

# **Blue Coat® Systems ProxySG® Appliance**

*Configuration and Management Suite  
Volume 8: Access Logging*

*Version SGOS 5.3.x*



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## Chapter 1: About Access Logging

Access logging allows you to track Web usage for the entire network or specific information on user or department usage patterns. These logs and reports can be made available in real-time or on a scheduled basis.

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**Note:** *Event logging* is not the same as access logging. Event logging allows you to specify the types of system events logged, the size of the event log, and to configure Syslog monitoring.

---

### *Topics in this Chapter*

This chapter includes information about the following topics:

- ❑ ["Overview"](#) on page 5
- ❑ ["Understanding Facilities"](#) on page 6
- ❑ ["Understanding Protocols and Formats"](#) on page 6
- ❑ ["Enabling or Disabling Access Logging"](#) on page 7
- ❑ ["Document Conventions"](#) on page 8
- ❑ ["Notes and Warnings"](#) on page 9
- ❑ ["About Procedures"](#) on page 9
- ❑ ["Illustrations"](#) on page 9

## Overview

SGOS can create access logs for the traffic flowing through the system; in fact, each protocol can create an access log record at the end of each transaction for that protocol (such as for each HTTP request).

---

**Note:** The only data that can be logged in an access log on the ProxySG are the access-log fields and the CPL fields (found in [Appendix A: "Access Log Formats"](#)).

---

These log records can be directed to one or more log *facilities*, which associates the logs with their configured log formats, upload schedules, and other customizable components. In addition, access logs can be encrypted and digitally signed prior to upload.

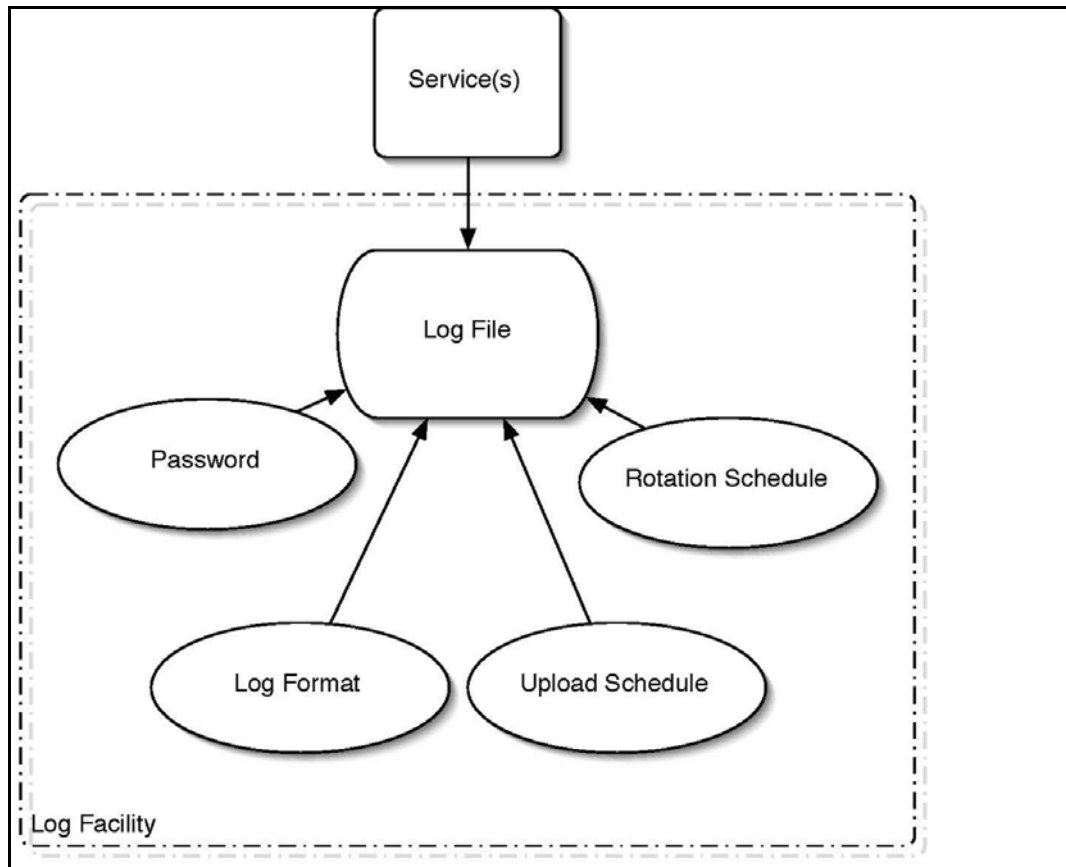
Data stored in log facilities can be automatically uploaded to a remote location for analysis and archive purposes. The uploads can take place using HTTP, FTP, or one of several proprietary protocols. After they are uploaded, reporting

tools such as Blue Coat Reporter can be used to analyze the log files. For information on using Blue Coat Reporter, refer to the *Blue Coat Reporter Configuration and Management Guide*.

## Understanding Facilities

A log facility is a separate log that contains a single logical file and supports a single log format. The facility contains the file's configuration and upload schedule information as well as other configurable information such as how often to rotate (switch to a new log) the logs at the destination, any passwords needed, and the point at which the facility can be uploaded.

Multiple access log facilities are supported, although each access log supports a single log format. You can log a single transaction to multiple log facilities through a global configuration setting for the protocol that can be modified on a per-transaction basis through policy.



## Understanding Protocols and Formats

The following protocols support configurable access logging:

- ❑ CIFS
- ❑ Endpoint Mapper
- ❑ FTP

- ❑ HTTP
- ❑ HTTPS Forward Proxy
- ❑ HTTPS Reverse Proxy
- ❑ ICP
- ❑ Instant Messaging
- ❑ Peer-to-peer (P2P)
- ❑ RealMedia/QuickTime
- ❑ SOCKS
- ❑ SSL
- ❑ TCP Tunnel
- ❑ Telnet
- ❑ Windows Media

SGOS can create access logs with any one of a number of log formats, and you can create additional types using custom or ELFF format strings. The log types supported are:

- ❑ NCSA common log format
- ❑ SQUID-compatible format
- ❑ ELFF (W3C Extended Log File Format)
- ❑ Custom, using the strings you enter
- ❑ SmartReporter, an ELFF log format compatible with the SmartFilter Reporter tool
- ❑ SurfControl, a log format compatible with the SurfControl Reporter tool
- ❑ Websense, a log format compatible with the Websense Reporter tool

The log facilities, each containing a single logical file and supporting a single log format, are managed by policy (created through the Visual Policy Manager (VPM) or Content Policy Language (CPL)), which specifies the destination log format and log file.

## Enabling or Disabling Access Logging

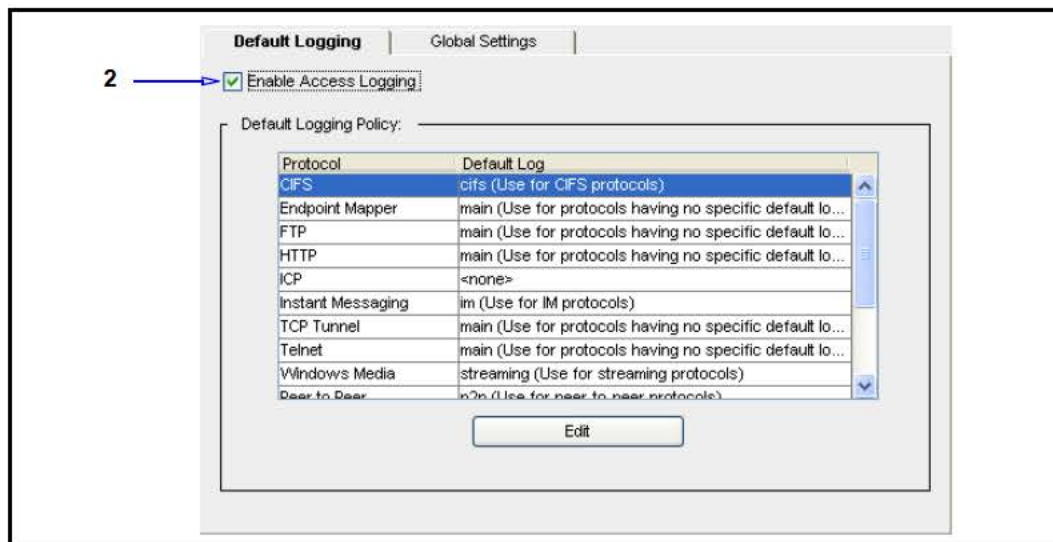
You can globally enable or disable access logging. If access logging is disabled, logging is turned off for all log objects, even if logging policy exists or logging configurations are set.

After globally enabled, connection information is sent to the default log facility for the service. For example, HTTP traffic is logged to the main file.

By default, access logging is disabled on all new systems, but certain protocols are configured to use specific logs by default. When access logging is enabled, logging begins immediately for all configured protocols.

**To enable or disable access logging:**

1. Select **Configuration > Access Logging > General > Default Logging**.



2. Select **Enable** to enable access logging or deselect it to disable access logging.
3. Click **Apply**.

Volume 8: Access Logging contains the following topics:

- ❑ Chapter 2: "Creating Custom Access Log Formats" on page 11
- ❑ Chapter 3: "Creating and Editing An Access Log Facility" on page 17
- ❑ Chapter 4: "Configuring the Upload Client" on page 25
- ❑ Chapter 5: "Configuring the Upload Schedule" on page 39
- ❑ Appendix A: "Access Log Formats" on page 49

## Document Conventions

The following section lists the typographical and Command Line Interface (CLI) syntax conventions used in this manual.

Table 1–1 Document Conventions

Conventions	Definition
<i>Italics</i>	The first use of a new or Blue Coat-proprietary term.
Courier font	Screen output. For example, command line text, file names, and Blue Coat Content Policy Language (CPL).
<i>Courier Italics</i>	A command line variable that is to be substituted with a literal name or value pertaining to the appropriate facet of your network system.
<b>Courier Boldface</b>	A Blue Coat literal to be entered as shown.
<b>Arial Boldface</b>	Screen elements in the Management Console.



Table 1–1 Document Conventions (Continued)

{ }	One of the parameters enclosed within the braces must be supplied
[ ]	An optional parameter or parameters.
	Either the parameter before or after the pipe character can or must be selected, but not both.

## Notes and Warnings

The following is provided for your information and to caution you against actions that can result in data loss or personal injury:

---

**Note:** Information to which you should pay attention.

---

---

**Important:** Critical information that is not related to equipment damage or personal injury (for example, data loss).

---

---

**WARNING!** Used *only* to inform you of danger of personal injury or physical damage to equipment. An example is a warning against electrostatic discharge (ESD) when installing equipment.

---

## About Procedures

Many of the procedures in this volume begin:

- ❑ **Select Configuration > *TabName***, if you are working in the Management Console, or
- ❑ **From the (config) prompt**, if you are working in the command line interface (CLI).

Blue Coat assumes that you are logged into the first page of the Management Console or entered into configuration mode in the CLI.

## Illustrations

To save space, screen shots illustrating a procedure often have the bottom portion removed, along with the blank space.

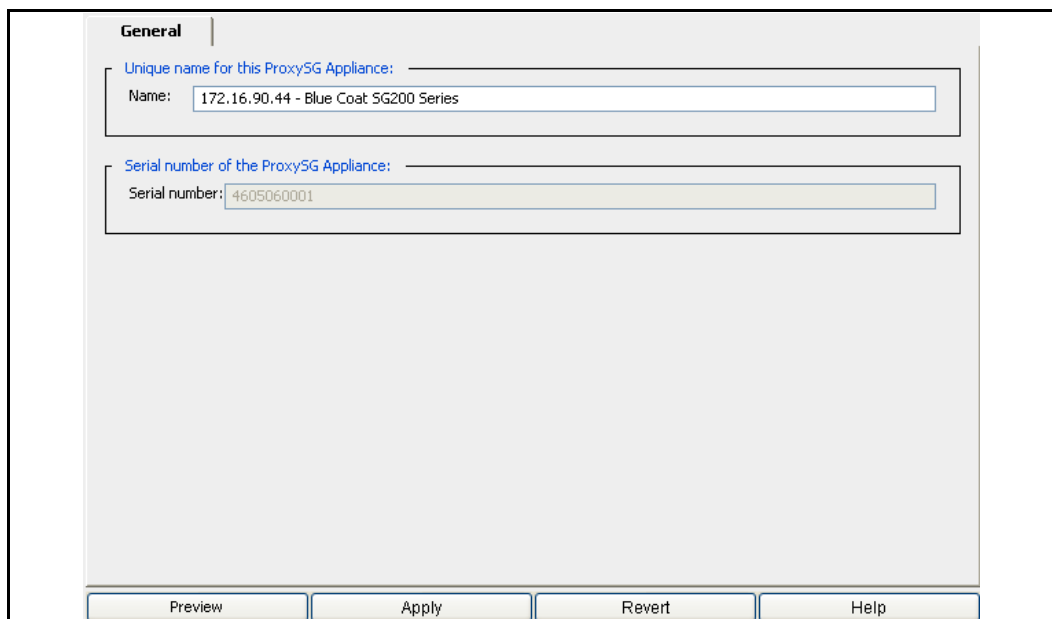
A screenshot of a web-based configuration interface. At the top, there is a tab labeled "General". Below the tab, there are two sections. The first section is titled "Unique name for this ProxySG Appliance:" and contains a text input field with the value "172.16.90.44 - Blue Coat SG200 Series". The second section is titled "Serial number of the ProxySG Appliance:" and contains a text input field with the value "4605060001". At the bottom of the interface, there are four buttons: "Preview", "Apply", "Revert", and "Help".

Figure 1–1 **Configuration > General** Tab with Bottom Buttons

- ❑ **Preview:** Click this button to view the configuration changes before applying the configuration to the ProxySG. To modify your changes, click **Close** and return to the the tab whose settings you want to modify.
- ❑ **Apply:** Click this button to apply unsaved configuration changes to the ProxySG.
- ❑ **Revert:** Click this button to revert any unapplied changes to the ProxySG configuration. Changes that previously have been applied to the ProxySG are not affected.
- ❑ **Help:** Click this button to view conceptual and procedural documentation about the tab's topic.

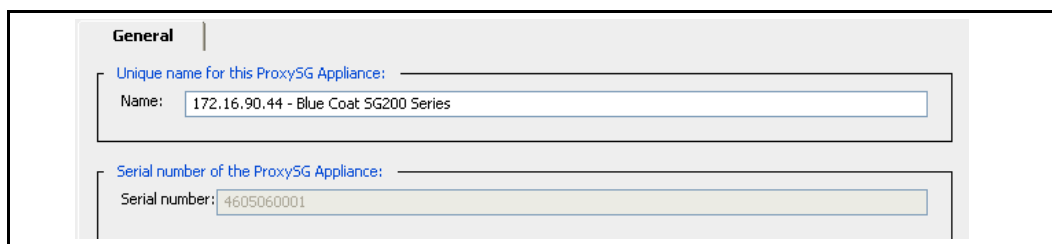
A screenshot of the same web-based configuration interface as in Figure 1-1, but with the bottom buttons removed. The "General" tab is still at the top. The two sections for "Unique name for this ProxySG Appliance:" and "Serial number of the ProxySG Appliance:" are still present, with the same values in the input fields. However, the "Preview", "Apply", "Revert", and "Help" buttons are no longer visible at the bottom.

Figure 1–2 **Configuration > General** Tab with Bottom Buttons Removed

## Chapter 2: Creating Custom Access Log Formats

This chapter describes the default access log formats and describes how to create customized access log formats.

### *Topics in this Chapter:*

This chapter includes information about the following topics:

- ❑ ["Default Access Log Formats"](#) on page 11
- ❑ ["Creating a Custom or ELFF Log Format"](#) on page 13

## Default Access Log Formats

Several log formats ship with the SGOS software, and they might be sufficient for your needs. If the formats that exist do not meet your needs, you can create a custom or ELFF format and specify the string and other qualifiers used, as described in ["Creating a Custom or ELFF Log Format"](#) on page 13.

For a description of each value in the log, see [Appendix A: "Access Log Formats"](#) on page 49.

- ❑ **cifs:** This is an ELFF format with the custom strings of

```
date time c-ip r-ip r-port x-cifs-method x-cifs-server x-cifs-share
x-cifs-path x-cifs-orig-path x-cifs-client-bytes-read x-cifs-server-
bytes-read x-cifs-bytes-written s-action cs-username cs-auth-group
s-ip
```

- ❑ **mapi:** This is an ELFF format with the custom strings of

```
date time c-ip c-port r-ip r-port x-mapi-user x-mapi-method cs-bytes
sr-bytes rs-bytes sc-bytes x-mapi-cs-rpc-count x-mapi-sr-rpc-count
x-mapi-rs-rpc-count x-mapi-sc-rpc-count s-action cs-username cs-
auth-group s-ip
```

- ❑ **im (Instant Messaging):** This is an ELFF format with the custom strings of:

```
date time c-ip cs-username cs-auth-group cs-protocol x-im-method x-
im-user-id x-im-user-name x-im-user-state x-im-client-info x-im-
buddy-id x-im-buddy-name x-im-buddy-state x-im-chat-room-id x-im-
chat-room-type x-im-chat-room-members x-im-message-text x-im-
message-size x-im-message-route x-im-message-type x-im-file-path x-
im-file-size s-action
```

- ❑ **main:** This is an ELFF format with custom strings of:

```
date time time-taken c-ip sc-status s-action sc-bytes cs-bytes cs-
method cs-uri-scheme cs-host cs-uri-port cs-uri-path cs-uri-query
cs-username cs-auth-group s-hierarchy s-supplier-name rs(Content-
Type) cs(User-Agent) sc-filter-result cs-category x-virus-id s-ip s-
sitename
```

- ❑ **nasa:** This is a reserved format that cannot be edited. The NCSA/Common format contains the following strings:

```
remotehost rfc931 authuser [date] "request" status bytes
```

The ELFF/custom access log format strings that represent the strings above are:

```
$(c-ip) - $(cs-username) $(localtime) $(cs-request-line) $(sc-status)
$(sc-bytes)
```

- ❑ **p2p:** This is an ELFF format with custom strings of:

```
date time c-ip c-dns cs-username cs-auth-group cs-protocol x-p2p-
client-type x-p2p-client-info x-p2p-client-bytes x-p2p-peer-bytes
duration s-action
```

- ❑ **smartreporter:** This is a reserved format that cannot be edited. It contains the following string:

```
localtime s-computername c-ip c-uri sc-filter-result cs-categories cs-
user sc-bytes
```

- ❑ **squid:** This is a reserved format that cannot be edited. You can create a new SQUID log format using custom strings. The default SQUID format is SQUID-1.1 and SQUID-2 compatible.

SQUID uses several definitions for its field formats:

```
SQUID-1:time elapsed remotehost code/status/peerstatus bytes method
URL
```

```
SQUID-1.1: time elapsed remotehost code/status bytes method URL rfc931
peerstatus/peerhost type
```

SQUID-2 has the same fields as SQUID-1.1, although some of the field values have changed.

- ❑ **ssl:** This is an ELFF format with custom strings of:

```
date time time-taken c-ip s-action x-rs-certificate-validate-status x-
rs-certificate-observed-errors x-cs-ocsp-error x-rs-ocsp-error cs-host
s-hierarchy s-supplier-name x-rs-connection-negotiated-ssl-version x-
rs-connection-negotiated-cipher x-rs-connection-negotiated-cipher-size
x-rs-certificate-hostname x-rs-certificate-hostname-category x-cs-
connection-negotiated-ssl-version x-cs-connection-negotiated-cipher x-
cs-connection-negotiated-cipher-size x-cs-certificate-subject s-ip s-
sitename
```

- ❑ **streaming:** This is an ELFF format with custom strings of:

```
c-ip date time c-dns cs-uri-scheme cs-host cs-uri-port cs-uri-path cs-
uri-query c-starttime x-duration c-rate c-status c-playerid c-
playerversion c-playerlanguage cs(User-Agent) cs(Referer) c-hostexe c-
hostexever c-os c-osversion c-cpu filelength filesize avgbandwidth
protocol transport audiocodec videocodec channelURL sc-bytes c-bytes
s-pkts-sent c-pkts-received c-pkts-lost-client c-pkts-lost-net c-pkts-
lost-cont-net c-resendreqs c-pkts-recovered-ECC c-pkts-recovered-
resent c-buffercount c-totalbuffertime c-quality s-ip s-dns s-
totalclients s-cpu-util x-cache-user s-session-id x-cache-info x-
client-address
```

- ❑ **surfcontrol, surfcontrolv5, and smartfilter:** These are reserved formats that cannot be edited.

- ❑ **websense:** This is a reserved format that cannot be edited.

- ❑ **bcreportermain\_v1:** This is a reserved format that cannot be edited:

```
date time time-taken c-ip cs-username cs-auth-group x-exception-id sc-
filter-result cs-categories cs(Referer) sc-status s-action cs-method
rs(Content-Type) cs-uri-scheme cs-host cs-uri-port cs-uri-path cs-uri-
query cs-uri-extension cs(User-Agent) s-ip sc-bytes cs-bytes x-virus-
id
```

- ❑ **bcreporterssl\_v1:**

```
date time time-taken c-ip cs-username cs-auth-group x-exception-id sc-
filter-result cs-categories sc-status s-action cs-method rs(Content-
Type) s-uri-scheme cs-host cs-uri-port cs-uri-extension cs(User-Agent)
s-ip sc-bytes cs-bytes x-virus-id x-rs-certificate-observed-errors x-
cs-ocsp-error x-rs-ocsp-error x-rs-connection-negotiated-cipher-
strength x-rs-certificate-hostname x-rs-certificate-hostname-category
```

- ❑ **bcreportermain\_v1** format:

```
date time time-taken c-ip cs-username cs-auth-group x-exception-id sc-
filter-result cs-categories sc-status s-action cs-method rs(Content-
Type) cs-uri-scheme cs-host cs-uri-port cs-uri-extension cs(User-
Agent) s-ip sc-bytes cs-bytes x-virus-id x-rs-certificate-observed-
errors x-rs-connection-negotiated-cipher-strength x-rs-certificate-
hostname x-rs-certificate-hostname-category
```

- ❑ **bcreportercifs\_v1:** This is a reserved format that cannot be edited:

```
date time c-ip c-port r-ip r-port x-cifs-uid x-cifs-tid x-cifs-fid x-
cifs-method x-cifs-server x-cifs-share x-cifs-path x-cifs-orig-path x-
cifs-client-bytes-read x-cifs-server-bytes-read x-cifs-bytes-written
x-client-connection-bytes x-server-connection-bytes x-server-adn-
connection-bytes x-cifs-client-read-operations x-cifs-client-write-
operations x-cifs-client-other-operations x-cifs-server-operations s-
action x-cifs-error-code cs-username cs-auth-group s-ip
```

---

**Note:** If you had previously created formats with the name **smartreporter** or **surfcontrolv5** and you upgrade the device, those formats are changed to **smartreporter\_user** or **surfcontrolv5\_user**. If you already have a log format named **smartreporter\_user** or **surfcontrolv5\_user**, then the names become **smartreporter\_user1** or **surfcontrolv5\_user1**. This naming protocol continues (**\_user2**, **\_user3**...) as necessary. The logs associated with these formats are automatically associated with the new format name.

---

## Creating a Custom or ELFF Log Format

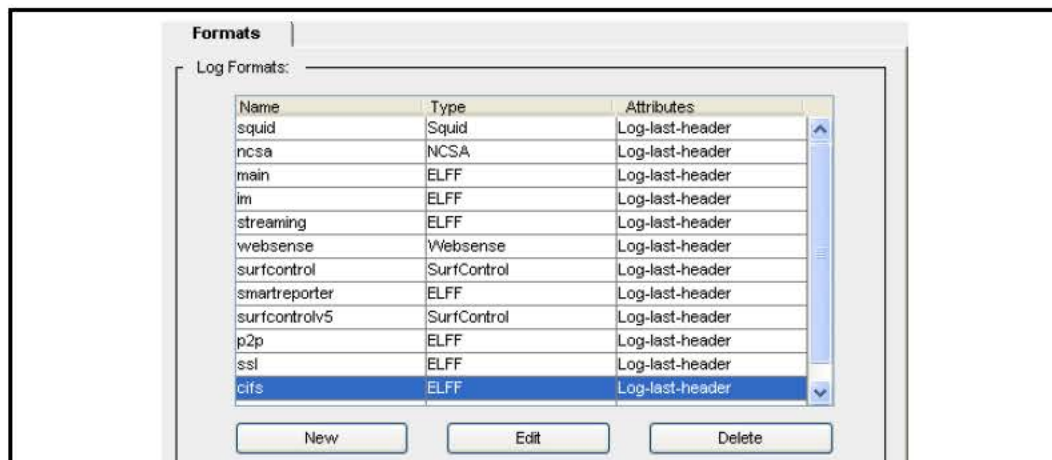
First, decide what protocols and log formats to use, and determine the logging policy and the upload schedule. Then perform the following:

- ❑ Associate a log format with the log facility.
- ❑ Associate a log facility with a protocol and/or create policies for protocol association and to manage the access logs and generate entries in them (if you do both, policy takes precedence).
- ❑ Determine the upload parameters for the log facility.

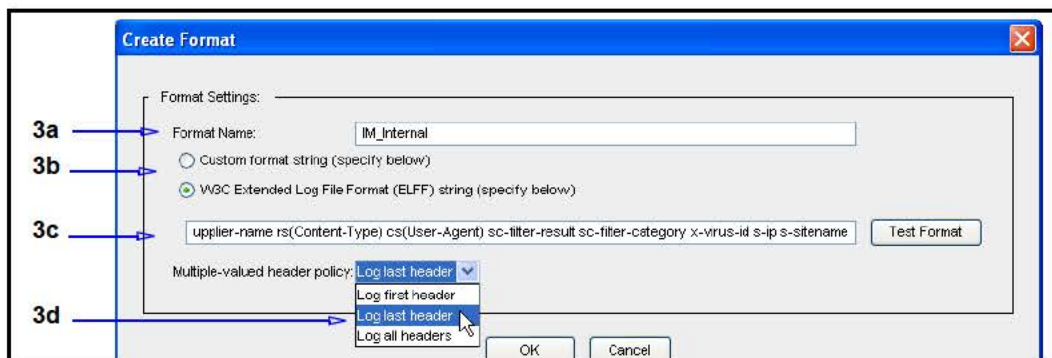
Complete the following steps to create a custom or ELFF log format.

To create or edit the log format:

1. Select **Configuration > Access Logging > Formats**.



2. Click **New** (or highlight a format and click **Edit**). The Create Format dialog displays. If you select an unconfigurable format, you receive an error message.



3. Create or modify the format:

- a. Give the format a meaningful name.
- b. Select **Custom format string** (to manually add your own format field)s or **W3C ELFF** (to customize using the standard format fields).
- c. Add log formats or remove from the current list.

**Note:** ELFF strings cannot start with spaces.

The access log ignores any ELFF or custom format fields it does not understand. In a downgrade, the format still contains all the fields used in the upgraded version, but only the valid fields for the downgraded version display any information.

- d. Click **Test Format** to test whether the format-string syntax is correct. A line displays below the field that indicates that testing is in progress and then gives a result, such as **Format is valid**.

---

**Note:** To double-check the format-string syntax, see ["Creating a Custom or ELFF Log Format"](#) on page 13.

---

- e. From the **Multiple-valued header policy** drop-down list, select a header to log: **Log last header**, **log first header**, **log all headers**. This allows you to determine what happens with HTTP-headers that have multiple headers.
  - f. Click **OK**.
4. Click **Apply**.

### *Related CLI Syntax to Manage Access Logging*

- To enter configuration mode:

```
SGOS#(config) access-log
```

The following subcommands are available:

```
SGOS#(config access-log) create log log_name
SGOS#(config access-log) create format format_name
SGOS#(config access-log) cancel-upload all
SGOS#(config access-log) cancel-upload log log_name
SGOS#(config access-log) default-logging {cifs | epmapper | ftp | http
| https-forward-proxy | https-reverse-proxy | icp | im | mapi | mms |
p2p | rtsp | socks | ssl | tcp-tunnel | telnet} log_name
SGOS#(config access-log) delete log log_name
SGOS#(config access-log) delete format format_name
SGOS#(config access-log) disable
SGOS#(config access-log) early-upload megabytes
SGOS#(config access-log) edit log log_name—changes the prompt to
SGOS#(config edit log log_name)
SGOS#(config access-log) edit format format_name—changes the prompt to
SGOS#(config edit format format_name)
SGOS#(config access-log) enable
SGOS#(config access-log) exit
SGOS#(config access-log) max-log-size megabytes
SGOS#(config access-log) no default-logging {cifs | epmapper | ftp |
http | https-forward-proxy | https-reverse-proxy | icp | im | mapi |
mms | p2p | rtsp | socks | ssl | tcp-tunnel | telnet}
SGOS#(config access-log) overflow-policy delete
SGOS#(config access-log) overflow-policy stop
SGOS#(config access-log) upload all
SGOS#(config access-log) upload log log_name
SGOS#(config access-log) view
SGOS#(config access-log) view [log [brief | log_name]]
SGOS#(config access-log) view [format [brief | format_name]]
SGOS#(config access-log) view [statistics [log_name]]
SGOS#(config access-log) view [default-logging]
```





## Chapter 3: Creating and Editing An Access Log Facility

This chapter describes how to modify existing log facilities for your needs. You can also create new log facilities for special circumstances, such as associating the SurfControl log format with a log facility.

### *Topics in this Chapter:*

The following topics in this chapter include:

- ❑ ["Creating a Log Facility"](#) on page 17
- ❑ ["Editing an Existing Log Facility"](#) on page 19
- ❑ ["Deleting a Log Facility"](#) on page 20
- ❑ ["Disabling Access Logging for a Particular Protocol"](#) on page 23
- ❑ ["Configuring Global Settings"](#) on page 23

### Creating a Log Facility

To create new log facilities, continue with the next section. To edit an existing log facility, skip to ["Configuring Global Settings"](#) on page 23.

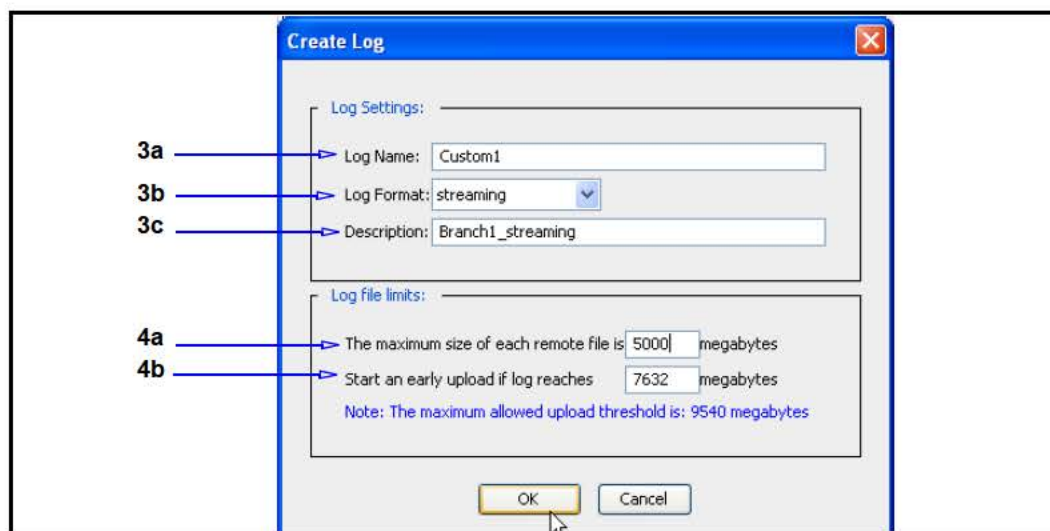
---

**Note:** Several log facilities have already been created. Before creating a new one, check the existing ones to see if they fit your needs. If you want to use a custom log format with the new log facility, you must create the log format before associating it with a log (see [Chapter 2: "Creating Custom Access Log Formats"](#) on page 11).

---

#### **To create a log facility:**

1. Select **Configuration > Access Logging > Logs > Logs**.
2. The log facilities already created are displayed in the **Logs** tab. To create a new log, click **New**.



3. Fill in the fields as appropriate:

- a. **Log Name:** Enter a log facility name that is meaningful to you.

---

**Note:** The name can include specifiers from [Table A-5](#) on page 55. For example, if you name the file:

- **AccLog**, the name will be **AccLog**
  - **AccLog%C%m%d%H%M%S**, the name becomes **AccLog ProxySG\_name month day hour min sec**
  - **C%m%d**, the name becomes **ProxySG\_name month day**
  - **Y%m%d%C**, the name becomes **2008 month day ProxySG\_name**
- 

- b. **Log Format:** Select a log format from the drop-down list.

- c. **Description:** Enter a meaningful description of the log. It is used for display purposes only.

4. Fill in the **Log file limits** panel as appropriate. (You can edit these settings later. See "[Configuring Global Settings](#)" on page 23.)

- a. The maximum size for each remote log file (the file on the upload server) defaults to 0, meaning that all data is sent to the same log file. If you set a maximum size, a new log file opens when the file reaches that size. This setting is valid for both periodic and continuous uploads.
- b. Specify a size that triggers an early upload—the maximum upload size varies depending on the size of the appliance disks (the maximum allowed upload threshold appears below this field).

5. Click **OK** to close the dialog.

6. Click **Apply**.

## Editing an Existing Log Facility

Several facilities exist, each associated with a log format. For a description of the format, see “[Chapter 3: Creating and Editing An Access Log Facility](#)”.

- ❑ **im** (Instant Messaging): Associated with the im format.
- ❑ **main**: Associated with the main format.
- ❑ **p2p** (Peer-to-Peer): Associated with the p2p format.
- ❑ **ssl**: Associated with the SSL format.
- ❑ **streaming**: Associated with the streaming format.

Use the following procedures to edit log facilities you have created.

---

**Note:** If you change the log format of a log, remember that ELFF formats require an ELFF header in the log (the list of fields being logged are mentioned in the header) and that non-ELFF formats do not require this header.

The format of data written to the log changes as soon as the format change is applied; for best practices, do a log upload before the format change and immediately after (to minimize the number of log lines in a file with mixed log formats).

Upload the log facility before you switch the format.

---

### To edit an existing log facility:

1. Select **Configuration > Access Logging > Logs > General Settings**.

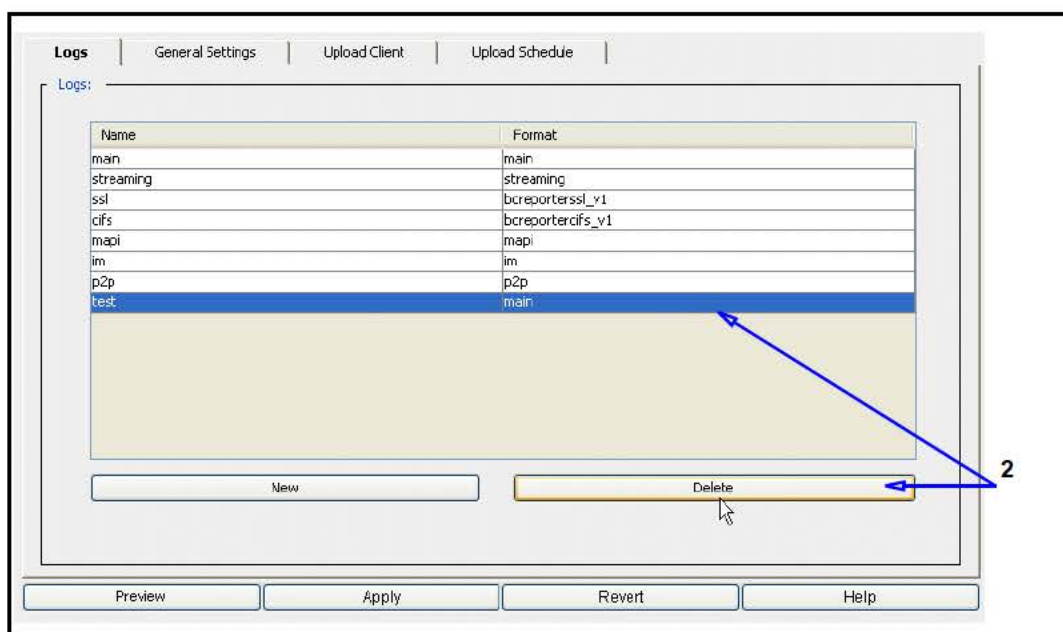
2. Fill in the fields as appropriate:
  - a. **Log:** Select an already-existing log facility from the **Log** drop-down list.
  - b. **Log Format:** Select the log format from the drop-down list.
  - c. **Description:** Enter a meaningful description of the log. (If you chose an existing log format, the default description for that log is displayed. You can change it.)
3. Fill in the **Log file limits** panel as appropriate:
  - a. The maximum size for each remote log file (the file on the upload server) defaults to 0, meaning that all data is sent to the same log file. If you set a maximum size, a new log file opens when the file reaches that size. This setting is valid for both periodic and continuous uploads.
  - b. Specify a size that triggers an early upload—the maximum upload size varies depending on the size of the appliance disks (the maximum allowed upload threshold appears below this field).
4. Click **OK** to close the dialog.
5. Click **Apply**.

## Deleting a Log Facility

You can delete a log facility through the Management Console or through the related CLI syntax.

### To delete a log facility through the Management Console:

1. Select **Configuration > Access Logging > Logs**. All of the log facilities are displayed.



2. Select the log facility you want to delete and click **Delete**.
  3. The Confirm Delete? dialog displays. Click **Ok**.
- The log is successfully deleted when it is no longer displayed under **Logs**.

### Related CLI Syntax

- ❑ From the (config) prompt:

```
SGOS#(config) access-log
SGOS#(config access-log) edit log_name
SGOS#(config log_name) commands ?
    cancel-upload
    close-connection
    delete-logs
    open-connection
    rotate-remote-log
    send-keep-alive
    test-upload
    upload-now
SGOS#(config log_name) commands delete-logs ?
<Enter>
```

You can verify that the log has been deleted through the Management Console.

## Associating a Log Facility with a Protocol

You can associate a log facility with a protocol at any point in the process. By default, new systems have specific protocols associated with specific logs. This allows you to begin access logging as soon as it is enabled (see [Chapter 3: "Creating and Editing An Access Log Facility"](#) on page 17).



---

**Note:** If you have a policy that defines protocol and log association, that policy overrides any settings you make here.

---

The following list shows the protocols supported and the default log facilities assigned to them, if any:

Table 3–1 Default Log Facility Assignments

Protocol	Assigned Default Log Facility
Endpoint Mapper	main
FTP	main
HTTP	main
HTTPS-Reverse-Proxy	main (Set to the same log facility that HTTP is using upon upgrade.)
HTTPS-Forward-Proxy	ssl (If the facility for HTTP, TCP, or SOCKS is set before upgrade.)
ICP	none
Instant Messaging	im
MAPI	mapi
Peer to Peer	p2p
RealMedia/QuickTime	streaming
SOCKS	none
SSL	ssl (If the facility for HTTP, TCP or SOCKS is set before upgrade.)
TCP Tunnel	main
Telnet	main
Windows Media	streaming

---

**Note:** To disable access logging for a particular protocol, you must either disable the default logging policy for that protocol (see ["Disabling Access Logging for a Particular Protocol"](#) on page 23) or modify the access logging policy in VPM (refer to *Volume 6: The Visual Policy Manager and Advanced Policy Tasks*).

---

**To associate a log facility with a protocol:**

1. Select **Configuration > Access Logging > General > Default Logging**.
2. Highlight the protocol you want to associate with a log facility and click **Edit**.
3. Select a log facility from the **Default Log** drop-down list.

---

**Note:** To disable access logging for that protocol, select **none**.

---

4. Click **OK** to close the dialog.
5. Click **Apply**.

## Disabling Access Logging for a Particular Protocol

**To disable access logging for a particular protocol:**

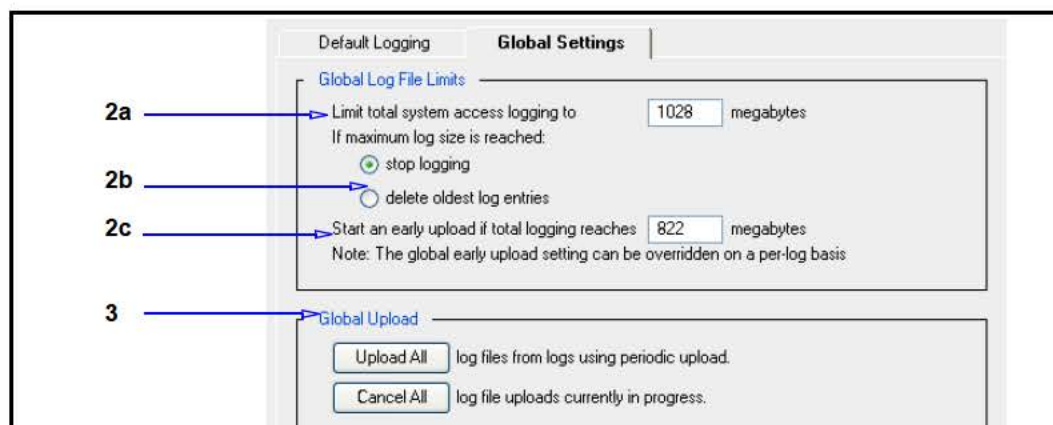
1. Select **Configuration > Access Logging > General > Default Logging**.
2. Highlight the protocol to disable access logging and click **Edit**.
3. Select **none** from the drop-down menu.
4. Click **OK**.
5. Click **Apply**.

## Configuring Global Settings

You can set global limits for log size and early upload times. These settings can be overridden by individual log facilities.

**To set global log facility limits:**

1. Select **Configuration > Access Logging > General > Global Settings**.



2. Fill in the **Global Log File Limits** panel as appropriate:
  - a. Configure the maximum size occupied by all of the log files (in megabytes).
  - b. Determine the behavior of the log when the maximum size is reached. You can have the log stop logging (and do an immediate upload) or have it delete the oldest log entries.
  - c. Specify the size of the log that triggers an early upload.
3. The **Global Upload** options affect all log facilities currently available. They do not affect scheduled upload times. You can upload logs now, using the periodic upload method, or you can cancel all the uploads that are currently in progress.
4. Click **Apply**.



## Chapter 4: Configuring the Upload Client

Blue Coat supports four types of upload client:

- ❑ FTP client, the default
- ❑ HTTP client
- ❑ Custom client
- ❑ Websense client

Blue Coat also supports secure FTP, HTTP, and Custom client.

The Custom client can be used for special circumstances, such as working with SurfControl Reporter. Custom client is based on plain sockets.

---

**Note:** You must have a socket server to use the Custom client.

---

### *Topics in this Chapter:*

This chapter includes information about the following topics:

- ❑ ["Encrypting the Access Log" on page 26](#)
- ❑ ["Importing an External Certificate" on page 26](#)
- ❑ ["Digitally Signing Access Logs" on page 27](#)
- ❑ ["Disabling Log Uploads" on page 30](#)
- ❑ ["Decrypting an Encrypted Access Log" on page 31](#)
- ❑ ["Verifying a Digital Signature" on page 31](#)
- ❑ ["Editing Upload Clients" on page 31](#)

The general options you enter in the **Upload Client** tab affect all clients. Specific options that affect individual clients are discussed in the FTP client, HTTP client, Custom client, or Websense client panes or the `access-log ftp-client`, `https-client`, `custom-client`, or `websense-client` CLI commands.

Only one client can be used at any one time. All four can be configured, but only the selected client is used.

The SGOS software provides access logging with two types of uploads to a remote server:

- ❑ Continuous uploading, where the device continuously streams new access log entries from the device memory to a remote server.
- ❑ Scheduled (periodic) uploading, where the device transmits log entries on a scheduled basis. See [Chapter 5: "Configuring the Upload Schedule"](#) for more information.

The SGOS software allows you to upload either compressed access logs or plain-text access logs. The device uses the gzip format to compress access logs. Gzip-compressed files allow more log entries to be stored in the device. Advantages of using file compression include:

- ❑ Reduces the time and resources used to produce a log file because fewer disk writes are required for each megabyte of log-entry text.
- ❑ Uses less bandwidth when the device sends access logs to an upload server.
- ❑ Requires less disk space.

Compressed log files have the extension `.log.gz`. Text log files have the extension `.log`.

---

**Note:** You cannot upload gzip access-log files for the Websense client.

---

For greater security, you can configure the SGOS software to:

- ❑ Encrypt the access log
- ❑ Sign the access log

## Encrypting the Access Log

To encrypt access log files, you must first place an external certificate on the ProxySG (see ["Importing an External Certificate"](#) on page 26). The device derives a session key from the public key in the external certificate and uses it to encrypt the log. When an access log is encrypted, two access log files are produced: an ENC file (extension `.enc`), which is the encrypted access log file, and a DER file (extension `.der`), which contains the ProxySG session key and other information. You need four things to decrypt an encrypted access log:

- ❑ The ENC file
- ❑ The DER file
- ❑ The external (public key) certificate
- ❑ The corresponding private key

For information about decrypting a log, see ["Decrypting an Encrypted Access Log"](#) on page 31.

---

**Note:** The encryption feature is not available for custom or Websense clients.

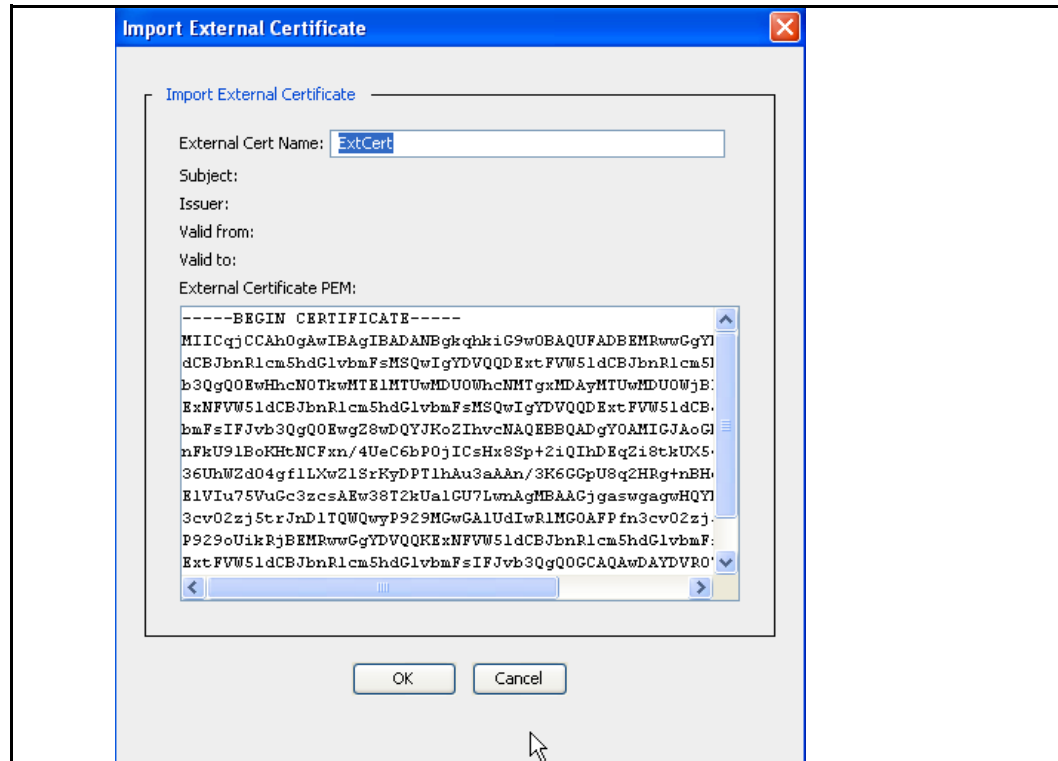
---

## Importing an External Certificate

You can import an X.509 certificate into the ProxySG to use for encrypting data.

**To Import an external certificate:**

1. Copy the certificate onto the clipboard.
2. Select **Configuration > SSL > External Certificates**.
3. Click **Import**.



4. Enter the name of the external certificate into the **External Cert Name** field and paste the certificate into the **External Certificate** field. Be sure to include the `-----BEGIN CERTIFICATE-----` and `-----END CERTIFICATE-----` statements.
5. Click **OK**.
6. Click **Apply** to commit the changes to the ProxySG.

## Deleting an External Certificate

**To delete an external certificate:**

1. Select **Configuration > SSL > External Certificates**.
2. Highlight the name of the external certificate to be deleted.
3. Click **Delete**.
4. Click **OK** in the Confirm Delete dialog that displays.
5. Click **Apply**.

## Digitally Signing Access Logs

You can digitally sign access logs to certify that a particular ProxySG wrote and uploaded this log file. Signing is supported for both content types—text and gzip—and for both upload types—continuous and periodic. Each log file has a signature file associated with it that contains the certificate and the digital

signature for verifying the log file. The signature file has the same name as the access log file but with a .sig extension; that is, *filename.log.sig*, if the access log is a text file, or *filename.log.gzip.sig*, if the access log is a gzip file.

---

**Note:** Signing is disabled by default.

---

You can digitally sign your access log files with or without encryption. If the log is both signed and encrypted, the signing operation is done first, meaning that the signature is calculated on the unencrypted version of the file. You must decrypt the log file before verifying the file. Attempting to verify an encrypted file fails.

When you create a signing keyring (which must be done before you enable digital signing), keep in mind the following:

- ❑ The keyring must include an external certificate. (An external certificate is one for which the ProxySG does not have the private key.)
- ❑ The certificate purpose must be set for **smime** signing. If the certificate purpose is set to anything else, you cannot use the certificate for signing.
- ❑ Add the %c parameter in the filenames format string to identify the keyring used for signing. If encryption is enabled along with signing, the %c parameter expands to *keyringName\_Certname*.

---

**Note:** The signing feature is not available for custom or Websense clients.

---

For information about verifying a log, see ["Verifying a Digital Signature"](#) on page 31.

**To configure the upload client:**

1. Select **Configuration > Access Logging > Logs > Upload Client**.

2. From the **Log** drop-down list, select the log facility to configure. The facility must exist before it displays in this list.
3. Select and configure the client type:
  - a. From the **Client type** drop-down list, select the upload client to use. Only one client can be configured for each log facility.
  - b. Click **Settings** to customize the upload client.

For information on customizing the clients, skip to ["Editing the FTP Client"](#) on page 31, ["Editing the HTTP Client"](#) on page 33, ["Editing the Custom Client"](#) on page 35, ["Editing the Custom SurfControl Client"](#) on page 36, or ["Editing the Websense Client"](#) on page 36.

For information about testing the upload client, see [Chapter 4: "Configuring the Upload Client"](#).

4. Configure **Transmission Parameters**, if applicable:
  - a. (Optional) To use an external certificate to encrypt the uploaded log facility, select an external certificate from the **Encryption Certificate** drop-down list. You must first import the external certificate to the SG appliance (see ["Importing an External Certificate"](#) on page 26).  
The encryption option is not available for Websense or Custom clients.
  - b. (Optional) To enable the digital signature of the uploaded access log, select a keyring from the **Keyring Signing** drop-down list. The signing keyring, with a certificate set to **smime**, must already exist. A certificate set to any other purpose cannot be used for digital signatures.  
The digital signing option is not available for Websense or Custom clients.
  - c. Select one of the **Save the log file as** radio buttons to determine whether the access log that is uploaded is compressed (**gzip file**, the default) or not (**text file**).

---

**Note:** If you are configuring a SurfControl Custom client, select the **text file** radio button.

---

If you select **text file**, you can change the **Send partial buffer after *n* seconds** field to the time you need (30 seconds is the default).

This field configures the maximum time between text log packets, meaning that it forces a text upload after the specified length of time even if the internal log buffer is not full. If the buffer fills up before the time specified in this setting, the text uploads right away, and is not affected by this maximum setting.

---

**Note:** If you selected **gzip file**, the **Send partial buffer after *n* seconds** field is not configurable. Also, this setting is only valid for continuous uploading (see [Chapter 5: "Configuring the Upload Schedule"](#) for information about continuous uploading).

---

- d. (Optional) To manage the bandwidth for this log facility, select a bandwidth class from the **Bandwidth Class** drop-down list.

The default setting is **none**, which means that bandwidth management is disabled for this log facility by default.

---

**Note:** Before you can manage the bandwidth for this log facility, you must first create a bandwidth-management class. It is the log facility that is bandwidth-managed—the upload client type does not affect this setting. Refer to *Volume 5: Advanced Networking* for information about enabling bandwidth management and creating and configuring the bandwidth class. Less bandwidth slows down the upload, while more could flood the network.

---

5. Click **Apply**.

## Disabling Log Uploads

To disable log uploads, set the upload client-type to none.

### To disable an upload:

1. Select **Configuration > Access Logging > Logs > Upload Client**.
2. Select the log facility for which you want to disable an upload from the **Log** drop-down menu.
3. Select **NONE** from the **Client type** drop-down menu.
4. Click **Apply**.

## Decrypting an Encrypted Access Log

To decrypt an encrypted access log, you must concatenate the DER and ENC files (with the DER file in front of the ENC file) and use a program such as OpenSSL for decryption. For example, use the following UNIX command and a tool such as OpenSSL to concatenate the DER and ENC files and decrypt the resulting file:

```
cat path/filename_of_DER_file path/filename_of_ENC_file | openssl
smime -decrypt -inform DER -binary -inkey path/filename_of_private_key
-recipient path/filename_of_external_certificate -out path/
filename_for_decrypted_log_file
```

You can also download a script based on the OpenSSL tool for decryption. Go to [https://download.bluecoat.com/release/SG4/files/accesslog\\_decrypt.zip](https://download.bluecoat.com/release/SG4/files/accesslog_decrypt.zip).

## Verifying a Digital Signature

If the file whose digital signature you want to verify is also encrypted, you must decrypt the file prior to verifying the signature. (See "[Decrypting an Encrypted Access Log](#)" on page 31 above for more information.)

You can use a program such as OpenSSL to verify the signature. For example, use the following command in OpenSSL:

```
openssl smime -CAfile cacrt -verify -in filename.sig -content
filename.log -inform DER -out logFile
```

where

<i>cacrt</i>	The CA certificate used to issue the certificate in the signature file.
<i>filename.sig</i>	The file containing the digital signature of the log file.
<i>filename.log</i>	The log file generated after decryption. If the access log is a gzip file, it contains a .gz extension.
<i>logFile</i>	The filename that is generated after signature verification.

## Editing Upload Clients

Four upload clients are supported by Blue Coat: FTP, HTTP, Custom, and Websense. Each of these clients are described below. You can also create a SurfControl or SmartFilter upload client.

Multiple upload clients can be configured per log facility, but only one can be enabled and used per upload.

### *Editing the FTP Client*

**To edit the FTP client:**

1. Select **Configuration > Access Logging > Logs > Upload Client**.

See [Chapter 4: "Configuring the Upload Client"](#) for configuration information.

2. Select **FTP Client** from the **Client type** drop-down list. Click the **Settings** button.



FTP server connection:

3 Settings for: Primary FTP Server

4a Host: 128.1.1.1 Port: 21 4b

4c Path: /example/root/logstorage/

4d Username: IT\_Admin

4e Change Primary Password Change the FTP server password

5 Filename: SG\_%f\_%c\_%l%m%d%H%M%S.log

6 ☒ Use secure connections (SSL)

7 ☐ Use Local Time

8 ☒ Use PASV

3. Select the primary or alternate FTP server to configure from the **Settings for** drop-down list.
4. Fill in the server fields, as appropriate:
  - a. **Host:** The name of the upload client host. If the **Use secure connections (SSL)** checkbox is selected, the hostname must match the hostname in the certificate presented by the server.
  - b. **Port:** The default is 21; it can be changed.
  - c. **Path:** The directory path where the access log is uploaded on the server.
  - d. **Username:** This is the username that is known on the host you are configuring.
  - e. **Change Password:** Change the password on the FTP; the Change Password dialog displays; enter and confirm the new password; click **OK**.
5. **Filename:** The **Filename** field is comprised of text and/or specifiers. The default filename includes specifiers and text that indicate the log name (%f), name of the external certificate used for encryption, if any (%c), the fourth parameter of the ProxySG IP address (%l), the date and time (Month: %m, Day: %d, Hour: %H, Minute: %M, Second: %S), and the .log or .gzip.log file extension.



---

**Note:** Be cautious if you change the **Filename** field. If an ongoing series of access logs files are produced and you do not have time-specifiers in this field, each access log file produced overwrites the old file. Also, if you use more than one external certificate to encrypt logs, include the %c specifier in the **Filename** field to keep track of which external certificate was used to encrypt the uploaded log file.

---

6. **Secure Connections:** If you use FTPS, select the **Use secure connections (SSL)** checkbox. The remote FTP server must support FTPS.
7. **Local Time:** If you want the upload to reflect the local time it was uploaded instead of Universal Time Coordinates (UTC), select **Local Time**.
8. **Use PASV:** With **Use PASV** selected (the default), the ProxySG connects to the FTP server. With **Use PASV** de-selected, the FTP server uses the PORT command to connect to the ProxySG.
9. Click **OK**.
10. Click **Apply**.

### *Editing the HTTP Client*

Access log uploads done through an HTTP/HTTPS client use the HTTP PUT method. The destination HTTP server (where the access logs are being uploaded) must support this method. Microsoft's IIS allows the server to be directly configured for write (PUT/DELETE) access. Other servers, such as Apache, require installing a new module for the PUT method for access log client uploads. You can create either an HTTP or an HTTPS upload client through the HTTP Client dialog. (Create an HTTPS client by selecting **Use secure connections (SSL)**.)

---

**Note:** To create an HTTPS client, you must also import the appropriate CA Certificate. For information, refer to *Volume 2: Proxies and Proxy Services*.

---

#### **To edit the HTTP client:**

1. Select **Configuration > Access Logging > Logs > Upload Client**.  
See [Chapter 4: "Configuring the Upload Client"](#) on page 25 for configuration information.
2. Select **HTTP Client** from the **Client type** drop-down list. Click **Settings**.

3. From the **Settings** for drop-down list, select the primary or alternate HTTP server to configure.
4. Fill in the server fields, as appropriate:
  - a. **Host:** The name of the upload host. If **Use secure connections (SSL)** is selected, the hostname must match the hostname in the certificate presented by the server.
  - b. **Port:** The default is 80, but you can change it.

---

**Note:** For HTTPS, change the port to **443**.

---

- c. **Path:** The directory path where the access log facility is uploaded on the server.
  - d. **Username:** This is the username that is known on the host you are configuring.
  - e. **Change Password:** Change the password on the HTTP host; the Change Password dialog displays; enter and confirm the new password and click **OK**.
5. **Filename:** The **Filename** field is comprised of text and/or specifiers. The default filename includes specifiers and text that indicate the log name (%f), name of the external certificate used for encryption, if any (%c), the fourth parameter of the ProxySG IP address (%l), the date and time (Month: %m, Day: %d, Hour: %H, Minute: %M, Second: %S), and the .log or .gzip.log file extension.

---

**Note:** Be cautious if you change the **Filename** field. If an ongoing series of access log files are produced and you do not have time-specifiers in this field, each access log file produced overwrites the old file. Also, if you use more than one external certificate to encrypt logs, include the %c specifier in the **Filename** field to keep track of which external certificate can decrypt the uploaded log file.

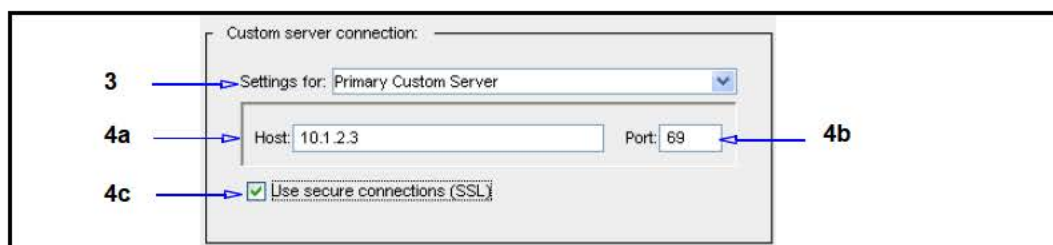
---

6. **Local Time:** If you want the upload to reflect the local time it was uploaded instead of Universal Time Coordinate (UTC), select **Local Time**.
7. **Use secure connections (SSL):** Select this to create an HTTPS client. To create an HTTPS client, you must also create a keypair, import or create a certificate, and, if necessary, associate the keypair and certificate (called a keyring), with the SSL-client.
8. Click **OK**.
9. Click **Apply**.

### *Editing the Custom Client*

To edit the custom client:

1. Select **Configuration > Access Logging > Logs > Upload Client**.  
See [Chapter 4: "Configuring the Upload Client"](#) for configuration information.
2. Select **Custom Client** from the **Client type** drop-down list. Click the **Settings** button.



3. From the **Settings for** drop-down list, select to configure the primary or alternate custom server.
4. Fill in the server fields, as appropriate:
  - a. **Host:** Enter the hostname of the upload destination. If **Use secure connections (SSL)** is selected, the hostname must match the hostname in the certificate presented by the server.
  - b. **Port:** The default is 69; it can be changed.
  - c. **Use secure connections (SSL):** Select this if you are using secure connections.
5. Click **OK**.
6. Click **Apply**.

## Editing the Custom SurfControl Client

Use the Custom Client to create an upload client that uploads information to SurfControl Reporter. Before you begin, verify that:

- ❑ You have created a log (see [Chapter 3: "Creating and Editing An Access Log Facility"](#)).
- ❑ You have associated the SurfControl log format with the log you created (see [Chapter 3: "Creating and Editing An Access Log Facility"](#)).

**To edit the SurfControl client:**

1. Select **Configuration > Access Logging > Logs > Upload Client**.  
See [Chapter 4: "Configuring the Upload Client"](#) for configuration information.
2. From the **Log** drop-down list, select the SurfControl log that you associated with the SurfControl log format.
3. Verify the **Save the log file as** radio button is set to **text file**, not **gzip file**.
4. Select **Custom Client** from the **Client type** drop-down list.

---

**Note:** For specific information on managing upload clients, see ["Editing the Custom Client"](#) on page 35.

---

5. Click the **Settings** button for that client.
6. Customize the upload client for SurfControl Reporter.
  - a. Enter the hostname, path, and username, if necessary, for the SurfControl Reporter server.
  - b. Ensure the filename extension is **.tmp** and not **.gzip** or **.log**. SurfControl only recognizes files with a **.tmp** extension.
  - c. If your SurfControl server supports SSL, select the **Use secure connections (SSL)** checkbox.
7. Click **OK**.
8. Click **Apply**.

## Editing the Websense Client

Before you begin, verify you have created a Websense log using the Websense log format and configured the log to your environment. See [Chapter 3: "Creating and Editing An Access Log Facility"](#).

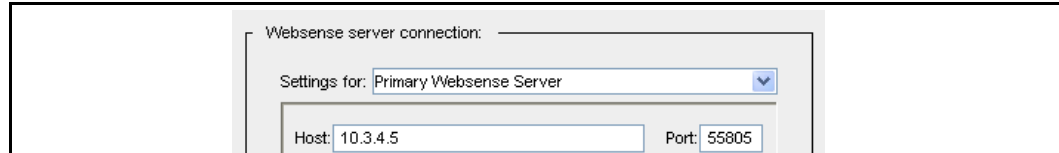
---

**Note:** You cannot upload gzip access log files with the Websense client.

---

**To edit the Websense client:**

1. Select **Configuration > Access Logging > Logs > Upload Client**.
2. Select the **Websense Client** from the **Client type** drop-down list. Click **Settings**.

A screenshot of a configuration window titled "Websense server connection:". Inside the window, there is a section labeled "Settings for:" with a dropdown menu currently showing "Primary Websense Server". Below this, there are two input fields: "Host:" with the value "10.3.4.5" and "Port:" with the value "55805".

3. From the **Settings for** drop-down list, select the primary or alternate server you want to configure.
4. Fill in the fields as appropriate:
  - a. **Host:** Enter the hostname of the primary Websense Server.
  - b. **Port:** The default is 55805, but you can change it if the Websense Server is using a different port.
5. Repeat for the **Alternate Websense Server**.
6. Click **OK**.
7. Click **Apply**.

## Troubleshooting

- ❑ **Problem:** The ProxySG is uploading logs more frequently than expected.

**Description:** If access logging is enabled, logs can accrue on the ProxySG's hard drive even if the upload client is not configured for specific protocols (often the case if you configured streaming, IM, or P2P). Eventually the size of these combined logs, triggers the global **Start an Early upload** threshold (**Configuration > Access Logging > General > Global Settings**). The ProxySG attempts to upload all configured logs more often than expected. For example, a main log that is configured for upload every 24 hours starts to upload small portions of the main log every 10 minutes.

**Solution:** To prevent the access logs that do not have an upload client configured from triggering the **Start an Early upload** threshold, edit the default logs for each protocol that you do not need uploaded. Set them to **<None>** from the **Configuration > Access Logging > Logs > Upload Client** tab.





## Chapter 5: Configuring the Upload Schedule

This chapter describes the Upload Schedule, which allows you to configure the frequency of the access logging upload to a remote server, the time between connection attempts, the time between keep-alive packets, the time at which the access log is uploaded, and the protocol that is used.

### Topics in this Chapter:

The following topics are included in this chapter:

- ❑ ["Configuring a Log for Uploading"](#) on page 39
- ❑ ["Testing Access Log Uploading"](#) on page 42
- ❑ ["Viewing Access-Log Statistics"](#) on page 42
- ❑ ["Example: Using VPM to Prevent Logging of Entries Matching a Source IP"](#) on page 47

### Configuring a Log for Uploading

You can specify either *periodic uploading* or *continuous uploading*. Both periodic and continuous uploading can send log information from an SG appliance farm to a single log analysis tool. This allows you to treat multiple appliances as a single entity and to review combined information from a single log file or series of related log files.

With periodic uploading, the SGOS software transmits log entries on a scheduled basis (for example, once daily or at specified intervals) as entries are batched, saved to disk, and uploaded to a remote server.

---

**Note:** When you configure a log for continuous uploading, it continues to upload until you stop it. To stop continuous uploading, switch to periodic uploading temporarily. This is sometimes required for gzip or encrypted files, which must stop uploading before you can view them.

---

With continuous uploading, the ProxySG continuously *streams* new access log entries from the device memory to a remote server. Here, *streaming* refers to the real-time transmission of access log information. The SGOS software transmits access log entries using the specified client, such as FTP client. A keep-alive is sent to keep the data connection open.

Continuous uploading allows you to view the latest logging information almost immediately, send log information to a log analysis tool for real-time processing and reporting, maintain the ProxySG performance by sending log information to a remote server (avoiding disk writes), and save device disk space by saving log information on the remote server.

If the remote server is unavailable to receive continuous upload log entries, the SGOS software saves the log information on the device disk. When the remote server is available again, the appliance resumes continuous uploading.

---

**Note:** If you do not need to analyze the upload entries in real time, use periodic uploading because it is more reliable than continuous uploading.

If there is a problem configuring continuous uploading to Microsoft Internet Information Server (IIS), use periodic uploading instead.

---

**To configure the upload schedule:**

1. Select **Configuration > Access Logging > Logs > Upload Schedule**.



The screenshot shows the 'Upload Schedule' tab in a configuration interface. It has four tabs: 'Logs', 'General Settings', 'Upload Client', and 'Upload Schedule'. The 'Upload Schedule' tab is active. It contains two main sections: 'Upload type' and 'Rotate the log file'. The 'Upload type' section has a 'Log' dropdown set to 'main', a radio button for 'continuously' (selected) and 'periodically', a 'Wait between connect attempts' field set to '60' seconds, and a 'Time between keep-alive log packets' field set to '300' seconds. The 'Rotate the log file' section has a radio button for 'Daily at' (selected) and 'Every', a 'Daily at' dropdown set to '2:00 a.m.', and a 'Rotate Now' button. Numbered callouts point to specific elements: 2 points to the 'Log' dropdown, 3a points to the 'continuously' radio button, 3b points to the 'Wait between connect attempts' field, 3c points to the 'Time between keep-alive log packets' field, 4a points to the 'Daily at' radio button, 4b points to the 'Every' radio button, and 5 points to the 'Rotate Now' button.

2. From the **Log** drop-down list, select the log type.
3. Select the **Upload Type**:
  - a. Select **continuously** (stream access log entries to a remote server) or **periodically** (transmit on a scheduled basis).
  - b. To change the time between connection attempts, enter the new time (in seconds) in the **Wait between connect attempts** field.
  - c. (Only accessible if you are updating continuously) To change the time between keep-alive packets, enter the new time (in seconds) in the **Time between keep-alive log packets** field.

Keepalives maintain the connection during low periods of system usage. When no logging information is being uploaded, the SGOS software sends a keep-alive packet to the remote server at the interval you specify, from 1 to 65535 seconds. If you set this to 0 (zero), you effectively disable the connection during low usage periods. The next time that access log information needs to be uploaded, the ProxySG automatically reestablishes the connection.

4. Determine when logs are uploaded or rotated:
  - a. (Optional) From the **Daily at** drop-down list, specify the time of day to log update (for periodic uploads) or rotate (for continuous uploads).
  - b. (Optional) To have the log uploaded or rotated on a daily basis, select **Every** and enter the time between uploads.
5. **Rotate or Upload Now**:
  - Continuous Upload: *Log rotation* helps prevent logs from growing excessively large. Especially with a busy site, logs can grow quickly and become too big for easy analysis. With log rotation, the SGOS software periodically creates a new log file, and archives the older one without disturbing the current log file.

- **Periodic Upload:** You can upload the access logs now or you can cancel any access-log upload currently in progress (if you are doing periodic uploads). You can rotate the access logs now (if you are doing continuous uploads). These actions do not affect the next scheduled upload time.
- **Cancel upload** (for periodic uploads) allows you to stop repeated upload attempts if the Web server becomes unreachable while an upload is in progress. Clicking this sets log uploading back to idle if the log is waiting to retry the upload. If the log file is in the process of uploading, it takes time for it to take effect.

6. Click **Apply**.

## Testing Access Log Uploading

For the duration of the test, configure the event log to use the verbose event level (refer to *Volume 9: Managing the Blue Coat ProxySG*). This logs more complete log information. After you test uploading, you can check the event log for the test upload event and determine whether any errors occurred (go to **Statistics > Event Logging**). You cannot check the event log.

### To test access log uploading:

You can do a test access log upload. Before you begin, make sure you have configured the upload client completely.

1. Select **Configuration > Access Logging > Logs > Upload Client**.
2. Click **Test Upload**.
3. Click **OK** in the Test upload dialog.
4. Check the event log for upload results: go to **Statistics > Event Logging**.

## Viewing Access-Log Statistics

View access-log statistics from the Management Console or the CLI. Not all statistics you can view in the Management Console are available in the CLI.

You can also view some access log statistics by navigating to **Statistics > Advanced** and clicking **Access Log**. Statistics you can view from **Statistics > Advanced** include:

- ☐ **Show list of all logs:** The access log manages multiple log objects internally. These are put together as one logical access log file when the file is uploaded.

The show list shows the available internal log objects for easy access. To download part of the access log instead of the whole log file, click on the individual log object shown in the list. The latest log object can be identified by its timestamp.

---

**Note:** If you have multiple access logs, each access log has its own list of objects.

---

- ☐ **Show access log statistics:** The statistics of an individual access log is shown.

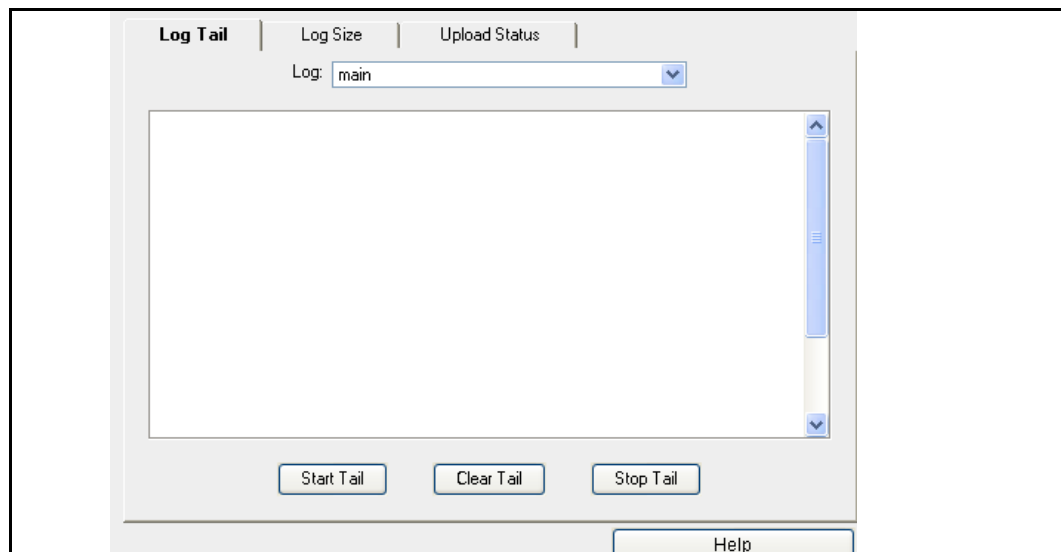
- ❑ **Show statistics of all logs:** The statistics of all the access logs on the system are displayed in a single list.
- ❑ **Show last N bytes in the log:** The last *N* bytes in the log are shown.
- ❑ **Show last part of log every time it changes:** A stream of the latest log entries is shown on the page as they are written in the system.
- ❑ **Show access log tail with optional refresh time:** A refresh from the browser displays the latest log entries.
- ❑ **Show access log objects:** The statistics of individual access log objects are displayed.
- ❑ **Show all access log objects:** The statistics of all access log object are displayed in a single list.

### Viewing the Access Log Tail

This option is not available through the CLI.

**To display the access log tail:**

1. Select **Statistics > Access Logging > Log Tail**.



2. From the **Log** drop-down list, select the log to view.
3. Click **Start Tail** to display the access log tail.

The ProxySG displays a maximum of 500 lines. Entries that pre-date these 500 lines are not displayed.

4. Click **Stop Tail** to stop the display or **Clear Tail** to clear the display.

### Viewing the Log File Size

The **Log Size** tab displays current log statistics:

- ❑ Whether the log is being uploaded ([Table 5–1, "Log Writing Status Description"](#) describes upload statuses)

- ❑ The current size of all access log objects
- ❑ Disk space usage
- ❑ Last modified time
- ❑ Estimated size of the access log file, once uploaded

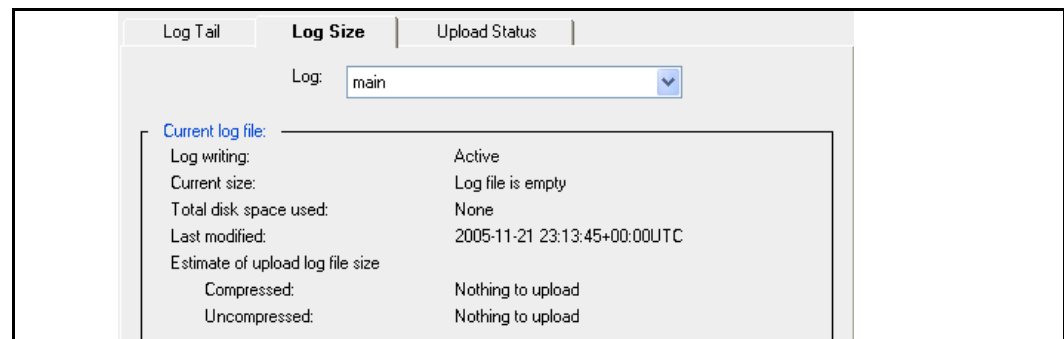
Table 5–1 Log Writing Status Description

Status	Description
active	Log writing is active.
active - early upload	The early upload threshold has been reached.
disabled	An administrator has disabled logging.
idle	Log writing is idle.
initializing	The system is initializing.
shutdown	The system is shutting down.
stopped	The access log is full. The maximum log size has been reached.
unknown	A system error has occurred.

Estimated compressed size of the uploaded access log and ProxySG access log size might differ during uploading. This occurs because new entries are created during the log upload.

#### To view the access log size statistic:

1. Select **Statistics > Access Logging > Log Size**.



2. From the **Log** drop-down list, select a log to view.

### Viewing Access Logging Status

The SGOS software displays the current access logging status on the Management Console. This includes separate status information about:

- ❑ The writing of access log information to disk
- ❑ The client the ProxySG uses to upload access log information to the remote server

**To view access logging upload status:**

1. Select **Statistics > Access Logging > Upload Status**.

Upload Status	
Log:	main
Status of last upload:	
Upload client:	disabled
Connect time:	never uploaded
Remote filename:	Never rotated
Remote size:	Empty
Maximum bandwidth:	0.0 kilobytes/s
Current bandwidth:	N/A (Client not connected)
Last upload result:	Failure

2. Under **Status of Last Upload**, check the appropriate status information displayed in the **Upload client** field.
3. Check the other status information. For information about the status, see the table below.

Table 5–2 Upload Status Information

Status	Description
Connect time	The last time a client connection was made or attempted.
Remote filename	The most recent upload filename. If an access log was encrypted, only the encrypted access log file (the ENC file) displays.
Remote size	The current size of the upload file. If an access log was encrypted, only the encrypted access log file size (the ENC file) displays. The private key file (the DER file) varies, but is usually about 1 Kb.
Maximum bandwidth	The maximum bandwidth used in the current or last connection.
Current bandwidth	The bandwidth used in the last second (available only if currently connected).
Final result	The result of the last upload attempt (success or failure). This is available only if not connected.

## Viewing Access-Log Statistics

In the CLI, you can view all access log statistics at once, or you can view the statistics of a specific access log. For details of the meaning of these statistics, see ["Viewing the Log File Size"](#) on page 43 and ["Viewing Access Logging Status"](#) on page 44.

**To view access logging statistics:**

1. To view the statistics for all access logs at once, enter the following command:

```
SGOS# show access-log statistics
```

2. To view the statistics for a specific access log, enter the following command:

```
SGOS# show access-log statistics log_name
```

The statistics for the access log Main are displayed below as an example:

```
SGOS#(config) show access-log statistics main
Statistics:
Access Log (main) Statistics:
Log Manager Version 3
Log entry lifetime counter:      0
System Status:
    Log manager:                  enabled and running
    Upload client:                disabled
    Log writer:                  idle
    Log reader:                  idle
Log Information:
    Current log size:             0 bytes
    Early upload threshold:      1736 MB
    Maximum log size:            2170 MB
    Max size policy:             stop logging
    Bytes in write buffer :      0
    Tail sockets in use :        0
    Modified time:               2004-08-26 22:10:49+00:00UTC
Next Upload:
    Client type:                 ftp
    Next attempt:                uploading disabled
    Connect type:                daily upload
    Connect reason:              regular upload
    Estimated upload size:
        compressed:              nothing to upload
        uncompressed:            nothing to upload
    Upload format:               gzip
Last Upload Attempt:
    Time:                        never uploaded
    Maximum bandwidth:           0.00 KB/sec
    Result:                      failure
Current/Last Upload File:
    Remote filename:             Never rotated
    Remote size:                 0 bytes
```

Using Access Logging with Policy Rules

After configuration is complete, you must create rules to manage the access logs you set up. You can create rules through the Visual Policy Manager module of the Management Console, or you can use Content Policy Language (CPL) directly (refer to *Volume 10: Content Policy Language Guide*).

Actions you can do to manage access logging:

- ❑ Reset logging to its default
- ❑ Disable all logging
- ❑ Add logging to a log file
- ❑ Disable logging to a log file
- ❑ Override specific access-log fields

You can also set the list of logs to be used, but you must use CPL to create this action. It is not available through the VPM.

The first two actions—reset logging to its default and disable all logging—are referred to as constant actions, just like the allow/deny actions. Select only one per rule.

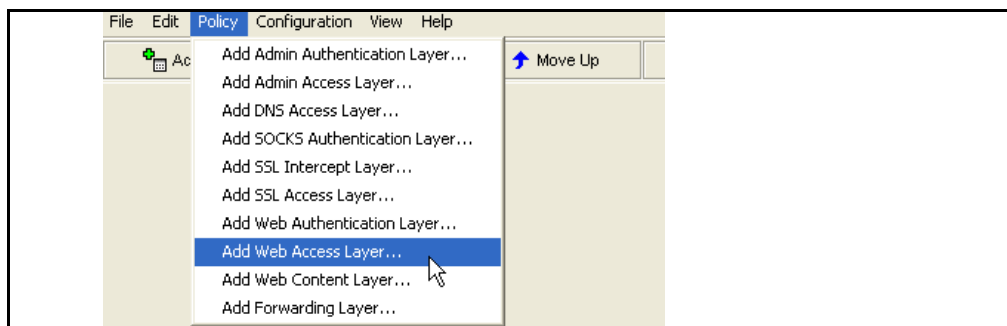
All of the actions are allowed in all layers. If you use the VPM, the access-logging actions display in the VPM policy; if you use CPL, you can put the actions into any file, but Blue Coat recommends you use the Local file.

### Example: Using VPM to Prevent Logging of Entries Matching a Source IP

Complete the following steps to prevent a source IP address from being logged.

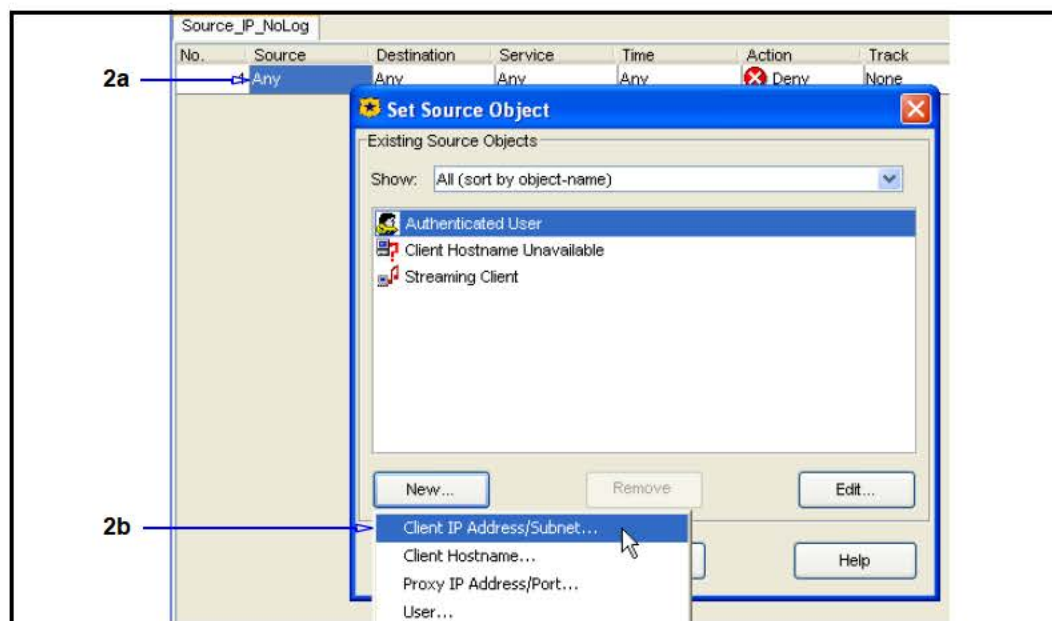
#### To prevent a source IP address from being logged:

1. Create a Web Access Layer:
  - a. Select **Configuration > Policy > Visual Policy Manager**; click **Launch**.



- b. In the VPM, select **Policy > Add Web Access Layer**.
    - c. Enter a layer name into the dialog that appears and click **OK**.





2. Add a **Source** object:
  - a. Right click on the item in the **Source** column; select **Set**.
  - b. Click **New**; select **Client IP Address/Subnet**.
3. Enter an IP address or Subnet Mask in the dialog that appears and click **Add**; click **Close** (or add additional addresses and then click **Close**); click **OK**.
4. Add an Action object to this rule:
  - a. Right-click on the item in the **Action** column; select **Set**.
  - b. Click **New** in the Set Action Object dialog that appears; select **Modify Access Logging**.



- c. To disable a particular log, click **Disable logging to** and select that log from the drop-down list; to disable all access logging, click **Disable all access logging**.
5. Click **OK**; click **OK** again; close the VPM window and click **Yes** in the dialog to save your changes.



## Appendix A: Access Log Formats

This chapter describes the access log formats that are created by ProxySG:

- ❑ "Custom or W3C ELFF Format"
- ❑ "SQUID-Compatible Format" on page 52
- ❑ "NCSA Common Access Log Format" on page 54

ELFF is a log format defined by the W3C that contains information about Windows Media and RealProxy logs.

The ProxySG can create access logs with any one of six formats. Four of the six are reserved formats and cannot be configured. However, you can create additional logs using custom or ELFF format strings.

When using an ELFF or custom format, a blank field is represented by a dash character. When using the SQUID or NCSA log format, a blank field is represented according to the standard of the format.

### Custom or W3C ELFF Format

The W3C Extended Log File Format (ELFF) is a subset of the Blue Coat Systems format. The ELFF format is specified as a series of space delimited fields. Each field is described using a text string. The types of fields are described in [Table A-1](#).

Table A-1 Field Types

Field Type	Description
Identifier	A type unrelated to a specific party, such as date and time.
prefix-identifier	Describes information related to a party or a transfer, such as <code>c-ip</code> (client's IP) or <code>sc-bytes</code> (how many bytes were sent from the server to the client)
prefix (header)	Describes a header data field. The valid prefixes are:  <div><div><code>c</code> = Client <code>s</code> = Server <code>r</code> = Remote <code>sr</code> = Server to Remote</div><div><code>cs</code> = Client to Server <code>sc</code> = Server to Client <code>rs</code> = Remote to Server</div></div>

ELFF formats are created by selecting a corresponding custom log format using the table below. Unlike the Blue Coat custom format, ELFF does not support character strings and require a space between fields.

Selecting the ELFF format does the following:

- ❑ Puts one or more W3C headers into the log file. Each header contains the following lines:

```
#Software: SGOS x.x.x
#Version: 1.0
#Date: 2002-06-06 12:12:34
#Fields: date time cs-ip...
```

- ❑ Changes all spaces within fields to + or %20. The ELFF standard requires that spaces only be present between fields.

ELFF formats are described in [Table A-2](#).

Table A-2 Blue Coat Custom Format and Extended Log File Format

Blue Coat Custom Format	Extended Log File Format	Description
space character	N/A	Multiple consecutive spaces are compressed to a single space.
%	-	Denotes an expansion field.
%%	-	Denotes '%' character.
%a	c-ip	IP address of the client
%b	sc-bytes	Number of bytes sent from appliance to client
%c	rs (Content-Type)	Response header: Content-Type
%d	s-supplier-name	Hostname of the upstream host (not available for a cache hit)
%e	time-taken	Time taken (in milliseconds) to process the request
%f	sc-filter-category	Content filtering category of the request URL
%g	timestamp	Unix type timestamp
%h	c-dns	Hostname of the client (uses the client's IP address to avoid reverse DNS)
%i	cs-uri	The 'log' URL.
%j	-	[Not used.]
%k	-	[Not used.]
%l	x-bluecoat-special-empty	Resolves to an empty string
%m	cs-method	Request method used from client to appliance
%n	-	[Not used.]
%o	-	[Not used.]
%p	r-port	Port from the outbound server URL
%q	-	[Not used.]
%r	cs-request-line	First line of the client's request
%s	sc-status	Protocol status code from appliance to client
%t	gmttime	GMT date and time of the user request in format: [DD/MM/YYYY:hh:mm:ss GMT]

Table A-2 Blue Coat Custom Format and Extended Log File Format (Continued)

Blue Coat Custom Format	Extended Log File Format	Description
%u	cs-user	Qualified username for NTLM. Relative username for other protocols
%v	cs-host	Hostname from the client's request URL. If URL rewrite policies are used, this field's value is derived from the 'log' URL
%w	s-action	What type of action did the Appliance take to process this request.
%x	date	GMT Date in YYYY-MM-DD format
%y	time	GMT time in HH:MM:SS format
%z	s-icap-status	ICAP response status
%A	cs (User-Agent)	Request header: User-Agent
%B	cs-bytes	Number of bytes sent from client to appliance
%C	cs (Cookie)	Request header: Cookie
%D	s-supplier-ip	IP address used to contact the upstream host (not available for a cache hit)
%E	-	[Not used.]
%F	-	[Not used.]
%G	-	[Not used.]
%H	s-hierarchy	How and where the object was retrieved in the cache hierarchy.
%I	s-ip	IP address of the appliance on which the client established its connection
%J	-	[Not used.]
%K	-	[Not used.]
%L	localtime	Local date and time of the user request in format: [DD/MMM/YYYY:hh:mm:ss +nnnn]
%M	-	[Not used.]
%N	s-computername	Configured name of the appliance
%O	-	[Not used.]
%P	s-port	Port of the appliance on which the client established its connection
%Q	cs-uri-query	Query from the 'log' URL.
%R	cs (Referer)	Request header: Referer
%S	s-sitename	The service type used to process the transaction
%T	duration	Time taken (in seconds) to process the request
%U	cs-uri-path	Path from the 'log' URL. Does not include query.
%V	cs-version	Protocol and version from the client's request, e.g. HTTP/1.1

Table A-2 Blue Coat Custom Format and Extended Log File Format (Continued)

Blue Coat Custom Format	Extended Log File Format	Description
%W	sc-filter-result	Content filtering result: Denied, Proxied or Observed
%X	cs (X-Forwarded-For)	Request header: X-Forwarded-For
%Y	-	[Not used.]
%Z	s-icap-info	ICAP response information

## Example Access Log Formats

```

Squid log format: %g %e %a %w/%s %b %m %i %u %H/%d %c
NCSA common log format: %h %l %u %t "%r" %s %b
NCSA extended log format: %h %l %u %L "%r" %s %b "%R" "%A"
Microsoft IIS format: %a, -, %x, %y, %S, %N, %I, %e, %b, %B, %s, 0, %m, %U, -

```

The Blue Coat custom format allows any combination of characters and format fields. Multiple spaces are compressed to a single space in the actual access log. You can also enter a string, such as `My default is %d`. The ProxySG goes through such strings and finds the relevant information. In this case, that information is `%d`.

## SQUID-Compatible Format

The SQUID-compatible format contains one line for each request. For SQUID-1.1, the format is:

```

time elapsed remotehost code/status bytes method URL rfc931
peerstatus/peerhost type

```

For SQUID-2, the columns stay the same, though the content within might change a little.

## Action Field Values

Table A-3 describes the possible values for the action field.

Table A-3 Action Field Values

Value	Description
ACCELERATED	(SOCKS only) The request was handed to the appropriate protocol agent for handling.
ALLOWED	An FTP method (other than the data transfer method) is successful.
DENIED	Policy denies a method.
FAILED	An error or failure occurred.
LICENSE_EXPIRED	(SOCKS only) The request could not be handled because the associated license has expired.

Table A-3 Action Field Values (Continued)

Value	Description
TUNNELED	Successful data transfer operation.
TCP_	Refers to requests on the HTTP port.
TCP_AUTH_HIT	The requested object requires upstream authentication, and was served from the cache.
TCP_AUTH_MISS	The requested object requires upstream authentication, and was not served from the cache. This is part of CAD (Cached Authenticated Data).
TCP_AUTH_REDIRECT	The client was redirected to another URL for authentication.
TCP_CLIENT_REFRESH	The client forces a revalidation with the origin server with a Pragma: no-cache. If the server returns 304 Not Modified, this appears in the Statistics:Efficiency file as In Cache, verified Fresh.
TCP_DENIED	Access to the requested object was denied by a filter.
TCP_ERR_MISS	An error occurred while retrieving the object from the origin server.
TCP_HIT	A valid copy of the requested object was in the cache.
TCP_LOOP	The current connection is dropped because the upstream connection would result in a looped connection.
TCP_MEM_HIT	The requested object was, in its entirety, in RAM.
TCP_MISS	The requested object was not in the cache.
TCP_NC_MISS	The object returned from the origin server was non-cacheable.
TCP_PARTIAL_MISS	The object is in the cache, but retrieval from the origin server is in progress.
TCP_POLICY_REDIRECT	The client was redirected to another URL due to policy.
TCP_REFRESH_HIT	A GIMS request to the server was forced and the response was 304 Not Modified, this appears in the Statistics:Efficiency file as In Cache, verified Fresh.
TCP_REFRESH_MISS	A GIMS request to the server was forced and new content was returned.
TCP_RESCAN_HIT	The requested object was found in the cache but was rescanned because the virus-scanner-tag-id in the object was different from the current scanner tag.
TCP_SPLASHED	The user was redirected to a splash page.
TCP_SWAPFAIL	The object was believed to be in the cache, but could not be accessed.

Table A–3 Action Field Values (Continued)

Value	Description
TCP_TUNNELED	The CONNECT method was used to tunnel this request (generally proxied HTTPS).
UDP_	Refers to requests on the ICP port (3130).
UDP_DENIED	Access was denied for this request.
UDP_HIT	A valid copy of the requested object was in the cache. This value is also used with ICP queries.
UDP_INVALID	The ICP request was corrupt, short, or otherwise unintelligible.
UDP_MISS	The requested object was not in the cache. This value is also used with ICP queries.
UDP_MISS_NOFETCH	An ICP request was made to this cache for an object not in the cache. The requestor was informed that it could not use this cache as a parent to retrieve the object. (This is not supported at this time.)
UDP_OBJ	An ICP request was made to this cache for an object that was in cache, and the object was returned through UDP. (This is not supported at this time. This functionality is deprecated in the current ICP specification.)

## NCSA Common Access Log Format

The common log format contains one line for each request. The format of each log entry is shown below:

```
remotehost rfc931 authuser [date] "request" status bytes
```

Each field is described in [Table A–4](#).

Table A–4 Log Entry Fields

Field Name	Description
remotehost	DNS hostname or IP address of remote server.
rfc931	The remote log name of the user. This field is always —.
authuser	The username as which the user has authenticated himself.
[date]	Date and time of the request.
"request"	The request line exactly as it came from the client.
status	The HTTP status code returned to the client.
bytes	The content length of the document transferred.

## Access Log Filename Formats

[Table A–5](#) details the specifiers for the access log upload filenames.

Table A–5 Specifiers for Access Log Upload Filenames

Specifier	Description
%%	Percent sign.
%a	Abbreviated weekday name.
%A	Full weekday name.
%b	Abbreviated month name.
%B	Full month name.
%c	The certificate name used for encrypting the log file (expands to nothing in non-encrypted case).
%C	The ProxySG name.
%d	Day of month as decimal number (01 - 31).
%f	The log name.
%H	Hour in 24-hour format (00 - 23).
%i	First IP address of the ProxySG, displayed in x_x_x_x format, with leading zeros removed.
%I	Hour in 12-hour format (01 - 12).
%j	Day of year as decimal number (001 - 366).
%l	The fourth part of the ProxySG IP address, using three digits (001.002.003.004)
%m	Month as decimal number (01 - 12).
%M	Minute as decimal number (00 - 59).
%p	Current locale's A.M./P.M. indicator for 12-hour clock.
%S	Second as decimal number (00 - 59).
%U	Week of year as decimal number, with Sunday as first day of week (00 - 53).
%w	Weekday as decimal number (0 - 6; Sunday is 0).
%W	Week of year as decimal number, with Monday as first day of week (00 - 53).
%Y	Year without century, as decimal number (00 - 99).
%Y	Year with century, as decimal number.
%z, %Z	Time-zone name or abbreviation; no characters if time zone is unknown.



## Fields Available for Creating Access Log Formats

The following table lists all fields available for creating access log formats. When creating an ELFF format, you must use the values from the ELFF column. When creating a custom format, you can use values from the ELFF, CPL, or custom column.

Table A–6 Access Log Formats

ELFF	CPL	Custom	Description
<b>Category: bytes</b>			
cs-bodylength			Number of bytes in the body (excludes header) sent from client to appliance
cs-bytes		%B	Number of bytes sent from client to appliance
cs-headerlength			Number of bytes in the header sent from client to appliance
rs-bodylength			Number of bytes in the body (excludes header) sent from upstream host to appliance
rs-bytes			Number of bytes sent from upstream host to appliance
rs-headerlength			Number of bytes in the header sent from upstream host to appliance
sc-bodylength			Number of bytes in the body (excludes header) sent from appliance to client
sc-bytes		%b	Number of bytes sent from appliance to client
sc-headerlength			Number of bytes in the header sent from appliance to client
sr-bodylength			Number of bytes in the body (excludes header) sent from appliance to upstream host
sr-bytes			Number of bytes sent from appliance to upstream host
sr-headerlength			Number of bytes in the header sent from appliance to upstream host
<b>Category: cifs</b>			
x-cifs-bytes-written			Total number of bytes written to the associated resource
x-cifs-client-bytes-read			Total number of bytes read by CIFS client from the associated resource

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-cifs-client-read-operations			Total number of read operations issued by the CIFS client for the associated resource
x-cifs-client-other-operations			Total number of non read/write operations issued by the CIFS client for the associated resource
x-cifs-client-write-operations			Total number of write operations issued by the CIFS client for the associated resource
x-cifs-dos-error-class			DOS error class generated by server, in hexadecimal
x-cifs-dos-error-code			DOS error code generated by server, in hexadecimal
x-cifs-error-code			Error code generated by server
x-cifs-fid			ID representing a CIFS resource
x-cifs-file-size			Size in bytes of CIFS resource
x-cifs-file-type			Type of CIFS resource
x-cifs-method			The method associated with the CIFS request
x-cifs-nt-error-code			NT error code generated by server, in hexadecimal
x-cifs-orig-path			Original path name of resource to be renamed
x-cifs-orig-unc-path			UNC path of original path name of resource to be renamed
x-cifs-path			CIFS resource name as specified in the UNC path
x-cifs-server			CIFS server as specified in the UNC path
x-cifs-server-bytes-read			Total number of bytes read by CIFS server from the associated resource
x-cifs-server-operations			Total number of operations issued to the CIFS server for the associated resource
x-cifs-share			CIFS share name as specified in the UNC path
x-cifs-tid			ID representing instance of an authenticated connection to server resource

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-cifs-uid			ID representing an authenticated user instance
x-cifs-unc-path			CIFS path of form \\\\server\\share\\path where path may be empty
<b>Category: connection</b>			
cs-ip	proxy.address		IP address of the destination of the client's connection
c-connect-type			The type of connection made by the client to the appliance -- 'Transparent' or 'Explicit'
c-dns		%h	Hostname of the client (uses the client's IP address to avoid reverse DNS)
x-cs-dns	client.host		The hostname of the client obtained through reverse DNS.
c-ip	client.address	%a	IP address of the client
c-port			Source port used by the client
x-cs-netbios-computer-name	netbios.computer-name		The NetBIOS name of the computer. This is an empty string if the query fails or the name is not reported. When using the \$(netbios.*) substitutions to generate the username, the client machines must react to a NetBIOS over TCP/IP node status query.
x-cs-netbios-computer-domain	netbios.computer-domain		The name of the domain to which the computer belongs. This is an empty string if the query fails or the name is not reported. When using the \$(netbios.*) substitutions to generate the username, the client machines must react to a NetBIOS over TCP/IP node status query.
x-cs-netbios-messenger-username	netbios.messenger-username		The name of the logged-in user. This is an empty string if the query fails or the name is not reported. It is also empty there is more than one logged-in user. When using the \$(netbios.*) substitutions to generate the username, the client machines must react to a NetBIOS over TCP/IP node status query.

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-cs-netbios-messenger-usernames	netbios.messenger-usernames		A comma-separated list of the all the messenger usernames reported by the target computer. This is an empty string if the query fails, or no names are reported. When using the <code>\$(netbios.*)</code> substitutions to generate the username, the client machines must react to a NetBIOS over TCP/IP node status query.
x-cs-session-username	session.username		The username associated with this session as reported by RADIUS accounting. This is an empty string if no session is known.
x-cs-ident-username	ident.username		The username associated with this session as returned from an ident query. This is an empty string if no session is known.
x-cs-connection-negotiated-cipher	client.connection. negotiated_cipher		OpenSSL cipher suite negotiated for the client connection
x-cs-connection-negotiated-cipher-strength	client.connection. negotiated_cipher. strength		Strength of the OpenSSL cipher suite negotiated for the client connection
x-cs-connection-negotiated-cipher-size			Ciphersize of the OpenSSL cipher suite negotiated for the client connection
x-cs-connection-negotiated-ssl-version	client.connection. negotiated_ssl_version		Version of the SSL protocol negotiated for the client connection
r-dns			Hostname from the outbound server URL
r-ip			IP address from the outbound server URL
r-port		%p	Port from the outbound server URL
r-supplier-dns			Hostname of the upstream host (not available for a cache hit)
r-supplier-ip			IP address used to contact the upstream host (not available for a cache hit)

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
r-supplier-port			Port used to contact the upstream host (not available for a cache hit)
sc-adapter	proxy.card		Adapter number of the client's connection to the Appliance
sc-connection			Unique identifier of the client's connection (i.e. SOCKET)
x-bluecoat-server-connection-socket-errno	server_connection.socket_errno		Error message associated with a failed attempt to connect to an upstream host
s-computername	proxy.name	%N	Configured name of the appliance
s-connect-type			Upstream connection type (Direct, SOCKS gateway, etc.)
s-dns			Hostname of the appliance (uses the primary IP address to avoid reverse DNS)
s-ip		%I	IP address of the appliance on which the client established its connection
s-port	proxy.port	%P	Port of the appliance on which the client established its connection
s-sitename		%S	The service type used to process the transaction
x-service-group	service.group		The name of the service group that handled the transaction
x-service-name	service.name		The name of the service that handled the transaction
x-module-name	module_name		The SGOS module that is handling the transaction
s-supplier-ip		%D	IP address used to contact the upstream host (not available for a cache hit)
s-supplier-name		%d	Hostname of the upstream host (not available for a cache hit)
x-bluecoat-transaction-id	transaction.id		Unique per-request identifier generated by the appliance (note: this value is not unique across multiple appliances)
x-bluecoat-appliance-name	appliance.name		Configured name of the appliance

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-bluecoat-appliance-primary-address	appliance.primary_address		Primary IP address of the appliance
x-bluecoat-proxy-primary-address	proxy.primary_address		Primary IP address of the appliance
x-bluecoat-appliance-identifier	appliance.identifier		Compact identifier of the appliance
x-appliance-serial-number	appliance.serial_number		The serial number of the appliance
x-appliance-mc-certificate-fingerprint	appliance.mc_certificate_fingerprint		The fingerprint of the management console certificate
x-appliance-product-name	appliance.product_name		The product name of the appliance; for example: Blue Coat SG4xx
x-appliance-product-tag	appliance.product_tag		The product tag of the appliance; for example: SG4xx
x-appliance-series-name	appliance.series_name		The series name of the appliance; for example: 400
x-appliance-full-version	appliance.full_version		The full version of the SGOS software
x-appliance-first-mac-address	appliance.first_mac_address		The MAC address of the first installed adapter
x-client-address			IP address of the client
x-client-connection-bytes			Total number of bytes send to and received from the client
x-client-ip			IP address of the client
x-server-connection-bytes			Total number of bytes send to and received from the server
x-server-adn-connection-bytes			Total number of compressed ADN bytes send to and received from the server
x-rs-connection-negotiated-cipher	server.connection_negotiated_cipher		OpenSSL cipher suite negotiated for the client connection

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-rs-connection-negotiated-cipher-strength	server.connection.negotiated_cipher.strength		Strength of the OpenSSL cipher suite negotiated for the server connection
x-rs-connection-negotiated-cipher-size			Ciphersize of the OpenSSL cipher suite negotiated for the server connection
x-rs-connection-negotiated-ssl-version	server.connection.negotiated_ssl_version		Version of the SSL protocol negotiated for the server connection
x-cs-connection-dscp	client.connection.dscp		DSCP client inbound value
x-rs-connection-dscp	server.connection.dscp		DSCP server inbound value
x-sc-connection-dscp-decision			DSCP client outbound value
x-sr-connection-dscp-decision			DSCP server outbound value
<b>Category: dns</b>			
x-dns-cs-transport	dns.client_transport		The transport protocol used by the client connection in a DNS query
x-dns-cs-address	dns.request.address		The address queried in a reverse DNS lookup
x-dns-cs-dns	dns.request.name		The hostname queried in a forward DNS lookup
x-dns-cs-opcode	dns.request.opcode		The DNS OPCODE used in the DNS query
x-dns-cs-qtype	dns.request.type		The DNS QTYPE used in the DNS query
x-dns-cs-qclass	dns.request.class		The DNS QCLASS used in the DNS query
x-dns-rs-rcode	dns.response.code		The DNS RCODE in the response from upstream
x-dns-rs-a-records	dns.response.a		The DNS A RRs in the response from upstream
x-dns-rs-cname-records	dns.response.cname		The DNS CNAME RRs in the response from upstream



Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-dns-rs- ptr-records	dns.response.ptr		The DNS PTR RRs in the response from upstream
<b>Category: im</b>			
x-im-buddy- id			Instant messaging buddy ID
x-im-buddy- name			Instant messaging buddy display name
x-im-buddy- state			Instant messaging buddy state
x-im-chat- room-id			Instant messaging identifier of the chat room in use
x-im-chat- room-members			The list of chat room member Ids
x-im-chat- room-type			The chat room type, one of 'public' or 'private', and possibly 'invite_only', 'voice' and/or 'conference'
x-im-client- info			The instant messaging client information
x-im-user- agent	im.user_agent		The instant messaging user agent string
x-im-file- path			Path of the file associated with an instant message
x-im-file- size			Size of the file associated with an instant message
x-im-http- gateway			The upstream HTTP gateway used for IM (if any)
x-im- message- opcode	im.message.opcode		The opcode utilized in the instant message
x-im- message- reflected	im.message.reflected		Indicates whether or not the IM message was reflected.
x-im- message-route			The route of the instance message
x-im- message-size			Length of the instant message
x-im- message-text			Text of the instant message
x-im- message-type			The type of the instant message
x-im-method			The method associated with the instant message

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-im-user-id			Instant messaging user identifier
x-im-user-name			Display name of the client
x-im-user-state			Instant messaging user state
<b>Category: mapi</b>			
x-mapi-method			The method associated with the MAPI request
x-mapi-user-dn			The distinguished name of the user negotiated by MAPI
x-mapi-user			The name of the user negotiated by MAPI. See x-mapi-user-dn for the fully distinguished name.
x-mapi-cs-rpc-count			The count of RPC messages received from the client
x-mapi-sr-rpc-count			The count of RPC messages sent to the server
x-mapi-rs-rpc-count			The count of RPC messages received from the server
x-mapi-sc-rpc-count			The count RPC messages sent to the client
x-mapi-endpoint-rpc-count			Total number of RPC messages sent to the end point
x-mapi-peer-rpc-count			Total number of RPC messages sent to the peer
<b>Category: p2p</b>			
x-p2p-client-bytes			Number of bytes from client
x-p2p-client-info			The peer-to-peer client information
x-p2p-client-type	p2p.client		The peer-to-peer client type
x-p2p-peer-bytes			Number of bytes from peer
<b>Category: packets</b>			

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
c-pkts-lost-client			Number of packets lost during transmission from server to client and not recovered at the client layer via error correction or at the network layer via UDP resends.
c-pkts-lost-cont-net			Maximum number of continuously lost packets on the network layer during transmission from server to client
c-pkts-lost-net			Number of packets lost on the network layer
c-pkts-received			Number of packets from the server (s-pkts-sent) that are received correctly by the client on the first try
c-pkts-recovered-ECC			Number of packets repaired and recovered on the client layer
c-pkts-recovered-resent			Number of packets recovered because they were resent via UDP.
c-quality			The percentage of packets that were received by the client, indicating the quality of the stream
c-resendreqs			Number of client requests to receive new packets
s-pkts-sent			Number of packets from the server
<b>Category: req_rsp_line</b>			
cs-method	method	%m	Request method used from client to appliance
x-cs-http-method	http.method		HTTP request method used from client to appliance. Empty for non-HTTP transactions
cs-protocol	client.protocol		Protocol used in the client's request
cs-request-line	http.request_line	%r	First line of the client's request
x-cs-raw-headers-count	request.raw_headers.count		Total number of 'raw' headers in the request

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-cs-raw-headers-length	request.raw_headers.length		Total length of 'raw' headers in the request
cs-version	request.version	%V	Protocol and version from the client's request, e.g. HTTP/1.1
x-bluecoat-proxy-via-http-version	proxy.via_http_version		Default HTTP protocol version of the appliance without protocol decoration (e.g. 1.1 for HTTP/1.1)
x-bluecoat-redirect-location	redirect.location		Redirect location URL specified by a redirect CPL action
rs-response-line			First line (a.k.a. status line) of the response from an upstream host to the appliance
rs-status	response.code		Protocol status code of the response from an upstream host to the appliance
rs-version	response.version		Protocol and version of the response from an upstream host to the appliance, e.g. HTTP/1.1
sc-status		%s	Protocol status code from appliance to client
x-bluecoat-ssl-failure-reason	ssl_failure_reason		Upstream SSL negotiation failure reason
x-cs-http-version	http.request.version		HTTP protocol version of request from the client. Does not include protocol qualifier (e.g. 1.1 for HTTP/1.1)
x-cs-socks-ip	socks.destination_address		Destination IP address of a proxied SOCKS request
x-cs-socks-port	socks.destination_port		Destination port of a proxied SOCKS request
x-cs-socks-method	socks.method		Method of a proxied SOCKS request
x-cs-socks-version	socks.version		Version of a proxied SOCKS request.
x-cs-socks-compression			Used compression in SOCKS client side connection.
x-sr-socks-compression			Used compression in SOCKS server side connection.
x-sc-http-status	http.response.code		HTTP response code sent from appliance to client

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-rs-http-version	http.response.version		HTTP protocol version of response from the upstream host. Does not include protocol qualifier (e.g. 1.1 for HTTP/1.1)
x-sc-http-version			HTTP protocol version of response to client. Does not include protocol qualifier (e.g. 1.1 for HTTP/1.1)
x-sr-http-version			HTTP protocol version of request to the upstream host. Does not include protocol qualifier (for example, 1.1 for HTTP/1.1)
sc(Content-Encoding)			Client Response header: Content-Encoding
sr(Accept-Encoding)			Server Request header: Accept-Encoding
<b>Category: special_token</b>			
x-bluecoat-special-amp	amp		The ampersand character
x-bluecoat-special-apos	apos		The apostrophe character (a.k.a. single quote)
x-bluecoat-special-cr	cr		Resolves to the carriage return character
x-bluecoat-special-crlf	crlf		Resolves to a carriage return/line feed sequence
x-bluecoat-special-empty	empty	%1	Resolves to an empty string
x-bluecoat-special-esc	esc		Resolves to the escape character (ASCII HEX 1B)
x-bluecoat-special-gt	gt		The greater-than character
x-bluecoat-special-lf	lf		The line feed character
x-bluecoat-special-lt	lt		The less-than character
x-bluecoat-special-quot	quot		The double quote character
x-bluecoat-special-slash	slash		The forward slash character
<b>Category: ssl</b>			

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-rs-certificate-hostname	server.certificat e.hostname		Hostname from the server's SSL certificate
x-rs-certificate-hostname-categories			All content categories of the server's SSL certificate's hostname
x-rs-certificate-hostname-categories-policy			All content categories of the server's SSL certificate's hostname that are defined by CPL.
x-rs-certificate-hostname-categories-local			All content categories of the server's SSL certificate's hostname that are defined by a Local database.
x-rs-certificate-hostname-categories-bluecoat			All content categories of the server's SSL certificate's hostname that are defined by Blue Coat Web Filter.
x-rs-certificate-hostname-categories-provider			All content categories of the server's SSL certificate's hostname that are defined by the current 3rd-party provider.
x-rs-certificate-hostname-categories-qualified			All content categories of the server's SSL certificate's hostname, qualified by the provider of the category.
x-rs-certificate-hostname-category	server.certificat e.hostname. category		Single content category of the server's SSL certificate's hostname
x-rs-certificate-valid-from			Date from which the certificate presented by the server is valid
x-rs-certificate-valid-to			Date until which the certificate presented by the server is valid
x-rs-certificate-serial-number			Serial number of the certificate presented by the server
x-rs-certificate-issuer			Issuer of the certificate presented by the server

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-rs-certificate-signature-algorithm			Signature algorithm in the certificate presented by the server
x-rs-certificate-pubkey-algorithm			Public key algorithm in the certificate presented by the server
x-rs-certificate-version			Version of the certificate presented by the server
x-rs-certificate-subject	server.certificate.subject		Subject of the certificate presented by the server
x-cs-certificate-common-name	client.certificate.common_name		Common name in the client certificate
x-cs-certificate-valid-from			Date from which the certificate presented by the client is valid
x-cs-certificate-valid-to			Date until which the certificate presented by the client is valid
x-cs-certificate-serial-number			Serial number of the certificate presented by the client
x-cs-certificate-issuer			Issuer of the certificate presented by the client
x-cs-certificate-signature-algorithm			Signature algorithm in the certificate presented by the client
x-cs-certificate-pubkey-algorithm			Public key algorithm in the certificate presented by the client
x-cs-certificate-version			Version of the certificate presented by the client
x-cs-certificate-subject	client.certificate.subject		Subject of the certificate presented by the client
x-cs-certificate-subject	client.certificate.subject		Subject of the certificate presented by the client
x-cs-ocsp-error			Errors observed during OCSP check of client certificate



Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-rs-certificate-observed-errors			Errors observed in the server certificate
x-rs-ocsp-error			Errors observed during OCSP check of server certificate
<b>Category: status</b>			
x-bluecoat-release-id	release.id		The release ID of the ProxySG operating system
x-bluecoat-release-version	release.version		The release version of the ProxySG operating system
cs-categories			All content categories of the request URL
cs-categories-external			All content categories of the request URL that are defined by an external service.
cs-categories-policy			All content categories of the request URL that are defined by CPL.
cs-categories-local			All content categories of the request URL that are defined by a Local database.
cs-categories-bluecoat			All content categories of the request URL that are defined by Blue Coat Web Filter.
cs-categories-provider			All content categories of the request URL that are defined by the current 3rd-party provider.
cs-categories-qualified			All content categories of the request URL, qualified by the provider of the category.
cs-category			Single content category of the request URL (a.k.a. sc-filter-category)
cs-uri-categories			All content categories of the request URL
cs-uri-categories-external			All content categories of the request URL that are defined by an external service.
cs-uri-categories-policy			All content categories of the request URL that are defined by CPL.

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs-uri-categories-local			All content categories of the request URL that are defined by a Local database.
cs-uri-categories-bluecoat			All content categories of the request URL that are defined by Blue Coat Web Filter.
cs-uri-categories-provider			All content categories of the request URL that are defined by the current 3rd-party provider.
cs-uri-categories-qualified			All content categories of the request URL, qualified by the provider of the category.
cs-uri-category			Single content category of the request URL (a.k.a. sc-filter-category)
x-cs(Referer)-uri-categories			All content categories of the Referer header URL
x-cs(Referer)-uri-categories-policy			All content categories of the Referer header URL that are defined by CPL.
x-cs(Referer)-uri-categories-local			All content categories of the Referer header URL that are defined by a Local database.
x-cs(Referer)-uri-categories-bluecoat			All content categories of the Referer header URL that are defined by Blue Coat Web Filter.
x-cs(Referer)-uri-categories-provider			All content categories of the Referer header URL that are defined by the current 3rd-party provider.
x-cs(Referer)-uri-categories-qualified			All content categories of the Referer header URL, qualified by the provider of the category.
x-cs(Referer)-uri-category			Single content category of the Referer header URL (a.k.a. sc-filter-category)
r-hierarchy			How and where the object was retrieved in the cache hierarchy.

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
sc-filter-category	category	%f	Content filtering category of the request URL
sc-filter-result		%W	Deprecated content filtering result: Denied, Proxied or Observed
s-action		%w	What type of action did the Appliance take to process this request; possible values include ALLOWED, DENIED, FAILED, SERVER_ERROR
s-cpu-util			Average load on the proxy's processor (0%-100%)
s-hierarchy		%H	How and where the object was retrieved in the cache hierarchy.
s-icap-info		%Z	ICAP response information
s-icap-status		%z	ICAP response status
x-bluecoat-surfcontrol-category-id			The SurfControl specific content category ID.
x-bluecoat-surfcontrol-is-denied			'1' if the transaction was denied, else '0'
x-bluecoat-surfcontrol-is-proxied			'0' if transaction is explicitly proxied, '1' if transaction is transparently proxied
x-bluecoat-surfcontrol-reporter-id			Specialized value for SurfControl reporter
x-bluecoat-surfcontrol-reporter-v4			The SurfControl Reporter v4 format
x-bluecoat-surfcontrol-reporter-v5			The SurfControl Reporter v5 format
x-bluecoat-websense-category-id			The Websense specific content category ID
x-bluecoat-websense-keyword			The Websense specific keyword
x-bluecoat-websense-reporter-id			The Websense specific reporter category ID
x-bluecoat-websense-status			The Websense specific numeric status

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-bluecoat-websense-user			The Websense form of the username
x-bluecoat-websense-reporter-protocol-3			The Websense reporter format protocol version 3
x-exception-company-name	exception.company_name		The company name configured under exceptions
x-exception-contact	exception.contact		Describes who to contact when certain classes of exceptions occur, configured under exceptions (empty if the transaction has not been terminated)
x-exception-details	exception.details		The configurable details of a selected policy-aware response page (empty if the transaction has not been terminated)
x-exception-header	exception.header		The header to be associated with an exception response (empty if the transaction has not been terminated)
x-exception-help	exception.help		Help text that accompanies the exception resolved (empty if the transaction has not been terminated)
x-exception-id	exception.id		Identifier of the exception resolved (empty if the transaction has not been terminated)
x-exception-last-error	exception.last_error		The last error recorded for the current transaction. This can provide insight when unexpected problems are occurring (empty if the transaction has not been terminated)
x-exception-reason	exception.reason		Indicates the reason why a particular request was terminated (empty if the transaction has not been terminated)
x-exception-sourcefile	exception.sourcefile		Source filename from which the exception was generated (empty if the transaction has not been terminated)

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-exception-sourceline	exception.sourceline		Source file line number from which the exception was generated (empty if the transaction has not been terminated)
x-exception-summary	exception.summary		Summary of the exception resolved (empty if the transaction has not been terminated)
x-exception-category-review-message	exception.category_review_message		Exception page message that includes a link allowing content categorization to be reviewed and/or disputed.
x-exception-category-review-url	exception.category_review_url		URL where content categorizations can be reviewed and/or disputed.
x-patience-javascript	patience_javascript		Javascript required to allow patience responses
x-patience-progress	patience_progress		The progress of the patience request
x-patience-time	patience_time		The elapsed time of the patience request
x-patience-url	patience_url		The url to be requested for more patience information
x-virus-id	icap_virus_id		Identifier of a virus if one was detected
x-virus-details	icap_virus_details		Details of a virus if one was detected
x-icap-error-code	icap_error_code		ICAP error code
x-icap-error-details	icap_error_details		ICAP error details
<b>Category: streaming</b>			
audiocodec			Audio codec used in stream.
avgbandwidth			Average bandwidth (in bits per second) at which the client was connected to the server.
channelURL			URL to the .nsc file
c-buffercount			Number of times the client buffered while playing the stream.

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
c-bytes			An MMS-only value of the total number of bytes delivered to the client.
c-cpu			Client computer CPU type.
c-hostexe			Host application
c-hostexeversion			Host application version number
c-os			Client computer operating system
c-osversion			Client computer operating system version number
c-playerid			Globally unique identifier (GUID) of the player
c-playerlanguage			Client language-country code
c-playerversion			Version number of the player
c-rate			Mode of Windows Media Player when the last command event was sent
c-starttime			Timestamp (in seconds) of the stream when an entry is generated in the log file.
c-status			Codes that describe client status
c-totalbuffer time			Time (in seconds) the client used to buffer the stream
filelength			Length of the file (in seconds).
filesize			Size of the file (in bytes).
protocol			Protocol used to access the stream: mms, http, or asfm.
s-sessionid			Session ID for the streaming session
s-totalclients			Clients connected to the server (but not necessarily receiving streams).
transport			Transport protocol used (UDP, TCP, multicast, etc.)
videocodec			Video codec used to encode the stream.

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-cache-info			Values: UNKNOWN, DEMAND_PASSTHRU, DEMAND_MISS, DEMAND_HIT, LIVE_PASSTHRU, LIVE_SPLIT
x-duration			Length of time a client played content prior to a client event (FF, REW, Pause, Stop, or jump to marker).
x-wm-c-dns			Hostname of the client determined from the Windows Media protocol
x-wm-c-ip			The client IP address determined from the Windows Media protocol
x-cs-streaming-client	streaming.client		Type of streaming client in use (windows_media, real_media, or quicktime).
x-rs-streaming-content	streaming.content		Type of streaming content served. (e.g. windows_media, quicktime)
x-streaming-bitrate	bitrate		The reported client-side bitrate for the stream
<b>Category: time</b>			
connect-time			Total ms required to connect to the origin server
date	date.utc	%x	GMT Date in YYYY-MM-DD format
dnslookup-time			Total ms cache required to perform the DNS lookup
duration		%T	Time taken (in seconds) to process the request
gmttime		%t	GMT date and time of the user request in format: [DD/MM/YYYY:hh:mm:ss GMT]
x-bluecoat-day-utc	day.utc		GMT/UTC day (as a number) formatted to take up two spaces (e.g. 07 for the 7th of the month)
x-bluecoat-hour-utc	hour.utc		GMT/UTC hour formatted to always take up two spaces (e.g. 01 for 1AM)
x-bluecoat-minute-utc	minute.utc		GMT/UTC minute formatted to always take up two spaces (e.g. 01 for 1 minute past)

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-bluecoat-month-utc	month.utc		GMT/UTC month (as a number) formatted to take up two spaces (e.g. 01 for January)
x-bluecoat-monthname-utc	monthname.utc		GMT/UTC month in the short-form string representation (e.g. Jan for January)
x-bluecoat-second-utc	second.utc		GMT/UTC second formatted to always take up two spaces (e.g. 01 for 1 second past)
x-bluecoat-weekday-utc	weekday.utc		GMT/UTC weekday in the short-form string representation (e.g. Mon for Monday)
x-bluecoat-year-utc	year.utc		GMT/UTC year formatted to always take up four spaces
localtime		%L	Local date and time of the user request in format: [DD/MMM/YYYY:hh:mm:ss +nnnn]
x-bluecoat-day	day		Localtime day (as a number) formatted to take up two spaces (e.g. 07 for the 7th of the month)
x-bluecoat-hour	hour		Localtime hour formatted to always take up two spaces (e.g. 01 for 1AM)
x-bluecoat-minute	minute		Localtime minute formatted to always take up two spaces (e.g. 01 for 1 minute past)
x-bluecoat-month	month		Localtime month (as a number) formatted to take up two spaces (e.g. 01 for January)
x-bluecoat-monthname	monthname		Localtime month in the short-form string representation (e.g. Jan for January)
x-bluecoat-second	second		Localtime second formatted to always take up two spaces (e.g. 01 for 1 second past)
x-bluecoat-weekday	weekday		Localtime weekday in the short-form string representation (e.g. Mon for Monday)
x-bluecoat-year	year		Localtime year formatted to always take up four spaces
time	time.utc	%y	GMT time in HH:MM:SS format
timestamp		%g	Unix type timestamp
time-taken		%e	Time taken (in milliseconds) to process the request



Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
rs-time-taken			Total time taken (in milliseconds) to send the request and receive the response from the origin server
x-bluecoat-end-time-wft			End local time of the transaction represented as a windows file time
x-bluecoat-start-time-wft			Start local time of the transaction represented as a windows file time
x-bluecoat-end-time-mssql			End local time of the transaction represented as a serial date time
x-bluecoat-start-time-mssql			Start local time of the transaction represented as a serial date time
x-cookie-date	cookie_date		Current date in Cookie time format
x-http-date	http_date		Current date in HTTP time format
x-timestamp-unix			Seconds since UNIX epoch (Jan 1, 1970) (local time)
x-timestamp-unix-utc			Seconds since UNIX epoch (Jan 1, 1970) (GMT/UTC)
cs-categorization-time-dynamic			Time taken (in milliseconds) to dynamically categorize the request URL
<b>Category: url</b>			
cs-host		%v	Hostname from the client's request URL. If URL rewrite policies are used, this field's value is derived from the 'log' URL
cs-uri	log_url	%i	The 'log' URL.
cs-uri-address	log_url.address		IP address from the 'log' URL. DNS is used if URL uses a hostname.
cs-uri-extension	log_url.extension		Document extension from the 'log' URL.
cs-uri-host	log_url.host		Hostname from the 'log' URL.
cs-uri-hostname	log_url.hostname		Hostname from the 'log' URL. RDNS is used if the URL uses an IP address.

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs-uri-path	log_url.path	%U	Path from the 'log' URL. Does not include query.
cs-uri-pathquery	log_url.pathquery		Path and query from the 'log' URL.
cs-uri-port	log_url.port		Port from the 'log' URL.
cs-uri-query	log_url.query	%Q	Query from the 'log' URL.
cs-uri-scheme	log_url.scheme		Scheme from the 'log' URL.
cs-uri-stem			Stem from the 'log' URL. The stem includes everything up to the end of path, but does not include the query.
c-uri	url		The original URL requested.
c-uri-address	url.address		IP address from the original URL requested. DNS is used if the URL is expressed as a hostname.
c-uri-cookie-domain	url.cookie_domain		The cookie domain of the original URL requested
c-uri-extension	url.extension		Document extension from the original URL requested
c-uri-host	url.host		Hostname from the original URL requested
c-uri-hostname	url.hostname		Hostname from the original URL requested. RDNS is used if the URL is expressed as an IP address
c-uri-path	url.path		Path of the original URL requested without query.
c-uri-pathquery	url.pathquery		Path and query of the original URL requested
c-uri-port	url.port		Port from the original URL requested
c-uri-query	url.query		Query from the original URL requested
c-uri-scheme	url.scheme		Scheme of the original URL requested
c-uri-stem			Stem of the original URL requested
sr-uri	server_url		URL of the upstream request
sr-uri-address	server_url.addresses		IP address from the URL used in the upstream request. DNS is used if the URL is expressed as a hostname.

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
sr-uri-extension	server_url.extension		Document extension from the URL used in the upstream request
sr-uri-host	server_url.host		Hostname from the URL used in the upstream request
sr-uri-hostname	server_url.hostname		Hostname from the URL used in the upstream request. RDNS is used if the URL is expressed as an IP address.
sr-uri-path	server_url.path		Path from the upstream request URL
sr-uri-pathquery	server_url.pathquery		Path and query from the upstream request URL
sr-uri-port	server_url.port		Port from the URL used in the upstream request.
sr-uri-query	server_url.query		Query from the upstream request URL
sr-uri-scheme	server_url.scheme		Scheme from the URL used in the upstream request
sr-uri-stem			Path from the upstream request URL
s-uri	cache_url		The URL used for cache access
s-uri-address	cache_url.address		IP address from the URL used for cache access. DNS is used if the URL is expressed as a hostname
s-uri-extension	cache_url.extension		Document extension from the URL used for cache access
s-uri-host	cache_url.host		Hostname from the URL used for cache access
s-uri-hostname	cache_url.hostname		Hostname from the URL used for cache access. RDNS is used if the URL uses an IP address
s-uri-path	cache_url.path		Path of the URL used for cache access
s-uri-pathquery	cache_url.pathquery		Path and query of the URL used for cache access
s-uri-port	cache_url.port		Port from the URL used for cache access
s-uri-query	cache_url.query		Query string of the URL used for cache access
s-uri-scheme	cache_url.scheme		Scheme from the URL used for cache access

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
s-uri-stem			Stem of the URL used for cache access
x-cs(Referer)-uri	request.header.Referer.url		The URL from the Referer header.
x-cs(Referer)-uri-address	request.header.Referer.url.address		IP address from the 'Referer' URL. DNS is used if URL uses a hostname.
x-cs(Referer)-uri-extension	request.header.Referer.url.extension		Document extension from the 'Referer' URL.
x-cs(Referer)-uri-host	request.header.Referer.url.host		Hostname from the 'Referer' URL.
x-cs(Referer)-uri-hostname	request.header.Referer.url.hostname		Hostname from the 'Referer' URL. RDNS is used if the URL uses an IP address.
x-cs(Referer)-uri-path	request.header.Referer.url.path		Path from the 'Referer' URL. Does not include query.
x-cs(Referer)-uri-pathquery	request.header.Referer.url.pathquery		Path and query from the 'Referer' URL.
x-cs(Referer)-uri-port	request.header.Referer.url.port		Port from the 'Referer' URL.
x-cs(Referer)-uri-query	request.header.Referer.url.query		Query from the 'Referer' URL.
x-cs(Referer)-uri-scheme	request.header.Referer.url.scheme		Scheme from the 'Referer' URL.
x-cs(Referer)-uri-stem			Stem from the 'Referer' URL. The stem includes everything up to the end of path, but does not include the query.
x-cs-raw-uri	raw_url		The 'raw' request URL.
x-cs-raw-uri-host	raw_url.host		Hostname from the 'raw' URL.
x-cs-raw-uri-port	raw_url.port		Port string from the 'raw' URL.
x-cs-raw-uri-scheme	raw_url.scheme		Scheme string from the 'raw' URL.
x-cs-raw-uri-path	raw_url.path		Path from the 'raw' request URL. Does not include query.
x-cs-raw-uri-pathquery	raw_url.pathquery		Path and query from the 'raw' request URL.

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-cs-raw-uri-query	raw_url.query		Query from the 'raw' request URL.
x-cs-raw-uri-stem			Stem from the 'raw' request URL. The stem includes everything up to the end of path, but does not include the query.
<b>Category: user</b>			
cs-auth-group	group		One group that an authenticated user belongs to. If a user belongs to multiple groups, the group logged is determined by the Group Log Order configuration specified in VPM. If Group Log Order is not specified, an arbitrary group is logged. Note that only groups referenced by policy are considered.
cs-auth-groups	groups		List of groups that an authenticated user belongs to. Note that only groups referenced by policy are included.
cs-auth-type			Client-side: authentication type (basic, ntlm, etc.)
cs-realm	realm		Authentication realm that the user was challenged in.
cs-user		%u	Qualified username for NTLM. Relative username for other protocols
cs-userdn	user		Full username of a client authenticated to the proxy (fully distinguished)
x-cs-user-authorization-name	user.authorization_name		Username used to authorize a client authenticated to the proxy
x-cs-user-credential-name	user.credential_name		Username entered by the user to authenticate to the proxy.
cs-username	user.name		Relative username of a client authenticated to the proxy (i.e. not fully distinguished)
sc-auth-status			Client-side: Authorization status
x-agent-sso-cookie			The authentication agent single signon cookie

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-cache-user			Relative username of a client authenticated to the proxy (i.e. not fully distinguished) (same as cs-username)
x-cs-auth-domain	user.domain		The domain of the authenticated user.
x-sc-authentication-error			The user authentication error.
x-sc-authorization-error			The user authorization error.
x-cs-user-type			The type of authenticated user.
x-cs-auth-form-action-url			The URL to submit the authentication form to.
x-cs-auth-form-domain-field			The authentication form input field for the user's domain.
x-cs-auth-form-empty-domain-field			The empty authentication form input field for the user's domain.
x-cs-auth-request-id			The bas64 encoded string containing the original request information during forms based authentication
x-cs-username-or-ip			Used to identify the user using either their authenticated proxy username or, if that is unavailable, their IP address.
x-radius-splash-session-id			Session ID made available through RADIUS when configured for session management
x-radius-splash-username			Username made available through RADIUS when configured for session management
x-user-x509-issuer	user.x509.issuer		If the user was authenticated via an X.509 certificate, this is the issuer of the certificate as an RFC2253 DN
x-user-x509-serial-number	user.x509.serialNumber		If the user was authenticated via an X.509 certificate, this is the serial number from the certificate as a hexadecimal number.

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
x-user-x509-subject	user.x509.subject		If the user was authenticated via an X.509 certificate, this is the subject of the certificate as an RFC2253 DN
x-auth-challenge-string			The authentication challenge to display to the user.
x-auth-private-challenge-state			The private state required to manage an authentication challenge
x-cs-user-login-time	user.login.time		The number of seconds the user had been logged in.
x-cs-user-login-count	user.login.count		The number of workstations the user is currently logged in at.
x-cs-client-address-login-count	client.address.login.count		The number of users currently logged in at the client ip address.
x-cs-user-login-address	user.login.addresses		The ip address that the user was authenticated in.
<b>Category: ci_request_header</b>			
cs (Accept)	request.header.Accept		Request header: Accept
cs (Accept) - length	request.header.Accept.length		Length of HTTP request header: Accept
cs (Accept) - count	request.header.Accept.count		Number of HTTP request header: Accept
cs (Accept-Charset)	request.header.Accept-Charset		Request header: Accept-Charset
cs (Accept-Charset) - length	request.header.Accept-Charset.length		Length of HTTP request header: Accept-Charset
cs (Accept-Charset) - count	request.header.Accept-Charset.count		Number of HTTP request header: Accept-Charset
cs (Accept-Encoding)	request.header.Accept-Encoding		Request header: Accept-Encoding
cs (Accept-Encoding) - length	request.header.Accept-Encoding.length		Length of HTTP request header: Accept-Encoding
cs (Accept-Encoding) - count	request.header.Accept-Encoding.count		Number of HTTP request header: Accept-Encoding

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs (Accept-Language)	request.header.Accept-Language		Request header: Accept-Language
cs (Accept-Language) - length	request.header.Accept-Language.length		Length of HTTP request header: Accept-Language
cs (Accept-Language) - count	request.header.Accept-Language.count		Number of HTTP request header: Accept-Language
cs (Accept-Ranges)	request.header.Accept-Ranges		Request header: Accept-Ranges
cs (Accept-Ranges) - length	request.header.Accept-Ranges.length		Length of HTTP request header: Accept-Ranges
cs (Accept-Ranges) - count	request.header.Accept-Ranges.count		Number of HTTP request header: Accept-Ranges
cs (Age)	request.header.Age		Request header: Age
cs (Age) - length	request.header.Age.length		Length of HTTP request header: Age
cs (Age) - count	request.header.Age.count		Number of HTTP request header: Age
cs (Allow)	request.header.Allow		Request header: Allow
cs (Allow) - length	request.header.Allow.length		Length of HTTP request header: Allow
cs (Allow) - count	request.header.Allow.count		Number of HTTP request header: Allow
cs (Authentication-Info)	request.header.Authentication-Info		Request header: Authentication-Info
cs (Authentication-Info) - length	request.header.Authentication-Info.length		Length of HTTP request header: Authentication-Info
cs (Authentication-Info) - count	request.header.Authentication-Info.count		Number of HTTP request header: Authentication-Info
cs (Authorization)	request.header.Authorization		Request header: Authorization
cs (Authorization) - length	request.header.Authorization.length		Length of HTTP request header: Authorization
cs (Authorization) - count	request.header.Authorization.count		Number of HTTP request header: Authorization
cs (Cache-Control)	request.header.Cache-Control		Request header: Cache-Control



Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs(Cache-Control)-length	request.header.Cache-Control.length		Length of HTTP request header: Cache-Control
cs(Cache-Control)-count	request.header.Cache-Control.count		Number of HTTP request header: Cache-Control
cs(Client-IP)	request.header.Client-IP		Request header: Client-IP
cs(Client-IP)-length	request.header.Client-IP.length		Length of HTTP request header: Client-IP
cs(Client-IP)-count	request.header.Client-IP.count		Number of HTTP request header: Client-IP
cs(Connection)	request.header.Connection		Request header: Connection
cs(Connection)-length	request.header.Connection.length		Length of HTTP request header: Connection
cs(Connection)-count	request.header.Connection.count		Number of HTTP request header: Connection
cs(Content-Disposition)	request.header.Content-Disposition		Request header: Content-Disposition
cs(Content-Disposition)-length	request.header.Content-Disposition.length		Length of HTTP request header: Content-Disposition
cs(Content-Disposition)-count	request.header.Content-Disposition.count		Number of HTTP request header: Content-Disposition
cs(Content-Encoding)	request.header.Content-Encoding		Request header: Content-Encoding
cs(Content-Encoding)-length	request.header.Content-Encoding.length		Length of HTTP request header: Content-Encoding
cs(Content-Encoding)-count	request.header.Content-Encoding.count		Number of HTTP request header: Content-Encoding
cs(Content-Language)	request.header.Content-Language		Request header: Content-Language
cs(Content-Language)-length	request.header.Content-Language.length		Length of HTTP request header: Content-Language
cs(Content-Language)-count	request.header.Content-Language.count		Number of HTTP request header: Content-Language
cs(Content-Length)	request.header.Content-Length		Request header: Content-Length

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs(Content-Length)-length	request.header.Content-Length.length		Length of HTTP request header: Content-Length
cs(Content-Length)-count	request.header.Content-Length.count		Number of HTTP request header: Content-Length
cs(Content-Location)	request.header.Content-Location		Request header: Content-Location
cs(Content-Location)-length	request.header.Content-Location.length		Length of HTTP request header: Content-Location
cs(Content-Location)-count	request.header.Content-Location.count		Number of HTTP request header: Content-Location
cs(Content-MD5)	request.header.Content-MD5		Request header: Content-MD5
cs(Content-MD5)-length	request.header.Content-MD5.length		Length of HTTP request header: Content-MD5
cs(Content-MD5)-count	request.header.Content-MD5.count		Number of HTTP request header: Content-MD5
cs(Content-Range)	request.header.Content-Range		Request header: Content-Range
cs(Content-Range)-length	request.header.Content-Range.length		Length of HTTP request header: Content-Range
cs(Content-Range)-count	request.header.Content-Range.count		Number of HTTP request header: Content-Range
cs(Content-Type)	request.header.Content-Type		Request header: Content-Type
cs(Content-Type)-length	request.header.Content-Type.length		Length of HTTP request header: Content-Type
cs(Content-Type)-count	request.header.Content-Type.count		Number of HTTP request header: Content-Type
cs(Cookie)	request.header.Cookie	%C	Request header: Cookie
cs(Cookie)-length	request.header.Cookie.length		Length of HTTP request header: Cookie
cs(Cookie)-count	request.header.Cookie.count		Number of HTTP request header: Cookie
cs(Cookie2)	request.header.Cookie2		Request header: Cookie2
cs(Cookie2)-length	request.header.Cookie2.length		Length of HTTP request header: Cookie2

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs(Cookie2) - count	request.header.Cookie2.count		Number of HTTP request header: Cookie2
cs(Date)	request.header.Date		Request header: Date
cs(Date) - length	request.header.Date.length		Length of HTTP request header: Date
cs(Date) - count	request.header.Date.count		Number of HTTP request header: Date
cs(Etag)	request.header.Etag		Request header: Etag
cs(Etag) - length	request.header.Etag.length		Length of HTTP request header: Etag
cs(Etag) - count	request.header.Etag.count		Number of HTTP request header: Etag
cs(Expect)	request.header.Expect		Request header: Expect
cs(Expect) - length	request.header.Expect.length		Length of HTTP request header: Expect
cs(Expect) - count	request.header.Expect.count		Number of HTTP request header: Expect
cs(Expires)	request.header.Expires		Request header: Expires
cs(Expires) - length	request.header.Expires.length		Length of HTTP request header: Expires
cs(Expires) - count	request.header.Expires.count		Number of HTTP request header: Expires
cs(From)	request.header.From		Request header: From
cs(From) - length	request.header.From.length		Length of HTTP request header: From
cs(From) - count	request.header.From.count		Number of HTTP request header: From
cs(Front-End-HTTPS)	request.header.Front-End-HTTPS		Request header: Front-End-HTTPS
cs(Front-End-HTTPS) - length	request.header.Front-End-HTTPS.length		Length of HTTP request header: Front-End-HTTPS
cs(Front-End-HTTPS) - count	request.header.Front-End-HTTPS.count		Number of HTTP request header: Front-End-HTTPS

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs (Host)	request.header.Host		Request header: Host
cs (Host) - length	request.header.Host.length		Length of HTTP request header: Host
cs (Host) - count	request.header.Host.count		Number of HTTP request header: Host
cs (If-Match)	request.header.If-Match		Request header: If-Match
cs (If-Match) - length	request.header.If-Match.length		Length of HTTP request header: If-Match
cs (If-Match) - count	request.header.If-Match.count		Number of HTTP request header: If-Match
cs (If-Modified-Since)	request.header.If-Modified-Since		Request header: If-Modified-Since
cs (If-Modified-Since) - length	request.header.If-Modified-Since.length		Length of HTTP request header: If-Modified-Since
cs (If-Modified-Since) - count	request.header.If-Modified-Since.count		Number of HTTP request header: If-Modified-Since
cs (If-None-Match)	request.header.If-None-Match		Request header: If-None-Match
cs (If-None-Match) - length	request.header.If-None-Match.length		Length of HTTP request header: If-None-Match
cs (If-None-Match) - count	request.header.If-None-Match.count		Number of HTTP request header: If-None-Match
cs (If-Range)	request.header.If-Range		Request header: If-Range
cs (If-Range) - length	request.header.If-Range.length		Length of HTTP request header: If-Range
cs (If-Range) - count	request.header.If-Range.count		Number of HTTP request header: If-Range
cs (If-Unmodified-Since)	request.header.If-Unmodified-Since		Request header: If-Unmodified-Since
cs (If-Unmodified-Since) - length	request.header.If-Unmodified-Since.length		Length of HTTP request header: If-Unmodified-Since
cs (If-Unmodified-Since) - count	request.header.If-Unmodified-Since.count		Number of HTTP request header: If-Unmodified-Since
cs (Last-Modified)	request.header.Last-Modified		Request header: Last-Modified

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs (Last-Modified) - length	request.header.Last-Modified.length		Length of HTTP request header: Last-Modified
cs (Last-Modified) - count	request.header.Last-Modified.count		Number of HTTP request header: Last-Modified
cs (Location)	request.header.Location		Request header: Location
cs (Location) - length	request.header.Location.length		Length of HTTP request header: Location
cs (Location) - count	request.header.Location.count		Number of HTTP request header: Location
cs (Max-Forwards)	request.header.Max-Forwards		Request header: Max-Forwards
cs (Max-Forwards) - length	request.header.Max-Forwards.length		Length of HTTP request header: Max-Forwards
cs (Max-Forwards) - count	request.header.Max-Forwards.count		Number of HTTP request header: Max-Forwards
cs (Meter)	request.header.Meter		Request header: Meter
cs (Meter) - length	request.header.Meter.length		Length of HTTP request header: Meter
cs (Meter) - count	request.header.Meter.count		Number of HTTP request header: Meter
cs (P3P)	request.header.P3P		Request header: P3P
cs (P3P) - length	request.header.P3P.length		Length of HTTP request header: P3P
cs (P3P) - count	request.header.P3P.count		Number of HTTP request header: P3P
cs (Pragma)	request.header.Pragma		Request header: Pragma
cs (Pragma) - length	request.header.Pragma.length		Length of HTTP request header: Pragma
cs (Pragma) - count	request.header.Pragma.count		Number of HTTP request header: Pragma
cs (Proxy-Authenticate)	request.header.Proxy-Authenticate		Request header: Proxy-Authenticate

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs (Proxy-Authenticate) -length	request.header.Proxy-Authenticate.length		Length of HTTP request header: Proxy-Authenticate
cs (Proxy-Authenticate) -count	request.header.Proxy-Authenticate.count		Number of HTTP request header: Proxy-Authenticate
cs (Proxy-Authorization)	request.header.Proxy-Authorization		Request header: Proxy-Authorization
cs (Proxy-Authorization) -length	request.header.Proxy-Authorization.length		Length of HTTP request header: Proxy-Authorization
cs (Proxy-Authorization) -count	request.header.Proxy-Authorization.count		Number of HTTP request header: Proxy-Authorization
cs (Proxy-Connection)	request.header.Proxy-Connection		Request header: Proxy-Connection
cs (Proxy-Connection) -length	request.header.Proxy-Connection.length		Length of HTTP request header: Proxy-Connection
cs (Proxy-Connection) -count	request.header.Proxy-Connection.count		Number of HTTP request header: Proxy-Connection
cs (Range)	request.header.Range		Request header: Range
cs (Range) -length	request.header.Range.length		Length of HTTP request header: Range
cs (Range) -count	request.header.Range.count		Number of HTTP request header: Range
cs (Referer)	request.header.Referer	%R	Request header: Referer
cs (Referer) -length	request.header.Referer.length		Length of HTTP request header: Referer
cs (Referer) -count	request.header.Referer.count		Number of HTTP request header: Referer
cs (Refresh)	request.header.Refresh		Request header: Refresh
cs (Refresh) -length	request.header.Refresh.length		Length of HTTP request header: Refresh

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs (Refresh) - count	request.header.Refresh.count		Number of HTTP request header: Refresh
cs (Retry-After)	request.header.Retry-After		Request header: Retry-After
cs (Retry-After) - length	request.header.Retry-After.length		Length of HTTP request header: Retry-After
cs (Retry-After) - count	request.header.Retry-After.count		Number of HTTP request header: Retry-After
cs (Server)	request.header.Server		Request header: Server
cs (Server) - length	request.header.Server.length		Length of HTTP request header: Server
cs (Server) - count	request.header.Server.count		Number of HTTP request header: Server
cs (Set-Cookie)	request.header.Set-Cookie		Request header: Set-Cookie
cs (Set-Cookie) - length	request.header.Set-Cookie.length		Length of HTTP request header: Set-Cookie
cs (Set-Cookie) - count	request.header.Set-Cookie.count		Number of HTTP request header: Set-Cookie
cs (Set-Cookie2)	request.header.Set-Cookie2		Request header: Set-Cookie2
cs (Set-Cookie2) - length	request.header.Set-Cookie2.length		Length of HTTP request header: Set-Cookie2
cs (Set-Cookie2) - count	request.header.Set-Cookie2.count		Number of HTTP request header: Set-Cookie2
cs (TE)	request.header.TE		Request header: TE
cs (TE) - length	request.header.TE.length		Length of HTTP request header: TE
cs (TE) - count	request.header.TE.count		Number of HTTP request header: TE
cs (Trailer)	request.header.Trailer		Request header: Trailer
cs (Trailer) - length	request.header.Trailer.length		Length of HTTP request header: Trailer
cs (Trailer) - count	request.header.Trailer.count		Number of HTTP request header: Trailer

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs(Transfer-Encoding)	request.header.Transfer-Encoding		Request header: Transfer-Encoding
cs(Transfer-Encoding)-length	request.header.Transfer-Encoding.length		Length of HTTP request header: Transfer-Encoding
cs(Transfer-Encoding)-count	request.header.Transfer-Encoding.count		Number of HTTP request header: Transfer-Encoding
cs(Upgrade)	request.header.Upgrade		Request header: Upgrade
cs(Upgrade)-length	request.header.Upgrade.length		Length of HTTP request header: Upgrade
cs(Upgrade)-count	request.header.Upgrade.count		Number of HTTP request header: Upgrade
cs(User-Agent)	request.header.User-Agent	%A	Request header: User-Agent
cs(User-Agent)-length	request.header.User-Agent.length		Length of HTTP request header: User-Agent
cs(User-Agent)-count	request.header.User-Agent.count		Number of HTTP request header: User-Agent
cs(Vary)	request.header.Vary		Request header: Vary
cs(Vary)-length	request.header.Vary.length		Length of HTTP request header: Vary
cs(Vary)-count	request.header.Vary.count		Number of HTTP request header: Vary
cs(Via)	request.header.Via		Request header: Via
cs(Via)-length	request.header.Via.length		Length of HTTP request header: Via
cs(Via)-count	request.header.Via.count		Number of HTTP request header: Via
cs(WWW-Authenticate)	request.header.WWW-Authenticate		Request header: WWW-Authenticate
cs(WWW-Authenticate)-length	request.header.WWW-Authenticate.length		Length of HTTP request header: WWW-Authenticate
cs(WWW-Authenticate)-count	request.header.WWW-Authenticate.count		Number of HTTP request header: WWW-Authenticate
cs(Warning)	request.header.Warning		Request header: Warning



Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
cs (Warning) - length	request.header.Warning.length		Length of HTTP request header: Warning
cs (Warning) - count	request.header.Warning.count		Number of HTTP request header: Warning
cs (X-BlueCoat-Error)	request.header.X-BlueCoat-Error		Request header: X-BlueCoat-Error
cs (X-BlueCoat-Error) - length	request.header.X-BlueCoat-Error.length		Length of HTTP request header: X-BlueCoat-Error
cs (X-BlueCoat-Error) - count	request.header.X-BlueCoat-Error.count		Number of HTTP request header: X-BlueCoat-Error
cs (X-BlueCoat-MC-Client-Ip)	request.header.X-BlueCoat-MC-Client-Ip		Request header: X-BlueCoat-MC-Client-Ip
cs (X-BlueCoat-MC-Client-Ip) - length	request.header.X-BlueCoat-MC-Client-Ip.length		Length of HTTP request header: X-BlueCoat-MC-Client-Ip
cs (X-BlueCoat-MC-Client-Ip) - count	request.header.X-BlueCoat-MC-Client-Ip.count		Number of HTTP request header: X-BlueCoat-MC-Client-Ip
cs (X-BlueCoat-Via)	request.header.X-BlueCoat-Via		Request header: X-BlueCoat-Via
cs (X-BlueCoat-Via) - length	request.header.X-BlueCoat-Via.length		Length of HTTP request header: X-BlueCoat-Via
cs (X-BlueCoat-Via) - count	request.header.X-BlueCoat-Via.count		Number of HTTP request header: X-BlueCoat-Via
cs (X-Forwarded-For)	request.header.X-Forwarded-For	%X	Request header: X-Forwarded-For
cs (X-Forwarded-For) - length	request.header.X-Forwarded-For.length		Length of HTTP request header: X-Forwarded-For
cs (X-Forwarded-For) - count	request.header.X-Forwarded-For.count		Number of HTTP request header: X-Forwarded-For
<b>Category: si_response_header</b>			
rs (Accept)	response.header.Accept		Response header: Accept

Table A-6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
rs (Accept-Charset)	response.header.Accept-Charset		Response header: Accept-Charset
rs (Accept-Encoding)	response.header.Accept-Encoding		Response header: Accept-Encoding
rs (Accept-Language)	response.header.Accept-Language		Response header: Accept-Language
rs (Accept-Ranges)	response.header.Accept-Ranges		Response header: Accept-Ranges
rs (Age)	response.header.Age		Response header: Age
rs (Allow)	response.header.Allow		Response header: Allow
rs (Authentication-Info)	response.header.Authentication-Info		Response header: Authentication-Info
rs (Authorization)	response.header.Authorization		Response header: Authorization
rs (Cache-Control)	response.header.Cache-Control		Response header: Cache-Control
rs (Client-IP)	response.header.Client-IP		Response header: Client-IP
rs (Connection)	response.header.Connection		Response header: Connection
rs (Content-Disposition)	response.header.Content-Disposition		Response header: Content-Disposition
rs (Content-Encoding)	response.header.Content-Encoding		Response header: Content-Encoding
rs (Content-Language)	response.header.Content-Language		Response header: Content-Language
rs (Content-Length)	response.header.Content-Length		Response header: Content-Length
rs (Content-Location)	response.header.Content-Location		Response header: Content-Location
rs (Content-MD5)	response.header.Content-MD5		Response header: Content-MD5
rs (Content-Range)	response.header.Content-Range		Response header: Content-Range
rs (Content-Type)	response.header.Content-Type	%c	Response header: Content-Type
rs (Cookie)	response.header.Cookie		Response header: Cookie
rs (Cookie2)	response.header.Cookie2		Response header: Cookie2
rs (Date)	response.header.Date		Response header: Date

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
rs (Etag)	response.header.Etag		Response header: Etag
rs (Expect)	response.header.Expect		Response header: Expect
rs (Expires)	response.header.Expires		Response header: Expires
rs (From)	response.header.From		Response header: From
rs (Front-End-HTTPS)	response.header.Front-End-HTTPS		Response header: Front-End-HTTPS
rs (Host)	response.header.Host		Response header: Host
rs (If-Match)	response.header.If-Match		Response header: If-Match
rs (If-Modified-Since)	response.header.If-Modified-Since		Response header: If-Modified-Since
rs (If-None-Match)	response.header.If-None-Match		Response header: If-None-Match
rs (If-Range)	response.header.If-Range		Response header: If-Range
rs (If-Unmodified-Since)	response.header.If-Unmodified-Since		Response header: If-Unmodified-Since
rs (Last-Modified)	response.header.Last-Modified		Response header: Last-Modified
rs (Location)	response.header.Location		Response header: Location
rs (Max-Forwards)	response.header.Max-Forwards		Response header: Max-Forwards
rs (Meter)	response.header.Meter		Response header: Meter
rs (P3P)	response.header.P3P		Response header: P3P
rs (Pragma)	response.header.Pragma		Response header: Pragma
rs (Proxy-Authenticate)	response.header.Proxy-Authenticate		Response header: Proxy-Authenticate
rs (Proxy-Authorization)	response.header.Proxy-Authorization		Response header: Proxy-Authorization
rs (Proxy-Connection)	response.header.Proxy-Connection		Response header: Proxy-Connection
rs (Range)	response.header.Range		Response header: Range

Table A–6 Access Log Formats (Continued)

ELFF	CPL	Custom	Description
rs (Referer)	response.header.Referer		Response header: Referer
rs (Refresh)	response.header.Refresh		Response header: Refresh
rs (Retry-After)	response.header.Retry-After		Response header: Retry-After
rs (Server)	response.header.Server		Response header: Server
rs (Set-Cookie)	response.header.Set-Cookie		Response header: Set-Cookie
rs (Set-Cookie2)	response.header.Set-Cookie2		Response header: Set-Cookie2
rs (TE)	response.header.TE		Response header: TE
rs (Trailer)	response.header.Trailer		Response header: Trailer
rs (Transfer-Encoding)	response.header.Transfer-Encoding		Response header: Transfer-Encoding
rs (Upgrade)	response.header.Upgrade		Response header: Upgrade
rs (User-Agent)	response.header.User-Agent		Response header: User-Agent
rs (Vary)	response.header.Vary		Response header: Vary
rs (Via)	response.header.Via		Response header: Via
rs (WWW-Authenticate)	response.header.WWW-Authenticate		Response header: WWW-Authenticate
rs (Warning)	response.header.Warning		Response header: Warning
rs (X-BlueCoat-Error)	response.header.X-BlueCoat-Error		Response header: X-BlueCoat-Error
rs (X-BlueCoat-MC-Client-Ip)	response.header.X-BlueCoat-MC-Client-Ip		Response header: X-BlueCoat-MC-Client-Ip
rs (X-BlueCoat-Via)	response.header.X-BlueCoat-Via		Response header: X-BlueCoat-Via
rs (X-Forwarded-For)	response.header.X-Forwarded-For		Response header: X-Forwarded-For



## Glossary

### A

**access control list**—Allows or denies specific IP addresses access to a server.

**access log**—A list of all the requests sent to a ProxySG. You can read an access log using any of the popular log-reporting programs. When a client uses HTTP streaming, the streaming entry goes to the same access log.

**account**—A named entity that has purchased the ProxySG or the Entitlements from Blue Coat.

**activation code**—A string of approximately 10 characters that is generated and mailed to customers when they purchase the ProxySG.

**active content stripping**—Provides a way to identify potentially dangerous mobile or active content and scripts, and strip them out of a response.

**active content types**—Used in the Visual Policy Manager. Referring to Web Access policies, you can create and name lists of active content types to be stripped from Web pages. You have the additional option of specifying a customized message to be displayed to the user

**administration access policy**—A policy layer that determines who can access the ProxySG to perform administrative tasks.

**administration authentication policy**—A policy layer that determines how administrators accessing the ProxySG must authenticate.

**AJAX**—Acronym for Asynchronous JavaScript and XML, the technology used for live updating of Web objects without having to reload the entire page.

**Application Delivery Network (ADN)**—A WAN that has been optimized for acceleration and compression by Blue Coat. This network can also be secured through the use of appliance certificates. An ADN network is composed of an ADN manager and backup ADN manager, ADN nodes, and a network configuration that matches the environment.

**ADN backup manager**—Takes over for the ADN manager in the event it becomes unavailable. See *ADN manager*.

**ADN manager**—Responsible for publishing the routing table to SG Clients (and to other ProxySG appliances).

**ADN optimize attribute**—Controls whether to optimize bandwidth usage when connecting upstream using an ADN tunnel.

**A record**—The central records of DNS, which link a domain or subdomain to an IP address. An A record can correspond to a single IP address or many IP addresses.

**asx rewrite**—Allows you to rewrite URLs and then direct a client's subsequent request to the new URL. One of the main applications of ASX file rewrites is to provide explicit proxy-like support for Windows Media Player 6.4, which cannot set explicit proxy mode for protocols other than HTTP.

**audit**—A log that provides a record of who accessed what and how.

**authenticate-401 attribute**—All transparent and explicit requests received on the port always use transparent authentication (cookie or IP, depending on the configuration). This is especially useful to force transparent proxy authentication in some proxy-chaining scenarios

**authenticated content**—Cached content that requires authentication at the origin content server (OCS). Supported authentication types for cached data include basic authentication and IWA (or NTLM).

**authentication**—Allows you to verify the identity of a user. In its simplest form, this is done through usernames and passwords. Much more stringent authentication can be employed using digital certificates that have been issued and verified by a Certificate Authority. *See also* basic authentication, proxy authentication, and SSL authentication.

**authentication realm**—Authenticates and authorizes users to access SG services using either explicit proxy or transparent proxy mode. These realms integrate third-party vendors, such as LDAP, Windows, and Novell, with the Blue Coat operating system.

**authorization**—The permissions given to an authenticated user.

## B

**bandwidth**—The amount of data you can send through a network or modem connection, usually measured in bits per second (bps).

**bandwidth class**—A defined unit of bandwidth allocation.

**bandwidth class hierarchy**—A grouping of bandwidth classes into a tree structure that specifies the relationship among different classes. You create a hierarchy by creating at least one parent class and assigning other classes as its children.

**bandwidth gain**—Bandwidth gain is a calculation of the savings that occur when bandwidth is not consumed as a result of some form of optimization.

For example, bandwidth gain for active sessions is calculated by subtracting the number of client bytes from the number of server bytes and dividing the result by the number of server bytes.

$$(\text{Client Bytes} - \text{Server Bytes}) / \text{Server Bytes}$$

**bandwidth management**—Classify, control, and, if needed, limit the amount of bandwidth used by network traffic flowing in or out of a ProxySG.

**basic authentication**—The standard authentication for communicating with the target as identified in the URL.

**BCAAA**—Blue Coat Authentication and Authorization Agent. Allows SGOS 5.x to manage authentication and authorization for IWA, CA eTrust SiteMinder realms, Oracle COREid, Novell, and Windows realms. The agent is installed and configured separately from SGOS 5.x and is available from the Blue Coat Web site.

**BCLP**—Blue Coat Licensing Portal.

**byte-range support**—The ability of the ProxySG to respond to byte-range requests (requests with a `Range: HTTP` header).

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## C

**cache**—An "object store," either hardware or software, that stores information (objects) for later retrieval. The first time the object is requested, it is stored, making subsequent requests for the same information much faster.

A cache helps reduce the response time and network bandwidth consumption on future, equivalent requests. The ProxySG serves as a cache by storing content from many users to minimize response time and prevent extraneous network traffic.

**cache control**—Allows you to configure which content the ProxySG stores.

**cache efficiency**—A tab found on the Statistics pages of the Management Console that shows the percent of objects served from cache, the percent loaded from the network, and the percent that were non-cacheable.

**cache hit**—Occurs when the ProxySG receives a request for an object and can serve the request from the cache without a trip to the origin server.

**cache miss**—Occurs when the ProxySG receives a request for an object that is not in the cache. The ProxySG must then fetch the requested object from the origin server.

**cache object**—Cache contents includes all objects currently stored by the ProxySG. Cache objects are not cleared when the ProxySG is powered off.

**Certificate Authority (CA)**—A trusted, third-party organization or company that issues digital certificates used to create digital signatures and public key/private key pairs. The role of the CA is to guarantee that the individuals or company representatives who are granted a unique certificate are who they claim to be.

**child class (bandwidth gain)**—The child of a parent class is dependent on that parent class for available bandwidth (they share the bandwidth in proportion to their minimum/maximum bandwidth values and priority levels). A child class with siblings (classes with the same parent class) shares bandwidth with those siblings in the same manner.

**cipher suite**—Specifies the algorithms used to secure an SSL connection. When a client makes an SSL connection to a server, it sends a list of the cipher suites that it supports.

**client consent certificates**—A certificate that indicates acceptance or denial of consent to decrypt an end user's HTTPS request.

**client-side transparency**—A way of replacing the ProxySG IP address with the Web server IP address for all port 80 traffic destined to go to the client. This effectively conceals the ProxySG address from the client and conceals the identity of the client from the Web server.

**concentrator**—A ProxySG, usually located in a data center, that provides access to data center resources, such as file servers.

**content filtering**—A way of controlling which content is delivered to certain users. ProxySG appliances can filter content based on content categories (such as gambling, games, and so on), type (such as http, ftp, streaming, and mime type), identity (user, group, network), or network conditions. You can filter content using vendor-based filtering or by allowing or denying access to URLs.



## D

**default boot system**—The system that was successfully started last time. If a system fails to boot, the next most recent system that booted successfully becomes the default boot system.

**default proxy listener**—See *proxy service (default)*.

**denial of service (DoS)**—A method that hackers use to prevent or deny legitimate users access to a computer, such as a Web server. DoS attacks typically send many request packets to a targeted Internet server, flooding the server's resources and making the system unusable. Any system connected to the Internet and equipped with TCP-based network services is vulnerable to a DoS attack.

The ProxySG resists DoS attacks launched by many common DoS tools. With a hardened TCP/IP stack, the ProxySG resists common network attacks, including traffic flooding.

**destination objects**—Used in Visual Policy Manager. These are the objects that define the target location of an entry type.

**detect protocol attribute**—Detects the protocol being used. Protocols that can be detected include: HTTP, P2P (eDonkey, BitTorrent, FastTrack, Gnutella), SSL, and Endpoint Mapper.

**diagnostic reporting**—Found in the Statistics pane, the Diagnostics tab allows you to control whether Daily Heartbeats and/or Blue Coat Monitoring are enabled or disabled.

**directives**—Commands used in installable lists to configure forwarding and SOCKS gateway.

**DNS access**—A policy layer that determines how the ProxySG processes DNS requests.

**domain name system (DNS)**—An Internet service that translates domain names into IP addresses.

**dynamic bypass**—Provides a maintenance-free method for improving performance of the ProxySG by automatically compiling a list of requested URLs that return various kinds of errors.

**dynamic real-time rating (DRTR)**—Used in conjunction with the Blue Coat Web Filter (BCWF), DRTR (also known as *dynamic categorization*) provides real-time analysis and content categorization of requested Web pages to solve the problem of new and previously unknown uncategorized URLs—those not in the database.

When a user requests a URL that has not already been categorized by the BCWF database (for example, a brand new Web site), the ProxySG dynamic categorization service analyzes elements of the requested content and assigns a category or categories. The dynamic service is consulted *only* when the installed BCWF database does not contain category information for an object.

## E

**early intercept attribute**—Controls whether the proxy responds to client TCP connection requests before connecting to the upstream server. When early intercept is disabled, the proxy delays responding to the client until after it has attempted to contact the server.

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**ELFF-compatible format**—A log type defined by the W3C that is general enough to be used with any protocol.

**emulated certificates**—Certificates that are presented to the user by the ProxySG when intercepting HTTPS requests. Blue Coat emulates the certificate from the server and signs it, copying the subjectName and expiration. The original certificate is used between the ProxySG and the server.

**encrypted log**—A log is encrypted using an external certificate associated with a private key. Encrypted logs can only be decrypted by someone with access to the private key. The private key is not accessible to the ProxySG.

**EULA**—End user license agreement.

**event logging**—Allows you to specify the types of system events logged, the size of the event log, and to configure Syslog monitoring. The ProxySG can also notify you by email if an event is logged. *See also* access logging.

**explicit proxy**—A configuration in which the browser is explicitly configured to communicate with the proxy server for access to content. This is the default for the ProxySG and requires configuration for both the browser and the interface card.

**extended log file format (ELFF)**—A variant of the common log file format, which has two additional fields at the end of the line—the referer and the user agent fields.

## F

**fail open/closed**—Failing open or closed applies to forwarding hosts and groups and SOCKS gateways. Fail open or closed applies when health checks are showing sick for each forwarding or SOCKS gateway target in the applicable fail-over sequence. If no systems are healthy, the ProxySG fails open or closed, depending on the configuration. If closed, the connection attempt simply fails.

If open, an attempt is made to connect without using any forwarding target (or SOCKS gateway). Fail open is usually a security risk; fail closed is the default if no setting is specified.

**filtering**—*See content filtering.*

**forward proxy**—A proxy server deployed close to the clients and used to access many servers. A forward proxy can be explicit or transparent.

**FTP**—*See Native FTP and Web FTP.*

## G

**gateway**—A device that serves as entrance and exit into a communications network.

## H

**hardware serial number**—A string that uniquely identifies the ProxySG; it is assigned to each unit in manufacturing.

**health check tests**—The method of determining network connectivity, target responsiveness, and basic functionality. The following tests are supported:

- ICMP
- TCP
- SSL
- HTTP
- HTTPS
- Group
- Composite and reference to a composite result
- ICAP
- Websense
- DRTR rating service

**health check type**—The kind of device or service the specific health check tests. The following types are supported:

- Forwarding host and forwarding group
- SOCKS gateway and SOCKS gateway group
- CAP service and ICAP service group
- Websense off-box service and Websense off-box service group
- DRTR rating service
- User-defined host and a user-defined composite

**heartbeat**—Messages sent once every 24 hours that contain the statistical and configuration data for the ProxySG, indicating its health. Heartbeats are commonly sent to system administrators and to Blue Coat. Heartbeats contain no private information, only aggregate statistics useful for pre-emptively diagnosing support issues.

The ProxySG sends emergency heartbeats whenever it is rebooted. Emergency heartbeats contain core dump and restart flags in addition to daily heartbeat information.

**host affinity**—The attempt to direct multiple connections by a single user to the same group member. Host affinity is closely tied to load balancing behavior; both should be configured if load balancing is important.

**host affinity timeout**—The host affinity timeout determines how long a user remains idle before the connection is closed. The timeout value checks the user's IP address, SSL ID, or cookie in the host affinity table.

|

**inbound traffic (bandwidth gain)**—Network packets flowing into the ProxySG. Inbound traffic mainly consists of the following:

- Server inbound: Packets originating at the origin content server (OCS) and sent to the ProxySG to load a Web object.

- 
- **Client inbound:** Packets originating at the client and sent to the ProxySG for Web requests.

**installable list**—A list of configuration parameters that can be created using a text editor (either Blue Coat or another text editor) or through the CLI inline commands. The list can then be downloaded to the ProxySG from an HTTP server or locally from your PC. Configurations that can be created and installed this way include the SG Client, archiving, forwarding hosts, SOCKS gateways, ICP, policy files, and exceptions.

**integrated host timeout**—An integrated host is an origin content server (OCS) that has been added to the health check list. The host, added through the `integrate_new_hosts` property, ages out of the integrated host table after being idle for the specified time. The default is 60 minutes.

**intervals**—Time period from the completion of one health check to the start of the next health check.

**IP reflection**—Determines how the client IP address is presented to the origin server for explicitly proxied requests. All proxy services contain a `reflect-ip` attribute, which enables or disables sending of client's IP address instead of the IP address of the ProxySG.

**issuer keyring**—The keyring used by the ProxySG to sign emulated certificates. The keyring is configured on the appliance and managed through policy.

## L

**licensable component (LC)**—(Software) A subcomponent of a license; it is an option that enables or disables a specific feature.

**LCAMS**—License Configuration and Management System.

**license**—Provides both the right and the ability to use certain software functions within a ProxyAV (or ProxySG) appliance. The license key defines and controls the license, which is owned by an account.

**listener**—The service that is listening on a specific port. A listener can be identified by any destination IP/subnet and port range. Multiple listeners can be added to each service.

**live content**—Also called live broadcast. Used in streaming, it indicates that the content is being delivered fresh.

**LKF**—License key file.

**load balancing**—A way to share traffic requests among multiple upstream systems or multiple IP addresses on a single host.

**local bypass list**—A list you create and maintain on your network. You can use a local bypass list alone or in conjunction with a central bypass list.

**local policy file**—Written by enterprises (as opposed to the central policy file written by Blue Coat); used to create company- and department-specific advanced policies written in the Blue Coat Policy Language (CPL).

**log facility**—A separate log that contains a single logical file and supports a single log format. It also contains the file's configuration and upload schedule information as well as other configurable information such as how often to rotate (switch to a new log) the logs at the destination, any passwords needed, and the point at which the facility can be uploaded.

**log format**—The type of log that is used: NCSA/Common, SQUID, ELFF, SurfControl, or Websense.

The proprietary log types each have a corresponding pre-defined log format that has been set up to produce exactly that type of log (these logs cannot be edited). In addition, a number of other ELFF type log formats are also pre-defined (im, main, p2p, ssl, streaming). These can be edited, but they start out with a useful set of log fields for logging particular protocols understood by the ProxySG. It is also possible to create new log formats of type ELFF or Custom which can contain any desired combination of log fields.

**log tail**—The access log tail shows the log entries as they get logged. With high traffic on the ProxySG, not all access log entries are necessarily displayed. However, you can view all access log information after uploading the log.

## M

**MACH5**—SGOS 5 MACH5 Edition.

**Management Console**—A graphical Web interface that lets you to manage, configure, monitor, and upgrade the ProxySG from any location. The Management Console consists of a set of Web pages and Java applets stored on the ProxySG. The appliance acts as a Web server on the management port to serve these pages and applets.

**management information base (MIB)**—Defines the statistics that management systems can collect. A managed device (gateway) has one or more MIBs as well as one or more SNMP agents, which implements the information and management functionality defined by a specific MIB.

**maximum object size**—The maximum object size stored in the ProxySG. All objects retrieved that are greater than the maximum size are delivered to the client but are not stored in the ProxySG.

**Media Access Control (MAC) address**—A unique value associated with a network adapter; also known as hardware address or physical address. For the ProxySG, it is a hardware address that is stored in each network card (such as an SSL accelerator card or a Quad GigE Fiber LX card) on the ProxySG. The MAC address uniquely identifies an adapter on a LAN and is a 12-digit hexadecimal number (48 bits in length).

**MIME/FILE type filtering**—Allows organizations to implement Internet policies for both uploaded and downloaded content by MIME or FILE type.

**multi-bit rate**—The capability of a single stream to deliver multiple bit rates to clients requesting content from ProxySG appliances from within varying levels of network conditions (such as different connecting bandwidths and traffic).

**multicast**—Used in streaming; the ability for hundreds or thousands of users to play a single stream.

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**multicast aliases**—Used in streaming; a streaming command that specifies an alias for a multicast URL to receive an .nsc file. The .nsc files allows the multicast session to obtain the information in the control channel

**multicast station**—Used in streaming; a defined location on the proxy where the Windows Media player can retrieve streams. A multicast station enables multicast transmission of Windows Media content from the cache. The source of the multicast-delivered content can be a unicast-live source, a multicast (live) source, and simulated live (video-on-demand content converted to scheduled live content).

**multimedia content services**—Used in streaming; multimedia support includes Real Networks, Microsoft Windows Media, Apple QuickTime, MP3, and Flash.

## N

**name inputting**—Allows a ProxySG to resolve host names based on a partial name specification. When a host name is submitted to the DNS server, the DNS server resolves the name to an IP address. If the host name cannot be resolved, Blue Coat adds the first entry in the name-inputting list to the end of the host name and resubmits it to the DNS server

**native FTP**—Native FTP involves the client connecting (either explicitly or transparently) using the FTP protocol; the ProxySG then connects upstream through FTP (if necessary).

**NCSA common log format**—Blue Coat products are compatible with this log type, which contains only basic HTTP access information.

**network address translation (NAT)**—The process of translating private network (such as intranet) IP addresses to Internet IP addresses and vice versa. This methodology makes it possible to match private IP addresses to Internet IP addresses even when the number of private addresses outnumbers the pool of available Internet addresses.

**non-cacheable objects**—A number of objects are not cached by the ProxySG because they are considered non-cacheable. You can add or delete the kinds of objects that the appliance considers non-cacheable. Some of the non-cacheable request types are:

- Pragma no-cache, requests that specify non-cached objects, such as when you click refresh in the Web browser.
- Password provided, requests that include a client password.
- Data in request that include additional client data.
- Not a GET request.

**.nsc file**—Created from the multicast station definition and saved through the browser as a text file encoded in a Microsoft proprietary format. Without an .nsc file, the multicast station definition does not work.

**NTP**—To manage objects in an appliance, a ProxySG must know the current Universal Time Coordinates (UTC) time. By default, the ProxySG attempts to connect to a Network Time Protocol (NTP) server to acquire the UTC time. The ProxySG includes a list of NTP servers available on the Internet, and attempts to connect to them in the order they appear in the NTP server list on the NTP tab.

## O

**object (used in caching)**—An object is the item that is stored in an appliance. These objects can be frequently accessed content, content that has been placed there by content publishers, or Web pages, among other things.

**object (used in Visual Policy Manager)**—An object (sometimes referred to as a condition) is any collection or combination of entry types you can create individually (user, group, IP address/subnet, and attribute). To be included in an object, an item must already be created as an individual entry.

**object pipelining**—This patented algorithm opens as many simultaneous TCP connections as the origin server will allow and retrieves objects in parallel. The objects are then delivered from the appliance straight to the user's desktop as fast as the browser can request them.

**Online Certificate Status Protocol (OCSP)**—An Internet protocol used for obtaining the revocation status of an X.509 digital certificate. OCSP was created as an alternative to certificate revocation lists (CRL), specifically addressing certain problems associated with using CRLs in a public key infrastructure (PKI). OCSP servers are called OCSP responders due to the request/response nature of these messages.

**origin content server (OCS)**—Also called origin server. This is the original source of the content that is being requested. An appliance needs the OCS to acquire data the first time, to check that the content being served is still fresh, and to authenticate users.

**outbound traffic (bandwidth gain)**—Network packets flowing out of the ProxySG. Outbound traffic mainly consists of the following:

- Client outbound: Packets sent to the client in response to a Web request.
- Server outbound: Packets sent to an OCS or upstream proxy to request a service.

## P

**PAC (Proxy AutoConfiguration) scripts**—Originally created by Netscape, PACs are a way to avoid requiring proxy hosts and port numbers to be entered for every protocol. You need only enter the URL. A PAC can be created with the needed information and the local browser can be directed to the PAC for information about proxy hosts and port numbers.

**packet capture (PCAP)**—Allows filtering on various attributes of the Ethernet frame to limit the amount of data collected. You can capture packets of Ethernet frames going into or leaving a ProxySG.



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**parent class (bandwidth gain)**—A class with at least one child. The parent class must share its bandwidth with its child classes in proportion to the minimum/maximum bandwidth values or priority levels.

**passive mode data connections (PASV)**—Data connections initiated by an FTP client to an FTP server.

**pipelining**—See *object pipelining*.

**policies**—Groups of rules that let you manage Web access specific to the needs of an enterprise. Policies enhance ProxySG feature areas such as authentication and virus scanning, and let you control end-user Web access in your existing infrastructure.

**policy-based bypass list**—Used in policy. Allows a bypass based on the properties of the client, unlike static and dynamic bypass lists, which allow traffic to bypass the appliance based on destination IP address. See also *dynamic bypass*.

**policy layer**—A collection of rules created using Blue Coat CPL or with the VPM.

**pragma: no cache (PNC)**—A metatag in the header of a request that requires the appliance to forward a request to the origin server. This allows clients to always obtain a fresh copy.

**proxy**—Caches content, filters traffic, monitors Internet and intranet resource usage, blocks specific Internet and intranet resources for individuals or groups, and enhances the quality of Internet or intranet user experiences.

A proxy can also serve as an intermediary between a Web client and a Web server and can require authentication to allow identity-based policy and logging for the client.

The rules used to authenticate a client are based on the policies you create on the ProxySG, which can reference an existing security infrastructure—LDAP, RADIUS, IWA, and the like.

**Proxy Edition**—SGOS 5 Proxy Edition.

**proxy service**—The proxy service defines the ports, as well as other attributes, that are used by the proxies associated with the service.

**proxy service (default)**—The default proxy service is a service that intercepts all traffic not otherwise intercepted by other listeners. It only has one listener whose action can be set to bypass or intercept. No new listeners can be added to the default proxy service, and the default listener and service cannot be deleted. Service attributes can be changed.

**ProxySG**—A Blue Coat security and cache box that can help manage security and content on a network.

**public key certificate**—An electronic document that encapsulates the public key of the certificate sender, identifies this sender, and aids the certificate receiver to verify the identity of the certificate sender. A certificate is often considered valid if it has been digitally signed by a well-known entity, which is called a Certificate Authority (such as VeriSign).

**public virtual IP (VIP)**—Maps multiple servers to one IP address and then propagates that information to the public DNS servers. Typically, there is a public VIP known to the public Internet that routes the packets internally to the private VIP. This enables you to “hide” your servers from the Internet.



## R

**real-time streaming protocol (RTSP)**—A standard method of transferring audio and video and other time-based media over Internet-technology based networks. The protocol is used to stream clips to any RTP-based client.

**reflect client IP attribute**—Enables the sending of the client's IP address instead of the SG's IP address to the upstream server. If you are using an application delivery network (ADN), this setting is enforced on the concentrator proxy through the **Configuration > App. Delivery Network > Tunneling** tab.

**registration**—An event that binds the appliance to an account, that is, it creates the Serial#, Account association.

**remote authentication dial-in user service (RADIUS)**—Authenticates user identity via passwords for network access.

**Return to Sender (RTS)**—A way of allowing outgoing TCP packets to use the same network interface on which the corresponding incoming TCP packets arrived. The destination Media Access Control (MAC) address for the outgoing packets is the same as the source MAC address of the incoming packets. See also *Media Access Control (MAC) address*.

**reverse proxy**—A proxy that acts as a front end to a small number of predefined servers, typically to improve performance. Many clients can use it to access the small number of predefined servers.

**routing information protocol (RIP)**—Designed to select the fastest route to a destination. RIP support is built into ProxySG appliances.

**router hops**—The number of jumps a packet takes when traversing the Internet.

**RTS**—See *Return to Sender*.

## S

**secure shell (SSH)**—Also known as Secure Socket Shell. SSH is an interface and protocol that provides strong authentication and enables you to securely access a remote computer. Three utilities—login, ssh, and scp—comprise SSH. Security via SSH is accomplished using a digital certificate and password encryption. Remember that the Blue Coat ProxySG requires SSH1. A ProxySG supports a combined maximum of 16 Telnet and SSH sessions.

**serial console**—A third-party device that can be connected to one or more Blue Coat appliances. Once connected, you can access and configure the appliance through the serial console, even when you cannot access the appliance directly.

**server certificate categories**—The hostname in a server certificate can be categorized by BCWF or another content filtering vendor to fit into categories such as banking, finance, sports.

**server portals**—Doorways that provide controlled access to a Web server or a collection of Web servers. You can configure Blue Coat appliances to be server portals by mapping a set of external URLs onto a set of internal URLs.

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**server-side transparency**—The ability for the server to see client IP addresses, which enables accurate client-access records to be kept. When server-side transparency is enabled, the appliance retains client IP addresses for all port 80 traffic to and from the ProxySG. In this scheme, the client IP address is always revealed to the server.

**service attributes**—Define the parameters, such as explicit or transparent, cipher suite, and certificate verification, that the ProxySG uses for a particular service.

**sibling class (bandwidth gain)**—A bandwidth class with the same parent class as another class.

**signed system image**—Cryptographically signed with a key known only to Blue Coat, and the signature is verified when the image is downloaded to the system.

**simple network management protocol (SNMP)**—The standard operations and maintenance protocol for the Internet. It consists of a set of standards for network management, including an application layer protocol, a database schema, and a set of data objects. In SNMP, the available information is defined by management information bases (MIBs), which describe the structure of the management data.

**simulated live**—Used in streaming. Defines playback of one or more video-on-demand files as a scheduled live event, which begins at a specified time. The content can be looped multiple times, or scheduled to start at multiple start times throughout the day.

**SmartReporter log type**—A proprietary ELFF log type that is compatible with the SmartFilter SmartReporter tool.

**SOCKS**—A proxy protocol for TCP/IP-based networking applications that allows users transparent access across the firewall. If you are using a SOCKS server for the primary or alternate forwarding gateway, you must specify the appliance's ID for the identification protocol used by the SOCKS gateway. The machine ID should be configured to be the same as the appliance's name.

**SOCKS proxy**—A generic way to proxy TCP and UDP protocols. The ProxySG supports both SOCKSv4/4a and SOCKSv5; however, because of increased username and password authentication capabilities and compression support, Blue Coat recommends that you use SOCKS v5.

**splash page**—The custom message page that displays the first time you start the client browser.

**split proxy**—Employs co-operative processing at the branch and the core to implement functionality that is not possible in a standalone proxy. Examples of split proxies include:

- Mapi Proxy
- SSL Proxy

**SQUID-compatible format**—A log type that was designed for cache statistics and is compatible with Blue Coat products.

**squid-native log format**—The Squid-compatible format contains one line for each request.

**SSL authentication**—Ensures that communication is with “trusted” sites only. Requires a certificate issued by a trusted third party (Certificate Authority).

**SSL client**—See SSL device profile.

**SSL device profile**—Used to determine various SSL parameters for outgoing HTTPS connections. Specifically, its role is to:

- Identify the SSL protocol version that the ProxySG uses in negotiations with origin servers.
- Identify the cipher suites used.
- Determine which certificate can be presented to origin servers by associating a keyring with the profile.

**SSL interception**—Decrypting SSL connections.

**SSL proxy**—A proxy that can be used for any SSL traffic (HTTPS or not), in either forward or reverse proxy mode.

**static route**—A manually-configured route that specifies the transmission path a packet must follow, based on the packet's destination address. A static route specifies a transmission path to another network.

**statistics**—Every Blue Coat appliance keeps statistics of the appliance hardware and the objects it stores. You can review the general summary, the volume, resources allocated, cache efficiency, cached contents, and custom URLs generated by the appliance for various kinds of logs. You can also check the event viewer for every event that occurred since the appliance booted.

**stream**—A flow of a single type of data, measured in kilobits per second (Kbps). A stream could be the sound track to a music video, for example.

**SurfControl log type**—A proprietary log type that is compatible with the SurfControl reporter tool. The SurfControl log format includes fully-qualified usernames when an NTLM realm provides authentication. The simple name is used for all other realm types.

**syslog**—An event-monitoring scheme that is especially popular in Unix environments. Most clients using Syslog have multiple devices sending messages to a single Syslog daemon. This allows viewing a single chronological event log of all of the devices assigned to the Syslog daemon. The Syslog format is: "Date Time Hostname Event."

**system cache**—The software cache on the appliance. When you clear the cache, all objects in the cache are set to expired. The objects are not immediately removed from memory or disk, but a subsequent request for any object requested is retrieved from the origin content server before it is served.

## T

**TCP window size**—The number of bytes that can be buffered before the sending host must wait for an acknowledgement from the receiving host.

**time-to-live (TTL) value**—Used in any situation where an expiration time is needed. For example, you do not want authentication to last beyond the current session and also want a failed command to time out instead of hanging the box forever.

**traffic flow (bandwidth gain)**—Also referred to as *flow*. A set of packets belonging to the same TCP/UDP connection that terminate at, originate at, or flow through the ProxySG. A single request from a client involves two separate connections. One of

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them is from the client to the ProxySG, and the other is from the ProxySG to the OCS. Within each of these connections, traffic flows in two directions—in one direction, packets flow out of the ProxySG (outbound traffic), and in the other direction, packets flow into the ProxySG (inbound traffic). Connections can come from the client or the server. Thus, traffic can be classified into one of four types:

- Server inbound
- Server outbound
- Client inbound
- Client outbound

These four traffic flows represent each of the four combinations described above. Each flow represents a single direction from a single connection.

**transmission control protocol (TCP)**—TCP, when used in conjunction with IP (Internet Protocol) enables users to send data, in the form of message units called packets, between computers over the Internet. TCP is responsible for tracking and handling, and reassembly of the packets; IP is responsible for packet delivery.

**transparent proxy**—A configuration in which traffic is redirected to the ProxySG without the knowledge of the client browser. No configuration is required on the browser, but network configuration, such as an L4 switch or a WCCP-compliant router, is required.

**trial period**—Starting with the first boot, the trial period provides 60 days of free operation. All features are enabled during this time.

## U

**unicast alias**—Defines an name on the appliance for a streaming URL. When a client requests the alias content on the appliance, the appliance uses the URL specified in the unicast-alias command to request the content from the origin streaming server.

**universal time coordinates (UTC)**—A ProxySG must know the current UTC time. By default, the appliance attempts to connect to a Network Time Protocol (NTP) server to acquire the UTC time. If the ProxySG cannot access any NTP servers, you must manually set the UTC time.

**URL filtering**—*See* content filtering.

**URL rewrite rules**—Rewrite the URLs of client requests to acquire the streaming content using the new URL. For example, when a client tries to access content on `www.mycompany.com`, the ProxySG is actually receiving the content from the server on `10.253.123.123`. The client is unaware that `mycompany.com` is not serving the content; however, the ProxySG access logs indicate the actual server that provides the content.

## W

**WCCP**—Web Cache Communication Protocol. Allows you to establish redirection of the traffic that flows through routers.

**Web FTP**—Web FTP is used when a client connects in explicit mode using HTTP and accesses an ftp:// URL. The ProxySG translates the HTTP request into an FTP request for the OCS (if the content is not already cached), and then translates the FTP response with the file contents into an HTTP response for the client.

**Websense log type**—A Blue Coat proprietary log type that is compatible with the Websense reporter tool.

## X

**XML responder**—HTTP XML service that runs on an external server.

**XML requestor**—XML realm.

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