

URL for Filter login: <https://www.ibosscloud.com>

Reporter: <https://www.ibosscloud.com>

To create accounts for Iboss Cloud, email cen@iboss.com or call 877-742-6832.

To create accounts for CEN's Hosted IBoss, email servicedesk@cteducation.net or call 860-622-4560 Option 1.

Iboss Cloud FAQ (not CEN Hosted)

- Can I export our policy settings from our current CEN iboss instance?
 - Only Allow/Block list
- Will there be a dashboard we can use to manage approved and not approved sites?
 - Yes, this would be your Allow and Block lists as well as via your web categories
- Do we need to install an Agent onto our devices?
 - Yes, an Iboss cloud connector must be installed
- How will Chromebook be affected/monitored/secured off the schools network?
 - They will be filtered by your dedicated Iboss cloud capacity via the agent
- Do we need to load a certificate?
 - Chromebooks and iPads, yes. For Windows/MAC connectors, it will automatically install the certificate for you.
- Will safe search work the same as it does now?
 - It will work the same, but you will actually have more control depending on your desired outcome based on configuration. Example, Google/Youtube would need SSL decryption.
- Can we block yahoo search engine?
 - Yes
- Can we filter at the edge end without using an installed agent?
 - No, unless you had your own appliance or use the CEN Hosted System.
- Is there any API we can use to extend our capabilities?
 - Iboss is mainly open API based.
- Can we filter on Google Translate?
 - Only if SSL decryption is enabled (Iboss Cloud or onsite appliance)
- Can we filter on Google images?
 - Only if SSL decryption is enabled (Iboss Cloud or onsite appliance)
- Can we restrict Google domains?
 - Only if SSL decryption is enabled (Iboss Cloud or onsite appliance)
- YouTube Highlights
 - **Without SSL Decryption:**
 - Global (ALL Users) YouTube DNS poison to either: Strict or Moderate Youtube Safe Search
 - **With SSL Decryption:**
 - Per Group YouTube Strict enforcement via Header modification

- PLUS the ability to whitelist YouTube videos that would normally be blocked by Strict YouTube on per group basis
- Google Searches:
- Without SSL Decryption:
- Global (ALL Users) Google DNS poison to enforce SafeSearch Google Searches
- With SSL Decryption:
- Per Group Google Safe Search via Header modification

Training Materials:

<https://support.ibosscloud.com/> - Knowledgebase and support

<https://academy.ibosscloud.com/> - Training and videos

Q: Why iboss?

CEN's Content Filtering Service provides members an enterprise Internet content filtering solution including the Children's Internet Protection Act (CIPA) compliance requirements for E-Rate. CEN's Content Filtering Service allows members to customize their filter to prevent access to material that violates their organization's acceptable use policy. This service is included in K-12 and library members' Internet access offering at no additional cost and scale pricing for all other non-profit members.

Q: How do we request an account and get started with the new filter?

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Q. Will the training webinars be recorded?

Yes, see links below:

The first training session for our hosted Iboss recording can be found at:

<http://mirror.net.cen.ct.gov/hosted/iboss/IBoss%20CEN%20Member%20Training%202014-11-20.wmv>

The third training session for our hosted Iboss recording can be found at:

<http://mirror.net.cen.ct.gov/hosted/iboss/IBoss%20CEN%20Member%20Training%202014-12-10.wmv>

Training videos for Iboss Cloud can be found at <https://academy.ibosscloud.com>

Q. Can a site purchase a local appliance like we could under the previous CEN Web Filtering system?

Yes, the core filtering licenses will be covered by CEN as in the previous service. We do recommend Iboss Cloud. Please contact IBoss support if you need a local appliance at cen@iboss.com or 877-742-6832.

Iboss will ask the following questions when you contact them:

- Do you have local iboss hardware?
- What Model
- Are you doing SSL Decryption? If so, is it selective or on all destinations?
- What is the total amount of users you're looking to filter through iboss cloud (i.e. 500, 1,000, 5,000)?
- Number of full-time enrolled Students:
- Primary contact Name:
- Primary contact / Desired Cloud Account Primary email:
- Primary contact phone number:
- Primary contact address:
- What type & number of devices will you be deploying via cloud (i.e. 500 Windows PCs, 300 Chromebooks, 100 iPads)?

Q. What is the default level of filtering for districts taking advantage of CEN's cloud filtering?

By default, CEN enables filtering on the following categories: "Adult Content", "Malware", "Porn/Nudity", "Porn - Child", and "Violence & Hate". These categories are recommended by iboss to achieve CIPA compliance, but are not an official legal opinion of CIPA compliance. Per the Connecticut Commission for Educational Technology, "Porn/Nudity" and "Porn - Child" can not be removed from a user's profile as they are considered minimum levels of filtering.

Technical Questions

Q. Are there any ports I should look to open on my firewall inbound/outbound?

Yes for our hosted Iboss, Iboss uses port 8080 to display the blockpage and port 7080/7443 for management so to play it safe you want to make sure these are open.

For Iboss Cloud, please reach out to Iboss for specific ports.

Q. Does iboss support LDAP / Opendirectory?

Yes, the iboss appliance supports LDAP, but only if a site has their own onsite appliance or Iboss Cloud.

Q. Can I use my private NAT range behind CEN's Hosted Filter?

No, CEN's Iboss deployment sits in behind the district's firewall and therefore can only see the public IP range. Therefore, it cannot differentiate between individual users if they are NAT'd to one IP address.

If you have Iboss cloud or an onsite appliance, then you will be able to see private NAT ranges.

Q. Does the Web Filter support IPv6?

Yes. Unlike other filtering platforms which perform IPv6 to IPv4 translation, Iboss performs 1-1 filtering of IPv6 addressing.

Q. Will CEN provide reporting if I use their hosted environment?

Yes. We provide minimal reporting. Since all of the user's traffic will be hidden behind a single IP (normally), this means you will not get any granularity. You will only see things based on that IP, and not your internal private IP addressing.

To get more granular reports, you will need Iboss Cloud or an onsite appliance.

Q. Will the CEN cloud iboss filter both TCP and UDP?

No. CEN cannot guarantee reliable delivery of latency sensitive traffic "UDP" through its cloud based filter. Therefore, CEN will not be filtering UDP traffic. Users desiring this advanced functionality will need to pursue purchasing a dedicated appliance or Iboss cloud.

Q. Can I change my iboss password myself?

Yes, via www.ibosscloud.com

Q. If I have sub-profiles, will any changes I make in the top profile automatically be made to the sub-profiles?

No. Each group is discrete and unique. However, once you've got the top level group configured the way you'd like, you can ask CEN to copy those settings to your subgroups. Then, you'd be able to just make the slight changes that might be necessary to have the appropriate filtering configuration for each group. This is only for our hosted Iboss, anyone with Iboss Cloud or an appliance can set it up differently.