

CensorNet Troubleshoot Guide

CensorNet Configuration Tool

Q1: In the *Network Configuration/Install Network Card Drivers* section, the <Automatic> configuration option fails to find a network card that is installed in the computer.

A1: It is likely that the network card is not supported. For a list of supported network cards please visit: <http://www.intrago.co.uk/products/censornet.php?sc=4>. However, you may want to shut down CensorNet and try installing a different network card.

Q2: In the *System Maintenance* section the *Probe LAN for Windows Workstations* facility does not locate any new Workstations.

A2: There could be a few reasons for this:

- i) Workstations are identified by their Network Interface Card Hardware Address (MAC Address). If this MAC Address already exists in the CensorNet Workstation database then it will not be added to the database a second time by this procedure.
- ii) This procedure will only identify Workstations running the NetBEUI protocol (Windows Networking or compatible). To add other workstations/servers to CensorNet's database, please identify the MAC Address (Network Card Hardware Address) of the machine along with its hostname and add the details manually (see the User Guide for more information).
- iii) CensorNet's network configuration may be incorrect, please check that the IP Address/Subnet Mask settings for the *Private* (eth0) interface are correct for your LAN (see the Installation Guide for more details). Also, check that CensorNet is physically connected to your LAN via the *Private* (eth0) interface.

Q3: In the *System Maintenance* section the *Retrieve User-list from Windows Domain Controller* feature fails to join the domain.

A3: There could be a couple of reasons for this:

- i) You may have entered the details of the Windows Domain Controller incorrectly. You must specify the NetBIOS (pre-Windows 2000) Server name (hostname) & Domain name. For example you have a Windows Domain called 'TEACHING' on a Primary Domain Controller named 'NTSERVER', you must enter these details **exactly**, also providing the password of the 'Administrator' account for the Domain you specify.
- ii) CensorNet's network configuration may be incorrect, please check that the IP Address/Subnet Mask settings for the *Private* (eth0) interface are correct for your LAN (see the Installation Guide for more details). Also, check that CensorNet is physically connected to your LAN via the *Private* (eth0) interface.

The Web Based CensorNet Administration Area

Q4: I cannot access the CensorNet Web Based Administration Area from my Web Browser!

A4: There are several reasons why this may occur:

- i) Make sure you are using the correct hostname for your CensorNet server. To check the hostname, start the CensorNet Configuration Tool (CCT) (see installation/configuration manual) then select the 'Hostname Configuration' option from the CCT main menu. The current hostname will be displayed, with the option to change it if you would prefer a different hostname for your CensorNet server. You should type the CensorNet hostname into the URL (Navigation) bar of your Web Browser.
- ii) Make sure your Proxy settings in your Web Browser are correct. You must configure your Browser to "Bypass" the Proxy server for the CensorNet hostname. See Figure 1 below...

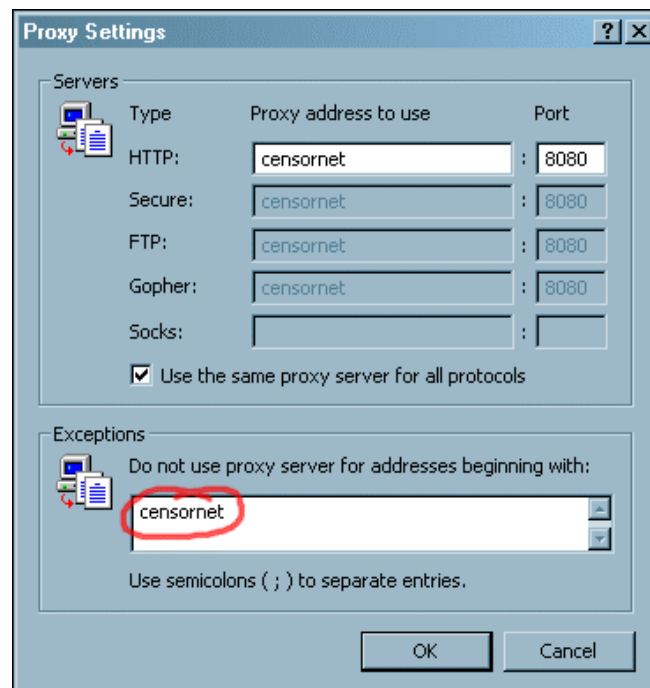


Figure 1 - Correct Proxy Settings for CensorNet

- iii) By default (factory setting), CensorNet allows all registered workstations to access the Web based administration area, make sure the workstation you are trying to access this area from is registered with the CensorNet Workstation Database. However, if you have configured CensorNet to allow access to the Web based 'Admin Area' from a specific set of Workstations then check that the Workstation you are using is in that set. (See the User guide for more information).
- iv) CensorNet's network configuration may be incorrect, please check that the IP Address/Subnet Mask settings for the *Private* (eth0) interface are correct for your LAN (see the Installation Guide for more details). Also, check that CensorNet is physically connected to your LAN via the *Private* (eth0) interface.

General CensorNet Usage (Browsing problems)

Q5: Users on a particular workstation are unable to browse the Web, after about 30 seconds the browser times out with a message like 'The page cannot be displayed'.

A5: This could occur for a few reasons:

- i) The Workstation is not yet registered with the CensorNet Workstation database. Please refer to the Installation and User Guide for more information.
- ii) The Workstation's *access profile* prohibits the Workstation from accessing the Web at this time. Please check the Workstation's *access profile* using the CensorNet Web based Administration Area. (See the User Guide for more details).
- iii) The Web Browser's Proxy settings are incorrect. Please refer to Figure 1 for answer '**A4**' part '**ii**' in this Guide. Make sure you are using the correct hostname for CensorNet, then make sure CensorNet's hostname is entered as the 'Proxy address' with 'Proxy port' set to '8080', finally, make sure CensorNet's hostname appears in the 'Do not use proxy for addresses beginning with' section.
- iv) CensorNet's network configuration may be incorrect, please check that the IP Address/Subnet Mask settings for the *Private* (eth0) interface are correct for your LAN (see the Installation Guide for more details). Also, check that CensorNet is physically connected to your LAN via the *Private* (eth0) interface.

Q6: When attempting to browse the web, after logging into the 'CensorNet Proxy Server' through the Browser window, **all users** get a 'Login Failed' message as shown in Figure 2.

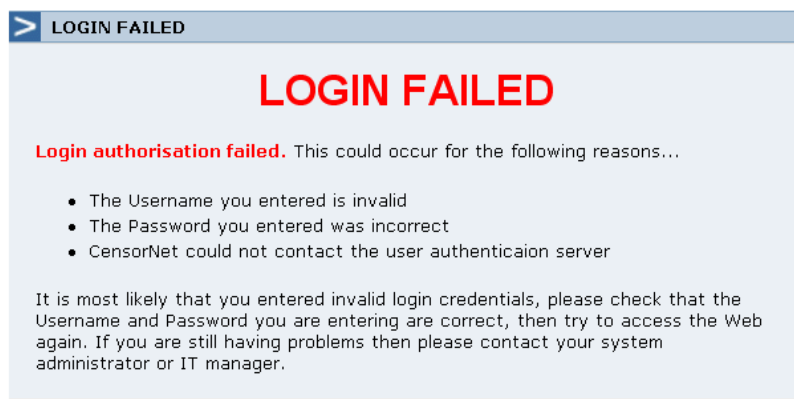


Figure 2 - The 'Login Failed' Web Browser message

A6: It is very likely that CensorNet cannot contact the user authentication server. Please check the *User Authentication Configuration* using the CensorNet Configuration Tool (CCT) (see the Installation Guide for more details).