How to Bypass Messagelabs for IP Authentication Services:

Libraries that require access to online services (e.g. findmypast, ebscohost.com, etc.) that uses IP authentication and are also configured with Messagelabs Web Security.cloud content filtering service will require additional configuration in on the SonicWALL in order to bypass the Messagelabs proxy server to authenticate to these online services successfully.

To configure the SonicWALL to bypass the Messagelabs proxy, please follow the procedure below.

Only authorised

Configure the SonicWALL to bypass the Messagelabs proxy:

Note: You will need the appropriate login details to the SonicWALL in order to complete this procedure.

1. Login to the SonicWALL Web interface using a web browser. Typically, the URL is composed of the library's Internet IP Address e.g. https://<Internet IP Address>
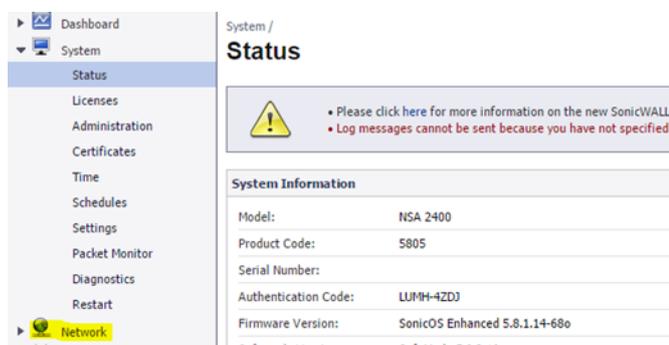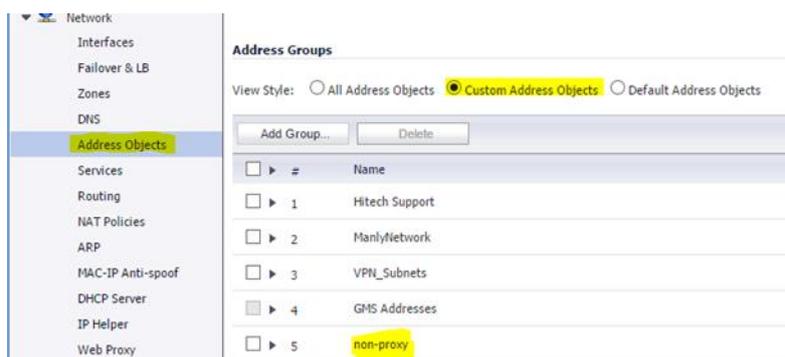

2. Click on **Network.**

3. Select **Address Objects** from the sub-menu under **Network**.

4. Select **Address Objects** from the sub-menu under **Network.**

5. Click on the radio button for **Custom Address Objects**

6. After clicking on **Custom Address Objects**, you will find an entry for an Address Group called **non-proxy**.

Note: *Instead of 'non-proxy', some SonicWALL may refer to the proxy-bypass list using a different name such as:*

- *Messagelabs Proxy bypass,*
- *proxy bypass,*
- *non-proxy sites.*

This Address Group contains all the sites that requires IP authentication and therefore bypasses the Messagelabs proxy server. Clicking on the expand icon will list all the current websites that bypasses the Messagelabs proxy service.

**To configure an additional site to this address group, continue with the following instructions.**

WARNING: Proceeding with the following changes could allow access to explicit and unwanted websites. Please take care when making the following changes. For assistance, email Hitech Support on support@hitechsupport.com.au.

Create the Address Object for the website

4. Click on **System > Diagnostics**. Then select **DNS Name Lookup** on the drop down list of **Diagnostic Tool**.

5. Enter the domain name for the online service that you are trying to access into the **Lookup name or IP** field. In the example on the following screenshot, we are checking *www.findmypast.co.uk*.
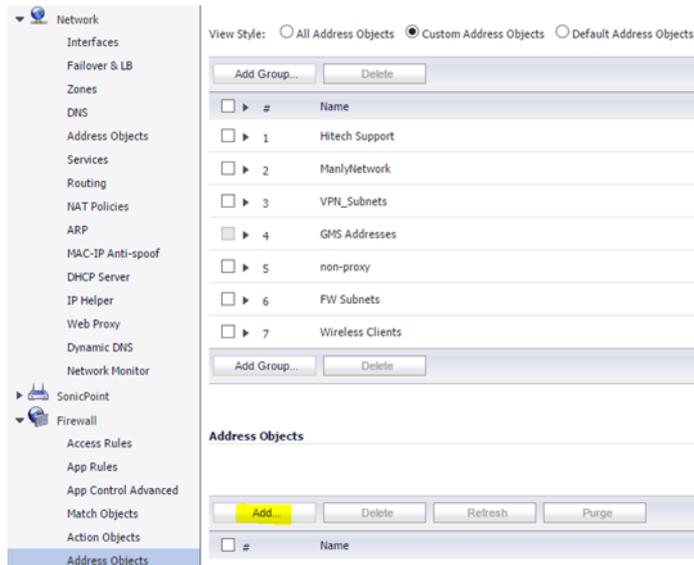
Once the domain is entered, press the **Go** button**.**
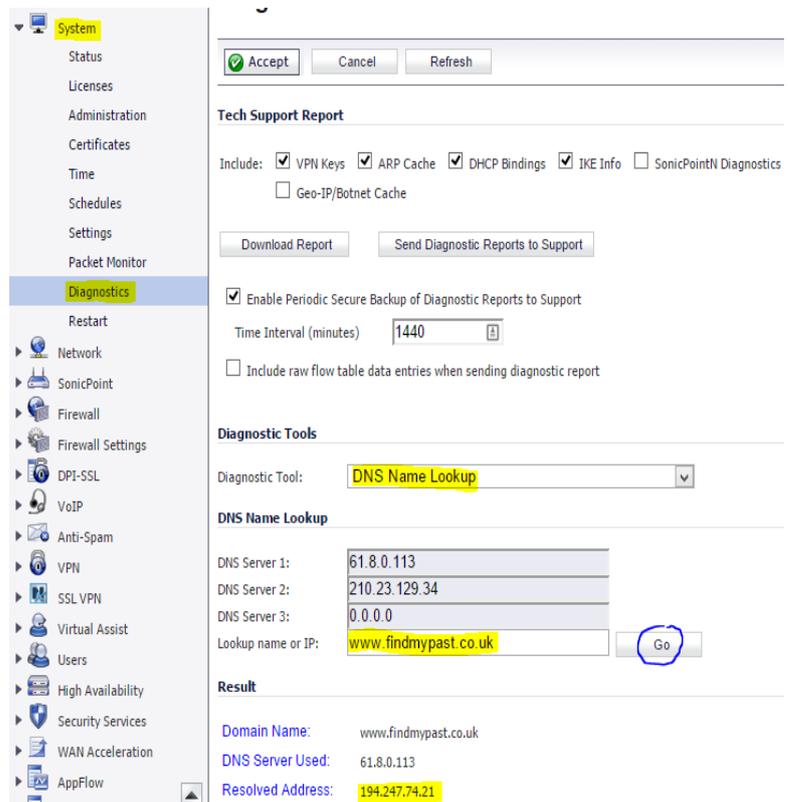
6. This will result in the **Resolved Address**. Take note of the **Resolved Address**. In the example, the Resolved Address is *194.247.74.21*.

7. Now, go back to **Network > Address Object.** Click on the radio button for **Custom Address Objects**
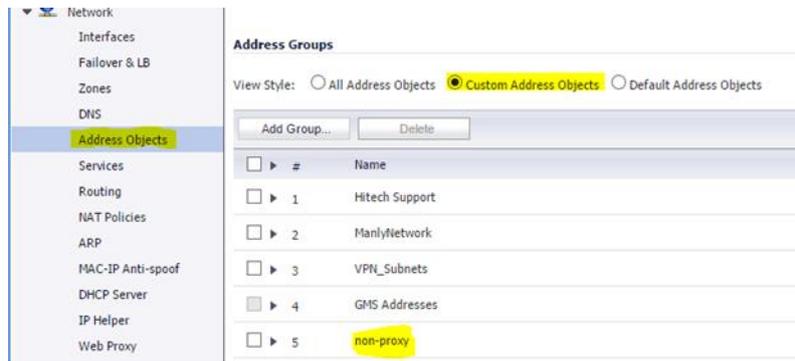
8. Under Address Objects, click on Add.

9. On the pop-up window, create the entry for the website that requires IP authentication by entering the following details. In our example, www.findmypast.co.uk requires IP authentication.

Name: www.findmypast.co.uk

Zone Assignment: WAN

Type: Host

IP Address: 194.247.74.21
(This would be the Resolved Address from the test performed in Step 6)

In some cases, the vendor would provide the details of their network which may encompass a whole network instead of just a single IP. In which case, instead of setting the **Type** to *Host*, you may need to set it to *Network*. Please contact to Hitech Support if unsure.

Note: If you do not see a pop-up window, please check your web browser to ensure that pop-ups are not blocked for the SonicWALL firewall.

Add the Address Object for the website into the Proxy bypass list

10. Under Address Groups, look for the Name **'non-proxy'** *then* click on the configure 🖉 button located to the right of the **'non-proxy'** Address Object.
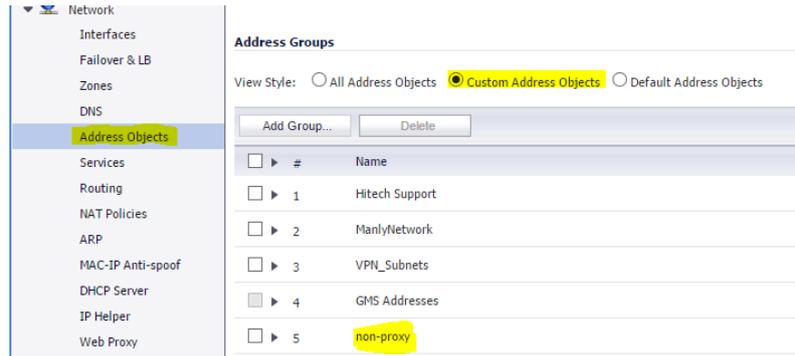
Note: *Instead of* **'non-proxy'***, some SonicWALL may refer to the proxy-bypass list using a different name such as:*
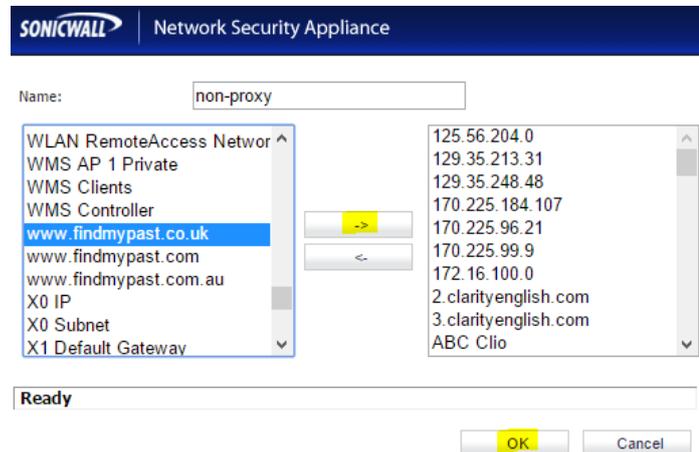
- *Messagelabs Proxy bypass,*
- *proxy bypass,*
- *non-proxy sites.*

This Address Group contains all the sites that requires IP authentication and therefore bypasses the Messagelabs proxy server. Clicking on the expand icon will list all the current websites that bypasses the Messagelabs proxy service.

12. On the pop-up window, select the site that needs to be in the proxy bypass list.

In our example, www.findmypast.co.uk requires IP authentication.

Highlight www.findmypast.co.uk on the list to the left and then press the **->** button to add it to the list on the right.

Once the website is added to the list on the right, Press **OK**.

At this point, accessing the website should now bypass the Messagelabs proxy service and should allow IP authentication. Test and confirm that the website is working as required. Otherwise, please contact Hitech Support for assistance.

13. To confirm that you have configured the website successfully, expand the proxy-bypass list and confirm that the website is now included in the list.

▼ 5   non-proxy

172.16.100.0

go.galegroup.com

www.findmypast.co.uk

14. To add more websites to the proxy-bypass list, repeat Steps 4 to 12.