OSHEAN School Owned Appliance - 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 Reporter email server settings
- Part Two -configuring the iBoss SWG to send email to your ticketing systems.
- Part Three -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 server settings on iBoss Reporter

Configure Email Server Settings:

Please go to the following location within your iBoss Reporter: Home -> Settings -> General -> Email Server Settings

iboss needs an SMTP server to send out alerts. If you do not have your own internal SMTP Server and you are using the Google SMTP Server, then you can follow the procedure on the Reporter below to setup Google as the iboss email server.

- SMTP Server Address: = smtp.gmail.com
- Port: = 587
- Authentication Type: = TLS
- Username: = GOOGLE ACCOUNT USERNAME
- Password: = GOOGLE ACCOUNT PASSWORD
- Send Email From Address: = donotreply@YOURDOMAINNAME
- Enter TEST EMAIL ADDRESS to test your settings

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

Enable Monitoring Email:

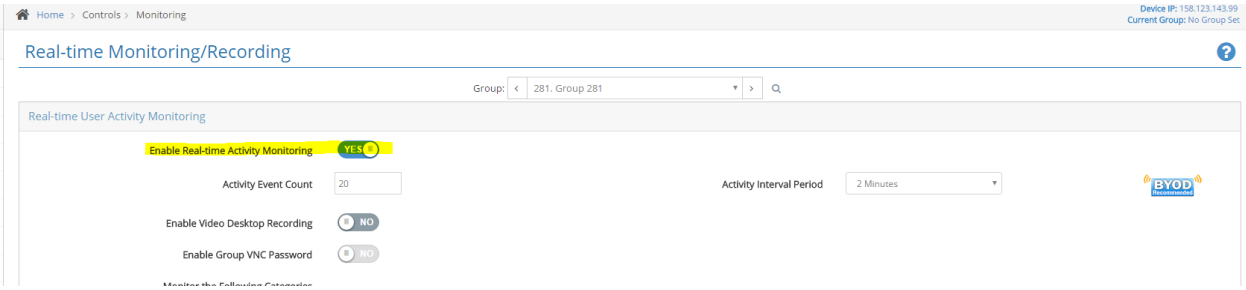
Please go to the following location within your iBoss SWG: Home -> Controls -> Monitoring

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

In this documentation, we are enabling only Exception Request Alerts. If Evasive Protocols or 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.

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

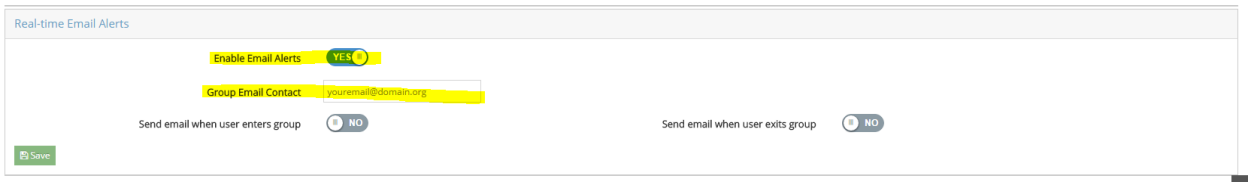
Toggle On – enable Real-time Activity Monitoring – Per Group



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.

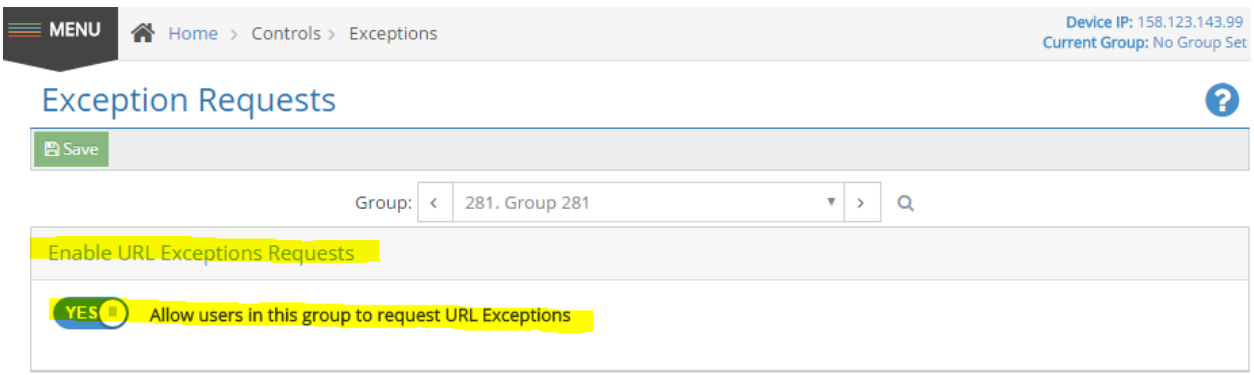


Part Three – Configure block pages to request exception data

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

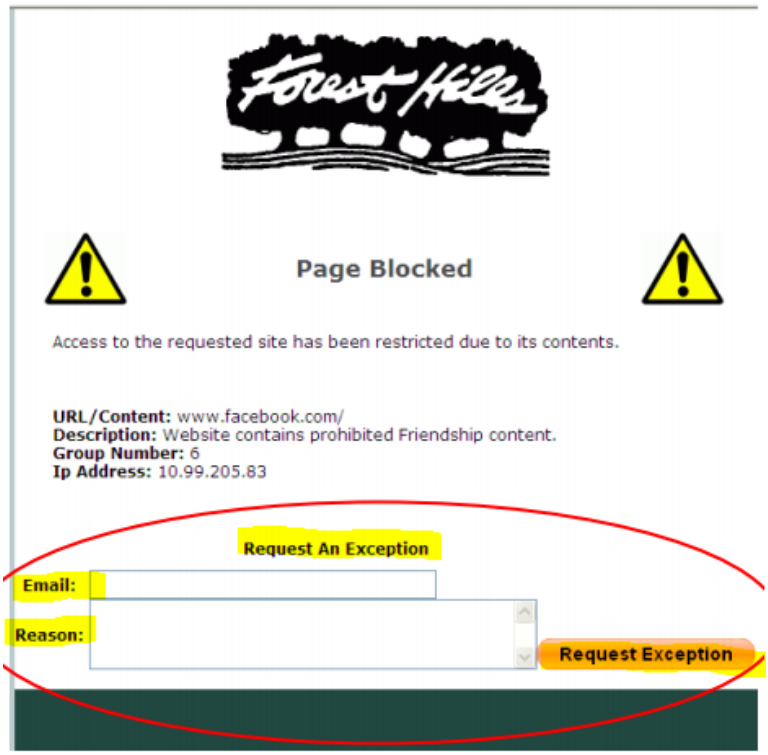


This will allow Members within the allowed groups to submit requests.

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