple servers can be added to a search base).

3.2.3. Add a Prefix for the Search Base

The Getbusi liveAir policy server will only synchronise the users from groups starting with the string 'netsweeper' or a prefix that you specify by adding it yourself.

1. From the Directory Settings page select the **Add Prefix** button that corresponds to the search base you have added.

2. Choose a short prefix that will identify the groups as being used for Getbusi liveAir synchronisation. Ensure that the prefix is only made up of lower case letters and numbers; spaces and other characters are not allowed. Once you have entered the prefix in the *Group Name* field, click the **Add** button. For example you could use 'liveair' or 'air' etc.

3. Create new groups in your directory service that only have intended liveAir users as members, making sure each one begins with the prefix you added in the previous step. Also keep in mind that you may only have one policy per group, so ensure that users are divided logically between them. For example a school might use liveair-staff, liveair-students etc. (if 'liveair' was the prefix).

3.2.4. Configure the Append Names

Before the policy server can synchronise with your directory service, options have to be configured that will determine what unique string will be appended to your group and client names. This *Append Name* distinguishes your group and client names from the other organisations using liveAir.

1. From the Directory Settings page select the **Options** button that corresponds to the search base you have added.

2. Choose a short, unique identifier for your organisation that is made up only of letters. This will be your search base's *append name*.

3. Enter the *append name* in each of the two empty fields and then click the **Submit** button.

3.2.5. Enable Directory Synchronisation

1. Once you are satisfied that all of the settings for your search base are valid, you may click the corresponding **Enable** button to begin the first synchronisation.

2. Within 10 minutes you should see your directory service groups appear in the *Policy Management -> Group Manager* section of the policy server interface. The members of your groups should also be viewable in *Policy Management -> Client Manager*, on the liveAir policy server they are referred to as *Clients*.

If your groups and clients do not appear on the policy server after 10 minutes please contact our support team using the contact details in section 1.

3.3.   Configure Group Policies

Each of the groups that are synchronised from your directory service will have their own auto-created policy. You should now configure these policies so that content will be blocked appropriately for your users.

1. Navigate to *Policy Management -> Policy Manager* page. You should see several policies named *auto_created*; one for each of your groups.

2. Click the policy name, **auto_created**, that corresponds to the group you wish to edit first.

3. Use the radio buttons to select the Default Status of the policy then click the **Save Default Status** button.

    a) **Whitelist Policy**: Categories and protocols that are checked will be allowed, all other content will be blocked unless added to the policy's *Local Allow URLs/Keywords* below.

    b) **Blacklist Policy**: Categories and protocols that are checked will be denied, all other content will be allowed unless added to the policy's *Local Deny URLs/Keywords* below.

4. Click the **Modify Categories** button. You will be presented with the *Modify Policy Categories* section.

5. Select the website categories and application protocols you wish to block (or allow if you're using a Whitelist Policy). Click either of the two **Submit** buttons.

6. Lastly, you may use the *Local URL/Keyword List* section to add URLs/Keywords that will be allowed or denied regardless of the category filters. Simply select whether you want to add an *Allowed* or *Denied* entry using the drop down, enter the URL/Keyword in the Add Entry field and then click **Add**.

7. Click the **Back** button to return to the Policy Manager screen and repeat these steps for any remaining policies.

This concludes the Policy Server configuration.

4.   Client Filter Configuration

The Getbusi liveAir client filter software must be installed on every computer that will be be filtered. The client filter service runs in the background of the operating system and ensures that all outgoing traffic is first checked against the rules you have defined on the policy server.

Included is a utility called **configuser**. This utility modifies the operating system to ensure that it passes the correct username, along with your search base's *append name* to the policy server so that it will match the client names you have synchronised from your directory service.

> The **client filter installer** and **configuser** are available both for Mac OS X and Windows operating systems. To download them for your platform go to http://www.getbusi.com/liveair/download, fill out your details and select the appropriate option from the *Platform* menu.

4.1.   Install the Windows Client Filter

The liveAir client filter is compatible with Windows 7, Vista, XP and 2000. It will consume approximately 1.7MB of disk space. It can only be installed using an administrator user and can only be uninstalled using the Global Uninstall Password, which can be found in Section 5 of this document.

1. After you have downloaded the ZIP archive, extract the Getbusi liveAir client filter executable (Getbusi liveAir - 3.x.x.x.exe).

2. Launch the installer executable. If prompted by User Account Control click **Yes**.

3. Select your language from the drop-down menu and click **OK**.

4. Follow the on-screen prompts and read each section carefully.

5. Once installation is complete, reboot the computer.

6. After the reboot, log in and you will see the Getbusi liveAir icon in the system tray. This confirms that the client filter process (nsfx.exe) is running.

4.1.1.   Run the Configuser Utility (Windows)

This command prompt utility must be run each time a different user uses the machine. Make sure you are logged in to the PC as a local administrator or the changes will not apply to the system.

1. After you have downloaded the ZIP archive, extract the configuser utility (configuser.exe).

2. Open **Command Prompt** from *Start Menu -> All Programs -> Accessories,* or by entering *cmd.exe* in the **Run** utility.

3. Change directory to the location where you have extracted configuser.exe. In this example configuser.exe was extracted to the local administrator's Desktop:

```
cd \Users\administrator\Desktop\
```

4. Assign a user to this PC, that corresponds to a client name on the policy server, making sure to include the *Append Name* you configured earlier:

```
configuser.exe -n username@appendname
```

5. To verify that your **client filter** / **configuser** configuration was successful, open *Control Panel -> Network and Internet -> Filter Settings,* you will be prompted with a dialogue window. Click the *Diagnostics* button. Under the *TEST* heading you should see four results, each should report "Success".

This concludes the Client Filter configuration for Windows PCs.

NOTE: It is possible to add *configuser* to a login script so that it automatically runs each time a new user accesses the computer. The variable *%USERNAME%* will return the username of user logging in.

4.1.   Install the Mac Client Filter

The liveAir Client Filter will only run on Intel-based Mac computers running at least Mac OS X 10.5 or later. It will consume approximately 2.9MB of disk space. It can only be installed using an administrator user and can only be uninstalled using the Global Uninstall Password, which can be found in Section 5.

1. After you have downloaded the ZIP archive and extracted the files, browse to the client filter installer disk image (Getbusi liveAir-4.x.x.x.dmg). mac 4.1.6.3-getbusi-air.mpkg

2. Double-click the client filter installer disk image. The *Client Filter* volume will mount on the desktop and open in a new Finder window.

3. Double-click the filter installer package (mac 4.1.6.3-getbusi-air.mpkg). The Installer application opens to the *Introduction* pane.

4. Read the introduction text carefully and then click **Next**.

5. Use the drop-down menu to read the Licence Agreement in an alternate language if required. Make sure you read the entire agreement carefully before you click **Continue**.

6. You will be presented with a dialogue box. If you agree with the terms of the Licence Agreement click **Agree**.

7. From the *Installation Type* pane verify that the install location matches that of Mac OS X. Now click the **Install** button. If you are prompted for the administrative user's password enter it and click **OK**.

8. The *Installation* pane will display the installation progress and notify you when it has successfully completed.

9. From the *Summary* pane, click **Close**.

10. To verify that the client filter is running correctly, open *System Preferences -> Client Filter.* Enter the local admin password under *Change Filter Settings*. Open the *Status* tab. All the status indicators should be green.

11. If you wish to disable the menu bar icon, navigate back to the *General* tab and uncheck the corresponding box.

4.1.1.   Run the Configuser Utility (Mac OS X)

This command line utility must be run each time a different user uses the machine. Make sure you are logged in to the computer as a local administrator as the utility must be run with super user privileges.

1. Open the **Terminal** application from *Applications -> Utilities*.

2. Change directory to the location where you have extracted the configuser executable (configuser). In this example configuser was extracted to the local admin's Desktop:

```
cd /Users/admin/Desktop/
```

3. Assign a user to this computer, that corresponds to a client name on the policy server, making sure to include the *Append Name* you configured earlier (you will be prompted for your password here):

```
sudo ./configuser -u username@appendname
```

4. At any time you may use configuser to check the currently assigned client name. Simply run the following command:

```
./configuser -l
```

5. To verify that your **configuser** configuration was successful, simply open up Safari and see if this user is being filtered appropriately, as per their liveAir policy server policy.

This concludes the Client Filter configuration for Mac OS X computers.

NOTE: It is possible to add *configuser* to a login script so that it automatically runs each time a new user accesses the computer. The variable *$1* returns the short name of the user who is logging in.

5.   Client Filter Uninstallation

To guard against end-users uninstalling the client filter from their machine, a **Global Uninstall Password** has been instituted. You will be prompted to enter this password when uninstalling the the software.

The Global Uninstall Password is **provided by email** along with your liveAir policy server login credentials. The password is **rotated monthly**, so please check your recent email correspondence, containing the term 'liveAir' in the subject line, for the current password.

If you cannot locate the email that contains the current password please contact our Support team using the details provided at the beginning and end of the document.

5.1.   Uninstalling the Windows Client Filter

The Windows version of the client filter can be uninstalled, like other applications, from the *Programs and Features* utility in Control Panel. In Older versions of Windows this control panel item may be referred to as *Add or Remove a Program*. During the uninstall process you will be prompted for the **Global Uninstall Password**, which you were provided in your liveAir set up email.

5.1.   Uninstalling the Mac Client Filter

The Mac version of the client filter can be uninstalled from the *Client Filter* preference pane in System Preferences. To access this preference pane you will need to enter the **Global Uninstall Password**, provided in your liveAir set up email. Once the preference pane is open click the *Uninstall* button and then restart the machine.

6.   Using liveAir in Conjunction with a Web Filtering Proxy

If you are already using a web filtering product in your organisation (such as Getbusi Alert, Advance, or liveStream), you may like to disable liveAir client filtering for machines within your organisation's controlled network environment. This will allow your existing solution to do the filtering while a computer is on-site and for the liveAir client filter to take over once the computer is taken off-site into an uncontrolled network.

This can be done by specifying public IP addresses from which the liveAir policy server will allow ALL requests.

If you wish to do this, please contact our Support team and be prepared to provide your organisation's public IP address(es):

Via email:	support@getbusi.com
Via web:	http://help.getbusi.com
Telephone (Australia):	(03) 6165 1555
Telephone (International):	+61 3 6165 1555