

Using FastTracker Personal Proxy (FPP) Agent



FastTracker™

© 2001 - 2004 Fast Data Technology

Table of Contents

Overview.....	3
Necessary Files and Information	3
Step 1: Create the FPP Installation Package	4
FPP Configuration File	13
Step 2: Test FPP Installation	17
Step 3: Deploy to End Users	19
Deploy FastTracker	19
Appendix A: Deactivation Instructions.....	20
Appendix B: Glossary	21

Overview

The FastTracker Personal Proxy Agent, or **FPP**, is used to identify users and to redirect employees' web browsing traffic to the FastTracker Access Point, or **FAP**. This is the most commonly used method for user authentication and connection to FastTracker.

By its very nature, web browsing on the Internet is anonymous – web browsers do not automatically provide user information to web sites. Web sites such as amazon.com require that visitors voluntarily identify themselves by typing in their name, password, etc.

However, for FastTracker to apply an Internet usage policy to specific users, the person behind any particular web page request must be known. For this reason, FPP piggybacks the employee's login ID, in encrypted form, onto every web page request that is made. The piggybacking is performed by adding a PRAGMA file to HTTP headers. Because this login ID is so short (it is usually 10 to 20 letters in length), it does not add overhead to web requests.

As web requests are processed by the FAP, the username is decrypted and removed from the HTTP header. This ensures that web sites do not see the employee ID.

The employee login ID that is attached to web requests is taken from their network login. This means that different users logging into the same workstation will appear as different users in FastTracker reports.

FPP runs in the background and requires no user interaction. If you have chosen to use the **Employee View** feature, it displays a FastTracker icon in the Windows system tray that can be clicked on to access reports.

FPP is launched automatically at startup. Depending on your network environment, you may choose to launch it within a login script, or configure FPP to be launched automatically by Windows. Each step is described below in detail. If you have questions or concerns during the activation process, please consult the following resources:

- **Getting Started with FastTracker** (included in your activation package)
- **FastTracker Online Documentation** at <http://www.fastdatatech.com/documentation/>.
- **Email** questions to support@fastdatatech.com

In the event that you need to **deactivate** one or more end users, see **Appendix A** for instructions.

Necessary Files and Information

Your FastTracker activations materials should make available the following information and files that are necessary to activate your users:

- **Domain Number** (number identifying your company)
- **FPPPack.exe** – Wizard for creating FPP installation package
- **FPPPack.ini** - Installation wizard settings file
- **FastTr.exe** – Wizard support installation program file
- **FPP.exe** – FPP program file

Fast Data Technology recommends that you place the extracted contents of the FastTracker activation package at a convenient location on your computer.

FPP System Requirements

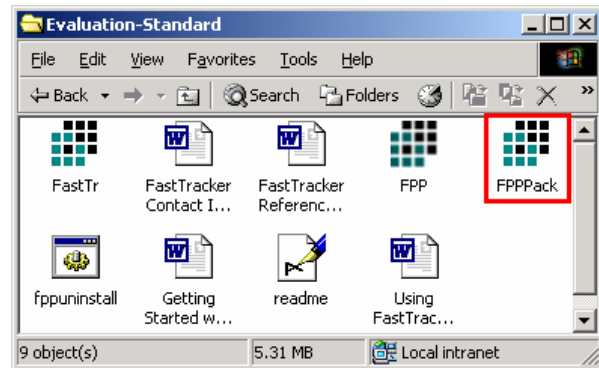
- Windows 95, 98, ME, NT 4.0, 2000, or XP
- Netscape Navigator 4 and above (except 6)
- Internet Explorer 4.01 and above
- Mozilla 1.x
- Firefox 0.x, 1.x
- Opera 5.x, 6.x
- 1 MB Free RAM
- 300 KB disk space

Step 1: Create the FPP Installation Package

FPP runs on all versions of Windows and is approximately 290 KB in size. You use the FPP Pack wizard, included in your activation package, to create an FPP installation package.

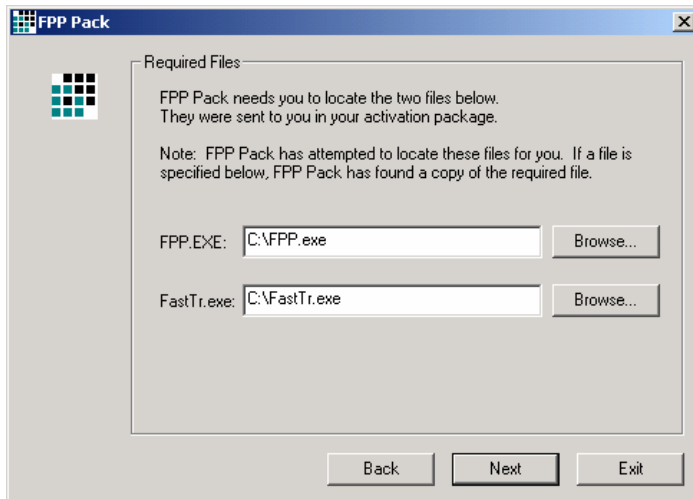
To create the FPP installation package, double-click **FPPPack.exe** included in your activation package.

Each step of the FPP Pack wizard is explained below.



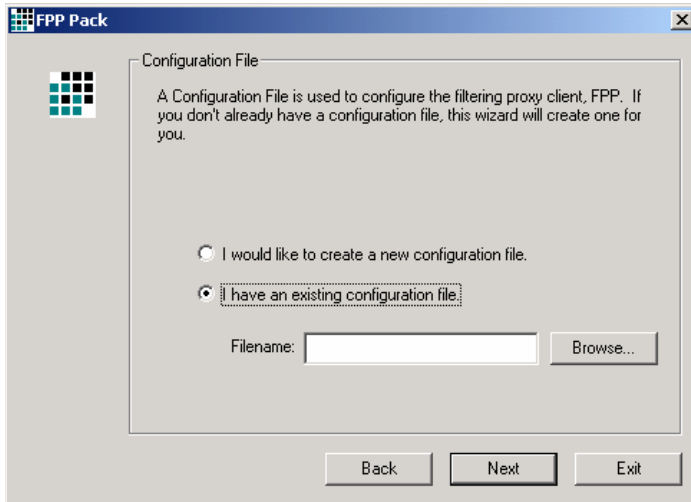
Required Files

FPP Pack needs two support files to create the FPP installation package. It will try to locate the files automatically. If it can't, click the Browse button to locate them yourself.



Configuration File

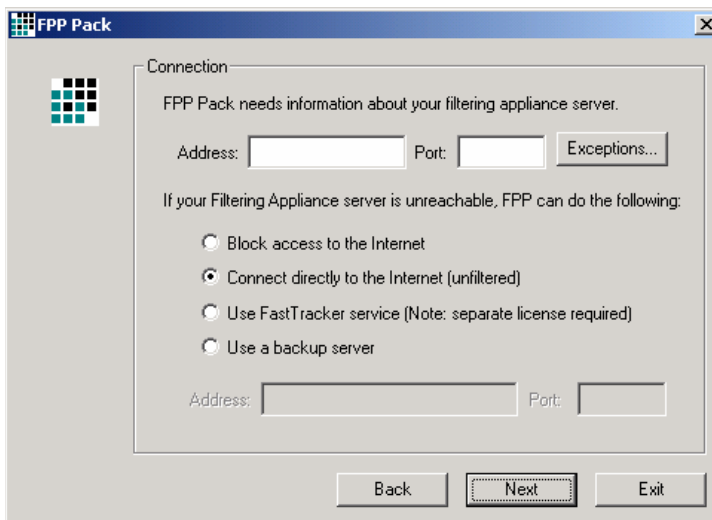
If you have an existing FastTracker configuration file that you wish to change, specify it. Note that you must specify only the configuration file (e.g. fasttr.dll), not the self-installing installation package.



FastTracker Connection – Software Product / Appliance

NOTE: If you are installing the FastTracker Service, skip to the next heading.

If you are using the FastTracker Software Product on an appliance, you must specify the proxy server address for the server on which FastTracker is installed.



If you have web servers or domains that you need to access without going through FastTracker, click **Exceptions** (see instructions for **Internal Web Servers and Domains** below).

In the event that the FastTracker server is temporarily unreachable, you can specify one of several fallback options. You can choose to block access to the Internet entirely or allow your users to connect directly with no filtering. You also have the option of switching to use the FastTracker Service. Or if you prefer, you can specify a backup proxy server to use in the absence of FastTracker.

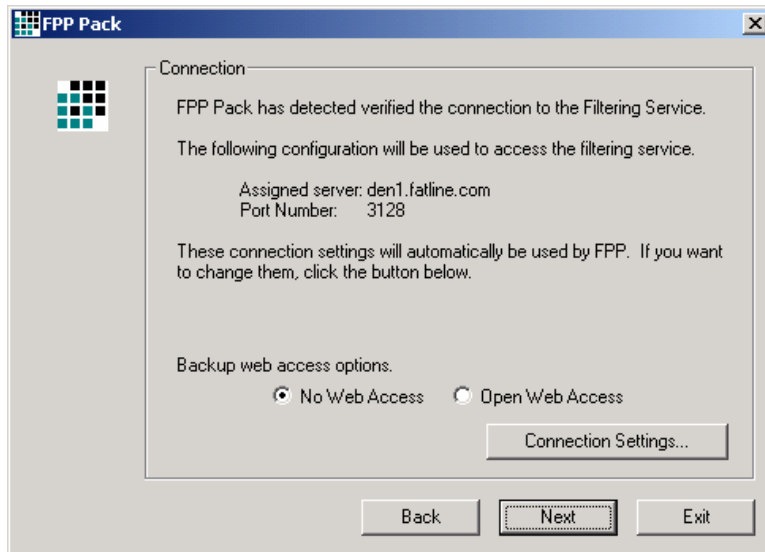
Ensure that your firewall allows traffic to the specified Port Number. If you choose to block Internet access entirely when not filtered by FastTracker, we recommend that you use Port Number 3128, and disallow traffic through port 80.

FastTracker Connection – Service

NOTE: If you are installing the FastTracker Software Product/Appliance, skip to the next heading.

If you are installing the FastTracker Service, FPP Pack will assign the FastTracker server, and show you the configuration that it will use. If FPP Pack cannot connect to the FastTracker server through your firewall, it will display an error message with further instructions.

In the event that the FastTracker server is temporarily unreachable, you can choose to block access to the Internet entirely or allow your users to connect directly with no filtering.



Ensure that your firewall allows traffic to the specified Port Number. If you choose to block Internet access entirely when not filtered by FastTracker, we recommend that you use Port Number 3128, and disallow traffic through port 80.

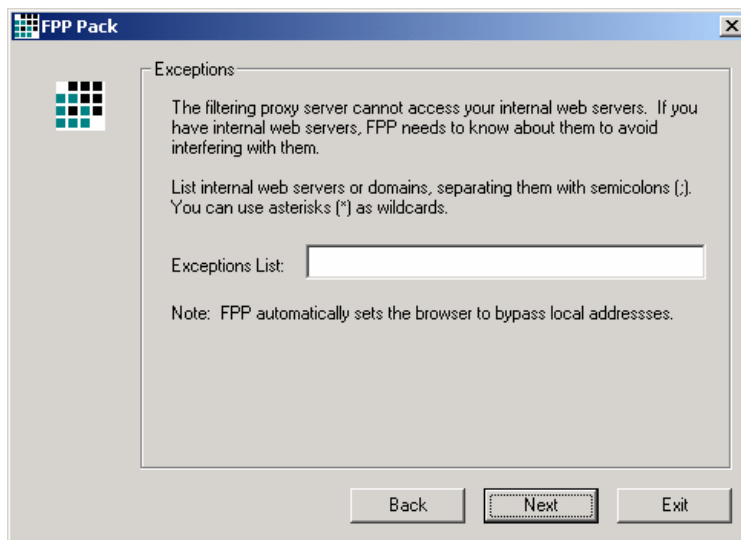
You may modify FastTracker's recommended configuration by clicking the FastTracker 'Connection Settings...' button. However, this is not recommended.

Internal Web Servers and Domains

FastTracker needs to be configured to ignore access by users to any internal web servers that may be installed on your network. FastTracker will set your browser to automatically ignore any requests to 'unqualified hostnames,' such as URLs that don't have any dots in them (e.g., http://sales).

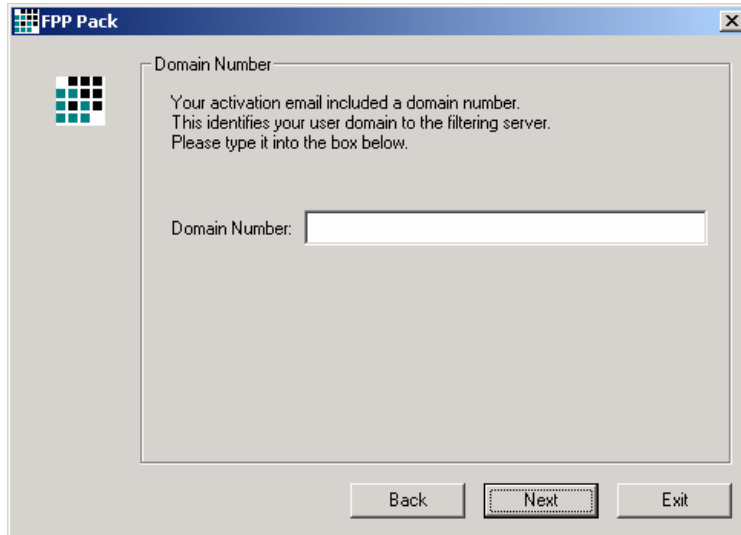
However, if your users may refer to internal web servers by IP address or by 'fully qualified hostnames' (e.g., http://operations.mycompany.com), you need to explicitly list these servers, IP subnets, or domains for FastTracker. You may use the * character as a wildcard for IP addresses and domain names. Separate multiple names and addresses with semicolons.

WARNING: If these sites and domains are not specified, you may have trouble reaching them once you activate FastTracker.



Domain Number

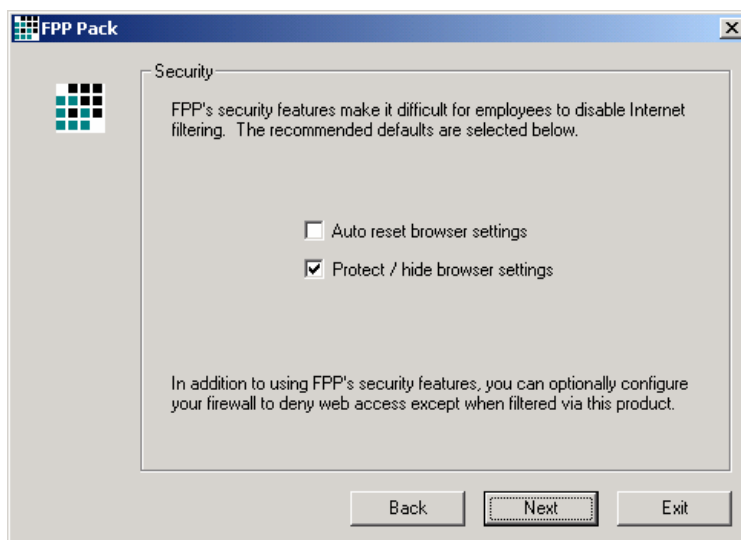
To identify your traffic to FastTracker, FPP uses a FastTracker Domain Number that is specific to your company. If you do not know your assigned Domain Number, contact Fast Data Technology at support@fastdatatech.com to get it.



Security

FPP has built-in features to make it extremely difficult for end-users to disable FastTracker. You may use any of these security features.

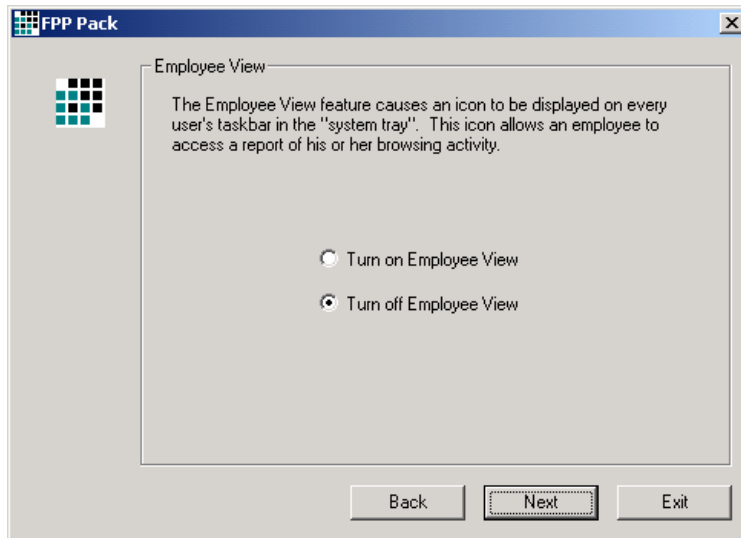
- **Auto reset browser settings** – refreshes browser settings every minute, even if the user changes them via some mechanism.
- **Protect / hide browser settings** – in Internet Explorer, hides the Connections tab; in Netscape, makes the proxy settings read-only.



Employee View

FastTracker's optional Employee View feature provides each end-user with a real-time Personal Usage Report of his own web browsing activity. This can be useful if end-user self-monitoring is a part of your Internet policy.

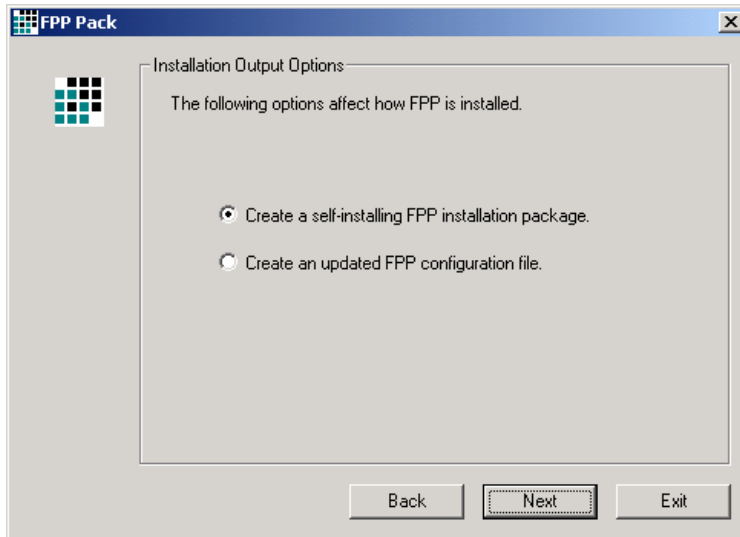
If you plan to activate the Employee View feature immediately, check the appropriate box. This will cause FPP to display an icon in the "system tray" on the employee's workstation. For more information about this feature, see <http://www.fastdatatech.com/documentation/personal-usage-report-fact-sheet.pdf> or contact your FastTracker account representative.



Installation Output Options

These options allow you to select the type of installation package to create. If you intend to install FastTracker locally at each user's workstation, select the option to create a self-installing package.

For deployments to a large number of workstations after your initial evaluation is successful, Fast Data Technology recommends using login scripts (for details, see <http://www.fastdatatech.com/documentation/login-scripts-fact-sheet.pdf>). If you intend to install using login scripts to activate FastTracker each time the user signs on, select the option to create an updated configuration file.



SPECIAL NOTE: The login ID that FPP attaches to web requests is normally taken from the user's network login. If you do not use network logins, and instead you wish to have Internet browsing tracked by using the IP Address of the workstation, do the following:

1. Choose the option to create an updated FastTracker configuration file.
2. Contact support@fastdatatech.com for assistance in modifying your configuration file to handle the 'IP Address' option.

Installation Options

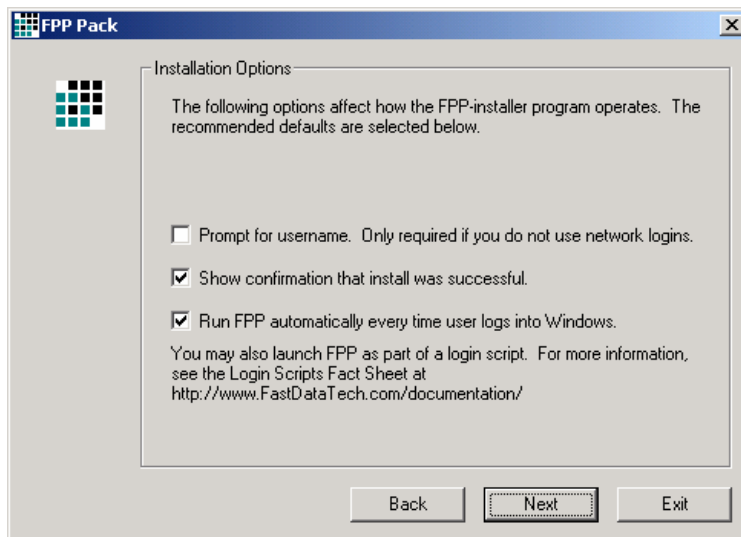
If you're using the self-installing package to install FastTracker locally at each user's workstation, these options allow you to control aspects of the FPP installation process. Otherwise, skip to the next heading.

- **Prompt for username** - FastTracker identifies each end-user by his username. If you use a Windows NT network that forces users to log in before they can access the Internet, FPP will use these network login names, and you should uncheck this option.

NOTE: If users log into your network, uncheck the username prompt option.

If you do not force users to log into the network to use the Internet, FPP needs to prompt for a username once, when it is installed. Check the option. The username will be saved to disk and used by FPP indefinitely.

- **Show confirmation** – If you wish FastTracker to display a message after installation, check this option.
- **Run FastTracker automatically** – If you wish FastTracker to be started up automatically each time Windows starts up, check this option.

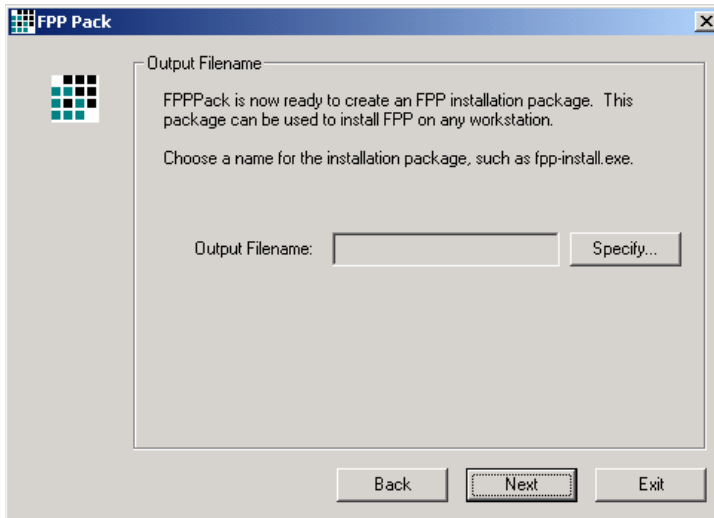


Output File Name

Now that all of the FPP settings have been specified, you simply need to choose the name to call the output file. Click the 'Specify...' button to specify the name and location for the output file.

If you chose the option to create a self-installing installation package, Fast Data Technology recommends a package name of **FPP-install.exe**. NOTE: The self-installing installation package will install a configuration file named **fasttr.dll** on the user's workstation.

If you chose the option to create an updated configuration file, Fast Data Technology recommends a file name of **fasttr.dll**.



FPP Configuration File

The FPP configuration file is a text file that provides basic connection information to FPP. It is similar to a Windows INI file. The FPPPack Wizard creates this file, setting up all the basic, required fields. The following describes all the available fields that may be set. The optional fields listed, if not present, will default to the value mentioned. If no default field is stated then the option will not be active at all. This file may be edited using Notepad to make adjustments to what is initially set.

```
[Connection Information]
Local Proxy Port=82
Proxy Address=den1.fastdatatech.com
Proxy Port=3128
Backup Proxy Address=Direct
Backup Proxy Port=80
ConnectionTimeOut=5

[ID Info]
Domain Number=999
UserID=test
DebugData=no

[Security]
Auto Reset PAC File=no
Protect Proxy Settings=yes
Clear on Shutdown=no
Clear on Startup=no
Force User Login=no
Set Proxy for DUN=no

[Host Communication]
Use Proxy For Host Communication=no
Employee View Active=no
Registration Active=no
Record Registration Response=no
ProductWebsite=http://www.fastdatatech.com/
FPP Online Settings=http://admin.fastdatatech.com/fppServlet
Employee Web Usage URL=http://admin.fastdatatech.com/reporting/employee/index.jsp
Registration URL=http://admin.fastdatatech.com/registration/user_registration.jsp
IsRegistered URL=http://admin.fastdatatech.com/registration/user_registration.jsp

[Browser Settings]
Use PAC File=no
PACFile=http://pac.fastdatatech.com/000.pac
Use Proxy For Lan=yes
HTTP Proxy=127.0.0.1:82
HTTPS Proxy=https.proxy.com:82
FTP Proxy=ftp.proxy.com:82
Gopher Proxy=
Socks Proxy=
WAIS Proxy=
Use Same Proxy Server for All Protocols=no
Exceptions=
Bypass Proxy for Local Addresses=yes

[Misc]
Allow Multiple Instances=no
Try Next Port=no
Settings File for FPP Version=2.3.4.0
```

The settings in the FPP configuration files are described below.

Setting		Description
[Connection Information] section		
Local Proxy Port	Required	Do not edit. The port that FPP listens on - <u>82</u> .
Proxy Address	Required	Do not edit. The location of the FAP - <u>den1.fastdatatech.com</u> .
Proxy Port	Required	Do not edit. The location of the FAP - <u>3128</u>
Backup Proxy Address	Optional	Backup port that FPP listens on; this can also =Direct for direct connections to the internet
Backup Proxy Port	Optional	Backup location of the FAP; if Backup Proxy Address=Direct, this should =80.
ConnectionTimeOut	Optional	Forces timeout of connections to a web server; only needed if having trouble fully downloading from some Netscape browsers.
[ID Info] section		
Domain Number	Required	The Domain number for your organization or group, provided by Fast Data Technology in your activation package.
UserID	Optional	This setting normally will be set via the UserID passed through to the FastTracker Service. Specify it explicitly only if you do not require users to log into your network to use the Internet. Note: this setting may be set by the FPP installation program.
DebugData	Optional	This setting will force FPP to record everything that passes through FPP into a log in the root directory (C:\). This is primarily intended for troubleshooting and severely degrades performance. Allowed settings are 'yes' and 'no'. The default setting is 'no'.
[Security] section		
Auto Reset PAC File	Optional	Yes or no. Instructs FPP to reset the PAC file information every few seconds. This is designed to prevent users from disabling the FastTracker Service. The default setting is 'no'.
Protect Proxy Settings	Optional	Yes or no. Makes it difficult for employees to modify their browser proxy settings. Causes the Connections tab in Internet Explorer to disappear, and the Netscape proxy settings to become read-only. The default setting is 'yes'.
Clear on Shutdown	Optional	Yes or no. This optional setting instructs FPP to remove all modifications it makes the user logs out of Windows. This is useful for mobile systems that do not always connect to a network or should not always be monitored by FastTracker. The default setting is 'no'.
Clear on Startup	Optional	Yes or no. This optional setting instructs FPP to remove its system modifications when the system starts up. Allowed settings are 'yes' and 'no'. The default setting is 'no'.
Force User Login	Optional	Yes or no. On Windows 95, 98, and ME systems, prevents employees from pressing the Escape key to bypass the network login. Defaults to 'no'.
Set Proxy for DUN	Optional	Yes or no. Sets the Proxy for Internet Explorer 5.x when connected via Dial up Networking. Note: This setting will modify ALL Dial up Networking entries. Currently only valid on Windows 2000. Allowed settings are 'yes' and 'no'. Default setting is 'no'.
[Host Communication] section		
Employee View Active	Optional	This optional setting is an on/off switch for the Employee view. Default value is 'no'
Registration Active	Optional	This optional setting is an on/off switch for the Registration check.

Setting		Description
		Default value is 'no'
Record Registration Response	Optional	Yes or no . This setting instructs FPP to save the response it receives from Fast Data Technology from the inquiry to whether or not the user should be shown the registration screen. This is primarily for troubleshooting. Allowed settings are 'yes' and 'no'. Default setting is 'no'.
Use Proxy For HostCommunication	Optional	Yes or no . Tells FPP if it needs to use your own web proxy when it contacts Fast Data Technology. Set it to 'yes' if you have a proxy server; 'no' otherwise. Default value is 'no'.
Registration URL	Required	Do not edit. Tells FPP which URL to use for user registration.
IsRegistered URL	Required	Do not edit. Tells FPP where to find out if user needs to register.
FPP Online Settings	Required	Do not edit. Tells FPP where to download updates from.
Employee Web Usage URL	Required	Do not edit. Tells FPP what the base URL is for Employee Views.
ProductWebSite	Required	Do not edit. Tells FPP where the FastTracker home page is.
[Browser Settings] section		
Use PAC File	Optional	Yes or no . Tells the web browser to use the PAC file specified by the PACfile option. Defaults to 'no.'
PACfile	Optional	Specifies location of PAC file, e.g., http://pac/abc.pac.
Use Proxy For Lan	Optional	Yes or no . Corresponds to the Internet Explorer option. Defaults to no. Note: The FPP installer may set this to 'yes'.
HTTP Proxy HTTPS Proxy FTP Proxy Gopher Proxy Socks Proxy WAIS Proxy	Optional	These options correspond to the proxy settings in Internet Explorer or Netscape Navigator. The entry consists of a hostname or IP, colon, and a port number. Note: The FPP installer may set some of these to '127.0.0.1:82.'
Use Same Proxy Server for All Protocols	Optional	Yes or no . Sets the browser option of the same name. When using this option, only specify the HTTP proxy. Defaults to 'no.'
Exceptions	Optional	List of domains, web servers, IPs, etc. to <u>not</u> use the FastTracker service for. Use * as a wildcard, and separate entries with a semicolon.
Bypass Proxy for Local Addresses	Optional	Yes or no . If yes, URLs with unqualified host names (e.g., http://mail) will <u>not</u> use the FastTracker service. Defaults to 'yes'.
[Misc] section		
Allow Multiple Instances	Optional	Yes or no . Sets FPP to allow multiple instances of FPP to be run per user. Allowed settings are 'yes' and 'no'. Default setting is 'no'.
Try Next Port	Optional	Yes or no . Sets FPP to increment it's listening port until it finds an open port to listen on. This is useful for systems that might have multiple instances of FPP running. Allowed settings are 'yes' and 'no'. Default setting is 'no'.

PAC Files

If you have a proxy server, and you use a PAC file to configure employees' web browsers, you must modify that PAC file to work with FastTracker. Fast Data Technology recommends that you duplicate your existing PAC file, modify it, and give the new version a different name. The FPP

configuration file allows you to easily change the PAC file when employees are activated with FastTracker.

The essential change that needs to be made to your PAC file is to configure it to send all HTTP, HTTPS, and FTP traffic (excluding access to internal resources) through the proxy '127.0.0.1:82.' This is the address of FPP.

An example PAC file is given below.

```
//-Pacfile for Customer
function FindProxyForURL(url, host)
{
    if (
        shExpMatch(url, "news://*") ||
        shExpMatch(url, "snews://*") ||
        shExpMatch(url, "http://localhost/*") ||
        shExpMatch(url, "http://localhost:*/*") ||
        0 ) {
        return("yourproxyserver:yourproxyport");
    }

    else if (
        isPlainHostName(host) ||
        shExpMatch(url, "http://192.168.*") ||
        shExpMatch(url, "http://10.*") {
        return("DIRECT");
    }

    else return "PROXY 127.0.0.1:82";
}
```

Note: If you fail to specify that local addresses and domains return DIRECT, you will not be able to access these resources through a web browser.

Step 2: Test FPP Installation

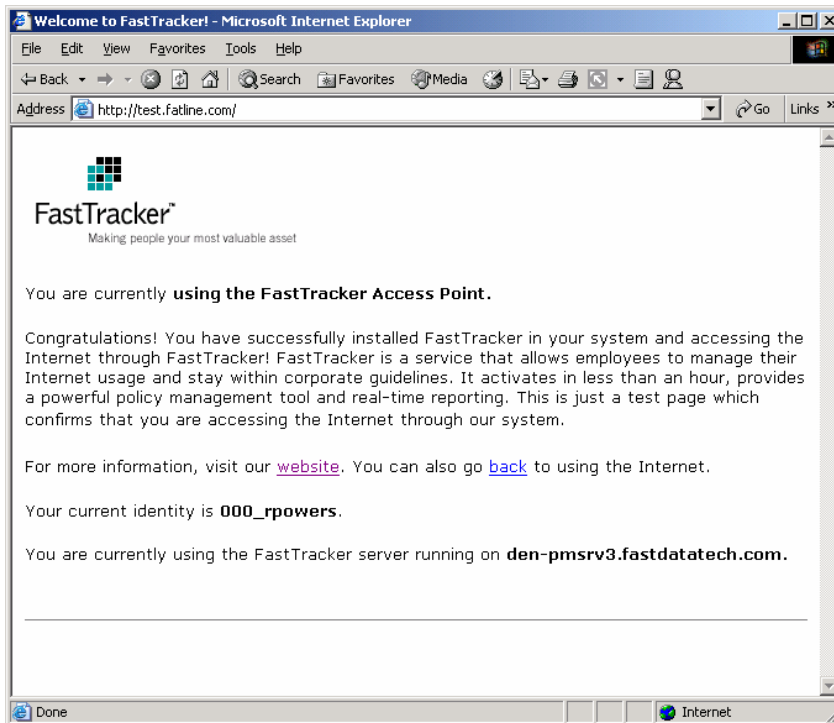
The goal of this step is to verify that FPP installs and launches correctly on a workstation.

Copy the installation package (e.g. fpp-install.exe) to the workstation that will be used to test FastTracker. NOTE: If you opted to create a configuration file (e.g. fasttr.dll) for use with login scripts, perform the steps that would be done by the login script, which includes copying **FPP.exe** and the **fasttr.dll** configuration file to the test workstation and launching **FPP.exe**.

The self-installing installation package installs itself into **c:\fasttr** on the workstation, then launches FPP. (Note: NT 4.0 computers may require a reboot after installation.)

Test web browsing:

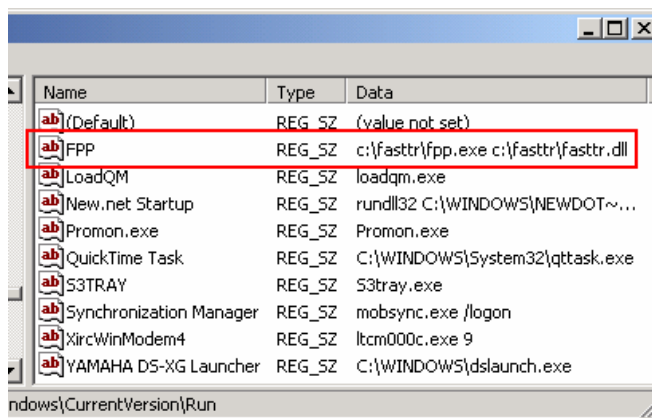
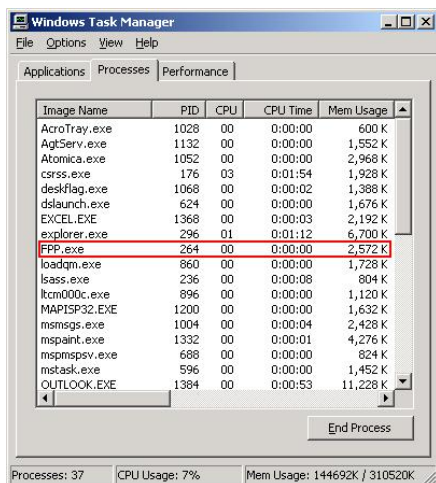
- i. Browse to <http://test.fastdatatech.com>. If you see a welcome page appear (similar to what is shown below) then you are successfully browsing through FastTracker. Alternate way to see if FPP is running:
 1. Open a command prompt
 2. Type `telnet 127.0.0.1 82`
 - If telnet immediately returns 'Could not open a connection to host', FPP isn't running.
 - Otherwise, FPP is running.
- ii. Browse to different web sites to ensure you can access them.
- iii. Browse to internal web sites, if you have any, to verify that you can still access them.



Troubleshooting:

If you experience problems, see the table below.

Symptom...	Possible cause...	Solution...
No web sites can be accessed.	FPP isn't running.	Make sure FPP is running using the Windows Task Manager or by viewing http://test.fastdatatech.com/ If FPP isn't running, it probably didn't start after rebooting. See the 'FPP did not start' problem in this table.
	The computer can't reach den1.fastdatatech.com	FPP needs to be able to reach den1.fastdatatech.com for browsing to work. <ol style="list-style-type: none"> Open a command prompt Type ping den1.fastdatatech.com If the site cannot be reached, confirm that DNS is set up correctly.
	Your firewall doesn't permit port 80 or port 3128 connections to den1.fastdatatech.com.	Open up outgoing connections over port 3128 and/or 80 to the fastdatatech.com domain, depending on which you specified as your Port Number(s).
FPP did not start	Windows registry not updated correctly...	Launch RegEdit. <ol style="list-style-type: none"> Open the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run The contents of the key should be identical the screen shot below right of this table. Confirm that the c:\fasttr folder on the computer contains the FPP.exe and fasttr.dll files
Test page (http://test.fastdatatech.com) never appears.	Traffic isn't being redirected through FPP nor through the FAP	Verify the web browser's proxy settings are set to 127.0.0.1:82 . If they aren't, double-check the FPP configuration file (e.g. fasttr.dll) [Browser Settings] section. This file may be edited with Notepad.
	Traffic is being redirected through FPP, but not through the FAP	Ping den1.fastdatatech.com to verify that it is reachable. Double-check the FPP configuration file (e.g. fasttr.dll) to make sure it references den1.fastdatatech.com , port 3128 or 80 .
Web browsing seems very slow	Traffic isn't being redirected through the FAP.	Ping den1.fastdatatech.com to verify that it is reachable. Double-check the FPP configuration file (e.g. fasttr.dll) to make sure it references den1.fastdatatech.com , port 3128 or 80 .



FPP as it appears in Task Manager and Registry.

Step 3: Deploy to End Users

Now that you have confirmed FastTracker works in your environment, you are ready to deploy FastTracker to all the end-users.

Deploy FastTracker

The goal of this step is to activate FastTracker for all end-users by deploying FPP to them.

Although not necessary, Fast Data Technology recommends that you inform your users that the FastTracker service is being activated. Note: If you enable blocking of unacceptable content, or if you ask users to install FPP, users will rapidly become aware of the FastTracker service even if they haven't been informed.

You have several options for deploying the FPP install package:

- i. Manually visit every workstation and execute the install package from a floppy disk or a network drive, or**
- ii. Email the install package to all users, instructing them to double-click it, or**
- iii. Distribute via use of a login script.**

Other methods exist, such as emailing out a URL or UNC link that runs the install package. For deploying FastTracker to a larger number of users with a login script, see the [Login Scripts Fact Sheet](#).

Dealing with Laptops, Remote Users, and VPNs

Laptops, remote users, and VPNs warrant special considerations for any filtering or monitoring product. To simplify the evaluation of FastTracker, the installation package will cause remote users to be monitored at all times, regardless of whether they access the Internet through a dialup connection, ISP, or VPN.

For more information about how FastTracker can be configured for laptops, remote users, and VPNs, see the [Laptops and VPNs Fact Sheet](#). If you have additional questions, contact Fast Data Technology at support@fastdatatech.com.

Congratulations –

You have successfully deployed FastTracker to your users!

We would like to hear your feedback and first impressions on the FastTracker service and the activation process. Please drop us a line at support@fastdatatech.com.

Appendix A: Deactivation Instructions

The process of deactivating FastTracker is very simple – you simply have to remove FPP from users' desktops, and clear web browser proxy settings. This is done with the FPP uninstallation procedure, **fppuninstall.bat**, that was included in your activation package.

You have three options for deploying the FPP un-installation procedure:

- i. **Manually visit every workstation and execute fppuninstall.bat from a floppy disk or a network drive, or**
- ii. **Email the uninstall procedure to all users, instructing them to double-click it.**
- iii. **If you used a login script for FPP activation, modify the script with deactivation commands.**

For more details, see **deactivating-fasttracker-fact-sheet.pdf** in your FastTracker activation package.

If you have any questions or concerns, contact support@fastdatatech.com.

Appendix B: Glossary

Term	Definition
Domain Number	A number assigned by Fast Data Technology to represent your company.
Employee View or Personal Usage Report	An optional FastTracker feature that allows end users to see a view of their own web browsing.
FAP	FastTracker Access Point. The servers that host the FastTracker service.
Filtering	Blocking unacceptable content from reaching the desktop.
FPP; FPP.exe	FastTracker Personal Proxy. A small application installed on users' workstations to activate FastTracker.
FPPPack; FPPPack.exe	FPP Packager. A small wizard used to create FPP install packages.
Fully qualified hostname	The 'full name' of a server, e.g., http://operations.mycompany.com
Identification Number	Same as Domain Number
Internal Web Servers	Web servers that are part of your Intranet, which cannot be accessed by the public at large.
Policy Manager	The web-based application for managing your FastTracker Policy. Accessible at https://admin.fastdatatech.com/operations .
Proxy Server	A server that fetches web pages on behalf of end users. Used in large corporations for security and performance reasons.
Proxy Settings	Settings in all web browsers that allow them to work with a proxy server. FastTracker uses these settings to point web-browsing traffic at the FAP.
Security Settings	Settings in FPP that can prevent users from disabling FastTracker.
Unqualified hostname	The 'first name' of a server, e.g., http://operations
Username	The name that is used to identify an individual user to FastTracker.

If there is a term that is not listed here that you have questions about, email support@fastdatatech.com.