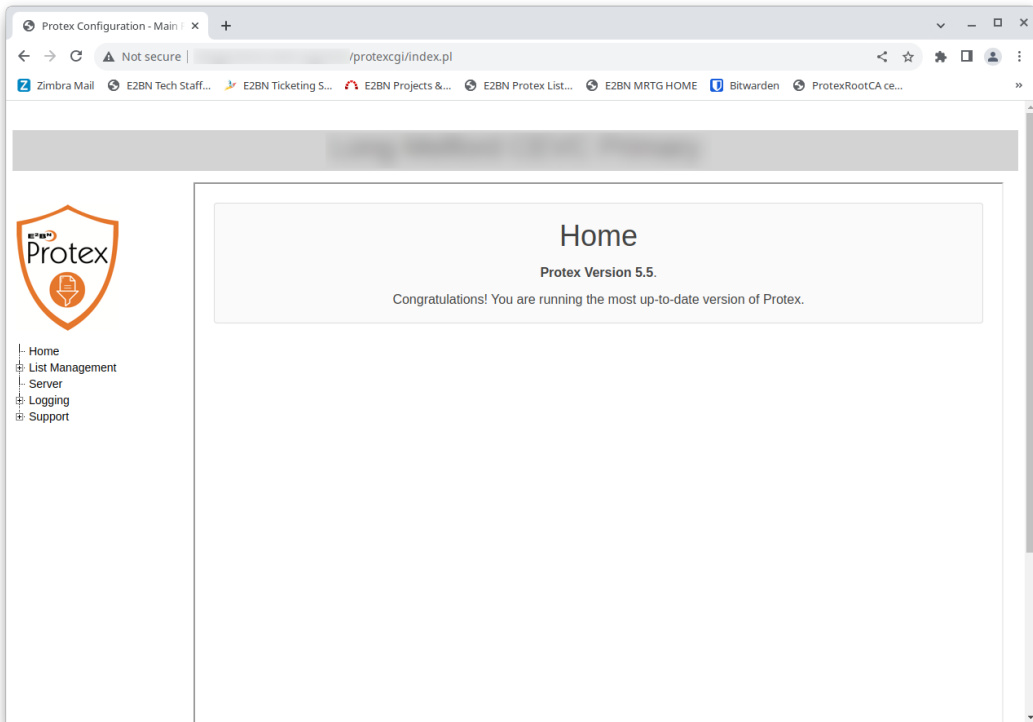
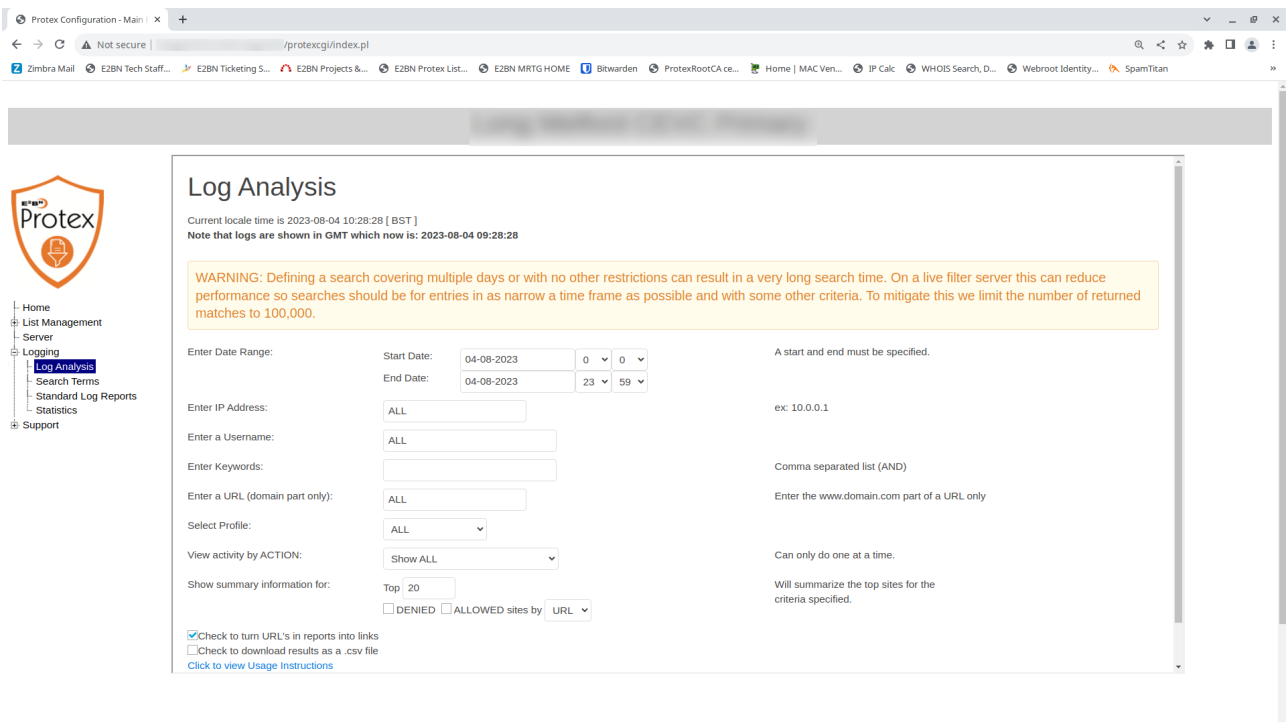


PROTEX - HOW TO WHITELIST A URL

1st Step: Logon on to Protex, <http://xxx.xxx.xxx.xxx> – xxx.xxx.xxx.xxx it the Protex’s LAN interface.



2nd Step: Expand Logging and select Log Analysis...



3rd Step: Check why the URL was blocked. Type in the “Enter the URL (domain part only):” box the URL’s domain. In this example it’s **onlifesuffolk.co.uk**.

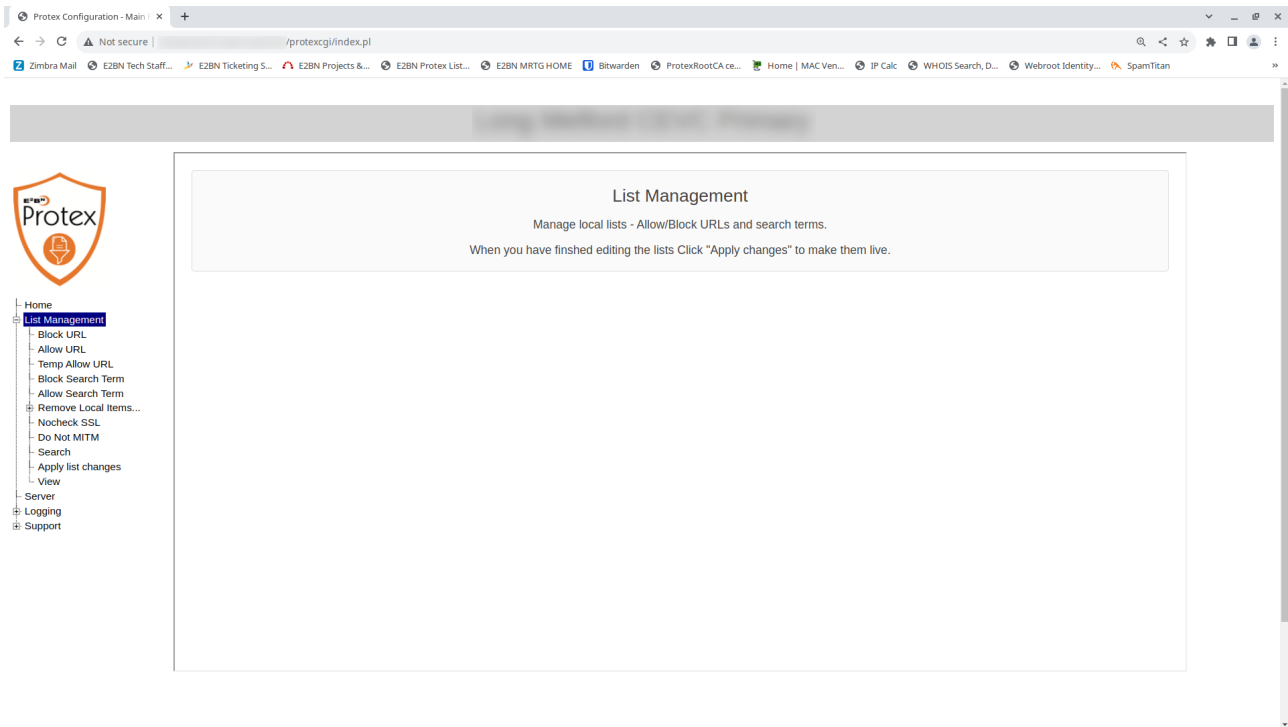
The screenshot shows the Protex web interface for Log Analysis. The current locale time is 2023-08-04 10:37:05 [BST]. A warning message states: "WARNING: Defining a search covering multiple days or with no other restrictions can result in a very long search time. On a live filter server this can reduce performance so searches should be for entries in as narrow a time frame as possible and with some other criteria. To mitigate this we limit the number of returned matches to 100,000." The search criteria are: Start Date: 04-08-2023 00:00, End Date: 04-08-2023 23:59, Enter IP Address: ALL, Enter a Username: ALL, Enter Keywords: (empty), Enter a URL (domain part only): onlifesuffolk.co.uk, Select Profile: ALL, View activity by ACTION: Show ALL, Show summary information for: Top 20, and checkboxes for DENIED and ALLOWED sites by URL. There are buttons for Run Report, Reset Values, and Help.

4th Step: Scroll down and click on the “Run Report” button. Wait until a report is presented:

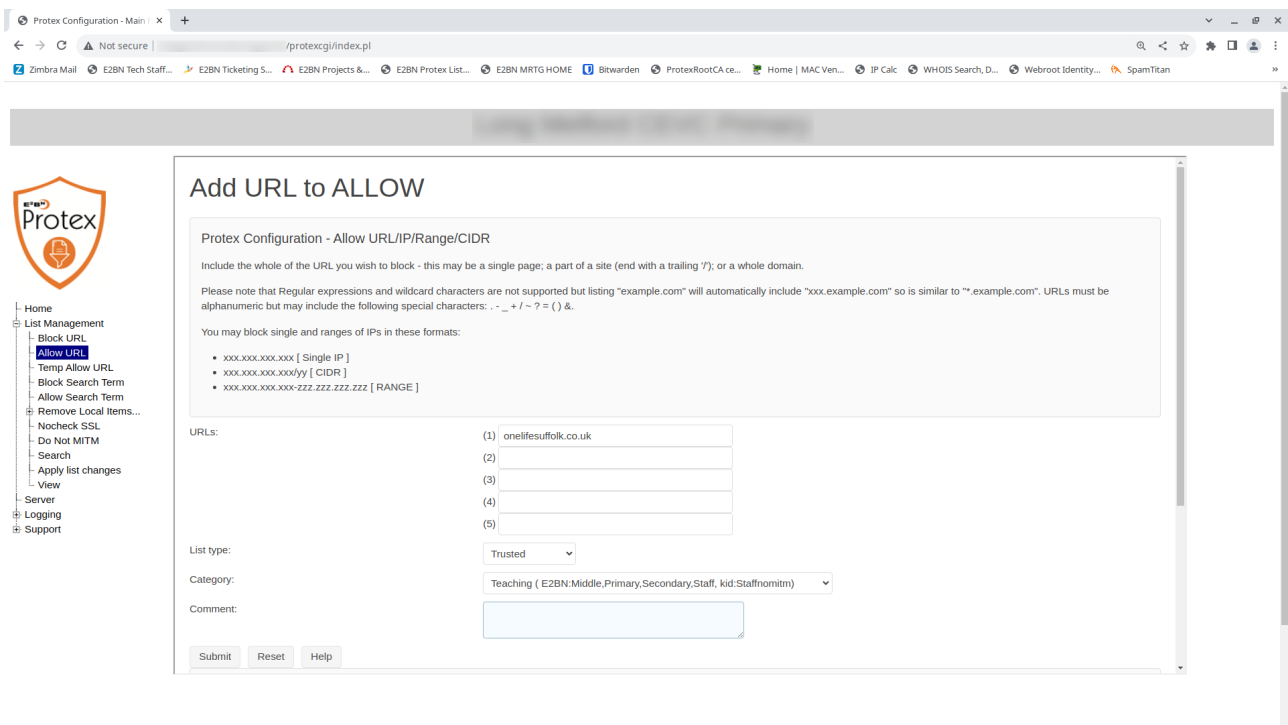
The screenshot shows the Protex web interface displaying the Log Analysis report. The current locale time is 2023-08-04 10:38:33 [BST]. A warning message is present: "WARNING: Defining a search covering multiple days or with no other restrictions can result in a very long search time. On a live filter server this can reduce performance so searches should be for entries in as narrow a time frame as possible and with some other criteria. To mitigate this we limit the number of returned matches to 100,000." The report information is: Start Date: 2023-08-04 00:00:00 | End Date: 2023-08-04 23:59:59 | Username: ALL | IP: ALL | Logdir: /home/dg/log/1/ | Action: All | URL: onlifesuffolk.co.uk. The report content shows multiple entries with the error: "SSL SITE : *DENIED* Certificate supplied by server was not valid: Hostname mismatch".

In this situation, “SSL SITE : *DENIED* Certificate supplied by server was not valid: Hostname mismatch” means that website’s certificate is wrong; there’s a hostname mismatch. For security reasons, Protex, by default blocks access when detects this sort of problems.

5th Step: Click on “List Management” to whitelist that URL.



6th Step: Click on “Allow URL” and on the 1st box type in the URL’s domain. The log was showing that **onlifesuffolk.co.uk** was being blocked on the Staff profile. By default, Protex uses the Teaching category. Teaching is for the whole school; children and staff.



7th Step: We need to change the category in order to allow staff to access the website. Click on the category's box and select "Adult".

Add URL to ALLOW

Protex Configuration - Allow URL/IP/Range/CIDR

Include the whole of the URL you wish to block - this may be a single page; a part of a site (end with a trailing '/'); or a whole domain.

Please note that Regular expressions and wildcard characters are not supported but listing "example.com" will automatically include "xxx.example.com" so is similar to "*.example.com". URLs must be alphanumeric but may include the following special characters: - _ + / ~ ? = () & .

You may block single and ranges of IPs in these formats:

- xxx.xxx.xxx.xxx [Single IP]
- xxx.xxx.xxx.xxx/yy [CIDR]
- xxx.xxx.xxx.xxx-zzz.zzz.zzz.zzz [RANGE]

URLs:

List type:

Category: Teaching (E2BN:Middle,Primary,Secondary,Staff, kid:Staffnomitm)

Comment:

Submit Reset Help

Add URL to ALLOW

Protex Configuration - Allow URL/IP/Range/CIDR

Include the whole of the URL you wish to block - this may be a single page; a part of a site (end with a trailing '/'); or a whole domain.

Please note that Regular expressions and wildcard characters are not supported but listing "example.com" will automatically include "xxx.example.com" so is similar to "*.example.com". URLs must be alphanumeric but may include the following special characters: - _ + / ~ ? = () & .

You may block single and ranges of IPs in these formats:

- xxx.xxx.xxx.xxx [Single IP]
- xxx.xxx.xxx.xxx/yy [CIDR]
- xxx.xxx.xxx.xxx-zzz.zzz.zzz.zzz [RANGE]

URLs:

(1) onelifesuffolk.co.uk

(2)

(3)

(4)

(5)

List type: Trusted

Category: Adult (E2BN:Staff, kid:Staffnomitm)

Comment:

Submit Reset Help

8th Step: You can type a comment to help to pinpoint the reason for this rule. Now, you can click on “Submit” button.

Protex Configuration - Allow URL/IP/Range/CIDR

Include the whole of the URL you wish to block - this may be a single page; a part of a site (end with a trailing '/'); or a whole domain.

Please note that Regular expressions and wildcard characters are not supported but listing "example.com" will automatically include "xxx.example.com" so is similar to "*.example.com". URLs must be alphanumeric but may include the following special characters: . - _ + / ~ ? = () & .

You may block single and ranges of IPs in these formats:

- xxx.xxx.xxx.xxx [Single IP]
- xxx.xxx.xxx.xxx/yy [CIDR]
- xxx.xxx.xxx.xxx-zzz.zzz.zzz.zzz [RANGE]

URLs:

(1) onelifesuffolk.co.uk

(2)

(3)

(4)

(5)

List type:

Category:

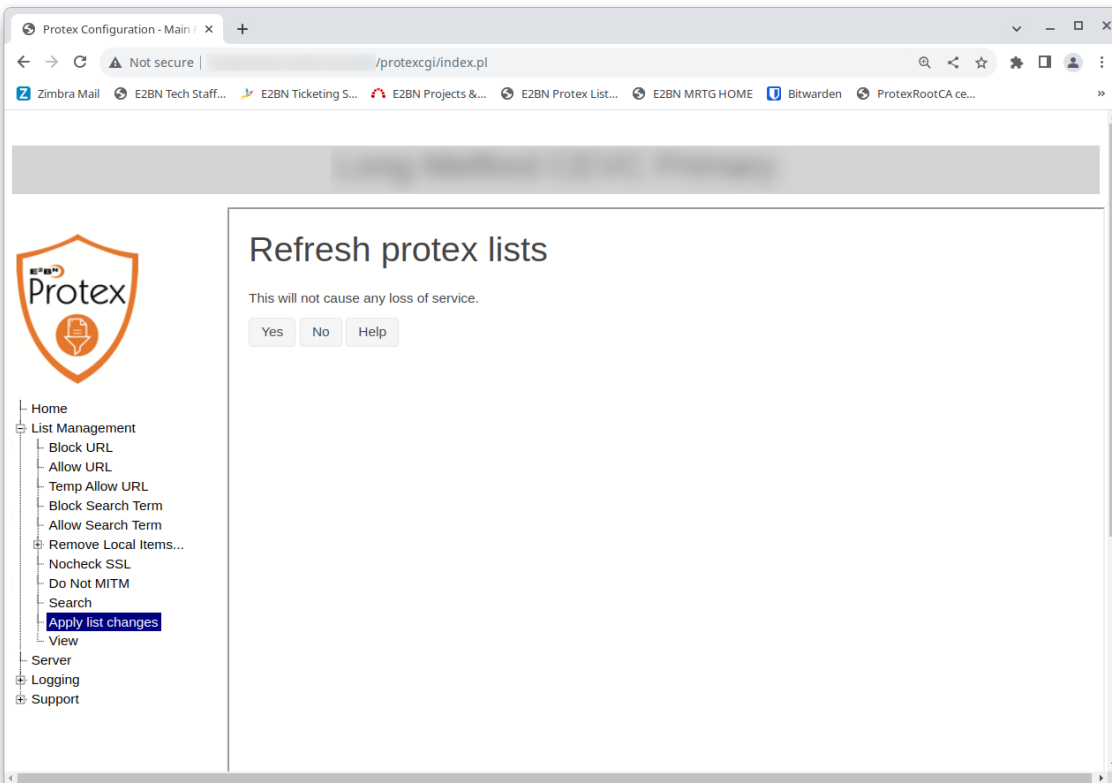
Comment:

You should see this screen:

Thank you. Your submission for onelifesuffolk.co.uk has been processed.

To make the list change live you will need to select the **Apply list changes...** menu item.

9th Step: To apply changes, you will need to click on “Apply list changes”... and click on the “Yes” button to confirm...



The following screen confirms that rule is now active:

