# Getting Started with Lumen® Edge Protect

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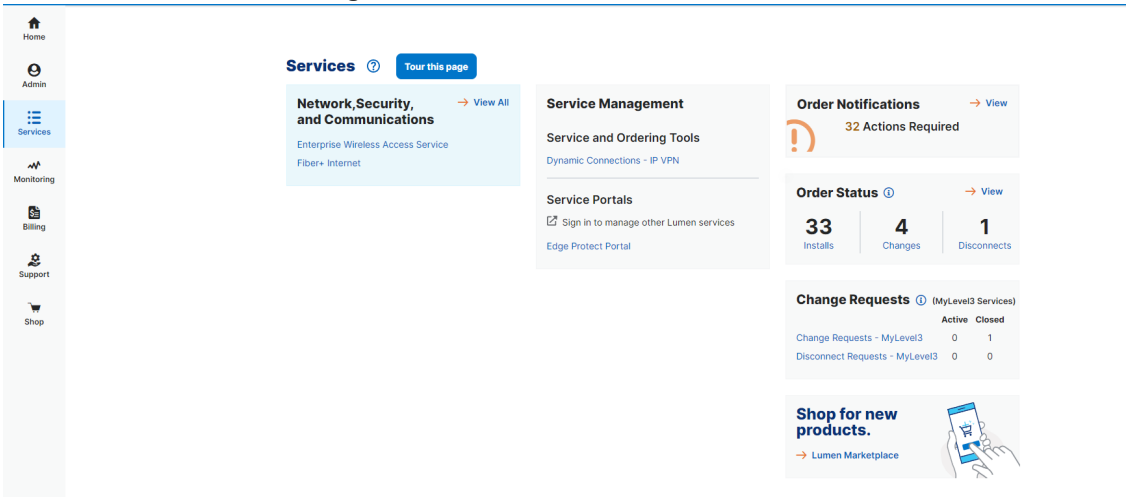
# Viewing Edge Protect dashboard

1. Sign in to Control Center.
2. Click **Services**, then click **Edge Protect Portal**.




3. Click on Continue to external site when Notice: You are leaving this portal.
4. The Edge Protect dashboard displays.

## Edit policies

Policies determine what categories of website a user can access. Each user is assigned a default policy when their account is created. Customer administrators can edit the default policy to better suit their needs. Policies encompasses Categories, Web-filter, Safe Search and Notifications fields.

To edit Policies

1. Go to Policies
2. Default Policy will show.
3. Edit your default policy.

## Edit categories

The Categories tab shows all website categories defined in the central web categories database and is where you can allow or block access for a policy.

1. Click Policies > Customer Policies.
2. Click the edit icon in the Options column for the policy you want to edit.
3. Click the Categories tab.

4. Allow or block categories for the policy you are currently editing by clicking on the radio button. Toggle between green to allow access to the category or red to block access.
5. Click Save below the list of categories to save changes to your policy.

### Edit web-filters

The Web-Filter tab allows you to enable or disable unclassified traffic for a policy. Unclassified traffic is from websites new to a category in the central web categories database.

1. Click Policies > Customer Policies.
2. Click the edit icon in the Options column for the policy you want to edit.
3. Click the Web-Filter tab.
4. Click the radio button adjacent to allow or block unclassified traffic for this policy.
5. Click Save to save changes to your policy.

### Edit safe search

You can filter explicit or potentially offensive search results on web browsers using the Safe Search setting. Using Safe Search will help avoid most adult content search results. Default is off.

1. Click Policies > Customer Policies.
2. Click the edit icon in the Options column for the policy you want to edit.
3. Click the Safe Search tab.
4. Click the drop-down menu to turn Safe Search on or off.
5. Click Save to save your setting.

### Edit notifications fields

Notifications allow you to specify a single email address to receive notifications about web activity for a policy.

1. Click Policies > Customer Policies.
2. Click the edit icon in the Options column for the policy you want to edit.
3. Click the Notifications tab.
4. Enter the email address where you want notifications sent.
5. Check the Blocked reason box.
6. Check the Unclassified box for notification about unclassified traffic.

7. Click Save below the list of categories to save notification changes to your policy.

# Managing Edge Protect domains

An Allowed Domain allows access to a domain that is part of a blocked category in a policy.

Blocked Domains deny access to a domain that is part of an allowed category in a policy.

### Edit allowed domains

You can allow access to a specific website in a blocked category by adding it to your Allowed Domains.

1. Click Policies > Customer Policies.
2. Click the edit icon in the Options column for the policy you want to edit.
3. Click the Allowed Domains tab.

### Adding an allowed domain

1. Click Add, the Allow Domain window will display.
2. Enter Website domain to allow access.
3. Click Save.

### Deleting an allowed domain

1. To delete a single Allowed Domain, select the delete icon to the right of the domain.
2. To delete multiple Allowed Domains, select the box to the left of the domain.
3. Click Save

### Importing allowed domain

Click Import and choose a text file to import. The file should contain one domain per line. A message will display when import is successful.

### Exporting allowed domain

Click Export to export your allowed domains as a text file.

### Edit blocked domains

Access to a category allows access to all websites within the category. However, you can block access to a website included in an allowed category by adding it to your Blocked Domains.

1. Click Policies > Customer Policies.

2. Click the edit icon in the Options column for the policy you want to edit.
3. Click the Blocked Domains tab.
4. Follow the steps below to add, delete, import, and export blocked domains.

### Adding a blocked domain

1. Click Add, the Block Domain window will display.
2. Enter the website domain or partial domain to block access.
3. Select Log requests if you want requests going to the logger for reporting.
4. Optional: Enter description of your block domain entry in Comment field.
5. Click Save.

### Deleting a blocked domain

1. To delete one blocked domain, click the delete icon to the right of the entry.
2. To delete more than one blocked domain, check the boxes to the left of the entries.
3. Click Delete.

### Importing a blocked domains

Click Import and choose a text file to import. The file should contain one domain per line. A message will display when import is successful.

### Exporting blocked domains

Click Export to export your blocked domains as a text file.

### Editing a blocked page

This customizable page will display to users when blocked access.

1. Click on Settings Block Page.
2. Make changes and click on Preview to view.
3. Click Save to save the changes made.
4. If you dislike the changes, click on Reset to revert to default.

## Managing Edge Protect reports

### Scheduling Reports

Go to Reporting > Scheduled Reports to view and manage reports. You can enable or disable the generation of all scheduled reports by clicking Enable or Disable under Generation of Scheduled Reports. Scheduled reports generate overnight.

### Editing a scheduled report

1. Click the edit icon in the Options column to the right of the scheduled report you wish to edit. The Edit Scheduled Report Settings window displays.
2. Edit the scheduled report settings as required.
3. Click Save to save changes or cancel to discard changes.

### Deleting a scheduled report

To delete a scheduled report, click on the delete icon in the Options column to the right of the report you wish to delete.

### Running a scheduled report

To run a scheduled report immediately, click on the run icon in the Options column to the right of the chosen report.

## Managing DNS

### Customer owned router

1. Add Edge Protect DNS servers to the DNS configuration in your DHCP server.
2. Replace your existing DNS server IP addresses with Lumen DNS server IP addresses.

**Lumen Edge Protect Servers to use as your hostname resolvers:**

- IPv4 Primary DNS: 4.20.20.20
- IPv4 Secondary DNS: 4.20.21.21

**To remove Lumen Edge Protect Servers, use your preferred hostname resolvers:**

- IPv4 Primary DNS: X.X.X.X
- IPv4 Secondary DNS: Y.Y.Y.Y

### Lumen provided router

1. Lumen will add the Edge Protect DNS servers to the DHCP configuration in your Lumen managed router.
2. A refresh of the DHCP/DNS settings may be necessary.

- On Windows cmd.exe run ‘ipconfig /release’ and then ‘ipconfig /renew’
- a hard reboot of PC (reload/reboot) may be necessary.

## Repointing DNS servers to Lumen

Changing the DNS configuration on Windows OS requires administrator privileges. Below are instructions to change the DNS configuration on a Windows 10/11 or Windows Server machine.

### Change DNS configuration on a Windows server

1. Open the Start menu.

2. Search for Control Panel and press Enter.

3. Open the Network and Sharing Center.

4. In the left pane, select Change adapter settings.

5. Right-click the connection and open Properties.

6. Double-click the Internet Protocol Version 4 (TCP/IPv4) option on the list.

7. Set the Edge Protect DNS to 4.20.20.20 as preferred and 4.20.20.21 as alternate in the server address fields and click OK to apply the changes.

Note: If you use an Active Directory domain, enter the loopback address from the IP field and set up a DNS forwarder with the public DNS addresses instead.

### Change DNS configuration on Windows 10/11

1. In the Start menu, search for Network Status.

2. Select Change adapter options.

3. Right-click the network connection and open Properties.

4. Locate and select the Internet Protocol Version 4 (TCP/IPv4) option from the list.

5. Click the Properties button to open the IPv4 settings.

6. Select the Use the following DNS server addresses option.

7. Fill out the primary and secondary addresses. For Edge Protect DNS Servers use 4.20.20.20 as preferred and 4.20.20.21 as alternate.

9. Click OK to save the changes.

10. Restart the browser to apply the changes.

**Permanently change DNS configuration on Linux**

The following steps work on Ubuntu 22.04. The steps can slightly differ between different Linux distributions.

1. Open the terminal (**Ctrl**+**Alt**+**T**).

2. Open the *resolv.conf* file using a text editor, such as nano: sudo nano /etc/resoly.conf

3. Add primary and alternate Edge Protect DNS addresses above the current configuration, here is an example with Lumen Edge Protect resolvers:

   Use Lumen's Edge Protect addresses: nameserver 4.20.20.20 or nameserver 4.20.20.21

   Use your preferred hostname resolvers to remove Lumen Edge Protect Servers: nameserver X.X.X.X or nameserver Y.Y.Y.Y

   The addresses above point to Lumen's Edge protect DNS Firewall.

4. Save the file and close nano.

5. To ensure the changes persist after restarting the machine, use the **resolvconf** tool. Install it with the following command: sudo apt install resolvconf

   Wait for the installation to complete and proceed to the next step.

6. Start and enable the service with the following two commands: sudo systemctl start resolvconf.service and sudo systemctl enable resolvconf.service

7. Edit the configuration file: sudo nano /etx/resolvconf/resolv.conf.d/head

8. Add the following lines above all other configurations: nameserver 4.20.20.20 and nameserver 4.20.20.21

9. Save the file and close the text editor.

10. Restart the service: sudo systemctl restart resolvconf.service

11. Confirm the changes applied: resolvectl status

    The addresses show as the current DNS server for the Global settings. Alternatively, run the "dig" command: dig yourурl.com

    The **SERVER** section shows the DNS addresses.

## Change DNS configuration on macOS

1. Open Apple Menu->System Settings.
2. Open the Network settings from the left menu.
3. Choose the network from the list in the right pane (Wi-Fi or Ethernet).
4. Click the Details button to view the connection settings.
5. Switch to the DNS tab in the left pane.
6. Click the plus (+) button to add DNS server addresses.
7. Add the primary and secondary addresses for the Edge Protect DNS Firewall servers: nameserver 4.20.20.20 and nameserver 4.20.20.21
8. Click OK to save the changes and apply the settings.
9. Restart the browser to test and see the changes.

## Repoint DNS from Lumen on a Windows server

Changing the DNS configuration on Windows OS requires administrator privileges.

1. Open the Start menu.
2. Search for Control Panel and press Enter.
3. Open the Network and Sharing Center.
4. In the left pane, select Change adapter settings.
5. Right-click the connection and open Properties.
6. Double-click the Internet Protocol Version 4 (TCP/IPv4) option on the list.
7. To remove Lumen Edge Protect Servers use your preferred hostname resolvers:

- IPv4 Primary DNS: X.X.X.X
- IPv4 Secondary DNS: Y.Y.Y.Y

**Note:** If you use an Active Directory domain, enter the loopback address from the IP field and set up a DNS forwarder with the public DNS addresses instead.

## Repoint DNS from Lumen on Windows 10/11

1. In the Start menu, search for Network Status.

2. Select Change adapter options.

3. Right-click the network connection and open Properties.

4. Locate and select the Internet Protocol Version 4 (TCP/IPv4) option from the list.

5. Click the Properties button to open the IPv4 settings.

6. Select the Use the following DNS server addresses option.

7. To remove Lumen Edge Protect Servers use your preferred hostname resolvers:

- IPv4 Primary DNS: X.X.X.X
- IPv4 Secondary DNS: Y.Y.Y.Y

9. Click OK to save the changes.

10. Restart the browser to apply the changes.

## Permanently delete Lumen DNS on Linux

The following steps work on Ubuntu 22.04. The steps can slightly differ between different Linux distributions.

1. Open the terminal (**Ctrl**+**Alt**+**T**).

2. Open the *resolv.conf* file using a text editor, such as nano: sudo nanao /etc/resolv.conf

3. Add primary and alternate Edge Protect DNS addresses above the current configuration, here is an example with Lumen Edge Protect resolvers:

   Use Lumen's Edge Protect addresses: nameserver 4.20.20.20 and nameserver 4.20.20.21

   To remove Lumen Edge Protect servers, use your preferred hostname resolvers: nameserver X.X.X.X and nameserver Y.Y.Y.Y

   The addresses above point to Lumen's Edge protect DNS Firewall.

4. Save the file and close nano.

5. To ensure the changes persist after restarting the machine, use the **resolvconf** tool. Install it with the following command: sudo apt install resolvconf

Wait for the installation to complete and proceed to the next step.

6. Start and enable the service with the following two commands: sudo systemctl start resolvconf.service and sudo systemctl enable resolvconf.service

7. Edit the configuration file: sudo nano /etc/resolvconf/resolv.conf.d/head

8. Add the following lines above all other configurations:

   To remove Lumen Edge Protect servers, use your preferred hostname resolvers: nameserver X.X.X.X and nameserver Y.Y.Y.Y

9. Save the file and close the text editor.

10. Restart the service: sudo systemctl restart resolvconf.service

11. Confirm the changes applied: resolvectl status

    The addresses show as the current DNS server for the Global settings. Alternatively, run the “dig” command: dig yoururl.com

    The **SERVER** section shows the DNS addresses.

## Repoint DNS from Lumen on macOS

1. Open Apple Menu->System Settings.

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4. Click the Details button to view the connection settings.

5. Switch to the DNS tab in the left pane.

6. Click the plus (+) button to add DNS server addresses.

7. To remove Lumen Edge Protect Servers use your preferred hostname resolvers: nameserver X.X.X.X and nameserver Y.Y.Y.Y

8. Click OK to save the changes and apply the settings.

9. Restart the browser to test and see the changes.

## Manually disabling DNS-over-HTTPs in Firefox

DoH is enabled for users in “fallback” mode so Firefox will default to the operating systems (OS) DNS configuration rather than displaying an error message in DoH fail. DoH fail overrides the Lumen’s DNS resolvers, thereby allowing access to blocked sites.

1. Click the menu button (three-line menu) and select Settings.
2. In the General panel, scroll down to Enable DNS over HTTPs.
3. In the open dialog box, scroll down to the Enable DNS over HTTPs.
4. Deselect the Enable DNS over HTTPs checkbox to turn it off.
5. Click OK to save your changes and close the box.