

Why is my browser (IE) prompting me for user credentials?



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Contents

Question:

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Symptoms: Internet Explorer is sending previously cached credentials.

Note: This Knowledge Base article references software which is not maintained or supported by Cisco. The information is provided as a courtesy for your convenience. For further assistance, please contact the software vendor.

Under certain circumstances, Internet Explorer may send previous credentials, instead of the current credentials. This will cause authentication to fail and IE will then prompt for credentials. This may occur when a user clicks on "remember my password" when they are prompted for user credentials. The credential information is stored on the system and remains cached even after a reboot.

It doesn't appear that Internet Explorer provides a method to clear this data using the UI. The profile can be temporarily changed by relocating directories under this path:

For Windows XP users:

C:\Documents and Settings\<USERNAME>\Application Data\Microsoft\Credentials

For Windows 7 users:

C:\Users\<USERNAME>\AppData\Roaming\Microsoft\Credentials

Try moving these directories to another location. If other browsing applications are used, delete all cache information (stored passwords, cookies, etc.). Make sure to reboot the system.

Since IE is automatically sending the user credentials, this is a client side issue and there is not much the Cisco Web Security Appliance (WSA) can do to work around this behavior.

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