



CHAPTER 29

WebVPN End User Set-up

This section is for the system administrator who sets up WebVPN for end users. It summarizes configuration requirements and tasks for the user remote system. It also specifies information to communicate to users to get them started using WebVPN. This section includes the following topics:

- [Requiring Usernames and Passwords](#)
- [Communicating Security Tips](#)
- [Configuring Remote Systems to Use WebVPN Features](#)
- [Capturing WebVPN Data](#)



Note

We assume you have already configured the security appliance for WebVPN.

Requiring Usernames and Passwords

Depending on your network, during a remote session users might have to log in to any or all of the following: the computer itself, an Internet service provider, WebVPN, mail or file servers, or corporate applications. Users might have to authenticate in many different contexts, requiring different information, such as a unique username, password, or PIN.

[Table 29-1](#) lists the type of usernames and passwords that WebVPN users might need to know.

Table 29-1 *Usernames and Passwords to Give to WebVPN Users*

Login Username/ Password Type	Purpose	Entered When
Computer	Access the computer	Starting the computer
Internet Service Provider	Access the Internet	Connecting to an Internet service provider
WebVPN	Access remote network	Starting WebVPN
File Server	Access remote file server	Using the WebVPN file browsing feature to access a remote file server
Corporate Application Login	Access firewall-protected internal server	Using the WebVPN web browsing feature to access an internal protected website
Mail Server	Access remote mail server via WebVPN	Sending or receiving e-mail messages

Communicating Security Tips

Advise users always to log out from the WebVPN session. (To log out of WebVPN, click the logout icon on the WebVPN toolbar or close the browser.)

Advise users that using WebVPN does not ensure that communication with every site is secure. WebVPN ensures the security of data transmission between the remote PC or workstation and the security appliance on the corporate network. If a user then accesses a non-HTTPS web resource (located on the Internet or on the internal network), the communication from the corporate security appliance to the destination web server is not secure.

Configuring Remote Systems to Use WebVPN Features

Table 29-2 includes the following information about setting up remote systems to use WebVPN:

- Starting WebVPN
- Using the WebVPN Floating Toolbar
- Web Browsing
- Network Browsing and File Management
- Using Applications (Port Forwarding)
- Using E-mail via Port Forwarding
- Using E-mail via Web Access
- Using E-mail via e-mail proxy

Table 29-2 also provides information about the following:

- WebVPN requirements, by feature
- WebVPN supported applications
- Client application installation and configuration requirements
- Information you might need to provide end users
- Tips and use suggestions for end users

It is possible you have configured user accounts differently and that different WebVPN features are available to each user. Table 29-2 organizes information by feature, so you can skip over the information for unavailable features.

Table 29-2 WebVPN Remote System Configuration and End User Requirements

Task	Remote System or End User Requirements	Specifications or Use Suggestions
Starting WebVPN	Connection to the Internet	Any Internet connection is supported, including: <ul style="list-style-type: none"> • Home DSL, cable, or dial-ups • Public kiosks • Hotel hook-ups • Airport wireless nodes • Internet cafes
	WebVPN-supported browser	We recommend the following browsers for WebVPN. Other browsers might not fully support WebVPN features. On Microsoft Windows: <ul style="list-style-type: none"> • Internet Explorer version 6.0 • Netscape version 7.2 • Mozilla version 1.7 and later • Firefox 1.x On Linux: <ul style="list-style-type: none"> • Mozilla version 1.7 • Netscape version 7.2 • Firefox 1.x On Solaris: <ul style="list-style-type: none"> • Netscape version 7.2 On Macintosh OS X: <ul style="list-style-type: none"> • Safari version 1.0 • Firefox 1.x
	Cookies enabled on browser	Cookies must be enabled on the browser in order to access applications via port forwarding.
	URL for WebVPN	An https address in the following form: https:// <i>address</i> where <i>address</i> is the IP address or DNS hostname of an interface of the security appliance (or load balancing cluster) on which WebVPN is enabled. For example: https://10.89.192.163 or https://cisco.example.com.
	WebVPN username and password	
[Optional] Local printer	WebVPN does not support printing from a web browser to a network printer. Printing to a local printer is supported.	

Table 29-2 WebVPN Remote System Configuration and End User Requirements (continued)


Task	Remote System or End User Requirements	Specifications or Use Suggestions
Using the WebVPN Floating Toolbar		<p>A floating toolbar is available to simplify the use of WebVPN. The toolbar lets you enter URLs, browse file locations, and choose preconfigured web connections without interfering with the main browser window.</p> <p>If you configure your browser to block popups, the floating toolbar cannot display.</p> <p>The floating toolbar represents the current WebVPN session. If you click the Close button, the security appliance prompts you to confirm that you want to close the WebVPN session.</p> <p> Tip TIP: To paste text into a text field, use Ctrl-V. (Right-clicking is disabled on the WebVPN toolbar.)</p>
Web Browsing	Usernames and passwords for protected websites	<p>Using WebVPN does not ensure that communication with every site is secure. See “Communicating Security Tips.”</p> <p>The look and feel of web browsing with WebVPN might be different from what users are accustomed to. For example:</p> <ul style="list-style-type: none"> • The WebVPN title bar appears above each web page • You access websites by: <ul style="list-style-type: none"> – Entering the URL in the Enter Web Address field on the WebVPN Home page – Clicking on a preconfigured website link on the WebVPN Home page – Clicking a link on a webpage accessed via one of the previous two methods <p>Also, depending on how you configured a particular account, it might be that:</p> <ul style="list-style-type: none"> • Some websites are blocked • Only the websites that appear as links on the WebVPN Home page are available

Table 29-2 WebVPN Remote System Configuration and End User Requirements (continued)

Task	Remote System or End User Requirements	Specifications or Use Suggestions
Network Browsing and File Management	File permissions configured for shared remote access	Only shared folders and files are accessible via WebVPN.
	Server name and passwords for protected file servers	—
	Domain, workgroup, and server names where folders and files reside	Users might not be familiar with how to locate their files through your organization network.
	—	Do not interrupt the Copy File to Server command or navigate to a different screen while the copying is in progress. Interrupting the operation can cause an incomplete file to be saved on the server.

Table 29-2 WebVPN Remote System Configuration and End User Requirements (continued)


Task	Remote System or End User Requirements	Specifications or Use Suggestions
Using Applications (called Port Forwarding or Application Access)	Note	On Macintosh OS X, only the Safari browser supports this feature.
	Note	Because this feature requires installing Sun Microsystems Java™ Runtime Environment and configuring the local clients, and because doing so requires administrator permissions on the local system, it is unlikely that users will be able to use applications when they connect from public remote systems.
	 Caution	Users should always close the Application Access window when they finish using applications by clicking the Close icon. Failure to quit the window properly can cause Application Access or the applications themselves to be disabled.
	Client applications installed	—
	Cookies enabled on browser	—
	Administrator privileges	User must have administrator access on the PC if you use DNS names to specify servers because modifying the hosts file requires it.
	Sun Microsystems Java Runtime Environment (JRE) version 1.4.x and 1.5.x installed. Javascript must be enabled on the browser. By default, it is enabled.	If JRE is not installed, a pop-up window displays, directing users to a site where it is available. On rare occasions, the WebVPN port forwarding applet fails with JAVA exception errors. If this happens, do the following: <ol style="list-style-type: none"> 1. Clear the browser cache and close the browser. 2. Verify that no JAVA icons are in the computer task bar. Close all instances of JAVA. 3. Establish a WebVPN session and launch the port forwarding JAVA applet.
	Client applications configured, if necessary. Note The Microsoft Outlook client does not require this configuration step. All non-Windows client applications require configuration. To see if configuration is necessary for a Windows application, check the value of the Remote Server. <ul style="list-style-type: none"> • If the Remote Server contains the server hostname, you do not need to configure the client application. • If the Remote Server field contains an IP address, you must configure the client application. 	To configure the client application, use the server's locally mapped IP address and port number. To find this information: <ol style="list-style-type: none"> 1. Start WebVPN on the remote system and click the Application Access link on the WebVPN Home page. The Application Access window appears. 2. In the Name column, find the name of the server you want to use, then identify its corresponding client IP address and port number (in the Local column). 3. Use this IP address and port number to configure the client application. Configuration steps vary for each client application.
Note	Clicking a URL (such as one in an -e-mail message) in an application running over WebVPN does not open the site over WebVPN. To open a site over WebVPN, cut and paste the URL into the Enter WebVPN (URL) Address field.	

Table 29-2 WebVPN Remote System Configuration and End User Requirements (continued)

Task	Remote System or End User Requirements	Specifications or Use Suggestions
Using E-mail via Application Access	Fulfill requirements for Application Access (See Using Applications)	To use mail, start Application Access from the WebVPN Home page. The mail client is then available for use.
	<p>Note If you are using an IMAP client and you lose your mail server connection or are unable to make a new connection, close the IMAP application and restart WebVPN.</p> <p>Other mail clients</p>	<p>We have tested Microsoft Outlook Express versions 5.5 and 6.0.</p> <p>WebVPN should support other SMTPS, POP3S, or IMAP4S e-mail programs via port forwarding, such as Netscape Mail, Lotus Notes, and Eudora, but we have not verified them.</p>
Using E-mail via Web Access	Web-based e-mail product installed	<p>Supported products include:</p> <ul style="list-style-type: none"> Outlook Web Access <p>For best results, use OWA on Internet Explorer 6.x or higher, Mozilla 1.7, or Firefox 1.x.</p> <ul style="list-style-type: none"> Lotus iNotes <p>Other web-based e-mail products should also work, but we have not verified them.</p>
Using E-mail via E-mail Proxy	<p>SSL-enabled mail application installed</p> <p>Do not set the security appliance SSL version to TLSv1 Only. Outlook and Outlook Express do not support TLS.</p>	<p>Supported mail applications:</p> <ul style="list-style-type: none"> Microsoft Outlook Microsoft Outlook Express versions 5.5 and 6.0 Netscape Mail version 7 Eudora 4.2 for Windows 2000 <p>Other SSL-enabled mail clients should also work, but we have not verified them.</p>
	Mail application configured	

Capturing WebVPN Data

The CLI capture command lets you log information about websites that do not display properly over a WebVPN connection. This data can help your Cisco customer support engineer troubleshoot problems. The following sections describe how to use the capture command:

- [Creating a Capture File](#)
- [Using a Browser to Display Capture Data](#)



Note

Enabling WebVPN capture affects the performance of the security appliance. Be sure to disable the capture after you generate the capture files needed for troubleshooting.

Creating a Capture File

Perform the following steps to capture data about a WebVPN session to a file.

Step 1 To start the WebVPN capture utility, use the **capture** command from privileged EXEC mode.

```
capture capture_name type webvpn user webvpn_username
```

where:

- *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.

The capture utility starts.

Step 2 A WebVPN user logs in to begin a WebVPN session. The capture utility is capturing packets.

Stop the capture by using the **no** version of the command.

```
no capture capture_name
```

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 To look at the contents of the .zip file, unzip it using the password **koleso**.

The following example creates a capture named *hr*, which captures WebVPN traffic for user2 to a file:

```
hostname# capture hr type webvpn user user2  
WebVPN capture started.  
  capture name    hr  
  user name      user2  
hostname# no capture hr
```

Using a Browser to Display Capture Data

Perform the following steps to capture data about a WebVPN session and view it in a browser.

Step 1 To start the WebVPN capture utility, use the **capture** command from privileged EXEC mode.

```
capture capture_name type webvpn user webvpn_username
```

where:

- *capture_name* is a name you assign to the capture, which is also prepended to the name of the capture files.
- *webvpn_username* is the username to match for capture.

The capture utility starts.

Step 2 A WebVPN user logs in to begin a WebVPN session. The capture utility is capturing packets.

Stop the capture by using the **no** version of the command.

Step 3 Open a browser and in the address box enter

```
https://IP_address or hostname of the security appliance/webvpn_capture.html
```

The captured content displays in a sniffer format.

- Step 4** When you finish examining the capture content, stop the capture by using the **no** version of the command.
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