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.
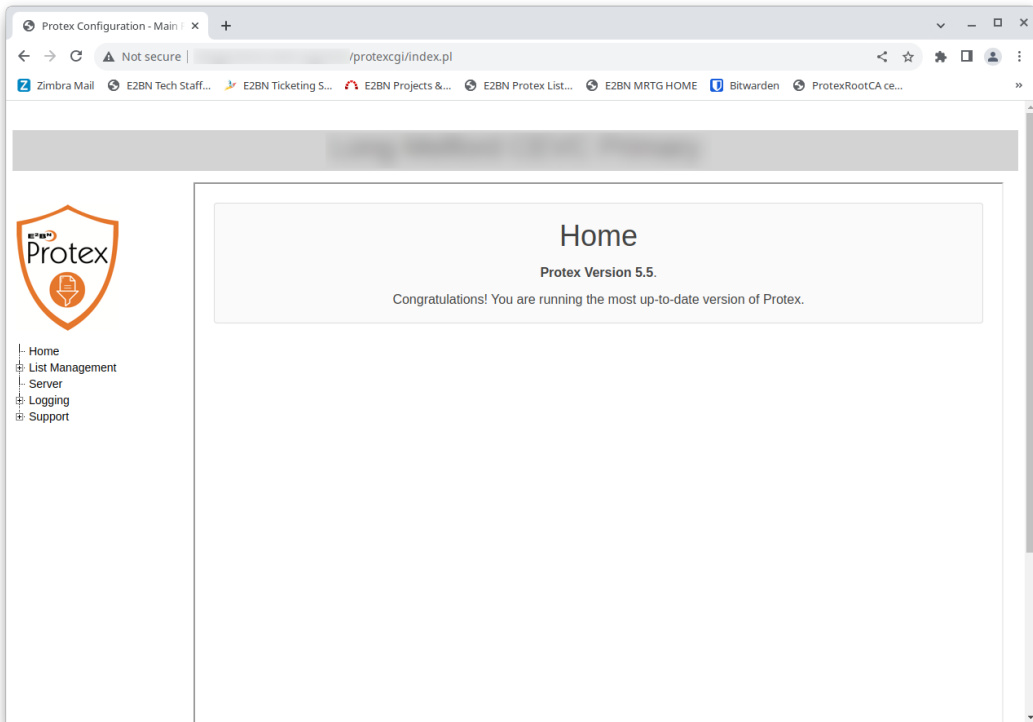
2nd Step: Expand Logging and select Log Analisys…
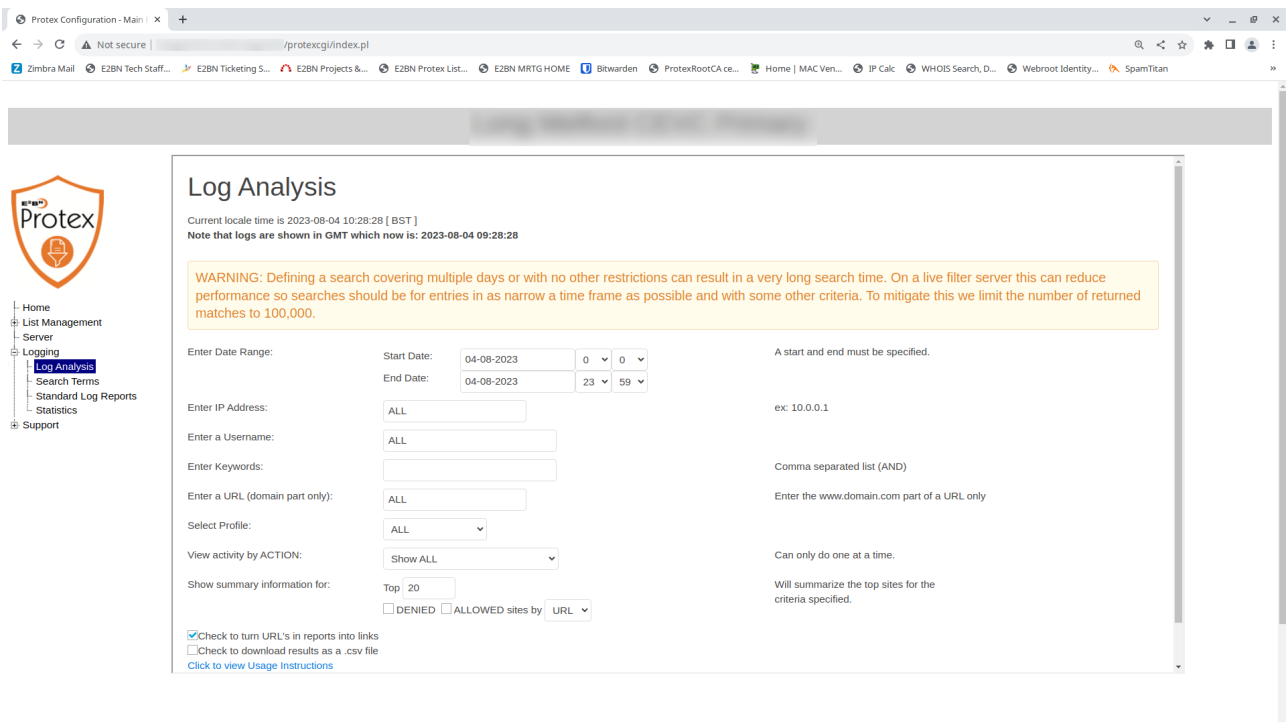
3rd Step: Check why the URL was blocked. Type in the "Enter the URL (domain part only):" box the URL's domain. In this example it's **onelifesuffolk.co.uk**.


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

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.
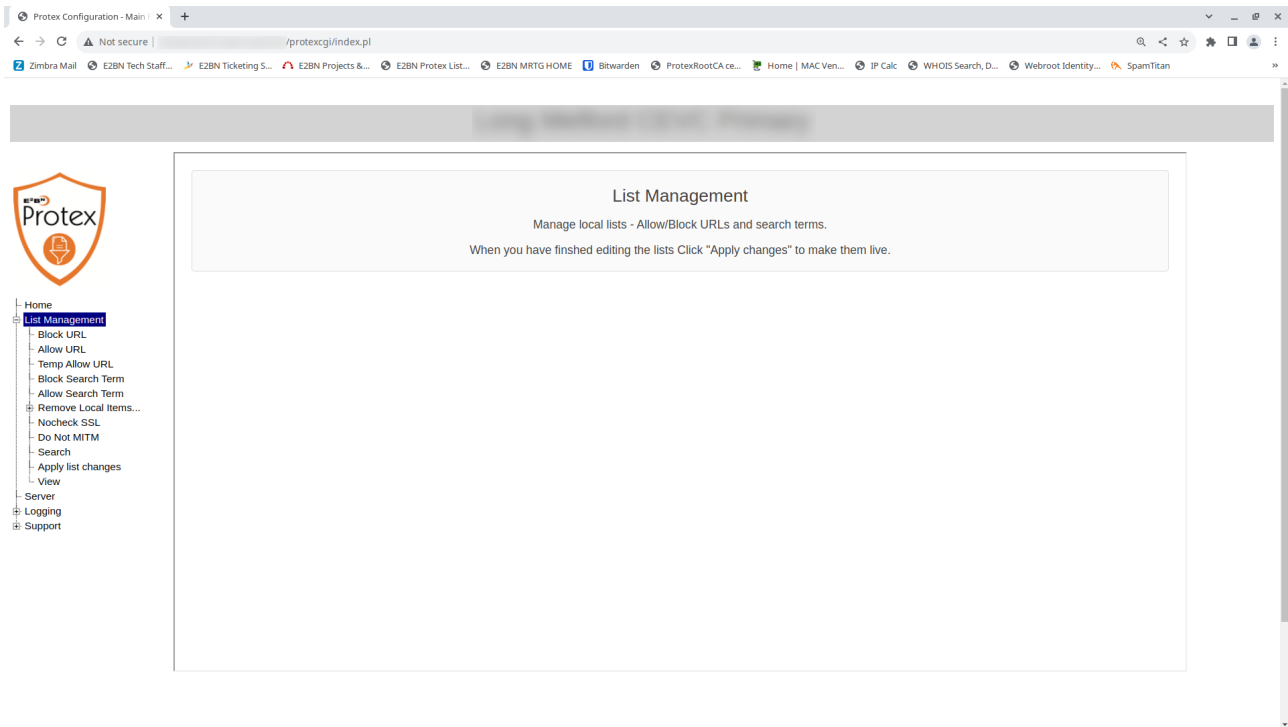
6th Step: Click on "Allow URL" and on the 1st box type in the URL's domain. The log was showing that **onelifesuffolk.co.uk** was being blocked on the Staff profile. By default, Protex uses the Teaching category. Teaching is for the whole school; children and staff.
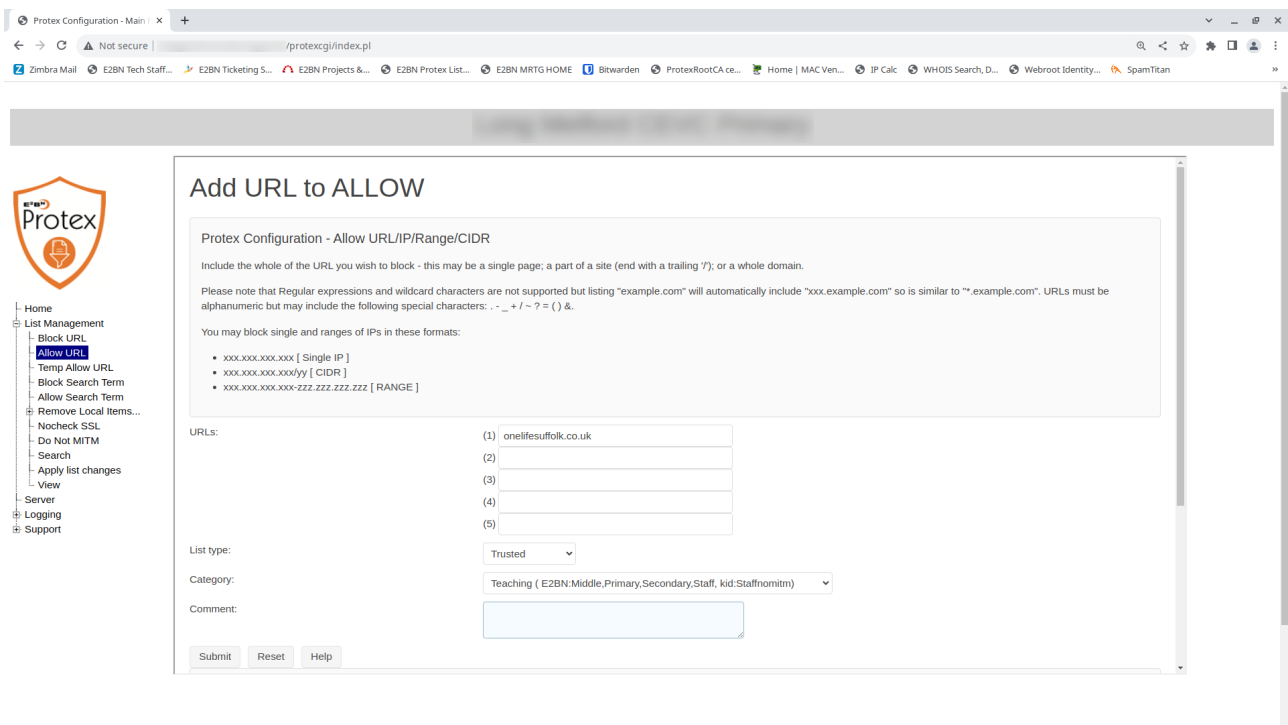
7th Step: We need to change the category in order to allow staff to access the website. Click on the category's box and select "Adult".

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

You should see this screen:

9th Step: To apply changes, you will need to click on "Apply list changes"... and click on the "Yes" button to confirm...
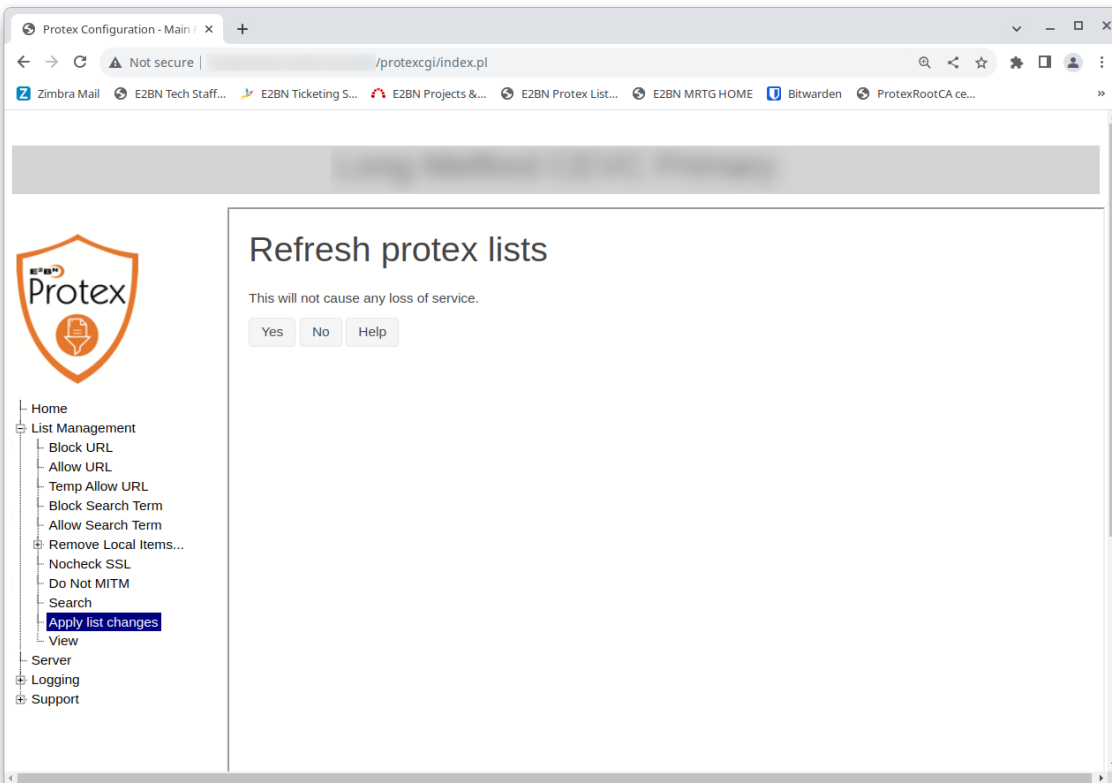
The following screen confirms that rule is now active: