
This FAQ answers questions that you may have about FastTracker software and service products. If this FAQ does not answer your question, please contact [FastTracker Support](#).

1. How does FastTracker categorize web pages?

A: FastTracker uses a variety of mechanisms – including a URL list and artificial intelligence techniques – to categorize all web pages into one of several categories, such as Adult, Shopping, Business & Industry, Finance, Government & Law, etc. FastTracker may change these categories over time. Your organization’s FastTracker administrator controls how each category is classified (business, non-business, or unacceptable). Your administrator also can override how a specific web page should be classified.

2. How can FastTracker tell what is business vs. non-business?

A: Your organization determines what is considered business content and what is non-business content. FastTracker provides a default category structure that your company can organize in any way it sees fit. Your company determines how each web page category should be classified.

3. What is unacceptable?

A: Your organization’s Internet Usage Policy or management’s discretion determines what is unacceptable content. Generally, unacceptable categories include such things as adult content and hate-oriented content. Companies often will also restrict web pages dealing with games and shopping.

4. Why does the report for the Adult category include URLs that aren’t pornographic?

A: The Adult category includes information that is ‘adult’ in nature, such as strip clubs, escort services, and adult products. Pornography may also be broken out as its own separate category. Note: any time you see a category name in the body of a report, you can display a definition of that category.

5. How does FastTracker calculate the amount of time spent on a web page?

A: FastTracker uses the click-to-click method with a two-minute maximum to calculate time spent on a web page. The amount of time a user is

assigned for any given web page is the time until the user requests another web page, or two minutes, whichever is less. This conforms to typical user behavior as reported by the Nielsen NetRatings [<http://www.nielsen.com/>] service.

6. How does the employee self-monitoring feature work?

A: Each user can link from their desktop to their personal URL activity report. They can see when they have exceeded their organization's guidelines for acceptable Internet usage. They can see the same details about their usage that their administrator's see.

7. We can't get to a URL for a model car site. Why would this be blocked?

A: This is normally categorized as *Games*, which is a category that many organizations choose to block. Your organization can optionally reclassify this URL as acceptable using FastTracker's Policy Manager.

8. The FastTracker "block page" and FastTracker reports have a link to report mis-categorizations. What happens when users dispute a categorization?

A: Categorization disputes are reported to FastTracker Support using a standard form, which is accessed by clicking a link on the "block page" or from within reports. This form is submitted to the FastTracker Accuracy Team for review. In the case of valid complaints, the Accuracy Team updates the categorization technology to correctly categorize the site in the future, and cause existing data in the reports to be re-categorized as well.

9. Does FastTracker monitor or filter HTML email, e.g., in Outlook?

A: HTML email messages may contain text and embedded images, or they may contain links to web pages or images that are out on the Internet. When you open messages of the latter type, your email program immediately fetches the web pages or images from the Internet. FastTracker records this activity. Therefore, FastTracker monitors and filters some, but not all, HTML email messages at the time the employee opens them.

10. Will FastTracker affect the security of my network?

A: No. The secure measures that you have established are in no way bypassed by FastTracker. Activating simply consists of routing web browsing traffic through the FastTracker Access Point (FAP).

The FastTracker *agent* (FPP) forwards web browsing through the FAP. FPP is installed on employees' computers, and is about 290Kb in size. An encrypted User ID is added by FPP to every web request and used by the FAP – this identifies employees to FastTracker.

With our appliance solution, FastTracker may also operate in “agentless” mode, where the end-user can be identified by IP address or optionally by User ID. Again, none of your security measures are bypassed.

11. Will FastTracker reporting impact the bandwidth or latency of my network?

A: FastTracker affects bandwidth and latency in the following way:

- **Bandwidth** – Because FastTracker is only forwarding web requests to the FAP, bandwidth utilization will not be affected. In fact, due to reduced non-business use of the Internet, bandwidth utilization typically improves. The FastTracker Monthly Report includes a section that details the bandwidth utilization by employees.
- **Latency** – Our customers report no noticeable delay with loading web pages. The central FastTracker Access Point (FAP) that delivers the FastTracker *service* is hosted on major Internet backbones, so the minor detour taken through the FAP for web page requests is negligible. For the FastTracker *product*, there is no detour at all, because it’s installed behind your firewall. For both the FastTracker product and service, FastTracker’s caching capability often results in faster web page retrieval than was experienced without FastTracker.

12. We were looking at an appliance that sits and watches traffic instead of intercepting it through a server. Is this what you do?

A: We use a pass-through solution that interacts with the flow of traffic so we can analyze web page content, allowing us to report on users and their surfing habits. A pass-by appliance that only watches traffic can see only the URLs and not the web page content.

13. How is off-site reporting handled with FastTracker’s software/appliance solution?

A: FastTracker provides secure, web-based access to reports as follows:

- Log files are compressed on your dedicated server where FastTracker is installed.
- Compressed files are securely copied over an SSH/SCP channel using RSA data encryption to our log processor.
- The database (located 4 layers under) acquires the log information for processing then removes the files from the log processor.
- The data is then viewable from our reports server (located 3 layers under) via https (secure SSL web pages).

14. Who has access to our data at Fast Data Technology?

A: Only senior-level engineers have password-protected access to the data. Fast Data Technology is an employee-owned company and, beyond the standard confidentiality agreements, everyone has a vested interest in maintaining the highest level of performance to guarantee customer

satisfaction and retention. For more details, go to <http://www.fastdatatech.com/fasttracker/privacy.shtml>.

15. I spend a lot of time creating and printing out reports. Can I extract the data from your reports for my internal data processing program?

A: Absolutely. The reports can be exported as spreadsheet files and managed any way you want. We also send you a monthly report that summarizes your Internet usage, including top ten URLs by visits and by bandwidth consumption.

16. Does FastTracker work with thin client environments, such as Microsoft Terminal Server or Citrix MetaFrame?

A: FastTracker fully supports thin client environments. For information on how to configure FastTracker for your environment, please contact [FastTracker Support](#).

17. Users are reporting difficulties using FastTracker with the Netscape 6.1 and above web browsers.

A: The Netscape 6.1 and 6.2 web browsers conflict with several Windows network applications, including FastTracker, due to inconsistencies in their support of Windows network sockets. To work around this issue, do the following:

- i. Open the FastTracker configuration file in a text editor:
`notepad c:\fasttr\fasttr.dll`
- ii. Add the following line in the [Connection Information] section of the configuration file:
`ConnectionTimeOut=5`
- iii. Save the configuration file and reboot the computer

18. Can FastTracker be used to monitor or filter Instant Messaging (IM) traffic?

A: At this time, FastTracker can only be used to monitor and filter web (HTTP, HTTPS, and browser-based FTP) traffic. Instant Messaging uses different protocols and therefore is not monitored nor filtered by FastTracker.

You may block Instant Messaging outright for one or more users by configuring your firewall to block outbound connections for certain port numbers. To block Instant Messaging traffic, block the following ports:

1863 : MSN Instant Messenger
4000 : ICQ
5050 : Yahoo! Instant Messenger
5190 : AOL Instant Messenger and ICQ
6667 - 7000 : Internet Relay Chat (IRC)
