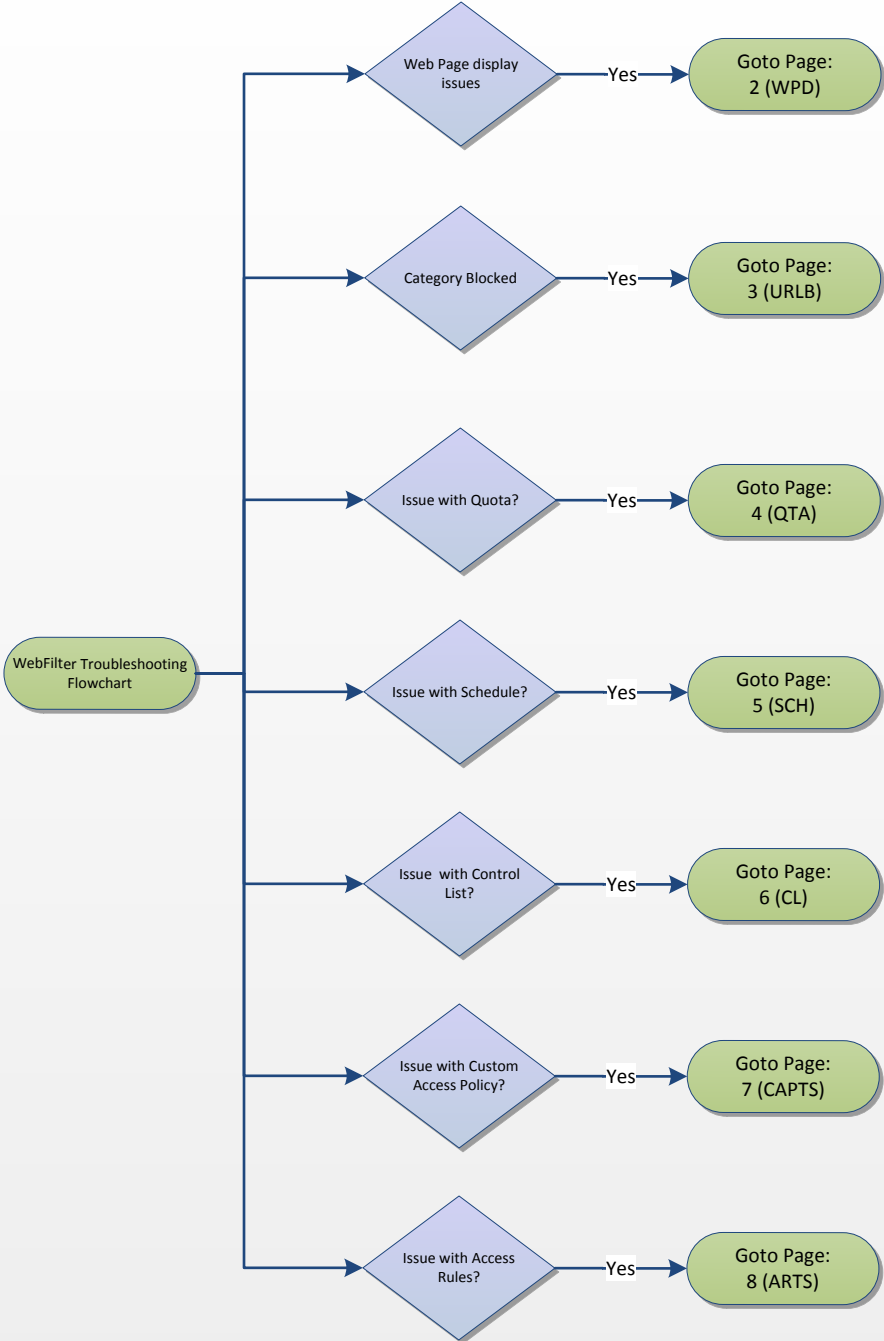


WebFilter
Troubleshooting
Start Page



Troubleshooting Web Page display Issues

Start Here

Unable to access URL or Page does not display properly

Redirect Page Displayed?

Redirect Page may display Name of Category being blocked. Review Access Rule and Custom Access Policy Configuration

Go to Page 8 (ARTS)

Does this occur in WFSa or WFISA?

Configure Browser to use proxy server

Clear any Filters

Are viewing filters enable?

Can the URL be accessed from the Proxy Server?

Attempt Repair of bt-WebFilter SA application

Issue is external to the application. Check Router and DNS

Does URL show in Filter Log?

Check for Blocks in ISA

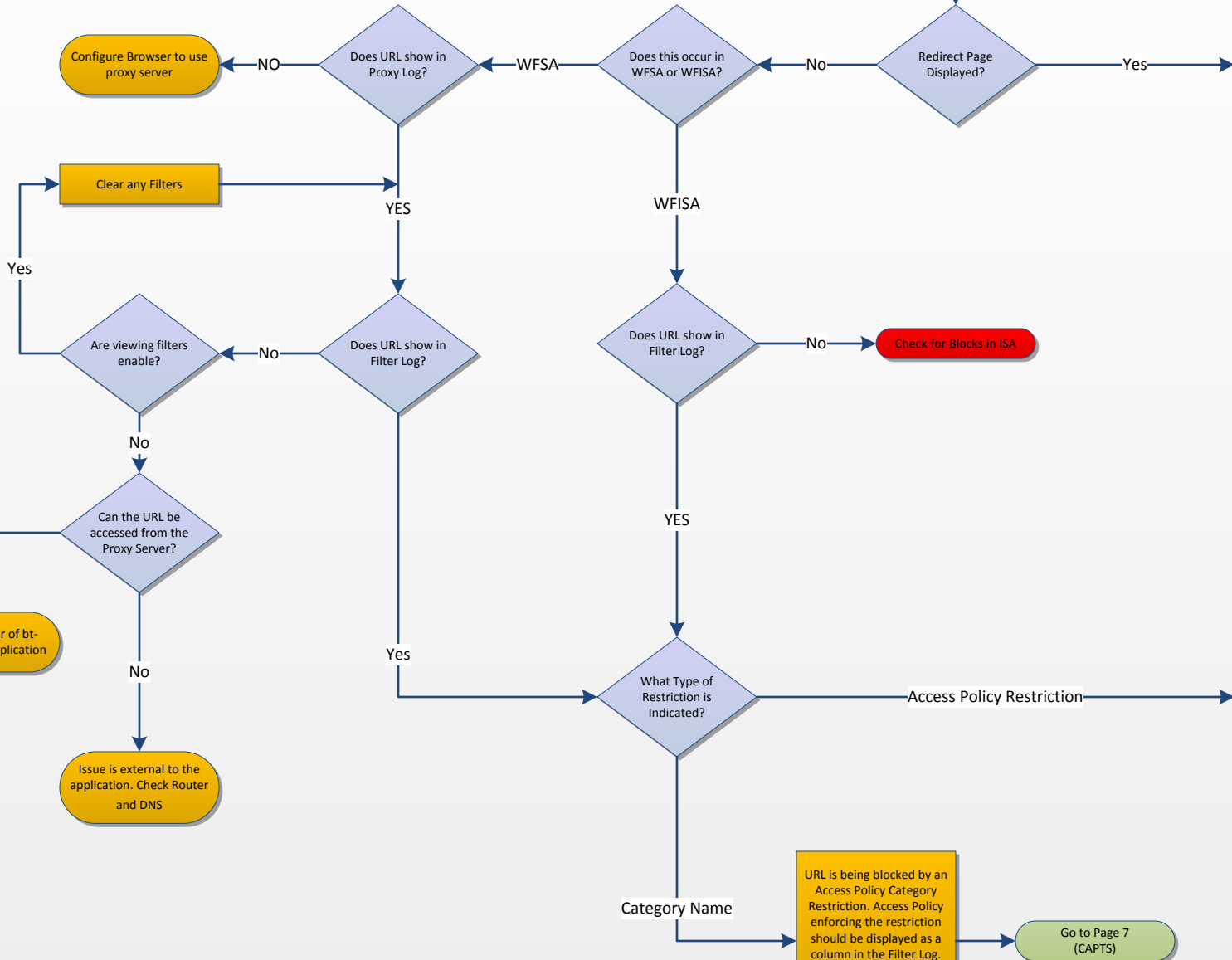
What Type of Restriction is Indicated?

URL is being blocked by an Access Rule or Permission Based Custom Access Policy. Check Access Rules and Custom Access Policies for proper Configuration

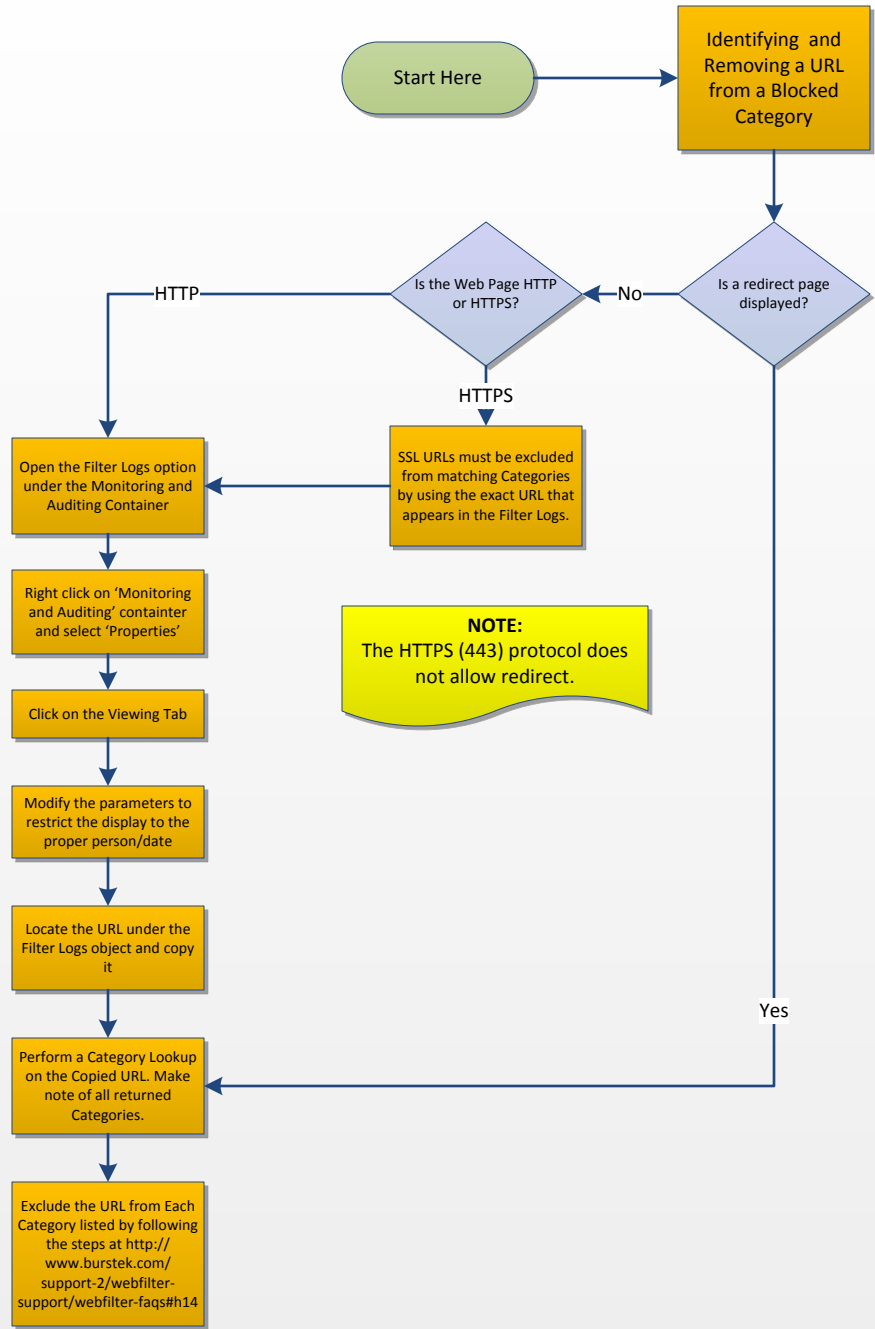
Go to Page 8 (ARTS)

URL is being blocked by an Access Policy Category Restriction. Access Policy enforcing the restriction should be displayed as a column in the Filter Log. Review Custom Access Policy for proper Configuration

Go to Page 7 (CAPTS)

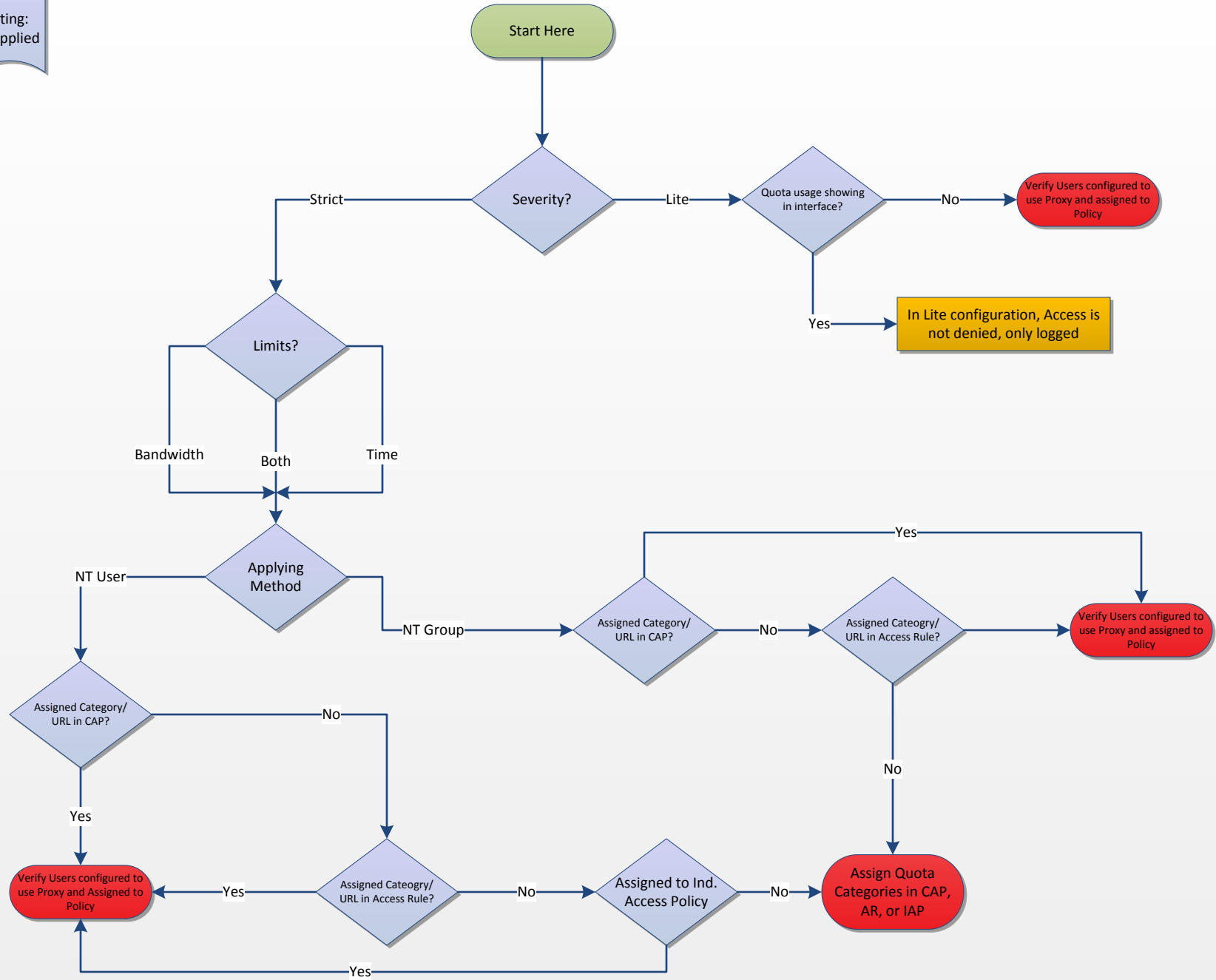


URL being blocked by Category Restriction – Excluding the URL from the Category



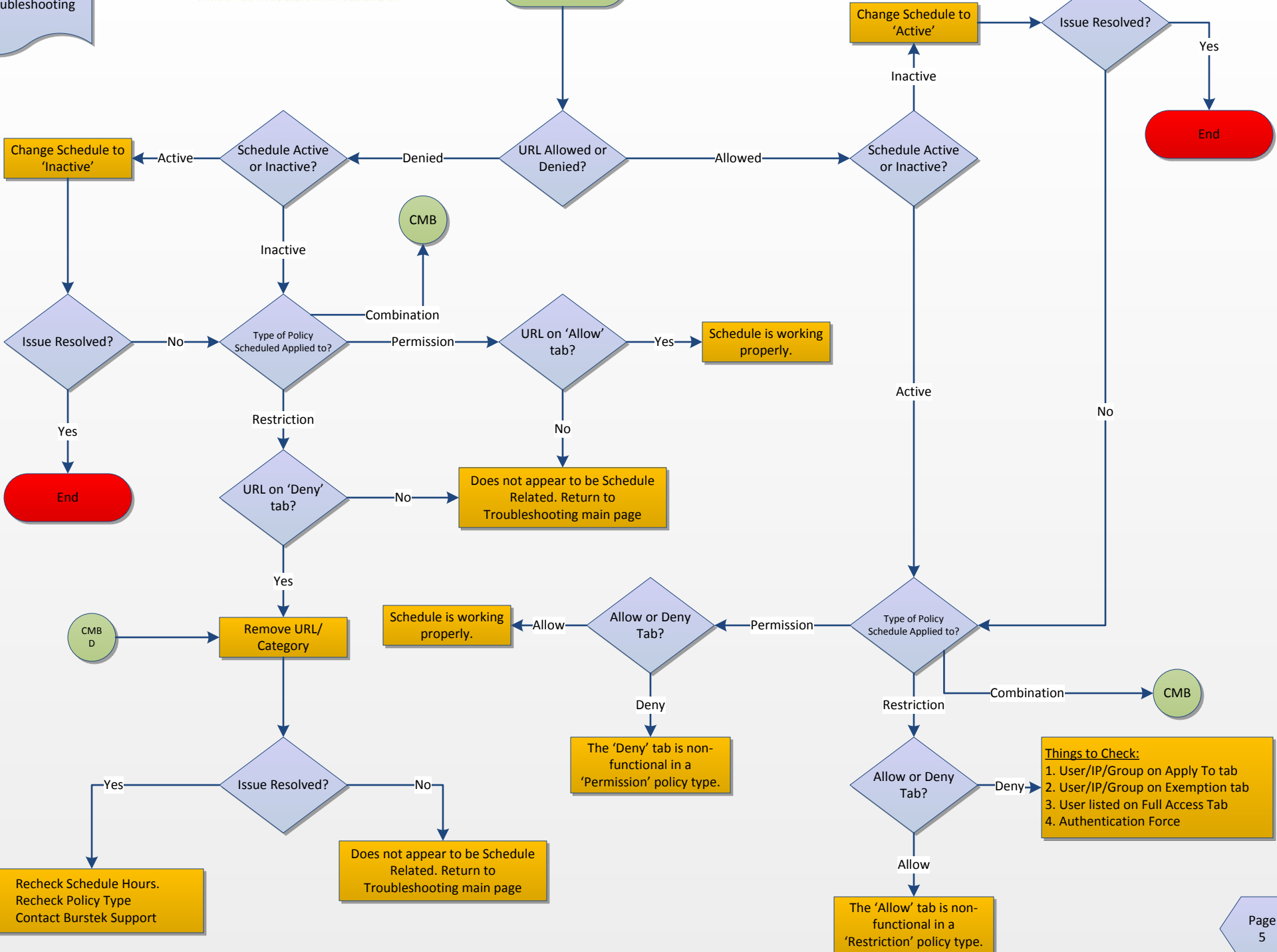
NOTE:
The HTTPS (443) protocol does not allow redirect.

Quota Troubleshooting:
Quota is not Applied

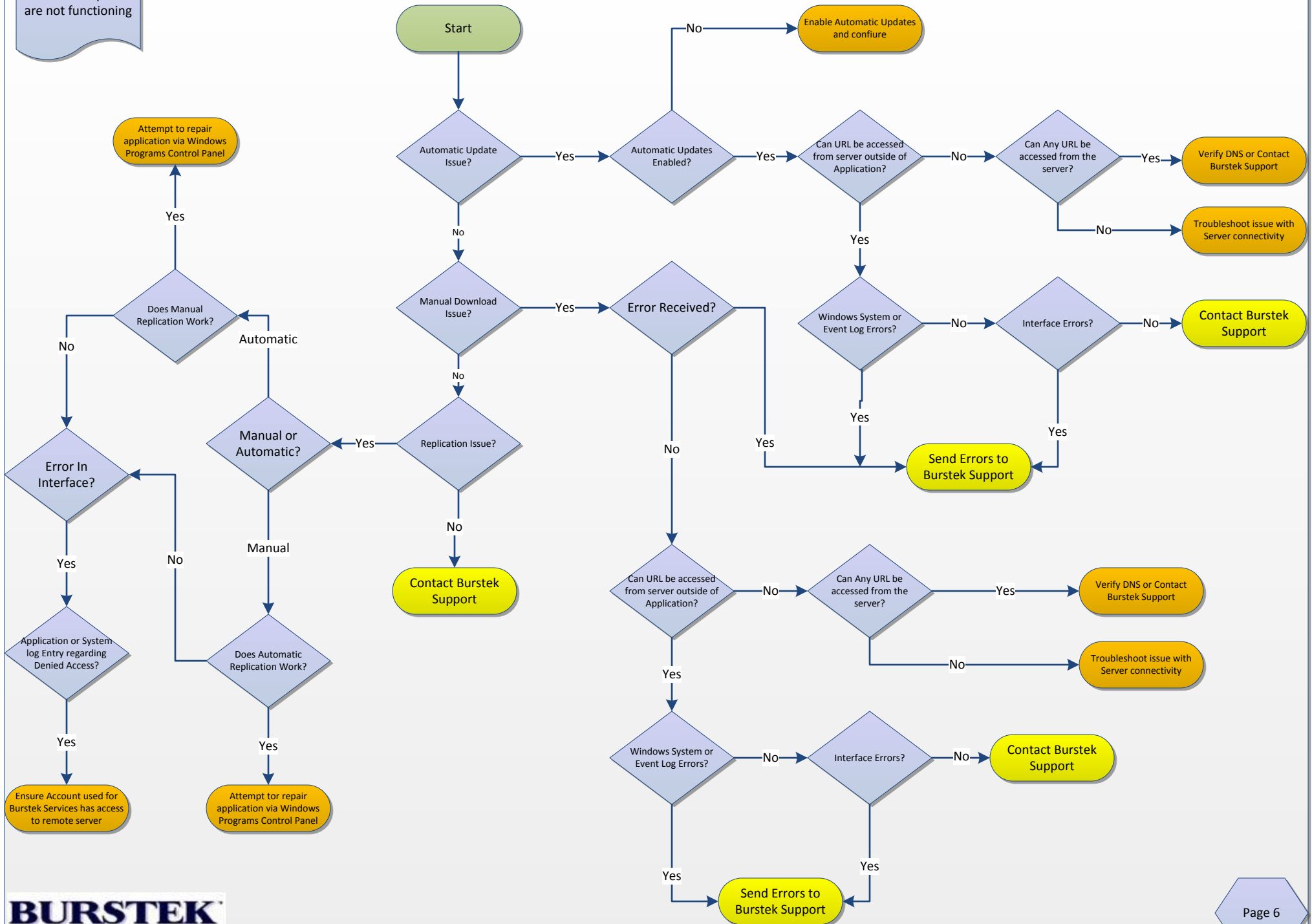


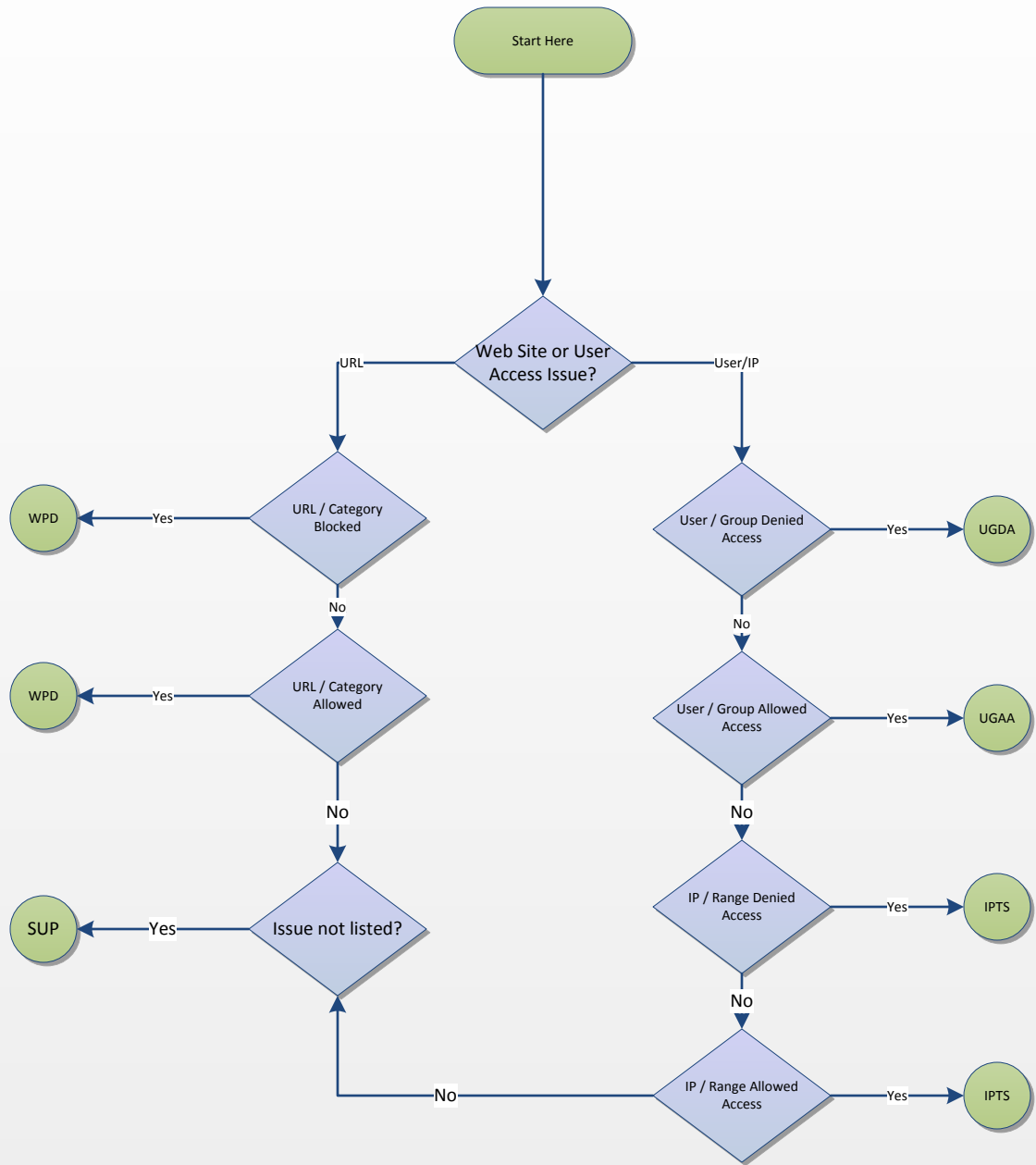
Schedule Troubleshooting

Start Here

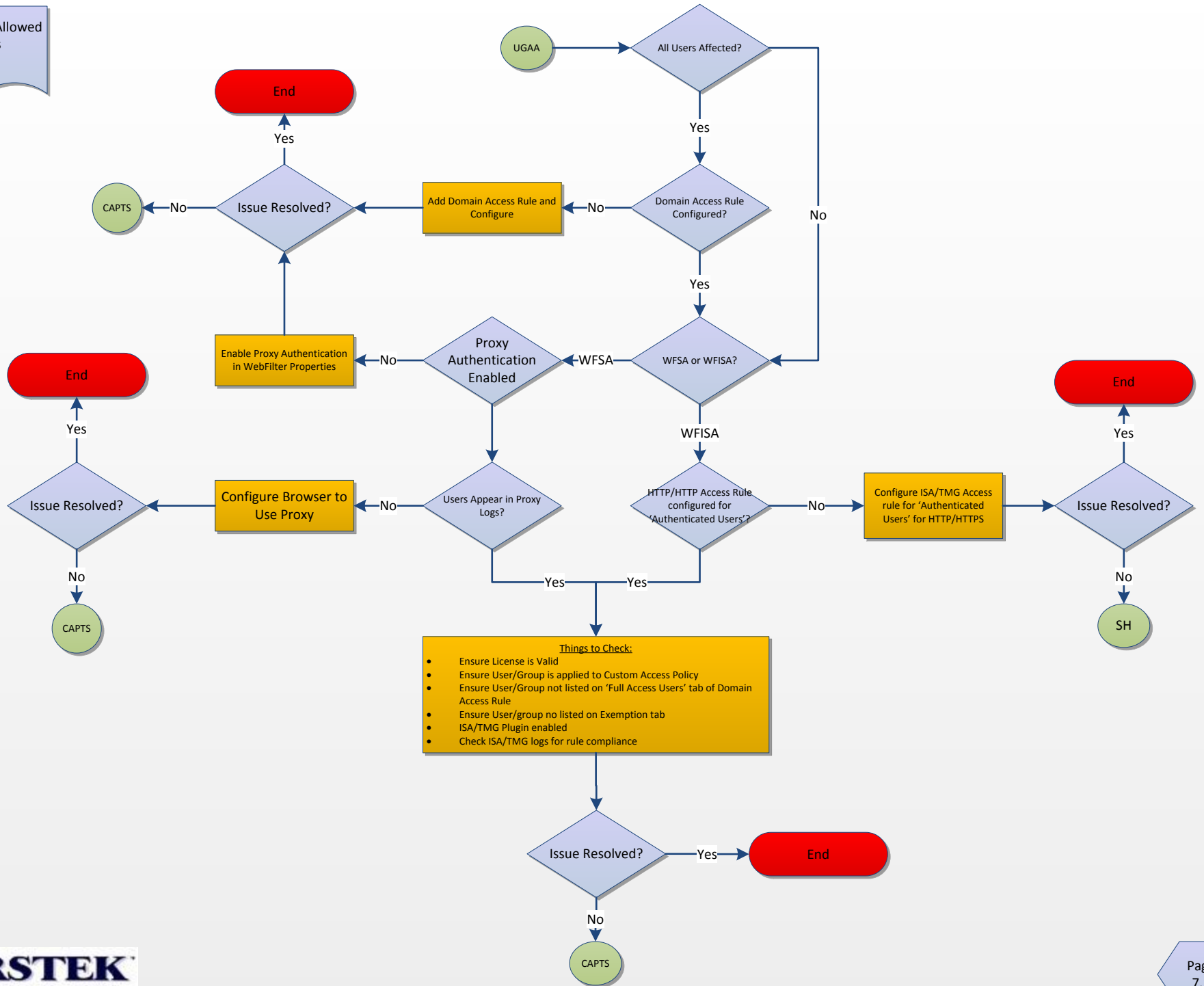


Control List updates are not functioning

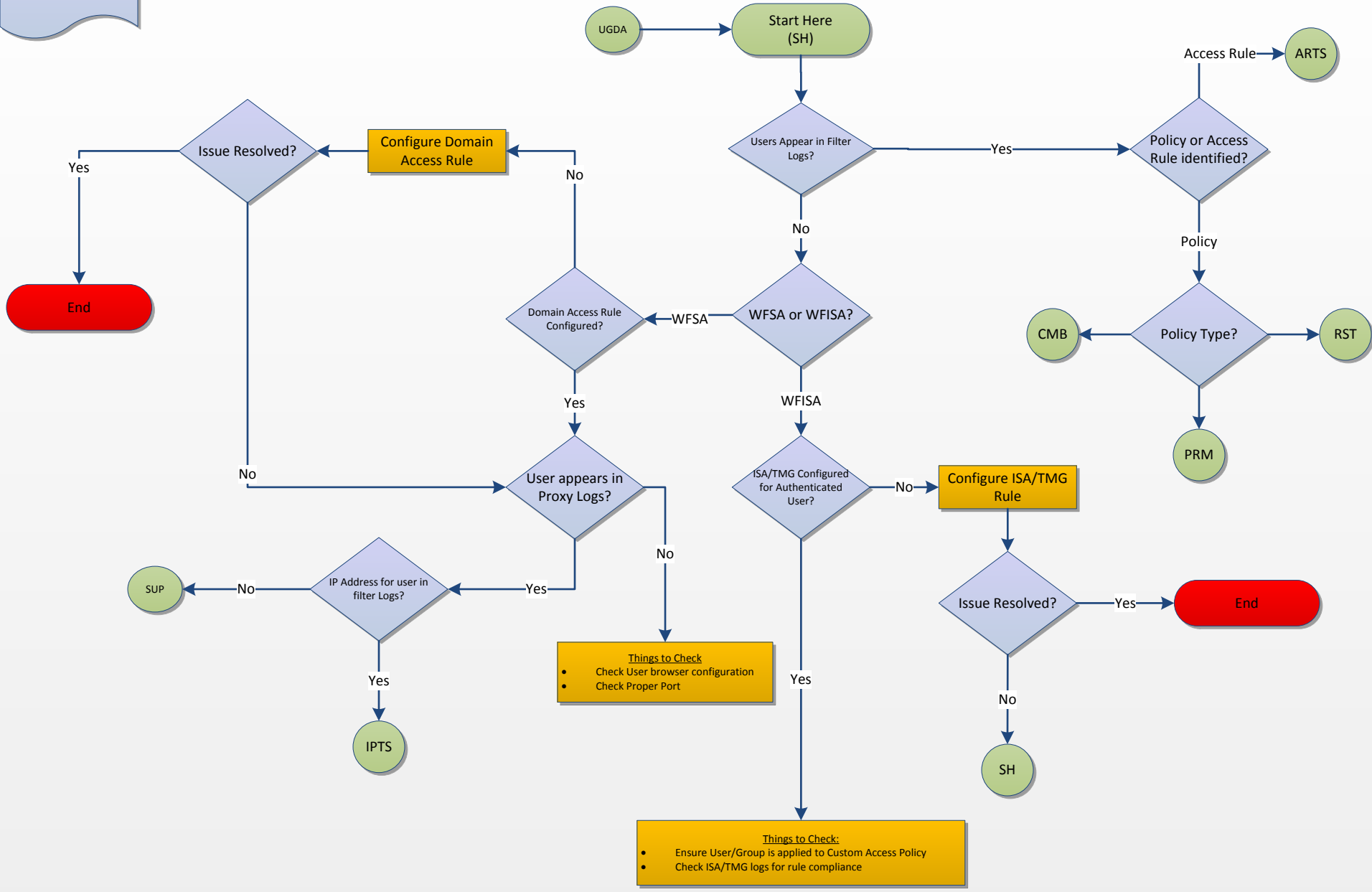




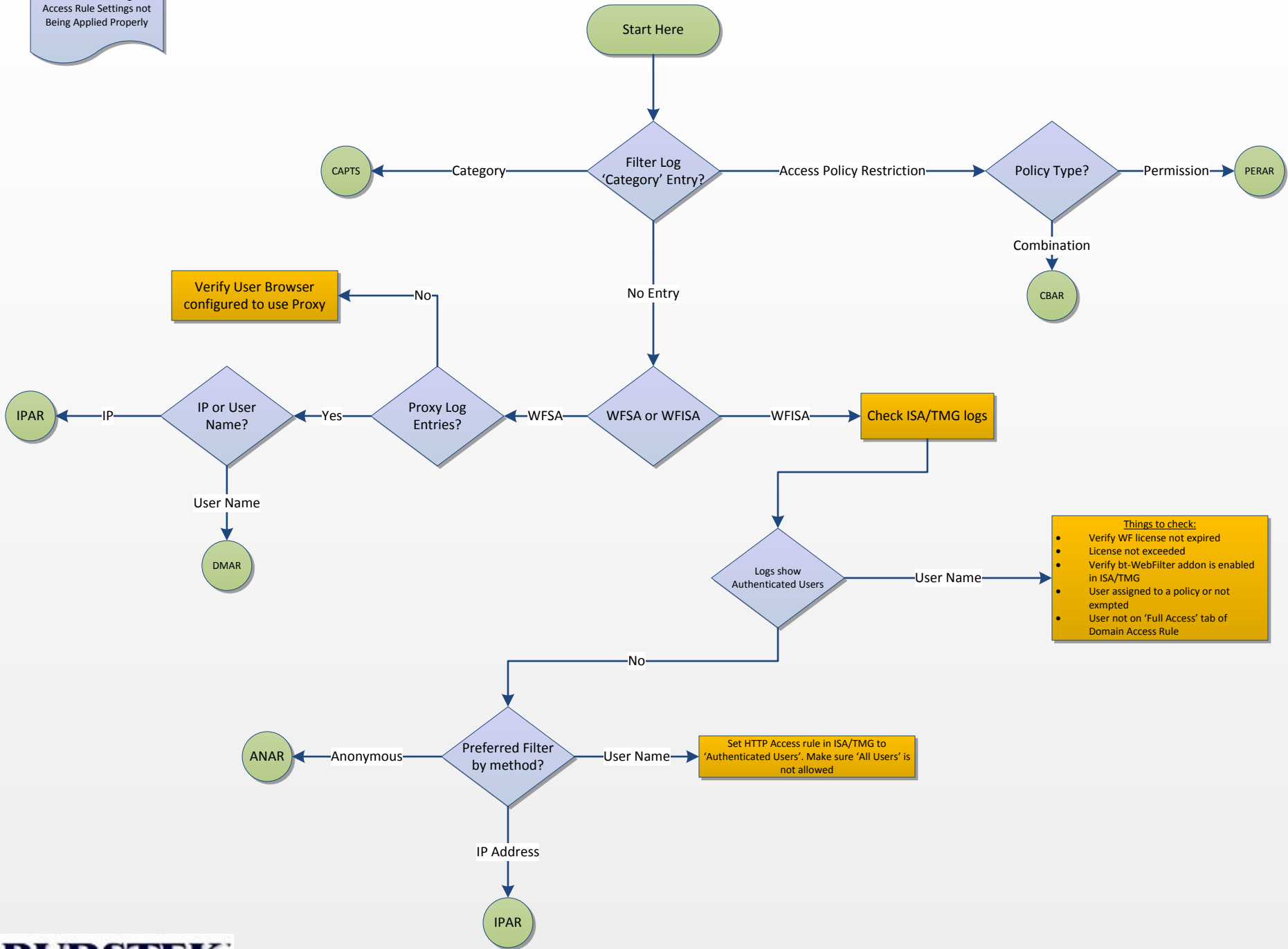
User/Group Allowed Access UGAA

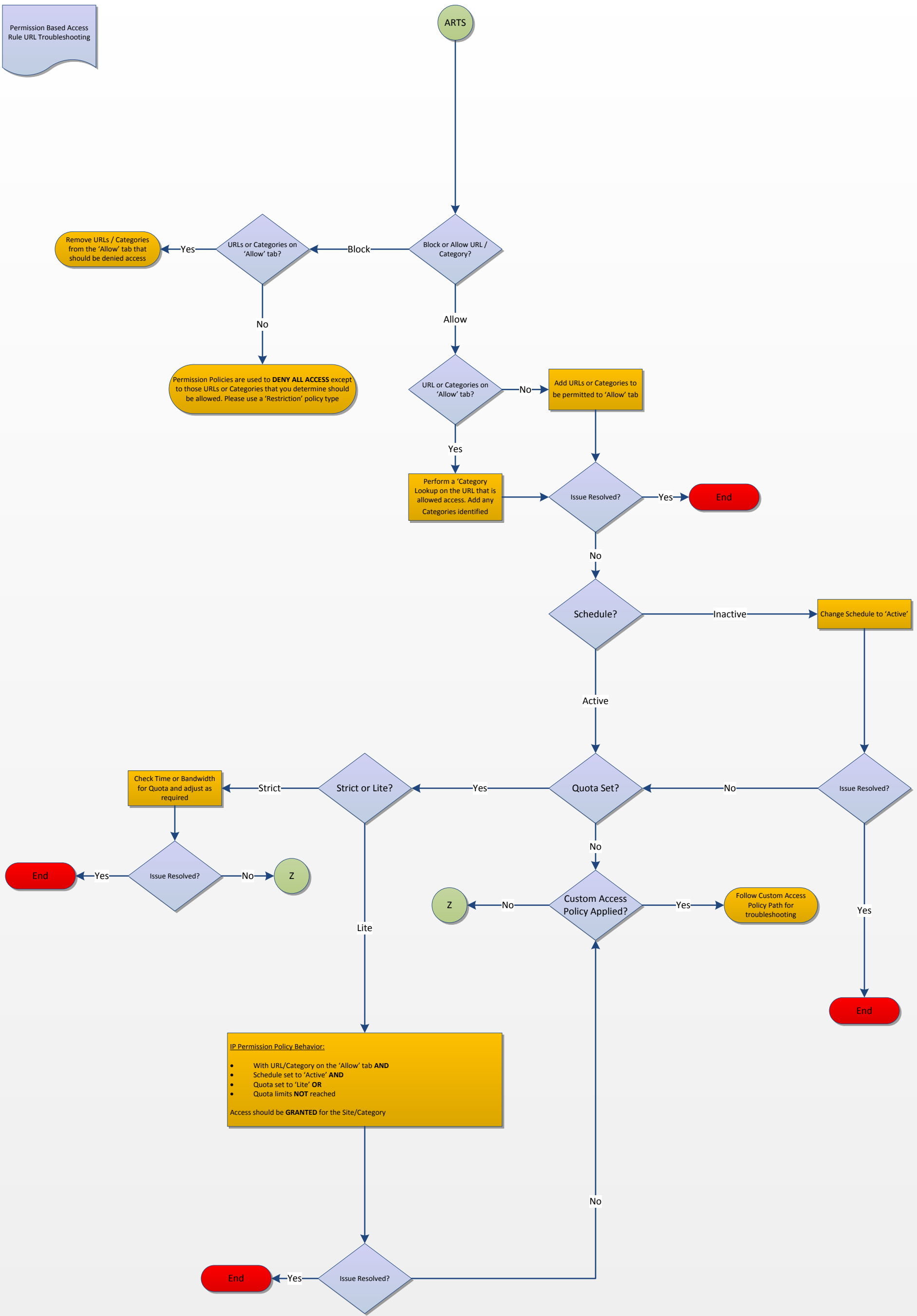


User/Group Denied
Access
UGDA



WebFilter
 Troubleshooting:
 Access Rule Settings not
 Being Applied Properly

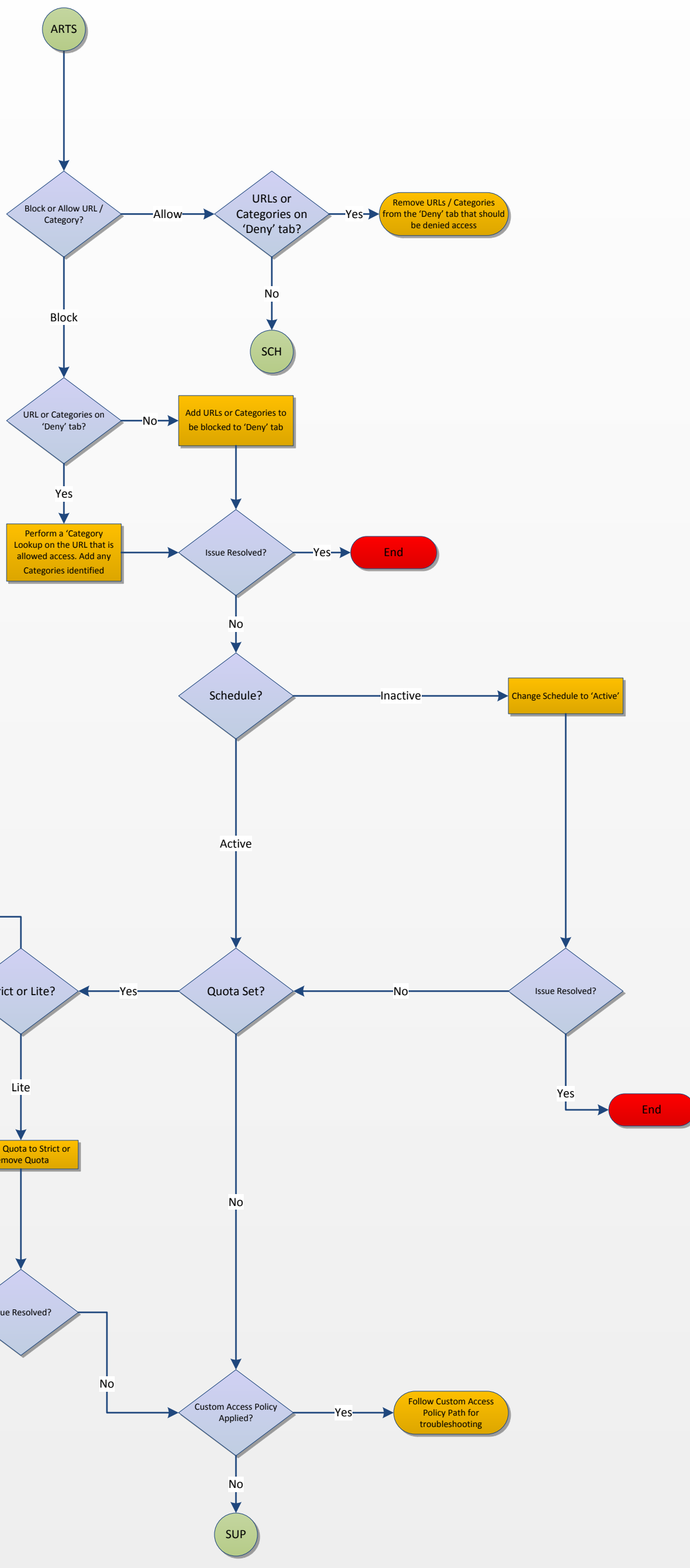




IP Permission Policy Behavior:

- With URL/Category on the 'Allow' tab **AND**
- Schedule set to 'Active' **AND**
- Quota set to 'Lite' **OR**
- Quota limits **NOT** reached

Access should be **GRANTED** for the Site/Category

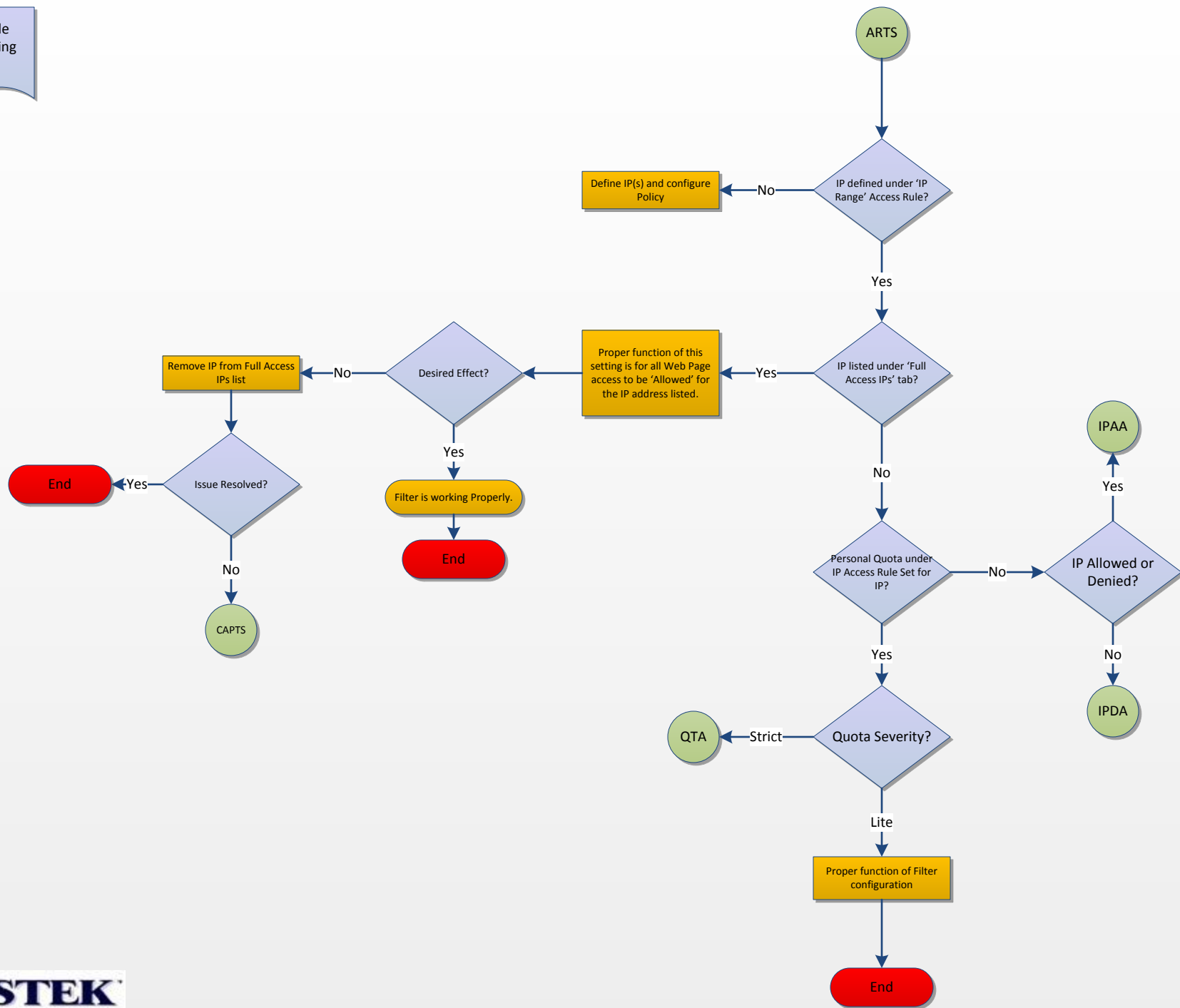


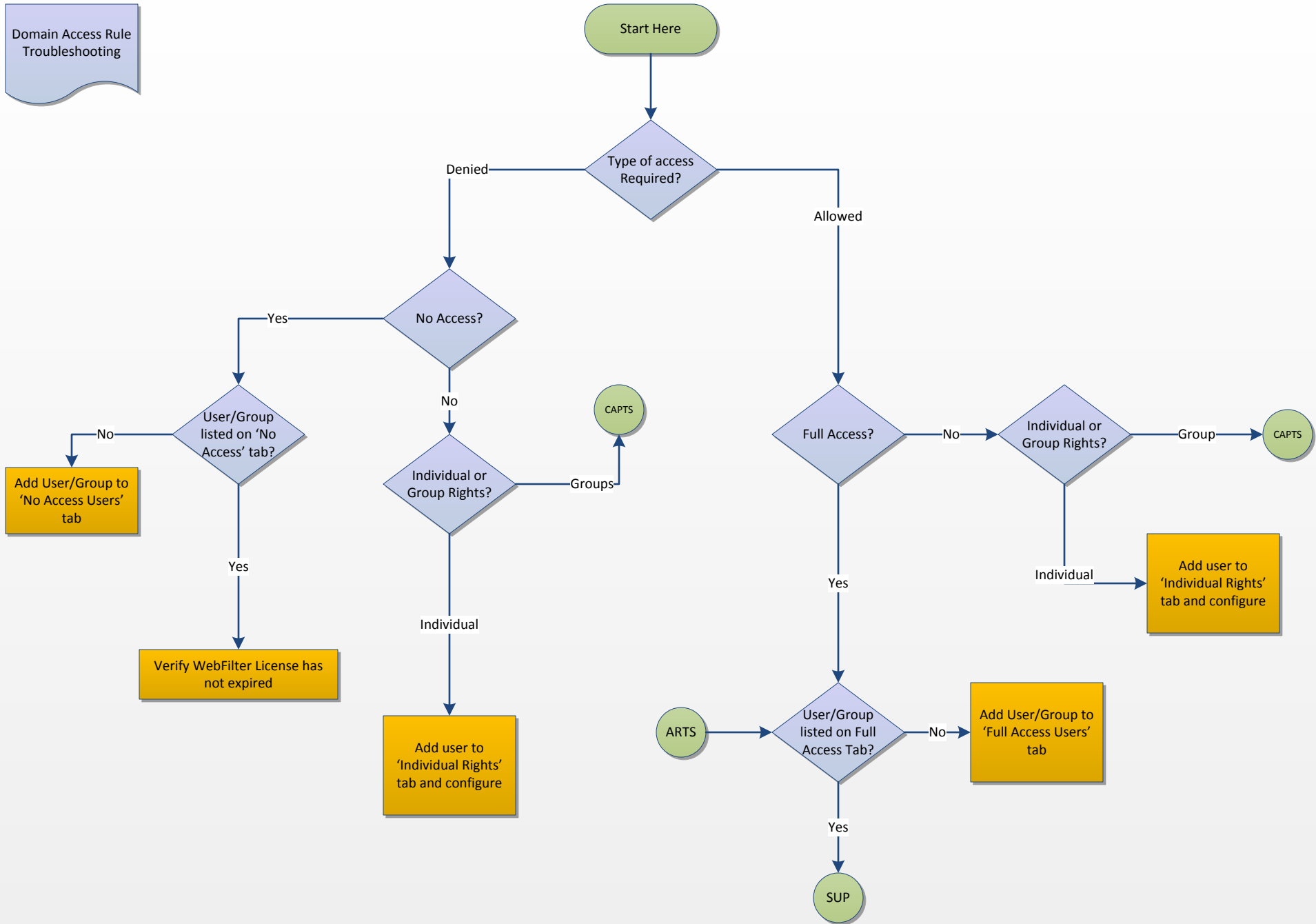
IP Restriction Policy Behavior:

- With URL/Category on the 'Deny' tab **AND**
- Schedule set to 'Active' **AND**
- Quota set to 'Strict' **AND**
- Quota limits reached

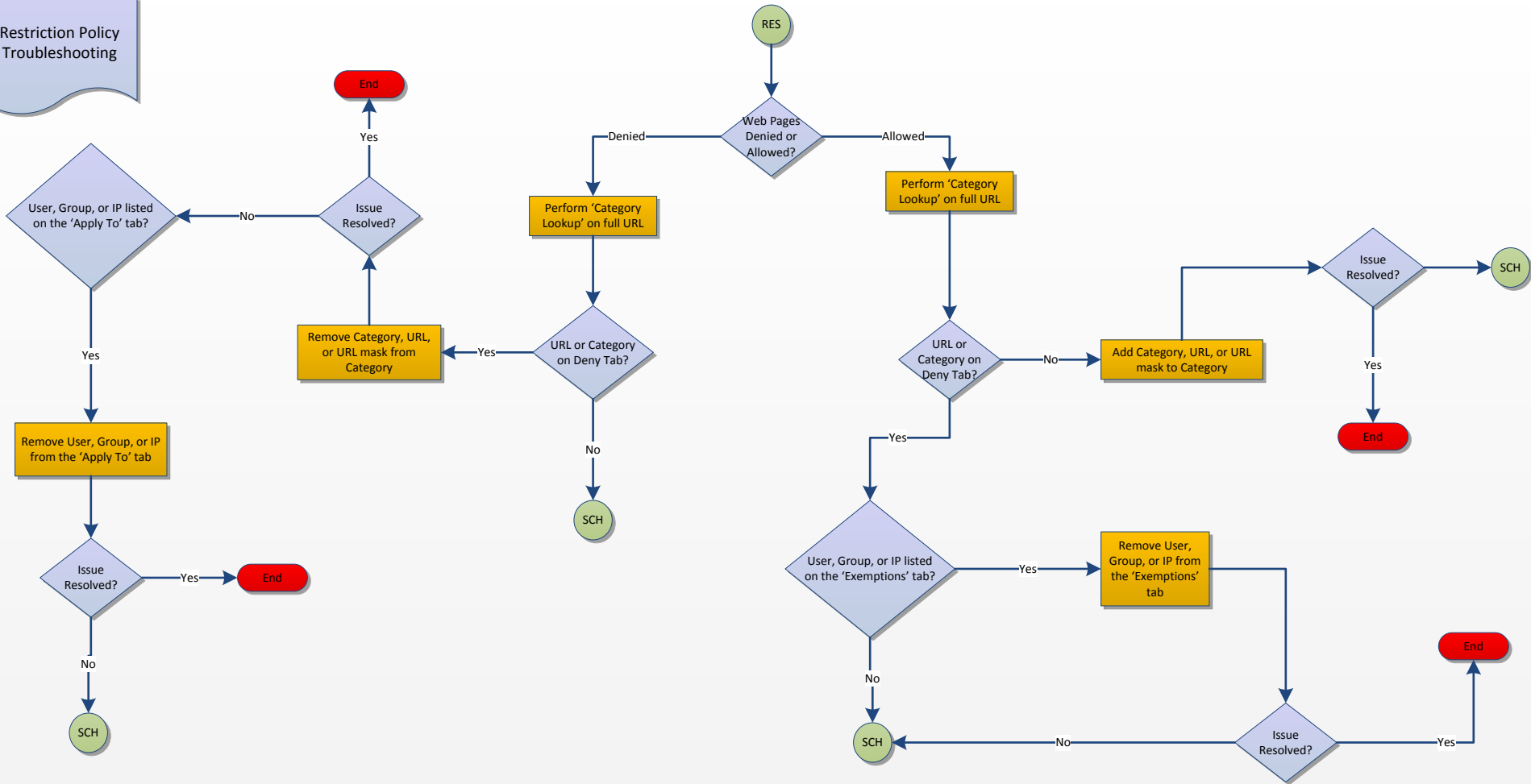
Access should be **DENIED** for the Site/Category

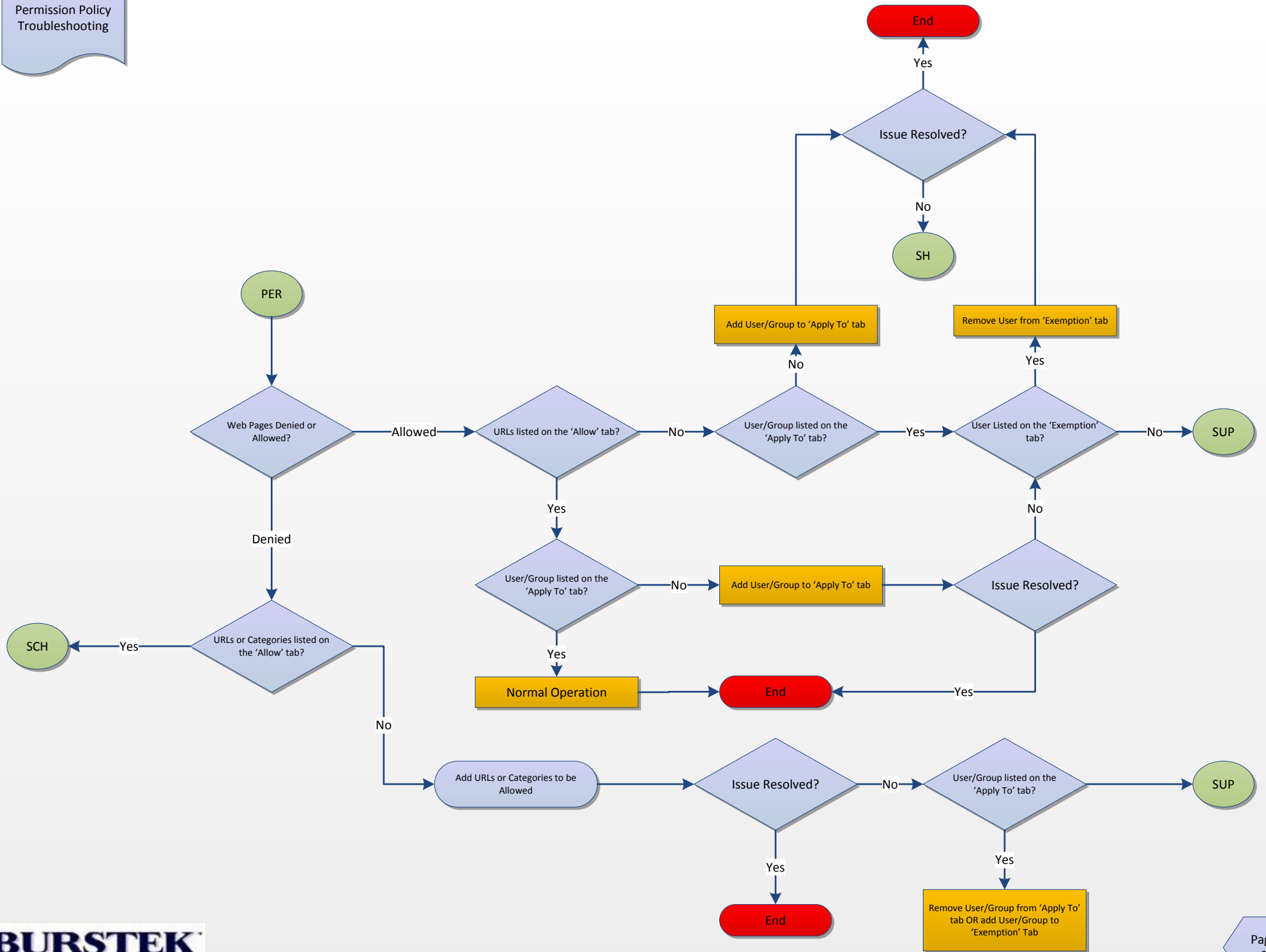
IP Access Rule Troubleshooting (IPAR)



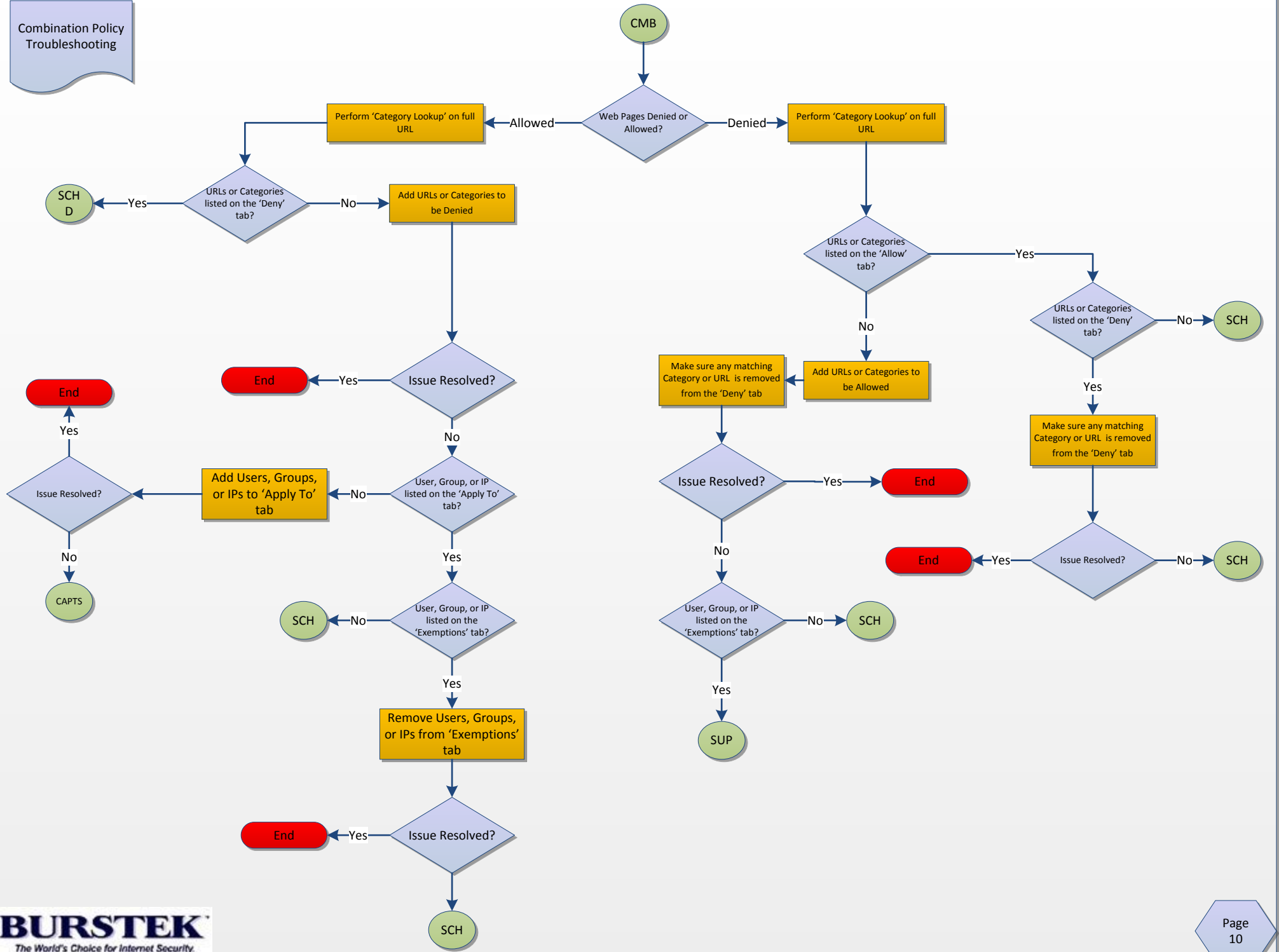


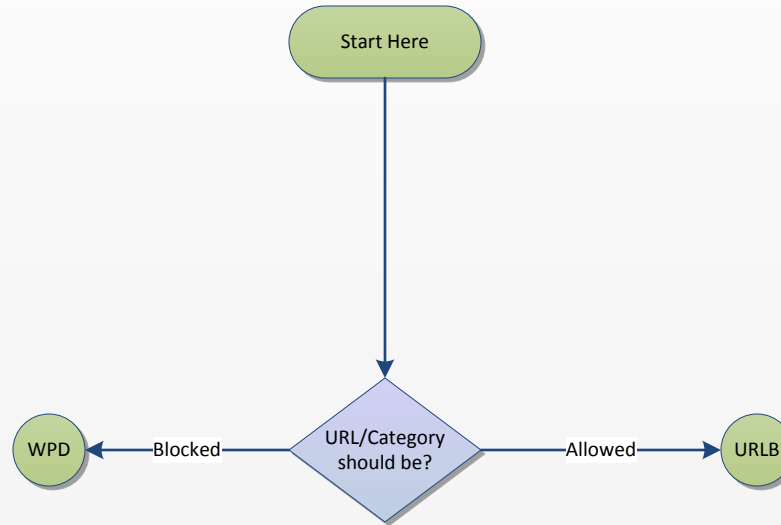
Restriction Policy Troubleshooting

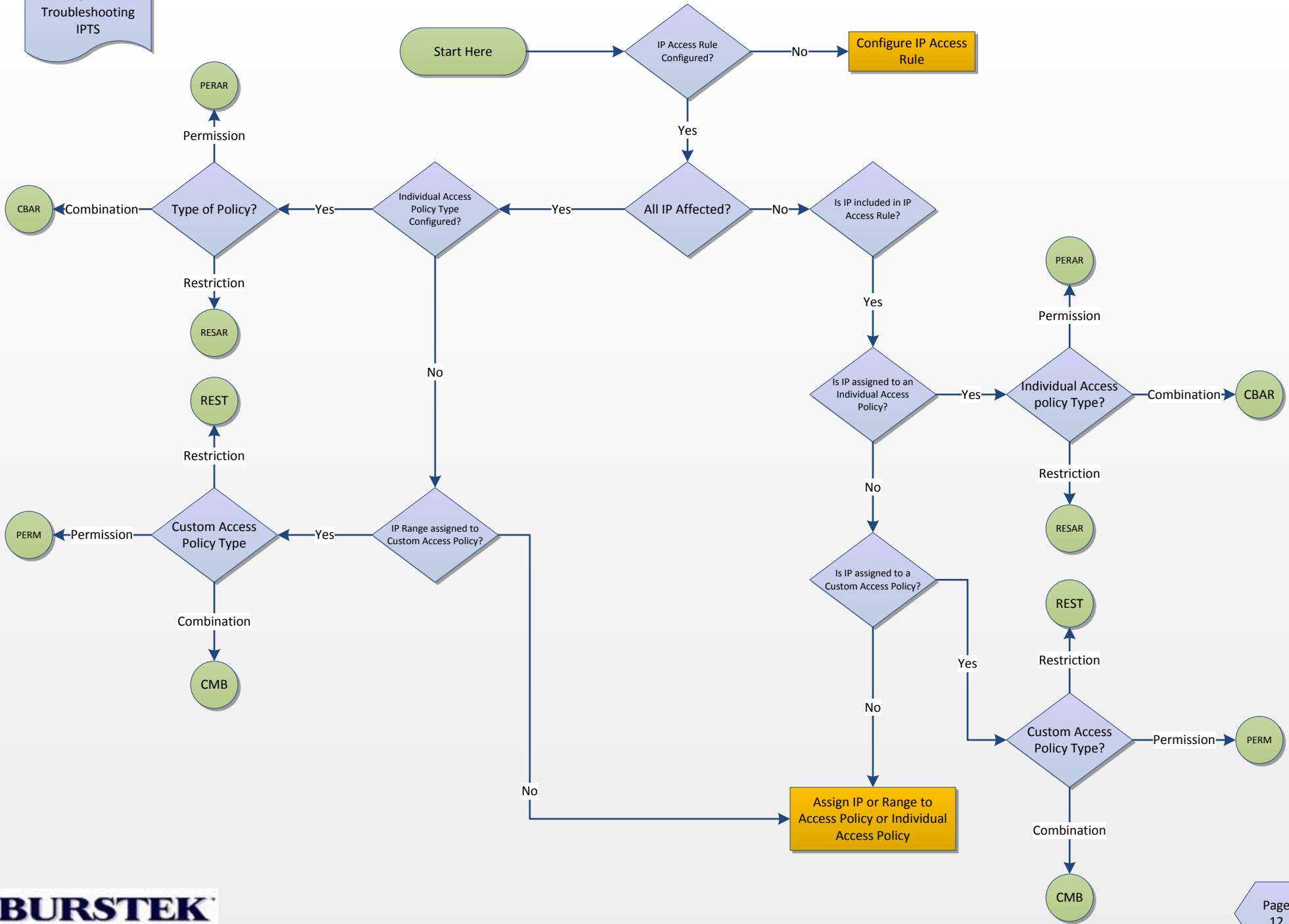




Combination Policy Troubleshooting







Contact Support

SUP

We're Sorry

We apologize that you have not been able to resolve the issue you are experiencing utilizing our Troubleshooting Flowcharts however we are more than happy to assist you via phone or email.

Before contacting support however, we would ask that you generate a 'Settings Report' from the WebFilter application and send it to support@burstek.com. Please also specify if you are using ISA or TMG and the Operating System version.

Technical Support may also be contacted via phone at:
Toll Free: 1-800-709-2551 Option 1
Local: 1-239-495-5900 Option 1