

Cisco ESA/SMA/WSA GUI Login Workaround

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Introduction

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

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Note: This Javascript 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](#)), WSA ([CSCvf51310](#)) and SMA ([CSCvf51283](#)) appliances where the login button does not work correctly.

Users running the impacted browser versions below may experience problems logging into the GUI of their appliances:

1. Chrome 60+
2. Firefox 64+
3. Safari 11+

Solution

To work around this problem, Cisco TAC has developed a Javascript 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 TAC Support.

Google Chrome

- While this script was previously supported within Chrome, recent changes were made to Chrome where userscripts are now blocked from performing specific modifications. Due to this, the userscript workaround is no longer supported in Chrome. Instead, please proceed using one of the other browsers below as a workaround or by upgrading to a fixed version of AsyncOS.

Mozilla Firefox

1. Install the [Greasemonkey Addon](#)
2. Use this link to install the workaround: [Cisco ESA SMA WSA 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.

Apple Safari

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

Validation

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 WSA Login Workaround* listed and marked as "Enabled".

You may validate the script install in Greasemonkey by clicking the Greasemonkey icon in the browser and then clicking *Cisco WSA Login Workaround*. The description, version, and last updated fields should all be populated.

Note: Despite the script being named Cisco WSA Login Workaround, please note that it is for the ESA, SMA, and WSA. The same script will resolve the behavior on all three products.