

OSHEAN Shared Environment - iBoss Documentation

The goal of this documents is to provide a mechanism to log iBoss Block Page Requests through the districts Ticketing System.

Once the request has been logged within the ticketing system the Administrator can provide Block / Allow Justification and audit the results to provide as needed.

This documentation has broken out into two separate parts:

- Part One -configuring the iBoss SWG to send email to your ticketing systems.
- Part Two -configuring the iBoss SWG to add an exception request option to blocked web pages

If you have any questions, please contact noc@oshean.org for support.

Part One – Configure Emails to be sent to your ticketing system

Enable Monitoring Email:

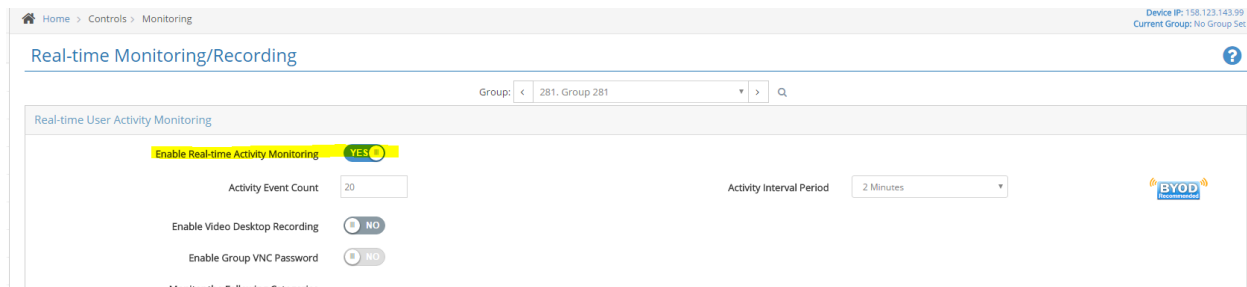
Please go to the following location within your iBoss SWG: Home -> Controls -> Monitoring

Real-time Activity Monitoring enables you to receive iBoss Alerts.

In this documentation, we are enabling only Exception Request Alerts. If Real Time Monitoring of Categories alerts have been configured, please note that these alerts will be sent to the email address specified as the Group Email Contact (See Documentation Below). For these instances, it is not recommended to point email alerts to your ticketing system.

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Toggle On – enable Real-time Activity Monitoring – Per Group



Scroll down to Real Time Email Alerts Section

Toggle On – Enable Email Alerts

Provide Group Email Contact – please enter the email address of your ticket system to generate the ticket.

Real-time Email Alerts

Enable Email Alerts YES

Group Email Contact

Send email when user enters group NO

Send email when user exits group NO

Part Two – Configure block pages to request exception data

Enable Exception –

Please go to the following location within your iBoss SWG: Home -> Controls -> Exceptions

Toggle On – Allow Users in this group to request URL Exceptions - Per Group

MENU Home > Controls > Exceptions Device IP: 158.123.143.99 Current Group: No Group Set

Exception Requests ?

Group: < 281. Group 281 >

Enable URL Exceptions Requests

YES Allow users in this group to request URL Exceptions

This will allow Members within the allowed groups to submit requests.

When submitting the request, the end user will need to complete the Request an Exception Form items

Step 1– Provide your Email Address

Step 2 - Provide the Reason to allow the exception

Step 3 – Submit via the Request Exception button

Once submitted this will generate an email to be sent to your ticketing system



Page Blocked



Access to the requested site has been restricted due to its contents.

URL/Content: www.facebook.com/
Description: Website contains prohibited Friendship content.
Group Number: 6
Ip Address: 10.99.205.83

[Request An Exception](#)

Email:

Reason:

[Request Exception](#)