

Wavecrest   
**CyBlock**®  
*Web-Access Security Solution*



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## Introduction

CyBlock Client is a thin client that makes requests to servers and ensures that your Internet users are going through the proxy. You do not need to configure browser settings on each user's computer. Rather, the browser is managed by the client, and users cannot remove or change proxy settings in their browser.

CyBlock Client can be installed manually on users' computers or remotely with Active Directory Group Policy Object (GPO) or a Windows system tool such as PsExec. It can be used on computers inside the company's network as well as on laptops that are used by remote or roaming employees with no additional intervention necessary. Browser settings do not have to be changed on laptops that are used outside the company's network. CyBlock Client is used in lieu of applying browser settings manually or automatically with a PAC file.

## Prerequisites

Depending on whether your computers are 32-bit or 64-bit, the following prerequisites are downloaded and installed if not detected by the client installer:

- [Microsoft .NET Framework 4.0 \(x86 and x64\)](#)
- [Microsoft Visual C++ 2010 x86 Redistributable](#) (Windows XP)
- [Microsoft Visual C++ 2013 x86 Redistributable](#)
- [Microsoft Visual C++ 2013 x64 Redistributable](#)

**NOTE:** If using PsExec, the prerequisites must first be installed manually, before installing the client.

The supported operating systems are Windows 7 and XP. The supported CyBlock deployment options are CyBlock Software, CyBlock Appliance, and CyBlock Cloud.

## Proxy Setup Requirements

Proceed with the following guidelines to avoid receiving certificate errors.

1. On the computers and servers you want to proxy (monitor and filter), install the Wavecrest SSL Certificate. Refer to the [Wavecrest Certificate Installation Guide](#).
2. On the computers that will be using CyBlock Client, install the client. Then turn on SSL Inspection in CyBlock Software, CyBlock Appliance, or CyBlock Cloud to allow the client to work properly.

## Installing CyBlock Client

When installing CyBlock Client, the Wavecrest SSL Certificate is automatically installed in Internet Explorer. For Mozilla Firefox, the certificate needs to be installed manually. Refer to the [Wavecrest Certificate Installation Guide](#). A system tray application is installed as well, and the CyBlock Client service is started.

There are three ways to install CyBlock Client on your users' computers, and instructions for each of these methods are included in this section.

- Use PsExec to install CyBlock Client on all computers from one central location
- Use Active Directory GPO to assign CyBlock Client
- Manually install CyBlock Client

### Installing CyBlock Client Using PsExec

1. Install the prerequisites mentioned previously. See [Prerequisites](#).
  - Download the prerequisites to a folder.
  - To install Microsoft Visual C++ on 32-bit computers, run the following command:  
**psexec \\\* -u DOMAINadmin -p password cmd.exe /c  
"\\prereq\_folder\vc redistrib\_x86.exe /q /norestart"**
  - To install Microsoft Visual C++ on 64-bit computers, run the following command:  
**psexec \\\* -u DOMAINadmin -p password cmd.exe /c  
"\\prereq\_folder\vc redistrib\_x64.exe /q /norestart"**
  - To install .NET Framework, run the following command:  
**psexec \\\* -u DOMAINadmin -p password cmd.exe /c  
"\\prereq\_folder\dotNETFx40\_Full\_x86\_x64.exe /q /norestart"**
2. Place your .msi file in a public, shared folder location to which all computers have access.
3. Download the psexec.exe utility as part of the PsTools package from the following URL:  
<http://technet.microsoft.com/en-us/sysinternals/bb896649.aspx>
4. Unzip the PsTools.zip file.
5. From a cmd prompt, run the following command from the directory in which PsTools resides:

```
psexec \\* -u DOMAINadmin cmd /c "msiexec.exe /i "\\shared path\file name.msi" /quiet  
ADMIN_PASSWORD=password CONFIRM_PASSWORD=password  
EMAIL_SERVER=mail.domain.com ADMIN_EMAIL=first.last@domain.com  
SERIAL_NUMBER=##### ACTIVATION_KEY=#####-#####-#####-#####-#####"
```

Where:

- \* = all computers in the current domain
- DOMAIN\admin = domain name\admin user name

- shared path = shared folder location of the .msi file
  - file name = file name of CyBlock Client
  - ADMIN\_PASSWORD = admin password entered during installation
  - CONFIRM\_PASSWORD = admin password entered previously
  - EMAIL\_SERVER = e-mail server name
  - ADMIN\_EMAIL = admin e-mail address
  - SERIAL\_NUMBER = serial number assigned when account was added
  - ACTIVATION\_KEY = client activation key assigned when account was added
6. In the command window, you will see the file being sent out to your domain computers.
- You should see “msiexec exited on.(computername)..with error code 0” messages, indicating that the install worked with “zero errors,” or “without error.”
  - When the installation is completed, the command prompt will sit at the PsTools directory.

**NOTE:** When this method is used to install CyBlock Client, it automatically adds CyBlock Client to any Windows Firewall exceptions lists.

## Installing CyBlock Client Using GPO

This method will assign the CyBlock Client MSI package per computer, which will install the program when the computer starts.

## Installing the Prerequisites With a Startup Script

First, install the prerequisites mentioned previously. See [Prerequisites](#).

1. Download the prerequisites to a shared network folder so that your users' computers can access the prerequisites.
2. Rename the Visual C++ files as follows to distinguish the different versions:
  - vcredist\_2010\_x86.exe (Visual C++ 2010 x86 redistributable)
  - vcredist\_2013\_x86.exe (Visual C++ 2013 x86 redistributable)
  - vcredist\_2013\_x64.exe (Visual C++ 2013 x64 redistributable)
3. Save the startup script file, Prereqs Install.bat, to your Domain Controller server.
4. Edit the Prereqs Install.bat file to include the shared network folder containing the prerequisites, and verify that the file names of the prerequisites match exactly those above.
5. Save the changes to the file.
6. On your Domain Controller server, create a new Group Policy Object (GPO) (CyBlockClientPrereqsPush), link the required OUs to the GPO, and enable and enforce the link.
  - Right-click the policy and click **Edit**.
  - Under **Computer Configuration**, expand **Windows Settings**, select **Scripts**, and double-click **Startup**.

- Before adding the script, click **Show Files** and copy/paste the Prereqs Install.bat file to this location.
  - Click **Add**, browse to the Prereqs Install.bat file to ensure that it is displayed in the Startup folder, and add the script. (No Script Parameters are needed.)
  - Click **OK** and close Group Policy Management.
  - When your GPO replicates to your users' computers, they will require a restart for the startup script to run and install the prerequisites.
7. As a test, in command prompt, run a **gpupdate /force** command to apply the Group Policy changes to a computer to which the policy was applied.
  8. Reboot the computer.
  9. After logging on, verify that the appropriate redistributables have been installed in the following locations:
    - Control Panel
    - C:\vcredist\_20XX\_xXX.txt

**NOTE:** If the prerequisites are present in the above locations, the startup script will not reinstall them again upon restart.

## Creating a Distribution Point

1. Log on to the server as an Administrator.
2. Create a shared network folder to contain the CyBlock Client MSI package.
3. Set permissions on the folder to allow access to the CyBlock Client MSI package.
4. Copy the CyBlock Client MSI package to the folder.

## Creating a Group Policy Object

1. On your Domain Controller server, open Active Directory Users and Computers.
2. Right-click your domain name and select Properties.
3. Click the **Group Policy** tab.
4. Select the GPO you want and click **Edit**.
5. Under **Computer Configuration**, expand **Software Settings** and right-click **Software Installation**.
6. Select **New** and click **Package**.
7. In the Open dialog box, type the full UNC path of the CyBlock Client MSI package.
8. Click **Open**.
9. Click **Assigned**, and then click **OK**.
10. Close the **Group Policy** snap-in, and click **OK**.
11. Exit Active Directory Users and Computers. The assigned CyBlock Client MSI package will be installed automatically when computers start.

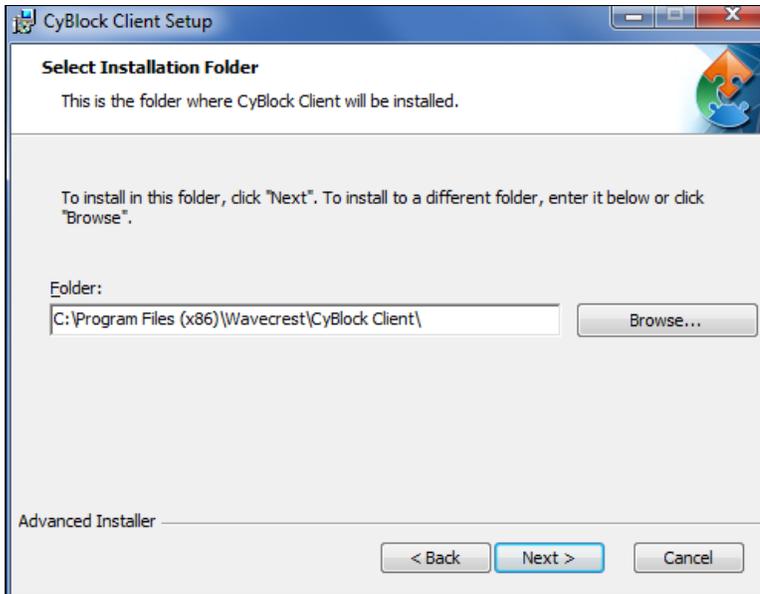
## Manually Installing CyBlock Client

You can manually install CyBlock Client on a single computer by running the .msi file.

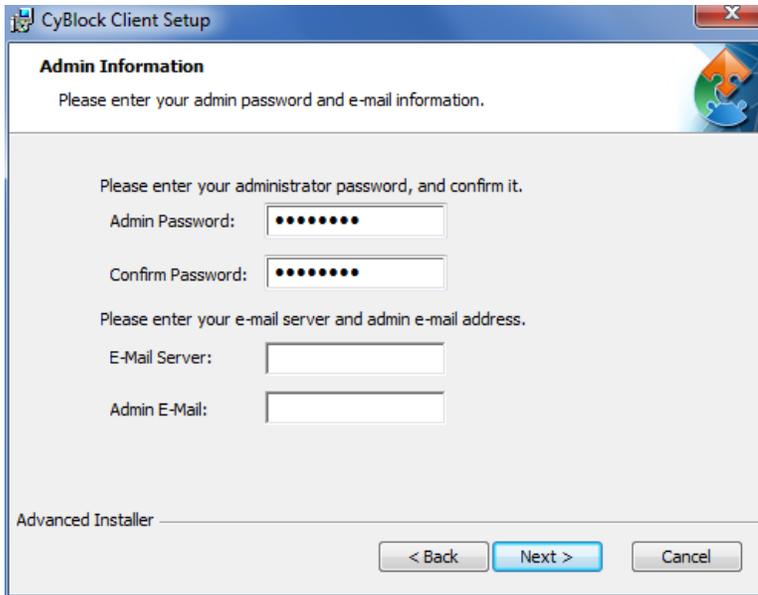
1. Run the .msi file. The CyBlock Client Setup Wizard is displayed.



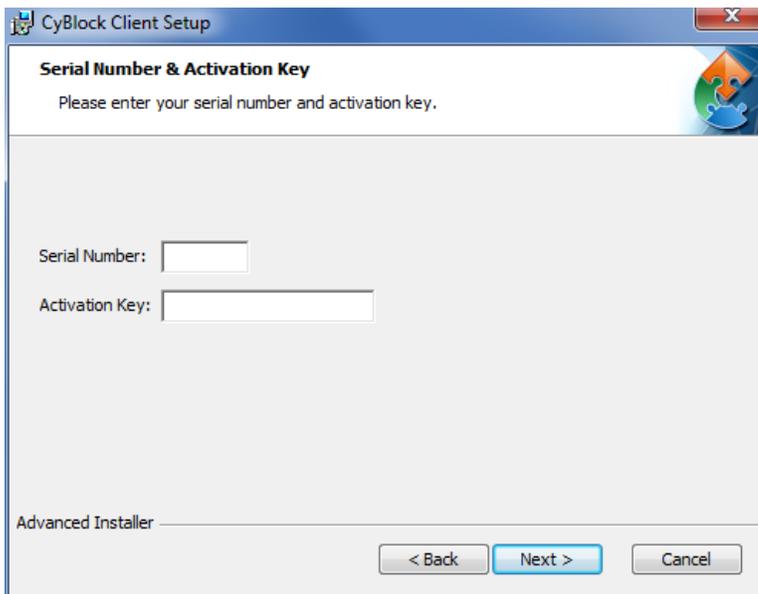
2. Click **Next**.



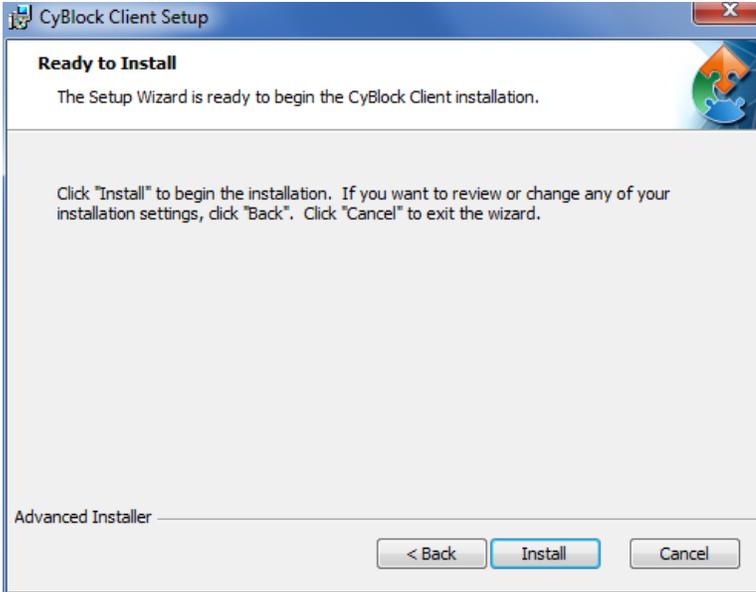
3. Accept the default folder and click **Next**.



4. Enter and confirm a new administrator password which will be used with the system tray app only.
5. Enter the e-mail server name and your administrator e-mail address. Click **Next**.



6. Enter the serial number and activation key assigned to your account. Click **Next**.



7. Click **Install**. It may take several minutes for the software to be installed.

**NOTE:** If you do not have the necessary prerequisites, you will be prompted to install them.



8. When the installation is complete, click **Finish**.

### Enabling the CyBlock Client System Tray Icon

1. From the folder in which the client files were installed, e.g., \Program Files (x86)\Wavecrest\CyBlock Client, double-click **CyBlockClientTray.exe**.
2. You may now proceed to using the system tray application. See [Using the CyBlock Client System Tray App](#).

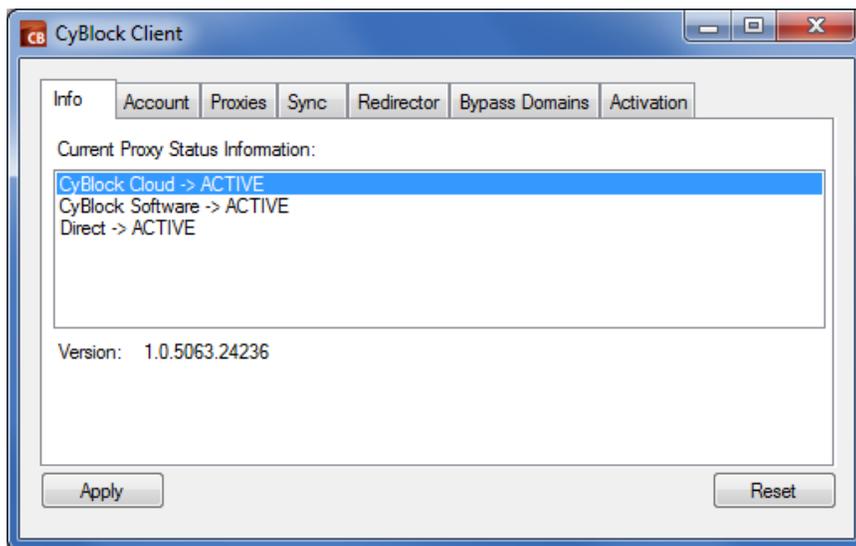
## Using the CyBlock Client System Tray App

**NOTE:** Changes on the tabs can be applied at any time using the Apply button. The Apply and Reset buttons are not specific to each tab. Any changes will require you to enter the admin password for the change to take effect. If you want to cancel entering the password, close the Enter Password dialog box by clicking the red x.

### Info Tab

The Info tab displays the Direct entry which is set to ACTIVE by default. As proxy servers are added on the Proxies tab, they will be displayed here as well. The Direct entry allows the current browser setting to be used even if it is different in every configured browser. So if, for some reason, there is a failure in connection or unavailability of the defined proxy servers, the Direct entry enables users to go to the Internet directly.

1. From the system tray (or notification area), double-click the CyBlock icon to open the CyBlock Client system tray application. The Info tab is displayed by default.

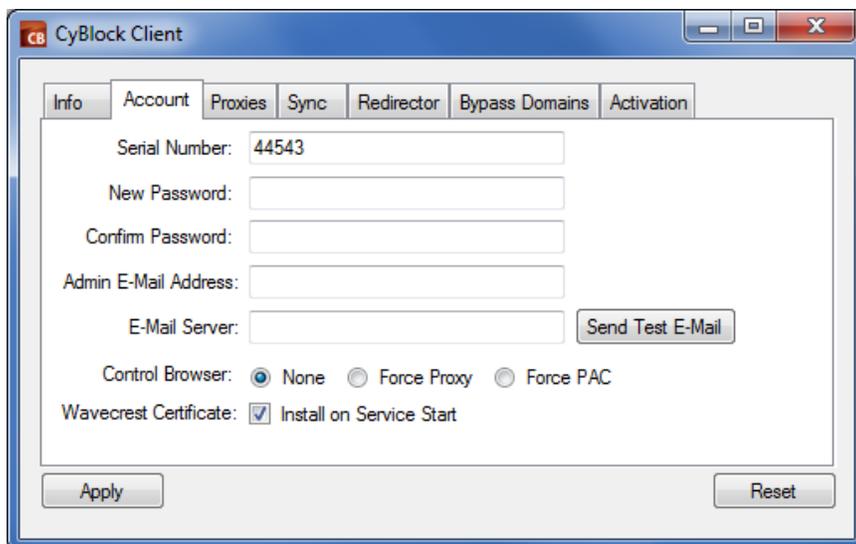


2. The status of a proxy server can be one of the following:
  - ACTIVE - The server is available and responding to the client poll.
  - DOWN - The server is unavailable and not responding to the client poll.
  - UNKNOWN - The server is unknown.

### Account Tab

The Account tab is used to change your admin password, specify an admin e-mail address, and force browsers to use the proxy settings of a proxy server.

1. Click the **Account** tab.



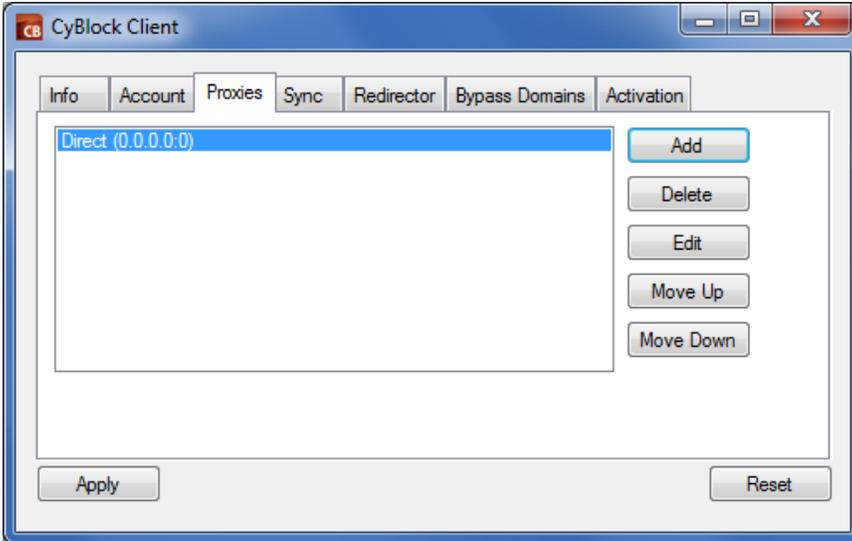
2. The **Serial Number** field is populated with the serial number that was entered during the installation.
3. If you wish to change your admin password, in the **New Password** field, type the new password.
4. In the **Confirm Password** field, reenter the new password.
5. In the **Admin E-Mail Address** field, type your admin e-mail address which will be used to notify you of any errors.
6. In the **E-Mail Server** field, type the e-mail server name.
7. Click **Send Test E-Mail** to send a test e-mail to your admin e-mail address.
8. For the **Control Browser** field, select **Force Proxy** or **Force PAC** to control users' browsers. The default is **None**.
  - **None** - Browsers will not be forced to use proxy settings or the PAC file.
  - **Force Proxy** - Browsers will be forced to use the proxy settings of the proxy servers in priority order on the Proxies tab.
  - **Force PAC** - Browsers will be forced to use the PAC file provided by the CyBlock Client service. The PAC file uses the proxy servers in priority order on the Proxies tab and the domains specified on the Bypass Domains tab.
9. The **Install on Service Start** check box is selected by default so that the Wavcrest Certificate is installed when CyBlock Client is installed.
10. If you made any changes on this tab, click **Apply** and enter your admin password.

**NOTE:** If you changed your password on this tab, enter your old password to apply the changes.

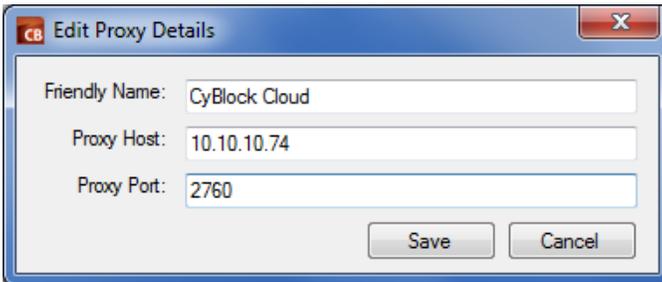
## Proxies Tab

The Proxies tab displays the Direct entry by default. The Direct entry cannot be edited or deleted and allows you to use browser settings bypassing the client. On this tab, you may add proxy servers (IP address or host name and port) and sort them in order of priority.

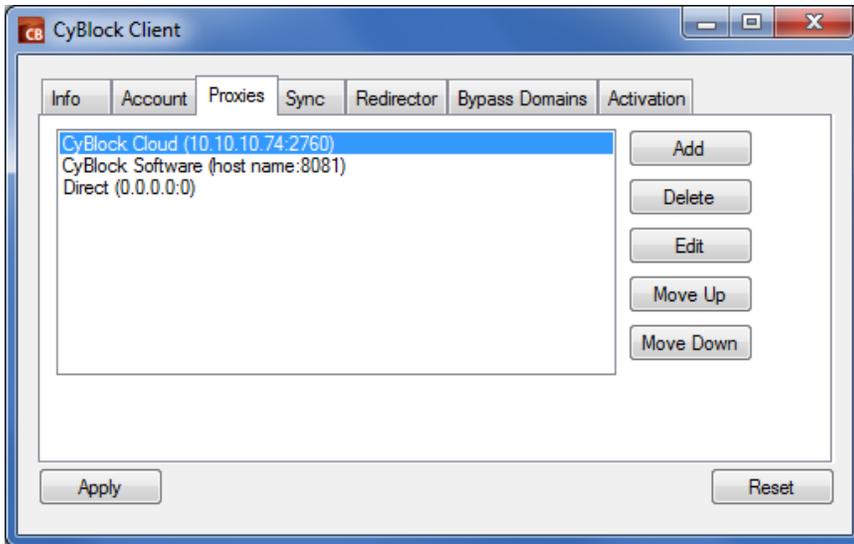
1. Click the **Proxies** tab.



2. To add a proxy server, click **Add**. The following dialog box is displayed.



3. In the **Friendly Name** field, type a recognizable name for the proxy server.
4. In the **Proxy Host** field, type the IP address or host name for the server.
5. In the **Proxy Port** field, type the proxy port number that was assigned when your account was added.
6. Click **Save**.
7. Continue adding proxy servers.

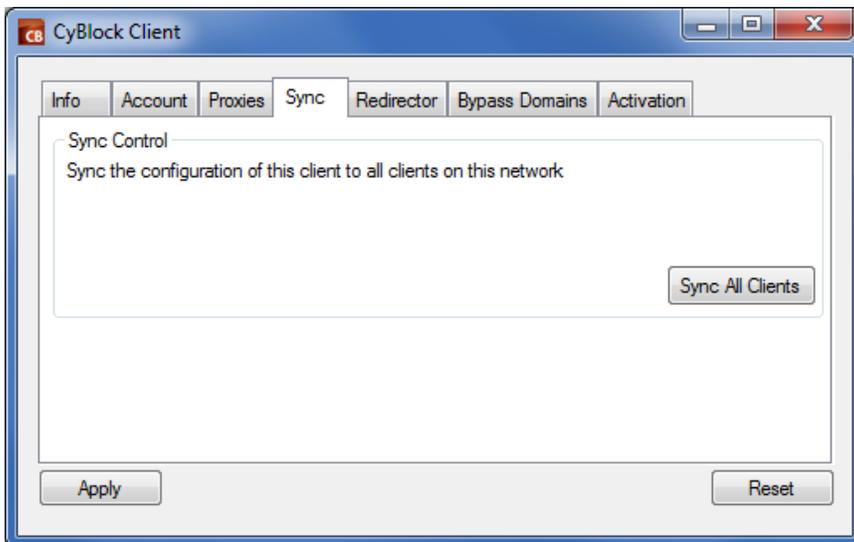


8. To delete a proxy server, select the server and click **Delete**. The server is removed from the list.
9. To edit proxy server information, double-click the proxy server name, or select the server and click **Edit**.
10. Click **Move Up** and **Move Down** to sort the proxy servers in priority order.
11. Click **Apply** and enter your admin password.

## Sync Tab

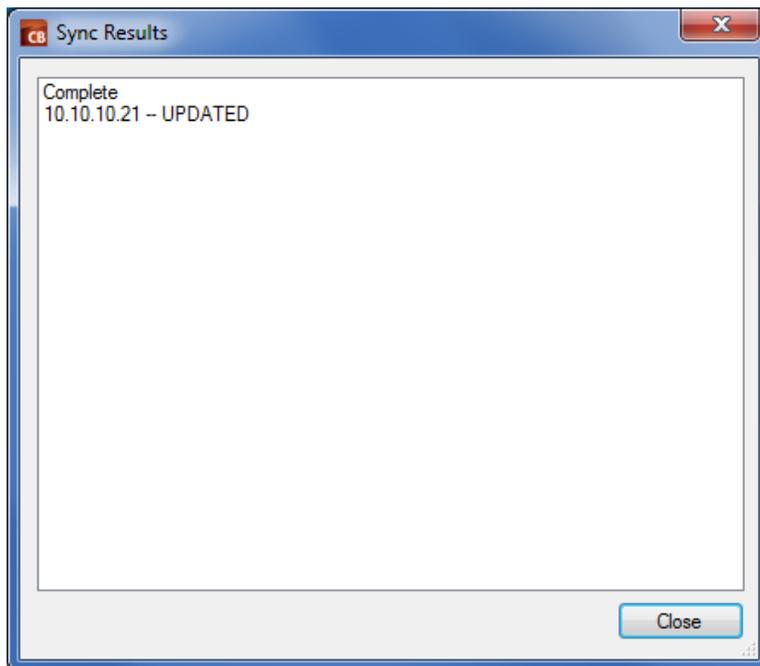
The Sync tab allows your client to sync its configuration with other clients in the network. Note that any client can be an admin console from which syncing can occur. The configuration settings that are pushed to other clients include serial number, e-mail server, proxies, priorities, and software updates.

1. Click the **Sync** tab.



2. To sync with other clients in the network, click **Sync All Clients**.

3. Enter your admin password. A dialog box is displayed indicating the status of connecting with and updating the clients in your network.

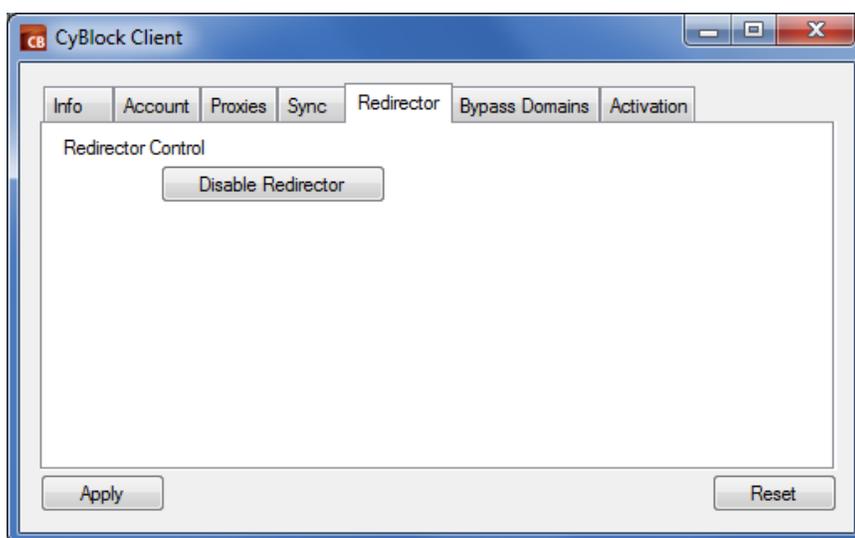


4. Click **Close**.
5. Exit the system tray app by right-clicking the CyBlock icon and selecting Exit, and return to see the changes by double-clicking the **CyBlockClientTray.exe** file.

## Redirector Tab

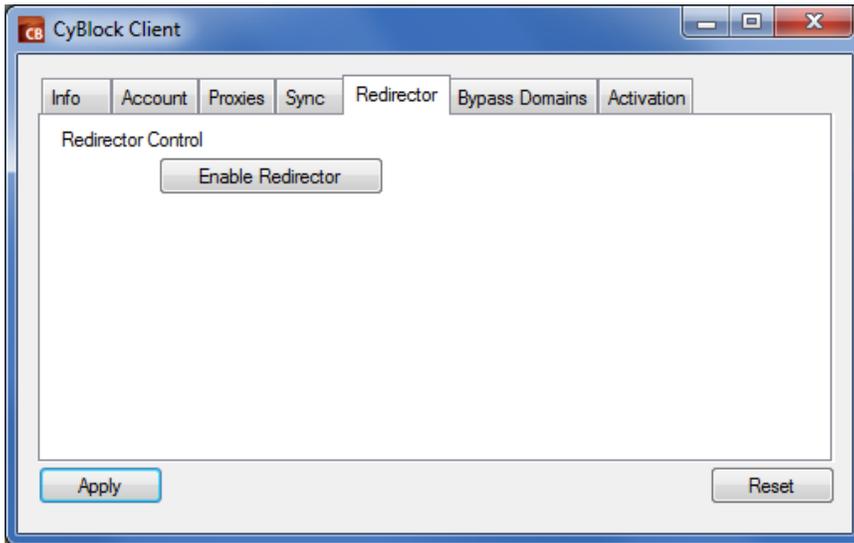
The Redirector is enabled by default and redirects Internet traffic.

1. Click the **Redirector** tab.



2. If the Redirector has to be disabled for some reason, click **Disable Redirector**. A message is displayed indicating that a reboot will be necessary.

3. Click **OK** and enter your password. The Redirector is disabled, and you can now reboot your computer.

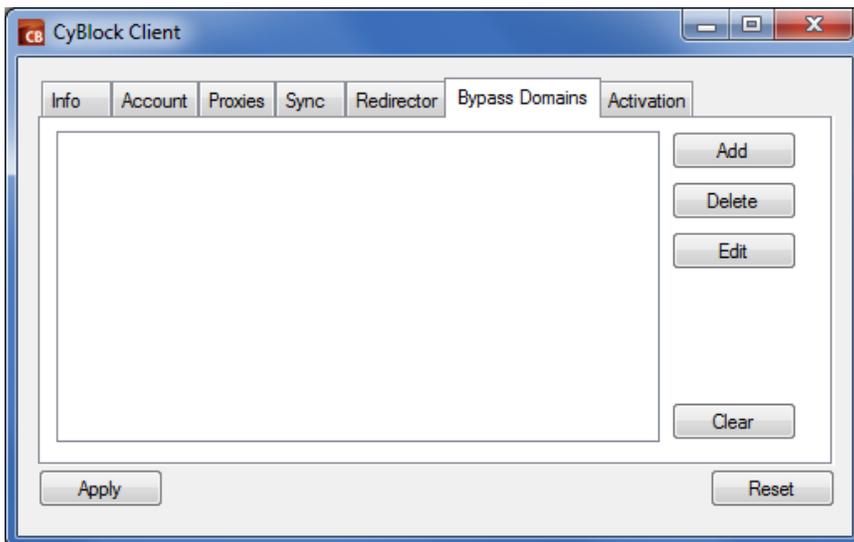


4. If you need to enable the Redirector, click **Enable Redirector**, and then reboot your computer.

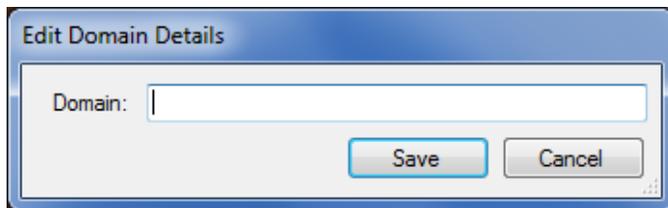
## Bypass Domains Tab

The Bypass Domains tab allows you to enter Web sites that cannot handle connections from proxies due to authentication, for example, external sites that authenticate, or internal sites. Host names may also be added. These domains will bypass the proxy, and users will be able to access them directly. When host names are used, IP addresses are retrieved from these host names allowing them to be bypassed.

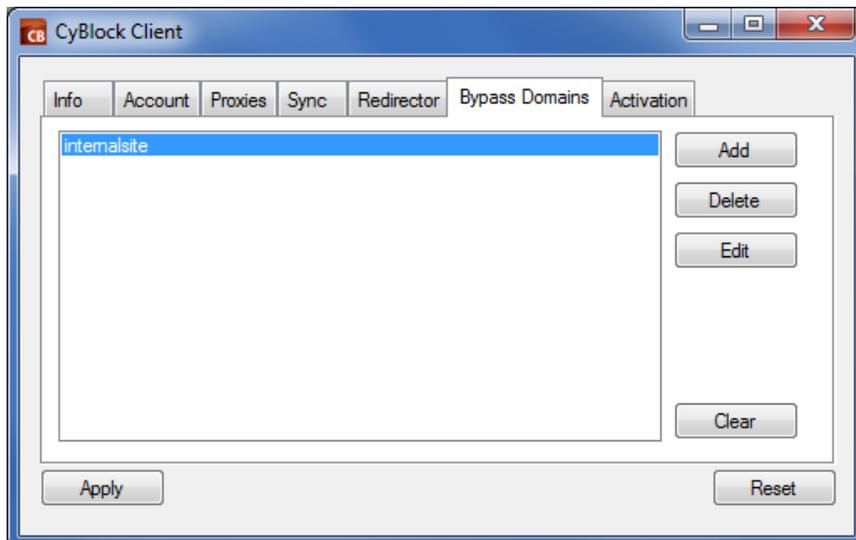
1. Click the **Bypass Domains** tab.



2. To add a domain or host name, click **Add**. The following dialog box is displayed.



3. In the **Domain** field, type the domain name you want to bypass.
4. Click **Save**.
5. Continue adding domains or host names.

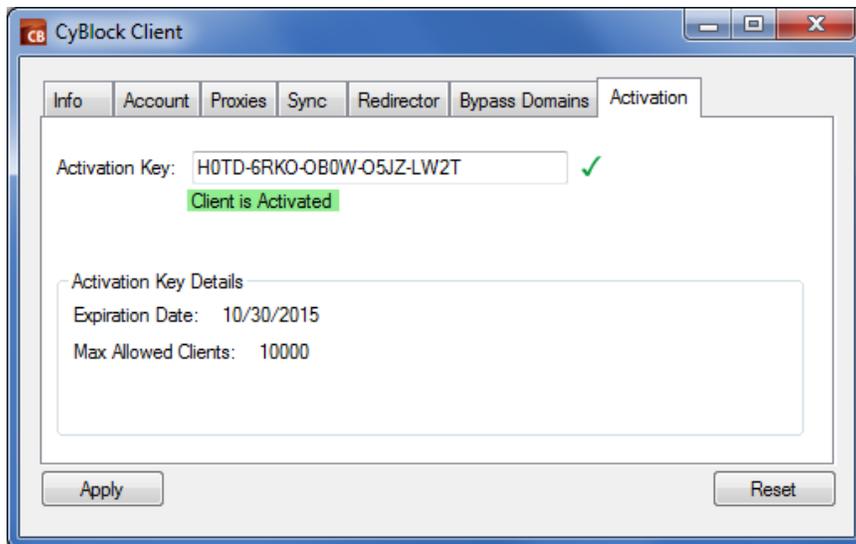


6. Click **Apply** and enter your admin password.
7. To delete a domain, select the domain and click **Delete**. The domain is removed from the list
8. To edit a domain, double-click the domain, or select the domain and click **Edit**.
9. To remove all domains in the list, click **Clear**.
10. Click **Apply** and enter your admin password.

## Activation Tab

The Activation tab allows you to enter the Client Activation Key assigned by the system or provided by Sales when your account was added.

1. Click the **Activation** tab.



2. In the **Activation Key** field, enter your Client Activation Key.
  - If your license expiration date is extended, a new key will be generated.
  - Your Client Activation Key is provided by Wavecrest Sales or Technical Support.
3. If the key entered is valid, a green check mark and the “Client is Activated” message will be displayed. If the key is invalid, a red x will be displayed, and you will need to double-check your key.
4. Error messages are displayed for the following situations:
  - The activation key does not match the serial number.
  - The activation key has expired.
5. The following details are displayed:
  - **Expiration Date** - This is the date on which your license will expire.
  - **Max Allowed Clients** - This is the number of licensed users in your account, that is, the maximum number of clients that can be detected.
6. Click **Apply** and enter your admin password.

## Uninstalling CyBlock Client

The following ways to uninstall CyBlock Client from your users' computers are described in this section.

- Use Windows Control Panel to uninstall CyBlock Client
- Use the MSI package to uninstall CyBlock Client

**NOTE:** Uninstalling the software requires you to reboot your computer. After rebooting, you may also need to delete your CyBlock Client folder, e.g., from \Program Files (x86)\Wavecrest\.

### Uninstalling CyBlock Client From Control Panel

1. In Windows 7, from the Start menu, select Control Panel.
2. If your Control Panel view is by Category, click **Uninstall a Program** under **Programs**.
3. If your Control Panel view is by icons, click **Programs and Features**.
4. Double-click **CyBlock Client**. The CyBlock Client Setup Wizard dialog box is displayed.
5. Click **Next**.
6. Click **Remove** and type your admin password that was added during installation.
7. Click **Next**.
8. Click **Remove**. Ensure that all applications are closed as a reboot of your computer will be necessary.
9. Click **OK** to continue.
10. Click **Finish** to exit the wizard, and reboot your computer.

### Uninstalling With the .Msi File

1. From the folder that contains the .msi file, double-click the .msi file. The CyBlock Client Setup Wizard is displayed.
2. Click **Next**.
3. Click the **Remove Installation** icon.
4. Enter your admin password and click **Next**.
5. Click **Remove**. A message is displayed indicating that a reboot will be required to complete the setup.
6. Click **OK** to continue.
7. Click **Finish** to exit the wizard, and reboot your computer.

# Wavecrest**CyBlock**® Client



**WAVECREST**  
C O M P U T I N G

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