

Cisco ESA/SMA Login Workaround

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Introduction

This article provides a workaround for GUI login issues on the Cisco Email Security Appliance (ESA) and Security Management Appliance (SMA) appliances via installation of a Java script developed by Cisco TAC that can be installed in your browser via userscript manager extensions.

Note: This Java script is provided as-is with no warranty of any kind.

Problem

Due to recent changes in the specifications for the XMLHttpRequest object's getAllResponseHeaders method, major browsers have begun changing their implementation. This can cause an issue on ESA ([CSCvf51219](#)) and SMA ([CSCvf51283](#)) appliances where login button does not work correctly. Currently Google Chrome version 60 includes this change, and users on Google Chrome may experience problems logging into the GUI of their appliances as a result.

Solution

To work around this problem, Cisco TAC has developed a Java script that can be installed in your browser via userscript manager extensions. The installation instructions will vary depending on the browser you are using.

Note: GreaseMonkey and Tampermonkey are 3rd party userscript manager extensions for browsers, as listed. These add-ons are not supportable by Cisco Support.

Google Chrome

1. Install the [Tampermonkey Extension](#)
2. Use this link to install the workaround: [Cisco ESA SMA XHR fix.user.js](#)
3. Click **Install** from the Tampermonkey screen.
4. Return to your GUI login for your appliance and log-in.

You may validate the script install in Tampermonkey by clicking the Tampermonkey icon in the browser bar and then clicking *Dashboard*. You should see "Cisco ESA/SMA Login Workaround"

listed and marked as "On".

Mozilla Firefox

1. Install the [Greasemonkey Addon](#)
2. Use this link to install the workaround: [Cisco ESA SMA XHR fix.user.js](#)
3. You should see a *Greasemonkey Installation* pop-up, click **Install**.
4. Return to your GUI login for your appliance and log-in.

You may validate the script install in Greasemonkey by clicking the Greasemonkey icon's dropdown menu in the browser bar and then clicking *Manage User Scripts*. You should see "Cisco ESA/SMA Login Workaround" listed.

Apple Safari

1. Install the [Tampermonkey Extension](#)
2. Use this link to install the workaround: [Cisco ESA SMA XHR fix.user.js](#)
3. Click **Install** from the Tampermonkey screen.
4. Return to your GUI login for your appliance and log-in.

You may validate the script install in Tapermonkey by clicking the Tapermonkey icon in the browser bar and then clicking *Dashboard*. You should see "Cisco ESA/SMA Login Workaround" listed and marked as "On".