



## LogHostname Documentation

(The following graphics are screen shots from Microsoft® ISA Server 2006 which is the property of Microsoft Corp. and are included here for instructive use. Some images illustrate LogHostname, which is the property of Collective Software.)

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## **Problem Statement**

You want to see host names in the URL column of the Web Proxy log view / log files, but ISA and TMG show the IP address for Secure NAT and Firewall Proxy clients

## **Solution**

For Proxy clients that use SecureNAT, and Firewall Clients that cannot use the "automatic configuration" setting, ISA records each URL as an IP address only. LogHostname seamlessly integrates into the ISA 2004/2006/TMG logging facility and shows the complete URL as entered in the client's web browser.

LogHostname works automatically. Simply install it, and watch your Proxy logs finally start working for you!

LogHostname is designed to work with both ISA 2004/2006/TMG Standard and Enterprise Editions. For Enterprise Edition, remember to install the filter on *all* your array members!

## **Requirements**

- ISA Server 2004, 2006, or TMG
- Microsoft .NET Framework version 2 should be installed on each ISA server.

## **Help is Available!**

We are always happy to help you get our software set up and working. If you have questions or need assistance understanding/configuring/testing a Collective product, you can get in touch with our support staff quickly and easily. For the most up-to-date information, please see our Support page at <http://www.collectivesoftware.com/Support/>

# Installation of LogHostname

## ***Install Procedure***

1. Close the ISA management console if it's open.
2. Execute the LogHostname msi file. This will stop your firewall service, install the filter and interface software, register the filter, and then re-start the firewall service.
3. If you are installing over a remote desktop session, keep in mind that when the firewall service stops and restarts your RDP connection may be frozen, dropped or timed out. If an error occurs during the installation and the firewall service cannot be restarted, you will need to access the console to troubleshoot further (see below).
4. You must run the installer on each ISA/TMG server in an array separately, so they will all have the filter files installed and registered.
5. If the installation completes with no errors, then you can proceed to the configuration section.

## ***Troubleshooting***

The installation normally completes without errors. However there are a few possible failure modes that can occur for this complex install process.

### **Install rolls back (with red error message at the end)**

If you are presented with an error message on the final screen, then check out the application event log, which often will contain details on why the installation failed. The problem may be immediately solvable from this information, or you may need to work with Collective support for additional troubleshooting assistance.

### **Frozen or hung install**

The installer tries to start the firewall service after it is done registering the filter components. In rare cases, everything may register properly but there could still be a problem preventing the firewall service from starting. In this situation, the installation may appear to hang on the "Starting services..." item. This is because it is trying repeatedly to start the service, and failing. In fact if you look at the application event log, you will see several errors from the firewall service as it tries to start. These messages may help identify the cause of the problem.

The install should eventually give up on starting the service, but it may take a long time. If necessary, you can expedite the rollback by going into the services control panel and setting the Microsoft Firewall service to Disabled temporarily (and applying that change). This will cause the installer to quickly give up, and it should then correctly roll back the installation while leaving the firewall service down. After this happens you can then re-enable and restart the firewall service.

This kind of problem should not normally occur, and will probably require additional

troubleshooting by Collective support. However if you are able to fix the problem you can re-run the install safely after completing this procedure.

## Testing

The easiest way to test the filter to make sure it is working properly is to go into the monitoring->logging tab and logging all "web proxy" traffic. After this (if the filter is installed) the right-most column, "URL" will display items of the form:

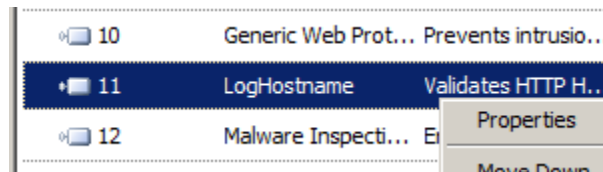
```
http://yoursite.com/etc
```

If the filter is not working it would display the URL in the form:

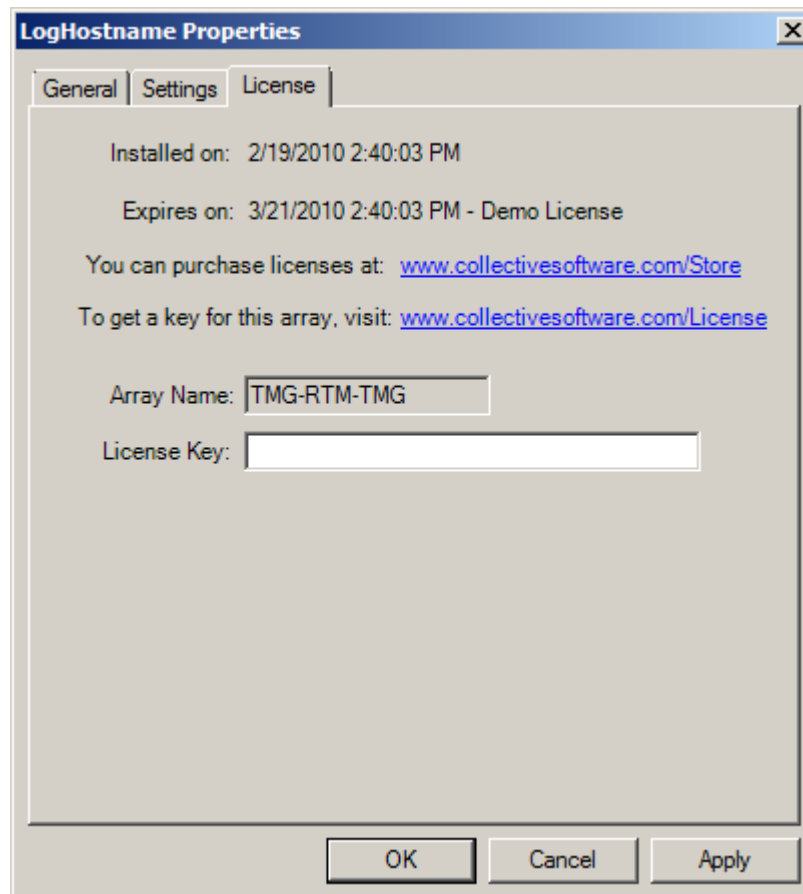
```
http://1.2.3.4/etc
```

## Filter licensing

To view your evaluation period or enter a key, go to Add-ins, Web Filters, and select LogHostname properties. In TMG go to System, Web Filters.



and select the License tab:



The License tab is used to check how long remains in the evaluation period, and to activate a permanent license.

To be eligible for a license key, you need to purchase license(s). You can do this on our [web store](#) or by [contacting us](#).

Once you have available license(s) you can request a key for your array (or single server) at our [licensing page](#). When requesting a license key, you will need to tell us the name of the ISA array, which is indicated on this dialog. The exact name is important, because it will be used to validate the key.

The license key is sensitive to the number of servers in the array. For example if you begin with only 2 servers in the array but plan to have 4, you can purchase 4 licenses

and request a license key for a 4-server array. Then as you bring future servers online, they will be licensed automatically.

**Warning:** if you install more servers than you have licensed then the license key will be seen as invalid, and the servers will begin to operate in [demo/lab mode](#). So if you need to add more servers to a live array then you should acquire and apply your new license key in advance, so this behavior does not take place.

## ***Demo/Lab mode***

When the evaluation period expires (after 30 days) or when an invalid license key is used, the filter runs in demo/lab mode. In this mode the filter will work normally for a period of 2 hours from the starting of the Firewall Service, and then stop working after that time. This mode is meant to be useful for test labs where you don't wish to purchase licenses but still want to be able to run meaningful test setups. After 2 hours, you can restart the firewall service and the lab timer will reset again.

## ***Troubleshooting***

The first place to look if something seems to be working incorrectly is the Alerts tab in the Monitoring section. Often this will directly indicate the cause of the problem. This information will also be required in almost all cases if you need support.

## **Support for LogHostname**

Collective is proud to offer support for LogHostname, whether you need help getting a configuration working, find a bug, or just have a feature question.

Support is available from our web site at <http://www.collectivesoftware.com/Support/>

- *Knowledge Base:* When our staff answers questions that will apply to the whole community, they will often create a permanent KB item to disseminate this knowledge. There is a Search feature here; you can also easily browse by topic. To get fast answers to FAQs (frequently asked questions) the knowledge base is the best place to start.
- *Support ticket:* We are always happy to help you get set up and working. If you have questions or need assistance understanding/configuring/testing a Collective product, you can get in touch with our support staff quickly and easily. For the most up-to-date information, please see our Support page.