USG40HE Content Filter Customization

This guide is designed to help with the setup of the ZyWALL's content filtering feature.

Supported Devices

USG40HE – Firmware version 4.10(AALA.0) or later

Overview

Content filtering allows you to block certain web features, such as cookies and/or block access to specific web sites. It can also block access to specific categories of the web site content (License Required). You can create different content filter policies for different addresses, schedules, users or groups. For example, you can configure a policy that blocks a specific user from web pages related to art and entertainment during the workday and another policy that lets the user access them after work.
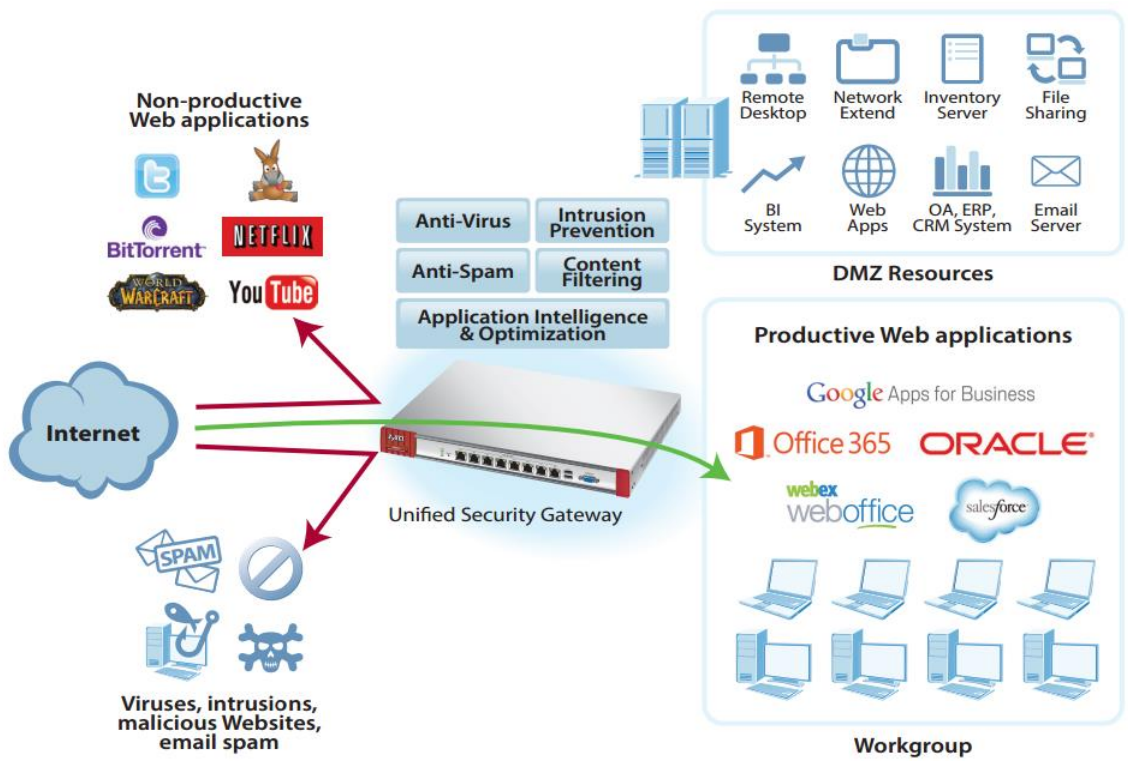
Accessing the WebGUI

To access the ZyWALL's web configuration page please open a web browser on your computer (Internet Explorer, Mozilla Firefox, Google Chrome, etc.). On the address bar type, http://192.168.40.1 and press ENTER/RETURN to access the WebGUI.

When prompted for user credentials, type in **admin** for the "User Name" and **1234** for the "Password". Click the **LOGIN** button to enter the WebGUI.

The following screen will prompt to update the administrator password. Enter a new administrative password and click the "**Apply**" button to save the change.

Click "**Ignore**" to keep the default password (1234) and continue with the setup.

Register USG to MyZyXEL.com 2.0

1. Go to the **Configuration → Licensing → Registration** menu.
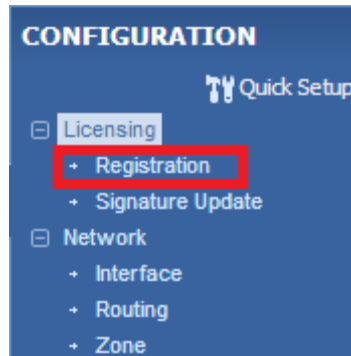
2. Click on the portal link to register the device to MyZyXEL.com 2.0 server (portal.myzyxel.com).

3. A prompt will appear asking for MyZyXEL 2.0 account credentials to register the device to. If you have not yet opened/created a MyZyXEL 2.0 account yet, click the "Not a Member Yet" link under the submit button to sign up. Otherwise, enter your email and password credentials to register the ZyWALL to your account.

4. **MAC Address** and **Serial Number** information is filled-in automatically. Entering a *Name* for the device *Reseller* info is optional. Click the "**Submit**" button to finish the registration.

Device Registration

ℹ Signed in successfully.

* MAC Address	00:19:CB: 00: 00: 00
	i.e. 20:13:10:00:00:A0
* Serial Number	S080Z3XXXXXXX
Name	
	Enter a name for this device (optional).
Reseller	⦿ Company Name ◯ VAT Number
	Enter the name of the reseller or VAT number that sold you this device.

[Submit] [Cancel]

Activate Licenses

To activate the UTM licenses for the USG please login to your MyZyXEL.com account at https://portal.myzyxel.com. Once logged in you will see the dashboard windows which shows all devices registered under the account. Select the router you wish to activate the license on from the list. Click the "Activate" button for the services you wish to enable.

Linked Services

Name	Remaining Amount	Total Amount	Trial	Status
Content Filter_Standard	396 days	396 days	Standard	Activated
Kaspersky Anti-Virus_Standard	396 days	396 days	Standard	Activate
IDP_Standard	396 days	396 days	Standard	Activated
Anti-Spam_standard	396 days	396 days	Standard	Activate
PKG_Update	1 piece	1 piece	Standard	Activated

On the router go to menu **Configuration → Licensing → Registration** and click on the "Service" tab. Click the button "Service License Refresh" to have the router check with the MyZyXEL.com server for any changes to licensing, etc.

License Status

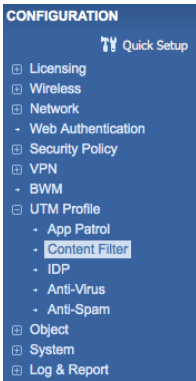| #	Service	Status	Registration Type	Expiration Date	Count
1	IDP/AppPatrol Signature Service	Licensed	Standard	2015-12-4	N/A
2	Anti-Virus Signature Service	Not Licensed			N/A
3	Anti-Spam Service	Not Licensed			N/A
4	Content Filter Service	Licensed	Standard	2015-12-5	N/A
5	SSL VPN Service	Default			2
6	Managed AP Service	Default	Standard		2

Page 1 of 1 Show 50 items   Displaying 1 - 6 of 6
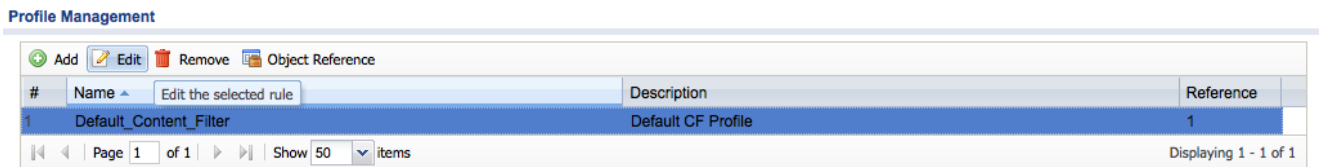
License Refresh

Service License Refresh

Edit Default Content Filter Profile

From the WebGUI go to menu **Configuration → UTM Profile → Content Filter**.

CONFIGURATION

⚓ Quick Setup

⊞ Licensing
⊞ Wireless
⊞ Network
- Web Authentication
⊞ Security Policy
⊞ VPN
- BWM
⊟ UTM Profile
  - App Patrol
  - Content Filter
  - IDP
  - Anti-Virus
  - Anti-Spam
⊞ Object
⊞ System
⊞ Log & Report

Highlight the "*Default_Content_Filter*" profile entry and click the **Edit** button.

Profile Management

#	Name ▲	Edit the selected rule	Description	Reference
1	Default_Content_Filter		Default CF Profile	1

◀◀ ◀ Page 1 of 1 ▶ ▶▶ Show 50 ▾ items   Displaying 1 - 1 of 1

Scroll down the window to the "Managed Categories" options and select the categories you wish to block by checking the box.

Edit Filter Profile Default_Content_Filter

Category Service | Custom Service

Managed Categories

☐ Advertisements & Pop-Ups	☑ Alcohol/Tobacco	☐ Arts
☐ Business	☐ Transportation	☐ Chat
☐ Forums & Newsgroups	☐ Computers & Technology	☑ Criminal Activity
☑ Dating & Personals	☐ Download Sites	☐ Education
☐ Entertainment	☐ Finance	☑ Gambling
☐ Games	☐ Government	☑ Hate & Intolerance
☐ Health & Medicine	☑ Illegal Drugs	☐ Job Search
☐ Streaming Media & Downloads	☐ News	☐ Non-profits & NGOs
☑ Nudity	☐ Personal Sites	☑ Politics
☑ Pornography/Sexually Explicit	☐ Real Estate	☑ Religion
☐ Restaurants & Dining	☐ Search Engines/Portals	☐ Shopping
☐ Social Networking	☐ Sports	☐ Translators
☐ Travel	☑ Violence	☑ Weapons
☐ Web-based Email	☐ General	☐ Leisure & Recreation
☑ Cults	☐ Fashion & Beauty	☐ Greeting Cards
☑ Hacking	☑ Illegal Software	☐ Image Sharing
☐ Information Security	☐ Instant Messaging	☑ Peer to Peer
☐ Private IP Addresses	☑ School Cheating	☑ Sex Education
☑ Tasteless	☑ Child Abuse Images	

Test Web Site Category

URL to test: [   ]

Test Against Content Filter Category Server

OK   Cancel

Click **OK** to save/apply the settings.

Testing and Troubleshooting

Registration

Clicking the portal link not opening website?

- Verify that the ZyWALL has DNS servers configured to query portal.myzyxel.com domain name. Go to **Configuration → System → DNS** and make sure there are "*Domain Zone Forwarder*" entries. If there are no entries click the **Add** button to insert a DNS server.
- Make sure your internet connection is working.

Getting "Cannot Find Device" error on device registration?

- Make sure ZyWALL is running latest firmware release.
- Verify the MAC address and serial number information on the device registration page matches the ZyWALL's MAC address and serial number.
- Contact ZyXEL tech support to check server backend for errors.

Content Filter

If websites are bypassing the content filter service this may be because the websites are redirecting to HTTPS which use encryption. The content filter service on the lower end ZyWALL's can only filter un-encrypted HTTP traffic.

Please follow the instructions below for basic troubleshooting.

Test Web Site Category

Websites can be tested from the ZyWALL router to see what categories the domain belongs to. It is possible that the website is not blocked because the category. The site can be tested against the content filter server by going to **Configuration → UTM Profile →Content Filter → Profile**, select the filter profile to test against. Scroll down to the "Test Web Site Category" option and enter the website URL to test, like the example below.
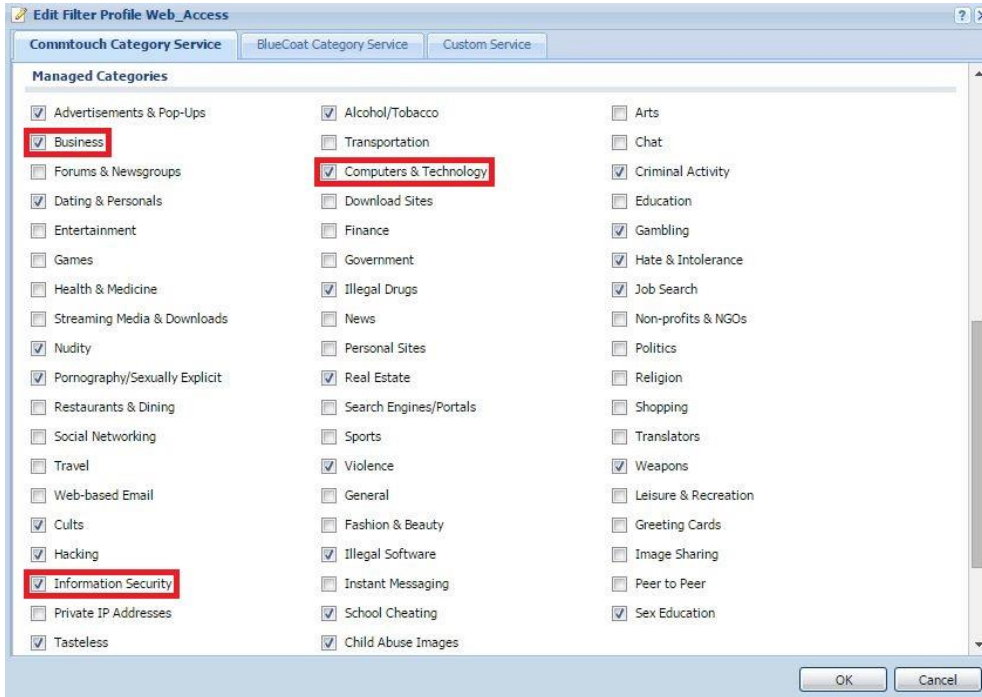

Click the "Test Against Ciontent Filter Category Server" to start the test. Once completed a window displaying the different categories the domain belongs to will appear.
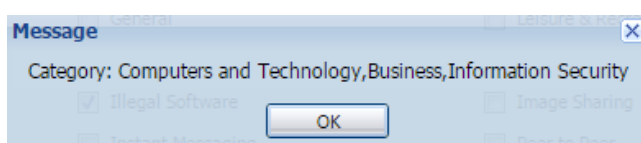
Check the category setup to ensure these categories have been selected.

Certain Devices/Users Bypassing Content Filter

If computers are able to bypass the content filter service they are likely not part of the policy or may be sending traffic through a proxy or VPN. If a computer has a VPN established with a remote site, web traffic may be pushed through the VPN tunnel, in this case the ZyWALL is not seeing the HTTP requests and unfortunately there is nothing the ZyWALL can do in this scenario.

- Verify the Policy Control rule to ensure that the IP address is a member of the address group selected in the filter rule. By default the USG40HE will apply the content filter profile to any computer with an IP between 192.168.40.1~192.168.40.254. Please verify that your device/computer has an IP within this range.

- Checking the computer settings to make sure it is not using a Proxy Server to forward web traffic can be accomplished by following the instructions below:
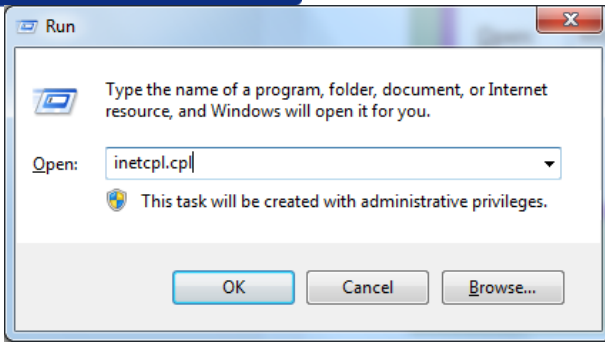
Windows:
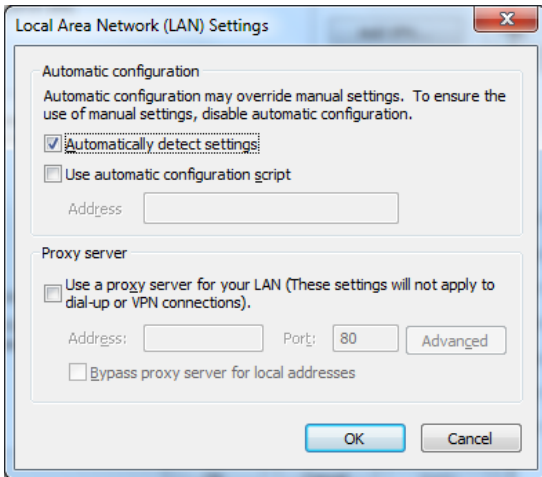Open the Run dialog. You can access this by pressing the Windows + R keys on the keyboard.

Type "inetcpl.cpl" and click the OK button or hit the Enter/Return key.
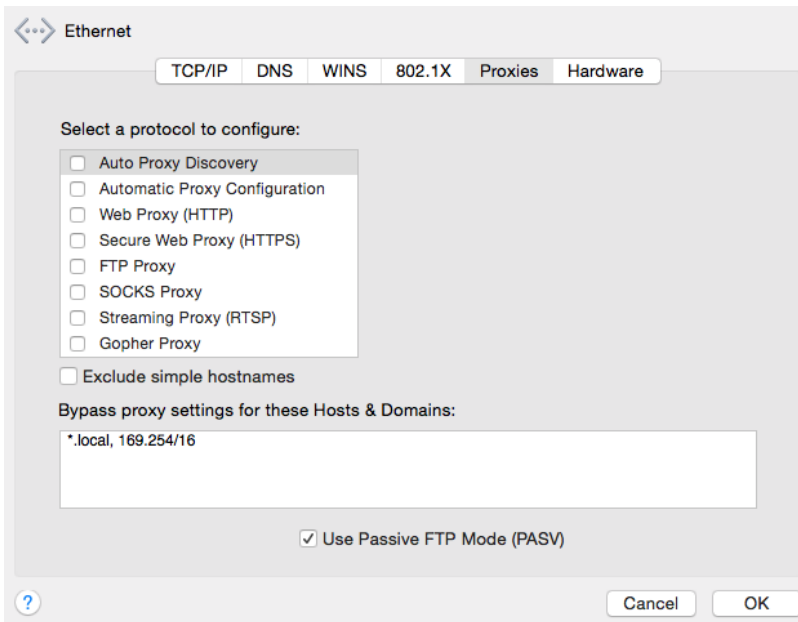
Click the Connections tab, press the "LAN Settings" button and make sure the Proxy Server is not enabled, "Automatically detect settings" should be the only option enabled.

Mac OS X:

Open System Preferences → Network, select an interface (Ethernet, Wi-Fi, ect.) and click the "Advanced" button. Click on the Proxies tab and make sure all the proxy options are unchecked.

Linux: (the information provided below may not work on all Linux distros)

Open a Terminal window and type **gconftool –R /system/proxy**, if there is no proxy configuration you will receive a printout like the screenshot below.

- Delete the browser cache/history, if the website bypassing the content filter engine is cached by the browsers history it will not be blocked, deleting the history will force the browser to resend the request to the online web server instead of pulling the content/data from its cached history.

- Contact ZyXEL Tech Support for further assistance.