

NTRLs IT: Real Stories
Content Protect Pro and CASSIE

Issue / Problem:

Content Protect Pro filtering software was causing CASSIE not to function correctly.

Background Information you should know about:

What is Content Protect Pro? Content Protect is filtering software for computers to prevent access to unwanted websites and more. It is installed on each client computer and is managed through a central location on the web. It requires individual licenses and more information can be found out about this content filter by going to <http://www.contentwatch.com/>. What is CASSIE? CASSIE is time management software that can also be used to not only manage patron's time on the computers, but also to manage print jobs. You can find out more information on CASSIE by going to <http://www.librarica.com/>.

Resolution / How we solved the problem:

After having both the content filter and CASSIE set up and installed I noticed that after reboot, CASSIE wasn't able to reach the manager on the network. CASSIE's tech support does not have any extra info on 3rd party filters. After a few minutes of troubleshooting I logged into the online Content Protect manager for the filter and found the application manager section of the policy, then I proceeded to do the following:

1. I added all the program files to the allowable list in all of the CASSIE folders such as .exe, .bat, etc.
2. I updated all the clients for the policy to take affect for the new allowed settings of the filter.
3. Rebooted the computers to see if CASSIE would run correctly. Found out one other file was not being allowed to run for CASSIE which was called Updater.exe and also added that to the Content Protect application manager.
4. Repeated steps 2 through 3 and CASSIE started to work correctly.

If you have any questions or comments, please contact me at abeatty@ntrl.org.