Clientless SSL VPN Troubleshooting

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Closing Application Access to Prevent hosts File Errors

To prevent hosts file errors that can interfere with Application Access, close the Application Access window properly when you finish using Application Access. To do so, click the close icon.

Recovering from Hosts File Errors When Using Application Access

The following errors can occur if you do not close the Application Access window properly:

- The next time you try to start Application Access, it may be switched off; you receive a `Backup HOSTS File Found` error message.
- The applications themselves may be switched off or malfunction, even when you are running them locally.

These errors can result from terminating the Application Access window in any improper way. For example:

- Your browser crashes while you are using Application Access.
- A power outage or system shutdown occurs while you are using Application Access.
- You minimize the Application Access window while you are working, then shut down your computer with the window active (but minimized).

This section includes the following topics:

- Understanding the hosts File
- Stopping Application Access Improperly
- Reconfiguring a Host's File Automatically Using Clientless SSL VPN
- Reconfiguring hosts File Manually

Understanding the hosts File

The hosts file on your local system maps IP addresses to hostnames. When you start Application Access, Clientless SSL VPN modifies the hosts file, adding Clientless SSL VPN-specific entries. Stopping Application Access by properly closing the Application Access window returns the file to its original state.

Before invoking Application Access...	hosts file is in original state.
When Application Access starts....	• Clientless SSL VPN copies the hosts file to hosts.webvpn, thus creating a backup. • Clientless SSL VPN then edits the hosts file, inserting Clientless SSL VPN-specific information.
When Application Access stops...	• Clientless SSL VPN copies the backup file to the `hosts` file, thus restoring the hosts file to its original state. • Clientless SSL VPN deletes hosts.webvpn.
After finishing Application Access...	hosts file is in original state.

Note Microsoft anti-spyware software blocks changes that the port forwarding Java applet makes to the hosts file. See www.microsoft.com for information on how to allow hosts file changes when using anti-spyware software.

Stopping Application Access Improperly

When Application Access terminates abnormally, the `hosts` file remains in a Clientless SSL VPN-customized state. Clientless SSL VPN checks the state the next time you start Application Access by searching for a hosts.webvpn file. If it finds one, a `Backup HOSTS File Found` error message appears, and Application Access is temporarily switched off.

Once you shut down Application Access improperly, you leave your remote access client/server applications in limbo. If you try to start these applications without using Clientless SSL VPN, they may malfunction. You may find that hosts that you normally connect to are unavailable. This situation could commonly occur if you run applications remotely from home, fail to quit the Application Access window before shutting down the computer, then try to run the applications later from the office.

Reconfiguring a Host's File Automatically Using Clientless SSL VPN

If you are able to connect to your remote access server, follow these steps to reconfigure the host's file and re-enable both Application Access and the applications.

DETAILED STEPS

Step 1 Start Clientless SSL VPN and log in. The home page opens.

Step 2 Click the **Applications Access** link. A `Backup HOSTS File Found` message appears.

Step 3 Choose one of the following options:

- **Restore from backup**—Clientless SSL VPN forces a proper shutdown. It copies the hosts.webvpn backup file to the `hosts` file, restoring it to its original state, then deletes hosts.webvpn. You then have to restart Application Access.
- **Do nothing**—Application Access does not start. The remote access home page reappears.
- **Delete backup**—Clientless SSL VPN deletes the hosts.webvpn file, leaving the hosts file in its Clientless SSL VPN-customized state. The original `hosts` file settings are lost. Application Access then starts, using the Clientless SSL VPN-customized hosts file as the new original. Choose this option only if you are unconcerned about losing hosts file settings. If you or a program you use may have edited the hosts file after Application Access has shut down improperly, choose one of the other options, or edit the hosts file manually. (See "Reconfiguring hosts File Manually.")

Reconfiguring hosts File Manually

If you are not able to connect to your remote access server from your current location, or if you have customized the hosts file and do not want to lose your edits, follow these steps to reconfigure the hosts file and reenable both Application Access and the applications.

DETAILED STEPS

Step 1 Locate and edit your hosts file. The most common location is c:\windows\sysem32\drivers\etc\hosts.

Step 2 Check to see if any lines contain the string: `# added by WebVpnPortForward`
If any lines contain this string, your hosts file is Clientless SSL VPN-customized. If your hosts file is Clientless SSL VPN-customized, it looks similar to the following example:

```
server1 # added by WebVpnPortForward
server1.example.com invalid.cisco.com # added by WebVpnPortForward
server2 # added by WebVpnPortForward
server2.example.com invalid.cisco.com # added by WebVpnPortForward
server3 # added by WebVpnPortForward
server3.example.com invalid.cisco.com # added by WebVpnPortForward

# Copyright (c) 1993-1999 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to hostnames. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding hostname.
# The IP address and the hostname should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#      102.54.94.97     cisco.example.com          # source server
#       38.25.63.10     x.example.com              # x client host

123.0.0.1       localhost
```

Step 3 Delete the lines that contain the string: `# added by WebVpnPortForward`

Step 4 Save and close the file.

Step 5 Start Clientless SSL VPN and log in.

The home page appears.

Step 6 Click the **Application Access** link.

The Application Access window appears. Application Access is now enabled.

Capturing Data

The CLI **capture** command lets you log information about websites that do not display properly over a Clientless SSL VPN session. This data can help your Cisco customer support engineer troubleshoot problems. The following sections describe how to capture and view Clientless SSL VPN session data:

- Creating a Capture File, page 22-4
- Using a Browser to Display Capture Data, page 22-5

Prerequisites

- Enabling Clientless SSL VPN capture affects the performance of the security appliance. Ensure you switch off the capture after you generate the capture files needed for troubleshooting.

Creating a Capture File

DETAILED STEPS

	Command	Purpose

Step 1	**capture *capture_name* type webvpn user *webvpn_username***
	
	Example:
	`hostname# capture hr type webvpn user user2`
	`WebVPN capture started.`
	`  capture name  hr`
	`  user name  user2`
	`hostname# no capture hr`
		Starts the capture utility for Clientless SSL VPN.
		• *capture_name* is a name you assign to the capture, which is also prepended to the name of the capture files.
		• *webvpn_user* is the username to match for capture.
		Creates a capture named hr, which captures traffic for user2 to a file.

Step 2	(Optional) **no capture capture_name**	Stops the capture utility from capturing packets after a user has logged in and began a Clientless SSL VPN session. The capture utility creates a *capture_name*.zip file, which is encrypted with the password **koleso**.
Step 3	Send the .zip file to Cisco Systems or attach it to a Cisco TAC service request.	
Step 4	Unzip the contents of the file using the *koleso* password.	

Using a Browser to Display Capture Data

DETAILED STEPS

	Command	Purpose
Step 1	**capture** ***capture_name*** **type webvpn user** ***webvpn_username***	Starts the capture utility for Clientless SSL VPN. • *capture_name* is a name you assign to the capture, which is also prepended to the name of the capture files. • *webvpn_user* is the username to match for capture.
Step 2	(Optional) **no capture capture_name**	Stops the capture utility from capturing packets after a user has logged in and began a Clientless SSL VPN session.
Step 3	Open a browser and enter the following: **https://***asdm_enabled_interface_of_the_security_appliance***:***port***/admin/capture/***capture_name***/pcap** **Example:** **https://192.0.2.1:60000/admin/capture/hr/pcap**	Displays the capture named hr in a sniffer format.
Step 4	Repeat Step 2.	