

BCCPA v204 Chapter Summaries

This document gives brief summaries of the chapters in the Blue Coat Certified Proxy Administrator(BCCPA) textbook.

Chapter 1: Blue Coat SG and Firewalls

This chapter explains what a firewall is and how it is an important part of securing your private network. Although a firewall alone cannot adequately protect your network, you will learn how a proxy server complements it to fully secure your internal network.

Chapter 2: Blue Coat SG Product Family

This chapter provides an overview of all of Blue Coat's hardware and software products and how they work together to enable organizations to protect and enhance the performance of their networks. Specifically, the chapter introduces the Blue Coat SG, Blue Coat AV, Blue Coat Director, and Blue Coat RA, the company's new SSL VPN appliance. The chapter also introduces Blue Coat Reporter and Web-filtering applications.

Chapter 3: WAN Optimization Features

IT managers work to achieve a complex goal: increasing efficiency while providing better control and security — while minimizing costs. Organizations can reach that goal by taking advantage of the MACH5 application-acceleration features in the Blue Coat SGOS. The chapter provides an introduction to the rest of the course by outlining the key elements of MACH5: bandwidth management, protocol optimization, object caching, byte caching, and compression.

Chapter 4: Blue Coat SG Deployment

This chapter describes what a proxy is, what it does, and how a proxy, particularly the Blue Coat SG, can be deployed. Various deployment methods are examined: direct access, explicit proxy, and transparent redirection. The chapter also discusses the purpose, benefits, requirements, and best practices of edge deployment.

Chapter 5: Blue Coat SG Initial Setup

This chapter walks you through the steps you need to complete when setting up the Blue Coat SG for the first time. Some of the concepts of initial configuration also apply to reconfiguring an existing Blue Coat SG, or one that has been restored to factory-default settings.

Chapter 6: Blue Coat SG Graphical User Interface

This chapter introduces the Blue Coat SG graphical user interface, which is how users most commonly work with their appliances. It focuses on the Management Console and its Visual Policy Management feature, which students use extensively during lab exercises.

Chapter 7: Services

This chapter introduces the Service feature, which determines which traffic is allowed or restricted through the Blue Coat SG. It focuses on the Management Console and Application Proxy services, available through the Management Console. The chapter also discusses the service ports, service port actions and proxy service attributes in detail.

Chapter 8: Hypertext Transfer Protocol (HTTP)

This chapter describes HTTP and how it is used to transport information across the Internet. It provides an introduction to HTTP concepts and terminology and describes how it is used to deliver content across the Web.

Chapter 9: Authentication Introduction

This chapter details the kind of authentication challenges handled by the Blue Coat SG in explicit proxy mode. You will learn how you can control access to the Blue Coat SG, how the Blue Coat SG challenges users before forwarding their requests, and how it passes challenges and credentials between the OCS and user agent.

Chapter 10: Authentication Realms

The Blue Coat SG supports a wide, and constantly growing, number of authentication realms. This chapter focuses on the most commonly used realms — NTLM, LDAP, and Local — and introduces sequence authentication, the method for searching multiple realms for a specific user's credentials.

Chapter 11: Policy Management

This chapter expands on the concepts presented in the Blue Coat SG Graphical User Interface chapter. It explains how policies are created to enforce an organization's rules for acceptable Web use. This chapter also illustrates why only a secure proxy with an object-handling operating system can offer the framework needed to identify and enforce policies across an entire enterprise.

Chapter 12: Content Filtering

This chapter introduces the fundamentals of content filtering, both onbox and offbox. It also discusses Blue Coat Web Filter, which takes a hybrid approach to content filtering. It maintains a local database of categorized sites but also requests updates from a network of servers if it does not find the categorization locally.

Chapter 13: Managing Downloads

As users download seemingly safe content such as music files, they may unknowingly download viruses, Trojans, or malware. This chapter describes how you can protect your network from these hidden dangers. You also will learn how HTTP sends text data over the Internet and how MIME types transform binary data to text for Web delivery.

Chapter 14: Notify User Policy

This chapter outlines how administrators can create custom Web pages to inform network users about the organization's acceptable user policy (AUP). Notifying users why they cannot access a resource can reduce the number of unnecessary calls to the organization's help desk from users.

Chapter 15: Access Logging

This chapter explains what access logs are, how they are used, and describes the various access logging features on the Blue Coat SG. It also provides an overview of access logging and explains some common log file terminology.

Chapter 16: Introduction to Reporter

This chapter presents an overview of the Blue Coat Reporter, a powerful reporting tool that provides fast and easy log file importation from the Blue Coat SG with more than 150 pre-defined reports. Reporter's identity-based reporting on Web communications enables enterprises to evaluate Web policies and manage network resources more effectively.

Chapter 17: Blue Coat AV

This chapter introduces the Blue Coat AV, Blue Coat's virus-scanning appliance. Traditional, Web antivirus gateways often lack scalability and performance for HTTP and FTP scanning, which leaves desktops vulnerable. The Blue Coat AV, combined with the Blue Coat SG, provides scalability for virus scanning, plus complete visibility and control of enterprise Web communications.

Chapter 18: Service and Support

This chapter provides a high-level overview of the support options that are available to Blue Coat customers worldwide. It outlines the different levels and types of service, including online access to open, review, and comment on technical support cases.

Appendix A: Deployment Planning

Planning and designing the most efficient deployment is the most important decision you have to make, second only to the one of actually buying the Blue Coat SG. This appendix gives detailed information about different kinds of Blue Coat SG deployments.

Appendix B: Understanding Digital Certificates

The appendix gives details about asymmetric cipher, Public Key Infrastructure, digital certificates, and certification — topics essential in securing transmission of data over networks.

