

Blue Coat® Systems  
ProxySG™

*Configuration and Management Guide*

*Version SGOS 4.2.5*



## Contact Information

Blue Coat Systems Inc.  
420 North Mary Ave  
Sunnyvale, CA 94085-4121

<http://www.bluecoat.com/support/contact.html>

bcs.info@bluecoat.com

<http://www.bluecoat.com>

For concerns or feedback about the documentation: [documentation@bluecoat.com](mailto:documentation@bluecoat.com)

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@author Antoon Bosselaers <[antoon.bosselaers@esat.kuleuven.ac.be](mailto:antoon.bosselaers@esat.kuleuven.ac.be)>

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## Blue Coat ProxySG Configuration and Management Guide

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## *Chapter 1: Introducing the ProxySG*

Blue Coat® Systems ProxySG™ Appliance represents the latest in perimeter defense for securing and controlling Web-based content and applications. The Blue Coat ProxySG is designed to integrate protection and control functions for Internet and intranet traffic without sacrificing performance and employee productivity.

The ProxySG series of proxy appliances is designed specifically to manage and control user communication over the Internet. Acting on behalf of the user and the application, the ProxySG does not replace existing perimeter security devices; rather, it complements them by giving organizations the ability to control communications in a number of ways that firewalls and other externally focused devices cannot.

### **Web Security Solution**

The Blue Coat ProxySG provides a point of integration, control, and acceleration for enterprise Web security applications, including:

- Layered security approach with content-level protection to combat Web-based threats using port 80.
- Abundant policy controls wrapped in performance-based hardware and a custom operating system to give organizations visibility and control over employee Web communications.
- A preventative spyware defense that combines multiple techniques in a high-performance solution acceptable for Web-based business communications.
- Integrated reverse proxy caching and SSL support to offload content delivery and encryption tasks from Web servers, reducing server bottlenecks and enhancing Web site performance and scalability.
- Control over which users are allowed to use Instant Messaging, and which IM protocols are allowed, what features are to be enabled, to whom users may IM or chat with (inside the company or outside the company), what time of the day they can IM, and how logging is managed.
- Immediate and dynamic Peer-to-Peer (P2P) control, allowing an administrator to identify, log, and block P2P traffic.
- Integrated caching, content positioning, bandwidth savings, and bandwidth management to provide superior performance for controlling Web content.
- Control over Windows Media, RealTime, and QuickTime video and audio streams as the file is being downloaded over the Internet.
- Prevention of the spread of viruses and other malicious code by using the Blue Coat ProxyAV™ Appliance in conjunction with the Blue Coat ProxySG. The ProxySG with ProxyAV integration is a high-performance Web anti-virus (AV) solution.

- Control over the type of content retrieved by the ProxySG. You can also filter requests made by clients. If you use Blue Coat Web Filter (BCWF), a highly effective content filtering service that quickly learns and adapts to the working set of its users, you can also use a network service that dynamically examines and categorizes Web pages as they are requested.

## Ease of Deployment

The ProxySG is specifically designed to increase security and reduce costs associated with central, regional, and branch office Web protection. For example, the SG200 and SG400 platforms easily *drop in* to remote environments where technical support staff is not always available, and features simple installation and remote management.

Other platforms also feature a simple-to-manage system that installs in minutes with little ongoing maintenance. In addition, they also provide configuration restoration that allows system configuration to be archived, including all system settings, filtering and policies; removable, hot-swappable disk drives for true fault tolerance, and are field serviceable and upgradeable.

## Policy and Management Architecture

Networking environments have become increasingly complex, with a variety of security and access management issues. Enterprises face challenges in configuring products and ensuring the result supports enterprise policies. *Policies* enhance ProxySG features, such as authentication and virus scanning, allowing you to manage Web access specific to the enterprise's needs.

Blue Coat policies provide:

- Fine-grained control over various aspects of ProxySG behavior.
- Multiple policy decisions for each request.
- Multiple actions triggered by a particular condition.
- Bandwidth limits.
- Authentication awareness, including user and group configuration.
- Flexibility of user-defined conditions and actions.
- Convenience of predefined common actions and transformations.
- Support for multiple authentication realms.
- Configurable policy event logging.
- Built-in debugging.

The ProxySG uses policies and system configuration together to provide the best possible security for your network environment.

Blue Coat's unique architecture allows for scalable decision making. Effectively turning on multiple combinations of granular policy requires a unique level of performance.

Blue Coat's flexible logging features, coupled with integrated authentication and identification capabilities, give organizations the power to monitor Web access for every user in the network at any time, regardless of where they are. Internet access traffic flowing through the ProxySG gives administrators and managers the ability to audit Web traffic as needed.

## Content Filtering

As the number of users and the total amount of traffic grows, policy enforcement demands higher performance to provide adequate end-user quality of experience. To satisfy the management level and scalability that enterprise traffic demands, ProxySG Appliances have emerged as a new layer of infrastructure that provide the performance and manageability required for enterprise-wide policy-based content filtering.

SGOS 4.1 offers a dynamic categorization service if you use the Blue Coat Web Filter (BCWF). The BCWF categorization service is an Internet service, available from designated service points with high-bandwidth connections and dedicated hardware. It analyzes data externally so that content (offensive, distasteful, or perhaps even potentially a legal liability) never enters the network.

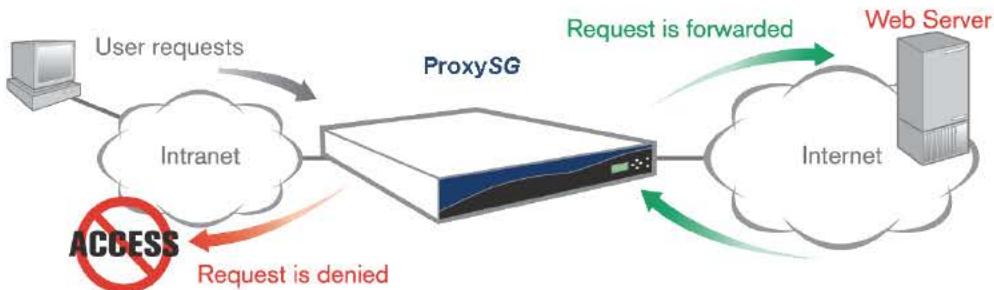


Figure 1-1: Content Filtering

The ProxySG enforces Internet access policies based on:

- Content categories (gambling, sex, etc.)**—Besides BCWF, which includes a database and a dynamic categorization service, databases from leading third-party filtering vendors are offered.
- Content type and protocols (HTTP, FTP, streaming, MIME type, etc.)**—Adds the ability to block certain types of content transported on certain types of protocols.
- Identity (user, group, network)**—Customize policy based on who the users are regardless of location.
- Network conditions**—Customize based on real-time conditions.

## Content and Virus Scanning

When integrated with a supported Internet Content Adaptation Protocol (ICAP) server such as the Blue Coat ProxyAV appliance, Blue Coat provides content scanning and filtering. ICAP is an evolving protocol that allows an enterprise to dynamically scan and change Web content. *Content scanning* includes actions like sending a given request for content to an ICAP server for virus scanning or malicious mobile code detection.

To eliminate threats to the network and to maintain caching performance, the ProxySG sends objects to the integrated ICAP server for evaluation and saves the scanned objects in its object store. With subsequent content requests, the ProxySG serves the scanned object rather than rescanning the same object for each request.

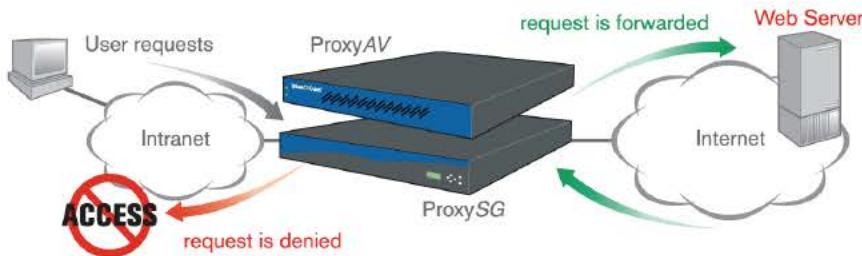


Figure 1-2: Content and Virus Scanning

The ProxySG blocks viruses from Web content behind and in front of the firewall. Blue Coat architecture is optimized to handle Web requests and responses that require scanning for potentially malicious mobile code and viruses. The ProxySG uses ICAP to vector responses to supported virus scanning servers to deliver unmatched flexibility and performance in scanning Web content.

## Spyware

Spyware leverages multiple vectors, making silver bullet defenses using coarse-grained controls useless and unproductive and impeding critical Web-based business communications. No single technique can filter out spyware and adware to defend against the threat.

Blue Coat combines multiple techniques in a high-performance solution acceptable for Web-based business communications. Latency is minimal and the protection layers are comprehensive to stop, block, and scan spyware. With Blue Coat, you can:

- stop spyware installations;
- block spyware Web sites;
- scan for spyware signatures;
- detect desktop spyware and target for cleanup.



Figure 1-3: Preventing Spyware

For information on using the ProxySG and ProxyAV together, refer to the *Blue Coat ProxyAV Configuration and Management Guide*.

## Instant Messaging

Instant Message (IM) usage in an enterprise environment creates security concerns because, regardless of how network security is configured, IM connections can be made from any established protocol, such as HTTP or SOCKS, on any open port. Because it is common for coworkers to use IM to communicate, especially in remote offices, classified company information can be exposed outside the network. Viruses and other malicious code can also be introduced to the network from file sharing through IM clients.

The ProxySG serves as an IM proxy, both in transparent and explicit modes. You can control IM actions by allowing or denying IM communications and file sharing based on users (both employee identities and IM handles), groups, file types and names, and other triggers. You can also log and archive all IM chats.

Using policy, administrators can quickly deploy sophisticated IM usage policies that integrate with existing authentication directories through LDAP, IWA and Radius.

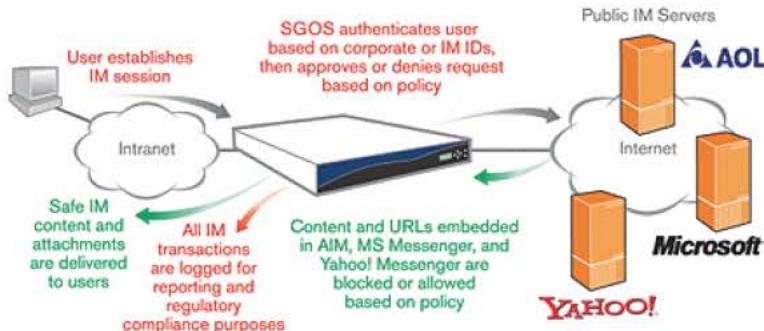


Figure 1-4: Controlling Instant Messaging

## Peer-to-Peer

The very nature of the Peer-to-Peer (P2P) client architecture is to evade firewalls and general network security. Additionally, blocking a P2P client at the firewall has proved to be extremely difficult because:

- port blocking, as a means to controlling P2P, is very limited.
- P2P packets cannot be classified simply by looking at packet headers such as an IP address and port number.

Blue Coat ProxySG Appliances provide a powerful platform for immediate and dynamic P2P control.

## Integrated Reverse Proxy

ProxySG Appliances are easily configured for reverse proxy mode, providing optimized Web server acceleration and featuring a high RAM-to-disk ratio and a built-in Secure Sockets Layer (SSL) encryption/decryption processor. This processor can manage 10 to 40 times more secure sessions than a standard Web server, allowing the appliances to accelerate the delivery of both public (HTTP) and private (HTTPS) content. The product is packaged in a compact 1U form factor (ProxySG 400 and ProxySG 800 models) a major advantage in space-constrained data centers, or a 4U form factor (ProxySG 8000) that allows for modular expansion of network interface cards, SSL cards, processors, and RAM.

The ProxySG system software is easily tuned for the workload of high traffic Web sites. This environment is characterized by a finite amount of site content accessed by many remote users, often resulting in flash crowds. The ProxySG Appliances allow efficient scaling of Web farms to address flash or peak periods of traffic, and includes advanced features such as protection against Denial-of-Service attacks and dynamic content acceleration.

## Bandwidth Management

Bandwidth management allows you to classify, control, and, if required, limit the amount of bandwidth used by different classes of network traffic flowing into or out of the ProxySG. Network resource sharing (or link sharing) is accomplished using a bandwidth-management hierarchy where multiple traffic classes share available bandwidth in a controlled manner.

You can also create policies to constrain who can use certain media types, and how much of it. For example, you can allow your executives to view high-bandwidth streaming media, but only allow the accounting group to view streams up to 56k on corporate sites.

With Blue Coat, you can limit access based on user, group, network address, and the time of day. You can also prevent all access to the Internet except for a group of users who need access to do their jobs, effectively freeing bandwidth for mission-critical needs.

## New Features in this Release

Blue Coat has long been the leader in proxy appliances. For SGOS 4.2, Blue Coat built upon this leadership by adding:

- Support for Kerberos and Integrated Windows Authentication (IWA), replacing NTLM as an authentication realm where appropriate
- SSL Proxy
- Certification Revocation List support
- Support for RADIUS servers that use challenge/response as part of the authentication process as well as support for RADIUS groups and the ability to fine-tune RADIUS realms with a number of new attributes
- New authentication forms to support RSA SecurID and Secure Computer SafeWord
- New policy to support new SGOS 4.2 features

For information on each of these features, continue with the following sections.

## Integrated Windows Authentication (IWA) and Kerberos Support

Windows 2000 and later provides an authentication mechanism based on Kerberos. Users can automatically choose between Kerberos and NTLM as appropriate. All existing features of the Blue Coat implementation of the NTLM realm are available, but IWA realms can participate in Kerberos authentication as well as the automatic choosing of Kerberos or NTLM.

Blue Coat has renamed the NTLM authentication realm to be IWA. All original functionality remains, and Kerberos is enabled by default.

---

Note: BCAAA installation changes with the addition of Kerberos support. For more information on installing BCAAA in a Kerberos environment, see [Appendix A: “Using the Authentication/Authorization Agent” on page 1021](#).

---

## SSL Proxy

The SSL proxy allows you to intercept HTTPS traffic so that security measures like virus scanning and URL filtering can be applied to HTTPS content. Additionally, the SSL proxy allows you to validate server certificates presented by various HTTPS sites at the gateway and offers rich information about the HTTPS traffic in the access log.

For information on understanding and configuring an SSL proxy, see ["Configuring an SSL Proxy" on page 235](#).

## Certificate Revocation List

Certificate Revocation Lists (CRLs) can be used in multiple situations:

- SSL proxy when intercepting or tunneling; Certificate revocation lists are incorporated during the certificate verification process
- HTTP reverse proxy
- For ProxySG-originated HTTPS downloads (secure image download, content filter database download, and the like)

For more information on using CRLs, see ["Using Certificate Revocation Lists" on page 286x](#).

## RADIUS Realms and Authentication Form Realms

The ProxySG supports RADIUS servers that use challenge/response as part of the authentication process. SafeWord asynchronous tokens use challenge/response to provide authentication. SecurID tokens use challenge/response to initialize or change PINs.

To support challenge/response authentication, two new authentication forms—new\_pin\_form and query\_form—have been added to the authentication forms realm. For more information on these two new authentication forms, see [“Section M: Forms-Based Authentication” on page 473](#).

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Note: For this release, HTTP is the only supported protocol.

---

In addition, you can create RADIUS groups and otherwise fine-tune RADIUS realms through the attribute.<name> and has\_attribute.<name> CPL conditions and source objects in VPM.

For more information on RADIUS realms, see [“Section E: RADIUS Realm Authentication and Authorization” on page 390](#).

## New Policy

New policy *gestures*—conditions, properties, and actions—have been added to support the SSL proxy, CRL, the new authentication forms, as well as new Referer header and HTTP content regex gestures. For information on using new policy gestures, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

## Protocols Supported

Blue Coat ProxySGs are multi-protocol. For administrative purposes, you can connect to the Blue Coat ProxySG Appliances through:

- HTTPS-Console: This is the default protocol used by the Management Console. It is configured and enabled by default.
- SSH-Console: This is the default protocol for connecting to the ProxySG through the CLI. It is configured and enabled by default.

If you prefer and are in a secure environment, you can use the HTTP-Console or Telnet-Console for administrative access to the system.

---

Note: HTTP-Console and Telnet-Console are security risks. They should not be used for administrative access in insecure situations.

---

## Supported Browsers

The ProxySG Management Console supports Microsoft® Internet Explorer 6, Netscape® Communicator 7.2 or 8.x, and Firefox 1.x.

The Management Console uses the Java Runtime Environment. Because of security concerns, you should use JRE 1.5.0 (also called J2SE 5.0) if you plan to access external Internet sites.

## Upgrade and Upgrade Behavior

For information on doing upgrades or downgrades, or for restoring default system settings, refer to the *Blue Coat SGOS 4.x Upgrade Guide*.

## Where to Go From Here

The following sections describe the top-level tasks you need to carry out to customize the ProxySG to your environment. The tasks are shown in the order of a typical deployment:

### Placing the ProxySG in a Network

To install a ProxySG into a network, the network must be set up to present the ProxySG with traffic to control.

- Explicit Proxy: All the ProxySG needs is IP address connectivity to the network; browsers must be configured to point to the ProxySG through a PAC file.

- ❑ Transparent Proxy: The majority of networks use transparent proxy. Transparent proxying occurs when the ProxySG receives traffic destined for Origin Content Servers (OCS) and terminates the traffic, then initiates the same request to the OCS.
  - Bridging: With this configuration, you do not have to make router or L4 switch configuration changes. The ProxySG is placed inline on a segment of the network where all outgoing traffic flows; one Ethernet interface is connected to the internal network, the other Ethernet interface is connected to the Internet. The ProxySG terminates all traffic on the service ports in which the proxy has been configured and sends the request to the outside OCS. All other traffic is bridged between the two Ethernet interfaces.

Note that this configuration, without using policy controls, can lead to an *open proxy*. An open proxy results when traffic is allowed on the outside (Internet) interface because users are accessing internal Web servers behind the proxy.

- WCCP: If the site has Cisco routers, WCCP can be used to direct certain TCP/IP connections to the ProxySG. TCP/IP ports to forward to the ProxySG are communicated between ProxySG appliances and the Cisco routers. Typically, this is enforced on the outgoing interface on the Cisco router.
- L4 switching: Similar to WCCP, the L4 switch is configured to forward traffic for specific TCP/IP ports to the attached ProxySG.

## Initial Setup

The ProxySG must be initially configured before it operates on a network. This can be done through the front panel (if applicable) or the serial console. The initial setup sets not only the IP address, but enable and console passwords. Once completed, the ProxySG can be managed through the serial console, SSH, or HTTPS at port 8082. Information on setting up the ProxySG is in the Quick Start Guide and Installation Guide for your platform.

## Simple Policy

The default policy on new ProxySG appliances is to deny everything. To test initial setup, you can create a policy of ALLOW, along with changing access logging to log to the default logs. If the ProxySG is correctly set up, Web browsers can surf the Internet and all transactions are logged. Once the ProxySG setup is verified, the policy should again be set to DENY, unless otherwise required.

If the policy is set to allow everything and a bridged configuration is used, clients can send a connection request for any port, including e-mail, using the proxy to send spam. This is called an *open proxy* and usually results in performance slowdowns (among other things).

To prevent the ProxySG from becoming an open proxy in a bridged configuration if you must use an ALLOW configuration, add the following policy to the end of the local policy:

```
define subnet Trusted_Clients
  10.0.0.0/8
end subnet
define subnet Trusted_Servers
  216.52.23.0/24
end subnet
```

```
<Proxy>
  client.address = Trusted_Clients OK ; Policy below applies
  proxy.address = Trusted_Servers OK ; Policy below applies
  FORCE_DENY ; Force a denial for everything else
<Proxy>
  ; Add other allow or deny rules here
  ; Example: Allow all traffic not denied above
  ALLOW
```

## Implementing Policies

Once the basic system is set up, you need to decide which controls—policies—to put in place. Typically, the following are configured on the system:

- ❑ Proxy caching (HTTP, FTP, Streaming)
- ❑ Authentication/single sign-on
- ❑ Access control policy
- ❑ Content filtering
- ❑ Web anti-virus

Implementing policies is a two-step process:

- ❑ Configure the feature; for example, choose Blue Coat Web Filter (BCWF) or another content filtering vendor, enable it, and schedule downloads of the database.
- ❑ Create policy through the graphical Visual Policy Manager (VPM) or through the Content Policy Language (CPL).

## Managing the ProxySG

Once the configuration and policy on the ProxySG are set, you should know how to evaluate the current operating state. This can include reviewing event log messages, utilizing SNMP, or diagnostics such as CPU utilization.

- ❑ Archive a configuration file: "[Archiving a Configuration](#)" on page 83
- ❑ Upgrade the system: "[Upgrading the ProxySG](#)" on page 945
- ❑ Set up event logging: "[Event Logging and Notification](#)" on page 951
- ❑ Configure SNMP: "[Configuring SNMP](#)" on page 957
- ❑ Understand Diagnostics: [Appendix E: "Diagnostics"](#) on page 1121

## Managing the ProxyAV

The ProxySG with ProxyAV™ integration is a high-performance Web anti-virus (AV) solution. For most enterprises, Web applications and traffic are mission-critical, representing 90% of the total Internet traffic.

By deploying the ProxySG/ProxyAV solution, you gain performance and scalability (up to 250+ Mbps HTTP throughput), along with Web content control.

For information on managing the ProxyAV, refer to the *Blue Coat ProxyAV Configuration and Management Guide*.

## Troubleshooting

Use the access logs, event logs, and packet captures to check connections and view traffic passing through the ProxySG. Use policy tracing to troubleshoot policy. Note that policy tracing is global; that is, it records every policy-related event in every layer. Turning on policy tracing of any kind is expensive in terms of system resource usage and slows down the ProxySG's ability to handle traffic.

- ❑ Policy tracing: For information on using policy tracing, see "Policy Tracing" on page 556.
- ❑ Access Logs: For information on configuring and using access logs, see Chapter 20: "Access Logging" on page 887.
- ❑ Event logs: For information on using event logs, see "Event Logging and Notification" on page 951.
- ❑ Packet capture: For information on using the PCAP utility, see "Packet Capturing (the PCAP Utility)" on page 1130.

## Task Tables

The tables below refer to the sections in the manuals that describe the top-level tasks to customize the ProxySG to your environment. The tables are listed in alphabetical order (for example, *access logging*, *authentication*, *bridging*, *caching*, and so on).

Table 1.1: Access Logging

Task	Reference
Configure access logging with <ul style="list-style-type: none"> <li>• Blue Coat Reporter</li> <li>• SurfControl Reporter</li> <li>• Websense Reporter</li> </ul>	<ul style="list-style-type: none"> <li>• Blue Coat Reporter: Chapter 3, "Creating the First Profile," <i>Blue Coat Reporter Configuration and Management Guide</i></li> <li>• SurfControl Reporter: "<a href="#">Using SurfControl Reporter with SGOS 4.x</a>" on page 823</li> <li>• Websense Reporter: "<a href="#">Configuring Websense</a>" on page 824</li> </ul>

Table 1.2: Anti-Virus

Task	Reference
Block Web viruses using ProxyAV	<a href="#">"Section A: ICAP" on page 512</a> ; <i>Blue Coat ProxyAV Configuration and Management Guide</i>
Set up anti-virus filtering	<i>Blue Coat ProxyAV Configuration and Management Guide</i>

Table 1.3: Authentication

Task	Reference
Achieve single sign-on with IWA (formerly NTLM)	"Section A: IWA Realm Authentication and Authorization" on page 341
Select the right authentication mode	"Understanding Authentication Modes" on page 323
Install the Blue Coat authentication/authorization agent to work with IWA (formerly NTLM)	Appendix A: "Using the Authentication/Authorization Agent" on page 1021
Configure authentication to work with an existing authentication service	Chapter 9: "Using Authentication Services" on page 339
Set up authentication schemes and use them in policy	Chapter 8: "Security and Authentication" on page 309

Table 1.4: Bridging

Task	Reference
Configure bridging (hardware or software)	"Section D: Software and Hardware Bridges" on page 91
Allow those from outside a bridged deployment to get to internal servers	"Defining Static Routes" on page 100

Table 1.5: Caching

Task	Reference
Disable caching	"Configuring Refresh Bandwidth for the HTTP Proxy" on page 195

Table 1.6: HTTP

Task	Reference
Redirect HTTP with WCCP	"Standard HTTP Redirection" on page 1107

Table 1.7: HTTPS

Task	Reference
Create a transparent HTTPS service	"Managing the HTTPS Reverse Proxy" on page 169

Table 1.8: Instant Messaging

Task	Reference
Allow, block, and control the supported Instant Messaging clients	<a href="#">Chapter 17: "Instant Messaging" on page 769</a>

Table 1.9: Management

Task	Reference
Get the Management Console to work	<a href="#">Chapter 3: "Accessing the ProxySG" on page 59</a>
Manage the System: <ul style="list-style-type: none"> <li>• License the system</li> <li>• Back up the configuration</li> <li>• View statistics               <ul style="list-style-type: none"> <li>◎ Resources</li> <li>◎ Efficiency</li> </ul> </li> <li>• SNMP monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Chapter 2: "Licensing" on page 47</a></li> <li>• <a href="#">"Archiving a Configuration" on page 83</a></li> <li>• <a href="#">Chapter 22: "Statistics" on page 973</a></li> <li>• <a href="#">"Resources Statistics" on page 1001</a></li> <li>• <a href="#">"Efficiency Statistics" on page 1004</a></li> <li>• <a href="#">"Configuring SNMP" on page 957</a></li> </ul>

Table 1.10: Policy

Task	Reference
Set up authentication schemes and use them in policy	<a href="#">Chapter 8: "Security and Authentication" on page 309</a>
Limit network access and configuring compliance pages	<a href="#">"Section B: Controlling Access to the Internet and Intranet" on page 323</a>
Block unwanted content	<a href="#">"How to Apply Policy to Categorized URLs" on page 833</a>
Change policy default	<a href="#">"Transaction Settings: Deny and Allow" on page 555</a>
Write policy using the Visual Policy Manager (VPM)	<a href="#">"Section E: Tutorials" on page 682</a>
Write policy using the Content Policy Language (CPL)	<a href="#">Blue Coat ProxySG Content Policy Language Guide</a>

Table 1.11: Proxies

Task	Reference
Determine the best type of proxy for the environment	<a href="#">Chapter 6: "Configuring Proxies" on page 181</a>
Set up HTTPS Reverse Proxy	<a href="#">"Section D: Configuring HTTP or HTTPS Origination to the Origin Content Server" on page 297</a>

Table 1.11: Proxies (Continued)

Get traffic to the proxy	<a href="#">Chapter 6: "Configuring Proxies" on page 181</a>
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Table 1.12: Reporter, Blue Coat

Task	Reference
Make Blue Coat Reporter work with access logging	"Section G: Configuring the Upload Client" on page 909; <i>Blue Coat Reporter: Chapter 3, "Creating the First Profile," Blue Coat Reporter Configuration and Management Guide</i>
Use Scheduler to set up report generation	Chapter 3, "Using Scheduler," in the <i>Blue Coat Reporter Configuration and Management Guide</i>
Generate specific reports for specific people	<i>Blue Coat Reporter Configuration and Management Guide</i>

Table 1.13: Reporter, SurfControl

Task	Reference
Configure SurfControl Reporter	"Using SurfControl Reporter with SGOS 4.x" on page 823

Table 1.14: Reporter, Websense

Task	Reference
Configure Websense Reporter	"Configuring Websense" on page 824

Table 1.15: Services

Task	Reference
Create a port service	"Section B: Creating and Editing Services" on page 160

Table 1.16: Streaming

Task	Reference
Control streaming protocols	Chapter 16: "Streaming Media" on page 729

Table 1.17: WCCP

Task	Reference
Configure WCCP for multiple ports	"Creating a Configuration File" on page 1102
Redirect HTTP with WCCP	"Standard HTTP Redirection" on page 1107

Table 1.17: WCCP

Task	Reference
Configure the home-router IP	"Creating a Configuration File" on page 1102
Configure multiple home-routers	"Creating a Configuration File" on page 1102
Configure a multicast address as the proxy's home router	"Configuring a WCCP Version 2 Service on the Router" on page 1090

## About the Document Organization

This document is organized for easy reference, and is divided into the following sections and chapters:

Table 1.18: Document Organization

Chapter Title	Description
Chapter 1 – <i>Introducing the ProxySG</i>	This chapter discusses the ProxySG Security Solution and new features and enhancements in SGOS 3.x. It also covers document conventions.
Chapter 2 – <i>Licensing</i>	Several features must be licensed to be used beyond the evaluation trial date. This chapter describes which features require licenses and how to download licenses.
Chapter 3 – <i>Accessing the ProxySG</i>	This chapter explains how to log in to the ProxySG CLI and Web-based Management Console; how to change the administrator username, password, privileged-mode password; and how to make a secure connection using SSH and HTTPS.
Chapter 4 – <i>Configuring the System</i>	Instructions on setting the ProxySG name and system time, configuring the network adapter, load balancing, and FTP port services, and specifying DNS servers. This chapter also describes how to track client IP addresses using server-side transparency or virtual IP addresses.
Chapter 5 – <i>Managing Port Services</i>	This chapter describes port services configurable on the ProxySG, including several kinds of Management Consoles, such as HTTPS, HTTP, SSH, and Telnet Consoles, and application proxies such as Instant Messenger (IM), SOCKS, FTP, MMS, and RTSP, HTTP and HTTPS.
Chapter 6 – <i>Configuring Proxies</i>	Explicit and Transparent proxies are discussed in this chapter, as well as the recommended types of proxy.
Chapter 7 – <i>Using Secure Services</i>	HTTPS termination, including SSL, Certificates, keyrings, and keypairs are discussed in this chapter.
Chapter 8 – <i>Security and Authentication</i>	Enabling and maintaining security on the ProxySG is discussed in this chapter.

Table 1.18: Document Organization (Continued)

<b>Chapter Title</b>	<b>Description</b>
Chapter 9 – <i>Using Authentication Services</i>	Blue Coat supports six kinds of authentication, discussed here: LDAP, IWA, RADIUS, Local (formerly UNIX), Certificate (which allows you to authenticate using certificates), and Sequence (which allows you to authenticate using multiple authentication servers).
Chapter 10 – <i>Bandwidth Management</i>	Managing the amount of bandwidth used by different classes of network traffic is discussed in this chapter.
Chapter 11 – <i>External Services</i>	ICAP and Websense off-box are described in this chapter.
Chapter 12 – <i>Health Checks</i>	The health of services, such as SOCKS, ICAP, and forwarding services, is discussed in this chapter.
Chapter 13 – <i>Managing Policy Files</i>	Four policy files are used to manage policy: Central, Local, Visual Policy Manager, and Forwarding. This chapter discusses how to manage them.
Chapter 14 – <i>The Visual Policy Manager</i>	This chapter contains a reference guide and several tutorials for using the Visual Policy Manager.
Chapter 15 – <i>Advanced Policy</i>	This chapter discusses using features such as pop-up ad blocking, managing active content, and creating exceptions.
Chapter 16 – <i>Streaming Media</i>	This chapter discusses streaming, including the new RTSP proxy.
Chapter 17 – <i>Instant Messaging</i>	How to configure and use the ProxySG’s instant messaging capabilities is discussed in this chapter.
Chapter 18 – <i>Content Filtering</i>	This chapter discusses how to configure and use the ProxySG’s content filtering capabilities, as well as configuring and using content filtering vendors to work with the ProxySG.
Chapter 19 – <i>Configuring the Upstream Networking Environment</i>	This chapter discusses how to control upstream interaction with the ProxySG.
Chapter 20 – <i>Access Logging</i>	Log formats, upload clients, upload schedules, and protocols are discussed in this chapter.
Chapter 21 – <i>Maintaining the ProxySG</i>	This chapter discusses upgrading the system and configuring event logs, SMNP, STMP, heartbeats, and core images.
Chapter 22 – <i>Statistics</i>	This chapter discusses viewing various kinds of statistics—system usage, efficiency, resources, and logs of all kinds.
Appendix A – <i>Using the Authentication/Authorization Agent</i>	The ProxySG BCAAA agent is discussed in this appendix.
Appendix B – <i>Access Log Formats</i>	ELFF, SQUID, NCSA/Common, and custom logs are discussed in this appendix.

Table 1.18: Document Organization (Continued)

Chapter Title	Description
Appendix C – <i>Using WCCP</i>	Configuring and using a WCCP router with the ProxySG is discussed in this appendix.
Appendix D – <i>RIP Commands</i>	Commands supported for the Routing Information Protocol (RIP) configuration text file are discussed in the appendix.
Appendix E – <i>Diagnostics</i>	Determining and resolving ProxySG problems are discussed in this appendix.
Appendix F – <i>Using Blue Coat Director to Manage Multiple ProxySG Appliances</i>	Discusses how Blue Coat Director works with multiple ProxySG Appliances.

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Note: The *Blue Coat ProxySG Configuration and Management Guide* and the *online help* contain the same information but are not identical. For the latest information, refer to the *Blue Coat ProxySG Configuration and Management Guide*.

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## Related Blue Coat Documentation

- ❑ *Blue Coat 6000 and 7000 Installation Guide*
- ❑ *Blue Coat 200 Series Installation Guide*
- ❑ *Blue Coat 400 Series Installation Guide*
- ❑ *Blue Coat ProxySG 800 Series Installation Guide*
- ❑ *Blue Coat ProxySG 8000 Series Installation Guide*
- ❑ *Blue Coat ProxySG Content Policy Language Guide*
- ❑ *Blue Coat ProxySG Command Line Reference*

## Document Conventions

The following section lists the typographical and Command Line Interface (CLI) syntax conventions used in this manual.

Table 1.19: Typographic Conventions

Conventions	Definition
<i>Italics</i>	The first use of a new or Blue Coat-proprietary term.
Courier font	Command line text that appears on your administrator workstation.
<i>Courier Italics</i>	A command line variable that is to be substituted with a literal name or value pertaining to the appropriate facet of your network system.

Table 1.19: Typographic Conventions

<b>Courier Boldface</b>	A ProxySG literal to be entered as shown.
{ }	One of the parameters enclosed within the braces must be supplied
[ ]	An optional parameter or parameters.
	Either the parameter before or after the pipe character can or must be selected, but not both.

## *Chapter 2: Licensing*

This chapter describes the ProxySG licensing behavior.

### About Licensing

SGOS 4.x features a global licensing system for the ProxySG. License key files are issued on a per-appliance basis. One license key file includes all of the component licenses for whichever ProxySG features you have elected to use.

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Note: When your ProxySG order was completed, you received an e-mail that contains serial numbers for licensable components. Those numbers are required for the procedures in this chapter.

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### Licensable Components

There are three types of licensable components:

- Required—The SGOS 4 Base; these features are required on the ProxySG.
- Included—Additional SGOS 4.x features, which are provided by Blue Coat.
- Optional—Any additional (purchased) features.

When the license key file is created, it consists of all three components. The following table lists the ProxySG licensable components, categorized by type.

Table 2.1: Licensable Components

Type	Component	Description
Required	SGOS 4 Base	The ProxySG operating system, plus base features: HTTP, FTP, TCP-Tunnel, SOCKS, and DNS proxy.
Included	3rd Party Onbox Content Filtering	Allows use with third-party vendor databases: Intersafe, Optenet, Proventia, SmartFilter, SurfControl, Websense, and Webwasher.
Included	Websense Offbox Content Filtering	For Websense off-box support only.
Included	ICAP Services	External virus and content scanning with ICAP servers.
Included	Bandwidth Management	Allows you to classify, control, and, if required, limit the amount of bandwidth used by different classes of network traffic flowing into or out of the ProxySG.
Included	Windows Media Standard	MMS proxy; no caching or splitting; content pass-through. Full policy control over MMS.

Table 2.1: Licensable Components (Continued)

Type	Component	Description
Included	Real Media Standard	RTSP proxy; no caching or splitting; content pass-through. Full policy control over RTSP.
Included	Apple QuickTime Basic	RTSP proxy; no caching or splitting; content pass-through. Full policy control over RTSP.
Included	Netegrity SiteMinder	Allows realm initialization and user authentication to SiteMinder servers.
Included	Oracle COREid	Allows realm initialization and user authentication to COREid servers.
Included	Peer-to-Peer	Allows you to recognize and manage peer-to-peer P2P activity relating to P2P file sharing applications.
Included	Compression	Allows reduction to file sizes without losing any data.
Optional	SSL Proxy (Native SSL Proxy and Reverse HTTPS Proxy, also called SSL Termination)	Native SSL proxy and Reverse HTTPS Proxy (SSL termination) on the ProxySG. Includes an SSL accelerator card to be installed on the appliance. Upon upgrading to SGOS 4.2, the license description for an existing SSL license changes to "SSL Proxy" instead of "SSL Termination." This is simply a description change. SSL termination and SSL Proxy functionality are available (when licensed) on SGOS 4.2.
Optional	IM	<ul style="list-style-type: none"> <li>• AOL Instant Messaging: AIM proxy with policy support for AOL Instant Messenger.</li> <li>• MSN Instant Messaging: MSN proxy with policy support for MSN Instant Messenger.</li> <li>• Yahoo Instant Messaging: Yahoo proxy with policy support for Yahoo Instant Messenger.</li> </ul>
Optional	Windows Media Premium	<ul style="list-style-type: none"> <li>• MMS proxy; content caching and splitting.</li> <li>• Full policy control over MMS.</li> <li>• When the maximum concurrent streams is reached, all further streams are denied and the client receives a message.</li> </ul>
Optional	Real Media Premium	<ul style="list-style-type: none"> <li>• RTSP proxy; content caching and splitting.</li> <li>• Full policy control over RTSP.</li> <li>• When the maximum concurrent streams is reached, all further streams are denied and the client receives a message.</li> </ul>

## About the Trial Period

Blue Coat provides a trial period. The initial system boot-up triggers the 60-day trial period, during which you can evaluate the ProxySG functionality. For the first 60 days, all licensable components are active and available to use. Furthermore, when a license is installed during the trial period (or while using a demo license), components that are *not* part of that license remain available and active during the trial period.

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Note: The ProxySG Licensing feature has slight changes from SGOS 3.x. The *Blue Coat SGOS 4.x Upgrade Guide* (in Chapter 2) describes licensing behavior concerning an upgrade to SGOS 4.x from SGOS 3.x.

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Each time you navigate to the Management Console home page or click the Maintenance>Licensing tab, a pop-up dialog appears warning you that the trial period expires in so many days (a text message is displayed on a Telnet, SSH, or serial console). If you require more time to explore the ProxySG features, a demo license is available; refer to your reseller or contact Blue Coat Sales.

The trial period streaming and IM licenses are no-count licenses—unlimited streams and IM clients are accessible.

Upon installing licenses after or during the trial period, the Base SGOS, Instant Messaging (IM), Windows Media basic, and Real Media premium licenses are also unlimited, but Windows Media premium and IM licenses impose user limits established by each license type.

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Note: If you invoke the `restore-defaults` command after you have installed licenses, and the serial number of your system is configurable (older boxes only), the licenses fail to install and you return to the trial period (if any time is left).

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## About License Expiration

At the end of the trial or demo period or, subsequently, when any normally licensed component expires, components that have not been licensed do not process requests. A license expiration notification message is logged in the Event Log (see "[Viewing the Event Log](#)" on page 1009 for information).

If a license expires, users might not receive notification, depending upon the application they are using. Notifications do occur for the following:

- ❑ HTTP (Web browsers)—An HTML page is displayed stating the ProxySG license has expired.
- ❑ SSL—An exception page appears when an HTTPS connection is attempted.
- ❑ Instant Messaging clients—Users do not receive a message that the ProxySG license has expired. Any IM activity is denied, and to the user it appears that the logon connection has failed.
- ❑ FTP clients—if the FTP clients supports it, a message is displayed stating the ProxySG license has expired.
- ❑ Streaming media clients—if the Windows Media Player, RealPlayer, or QuickTime player version supports it, a message is displayed stating the ProxySG license has expired.

You can still perform ProxySG configuration tasks through the Management Console, CLI, SSH console, serial console, or Telnet connection. Although the component becomes disabled, feature configurations are *not* altered. Also, policy restrictions remain independent of component availability.

## Obtaining a WebPower Account

Before you can generate the license key file, you must have a Blue Coat WebPower user account and register the ProxySG.

If you do not have a WebPower account or forgot your account information, perform the following procedure.

### *To Obtain a WebPower Account*

1. Select Maintenance>Licensing>Install.
2. In the License Administration field, click Register/Manage. The License Configuration and Management Web page appears (ignore the dialog at this time).
3. Perform one of the following:
  - To obtain a new account, click the link for Need a WebPower User ID. Enter the information as prompted.
  - To obtain your current information for an existing account, click the link for Forgot your password.

## Registering the Hardware

This section describes how to enter the appliance serial number and register the appliance with Blue Coat.

### System Serial Number Prerequisite

Each ProxySG serial number is the appliance identifier used to assign a license key file. The ProxySG contains an EEPROM with the serial number encoded. The ProxySG recognizes the serial number upon system boot-up.

The serial number is visible by navigating to Configuration>General>Identification.

### The License Warning Dialog

When you first access the ProxySG Management Console, or when you select Maintenance>Licensing>Install, a License Warning dialog appears.

**Register New Hardware:**

To register and configure a new appliance, enter the model and serial number below.

**HW Serial Number:**

**HW Model Number:**

Questions or Comments? Send an email to: [supportservices@bluecoat.com](mailto:supportservices@bluecoat.com)

Figure 2-1: License Warning dialog: Hardware not registered

You cannot install a license key until the hardware has been registered. The License Warning field indicates this status.

If you know the hardware has been manually registered, select Hardware has been manually registered and click Close. The system searches for the last instance and value of hardware registration. Proceed to "Installing a License Key File" on page 51.

## Registering the ProxySG

This section describes how to register the ProxySG.

### *To Register the Hardware*

1. If the License Warning dialog is not displayed, select Maintenance>Licensing. The License Warning dialog appears.
2. Select Register hardware with Blue Coat automatically.
3. Enter your WebPower username and password.
4. Click Proceed. The Registration Status field displays relative information.

The ProxySG connects to the Blue Coat License Self-Service page. The next step is to obtain and install the license key file that allows access to the ProxySG features you require.

## Installing a License Key File

This section describes how to register the ProxySG with Blue Coat and install the license key file.

## Creating a License Key File

The License Self-Service Web page allows you to create a license key file.



Figure 2-2: The License Self-Service Web page

Upon purchasing the ProxySG from Blue Coat or a reseller, you received an e-mail that contains license serial numbers. These serial numbers are required to create the license key file.

#### *To Create a License Key File*

1. In the first field under Add a new software solution to this appliance, enter the serial number for the SGOS 4.x base license.
2. In the subsequent fields, enter the serial numbers for any optional licenses you obtained (for example, Compression and IM).

This screenshot shows a form for adding a new software option. It has a header 'Add a New Software Option to this appliance' and a note 'To link a software option that is not listed above, record the software serial number(s) below and click 'Apply''. There are four input fields containing the serial numbers: '12345-67890' and 'ABCDE-FGHIJ'. Below the fields is an 'Apply' button.

Figure 2-3: Entering license serial numbers

3. Click **Apply**.

A license key file, which contains either just the base license or the base combined with optional licenses, is generated and is ready to be downloaded and installed.

## Downloading the License Key File

Downloading the license key file is accomplished by using the automatic installation feature or by receiving the key through e-mail and manually installing it from a Web server or a local file.

## Automatic License Installation

If the ProxySG has Internet access, you can use the automatic license installation feature to retrieve and install the license from Blue Coat.

*To Automatically Obtain and Install the License from the Management Console*

1. Select Maintenance>Licensing>Install.
2. In the License Key Automatic Installation field, click Retrieve. The Request License Key dialog appears.

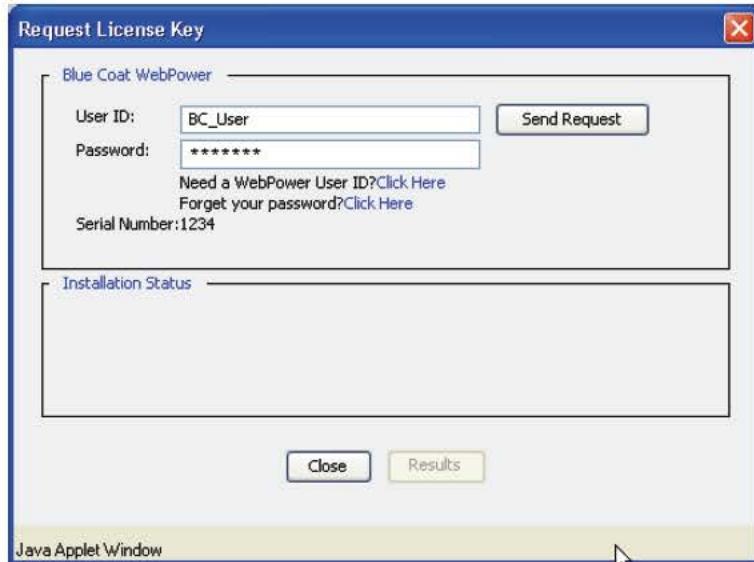


Figure 2-4: Requesting a License

3. Enter your Blue Coat WebPower user ID and password.
4. Click **Send Request**.

The ProxySG fetches the license associated with the serial number that is displayed.

5. The Installation Status field displays relevant information. When installation is complete, click **Results**; examine the results and click **OK**; click **Close**. The ProxySG is now licensed.

## Manual License Installation

If the ProxySG does not have Internet access, Blue Coat can send you the license in an e-mail. The file can then be installed from a Web server or a local directory.

*To Manually Obtain and Install the License*

1. Select Maintenance>Licensing>Install.
2. Click **Register/Manage**. A new window opens to the Blue Coat ProxySG Registration page. This Web page provides instructions for requesting that the license (associated to the ProxySG by the serial number) be sent through e-mail.
3. When the e-mail arrives, save the attached license file on a Web server or to a local file.

4. In the License Key Manual Installation field, select one of the following from the drop-down list and click **Install**:

Note: A message is written to the event log when you install a list through the ProxySG.

- Remote URL—If the file resides on a Web server. The Install License Key dialog displays.

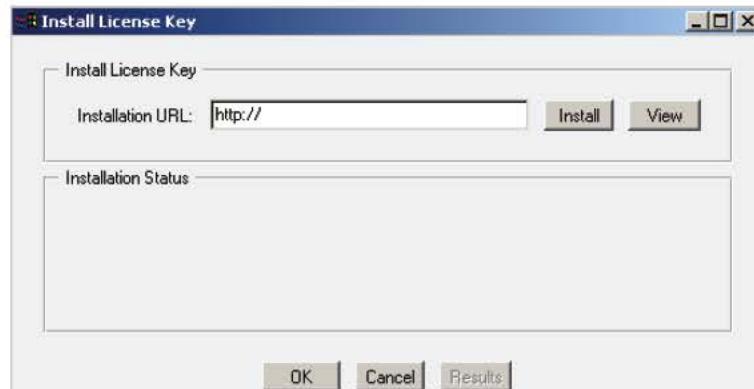


Figure 2-5: Installing a License from a Web Server

Enter the URL path and click **Install**. The **Installation Status** field displays relevant information. When installation is complete, click **Results**; examine the results, close the window, and click **OK**. Click **Apply**.

- Local File—If the file resides in a local directory. The Upload and Install File window opens.

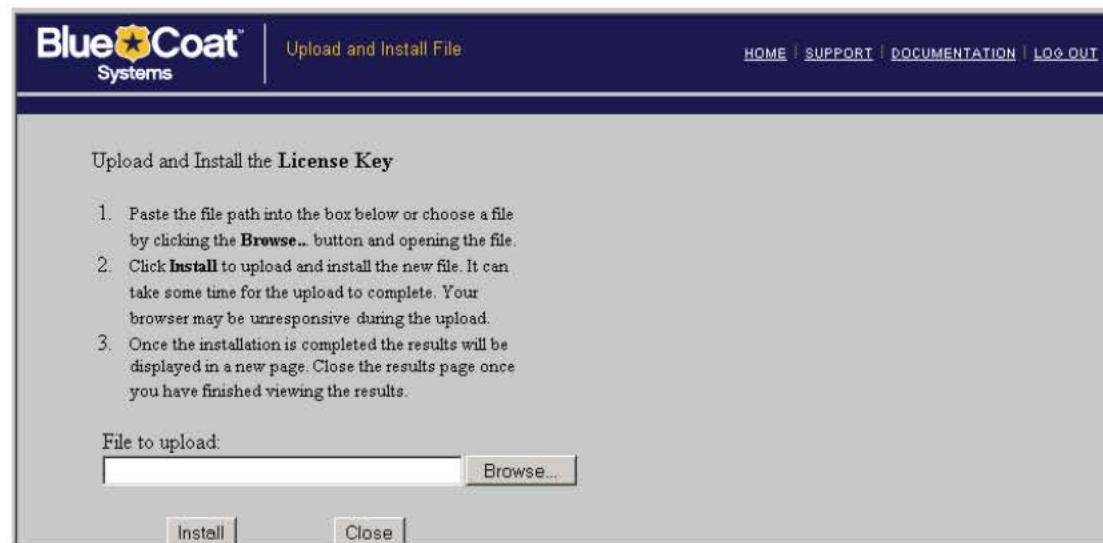


Figure 2-6: Uploading a License from a Local File

Enter a path to the license file or click **Browse** and navigate to the file. Click **Install**. A results window opens. Examine the license installation results; close the window. Click **Close**. Click **Apply**.

The ProxySG license is now installed. All features that you subscribed to are fully operational.

## Viewing License Information

You can review the validity and expiration date of any licensed feature.

*To View the License Information through the Management Console*

Select Maintenance>Licensing>View.

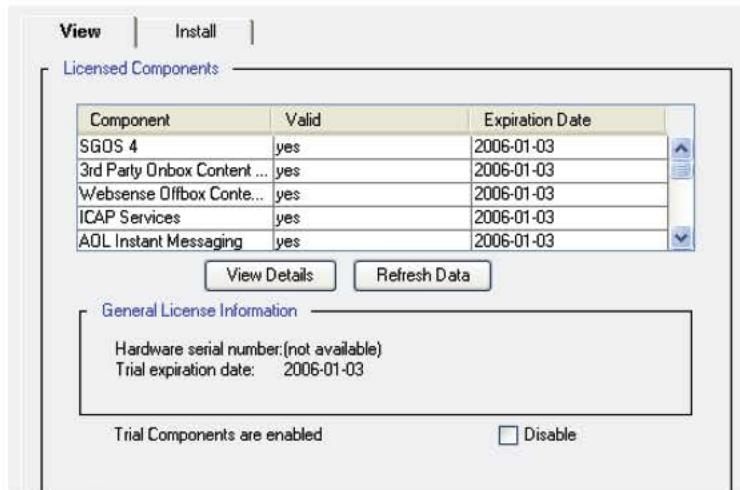


Figure 2-7: Viewing License Information

Each licensable component is listed, along with its validity and its expiration date.

---

Note: To view the most current information, click Refresh Data.

---

You can also highlight a license component and click View Details. A dialog appears displaying more detailed information about that component. For example, a streaming component displays the maximum number of streams allowed.

If the trial period is enabled and you click Maintenance > Licensing > View, the Management Console displays a check box to disable the trial components. If the trial period is disabled, the Management Console displays a check box to enable the trial components.

### Disabling the Components Running in Trial Mode

You might decide to not let users access ProxySG features that are currently running in trial mode.

*To Disable Trial Mode Components from the Management Console:*

1. On the View License tab, select Trial Components are enabled: Disable.
2. Click Apply.
3. Click Refresh Data. All licenses that are in trial mode switch from Yes to No. Users cannot use these features. Furthermore, they do not receive nag dialogs warning of license expiration.

Also notice that this option text changes to Trial Components are disabled: Enabled. Repeat this process to re-enable trial licenses.

#### *To Disable Trial Mode Components from the CLI*

At the enable prompt, enter the following command:

```
SGOS# licensing disable-trial
```

To re-enable:

```
SGOS# licensing enable-trial
```

## Updating a License

After the initial license installation, you might decide to use another feature that requires a license. For example, you currently support Windows Media, but want to add Real Media support. The license must be updated to allow this support.

#### *To Update a License through the Management Console*

1. Select Maintenance>Licensing>Install.
2. Click Register/Manage.
3. Follow the instructions on the Blue Coat License Self-Service Web page.
4. If using the automatic license installation feature, click Update; otherwise, manually install the license as described in "[Manual License Installation](#)" on page 53.

#### *To Update a License through the CLI*

At the enable prompt, enter the following command:

```
SGOS# licensing update-key
```

## Automatically Updating a License

The license automatic update feature allows the ProxySG to contact the Blue Coat licensing Web page 31 days before the license is to expire. If a new license has been purchased and authorized, the license is automatically downloaded. The ProxySG continues to contact the Web site up to 30 days after the license is set to expire. Outside the above license expiration window, the ProxySG performs this connection once every 30 days to check for new license authorizations. This feature is enabled by default.

#### *To Configure the License Auto-Update Feature through the Management Console*

1. Select Maintenance>Licensing>Install.
2. Select Use Auto-Update.
3. Click Apply.

#### *To Configure the License Auto-Update Feature through the CLI*

At the (config) prompt, enter the following command:

```
SGOS# (config) license-key path url  
SGOS# (config) license-key auto-update {enable | disable}
```

---

Note: If the automatic license update fails and you receive a Load from Blue Coat error, you must log on to your License Management account:  
[https://services.bluecoat.com/eservice\\_enu/licensing/mgr.cgi](https://services.bluecoat.com/eservice_enu/licensing/mgr.cgi). Click Update License Key.

---



## *Chapter 3: Accessing the ProxySG*

The Blue Coat Systems ProxySG uses the Secure Shell (SSH) and HTTPS protocols to securely access the ProxySG CLI and Management Console. Both SSHv1 and SSHv2 are enabled by default, and host keys have already been created on the ProxySG.

All data transmitted between the client and the ProxySG using SSH/HTTPS is encrypted.

During initial configuration, you assigned the ProxySG a username and password and a privileged-mode (enabled/configuration) password. These passwords are always stored and displayed hashed.

This chapter discusses:

- "Before You Begin: Understanding Modes"
- "Accessing the ProxySG"
- "Accessing the Management Console Home Page"
- "Changing the Logon Parameters"
- "Configuring the SSH Console"

---

**Important:** This chapter assumes that you have completed the first-time setup of the ProxySG using either the front panel or serial console, and that the appliance is running on the network. These steps must be completed before accessing the appliance.

---

You can manage the ProxySG by logging on to and using one of the following:

- An SSH session to access the CLI.
- The Management Console graphical interface.

You can also use a serial console to access the CLI.

---

**Note:** To use a Telnet session, you must use a serial console connection until you have configured Telnet for use. (For security reasons Blue Coat does not recommend using Telnet).

---

### **Before You Begin: Understanding Modes**

SGOS 4.x supports different levels of command security:

- Standard, or unprivileged, mode is read-only. You can see but not change system settings and configurations. This is the level you enter when you first access the CLI.

- ❑ Enabled, or privileged, mode is read-write. You can make immediate but not permanent changes to the ProxySG, such as restarting the box. This is the level you enter when you first access the Management Console.
- ❑ Configuration is a mode within the enabled mode. From this level, you can perform permanent changes to the ProxySG configuration.

If you use the Management Console, you are in configuration mode when you are completely logged on to the system.

If you use the CLI, you must enter each level separately:

```
Username: admin  
Password:  
SGOS> enable  
Enable Password:  
SGOS# configure terminal  
Enter configuration commands, one per line. End with CTRL-Z.  
SGOS#(config)
```

For detailed information about the CLI and the CLI commands, refer to the *Blue Coat ProxySG Command Line Reference*.

---

Note: Although most administrator tasks can be performed using either the Management Console or the CLI, there is the occasional task that can only be done using one of the two: these are specified in the manual.

---

## Accessing the ProxySG

You can access the ProxySG through either the CLI or the Management Console. By default, SSHv2 (CLI) and HTTPS (Management Console) are used to connect to the appliance.

The SSH and HTTPS ports are configured and enabled. For SSH, you can use either version 1 or version 2 (with password or RSA client key authentication).

### Accessing the CLI

If you use the CLI, you can use SSHv2 to access the ProxySG, but you cannot use SSHv1 or Telnet without additional configuration.

---

Note: Enabling the Telnet-Console introduces a security risk, so it is not recommended.

---

To use SSHv1, you must first create an SSHv1 host key. For more information on creating SSH host keys, see "[Configuring the SSH Console](#)" on page 67.

To log on to the CLI, you must have:

- ❑ the account name that has been established on the ProxySG
- ❑ the IP address of the ProxySG
- ❑ the port number (8082 is the default port number)

You must log on from your SSH client.

## Accessing the Management Console

The Management Console is a graphical Web interface that allows you to manage, configure, monitor, and upgrade the ProxySG from any location.

In the Web browser, enter HTTPS, the ProxySG IP address, and port 8082 (the default management port). For example, if the IP address configured during first-time installation is 10.25.36.47, enter the URL <https://10.25.36.47:8082> in the Web browser.

The Management Console consists of a set of Web pages and Java applets stored on the ProxySG. The appliance acts as a Web server on the management port to serve these pages and applets. From the ProxySG home page on the appliance, you can access the management applets, statistics applets, and documentation. The Management Console is supported with a complete online help facility to assist you in defining the various configuration options.

---

**Note:** If, when you access the Management Console home page, you get a "host mismatch" or an "invalid certificate" message, you need to recreate the security certificate used by the HTTPS-Console. For information on changing the security certificate, see "Managing the HTTPS Console (Secure Console)" on page 152.

---

## Accessing the Management Console Home Page

When you access the Management Console home page (see "Accessing the Management Console" on page 61), you are prompted to log on to the box.

### Logging On

Each time you access the Management Console, you must log on.



Figure 3-1: Logon Dialog

- The Site is the IP address of the ProxySG to which you are logging on.

- The **Realm** is a configurable name that can be anything you choose. The ProxySG IP address is the default. For more information on configuring the realm name, see "Changing the ProxySG Realm Name" on page 66.
- The **User Name** is the name of the account you are using on this ProxySG. The name must already exist. It cannot be created here.
- The **Password** is the password for the account you are using. It cannot be changed here.

You can change the username and password for the console through the Management Console or the CLI. See "Changing the Logon Parameters" on page 63.

---

Note: All successful and failed logon attempts are logged to the ProxySG event log.

---

## Logging Out

Once you have logged on, you do not have to log on again unless you exit the current session or the session times out. The session timeout period, with a default of 900 seconds (15 minutes), is configurable.

Thirty seconds before the session times out, a warning dialog displays. Click the **Keep Working** button or the X in the upper-right-corner of the dialog box to keep the session alive.

---

Note: The **Keep Working** button saves your changes to the current applet. You cannot work in other applets without logging back on to the ProxySG.

---

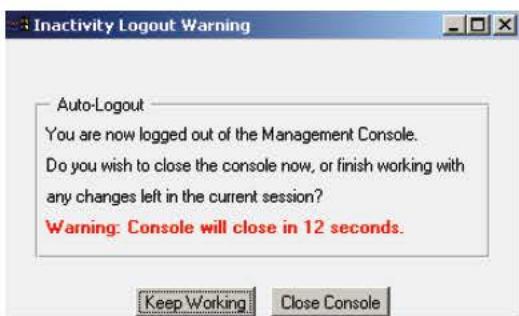


Figure 3-2: Automatic Logout Warning

If you do not click **Keep Working** or the X in the upper-right-hand corner within the thirty-second period, you are logged out. You must log back on to access the Management Console.

**You have logged out. Please close the browser window.**

[You need to log in again to use the console](#)

Figure 3-3: Logout Dialog

Click the hyperlink to log back on to the ProxySG.

---

Note: If no applet is running when the session times out (you are on the Management Console home page), you are logged out without seeing the logout warning dialog. You might not be aware that you are logged out until you try to access an applet. You must enter the logon information again.

---

## Changing the Logon Parameters

You can change the console username and password, the console realm name (which displays when you log on to the ProxySG), and the auto-logout timeout (in seconds; the default is 900 seconds.)

The Management Console requires a valid administrator username and password to have full read-write access; you do not need to enter a privileged-mode password as you do when using the CLI. A privileged-mode password, however, must already be set.

---

Note: To prevent unauthorized access to the ProxySG, only give the console username and password to those who administer the ProxySG.

---

## Changing the Username and Password through the Management Console

You can change either the username or the password without changing both.

### Changing the Username through the Management Console

The console account username was assigned during initial setup of the system. You can change the username at any time.

#### *To Change the Username through the Management Console*

1. Select Configuration>Authentication>Console Access>Console Account.

The Console Account tab displays.

The screenshot shows the 'Console Account' configuration screen. At the top, there are two tabs: 'Console Account' (which is selected) and 'Console Access'. Below the tabs, there is a section labeled 'Console account' with a 'User name:' field containing 'admin'. Underneath this is a 'Change Password' button and a link 'Change the console password'. Further down are fields for 'Console realm name:' and 'Auto-logout (seconds):' with a value of '900'. There is also a checkbox for 'Enforce auto-logout' which is currently unchecked.

Figure 3-4: Console Account Tab

---

Note: Changing the Console Account username or password causes the Management Console to refresh and log back on using the new information. Note that each parameter must be changed and individually refreshed. You cannot change both parameters at the same time.

---

2. Enter the username of the administrator or administrator group who is authorized to view and revise console properties.

Only one console account exists on the ProxySG. If you change the console account username, that username overwrites the existing console account username.

The console account username can be changed to anything that is not null and contains no more than 64 characters.

3. Click Apply.

After clicking Apply, an Unable to Update configuration error is displayed. The username change was successfully applied, but the configuration could not be fetched from the ProxySG, as the username offered in the fetch request is still the old username.

4. Refresh the screen. You are then challenged for the new username.

#### *To Change the Password through the Management Console*

The console password and privileged-mode password were defined during initial configuration of the system. The console password can be changed at any time through the Management Console. The privileged-mode, or enabled-mode, password can only be changed through the CLI or the serial console.

1. Select Configuration>Authentication>Console Access>Console Account.

The Console Account tab displays.

2. Click Change Password.



Figure 3-5: Setting or Changing a Password

3. Enter and re-enter the console password that is used to view and edit configuration information. The password must be from 1 to 64 characters long. As you enter the new password, it is obscured with asterisks. Click OK.

---

Note: This does not change the enabled-mode password. You can only change the enabled-mode password through the CLI.

---

4. Refresh the screen, which forces the ProxySG to re-evaluate current settings. When challenged, enter the new password.
5. (Optional) Restrict access by creating an access control list or by creating a policy file containing <Admin> layer rules. For more information, see "[Moderate Security: Restricting Management Console Access Through the Console Access Control List \(ACL\)](#)" on page 315.

## Changing the Username and Password through the CLI

*To Change the Console Account Username or Password, Privileged-Mode Password, and the Front-Panel PIN through the CLI*

1. Open a terminal session with the ProxySG and enter the current username and password as prompted.
2. At the command prompt, enter the following command:

```
SGOS> enable
```

3. Enter the privileged-mode password when prompted.
4. At the command prompt, enter the following commands (note that usernames and passwords can each be from 1 to 64 characters in length, but that passwords need to be in quotes):

```
SGOS# configure terminal  
SGOS#(config) security username username
```

This command specifies the administrator username.

```
SGOS#(config) security password "password"  
-or-  
SGOS#(config) security hashed-password hashed_password
```

These commands specify the administrator console password.

```
SGOS#(config) security enable-password "password"  
-or-  
SGOS#(config) security hashed-enable-password hashed_password
```

These commands specify the administrator privileged-mode password. The ProxySG hashes the password if you enter it in clear text.

5. (Optional, for maximum security. Note that these commands are not available if the ProxySG does not have a front panel.) At the command prompt, change the ProxySG front panel PIN:

```
SGOS#(config) security front-panel-pin pin  
-or-  
SGOS#(config) security hashed-front-panel-pin hashed_pin
```

6. (Optional) Restrict access by creating an access control list or by creating a policy file containing <Admin> layer rules. For more information, see "[Section A: Controlling Access to the ProxySG](#)" on page 311.

## Changing the ProxySG Realm Name

The realm name displays when you log on to the ProxySG Management Console. The default realm name is the connection used to access the ProxySG, usually the IP address of the system.

### *To Change the Realm Name through the Management Console*

1. Select Configuration>Authentication>Console Access>Console Account.

The Console Account tab displays.

2. Enter a new realm name.

The new realm name displays the next time you log on to the ProxySG Management Console.

3. Click Apply.

### *To Change the Realm Name through the CLI*

1. At the (config) prompt, enter the following command to change the name from the default.

```
SGOS#(config) security management display-realm name
```

The new realm name displays the next time you log on to the ProxySG Management Console.

2. (Optional) View the results. As the show security command displays lengthy output, only the relevant section is displayed in the following example:

```
SGOS#(config) show security
```

Account :

```
    Username:           "admin"  
    Hashed Password:  $1$aWMpN$dsVrZK6R68KH8r2SQxt/  
    Hashed Enable Password: $1$P4lpm$ZqFXg4J4A/T.ORgUbr0B/1  
    Hashed Front Panel PIN: "$1$GGSF2$1EhLm9oITgny9PDF2kVFp."  
    Management console display realm name: ""  
    Management console auto-logout timeout: Never
```

You can negate the security management display-realm values by entering no before the command; for example, security management no display-realm.

## Changing the ProxySG Timeout

The timeout is the length of time a session persists before you are logged out. The default timeout is 900 seconds (15 minutes).

### *To Change the Timeout through the Management Console*

1. Select Configuration>Authentication>Console Access>Console Account.

The Console Account tab displays.

2. Either deselect Enforce auto-logout (which eliminates auto-logout entirely) or change the auto-logout timeout from its default of 900 seconds (15 minutes) to another time (in seconds). This is the allowable time on the ProxySG before the current session times out. Acceptable values are between 300 and 86400 seconds (5 minutes to 24 hours).

If you change the timeout value, the change takes effect on the next refresh of any applet on the Management Console.

3. Click **Apply**.

*To Change the Timeout through the CLI*

1. To change the timeout from its default of 900 seconds (15 minutes), enter:

```
SGOS#(config) security management auto-logout-timeout seconds
```

The change takes effect on the next refresh of any applet in the Management Console. Acceptable values are between 300 and 86400 seconds (5 minutes to 24 hours).

2. (Optional) View the results. As the `show security` command displays lengthy output, only the relevant section is displayed in the following example:

```
SGOS#(config) show security
Account:
Username: "admin"
Hashed Password: $1$a2zT1EE$1b88R3SXUTXS.z07lh8db0
Hashed Enable Password: $1$xQnqGerX$LU65b20trsIAF6yJox26L.
Hashed Front Panel PIN: "$1$ThSEiB1v$seyBhSxtTXEtUGDZ5NOB1/"
Management console display realm name: "Aurora"
Management console auto-logout timeout: Never
```

You can negate the `security management auto-logout-timeout` values by entering `no` before the command; for example, `security management no auto-logout-timeout`.

## Configuring the SSH Console

By default, the ProxySG uses Secure Shell (SSH) and password authentication so administrators can access the ProxySG CLI or Management Console securely. SSH is a protocol for secure remote logon over an insecure network. No action is required unless you want to change the existing SSH host key, disable a version of SSH, or import RSA host keys. Only one SSH service is allowed on the ProxySG.

To disable the SSH port, see "[Managing the SSH Host Connection](#)" below.

### Managing the SSH Host Connection

You can manage the SSH host connection through either the Management Console or the CLI.

*To Manage the SSH Connection through the Management Console*

---

Note: Only one SSH Console can be enabled at a time. By default, both SSHv1 and SSHv2 are enabled and assigned to port 22. You do not need to create a new host key unless you want to change the existing configuration.

---

1. Select Configuration>Services>SSH Console>SSH Host.

The SSH Host tab displays.

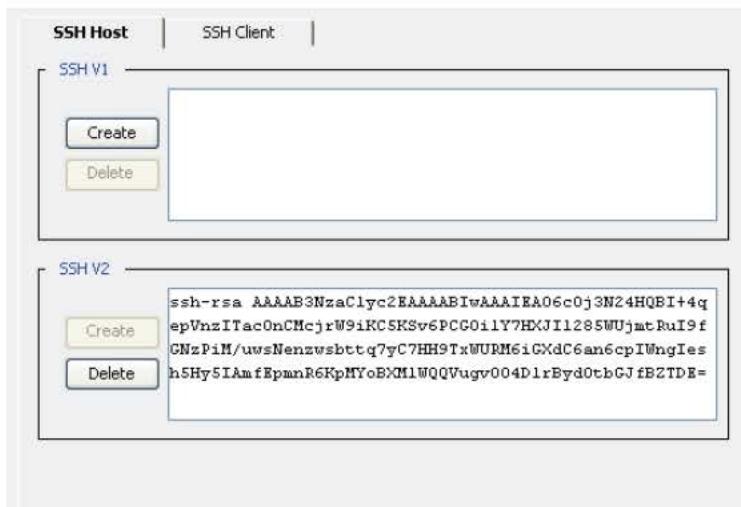


Figure 3-6: SSH Host Tab

2. To delete either SSHv1 or SSHv2 support on the ProxySG, click the appropriate Delete button. The change is made on the ProxySG instantly.

**Important:** Do not delete both versions. This disables the SSH Console. Even if you add SSHv1 or SSHv2 client keys back, you will have to enable the service through Configuration>Services>Service Ports.

The SSH host tab redisplays with the appropriate host key deleted.

3. To add SSHv1 or v2 support, select the Create checkbox for the version you want. Remember that if both versions are deleted, you must re-enable the SSH service on port 22.
4. The SSH host key displays in the appropriate pane.

#### To Manage SSH Host Keys through the CLI

**Note:** Only one SSH Console can be enabled at a time. By default, both SSHv1 and SSHv2 are enabled and set up on port 22. You do not need to create a new host key unless you want to change the existing configuration. In fact, you cannot create a new host key unless you delete one of the existing client keys.

You must set up RSA client keys to connect to the ProxySG using RSA. To set up RSA client keys, see "Managing the SSH Client" below.

1. From the (config) prompt of the ProxySG, enter the following commands to create a host key.

```
SGOS#(config) services
SGOS#(config services) ssh-console
SGOS#(config services ssh-console) create host-keypair [sshv1 | sshv2]
```

The client key, either SSHv1 or SSHv2 or both, is created, depending on which client key was previously deleted.

2. (Optional) View the results.

```
SGOS#(config services ssh-console) view host-public-key [sshv1 | sshv2]
1024 35
190118975106704546356706163851813093052627858203406609264841510464285480824
068799445880489701889675368436600545643174140823440610328520806007156774811
989754027101280816905716431491183274963949027032871437205903863441301419664
1366408168414061584835486361481236628643756053169543839452802141370496747163
3977037
ssh-rsa
AAAAB3NzaC1yc2EAAAABIwAAIAEA2rSeDb3vhr78AFmd7Tbd7ziYfUQybaDxdMBbSLuyJVgwVbq+
tIVs4L6kDsTuFYGVR8Cg74Xqsj2kO6iwo71YGwdUnDXEzIFBwl0nvS4LkV2UINUwbuP0R0hD4Dt
jVTksURrOHbTxzXkFipplDwFPDiCKOIqLm4ypcaC/Pj+Juq0=
```

3. To disable SSH, enter:

```
SGOS#(config services ssh-console) delete host-keypair [sshv1 | sshv2]
```

Deleting both of the client keys disables the SSH service on port 22, which then must be re-enabled before you can use SSH Console services again, even if you re-create the host keys.

## Managing the SSH Client

You can have multiple RSA client keys on the ProxySG to allow for actions such as logging on to the ProxySG from different locations. You cannot create an RSA client key through the appliance, only through an SSH client. Many SSH clients are commercially available for UNIX and Windows.

Once you have created an RSA client key following the instructions of your SSH client, you can import the key onto the ProxySG using either the Management Console or the CLI.

### Understanding OpenSSH.pub Format

Blue Coat supports the OpenSSH.pub format. Keys created in other formats will not work.

An OpenSSH.pub public key is similar to the following:

```
ssh-rsa
AAAAB3NzaC1yc2EAAAABIwAAIAAwFI78MKyvL8DrFgcVxpNRHMFKJrBMeBn2PKcv5oAJ2qz+uZ7
hiv7Zn43A6hXwY+DekhtNLOk3HCWmgsrDBE/NOOEnDpLQjBC6t/T3cSQKZjh3NmBbpE4U49rPdu
iiufvWkuoEiHUb5ylzRGdXRSNJHxxmg5LiGEiKaoELJfsDMc= user@machine
```

One of the public key format examples (this one created by the SSH client) is similar to the following:

```
---- BEGIN SSH2 PUBLIC KEY ----
Comment: "[1024-bit rsa, user.name@machine, Wed Feb 19 2003 19:2\8:09]"
AAAAB3NzaC1yc2EAAAADAQABAAAgQCw52JeWr6Fv4kLkzbPZePvapCpaTadPYQwqsGnCIYdf1We7/8336EmzV918G1jb/VT1SI1tM1Ku1BTal7uWAi+aUBGKL1YuyhCTo3IZFMnsQC7QYzY1y3ju
fUP3H0be52fg7n7p7gNZR1lyzWhVeilvIKiyVKpjqiq6hxCbMb2Q==
---- END SSH2 PUBLIC KEY ----
```

The OpenSSH.pub format appends a space and a user ID to the end of the client key.

The user ID for the key must be unique. Because the ProxySG manages the keys through the user, no two can be the same.

Other caveats:

- 1024 bits is the maximum supported key size.
- An *ssh-rsa* prefix must be present.
- Trailing newline characters must be removed from the key before it is imported.

*To Import RSA Client Keys through the Management Console*

1. From your SSH client, create a client key and copy it to the clipboard.

---

Note: The above step must be done with your SSH client. The ProxySG cannot create client keys.

---

2. Select Configuration>Services>SSH Console>SSH Client.

The SSH Client tab displays.

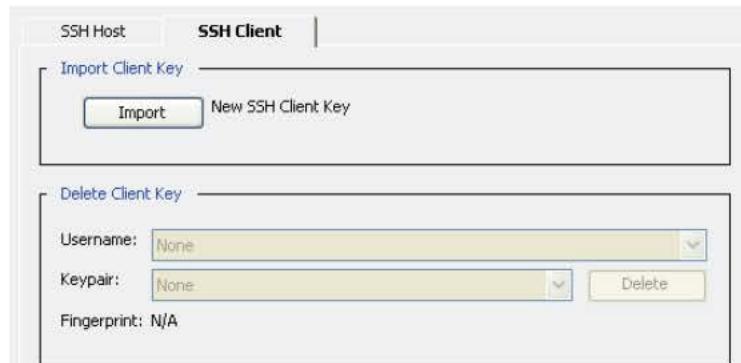


Figure 3-7: SSH Client Tab

3. Click Import to import a new host key.

The Import Client Key dialog displays.

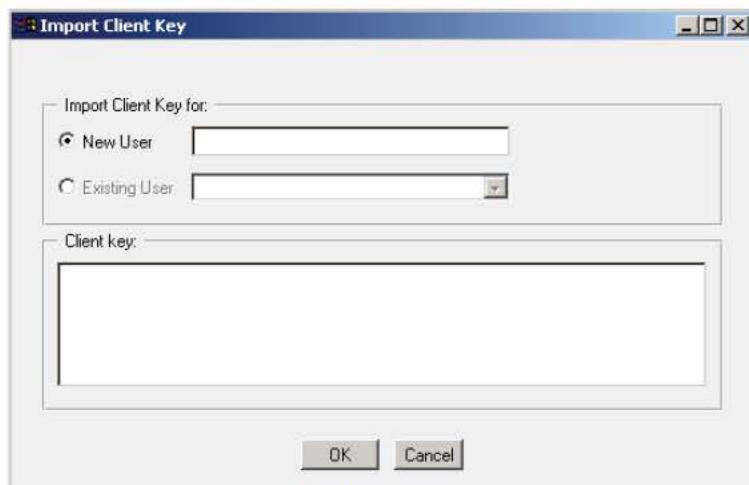


Figure 3-8: Import Client Key Dialog

4. Specify whether the client key is associated with an existing user or a new user, and enter the name.
5. Paste the RSA key that you previously created with an SSH client into the Client key field. Ensure that a key ID is included at the end. Otherwise, the import fails.
6. Click OK.

The SSH Client tab reappears, with the fingerprint of the imported key displayed.

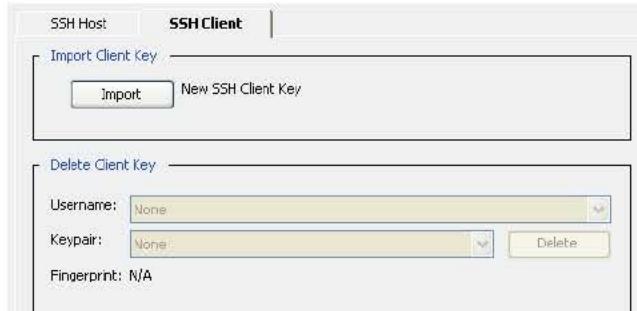


Figure 3-9: SSH Client with Imported Client Key

#### *To Import a Client Key through the CLI*

1. From your SSH client, create a client key and copy it to the clipboard.
2. From the (config) prompt, enter the following commands to import a client key.

```
SGOS#(config) services
SGOS#(config services) ssh-console
SGOS#(config ssh-console) import client-key username
Paste client key here, end with "..." (three periods)
ssh-rsaAAAAB3NzaC1yc2EAAAIBIwAAIAEAtAy+axsx0iwroFN7B9qSJYjfVbsxPfyC0aoZpSMBd
g97/oiFozDXPhrRmPI3c42EiVdJtVo65r0Aerpu4ybCYVeq6MjRwdsszaezY+VdqtfyYVptC6V1
7Pmj2erw4+A9AggKHTp56BBCm3mEPQDdVW7J6QBrJ+U1C1FS/sMcBV8=laptop@GLYPH
...
ok
```

3. (Optional) View the results.

```
SGOS#(config services ssh-console) view client-key username
user_ID@PC 45:5C:3F:5F:EA:65:6E:CF:EE:4A:05:58:9A:C5:FB:4F
user_ID@LAPTOP 61:ED:79:23:F5:2A:1A:6D:84:81:A0:5B:25:36:C7:5F
```

---

**Note:** If you have upgraded from an older version ProxySG, and you want to view a previously imported client key, you might not need to enter a username.

---



## *Chapter 4: Configuring the System*

This chapter describes how to configure various ProxySG system configurations, such as setting the time, configuring adapters, and creating software bridges.

This chapter contains the following sections:

- "Global Configurations"
- "Archive Configuration"
- "Adapters"
- "Software and Hardware Bridges"
- "Gateways"
- "Defining Static Routes"
- "Using RIP"
- "DNS Servers"
- "Attack Detection"
- "Using a Bypass List"
- "Installing WCCP Settings"
- "Virtual IP Addresses"
- "Configuring Failover"
- "TCP/IP Configuration"

During initial configuration, Interface 0 was configured by default. The NTP server was defined to keep the system time correct. You also optionally configured a bridge, a gateway, and a DNS server.

These configurations require no further modification. These procedures are provided if you need to configure other adapters in the system or if the need to change a configuration occurs.

## Section A: Global Configurations

---

### Section A: Global Configurations

The ProxySG global configurations include: defining the ProxySG name and serial number, setting the time, and configuring NTP for your environment.

The following topics are discussed in this section:

- "Configuring the ProxySG Name"
- "Configuring the Serial Number"
- "Configuring the System Time"
- "Network Time Protocol"
- "Configuring HTTP Timeout"

### Configuring the ProxySG Name

You can assign any name to a ProxySG. A descriptive name helps identify the system.

*To Set the ProxySG Name through the Management Console*

1. Select Configuration>General>Identification.

The Identification tab displays.

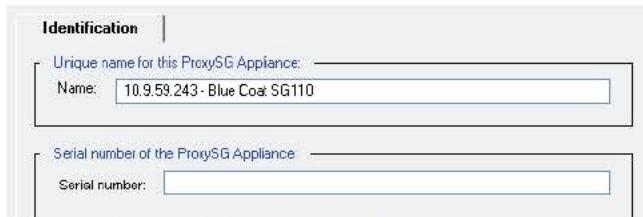


Figure 4-1: General Identification Tab

2. In the Unique name for this ProxySG Appliance field, enter a ProxySG name.
3. Click Apply.

*To Set the ProxySG Name through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS# (config) hostname name
```

### Configuring the Serial Number

The ProxySG serial number assists Blue Coat Systems Customer Support when analyzing configuration information, including heartbeat reports. This number is found on the ProxySG. Once the serial number is entered, the ProxySG does not verify the validity of the number, only that it is numeric.

---

## Section A: Global Configurations

---

Note: If the EPROM contains the ProxySG serial number, you cannot manually enter a serial number.

---

### *To Enter the Serial Number through the Management Console*

1. Select Configuration>General>Identification.  
The Identification tab displays.
2. In the Serial Number field, enter the serial number.
3. Click Apply.

### *To Enter the Serial Number through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) serial-number serial_number
```

### *Displayed Information*

The serial number is visible on the Management Console home page, and is displayed using the `show serial-number` command. If the serial number was entered through the Management Console or the CLI, it is appended with (configured) to indicate a manual entry.

## Configuring the System Time

To manage objects, the Blue Coat appliance must know the current Coordinated Universal Time (UTC), which is the international time standard and is based on a 24-hour clock. However, time stamps can also record in local time. To do this, local time must also be set based on time zones.

By default, the Blue Coat appliance attempts to connect to an NTP server, in the order the servers appear in the NTP server list on the **NTP** tab, to acquire the UTC time. The appliance ships with a list of NTP servers available on the Internet. If the appliance cannot access any of the listed NTP servers, you must manually set the UTC time.

Additionally, the Blue Coat appliance ships with a limited list of time zones. If a particular time zone is missing from the included list, the list can be updated at your discretion. Also, the time zone database may need to be updated if the Daylight Savings rules change in your area. The list can be updated by downloading the full time zone database from <http://download.bluecoat.com/release/timezones.tar>.

### *To Set Local Time through the Management Console*

1. Select Configuration>General>Clock>Clock.  
The Clock tab displays.

## Section A: Global Configurations

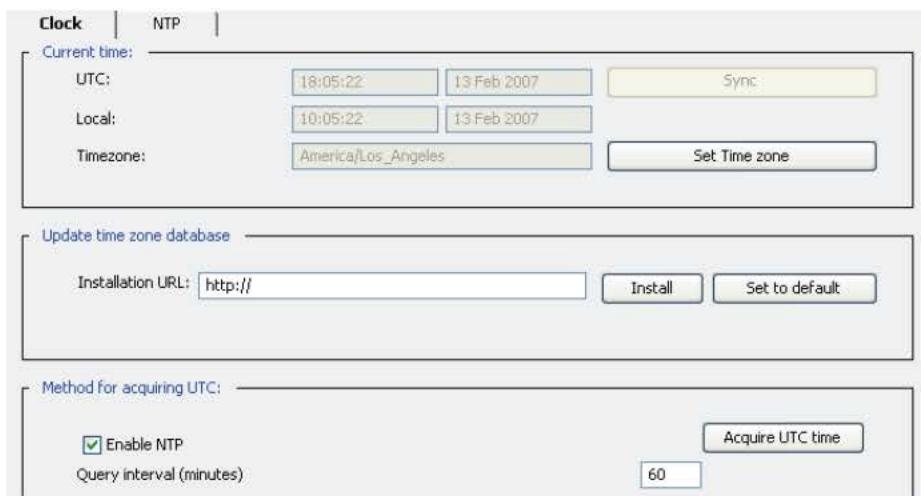


Figure 4-2: General Clock Tab

- Click Select Time zone. A popup appears, displaying a list of time zones based on geopolitical regions.

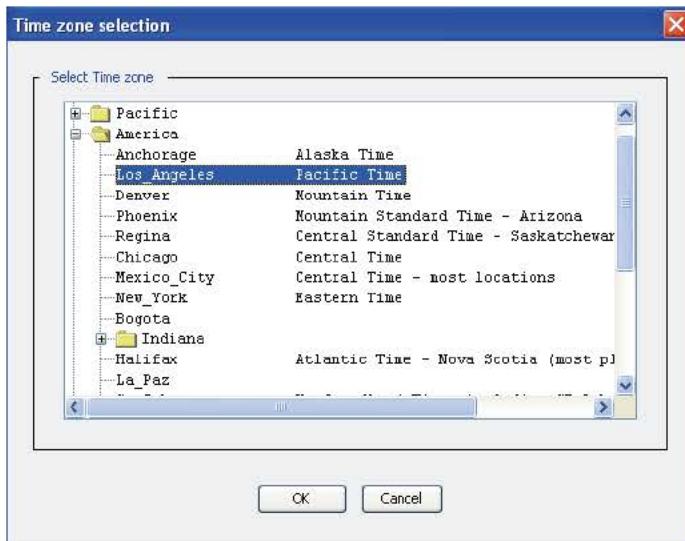


Figure 4-3: Time Zone List

- Select the time zone that represents your local time. Once the local time zone is selected, event logs record the local time instead of GMT. To add additional time zones to the list, update the appliance's time zone database, as described in the following procedure.

*To Update the Time Zone Database:*

- Select Configuration > General > Clock > Clock.
- Enter the URL from which the database will be downloaded or click Set to default.
- Click Install.

---

## Section A: Global Configurations

---

*Related CLI Syntax for Adding New Time Zones to the Database:*

```
SGOS# (config) timezone database-path [url / default]
SGOS# (config) load timezone-database
```

*To Acquire the UTC:*

1. Ensure that Enable NTP is selected.
2. Click Acquire UTC Time.

*Related CLI Syntax for Acquiring and Setting UTC Time:*

```
SGOS# acquire-utc
SGOS# (config) clock [subcommands]
```

*To Manually Set UTC Time through the Management Console*

1. Select Configuration>General>Clock>Clock.  
The Clock tab displays.
2. De-select Enable NTP.  
The UTC time and date fields become editable when NTP is disabled.
3. To set local time, click Select Time zone. A popup appears, displaying a list of time zones based on geopolitical regions. Click Pause in the upper-right-hand corner to stop the system clock.
4. Enter the current UTC time and date in the UTC time and date fields.
5. Click Resume to start the system clock.
6. Click Apply.

*To Manually Set UTC Time through the CLI*

1. At the (config) command prompt, enter the following commands

```
SGOS# (config) clock day 1-31
SGOS# (config) clock hour 0-23
SGOS# (config) clock minute 0-59
SGOS# (config) clock month 1-12
SGOS# (config) clock second 0-59
SGOS# (config) clock year year
```

2. (Optional) View the results.

```
SGOS# (config) show clock
2003-08-28 22:50:56+00:00UTC
2003-08-28 22:50:56+00:00UTC
```

## Network Time Protocol

The Network Time Protocol (NTP) is used to synchronize the time of a computer client or server to another server or reference time source, such as a radio or satellite receiver or modem. There are more than 230 primary time servers, synchronized by radio, satellite and modem.

## Section A: Global Configurations

The ProxySG ships a list of NTP servers available on the Internet, and attempts to connect to them in the order they appear in the NTP server list on the NTP tab. You can add others, delete NTP servers, and reorder the NTP server list to give a specific NTP server priority over others.

The ProxySG uses NTP and the Universal Time Coordinates (UTC) to keep the system time accurate.

You can add and reorder the list of NTP servers the ProxySG uses for acquiring the time through the Management Console. The reorder feature is not available through the CLI.

### *To Add an NTP Server through the Management Console*

1. Select Configuration>General>Clock>NTP.

The NTP tab displays.

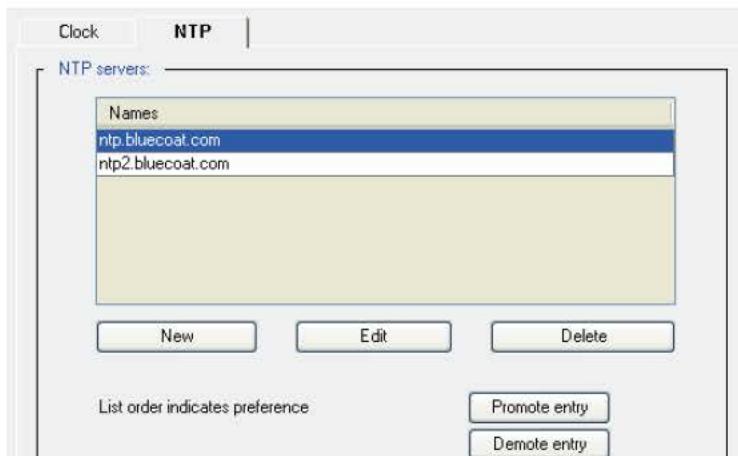


Figure 4-4: General Clock NTP Tab

2. Click New to add a new server to the list.
3. Enter either the domain name or IP address of the NTP server and click OK.
4. Click Apply.

### *To Add an NTP Server through the CLI*

1. At the (config) command prompt, enter:

```
SGOS#(config) ntp server domain_name
SGOS#(config) ntp interval minutes
SGOS#(config) ntp enable
```

2. (Optional) View the results.

```
SGOS#(config) show ntp
NTP is enabled
NTP servers:
    ntp.bluecoat.com
    ntp2.bluecoat.com
Query NTP server every 60 minutes
```

3. To remove a server from the NTP server list:

---

## Section A: Global Configurations

---

```
SGOS#(config) ntp no server domain_name
```

*To Change the Access Order through the Management Console*

NTP servers are accessed in the order displayed. You can organize the list of servers so the preferred server appears at the top of the list. This feature is not available through the CLI.

1. Select Configuration>General>Clock>NTP.
2. The NTP tab displays.
3. Select an NTP server to promote or demote.
4. Click Promote entry or Demote entry as appropriate.
5. Click Apply.

## Configuring HTTP Timeout

You can configure various network receive timeout settings for HTTP transactions. You can also configure the maximum time that the HTTP proxy waits before reusing a client-side or server-side persistent connection. You must use the CLI to configure these settings.

*To Configure the HTTP Receive Timeout Setting through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) http receive-timeout {client | refresh | server} #_seconds
```

where:

client	#_seconds	Sets the receive timeout for client to #_seconds. The default is 120 seconds.
refresh	#_seconds	Sets receive timeout for refresh to #_seconds. The default is 90 seconds.
server	#_seconds	Sets receive timeout for server to #_seconds. The default is 180 seconds.

*To Configure the HTTP Persistent Timeout Setting through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) http persistent-timeout {client | server} #_seconds
```

where:

client	#_seconds	The maximum amount of time the HTTP proxy waits before closing the persistent client connection if another request is not made. The default is 360 seconds.
server	#_seconds	The maximum amount of time the HTTP proxy waits before closing the persistent server connection if that connection is not re-used for any subsequent request from the proxy. The default is 900 seconds.

## Section B: Archive Configuration

---

# Section B: Archive Configuration

Blue Coat allows you to both use an existing configuration (modified to include only general parameters, not system-specific settings) to quickly set up a newly-manufactured ProxySG and to save the running configuration off-box for archival purposes.

This section discusses:

- "Sharing Configurations"
- "Archiving a Configuration"

## Sharing Configurations

You can share configuration between two ProxySG Appliances. You can take a *post-setup* configuration file (one that does not include those configuration elements that are established in the setup console) from an already-configured ProxySG and push it to a newly-manufactured system.

---

Note: Blue Coat Director allows you to push configuration from one ProxySG to multiple ProxySG Appliances at the same time. For more information on using Director, see [Appendix F: "Using Blue Coat Director to Manage Multiple Appliances" on page 1141](#).

---

The new configuration is applied to the existing configuration, changing any existing values. This means, for instance, that if the new configuration creates a realm called *RealmA* and the existing configuration has a realm called *RealmB*, the combined configuration includes two realms, *RealmA* and *RealmB*.

You can use either the Management Console or the CLI to create a post-setup configuration file on one ProxySG and push it to another.

---

Note: You cannot push configuration settings to a newly manufactured system until you have completed initial setup of the system.

---

*To Create and Push a Configuration to a Newly Manufactured ProxySG through the Management Console*

From the already configured ProxySG:

1. Select Configuration>General>Archive.

The Archive Configuration tab displays.

## Section B: Archive Configuration

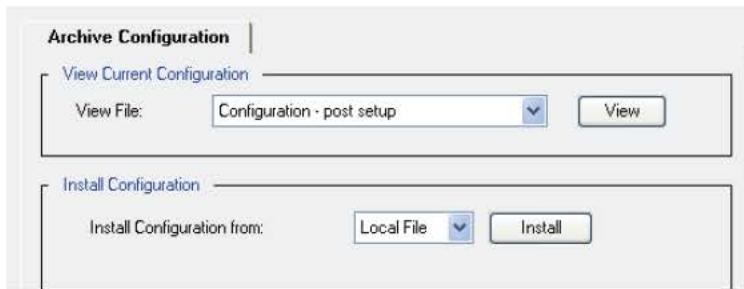


Figure 4-5: Archive Configuration Tab

2. In the View Current Configuration panel, select the configuration from the drop-down list that you want to use for the newly-manufactured machine:
  - Configuration - post setup: This displays the configuration on the current system, minus any configurations created through the setup console, such as the hostname and IP address. It also includes the installable lists.
  - Configuration - brief: This displays the configuration on the current system, but does not include the installable lists.
  - Configuration - expanded: This is the most complete snapshot of the system configuration, but it contains system-specific settings that should not be pushed to a new system.
  - Results of Configuration Load: This displays the results of the last configuration pushed to the system.
3. View the configuration you selected by clicking View. You can also view the file by selecting Text Editor in the Install Configuration panel and clicking Install.
4. Save the configuration. You can save the file two ways:
  - Save it as a text file on your local system. This is advised if you want to re-use the file.
  - Copy the contents of the configuration. (You will paste the file into the Text Editor on the newly-manufactured system.)

From the newly-manufactured ProxySG:

1. Launch the Management Console in a new browser window.
2. Select Configuration>General>Archive.
3. The Archive Configuration tab displays.
4. In the Install Configuration panel, select either Local File or Text Editor from the drop-down list (depending on whether you saved the file to your system or just copied it to the clipboard) and click Install.
  - If you saved the file to your system, browse to the location of the Local File, highlight the file, and click Install. The configuration is installed, and the results screen displays.
  - If you copied the contents of the file, paste it into the Text Editor and click Install. The configuration is installed, and the results screen displays.

## Section B: Archive Configuration

---

Note: A message is written to the event log when you install a list through the ProxySG.

---

5. Click Close.

*To Create and Push a Configuration to a Newly Manufactured ProxySG through the CLI*

From the already configured ProxySG:

1. From the enable prompt (#), determine which configuration you want to use for the new system.  
The syntax is:

```
show configuration post-setup | brief | expanded
```

where:

Configuration - post setup	This displays the configuration on the current system, minus any configurations created through the setup console, such as the hostname and IP address. It also includes the installable lists.
Configuration - brief:	This displays the configuration on the current system, but does not include the installable lists.
Configuration - expanded	This is the most complete snapshot of the system configuration, but it contains system-specific settings that should not be pushed to a new system.

```
SGOS# show configuration post-setup
```

The selected configuration displays on the screen.

2. Save the configuration. You can save the file two ways:

- Copy the contents of the configuration to the clipboard. (Paste the file into the terminal on the newly-manufactured system.)
- Save it as a text file on a download FTP server accessible to the ProxySG. This is advised if you want to re-use the file.

From the newly-manufactured ProxySG, do one of the following:

- If you saved the configuration to the clipboard, go to the (config) prompt and paste the configuration into the terminal.
- If you saved the configuration on the FTP server:

At the enable command prompt, enter the following command:

```
SGOS# configure network "url"
```

where *url* must be in quotes and is fully-qualified (including the protocol, server name or IP address, path, and filename of the configuration file). The configuration file is downloaded from the server, and the ProxySG settings are updated.

---

## Section B: Archive Configuration

---

**Note:** If you rename the archived configuration file so that it does not contain any spaces, the quotes surrounding the URL are unnecessary.

---

The username and password used to connect to the FTP server can be embedded into the URL. The format of the URL is:

`ftp://username:password@ftp-server`

where *ftp-server* is either the IP address or the DNS resolvable hostname of the FTP server.

If you do not specify a username and password, the ProxySG assumes that an anonymous FTP is desired and thus sends the following as the credentials to connect to the FTP server:

`username: anonymous  
password: proxy@`

## Archiving a Configuration

In the rare case of a complete system failure, restoring a ProxySG to its previous state is simplified by loading an archived system configuration from an FTP or TFTP server. The archive, taken from the running configuration, contains all system settings differing from system defaults, along with any installable lists configured on the ProxySG.

Archive and restore operations must be done through the CLI.

---

**Note:** You can archive a system configuration to an FTP or TFTP server that allows either anonymous logon or requires a specific username and password. Likewise, to restore a system configuration, the server storing the archive can be configured either to allow anonymous logon or to require a username and password.

---

### To Prepare to Archive a System Configuration

1. Obtain write permission to a directory on an FTP server. This is where the archive will be stored.

The system configuration must be stored using FTP.

2. At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) archive-configuration protocol {ftp | tftp}  
SGOS#(config) archive-configuration host hostname
```

where *hostname* is the IP address of the server.

---

**Note:** TFTP does not require a password, path, or username.

---

```
SGOS#(config) archive-configuration password password  
-or-  
SGOS#(config) archive-configuration encrypted-password encrypted-password  
where password is the password (or encrypted password) used to access the server.  
SGOS#(config) archive-configuration path path
```

## Section B: Archive Configuration

---

where *path* is the directory on the server where the archive is to be stored, relative to the preset FTP directory.

```
SGOS#(config) archive-configuration filename-prefix filename
```

where *filename* can contain % strings that represent the information in the upload filename. If you do not use the filename command, the ProxySG creates a name with a timestamp and the filename *SG\_last-ip-octet\_timestamp*. For % string substitutions, see "[Fields Available for Creating Access Log Formats](#)" on page 1048.

```
SGOS#(config) archive-configuration username username
```

where *user\_name* is the username used to access the server.

### Example Session

```
SGOS#(config) archive-configuration host 10.25.36.47
  ok
SGOS#(config) archive-configuration password access
  ok
SGOS#(config) archive-configuration username admin1
  ok
SGOS#(config) archive-configuration path ftp://archive.server/stored
  ok
SGOS#(config) archive-configuration protocol ftp
  ok
```

---

Note: To clear the host, password, or path, type the above commands using empty double-quotes instead of the variable. For example, to clear the path, enter archive-configuration path "".

---

### To Archive a System Configuration through the CLI

At the enable command prompt, enter the following command:

```
SGOS# upload configuration
```

### To Restore a System Configuration through the CLI

At the enable command prompt, enter the following command:

```
SGOS# configure network "url"
```

where *url* must be in quotes and is fully-qualified (including the protocol, server name or IP address, path, and filename of the configuration file). The configuration file is downloaded from the server, and the ProxySG settings are updated.

---

Note: If you rename the archived configuration file so that it does not contain any spaces, the quotes surrounding the URL are unnecessary.

---

The username and password used to connect to the FTP server can be embedded into the URL. The format of the URL is:

```
ftp://username:password@ftp-server
```

---

## Section B: Archive Configuration

---

where *ftp-server* is either the IP address or the DNS resolvable hostname of the FTP server.

If you do not specify a username and password, the ProxySG assumes that an anonymous FTP is desired and thus sends the following as the credentials to connect to the FTP server:

```
username: anonymous  
password: proxy@
```

## Troubleshooting

When pushing a shared configuration or restoring an archived configuration, keep in mind the following issues:

- Encrypted passwords (login, enable, and FTP) cannot be decrypted by a device other than that on which it was encrypted. If you were sharing a configuration, these encrypted passwords were probably already created before the configuration was pushed to the system.
- If the content filtering database has not yet been downloaded, any policy that references categories is not recognized.
- The following passwords must be re-created (if you use the application specified):
  - administrator console passwords (not needed for shared configurations)
  - privileged-mode (enable) passwords (not needed for shared configurations)
  - the front-panel PIN (recommended for limiting physical access to the system)
  - access log FTP client passwords (primary, alternate)
  - archive configuration FTP password
  - RADIUS primary and alternate secret
  - LDAP search password
  - SmartFilter download password
  - WebSense3 download password
  - SNMP read, write, and trap community strings
  - RADIUS and TACACS+ secrets for splash pages
- A full download of the content filtering database must be done.
- SSH certificate keys must be imported.
- SSL certificate keys must be imported

In addition, you should make sure the system is functioning whenever you add a feature. For example, make sure the system works after basic configuration; then, after you add authentication, recheck the system.

## Section C: Adapters

---

# Section C: Adapters

This section describes ProxySG network adapters and the adapter interfaces.

---

Note: In Blue Coat documentation, the convention for adapters and their interfaces (the connections on the adapter) is Adapter 0, Interface 0, or 0:0.

---

This section discusses:

- "About Adapters"
- "Network Interface States"
- "Configuring an Adapter"
- "About the Settings Button"
- "Detecting Network Adapter Faults"

## About Adapters

ProxySG Appliances ship with one or more network adapters installed on the system, each with one or more interfaces. You can change interface parameters or configure additional adapters in the appliance. You can also accept or reject inbound connections, change link settings in the event the system did not correctly determine them, and configure the browser for proxy settings.

## Network Interface States

As you select adapters from the picklist, the Adapter panel (Configuration>Network>Adapters) displays the state of the configured adapter and its interfaces. When you initially set up the ProxySG, you optionally configured Adapter 0, Interface 0. If your system has only one adapter, you can skip this section. If your system shipped with other adapters, you can configure them through these procedures.

## Configuring an Adapter

The following procedure describes how to configure an adapter. Repeat the process if the system has additional adapters.

### *To Configure a Network Adapter through the Management Console*

1. Select Configuration>Network>Adapters>Adapters.

The Adapters tab displays.

---

Note: Different ProxySG models have different adapter configurations, and the appearance of the Adapters tab varies accordingly.

---

## Section C: Adapters

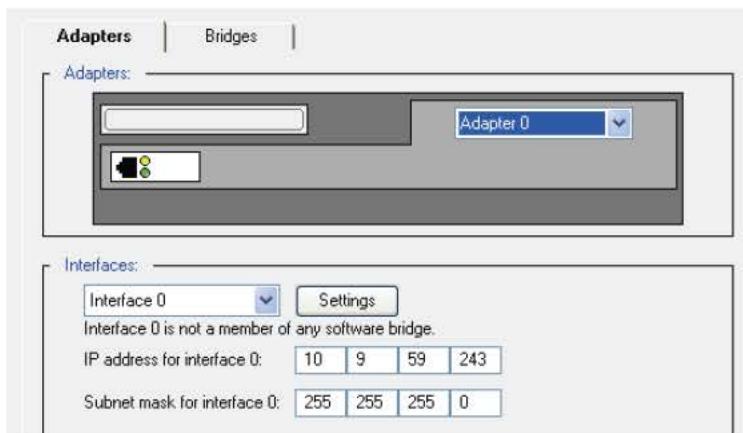


Figure 4-6: Network Adapters Tab

2. Select an adapter from the Adapter drop-down list.
- Notice that in the Interfaces field, a message displays stating whether the interface belongs to a bridge. For more information about network bridging, see "Software and Hardware Bridges" on page 91.
3. (Optional) If you have a dual interface adapter, select an interface from the drop-down list.
  4. Enter the IP address and subnet mask for the interface into the IP address for interface x and Subnet mask for interface x fields (where interface x refers to the interface selected in the Interfaces drop-down list.)
  5. (Optional) To configure link settings, restrict inbound connections, or set up browser proxy behavior for the adapter, select the adapter (under Interfaces) and click Settings. Enter any changes and click OK to close the Settings dialog.

---

**Note:** The default is to permit all inbound connections. Link settings are automatically determined and should not need to be modified. The browser default is to use the proxy's default PAC file. (See "About the Settings Button" below for more information on link settings and inbound connections.)

---

6. Click Apply.

### To Configure a Network Adapter through the CLI

At the (config) command prompt, enter the following commands:

```
SGOS#(config) interface fast-ethernet interface_number
```

where *interface\_number* is 0, 1, or *n*, up to one number less than the number of adapters in the system.

```
SGOS#(config interface interface_#:0) ip-address ip_address
SGOS#(config interface interface_#:0) subnet-mask subnet
SGOS#(config interface interface_#:0) exit
```

## Section C: Adapters

---

### About the Settings Button

The **Settings** button in the **Interfaces** field allows you to restrict inbound connections on the selected adapter, and to choose manual or automatic configuration of the adapter link settings.

The default for Inbound connections is to permit all incoming connections. The link settings are automatically determined and should not normally require modification.

---

**Note:** Rejecting inbound connections improperly, or manually configuring link settings improperly, can cause the ProxySG to malfunction. Make sure that you know the correct settings before attempting either of these. If the ProxySG fails to operate properly after changing these settings, contact Blue Coat Support.

---

### Rejecting Inbound Connections

The default setting allows inbound connections on all network adapters.

*To Reject Inbound Connections through the Management Console*

1. Select Configuration>Network>Adapters>Adapters.
2. Select an adapter from the Adapter drop-down list.

The Adapters tab displays.

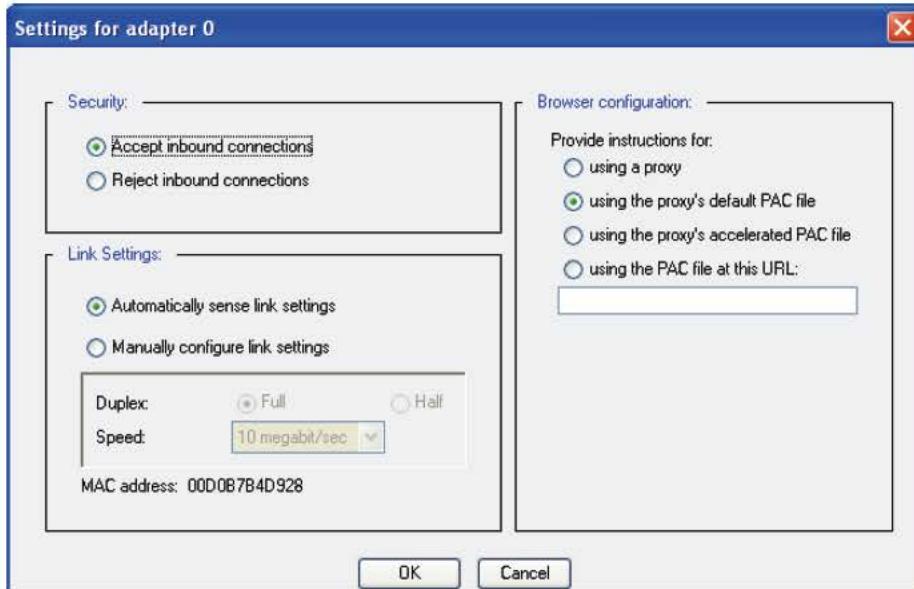


Figure 4-7: Settings for Individual Network Adapters

3. Click **Settings**.
4. To allow inbound connections, select the **Accept inbound connections** radio button. To reject inbound connections, select **Reject inbound connections**.

---

## Section C: Adapters

5. Click OK to close the Settings dialog.
6. Click Apply.

*To Reject Inbound Connections through the CLI*

At the (config) command prompt, switch to the interface submode to enter the following commands:

```
SGOS#(config) interface interface_#
SGOS#(config interface interface_#:0) no accept inbound
SGOS#(config interface interface_#:0) exit
```

## Manually Configuring Link Settings

By default, the ProxySG automatically determines the link settings for all network adapters. If the device incorrectly identifies the network adapter, you can manually configure the link settings.

*To Manually Configure Link Settings through the Management Console*

1. Select Configuration>Network>Adapters>Adapters.  
The Adapters tab displays.
2. Select an adapter from the Adapters drop-down list.
3. Click Settings.
4. Select Manually configure link settings.
5. Select Half or Full duplex.
6. Select the correct network speed.
7. Click OK to close the Advanced Settings dialog.
8. Click Apply.

*To Manually Configure Link Settings through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) interface fast-ethernet interface_#
SGOS#(config interface interface_#:0) full-duplex | half-duplex
SGOS#(config interface interface_#:0) speed 10 | 100 | 1gb
SGOS#(config interface interface_#:0) exit
```

## Setting Up Proxies

To set up proxies, see "[Configuring Proxies](#)" on page 181.

## Detecting Network Adapter Faults

The ProxySG can detect whether the network adapters in an appliance are functioning properly. If the appliance finds that an adapter is faulty, it stops using it. When the fault is remedied, the ProxySG detects the functioning adapter and uses it normally.

## Section C: Adapters

---

To determine whether an adapter is functioning properly:

1. Check whether the link is active (that is, a cable is connected and both sides are up).
2. Check the ratio of error packets to good packets: both sent and received.
3. Check if packets have been sent without any packets received.

If an adapter fault is detected, and the adapter has an IP address assigned to it, the ProxySG logs a severe event. When an adapter does not have an IP address, the appliance does not log an entry.

## Section D: Software and Hardware Bridges

---

### Section D: Software and Hardware Bridges

This section describes the ProxySG hardware and software bridging capabilities. The following topics are discussed:

- "About Bridging"
- "About the Pass-Through Adapter"
- "ProxySG Prerequisites"
- "Setting Bandwidth Management for Bridging"
- "Configuring a Software Bridge"
- "Configuring Failover"
- "Static Forwarding Table Entries"

### About Bridging

Network bridging through the ProxySG provides transparent proxy pass-through and failover support. This functionality allows ProxySG Appliances to be deployed in environments where L4 switches and WCCP-capable routers are not feasible options.

---

**Important:** Bridge interfaces cannot be used in WCCP configurations. If the configuration includes bridge interfaces, you will receive the following error if you attempt to load the WCCP configuration file: `Interface 0:0 is member of a bridge`

---

The ProxySG provides bridging functionality by two methods:

- Software—A software, or *dynamic*, bridge is constructed using a set of installed interfaces. Within each logical bridge, interfaces can be assigned or removed.
- Hardware—A hardware, or *pass-through*, bridge uses a 10/100 dual interface Ethernet adapter. This type of bridge provides pass-through support.

### About the Pass-Through Adapter

A pass-through adapter is a 10/100 dual interface Ethernet adapter designed by Blue Coat to provide an efficient fault-tolerant bridging solution. If this adapter is installed on an Blue Coat appliance, SGOS detects the adapter upon system bootup and automatically creates a bridge—the two Ethernet interfaces serve as the bridge ports. If the Blue Coat appliance is powered down or loses power for any reason, the bridge fails open; that is, Web traffic passes from one Ethernet interface to the other. Therefore, Web traffic is uninterrupted, but does not route through the appliance.

---

**Important:** This scenario creates a security vulnerability.

---

## Section D: Software and Hardware Bridges

---

Once power is restored to the Blue Coat appliance, the bridge comes back online and Web traffic is routed to the appliance and thus is subject to that appliance's configured features, policies, content scanning, and redirection instructions. Note that bridging supports only failover; it does not support load balancing.

The following figure provides an example of how the ProxySG indicates that an installed adapter is a pass-through adapter.



Figure 4-8: Pass-through Adapter

---

Note: The adapter state is displayed on Configuration>Network>Adapters>Adapters.

---

## ProxySG Prerequisites

Before configuring a software bridge, the following conditions must be satisfied:

- ❑ Adapters—The adapters must be of the same type. Although the software does not restrict you from configuring bridges with adapters of different types (10/100 or GIGE, for example), the resultant behavior is unpredictable.
- ❑ IP addresses—if the bridge already has an IP address configured, IP addresses must be removed from any of adapter interfaces to be added. If the bridge does not have an IP address configured, the bridge can inherit the IP address from the first interface to be added.

## Setting Bandwidth Management for Bridging

After you have created and configured a bandwidth management class for bridging (see Chapter 10: “Bandwidth Management” on page 489), you can manage the bandwidth used by all bridges.

---

Note: Before you can manage the bandwidth for bridging, you must first create a bandwidth-management class configured for bridging. See Chapter 10: “Bandwidth Management” on page 489 for information about creating and configuring the bandwidth class.

---

### To Configure Bandwidth Management for Bridging through the Management Console

1. Select Configuration>Network>Adapters>Bridges.

The Bridges tab displays.

## Section D: Software and Hardware Bridges

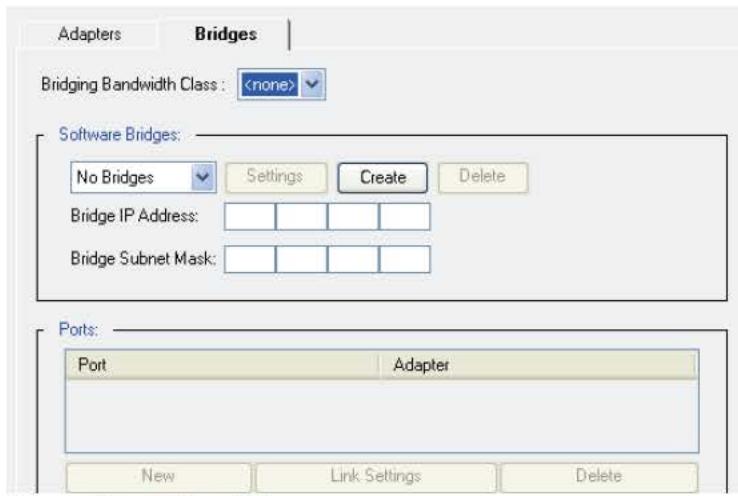


Figure 4-9: Bridges Tab

2. In the Bridging Bandwidth Class drop-down menu, select a bandwidth management class to manage the bandwidth for bridging, or select <none> to disable bandwidth management for bridging.
3. Click Apply.

### *To Configure Bandwidth Management for Bridging through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS# (config) bridge
SGOS# (config bridge) bandwidth-class bw_class_name
```

where *bw\_class\_name* designates the name of the bandwidth class that you have created and configured to manage the bandwidth for software bridging.

2. (Optional) To disable bandwidth management for software bridging, enter the following command:

```
SGOS# (config bridge) no bandwidth-class
```

## Configuring a Software Bridge

This section describes how to use the Management Console or the CLI to link adapters and interfaces to create a network bridge.

### *To Create and Configure a Software Bridge through the Management Console*

1. Select Configuration>Network>Adapters>Bridges.

The Bridges tab displays.

2. In the Software Bridges area, click Create.
3. In the New Bridge Name field of the dialog that appears, enter a name for the bridge, up to 16 characters; click OK.

## Section D: Software and Hardware Bridges

---

4. In the Bridge IP Address field, enter the IP address of the interface you previously configured (see "[Configuring an Adapter](#)" on page 86).
5. In the Bridge Subnet Mask field, enter the subnet mask of the interface.
6. To add a port to the bridge:
  - a. In the Ports field, click New; the Create port for bridge dialog appears.
  - b. From the drop-down lists, select a port number and adapter interface number; click OK.
  - c. By default, link settings are automatically sensed. To change the Duplex and Speed options, click Link Settings, select Manually configure link settings, and change as required.
  - d. Click OK.
7. To further customize the bridge:
  - a. In the Software Bridges field, click Settings; the Settings for bridge dialog appears.
  - b. In the Security field, the default is to accept inbound connections on this interface. To disallow inbound connections, select Reject inbound connections.
  - c. The default browser instruction is to use the browser's default PAC file. To instruct the browser to use a proxy or other PAC file type, make a selection from the list in the Browser Configuration field.
  - d. Click OK.
8. Click Apply.

The Bridge Settings options allow you to clear bridge forwarding table and clear bridge statistics.

### *To Create or Edit a Software Bridge through the CLI*

1. To create a new software bridge, enter the following commands at the (config) command prompt:

```
SGOS# (config) bridge
SGOS# (config bridge) create bridge_name
```

where *bridge\_name* designates the name of the new bridge. The limit is 16 characters.

2. To edit the configuration of an existing software bridge, enter the following commands:

```
SGOS# (config bridge) edit bridge_name
```

where *bridge\_name* designates the name of the bridge that you want to configure. The prompt changes to a submode for that bridge.

```
SGOS# (config bridge bridge_name) ip-address ip_address
```

where *ip\_address* designates the IP address of the adapter interface you previously configured (see "[Configuring an Adapter](#)" on page 86).

```
SGOS# (config bridge bridge_name) subnet-mask subnet_mask
```

where *subnet\_mask* designates the subnet mask of the interface you previously configured.

3. To configure a port on a bridge, enter the following commands (repeat to add more ports):

```
SGOS# (config bridge bridge_name) port port_number
```

where *port\_number* identifies a port on the interface. This changes the prompt to a submode for that port number on that bridge.

## Section D: Software and Hardware Bridges

---

- To attach port to an interface or change the Duplex and Speed options, enter the following commands:

```
SGOS#(config bridge bridge_name port port_number) attach-interface  
    interface_number  
SGOS#(config bridge bridge_name port port_number) {full-duplex |  
half-duplex}  
SGOS#(config bridge bridge_name port port_number) speed {10 | 100 | 1gb}
```

where:

<b>attach-interface</b>	<i>interface_number</i>	Attaches an interface for this port.
<b>full-duplex</b>		Configures this port for full duplex.
<b>half-duplex</b>		Configures this port for half duplex.
<b>speed</b>	<b>10</b>   <b>100</b>   <b>1gb</b>	Configures speed for this port.

```
SGOS#(config bridge bridge_name port port_number) exit  
SGOS#(config bridge bridge_name)
```

- By default, link settings are automatically sensed. To perform an auto-sense, enter the following command:

```
SGOS#(config bridge bridge_name port port_number) link-autosense
```

- Return to the *bridge\_name* submode:

```
SGOS#(config bridge bridge_name port port_number) exit  
SGOS#(config bridge bridge_name)
```

- To specify the maximum transmission unit (MTU), enter the following command:

```
SGOS#(config bridge bridge_name) mtu-size size
```

where *size* is a value from 72 to 1500.

- The default is to accept inbound connections on this interface. To disallow inbound connections, enter the following command:

```
SGOS#(config bridge bridge_name) no accept-inbound
```

- The default browser instruction is to use the browser's default PAC file. To instruct to use a proxy or other PAC file type, enter the following command:

```
SGOS#(config bridge bridge_name) instructions {proxy | default-pac |  
central-pac url | accelerated-pac}
```

where:

<b>proxy</b>		Use a proxy.
<b>default-pac</b>		Use the Blue Coat default PAC file.
<b>central-pac</b>	<i>url</i>	Use the PAC file specified at the given URL.
<b>accelerated-pac</b>		Use the proxy's accelerated PAC file.

## Section D: Software and Hardware Bridges

---

### Configuring Failover

You can configure failover for software bridges, but not for hardware bridges. Failover is accomplished by creating virtual IP addresses on each proxy, creating a failover group, and attaching the bridge configuration. One of the proxies *must* be designated with a higher priority (a master proxy).

#### *Example*

The following example creates a bridging configuration with one bridge on standby.

---

Note: This deployment requires a hub on both sides of the bridge or a switch capable of port mirroring.

---

- ProxySG A—software bridge IP address: 10.0.0.2. Create a virtual IP address and a failover group, and designate this group the *master*.

```
ProxySG_A#(config) virtual-ip address 10.0.0.4
ProxySG_A#(config) failover
ProxySG_A#(config failover) create 10.0.0.4
ProxySG_A#(config failover) edit 10.0.0.4
ProxySG_A#(config failover 10.0.0.3) master
ProxySG_A#(config failover 10.0.0.3) priority 100
ProxySG_A#(config failover 10.0.0.3) interval 1
```

- ProxySG B—software bridge IP address: 10.0.0.3. Create a virtual IP address and a failover group.

```
ProxySG_B#(config) virtual-ip address 10.0.0.4
ProxySG_B#(config) failover
ProxySG_B#(config failover) create 10.0.0.4
ProxySG_B#(config failover) edit 10.0.0.4
ProxySG_B#(config failover 10.0.0.3) priority 100
ProxySG_B#(config failover 10.0.0.3) interval 1
```

- In the bridge configuration on *each* ProxySG, attach the bridge configuration to the failover group:

```
ProxySG_A#(config bridge bridge_name) failover 10.0.0.4
ProxySG_B#(config bridge bridge_name) failover 10.0.0.4
```

### Static Forwarding Table Entries

Certain firewall configurations require the use of static forwarding table entries. Failover configurations use virtual IP (VIP) addresses and virtual MAC (VMAC) addresses. When a client sends an ARP request to the firewall VIP, the firewall replies with a VMAC (which can be an Ethernet multicast address); however, when the firewall sends a packet, it uses a physical MAC address, not the VMAC.

The solution is to create a static forwarding table entry that defines the next hop gateway that is on the correct side of the bridge.

## Section D: Software and Hardware Bridges

---

### *To Create a Static Forwarding Table Entry through the CLI*

1. At the (config) prompt, enter the following commands:

```
SGOS# (config) bridge
SGOS# (config bridge) edit bridge_name
SGOS# (config bridge bridge_name) port port_number
SGOS# (config bridge_name port port_number) static-fwtable-entry mac_address
```

2. Add up to 256 entries per bridge.

### *To Clear a Static Forwarding Table Entry through the CLI*

- At the (config) prompt, enter the following commands:

```
SGOS# (config) bridge
SGOS# (config bridge) edit bridge_name
SGOS# (config bridge bridge_name) clear-fwtable
```

## Section E: Gateways

---

# Section E: Gateways

A key feature of the ProxySG is the ability to distribute traffic originating at the appliance through multiple gateways. You can also fine tune how the traffic is distributed to different gateways. This feature works with any routing protocol (such as static routes or RIP).

---

Note: Load balancing through multiple gateways is independent from the per-interface load balancing the ProxySG automatically does when more than one network interface is installed.

---

This section discusses:

- "About Gateways"
- "ProxySG Specifics"
- "Switching to a Secondary Gateway"
- "Defining Static Routes"

## About Gateways

During the initial setup of the ProxySG, you optionally defined a gateway (a device that serves as entrance and exit into a communications network) for the ProxySG.

By using multiple gateways, an administrator can assign a number of available gateways into a preference group and configure the load distribution to the gateways within the group. Multiple preference groups are supported.

The gateway specified applies to all network adapters in the system.

## ProxySG Specifics

Which gateway the ProxySG chooses to use at a given time is determined by how the administrator configures the assignment of preference groups to default gateways. You can define multiple gateways within the same preference group. A ProxySG can have from 1 to 10 preference groups. If you have only one gateway, it automatically has a weight of 100.

Initially, all gateways in the lowest preference group are considered to be the active gateways. If a gateway becomes unreachable, it is dropped from the active gateway list, but the remaining gateways within the group continue to be used until they all become unreachable, or until an unreachable gateway in a lower preference group becomes reachable again. If all gateways in the lowest preference group become unreachable, the gateways in the next lowest preference group become the active gateways.

## Section E: Gateways

In addition to a preference group, each gateway within a group can be assigned a relative weight value from 1 to 100. The weight value determines how much bandwidth a gateway is given relative to the other gateways in the same group. For example, in a group with two gateways, assigning both gateways the same weight value, whether 1 or 100, results in the same traffic distribution pattern. In a group with two gateways, assigning one gateway a value of 10 and the other gateway a value of 20 results in the ProxySG sending approximately twice the traffic to the gateway with a weight value of 20.

## Switching to a Secondary Gateway

When a gateway goes down, the ProxySG takes from 25 seconds to 120 seconds to determine that the gateway is unreachable. At that point, the ProxySG switches to a secondary gateway if one is configured.

The check to determine whether a gateway has failed is done five times at five-second intervals once the route entry has aged for 90 seconds. The check to determine whether a gateway is now reachable is done every 10 seconds.

These times are not user-configurable.

### *To Configure Multiple Gateway Load Balancing through the Management Console*

1. Select Configuration>Network>Routing>Gateways.

The Gateways tab displays.

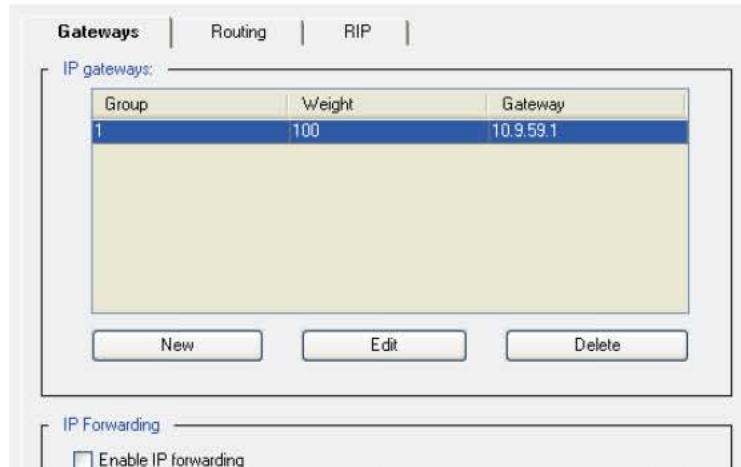


Figure 4-10: Network Routing Gateways Tab and Add List Item Dialog

2. Click New.
3. Enter the IP address, group, and weight for the gateway into the Add list item dialog that appears.
4. Click OK.
5. Repeat steps 2 to 4 until IP addresses, groups, and weights have been defined for all of your gateways.
6. Click Apply.

## Section E: Gateways

---

### To Configure Multiple Gateway Load Balancing through the CLI

1. At the `(config)` command prompt, enter the following command:

```
SGOS#(config) ip-default-gateway ip_address preference_group weight
```

The first value is the IP address of the gateway, the second value is the preference group, and the third value is the relative weighting for this gateway. For example, to use the gateway `10.25.36.1`, the preference group `1`, and the relative weighting `100`, enter:

```
ip-default-gateway 10.25.36.1 1 100
```

2. Repeat until all IP addresses, groups, and weights of your IP gateways have been defined.
3. (Optional) View the results.

```
SGOS#(config) show ip-default-gateway
Default IP gateways
Gateway          Weight   Group
10.25.36.1      100      1
```

## Defining Static Routes

The ProxySG can be configured to use *static routes*, a manually-configured route that specifies the transmission path a packet must follow, based on the packet's destination address. A static route specifies a transmission path to another network.

---

Note: You are limited to 10,000 entries in the static routes table.

---

You can install the routing table several ways.

- ❑ Using the ProxySG Text Editor, which allows you to enter settings (or copy and paste the contents of an already-created file) directly onto the appliance.
- ❑ Creating a local file on your local system; the ProxySG can browse to the file and install it.
- ❑ Using a remote URL, where you place an already-created file on an FTP or HTTP server to be downloaded to the ProxySG.
- ❑ Using the CLI `inline static-route-table` command, which allows you to paste a static route table into the ProxySG.
- ❑ Using the CLI `static-routes` command, which requires that you place an already-created file on an FTP or HTTP server and enter the URL into the ProxySG.

The routing table is a text file containing a list of IP addresses, subnet masks, and gateways. The following is a sample router table:

```
10.25.36.0    255.255.255.0    10.25.46.57
10.25.37.0    255.255.255.0    10.25.46.58
10.25.38.0    255.255.255.0    10.25.46.59
```

When a routing table is loaded, all requested URLs are compared to the list and routed based on the best match.

## Section E: Gateways

### *To Install a Routing Table through the Management Console*

1. Select Configuration>Network>Routing>Routing.

The Routing tab displays.



Figure 4-11: Network Routing Tab

2. From the drop-down list, select the method used to install the routing table; click **Install**.

- Remote URL:

Enter the fully-qualified URL, including the filename, where the routing table is located. To view the file before installing it, click **View**. Click **Install**. To view the installation results, click **Results**; close the window when you are finished. Click **OK**.

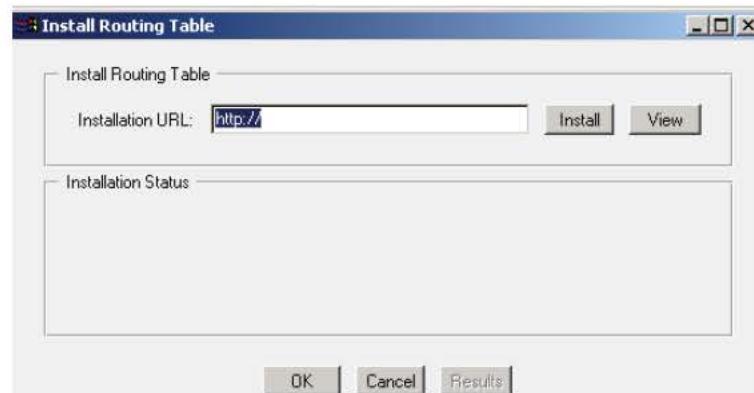


Figure 4-12: Specifying the Remote Location of a Routing Table

- Local File:

Click **Browse** to bring up the Local File Browse window. Browse for the file on the local system. Open it and click **Install**. When the installation is complete, a results window opens. View the results and close the window.

## Section E: Gateways

---



Figure 4-13: Specifying the Local Location of a Routing Table

- Text Editor:

The current configuration is displayed in installable list format. You can customize it or delete it and create your own. Click **Install**. When the installation is complete, a results window opens. View the results, close this window, and click **Close**.

## Section E: Gateways

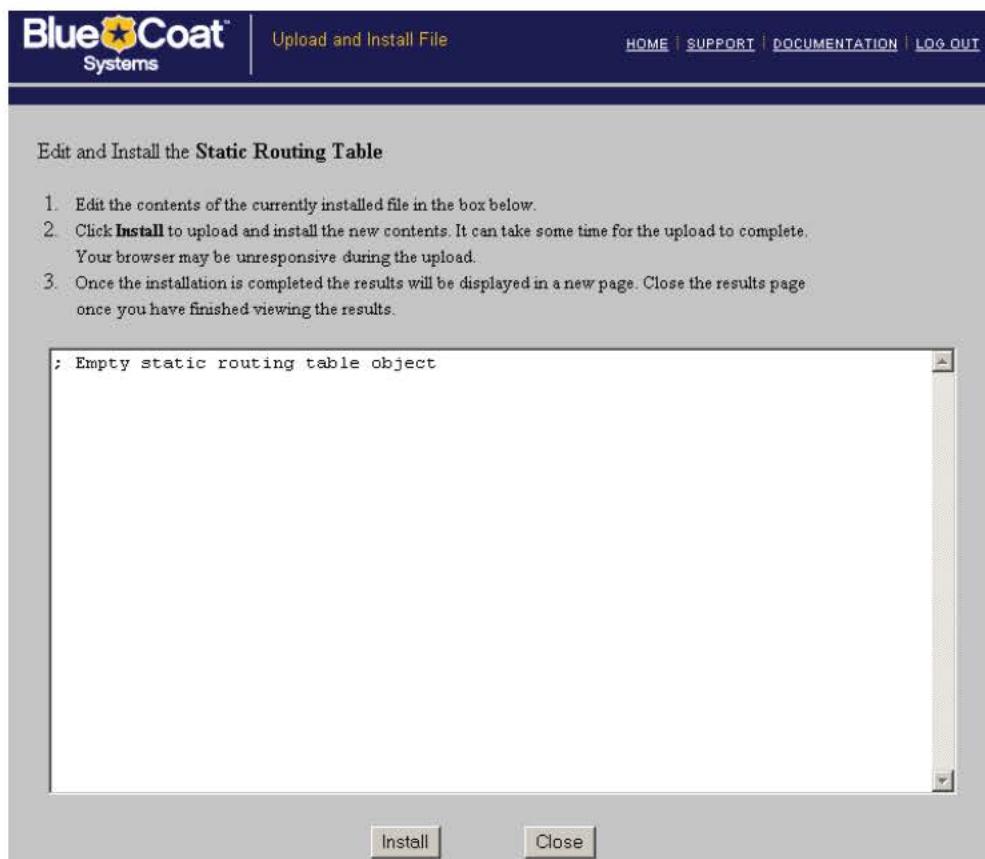


Figure 4-14: Creating a Static Routing Table on the ProxySG

3. Click **Apply**.

### Installing a Routing Table Through the CLI

To install a routing table through the CLI, you can use the `inline` command to install the table directly, or enter a path to a remote URL that has an already-created text file ready to download.

When entering input for the `inline` command, you can correct mistakes on the current line using the `<Backspace>` key. If you detect a mistake in a line that has already been terminated using the `<Enter>` key, you can abort the `inline` command by typing `<Ctrl-c>`. If the mistake is detected after you terminate input to the `inline` command, type the same `inline` command again, but with the correct configuration information. The corrected information replaces the information from the last `inline` command.

The end-of-input marker is an arbitrary string chosen by the you to mark the end of input for the current `inline` command. The string can be composed of standard characters and numbers, but cannot contain any spaces, punctuation marks, or other symbols.

Take care to choose a unique end-of-input string that does not match any string of characters in the configuration information.

## Section E: Gateways

---

### *To Install a Routing Table through the CLI*

Do one of the following:

- To paste a static route table directly into the CLI, enter the following command at the `(config)` command prompt, then paste the table on the line after the first *end-of-file* marker:

```
SGOS#(config) inline static-route-table end-of-file_marker  
paste static routing table  
eof  
ok
```

- To enter the static route table manually, enter the following command, then enter each IP address/subnet on the second line, following the first *end-of-file* marker:

```
SGOS#(config) inline static-route-table end-of-file_marker  
10.25.36.0 255.255.255.0 10.25.46.57  
10.25.37.0 255.255.255.0 10.25.46.58  
10.25.38.0 255.255.255.0 10.25.46.59  
eof  
ok
```

- To enter a path to a remote URL where you have placed an already-created static route table, enter the following commands at the `(config)` command prompt:

```
SGOS#(config) static-routes path url  
SGOS#(config) load static-route-table
```

---

## Section F: Using RIP

---

# Section F: Using RIP

The Routing Information Protocol (RIP) is designed to select the fastest route to a destination. RIP support is built into the ProxySG, and is configured by creating and installing an RIP configuration text file onto the ProxySG.

Blue Coat's RIP implementation also supports advertising default gateways. Default routes added by RIP are treated the same as the static default routes; that is, the default route load balancing schemes apply to the default routes from RIP as well.

This section discusses

- "Installing RIP Configuration Files"
- "Configuring Advertising Default Routes"

## Installing RIP Configuration Files

No RIP configuration file is shipped with the appliance. For commands that can be entered into the RIP configuration file, see [Appendix D: "RIP Commands" on page 1117](#).

Once you have created an RIP configuration file, you can install it several ways:

- Using the ProxySG Text Editor, which allows you to enter settings (or copy and paste the contents of an already-created file) directly onto the appliance.
- Creating a local file on your local system; the ProxySG can browse to the file and install it.
- Using a remote URL, where you place an already-created file on an FTP or HTTP server to be downloaded to the ProxySG.
- Using the CLI `inline rip-settings` command, which allows you to paste the RIP settings into the CLI.
- Using the CLI `rip` commands, which require that you place an already-created file on an FTP or HTTP server and enter the URL into the CLI. You can also enable or disable RIP with these commands.

### *To Install an RIP Configuration File through the Management Console*

---

Note: When entering RIP settings that will change current settings (for instance, when switching from `ripv1` to `ripv2`), disable RIP before you change the settings; re-enable RIP when you have finished.

---

1. Select Configuration>Network>Routing>RIP.

The RIP tab displays.

## Section F: Using RIP



Figure 4-15: Network Routing RIP Tab

2. To display the current RIP settings, routes, or source, click one or all of the View RIP buttons.
3. In the Install RIP Setting from the drop-down list, select the method used to install the routing table; click Install.
  - Remote URL:

Enter the fully-qualified URL, including the filename, where the routing table is located. To view the file before installing it, click View. Click Install. To view the installation results, click Results; close the window when you are finished. Click OK.

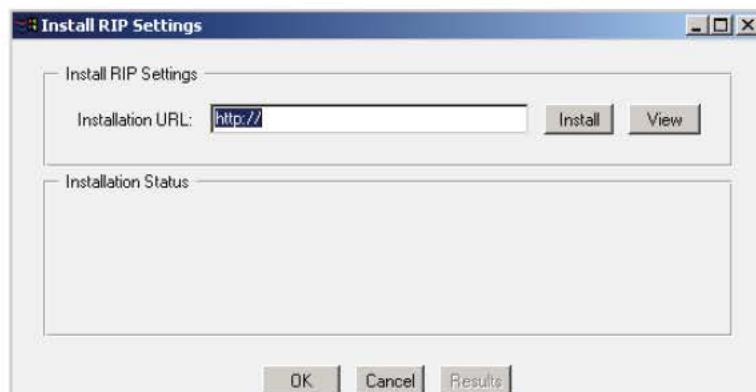


Figure 4-16: Specifying the Remote Location of a RIP Configuration File

- Local File:
- Click Browse to display the Local File Browse window. Browse for the file on the local system. Open it and click Install. When the installation is complete, a results window opens. View the results and close the window.

## Section F: Using RIP



Figure 4-17: Specifying the Local Location of a RIP File

- **Text Editor:**

The current configuration is displayed in installable list format. You can customize it or delete it and create your own. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, and click **OK**.

## Section F: Using RIP

---

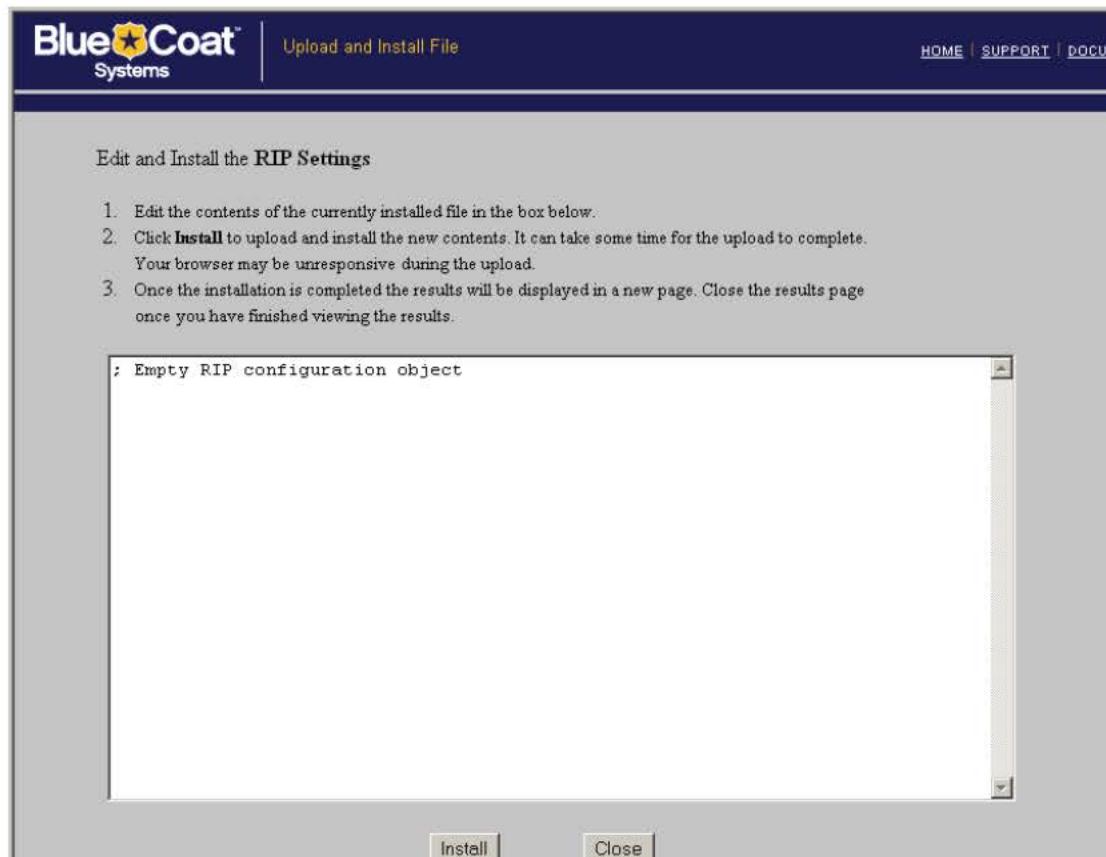


Figure 4-18: Creating an RIP file on the ProxySG

4. Click **Apply**.
5. Select **Enable RIP**.
6. Click **Apply**.

## Configuring RIP through the CLI

---

**Note:** When entering RIP settings that will change current settings (for instance, when switching from ripv1 to ripv2), disable RIP before you change the settings; re-enable RIP when you have finished.

---

### *To Disable/Enable RIP through the CLI*

Enter the following command at the (config) command prompt:

```
SGOS#(config) rip {disable | enable}
```

---

## Section F: Using RIP

### *To Install an RIP Configuration through the CLI*

Do one of the following:

- ❑ To enter a path to a remote URL where you have placed an already-created RIP configuration file, enter the following commands at the (config) command prompt:

```
SGOS#(config) rip path url
SGOS#(config) load rip-settings
```

- ❑ To paste an RIP configuration directly into the CLI, enter the following command at the (config) command prompt:

```
SGOS#(config) inline rip-settings end-of-file_marker
```

At this point you can paste RIP settings into the `inline` command, or you can enter values for specific settings. When you finish, enter your `end-of-file_marker` command.

#### *Example*

```
SGOS#(config) inline rip-settings eofm
    ripv2
    ripv1_out
    no_rdisc eofm
        ok
```

## Configuring Advertising Default Routes

Default routes advertisements are treated the same as the static default routes; that is, the default route load balancing schemes also apply to the default routes from RIP.

By default, RIP ignores the default routes advertisement. You can change the default from disable to enable and set the preference group and weight through the CLI only. This feature is not available through the Management Console.

### *To Enable and Configure Advertising Default Gateway Routes*

1. At the (config) command prompt:

```
SGOS#(config) rip default-route enable
SGOS#(config) rip default-route group group_number
SGOS#(config) rip default-route weight weight_number
```

Where `group_number` defaults to 1, and `weight_number` defaults to 100, the same as the static default route set by the `ip-default-gateway` command.

2. (Optional) To view the default advertising routes, enter:

```
SGOS#(config) show rip default-route
RIP default route settings:
Enabled:                      Yes
Preference group:              3
Weight:                        30
```

## Section G: DNS Servers

---

### Section G: DNS Servers

During first-time installation of the ProxySG, you configured the IP address of a single primary Domain Name Service (DNS) server. Using the Configuration>Network>DNS tab, you can change this primary DNS server at any time, and you can also define additional primary DNS servers and one or more alternate DNS servers.

This section discusses:

- "ProxySG Specifics"
- "Configuring Split DNS Support"
- "Changing the Order of DNS Servers"
- "Unresolved Hostnames (Name Imputing)"
- "Changing the Order of DNS Name Imputing Suffixes"
- "Caching Negative Responses"

### ProxySG Specifics

If you have defined more than one DNS server, the ProxySG uses the following logic to determine which servers are used to resolve a DNS host name and when to return an error to the client:

- The ProxySG first sends requests to DNS servers in the primary DNS server list.
- Servers are always contacted in the order in which they appear in a list.
- The next server in a list is only contacted if the ProxySG does not receive a response from the current server.
- If none of the servers in a list returns a response, the ProxySG returns an error to the client.
- The ProxySG only sends requests to servers in the alternate DNS server list if a server in the primary list indicates that a DNS host name cannot be resolved.

If a DNS server returns any other error (other than an indication that a DNS host name could not be resolved), the ProxySG returns the error to the client.

If a server in both the primary and alternate DNS server lists are unable to resolve a DNS host name, an error is returned to the client.

The ProxySG always attempts to contact the first server in the primary DNS server. If a response is received from this server, no attempts are made to contact any other DNS servers in the primary list.

If the response from the first primary DNS server indicates a name error, the ProxySG sends a DNS request to the first alternate DNS server, if one is defined. If no alternate DNS servers have been defined, an error is returned to the client indicating a name error. If the first alternate DNS server is unable to resolve the IP address, a name error is returned to the client, and no attempt is made to contact any other DNS servers in either the primary or alternate DNS server lists.

If a response is not received from any DNS server in a particular DNS server list, the ProxySG sends a DNS request to the next server in the list. The ProxySG returns a name error to the client if none of the servers in a DNS server list responds to the DNS request.

## Section G: DNS Servers

**Note:** The alternate DNS server is not used as a failover DNS server. It is only used when DNS resolution of primary DNS server returns name error. If a timeout occurs when looking up the primary DNS server, no alternate DNS server is contacted.

If the ProxySG receives a negative DNS response (a response with an error code set to Name Error), it caches that negative response. You can configure the ProxySGs negative response time-to-live value. (A value of zero disables negative caching.) If the ProxySG is not configured (the default), the ProxySG caches the negative response and uses the TTL value from the DNS response to determine how long it should be cached.

## Configuring Split DNS Support

Customers with split DNS server configuration (for example, environments that maintain private internal DNS servers and external DNS servers) might choose to populate an Alternate DNS server list as well as the Primary DNS server list. In the ProxySG, the internal DNS servers are placed in the Primary list, while external DNS servers (with the Internet information) populate the Alternate list.

Complete the following procedures to configure primary and alternate DNS servers.

### *To Add a Primary DNS Server through the Management Console*

1. Select Configuration>Network>DNS>DNS.

The DNS tab displays.

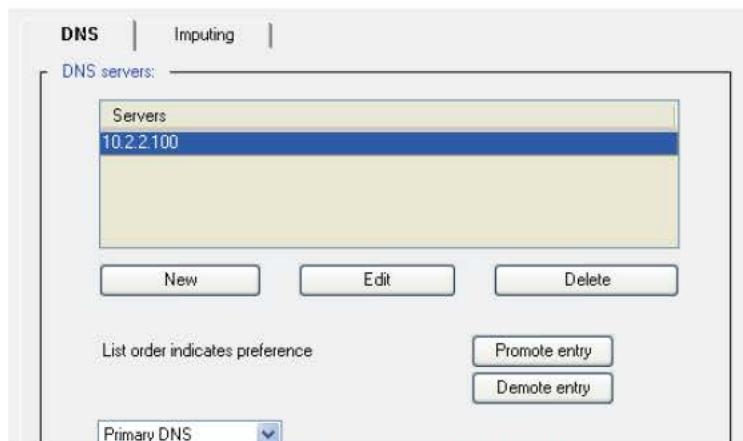


Figure 4-19: Network DNS Tab and Add List Item Dialog

2. Click New.
3. Enter the IP address of the DNS server in the dialog that appears and click OK.
4. Click Apply.

### *To Add a Primary DNS Server through the CLI*

At the (config) command prompt, enter the following command:

## Section G: DNS Servers

---

```
SGOS# (config) dns server ip_address
```

*To Add an Alternate DNS Server through the Management Console*

1. Select Configuration>Network>DNS>DNS.  
The DNS tab displays.
2. Select Alternate DNS in the drop-down list.
3. Click New.
4. Enter the IP address of the DNS server in the dialog that appears and click OK.
5. Click Apply.

*To Add an Alternate DNS Server through the CLI*

1. At the (config) command prompt, enter the following command:  

```
SGOS# (config) dns alternate ip_address
```
2. Repeat until alternate DNS servers have been defined.

## Changing the Order of DNS Servers

The ProxySG uses DNS servers in the order displayed. You can organize the list of servers so that the preferred servers appear at the top of the list. This functionality is not available through the CLI.

*To Change the Order of DNS Servers through the Management Console*

1. Select Configuration>Network>DNS>Imputing.  
The Imputing tab displays.

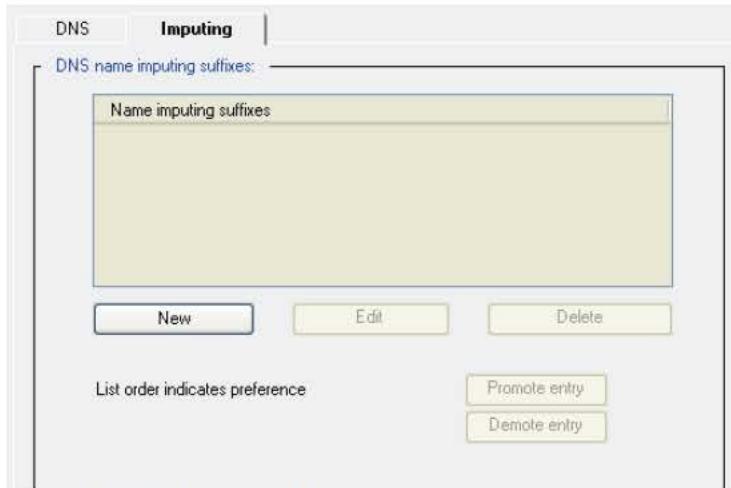


Figure 4-20: Network DNS Imputing Tab

2. Select the DNS server to promote or demote.
3. Click Promote entry or Demote entry as appropriate.

---

## Section G: DNS Servers

---

4. Click Apply.

## Unresolved Hostnames (Name Imputing)

Name imputing allows the ProxySG to resolve host names based on a partial name specification. When the ProxySG submits a host name to the DNS server, the DNS server resolves the name to an IP address. The ProxySG queries the original hostname before checking imputing entries unless there is no period in the host name, in which case imputing is applied first. The ProxySG tries each entry in the name-imputing list until the name is resolved or it comes to the end of the list. If by the end of the list the name is not resolved, the ProxySG returns a DNS failure.

For example, if the name-imputing list contains the entries `company . com` and `.com`, and a user submits the URL `http://www.eeddept`, the ProxySG resolves the host names in the following order.

```
http://www.eeddept  
http://www.eeddept.company.com  
http://www.eeddept.com
```

### *To Add Names to the Imputing List through the Management Console*

1. Select Configuration>Network>DNS>Imputing.  
The Imputing tab displays.
2. Click New to add a new name to the imputing list.
3. Enter the name in the dialog that appears and click OK.
4. Click Apply.

### *To Add Names to the Imputing List through the CLI*

1. At the `(config)` command prompt, enter the following command:  
`SGOS#(config) dns imputing suffix`  
For example, to use `company.com` as the imputing suffix, enter `dns-imputing company.com`.
2. Repeat until all imputing suffixes have been entered.

## Changing the Order of DNS Name Imputing Suffixes

The ProxySG uses imputing suffixes in the order displayed. You can organize the list of suffixes so the preferred suffix appears at the top of the list. This functionality is only available through the Management Console. You cannot configure it through the CLI.

### *To Change the Order DNS Name Imputing Suffixes through the Management Console*

1. Select Configuration>Network>DNS>Imputing.  
The Imputing tab displays.
2. Select the imputing suffix to promote or demote.
3. Click Promote entry or Demote entry as appropriate.
4. Click Apply.

## Section G: DNS Servers

---

### Caching Negative Responses

By default, the ProxySG caches negative DNS responses sent by a DNS server. You can configure the ProxySG to set the time-to-live (TTL) value for a negative DNS response to be cached. You can also disable negative DNS response caching.

---

Note: The ProxySG generates more DNS requests when negative caching is disabled.

---

Both type A and type PTR DNS responses are affected by negative caching.

This functionality is only available through the CLI. You cannot configure DNS negative caching through the Management Console.

#### *To Configure Negative Caching TTL Values*

From the `(config)` prompt:

```
SGOS#(config) dns negative-cache-ttl-override seconds
```

where `seconds` is any integer between 0 and 600.

Setting the TTL value to 0 seconds disables negative DNS caching; setting the TTL setting to a non-zero value overrides the TTL value from the DNS response.

#### *To Restore Negative Caching Defaults*

From the `(config)` prompt:

```
SGOS#(config) dns no negative-cache-ttl-override
```

---

## Section H: Attack Detection

The ProxySG can reduce the effects of distributed denial of service (DDoS) attacks and port scanning, two of the most common virus infections.

A DDoS attack occurs when a pool of machines that have been infected with a DDoS-type of virus attack a specific Web site. As the attack progresses, the target host shows decreased responsiveness and often stops responding. Legitimate HTTP traffic is unable to proceed because the ProxySG is still waiting for a response from the target host.

Port scanning involves viruses attempting to self-propagate to other machines by arbitrarily trying to connect to other hosts on the Internet. If the randomly selected host is unavailable or behind a firewall or does not exist, the ProxySG continues to wait for a response, thus denying legitimate HTTP traffic.

The ProxySG prevents attacks by limiting the number of simultaneous TCP connections from each client IP address and either does not respond to connection attempts from a client already at this limit or resets the connection. It also limits connections to servers known to be overloaded.

You can configure attack detection for both clients and servers or server groups, such as <http://www.bluecoat.com>. The *client* attack-detection configuration is used to control the behavior of virus-infected machines behind the ProxySG. The *server* attack-detection configuration is used when an administrator knows ahead of time that a virus is set to attack a specific host.

This feature is only available through the CLI. You cannot use the Management Console to enable attack detection.

This section discusses:

- "Configuring Attack-Detection Mode for the Client"
- "Configuring Attack-Detection Mode for a Server or Server Group"

## Configuring Attack-Detection Mode for the Client

### *To Enter Attack-Detection Mode for the Client*

From the `(config)` prompt, enter the following commands:

```
SGOS# (config) attack-detection  
SGOS# (config attack-detection) client
```

The prompt changes to:

```
SGOS# (config client)
```

### *To Change Global Settings*

The following defaults are global settings, used if a client does not have specific limits set. They do not need to be changed for each IP address/subnet if they already suit your environment:

- client limits enabled: true
- client interval: 20 minutes
- block-action: drop (for each client)

## Section H: Attack Detection

---

- connection-limit: 100 (for each client)
- failure-limit: 50 (for each client)
- unblock-time: unlimited
- warning-limit: 10 (for each client)

### To Change the Global Defaults

Remember that enable/disable limits and interval affect all clients. The values cannot be changed for individual clients. Other limits can be modified on a per-client basis.

---

Note: If you edit an existing client's limits to a smaller value, the new value only applies to new connections to that client. For example, if the old value was 10 simultaneous connections and the new value is 5, existing connections above 5 are not dropped.

---

```
SGOS#(config client) enable-limits | disable-limits
SGOS#(config client) interval minutes
SGOS#(config client) block ip_address [minutes] | unblock ip_address
SGOS#(config client) default block-action drop | send-tcp-rst
SGOS#(config client) default connection-limit integer_between_1_and_65535
SGOS#(config client) default failure-limit integer_between_1_and_500
SGOS#(config client) default unblock-time minutes_between_10_and_1440
SGOS#(config client) default warning-limit integer_between_1_and_100
```

where:

enable-limits   disable-limits		Toggles between enabled and disabled. The default is disabled. This is a global setting and cannot be modified for individual clients.
interval	integer	Indicates the amount of time, in multiples of 10 minutes, that client activity is monitored. The default is 20. This is a global setting and cannot be modified for individual clients.
block   unblock	ip_address [minutes]	Blocks a specific IP address for the number of minutes listed. If the optional minutes argument is omitted, the client is blocked until explicitly unblocked. Unblock releases a specific IP address.
default block-action	drop   send-tcp-rst	Indicates the behavior when clients are at the maximum number of connections or exceed the warning limit: drop the connections that are over the limit or send TCP RST for connections over the limit. The default is drop. This limit can be modified on a per-client basis.
default connection-limit	integer	Indicates the number of simultaneous connections between 1 and 65535. The default is 100. This limit can be modified on a per-client basis.

## Section H: Attack Detection

default failure-limit	<i>integer</i>	Indicates the maximum number of failed requests a client is allowed before the proxy starts issuing warnings. Default is 50. This limit can be modified on a per-client basis.
default unblock-time	<i>minutes</i>	Indicates the amount of time a client is blocked at the network level when the client-warning-limit is exceeded. Time must be a multiple of 10 minutes, up to a maximum of 1440. The default is unlimited. This limit can be modified on a per-client basis.
default warning-limit	<i>integer</i>	Indicates the number of warnings sent to the client before the client is blocked at the network level and the administrator is notified. The default is 10; the maximum is 100. This limit can be modified on a per-client basis.

### To Create and Edit a Client IP Address through the CLI

1. Make sure you are in the attack-detection client submode.

```
SGOS#(config) attack-detection
SGOS#(config attack-detection) client
SGOS#(config client)
```

2. Create a client.

```
SGOS#(config client) create client ip_address or ip_and_length
```

3. Move to edit client submode.

```
SGOS#(config client) edit client_ip_address
```

The prompt changes to:

```
SGOS#(config client ip_address)
```

4. Change the client limits as necessary.

```
SGOS#(config client ip_address) block-action drop | send-tcp-rst
SGOS#(config client ip_address) connection-limit integer_between_1_and_65535
SGOS#(config client ip_address) failure-limit integer_between_1_and_65535
SGOS#(config client ip_address) unblock-time minutes
SGOS#(config client ip_address) warning-limit integer_between_1_and_65535
```

where:

block-action	<i>drop   send-tcp-rst</i>	Indicates the behavior when the client is at the maximum number of connections: drop the connections that are over the limit or send TCP RST for the connection over the limit. The default is drop.
connection-limit	<i>integer</i>	Indicates the number of simultaneous connections between 1 and 65535. The default is 100.
failure-limit	<i>integer</i>	Indicates the behavior when the specified client is at the maximum number of connections: drop the connections that are over the limit or send TCP RST for the connection over the limit. The default is 50.

## Section H: Attack Detection

<code>unblock-time</code>	<i>minutes</i>	Indicates the amount of time a client is locked out at the network level when the client-warning-limit is exceeded. Time must be a multiple of 10 minutes, up to a maximum of 1440. The default is unlimited.
<code>warning-limit</code>	<i>integer</i>	Indicates the number of warnings sent to the client before the client is locked out at the network level and the administrator is notified. The default is 10; the maximum is 100.

### To View the Specified Client Configuration

Enter the following command from the edit client submode:

```
SGOS#(config client ip_address) view
Client limits for 10.25.36.47:
Client connection limit:      700
Client failure limit:        50
Client warning limit:        10
Blocked client action:       Drop
Client connection unblock time:  unlimited
```

### To View the Configuration for all Clients

1. Exit from the edit client submode:

```
SGOS#(config client ip_address) exit
```

2. Use the following syntax to view the client configuration:

```
view <cr> | blocked | connections | statistics
```

### To View All Settings

```
SGOS#(config client) view
Client limits enabled:          true
Client interval:                20 minutes
Default client limits:
Client connection limit:        100
Client failure limit:          50
Client warning limit:          10
Blocked client action:         Drop
Client connection unblock time:  unlimited

Client limits for 10.25.36.47:
Client connection limit:        700
Client failure limit:          50
Client warning limit:          10
Blocked client action:         Drop
Client connection unblock time:  unlimited
```

---

## Section H: Attack Detection

---

**To View the Number of Simultaneous Connections to the ProxySG**

```
SGOS#(config client) view connections
Client IP      Connection Count
127.0.0.1      1
10.9.16.112    1
10.2.11.133    1
```

**To View the Number of Blocked Clients**

```
SGOS#(config client) view blocked
Client          Unblock time
10.11.12.13     2004-07-09 22:03:06+00:00UTC
10.9.44.73      Never
```

**To View Client Statistics**

```
SGOS#(config client) view statistics
Client IP      Failure Count      Warning Count
10.9.44.72     1                  0
```

**To Disable Attack-Detection Mode for all Clients**

```
SGOS#(config client) disable-limits
```

## Configuring Attack-Detection Mode for a Server or Server Group

You can create, edit, or delete a server. A server must be created before it can be edited. You can treat the server as an individual host or you can add other servers, creating a server group. All servers in the group have the same attack-detection parameters, meaning that if any server in the group gets the maximum number of simultaneous requests, all servers in the group are blocked.

**To Create a Server or Server Group**

- At the (config) prompt, enter the following commands:

```
SGOS#(config) attack-detection
SGOS#(config attack-detection) server
```

The prompt changes to:

```
SGOS#(config server)
```

- Create the first host in a server group, using the fully qualified domain name:

```
SGOS#(config server) create hostname
```

**To Edit a Server or Server Group**

At the (config server) prompt, enter the following commands:

```
SGOS#(config server) edit hostname
```

The prompt changes to (config server hostname).

```
SGOS#(config server hostname) {add | remove} hostname
SGOS#(config server hostname) request-limit integer_from_1_to_65535
```

## Section H: Attack Detection

---

where:

<i>hostname</i>		The name of a previously created server or server group. When adding a hostname to the group, the hostname does not have to be created. The host that was added when creating the group cannot be removed.
<code>add   remove</code>	<i>hostname</i>	Adds or removes a server from this server group.
<code>request-limit</code>	<i>integer</i>	Indicates the number of simultaneous requests allowed from this server or server group. The default is 1000.

### *To View the Server or Server Group Configuration*

```
SGOS#(config server hostname) view
Server limits for hostname:
Request limit: 1500
```

---

## Section I: Using a Bypass List

---

### Section I: Using a Bypass List

A bypass list can be used to completely skip all ProxySG processing of requests sent to specific destination hosts or subnets. This prevents the appliance from enforcing any policy on these requests and disables any caching of the corresponding responses, so it should be used with care. A bypass list allows traffic to pass through to sites as-is when servers at the site are not properly adhering to protocol standards or when the processing in the ProxySG is otherwise causing problems.

The bypass list contains IP addresses, subnet masks, and gateways. When a request matches an IP address and subnet mask specification in the bypass list, the request is sent to the designated gateway and is not processed by the ProxySG.

---

**Note:** Because a bypass list bypasses Blue Coat policy, bypass lists should be used sparingly only for specific situations.

---

Blue Coat supports three types of bypass lists: local list, central list, and policy-based (dynamic bypass) list. The bypass lists all work together, or you can just create and maintain one.

---

**Note:** The Local List and Central List are not the same as the Local Policy file and the Central Policy file.

---

This section discusses:

- "Using the Local Bypass List"
- "Using the Central Bypass List"
- "Creating and Installing Local or Central Bypass Lists"
- "Using Policy to Configure Dynamic Bypass Lists"

### Using the Local Bypass List

The local bypass list is one you create and maintain on your network. You can use a local bypass list alone, or in conjunction with a central list.

The gateways specified in the bypass list must be on the same subnet as the ProxySG. The local bypass list limit is 10,000 entries.

The local bypass list contains a list of IP addresses, subnet masks, and gateways. It can also define the default bypass gateway to be used by both the local bypass list and central bypass list. The gateways specified in the bypass list must be on the same subnet as the ProxySG. When you download a bypass list, the list is stored in the appliance until it is replaced by downloading a new list.

---

**Note:** Because a bypass list bypasses Blue Coat policy, bypass lists should be used sparingly only for specific situations.

---

## Section I: Using a Bypass List

---

The following is a sample of a local bypass list:

```
;define the default gateway for the local and central bypass list
BYPASS_GATEWAY 10.25.46.57
;define addresses to bypass
;IP address    subnet          gateway (or use default gateway)
10.25.36.47   255.255.255.255
10.25.36.48   255.255.255.255
10.25.0.0     255.255.255.0      10.25.46.58
```

If you do not specify the `bypass_gateway` and you do not designate the gateway in the address specification, the ProxySG forwards the request to the default gateway defined in the network configuration.

For installation procedures for the local bypass list, see "[Creating and Installing Local or Central Bypass Lists](#)" on page 122.

## Using the Central Bypass List

The central bypass list is usually a shared list of addresses that is used by multiple ProxySG Appliances. Because each ProxySG Appliance can be located on a different subnet and can be using different gateways, the central bypass list should not contain any gateway addresses.

The gateway used for matches in the central bypass list is the gateway specified by the `bypass_gateway` command in the local bypass list. If there is no `bypass_gateway` option, the ProxySG uses the default gateway defined by the network configuration.

---

Note: Because a bypass list bypasses Blue Coat policy, bypass lists should be used sparingly only for specific situations.

---

You can create your own central bypass list to manage multiple ProxySG Appliances, or you can use the central bypass list maintained by Blue Coat Technical Support at:

<https://download.bluecoat.com/release/SG4/files/CentralBypassList.txt>

---

Note: The central bypass list is limited to 10,000 entries.

---

You can select whether to download the list automatically when it changes or to receive an e-mail notifying you of the update. By default, neither is enabled.

For installation procedures for the central bypass list, continue with the next section.

## Creating and Installing Local or Central Bypass Lists

You can install the local and central bypass lists several ways:

- Use the ProxySG Text Editor, which allows you to enter the lists (or copy and paste the contents of an already-created file) directly onto the ProxySG through the Management Console (see the instructions below).

## Section I: Using a Bypass List

- Create a local file on your local system; use the Management Console to browse to the file and install it (see the instructions below).
- Use a remote URL, where you place an already-created file on an FTP or HTTP server to be downloaded to the ProxySG. This can be done through either the Management Console or the CLI (see the instructions below).
- Use the CLI `inline bypass-list {central | local}` command, which allows you to paste the configurations onto the ProxySG (see the instructions below). For more information on using the CLI inline command, see "[Using the Local Bypass List](#)" on page 121 or "[Using the Central Bypass List](#)" on page 122.

*To Install Bypass Lists through the Management Console*

1. Select Configuration>Network>Advanced>Bypass List.

The Bypass List tab displays.

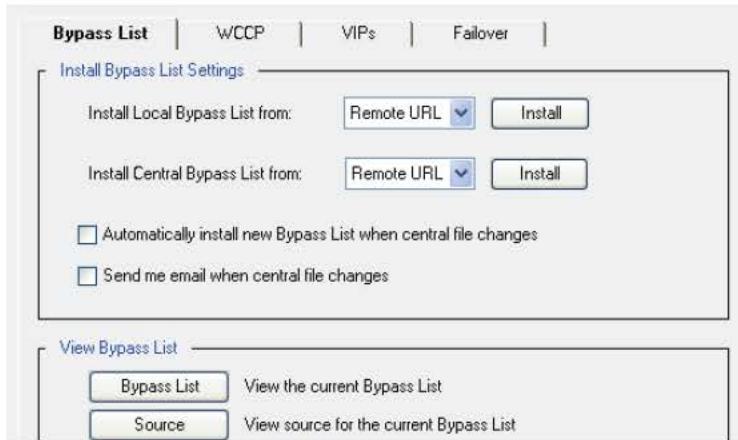


Figure 4-21: Bypass List Tab

2. To view the current bypass list or the source for the current bypass list before installing it, click **Bypass List** or **Source**.
3. (Optional) If installing the central bypass list, you can select whether to download the list automatically when it changes, or be sent an e-mail notifying you of the update. By default, neither is enabled.
4. Select a method to install the file for either the local or central bypass list; click **Install**.

- **Remote URL:**

Enter the fully-qualified URL, including the filename, where the routing table is located. To view the file before installing it, click **View**. Click **Install**. View the installation status that displays; click **OK**.

## Section I: Using a Bypass List

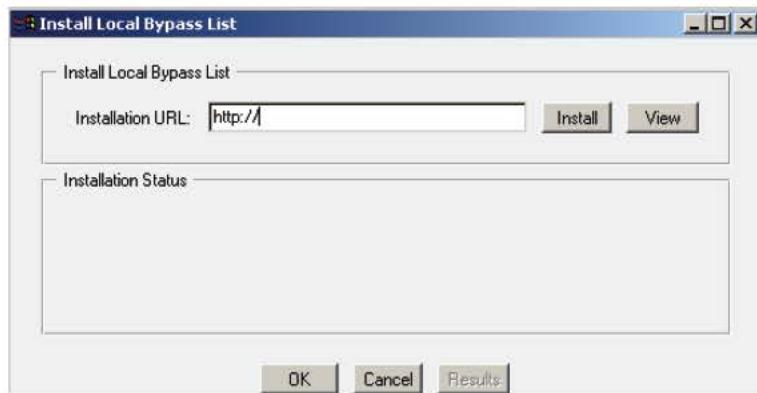


Figure 4-22: Specifying the Remote Location of a Local Bypass List Configuration File

- **Local File:**

Click **Browse** to bring up the Local File Browse window. Browse for the file on your local system. Open it and click **Install**. When the installation is complete, a results window opens. View the results, close the window, and click **Close**.

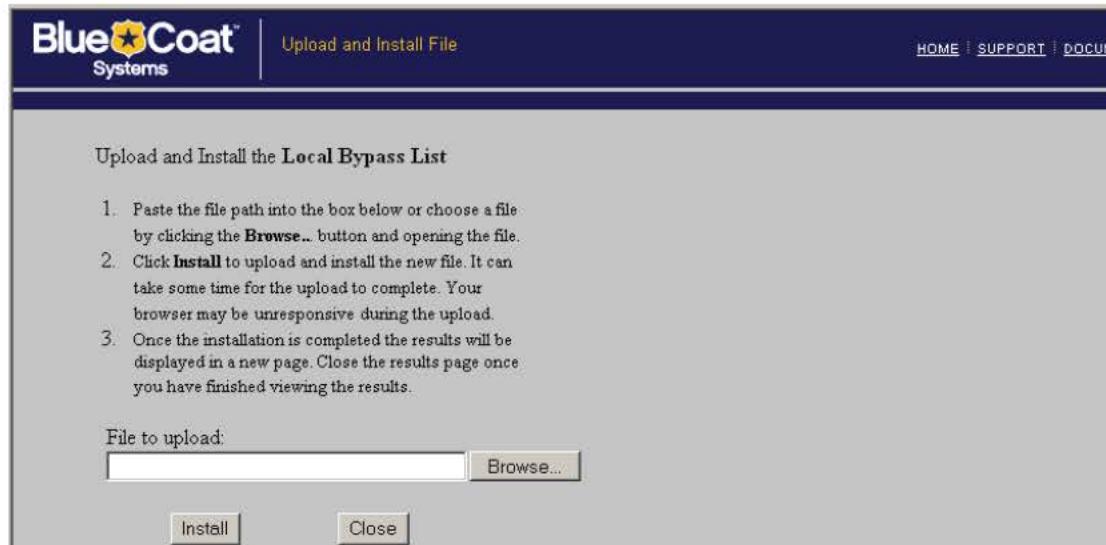


Figure 4-23: Specifying the Local Location of a Local Bypass List

- **Text Editor:**

The current configuration is displayed in installable list format. You can customize it or delete it and create your own. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, and click **Close**.

## Section I: Using a Bypass List



Figure 4-24: Creating a Local Bypass List on the ProxySG

5. Click **Apply**.

*To Install an Already Existing Bypass List through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) bypass-list {local-path | central-path} url
SGOS#(config) load bypass-list {local | central}
```

*To Install a Bypass List through the CLI inline Command*

At the (config) command prompt, enter the following command:

```
SGOS#(config) inline bypass-list {local | central} end-of-file_marker
```

At this point you can paste in local or central configuration files, or you can enter values for specific settings, such as `server_bypass_threshold`, `max_dynamic_bypass_entry` or `dynamic_timeout`. When you finish, enter your `end-of-file` string.

## Section I: Using a Bypass List

---

### *Example*

```
SGOS#(config) inline bypass-list local eof
max_dynamic_bypass_entry 20000
server_bypass_threshold 30
dynamic_timeout 100 eof
ok
```

## Using Policy to Configure Dynamic Bypass Lists

Dynamic bypass, available through policy (VPM or CPL), can automatically compile a list of requested URLs that return various kinds of errors. The policy-based bypass list is maintained in the Forward Policy file or Local Policy file.

---

**Note:** Because a bypass list bypasses Blue Coat policy, bypass lists should be used sparingly only for specific situations.

---

Dynamic bypass keeps its own (dynamic) list of which connections to bypass, where connections are identified by both source and destination rather than just destination. Dynamic bypass can be based on any combination of policy triggers. In addition, some global settings in HTTP configuration can be used to selectively enable dynamic bypass based on specific HTTP response codes. Once an entry exists in the dynamic bypass table for a specific source/destination IP pair, all connections from that source IP to that destination IP are bypassed in the same way as connections that match against the static bypass lists.

With dynamic bypass, the ProxySG adds dynamic bypass entries containing the specific source/destination IP pair for sites that have returned an error to the appliance's local bypass list. For a configured period of time, further requests for the error-causing URLs are sent immediately to the origin content server (OCS), saving the ProxySG processing time. The amount of time a dynamic bypass entry stays in the list and the types of errors that cause the ProxySG to add a site to the list, as well as several other settings, are configurable from the CLI.

Once the dynamic bypass timeout for a URL has ended, the ProxySG removes the URL from the bypass list. On the next client request for the URL, the ProxySG attempts to contact the OCS. If the OCS still returns an error, the URL is once again added to the local bypass list for the configured dynamic bypass timeout. If the URL does not return an error, the request is handled in the normal manner.

### Limitations

- ❑ Dynamic bypass applies to transparent proxy connections only.
- ❑ Dynamic bypass entries are lost when the ProxySG is restarted or the static bypass file is reinstalled.
- ❑ No filtering checks are performed on client requests that match entries in the dynamic bypass list.
- ❑ Requests to sites that are put into the dynamic bypass list bypass future policy evaluation. If a site that requires forwarding policy to reach its destination is populated into the bypass list, the site might be inaccessible.

---

## Section I: Using a Bypass List

---

- ❑ Sites requiring that client accesses always be subjected to ProxySG filtering considerations must either use the appliance in explicit proxy mode or leave dynamic bypass functionality disabled.

### Configuring Dynamic Bypass

Dynamic bypass is disabled by default. Enabling and fine-tuning dynamic bypass is a two-step process:

- ❑ Edit or create a local bypass list, adding the desired dynamic bypass timeout and threshold parameters.
- ❑ Use the CLI to enable dynamic bypass and set the types of errors that cause dynamic bypass to add an entry to the bypass list.

#### *Adding Dynamic Bypass Parameters to the Local Bypass List*

The first step in configuring dynamic bypass is to edit the local bypass list to set the `server_bypass_threshold`, `max_dynamic_bypass_entry`, or `dynamic_timeout` values.

---

**Note:** This step is optional because the ProxySG uses default configurations if you do not specify them in the local bypass list. Use the default values unless you have specific reasons for changing them. Contact Blue Coat Technical Support for detailed advice on customizing these settings.

---

- ❑ The `server_bypass_threshold` value defines the maximum number of entries in the dynamically generated portion of the local bypass list before the ProxySG consolidates client-server pair entries into a single server entry. The range is 1 to 256. The default is 16. When a consolidation occurs, the lifetime of the consolidated entry is set to the value of `dynamic_timeout`.
- ❑ The `max_dynamic_bypass_entry` defines the maximum number of total dynamic bypass entries. The range is 1 to 50,000. The default value is 16,000. When the number of entries exceeds the `max_dynamic_bypass_entry` value, the oldest entries are removed to make way for new entries.
- ❑ The `dynamic_timeout` value defines the number of minutes a dynamic bypass entry can remain unreferenced before it is deleted from the bypass list. The range is 1 to 6000. The default value is 60.

#### *Enabling Dynamic Bypass and Specifying Triggers*

Enabling dynamic bypass and specifying the types of errors that causes a URL to be added to the local bypass list are done with the CLI.

#### *To Enable Dynamic Bypass and Trigger Events through the CLI*

At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) dynamic-bypass enable
SGOS#(config) dynamic-bypass trigger trigger_event
```

where `trigger_event` can be any item in listed in [Table 4.1](#), below.

---

## Section I: Using a Bypass List

---

Enabling dynamic bypass causes the following warning to appear:

**WARNING:**

Requests to sites that are put into the dynamic bypass list will bypass future policy evaluation. This could result in subversion of on-box policy. The use of dynamic bypass is cautioned.

Table 4.1: Values for the Dynamic-Bypass Trigger Event

Event	Description
all	Enables all dynamic bypass triggers.
non-http	Enables dynamic bypass for non-HTTP responses.
connect-error	Enables dynamic bypass for any connection failure to the origin content server, including timeouts.
receive-error	Enables dynamic bypass for when a TCP connection to an origin content server succeeds, but the cache does not receive an HTTP response.
400	Enables dynamic bypass for HTTP 400 responses.
401	Enables dynamic bypass for HTTP 401 responses.
403	Enables dynamic bypass for HTTP 403 responses.
405	Enables dynamic bypass for HTTP 405 responses.
406	Enables dynamic bypass for HTTP 406 responses.
500	Enables dynamic bypass for HTTP 500 responses.
502	Enables dynamic bypass for HTTP 502 responses.
503	Enables dynamic bypass for HTTP 503 responses.
504	Enables dynamic bypass for HTTP 504 responses.

*Example*

For instance, the following command will enable connection error events:

```
SGOS#(config) dynamic-bypass trigger connect-error
```

### Bypassing Connection and Receiving Errors

In addition to HTTP code triggers, you can configure the ProxySG to trigger dynamic bypass for connection and receiving errors.

If `connect-error` is enabled, any connection failure to the origin content server (OCS), including timeouts, inserts the OCS destination IP address into the dynamic bypass list. In this instance, the ProxySG bypasses any connection attempts from the client to this IP address. By default, the timeout duration is 20 seconds, and the retry count is 3. These parameters are not configurable. Both the timeout duration and the retry attempt, whichever occurs first, triggers `connect-error`.

---

## Section I: Using a Bypass List

---

If receive-error is enabled, when the cache does not receive an HTTP response on a successful TCP connection to the OCS, the OCS destination IP address is inserted into the dynamic bypass list. In this instance, the appliance bypasses any attempts from the client to this IP address. Server timeouts can also trigger receive-error. The default timeout value is 180 seconds, which can be changed (see "Configuring HTTP Timeout" on page 79).

### Disabling Dynamic Bypass Triggers

Disabling one or more specific dynamic bypass triggers is an easy way to customize which errors cause a dynamic bypass entry to be created. For example, if you want all error events except 401 responses to create a dynamic bypass entry, you can enable all triggers and then disable only the 401-event trigger.

#### *To Disable One or More Dynamic Bypass Triggers through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) dynamic-bypass no trigger event
```

where event can be any item listed above in [Table 4.1](#).

#### *To Clear the Dynamic Bypass List through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) dynamic-bypass clear
```

#### *To Disable Dynamic Bypass through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) dynamic-bypass disable
```

### Viewing the Dynamic Bypass List

You can view the dynamic bypass list several ways:

#### *To Display the Dynamic Bypass List through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) show bypass-list
```

#### *To Display the Dynamic Bypass List through the Management Console*

In a Web browser, enter the following URL:

```
https://ip_address_of_ProxySG:8082/TCP/IP-bypass
```

#### *To View the Current Dynamic Bypass Configuration through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) show dynamic-bypass
```

## Section I: Using a Bypass List

---

### *To Disable Dynamic Bypass through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) dynamic-bypass disable
```

---

## Section J: Installing WCCP Settings

---

### Section J: Installing WCCP Settings

The ProxySG can be configured to participate in a WCCP (Web Cache Control Protocol) scheme, where a WCCP-capable router collaborates with a set of WCCP-configured ProxySG Appliances to service requests.

Before you can install the WCCP configurations, you must create a WCCP configuration file for the ProxySG. The ProxySG does not ship with a default WCCP configuration file.

You can install the WCCP settings several ways:

- Using the ProxySG Text Editor, which allows you to enter settings (or copy and paste the contents of an already-created file) directly onto the appliance.
- Creating a local file on your local system; the ProxySG can browse to the file and install it.
- Using a remote URL, where you place an already-created file on an FTP or HTTP server to be downloaded to the ProxySG.
- Using the CLI `inline wccp-settings` command, which allows you to paste the WCCP settings into the CLI.
- Using the CLI `wccp` command, which requires that you place an already-created file on an FTP or HTTP server and enter the URL into the CLI.

For more information about WCCP, see [Appendix C: “Using WCCP” on page 1087](#).

*To Install WCCP Settings through the Management Console*

1. Select Configuration>Network>Advanced>WCCP.

The WCCP tab displays.

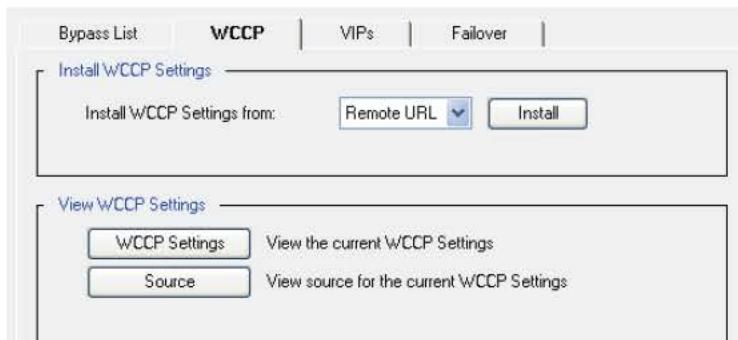


Figure 4-25: Network Advanced WCCP Tab

2. From the drop-down list, select the method used to install the WCCP settings; click **Install**.

- **Remote URL:**

Enter the fully-qualified URL, including the filename, where the WCCP file is located. To view the file before installing it, click **View**. Click **Install**. Viewing the installation status that displays; click **OK**.

## Section J: Installing WCCP Settings



Figure 4-26: Specifying the Remote Location of a WCCP Settings File

- Local File:

Click **Browse** to display the Local File Browse window. Browse for the file on the local system. Open it and click **Install**. When the installation is complete, a results window opens. View the results, close the window, and click **Close**.

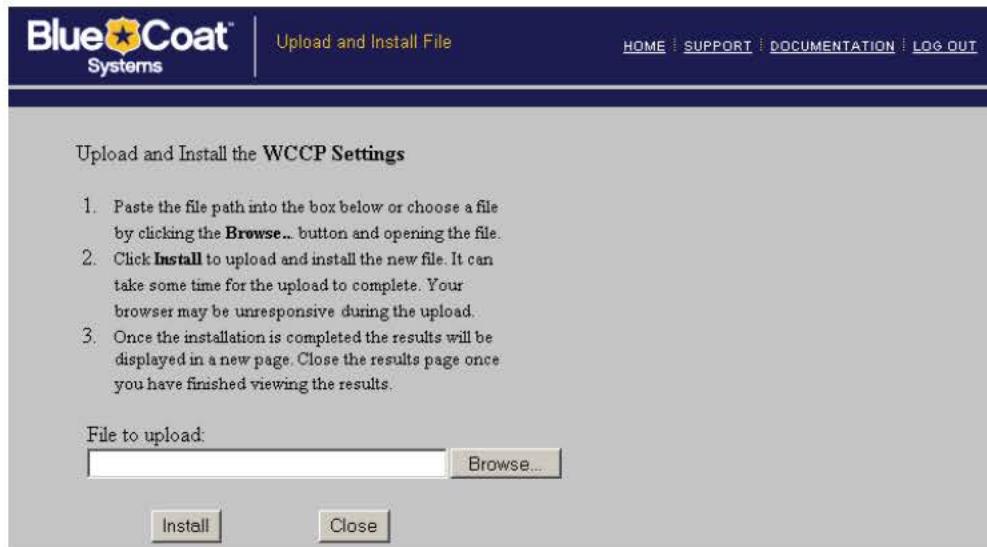


Figure 4-27: Specifying the Local Location of a WCCP Settings File

- Text Editor:

The current configuration is displayed in installable list format. You can customize it or delete it and create your own. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, and click **Close**.

---

## Section J: Installing WCCP Settings

---

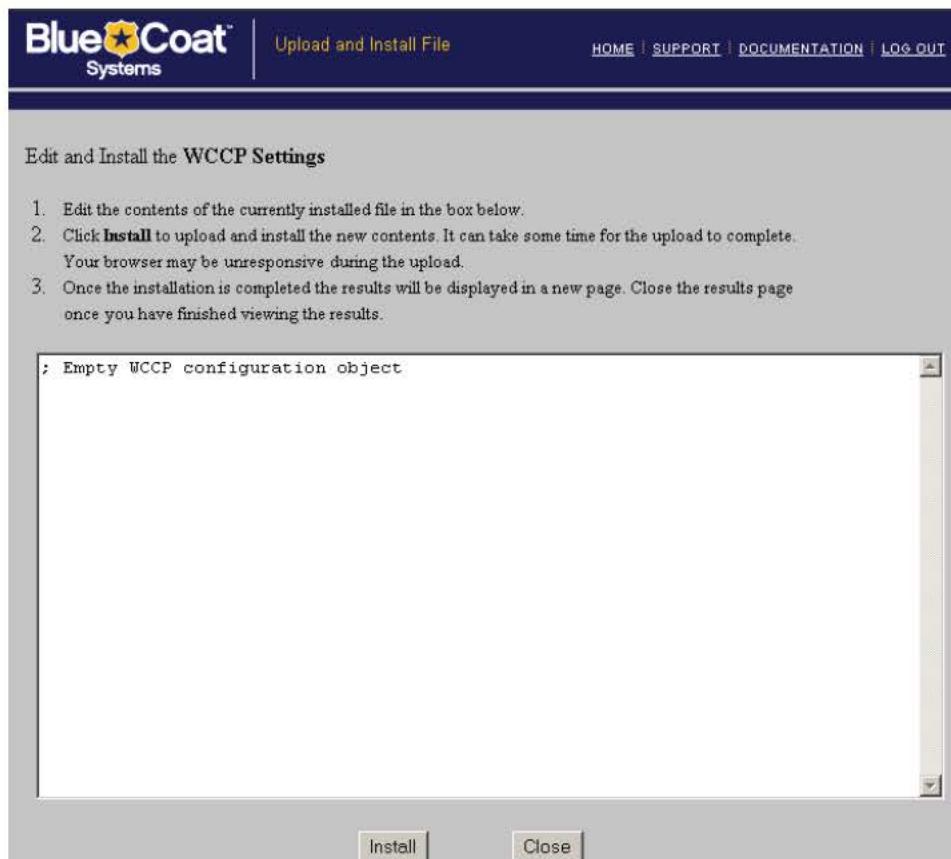


Figure 4-28: Creating a WCCP Settings File on the ProxySG

3. Click Apply.

### To Install WCCP Settings through the CLI

Do one of the following:

- To enter WCCP settings directly onto the ProxySG, enter the following commands at the (config) command prompt:

```
SGOS#(config) inline wccp-settings end-of-file_marker
wccp enable
wccp version 2
service-group 9
assignment-type hash
priority 1
protocol 6
service-flags destination-ip-hash
service-flags ports-defined
```

## Section J: Installing WCCP Settings

---

```
ports 80 21 1755 554 80 80 80 80  
interface 6  
home-router 10.16.18.2  
forwarding 12  
eof
```

The preceding example implements WCCP load-balancing using a redirection hash table (`assignment-type hash`). You can also use the mask assignment method to load balance WCCP traffic (`assignment-type mask`). However, the mask assignment method can only be used with the Catalyst 6500 Series switches and Cisco 7600 series routers. Specifically, the "Supervisor Engine II with Policy Feature Card 2 (PFC2) and MSFC2, 256-MB memory option" is required.

For more information about the mask assignment method and detailed instructions on configuring a WCCP file, see [Appendix C: "Using WCCP" on page 1087](#).

- ❑ To enter a path to a remote URL where you have placed an already-created static route table, enter the following commands at the `(config)` command prompt:

```
SGOS#(config) wccp path url
```

where `url` is a fully qualified URL, including the filename, where the configuration file is located.

```
SGOS#(config) load wccp-settings  
SGOS#(config) wccp enable
```

---

## Section K: Virtual IP Addresses

---

### Section K: Virtual IP Addresses

Virtual IP (VIP) addresses are addresses assigned to a system that are recognized by other systems on the network. Up to 255 VIPs can be configured on each ProxySG. They have several uses:

- Assign multiple identities to a system on the same or different network, partitioning the box in to separate logical entities for resource sharing or load sharing.
- Create an HTTPS Console to allow multiple, simultaneous, secure connections to the system.
- Direct authentication challenges to different realms.
- Set up failover among multiple ProxySG s on the same subnet.

---

**Note:** For information on creating an HTTPS Console, see "Creating and Editing Services" on page 160; for information on using VIPs with authentication realms, see Chapter 9: "Using Authentication Services" on page 339; to use VIPs with failover, see "Configuring Failover" on page 137.

---

#### *To Create a VIP through the Management Console*

1. Select Configuration>Network>Advanced>VIPs.

The VIPs tab displays.

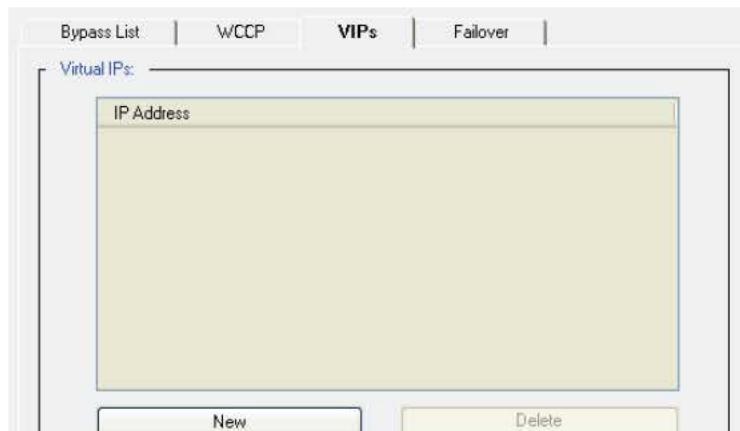


Figure 4-29: Network Advanced VIPs Tab

2. Click New.

The Add VIP dialog displays.

3. Enter the virtual IP address you want to use. It can be any IP address, except a multicast address. (A multicast address is a group address, not an individual IP address.)

## Section K: Virtual IP Addresses

---

Note: You cannot create a VIP address that is the IP address used by the origin content server. You must assign a different address on the ProxySG, and use DNS or forwarding to point to the origin content server's real IP address.

---

4. Click OK; click Apply.

The VIP address can now be used.

### *To Create a VIP through the CLI*

At the (config) command prompt, run the virtual IP address command:

```
SGOS#(config) virtual address ip_address
          ok
```

### *To Delete a VIP through the CLI*

Note that VIP addresses are deleted silently. If you are using a VIP for a service, the service will no longer work once the VIP is deleted.

```
SGOS#(config) virtual no address ip_address
          ok
```

### *To Clear All VIP Addresses in the System*

```
SGOS#(config) virtual clear
          ok
```

### *To View All the VIPs in the System*

```
SGOS#(config) show virtual
Virtual IP addresses:
SGOS#(config) accelerated-pac path 10.25.36.47
10.9.36.47
10.25.36.48
10.25.36.47
```

---

## Section L: Configuring Failover

---

### Section L: Configuring Failover

Using IP address failover, you can create a redundant network for any explicit proxy configuration. If you require transparent proxy configuration, you can create software bridges to use failover. For information on creating software bridges, see "[About Bridging](#)" on page 91.

---

Note: If you use the Pass-Through adapter for transparent proxy, you must create a software bridge rather than configuring failover. For information on using the Pass-Through adapter, see "[About the Pass-Through Adapter](#)" on page 91.

---

Using a pool of IP addresses to provide redundancy and load balancing, Blue Coat migrates these IP addresses among a group of machines.

This section discusses:

- "About Failover"
- "Configuring Failover"
- "Viewing Statistics"

### About Failover

Failover allows a second machine to take over if a first machine fails, providing redundancy to the network through a master/slave relationship. In normal operations, the master (the machine whose IP address matches the group name) owns the address. The master sends keepalive messages (*advertisements*) to the slaves. If the slaves do not receive advertisements at the specified interval, the slave with the highest configured priority takes over for the master. When the master comes back online, the master takes over from the slave again.

The Blue Coat failover implementation resembles the Virtual Router Redundancy Protocol (VRRP) with the following exceptions:

- A configurable IP multicast address is the destination of the advertisements.
- The advertisements' interval is included in protocol messages and is learned by the slaves.
- A virtual router identifier (VRID) is not used.
- Virtual MAC addresses are not used.
- MD5 is used for authentication at the application level.

Masters are elected, based on the following factors:

- If the failover mechanism is configured for a physical IP address, the machine owning the physical address have the highest priority. This is not configurable.
- If a machine is configured as a master using a virtual IP address, the master has a priority that is higher than the slaves.

When a slave takes over because the master fails, an event is logged in the event log. No e-mail notification is sent.

---

## Section L: Configuring Failover

---

### Configuring Failover

Before you begin, be aware that software bridges must already exist before you can use them to configure failover. For information on configuring bridges, see "Adapters" on page 86.

You also need to decide which machine is the master and which machines are the slaves, and whether you want to configure explicit proxy or transparent proxy network.

When configuring the group, the master and all the systems in the group must have exactly the same failover configuration except for priority, which is used to determine the rank of the slave machines. If no priority is set, a default priority of 100 is used. If two ProxySG Appliances have equal priority, the one with the highest physical address ranks higher.

#### *To Configure Failover through the Management Console*

1. Go to Configuration>Network>Advanced>Failover.

The Failover tab displays.



Figure 4-30: Network Advanced Failover Tab

2. Click New.

The Add Failover Group dialog displays.

## Section L: Configuring Failover

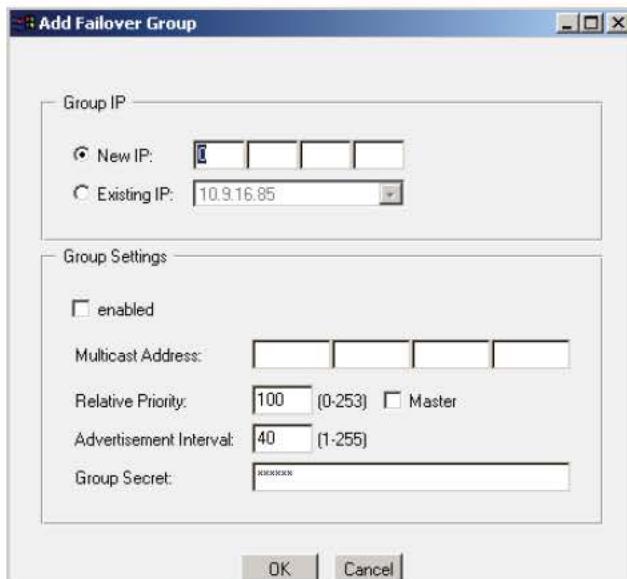


Figure 4-31: Add Failover Group Dialog

3. In the Add Failover Group dialog that appears, fill in the fields as appropriate:
  - Create a group using either a new IP address or an existing IP address. If the group has already been created, you cannot change the new IP address without deleting the group and starting over.
  - The **enabled** option specifies whether this group is active or inactive. Select **enabled** to enable the failover group.
  - **Multicast address** refers to a Class D IP address that is used for multicast. It is not a virtual IP address.

---

**Note:** Class D IP addresses are reserved for multicast. A Class D IP address has a first bit value of 1, second bit value of 1, third bit value of 1, and fourth bit value of 0. The other 28 bits identify the group of computers that receive the multicast message.

---

- **Relative Priority** refers to a range from 1-255 that is assigned to systems in the group. 255 is reserved for the system whose failover group ID equals the real IP address.
  - (Optional) **Master** identifies the system with the highest priority.
  - (Optional) **Advertisement Interval** refers to the length of time between advertisements sent by the group master. The default is 40 seconds. Once the group master has failed, the slave with the highest priority takes over (after approximately three times the interval value). The failover time of the group can be controlled by setting this value.
  - (Optional, but recommended) **Group Secret** refers to a password shared only with the group.
4. Click **OK**; click **Apply**.

## Section L: Configuring Failover

### To Configure Failover through the CLI

- At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) failover
SGOS#(config failover) create group_address
```

The IP address does not have to exist.

```
SGOS#(config failover) edit group_address
SGOS#(config failover group_address) multicast-address multicast_address
SGOS#(config failover group_address) master
SGOS#(config failover group_address) priority number
SGOS#(config failover group_address) interval seconds
SGOS#(config failover group_address) secret secret
-or-
SGOS#(config failover group_address) encrypted-secret encrypted_secret
SGOS#(config failover group_address) enable
```

where:

<code>group_address</code>	Refers to the IP address or VIP address that is monitored by this group. Once the group has been named, you cannot change the name. To change the name, you must delete the group and start over.
<code>multicast-address</code> <code>multicast_address</code>	Refers to a multicast address where the master sends the keepalives (advertisements) to the slave systems.
<code>master</code>	(Optional) Identifies the system to be used as the master.
<code>no</code>	Negates these settings: multicast-address, priority, interval, secret, and master.
<code>priority number</code>	(Optional) Refers to the rank of slave systems. The range is from 1 to 254. (The master system, the one whose IP address matches the group address, gets 255.) Output of <code>show config</code> and <code>show failover</code> might differ when the master system is also the holder of the physical IP address.
<code>interval seconds</code>	(Optional) Refers to the time between advertisements from the master to the multicast address. The default is 40 seconds. Entering <code>no interval</code> resets the interval to the default time of 40 seconds.
<code>secret secret</code> <code>-or-</code> <code>encrypted-secret</code> <code>encrypted_secret</code>	(Optional but recommended) Refers to a password shared only with the group. You can create a secret, which then is hashed, or you can provide an encrypted secret.
<code>enable   disable</code>	Enables or disables failover on the ProxySG.

- (Optional) View the results.

```
SGOS#(config) show failover configuration group_address
Failover Config
Group Address: 10.25.36.47
Multicast Address      : 224.1.2.3
Local Address          : 10.9.17.159
```

---

## Section L: Configuring Failover

---

```
Secret : none
Advertisement Interval: 40
Priority : 100
Current State : DISABLED
Flags : V M
```

Three flags exist, set as you configure the group.

v—Specifies the group name is a virtual IP address.

R—Specifies the group name is a physical IP address

M—Specifies this machine can be configured to be the master if it is available

### 3. (Optional) You can view Failover Group Statistics

These are all integers/counters that count various events.

```
SGOS#(config) show failover statistics
Failover Statistics
  Advertisements Received : 0
  Advertisements Sent : 194
  States Changes : 2
  Bad Version : 0
  Bad Packet : 0
  Bad Checksum : 0
  Packet Too Short : 0
  Bad Packet Header : 0
  Invalid Group : 0
```

## Viewing Statistics

To view statistics on failover, see "Failover Statistics" on page 1018

## Section M: Configuring the ProxySG as a Session Monitor

# Section M: Configuring the ProxySG as a Session Monitor

You can configure the ProxySG to monitor RADIUS accounting messages and to maintain a session table based on the information in these messages. The session table can then be used for logging or authentication.

You can also, optionally, configure multiple ProxySG appliances to act as a session monitor *cluster*. The session table is then replicated to all members of the cluster.

Once configured and enabled, the ProxySG session monitor maintains a session table that records which sessions are currently active and the user identity for each session.

## Configuring the Session Monitor

Three steps are required to configure the session monitor:

- ❑ Configure the RADIUS accounting protocol parameters for the session monitor.
- ❑ (Optional) Configure the session monitor cluster.
- ❑ Configure the session monitor parameters.

### Configuring the RADIUS Accounting Protocol Parameters

The configuration commands to create the RADIUS accounting protocol parameters can only be done through the CLI. If you are using session-monitor clustering, the commands must be done on each system in an already-existing failover group. (For information on configuring a failover group, see “[Section L: Configuring Failover](#)” on page 137.)

#### *To Configure the RADIUS Accounting Protocol Parameters*

At the (config) prompt, enter the following commands:

```
SGOS# (config) session-monitor
SGOS# (config session-monitor) radius acct-listen-port port_number
SGOS# (config session-monitor) radius authentication {enable | disable}
SGOS# (config session-monitor) radius encrypted-shared-secret
encrypted_secret
SGOS# (config session-monitor) radius no encrypted-shared-secret
SGOS# (config session-monitor) radius response {enable | disable}
SGOS# (config session-monitor) radius shared-secret plaintext_secret
```

where

Command	Option	Description
radius acct-listen-port	port_number	The port number where the ProxySG listens for accounting messages
radius authentication	enable   disable	Enable or disable (the default) the authentication of RADIUS messages using the shared secret. Note that the shared secret must be configured before authentication is enabled.

---

## Section M: Configuring the ProxySG as a Session Monitor

---

Command	Option	Description
radius encrypted-shared-secret	encrypted_shared_secret	Specify the shared secret (in encrypted form) used for RADIUS protocol authentication. The secret is decrypted using the configuration-passwords-key.
radius no shared-secret		Clears the shared secret used for RADIUS protocol authentication.
radius response	enable   disable	Enable (the default) or disable generation of RADIUS responses.
radius shared-secret	plaintext_secret	Specify the shared secret used for RAIDUS protocol in plaintext.

### Configuring a Session Monitor Cluster

Configuring a session monitor cluster is optional. When a session monitor cluster is enabled, the session table is replicated to all members of the cluster. The cluster members are the ProxySG Appliances that are configured as part of the failover group referenced in the session monitor cluster configuration. The failover group must be configured before the session monitor cluster. (For information on configuring a failover group, see “[Section L: Configuring Failover](#)” on page 137.)

If you want the session table to be replicated to all the members of a failover group, you can use the following commands.

---

Note: When using a session monitor cluster, the RADIUS client must be configured to send the RADIUS accounting messages to the failover group’s virtual IP address.

---

Proxy traffic can be routed to any of the machines in the cluster.

---

Note: Each member of the failover group must be configured with the cluster commands to maintain the session table for RADIUS accounting messages.

---

#### To Configure Session Monitor Cluster Parameters

At the (config) prompt, enter the following commands:

```
SGOS#(config) session-monitor
SGOS#(config session-monitor) cluster {enable | disable}
SGOS#(config session-monitor) cluster group-address IP_address
SGOS#(config session-monitor) cluster port port_number
SGOS#(config session-monitor) cluster grace-period seconds
SGOS#(config session-monitor) cluster synchronization-delay seconds
```

---

## Section M: Configuring the ProxySG as a Session Monitor

---

where

Command	Option	Description
cluster	enable   disable	Enable or disable (the default) clustering on a failover group. The group address must be set before the cluster can be enabled.
cluster group-address   no group-address	<i>IP_address</i>	Set or clear (the default) the failover group IP address. This must be an existing failover group address.
cluster port	<i>port_number</i>	Set the TCP/IP port for the session replication control. The default is 55555.
cluster synchronization-delay	<i>seconds</i>	Set the maximum time to wait for session table synchronization. The default is zero; the range is from 0 to $2^{31}-1$ seconds. During this time evaluation of <code>\$(session.username)</code> is delayed, so proxy traffic might also be delayed.
cluster grace-period	<i>seconds</i>	Set the time to keep session transactions in memory while waiting for slave logins. This can be set to allow session table synchronization to occur after the synchronization-delay has expired. The default is 30 seconds; the range is 0 to $2^{31}-1$ seconds.

### Configuring the Session Monitor

The session monitor commands set up session monitoring behavior. If using session-monitor clustering, these commands must be done on all ProxySG systems in the failover group.

#### To Configure the Session Monitor

- At the (config) prompt, enter the following commands:

```
SGOS#(config) session-monitor
SGOS#(config session-monitor) disable | enable
SGOS#(config session-monitor) max-entries integer
SGOS#(config session-monitor) timeout minutes
```

where

Command	Option	Description
enable   disable		Enable or disable (the default) session monitoring
max_entries	<i>integer</i>	The maximum number of entries in the session table. The default is 500,000; the range is from 1 to 2,000,000. If the table reaches the maximum, additional START messages are ignored.

---

## Section M: Configuring the ProxySG as a Session Monitor

---

Command	Option	Description
timeout	minutes	The amount of time before a session table entry assumes a STOP message has been sent. The default is 120 minutes; the range is from 0 to 65535 minutes. Zero indicates no timeout.

2. (Optional) To view the session-monitor configuration, you can either use the `session-monitor view` command or the `config show session-monitor` command.

```
SGOS#(config) show session-monitor
General:
Status: enabled
Entry timeout: 120 minutes
Maximum entries: 500000
Cluster support: enabled
Cluster port: 55555
Cluster group address: 10.9.17.159
Synchronization delay: 0
Synchronization grace period: 30
Accounting protocol: radius
Radius accounting:
Listen ports:
Accounting: 1813
Responses: Enabled
Authentication: Enabled
Shared secret: *****
```

## Creating the CPL

Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate.

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file layers.

---

- ❑ The ProxySG is using the session table maintained by the session monitor for authentication.

```
<proxy>
  allow authenticate(session)
```

where `session` is a Policy Substitution realm that uses `$(session.username)` in building the username. (For information on creating a Policy Substitution realm, see “[Section K: Policy Substitution Realm](#)” on page 453.)

## Section M: Configuring the ProxySG as a Session Monitor

---

### Limitations

- ❑ The session table is kept in memory. If the system goes down, the contents of the session table are lost. However, if the system is a member of a failover cluster, the current contents of the session table can be obtained from another machine in the cluster. The only situation in which the session table is entirely lost is if all machines in the cluster go down at the same time.
- ❑ The session table is stored entirely in memory. The amount of memory needed is roughly 40MB for 500,000 users.
- ❑ The session replication protocol replicates session information only; configuration information is not exchanged. That means that each ProxySG must be properly configured for session monitoring.
- ❑ The session replication protocol is not secured. The failover group should be on a physically secure network to communicate with each other.
- ❑ The session monitor requires sufficient memory and at least 100Mb-per-second network links among the cluster to manage large numbers of active sessions.
- ❑ The username in the session table is obtained from the Calling-Station-ID attribute in the RADIUS accounting message and can be a maximum of 19 bytes.

---

## Section N: TCP/IP Configuration

### Section N: TCP/IP Configuration

Use the TCP/IP configuration options to enhance the performance and security of the ProxySG. Except for IP Forwarding (see "Understanding IP Forwarding" on page 261), these commands are only available through the CLI.

- ❑ RFC-1323: Enabling RFC-1323 support enhances the high-bandwidth and long-delay operation of the ProxySG over very high-speed paths, ideal for satellite environments.
- ❑ TCP NewReno: Enabling TCP NewReno support improves the fast recovery of the ProxySG.
- ❑ ICMP Broadcast Echo: Disabling the response to these messages can limit security risks and prevent an attacker from creating a distributed denial of service (DDoS) to legitimate traffic.
- ❑ ICMP Timestamp Echo: Disabling the response to these messages can prevent an attacker from being able to reverse engineer some details of your network infrastructure.
- ❑ TCP Window Size: configures the amount of unacknowledged TCP data that the ProxySG can receive before sending an acknowledgement.
- ❑ PMTU Discovery: Enabling PMTU Discovery prevents packets from being unable to reach their destination because they are too large.

To view the TCP/IP configuration, see "Viewing the TCP/IP Configuration" on page 150.

This section discusses

- ❑ "RFC-1323"
- ❑ "TCP NewReno"
- ❑ "ICMP Broadcast Echo Support"
- ❑ "ICMP Timestamp Echo Support"
- ❑ "TCP Window Size"
- ❑ "PMTU Discovery"
- ❑ "TCP Time Wait"
- ❑ "Viewing the TCP/IP Configuration"

### RFC-1323

The RFC-1323 TCP/IP option enables the ProxySG to use a set of extensions to TCP designed to provide efficient operation over large bandwidth-delay-product paths and reliable operation over very high-speed paths, including satellite environments. RFC-1323 support can only be configured through the CLI, and is enabled by default.

*To Enable or Disable RFC-1323 Support through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) tcp-ip rfc-1323 {enable | disable}
```

## Section N: TCP/IP Configuration

---

### TCP NewReno

NewReno is a modification of the Reno algorithm. TCP NewReno improves TCP performance during fast retransmit and fast recovery when multiple packets are dropped from a single window of data. TCP NewReno support is disabled by default.

#### *To Enable or Disable TCP NewReno Support through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) tcp-ip tcp-newreno {enable | disable}
```

### ICMP Broadcast Echo Support

Disabling the ICMP broadcast echo command can prevent the ProxySG from participating in a Smurf Attack. A Smurf attack is a type of Denial-of-Service (DoS) attack, where the attacker sends an ICMP echo request packet to an IP broadcast address. This is the same type of packet sent in the ping command, but the destination IP is broadcast instead of unicast. If all the hosts on the network send echo reply packets to the ICMP echo request packets that were sent to the broadcast address, the network is jammed with ICMP echo reply packets, making the network unusable. By disabling ICMP broadcast echo response, the ProxySG does not participate in the Smurf Attack.

This setting is disabled by default.

#### *To Enable or Disable ICMP Broadcast Echo Support through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) tcp-ip icmp-bcast-echo {enable | disable}
```

For more information on preventing DDoS attacks, see "[Attack Detection](#)" on page 115.

### ICMP Timestamp Echo Support

By disabling the ICMP timestamp echo commands, you can prevent an attacker from being able to reverse engineer some details of your network infrastructure.

For example, disabling the ICMP timestamp echo commands prevents an attack that occurs when the ProxySG responds to an ICMP timestamp request by accurately determining the target's clock state, allowing an attacker to more effectively attack certain time-based pseudo-random number generators (PRNGs) and the authentication systems on which they rely.

This setting is disabled by default.

#### *To Enable or Disable ICMP Timestamp Echo Support through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) tcp-ip icmp-timestamp-echo {enable | disable}
```

### TCP Window Size

Adjusting the TCP window-size regulates the amount of unacknowledged data that the ProxySG receives before sending an acknowledgement.

---

## Section N: TCP/IP Configuration

---

### *To Configure the TCP Window Size through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) tcp-ip window-size window_size
```

where *window\_size* indicates the number of bytes allowed before acknowledgement (the value must be between 8192 and 4194304).

## PMTU Discovery

PMTU (Path Maximum Transmission Unit) is a mechanism designed to discover the largest packet size sent that is not fragmented anywhere along the path between two communicating ProxySG Appliances that are not directly attached to the same link. A ProxySG doing PMTU sets the Do-Not-Fragment bit in the IP header when transmitting packets. If fragmentation becomes necessary before the packets arrive at the second ProxySG, a router along the path discards the packets and returns an ICMP Host Unreachable error message, with the error condition of Needs-Fragmentation, to the original ProxySG. The first ProxySG then reduces the PMTU size and re-transmits the transmissions.

The discovery period temporarily ends when the ProxySG's estimate of the PMTU is low enough that its packets can be delivered without fragmentation or when the ProxySG stops setting the Do-Not-Fragment bit. Five minutes later (this value is configurable), rediscovery is used to see if the transmittable packet size has changed.

Following discovery and rediscovery, the size of the packets that are transferred between the two communicating nodes dynamically adjust to a size allowable by the path, which might contain multiple segments of various types of physical networks.

PMTU is disabled by default.

A ProxySG that is not running PMTU might send packets larger than that allowed by the path, resulting in packet fragmentation at intermediate routers. Packet fragmentation affects performance and can cause packet discards in routers that are temporarily overtaxed.

### *To Configure PMTU Discovery through the CLI*

---

Note: PMTU discovery can only be configured through the CLI. It is not available through the Management Console.

---

At the (config) command prompt, enter the following commands:

```
SGOS#(config) tcp-ip pmtu-discovery enable | disable
SGOS#(config) tcp-ip pmtu-discovery expire-period seconds
SGOS#(config) tcp-ip pmtu-discovery probe-interval seconds
```

where

<b>tcp-ip pmtu-discovery</b>	<b>enable   disable</b>	Allows you to enable PMTU discovery. The default is disabled.
------------------------------	-------------------------	---

## Section N: TCP/IP Configuration

	<code>expire-period seconds</code>	Determines the time, in seconds, when PMTU rediscovery takes place after receiving the ICMP Host Unreachable - Needs Fragmentation error message. The default is 600 seconds.
	<code>probe-interval seconds</code>	Determines the time, in seconds, when the next PMTU rediscovery takes place following a previous consecutive successful expansion of the PMTU value. The default is 120 seconds.

## TCP Time Wait

When a TCP connection is closed (such as a user entering “quit” for an FTP session), the TCP connection remains in the TIME\_WAIT state for twice the Maximum Segment Lifetime (MSL) before completely removing the connection control block.

The TIME\_WAIT state allows an end point (one end of the connection) to remove remnant packets from the old connection, eliminating the situation where packets from a previous connection are accepted as valid packets in a new connection.

The MSL defines how long a packet can remain in transit in the network. The value of MSL is not standardized; the default value is assigned according to the specific implementation.

To change the MSL value, enter the following commands at the (config) command prompt:

```
SGOS#(config) tcp-ip tcp-2msl seconds
```

where *seconds* is the length of time you chose for the 2MSL value.

## Viewing the TCP/IP Configuration

To view the TCP/IP configuration:

```
SGOS#(config) show tcp-ip
RFC-1323 support: enabled
TCP Newreno support: disabled
IP forwarding: disabled
ICMP bcast echo response: disabled
ICMP timestamp echo response: disabled
Path MTU Discovery: enabled
PMTU expiration period: 600 seconds
PMTU probe interval: 120 seconds
TCP 2MSL timeout: 120 seconds
TCP window size: 65535 bytes
```

## *Chapter 5: Managing Port Services*

This chapter describes port services that are configurable on the ProxySG. These services run on the ProxySG, and include Management Consoles such as HTTPS, HTTP, SSH, and Telnet Consoles, and application proxies such as Instant Messenger (IM), SOCKS, FTP, MMS, and RTSP, HTTP and HTTPS.

Other proxy services, like ICAP and Websense, are remote to the ProxySG and are discussed in [Chapter 11: "External Services" on page 511](#).

This chapter discusses

- "Managing Multiple Management Consoles"
- "Creating and Editing Services"

This chapter does not discuss configuration of some of the port services that are created or enabled here. The following are discussed in [Chapter 6: "Configuring Proxies" on page 181](#):

- FTP Proxy
- HTTP Proxy
- SOCKS Proxy
- Shell Proxies (Telnet)
- SSL Proxy

## Section A: Managing Multiple Management Consoles

---

### Section A: Managing Multiple Management Consoles

The ProxySG ships with a number of already existing consoles designed to manage the system and communication with the system:

- HTTP and HTTPS Consoles:** These consoles are designed to allow you access to the ProxySG. The HTTPS Console is created and enabled; the HTTP Console is created by default but not enabled because it is less secure than HTTPS.
- SSH Console:** This console is created and enabled by default, allowing you access to the ProxySG through the CLI with your SSH service.
- Telnet Console:** This console is created but is disabled by default because of security concerns. You must enable the service before you can access the ProxySG through a Telnet client (not recommended).

### Managing the HTTPS Console (Secure Console)

The HTTPS Console provides secure access to the Management Console through the HTTPS protocol.

You can create multiple management HTTPS consoles, allowing you to simultaneously access the Management Console using any IP address belonging to the box as well as any of the ProxySG's virtual IP (VIP) addresses. The default is HTTPS over port 8082.

The ProxySG ships with an HTTPS Console already created and enabled. You do not need to create other HTTPS Consoles unless you need them for other purposes.

An HTTPS Console and an HTTPS Reverse Proxy are not the same. The HTTPS Console is for accessing the ProxySG. An HTTPS Reverse Proxy allows secure access to other systems.

---

**Note:** Another difference between the HTTPS Console and an HTTPS Reverse Proxy is that an SSL proxy license is required for an HTTPS Reverse Proxy. If the ProxySG has no valid license for the SSL proxy, you get an exception page when you attempt to connect to the HTTPS Reverse Proxy.

You can set up and use the HTTPS Secure Console without an SSL proxy license.

For information on licensing, see [Chapter 2: "Licensing" on page 47](#).

---

Creating a new HTTPS Console port requires three steps, discussed in the following sections:

- Selecting a keyring (a keypair and a certificate that is stored together)
- Selecting an IP address and port on the system that the service will use, including virtual IP addresses
- Putting the keyring and service together into an HTTPS Console

## Section A: Managing Multiple Management Consoles

---

### Selecting a Keyring

The ProxySG ships with a default keyring that can be reused with each HTTPS Reverse Proxy that you create. You can also create your own keyrings for other purposes.

To use the default keyring, accept the default keyring through the Management Console. If using the CLI, enter `default` for the keyring ID when using the `services https-console create` command.

---

Note: When using certificates for the HTTPS Console or for HTTPS termination services that are issued by Certificate Signing Authorities that are not well-known, see "[Creating Self-Signed SSL Certificates](#)" on page 280.

If you get "host mismatch" errors or if the security certificate is called out as invalid, create a different certificate and use it for the HTTPS Console.

---

For information on creating a keypair and a certificate to make a keyring, see "[Section B: Configuring HTTPS Reverse Proxy](#)" on page 270.

### Selecting an IP Address

You can use any IP address on the ProxySG for the HTTPS Console service, including virtual IP addresses. To create a virtual IP address, see "[Virtual IP Addresses](#)" on page 135.

### Enabling the HTTPS Console Service

The final step in editing or creating an HTTPS Console service is to select a port and enable the service.

*To Create or Edit an HTTPS Console Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.

**Section A: Managing Multiple Management Consoles**

Service Ports				
Services:				
IP	Port	Service	On	Attribute(s)
<All>	21	FTP	no	Transparent...
<All>	22	SSH Console	yes	
<All>	23	Telnet	no	Transparent...
<All>	53	DNS	no	Transparent...
<All>	80	HTTP	yes	Transparent...
<All>	135	Endpoint Ma...	no	Transparent...
<All>	554	RTSP	no	Transparent...
<All>	1080	SOCKS	no	Explicit
<All>	1755	MMS	no	Transparent...
<All>	1863	MSN IM	no	Transparent...
<All>	5050	Yahoo IM	no	Transparent...

**New**    **Edit**    **Delete**

Figure 5-1: Service Ports Tab

## 2. Do one of the following:

- To create a new HTTPS Console port service, click New; the Add Service dialog appears. Select HTTPS-Console from the Protocol drop-down list.
- To edit an existing HTTPS Console port service, highlight the HTTPS Console and click Edit; the Edit Service dialog appears.

Continue with the next step.



Figure 5-2: HTTPS-Console Add Service Dialog

3. The default IP address value is <All>. To limit the service to a specific IP address, select the IP address from the drop-down list. It must already exist.
4. Identify the port you want to use for this service.

---

## Section A: Managing Multiple Management Consoles

---

5. In the Keyring drop-down list, select any already created keyring that is on the system. The system ships with a default keyring that is reusable for each HTTPS service.

---

Note: The configuration-passwords-key keyring that shipped with the ProxySG does *not* contain a certificate and cannot be used for HTTPS Consoles.

---

6. (Optional) In the SSL Versions drop-down list, select the version to use for this service. The default is SSL v2/v3 and TLS v1.
7. Click OK; click Apply.

---

Note: For information on creating keyrings and client certification lists, see “[Section B: Configuring HTTPS Reverse Proxy](#)” on page 270.

---

### *To Create Another HTTPS Console Port Service through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) https-console
SGOS#(config services https-console) create [ip_address:] port [keyring_id]
```

If you do not specify a keyring, the default is used.

```
SGOS#(config services https-console) attribute cipher-suite ip_address:port
```

2. (Optional) View the results:

```
SGOS#(config services https-console) view
Port: 8082 IP: 0.0.0.0 Type: https-console
Keyring: default
Properties: explicit, enabled
Cipher suite:
RC4-MD5:RC4-SHA:DES-CBC3-SHA:DES-CBC3-MD5:RC2-CBC-MD5:RC4-64-MD5:DES-CBC-SHA
:DES-CBC-MD5:EXP1024-RC4-MD5:EXP1024-RC4-SHA:EXP1024-RC2-CBC-MD5:EXP1024-DES
-CBC-SHA:EXP-RC4-MD5:EXP-RC2-CBC-MD5:EXP-DES-CBC-SHA:
+SSLv2:+SSLv3+LOW:+SSLv2+LOW:+EXPOHTTP
```

---

Note: To create client-certification lists and keyrings, see “[Section B: Configuring HTTPS Reverse Proxy](#)” on page 270. To set the cipher-suite to the ciphers you want to use, see “[Changing the Cipher Suites of the SSL Client](#)” on page 293.

---

## Managing the HTTP Console

The HTTP Console is meant to allow you to access the ProxySG if you require a less secure environment. The default HTTP Console is already configured; you must enable it before it can be used.

You can create and use more than one HTTP Console as long the IP address and the port do not match the existing HTTP Console settings.

**Section A: Managing Multiple Management Consoles**

*To Create or Edit an HTTP Console Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Do one of the following:
  - To create a new HTTP-Console port service, click New; the Add Service dialog appears. Select HTTP-Console from the Protocol drop-down list.
  - To edit an existing HTTP-Console port service, highlight the HTTP-Console and click Edit; the Edit Service dialog appears.



Figure 5-3: HTTP-Console Add Service Dialog

In either case, continue with the next step.

3. The default IP address value is <All>. To limit the service to a specific IP address, select the IP address from the drop-down list. It must already exist.
4. Identify the port you want to use for this service.
5. Click OK; click Apply.

*To Create or Edit an HTTP Console Port Service and Enable It through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) http-console
SGOS#(config services http-console) create [ip_address:]port
```

2. (Optional) View the results:

```
SGOS#(config services http-console) view
Port: 8085 IP: 0.0.0.0 Type: http-console
Properties: enabled
```

## Managing the SSH Console

The SSH Console is created and enabled by default. Only one SSH Console can exist on the ProxySG. If you inadvertently deleted the SSHv1 and SSHv2 host keys from the system at the same time, you automatically disabled the SSH Console and must enable the SSH Console after you create a host key.

For information on managing SSH, see "Configuring the SSH Console" on page 67.

---

## Section A: Managing Multiple Management Consoles

---

*To Edit an SSH Console Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. To edit the existing SSH-Console port service, highlight the SSH-Console and click **Edit**.  
The Edit Service dialog appears.



Figure 5-4: SSH-Console Add Service Dialog

3. The default IP address value is all. To limit the service to a specific IP address, select the IP address from the drop-down list.
4. In the Port field, specify a port number; select Enabled.
5. Click OK; click Apply.

*To Create an SSH Port Service through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) ssh-console
SGOS#(config services ssh-console) create [ip_address:]port
SGOS#(config services ssh-console) enable [ip_address:]port
```

2. (Optional) View the results:

```
SGOS#(config services ssh-console) view
  Port: 22      IP: 0.0.0.0 Type: ssh-console
  Properties: enabled
```

## Managing the Telnet Console

The Telnet Console allows you to connect to and manage the ProxySG using the Telnet protocol. Remember that Telnet is an insecure protocol that should not be used in insecure conditions. By default, only SSH is created and enabled.

Blue Coat Systems recommends against using Telnet because of the security hole it creates.

## Section A: Managing Multiple Management Consoles

---

Note: If you do enable the Telnet Console, be aware that you cannot use Telnet everywhere in the CLI. Some modules, such as SSL, respond with the error message:

Telnet sessions are not allowed access to ssl commands.

---

### To Create or Edit a Telnet Console Port Service through the Management Console

Before you begin, verify that no Telnet service exists on the default telnet port (23). If it does exist, delete it and apply the changes before continuing. If you also want a Telnet service, you can re-create it later (use a different port). For information on the Telnet service, see "Managing the Telnet Shell Proxy Service" on page 177.

1. Select Configuration>Services>Service Ports.
2. Do one of the following:
  - To create a new Telnet-Console port service, click New; the Add Service dialog appears. Select Telnet-Console from the Protocol drop-down list.
  - To edit an existing Telnet-Console port service, highlight the Telnet-Console and click Edit; the Edit Service dialog appears.

In either case, continue with the next step.



Figure 5-5: Telnet Console Edit Service Dialog

3. Select Telnet protocol from the drop-down list.
4. The default IP address value is all. To limit the service to a specific IP address, select the IP address from the drop-down list.
5. In the Port field, specify a port number; 23 is the default.

Note: To use the Telnet shell proxy *and* retain the Telnet Console, you must change the port number on one of them. Only one service is permitted on a port. For more information on the Telnet shell proxy, see "Understanding Telnet Shell Proxies" on page 231.

---

6. Select Enabled.

## Section A: Managing Multiple Management Consoles

---

7. Click OK; click Apply.

*To Create or Edit a Telnet Port Service through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) telnet-console
SGOS#(config services telnet-console) create [ip_address:]port
```

2. (Optional) View the results.

```
SGOS#(config services telnet-console) view
Port: 23 IP: 0.0.0.0 Type: telnet-console
Properties: enabled
```

---

## Section B: Creating and Editing Services

---

Proxy services define the ports for which ProxySG will terminate incoming requests. A variety of attributes for each service can also be defined. Each service can be applied to all IP addresses or limited to a specific address. A number of default services are predefined. Additional services can be defined on other ports.

You can create as many services as you require, keeping in mind that every newly created service uses up resources.

---

Note: When multiple non-wildcard services are created on a port, all of them must be of the same service type (a wildcard service is one that is listening for that port on all IP addresses). This means that if you have multiple IP addresses, and you specify IP addresses for a port service, you cannot specify a different protocol if you define the same port on another IP address. For example, if you define HTTP port 80 on one IP address, you can only use the HTTP protocol on port 80 for other IP addresses.

Also note that wildcard services and non-wildcard services cannot both exist at the same time on a given port.

---

The following table lists the available ProxySG services, including their attributes and default status. The defaults are for a new ProxySG. If you have an upgraded appliance, the settings do not change.

Table 5.1: Proxy Port Services

Proxy Service	Default Port	Status	Configuration Discussed
DNS	53 (both transparent and explicit)	Disabled	"Managing the DNS Proxy"
EPMapper	135 (both transparent and explicit)	Disabled	"Managing the Endpoint Mapper Proxy"
FTP	21 (transparent and explicit)	Disabled	"Managing the FTP Service"
HTTP	80 (transparent and explicit) 8080 (explicit only)	Enabled	"Managing HTTP Services"
HTTP-Console	8081	Disabled	"Managing the HTTP Console"
HTTPS Reverse Proxy		Disabled	"Managing the HTTPS Reverse Proxy"
HTTPS-Console	8082	Enabled	"Managing the HTTPS Console (Secure Console)"
MSN - IM	1863 (transparent and explicit) and 6891 (transparent and explicit)	Disabled	"Managing Instant Messaging Protocols"
Yahoo - IM	5050 (transparent and explicit) and 5101 (transparent and explicit)	Disabled	"Managing Instant Messaging Protocols"

---

## Section B: Creating and Editing Services

---

Table 5.1: Proxy Port Services (Continued)

Proxy Service	Default Port	Status	Configuration Discussed
AOL-IM	5190 (transparent and explicit)	Disabled	"Managing Instant Messaging Protocols"
MMS	1755 (transparent and explicit)	Disabled	"Managing Streaming Protocols"
RTSP	554 (transparent and explicit)	Disabled	"Managing Streaming Protocols"
SOCKS	1080	Disabled	"Managing SOCKS Services"
SSH-Console	22	Enabled	"Managing the SSH Console"
TCP-Tunnel		Not Created	"Managing TCP Tunneling Services"
Telnet-Console	23	Not Created	"Managing the Telnet Console"
Telnet Shell Proxy	23	Disabled	"Managing the Telnet Shell Proxy Service"

---

Note: If HTTP is configured to be explicit, Internet Explorer version 6.0 users accessing FTP sites over HTTP must disable the browser setting Enable folder view for FTP sites. To access this attribute in Internet Explorer, select Tools>Internet Options, click the Advanced tab, deselect Enable folder view for FTP sites, and click OK.

---

## About Service Attributes

The service attributes define the parameters the ProxySG uses for a particular service.

---

Note: For all service types except HTTPS, a specific listener cannot be posted on a port if the same port has a wildcard listener of any service type already present.

---

The following table describes the attributes; however, depending on the protocol, not all attributes are available.

Table 5.2: Attributes

Attribute	Description
Explicit	Enables or disables explicit attribute for the port. (Explicit allows connections to a ProxySG IP address.) Note: If DNS redirection is used to direct traffic to the ProxySG, the explicit flag on its services must be enabled, as these connections are routed through DNS to the ProxySG's IP address.
Transparent	Enables or disables transparent-proxy attribute for port. (This allows connections to any IP address other than those belonging to the ProxySG.)

---

## Section B: Creating and Editing Services

---

Table 5.2: Attributes

Attribute	Description
Authenticate-401	All transparent and explicit requests received on the port always use transparent authentication (cookie or IP, depending on the configuration). This is especially useful to force transparent proxy authentication in some proxy-chaining scenarios.
Send client IP	Enables or disables sending of client's IP address instead of the ProxySG's IP address. For more information, see the section on tracking client IP addresses using server-side transparency.

---

Note: If you use the CLI to create a service, specify 0.0.0.0 to define that the service listens on all IP addresses; specify the individual IP address to limit the service to one IP address.

---

## Managing the DNS Proxy

When a DNS proxy service is enabled, it listens on port 53 for both explicit and transparent DNS domain query requests. By default, the service is created but not enabled.

The DNS does a lookup of the DNS cache to determine if requests can be answered. If yes, the ProxySG responds. If not, the DNS forwards the request to the DNS server list configured on the ProxySG. (To configure the DNS server list, see Configuration>Network>DNS.)

---

Note: The ProxySG is not a DNS server. It does not perform zone transfers, and recursive queries are forwarded to other name servers.

---

Through policy, you can configure the list of resolved domain names (the *resolving name list*) the DNS uses. The domain name in each query received by the ProxySG is compared against the resolving name list. Upon a match, the ProxySG checks the resolving list. If a domain name match is found but no IP address was configured for the domain, the ProxySG sends a DNS query response containing its own IP address. If a domain name match is found with a corresponding IP address, that IP address is returned in a DNS query response. All unmatched queries are sent to the name servers configured on the ProxySG.

*To Create or Edit a DNS Proxy Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New or Edit; the Add (or Edit) Service dialog appears.
3. Select DNS from the Protocol drop-down list.

## Section B: Creating and Editing Services

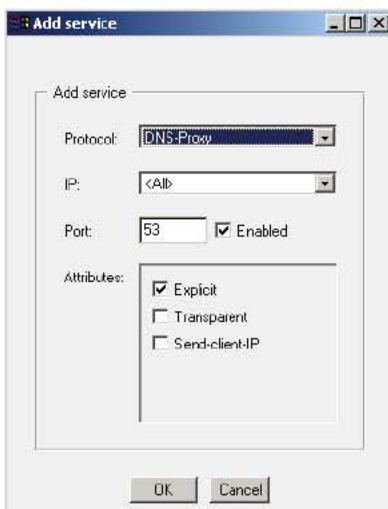


Figure 5-6: DNS Add Service Dialog

4. The default IP address value is All. To limit the service to a specific IP address, select the IP address from the drop-down list.
5. In the Port field, 53 displays; you can change it to any unused port.
6. Select Enabled.
7. In the Attributes field, select Transparent, Explicit, Send-client-IP (spoofing), or all three. Explicit is the default.

---

**Note:** The Send-client-IP attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.

---

8. Click OK; click Apply.

### To Create or Edit a DNS Proxy Service through the CLI

1. At the (config) command prompt, enter the following commands to set the value returned to the client before configuring the DNS service:

```
SGOS#(config) services
SGOS#(config services) dns
SGOS#(config services dns) create ip_address:port
```

2. If you do not need to change the defaults, you have completed the procedure. To change the attributes, enter the following command:

```
SGOS#(config services dns) attribute {explicit | transparent |
send-client-ip} {enable | disable} [ip_address:] port
```

---

## Section B: Creating and Editing Services

---

where:

attribute	explicit   transparent   send-client-ip enable [ip_address:] port	Give the DNS proxy explicit and transparent attributes, and create IP spoofing (where the ProxySG pretends to be a client so the OCS can see the client's IP address). Note: The Send-client-IP attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.
enable	[ip_address:] port	Enable the new DNS proxy.

3. (Optional) View the results:

```
SGOS#(config services dns) view
Port:      53          IP: 0.0.0.0           Type: dns
Properties: transparent, explicit, enabled
Port:      54          IP: 0.0.0.0           Type: dns
Properties: transparent, enabled
```

## Creating a Resolving Name List

You can create the resolving name list that the DNS proxy uses to resolve domain names. This procedure can only be done through policy. (For a discussion on using the <DNS-Proxy> layer, refer to the *Blue Coat ProxySG Content Policy Language Guide*.)

Each name resolving list entry contains a domain-name matching pattern. The matching rules are:

- test.com* matches only *test.com* and nothing else.
- .test.com* matches *test.com*, *www.test.com* and so on.
- "."* matches all domain names.

An optional IP address can be added, which allows the DNS proxy to return any IP address if the DNS request's name matches the domain name suffix string (*domain.name*).

To create a resolving name list, create a policy, using the <DNS-Proxy> layer, that contains text similar to the following:

```
<DNS-Proxy>
  dns.request.name=www.example.com dns.respond.a(vip)
-or-
<DNS-Proxy>
  dns.request.name=.example.com dns.respond.a(vip)
-or-
<DNS-Proxy>
  dns.request.name=www.example.com dns.respond.a(10.1.2.3)
```

---

Note: You can also create a resolving name list using VPM. For more information on using the DNS-Proxy layer in VPM, see "[Web Content Policy Layer Reference](#)" on page 587.

---

---

## Section B: Creating and Editing Services

---

### Managing the Endpoint Mapper Proxy

The Endpoint Mapper proxy accelerates Microsoft RPC traffic (applications that use dynamic port numbers) between branch and main offices, automatically creating TCP tunnels to ports where RPC services are running. The Endpoint Mapper proxy can be used in both explicit and transparent mode.

---

Note: Endpoint Mapper works by intercepting and tunnelling RPC traffic in the branch office (branch proxy). The tunneled data is compressed and forwarded to the main office (concentrator proxy). The upstream proxy, using SOCKS gateways, decompresses the traffic and forwards it to RPC server. (For information on SOCKS compression, see "Understanding SOCKS Compression" in Chapter 6, *Proxies*.)

---

By default, the service is created but not enabled.

*To Create or Edit Endpoint Mapper Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New or highlight the existing Endpoint Mapper proxy service and click Edit; the Add (or Edit) Service dialog appears.
3. Select EndpointMapper from the Protocol drop-down list.

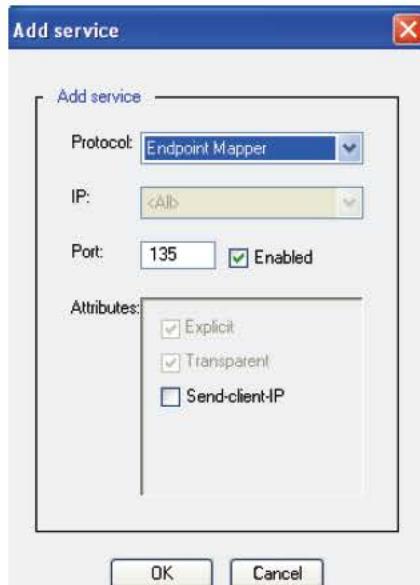


Figure 5-7: Endpoint Mapper Edit Service Dialog

4. The default IP address value is All. It cannot be changed.
5. In the Port field, 135 displays. Port 135 is the standard port for Microsoft RPC traffic.
6. Select Enabled.
7. In the Attributes field, select Send-client-IP, if necessary. Explicit and Transparent attributes are not user configurable.

---

## Section B: Creating and Editing Services

---

Note: The Send-client-IP attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.

---

8. Click OK; click Apply.

*To Create or Edit an Endpoint Mapper Proxy Service through the CLI*

1. At the (config) command prompt, enter the following commands to create a new Endpoint Mapper proxy service. If you want to edit the existing Endpoint Mapper proxy, skip to step 2.:

```
SGOS#(config) services
SGOS#(config services) epmapper
SGOS#(config services epmapper) create port
```

2. To enable the Endpoint Mapper proxy service or enable the send-client-ip attribute, enter the following commands:

```
SGOS#(config services epmapper) enable port
SGOS#(config services epmapper) attribute send-client-ip {enable | disable}
port
```

where:

attribute	send-client-ip enable port	Enable sending the client's IP address instead of the ProxySG's IP address.  Note: If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.
enable	port	Enable the new Endpoint Mapper proxy. Port 135 is the standard port for Microsoft RPC traffic.

3. (Optional) View the results:

```
SGOS#(config services epmapper) view
Port: 135 IP: 0.0.0.0 Type: epmapper
Properties: transparent, explicit, disabled
```

## Managing the FTP Service

To configure the native FTP proxy, see "[Configuring the FTP Proxy](#)" on page 185.

*To Create or Edit an FTP Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New or Edit; the Add (or Edit) Service dialog appears.
3. Select FTP from the Protocol drop-down list.

## Section B: Creating and Editing Services

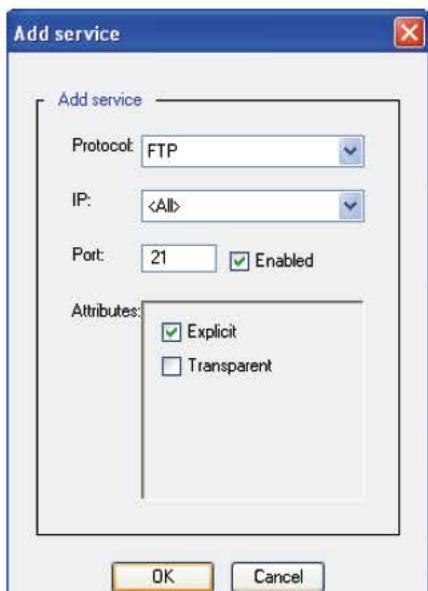


Figure 5-8: FTP Edit Service Dialog

4. The default IP address value is all. To limit the service to a specific IP address, select the IP address from the drop-down list.
5. In the Port field, specify a port number; select the Enabled checkbox.
6. In the Attributes field, both Explicit and Transparent are selected. You can de-select one of them if necessary
7. Click OK; click Apply.

### To Create an FTP Service through the CLI

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) ftp
SGOS#(config services ftp) create [ip_address:]port
SGOS#(config services ftp) attribute passive-mode {enable | disable}
-or-
SGOS#(config services ftp) attribute {explicit | transparent} {enable |
disable} [ip_address:]port
```

2. (Optional) View the results.

```
10.9.17.159 - Blue Coat SG3000#(config services ftp) view
Port: 21          IP: 0.0.0.0          Type: ftp
Properties: transparent, enabled, passive-allowed
```

---

Section B: Creating and Editing Services

## Managing HTTP Services

Two HTTP services exist by default and are enabled, one with explicit and transparent attributes on port 80 and one with explicit attributes on port 8080. You can change the attributes or create other HTTP ports if needed. For example, if you configure SSL proxy functionality, you must use an HTTP service to allow the browser to issue HTTP CONNECT requests to the ProxySG for HTTPS content. You need to create an HTTP Service if one does not exist already. The ProxySG detects the presence of the SSL protocol and enables SSL Proxy functionality for such connections. For more information on SSL Proxy functionality, see "Configuring an SSL Proxy" on page 235.

*To Create or Edit an HTTP Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New or highlight the service and click Edit; the Add (or Edit) Service dialog appears.
3. Make sure HTTP is selected from the Protocol drop-down list.

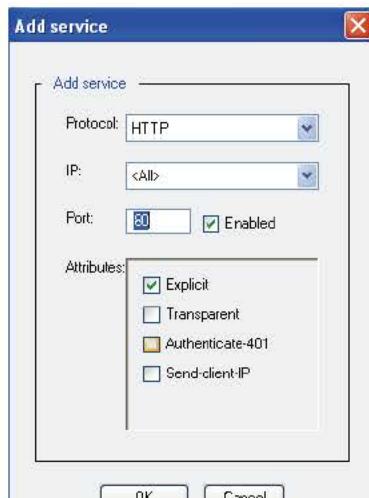


Figure 5-9: HTTP Edit Service Dialog

4. The default IP address value is all. To limit the service to a specific IP address, select the IP address from the drop-down list.
5. In the Port field, specify a port number; be sure Enabled is selected.
6. In the Attributes field, select all that apply: Explicit, Transparent, Authenticate-401, or Send-client-IP.

---

**Note:** The Send-client-IP attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.

---

7. Click OK; click Apply.

---

## Section B: Creating and Editing Services

---

### *To Create an HTTP Service through the CLI*

Two HTTP services exist and are enabled on the ProxySG. If you need to create another at a different port in addition to the services already existing on the system, complete the following steps:

At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) http
SGOS#(config services http) create [ip_address:]port
SGOS#(config services http) attribute {authenticate-401 | explicit |
send-client-ip | transparent} {enable | disable} [ip_address:]port
```

---

Note: The Send-client-IP attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.

---

To view the results:

```
SGOS#(config services http) view
Port: 8080      IP: 0.0.0.0          Type: http
Properties: explicit, enabled
Port: 80        IP: 0.0.0.0          Type: http
Properties: transparent, explicit, enabled
```

## Managing the HTTPS Reverse Proxy

The HTTPS reverse proxy is not configured or enabled by default when the ProxySG ships. You can configure and use multiple HTTPS reverse proxies.

---

Note: With SGOS version 4.2, the HTTPS service was renamed to HTTPS Reverse Proxy service. Nothing else changed.

---

### *To Create an HTTPS Reverse Proxy through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New; the Add Service dialog appears.
3. Select HTTPS Reverse Proxy from the Protocol drop-down list.

## Section B: Creating and Editing Services

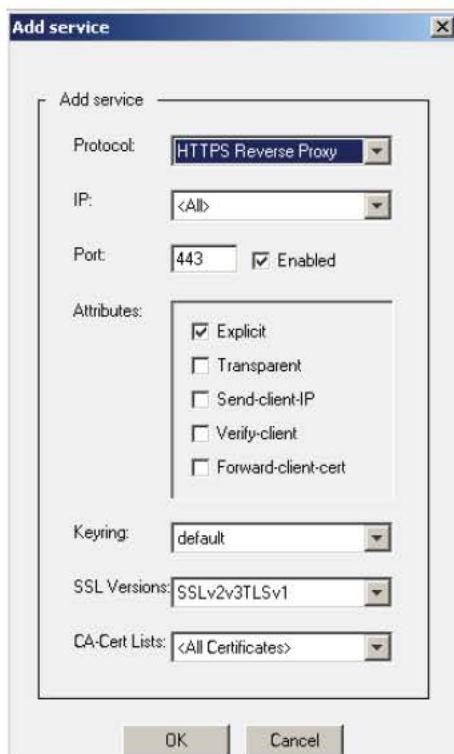


Figure 5-10: HTTPS Reverse Proxy Add Service Dialog

4. To select or add an IP address, do one of the following:
  - To select a local address, specify a real IP address from the IP drop-down list. All is not a selection option.
  - To add a non-local IP address, first select the Transparent attribute, then enter a non-local IP address that is not bound to the ProxySG.
5. In the Port field, specify a port number; select Enable.
6. In the Attributes field, select all that apply: Explicit, Transparent, Send-client-IP, Verify-client, or Forward-client-cert.
  - The Send-client-IP attribute lets the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address.
  - The Verify-client attribute requests the client certificate and validates the client certificate
  - The Forward-client-cert attribute, when used with the verify-client attribute, puts the extracted client certificate information into a header that is included in the request when it is forwarded to the OCS. The name of the header is Client-Cert. The header contains the certificate serial number, subject, validity dates and issuer (all as name=value pairs). The actual certificate itself is not forwarded.

---

## Section B: Creating and Editing Services

---

7. In the Keyring drop-down list, select any already-created keyring that is on the system. The system ships with a default keyring that can be reused for each HTTPS Reverse Proxy. Keep in mind that the default certificate associated with the default keyring is self-signed and might not be trusted by all clients.

---

**Note:** The configuration-passwords-key keyring that shipped with the ProxySG does *not* contain a certificate and cannot be used for HTTPS Reverse Proxies.

---

8. In the SSL Versions drop-down list, select the version that you want to use for this service. The default is SSL v2/v3 and TLS v1.
9. In the CA-Cert Lists drop-down list, select the list (already created) for the HTTPS Reverse Proxy to use.
10. Click OK; click Apply.

---

**Note:** To create CA certification lists (CCLs) and keyrings, see “[Section B: Configuring HTTPS Reverse Proxy](#)” on page [270](#).

---

### *To Create an HTTPS Reverse Proxy through the CLI*

1. At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) https-reverse-proxy
SGOS#(config services https-reverse-proxy) create ip_address:port keyring
SGOS#(config services https-reverse-proxy) attribute ccl list_name
ip_address:port
-or-
SGOS#(config services https-reverse-proxy) attribute cipher-suite
ip_address:port
-or-
SGOS#(config services https-reverse-proxy) attribute {forward-client-cert |
send-client-ip | verify-client} {enable | disable} ip_address:port
-or-
SGOS#(config services https-reverse-proxy) attribute ssl-protocol-version
{sslv2 | sslv3 | tlsv1 | sslv2v3| sslv2tlsv1 | sslv3tlsv1 | sslv2v3tlsv1}
ip_address:port
```

---

**Note:** If the ProxySG HTTPS Reverse Proxy is configured to require a client certificate (verify-client and forward-client-cert are enabled), information from the client certificate is extracted and put into a header that is included in the request when it is forwarded to the OCS.

The Send-client-IP attribute lets the ProxySG to pretend to be a client, allowing the origin content server to see the client’s IP address.

The Verify-client attribute requests the client certificate and validates the client certificate.

## Section B: Creating and Editing Services

---

The Forward-client-cert attribute, when used with the verify-client attribute, puts the extracted client certificate information into a header that is included in the request when it is forwarded to the OCS. The name of the header is Client-Cert. The header contains the certificate serial number, subject, validity dates and issuer (all as name=value pairs). The actual certificate itself is not forwarded.

---

2. (Optional) View the results:

```
SGOS#(config services https-reverse-proxy) view
Port: 1000 IP: 10.9.17.159 Type: https
Keyring: default
Properties: explicit, enabled
SSL Protocol version: SSLv2v3TLSv1
CA Certificate List: not configured
Cipher suite:
RC4-MD5:RC4-SHA:DES-CBC3-SHA:DES-CBC3-MD5:RC2-CBC-MD5:RC4-64-MD5:DES-CBC-SHA
:DES-CBC-MD5:EXP1024-RC4-MD5:EXP1024-RC4-SHA:EXP1024-RC2-CBC-MD5:EXP1024-DES
-CBC-SHA:EXP-RC4-MD5:EXP-RC2-CBC-MD5:EXP-DES-CBC-SHA:AES128-SHA:AES256-SHA:+
SSLv2:+SSLv
```

## Managing Instant Messaging Protocols

Supported instant messaging (IM) services are present by default with the transparent and explicit attributes selected and listening on all IP addresses; none of them are enabled. The explicit attribute is *not* user-configurable.

### *To Create or Enable an AOL, Yahoo, or MSN Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New or highlight the service you want and select Edit; the Add (or Edit) Service dialog appears.
3. Select the IM service you want to create or edit from the Protocol drop-down list.
4. The default port is determined by the protocol:
  - AOL—Port 5190
  - Yahoo—Ports 5050 and 5101
  - MSN—1863 and 6891
5. Click OK; click Apply.

### *To Manage an Instant Messaging Service through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) aol-im | msn-im | yahoo-im
SGOS#(config services protocol) create port
SGOS#(config services protocol) attribute send-client-ip {enable | disable}
port
```

---

## Section B: Creating and Editing Services

---

**Note:** The send-client-IP attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.

---

2. (Optional) View the results:

```
SGOS#(config services aol-im) view
Port:      5190 IP: 0.0.0.0          Type: aol-im
Properties: transparent, explicit, enabled
SGOS#(config services aol-im) exit
SGOS#(config services) yahoo-im
SGOS#(config services yahoo-im) view
Port:      5050 IP: 0.0.0.0          Type: yahoo-im
Properties: transparent, explicit, enabled
```

## Managing Streaming Protocols

MMS and RTSP services are configured on the system, but are disabled by default. To enable the default MMS and RTSP service, follow the steps below.

*To Enable an MMS or RTSP Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
  2. Click New to create a new MMS or RTSP port service or highlight the existing service and click Edit.
- The Add (or Edit) Service dialog appears.
3. Select MMS or RTSP from the Protocol drop-down list.
  4. The default IP address value is All. To limit the service to a specific IP address, select the IP address from the drop-down list.
  5. In the Port field, specify a port number; select Enabled.
  6. In the Attributes field, select the attributes you want the service to have.
  7. Click OK; click Apply.

*To Enable an MMS or RTSP Service through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) {mms | rtsp}
SGOS#(config services protocol) create [ip_address:]port
SGOS#(config services protocol) attribute {explicit | send-client-ip |
transparent} {enable | disable} [ip_address:]port
```

## Section B: Creating and Editing Services

---

Note: The send-client-IP attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.

---

2. (Optional) View the results:

```
SGOS#(config services mms) view
Port: 1755 IP: 0.0.0.0 Type: mms
Properties: transparent, explicit, enabled
SGOS#(config services mms) exit
SGOS#(config services) rtsp
SGOS#(config services rtsp) view
Port: 554 IP: 0.0.0.0 Type: rtsp
Properties: transparent, explicit, enabled
```

## Managing SOCKS Services

By default, a SOCKS service is configured with explicit attribute on port 1080, but not enabled. You can create additional SOCKS services.

To enable a SOCKS port service, complete the steps below. To configure SOCKS gateway forwarding, see "[SOCKS Gateway Configuration](#)" on page 867.

---

Note: The version of SOCKS used is controlled through policy. For example, to use only SOCKSv5:

```
<proxy> client.protocol=socks
    ALLOW socks.version=4 deny
    DENY
```

---

*To Create or Edit a SOCKS Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New to create a new SOCKS service or select Edit to enable the existing service; the Add (or Edit) Service dialog appears.
3. Select SOCKS from the Protocol drop-down list.

## Section B: Creating and Editing Services

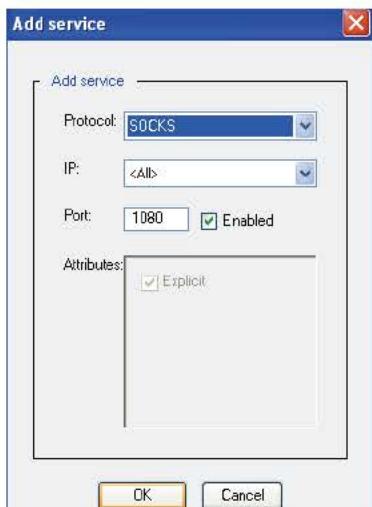


Figure 5-11: SOCKS Edit Service Dialog

4. The default IP address value is All. To limit the service to a specific IP address, select the IP address from the drop-down list.
5. In the Port field, specify a port number; select Enabled.
6. Click OK; click Apply.

### *To Create a SOCKS Port Service through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) socks
SGOS#(config services socks) create [ip_address:]port
SGOS#(config services socks) enable [ip_address:]port
```

2. (Optional) View the results:

```
SGOS#(config services socks) view
Port: 1080      IP: 10.25.36.48 Type: socks
Properties: explicit, enabled
```

## Managing TCP Tunneling Services

Tunneling, or port forwarding, is a way to forward TCP traffic. Any application protocol running over TCP can be tunneled using this service. Client-server applications carry out any authentication procedures just as they do when TCP tunneling is not involved.

SGOS uses a `tcp://` scheme for TCP-tunnel transactions instead of HTTPS because SGOS does not actually know that it is HTTPS that is being tunneled.

You can use the SOCKS proxy in conjunction with TCP tunnels to compress and accelerate the tunneled traffic. For information on using the SOCKS proxy, see "Configuring a SOCKS Proxy" on page 223.

## Section B: Creating and Editing Services

Both explicit and transparent TCP tunneling are supported. Which one you use depends on your needs.

*Explicit* TCP tunneling allows connections to one of the ProxySG's IP addresses.

Transparent TCP tunneling allows connections to any IP address other than those belonging to the ProxySG. TCP tunneling in transparent mode supports categorization as well as blocking of destination IP address, port, host, and domain.

---

Note: The TCP-Tunnel service does not support content filtering with Websense offbox or ICAP.

---

You can use the Management Console or the CLI to create a transparent TCP tunneling protocol. When a TCP-Tunnel service is created, it is by default an explicit service and automatically enabled.

*To Create a Transparent or Explicit TCP-Tunnel Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New; the Add Service dialog appears.
3. Select TCP-Tunnel from the Protocol drop-down list.

The Add Service dialog displays.

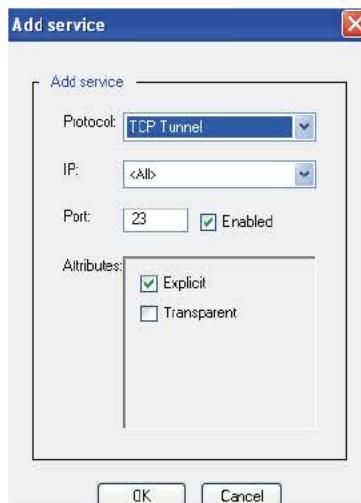


Figure 5-12: TCP-Tunnel Add Service Dialog

4. The default IP address value is All. To limit the service to a specific IP address, select the IP address from the drop-down list.
5. In the Port field, specify a port number; select Enabled.
6. If you are configuring a transparent TCP-Tunnel service, make sure Transparent is selected in the Attributes field; if you are configuring an explicit TCP-Tunnel service, verify Explicit is selected.
7. Click OK; click Apply.

---

## Section B: Creating and Editing Services

---

### *To Create a TCP-Tunnel Transparent or Explicit Port Service through the CLI*

- At the `(config)` prompt, enter the following commands to create a transparent or explicit service:

```
SGOS#(config) services
SGOS#(config services) tcp-tunnel
SGOS#(config services tcp-tunnel) create [ip_address:]port
```

where `ip_address` is the IP address of the ProxySG (use `0.0.0.0` to indicate all available IP addresses), and `port` is the number of the port the ProxySG listens to. You must choose a port that is not configured for any other service.

- Enable the service to be transparent or explicit. By default, the port service is explicit.

```
SGOS#(config services tcp-tunnel) attribute {explicit | transparent} {enable
| disable} [ip_address:]port
```

- (Optional) View the results.

```
SGOS#(config services tcp-tunnel) view
Port: 7080 IP: 0.0.0.0 Type: tcp-tunnel
Properties: transparent, explicit, enabled
```

If you created a transparent TCP-Tunnel service, the procedure is complete. If you created an explicit TCP-Tunnel service, you must configure a forwarding destination port.

### *To Configure a Forwarding Destination Port through the CLI*

- Create a forwarding destination port, where the ProxySG directs traffic.

```
SGOS#(config services tcp-tunnel) exit
SGOS#(config services) exit
SGOS#(config) forwarding
SGOS#(config forwarding) create host_alias ip_address tcp=port
```

- (Optional) View the results:

```
SGOS#(config forwarding) view
Forwarding Groups: (* = host unresolved)
No forwarding groups defined.
Individual Hosts: (* = host unresolved)
Host_Alias 10.25.36.47 tcp=port_number
```

## Managing the Telnet Shell Proxy Service

On a new system, Telnet proxy service is configured and disabled on port 23. On an upgrade, Telnet proxy service is not created.

### *To Enable or Create a Telnet Proxy Service through the Management Console*

---

**Important:** To use Telnet to manage the ProxySG, create a Telnet-Console rather than a Telnet service. The Telnet service allows you to use Telnet for outbound connections, and the ProxySG functions as Shell proxy in that situation. For more information on the Telnet-Console, see "["Managing the Telnet Console" on page 157](#)".

---

- Select Configuration>Services>Service Ports.

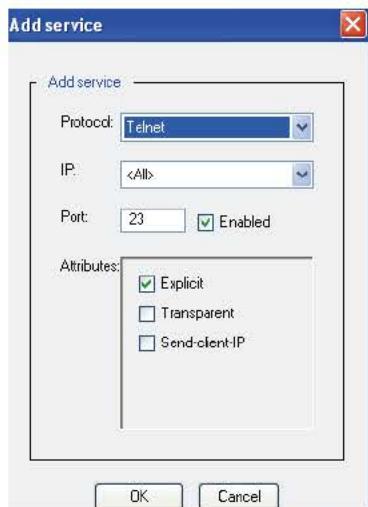
---

Section B: Creating and Editing Services

---

2. Click **New** if you are creating a new Telnet service; highlight the Telnet service and click **Edit** if you are enabling an existing Telnet service;

The Add or Edit Service dialog appears.



**Figure 5-13:** Creating a Telnet Service

3. In the **Protocol** drop-down list, select **Telnet**.
4. The default IP address value is all. To limit the service to a specific IP address, select the IP address from the drop-down list.
5. In the **Port** field, specify a port number; select **Enable**. Port 23 is the default.

---

**Important:** You can have only one service on a port, so you must choose a port number for the Telnet service that is different from the port chosen for the Telnet Console.

---

6. In the **Attributes** field, select **Transparent**, **Explicit**, **Send-client-IP** (spoofing), or all three. **Explicit** is the default.

---

**Note:** The **send-client-IP** attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the **Send-client-IP** attribute does not work.

---

7. Click **OK**; Click **Apply**.

---

## Section B: Creating and Editing Services

---

### *To Enable or Create a Telnet Proxy Service through the CLI*

---

Note: The **explicit** attribute is enabled by default and the **transparent** and **send-client-ip** attributes are disabled by default. Note also that only one service can use a port, so if you have Telnet-Console enabled on Port 23, you must choose a different port number for the Telnet shell proxy.

---

From the `(config)` prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) telnet
SGOS#(config services telnet) create [ip_address:]port
SGOS#(config services telnet) attribute {explicit | transparent |
send-client-ip} enable [ip_address:]port
SGOS#(config services telnet) enable [ip_address:]port
```

where:

<code>create</code>	<code>[ip_address:] port</code>	Create a Telnet shell proxy service at the (optional) address and port number.
<code>attribute</code>	<code>explicit   transparent   send-client-ip enable [ip_address:] port</code>	Assign the Telnet shell proxy explicit and transparent attributes, and create IP spoofing (where the ProxySG pretends to be a client so the OCS can see the client's IP address).  Note: The <b>Send-client-IP</b> attribute allows the ProxySG to pretend to be a client, allowing the origin content server to see the client's IP address. If an alternate path exists for traffic returning from the Internet to the client, the <b>Send-client-IP</b> attribute does not work.
<code>enable</code>	<code>[ip_address:] port</code>	Enable the new Telnet shell proxy.

### *To View the Results:*

```
SGOS#(config services telnet) view
Port: 23      IP: 0.0.0.0          Type: telnet
Properties: transparent, explicit, disabled
Port: 24      IP: 10.25.36.47 Type: telnet
Properties: explicit, enabled
```

Section B: Creating and Editing Services

---

## *Chapter 6: Configuring Proxies*

A proxy filters traffic, monitors Internet and intranet resource usage, blocks specific Internet and intranet resources for individuals or groups, and enhances the quality of Internet or intranet user experiences.

A proxy also serves as an intermediary between a Web client and a Web server and can require authentication to allow identity-based policy and logging for the client. The rules used to authenticate a client are based on the policies created and implemented through your existing security framework, such as LDAP, RADIUS, and IWA, and are further discussed in "Using Authentication Services" on [page 339](#).

Explicit/Transparent proxy specifies the mode the client requests get to the proxy.

- Explicit—The default, requiring software configuration for both browser and service.
- Transparent—Requires a Layer-4 switch or a WCCP-compliant router. You can also transparently redirect requests through a ProxySG by setting the workstation's gateway to the ProxySG IP address. You can also use the ProxySG software bridge to transparently proxy requests.

Some software configuration on the ProxySG is also required to allow the appliance to know what traffic to intercept.

You might also configure both proxy types, depending on the services you require.

This chapter contains the following topics:

- ["About Explicit and Transparent Proxy"](#)
- ["Creating an Explicit Proxy Server"](#)
- ["Configuring the Transparent Proxy Hardware"](#)

### **About Explicit and Transparent Proxy**

Whether you select explicit or transparent proxy deployment is determined by factors such as network configuration, number of desktops, desired user experience, and desired authentication approach.

---

Note: While you must configure proxying to do authentication, verify the proxy is configured correctly and is functioning before adding authentication to the mix. Many network or other configuration problems can appear similar to authentication errors.

---

## Understanding the Explicit Proxy

In an explicit proxy configuration, the client (browser) is explicitly configured to use a proxy server. The browser is given the IP address and port number of the proxy service (the ProxySG). It is also possible to configure the browser to download the proxy settings from a Web server. This is called a Proxy Auto-Configuration (PAC) file. When a user makes a request, the browser connects to the proxy service and sends the request. Because the browser knows it is talking to a proxy, the browser provides the proxy server with the destination server.

The proxy service accepts the explicit connection to it, and fetches the request from the browser. The request identifies the desired origin content server (OCS) and the resource on that server. The proxy service uses this information to contact the OCS if necessary.

The disadvantage to explicit proxy is that each desktop must be properly configured to use the proxy, which might not be feasible in a large organization.

## Understanding the Transparent Proxy

When transparent proxy is enabled, the client (browser) does not know the traffic is being processed by a machine other than the OCS. The browser believes it is talking to the OCS, so the request is formatted for the OCS and the proxy determines for itself the destination server based on information in the request, such as the destination IP address in the packet, or the `Host :` header in the request.

To enable the ProxySG to intercept traffic sent to it, you must create a service and define it as transparent. The service is configured to intercept traffic for a specified port, or for all IP addresses on that port. A transparent HTTP proxy, for example, typically intercepts all traffic on port 80 (all IP addresses).

To make sure that the appropriate traffic is directed to the ProxySG, deploy hardware such as a Layer-4 switch or a WCCP router, or the ProxySG appliance's software bridge that can redirect selected traffic to the appliance. Traffic redirection is managed through polices you create on the redirection device.

For detailed information on explicit proxies, continue with the next section; for detailed information on transparent proxies, continue with "[Transparent Proxies](#)" on page 259.

## Section A: Configuring Explicit Proxies

---

### Section A: Configuring Explicit Proxies

You can configure several different explicit proxy servers and services:

- Native FTP—See "[Configuring the FTP Proxy](#)" on page 185.
- HTTP Proxy—See "[Managing HTTP Proxy](#)" on page 191.
- SOCKS—See "[Configuring a SOCKS Proxy](#)" on page 223.
- SSL Proxy—See "[Configuring an SSL Proxy](#)" on page 235
- Shell Proxies—See "[Customizing Policy Settings for Shell Proxies](#)" on page 230

For information on creating an explicit proxy server, regardless of type, continue with "[Creating an Explicit Proxy Server](#)".

### Creating an Explicit Proxy Server

If your network does not use transparent proxy, clients on the network must configure their browsers to use either an explicit proxy server or a Proxy Auto-Configuration (PAC) file.

Two PAC files ship with the ProxySG:

- PAC file.
- Accelerated PAC file.

They can be accessed at:

- [https://ProxySG\\_IP\\_Address:8082/accelerated\\_pac\\_base.pac](https://ProxySG_IP_Address:8082/accelerated_pac_base.pac)
- [https://ProxySG\\_IP\\_Address:8082/proxy\\_pac\\_file](https://ProxySG_IP_Address:8082/proxy_pac_file)

They can be edited with any text editor.

The ProxySG generates client instructions that describe how to configure Microsoft Internet Explorer, Netscape Communicator, and other browsers based on instructions selected by the ProxySG administrator. You can configure client instructions for each network adapter in the ProxySG with the Configuration>Network>Adapters>Interface>Settings button.

After selecting client instructions, the ProxySG administrator directs clients to go to the ProxySG home page and follow the instructions in the Browser Configuration section. The ProxySG detects the browser installed on the client and displays the appropriate instructions.

### Using the ProxySG as an Explicit Proxy

To use the ProxySG as an explicit proxy and use services such as SOCKS or FTP, you must provide custom instructions to clients instructing them how to configure their browsers to use the ProxySG as a proxy server.

## Section A: Configuring Explicit Proxies

---

This is a two-step process, requiring that you add the proxy IP address to the browser and also instruct the ProxySG which adapter interface uses the proxy IP address.

Before the proxy can be used, you must:

- Configure the proxy server.
- Enable the explicit proxy (whether a service or a server).

The browsers described here are Internet Explorer 6.0 and Netscape 6.2. If you have different browsers or different versions of Internet Explorer or Netscape, refer to the vendor documentation for information on configuring proxies.

### *From Internet Explorer*

1. Select Tools>Internet Options>Connections>LAN Settings.
2. Select Use a proxy server.
3. Enter the IP address and port number for the proxy, or click Advanced to set proxy server IP addresses and port numbers for services such as HTTP, FTP, and SOCKS. (Configure HTTPS through the Secure field.)
4. Click OK to exit the Advanced Settings tab, then continue to click OK until you exit the Tools menu.

### *From Netscape*

1. Select Edit>Preferences>Advanced>Proxies.
2. Select Manual proxy configuration.
3. Enter proxy server IP addresses and port numbers for services such as HTTP, FTP, SOCKS and SSL.
4. Click OK.

---

Note: Explicit proxy allows a redundant configuration using IP address failover among a cluster of machines. For information on creating a redundant configuration for failover, see “[Section L: Configuring Failover](#)” on page 137.

---

## Configuring Adapter Proxy Settings

Once the explicit proxy is configured on the browser, decide which adapter interfaces listen for which service. Each adapter interface can listen for only one IP address; you can configure multiple proxies on one ProxySG using the same IP address.

### *To Provide Configuration Instructions through the Management Console*

1. Select Configuration>Network>Adapters.
2. Select an adapter and the correct interface and click Settings.
3. Select Using a proxy.

---

## Section A: Configuring Explicit Proxies

---

4. Click OK to close the Settings dialog.
5. Click Apply.

*To Provide Configuration Instructions through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) interface fast-ethernet interface_#
SGOS#(config interface interface_#) instructions proxy
```

## Configuring the FTP Proxy

In previous SGOS releases, connections to FTP origin content servers were only accomplished over HTTP. SGOS 4.x supports Native FTP proxy.

---

Note: As in previous releases, FTP requests sent through the HTTP proxy are still valid.

---

Configuring an FTP proxy requires ProxySG configuration and specific configuration of the FTP client. The service must be enabled on the ProxySG before it can be used.

Data connections initiated by an FTP client to an FTP server are known as passive mode data connections. This type of connection is useful in situations where an FTP server is unable to make a connection to an FTP client because the client is located behind a firewall or other similar device where outbound connections from the client are allowed, but inbound connections to the client are blocked.

This functionality allows administrators to select how the ProxySG responds to a request from an FTP client for a passive mode data connection (PASV command). This functionality does not affect HTTP requests for FTP objects (for example, those originating from browsers that are explicitly proxied to a ProxySG).

If the FTP server responds that it supports PASV, but the ProxySG is unable to connect because of a firewall blocking the port, the ProxySG only attempts a PORT command. Some FTP clients do not open a passive mode data connection to an IP address that is different from the IP address used for the control connection.

Disabling passive mode data connections on the ProxySG servicing requests from this type of FTP client might provide a more acceptable response to the end user.

When passive mode data connections are disabled, the ProxySG returns a response to the FTP client indicating that the server does not support passive mode. The FTP client software controls any messages displayed to the end user as a result of this response from the ProxySG.

### *Limitations*

- ❑ Internet Explorer does not support proxy authentication for Native FTP.
- ❑ The ProxySG FTP proxy does not support exceptions.

## Section A: Configuring Explicit Proxies

---

### Understanding FTP Spoofing

Using policy, you can spoof the IP addresses for FTP data connections in both transparent and explicit deployments, for both active and passive modes; certain deployments are subject to limitations. The client and server-side policies are:

- `ftp.match_client_data_ip(yes)`—Matches the source IP address of the ACTIVE data connection with the destination IP address of the control connection (client side).
- `ftp.match_server_data_ip(yes)`—Matches the source IP address of the PASV data connection with the source IP address of the ProxySG control connection (server side).

---

Note: To always use the ProxySG physical IP address (no spoofing), define policy as  
`ftp.match_[client | server]_data_ip(no)`.

---

The following points describe the various data flow scenarios:

- Outbound client data connection (ProxySG to client)—When the client issues a PORT command, the ProxySG opens a data connection to the FTP client with the source IP address of whatever destination IP address the client used when opening the control connection.
- Inbound client data connection (client to ProxySG)—When the client issues a PASV command, the ProxySG returns the IP address and port to which client makes a data connection.
  - Explicit—The ProxySG returns the destination IP address of the control connection; this can be a physical or virtual ProxySG IP address.
  - Transparent—The ProxySG returns the IP address of the physical adapter on which the control connection arrived.
- Outbound server data connection (ProxySG to FTP server)—When the ProxySG issues a PASV command upstream, the server returns an IP address and port to connect to. The ProxySG then opens a data connection to the server with the same source IP address it used to open the control connection. This address is defined by the `reflect_ip` property.
- Inbound server data connection (FTP server to ProxySG)—When the ProxySG issues a PORT command, the ProxySG provides the IP address and port number to which the server makes a data connection.
  - The ProxySG sends the control connection's source IP address if that IP is a local ProxySG (virtual or physical) IP address; or
  - The ProxySG sends the IP address of the physical adapter that was used to make the outgoing control connection.

#### *FTP Server Limitations*

Consider the following limitations when defining FTP spoofing policy:

## Section A: Configuring Explicit Proxies

- IIS and WS\_FTP servers do not support PASV data connections with a source IP address that is different from the source IP address of the control connection.
- IIS and WS\_FTP servers do not support ACTIVE data connections with a destination IP address that differs from the source IP address of the control connection.

## Configuring the ProxySG for Native FTP Proxy

This section describes how to configure the ProxySG through the Management Console and the CLI.

### *To Configure Native FTP Proxy through the Management Console*

1. Select Configuration>Services>FTP Proxy.

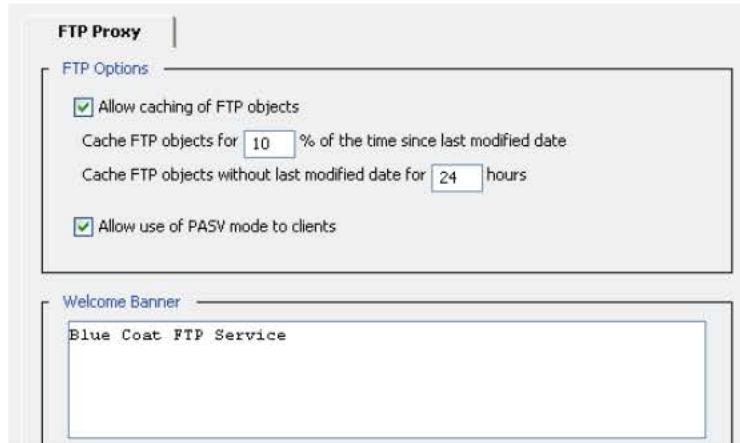


Figure 6-1: FTP Proxy Tab

2. Select Allow caching of FTP objects. The default is enabled.
3. Determine the amount of time in percentage of how long since the object was last modified. The default is 10%.
4. Enter an amount, in hours, that the object remains in the cache before becoming eligible for deletion. The default is 24 hours.
5. Select Allow use of PASV mode to clients. The default is enabled.

### *To Configure Native FTP Proxy through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) caching
SGOS#(config caching) max-cache-size 18
SGOS#(config caching) ftp
SGOS#(config caching ftp) enable
SGOS#(config caching ftp) type-m-percent 20
SGOS#(config caching ftp) type-n-initial 12
```

## Section A: Configuring Explicit Proxies

---

where:

max-cache-size	<i>megabytes</i>	The maximum size, in megabytes, of the largest object that can be stored on the ProxySG. The max-cache-size value sets the maximum object size for both HTTP <i>and</i> FTP.
enable   disable		Enables or disables the caching of FTP objects.
type-m-percent	<i>percent</i>	Time to live for objects with a last-modified time.
type-n-initial	<i>hours</i>	Time to live for objects without a last-modified time.

2. (Optional) View the result.

```
SGOS#(config caching ftp) view
Caching FTP objects is enabled
FTP objects with last modified date, cached for 20% of last modified time
FTP objects without last modified date, initially cached for 12 hours
```

3. (Optional) Change the default login syntax. The default syntax is Raptor. The ProxySG also supports the Checkpoint authentication syntax. The supported Checkpoint formats are:

- remoteuser@proxyuser@host (in USER command) for explicit FTP.
- remotepass@proxypass (in PASS command) for explicit FTP.
- remoteuser@proxyuser (in USER command) for transparent FTP.
- remotepass@proxypass (in PASS command) for transparent FTP.

Enter the following command to change the login syntax:

```
SGOS# (config) ftp login-syntax {raptor | checkpoint}
```

---

Note: Neither proxy authentication for transparent FTP nor proxy chaining are supported with the Checkpoint syntax.

---

## Enabling the FTP Service

By default, an FTP service is already created with explicit and transparent attributes, but it is disabled. You must enable the FTP port before it can be used.

*To Create and Enable a Native FTP Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New; the Add Service dialog appears.

## Section A: Configuring Explicit Proxies

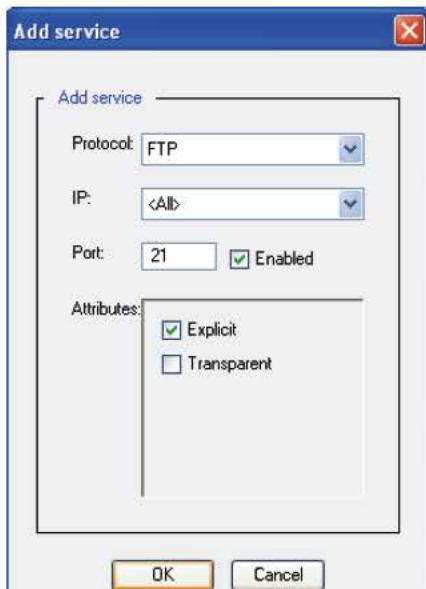


Figure 6-2: FTP Add Service Dialog

3. In the Protocol drop-down list, select FTP.
4. The default IP address value is All. To limit the service to a specific IP, select the IP from the drop-down list.
5. In the Port field, specify a port number; select Enabled.
6. Select the FTP attributes, as required: Explicit, Transparent, or both.
7. Click OK; Click Apply.

### *To Create a Native FTP Port Service through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) ftp
SGOS#(config services ftp) create [ip_address:]port
SGOS#(config services ftp) attribute passive-mode {enable | disable}
SGOS#(config services ftp) attribute explicit enable [ip_address:]port
SGOS#(config services ftp) attribute transparent enable [ip_address:]port
```

2. (Optional) View the results.

```
SGOS#(config services ftp) view
Port: 25 IP: 0.0.0.0 Type: ftp
Properties: transparent, explicit, enabled, passive-allowed
```

## Configuring FTP Clients

FTP clients must be configured as follows:

- Enable firewall.

## Section A: Configuring Explicit Proxies

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- Select **USER with no logon**.
- For proxy authentication, select **USER remoteID@remoteHost fireID** and specify a proxy username and password.

### *Example*

The following graphic demonstrates configuring a WSFtp client.



Figure 6-3: Configuring the WSFtp Client for Native FTP

## Configuring FTP Connection Welcome Banners

You can customize banners that usually describe the policies and content of the FTP server displayed to FTP clients. Without modification, the ProxySG sends a default banner to newly-connected FTP clients: **Welcome to Blue Coat FTP**. However, you might not want users to know that a Blue Coat ProxySG exists on the network. A default banner can be defined in the Management Console or the CLI, but other banners defined for specific groups can be created in policy layers.

---

**Note:** Configurable banners are only displayable when FTP is explicit through the ProxySG. In transparent deployments, the banner is sent to the client when proxy authentication is required; otherwise, the banner is forwarded from the FTP server.

---

### *To Define the Default FTP Banner through the Management Console*

1. Select Configuration>Services>FTP Proxy.
2. In the **Welcome Banner** field, enter a line of text that is displayed on FTP clients upon connection. If the message length spans multiple lines, the ProxySG automatically formats the string for multiline capability.
3. Click **Apply**.

## Section A: Configuring Explicit Proxies

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Figure 6-4: Configuring an FTP Connection Welcome Banner

*To Define the Default FTP Banner through the CLI*

At the (config) prompt, enter the following command:

```
#SGOS# (config) ftp
#SGOS# (config) ftp welcome-banner "message"
```

*To Create Policy that Overrides the Default Banner*

Add the following property to a policy:

```
<Proxy>
  ftp.welcome_banner "message"
```

If entering text that spans more than one line, use \$(crlf) for line breaks.

## Managing HTTP Proxy

By default, an HTTP proxy service, with both explicit and transparent attributes set, is enabled on port 80. To change the attributes of the proxy service or create new HTTP proxy services, see "Managing HTTP Services" on page 168.

The HTTP proxy is the first line of defense for the ProxySG, controlling all traffic that arrives on port 80 to the ProxySG. To control that traffic and improve performance, you can:

- Set default caching policies to configure the length of time an object or negative response is cached, whether objects are always revalidated before being served, whether server certificates are verified by default, and how headers are parsed. For more information, see "Setting Default HTTP Proxy Policy" on page 196.
- Configure the HTTP proxy as a server accelerator. For more information, see "Choosing the HTTP Proxy Profile" on page 200.
- Set a limit to the maximum bandwidth the ProxySG is allowed to use for refreshing objects in the background. For more information, see "Configuring Refresh Bandwidth for the HTTP Proxy" on page 195.
- Compress and decompress content. For more information, see "Understanding HTTP Compression" on page 211.

## Section A: Configuring Explicit Proxies

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Note: Use of the compression feature is a trade-off among three resources: server-side bandwidth, client side-bandwidth, and CPU. If server-side bandwidth is expensive compared to CPU, always request compressed content from the OCS. If CPU is comparatively expensive, then the ProxySG should ask the server for the compression formats that the client asked for and forward whatever the server returns.

---

The HTTP proxy is designed to control Web traffic, providing:

- Security
- Authentication
- Virus Scanning and Patience Pages
- Performance
  - Default HTTP Proxy Policy
  - HTTP Proxy Caching Profiles
  - Byte-Range Support
  - Refresh Bandwidth
  - Compression

This chapter deals with HTTP proxy performance. See also:

- Chapter 8: "Security and Authentication" on page 309 to learn about controlling access to the ProxySG, Internet, intranet, and making decisions based on user identity.
- "Forms-Based Authentication" on page 473 for information about using Web forms for authentication.
- See "[About Content Scanning](#)" on page 513 for information about virus scanning and sending patience pages to explain the delays that can occur when scanning for viruses before serving data.

## Configuring HTTP Proxy Performance

### Understanding Default HTTP Proxy Policy

Using the ProxySG Management Console or CLI, you can configure global defaults that determine HTTP proxy caching policy, such as the maximum size of cacheable objects, the length of time that negative responses remain in the cache, whether the ProxySG revalidates each object before serving it, whether the server certificate is verified by default, and how headers are parsed.

For information about setting default policy for HTTP proxy caching, see "[Setting Default HTTP Proxy Policy](#)" on page 196.

### HTTP Proxy Acceleration Profiles

You have a choice of three profiles to use for the ProxySG:

## Section A: Configuring Explicit Proxies

- Normal (the default setting) acts as a client accelerator, and is used for enterprise deployments
- Portal acts as a server accelerator, and is used for Web hosting
- Bandwidth Gain is used for ISP deployments

For information on HTTP profiles, see "[Choosing the HTTP Proxy Profile](#)" on page 200.

### Byte-Range Support

If a client makes a request using the Range : HTTP header, the ProxySG serves the requested portions of the file from the cache if byte-range support is enabled (the default). If byte range support is disabled, all such requests are forwarded to the origin content server and the response is not cached. For information on using byte-range support to determine how the ProxySG handles byte-range requests, see "[Configuring HTTP for Bandwidth Gain](#)" on page 208.

### Refresh Bandwidth

Refresh bandwidth refers to server-side bandwidth used for all forms of asynchronous refresh activity. The default configuration is to allow the ProxySG to manage refresh bandwidth. The ProxySG manages the bandwidth in order to preserve the maximum freshness of accessed objects. However, sometimes the automatic refresh bandwidth amount is too high. It is not unusual for refresh bandwidth to spike up occasionally, depending on access patterns at the time. If necessary, you can impose a limit on refresh bandwidth. To limit the refresh bandwidth to a specified amount, you must disable automatic management of the bandwidth and explicitly set a bandwidth limit. Setting the refresh bandwidth amount too low can lower the estimated freshness of objects in the cache. If you set the refresh bandwidth amount to zero, the ProxySG does not do active refresh at all.

For information about configuring refresh bandwidth, see "[Configuring Refresh Bandwidth for the HTTP Proxy](#)" on page 195.

### Compression

Compression is disabled by default. If compression is enabled, the HTTP proxy forwards the supported compression algorithm (either deflate or gzip) from the client's request (Accept-Encoding: request header) to the server as is, and attempts to send compressed content to client whenever possible. This allows the ProxySG to send the response as is when the server sends compressed data, including non-cacheable responses. Any unsolicited encoded response is forwarded as is to the client.

For more information on compression, see "[Understanding HTTP Compression](#)" on page 211.

## Understanding HTTP Terms

- Asynchronous Adaptive Refresh (AAR)—This allows the ProxySG to keep cached objects as fresh as possible, thus reducing response times. The AAR algorithm allows HTTP proxy to manage cached objects based on their rate of change and popularity: an object that changes frequently and/or is requested frequently is more eligible for asynchronous refresh compared to an object with a lower rate of change and/or popularity.

## Section A: Configuring Explicit Proxies

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- ❑ Asynchronous Refresh Activity—Refresh activity that does not wait for a request to occur, but that occurs *asynchronously* from the request.
- ❑ Bandwidth Gain—A measure of the difference in client-side and server-side Internet traffic expressed in relation to server-side Internet traffic. It is managed in two ways: you can enable or disable bandwidth gain mode or you can select the Bandwidth Gain profile (this also enables bandwidth gain mode). See "[Configuring the HTTP Proxy Profile](#)" on page 206 for information about configuring bandwidth gain.
- ❑ Byte-Range Support—The ability of the ProxySG to respond to byte-range requests (requests with a Range: HTTP header).
- ❑ Cache-hit—An object that is in the ProxySG and can be retrieved when an end user requests the information.
- ❑ Cache-miss—An object that can be stored but has never been requested before; it was not in the ProxySG to start, so it must be brought in and stored there as a side effect of processing the end-user's request. If the object is cacheable, it is stored and served the next time it is requested.
- ❑ Compression—An algorithm that reduces a file's size but does not lose any data. The ability to compress or decompress objects in the cache is based on policies you create. Compression can have a huge performance benefit, and it can be customized based on the needs of your environment: Whether CPU is more expensive (the default assumption), server-side bandwidth is more expensive, or whether client-side bandwidth is more expensive.
- ❑ Freshness—A percentage that reflects the objects in the ProxySG cache that are expected to be fresh; that is, the content of those objects is expected to be identical to that on the OCS (origin content server).
- ❑ Maximum Object Size—The maximum object size stored in the ProxySG. All objects retrieved that are greater than the maximum size are delivered to the client but are not stored in the ProxySG.
- ❑ Negative Responses—An error response received from the OCS when a page or image is requested. If the ProxySG is configured to cache such negative responses, it returns that response in subsequent requests for that page or image for the specified number of minutes. If it is not configured, which is the default, the ProxySG attempts to retrieve the page or image every time it is requested.
- ❑ Refresh Bandwidth—The amount of bandwidth used to keep stored objects fresh. By default, the ProxySG is set to manage refresh bandwidth automatically. You can configure refresh bandwidth yourself, although Blue Coat does not recommend this.
- ❑ Variants—Objects that are stored in the cache in various forms: the original form, fetched from the OCS; the transformed (compressed or uncompressed) form (if compression is used). If a required compression variant is not available, then one might be created upon a cache-hit. (Note: policy-based content transformations are not stored in the ProxySG.)

---

## Section A: Configuring Explicit Proxies

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### Configuring Refresh Bandwidth for the HTTP Proxy

The ProxySG uses as much bandwidth as necessary for refreshing to achieve the desired access freshness.

The amount of bandwidth used varies depending on client demands. If you determine that the ProxySG is using too much bandwidth (by reviewing the logged statistics and examining current bandwidth used shown in the Refresh bandwidth field), you can specify a limit to the amount of bandwidth the ProxySG uses to try to achieve the desired freshness. Be aware, however, that if you limit the amount of bandwidth the ProxySG can use, you might prohibit the ProxySG from achieving the desired freshness. If the refresh bandwidth configuration remains at the recommended default—**Let the ProxySG Appliance manage refresh bandwidth (recommended)** in the Management Console or `SGOS#(config caching) refresh automatic` in the CLI—then the ProxySG uses whatever bandwidth is available in its efforts to maintain 99.9% estimated freshness of the next access.

*To Set Refresh Bandwidth through the Management Console*

1. Select Configuration>Services>HTTP Proxy>Freshness.

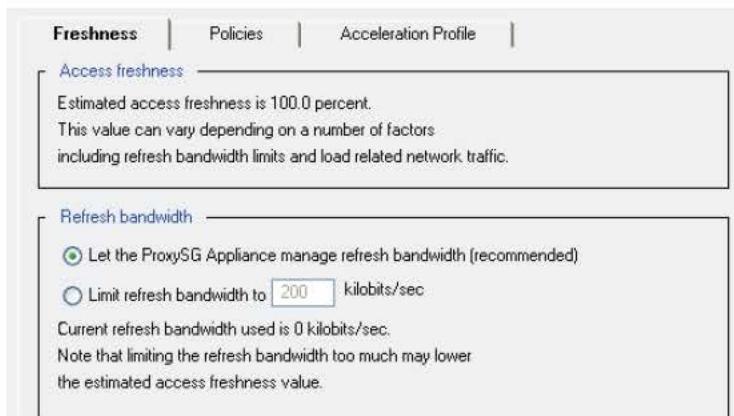


Figure 6-5: Freshness Tab

The Refresh bandwidth field displays the refresh bandwidth options. The default setting is to allow the ProxySG to manage refresh bandwidth automatically.

**Important:** Blue Coat strongly recommends that you not change the setting from the default.

2. Do one of the following:
  - To turn off automatic bandwidth refresh, select Limit refresh bandwidth to (not recommended). Enter a new value into the kilobits/sec field, if necessary.
  - To return the ProxySG to automatic bandwidth refresh, select Let the ProxySG Appliance manage refresh bandwidth (recommended).
3. Click **Apply**.

## Section A: Configuring Explicit Proxies

---

### *To Set Refresh Bandwidth through the CLI*

1. To disable automatic bandwidth refresh (not recommended), enter the following commands at the (config) command prompt:

```
SGOS#(config) caching
SGOS#(config caching) refresh no automatic
```

2. (Optional) To adjust the kilobit/sec refresh bandwidth value, enter the following commands:

---

Note: Adjusting the refresh bandwidth value has no effect if you do not also turn off the automatic refresh bandwidth option (you must perform Step 1). You can skip Step 2 if the refresh bandwidth value is acceptable (200 Kbps is the default).

---

```
SGOS#(config) caching
SGOS#(config caching) refresh bandwidth kbps
```

3. To return the ProxySG to automatic bandwidth refresh (recommended), enter the following commands:

```
SGOS#(config) caching
SGOS#(config caching) refresh automatic
```

4. (Optional) View the (truncated) results:

```
SGOS#(config caching) view
Refresh:
Estimated access freshness is 100.0%
Let the ProxySG Appliance manage refresh bandwidth
Current bandwidth used is 0 kilobits/sec
```

To view all HTTP settings, see "[Viewing HTTP Settings through the CLI](#)" on page 210.

## Setting Default HTTP Proxy Policy

Using the ProxySG Management Console or CLI, you can configure global defaults that determine HTTP proxy policy, such as the maximum size of cacheable objects, the length of time that negative responses remain in the cache, whether the ProxySG revalidates each object before serving it, whether the server certificate is verified by default, and how headers are parsed.

Other policy can be controlled only by using Blue Coat Content Policy Language (CPL). This section is about using the Management Console or CLI to set default HTTP proxy policy; see "[Creating a Proxy Layer to Manage Proxy Operations](#)" on page 330 for information about using CPL to configure HTTP proxy caching.

---

Note: Tolerant HTTP request parsing can only be done through the CLI; it is not available through the Management Console.

---

### *To Set HTTP Default Proxy Policy through the Management Console*

1. Select Configuration>Services>HTTP Proxy>Policies.

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Figure 6-6: Policies Tab

2. Fill in the fields as appropriate:

- In the Do not cache objects larger than field, enter the maximum object size to cache. The default is 1024 MB. This configuration determines the maximum object size to store in the ProxySG. All objects retrieved that are greater than the maximum size are delivered to the client but are not stored in the ProxySG.
- In the Cache negative responses for field, enter the number of minutes the ProxySG stores negative responses. The default is 0, meaning that the ProxySG does not cache negative responses and always attempts to retrieve the object.

The OCS might send a client error code (4xx HTTP response) or a server error code (5xx HTTP response) as a response to some requests. If the ProxySG is configured to cache such negative responses, it returns that response in subsequent requests for that page or image for the specified number of minutes. If it is not configured, which is the default, the ProxySG attempts to retrieve the page or image every time it is requested.

If you enter a number of minutes into this field, then the response times improve, but you could receive negative responses to requests that might otherwise have been served for that period of time.

- To always verify that each object is fresh upon access, select the Always check with source before serving object checkbox. Enabling this setting has a significant impact on performance because HTTP proxy revalidates requested cached objects with the OCS before serving them to the client, resulting in a negative impact on response times and bandwidth gain. Therefore, do not enable this configuration unless absolutely required.
- If you communicate with an OCS through HTTPS and want the origin content server's certificate to be verified by the ProxySG, verify that Verify server certificate for secure connections is selected.

## Section A: Configuring Explicit Proxies

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- The default is to parse HTTP meta tag headers in HTML documents if the MIME type of the object is text/HTML. The function of all meta tags is same as the corresponding HTTP headers.

To disable meta-tag parsing, remove the check from the checkbox for:

- Parse “cache-control” meta tag

The following sub-headers are parsed when this checkbox is selected: private, no-store, no-cache, max-age, s-maxage, must-revalidate, proxy-revalidate.

- Parse “expires” meta tag
- Parse “pragma-no-cache” meta tag

3. Click Apply.

### *To Set HTTP Proxy Default Policy through the CLI*

1. At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) caching
SGOS#(config caching) max-cache-size megabytes
SGOS#(config caching) negative-response minutes
SGOS#(config caching) always-verify-source
-or-
SGOS#(config caching) no always-verify-source
```

where:

<code>max-cache-size</code>	<code>megabytes</code>	The maximum size, in megabytes, of the largest object that can be stored on the ProxySG. The <code>max-cache-size</code> sets the maximum object size for both HTTP and FTP.
<code>negative-response</code>	<code>minutes</code>	The amount of time, in minutes, that the ProxySG remembers that an object is not stored.
<code>always-verify-source</code>		Ensures that every object is always fresh upon access. This has a significant impact on performance because HTTP proxy revalidates requested cached objects with the OCS before serving them to the client, resulting in a negative impact on response times and bandwidth gain. Therefore, do not enable this configuration item unless absolutely required.
<code>no</code>	<code>always-verify source</code>	The default setting. This tells the ProxySG never to check objects on the source before serving them to the client.

---

Note: If you use HTTPS, you might want to change the verify-server certificate from the default of enabled to suppress verification of the OCS certificate ([step 2](#)).

---

## Section A: Configuring Explicit Proxies

---

2. (Optional) To enable or disable the verify-server certificate setting, enter one of the following commands:

```
SGOS#(config caching) exit
SGOS#(config) http ssl-verify-server
-or-
SGOS#(config) http no ssl-verify-server
```

---

Note: The `http ssl-verify-server` command is overridden by the CPL property `server.certificate.validate` or the forwarding hosts `ssl-verify-server` command, if explicitly set.

---

3. (Optional) To enable or disable meta-tag parsing (parsing is enabled by default), enter one of the following commands:

```
SGOS#(config services) exit
SGOS#(config) http parse meta-tag {cache-control | expires | pragma-no-cache}
-or-
SGOS#(config) http no parse meta-tag {cache-control | expires |
pragma-no-cache}
```

To view all HTTP settings, see "[Viewing HTTP Settings through the CLI](#)" on page 210.

### *Tips on Parsing Meta Tags*

- ❑ If ICAP response modification is occurring, the response body modified by the ICAP server is not parsed.
- ❑ Relevant HTTP meta tags must appear within the first 256 bytes of HTTP object body. If the meta tag does not appear within the first 256 bytes, it is ignored.

### *Tips on Using Meta Tags With Policy*

- ❑ The following CPL properties can be used in the <Cache> layer to control meta tag processing for HTTP proxy, HTTP refresh, and HTTP pipeline transactions:
   
`http.response.parse_meta_tag.Pragma.no-cache(yes|no)`
  
`http.response.parse_meta_tag.Cache-Control(yes|no)`
  
`http.response.parse_meta_tag.Expires(yes|no)`
- ❑ VPM support for this feature is not available.

## Understanding Tolerant HTTP Request Parsing

By default, the ProxySG blocks malformed HTTP requests, returning a *400 Invalid Request* error. The tolerant HTTP request parsing flag causes certain types of malformed requests to be processed instead of being rejected.

By default, a header line not beginning with a <Tab> or space character must consist of a header name (which contains no <Tab> or space characters), followed by a colon, followed by an optional value, or an error is reported. With tolerant request parsing enabled, a request header name is allowed to contain <Tab> or space characters, and if the request header line does not contain a colon, then the entire line is taken as the header name.

## Section A: Configuring Explicit Proxies

---

A header containing one or more <Tab> or space characters, and nothing else, is considered ambiguous. Blue Coat does not know if this is a blank continuation line or if it is the blank line that signals the end of the header section. By default, an ambiguous blank line is illegal, and an error is reported. With tolerant request parsing enabled, an ambiguous blank line is treated as the blank line that signals the end of the header section.

*To Enable the HTTP Tolerant Request Parsing Flag through the CLI*

---

Note: This feature is only available through the CLI. It cannot be set through the Management Console.

---

From the (config) prompt, enter the following command to enable tolerant HTTP request parsing (the default is disabled):

```
SGOS# (config) http tolerant-request-parsing
```

To disable HTTP tolerant request parsing, enter the following command:

```
SGOS# (config) http no tolerant-request-parsing
```

To view all HTTP settings, including http tolerant-request-parsing if it is enabled, see "[Viewing HTTP Settings through the CLI](#)" on page 210.

## Choosing the HTTP Proxy Profile

You can select from among three profiles for the HTTP proxy, depending on your needs, and you can also create a customized profile from the three available.

The three profiles are:

- Normal, which acts as a client-accelerator and is used for enterprise deployments
- Portal, which acts as a server accelerator and is used for Web-hosting
- Bandwidth, which is used for ISP deployments

The table below shows the configuration for each profile.

Table 6.3: Normal, Portal, and Bandwidth Gain Profiles

Configuration	Normal Profile	Portal Profile	Bandwidth Gain
Pipeline embedded objects in client requests	Enabled	Disabled	Disabled
Pipeline embedded objects in prefetch requests	Enabled	Disabled	Disabled
Pipeline redirects for client requests	Enabled	Disabled	Disabled
Pipeline redirects for prefetch requests	Enabled	Disabled	Disabled
Cache expired objects	Enabled	Disabled	Enabled
Bandwidth Gain Mode	Disabled	Disabled	Enabled

---

## Section A: Configuring Explicit Proxies

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Table 6.3: Normal, Portal, and Bandwidth Gain Profiles (Continued)

Configuration	Normal Profile	Portal Profile	Bandwidth Gain
Substitute GET for IMS (if modified since)	Disabled	Enabled	Enabled
Substitute GET for PNC (Pragma no cache)	Disabled	Enabled	Does not change
Substitute GET for HTTP 1.1 conditionals	Disabled	Enabled	Enabled
Substitute GET for IE (Internet Explorer) reload	Disabled	Enabled	Does not change
Never refresh before expiration	Disabled	Enabled	Enabled
Never serve after expiration	Disabled	Enabled	Does not change

When an SG appliance is first manufactured, it is set to a *Normal* profile. Depending on your needs, you can use the *Bandwidth Gain* profile or the *Portal* profile. You can also combine needed elements of all three profiles.

### Using the Normal Profile

Normal is the default profile and can be used wherever the SG appliance is used as a normal forward proxy. This profile is typically used in enterprise environments, where the freshness of objects is more important than controlling the use of server-side bandwidth. The Normal profile is the profile that most follows the HTTP standards concerning object revalidation and staleness. Additionally, prefetching (pipelining) of embedded objects and redirects is enabled, which reduces response time for clients.

### Using the Portal Profile

When configured as a server accelerator, the SG appliance improves object response time to client requests, scalability of the origin content server (OCS) site, and overall Web performance at the OCS. A server accelerator services requests meant for an OCS as if it is the OCS itself.

Because an OCS can actually consist of many servers—a single Web server or an entire server farm—OCSs are identified by domain name or IP address. To the SG appliance, the domain name or IP address is treated as the OCS, regardless of how many back-end Web servers might be installed.

### Using the Bandwidth Gain Profile

The Bandwidth-Gain profile is useful wherever server-side bandwidth is an important resource. This profile is typically used in Internet Service Provider (ISP) deployments. In such deployments, the freshness of the object is not as important as controlling the use of server-side bandwidth. The Bandwidth-Gain profile enables various HTTP configurations that can increase page response times and the likelihood that stale objects are served, but that reduces the amount of server-side bandwidth required.

---

## Section A: Configuring Explicit Proxies

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### Understanding HTTP Object Types

HTTP proxy categorizes HTTP objects into three types:

- ❑ Type-T: The OCS specifies explicit expiration time.
- ❑ Type-M: Expiration time is not specified; however, the last modified time is specified by the OCS.
- ❑ Type-N: Neither expiration nor last modified time has been specified.

The ProxySG's asynchronous adaptive refresh (AAR) algorithm is normally applied to all three types of HTTP objects. To maximize the freshness of the next access to objects in the ProxySG's cache, asynchronous revalidations are performed on those objects in accordance with their relative popularity and the amount of time remaining before their estimated time of expiration. Estimated expiration times vary as object content changes are observed during such asynchronous revalidations. This happens even for type-T objects because the expiration times of type-T objects are not always perfectly managed by Webmasters of content servers. However, for situations where such management can be trusted, certain configuration items exist to reduce speculative revalidation of type-T objects. In the following section, the terms revalidation and refresh mean the same thing—to assess the freshness of an object by sending a conditional GET request to the object's OCS.

### Understanding HTTP Proxy Profile Configuration Components

[Table 6.1](#) gives a definition of the customizable HTTP proxy profile settings. Both the Management Console field and CLI (`config`) command text is included.

Table 6.1: Description of Profile Configuration Components in the Management Console and CLI

Management Console Checkbox Field	CLI ( <code>config</code> ) Command	Definition
Pipeline embedded objects in client request	<code>http [no] pipeline client requests</code>	This configuration item applies only to HTML responses. When this setting is enabled, and the object associated with an embedded object reference in the HTML is not already cached, HTTP proxy acquires the object's content before the client requests the object. This improves response time dramatically. If this setting is disabled, HTTP proxy does not acquire embedded objects until the client requests them.
Pipeline redirects for client request	<code>http [no] pipeline client redirects</code>	When this setting is enabled, and the response of a client request is one of the redirection responses (such as 301, 302, or 307 HTTP response code), then HTTP proxy pipelines the object specified by the <code>Location</code> header of that response, provided that the redirection location is an HTML object. This feature improves response time for redirected URLs. If this setting is disabled, HTTP proxy does not pipeline redirect responses resulting from client requests.

---

## Section A: Configuring Explicit Proxies

---

Table 6.1: Description of Profile Configuration Components in the Management Console and CLI

<b>Management Console Checkbox Field</b>	<b>CLI (config) Command</b>	<b>Definition</b>
Pipeline embedded objects in prefetch request	http [no] pipeline prefetch requests	This configuration item applies only to HTML responses resulting from pipelined objects. When this setting is enabled, and a pipelined object's content is also an HTML object, and that HTML object has embedded objects, then HTTP proxy also pipelines those embedded objects. This nested pipelining behavior can occur three levels deep at most. If this setting is disabled, HTTP proxy does not engage in nested pipelining behavior.
Pipeline redirects for prefetch request	http [no] pipeline prefetch redirects	When this setting is enabled, HTTP proxy pipelines the object specified by a redirect location returned by a pipelined response. If this setting is disabled, HTTP proxy does not try to pipeline redirect locations resulting from a pipelined response.
Substitute Get for IMS	http [no] substitute if-modified-since	If the time specified by the <code>If-Modified-Since:</code> header in the client's conditional request is greater than the last modified time of the object in the cache, it is a strong indication that the copy in the cache is stale. If so, HTTP proxy does a conditional GET to the OCS, based on the last modified time of the cached object.  To control this aspect of the ProxySG's treatment of the <code>If-Modified-Since:</code> header, disable the Substitute Get for IMS setting. When this setting is disabled, a client time condition greater than the last modified time of the object in the cache does not trigger revalidation of the object.  However, not all objects necessarily have a last-modified time specified by the OCS.

## Section A: Configuring Explicit Proxies

Table 6.1: Description of Profile Configuration Components in the Management Console and CLI

Management Console Checkbox Field	CLI (config) Command	Definition
Substitute Get for HTTP 1.1 conditionals	http [no] substitute conditional	<p>HTTP 1.1 provides additional controls to the client over the behavior of caches concerning the staleness of the object. Depending on various Cache-Control: headers, the ProxySG can be forced to consult the OCS before serving the object from the cache. For more information about the behavior of various Cache-Control: header values, refer to RFC 2616.</p> <p>If the Substitute Get for HTTP 1.1 Conditionals setting is enabled, HTTP proxy ignores the following Cache-Control: conditions from the client request:</p> <ul style="list-style-type: none"> <li>• "max-stale" [ "=" delta-seconds ]</li> <li>• "max-age" "=" delta-seconds</li> <li>• "min-fresh" "=" delta-seconds</li> <li>• "must-revalidate"</li> <li>• "proxy-revalidate"</li> </ul>
Substitute Get for PNC	http [no] substitute pragma-no-cache	<p>Typically, if a client sends an HTTP GET request with a Pragma: no-cache or Cache-Control: no-cache header (for convenience, both are hereby referred to as PNC), a cache must consult the OCS before serving the content. This means that HTTP proxy always re-fetches the entire object from the OCS, even if the cached copy of the object is fresh. Because of this, PNC requests can degrade proxy performance and increase server-side bandwidth utilization. However, if the Substitute Get for PNC setting is enabled, then the PNC header from the client request is ignored (HTTP proxy treats the request as if the PNC header is not present at all).</p>
Substitute Get for IE reload	http [no] substitute ie-reload	<p>Some versions of Internet Explorer issue the Accept: */* header instead of the Pragma: no-cache header when you click Refresh. When an Accept header has only the */* value, HTTP proxy treats it as a PNC header if it is a type-N object. You can control this behavior of HTTP proxy with the Substitute GET for IE Reload setting. When this setting is enabled, the HTTP proxy ignores the PNC interpretation of the Accept: */* header.</p>

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## Section A: Configuring Explicit Proxies

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Table 6.1: Description of Profile Configuration Components in the Management Console and CLI

<b>Management Console Checkbox Field</b>	<b>CLI (config) Command</b>	<b>Definition</b>
Never refresh before expiration	http [no] strict-expiration refresh	Applies only to cached type-T objects. When this setting is enabled, the ProxySG does not asynchronously revalidate such objects before their specified expiration time. When this setting is disabled, such objects, if they have sufficient relative popularity, can be asynchronously revalidated and can, after a sufficient number of observations of changes, have their estimates of expiration time adjusted accordingly.
Never serve after expiration	http [no] strict-expiration serve	Applies only to cached type-T objects. If this setting is enabled, an object is synchronously revalidated before being served to a client, if the client accesses the object after its expiration time. If this setting is disabled, the object is served to the client and, depending on its relative popularity, may be asynchronously revalidated before it is accessed again.
Cache expired objects	http [no] cache expired	Applies only to type-T objects. When this setting is enabled, type-T objects that are already expired at the time of acquisition is cached (if all other conditions make the object cacheable). When this setting is disabled, already expired type-T objects become non-cacheable at the time of acquisition.

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Table 6.1: Description of Profile Configuration Components in the Management Console and CLI

Management Console Checkbox Field	CLI ( <code>config</code> ) Command	Definition
Enable Bandwidth Gain Mode	<code>bandwidth-gain {disable   enable}</code>	<p>This setting controls both HTTP-object acquisition after client-side abandonment and AAR (asynchronous adaptive refresh) revalidation frequency.</p> <ul style="list-style-type: none"> <li>• <b>HTTP-Object Acquisition</b> When Bandwidth Gain mode is enabled, if a client requesting a given object abandons its request, then HTTP proxy immediately abandons the acquisition of the object from the OCS, if such an acquisition is still in progress. When bandwidth gain mode is disabled, the HTTP proxy continues to acquire the object from the OCS for possible future requests for that object.</li> <li>• <b>AAR Revalidation Frequency</b> Under enabled bandwidth gain mode, objects that are asynchronously refreshable are revalidated at most twice during their estimated time of freshness. With bandwidth gain mode disabled, they are revalidated at most three times. Not all asynchronously refreshable objects are guaranteed to be revalidated.</li> </ul>

## Configuring the HTTP Proxy Profile

You can configure the profile you want from either the Management Console or the CLI.

### *To Configure the HTTP Proxy Profile through the Management Console*

1. Select Configuration>Services>HTTP Proxy>Acceleration Profile.

The Acceleration Profile tab displays (Normal is the default profile). Text appears at the bottom of this tab indicating which profile is selected. If you have a customized profile, this text does not appear.

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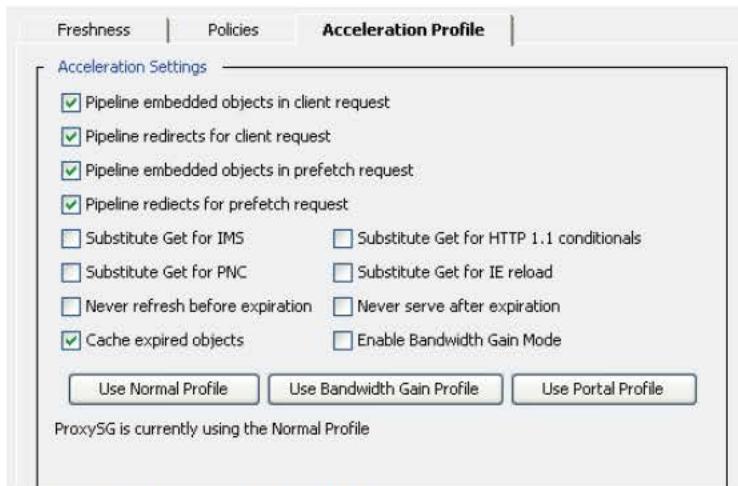


Figure 6-7: Acceleration Profile Tab

**Important:** If you have a customized profile and you click one of the Use Profile buttons, no record of your customized settings remains. However, once the ProxySG is set to a specific profile, the profile is maintained in the event the ProxySG is upgraded.

2. To select a profile, click one of the three profile buttons (Use Normal Profile, Use Bandwidth Gain Profile, or Use Portal Profile).

The text at the bottom of the Acceleration Profile tab changes to reflect the new profile.

**Note:** You can customize the settings, no matter which profile button you select.

3. (Optional) To customize the profile settings, select or deselect any of the check boxes (see Table 6.1 on page 202 for information about each setting).
4. Click **Apply**.

### To Configure the HTTP Proxy Profile through the CLI

1. At the `(config)` command prompt, enter the profile you want:

```
SGOS#(config) profile {normal | portal | bwgain}
```

2. (Optional) Use the following commands to customize the profile settings (see Table 6.1 on page 202 for information about these settings):

```
SGOS#(config) http [no] pipeline client requests
SGOS#(config) http [no] pipeline client redirects
SGOS#(config) http [no] pipeline prefetch requests
SGOS#(config) http [no] pipeline prefetch redirects
SGOS#(config) http [no] substitute if-modified-since
SGOS#(config) http [no] substitute conditional
```

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---

```
SGOS#(config) http [no] substitute pragma-no-cache
SGOS#(config) http [no] substitute ie-reload
SGOS#(config) http [no] strict-expiration refresh
SGOS#(config) http [no] strict-expiration serve
SGOS#(config) http [no] cache expired
SGOS#(config) bandwidth-gain {disable | enable}
```

3. (Optional) View the settings. (This example assumes you have selected the Portal profile.)

```
SGOS#(config) show profile
SG is currently using the Normal Profile
Pipeline client requests: Enabled
Pipeline client redirects: Enabled
Pipeline prefetch requests: Enabled
Pipeline prefetch redirects: Enabled
Substitute Get "if-modified-since": Disabled
Substitute Get "pragma: no-cache": Disabled
Substitute HTTP 1.1 Conditional Get: Disabled
Substitute Internet Explorer reload: Disabled
Never refresh before expiration: Disabled
Never serve after expiration: Disabled
Cache expired objects: Enabled
Bandwidth gain mode: Disabled
```

You can view all HTTP settings. See ["Viewing HTTP Settings through the CLI" on page 210](#) for more information.

## Configuring HTTP for Bandwidth Gain

In addition to the configuration items related to top-level profiles, other configurable items also affect bandwidth gain. You can set the top-level profile and adjust various related configuration items to fine tune ProxySG for your needs (see ["Configuring the HTTP Proxy Profile" on page 206](#)), and you can provide additional fine-tuning with the following configuration items:

- Byte-range support
- Revalidate pragma-no-cache

Byte-range requests can be made with a PNC header. To serve these requests from the cache, enable the revalidate PNC setting (see ["Understanding Revalidate Pragma-No-Cache" below](#)).

## Understanding Byte-Range Support

If a client requests a byte range using the `Range: HTTP` header, the ProxySG serves the requested portions of the file from the cache if byte-range support is enabled (the default). If byte range support is disabled, all such requests are forwarded in a non-cacheable way to the origin content server.

Byte-range configuration can significantly affect bandwidth gain where heavy use of range requests is expected. Download managers (such as NetAnts®) typically use byte-range requests heavily.

---

## Section A: Configuring Explicit Proxies

---

With byte-range support enabled, if the object is already cached and does not need to be reloaded from the OCS, the ProxySG serves the byte-range request from the cache only. But if the object is not in the cache, or if a reload of the object is required, the ProxySG might treat the byte-range request as if byte-range support is disabled and serve the object from the cache. It is important to note that HTTP proxy never caches partial objects, even if byte-range support is enabled.

If byte-range support is disabled, HTTP treats all byte-range requests as non-cacheable. Such requests are never served from the cache, even if the object exists in the cache. The client's request is sent unaltered to the OCS and the response is not cached. Thus a byte-range request has no effect on the cache if byte-range support is disabled.

HTTP proxy categorizes the range requests in following three categories when byte-range support is enabled:

- Type-1: 0-N: Range request for first N bytes of the object
- Type-2: N-M: Range request from N bytes to M bytes of the object
- Type-3: -N: Range request for last N bytes of the object

If the object does not exist in the cache, and a byte-range request is received with the first range being type-1 or type-2, and the start byte of the first requested range is within 14336 bytes (hard coded threshold), then the entire object is retrieved from the OCS and cached in the ProxySG. Even though HTTP proxy retrieves the entire object from the OCS, it sends an appropriate byte-range response to the client. If the object does not exist in the cache, and if the first range in the request is not of type-1 or type-2, or if the start byte of the first requested range is beyond 14336 bytes, then the client's request is sent unaltered to the OCS and the response is not cached.

If the object exists in the cache, and if a range request with an effective PNC (the PNC header is not substituted or revalidated—see "[Understanding Revalidate Pragma-No-Cache](#)" below) is made, and the first range in the request is either type-3 or type-1 or 2 with a start byte offset greater than 14336 bytes, then, even if the object exists in the cache, the transaction is made non-cacheable (the request is sent to the OCS without any modification and the response is not cached). If an object exists in the cache and a byte-range request is made without the PNC header, then the byte-range response is satisfied from the cache.

Most download managers make byte-range requests with a PNC header. To serve such requests from the cache, the revalidate pragma-no-cache option should be configured along with byte-range support (see "[Understanding Revalidate Pragma-No-Cache](#)" below).

### *To Configure Byte-Range Support through the CLI*

---

Note: Enabling or disabling byte-range support can only be configured through the CLI.

---

To enable or disable byte-range support, enter one of the following commands at the (config) command prompt:

```
SGOS#(config) http byte-ranges
-or-
SGOS#(config) http no byte-ranges
```

To view all HTTP settings, see "[Viewing HTTP Settings through the CLI](#)" on page 210.

---

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---

### Understanding Revalidate Pragma-No-Cache

The pragma-no-cache (PNC) header in a client's request can affect the efficiency of the proxy from a bandwidth gain perspective (this behavior is described in [Table 6.1](#) in the Substitute Get for PNC configuration description). If you do not want to completely ignore PNC in client requests (which you can do by using the Substitute Get for PNC configuration), you can lower the impact of the PNC by enabling the `revalidate-pragma-no-cache` setting. When the `revalidate-pragma-no-cache` setting is enabled, a client's non-conditional PNC-GET request results in a conditional GET request sent to the OCS if the object is already in the cache. This gives the OCS a chance to return the 304 Not Modified response, thus consuming less server-side bandwidth, because it has not been forced to return full content even though the contents have not actually changed. By default, the revalidate PNC configuration is disabled and is not affected by changes in the top-level profile. When the Substitute Get for PNC configuration is enabled (see "[Configuring the HTTP Proxy Profile](#)" for configuration information), the revalidate PNC configuration has no effect.

#### *To Configure the Revalidate PNC Setting through the CLI*

---

Note: The revalidate pragma-no-cache setting can only be configured through the CLI.

---

To enable or disable the revalidate PNC setting, enter one of the following commands at the `(config)` command prompt:

```
SGOS#(config) http revalidate-pragma-no-cache  
-or-  
SGOS#(config) http no revalidate-pragma-no-cache
```

To view all HTTP settings, see "[Viewing HTTP Settings through the CLI](#)" below.

### Viewing HTTP Settings through the CLI

You can view the existing HTTP settings by entering the following command:

```
SGOS#(config) show http  
Supported protocol version: HTTP 1.1  
Caching options:  
    Cache authenticated data: enabled  
    Cache expired objects: enabled  
    Cache personal pages: disabled  
    Strip From Headers: disabled  
    Byte range support: enabled  
    Force NTLM on proxy IE: disabled  
    Rewrite redirects for XP: disabled  
    Revalidate "pragma: no-cache": disabled  
    WWW redirect if host not found: enabled  
Force explicit expirations:  
    Never refresh before: disabled  
    Never serve after: disabled  
Add headers:  
    "Front-end-https": disabled  
    "Via": disabled  
    "X-forwarded-for": disabled
```

---

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---

```

"Client-ip":           disabled
Parsing options:
    HTML meta tag "Cache-Control":   enabled
    HTML meta tag "Expires":         enabled
    HTML meta tag "Pragma: no-cache": enabled
Persistent connections:
    Client connections:           enabled
    Server connections:          enabled
Pipeline:
    Client requests:             enabled
    Client redirects:            enabled
    Prefetch requests:           enabled
    Prefetch redirects:          enabled
Substitute simple Get for:
    Get "if-modified-since":     disabled
    Get "pragma: no-cache":      disabled
HTTP 1.1 Conditional get: disabled
Internet Explorer reload: disabled
Proprietary header extensions:
    Blue Coat extensions:       disabled
FTP proxy:
    Url path is:                 absolute from root
    Configuration/access log uploads: will use PASV
Persistent connection timeouts:
    Server:                      900
    Client:                      360
Receive timeouts:
    Server:                      180
    Client:                      120
    Refresh:                     90
Https:
    ssl-verify-server:           enabled
    tolerant-request-parsing:    enabled

```

## Understanding HTTP Compression

Compression reduces a file size but does not lose any data. Whether you should use compression depends upon three resources: server-side bandwidth, client-side bandwidth, and ProxySG CPU. If server-side bandwidth is more expensive in your environment than CPU, always request compressed content from the origin content server (OCS). However, if CPU is comparatively expensive, the ProxySG should instead be configured to ask the OCS for the same compressions that the client asked for and to forward whatever the server returns.

The default configuration assumes that CPU is costlier than bandwidth. If this is not the case, you can change the ProxySG behavior.

## Section A: Configuring Explicit Proxies

---

Note: Decompression, content transformation, and recompression increases response time by a small amount because of the CPU overhead. (The overhead is negligible in most cases.) RAM usage also increases if compression is enabled.

Compression might also appear to adversely affect bandwidth gain. Because compression results in a smaller file being served to the client than was retrieved by the ProxySG from the origin content server, bandwidth gain statistics reflect such requests/responses as negative bandwidth gain.

---

Compression is disabled by default. If compression is enabled, the HTTP proxy forwards the supported compression algorithm (gzip and deflate) from the client's request (`Accept-Encoding`: request header) to the server as is, and attempts to send compressed content to client whenever possible. This allows the ProxySG to send the response as is when the server sends compressed data, including non-cacheable responses. Any unsolicited encoded response is forwarded to the client as is.

---

Note: If compression is not enabled, the ProxySG does not compress the content if the server sends uncompressed content. However, the ProxySG continues to uncompress content if necessary to apply transformations.

Any unsolicited encoded response is forwarded to the client as is.

---

Compression is controlled by policy only.

You can view compression statistics by going to Statistics>System Usage>Client Comp. Gain and Server Comp. Gain and Statistics>HTTP/FTP History>Client Comp. Gain and Server Comp. Gain. For information on these statistics, see "["System Usage Statistics" on page 979](#)" and "["HTTP/FTP History Statistics" on page 982](#)".

## Understand Compression Behavior

The ProxySG compression behavior is detailed in the tables below.

---

Note: A *variant* is the available form of the object in the cache—compressed or uncompressed. The `Content-Encoding`: header Identity refers to the uncompressed form of the content.

---

Compression increases the overall percentage of cacheable content, increasing the hit rate in terms of number of objects served from the cache.

---

## Section A: Configuring Explicit Proxies

---

For cache-hit compression behavior, see [Table 6.2](#) below. For cache-miss compression behavior, see [Table 6.3 on page 213](#).

Table 6.2: Cache-Hit Compression Behavior

Accept-Encoding: in client request	Variant Available when the Request Arrived	Variant Stored as a Result of the Request	Content-Encoding: in ProxySG response
Identity	Uncompressed object	None	Identity
Identity	No uncompressed object gzip compressed	Uncompressed	Identity
gzip, deflate	Uncompressed object	gzip compressed	gzip
gzip, deflate	Uncompressed object gzip compressed	None	gzip
gzip, deflate	Uncompressed object deflate compressed	None	deflate
deflate	No uncompressed object gzip compressed	deflate compressed	deflate (This is effectively a cache-miss. The ProxySG does not convert from gzip to deflate.)

Table 6.3: Cache-Miss Compression Behavior

Accept-Encoding: in client request	Accept-Encoding: in ProxySG request	Content-Encoding: in server response	Generated variants	Content-Encoding: in ProxySG response
Identity	Identity	Identity	uncompressed object	Identity
gzip, deflate	gzip, deflate	Identity	uncompressed object gzip-compressed	gzip
gzip, deflate	gzip, deflate	gzip	No uncompressed object gzip-compressed	gzip
gzip, deflate, compress	gzip, deflate	gzip	No uncompressed object gzip-compressed	gzip
gzip, deflate	gzip, deflate	compress (illegal response)	compress	compress

## Section A: Configuring Explicit Proxies

---

### Compression Exceptions

- ❑ The ProxySG issues a `transformation_error` exception (HTTP response code 403), when the server sends an unknown encoding and the ProxySG is configured to do content transformation.
- ❑ The ProxySG issues an `unsupported_encoding` exception (HTTP response code 415 - Unsupported Media Type) when the ProxySG is unable to deliver content due to configured policy.

The messages in the exception pages can be customized. For information on using exception pages, see “[Section D: Defining Exceptions](#)” on page 712.

### Configuring Compression

Compression behavior can only be configured through policy—VPM or CPL.

#### Using VPM to Configure Compression Behavior

Three objects can be used to configure compression and compression levels through VPM:

- ❑ Client HTTP compression object: Allows you to determine the behavior when the client wants the content in a different form than is in the cache.
- ❑ Server HTTP compression object: Allows you to enable or disable compression and to set options.
- ❑ HTTP compression level object: Allows you to set a compression level of low, medium, or high.

Complete the following steps to manage server and client HTTP compression and compression levels.

##### *To Add or Edit Client Compression*

1. Create a Web Access Layer:
    - Select Configuration>Policy>Visual Policy Manager; click Launch.
    - Select Policy>Add Web Access Layer from the menu of the Blue Coat VPM window that appears.
    - Type a layer name into the dialog that appears and click OK.
  2. Add an Action object:
    - Right click on the item in the Action column; select Set.
    - Click New in the Set Action Object dialog that appears; select Set Client HTTP Compression.
- The Add Client HTTP Compression Object dialog displays.

## Section A: Configuring Explicit Proxies

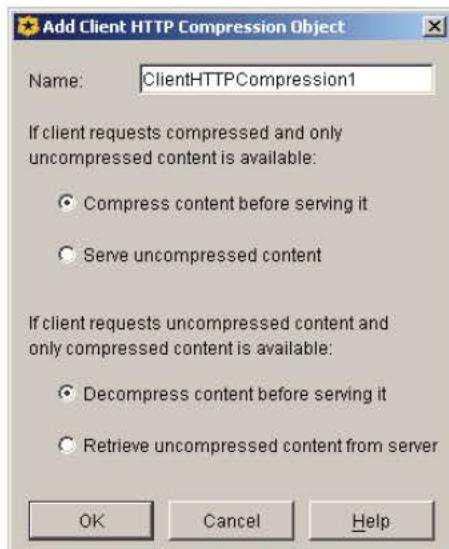


Figure 6-8: Add Client HTTP Compression Object Dialog

- Select the compression options you want to use; click OK.
- Click OK again; close the VPM window and click Yes in the dialog to save your changes.

### To Add or Edit Server Compression

1. Create a Web Access Layer:
  - Select Configuration>Policy>Visual Policy Manager; click Launch.
  - Select Policy>Add Web Access Layer from the menu of the Blue Coat VPM window that appears.
  - Type a layer name into the dialog that appears and click OK.
2. Add an Action object:
  - Right click on the item in the Action column; select Set.
  - Click New in the Set Action Object dialog that appears; select Set Server HTTP Compression.The Add Server HTTP Compression Object dialog displays.

## Section A: Configuring Explicit Proxies

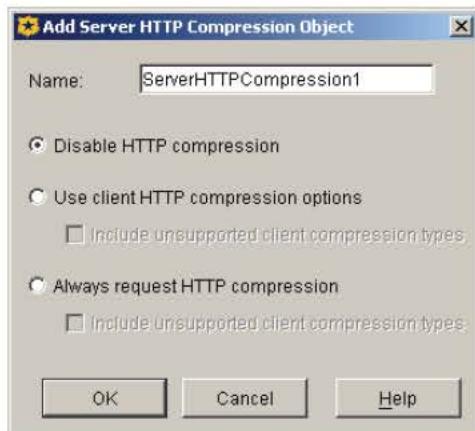


Figure 6-9: Add Server HTTP Compression Object Dialog

- Select compression options; click OK.
- Click OK again; close the VPM window and click Yes in the dialog to save your changes.

### Using VPM to Set HTTP Compression Levels

You can control the compression level based on any transaction condition (such as the client IP address, the hostname, request/response headers, and the like).

#### *To Set Compression Levels*

1. Create a Web Access Layer:
  - Select Configuration>Policy>Visual Policy Manager; click Launch.
  - Select Policy>Add Web Access Layer from the menu of the Blue Coat VPM window that appears.
  - Type a layer name into the dialog that appears and click OK.
2. Add an Action object:
  - Right click on the item in the Action column; select Set.
  - Click New in the Set Action Object dialog that appears; select Set HTTP Compression Level.

The Add HTTP Compression Level Object dialog displays.



Figure 6-10: Set HTTP Compression Level

---

## Section A: Configuring Explicit Proxies

---

- Select the compression level needed; click OK.
- Click OK again; close the VPM window and click Yes in the dialog to save your changes.

### Using Policy to Configure Compression Behavior

Compression and decompression are allowed if compression is enabled. If compression is not enabled, neither compression nor decompression are allowed.

Policy controls the compression or decompression of content on the ProxySG. If compression is turned off, uncompressed content is served to the client if a compressed variant is not available. If decompression is turned off, an uncompressed version is fetched from the OCS if the variant does not exist and the client requested uncompressed content.

---

**Note:** The ProxySG decompresses the content if transformation is to be applied, even if the compression is not enabled.

---

You can use server-side or client-side controls to manage compression through policy, as described in the following table.

Table 6.4: Compression Properties

Compression Properties	Meaning
<code>http.allow_compression(yes   no)</code>	Allow the ProxySG to compress content on demand if needed.
<code>http.allow_decompression(yes   no)</code>	Allow the ProxySG to decompress content on demand if needed.
<code>http.compression_level(low   medium   high)</code>	Set the compression level to be low (1), medium (6), or high (9). Low is the default.
<code>http.server.accept_encoding(client)</code>	Turn on only client encodings
<code>http.server.accept_encoding(identity)</code>	Turn off all encodings
<code>http.server.accept_encoding(all)</code>	Turn on all supported encodings, including the client's encodings.
<code>http.server.accept_encoding(gzip, deflate)</code>	Send specific encodings (order sensitive)
<code>http.server.accept_encoding(gzip, client)</code>	Send specific encodings (order sensitive)
<code>http.server.accept_encoding.gzip(yes   no)</code>	Add/remove an encoding
<code>http.server.accept_encoding[gzip, deflate, identity](yes   no)</code>	Add/remove a list of encodings
<code>http.server.accept_encoding.allow_unknown(yes   no)</code>	Allow/disallow unknown encodings.

## Section A: Configuring Explicit Proxies

Table 6.4: Compression Properties

Compression Properties	Meaning
<code>http.client.allow_encoding(identity);</code>	Allow no encodings (send uncompressed).
<code>http.client.allow_encoding(client);</code>	Allow all client encodings. This is the default.
<code>http.client.allow_encoding(gzip, deflate);</code>	Allow fixed set of encodings.
<code>http.client.allow_encoding(gzip, client);</code>	Allow fixed set of encodings.
<code>http.client.allow_encoding.gzip(yes   no);</code>	Add/remove one encoding
<code>http.client.allow_encoding[gzip, deflate, identity](yes   no);</code>	Add/remove list of encodings

### *Default Behavior*

By default, Blue Coat sends the client's list of the accept encoding algorithms, except for unknown encodings. If compression is not enabled, the default overrides any configured CPL policy.

If `Accept-Encoding` request header modification is used, it is overridden by the compression related policy settings shown in [Table 6.4](#). The `Accept-Encoding` header modification can continue to be used if no compression policies are applied, or if compression is not enabled. Otherwise, the compression-related policies override any `Accept-Encoding` header modification, even if the `Accept-Encoding` header modification appears later in the policy file.

Adding encoding settings with client-side controls depend on if the client originally listed that encoding in its `Accept-Encoding` header. If so, these encodings are added to the list of candidates to be delivered to the client. The first cache object with an `Accept-Encoding` match to the client-side list is the one that is delivered.

### *Suggested Settings for Compression*

- ❑ If client-side bandwidth is expensive in your environment, use the following policy:
 

```
<proxy>
  http.client.allow_encoding(client)
  http.allow_compression(yes)
```
- ❑ If server-side bandwidth is expensive in your environment, compared to client-side bandwidth and CPU:
 

```
http.server.accept_encoding(all)
  http.server.accept_encoding.allow_unknown(no) ; default
  http.allow_compression(yes)
  http.allow_decompression(yes)
```
- ❑ If CPU is expensive in your environment, compared to server-side and client-side bandwidth:

---

## Section A: Configuring Explicit Proxies

---

```
http.server.accept_encoding(client); If no content transformation policy is
configured
http.server.accept_encoding(identity); If some content transformation policy
is configured
http.allow_compression(no); default
http.allow_decompression(no); default
```

## Limitations

- ❑ Policy-based content transformations are not stored as variant objects. If content transformation is configured, it is applied on all cache-hits, and objects might be compressed all the time at the end of such transformation if they are so configured.
- ❑ The variant that is available in the cache is served, even if the client requests a compression choice with a higher qvalue. For example, if a client requests `Accept-encoding: gzip;q=1, deflate;q=0.1`, and only a deflate-compressed object is available in the cache, the deflate compressed object is served.
- ❑ The HTTP proxy ignores `Cache-Control: no-transform` directive of the OCS. To change this, write policy to disallow compression or decompression if `Cache-Control: no-transform` response header is present.
- ❑ The ProxySG treats multiple content encoding (gzip, deflate or gzip, gzip) as an unknown encoding. (These strings indicate the content has been compressed twice.)
- ❑ The gzip and deflate formats are treated as completely separate and are not converted from one to the other.
- ❑ Blue Coat recommends using `gzip` encoding (or allowing both `gzip` and `deflate`) when using the HTTP compression feature.
- ❑ If the ProxySG receives unknown content encoding and if content transformation is configured (such as popup blocking), an error results.
- ❑ If the origin server provides compressed content with a different compression level than that specified in policy, the content is not re-compressed.
- ❑ If the ProxySG compressed and cached content at a different compression level than the level specified in a later transaction, the content is not re-compressed.
- ❑ Parsing of container HTML pages occurs on the server side, so pipelining (prefetching) does not work when the server provides compressed content.
- ❑ Compressing a zip file breaks some browser versions, and compressing images does not provide added performance. For a current list of content types that are not compressed, refer to the Release Notes.
- ❑ All responses from the server can be compressed, but requests to the server, such as POST requests, cannot.
- ❑ Only `200 OK` responses can be compressed.

## Section A: Configuring Explicit Proxies

---

# Troubleshooting HTTP Proxy Issues

This section discusses problems you might encounter using the HTTP proxy.

## Using Explicit HTTP Proxy with Internet Explorer

Internet Explorer does not allow OCS NTLM authentication through a ProxySG when explicitly proxied. To correct this, Blue Coat added a `Proxy-Support: Session-based-authentication` header that is sent by default when the ProxySG receives a 401 authentication challenge from upstream when the client connection is an explicit proxy connection.

For older browsers or if both the ProxySG and the OCS do NTLM authentication, the `Proxy-Support` header might not work. In this case, you can disable the header and instead enable `NTLM-force`, which converts the 401-type server authentication challenge to a 407-type proxy authentication challenge, supported by Internet Explorer. The ProxySG also converts the resulting `Proxy-Authentication` headers in client requests to standard server authorization headers, which allows an OCS NTLM authentication challenge to pass through when Internet Explorer is explicitly proxied through the ProxySG.

### Disabling the Proxy-Support Header

You can control the header using header modification policy. Suppression or modification of the `Proxy-Support` custom header keeps the ProxySG from sending this default header. Use either the Visual Policy Manager (VPM) or CPL to disable the header through policy. For complete information on using VPM, see [Chapter 14: “The Visual Policy Manager” on page 567](#).

---

Note: To suppress the `Proxy-Support` header globally, use the `http force-ntlm` command to change the option. To suppress the header only in certain situations, continue with the procedures below.

---

### To Suppress Proxy-Support Header through VPM

To suppress the header using VPM, create a new Web Access Layer. Then:

1. Right click in the Action field to see the drop-down list; select Set.  
The Existing Action Object dialog displays.
2. Click New to see the drop-down list; select Control Response Header.  
The Add Control Response Header Object dialog displays.

## Section A: Configuring Explicit Proxies

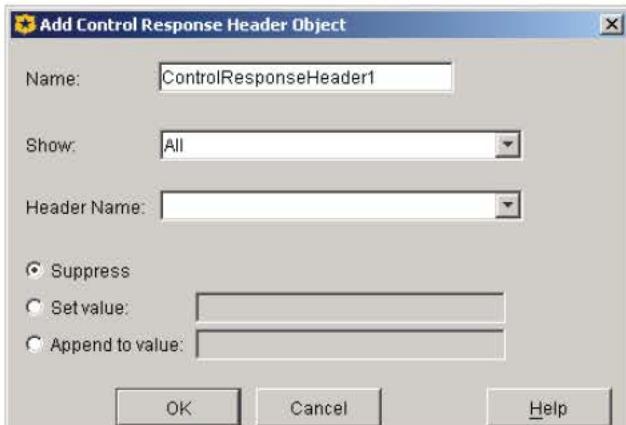


Figure 6-11: Add Control Response Header Object

3. Fill in the fields as follows:
  - **Name:** Enter a meaningful name. This name displays in the Existing Action Objects dialog.
  - **Show:** Select Custom from the drop-down list.
  - **Header Name:** Enter Proxy-Support.
  - Make sure the **Suppress** radio button is selected.
4. Click OK.
5. Scroll to the bottom of the Add Control Response Header Object dialog to see the Proxy-Support header.
6. Click OK.

### *To Suppress Proxy-Support Header through CPL*

Use CPL to define the Proxy-Support custom header object and to specify what action to take. The example below uses Proxy-Support as the action name, but you can choose any name meaningful to you. The result of this action is to suppress the Proxy-Support header

```
<proxy>
  action.Proxy-Support (yes)
  define action Proxy-Support
    delete(response.x_header.Proxy-Support)
  end action Proxy-Support
```

### Enabling or Disabling NTLM Authentication for Internet Explorer Clients

The following procedure forces Internet Explorer clients explicitly-proxied through a ProxySG to participate in NTLM authentication. This CLI setting is global, affecting all clients. You can also use VPM or CPL to provide granular control for NTLM authentication. (See "[To Force NTLM Authentication through VPM](#)" on page 222 and "[To Force NTLM Authentication through CPL](#)" on page 222.) These commands should only be used if the Proxy-support header is not suitable for the situation.

## Section A: Configuring Explicit Proxies

---

Note: These procedures can only be done through the CLI. The Management Console is not available.

---

Do one of the following (note that the default is `http no force-ntlm`):

- To force NTLM authentication for Internet Explorer clients, enter the following command at the (config) command prompt:  
`SGOS#(config) http force-ntlm`
- To disable NTLM authentication for Internet Explorer clients, enter the following command at the (config) command prompt:  
`SGOS#(config) http no force-ntlm`

To view all HTTP settings, see "[Viewing HTTP Settings through the CLI](#)" on page 210.

### *To Force NTLM Authentication through VPM*

To use VPM to force NTLM authentication, create a new Web Access Layer. Then:

1. Right click in the Action field to see the drop-down list; select Set.  
The Existing Action Object dialog displays.
2. Scroll to the Force NTLM for Server Auth static object; select it.
3. Click OK.

### *To Force NTLM Authentication through CPL*

Global configuration of NTLM authentication behavior is set through the CLI command `http force-ntlm` (the default is `http no force-ntlm`). The `http.force_ntlm_for_server_auth( )` CPL property can be used to override the global settings for a particular subset.

To create a rule to force NTLM authentication for explicitly proxied Internet Explorer clients, first define the action, then define the rule.

This example implements the following policies:

- All clients from the "ForceNTLM\_subnet" have Force-NTLM turned on. These clients do not use the Proxy-Support header.
- Requests for all other hosts have Force-NTLM turned off. These hosts use the Proxy-Support header.

```
define subnet ForceNTLM_subnet
    10.10.0.0/16
end
<Proxy>
    client.address=ForceNTLM_subnet http.force_ntlm_for_server_auth(yes)
    http.force_ntlm_for_server_auth(no)
end
```

---

## Section A: Configuring Explicit Proxies

---

### Configuring a SOCKS Proxy

While SOCKS servers are generally used to provide firewall protection to an enterprise, they also can be used to provide a generic way to proxy any TCP/IP or UDP protocols. The ProxySG supports both SOCKSv4/4a and SOCKSv5; however, because of increased username and password authentication capabilities and compression support, Blue Coat recommends that you use SOCKS v5.

---

Note: For Blue Coat compatibility with SOCKS clients, check with customer support. For information on the Permeo Premium Agent (Permeo PA), see "[Using the Permeo PA SOCKS Client with the Blue Coat SOCKS Server](#)" on page 227.

---

### Understanding SOCKS Compression

Compression over SOCKS is supported for TCP/IP tunnels, which can compress the data transferred between the branch (branch proxy) and main office (concentrator proxy), reducing bandwidth consumption and improving latency.

TCP tunnels are created by posting a listener on a static port for protocols that have a well-known port; applications that use dynamic port numbers are handled through the Endpoint Mapper proxy that automatically creates TCP tunnels to ports where Microsoft RPC services are running. (For information on using the Endpoint Mapper proxy, see "[Managing the Endpoint Mapper Proxy in Chapter 5, Services](#).)

Except for enabling the SOCKS proxy, no configuration is required on the concentrator SG appliance to support SOCKS compression. However, configuration is required on the branch SG appliance to forward data through the SOCKS gateway. You can use policy or the `socks-gateway` CLI options to enable SOCKS compression globally. Using policy, you can enable or disable compression on a per-connection basis on either the client side or the server side.

If SOCKS compression is enabled and the upstream SOCKS gateway does not support it, the connection fails.

---

Note: Enabling compression on TCP tunnels impacts performance and should be done only when the ProxySG is sized correctly to handle the incremental CPU load.

---

In a typical deployment, you will:

- ❑ Create an Endpoint Mapper proxy at the remote office (the downstream proxy) that intercepts Microsoft RPC traffic and creates dynamic TCP tunnels. Traffic to port 135 is transparently redirected to this service using bridging or L4 switch or WCCP. For information on creating and enabling an Endpoint Mapper proxy service, see "[Managing the Endpoint Mapper Proxy](#)" on page 165.
- ❑ Create any other TCP tunnel proxies you need at the remote office: SMTP, DNS, and the like. For information on configuring TCP tunnels, see "[Managing TCP Tunneling Services](#)" on page 175.

## Section A: Configuring Explicit Proxies

- Create a SOCKS gateway at the remote office and enable compression for that gateway. This SOCKS gateway points to a SOCKS proxy located at the main office location (the upstream proxy, the core of the network). For information on creating a SOCKS gateway and enabling SOCKS compression, see "[SOCKS Gateway Configuration](#)" on page 867.
- Set policy to forward TCP traffic through that SOCKS gateway. You can do this through the <proxy> layer using either the VPM or CPL. For more information, see "[Using Policy to Control the SOCKS Proxy](#)" on page 226.

**Note:** In cases where more than two proxies exist in the chain and intermediate proxy nodes are configured to do compression, the traffic is forwarded as is. If the intermediate proxy is not configured to do compression, traffic is decompressed before being forwarded to the next proxy.

## Creating and Configuring the SOCKS Service

Complete the following steps to create a SOCKS proxy and to configure SOCKS-proxy connection and timeout values.

*To Create a SOCKS Proxy Server through the Management Console*

1. Select Configuration>Services>SOCKS Proxy.

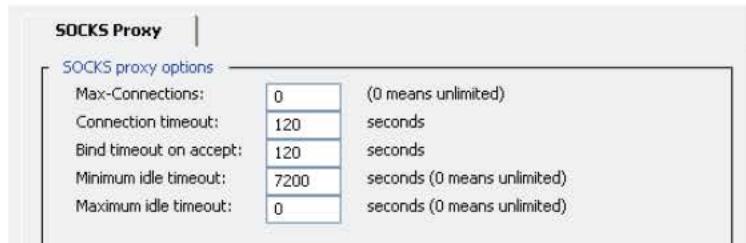


Figure 6-12: SOCKS Proxy Tab

2. Fill in the option fields (described below) as needed. The defaults are displayed and should be sufficient for most purposes.

Max-Connections	<i>connections</i>	Set maximum allowed SOCKS client connections. The default of 0 indicates an infinite number of connections are allowed.
Connection timeout	<i>seconds</i>	Set maximum time to wait on an outbound CONNECT.
Bind timeout on accept	<i>seconds</i>	Set maximum time to wait on an inbound BIND.
Minimum idle timeout	<i>seconds</i>	Specifies the minimum idle timeout after which SOCKS can consider the connection for termination when the max connections are reached.
Maximum idle timeout	<i>seconds</i>	Specifies the maximum idle timeout value after which SOCKS should terminate the connection.

---

## Section A: Configuring Explicit Proxies

---

### *To Configure the SOCKS Proxy through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) socks-proxy accept-timeout seconds | connect-timeout seconds |
max-connections number | max-idle-timeout seconds | min-idle-timeout seconds
```

2. (Optional) View the results.

```
SGOS#(config) show socks-proxy
max-connections: 0
accept-timeout: 120
connect-timeout: 120
min-idle-timeout: 7200
max-idle-timeout: 0
```

## Enabling the SOCKS Proxy

Note that a SOCKS port is already configured on port 1080 and enabled.

### *To Edit an Existing SOCKS Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Highlight the SOCKS server.
3. Click Edit; the Edit Service dialog appears.

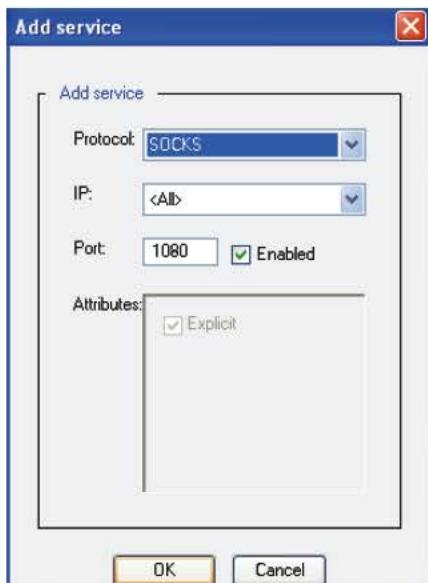


Figure 6-13: SOCKS Add Service Dialog

4. In the Protocol drop-down list, select SOCKS.
5. The default IP address value is all. To limit the service to a specific IP, select the IP from the drop-down list.
6. In the Port field, specify a port number; select Enable.

## Section A: Configuring Explicit Proxies

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7. Click OK; Click Apply.

*To Edit an Existing SOCKS Port Service through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) socks
SGOS#(config services socks) enable [ip_address:]port
```

2. (Optional) View the results:

```
SGOS#(config services socks) view
Port: 1080 IP: 10.9.87.85 Type: socks
Properties: explicit, enabled
```

## Using Policy to Control the SOCKS Proxy

Once the basic configuration for the SOCKS proxy has been set through the Management Console or the CLI, you can use policy to control the SOCKS proxy.

---

Note: SOCKS compression requires that a SOCKS gateway be set up with SOCKS compression enabled. You can either use policy to configure a gateway for SOCKS compression, or you can configure SOCKS compression while you are configuring the SOCKS gateway. To configure the SOCKS gateway, see "["SOCKS Gateway Configuration" on page 867](#)".

---

- ❑ To use SOCKS version 5, which allows you to use a SOCKS username/password and SOCKS compression, you must set the version through policy. SOCKS version 4 does *not* support compression.
  - If using VPM, go to the Forwarding layer, select Source>Set Source Object>New>SOCKS Version.
  - If using CPL, enter the following:  

```
<proxy> client.protocol=socks
      ALLOW socks.version=5
      DENY
```
- ❑ To use SOCKS compression, you must request SOCKS compression through policy.
  - If using VPM:
    - For global outbound connections (the downstream proxy or branch office location): go to the Forwarding layer, select Source>Set Source Object>New>SOCKS Gateway Compression Object. (Request compression is enabled by default.)
    - For global inbound connections (the upstream proxy or the main office location): go to the Web Access Layer, select Action>New>SOCKS Compression Object. (Allow compression is enabled by default.)
  - If using CPL:
    - For global outbound connections (the downstream proxy or branch office location):

## Section A: Configuring Explicit Proxies

---

```
<forward>
  client.protocol=tcp socks_gateway(socks_gateway_alias)
  socks_gateway.request_compression(yes|no|default)
```

where *default* refers to the current configuration.

To enable SOCKS compression on a per-connection basis, use a policy similar to the following:

```
<forward>
  client_address=ip_address
  socks_gateway.request_compression(yes|no|default)
```

- For global inbound connections (the upstream proxy or the main office location):

```
<proxy>
  socks.method=CONNECT socks.allow_compression(yes|no)
```

Allow compression is enabled by default.

## Using the Permeo PA SOCKS Client with the Blue Coat SOCKS Server

The Blue Coat ProxySG can be used as a SOCKS gateway by the Permeo Premium Agent (PA), with full licensing support and Dynamic Port Management (DPM) functionality.

The ProxySG supports the Windows Permeo PA SOCKS client version 5.12a, including those clients that require the special probe license protocol and corresponding customer ID. Note that each ProxySG can only support PA clients with the same customer ID.

Licensing the PA SOCKS client on the ProxySG is a two step process:

- Get the customer ID from the PA client.
- Tell the ProxySG the PA customer ID.

---

Note: The default license setting for the Permeo PA client on the ProxySG is off. This setting should only be enabled when you are using the PA client.

---

*To obtain the PA Customer ID:*

1. From the PA client, launch the Permeo Agent User Properties (Start Menu>All Programs>Permeo Premium Agent).

## Section A: Configuring Explicit Proxies

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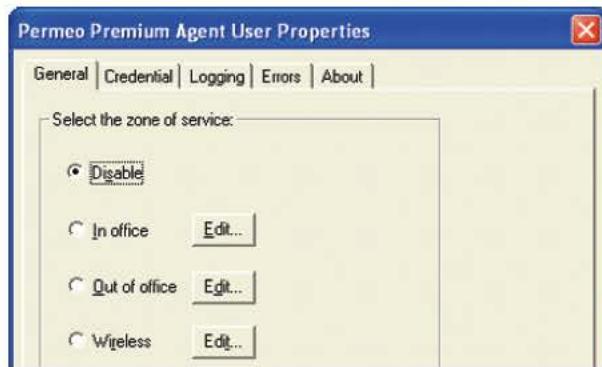


Figure 6-14: Permeo Premium Agent User Properties

2. Click the About tab.



Figure 6-15: Permeo Premium Agent About Tab

3. Make a note of the Customer ID number, which is in hex. In the example above the Customer ID is 1111.

*To Validate the Permeo PA License on theProxySG:*

---

Note: You cannot validate the license through the Management Console.

---

1. From the ProxySG, launch the CLI:

```
SGOS> enable  
Enable Password:  
SGOS# configure terminal  
Enter configuration commands, one per line. End with CTRL-Z.
```

---

## Section A: Configuring Explicit Proxies

---

2. From the (config) prompt:

```
SGOS#(config) socks-proxy pa-customer-id customer_id
```

where *customer\_id* is the Customer ID number you took from the About tab on the PA client.

*To Disable the Permeo PA License:*

From the (config) prompt:

```
SGOS#(config) socks-proxy pa-customer-id 0
```

### Limitations

- ❑ Protocol Detection interferes with SOCKS and must be disabled on the ProxySG. The CPL policy should include the line `detect_protocol (no)` .
- ❑ SOCKS compression should be disabled when using the PA SOCKS client. The CPL policy should include the line `socks.accelerate (no)` .
- ❑ The ProxySG only supports username and password authentication between the ProxySG and the SOCKS Permeo PA client.
- ❑ The ping and trace route functions from Permeo PA administrator tool are not compatible with this release (5.1).
- ❑ Proxy chaining is not supported between the ProxySG and the Permeo Application Gateway (ASG).
- ❑ The policy update feature on the PA is not supported when using the ProxySG. Note that PA can get policy from the HTTP source as well as the ASG so it can still do automatic updates from a external Web server.
- ❑ Only the UPWD authentication method is supported.

## Understanding Shell Proxies

Shell proxies are those that provide a shell allowing a client to connect to the ProxySG. In this version, only a Telnet shell proxy is supported.

Using a shell proxy, you can:

- ❑ terminate a Telnet protocol connection either transparently or explicitly.
- ❑ authenticate users either transparently or explicitly.
- ❑ view the access log.
- ❑ enforce policies specified by CPL.
- ❑ communicate though an upstream SOCKS gateway and HTTP proxy using the CONNECT method.

## Section A: Configuring Explicit Proxies

Within the shell, you can configure the prompt and various banners using CPL \$substitutions. You can also use hard-coded text instead of CPL substitutions (available substitutions are listed in the table below). The syntax for a CPL substitution is:

`$ (CPL_property)`

Table 6.5: Substitutions Available at New Connection Time

proxy.name or appliance.name	Configured name of the ProxySG.
proxy.address	IP address of the appliance on which this connection is accepted.
proxy.card	Adapter number of the appliance on which this connection is accepted.
client.protocol	This is "telnet".
client.address	IP address of the client.
proxy.primary_address or appliance.primary_address	Primary address of the proxy, not where the user is connected.
release.id	SGOS version.

## Customizing Policy Settings for Shell Proxies

To manage a shell proxy through policy, you can use the conditions, properties, and actions list below. For information on using CPL to manage shell proxies, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

Conditions:

All time and date related triggers	proxy.address=
All exception related triggers	proxy.card=
All server_url triggers	proxy.port=
All url triggers	client.protocol=
All authentication related triggers	user-defined conditions
category=	client.protocol=telnet
client.address=	url.scheme=telnet

Properties:

allow, deny, force_deny	force_exception(exception_id[, details])
action.action_name{yes no}	forward(alias_list   no)
All trace() properties	forward.fail_open(yes   no)
All access_log() properties	reflect_ip(auto no client vip ip-address)

## Section A: Configuring Explicit Proxies

All log.xxx() properties	socks_gateway(alias_list   no)
access_server(yes no)	socks_gateway.fail_open(yes   no)
authenticate.force(yes no)	telnet.prompt(no   string)
authenticate(realm)	telnet.realm_banner(no   string)
exception(exception_id[, details])	telnet.welcome_banner(no   string)

The banner strings support \$-sign substitutions.

Actions:

rewrite(url.host, host_regex_pattern, replacement_pattern)	log_message()
rewrite(url, url_regex_pattern, replacement_pattern)	notify_email(subject, body)
set(url_port, port_number)	notify_snmp(message)

## Boundary Conditions for Shell Proxies

- ❑ A hardcoded timeout of five minutes is enforced from the acceptance of a new connection until destination information is provided using the Telnet command.
- ❑ If proxy authentication is enabled, users have three chances to provide correct credentials.
- ❑ Users are not authenticated until destination information is provided.
- ❑ Users can only enter up to an accumulated 2048 characters while providing the destination information. (Previous attempts count against the total number of characters.)
- ❑ Connection to an upstream HTTP proxy is not encouraged.
- ❑ If connections from untrustworthy IP address or subnet are not desired, then a client IP/subnet-based *deny* policy must be written.

## Understanding Telnet Shell Proxies

The Telnet shell proxy allows you to manage a Telnet protocol connection to the ProxySG. Using the Telnet shell proxy, you can do:

- ❑ Explicit termination without proxy authentication, where you explicitly connect, through Telnet, to the ProxySG hostname or IP address. In this case, the ProxySG provides a shell.
- ❑ Explicit termination with proxy authentication, where after obtaining the destination host and port information from user, the ProxySG challenges for proxy credentials. Once the correct proxy credentials are provided and authenticated, the ProxySG makes an upstream connection and goes into tunnel mode. In this case, the ProxySG provides a shell.

## Section A: Configuring Explicit Proxies

- ❑ Transparent termination without proxy authentication, where the ProxySG intercepts Telnet traffic through an L4 switch, software bridge, or any other transparent redirection mechanism. From the destination address of TCP socket, the ProxySG obtains OCS contact information and makes the appropriate upstream connection, either directly or through any configured proxy. For more information on configuring a transparent proxy, see "[Transparent Proxies](#)" on page 259.
- ❑ Transparent termination with proxy authentication, where, after intercepting the transparent connection, the ProxySG challenges for proxy credentials. Once the correct proxy credentials are provided and authenticated, the ProxySG makes an upstream connection and goes into tunnel mode. For more information on configuring a transparent proxy, see "[Transparent Proxies](#)" on page 259.

Once in the shell, the following commands are available:

- ❑ `help`: Displays available commands and their effects.
- ❑ `telnet <server[:port]>`: Makes an outgoing telnet connection to specified server. The colon (:) between server and port can be replaced with a space, if preferred.
- ❑ `exit`: Terminates the shell session.

### Creating a Telnet Shell Proxy Service

On a new system, Telnet proxy service is configured but disabled on port 23. On an upgrade, a Telnet proxy service is not created.

To enable or create a Telnet proxy service, use **Services>Service Ports** on the Management Console, or **config>services>telnet** from the CLI. For more information, see "[Managing the Telnet Shell Proxy Service](#)" on page 177.

### Customizing Welcome and Realm Banners and Prompt Settings

You can configure banners for the Telnet shell and the realm and set the prompt that users see when entering the shell.

*To Customize Telnet Shell Proxy Settings through the Management Console*

1. Select **Configuration>Services>Shell Proxies>Telnet Proxy Settings**.



Figure 6-16: Telnet Proxy Settings

## Section A: Configuring Explicit Proxies

2. To set the maximum concurrent connections, select Limit Max Connections. Enter the number of maximum concurrent connections allowed for this service. Allowed values are between 1 and 65535.
3. Set the banner settings:
  - a. To set the Welcome banner message (users see this when they enter the shell), click View/Edit next to the Welcome Banner. The Edit Welcome Banner dialog displays. (If you do not want this banner displayed, remove the text.)

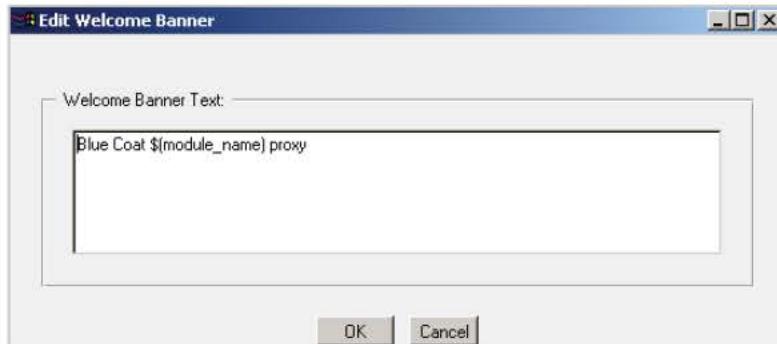


Figure 6-17: Editing Welcome Banner Properties.

Change the banner as necessary. The `$(client.protocol)` text is a CPL variable indicating that Telnet is the protocol. You do not have to use a variable. (For a list of available substitutions, see "Substitutions Available at New Connection Time" on page 230.) When finished, click OK. Click Apply.

- b. To set the realms banner message (users see this help message just before they see the Username prompt for proxy authentication), click View/Edit next to the Realms Banner. The Edit Realms Banner dialog displays. (If you do not want this banner displayed, remove the text.)

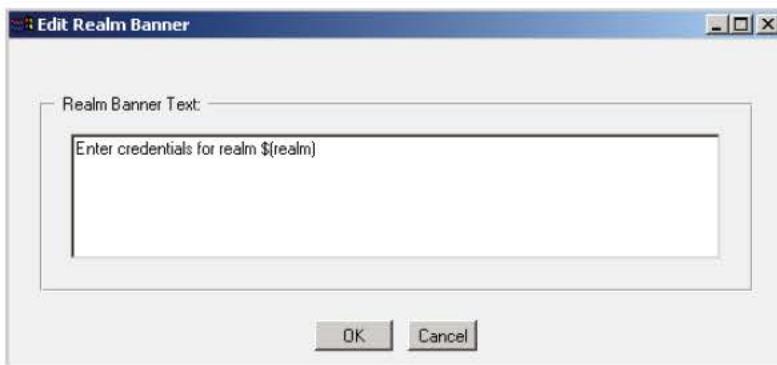


Figure 6-18: Editing Realm Banner Properties

Change the banner as necessary. The `$(realm)` text is a CPL variable indicating the name of the realm. You do not have to use a variable. (For a list of available substitutions, see "Substitutions Available at New Connection Time" on page 230.) When finished, click OK. Click Apply.

## Section A: Configuring Explicit Proxies

- c. To set the prompt, click View/Edit next to the Prompt line. The Prompt dialog displays.

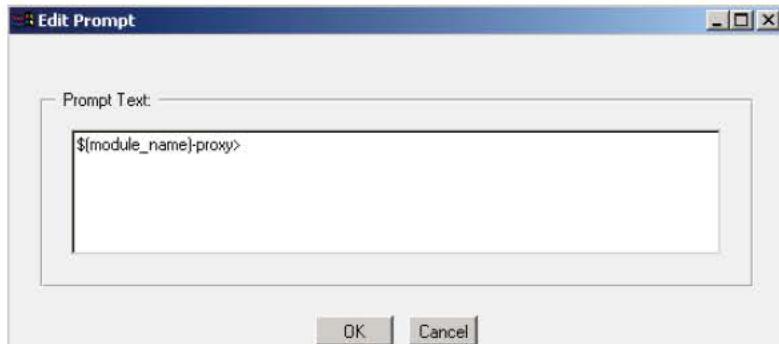


Figure 6-19: Editing the Prompt

Change the banner as necessary. The default is `$(client-protocol)>`, where `$(client-protocol)` is Telnet. You do not have to use a variable. (For a list of available substitutions, see "Substitutions Available at New Connection Time" on page 230.) When finished, click OK. Click Apply.

### To Customize Telnet Shell Proxy Settings through the CLI

You can use CPL substitutions when creating welcome and realm banners and Telnet prompts. For a list of available CPL substitutions, see "Substitutions Available at New Connection Time" on page 230.

1. From the (config) prompt, enter the following commands:

```
SGOS#(config) shell max-connections number
SGOS#(config) shell welcome-banner welcome-banner-string (Enclose string in
quotes if string includes spaces)
SGOS#(config) shell realm-banner realm-banner-string (Enclose string in
quotes if string includes spaces)
SGOS#(config) shell prompt prompt-string (Enclose string in quotes if string
includes spaces)
```

where:

<code>max-connections</code>	<code>number</code>	Allowed values are between 1 and 65535.
<code>welcome-banner</code>	<code>string</code>	The text a user sees when the shell is entered. You can hide this banner by using <code>shell no welcome-banner</code> .
<code>realm-banner</code>	<code>string</code>	The text a user sees when the realm is entered. You can hide this banner by using <code>shell no realm-banner</code> .
<code>prompt</code>	<code>string</code>	The prompt a user sees when the shell is entered. You can hide the prompt by using <code>shell no prompt</code> .

2. (Optional) To view the shell settings:

---

## Section A: Configuring Explicit Proxies

---

```
SGOS#(config) show shell
max-connections: Unlimited
prompt: Telnet #
realm-banner: Enter credentials for realm Test
welcome-banner: Welcome to Blue Coat Telnet shell proxy
```

*To Hide the Shell's Settings:*

```
SGOS#(config) shell no welcome-banner
SGOS#(config) shell no realm-banner
SGOS#(config) shell no prompt
SGOS#(config) shell no max-connections
```

### Limitations for Telnet Shell Proxies

- ❑ Telnet credential exchange is in plaintext.
- ❑ A Telnet proxy cannot be used to communicate with non-Telnet servers (such as Webservers on port 80) because Telnet proxies negotiate Telnet options with the client before a server connection can be established.

## Configuring an SSL Proxy

HTTPS traffic poses a major security risk to enterprises. Because the SSL content is encrypted, it can't be intercepted by normal means, allowing users to bring in viruses, access forbidden sites, or leak business confidential information over the HTTPS connection on port 443.

The SSL proxy allows you to intercept HTTPS traffic (in explicit and transparent modes) so that security measures such as authentication, virus scanning and URL filtering, and performance enhancements such as HTTP caching can be applied to HTTPS content. Additionally, the SSL proxy allows you to validate server certificates presented by various HTTPS sites at the gateway and offers information about the HTTPS traffic in the access log.

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**Important:** An SSL proxy license is required to use the SSL proxy. For information on licensing, see [Chapter 2: "Licensing" on page 47](#).

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## Understanding the SSL Proxy

The SSL Proxy can be used to tunnel or intercept HTTPS traffic. The SSL Proxy tunnels all HTTPS traffic by default unless there is an exception, such as a certificate error or a policy denial. In such cases the SSL Proxy intercepts the SSL connection and sends an error page to the user. The SSL Proxy allows interception of HTTPS traffic even when there are no errors. Such interception enables the application of various security policies to HTTPS content.

Some HTTPS traffic, such as financial information, should not be intercepted. The SSL proxy can do the following operations while tunneling HTTPS traffic.

- ❑ Validate server certificates, including revocation checks using Certificate Revocation Lists (CRLs).
- ❑ Check various SSL parameters such as cipher and version.

## Section A: Configuring Explicit Proxies

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- Log useful information about the HTTPS connection.

When the SSL Proxy is used to intercept HTTPS traffic, it can also:

- Cache HTTPS content.
- Apply HTTP-based authentication mechanism.
- Do virus scanning and URL filtering.
- Apply granular policy (such as validating mime type and filename extension).

### Validating the Server Certificate

The SSL Proxy can do the following checks on server certificates:

- Verification of issuer signature.
- Verification of certificate dates.
- Comparison of hostname in the URL and certificate (intercepted connections only).

Hostnames in server certificates are important because the SSL Proxy can identify a Web site just by looking at the server certificate if the hostname is in the certificate. Most content-filtering HTTPS sites follow the guideline of putting the name of the site as the common name in the server's certificate.

- Verification of revocation status.

To mimic the overrides supported by browsers, the SSL Proxy can be configured to ignore failures for the verification of issuer signatures and certificate dates and comparison of the hostname in the URL and the certificate.

The SG appliance trusts all root CA certificates that are trusted by Internet Explorer and Firefox. This list is updated to be in sync with the latest versions of IE and Firefox.

### Checking CRLs

An additional check on the server certificate is done through Certificate Revocations Lists (CRLs). CRLs are lists that show which certificates are no longer valid; the CRLs are created and maintained by Certificate Signing Authorities that issued the original certificates.

Only CRLs that are issued by a trusted issuer can be used by the SG Appliance. The CRL issuer certificate must exist as CA certificate on the SG Appliance before the CRL can be imported.

The SG Appliance allows:

- One local CRL per certificate issuing authority.
- An import of a CRL that is expired; a warning is displayed in the log.
- An import of a CRL that is effective in the future; a warning is displayed in the log.

### *Determining What HTTPS Traffic to Intercept*

The default mode of operation for the SSL Proxy is to intercept HTTPS traffic only if there is an exception, such as a certificate error. It tunnels all HTTPS traffic otherwise..

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## Section A: Configuring Explicit Proxies

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To intercept HTTPS traffic for reasons other than error reporting many existing policy conditions, such as destination IP address and port number, can be used.

Additionally, the SSL proxy allows the hostname in the server certificate to be used to make the decision to intercept or tunnel the traffic. The server certificate hostname can be used as is to make intercept decisions for individual sites, or it can be categorized using any of the various URL databases supported by Blue Coat. Categorization of server certificate hostnames can help place the intercept decision for various sites into a single policy rule.

Recommendations for intercepting traffic include:

- Intercept Intranet traffic.
- Intercept suspicious Internet sites, particularly those that are categorized as **none** in the server certificate.
- Intercept sites that provide secure web based e-mail, such as Gmail over HTTPS.

### *Managing Decrypted Traffic*

After the HTTPS connection is intercepted, you can do:

- Anti-virus scanning over ICAP.
- URL filtering (on box and off-box). Blue Coat recommends on box URL/Content filtering if you use transparent proxy. When the URL is sent off-box for filtering, only the hostname or IP address of the URL (not the full path) is sent for security reasons.
- Filtering based on the server certificate hostname.
- Caching.

HTTPS applications that require browsers to present client certificates to secure Web servers do not work if you are intercepting traffic. Such applications should not be intercepted by creating a policy rule.

If you intercept HTTPS traffic, be aware that local privacy laws might require you to notify the user about interception or obtain consent prior to interception. You can use the HTML Notify User object to notify users after interception. You can use consent certificates to obtain consent prior to interception. The HTML Notify User is easier; however, note that the SG Appliance has to decrypt the first request from the user before it can issue an HTML notification page.

### *Terminology*

- Client consent certificates: A certificate that indicates acceptance or denial of consent to decrypt an end user's HTTPS request.
- Emulated certificates: Certificates that are presented to the user by ProxySG when intercepting HTTPS requests. Blue Coat emulates the certificate from the server and signs it, copying the subjectName and expiration. The original certificate is used between the ProxySG and the server.
- Issuer keyrings: The keyring that is used by the ProxySG to sign emulated certificates. The keyring is configured on the ProxySG and managed through policy.

## Section A: Configuring Explicit Proxies

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- ❑ Server Certificate Categories: The hostname in a server certificate can be categorized by BCWF or another content filtering vendor to fit into categories such as banking, finance, sports.
- ❑ SSL Interception: Decrypting SSL connections.
- ❑ SSL Proxy: A proxy that can be used for any SSL traffic (HTTPS or not), in either forward or reverse proxy mode.

## Intercepting HTTPS Traffic

Intercepting HTTPS traffic (by decrypting SSL connections at the ProxySG) allows you to apply security measures like virus scanning and URL filtering.

Configuration of the interception of HTTPS traffic requires the following steps:

- ❑ Determine whether you are using transparent or explicit mode. For information on explicit versus transparent proxies, see "[About Explicit and Transparent Proxy](#)" on page 181.
- ❑ Create an SSL service or HTTP/SOCKS services, depending on whether you are using transparent or explicit mode. For more information on creating an SSL service, skip to "[Setting Up the SSL Proxy in Transparent Proxy Mode](#)" on page 239.
- ❑ Create or import an issuer keyring, which is used to sign emulated server certificates to clients on the fly, allowing the SSL proxy to examine SSL content. For more information on creating an issuer keyring, see "[Creating an Issuer Keyring for SSL Interception](#)" on page 241.
- ❑ (Optional) Use the Notify User object or client consent certificates to notify users that their requests are being intercepted and monitored. Whether this is required depends on local privacy laws. Note that the ProxySG has to decrypt the first request from the user to issue an HTML notification page. If this is not desirable, use client consent certificates instead. For more information on configuring the Notify User object, see "[Notify User](#)" on page 638. For information on managing client consent certificates, see "[Using Client Consent Certificates](#)" on page 243.
- ❑ Download CA certificates to desktops to avoid a security warning from the client browsers when the ProxySG is intercepting HTTPS traffic. For information, see "[Downloading an Issuer Certificate](#)" on page 243.
- ❑ Using policy (VPM or CPL), create rules to intercept SSL traffic and to control validation of server certificates. By default, such traffic is tunneled and as long as there are no errors such as certificate errors or policy denials, the traffic is not intercepted. You must create suitable policy before intercepting SSL traffic. For more information on using policy to intercept SSL traffic, see "[Configuring SSL Rules through Policy](#)" on page 245.
- ❑ Configure the ProxyAV or other third-party ICAP vendor, if you have not already done this. For more information on ICAP-based virus scanning, see "[Section A: ICAP](#)" on page 512.
- ❑ Configure the Blue Coat Web Filter (BCWF) or a third-party URL-filtering vendor, if you have not already done this. For more information on configuring BCWF, see "[Configuring Blue Coat Web Filter](#)" on page 795.
- ❑ Configure Access Logging. For more information on configuring access logging, see [Chapter 20: "Access Logging"](#) on page 887.

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## Section A: Configuring Explicit Proxies

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- To customize exception pages (in case of server certificate verification failure), see “[Section D: Defining Exceptions](#)” on page 712.

### Setting Up the SSL Proxy in Transparent Proxy Mode

Proxy services are configured from the Management Console or the CLI. If using SSL proxy in transparent mode, continue with this section. If using SSL proxy in explicit mode, you might need an HTTP proxy or a SOCKS proxy. For information on configuring an SSL Proxy in explicit mode, see “[Setting Up the SSL Proxy in Explicit Proxy Mode](#)” on page 240.

#### *To Configure an SSL Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New; the Add Service dialog appears.

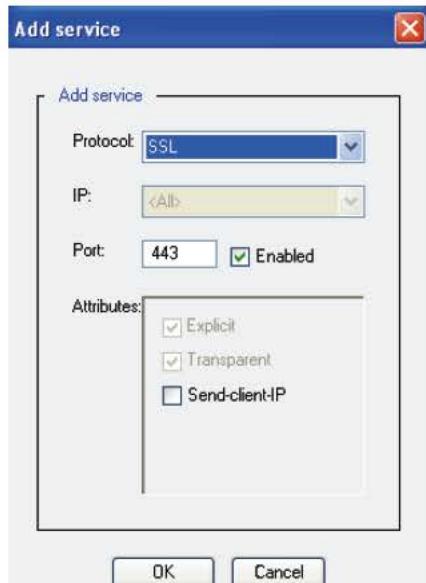


Figure 6-20: Creating an SSL Service

3. In the Protocol drop-down list, select SSL.
4. The default IP address value is all, and cannot be changed.
5. Make sure the Enabled box is checked.
6. In the Port field, specify a port number; Port 443 is the default.
7. In the Attributes field, select Send-client-IP if required. Other values are not configurable.

---

Note: The Send-client-IP attribute allows the ProxySG to pretend to be the client, allowing the origin content server to see the client’s IP address. If an alternate path exists for traffic returning from the Internet to the client, the Send-client-IP attribute does not work.

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## Section A: Configuring Explicit Proxies

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8. Click OK; Click Apply.

Continue with "[Creating an Issuer Keyring for SSL Interception](#)" on page 241.

### *To Create an SSL Service through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) services
SGOS#(config services) ssl
SGOS#(config services ssl) create port
SGOS#(config services ssl) attribute send-client-ip enable | disable
SGOS#(config services ssl) enable port
```

You can use a TCP Tunnel service in transparent mode to get the same functionality. A TCP tunnel service is useful when you have a combination of SSL and non-SSL traffic going over port 443 and you do not want to break the non-SSL traffic. The SSL service requires that all requests to its port be SSL.

### *To View the Results*

```
SGOS#(config services ssl) view
Port: 443 IP: 0.0.0.0 Type: ssl
Keyring:
Properties: transparent, enabled
Cipher suite:
RC4-MD5:RC4-SHA:DES-CBC3-SHA:DES-CBC3-MD5:RC2-CBC-MD5:RC4-64-MD5:DES-CBC-SHA
:DES-CBC-MD5:EXP1024-RC4-MD5:EXP1024-RC4-SHA:EXP1024-RC2-CBC-MD5:EXP1024-DES
-CBC-SHA:EXP-RC4-MD5:EXP-RC2-CBC-MD5:EXP-DES-CBC-SHA:AES128-SHA:AES256-SHA:+
SSLv2:+SSLv
```

Continue with "[Downloading an Issuer Certificate](#)" on page 243.

## Setting Up the SSL Proxy in Explicit Proxy Mode

The SSL Proxy can be used in explicit mode in conjunction with the HTTP Proxy or SOCKS Proxy. You must create an HTTP Proxy service or a SOCKS Proxy service and use it as the explicit proxy from desktop browsers. When requests for HTTPS content are sent to either a SOCKS proxy or an HTTP proxy, the proxies can detect the use of the SSL protocol on such connections and enable SSL Proxy functionality.

---

Note: SSL detection is disabled by default for HTTP CONNECT, SOCKS, and TCP tunnels if you are running a new 4.2.2 system or you upgraded to 4.2.2 from a version other than 4.2.1. If you use the SSL proxy in explicit proxy mode, you must enable SSL detection for the desired protocol. For information on enabling SSL detection with HTTP CONNECT, SOCKS, or TCP tunnels, see "[Setting SSL Detection Parameters in Explicit Proxy Mode](#)".

---

For information on configuring a new HTTP proxy service, see "[Managing HTTP Services](#)" on page 168. For information on configuring a SOCKS proxy service, see "[Configuring a SOCKS Proxy](#)" on page 223.

Continue with "[Setting SSL Detection Parameters in Explicit Proxy Mode](#)" and "[Creating an Issuer Keyring for SSL Interception](#)".

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## Section A: Configuring Explicit Proxies

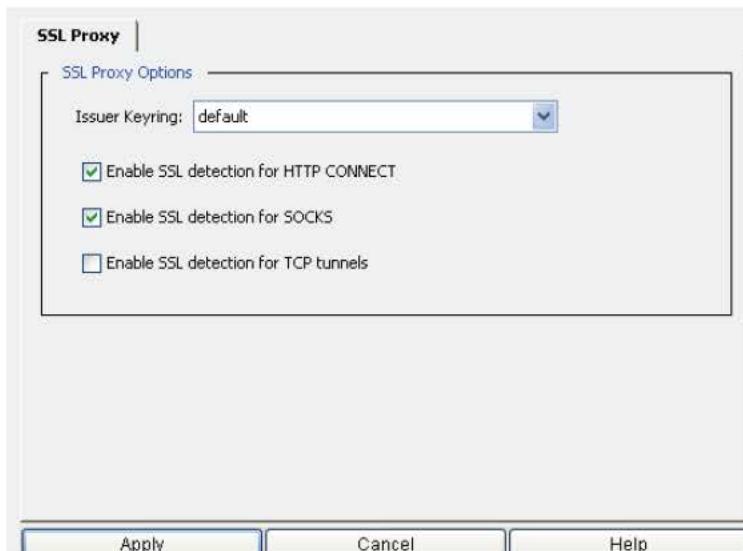
---

### Setting SSL Detection Parameters in Explicit Proxy Mode

SSL detection is disabled by default for HTTP CONNECT, SOCKS, and TCP tunnels if you are running a new 4.2.2 system or you upgraded to 4.2.2 from a version other than 4.2.1. If you use the SSL proxy in explicit proxy mode and want to enable SSL detection, you must manually enable it for the desired protocol.

#### *To Set SSL Detection in Explicit Proxy Mode*

1. Select Configuration>Services>SSL Proxy; the SSL Proxy pane displays.



2. Select the protocol for which you want to enable SSL detection, HTTP CONNECT, SOCKS, or TCP tunnels.

---

Note: For example, to enable SSL protocol detection for HTTPS and SOCKS, select the HTTP CONNECT and SOCKS checkboxes.

---

3. Click Apply.

### Creating an Issuer Keyring for SSL Interception

The SSL proxy can emulate server certificates; that is, present a certificate that appears to come from the origin content server. In actuality, Blue Coat has emulated the certificate and signed it using the issuer keyring. By default only the subjectName and expiration from the server certificate is copied to the new certificate sent to the client.

Note that only keyrings with both a certificate and a keypair can be used as issuer keyrings.

#### *To Specify the Keyring Through the Management Console*

If you prefer, you can specify the issuer keyring through VPM or CPL instead of creating it here.

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1. You can create a new keyring, import a keyring, or select among existing keyrings. For information on creating a keyring, see "Creating a Keyring" on page 271.
2. Select Configuration>Services>SSL Proxy; the SSL Proxy pane displays.

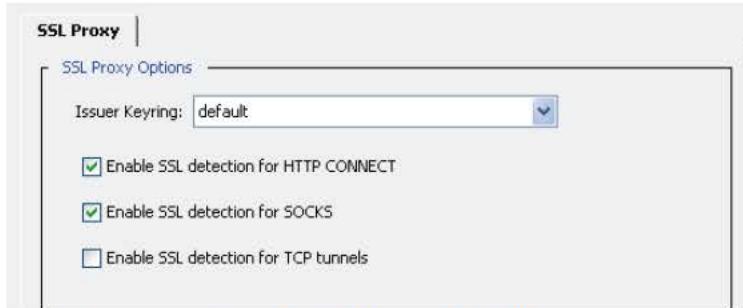


Figure 6-21: Configuring an SSL Intercept Keyring

3. From the dropdown menu, select the keyring you want to use as the issuer keyring.
4. Click Apply.

To configure policy, see "Configuring SSL Rules through Policy" on page 245.

### *To Specify the Keyring and Detection Parameters through the CLI*

If you prefer, you can select the issuer keyring through VPM or CPL instead of creating it here.

1. You can create a new keyring, import a keyring, or decide which existing keyring you want to use for SSL interception. For information on creating a keyring, see "Creating a Keyring" on page 271.
2. (Optional) Before you select a keyring to be the issuer keyring, you might want to view the existing keyrings already on the system. Note that keyrings without certificates cannot be used as an issuer keyring. To view existing keyrings:

```
SGOS# conf t
SGOS#(config) ssl
SGOS#(config ssl) view keyring
KeyringID: default
  Is private key showable? yes
  Have CSR? no
  Have certificate? yes
  Is certificate valid? yes
  CA: Blue Coat SG610
  Expiration Date: Jun 26 00:07:15 2014 GMT
  Fingerprint: 7D:2C:1C:29:43:69:A1:3B:52:1B:D8:57:C8:56:CA:C0
KeyringID: configuration-passwords-key
  Is private key showable? yes
  Have CSR? no
  Have certificate? no
```

3. Select a keyring to be the issuer keyring:

```
SGOS#(config ssl) proxy issuer-keyring keyring_name
```

4. (Optional) To enable detection of HTTP CONNECT, SOCKS, or TCP tunnel:

---

## Section A: Configuring Explicit Proxies

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```
SGOS#(config)  ssl
SGOS#(config ssl) proxy {http-ssl-detect {disable | enable} | socks-ssl-detect
{disable | enable} | tcp-tunnel-ssl-detect {disable | enable}}}
```

To configure policy, see "[Configuring SSL Rules through Policy](#)" on page 245.

### Using Client Consent Certificates

The SSL Proxy, in forward proxy deployments, can specify whether a client (typically a browser) certificate is required. These certificates are used for user consent, not for user authentication. Whether they are needed depends upon local privacy laws.

With client consent certificates, each user is issued a pair of certificates with the corresponding private keys. Both certificates have a meaningful user-readable string in the common name field. One certificate has a string that indicates grant of consent something like: "Yes, I agree to SSL interception". The other certificate has a common name indicating denial of consent, something like: "No, I do not agree to SSL interception".

Policy is installed on the ProxySG to look for these common names and to allow or deny actions. For example, when the string "Yes, I agree to SSL interception" is seen in the client certificate common name, the connection is allowed; otherwise, it is denied.

#### *To Configure Client Consent Certificates*

1. Install the issuer of the client consent certificates as a CA certificate.
2. In VPM, configure the Require Client Certificate object in the Action column of the SSL Layer.
3. Configure the Client Certificate object in the Source column to match common names.

### Downloading an Issuer Certificate

When the SSL Proxy intercepts an SSL connection, it presents an emulated server certificate to the client browser. The client browser issues a security pop-up to the end-user because the browser does not trust the issuer used by the ProxySG. This pop-up does not occur if the issuer certificate used by SSL Proxy is imported as a trusted root in the client browser's certificate store.

The ProxySG makes all configured certificates available for download via its management console. You can ask end users to download the issuer certificate through Internet Explorer or Firefox and install it as a trusted CA in their browser of choice. This eliminates the certificate popup for emulated certificates.

To download the certificate through Internet Explorer, see "[To Download a Certificate through Internet Explorer](#)". To download a certificate through Firefox, see "[To Download a Certificate through Firefox](#)" on page 245.

#### *To Download a Certificate through Internet Explorer*

---

Note: You can e-mail the console URL corresponding to the issuer certificate to end users so that the end-user can install the issuer certificate as a trusted CA.

---

1. Go to Statistics>Advanced.

## Section A: Configuring Explicit Proxies

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2. Select SSL.
3. Click Download a ProxySG Certificate as a CA Certificate; the list of certificates on the system display.
4. Click a certificate (it need not be associated with a keyring); the File Download Security Warning displays asking what you want to do with the file.



Figure 6-22: Internet Explorer Security Warning/Download File Dialog Box

5. Click Save. When the Save As dialog box displays, click Save; the file downloads.
6. Click Open to view the Certificate properties; the Certificate window displays.

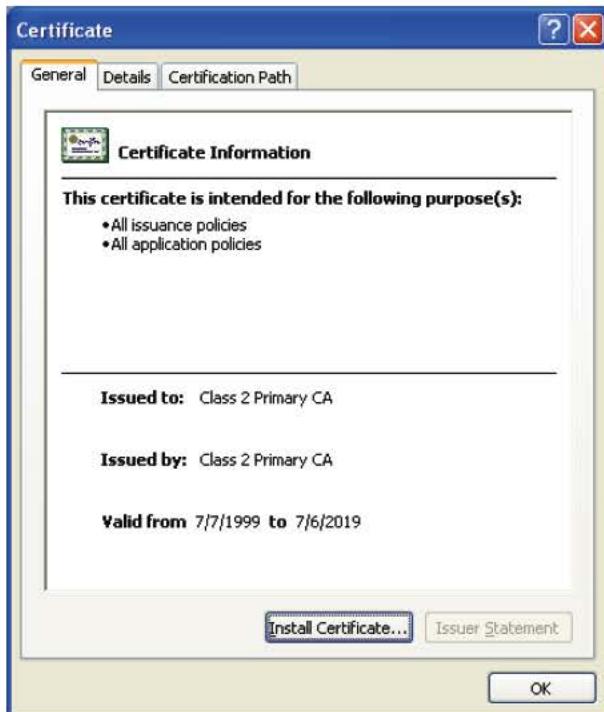


Figure 6-23: Install Certificate Dialog Box

7. Click the Install Certificate button to launch the Certificate Import Wizard.

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## Section A: Configuring Explicit Proxies

---

8. Make sure the Automatically select the certificate store based on the type of certificate radio button is enabled before completing the wizard; the wizard announces when the certificate is imported.
9. (Optional) To view the installed certificate, go to Internet Explorer, Select Tools>Internet Options>Contents>Certificates, and open either the Intermediate Certification Authorities tab or the Trusted Root Certification Authorities tab, depending on the certificate you downloaded.

*To Download a Certificate through Firefox*

---

Note: You can e-mail the console URL corresponding to the issuer certificate to end users so that the end-user can install the issuer certificate as a trusted CA.

---

1. Go to Statistics>Advanced.
2. Select SSL.
3. Click Download a ProxySG Certificate as a CA Certificate; the list of certificates on the system display.
4. Click a certificate (it need not be associated with a keyring); the Download Certificate dialog displays.



Figure 6-24: Downloading an Issuer Certificate through the Firefox Browser

5. Enable the checkboxes needed. Note that you should view the certificate before trusting it for any purpose.
6. Click OK; close the Advanced Statistics window.

## Configuring SSL Rules through Policy

SSL interception and access rules, including server certificate validation, are configured through policy—either VPM or CPL. Note that VPM is much easier to use than CPL. Use the SSL Intercept Layer to configure SSL interception; use the SSL Access Layer to control other aspects of SSL communication such as server certificate validation and SSL versions. To configure SSL rules using CPL, continue with "[CPL and the SSL Intercept Layer](#)" on page 250.

This section covers the following topics:

## Section A: Configuring Explicit Proxies

---

- "Using the SSL Intercept Layer" on page 246.
- "Using the SSL Access Layer" on page 248
- "Using Client Consent Certificates"

### Using the SSL Intercept Layer

The SSL intercept layer allows you to set intercept options:

- "To Intercept HTTPS Content through VPM"
- "To Customize Server Certificate Validation through VPM"

For a list of policy conditions, properties, and actions, see "[CPL and the SSL Intercept Layer](#)" on [page 250](#).

---

Note: For detailed instructions on using VPM, see [Chapter 14: "The Visual Policy Manager"](#) on [page 567](#).

---

#### *To Intercept HTTPS Content through VPM*

1. Go to Configuration>Policy>Visual Policy Manager and launch VPM.
2. From the Policy drop-down menu, select Add SSL Intercept Layer.
3. Right-click Set in the Action column; the Set Action object displays.
4. Click New and select SSL Intercept object; the Add SSL Forward Proxy object displays.

## Section A: Configuring Explicit Proxies

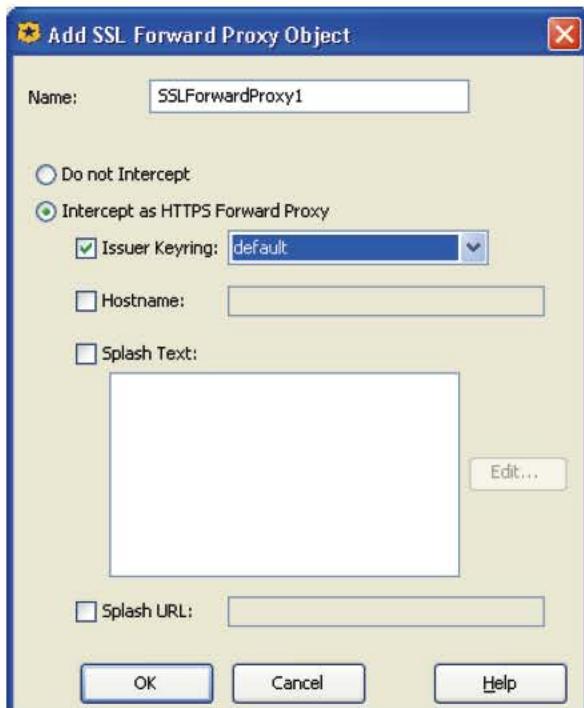


Figure 6-25: Adding an SSL Forward Proxy Object

5. The default behavior is Do not Intercept. To allow SSL content to be examined, select the Intercept as HTTPS Forward Proxy radio button. When the SSL proxy intercepts HTTPS connections, it generates a private key and corresponding certificate dynamically. The checkboxes for Issuer Keyring, Hostname, Splash Text, and Splash URL all control various aspects for certificate emulation. Fill in the fields as follows:
  - **Issuer Keyring:** If you selected an issuer keyring previously, that keyring displays. If you did not select an issuer keyring previously, the default keyring displays. To change the keyring that is used as the issuer keyring, choose a different keyring from the dropdown menu.
  - **Hostname:** The hostname you put here is the hostname in the emulated certificate.
  - **Splash Text:** You are limited to a maximum of 200 characters. The splash text is added to the emulated certificate as a certificate extension.
  - **Splash URL:** The splash URL is added to the emulated certificate as a certificate extension.

### *To Categorize Hostnames in Server Certificates through VPM*

1. While still in the Destination column of the SSL Intercept layer, right-click Set; the Set Destination Object displays.
2. Click New and highlight Server Certificate Category object. The Server Certificate Category Object displays. You can change the name in the top field if needed.

## Section A: Configuring Explicit Proxies

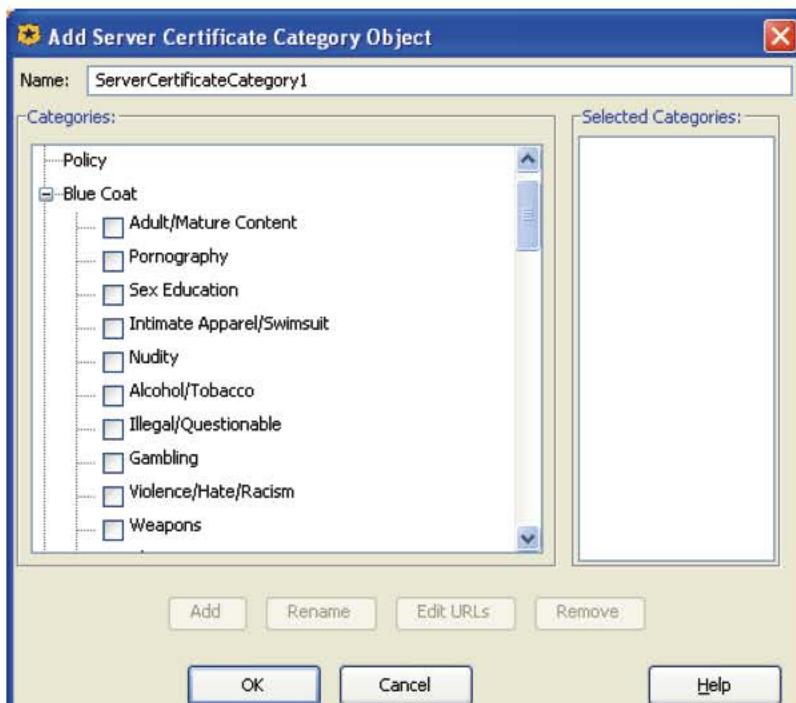


Figure 6-26: Server Certificate Category Object.

3. Highlight the categories and click Add.  
The categories you selected display in the left-hand column.
4. Click OK.

### Using the SSL Access Layer

The SSL Access layer allows you to set accessibility options:

- "To Intercept HTTPS Requests to Specific Sites through VPM"
- "To Customize Server Certificate Validation through VPM"

For a list of the conditions, properties, and actions that can be used in the SSL Access layer, see "[CPL in the SSL Layer](#)" on page 252.

---

Note: For detailed instructions on using VPM, see [Chapter 14: "The Visual Policy Manager"](#) on page 567.

---

#### *To Intercept HTTPS Requests to Specific Sites through VPM*

1. Go to Configuration>Policy>Visual Policy Manager and launch VPM.
2. From the Policy drop-down menu, select Add SSL Access Layer.
3. In the Action column, right-click Set; the Set Action object displays.

---

## Section A: Configuring Explicit Proxies

---

4. Click New and select Server Certificate; the Add Server Certificate object displays.



Figure 6-27: The Add Server Certificate Object

5. Fill in the fields as described below. Note that you can only choose one field:

- **Hostname:** This is the hostname of the server whose traffic you want to intercept. After entering the hostname, use the drop-down menu to specify Exact Match, Contains, At Beginning, At End, Domain, or Regex.
- **Subject:** This is the subject field in the server's certificate. After you enter the subject, use the drop-down menu to specify Exact Match, Contains, At Beginning, At End, Domain, or Regex.

*To Customize Server Certificate Validation through VPM*

---

Note: The policy property `server.certificate.validate`, if set, overrides the `ssl-verify-server` command for either HTTP or for forwarding hosts.

---

1. Go to Configuration>Policy>Visual Policy Manager and launch VPM.
2. From the Policy drop-down menu, select Add SSL Access Layer.
3. In the Action column, right-click Set; the Set Action object displays.
4. Click New and select Set Server Certificate Validation object.

---

## Section A: Configuring Explicit Proxies

---

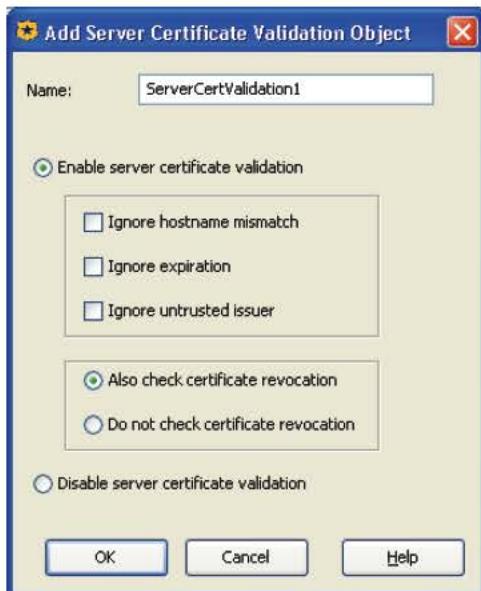


Figure 6-28: Managing Server Certificate Validation

5. By default, server certificate validation is enabled; to disable it, select **Disable server certificate validation** at the bottom of the dialog.  
If server certificate validation is enabled, you can determine behavior by selecting checkboxes to Ignore a hostname mismatch, Ignore certificate expiration, or Ignore untrusted issuer. These overrides mimic the overrides supported by most browsers.  
You can add server certificates to the ProxySG to allow proper validation. For more information, see "[Importing a CA Certificate](#)" on page 303.
6. If you want to check the CA certificate revocation list (CRL) from a Certificate Authority, verify **Also check certification revocation** is selected. For information on using CRL, see "[Checking CRLs](#)" on page 236.

### CPL and the SSL Intercept Layer

---

**Note:** VPM is much easier to use than CPL. All CPL gestures except the `ssl.forward_proxy.server_keyring` property, used only for troubleshooting, are also in VPM.

---

The following CPL gestures can be used in the SSL Intercept layer:

---

**Note:** No authentication-related triggers are allowed in the SSL Intercept layer.

---

---

## Section A: Configuring Explicit Proxies

---

*Allowed Properties (allowed in the SSL Intercept layer only):*

- `ssl.forward_proxy()`
- `ssl.forward_proxy.hostname()`
- `ssl.forward_proxy.issuer_keyring()`
- `ssl.forward_proxy.server_keyring()`,
- `ssl.forward_proxy.splash_url()`
- `ssl.forward_proxy.splash_text()`
- `trace.destination()`
- `trace.request()`
- `trace.rules()`
- `ssl.forward_proxy.server_keyring`  
(used for troubleshooting only)

*Allowed Actions*

- `log_message()`
- `notify_email()`
- `notify_snmp()`

*Allowed Conditions*

- `category`
- `client.address`
- `client.host`
- `client.host.has_name`
- `client.protocol`
- `proxy.address`
- `proxy.card`
- `proxy.port`
- `server.certificate.hostname`
- `server.certificate.hostname.category`
- `server.certificate.subject`
- `server_url.*`
- `url.*`

An example of using CPL to intercept SSL traffic is:

```
;create list of servers to intercept
define condition server_intercept_list
    server.certificate.hostname.category=webmail
    server.certificate.hostname=porn.com
    server.certificate.hostname.category=gambling
    server.certificate.hostname.category=none
end condition server_intercept_list
<SSL-Intercept>
; value no means tunnel, value https means intercept as forward proxy
condition=server_intercept_list ssl.forward_proxy(https)
ssl.forward_proxy(no)
```

---

Note: For detailed instructions on using CPL, including detailed explanations of the gestures listed here, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

---

## Section A: Configuring Explicit Proxies

---

### CPL in the SSL Layer

The following CPL gestures can be used in the SSL layer (called SSL Access layer in VPM):

#### *Allowed Actions (allowed in the SSL layer only)*

- |   |   |   |
|---|---|---|
| • server.certificate.validate(yes   no) | • server.certificate.validate.<br>check_revocation<br>(local   no)) | • server.certificate.validate.ignore<br>(hostname_mismatch  <br>expiration  <br>untrusted_issuer) |
| • client.certificate.validate(yes   no) | • client.certificate.validate.check_revocation(local   no)          | • client.certificate.require(yes)   |
- 

#### *Allowed Conditions and Properties*

- |   |   |  |
|---|---|--|
| • client.connection.negotiated_ssl_version =<br>(condition)                           | • client.certificate.common_name.regex =<br><regex>                               | • client.certificate.subject.dn = <X.500 DN>                                     |
| • client.certificate.common_name<br>[.exact .substring .prefix .suffix] = <string>    | • client.certificate.subject[.exact .substring .prefix .suffix .regex] = <string> | • client.certificate.subject.regex = <regex>                                     |
| • server.certificate.hostname[.exact .substring .prefix .suffix]=<string>             | • server.certificate.hostname.regex= <regex>                                      | • server.certificate.hostname.category = <category_list>\                        |
| • server.certificate.hostname.category !=<br><exclusion_category_list><br>(condition) | • server.connection.negotiated_cipher =   | • server.connection.negotiated_cipher.strength = low  <br>medium   high   export |
| • ssl.proxy_mode=   | • client.protocol=tunneled=   |  |

---

Note: For detailed instructions on using CPL, including detailed explanations of the gestures listed here, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

---

## Section A: Configuring Explicit Proxies

---

### Notes

---

Note: Pipelining configuration for HTTP is ignored for HTTPS requests intercepted by the SSL Proxy. When the SSL Proxy intercepts an HTTPS request, and the response is an HTML page with embedded images, the embedded images are not pre-fetched by the ProxySG.

---

- ❑ If the ProxySG and the origin content server cannot agree on a common cipher suite for intercepted connections, the connection is aborted.
- ❑ Key lengths of greater than 1024 bits are not supported.
- ❑ Server-Gated Cryptography and step-up certificates are treated just as regular certificates; special extensions present in these certificates are not copied into the emulated certificate. Clients relying on SGC/step-up certificates continue using weaker ciphers between the client and the ProxySG when the SSL Proxy intercepts the traffic.

## Advanced Topics

If you use OpenSSL or Active Directory, you can follow the procedures below to manage your certificates.

For OpenSSL, see "[Creating an Intermediate CA using OpenSSL](#)"; if using Active Directory, see "[Creating an Intermediate CA using Microsoft Server 2003 \(Active Directory\)](#)" on page 256.

### Creating an Intermediate CA using OpenSSL

This section describes the certificate management when creating an intermediate CA using OpenSSL.

The overall steps are:

- ❑ "[Install OpenSSL](#)"
- ❑ "[Create a Root Certificate](#)"
- ❑ "[Modify the OpenSSL.cnf File](#)"
- ❑ "[Sign the ProxySG CSR](#)"
- ❑ "[Import the Certificate into the ProxySG](#)"
- ❑ "[Test the Configuration](#)"

Various OpenSSL distributions can be found at <http://www.openssl.org>.

### Install OpenSSL

Once OpenSSL is installed, you must edit the `openssl.cnf` file and ensure the pathnames are correct. By default root certificates are located under `./PEM/DemoCA`; generated certificates are located under `/certs`.

## Section A: Configuring Explicit Proxies

---

### Create a Root Certificate

In order to create a root Certificate Authority (CA) certificate, complete the following steps.

---

Note: The key and certificate in this example is located at `./bin/PEM/demoCA/private/`

---

1. Open a MS-DOS window, and enter:

```
openssl req -new -x509 -keyout  
c:\resources\ssl\openssl\bin\PEM\demoCA\private\  
cakey.pem -out c:\resources\ssl\openssl\bin\PEM\demoCA\private\CAcert.pem
```

where the root directory for openssl is: `\resources\ssl\openssl`

```
openssl req -new -x509 -keyout  
c:\resources\ssl\openssl\bin\PEM\demoCA\private\cakey.pem -out  
c:\resources\ssl\openssl\bin\PEM\demoCA\private\CAcert.pem  
Using configuration from C:\Resources\SSL\OpenSSL\bin\openssl.cnf  
Loading 'screen' into random state - done  
Generating a 1024 bit RSA private key  
.....+++++  
.....+++++  
writing new private key to  
'c:\resources\ssl\openssl\bin\PEM\demoCA\private\cakey.pem'  
Enter PEM pass phrase:
```

2. Type any string more than four characters for the PEM pass phrase.
3. Enter the certificate parameters, such as country name, common name that are required for a Certificate Signing Request (CSR).

The private key and root CA are now located under the directory `./PEM/DemoCA/private`

4. Create a ProxySG keyring.
  - a. From the ProxySG Management Console, select Configuration>SSL>Keyrings.
  - b. Click Create; fill in the fields as appropriate.
  - c. Click OK.
5. Create a CSR on the ProxySG.
  - a. Select Configuration>SSL>Keyrings.
  - b. Highlight the keyring you just created; click Edit/View.
  - c. In the Certificate Signing Request pane, click Create and fill in the fields as appropriate.

---

Note: Detailed instructions on creating a keyring and a CSR are in Chapter 7 of the *Blue Coat ProxySG Configuration and Management Guide*. They can also be found in the online help.

---

6. Paste the contents of the CSR into a text file called `new.pem` located in the `./bin` directory.

## Section A: Configuring Explicit Proxies

---

### Modify the OpenSSL.cnf File

Modify the `openssl.cnf` file to import the openSSL root CA into your browser. If you do not do this step, you must import the ProxySG certificate into the browser.

1. In the `openssl.cnf` file, look for the string `basicConstraints=CA`, and set it to TRUE.  
`basicConstraints=CA:TRUE`
2. Save the `openssl.cnf` file.

### Sign the ProxySG CSR

Open a MS-DOS window and enter:

```
openssl ca -policy policyAnything -out newcert.pem -in new.pem
```

The output is:

```
Using configuration from C:\Resources\SSL\OpenSSL\bin\openssl.cnf
Enter PEM pass phrase:
Check that the request matches the signature
Signature ok
The Subject's Distinguished Name is as follows
countryName          :PRINTABLE:'FR'
stateOrProvinceName :PRINTABLE:'Paris'
localityName         :PRINTABLE:'Paris'
organizationName     :PRINTABLE:'BlueCoat'
organizationalUnitName:PRINTABLE:'Security Team'
commonName           :PRINTABLE:'proxysg.bluecoat.com'
emailAddress         :IA5STRING:'support@bc.com'
Certificate is to be certified until Sep 27 13:29:09 2006 GMT (365 days)
Sign the certificate? [y/n]:y
1 out of 1 certificate requests certified, commit? [y/n]y
Write out database with 1 new entries
Data Base Updated
```

This signs the certificate; it can then be imported into the ProxySG.

### Import the Certificate into the ProxySG

1. Open the file `newcert.pem` in a text editor.
2. Go to the Management Console>Configuration>SSL>SSL Keyrings.
3. Selecting the keyring used for SSL interception; click Edit/View.
4. Paste in the contents of the `newcert.pem` file.
5. Import the contents of the `newcert.pem` file into the CA Certificates list.

## Section A: Configuring Explicit Proxies

---

- a. From the ProxySG Management Console, select Configuration>SSL>CA Certificates.
- b. Click Import; enter the certificate name in the CA Cert Name field.
- c. Paste the certificate, being sure to include the -----BEGIN CERTIFICATE---- and the -----END CERTIFICATE----- statements in the ./bin/PEM/demoCA/private/CACert file.
- d. Click OK.

---

Note: Detailed instructions on importing a CA certificate are in Chapter 7 of the *Blue Coat ProxySG Configuration and Management Guide*.

---

### Test the Configuration

Import the root CA into your browser and construct an SSL interception policy.

---

Note: Detailed instructions on constructing an SSL interception policy are in Chapter 6 of the *Blue Coat ProxySG Configuration and Management Guide*.

---

You should not be prompted for any certificate warning.

## Creating an Intermediate CA using Microsoft Server 2003 (Active Directory)

This section describes certificate management when creating an intermediate CA using Active Directory.

Before you begin:

- Make sure the Windows 2003 system is an Active Directory server.
- Make sure IIS is installed.
- Install the "Certificate Services" through the control panel
- Select the mode to be Enterprise root CA.

All certificate management is done through the browser using the following URL:

[http://@ip\\_server/CertSrv](http://@ip_server/CertSrv)

You will complete the following steps:

- "To Install the Root CA onto the Browser"
- "To Create a ProxySG Keyring and Certificate Signing Request"
- "To Sign the ProxySG CSR"
- "To Import the Certificate onto the ProxySG"
- "To Test the Configuration"

### To Install the Root CA onto the Browser

1. Connect to [HTTP://@ip\\_server/CertSrv](HTTP://@ip_server/CertSrv)
2. Click Download a CA Certificate.

## Section A: Configuring Explicit Proxies

---

3. Click Install this CA Certificate chain.

This installs the root CA onto the browser.

### *To Create a ProxySG Keyring and Certificate Signing Request*

1. From the ProxySG Management Console, go to SSL>Keyrings.
2. Create a new keyring. For detailed instructions on creating a new keyring, see "["Creating a Keyring" on page 271](#).
3. Create a Certificate Signing Request (CSR). For detailed instructions on creating a CSR, see "["Managing Certificate Signing Requests" on page 276](#).
4. Click OK.

### *To Sign the ProxySG CSR*

1. Connect to [http://@ip\\_server/CertSrv](http://@ip_server/CertSrv)
2. Select the option Request a certificate.
3. Select Submit an advanced certificate request and then Submit a certificate request by using a base 64 encoded ...
4. Paste the contents of the ProxySG CSR.
5. Select the Certificate Template Subordinate Certification Authority.

If this template does not exist, connect to the certificate manager tool on the Active Directory server and add the template.

6. Click on Submit.
7. Download the certificate (not the chain) as Base 64 encoded.
8. Save this file on the workstation as newcert.pem.

### *To Import the Certificate onto the ProxySG*

1. Open the file newcert.pem in a text editor.
2. Go to the Management Console>Configuration>SSL>SSL Keyrings.
3. Select the keyring that has the CSR created; click Edit/View.

---

Note: Make sure this keyring is used as the issuer keyring for emulated certificates. Use policy or the SSL intercept setting in the Management Console or the CLI.

---

4. Paste the contents of the newcert.pem file.
5. Import the contents of the newcert.pem file into the CA Certificates list.

## Section A: Configuring Explicit Proxies

---

- a. From the ProxySG Management Console, select Configuration>SSL>CA Certificates.
- b. Click Import; enter the certificate name in the CA Cert Name field.
- c. Paste the certificate, being sure to include the -----BEGIN CERTIFICATE---- and the -----END CERTIFICATE----- statements in the ./bin/PEM/demoCA/private/CACert file.
- d. Click OK.

---

Note: Detailed instructions on importing a CA certificate are in Chapter 7 of the *Blue Coat ProxySG Configuration and Management Guide*.

---

### *To Test the Configuration*

Import the root CA into your browser and construct a SSL interception policy.

---

Note: Detailed instructions on constructing an SSL interception policy are in Chapter 6 of the *Blue Coat ProxySG Configuration and Management Guide*.

---

You will not be prompted for any certificate warning.

## Section B: Transparent Proxies

---

To use transparent proxy, you must:

- Configure the network to redirect client requests
- Create a transparent proxy service

## Configuring the Transparent Proxy Hardware

For transparent proxy to work, you must use one of the following:

- ProxySG Pass-Through card
- ProxySG software bridge
- Layer-4 switch
- WCCP

### Configuring the Pass-Through Card for Hardware Bridging

The Blue Coat Pass-Through card is a device that enables a bridge, using its two adapters, so that packets can be forwarded across it. However, if the system crashes, the Pass-Through card becomes a network: the two Ethernet cables are connected so that traffic can continue to pass through without restriction.

Configure a transparent service on the bridge's IP address just like for any other IP address, and it intercepts traffic as usual.

The differences are:

- Forwards traffic: it does not intercept without enabling global IP packet forwarding.
- Proxies for requests on either adapter, so if you connected one side of the bridge to your Internet connection, be careful.

### Configuring the ProxySG for Software Bridging

Blue Coat supports a software or *dynamic* bridge that is constructed using a set of installed adapters. Keep in mind the following about software bridges:

- The adapters must of the same type. Although the software does not restrict you from configuring bridges with adapters of different types (10/100 or GIGE), the resultant behavior is unpredictable.
- IP addresses—If any of the adapter interfaces to be added to the bridge already have IP addresses assigned to them, those IP addresses must be removed.

To set up a software bridge, see "[Configuring a Software Bridge](#)" on page 93.

## Section B: Transparent Proxies

---

### Configuring a Layer-4 Switch for Transparent Proxy

In Transparent Proxy Acceleration, as traffic is sent to the OCS, any traffic sent on TCP port 80 is redirected to the ProxySG Appliances by the Layer 4 switch. The benefits to using a Layer 4 switch include:

- ❑ Built-in failover protection. In a multi-ProxySG setup, if one ProxySG fails, the Layer 4 switch can route to the next ProxySG.
- ❑ Request partitioning based on IP address instead of on HTTP transparent proxying. (This feature is not available on all Layer 4 switches.)
- ❑ ProxySG bypass prevention. You can configure a Layer 4 device to always go through the Blue Coat ProxySG machine even for requests to a specific IP address.
- ❑ ProxySG bypass enabling. You can configure a Layer 4 device to never go through the ProxySG.

The following are generic directions for configuring transparent proxy using a Layer 4 switch and ProxySG Appliances. The steps to perform depend on the brand of Layer 4 switch. Refer to the Layer 4 switch manufacturer's documentation for details.

#### *To Set up Transparent Proxy Using a Layer-4 Switch and the ProxySG*

From the Layer 4 switch:

1. Configure the Layer 4 switch according to the manufacturer's instructions.
2. Configure for global transparent cache switching (TCS). With global TCS, incoming traffic from all devices attached to all ports of the Layer-4 switch is redirected to the ProxySG. Assign an IP address, default gateway, and subnet mask to the Layer-4 switch.
3. Configure TCS using a global policy, enabling redirection for all ports.
4. Identify one or more ProxySG Appliances.
5. Create a device server group.
6. Apply the ProxySG name to the device group.
7. Configure Ethernet interface 2.
8. Disable the redirection policy for the port to which the ProxySG is connected.
9. Configure Ethernet interface 4.
10. Disable the redirection policy for the port to which the router is connected.
11. (Optional) Configure the Layer-4 switch for server load balancing.
12. Save the Layer-4 switch configuration.

From the ProxySG:

---

## Section B: Transparent Proxies

---

- ❑ Define the appropriate IP configurations per the instructions in the *Installation Guide* that accompanied the ProxySG.
- ❑ Test the new network configuration.

### Configuring WCCP for Transparent Proxy

WCCP is a Cisco®-developed protocol that allows you to establish redirection of the traffic that flows through routers.

The main benefits of using WCCP are:

- ❑ Scalability—With no reconfiguration overhead, redirected traffic can be automatically distributed to up to 32 ProxySG Appliances.
- ❑ Redirection safeguards—if no ProxySG Appliances are available, redirection stops and the router forwards traffic to the original destination address.

For information on using WCCP with a Blue Coat ProxySG, see [Appendix C: “Using WCCP” on page 1087](#).

## Understanding IP Forwarding

IP Forwarding is a special type of transparent proxy. The ProxySG is configured to act as a gateway. The gateway is configured so that if a packet is addressed to the gateway's adapter, but not to its IP address, the packet is forwarded toward the final destination. (If IP forwarding is turned off, the packet is rejected as being mis-addressed).

By default, IP forwarding is set to off (disabled) to maintain a secure network.

#### *To Enable IP Forwarding through the Management Console*

1. Select Configuration>Network>Routing>Gateways.
2. Select the Enable IP forwarding checkbox.
3. Click Apply.

#### *To Enable IP Forwarding through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) tcp-ip ip-forwarding enable
```

---

**Important:** When IP forwarding is enabled, be aware that all ProxySG ports are open and all the traffic coming through them is not subjected to policy, with the exception of the ports explicitly defined (Configuration> Services>Service Ports).

---

Section B: Transparent Proxies

## Creating a Transparent Proxy Service

As noted earlier, Blue Coat recommends that you ignore authentication until the proxy service is configured and running.

The below example uses HTTP. Note that two HTTP services are already configured and enabled on SGOS 4.x.

*To Create a Transparent HTTP Port Service through the Management Console*

1. Select Configuration>Services>Service Ports.
2. Click New; the Add Service dialog appears.

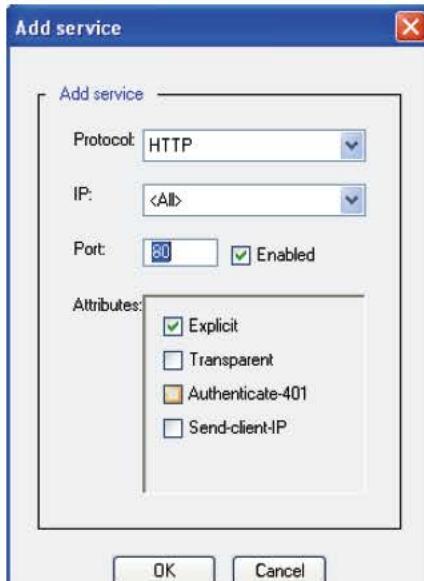


Figure 6-29: HTTP Add Service Dialog

3. In the Protocol drop-down list, select HTTP.
4. The default IP address value is all. To limit the service to a specific IP, select the IP from the drop-down list.
5. In the Port field, specify a port number; select Enable.
6. In the Attributes field, select Transparent.
7. Click OK; Click Apply.

*To Create a Transparent HTTP Port Service through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS# (config) services
SGOS# (config services) http
SGOS# (config services http) create [ip_address:]port
SGOS# (config services http) attribute transparent enable [ip_address:]port
SGOS# (config services http) enable [ip_address:]port
```

## Section B: Transparent Proxies

---

### *Example*

```
SGOS#(config services http) attribute transparent enable 80
```

### *To View the Results*

```
SGOS#(config services http) view
Port: 8080 IP: 0.0.0.0 Type: http
Properties: explicit, enabled
Port: 80 IP: 0.0.0.0 Type: http
Properties: transparent, enabled
```



## *Chapter 7: Using Secure Services*

Secure services allow you to provide the maximum security level for your enterprise. Maximum security is provided by using:

- ❑ SSH (with optional RSA authentication).
- ❑ HTTPS instead of HTTP for secure communication over insecure channels.
- ❑ A method of authenticating (identifying your users) and authorizing (limiting what a user can do).

Configuring secure services requires creating and using keypairs and certificates to verify trusted hosts.

This chapter discusses:

- ❑ “[HTTPS Reverse Proxy Overview](#)”
- ❑ “[Configuring HTTPS Reverse Proxy](#)”
- ❑ “[Managing the SSL Client](#)”
- ❑ “[Configuring HTTP or HTTPS Origination to the Origin Content Server](#)”
- ❑ “[Advanced Configuration](#)”

## Section A: HTTPS Reverse Proxy Overview

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### Section A: HTTPS Reverse Proxy Overview

Offloading SSL processing from the origin server (referred to as *HTTPS Reverse Proxy*), allows a large number of requests to be processed very quickly from the ProxySG.

The HTTPS Reverse Proxy implementation:

- ❑ Combines hardware-based SSL acceleration with full caching functionality.
- ❑ Establishes and services incoming SSL sessions.
- ❑ Provides SSL v2.0, v3.0, and TLSv1 protocol support.

A common scenario in using HTTPS Reverse Proxy, which connects the client to the ProxySG, is in conjunction with HTTPS *origination*, which is used to connect the ProxySG to the origin content server (OCS).

Before discussing the specifics of how a ProxySG accelerates HTTPS requests, it is important to understand securing data using HTTPS. There are several RFCs and books on the public key cryptographic system (PKCS). This discussion of the elements of PKCS is relevant to their implementation in SGOS.

The key concepts to understand are:

- ❑ Public keys and private keys
- ❑ Certificates
- ❑ Keyrings
- ❑ Cipher Suites
- ❑ SSL client

### Public Keys and Private Keys

The intended recipient of encrypted data generates a private/public keypair, and publishes the public key, keeping the private key secret. The sender encrypts the data with the recipient's public key, and sends the encrypted data to the recipient. The recipient uses the corresponding private key to decrypt the data.

For two-way encrypted communication, the endpoints can exchange public keys, or one endpoint can choose a symmetric encryption key, encrypt it with the other endpoint's public key, and send it.

### Certificates

Two major kinds of certificates are used with SGOS:

- ❑ Server (SSL) Certificates
- ❑ Self-Signed Certificates

## Section A: HTTPS Reverse Proxy Overview

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### Server (SSL) Certificates

SSL certificates are used to authenticate the identity of a server or a client. A certificate is confirmation of the association between an identity (expressed as a string of characters) and a public key. If a party can prove they hold the corresponding private key, you can conclude that the party is who the certificate says it is. The certificate contains other information, such as its expiration date.

The association between a public key and a particular server is done by generating a certificate signing request using the server's or client's public key. A certificate signing authority (CA) verifies the identity of the server or client and generates a signed certificate. The resulting certificate can then be offered by the server to clients (or from clients to servers) who can recognize the CA's signature. Such use of certificates issued by CAs has become the primary infrastructure for authentication of communications over the Internet.

The Blue Coat SG trusts all root CA certificates trusted by Internet Explorer and Firefox. The list is updated periodically to be in sync with the latest versions of IE and Firefox.

CA certificates installed on the Blue Coat SG are used to verify the certificates presented by HTTPS servers and the client certificates presented by browsers. Browsers offer a certificate if the server is configured to ask for one and an appropriate certificate is available to the browser.

### Self-Signed Certificates

A self-signed certificate is a certificate that you create and authorize yourself that has no official guarantees or authority in the real world. It is mainly used for intranet security.

Any server certificate can contain a common name with wildcard characters.

Wildcard certificates during HTTPS Reverse Proxy are supported. Microsoft's implementation of wildcard certificates is as described in RFC 2595, allowing an \* (asterisk) in the leftmost-element of the server's common name only. For information on wildcards supported by Internet Explorer, refer to the Microsoft knowledge base, article: 258858.

---

Note: Another kind of certificate is called an external certificate. An external certificate is an X.509 certificate created outside the ProxySG for the purpose of encrypting data, such as access logs, with a public key on the ProxySG so that it can only be decrypted by someone off-box who has the corresponding private key. When you import an external certificate to the ProxySG, you can use it to encrypt your access logs so that only those with the appropriate security credential can decrypt them. See “[Configuring the Upload Client](#)” on page 909 for information about encrypting access logs.

---

### Keyrings

A keyring contains a public/private keypair. It can also contain a certificate signing request or a signed certificate.

---

## Section A: HTTPS Reverse Proxy Overview

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### Cipher Suites Supported by SGOS

A cipher suite is an object that specifies the algorithms used to secure an SSL connection. When a client makes an SSL connection to a server, it sends a list of the cipher suites that it supports. The server compares this list with its own supported cipher suites and chooses the first cipher suite proposed by the client that they both support. Both the client and server then use this cipher suite to secure the connection.

---

**Note:** You can delete cipher suites that you do not trust.

---

All cipher suites supported by the ProxySG use the RSA key exchange algorithm, which uses the public key encoded in the server's certificate to encrypt a piece of secret data for transfer from the client to server. This secret is then used at both endpoints to compute encryption keys.

By default, the ProxySG is configured to allow SSLv2 and v3 as well as TLSv1 traffic. The cipher suites available to use differ depending on whether you configure SSL for version 2, version 3, TLS, or a combination of these.

Table 7.1: SGOS Cipher Suites Shipped with the ProxySG

SGOS Cipher #	Cipher Name	Strength	Exportable	Description
1	RC4-MD5	Medium	No	128-bit key size.
2	RC4-SHA	Medium	No	128-bit key size.
3	DES-CBC3-SHA	High	No	168-bit key size.
4	DES-CBC3-MD5	High	No	168-bit key size.
5	RC2-CBC-MD5	Medium	No	128-bit key size.
6	RC4-64-MD5	Low	No	64-bit key size.
7	DES-CBC-SHA	Low	No	56-bit key size.
8	DES-CBC-MD5	Low	No	56-bit key size.
9	EXP1024-RC4-MD5	Export	Yes	56-bit key size.
10	EXP1024-RC4-SHA	Export	Yes	56-bit key size.
11	EXP1024-RC2-CBC-MD5	Export	Yes	56-bit key size.
12	EXP1024-DES-CBC-SHA	Export	Yes	56-bit key size.
13	EXP-RC4-MD5	Export	Yes	40-bit key size.
14	EXP-RC2-CBC-MD5	Export	Yes	40-bit key size.
15	EXP-DES-CBC-SHA	Export	Yes	40-bit key size.

---

## Section A: HTTPS Reverse Proxy Overview

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Table 7.1: SGOS Cipher Suites Shipped with the ProxySG (Continued)

16	AES128-SHA	Medium	No	128-bit key size.
17	AES256-SHA	High	No	256-bit key size.

Cipher Suite configuration is discussed in [“Associating a Keyring and Protocol with the SSL Client” on page 292](#).

## Server Gated Cryptography and International Step-Up

Due to US export restrictions, international access to a secure site requires the site negotiate export-only ciphers. These are relatively weak ciphers ranging from 40-bit to 56-bit key lengths, and are vulnerable to attack.

Server Gated Cryptography (SGC) is a Microsoft extension to the certificate that allows the client receiving the certificate to first negotiate export strength ciphers, followed by a re-negotiation with strong ciphers. Netscape has a similar extension called International Step-up.

The ProxySG supports both SGC and International Step-up in its SSL implementation. There are, however, known anomalies in Internet Explorer's implementation that can cause SSL negotiation to fail. Refer to the following two documents for more detail and check for recent updates on the Microsoft support site.

<http://support.microsoft.com/support/kb/articles/Q249/8/63.ASP>  
<http://support.microsoft.com/support/kb/articles/Q244/3/02.ASP>

To take advantage of this technology, the ProxySG supports VeriSign's Global ID Certificate product. The Global ID certificate contains the extra information necessary to implement SGC and International Step-up.

---

Note: When requesting a Global ID certificate, be sure to specify bluecoat as the server.

---

## Understanding SSL Client

The SSL client is used to determine the protocol of outgoing HTTPS connections. The protocol must be specified when a ProxySG obtains content from the origin server using an encrypted connection.

The ProxySG uses one SSL client. The role of the SSL client is to:

- ❑ Determine which certificate can be presented to origin servers by associating a keyring with the SSL client.
- ❑ Identify the protocol version the ProxySG uses in negotiations with origin servers.
- ❑ Identify the cipher suites used.

---

## Section B: Configuring HTTPS Reverse Proxy

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To configure HTTPS Reverse Proxy, complete the following tasks:

- Create a keyring. A default keyring is shipped with the system and is used for accessing the management console. Create other keyrings for each SSL service. (See “[Creating a Keyring](#)” on page 271.)

---

Note: You can also import keyrings. For information on importing keyrings, see “[Importing an Existing Keypair and Certificate](#)” on page 300.

---

- (Optional) Create Certificate Signing Requests (CSRs) that can be sent to Certificate Signing Authorities (CAs).
- Import server certificates from CA authorities for external use and associate them with the keyring. (See “[Managing Server \(SSL\) Certificates](#)” on page 279.)
  - or-
- Create certificates for internal use and associate them with the keyring. (See “[Deleting an Existing Keyring and Certificate](#)” on page 275.)
- (Optional, if using server certificates from CA authorities) Import Certificate Revocation Lists (CRLs) so the ProxySG can verify that certificates are still valid.
- Create the HTTPS Service. The keyring should contain the server certificate to present to clients connecting to this service. For general information on enabling services, see [Chapter 5: Managing Port Services](#) on page 151. For specific information on enabling the HTTPS Service, see “[Managing the HTTPS Reverse Proxy](#)” on page 169.)

---

Note: If connections will be forwarded upstream using HTTPS, you can configure the SSL client appropriately. You can also set the SSL configuration timeout period, if the default is not satisfactory. For information on managing the SSL client, see “[Managing the SSL Client](#)” on page 291.

---

Do these steps in order.

---

Note: These steps must be done with a serial console or SSH connection.

---

Before you begin, you should be familiar with the following terms:

CA Certificates	This is a certificate that has been given out by a CA identifying the authority and what public key to use to verify certificates signed by them. CA certificates are used to verify certificates presented by clients during HTTPS Reverse Proxy or to verify certificates presented by servers during HTTPS origination. You only need this certificate if the ProxySG is obtaining data through an encrypted source.
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## Section B: Configuring HTTPS Reverse Proxy

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CA-Certificate Lists	CA-Certificate lists allow you to associate a specific CA certificate (or a list of CA certificates) with the HTTPS service you create.
Certificates	Regular certificates are presented by the ProxySG as server certificates when doing HTTPS Reverse Proxy or as client certificates when doing HTTPS origination. A certificate can be created (self-signed) or imported from another machine. Certificates and CA Certificates are imported differently on the ProxySG and have different purposes.
Certificate Signing Authority (CA)	CAs receive Certificate Signing Requests and create certificates from the information and the keypair provided. The certificate is then returned to the originator, who can import it into the ProxySG.
Certificate Signing Request (CSR)	CSRs are used to send a keypair and critical information to a Certificate Signing Authority. You can use Blue Coat to create a CSR or you can create a CA Certificate off-line. The CSR is then sent to a Certificate Signing Authority, which provides a signed certificate after verifying the requester's identity.
Certificate Revocation List (CRL)	CRLs are lists that show which certificates are no longer valid; the CRLs are created and maintained by Certificate Signing Authorities. Only CRLs that are issued by a trusted issuer can be verified by the ProxySG successfully. The CRL can be imported only when the CRL issuer certificate exists as CA certificate on the ProxySG.
SSL Client	Only one SSL client can be used on the ProxySG, and only one keyring can be associated with it. If a keyring is associated with the SSL client and you change the association, the old association is overwritten by the new.
HTTPS Service	A service on which the ProxySG listens for Web requests sent through the HTTPS protocol.
Keyring	A keyring holds a public and private keypair, and can be used when configuring secure connections on the ProxySG. When a keyring is created, it only contains a keypair. You can associate a certificate with this keyring. If you have multiple certificates, you can configure multiple keyrings and associate the certificates and the keyrings.

## Creating a Keyring

The ProxySG ships with two keyrings already created:

- default
- configuration-passwords-key

The default keyring contains a certificate and an automatically-generated keypair. The default key is intended for securely accessing the ProxySG management console. Create an additional keyring for each HTTPS service defined.

---

Note: A keyring is not re-usable. If you use multiple certificates, you must create multiple keyrings.

---

## Section B: Configuring HTTPS Reverse Proxy

You must associate a keyring with the SSL client if the ProxySG is obtaining content through HTTPS from an origin content server (OCS) that requires a client certificate to be presented. If the OCS requires a client certificate and no keyring is associated with the SSL client, the connection fails. For information on associating a keyring with the SSL client, “[Managing the SSL Client](#)” on page 291.

The configuration-passwords-key keyring contains a keypair but does not contain a certificate. It is a keyring created for encrypting passwords in the `show config` command and should not be used for other purposes.

### *To Create a Keyring through the Management Console*

1. Select Configuration>SSL>Keyrings>SSL Keyrings; the SSL Keyrings tab displays.

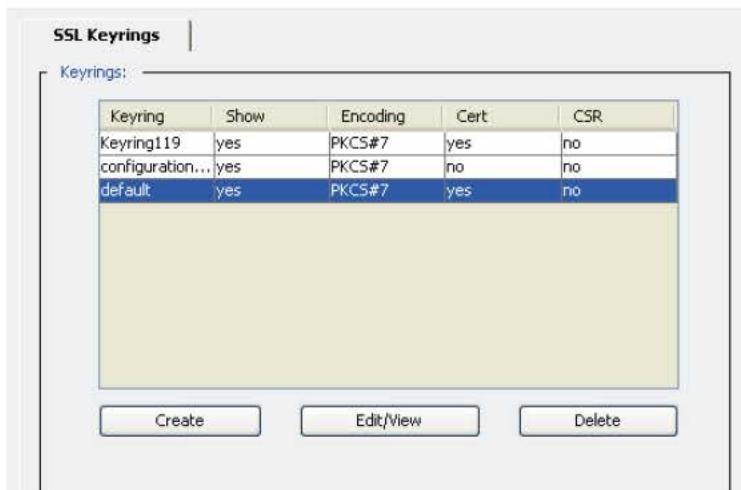


Figure 7-1: SSL Keyring Tab

2. Click Create; the Create Keyring dialog appears.

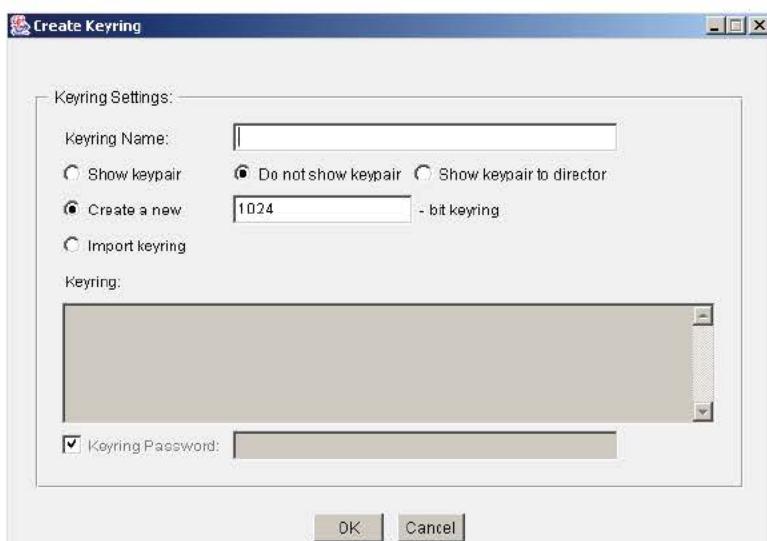


Figure 7-2: Create Keyring Dialog

---

## Section B: Configuring HTTPS Reverse Proxy

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3. Fill in the dialog window as follows:

- Keyring Name: Give the keyring a meaningful name to you.

---

Note: Spaces in keyring names are not supported. Including a space can cause unexpected errors while using such keyrings.

---

- Select the show option you need:
  - Show keypair allows the keys, and everything in the keys, to be exported.
  - Do not show keypair prevents the keypair from being exported.
  - Show keypair to director is a keyring viewable only if Director is issuing the command using a SSH-RSA connection.

---

Note: The choice of show/show-director/no-show has implications for whether keyrings are included in profiles and backups created by Director. For more information, refer to the *Blue Coat Director User Guide*.

---

- Select the key length in the Create a new \_\_\_\_\_ -bit keyring field. A length of 1024 bits is the maximum (and default). Longer keyrings provide better security, but with a slight performance expense on the ProxySG. Be aware that the maximum key length allowed for international export might be different than the default. For deployments reaching outside the U.S., determine the maximum key length allowed for export.

Click OK. The keyring is created with the name you chose. It does not have a certificate associated with it yet. To associate a certificate, see “[Associating a Keyring and Protocol with the SSL Client](#)” on page 292

-or-

- Select the Import keyring radio button.

The grayed-out Keyring field becomes enabled, allowing you to paste in an already existing private key. The certificate associated with this private key must be imported separately. For information on importing a certificate, see “[Deleting an Existing Keyring and Certificate](#)” on page 275.

If the private key that is being imported has been encrypted with a password, select Keyring Password and enter the password into the field.

---

Note: The only way to retrieve a keyring's private key from the ProxySG is by using Director or the command line—it cannot be exported through the management console.

---

4. Click OK.

## Section B: Configuring HTTPS Reverse Proxy

---

### *To View or Edit a Keyring through the Management Console*

1. Select Configuration>SSL>Keyrings>SSL Keyrings; the SSL Keyrings tab displays.
2. Click View/Edit; the Create Keyring dialog appears.

### *To Create an SSL Keyring through the CLI*

At the (config) command prompt, enter the following commands to create an SSL keyring:

```
SGOS# (config) ssl  
SGOS# (config ssl) create keyring {show | show-director | no-show} keyring_id  
[key_length]
```

where:

show   show-director   no-show	<ul style="list-style-type: none"><li>• show: Allows the keys, and everything in the keys, to be exported.</li><li>• show-director: Prevents the keypair from being exported.</li><li>• no-show: A keyring viewable only if Director is issuing the command using a SSH-RSA connection.</li></ul> <p>Note: The choice of show/show-director/no-show has implications for whether keyrings are included in profiles and backups created by Director. For more information, refer to the <i>Blue Coat Director User Guide</i>.</p>
keyring_id	The name, meaningful to you, of the keyring.
key_length	Longer keypairs provide better security, but with a slight performance expense on the ProxySG appliance. The default key length used in SGOS and most US-based servers is 1024, which is the maximum key length. Be aware that the maximum key length allowed for international export might be different than the default. For deployments reaching outside of the US, determine the maximum key length allowed for export.

### *To View the Results of a New Keyring through the CLI*

---

Note: This example shows the default keyring.

---

```
SGOS# (config ssl) view keyring  
KeyringID: default  
Is private key showable? yes  
Have CSR? no  
Have certificate? yes  
Is certificate valid? yes  
CA: Blue Coat SG110  
Expiration Date: Dec 16 22:37:30 2013 GMT  
Fingerprint: AA:E2:34:DB:5D:06:A7:FF:D8:69:BE:0D:12:FC:34:D5  
KeyringID: configuration-passwords-key  
Is private key showable? yes  
Have CSR? no  
Have certificate? no
```

---

## Section B: Configuring HTTPS Reverse Proxy

---

### *To View a Keypair*

---

Note: This example shows the default keypair, unencrypted.

---

```
SGOS#(config ssl) view keypair [des | des3 | unencrypted] [keyring_id]
[password]
-----BEGIN RSA PRIVATE KEY-----
MIICWwIBAAKBgQC6t/IhFTYuyczvEN/wT4dcJl3Ar/aEKs/CjL9DPG+ND79sscFe
tfzmLrjBvxJmZYnim6VEMtKb0qH37YQjXwtQFqYAdWe+yKS6kqJ+Rky/mgHX8awL
Rvi jFlBkLYMG2Soa1YphOTg/v/dPm28TyJ5ZcavM5Atdpa+RRGPPDR1YQwIDAQAB
AOGAE4TVL/Yqsttvq/Ikptd5e/2awWDjsu9UZq8V825m7uUdirxOTZtSs7FgqQhT
YRbuQh0pOqbhc16ihetza8sswGXJe7YYF7d2zQAfwdsvSTcsVu1mXQmdhddItGuv
+nZWVMqP/tQIk/NtRhp6IJ2qg4Mu3yEVfDEeHP1Um2nGPbECQQD1tYIaoiLW27sa
+O7Rz12geVoVvdROjKg0g0gyT65tRCgqyGv6AXI1+gWl1TcP5rhO1B9XX3i0wiUp
HejKsompAkEA0BbQNCRUXZTPyK6R6JaHE0Ji8SSxtLCUN9RZrChdjGc263D6/IV
/jqpqkLLR2qSibmKDX1ADmYAP9U18ta+CwJAecPBd8TCmwpXIHEch3LRBqPNMQEZ
bx/6GfwNzT3/xEQA1szvD9N8a0hhfgqL6Y3v3Rd/1Z0yKv9PG4CTsf9iIQJAL7Jq
+uixkxyaLEibbjvyh7Yoz/64xj9tBviJQg6Ok/b/S2NjGzwcSm/L4Bj7W11URXlf
6YOiISrEN915RjZuzQJAYUlytdCj7pM2nziy07jrWnY8MmIod3+kH1Qajov/OI6Q
Z5gaJ2nL0wicS1SY4MFewHavvRS18yI9JP2q1+6Y/g==
-----END RSA PRIVATE KEY-----
```

### Notes

- ❑ If you want to view the keypair in an encrypted format, you can optionally specify `des` or `des3` before the `keyring_id`, along with an optional password. If the optional password is provided on the command line, the CLI does not prompt for a password. You can also use `""` to specify an empty password to make the command non-interactive.
- ❑ If the optional password is not provided on the command line, the CLI asks for the password (interactive). If you specify either `des` or `des3`, you are prompted.
- ❑ To view the keypair in unencrypted format, select either the optional `keyring_id` or use the `unencrypted` command option.
- ❑ You cannot view a keypair over a Telnet connection because of the risk that it could be intercepted.

## Deleting an Existing Keyring and Certificate

### *To Delete a Keyring and the Associated Certificate through the Management Console*

1. Select Configuration>SSL>Keyrings>SSL Keyrings.
  2. Highlight the name of the keyring that you want to delete.
  3. Click Delete.
- The Confirm delete dialog appears.
4. Click OK in the Confirm delete dialog.

## Section B: Configuring HTTPS Reverse Proxy

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*To Delete a Keyring and the Associated Certificate through the CLI*

From the `(config)` prompt, enter the following commands:

```
SGOS#(config) ssl
SGOS#(config ssl) delete keyring keyring_id
```

## Managing Certificate Signing Requests

While you must create certificate signing requests (CSR) to get a certificate signed by a Certificate Authority, CSRs are also used for the configuration of certificates that are sent out to clients or servers for external validation.

### Creating a CSR

*To Create a CSR through the Management Console*

1. Select Configuration>SSL>SSL Keyrings; click **Edit/View**.
2. From the drop-down list, select the keyring for which you need a signed certificate.
3. From the Certificate Signing Request tab, click the **Create** button.

The Create Certificate-signing-request dialog displays.

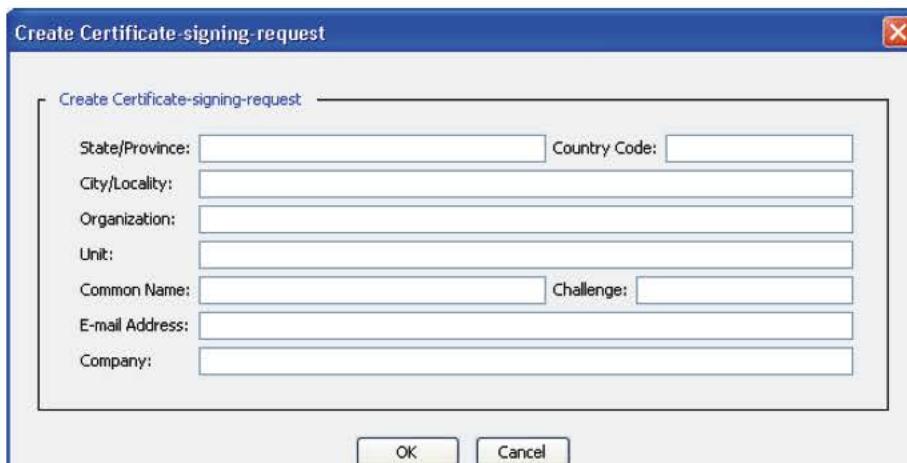


Figure 7-3: Create Certificate-Signing-Request Dialog

4. Fill in the fields as appropriate:
  - State/Province—Enter the state or province where the machine is located.
  - Country Code—Enter the two-character ISO code of the country.
  - City/Locality—Enter the city.
  - Organization—Enter the name of the company.
  - Unit—Enter the name of the group that is managing the machine.
  - Common Name—Enter the URL of the company.

---

## Section B: Configuring HTTPS Reverse Proxy

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- Challenge—Enter a 4-16 character alphanumeric challenge.
  - E-mail Address—The e-mail address you enter must be 40 characters or less. A longer e-mail address will generate an error.
  - Company—Enter the name of the company.
5. The Create tab displays the message: Creating....
  6. Click OK.

*To Create a CSR through the CLI*

You have a choice of using the interactive or non-interactive `create` command.

---

Note: Director uses non-interactive commands in profiles and overlays to create certificate signing requests.

For more information on Director, refer to the *Blue Coat Director Configuration and Management Guide*.)

---

To create a CSR using the:

- interactive `create signing-request` command: continue with the next section.
- non-interactive `create signing-request` command: skip to “[To Create a Signing Request Non-interactively Using Create Commands](#)” on page 278.

*To Create a CSR Interactively using Create Commands*

1. At the `(config)` command prompt, enter the following commands to create an SSL CSR:

```
SGOS#(config) ssl
SGOS#(config ssl) create signing-request keyring_id
Country code []: US
State or province []: CA
Locality or city []: SV
Organization name []: Blue Coat
Organization unit []: Docs
Common name []: www.bluecoat.com
Email address []: test@bluecoat.com
Challenge []: test
Company name []: Blue Coat
ok
```

where:

Country code	At the <code>country code</code> prompt, enter the two-character ISO code of the country.
State or province	Name of the state or province where the machine is located.
Locality or city	Name of the town where the machine is located.
Organization name	Name of the company.

**Section B: Configuring HTTPS Reverse Proxy**

Organization unit	Name of the group within the company.
Common name	Verify the Common name is the same as the domain name of the Web site being terminated. If the Common name and site domain name do not match, a client browser generates a warning whenever the ProxySG terminates an HTTPS request for that site. The use of wildcards is supported in the Common name.
Email address	The e-mail address you enter must be 40 characters or less. A longer e-mail address generates an error
Challenge	At the challenge prompt, enter a 4-16 character alphanumeric secret.
Company name	Name of the company.

**2. View the results.**

```
SGOS#(config ssl) view signing-request keyring_id
-----BEGIN CERTIFICATE REQUEST-----
MIIBVDCCAQ4CAQAwgYcxCzAJBgNVBAYTA1VTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxEjAQ
BqNVBAoTCUJsdWUgQ29hdDENMAsGA1UECxMERG9jczEZMBCGA1UEAxMQd3d3LmJsdWVjb2F0LmN
vbTEgMB4GCSqGSIb3DQEJARYRdGVzdEBibHV1Y29hdC5jb20wTDANBgkqhkiG9w0BAQEFAAM7AD
A4AjEAobHjK0AsnKV0TcsntWCdfTaNyCgwNDXffxT5FwM0xkzQi0pCSku27CJXn7TahrKRAgMBA
AGgMTAUBgkqhkiG9w0BCQcxBxMFdGVzdAAwGQYJKoZIhvcNAQkCMQwWCKJsdWUgQ29hdAAwDQYJ
KoZIhvcNAQEEBQADMQBooZfEnzZT2WMMi3oT9EP3CdtddOTtdBImWUXPdHJGfm1vEJ7HI0cE0W
71JP6pUY=
-----END CERTIFICATE REQUEST-----
```

**To Create a Signing Request Non-interactively Using Create Commands**

At the (config) command prompt, enter the following commands to create a signing request:

```
SGOS#(config) ssl
SGOS#(config ssl) create signing-request keyring_id [attribute_value]
[attribute_value]
```

where the following attribute and value pairs are accepted:

**Mandatory:**

- cn common\_name
- challenge at\_least\_four\_characters

**Optional:**

- c 2\_character\_country\_code
- o organization\_name
- ou organizational\_unit
- email e-mail\_id
- state state or province
- city locality or city
- company company\_name

Notes:

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## Section B: Configuring HTTPS Reverse Proxy

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- If you do not specify any attributes, the interactive mode is assumed, meaning that the CSR cannot be created by Director in profiles or overlays.
- The name of the attribute is predefined and the value of the attribute is a *string*. The value can be quoted if it contains white space or other special characters.
- You must specify the name and value together; the order of appearance of multiple name value pairs does not matter. If you omit an attribute, an empty *string* is assumed for the value of the attribute.

*Example:*

```
#(config ssl) create signing-request keyring_id cn bluecoat challenge test
c US state CA company bluecoat
```

## Viewing a Certificate Signing Request

The main reason to view a certificate signing request is so that it can be copied for submission to the Certificate Signing Authority. You can view the certificate signing request either through the Management Console or the CLI.

*To View a Certificate Signing Request through the Management Console*

1. Select Configuration>SSL>SSL Keyrings.
2. Click Edit/View; the SSL Certificates pane displays.
3. From the drop-down list, select the keyring for which you have created a certificate signing request.

The certificate signing request displays in the Certificate Signing Request window and can be copied for submission to a Certificate Signing Authority.

*To View a Certificate Signing Request through the CLI*

At the `(config)` command prompt, enter the following commands to create a signing request:

```
SGOS#(config) ssl
SGOS#(config ssl) view signing-request keyring_id
```

The certificate signing request displays and can be copied for submission to a Certificate Signing Authority

## Managing Server (SSL) Certificates

Server (SSL) certificates can be obtained two ways:

- Created on the ProxySG as a self-signed certificate
- Imported after receiving the certificate from the signing authority

If you plan to use server (SSL) certificates (issued by well-known Certificate Authorities), you can obtain the keypair and Certificate Signing Requests (CSRs) off box and send them to the Certificate Authority for signing. You can also create self-signed SSL certificates for internal use.

## Section B: Configuring HTTPS Reverse Proxy

---

Once the signed request is returned to you from the CA, you can import the certificate into the ProxySG. To create a Blue Coat CSR, see “[Creating a CSR](#)” on page 276.

---

Note: If you have a CA certificate that is not on the ProxySG default CA certificate list, you might receive the following message when attempting to connect to a Web site:

Network Error (ssl\_failed)  
A secure SSL session could not be established with the Web Site..

You must import the CA Certificate before the ProxySG can trust the site.

---

To create a SSL self-signed certificate on the ProxySG using a Certificate Signing Request, continue with the next section.

---

Note: You can also create a self-signed certificate just by pressing the Create button on the Configuration>SSL>Keyrings>Edit/View pane.

---

To import an SSL Certificate, skip “[Importing a Server Certificate](#)” on page 284.

## Creating Self-Signed SSL Certificates

The ProxySG ships with a self-signed certificate, associated with the default keyring. Only one certificate can be associated with a keyring. If you have multiple services, you require one keyring for each certificate.

### Adding a Self-Signed SSL Certificate

Self-signed certificates are generally meant for intranet use, not Internet.

*To Create a Self-Signed Certificate through the Management Console*

1. Select Configuration>SSL>Keyrings>SSL Keyrings; the SSL Keyrings tab displays.
2. Highlight the keyring for which you want to add a certificate.
3. Click Edit/View in the Keyring tab.

The SSL Certificate dialog displays.

## Section B: Configuring HTTPS Reverse Proxy

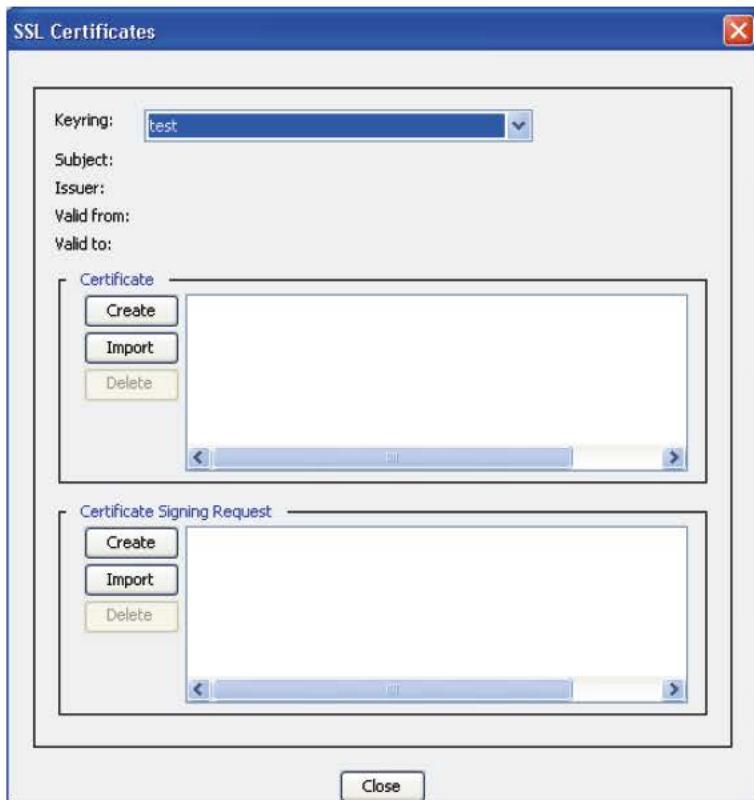


Figure 7-4: Create Certificate Dialog

4. Click Create to Create a Certificate; the Create Certificate dialog displays.

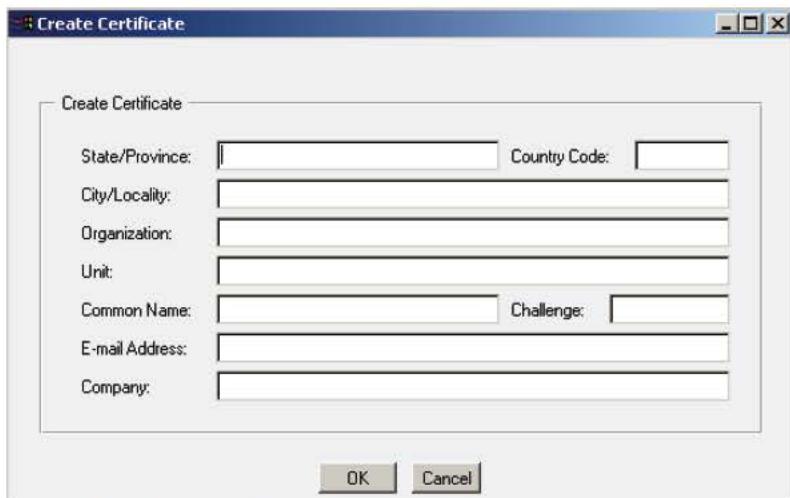


Figure 7-5: Creating a Certificate

5. Fill in the fields as appropriate:

## Section B: Configuring HTTPS Reverse Proxy

---

- State/Province—Enter the state or province where the machine is located.
  - Country Code—Enter the two-character ISO code of the country.
  - City/Locality—Enter the city.
  - Organization—Enter the name of the company.
  - Unit—Enter the name of the group that is managing the machine.
  - Common Name—A common name should be the one that contains the URL with client access to that particular origin server.
  - Challenge—Enter a 4-16 character alphanumeric challenge.
  - E-mail Address—The e-mail address you enter must be 40 characters or less. A longer e-mail address will generate an error.
  - Company—Enter the name of the company.
6. The Create tab displays the message: Creating.....

### *To Create a Self-Signed SSL Certificate through the CLI*

You can create a self-signed certificate two ways: interactively or non-interactively.

---

Note: Director uses non-interactive commands in profiles and overlays to create self-signed certificates.

---

To create a certificate using the:

- interactive version of the `create certificate` command: continue with the next section.
- non-interactive version of the `create certificate` command: skip to “[To Create a Self-Signed SSL Certificate Non-interactively Using Create Commands](#)” on page 283.

---

Note: If you want the certificate to be part of a profile or overlay, the keyring must be configured as showable.

---

### *To Create a Self-Signed SSL Certificate Interactively Using Create Commands*

1. At the `(config)` command prompt, enter the following commands to interactively create a self-signed certificate.

```
SGOS#(config ssl) create certificate keyring_id
Country code []: US
State or province []: CA
Locality or city []: SV
Organization name []: Blue Coat
Organization unit []: Docs
```

---

## Section B: Configuring HTTPS Reverse Proxy

---

```
Common name []: www.bluecoat.com
Email address []: test@bluecoat.com
Challenge []: test
Company name []: Blue Coat
ok
```

where:

Country code	At the Country code prompt, enter the two-character ISO code of the country.
State or province	Name of the state or province where the machine is located.
Locality or city	Name of the town where the machine is located.
Organization name	Name of the company.
Organization unit	Name of the group within the company.
Common name	Verify the Common name is the same as the domain name of the Web site being terminated. If the Common name and site domain name do not match, a client browser generates a warning whenever the ProxySG terminates an HTTPS request for that site. The use of wildcards is supported in the Common name.
Email address	The e-mail address you enter must be 40 characters or less. A longer e-mail address will generate an error
Challenge	At the Challenge prompt, enter a 4-16 character alphanumeric secret.
Company name	Name of the company.

2. View the certificate.

```
SGOS#(config ssl) view certificate keyring_id
-----BEGIN CERTIFICATE-----
MIIB3zCCAZmgAwIBAgIBADANBgkqhkiG9w0BAQQFADCBlzELMAkGA1UEBhMCVVMx
CzAJBgNVBAgT
AkNBMQswCQYDVQQHEwJTVjESMBAGA1UEChMJJQmx1ZSBDb2F0MQ0wCwYDVQQLEw
REb2NzMRkwFwY
DVQQDExB3d3cuYmx1ZWNvYXQuY29tMSAwHgYJKoZIhvcNAQkBFhF0ZXN0QGJsdWVjb2F0LmNvbT
AeFw0wMzAzMDQyMTA2NTAxFw0wMzA0MDMyMTA2NTAxEIGHMQswCQYDVQQGEwJVUzELMAkGA1UEC
BMCQ0ExCzAJBgNVBAcTAlNWMrIwEAYDVQQKEwlCbHV1IENvYXQxDTALBgNVBAsTBERvY3MxGTAX
BgNVBAMTEHd3dy5ibHV1Y29hdC5jb20xIDAeBgkqhkiG9w0BCQEWEXR1c3RAYmx1ZWNvYXQuY29
tMEwwDQYJKoZIhvcNAQEBBQADowAwOAIxAK+AGYRMbnjyGr7U0oZUYds1O6y8uQnxq2PV6qCr4Q
BpN1Vqyr1F17ZEaw0lyMs5FwIDAQABMA0GCSqGSIb3DQEBAUAAzEAe8zoYW0igTcGRGG7sBpc
U95J907Vm8qSU/PQfx1IrDzKdRSQPO9Gs1I8MqXi0D
-----END CERTIFICATE-----
```

*To Create a Self-Signed SSL Certificate Non-interactively Using Create Commands*

---

Note: If you want the keyring to part of an overlay or profile, the keyring must be configured as showable.

---

At the (config) command prompt, use the following syntax to create a self-signed certificate

## Section B: Configuring HTTPS Reverse Proxy

---

```
SGOS#(config ssl) create certificate keyring-id [attribute_value]  
[attribute_value]
```

where any or all of the following attribute and value pairs are accepted:

**Mandatory:**

- cn *common\_name*
- challenge *at\_least\_four\_characters*

**Optional:**

- c *2\_character\_country\_code*
- o *organization\_name*
- ou *organizational\_unit*
- email *e-mail\_id*
- state *state or province*
- city *locality or city*
- company *company\_name*

Notes:

- If you do not specify any attributes, the interactive mode is assumed, meaning that the self-signed certificate cannot be created by Director in profiles or overlays.
- The name of the attribute is predefined and the value of the attribute is a *string*. The value can be quoted if it contains white space or other special characters.
- You must specify the name and value together; the order of appearance of multiple name value pairs does not matter. If you omit an attribute, an empty *string* is assumed for the value of the attribute.

*Example:*

```
SGOS#(config ssl) create certificate keyring-id cn bluecoat challenge test  
c US state CA company bluecoat
```

## Importing a Server Certificate

A server certificate is sent to you by a Certificate Signing Authority after receiving the Certificate Signing Request. The certificate request is created either off box or with the signing request you created through the SSL >Keyrings tab. To create an SSL signing request, follow the instructions in “[Creating a CSR](#)” on page 276. After the server certificate is signed by a Certificate Signing Authority and returned, it can be imported by completing the steps below.

*To Import a Server Certificate*

1. Copy the certificate to your clipboard. Be sure to include the “Begin Certificate” and “End Certificate” statements.
2. Select Configuration>SSL>Keyrings; the SSL Keyrings tab displays.
3. Highlight the keyring for which you want to import a certificate.

---

## Section B: Configuring HTTPS Reverse Proxy

---

4. Click Edit/View in the Keyrings tab.

The SSL Certificates pane displays.

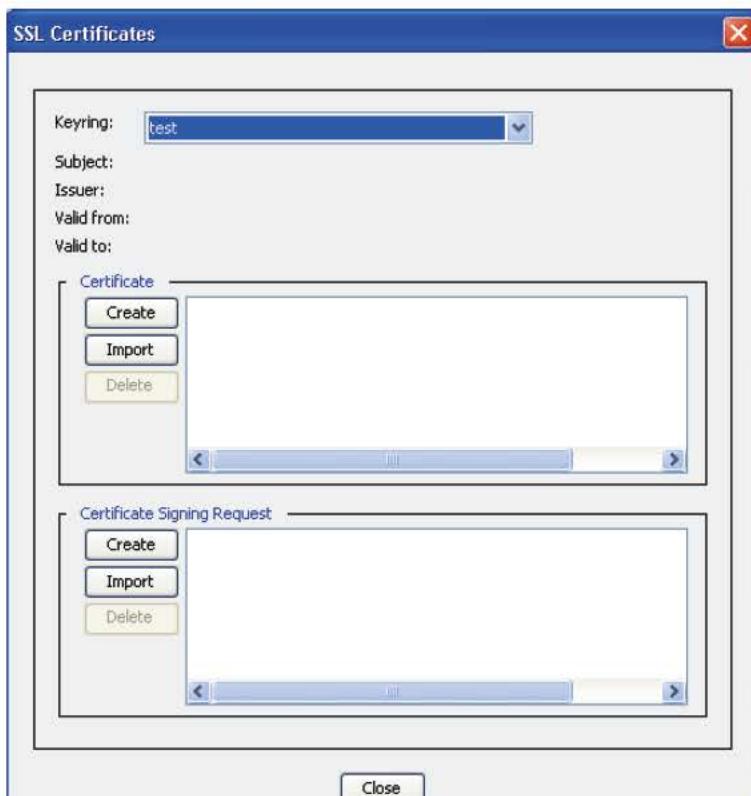


Figure 7-6: SSL Certificates Pane

5. In the certificate panel, click Import.

The Import Certificate dialog displays.



Figure 7-7: SSL Import Certificate Dialog

6. Paste the certificate you copied into the dialog box. Click OK.

## Section B: Configuring HTTPS Reverse Proxy

---

The certificate should display in the SSL Certificates Pane, associated with the keyring you selected earlier.

## Using Certificate Revocation Lists

A revocation check on the server certificate is done through Certificate Revocations Lists (CRLs). CRLs are lists that show which certificates are no longer valid; the CRLs are created and maintained by Certificate Signing Authorities.

Only CRLs that are issued by a trusted issuer can be verified by the ProxySG successfully. The CRL can be imported only when the CRL issuer certificate exists as CA certificate on the ProxySG.

The ProxySG allows:

- one local CRL list per certificate issuing authority.
- an import of a CRL that is expired; a warning is displayed in the log.
- an import of a CRL that is effective in the future; a warning is displayed in the log.

CRLs can be used for the following purposes:

- Checking revocation status of client and/or server certificates with HTTPS Reverse Proxy.
- Checking revocation status of server certificates with SSL proxy. (For more information on using CRLs with the SSL proxy, see “[Configuring an SSL Proxy](#)” on page 235.)
- ProxySG-originated HTTPS downloads (secure image download, content filter database download, and the like).

PEM-encoded CRLs are supported for inline cut-and-paste imports via the CLI or Management Console. DER-format (binary) CRLs are supported if downloaded from a URL.

### *To Import a CRL*

You can choose from among four methods to install a CRL on the ProxySG through the Management Console:

- Use the ProxySG Text Editor, which allows you to enter the installable list (or copy and paste the contents of an already-created file) directly onto the ProxySG.
- Create a local file on your local system; the ProxySG can browse to the file and install it.
- Enter a remote URL, where you placed an already-created file on an FTP or HTTP server to be downloaded to the ProxySG.
- Use the CLI `inline` command.

### *To Create a CRL through the Management Console*

1. Select Configuration>SSL>CRLs. The CRL tab displays.

## Section B: Configuring HTTPS Reverse Proxy

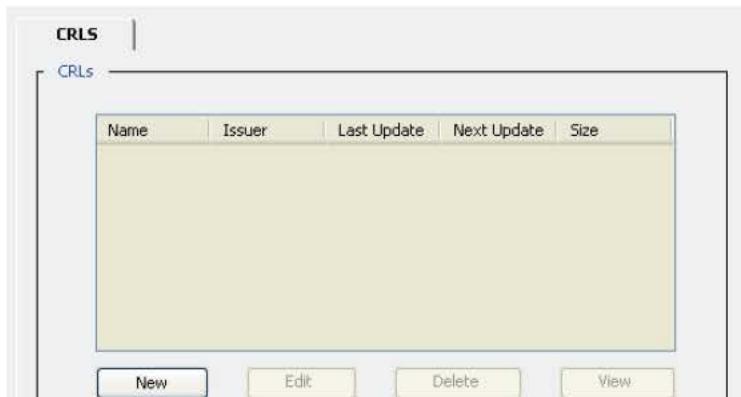


Figure 7-8: Creating a new CRL

2. Click New or highlight an existing CRL and click Edit. The Add/Edit CRL dialog box displays.



Figure 7-9: Adding a CRL

3. Give the CRL a name.
4. From the drop-down list, select the method to use to install the CRL; click Install.
  - Remote URL:

Enter the fully-qualified URL, including the filename, where the CRL is located. To view the file before installing it, click View. Click Install.

The Install CRL dialog displays. Examine the installation status that displays; click OK.

## Section B: Configuring HTTPS Reverse Proxy

---

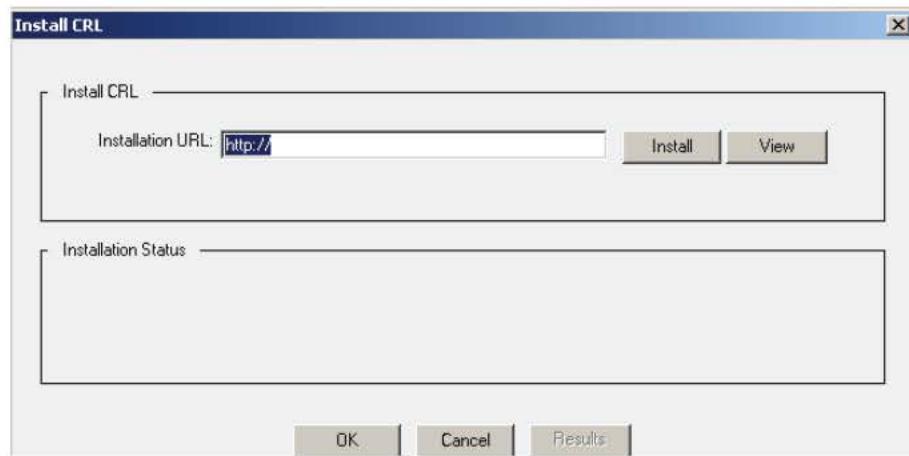


Figure 7-10: Specifying the Remote Location of a CRL

- Local File:

Click **Browse** to display the Local File Browse window. Browse for the CRL file on the local system. Open it and click **Install**. When the installation is complete, a results window opens. View the results, close the window, click **Close**.



Figure 7-11: Specifying the Local Location of a CRL

- Text Editor:

Copy a new CRL file into the window, and click **Install**.

When the installation is complete, a results window opens. View the results, close the window, click **Close**.

## Section B: Configuring HTTPS Reverse Proxy

**Note:** The Management Console text editor is a way to enter a CRL file. It is not a way to enter CLI commands.

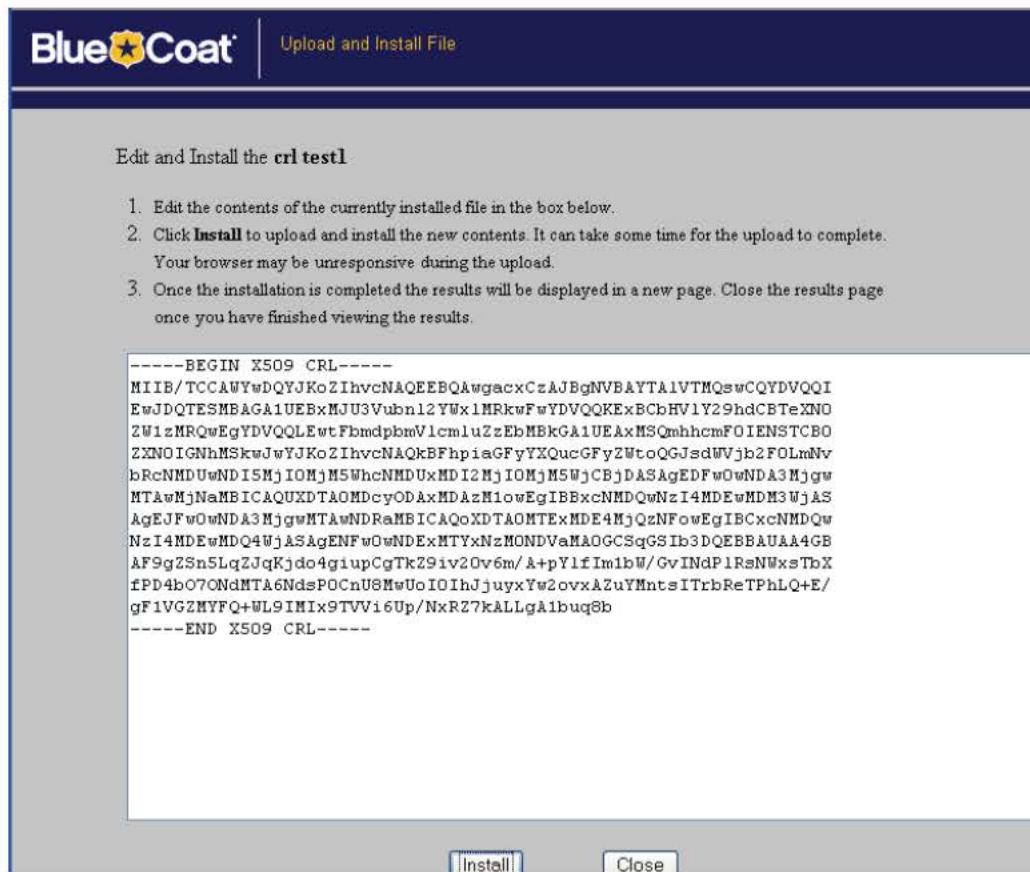


Figure 7-12: Using the ProxySG Text Editor

- Click Apply.

### To Create a CRL through the CLI

At the (config) command prompt, enter the following commands:

```
SGOS#(config) ssl
SGOS#(config ssl) create crt list_name
SGOS#(config ssl) edit crt list_name
SGOS#(config ssl crt list_name) path url
```

where *url* is a fully-qualified URL, including the filename, where the installable list is located.

```
SGOS#(config ssl crt list_name) load list_name
```

## Section B: Configuring HTTPS Reverse Proxy

---

### To Create an Installable List through the CLI Inline Commands

1. Copy the CRL to the clipboard.
2. At the (config) command prompt, enter the following commands:

```
SGOS#(config) ssl  
SGOS#(config ssl) inline crt CRL_list_name eof  
Paste CRL here  
eof
```

## Troubleshooting Certificate Problems

- ❑ If the client does not trust the Certificate Signing Authority that has signed the ProxySG Appliance's certificate, an error message similar to the following appears in the event log:

```
2004-02-13 07:29:28-05:00EST "CFSSL:SSL_accept error:14094416:SSL  
routines:SSL3_READ_BYTES:sslv3 alert certificate unknown" 0 310000:1  
../cf_ssl.cpp:1398
```

This commonly occurs when you use the HTTPS-Console service on port 8082, which uses a self-signed certificate by default. When you access the Management Console over HTTPS, the browser displays a pop-up that says that the security certificate is not trusted and asks if you want to proceed. If you select No instead of proceeding, the browser sends an *unknown CA alert* to the ProxySG.

You can eliminate the error message one of two ways:

- If this was caused by the Blue Coat self-signed certificate (the certificate associated with the default keyring), import the certificate as from a trusted Certificate Signing Authority in Internet Explorer.
  - Import a certificate on the ProxySG that is signed by a well-known Certificate Signing Authority and use that for HTTPS Console access and HTTPS Reverse Proxy.
- ❑ If the ProxySG's certificate is not accepted because of a *host name mismatch* or it is an *invalid certificate*, you can correct the problem by creating a new certificate and editing the HTTPS-Console service to use it. For information on editing the HTTPS-Console service, see "[Managing the HTTPS Console \(Secure Console\)](#)" on page 152.

---

### Section C: Managing the SSL Client

---

The SSL client:

- Determines which certificates can be presented to origin servers if the secure server requires the ProxySG to present a certificate.
- Identifies the protocol the ProxySG uses in negotiations with origin servers.
- Identifies the cipher suites to be used with the certificate.

You can change the protocol and the cipher suites used.

You must associate a keyring with the SSL client if the ProxySG is obtaining content through HTTPS from an origin content server (OCS) that requires a client certificate to be presented. If the OCS requires a client certificate and no keyring is associated with the SSL client, the connection fails. For information on creating a keyring, see “[Creating a Keyring](#)” on page 271.

## Creating an SSL Client

The ProxySG is configured with a default SSL client.

---

Note: Only one SSL client can be created on a ProxySG.

---

Creation of the SSL client means that for every HTTPS connection to the destination server, the ProxySG picks the parameters needed for negotiating the SSL connection from the SSL-client configuration. Thus, multiple SSL connections to different HTTPS destination servers can be supported with a single SSL-client configuration. This is similar to a browser where one configuration is used to negotiate multiple connections with different hosts.

When the ProxySG is acting as an SSL client (SSL origination), SSL sessions are re-used until the server forces a fresh handshake or until the same session ID has been used 255 times.

If you just need to change the protocol, the cipher suites, or the keyring associated with the SSL client, you do not need to recreate the client. Continue with “[Associating a Keyring and Protocol with the SSL Client](#)” on page 292 or “[Changing the Cipher Suites of the SSL Client](#)” on page 293.

### *To Create the SSL Client through the CLI*

```
SGOS#(config ssl) create ssl-client default
defaulting protocol to SSLv2v3TLSv1
defaulting associated keyring-id to default
ok
```

### *To Delete the SSL Client through the CLI*

```
SGOS#(config ssl) delete ssl-client default
ok
```

---

Section C: Managing the SSL Client

## Associating a Keyring and Protocol with the SSL Client

The SSL client, called default, already exists on the ProxySG. Keyrings that are not used to authenticate encrypted connections do not need to be associated with the SSL client.

---

**Important:** Only one keyring can be associated with the SSL client at a time.

---

*To Associate a Keyring with the SSL Client and Change the Protocol Version through the Management Console*

1. Select Configuration>SSL>SSL Client.



Figure 7-13: SSL Client

2. To use the SSL client, verify Use SSL Client is selected.
3. Only keyrings with certificates can be associated with the SSL client, displayed in the Keyring drop-down list. Select the keyring used to negotiate with origin content servers through an encrypted connection.
4. You can change the SSL Versions default from SSLv2v3TLSv1 to any other protocol listed in the drop-down list.
5. Click Apply.

*To Associate a Keyring and Protocol with the SSL Client through the CLI*

1. To associate a keyring with the SSL client, enter the following commands at the (config) command prompt:

```
SGOS#(config) ssl
SGOS#(config ssl) edit ssl-client default
SGOS#(config ssl ssl-client default) keyring-id keyring_id
SGOS#(config ssl ssl-client default) protocol {sslv2 | ss1v3 | tlsv1 |
ss1v2v3 | ss1v2tlsv1 | ss1v3tlsv1 | ss1v2v3tlsv1}
```

---

**Note:** To configure the ProxySG to accept only SSL version 3 traffic, for example, use the **ss1v3** parameter. To configure the ProxySG to accept SSL version 2 and version 3 traffic, use the **ss1v2v3** parameter.

---

2. View the results. The results also show the current value of the cipher suites, which is discussed in "Changing the Cipher Suites of the SSL Client" on page 293.

---

### Section C: Managing the SSL Client

---

```
SGOS#(config ssl ssl-client default) view
```

SSL-Client Name	Keyring Name	Protocol
default	default	SSLv2v3TLSv1

### Changing the Cipher Suites of the SSL Client

The cipher suite sets the encryption method used by the ProxySG. As the encryption key strength is determined by the signed certificate, configuring a higher cipher suite than defined by the certificate has no affect. Conversely, the cipher suite configuration must be high enough to accommodate certification encryption values.

This can only be done through the CLI.

#### *To Change the Cipher Suite of the SSL Client through the CLI*

The default is to use all ciphers.

You have a choice of using the interactive or non-interactive `create` command.

---

Note: Director uses non-interactive commands in profiles and overlays to create cipher suites.

For more information on Director, refer to the *Blue Coat Director Configuration and Management Guide*.)

---

To change the cipher suites used through the:

- interactive command: continue with the next procedure.
- non-interactive command: skip to “[To Change the Cipher Suites Non-interactively](#)” on page 294.

#### *To Change the Cipher Suites using the Interactive Cipher-Suites Command:*

Note that the `use` column in the `set cipher-suite` output below indicates that the default is to use all ciphers.

1. Choose the cipher suites you want to use at the prompt.

```
SGOS#(config) ssl
SGOS#(config ssl) edit ssl-client default
SGOS#(config ssl ssl-client default) cipher-suite
  SSL-Client Name      Keyring Name      Protocol
  -----              -----              -----
  default              default            SSLv2v3TLSv1

  Cipher#  Use    Description          Strength
  -----  ---    -----          -----
  1       yes    RC4-MD5           Medium
  2       no     RC4-SHA           Medium
  3       no     DES-CBC3-SHA      High
  4       no     DES-CBC3-MD5      High
```

## Section C: Managing the SSL Client

5	no	RC2 - CBC - MD5	Medium
6	no	RC4 - 64 - MD5	Low
7	no	DES - CBC - SHA	Low
8	no	DES - CBC - MD5	Low
9	no	EXP1024 - RC4 - MD5	Export
10	no	EXP1024 - RC4 - SHA	Export
11	no	EXP1024 - RC2 - CBC - MD5	Export
12	no	EXP1024 - DES - CBC - SHA	Export
13	no	EXP - RC4 - MD5	Export
14	no	EXP - RC2 - CBC - MD5	Export
15	no	EXP - DES - CBC - SHA	Export
16	no	AES128 - SHA	Medium
17	no	AES256 - SHA	High

Select cipher numbers to use, separated by commas: 1,3,4  
ok

2. (Optional) View the results. Notice the change in the Use column.

SGOS#(config ssl ssl-client default) view			
SSL-Client Name	Keyring Name	Protocol	
-----	-----	-----	-----
default	default	SSLv2v3TLSv1	
Cipher#	Use	Description	Strength
-----	---	-----	-----
1	yes	RC4 - MD5	Medium
2	no	RC4 - SHA	Medium
3	yes	DES - CBC3 - SHA	High
4	yes	DES - CBC3 - MD5	High
5	no	RC2 - CBC - MD5	Medium
6	no	RC4 - 64 - MD5	Low
7	no	DES - CBC - SHA	Low
8	no	DES - CBC - MD5	Low
9	no	EXP1024 - RC4 - MD5	Export
10	no	EXP1024 - RC4 - SHA	Export
11	no	EXP1024 - RC2 - CBC - MD5	Export
12	no	EXP1024 - DES - CBC - SHA	Export
13	no	EXP - RC4 - MD5	Export
14	no	EXP - RC2 - CBC - MD5	Export
15	no	EXP - DES - CBC - SHA	Export
16	no	AES128 - SHA	Medium
17	no	AES256 - SHA	High

### To Change the Cipher Suites Non-interactively

Enter the following commands:

```
SGOS#(config) ssl
SGOS#(config ssl) edit ssl-client default
SGOS#(config ssl ssl-client default) cipher-suite cipher-suite cipher-suite
```

where [cipher-suite] can be any combination of the following:

---

### Section C: Managing the SSL Client

---

```

1. rc4-md5
2. rc4-sha
3. des-cbc3-sha
4. des-cbc3-md5
5. rc2-cbc-md5
6. rc4-64-md5
7. des-cbc-sha
8. des-cbc-md5
9. exp1024-rc4-md5
10. exp1024-rc4-sha
11. exp1024-rc2-cbc-md5
12. exp1024-des-cbc-sha
13. exp-rc4-md5
14. exp-rc2-cbc-md5
15. exp-des-cbc-sha
16. aes128-sha
17. aes256-sha

```

Notes:

- If you do not specify any attributes, the interactive mode is assumed, meaning that the cipher suites cannot be used by Director in profiles or overlays.
- Multiple cipher suites can be specified on the command line.

*Example*

```

SGOS#(config ssl ssl-client default) cipher-suite rc4-md5 des-cbc3-md5
exp1024-rc4-md5 exp-des-cbc-sha
    ok
SGOS#(config ssl ssl-client default) view
SSL-Client Name      Keyring Name      Protocol
-----  -----  -----
default          default        SSLv2v3TLSv1

Cipher#  Use   Description      Strength
-----  ---  -----  -----
1       no    RC4-MD5      Medium
2       no    RC4-SHA      Medium
3       no    DES-CBC3-SHA  High
4       no    DES-CBC3-MD5  High
5       no    RC2-CBC-MD5  Medium
6       no    RC4-64-MD5   Low
7       no    DES-CBC-SHA  Low
8       no    DES-CBC-MD5  Low
9       no    EXP1024-RC4-MD5 Export
10      no    EXP1024-RC4-SHA Export
11      no    EXP1024-RC2-CBC-MD5 Export
12      no    EXP1024-DES-CBC-SHA Export
13      no    EXP-RC4-MD5   Export
14      no    EXP-RC2-CBC-MD5 Export
15      yes   EXP-DES-CBC-SHA Export
16      no    AES128-SHA   Medium
17      no    AES256-SHA   High

```

## Section C: Managing the SSL Client

---

### Troubleshooting Server Certificate Verification

Server certificate verification can be disabled for all upstream hosts or specific upstream hosts. The ProxySG, by default, verifies the SSL certificate presented by the upstream HTTPS server. However, it fails to negotiate the SSL connection if SSL certificate verification fails.

The two most common causes of server certificate verification failure are:

- The absence of a suitable CA certificate on the ProxySG. Ensure that the ProxySG is configured with the relevant CA certificates to avoid unwanted verification failures. The default behavior can be changed by using the `http ssl-verify-server` option.  
If a forwarding host of type HTTPS server is being used, you can override the default behavior by changing the `ssl-verify-server` option on a per-host basis .
- The server is using a self-signed certificate. In this case, you need to change the keyring to one that has a CA certificate.

### Setting the SSL Negotiation Timeout

The SSL negotiation timeout value dictates the time a ProxySG waits for a new SSL handshake to complete. This value applies to both HTTPS Reverse Proxy and SSL origination.

You can change the default SSL negotiation timeout value if the default, 300 seconds, is not sufficient for your environment. This value can only be changed through the CLI; it cannot be set from the Management Console.

To change the HTTPS Reverse Proxy timeout period, enter the follow commands from the command prompt:

```
SGOS#(config) ssl
SGOS#(config ssl) view ssl-nego-timeout
300
SGOS#(config ssl) ssl-nego-timeout seconds
```

#### Section D: Configuring HTTP or HTTPS Origination to the Origin Content Server

### Section D: Configuring HTTP or HTTPS Origination to the Origin Content Server

In previous procedures, you configured HTTPS Reverse Proxy to the ProxySG. In two common termination scenarios, you must also configure HTTPS origination to the Origin Content Server (OCS).

The first two scenarios are used to provide a secure connection between the proxy and server, if, for example, the proxy is in a branch office and is not co-located with the server.

Table 7.2: Scenario 1: HTTPS Reverse Proxy with HTTPS Origination

HTTPS Reverse Proxy	HTTPS Origination
Client— HTTPS — ProxySG	ProxySG — HTTPS — Origin Content Server
Steps	Steps
<ul style="list-style-type: none"> <li>• Configure a keyring.</li> <li>• Configure the SSL client.</li> <li>• Configure the HTTPS service.</li> </ul>	<ul style="list-style-type: none"> <li>• (Optional) Add a forwarding host.</li> <li>• (Optional) Set an HTTPS port.</li> <li>• (Optional) Enable server certificate verification.</li> </ul>

Table 7.3: Scenario 2: HTTP Termination with HTTPS Origination

HTTP Termination	HTTPS Origination
Client— HTTP — ProxySG	ProxySG — HTTPS — Origin Content Server
Steps:	Steps
<ul style="list-style-type: none"> <li>• Client is explicitly proxied.</li> </ul>	<ul style="list-style-type: none"> <li>• Server URL rewrite. -or-</li> <li>• Add a forwarding host (only for SGOS 3.1 or higher).</li> <li>• Set an HTTPS port.</li> <li>• (Optional) Enable server certificate verification.</li> </ul>

Using server URL rewrite is the preferred method. For information on rewriting the server URL, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

You can only configure HTTPS origination through the CLI. You cannot use the Management Console.

**Section D: Configuring HTTP or HTTPS Origination to the Origin Content Server*****To Configure HTTPS Origination:***

At the (config) command prompt, enter the following commands:

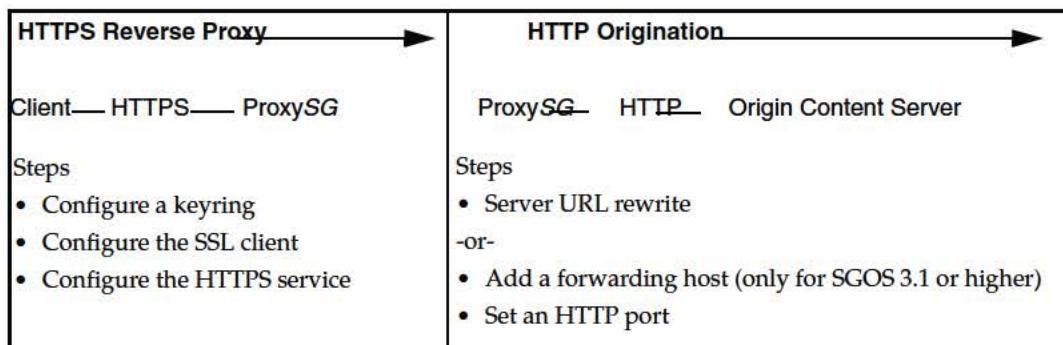
```
SGOS#(config forwarding) create host_alias hostname https[=port_number]
server ssl-verify-server=yes
```

where:

<b>host_alias</b>	<b>ip_address</b>	Specifies the IP address of the OCS.
<b>host_name</b>	<b>url</b>	Specifies the URL of the OCS, such as <a href="http://www.bluecoat.com">www.bluecoat.com</a> .
<b>https</b>	<b>[=port_number]</b>	Specifies the port number on the OCS in which HTTPS is listening.
<b>server</b>		Specifies to use the relative path for URLs in the HTTP header because the next hop is a Web server, not a proxy server. Proxy is the default.
<b>ssl-verify-server=</b>	<b>yes   no</b>	Specifies whether the upstream server certificate should be verified. You can only enable this command if the upstream host is a server, not a proxy.

The next scenario is useful when the ProxySG is deployed as a reverse proxy. This scenario is used when it's not necessary for a secure connection between the proxy and server. For information on using the ProxySG as a reverse proxy, see “[Choosing the HTTP Proxy Profile](#)” on page 200.

Table 7.4: Scenario 3: HTTPS Reverse Proxy with HTTP Origination



Using server URL rewrite is the preferred method. For information on rewriting the server URL, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

You can only configure HTTP origination through the CLI. You cannot use the Management Console.

***To Configure HTTP Origination:***

At the (config) command prompt, enter the following commands:

```
SGOS#(config forwarding) create host_alias host_name http[=port_number]
server
```

---

#### Section D: Configuring HTTP or HTTPS Origination to the Origin Content Server

where:

<i>host_alias</i>	<i>ip_address</i>	Specifies the IP address of the OCS.
<i>host_name</i>	<i>url</i>	Specifies the URL of the OCS, such as <a href="http://www.bluecoat.com">www.bluecoat.com</a> .
<i>http</i>	[= <i>port_number</i> ]	Specifies the port number on the OCS in which HTTP is listening.
<i>server</i>		server specifies to use the relative path for URLs in the HTTP header because the next hop is a Web server, not a proxy server. Proxy is the default.

### Creating Policy for HTTP and HTTPS Origination

Forwarding hosts must be already created on the ProxySG before forwarding policy can be created.

*To Create a Policy using CPL*

```
<forward>
  url.host=host_name forward(host_alias)
```

*To Create a Policy using VPM*

1. In the VPM module, create a Forwarding layer.
2. Set the Destination to be the URL of the OCS.
3. Set the Action to forward to the forwarding host and configure parameters to control forwarding behavior.

---

## Section E: Advanced Configuration

---

# Section E: Advanced Configuration

This section includes the following topics:

- "Importing an Existing Keypair and Certificate"
- "About Certificate Chains"
- "Importing a CA Certificate"
- "Creating CA Certificate Lists"

## Importing an Existing Keypair and Certificate

If you have a keypair and certificate from another system, you can import it for use on a different system. You can also import a certificate chain containing multiple certificates in a single operation. Use the `inline certificate` command to import multiple certificates through the CLI.

If you are importing a keyring and one or more certificates onto a ProxySG, first import the keyring, followed by the related certificates. The certificates contain the public key from the keyring, and the keyring and certificates are related.

*To Import a Keyring through the Management Console*

1. Copy the already-created keypair onto the clipboard.
2. Select Configuration>SSL>Keyrings>SSL Keyrings.
3. Click Create.

The Create Keyring dialog appears.

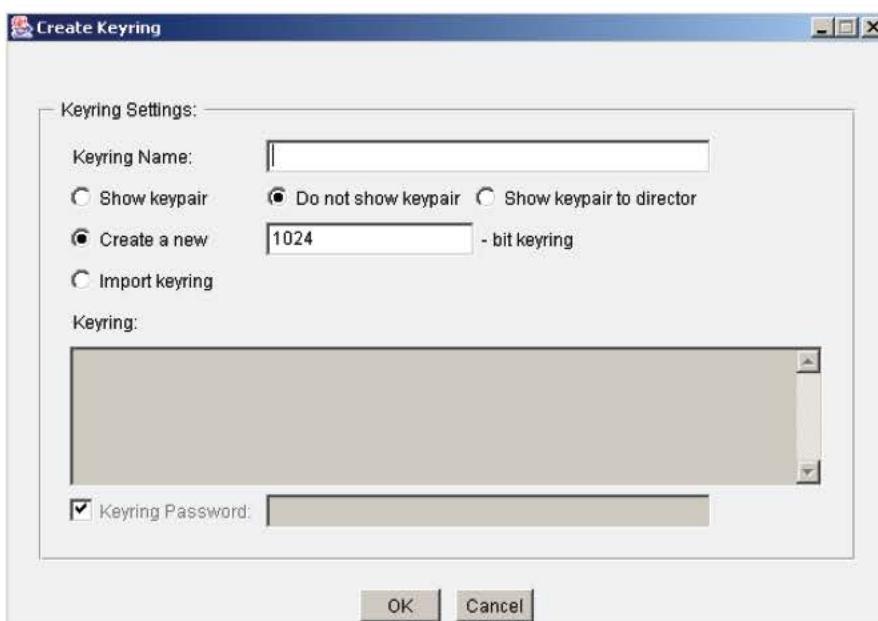


Figure 7-14: Import a Keyring

---

## Section E: Advanced Configuration

---

4. Fill in the dialog window as follows:
  - Keyring Name: Give the keyring a meaningful name to you.
  - Select the show option:
    - show: Keyrings created with this attribute can be included as part of a profile or overlay pushed by Director.
    - show-director: Keyrings created with this attribute can be included as part of a profile or overlay pushed by Director.
    - no-show: Keyrings created with this attribute cannot be part of a profile. The no-show option is provided as additional security for environments where the keys will never be used outside of the particular ProxySG.
  - Select the keyring length in the Create a new \_\_\_\_\_ -bit keyring field. A length of 1024 bits is the maximum (and default). Longer keypairs provide better security, but with a slight performance expense on the ProxySG. Be aware that the maximum key length allowed for international export might be different than the default. For deployments reaching outside of the US, determine the maximum key length allowed for export.

Click OK. The keyring, containing a keypair, is created with the name you chose. It does not yet have an associated certificate associated. To associate a certificate, see “[Deleting an Existing Keyring and Certificate](#)” on page 275.

-or-

- Select the Import keyring radio button.

The grayed-out Keyring field becomes enabled, allowing you to paste in the already existing keypair. The certificate associated with this keypair must be imported separately.

If the keypair that is being imported has been encrypted with a password, select Keyring Password and enter the password into the field.

5. Click OK.

*To Import a Certificate and Associate it with a Keyring through the Management Console*

1. Copy the certificate onto the clipboard.
2. Select Configuration>SSL>Keyrings and click Edit/view.
3. From the drop-down list, select the keyring that you just imported.
4. Click Import in the Certificate field.
5. Paste the certificate into the Import Certificate dialog that appears. Be sure to include the -----BEGIN CERTIFICATE----- and -----END CERTIFICATE----- statements.
6. Click OK.

*To Import a Keyring through the CLI Using Inline Commands*

1. Copy the keyring to the clipboard.
2. At the (config) command prompt, enter the following commands:

## Section E: Advanced Configuration

---

```
SGOS#(config) ssl
SGOS#(config ssl) inline {keyring show | show-director | no-show} keyring_id
eof
Paste keypair here
eof
```

where:

- `show` allows the keys, and everything in the keys, to be exported.
- `no-show` prevents the keypair from being exported.
- `show-director` is a keyring viewable only if Director is issuing the command using a SSH-RSA connection.

---

Note: The choice of `show/show-director/no-show` has implications for whether keyrings are included in profiles and backups created by Director. For more information, refer to the *Blue Coat Director User Guide*.

---

- `eof`: End-of-file marker. This can be anything, as long as it does not also appear in the inline text. (If it appears in the inline text, the inline command completes at that point.)

### To Import a Certificate and Associate it with a Keyring through the CLI

---

Note: The keyring you want to associate with the certificate must already be on this ProxySG. The key and certificate must be imported onto the ProxySG in PEM (base64 encoded text) format.

---

1. Copy the certificate or certificate chain to the clipboard. Be sure to include the `-----BEGIN CERTIFICATE-----` and `-----END CERTIFICATE-----` statements.
2. At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) ssl
SGOS#(config ssl) inline certificate keyring_id eof
Paste certificate here
eof
```

## About Certificate Chains

A certificate chain is one that requires that the certificates form a chain where the next certificate in the chain validates the previous certificate, going up the chain to the root, which is signed by a well-known root certificate provider. However, expiration is done at the single certificate level and is checked independently of the chain verification. Each certificate in the chain must not have expired for the entire chain to be valid. You can import a certificate chain containing multiple certificates in a single operation.

The valid certificate chain can be presented to a browser. To get the ProxySG to present a valid certificate chain, the keyring for the HTTPS service must be updated.

---

## Section E: Advanced Configuration

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The ProxySG Appliance's CA-certificate list must also be updated if the ProxySG uses HTTPS to communicate with the origin server *and* if the ProxySG is configured, through the `ssl-verify-server` option, to verify the certificate (chain) presented by HTTPS server. If the ProxySG uses HTTP to communicate with the origin server, updating the CA-certificate list has no effect.

### Importing a CA Certificate

A CA Certificate is a certificate that verifies the identity of a Certificate Authority. The certificate is used by the ProxySG to verify server certificates and client certificates.

*To Import an Approved CA Certificate through the Management Console*

1. Copy the certificate to the clipboard.
2. Select Configuration>SSL>CA Certificates>CA Certificates.

The CA Certificates tab displays, with its list of existing CA certificates.

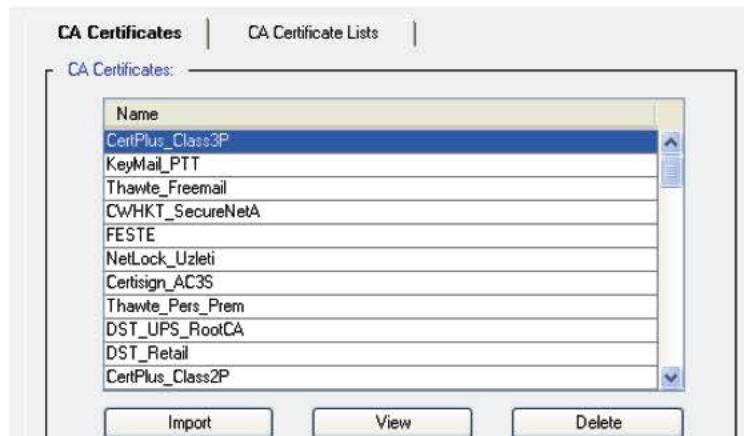


Figure 7-15: CA Certificates

3. Click Import.

The Import CA Certificate dialog displays.

## Section E: Advanced Configuration

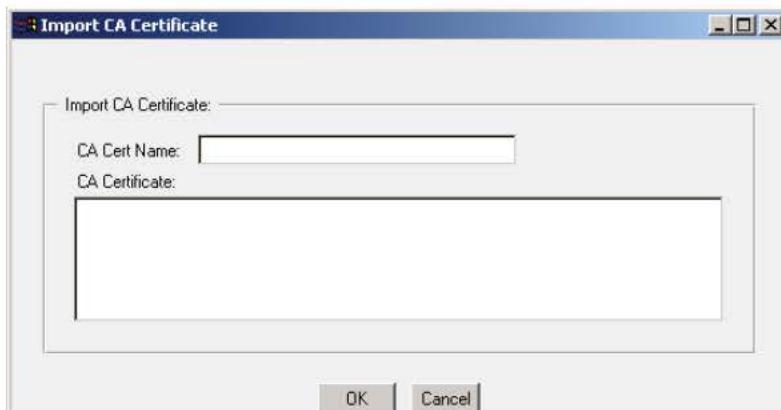


Figure 7-16: Import CA Certificate Dialog

4. Give the certificate a name.

**Note:** Spaces in CA Certificate names are not supported. Including a space can cause unexpected errors while using such certificates.

5. Paste the signed CA Certificate into the Import CA Certificate field.
6. Click OK.
7. When the certificate displays in the Certificate tab, click Apply.

### To View a CA Certificate through the Management Console

1. Select Configuration>SSL>CA Certificates>CA Certificates.
2. Select the certificate you want to view.
3. Click View.

The certificate displays.

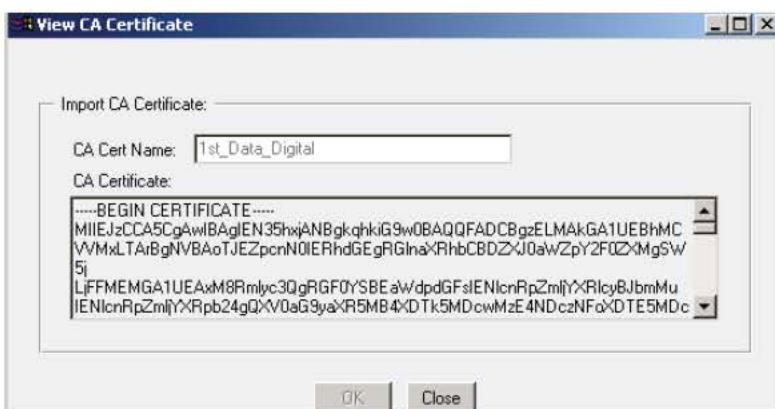


Figure 7-17: View CA Certificate

---

## Section E: Advanced Configuration

---

4. Examine the contents and click Close.

*To Delete a CA Certificate through the Management Console*

1. Select Configuration>SSL>CA Certificates>CA Certificates.
2. Select the certificate to delete.
3. Click Delete.
4. Click OK.
5. Click Apply.

*To Import a CA Certificate through the CLI Using Inline Commands*

1. Copy the certificate to the clipboard.
  2. At the (config) command prompt, enter the following commands:
- ```
SGOS#(config) ssl
SGOS#(config ssl) inline ca-certificate ca_certificate_name eof
Paste certificate here
eof
```
3. (Optional) You can view the certificate you just imported, a summary of the just-imported certificate, or a summary of all CA Certificates.

- a. To view the certificate you just imported:

```
SGOS#(config ssl) view ca-certificate ca_certificate_name
-----BEGIN CERTIFICATE-----
MIIEJzCCA5CgAwIBAgIEN35hxjANBgkqhkiG9w0BAQQFADCBgzELMAkGA1UEBhMC
VVMxLTArBgNVBAoTJEZpcnN0IERhdGEgRGlnaXRhbCBDZXJ0aWZpY2F0ZXMcSW5j
LjFFMEMGA1UEAxM8Rmlyc3QgRGF0YSBEaWdpdGFsIEN1cnRpZmljYXRlcjyBJbmMu
IEN1cnRpZmljYXRpb24gQXV0aG9yaXR5MB4XDTk5MDcwMzE4NDczNFoXDTE5MDcw
MzE5MTczNFowgYMxCzAJBgNVBAYTA1VTMS0wKwYDVQQKEYRGaXJzdCBeyXRhIERp
Z210YWwgQ2VydGlmaWNhdGVzIELuYy4xRTBDBgNVBAMTPEZpcnN0IERhdGEgRGln
aXRhbCBDZXJ0aWZpY2F0ZXMcSW5jLiBDZXJ0aWZpY2F0aW9uIEF1dGhvcml0eTCB
nTANBgkqhkiG9w0BAQEFAAOBiwAwgYcCgYEAA3xwUHgm5v6RAciCZebaEIvTXhZLF
BCToBy4C5BeVBTeVdj38seUPhw5iuSwwlybhCxVnAKYV3uiNy5XsAlhSwEdlM0xW
nwofBMA3UIFXut/68mtn68vQgA/ZV5UQZXsGRVjrrrRe45MVK5m8tikv+0KfRysu
TOS0DKDZDu/b6ECAQOjggGmIIBojARBglghkgBvhvCAQEEBAMCAAcwgawGA1Ud
HwSBpDCBoTCBnqCBm6CBmKSBlTCBkjELMAkGA1UEBhMCVVMxLTArBgNVBAoTJEZp
cnN0IERhdGEgRGlnaXRhbCBDZXJ0aWZpY2F0ZXMcSW5jLjFFMEMGA1UEAxM8Rmlyc
3QgRGF0YSBEaWdpdGFsIEN1cnRpZmljYXRlcjyBJbmMuIEN1cnRpZmljYXRpb24g
QXV0aG9yaXR5MQ0wCwYDVQQDEwRDUkwMCsGA1UdEAQkMCKADzE5OTkwNzAzMTg0
NzM0WoEPmjAxOTA3MDMxODQ3MzRaMAssGA1UdDwQEAwIBBjAfBgNVHSMEGDAwgbSm
uCDJFkuPT1wMw8PumA0+fu5WVTAdBgNVHQ4EFgQUprgggyRZLj09cDMPD7pgNPn7u
V1UwDAYDVR0TBArBwAwEB/zA7BgnVHSUENDAyBgggrBgfFBQcDAQYIKwYBBQUHAWIG
CCsGAQUFBwMDBggrBgfFBQcDBAYIKwYBBQUHawgwGQYJKoZIhvZ9B0EABAwwChsEVj
QuMAMCBJAwdQYJKoZIhvCNQEEBQADgYEAEObEaCOpbLeXSbFzNp3+v3KiDhLC
K1EGH2mT1DARNYVOqHkG43FVPBxWYx5Ee2qBwjB1bN7z8gzDTsp/ycbAX1/vxAZiqk
/6EN4yzOAu/2rixcdFKXU5+YxZC8ZrmQSYWsSy6v7F4ApGqtoeAO1cUWzz8zAPKhqGZqDpta2V+Ubg=
-----END CERTIFICATE-----
```

---

Section E: Advanced Configuration

- b. To view a summary of the certificate you just imported.

```
SGOS#(config ssl) view summary ca-certificate ca_certificate_name
CA Certificate ID: ca_certificate_name
Is certificate valid? yes
CA: First Data Digital Certificates Inc.
Expiration Date: Jul 03 19:17:34 2019 GMT
Fingerprint: 70:B5:7C:48:81:95:3E:80:DC:28:9B:BA:EF:1E:E4:85
```

- c. To view summaries of all CA Certificates on the ProxySG:

```
SGOS#(config ssl) view summary ca-certificate
```

A long list of certificates are displayed, each with the summary information displayed above.

## Creating CA Certificate Lists

A CA certificate list can refer to any subset of the available CA Certificates on the ProxySG. When configuring an HTTPS service to do HTTPS Reverse Proxy, this list can be specified to restrict the set of certificate authorities that are trusted to validate client certificates presented to that service.

The default is that no list is configured; all certificates are used in authentication.

*To Create a CA-Certificate List through the Management Console*

1. Select Configuration>SSL>CA Certificates>CA Certificate Lists.

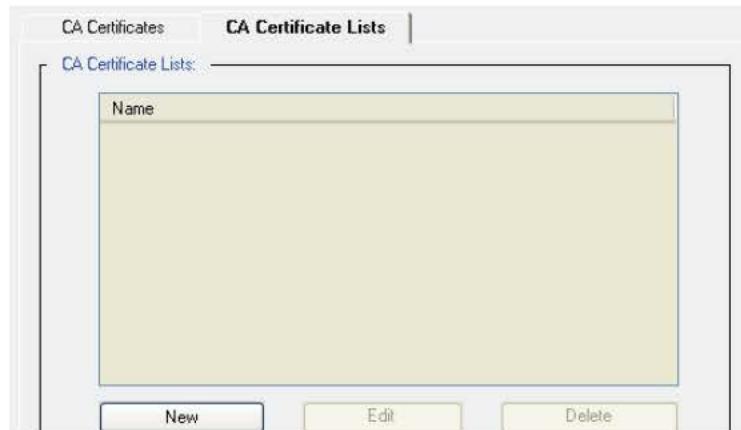


Figure 7-18: SSL CA-Certificates Lists Dialog

The current CA-Certificate lists display in the pane.

2. Click New to create a new list.

The Create CA Certificate List dialog displays.

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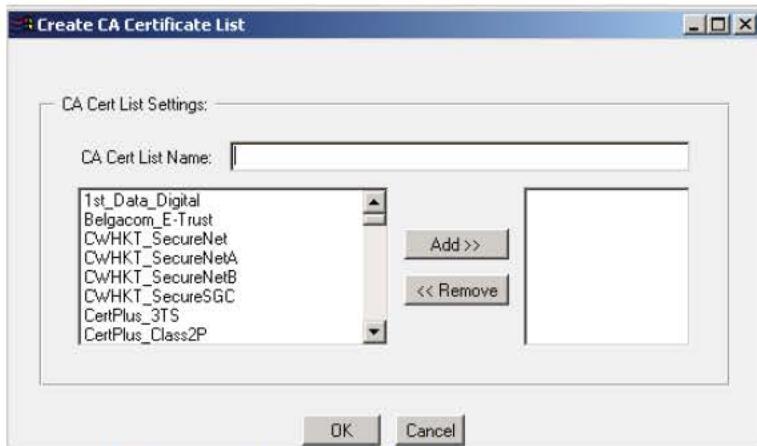


Figure 7-19: Create CA Certificate List Dialog

3. Enter a name meaningful to you for the list in the CA-Certificate List Name field.
4. To add CA Certificates to the list, highlight the certificate and click Add. You cannot add a certificate to a certificate list if it is not already present.
5. To remove CA Certificates from the list, highlight the certificate in the Add list and click Remove.
6. Click OK; click Apply.

### *To Create CA-Certificate Lists through the CLI*

1. At the (config) command prompt, view the CA certificates already existing on the system. You cannot add a certificate to a certificate list if it is not already present.

```
SGOS#(config) ssl
SGOS#(config ssl) view summary ca-certificate
```

All the CA Certificates on the system display.

2. Enter the followings commands to create a list and add existing certificates to the list you just generated.

```
SGOS#(config ssl) create ccl list_name
SGOS#(config ssl) edit ccl list_name
```

The prompt changes, putting you in ccl submode.

```
SGOS#(config ssl ccl list_name) add ca_cert_name
```

3. Repeat the above command until you have entered all the needed certificates. You can have more than one CA-Certificate list. Each list can have an unlimited number of certificates.

4. (Optional) View the list.

```
SGOS#(config ssl ccl list_name) view
CA Certificate ID: VRSN_Secure_Server_CA
Is certificate valid? yes
CA: RSA Data Security, Inc.
Expiration Date: Jan 07 23:59:59 2010 GMT
Fingerprint: 74:7B:82:03:43:F0:00:9E:6B:B3:EC:47:BF:85:A5:93
```

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```
CA Certificate ID: DeutscheTelekom
Is certificate valid? yes
CA: Deutsche Telekom AG
Expiration Date: Jul 09 23:59:00 2019 GMT
Fingerprint: 9B:34:0D:1A:31:5B:97:46:26:98:BC:A6:13:6A:71:96

CA Certificate ID: CWHKT_SecureNetA
Is certificate valid? yes
CA: C&W HKT SecureNet CA Class A
Expiration Date: Oct 15 23:59:00 2009
Fingerprint: E2:D5:20:23:EC:EE:B8:72:E1:2B:5D:29:6F:FA:43:DA
```

### *To Delete a CA Certificate through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) ssl
SGOS#(config ssl) delete ca-certificate ca_certificate_name
```

## *Chapter 8: Security and Authentication*

Enterprise-wide security begins with security on the ProxySG itself, and continues with controlling user access to the Intranet and Internet.

**Table 8.1** defines some common security and authentication terms.

Table 8.1: Security and Authentication Terms

| Term              | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| proxy             | Caches content, filters traffic, monitors Internet and intranet resource usage, blocks specific Internet and intranet resources for individuals or groups, and enhances the quality of Internet or intranet user experiences.<br>A proxy can also serve as an intermediary between a Web client and a Web server and can require authentication to allow identity based policy and logging for the client.<br>The rules used to authenticate a client are based on the policies you create on the ProxySG, which can reference an existing security infrastructure—LDAP, RADIUS, IWA, and the like, discussed in more detail in Chapter 9: “Using Authentication Services” on page 339. |
| explicit proxy    | A configuration in which the browser is explicitly configured to communicate with the proxy server for access to content.<br>This is the default for the ProxySG, and requires configuration for both browser and the interface card.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| transparent proxy | A configuration in which traffic is redirected to the ProxySG without the knowledge of the client browser. No configuration is required on the browser, but network configuration, such as an L4 switch or a WCCP-compliant router, is required.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| forward proxy     | A proxy server deployed close to the clients and used to access many servers. A forward proxy can be explicit or transparent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| reverse proxy     | A proxy that acts as a front-end to a small number of pre-defined servers, typically to improve performance. Many clients can use it to access the small number of predefined servers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| SSL               | A standard protocol for secure communication over the network. Blue Coat recommends using this protocol to protect sensitive information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| authentication    | The process of identifying a specific user.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| authorization     | The permissions given to a specific user.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

Table 8.1: Security and Authentication Terms (Continued)

| Term           | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| realms         | A realm is a named collection of information about users and groups. The name is referenced in policy to control authentication and authorization of users for access to Blue Coat Systems ProxySG services. Multiple authentication realms can be used on a single ProxySG. Realm services include IWA, LDAP, Local, and RADIUS. For detailed information on realms, see <a href="#">Chapter 9: "Using Authentication Services" on page 339</a> . |
| serial console | A device that allows you to connect to the ProxySG when it is otherwise unreachable, without using the network. It can be used to administer the ProxySG through the CLI. You must use the CLI to use a serial console.<br>Anyone with access to the serial console can change the administrative access controls, so physical security of the serial console is critical.                                                                         |

SSH and HTTPS are the recommended (and default) methods for managing access to the ProxySG. SSL is the recommended protocol for communication between the ProxySG and a realm's off-box authentication server.

This chapter contains the following sections:

- "Controlling Access to the ProxySG"
- "Controlling Access to the Internet and Intranet"

## Section A: Controlling Access to the ProxySG

---

### Section A: Controlling Access to the ProxySG

You can control access to the ProxySG several ways: by limiting physical access to the system, by using passwords, restricting the use of console account, through per-user RSA public key authentication, and through Blue Coat Content Policy Language (CPL). How secure the system needs to be depends upon the environment.

This section contains:

- "Limiting Access to the ProxySG Appliance"
- "About Password Security"
- "Limiting User Access to the ProxySG—Overview"
- "Moderate Security: Restricting Management Console Access Through the Console Access Control List (ACL)"
- "Maximum Security: Administrative Authentication and Authorization Policy"

### Limiting Access to the ProxySG Appliance

You can limit access to the ProxySG appliance by:

- Restricting physical access to the system and by requiring a PIN to access the front panel.
- Restricting the IP addresses that are permitted to connect to the ProxySG CLI.
- Requiring a password to secure the Setup Console.

These methods are in addition to the restrictions placed on the console account (a console account user password) and the Enable password. For information on using the console account, see "["Changing the Username and Password through the Management Console" on page 63](#)".

By using every possible method (physically limiting access, limiting workstation IP addresses, and using passwords), the ProxySG is very secure.

This section discusses:

- "Requiring a PIN for the Front Panel"
- "Limiting Workstation Access"
- "Securing the Serial Port"

### Requiring a PIN for the Front Panel

On systems that have a front panel display, you can create a four-digit PIN to protect the system from unauthorized use. The PIN is hashed and stored. You can only create a PIN from the command line.

To create a front panel PIN, after initial configuration is complete:

From the (config) prompt:

```
SGOS# (config) security front-panel-pin PIN
```

where *PIN* is a four-digit number.

## Section A: Controlling Access to the ProxySG

---

To clear the front-panel PIN, enter

```
SGOS#(config) security front-panel-pin 0000
```

## Limits Workstation Access

During initial configuration, you have the option of preventing workstations with unauthorized IP addresses from accessing the CLI. If this option is not enabled, all workstations are allowed to access the CLI. You can also add allowed workstations later to the access control list (ACL). (For more information on limiting workstation access, see ["Moderate Security: Restricting Management Console Access Through the Console Access Control List \(ACL\)" on page 315](#).)

## Securing the Serial Port

If you choose to secure the serial port, you must provide a Setup Console password that is required to access the Setup Console in the future.

Once the secure serial port is enabled:

- The Setup Console password is required to access the Setup Console.
- An authentication challenge (username and password) is issued to access the CLI through the serial port.

To recover from a lost Setup Console password, you can:

- Use the Front Panel display to either disable the secure serial port or enter a new Setup Console password.
- Use the CLI `restore-defaults factory-defaults` command to delete all system settings. For information on using the `restore-defaults factory-defaults` command, see ["Factory-Defaults" on page 941](#).
- Use the reset button (if the appliance has a reset button) to delete all system settings.

To enable the secure serial port, refer to the *Installation Guide* for your platform.

## About Password Security

In the ProxySG, the console administrator password, the Setup Console password, and Enable (privileged-mode) password are hashed and stored. It is not possible to reverse the hash to recover the plaintext passwords.

In addition, the `show config` and `show security` CLI commands display these passwords in their hashed form. The length of the hashed password depends on the hash algorithm used so it is not a fixed length across the board.

Passwords that the ProxySG uses to authenticate itself to outside services are encrypted using triple-DES on the appliance, and using RSA public key encryption for output with the `show config` CLI command. You can use a third-party encryption application to create encrypted passwords and copy them into the ProxySG using an `encrypted-password` command (which is available in several modes and described in those modes). If you use a third-party encryption application, verify it supports RSA encryption, OAEP padding, and Base64 encoded with no new lines.

## Section A: Controlling Access to the ProxySG

---

These passwords, set up during configuration of the external service, include:

- Access log FTP client passwords (primary, alternate)—For configuration information, see "[Editing the FTP Client](#)" on page 918
- Archive configuration FTP password—For configuration information, see "[Archive Configuration](#)" on page 80
- RADIUS primary and alternate secret—For configuration information, see "[Defining RADIUS Realm Properties](#)" on page 392
- LDAP search password—For configuration information, see "[LDAP Search & Groups Tab \(Authorization and Group Information\)](#)" on page 369
- Content filter download passwords—For configuration information, see [Chapter 18: “Content Filtering”](#) on page 785

## Limiting User Access to the ProxySG—Overview

When deciding how to give other users read-only or read-write access to the ProxySG, sharing the basic console account settings is only one option. The following summarizes all available options:

---

Note: If Telnet Console access is configured, Telnet can be used to manage the ProxySG with behavior similar to SSH with password authentication.

SSL configuration is not allowed through Telnet, but is permissible through SSH.

Behavior in the following sections that applies to SSH with password authentication also applies to Telnet. Use of Telnet is not recommended because it is not a secure protocol.

---

- Console account—minimum security

The console account username and password are evaluated when the ProxySG is accessed from the Management Console through a browser and from the CLI through SSH with password authentication. The Enable (privileged-mode) password is evaluated when the console account is used through SSH with password authentication and when the CLI is accessed through the serial console and through SSH with RSA authentication. The simplest way to give access to others is sharing this basic console account information, but it is the least secure and is not recommended.

To give read-only access to the CLI, do not give out the Enable (privileged-mode) password.

- Console access control list—moderate security

Using the access control list (ACL) allows you to further restrict use of the console account and SSH with RSA authentication to workstations identified by their IP address and subnet mask. When the ACL is enforced, the console account can only be used by workstations defined in the console ACL. Also, SSH with RSA authentication connections are only valid from workstations specified in the console ACL (provided it is enabled).

## Section A: Controlling Access to the ProxySG

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After setting the console account username, password, and Enable (privileged-mode) password, use the CLI or the Management Console to create a console ACL. See "["Moderate Security: Restricting Management Console Access Through the Console Access Control List \(ACL\)" on page 315](#)".

- Per-user RSA public key authentication—moderate security

Each administrator's public keys are stored on the appliance. When connecting through SSH, the administrator logs in with no password exchange. Authentication occurs by verifying knowledge of the corresponding private key. This is secure because the passwords never go over the network.

This is a less flexible option than CPL because you cannot control level of access with policy, but it is a better choice than sharing the console credentials.

- Blue Coat Content Policy Language (CPL)—maximum security

CPL allows you to control administrative access to the ProxySG through policy. If the credentials supplied are not the console account username and password, policy is evaluated when the ProxySG is accessed through SSH with password authentication or the Management Console. Policy is never evaluated on direct serial console connections or SSH connections using RSA authentication.

- Using the CLI or the Management Console GUI, create an authentication realm to be used for authorizing administrative access. For administrative access, the realm must support BASIC credentials—for example, LDAP, RADIUS, Local, or IWA with BASIC credentials enabled. For more information on realms, see ["Chapter 9: "Using Authentication Services" on page 339](#).
- Using the Visual Policy Manager, or by adding CPL rules to the Local or Central policy file, specify policy rules that: (1) require administrators to log in using credentials from the previously-created administrative realm, and (2) specify the conditions under which administrators are either denied all access, given read-only access, or given read-write access. Authorization can be based on IP address, group membership, time of day, and many other conditions. For more information, see ["Defining Policies Using the Visual Policy Manager" on page 318](#).
- To prevent anyone from using the console credentials to manage the ProxySG, set the console ACL to deny all access (unless you plan to use SSH with RSA authentication). For more information, see ["Moderate Security: Restricting Management Console Access Through the Console Access Control List \(ACL\)" on page 315](#). You can also restrict access to a single IP address that can be used as the emergency recovery workstation.

The following chart details the various ways administrators can access the ProxySG console and the authentication and authorization methods that apply to each.

Table 8.2: ProxySG Console Access Methods/Available Security Measures

| Security Measures Available                                 | Serial Console | SSH with Password Authentication | SSH with RSA Authentication | Management Console |
|-------------------------------------------------------------|----------------|----------------------------------|-----------------------------|--------------------|
| Username and password evaluated (console-level credentials) |                | ✓                                |                             | ✓                  |

---

### Section A: Controlling Access to the ProxySG

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Table 8.2: ProxySG Console Access Methods/Available Security Measures (Continued)

|                                                                      |   |                                           |   |                                        |
|----------------------------------------------------------------------|---|-------------------------------------------|---|----------------------------------------|
| Console Access List evaluated                                        |   | ✓<br>(if console credentials are offered) | ✓ | ✓ (if console credentials are offered) |
| CPL <Admin> Layer evaluated                                          |   | ✓ (see Note 1 below)                      |   | ✓ (see Note 2 below)                   |
| Enable password required to enter privileged mode (see Note 2 below) | ✓ | ✓                                         | ✓ |                                        |
| CLI line-vty timeout command applies.                                | ✓ | ✓                                         | ✓ |                                        |
| Management Console Login/Logout                                      |   |                                           |   | ✓                                      |

**Note 1:** When using SSH (with a password) and credentials other than the console account, the enable password is actually the same as the login password. The privileged mode password set during configuration is used only in the serial console, SSH with RSA authentication, or when logging in with the console account.

**Note 2:** In this case, user credentials are evaluated against the policy before executing each CLI command. If you log in using the console account, user credentials are not evaluated against the policy.

## Moderate Security: Restricting Management Console Access Through the Console Access Control List (ACL)

The ProxySG allows you to limit access to the Management Console and CLI through the console ACL. An ACL, once set up, is enforced only when console credentials are used to access either the CLI or the Management Console, or when an SSH with RSA authentication connection is attempted. The following procedure specifies an ACL that lists the IP addresses permitted access.

### *To Create an ACL through the Management Console*

1. Select Configuration>Authentication>Console Access>Console Access.

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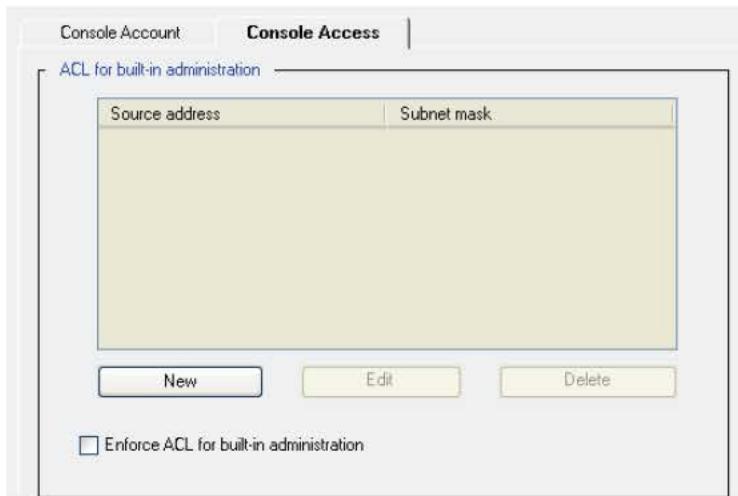


Figure 8-1: Console Access Tab

2. (Optional) To add a new address to the ACL, click New.  
The Add List Item dialog is displayed.



Figure 8-2: Add List Item Dialog

- a. In the IP/Subnet fields, enter a static IP address.
- b. In the Mask fields, enter the subnet mask. To restrict access to an individual workstation, enter 255.255.255.255.
- c. Click OK to add the workstation to the ACL and return to the Console Access page.
- d. Repeat step 2 to add other IP addresses.
3. (Optional) To remove a source address from the ACL, select the address to remove from the Console Access page and click Delete.
4. (Optional) To change a source IP address, select the IP address to revise and click Edit. See step 2, above, for details.
5. To impose the ACL defined in the list box, select Enforce ACL for built-in administration. To allow access to the CLI or Management Console using console account credentials from any workstation, deselect the checkbox. The ACL is ignored.

---

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**Important:** Before you enforce the ACL, verify the IP address for the workstation you are using is included in the list. If you forget, or you find that you mistyped the IP address, you must correct the problem using the serial console.

---

6. Click Apply.

*To Create an ACL through the CLI*

1. At the `(config)` command prompt, enter the following command to add workstation IP addresses to the ACL:

```
SGOS#(config) security allowed-access add ip_address [subnet_mask]
```

---

Note: If you omit the subnet mask, the default subnet mask of 255.255.255.255 is assumed.

---

2. Repeat [step 1](#) for each workstation that you need to add to the console access list.
3. At the `(config)` command prompt, enter the following command to enforce the ACL created in [step 1](#)

```
SGOS#(config) security enforce-acl enable
```

Only those workstation IP addresses added to the ACL are able to use the Management console account to administer the ProxySG. Verify that the IP address for the workstation you are using is included in the list.

4. To disable the ACL and open through the access to the console account user, enter the following command:

```
security enforce-acl disable
```

5. To remove an IP address and subnet mask from the ACL, enter the following command:

```
SGOS#(config) security allowed-access remove ip_address [subnet_mask]
```

---

Note: If you omit the subnet mask, the default subnet mask of 255.255.255.255 is assumed.

---

## Maximum Security: Administrative Authentication and Authorization Policy

The ProxySG permits you to define a rule-based administrative access policy. This policy is enforced when accessing:

- the Management Console through http or https
- the CLI through SSH when using password authentication
- the CLI through telnet

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- the CLI through the serial port if the secure serial port is enabled

These policy rules can be specified either by using the VPM or by editing the Local policy file. Using policy rules, you can deny access, allow access without providing credentials, or require administrators to identify themselves by entering a username and password. If access is allowed, you can specify whether read-only or read-write access is given. You can make this policy contingent on IP address, time of day, group membership (if credentials were required), and many other conditions.

Serial-console access is not controlled by policy rules. For maximum security to the serial console, physical access must be limited.

SSH with RSA authentication also is not controlled by policy rules. You can configure several settings that control access: the enable password, the console ACL, and per-user keys configured through the Configuration>Services>SSH>SSH Client page. (If you use the CLI, SSH commands are under config>services>ssh-console.)

## Defining Administrator Authentication and Authorization Policies

The ProxySG uses CPL to define policies, including administrator, authentication, and authorization policies. CPL also allows you to give administrator privileges to users in any external authentication service.

The following summarizes the steps required to define Administrator Authentication and Authorization policies on the ProxySG:

- (Optional) If you need to give administrative access to existing users or groups, create and configure the authentication realm. See Chapter 9: “Using Authentication Services” on page 339 for details on configuring authentication realms.
- Define the policies in the appropriate policy file where you keep the <Admin> Layer layers and rules.
- Load the policy file on the ProxySG.

When you define such policies, make sure you define them in the appropriate policy file(s). For more information on policy files and how they are used, see [Chapter 14: “The Visual Policy Manager” on page 567](#).

## Defining Policies Using the Visual Policy Manager

To define policies through the Management Console, use the Visual Policy Manager. When you use the VPM, policies are configured in CPL and saved in the VPM policy file. For examples of Administrator authentication or authorization policy CPL, continue with the next section. The VPM is described in detail in [Chapter 14: “The Visual Policy Manager” on page 567](#).

## Defining Policies Directly in Policy Files

To define policies manually, type CPL *rules* directly in one of the two policy files, Central or Local.

---

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**Important:** Do not manually enter CPL rules directly into the VPM file. The file becomes corrupted.

---

For specific information on creating policies within the policy files, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

Following are the CPL elements that can be used to define administrator policies for the ProxySG.

*To Define Administrator Policies by Editing a Policy File:*

1. Open the policy file in a text editor.
2. Define the policies, using the correct CPL syntax.
3. Save the file.
4. Load the policy file (see "[Creating and Editing Policy Files](#)" on page 556).

## Admin Transactions and <Admin> Layers

Admin transactions execute <Admin> layers. Only a restricted set of conditions, properties, and actions are permitted in <Admin> layers. [Table 8.3](#) lists the conditions permitted in the <Admin> layer:

Table 8.3: <Admin> Layer Conditions

| <Admin> Network Connection Conditions      |                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| client_address=ip_address<br>[.subnetmask] | Tests for a match between <i>ip_address</i> and the IP address of the client transaction source.                                                                                                                                                                                                                                                                       |
| proxy.port=number                          | Tests for a match between <i>number</i> and the port number for which the request is destined.                                                                                                                                                                                                                                                                         |
| proxy.address=ip_address                   | Tests for a match between <i>ip_address</i> and the IP address of the network interface card for which the request is destined.                                                                                                                                                                                                                                        |
| proxy.card=number                          | Tests for a match between <i>number</i> and the ordinal number associated with the network interface card for which the request is destined.                                                                                                                                                                                                                           |
| <Admin> General Conditions                 |                                                                                                                                                                                                                                                                                                                                                                        |
| condition=condition.label                  | Tests if the specified defined condition is true.                                                                                                                                                                                                                                                                                                                      |
| release.id=                                | Tests the ProxySG release id.                                                                                                                                                                                                                                                                                                                                          |
| <Admin> Date/Time Conditions               |                                                                                                                                                                                                                                                                                                                                                                        |
| date [.utc]=[date   date...date]           | Tests for a match between <i>date</i> and the date timestamp associated with the source of the transaction. <i>date</i> specifies a single date of the form YYYY-MM-DD or an inclusive range, as in YYYY-MM-DD...YYYY-MM-DD. By default, date is calculated based on local time. To calculate year based on the Coordinated Universal Time, include the .utc qualifier |

## Section A: Controlling Access to the ProxySG

Table 8.3: &lt;Admin&gt; Layer Conditions (Continued)

|                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>year[.utc]=[year   year...year]</code>          | Tests for a match between <code>year</code> and the year timestamp associated with the source of the transaction. <code>year</code> specifies a single Gregorian calendar year of the form YYYY or an inclusive range of years, as in YYYY...YYYY. By default, year is calculated based on local time. To calculate year based on the Coordinated Universal Time, include the <code>.utc</code> qualifier.                                                      |
| <code>month[.utc]=[month   month...month]</code>      | Tests for a match between <code>month</code> and the month timestamp associated with the source of the transaction. <code>month</code> specifies a single Gregorian calendar month of the form MM or an inclusive range of months, as in MM...MM. By default, month is calculated based on local time. To calculate month based on the Coordinated Universal Time, include the <code>.utc</code> qualifier.                                                     |
| <code>weekday[.utc]=[number   number...number]</code> | Tests for a match between <code>weekday</code> and the weekday timestamp associated with the source of the transaction. <code>weekday</code> specifies a single day of the week (where Monday=1, Tuesday=2, and Sunday=7) or an inclusive range of weekdays, as in <code>number...number</code> . By default, weekday is calculated based on local time. To calculate weekday based on the Coordinated Universal Time, include the <code>.utc</code> qualifier. |
| <code>day[.utc]=[day   day...day]</code>              | Tests for a match between <code>day</code> and the day timestamp associated with the source of the transaction. <code>day</code> specifies a single Gregorian calendar day of the month of the form DD or an inclusive range of days, as in <code>DD...DD</code> . By default, day is calculated based on local time. To calculate day based on the Coordinated Universal Time, include the <code>.utc</code> qualifier.                                        |
| <code>hour[.utc]=[hour   hour...hour]</code>          | Tests for a match between <code>hour</code> and the hour timestamp associated with the source of the transaction. <code>hour</code> specifies a single Gregorian hour of the form HH (00, 01, and so forth, through 23) or an inclusive range of hours, as in <code>HH...HH</code> . By default, hour is calculated based on local time. To calculate hour based on the Coordinated Universal Time, include the <code>.utc</code> qualifier.                    |
| <code>minute[.utc]=[minute   minute...minute]</code>  | Tests for a match between <code>minute</code> and the minute timestamp associated with the source of the transaction. <code>minute</code> specifies a single Gregorian minute of the form MM (00, 01, and so forth, through 59) or an inclusive range of minutes, as in <code>MM...MM</code> . By default, minute is calculated based on local time. To calculate minute based on the Coordinated Universal Time, include the <code>.utc</code> qualifier.      |
| <code>time[.utc]=[time   time...time]</code>          | Tests for a match between <code>time</code> and the time timestamp associated with the source of the transaction. <code>time</code> specifies military time of the form TTTT (0000 through 2359) or an inclusive range of times, as in <code>TTTT...TTTT</code> . By default, time is calculated based on local time. To calculate time based on the Coordinated Universal Time, include the <code>.utc</code> qualifier.                                       |

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## Section A: Controlling Access to the ProxySG

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Table 8.3: &lt;Admin&gt; Layer Conditions (Continued)

| <Admin> Authorization Conditions           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| attribute.name =value                      | Tests if the current transaction is authorized in a RADIUS or LDAP realm, and if the authenticated user has the specified attribute with the specified value. This trigger is unavailable if the current transaction is not authenticated                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| authenticated={yes   no}                   | Tests if authentication was requested and the credentials could be verified.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| group=group_name                           | If authenticate=yes, the group condition tests the source of the transaction for membership in the specified groupname.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| has_attribute.name=boolean                 | Tests if the current transaction is authorized in an LDAP realm and if the authenticated user has the specified LDAP attribute.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| realm=realm_name                           | If authenticate=yes, the realm condition tests the source of the transaction for membership in the specified realm name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| user=username                              | If authenticate=yes, the user condition tests the source of the transaction for the expected username.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| user.domain=windows_domain_name            | (This condition is IWA-realm specific.) If authenticate=yes, the user_domain condition tests whether the realm type is IWA and whether the domain component of the username is the expected domain name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <Admin> Read-only or Read-write Conditions |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| admin_access=read   write                  | read tests whether the source of the transaction has read-only permission for the ProxySG console. write tests whether the source has read-write permission.<br><br>When an Administrator logs into the CLI, the ProxySG executes an <Admin> transaction that includes the condition admin_access=read. If the transaction is ultimately allowed (all conditions have been met), the user will have read-only access to configuration information through the CLI. Further, when that user executes the CLI enable command, or logs into the Management Console, the ProxySG executes an <Admin> transaction with admin_access=write. If the transaction is allowed, the user will have read-write access within the CLI or the Management Console. |

Table 8.4 lists the properties permitted in the <Admin> layer:

Table 8.4: &lt;Admin&gt; Layer Properties

| <Admin> Properties       |                                                                            |
|--------------------------|----------------------------------------------------------------------------|
| deny                     | Refuse service to the source of the transaction.                           |
| authenticate(realm_name) | Requests authentication of the transaction source for the specified realm. |

## Section A: Controlling Access to the ProxySG

Table 8.4: <Admin> Layer Properties (Continued)

|                                                  |                                                                                                                                                                                                                  |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>authenticate.force( )</code>               | If yes is specified then forces authentication even if the transaction is denied. This results in the user information being available for logging. If no, then early denial without authentication is possible. |
| <code>allow</code>                               | Permit further service to the source of the transaction.                                                                                                                                                         |
| <code>log.suppress.field-id ( )</code>           | Controls suppression of the specified <i>field-id</i> in all facilities                                                                                                                                          |
| <code>log.suppress.field-id[log_list] ( )</code> | Controls suppression of the specified <i>field-id</i> in the specified facilities.                                                                                                                               |
| <code>log.rewrite.field-id( )</code>             | Controls rewrites of a specific log field in all facilities.                                                                                                                                                     |
| <code>log.rewrite.field-id[log_list] ( )</code>  | Controls rewrites of a specific log field in a specified list of log facilities.                                                                                                                                 |

Table 8.5 lists the actions permitted in the <Admin> layer:

Table 8.5: <Admin> Layer Actions

| <Admin> Actions              |                                                                                                                                       |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <code>notify_email( )</code> | Sends an e-mail notification to the list of recipients specified in the Event Log mail configuration when the transaction terminates. |
| <code>notify_snmp( )</code>  | The SNMP trap is sent when the transaction terminates.                                                                                |

## Example Policy Using CPL Syntax

To authenticate users against an LDAP realm, use the following syntax in the Local Policy file:

```
<admin>
  authenticate(LDAP_Realm)

<admin>
  group="cn=Administrators,cn=Groups,dc=bluecoat,dc=com" allow
```

This authenticates users against the specified LDAP realm. If the users are successfully authenticated and belong to group Administrators, they are allowed to administer the ProxySG.

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## Section B: Controlling Access to the Internet and Intranet

---

# Section B: Controlling Access to the Internet and Intranet

Once the ProxySG is secure, you can limit access to the Internet and intranet. It is possible to control access to the network without using authentication. You only need to use authentication if you want to use identity-based access controls.

This section contains:

- "Using Authentication and Proxies"
- "Using SSL with Authentication and Authorization Services"
- "Creating a Proxy Layer to Manage Proxy Operations"

## Using Authentication and Proxies

Authentication means that the ProxySG requires proof of user identity in order to make decisions based on that identity. This proof is obtained by sending the client (a browser, for example) a *challenge*—a request to provide credentials. Browsers can respond to different kinds of credential challenges:

- Proxy-style challenges—Sent from proxy servers to clients that are explicitly proxied. In HTTP, the response code is 407.  
An authenticating explicit proxy server sends a proxy-style challenge (407/Proxy-Authenticate) to the browser. The browser knows it is talking to a proxy and that the proxy wants proxy credentials. The browser responds to a proxy challenge with proxy credentials (Proxy-Authorization: header). The browser must be configured for explicit proxy in order for it to respond to a proxy challenge.
- Origin-style challenges—Sent from origin content servers (OCS), or from proxy servers impersonating a OCS. In HTTP, the response code is 401 Unauthorized.  
In transparent proxy mode, the ProxySG uses the OCS authentication challenge (HTTP 401 and WWW-Authenticate)—acting as though it is the location from which the user initially requested a page. A transparent proxy, including a reverse proxy, must not use a proxy challenge, because the client might not be expecting it.

Once the browser supplies the credentials, the ProxySG authenticates them.

## Understanding Authentication Modes

You can control the way the ProxySG interacts with the client for authentication by controlling the authentication mode. The mode specifies the challenge type and the accepted surrogate credential.

---

Note: *Challenge type* is the kind of challenge (for example, proxy or origin-ip-redirect) issued.

*Surrogate credentials* are credentials accepted in place of the user's real credentials.

---

## Section B: Controlling Access to the Internet and Intranet

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- ❑ Auto: The default; the mode is automatically selected, based on the request. Auto can choose any of proxy, origin, origin-ip, or origin-cookie-redirect, depending on the kind of connection (explicit or transparent) and the transparent authentication cookie configuration.

---

Note: When auto mode chooses origin-ip, as is the case with Windows SSO or Novell SSO authentication, any requests coming from the authenticated IP address are considered authenticated for the length of the cache duration. If multiple users often log in from the same IP address, a shorter realm cache duration than the default of 900 seconds or a different authentication mode are recommended.

---

- ❑ Proxy: The ProxySG uses an explicit proxy challenge. No surrogate credentials are used. This is the typical mode for an authenticating explicit proxy. In some situations proxy challenges do not work; origin challenges are then issued.

If you have many requests consulting the back-end authentication authority (such as LDAP, RADIUS, or the BCAAA service), you can configure the ProxySG (and possibly the client) to use persistent connections. This dramatically reduces load on the back-end authentication authority and improves the all-around performance of the network.

---

**Important:** Windows supports Kerberos authentication only to origin servers; proxy servers cannot participate. Therefore, explicit authentication modes are not compatible with Kerberos. However, because Internet Explorer automatically selects NTLM for an explicit challenge (where the browser is configured with the proxy as a proxy server), no special processing is required for explicit authentication. An origin redirect authentication mode, such as `authenticate.mode (origin-cookie-redirect)`, can be used to obtain Kerberos authentication when using an explicit proxy if the browser is configured to bypass the proxy for the virtual URL.

---

- ❑ Proxy-IP: The ProxySG uses an explicit proxy challenge and the client's IP address as a surrogate credential. Proxy-IP specifies an insecure forward proxy, possibly suitable for LANs of single-user workstations. In some situations proxy challenges do not work; origin challenges are then issued.
- ❑ Origin: The ProxySG acts like an OCS and issues OCS challenges. The authenticated connection serves as the surrogate credential.
- ❑ Origin-IP: The ProxySG acts like an OCS and issues OCS challenges. The client IP address is used as a surrogate credential. Origin-IP is used to support IWA authentication to the upstream device when the client cannot handle cookie credentials. This mode is primarily used for automatic downgrading, but it can be selected for specific situations.
- ❑ Origin-cookie: The ProxySG acts like an origin server and issues origin server challenges. A cookie is used as the surrogate credential. Origin-cookie is used in forward proxies to support pass-through authentication more securely than origin-ip if the client understands cookies. Only the HTTP and HTTPS protocols support cookies; other protocols are automatically downgraded to origin-ip.

---

## Section B: Controlling Access to the Internet and Intranet

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This mode could also be used in reverse proxy situations if impersonation is not possible and the origin server requires authentication.

- Origin-cookie-redirect:** The client is redirected to a virtual URL to be authenticated, and cookies are used as the surrogate credential. The ProxySG does not support origin-redirects with the CONNECT method. For forward proxies, only origin-\* redirect modes are supported for Kerberos/IWA authentication. (Any other mode uses NTLM authentication.)

---

**Note:** During cookie-based authentication, the redirect to strip the authentication cookie from the URL is logged as a 307 (or 302) TCP\_DENIED.

---

- Origin-IP-redirect:** The client is redirected to a virtual URL to be authenticated, and the client IP address is used as a surrogate credential. The ProxySG does not support origin-redirects with the CONNECT method. For forward proxies, only origin-\* redirect modes are supported for Kerberos/IWA authentication. (Any other mode uses NTLM authentication.)
- SG2:** The mode is selected automatically, based on the request, and uses the SGOS 2.x-defined rules.
- Form-IP:** A form is presented to collect the user's credentials. The form is presented whenever the user's credential cache entry expires.
- Form-Cookie:** A form is presented to collect the user's credentials. The cookies are set on the OCS domain only, and the user is presented with the form for each new domain. This mode is most useful in reverse proxy scenarios where there are a limited number of domains.
- Form-Cookie-Redirect:** A form is presented to collect the user's credentials. The user is redirected to the authentication virtual URL before the form is presented. The authentication cookie is set on both the virtual URL and the OCS domain. The user is only challenged when the credential cache entry expires.
- Form-IP-redirect:** This is similar to form-ip except that the user is redirected to the authentication virtual URL before the form is presented.

---

**Important:** Modes that use an IP surrogate credential are insecure: After a user has authenticated from an IP address, all further requests from that IP address are treated as from that user. If the client is behind a NAT, or on a multi-user system, this can present a serious security problem.

---

The default value is `auto`.

For more information on using authentication modes, see the *Blue Coat ProxySG Content Policy Language Guide*.

### Setting the Default Authenticate Mode Property

Setting the `authentication.mode` property selects a challenge type and surrogate credential combination. In `auto` mode, explicit IWA uses connection surrogate credentials. In `sg2` mode, explicit IWA uses IP surrogate credentials.

## Section B: Controlling Access to the Internet and Intranet

---

### To Configure the IWA Default Authenticate Mode Settings

At the (config) command prompt, enter the following commands:

```
SGOS#(config) security default-authenticate-mode {auto | sg2}
```

## Understanding Origin-Style Redirection

Some authentication modes redirect the browser to a *virtual authentication site* before issuing the origin-style challenge. This gives the user feedback as to which credentials are required, and makes it possible to (but does not require) send the credentials over a secure connection.

Since browser requests are transparently redirected to the ProxySG, the appliance intercepts the request for the virtual authentication site and issues the appropriate credential challenge. Thus, the challenge appears to come from the virtual site, which is usually named to make it clear to the user that ProxySG credentials are requested.

If authentication is successful, the ProxySG establishes a surrogate credential and redirects the browser back to the original request, possibly with an encoded surrogate credential attached. This allows the ProxySG to see that the request has been authenticated, and so the request proceeds. The response to that request can also carry a surrogate credential.

To provide maximum flexibility, the virtual site is defined by a URL. Requests to that URL (only) are intercepted and cause authentication challenges; other URLs on the same host are treated normally. Thus, the challenge appears to come from a host that in all other respects behaves normally.

---

Note: Sharing the virtual URL with other content on a real host requires additional configuration if the credential exchange is over SSL.

---

You can configure the virtual site to something that is meaningful for your company. The default, which requires no configuration, is `www.cfauth.com`. See "[Configuring Transparent Proxy Authentication](#)" on page 327 to set up a virtual URL for transparent proxy.

### Tip: Using CONNECT and Origin-Style Redirection

You cannot use the CONNECT method with origin-style redirection or form redirect modes. An error message similar to the following is displayed:

```
Cannot use origin-redirect for CONNECT method (explicit proxy or https URL)
```

Instead, you can add policy to either bypass authentication on the CONNECT method, or use proxy authentication. For example:

```
<proxy>
  allow http.method=CONNECT authenticate.mode(proxy) authenticate(ldap)
  allow authenticate(cert) authenticate.mode(origin-cookie-redirect)
```

## Selecting an Appropriate Surrogate Credential

IP surrogate credentials are less secure than cookie surrogate credentials and should be avoided if possible. If multiple clients share an IP address (such as when they are behind a NAT firewall or on a multi-user system), the IP surrogate mechanism cannot distinguish between those users

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### Configuring Transparent Proxy Authentication

The following sections provide general instructions on configuring for transparent proxy authentication.

In addition to configuring transparent proxy authentication, you must also enable a transparent proxy port before the transparent proxy is functional. To enable a transparent proxy port, see “[Section B: Creating and Editing Services](#)” on page 160.

*To Set Transparent Proxy Options through the Management Console*

1. Select Configuration>Authentication>Transparent Proxy.

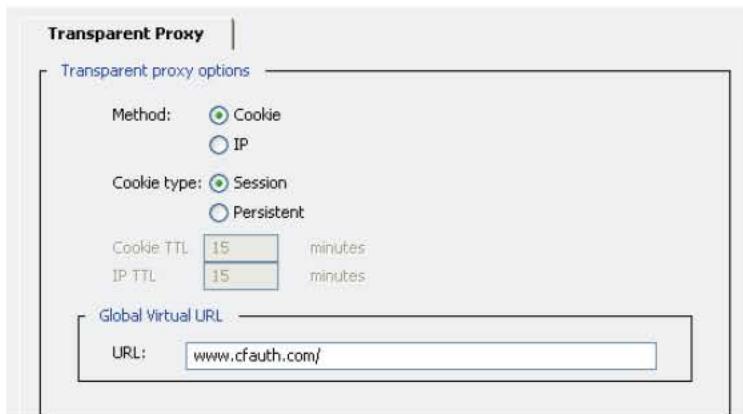


Figure 8-3: Transparent Proxy Tab

2. Select the transparent proxy method—Cookie-based or IP address-based. The default is Cookie.

If you select Cookie, the Cookie Type radio buttons are available. Click either: Session, for cookies that are deleted at the end of a session, or Persistent, for cookies that remain on a client machine until the cookie TTL (Time To Live) is reached or the credentials cache is flushed. The default is Session.

If you select Persistent Cookies, enter the Cookie TTL. If you choose IP address-based, enter the IP address TTL. The default for each is 15 minutes.

Note: A value of 0 (zero) for the IP address TTL re-prompts the user for credentials once the specified cache duration for the particular realm has expired.

For authentication modes that make use of IP surrogate credentials, once the IP address TTL expires the proxy re-challenges all client requests that do not contain credentials for which an IP surrogate credential cache entry previously existed.

If at this point the client supplied a different set of credentials than previously used to authenticate—for which an entry in the user credential cache still exists—the proxy fails authentication. This is to prevent any another client to potentially gain network access by impersonating another user by supplying his or her credentials. However, once the user credential cache entry's TTL has expired, you can supply a different set of credentials than previously used for authentication.

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Note: For authentication modes that make use of IP surrogate credentials, once the IP address TTL expires the proxy re-challenges all client requests that do not contain credentials for which an IP surrogate credential cache entry previously existed.

If at this point the client supplied a different set of credentials than previously used to authenticate—for which an entry in the user credential cache still exists—the proxy fails authentication. This is to prevent any another client from potentially gaining network access by impersonating another user by supplying his or her credentials. However, once the user credential cache entry's TTL expires, you can supply a different set of credentials than previously used for authentication.

---

3. Select the Virtual URL. The default is `www.cfauth.com`. Blue Coat recommends you change the virtual hostname to something meaningful to you, preferably the IP address of the ProxySG, unless you are doing secure credentials over SSL. Using the IP address of the ProxySG enables you to be sure that the correct ProxySG is addressed in a cluster configuration.
4. Click **Apply**.

### *To Set Transparent Proxy Options through the CLI*

1. At the `(config)` command prompt, enter the following command:

```
SGOS#(config) security transparent-proxy-auth method {cookie | ip}
```

- a. If you select cookie-based transparent proxy authentication, enter the following command to specify persistent cookies or cookies that persist for the current session only:

```
SGOS#(config) security transparent-proxy-auth cookie {persistent | session}
```

- b. If you select persistent cookies, enter the following command to specify the minutes that the cookie persists:

```
SGOS#(config) security transparent-proxy-auth time-to-live persistent-cookie minutes
```

- c. If you select IP-based transparent proxy authentication, enter the following command to specify that the user be re-prompted for credentials after the number of TTL minutes specified:

```
SGOS#(config) security transparent-proxy-auth time-to-live ip minute
```

A value of 0 (zero) for the IP address TTL re-prompts the user for credentials once the specified cache duration for the particular realm has expired.

2. (Optional step for single ProxySG scenarios, only needed if specifying a different virtual URL than supplied by Blue Coat—`www.cfauth.com`) To specify the virtual URL for cookie-based authentication, enter the following command:

```
SGOS#(config) security transparent-proxy-auth cookie virtual-url url
```

3. (Optional, if you choose cookie-based) Add the virtual host domain to the DNS service for your organization so that browsers, when redirected to the virtual URL, can resolve the hostname in the URL. (If you use the virtual hostname provided by Blue Coat—`www.cfauth.com`—you do not need to add the hostname to the DNS service.)

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### Using SSL with Authentication and Authorization Services

Blue Coat recommends that you use SSL during authentication to secure your user credentials. Blue Coat now supports SSL between the client and the ProxySG and between the ProxySG to LDAP and IWA authentication servers.

#### Using SSL Between the Client and the ProxySG

To configure SSL for to use origin-cookie-redirect or origin-ip-redirect challenges, you must:

- Specify a virtual URL with the HTTPS protocol (for example, `https://virtual_address`).
- Create a keyring and certificate on the ProxySG.
- Create an HTTPS service to run on the port specified in the virtual URL and to use the keyring you just created.

---

Note: You can use SSL between the client and the ProxySG for origin-style challenges on transparent and explicit connections (SSL for explicit proxy authentication is not supported).

---

In addition, if you use a forward proxy, the challenge type must use redirection; it cannot be an origin or origin-ip challenge type.

When redirected to the virtual URL, the user is prompted to accept the certificate offered by the ProxySG (unless the certificate is signed by a trusted certificate authority). If accepted, the authentication conversation between the ProxySG and the user is encrypted using the certificate.

---

Note: If the hostname does not resolve to the IP address of the ProxySG, then the network configuration must redirect traffic for that port to the appliance. Also, if you use the IP address as the virtual hostname, you might have trouble getting a certificate signed by a CA-Certificate authority (which might not be important).

---

For information on creating a keyring and a certificate, see “[Section B: Configuring HTTPS Reverse Proxy](#)” on page 270.

You can use SSL between the ProxySG and IWA and LDAP authentication servers. For more information, see [Chapter 9: “Using Authentication Services”](#) on page 339.

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## Creating a Proxy Layer to Manage Proxy Operations

Once hardware configuration is complete and the system configured to use transparent or explicit proxies, use CPL or VPM to provide on-going management of proxy operations.

### Using CPL

Below is a table of all commands available for use in proxy layers of a policy. If a condition, property, or action does not specify otherwise, it can be used only in <Proxy> layers. For information on creating effective CPL, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

Table 8.6: <Proxy> Layer Conditions

<Proxy> Layer Conditions	Meaning
admin.access=	Tests the administrative access requested by the current transaction. Can also be used in <Admin> layers.
attribute.name=	Tests if the current transaction is authenticated in a RADIUS or LDAP realm, and if the authenticated user has the specified attribute with the specified value. Can also be used in <Admin> layers.
authenticated=	Tests if authentication was requested and the credentials could be verified; otherwise, false. Can also be used in <Admin> layers.
bitrate=	Tests if a streaming transaction requests bandwidth within the specified range or an exact match. Can also be used in <Cache> layers.
category=	Tests if the content categories of the requested URL match the specified category, or if the URL has not been categorized. Can also be used in <Cache> layers.
client_address=	Tests the IP address of the client. Can also be used in <Admin> layers.
client.connection.negotiated_cipher=	Test the cipher suite negotiated with a securely connected client. Can also be used in <Exception> layers.
client.connection.negotiated_cipher.strength=	Test the cipher strength negotiated with a securely connected client. Can also be used in <Exception> layers.
client.host=	Test the hostname of the client (obtained through RDNS). Can also be used in <Admin>, <Forward>, and <Exception> layers.
client.host.has_name=	Test the status of the RDNS performed to determine 'client.host'. Can also be used in <Admin>, <Forward>, and <Exception> layers.
client_protocol=	Tests true if the client transport protocol matches the specification. Can also be used in <Exception> layers.
condition=	Tests if the specified defined condition is true. Can be used in all layers.
console_access=	(This trigger was formerly admin=yes   no.) Tests if the current request is destined for the admin layer. Can also be used in <Cache> and <Exception> layers.

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Table 8.6: &lt;Proxy&gt; Layer Conditions (Continued)

content_management=	(This trigger was formerly content_admin=yes   no.) Tests if the current request is a content-management transaction. Can also be used in <Exception> and <Forward> layers.
date [.utc]=	Tests true if the current time is within the startdate..enddate range, inclusive. Can be used in all layers.
day=	Tests if the day of the month is in the specified range or an exact match. Can be used in all layers.
exception.id=	Indicates that the requested object was not served, providing this specific exception page. Can also be used in <Exception> layers.
ftp.method=	Tests ftp request methods against any of a well-known set of FTP methods. Can also be used in <Cache> and <Exception> layers.
group=	Tests if the authenticated condition is set to yes, the client is authenticated, and the client belongs to the specified group. Can also be used in <Admin> layers.
has_attribute.name=	Tests if the current transaction is authenticated in an LDAP realm and if the authenticated user has the specified LDAP attribute. Can also be used in <Admin> layers.
hour=	Tests if the time of day is in the specified range or an exact match. Can be used in all layers.
http.method=	Tests HTTP request methods against any of a well known set of HTTP methods. Can also be used in <Cache> and <Exception> layers.
http.method.regex=	Test the HTTP method using a regular expression. Can also be used in <Exception> layers.
http.request_line.regex=	Test the HTTP protocol request line. Can also be used in <Exception> layers.
http.request.version=	Tests the version of HTTP used by the client in making the request to the ProxySG. Can also be used in <Cache> and <Exception> layers.
http.response_code=	Tests true if the current transaction is an HTTP transaction and the response code received from the origin server is as specified. Can also be used in <Cache> and <Exception> layers.
http.response.version=	Tests the version of HTTP used by the origin server to deliver the response to the ProxySG. Can also be used in <Cache> and <Exception> layers.
http.transparent_authentication=	This trigger evaluates to true if HTTP uses transparent proxy authentication for this request. Can also be used in <Cache> and <Exception> layers.
im.buddy_id=	Tests the buddy_id associated with the IM transaction. Can also be used in <Exception> layers.

**Section B: Controlling Access to the Internet and Intranet****Table 8.6: <Proxy> Layer Conditions (Continued)**

<code>im.chat_room.conference=</code>	Tests whether the chat room associated with the transaction has the conference attribute set. Can also be used in <Exception> layers.
<code>im.chat_room.id=</code>	Tests the chat room ID associated with the transaction. Can also be used in <Exception> layers.
<code>im.chat_room.invite_only=</code>	Tests whether the chat room associated with the transaction has the invite_only attribute set. Can also be used in <Exception> layers.
<code>im.chat_room.type=</code>	Tests whether the chat room associated with the transaction is public or private. Can also be used in <Exception> layers.
<code>im.chat_room.member=</code>	Tests whether the chat room associated with the transaction has a member matching the specified criterion. Can also be used in <Exception> layers.
<code>im.chat_room.voice_enabled=</code>	Tests whether the chat room associated with the transaction is voice enabled. Can also be used in <Exception> layers.
<code>im.client=</code>	Test the type of IM client in use. Can also be used in <Exception>, <Forward>, and <Cache> layers.
<code>im.file.extension=</code>	Tests the file extension. Can also be used in <Exception> layers.
<code>im.file.name=</code>	Tests the file name (the last component of the path), including the extension. Can also be used in <Exception> layers.
<code>im.file.path=</code>	Tests the file path against the specified criterion. Can also be used in <Exception> layers.
<code>im.file.size=</code>	Performs a signed 64-bit range test. Can also be used in <Exception> layers.
<code>im.message.reflected</code>	Test whether IM reflection occurred. Can also be used in <Exception> and <Forward> layers.
<code>im.message.route=</code>	Tests how the IM message reaches its recipients. Can also be used in <Exception> layers.
<code>im.message.size=</code>	Performs a signed 64-bit range test. Can also be used in <Exception> layers.
<code>im.message.text.substring=</code>	Performs a signed 64-bit range test. Can also be used in <Exception> layers.
<code>im.message.opcode=</code>	Tests the value of an opcode associated with an <code>im.method</code> of <code>send_unknown</code> or <code>receive_unknown</code> .
<code>im.message.type=</code>	Tests the message type. Can also be used in <Exception> layers.
<code>im.method=</code>	Tests the method associated with the IM transaction. Can also be used in <Cache> and <Exception> layers.
<code>im.user_id=</code>	Tests the user_id associated with the IM transaction. Can also be used in <Exception> layers.

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Table 8.6: &lt;Proxy&gt; Layer Conditions (Continued)

live=	Tests if the streaming content is a live stream. Can also be used in <Cache> layers.
minute=	Tests if the minute of the hour is in the specified range or an exact match. Can be used in all layers.
month=	Tests if the month is in the specified range or an exact match. Can be used in all layers.
proxy.address=	Tests the IP address of the network interface card (NIC) on which the request arrives. Can also be used in <Admin> layers.
proxy.card=	Tests the ordinal number of the network interface card (NIC) used by a request. Can also be used in <Admin> layers.
proxy.port=	Tests if the IP port used by a request is within the specified range or an exact match. Can also be used in <Admin> layers.
raw_url	Test the value of the raw request URL. Can also be used in <Exception> layers.
raw_url.host	Test the value of the 'host' component of the raw request URL. Can also be used in <Exception> layers.
raw_url.path	Test the value of the 'path' component of the raw request URL. Can also be used in <Exception> layers.
raw_url.pathquery	Test the value of the 'path and query' component of the raw request URL. Can also be used in <Exception> layers.
raw_url.port	Test the value of the 'port' component of the raw request URL. Can also be used in <Exception> layers.
raw_url.query	Test the value of the 'query' component of the raw request URL. Can also be used in <Exception> layers.
realm=	Tests if the authenticated condition is set to yes, the client is authenticated, and the client has logged into the specified realm. Can also be used in <Admin> layers.
release.id=	Tests the ProxySG release ID. Can be used in all layers.
request.header_address.header_name=	Tests if the specified request header can be parsed as an IP address. Can also be used in <Cache> layers.
request.header.header_name=	Tests the specified request header ( <i>header_name</i> ) against a regular expression. Can also be used in <Cache> layers.
request.header.header_name.count	Test the number of header values in the request for the given <i>header_name</i> . Can also be used in <Exception> layers.
request.header.header_name.length	Test the total length of the header values for the given <i>header_name</i> . Can also be used in <Exception> layers.

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Table 8.6: &lt;Proxy&gt; Layer Conditions (Continued)

<code>request.header.Referer.url.host.has_name=</code>	Test whether the Referer URL has a resolved DNS hostname. Can also be used in <Exception> layers.
<code>request.header.Referer.url.is_absolute</code>	Test whether the Referer URL is expressed in absolute form. Can also be used in <Exception> layers.
<code>request.raw_headers.count</code>	Test the total number of HTTP request headers. Can also be used in <Exception> layers.
<code>request.raw_headers.length</code>	Test the total length of all HTTP request headers. Can also be used in <Exception> layers.
<code>request.raw_headers.regex</code>	Test the value of all HTTP request headers with a regular expression. Can also be used in <Exception> layers.
<code>request.x_header.header_name.count</code>	Test the number of header values in the request for the given <code>header_name</code> . Can also be used in <Exception> layers.
<code>request.x_header.header_name.length</code>	Test the total length of the header values for the given <code>header_name</code> . Can also be used in <Exception> layers.
<code>response.header.header_name=</code>	Tests the specified response header ( <code>header_name</code> ) against a regular expression. Can also be used in <Cache> layers.
<code>response.x_header.header_name=</code>	Tests the specified response header ( <code>header_name</code> ) against a regular expression. Can also be used in <Cache> layers.
<code>server_url[.case_sensitive .no_lookup]=</code>	Tests if a portion of the requested URL exactly matches the specified pattern. Can also be used in <Forward> layers.
<code>socks.accelerated=</code>	Controls the SOCKS proxy handoff to other protocol agents.
<code>socks.method=</code>	Tests the protocol method name associated with the transaction. Can also be used in <Cache> and <Exception> layers.
<code>socks.version=</code>	Switches between SOCKS 4/4a and 5. Can also be used in <Exception> and <Forward> layers.
<code>streaming.content=</code>	(This trigger has been renamed from <code>streaming</code> .) Can also be used in <Cache>, <Exception>, and <Forward> layers.
<code>time=</code>	Tests if the time of day is in the specified range or an exact match. Can be used in all layers.
<code>tunneled=</code>	
<code>url.domain=</code>	Tests if the requested URL, including the domain-suffix portion, matches the specified pattern. Can also be used in <Forward> layers.
<code>url.extension=</code>	Tests if the filename extension at the end of the path matches the specified string. Can also be used in <Forward> layers.
<code>url.host=</code>	Tests if the host component of the requested URL matches the IP address or domain name. Can also be used in <Forward> layers.

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Table 8.6: &lt;Proxy&gt; Layer Conditions (Continued)

<code>url.host.has_name</code>	Test whether the request URL has a resolved DNS hostname. Can also be used in <Exception> layers
<code>url.is_absolute</code>	Test whether the request URL is expressed in absolute form. Can also be used in <Exception> layers
<code>url.host.is_numeric=</code>	This is true if the URL host was specified as an IP address. Can also be used in <Forward> layers.
<code>url.host.no_name=</code>	This is true if no domain name can be found for the URL host. Can also be used in <Forward> layers.
<code>url.host.regex=</code>	Tests if the specified regular expression matches a substring of the domain name component of the request URL. Can also be used in <Forward> layers.
<code>url.host.suffix=</code>	Can also be used in <Forward> layers.
<code>url.path=</code>	Tests if a prefix of the complete path component of the requested URL, as well as any query component, matches the specified string. Can also be used in <Forward> layers.
<code>url.path.regex=</code>	Tests if the regex matches a substring of the path component of the request URL. Can also be used in <Forward> layers.
<code>url.port=</code>	Tests if the port number of the requested URL is within the specified range or an exact match. Can also be used in <Forward> layers.
<code>url.query.regex=</code>	Tests if the regex matches a substring of the query string component of the request URL. Can also be used in <Forward> layers.
<code>url.regex=</code>	Tests if the requested URL matches the specified pattern. Can also be used in <Forward> layers.
<code>url.scheme=</code>	Tests if the scheme of the requested URL matches the specified string. Can also be used in <Forward> layers.
<code>user=</code>	Tests the authenticated user name of the transaction. Can also be used in <Admin> layers.
<code>user.domain=</code>	Tests if the authenticated condition is set to yes, the client is authenticated, the logged-into realm is an IWA realm, and the domain component of the user name is the specified domain. Can also be used in <Admin> layers.
<code>weekday=</code>	Tests if the day of the week is in the specified range or an exact match. Can be used in all layers.
<code>year=</code>	Tests if the year is in the specified range or an exact match. Can be used in all layers.

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Table 8.7: &lt;Proxy&gt; Layer Properties

<Proxy> Layer Properties	Meaning
<code>action.action_label( )</code>	Selectively enables or disables a specified define action block. Can also be used in <Cache> layers.
<code>allow</code>	Allows the transaction to be served. Can be used in all layers except <Exception> and <Forward> layers.
<code>always_verify( )</code>	Determines whether each request for the objects at a particular URL must be verified with the origin server.
<code>authenticate( )</code>	Identifies a realm that must be authenticated against. Can also be used in <Admin> layers.
<code>authenticate.force( )</code>	Either disables proxy authentication for the current transaction (using the value no) or requests proxy authentication using the specified authentication realm. Can also be used in <Admin> layers.
<code>authenticate.form( )</code>	When forms-based authentication is in use, authenticate.form( ) selects the form used to challenge the user.
<code>authenticate.mode(auto)</code> <code>authenticate.mode(sg2)</code>	Setting the authentication.mode property selects a challenge type and surrogate credential combination. In auto mode, explicit IWA uses connection surrogate credentials. In sg2.mode, explicit IWA uses IP surrogate credentials.
<code>authenticate.redirect_stored_requests</code>	Sets whether requests stored during forms-based authentication can be redirected if the upstream host issues a redirecting response.
<code>bypass_cache( )</code>	Determines whether the cache is bypassed for a request.
<code>check_authorization( )</code>	In connection with CAD (Caching Authenticated Data) and CPAD (Caching Proxy Authenticated Data) support, check_authorization( ) is used when you know that the upstream device will sometimes (not always or never) require the user to authenticate and be authorized for this object. Can also be used in <Cache> layers.
<code>delete_on_abandonment( )</code>	If set to yes, then if all clients requesting an object close their connections prior to the object being delivered, the object fetch from the origin server is abandoned. Can also be used in <Cache> layers.
<code>deny</code>	Denies service. Can be used in all layers except <Exception> and <Forward> layers.
<code>dynamic_bypass( )</code>	Used to indicate that a particular transparent request should not be handled by the proxy, but instead be subjected to our dynamic bypass methodology.
<code>exception( )</code>	Indicates not to serve the requested object, but instead serve this specific exception page. Can be used in all layers except <Exception> layers.

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Table 8.7: &lt;Proxy&gt; Layer Properties (Continued)

<code>ftp.server_connection( )</code>	Determines when the control connection to the server is established.
<code>ftp.welcome_banner( )</code>	Sets the welcome banner for a proxied FTP transaction.
<code>http.client.recv.timeout</code>	Sets the socket timeout for receiving bytes from the client.
<code>http.request.version( )</code>	The <code>http.request.version( )</code> property sets the version of the HTTP protocol to be used in the request to the origin content server or upstream proxy. Can also be used in <Cache> layers.
<code>http.response.parse_meta_tag. Cache-Control( )</code>	Controls whether the 'Cache-Control' META Tag is parsed in an HTML response body. Can also be used in <Cache> layers.
<code>http.response.parse_meta_tag. Expires</code>	Controls whether the 'Expires' META Tag is parsed in an HTML response body. Can also be used in <Cache> layers.
<code>http.response.parse_meta_tag. Pragma.no-cache</code>	Controls whether the 'Pragma: no-cache' META Tag is parsed in an HTML response body. Can also be used in <Cache> layers.
<code>http.response.version( )</code>	The <code>http.response.version( )</code> property sets the version of the HTTP protocol to be used in the response to the client's user agent.
<code>http.server.recv.timeout( )</code>	Sets the socket timeout for receiving bytes from the upstream host. Can also be used in <Forward> layers.
<code>im.block_encryption</code>	Prevents the encryption of AOL IM messages by modifying messages during IM login time.
<code>im.reflect</code>	Sets whether IM reflection should be attempted.
<code>im.strip_attachments( )</code>	Determines whether attachments are stripped from IM messages.
<code>im.transport</code>	Sets the type of upstream connection to make for IM traffic.
<code>log.suppress.field-id( )</code>	The <code>log.suppress.field-id( )</code> controls suppression of the specified field-id in all facilities (individual logs that contain all properties for that specific log in one format). Can be used in all layers.
<code>log.suppress.field-id [log_list]( )</code>	The <code>log.suppress.field-id [log_list]( )</code> property controls suppression of the specified field-id in the specified facilities. Can be used in all layers.
<code>log.rewrite.field-id( )</code>	The <code>log.rewrite.field-id( )</code> property controls rewrites of a specific log field in all facilities. Can be used in all layers.
<code>log.rewrite.field-id [log_list]( )</code>	The <code>log.rewrite.field-id [log_list]( )</code> property controls rewrites of a specific log field in a specified list of log facilities. Can be used in all layers.
<code>reflect_ip( )</code>	Determines how the client IP address is presented to the origin server for explicitly proxied requests. Can also be used in <Forward> layers.
<code>request.filter_service( )</code>	Websense is the built in service name for the off-box content filtering service. Can also be used in <Cache> layers.

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Table 8.7: &lt;Proxy&gt; Layer Properties (Continued)

<code>request.icap_service( )</code>	Determines whether a request from a client should be processed by an external ICAP service before going out.
<code>shell.prompt</code>	Sets the prompt for a proxied Shell transaction.
<code>shell.realm_banner</code>	Sets the realm banner for a proxied Shell transaction.
<code>shell.welcome_banner</code>	Sets the welcome banner for a proxied Shell transaction.
<code>socks.accelerate( )</code>	The <code>socks.accelerate</code> property controls the SOCKS proxy handoff to other protocol agents.
<code>socks.authenticate( )</code>	The same realms can be used for SOCKS proxy authentication as can be used for regular proxy authentication.
<code>socks.authenticate.force( )</code>	The <code>socks.authenticate.force( )</code> property forces the realm to be authenticated through SOCKS.

Table 8.8: &lt;Proxy&gt; Layer Actions

<Proxy> Layer Actions	Meaning
<code>log_message( )</code>	Writes the specified string to the ProxySG event log. Can be used in all layers except <Admin>.
<code>notify_email( )</code>	Sends an e-mail notification to the list of recipients specified in the Event Log mail configuration. Can be used in all layers.
<code>notify_snmp( )</code>	The SNMP trap is sent when the transaction terminates. Can be used in all layers.
<code>redirect( )</code>	Ends the current HTTP transaction and returns an HTTP redirect response to the client.
<code>transform</code>	Invokes the active content or URL rewrite transformer.

## Chapter 9: Using Authentication Services

Determining and configuring the type of security (such as LDAP, local list, and IWA) to implement on your network (authorization) is a critical part of managing enterprise security.

### Understanding Realms

The ProxySG provides a flexible authentication architecture that supports multiple services with multiple backend servers (for example, LDAP directory servers together with NT domains with no trust relationship) within each authentication scheme with the introduction of the *realm*.

A *realm* authenticates and authorizes users for access to ProxySG services using either explicit proxy or transparent proxy mode, discussed in "[Configuring Proxies](#)" on page 181.

Multiple authentication realms can be used on a single ProxySG. Multiple realms are essential if the enterprise is a managed provider or the company has merged with or acquired another company. Even for companies using only one protocol, multiple realms might be necessary, such as the case of a company using an LDAP server with multiple authentication boundaries. You can use realm sequencing to search the multiple realms all at once.

A realm configuration includes:

- Realm name.
- Authentication service—(IWA, LDAP, RADIUS, Local, Certificate, Sequences, Netegrity SiteMinder®, Oracle® COREid™, Policy Substitution, Novell® SSO, XML, Windows® SSO).
- External server configuration—Backend server configuration information, such as host, port, and other relevant information based on the selected service.
- Authentication schema—The definition used to authenticate users.
- Authorization schema—The definition used to authorize users for membership in defined groups and check for attributes that trigger evaluation against any defined policy rules.
- One-time passwords are supported for RADIUS realms only.

### SSL Between the ProxySG and the Authentication Server

SSL communication between the ProxySG and LDAP and IWA authentication servers is supported. In addition, you can also use SSL between the client and the ProxySG. For more information on using SSL between the client and the ProxySG, see "[Using SSL Between the Client and the ProxySG](#)" on page 329.

Configuring a realm to use SSL between the ProxySG and the authentication server is performed on a per-realm basis. Part of the SSL configuration is specifying whether to verify the server's certificate. If the server certificate is to be verified, then the server's certificate must be signed by a Certificate Authority that the ProxySG trusts, and the common name in the server certificate must match the server host as specified in the realm configuration.

The realms use the default SSL client defined on the ProxySG for SSL communications to the authentication servers.

---

Note: If the browser is configured for on-line checking of certificate revocation, the status check must be configured to bypass authentication.

---

The chapter contains the following sections:

- “Section A: IWA Realm Authentication and Authorization”
- “Section B: Windows Single Sign-on Authentication”
- “Section C: LDAP Realm Authentication and Authorization”
- “Section D: Novell Single Sign-on Authentication and Authorization”
- “Section E: RADIUS Realm Authentication and Authorization”
- “Section F: Local Realm Authentication and Authorization”
- “Section G: Certificate Realm Authentication”
- “Section H: Netegrity SiteMinder”
- “Section I: Oracle COREid”
- “Section J: Using XML Realms”
- “Section K: Policy Substitution Realm”
- “Section L: Sequence Realm Authentication”
- “Section M: Forms-Based Authentication”
- “Section N: Managing the Credential Cache”

---

## Section A: IWA Realm Authentication and Authorization

---

Integrated Windows Authentication (IWA) is an authentication mechanism available on Windows networks. (The name of the realm has been changed from NTLM to IWA.)

IWA is a Microsoft-proprietary authentication suite that allows Windows clients (running on Windows 2000 and higher) to automatically choose between using Kerberos and NTLM authentication challenge/response, as appropriate. When an IWA realm is used and a resource is requested by the client from the SG appliance, the appliance contacts the client's domain account to verify the client's identity and request an access token. The access token is generated by the domain controller (in case of NTLM authentication) or a Kerberos server (in the case of Kerberos authentication) and passed to (and if valid, accepted by) the SG appliance.

Refer to the Microsoft Web site for detailed information about the IWA protocol.

This section discusses the following topics:

- "How Blue Coat Works with IWA"
- "Creating an IWA Realm"
- "IWA Servers"
- "Defining IWA Realm General Properties"
- "Creating the CPL"

## How Blue Coat Works with IWA

The server side of the Kerberos or NTLM authentication exchange is handled by the Blue Coat Authentication and Authorization Agent (BCAAA).

A single BCAA service can support multiple ProxySG Appliances; however, the service starts a processor agent for each realm that only handles authentication requests coming from that particular realm.

BCAAA must be installed on a domain controller or member server. If the server where the BCAA service is installed and its domain have a trust relationship with other domains, the user is authenticated automatically by the other domains.

For a server to participate in an IWA Kerberos authentication exchange, it must share a secret with the Kerberos server (called a KDC) and have registered an appropriate Service Principal Name.

For instructions on installing the BCAA service and configuring a Service Principal Name, see [Appendix A: "Using the Authentication/Authorization Agent" on page 1021](#).

**Section A: IWA Realm Authentication and Authorization**

---

## Creating an IWA Realm

To create an IWA realm, you must provide at least the primary host of the IWA server for that realm.

*To Create an IWA Realm through the Management Console*

1. Select Configuration>Authentication>IWA>IWA Realms.



Figure 9-1: IWA Realms Tab

2. Click New; the Add IWA Realm dialog displays.

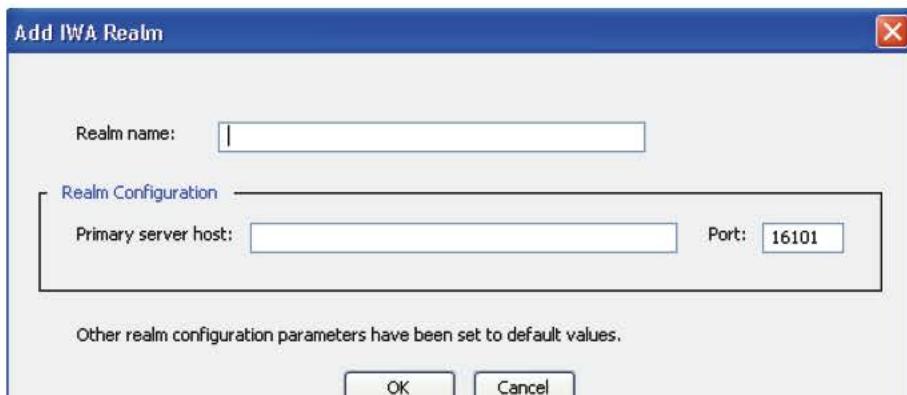


Figure 9-2: Add IWA Realm

3. In the Realm name field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter.
4. Identify the primary server host for the machine running BCAAA. You must enter a valid host or an error message is generated.
5. (Optional) The default port is 16101. You can change the port number if the primary server is listening on a different port.
6. Click OK; click Apply.

## Section A: IWA Realm Authentication and Authorization

### IWA Servers

Once you create an IWA realm, you can use the IWA Servers page to change the current default settings.

1. Select Configuration>Authentication>IWA>IWA Servers.



Figure 9-3: IWA Servers Tab

2. From the Realm Name drop-down list, select the IWA realm for which you want to change server properties.
3. You must have defined at least one IWA realm (using the IWA Realms page) before attempting to set IWA server properties. If the message **Realms must be added** in the IWA Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any IWA realms defined.
4. Specify the host and port for the primary IWA server. The default port is 16101.
5. (Optional) Specify the host and port for the alternate IWA server. The default port is 16101.
6. (Optional) Under SSL Options, click the SSL enable checkbox to enable SSL.
7. (Optional) By default, if SSL is enabled, the BCAA certificate is verified. If you do not want to verify the BCAA certificate, deselect this checkbox.
8. In the Timeout Request field, type the number of seconds the ProxySG allows for each request attempt before timing out. (The default request timeout is 60 seconds.)
9. Click **Apply**. Repeat the above steps for additional IWA realms, up to a total of 40.

#### *To Create and Define an IWA Realm through the CLI*

1. At the **(config)** prompt, enter the following command to create an IWA realm:

```
SGOS#(config) security IWA create-realm realm_name primary_host [primary_port]
```

where:

<i>realm_name</i>	The name of the IWA realm.
<i>primary_host</i>	The host for the primary IWA server.

## Section A: IWA Realm Authentication and Authorization

---

<i>primary_port</i>	The port for the primary IWA server. The default port is 16101.
---------------------	-----------------------------------------------------------------

2. To redefine the IWA realm configuration for the realm you just created, enter the following commands:

```
SGOS#(config) security IWA edit-realm realm_name  
SGOS#(config IWA realm_name) primary-server primary_host [primary_port]
```

and optionally,

```
SGOS#(config IWA realm_name) alternate-server alternate_host [alternate_port]
```

where:

<i>primary_host</i>	The host for the primary IWA server.
<i>primary_port</i>	The port for the primary IWA server. The default port is 16101.
<i>alternate_host</i>	The host for the alternate IWA server.
<i>alternate_port</i>	The port for the alternate IWA server. The default port is 16101.

3. To enable SSL for this realm and to have the BCAAA certificate verified, enter:

```
SGOS#(config IWA realm_name) ssl enable  
SGOS#(config IWA realm_name) ssl-verify-server enable
```

---

Note: The **ssl-verify-server** command in authentication is not overridden by the CPL property `server.certificate.validate` or the forwarding hosts **ssl-verify-server** command.

---

## Section A: IWA Realm Authentication and Authorization

### Defining IWA Realm General Properties

The IWA General tab allows you to specify the display name, whether to support Basic and IWA credentials, the credential cache duration and a virtual URL.

*To Configure General Settings through the Management Console*

1. Select Configuration>Authentication>IWA>IWA General.



Figure 9-4: IWA General Tab

2. From the Realm Name drop-down list, select the IWA realm for which you want to change properties.

**Note:** You must have defined at least one IWA realm (using the IWA Realms tab) before attempting to set IWA general properties. If the message **Realms must be added** in the IWA Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any IWA realms defined.

3. If needed, change the IWA realm display name. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
4. You can enable or disable support for Basic credentials in the realm by selecting or deselecting the Allow Basic credentials checkbox

At least one Basic or NTLM/Kerberos credential must be enabled. Note that Basic credentials cannot be disabled in the IWA realm if the IWA realm is part of a sequence realm but is not the first realm in the sequence with try IWA authentication only once enabled.

You can disable both NTLM and Kerberos credentials, leaving a realm that collects plaintext credentials but validates them against a Windows domain.

## Section A: IWA Realm Authentication and Authorization

---

**Important:** The configuration of the realm can have significant security implications. If an IWA realm accepts Basic credentials, the client can automatically downgrade to sending the password in the clear. Similarly, the client can use NTLM instead of Kerberos.

---

5. (Optional) You can enable or disable support for NTLM credentials in the realm by selecting or deselecting the Allow NTLM credentials checkbox. You can only enable support for Kerberos credentials in the realm if support for NTLM credentials has been enabled.
6. (Optional) You can enable or disable support for Kerberos credentials in the realm by selecting or deselecting the Allow Kerberos credentials. You can only enable support for Kerberos credentials in the realm if support for NTLM credentials has been enabled.
7. Specify the length of time, in seconds, that user and administrator credentials received from the IWA server are cached. Credentials can be cached for up to 3932100 seconds. The default cache duration is 900 seconds (15 minutes).

---

**Note:** If you specify 0, traffic is increased to the IWA server because each authentication request generates an authentication and authorization request to the server.

---

8. In the Virtual URL field, enter the URL to redirect to when the user needs to be challenged for credentials if using a redirecting authenticate.mode.

---

**Note:** The virtual URL is not involved if the challenge does not redirect.

---

You can specify a virtual URL based on the individual realm. For more information on the virtual URL, see "[Understanding Origin-Style Redirection](#)" on page 326.

When NTLM is in use, requests to the virtual URL must be sent to the proxy. This can be done either by transparent redirection or by making the virtual URL hostname resolve to an IP address of the proxy.

When Kerberos is in use:

- The virtual URL hostname must be part of the Kerberos realm (this is using the term *realm* in the Kerberos sense, not the ProxySG sense).
- For a forward proxy, this hostname should be added to the DNS server for the same domain as the Kerberos protected resources so that requests for this address go directly to the ProxySG.

In both NTLM and Kerberos, if single-signon is desired, then the virtual URL hostname must have no dots and must not be proxied by the browser. The client must be able to resolve this hostname to an IP address of the proxy.

9. Click Apply.

---

## Section A: IWA Realm Authentication and Authorization

---

### To Configure General Settings through the CLI

At the (config) command prompt, enter the following commands to configure general settings:

```
SGOS#(config IWA realm_name) cache-duration seconds
SGOS#(config IWA realm_name) credentials-basic enable | disable
SGOS#(config IWA realm_name) credentials-NTLM enable | disable
SGOS#(config IWA realm_name) credentials-kerberos enable | disable
SGOS#(config IWA realm_name) display-name name
SGOS#(config IWA realm_name) virtual-url URL
```

where:

cache-duration	seconds	Specifies the length of time in seconds that user and administrator credentials received from the IWA server are cached. Credentials can be cached for up to 3932100 seconds. The default value is 900 seconds (15 minutes).
credentials-basic	enable   disable	Enables or disables Basic credential support.
credentials-kerberos	enable   disable	Enables or disables Kerberos credential support.
credentials-ntlm	enable   disable	Enables or disables NTLM credential support.
display-name	name	The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
virtual-url	URL	<p>The URL to redirect to when the user needs to be challenged for credentials.</p> <p>When NTLM is in use, requests to the virtual URL must be sent to the proxy. This can be done either by transparent redirection or by making the virtual URL hostname resolve to an IP address of the proxy.</p> <p>When Kerberos is in use:</p> <ul style="list-style-type: none"> <li>• The virtual URL hostname must be part of the Kerberos realm (this is using the term <i>realm</i> in the Kerberos sense, not the ProxySG sense).</li> <li>• For a forward proxy, this hostname should be added to the DNS server for the same domain as the Kerberos protected resources so that requests for this address go directly to the ProxySG.</li> </ul> <p>In both NTLM and Kerberos, if single-signon is desired, then the virtual URL hostname must have no dots and must not be proxied by the browser. The client must be able to resolve this hostname to an IP address of the proxy.</p> <p>See Chapter 8: “Security and Authentication” on page 309 for more details on virtual URLs.</p>

## Section A: IWA Realm Authentication and Authorization

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### Creating the CPL

You can create CPL policies now that you have completed IWA realm configuration. Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate for your purposes.

The examples below assume the default policy condition is *allow*. On new SGOS 4.x systems, the default policy condition is *deny*.

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file layers.

---

- ❑ Every IWA-authenticated user is allowed access the ProxySG.  

```
<Proxy>
    authenticate(IWARrealm)
```
- ❑ Group membership is the determining factor in granting access to the ProxySG.  

```
<Proxy>
    authenticate(IWARrealm)
<Proxy>
    group="Domain\internetusers" ALLOW
    deny
```

### Notes

- ❑ Forms authentication modes cannot be used with an IWA realm that allows only NTLM/Kerberos credentials. If a form mode is in use and the authentication realm is an IWA realm, you receive a configuration error.
- ❑ For Windows Internet Explorer IWA users who want true single-sign-on (allowing Internet Explorer to provide your credentials automatically when challenged), you must set the virtual URL to a hostname that is resolvable to the IP address of the ProxySG by the client machines. Dots (for example, 10.1.1.1) are not allowed.

---

Note: Firefox (1.02 and higher) allows NTLM credentials for single sign-on but not Kerberos.

---

To define the information in Internet Explorer, navigate to Internet Options>Security>Local intranet>Sites>Advanced...>Web sites. (For XP, navigate to Internet Options>Security>Internet>Custom Level, then select Automatic logon with current username and password.)

For Windows Internet Explorer 6.x, add the virtual host address to Internet Options>Privacy>Web Sites>Managed Web Sites>Always Allow

## Section B: Windows Single Sign-on Authentication

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### Section B: Windows Single Sign-on Authentication

The Windows Single Sign-on (SSO) realm is an authentication mechanism available on Windows networks.

This section discusses the following topics:

- [□ "How Windows SSO Realms Work"](#)
- [□ "Creating a Windows SSO Realm"](#)
- [□ "Windows SSO Agents"](#)
- [□ "Configuring Authorization"](#)
- [□ "Defining Windows SSO Realm General Properties"](#)
- [□ "Creating the CPL"](#)

#### How Windows SSO Realms Work

In a Windows SSO realm, the client is never challenged for authentication. Instead, the BCAAA agent collects information about the current logged on user from the domain controller and/or by querying the client machine. Then the IP address of an incoming client request is mapped to a user identity in the domain. If authorization information is also needed, then another realm (LDAP or local) must be created. For more information, see ["How Windows SSO Authorization Works"](#).

---

**Note:** The Windows SSO realm works reliably only in environments where one IP address maps to one user. If an IP address cannot be mapped to a single user, authentication fails. Those with NAT systems, which uses one set of IP addresses for intranet traffic and a different set for Internet traffic, should use a different realm for authentication.

---

To authenticate a user, the Windows SSO realm uses two methods, either separately or together:

- [□ Domain Controller Querying:](#) The domain controller is queried to identify which users are connecting to, or authenticating with, the domain controller. This can be used to infer the identity of the user at a particular workstation.
- [□ Client Querying:](#) The client workstation is queried to determine who the client workstation thinks is logged in.
- [□ When Domain Controller Querying and Client Querying are both used, the Domain Controller Query result is used if it exists and is still within the valid time-to-live as configured in the `sso.ini` file. If the Domain Controller Query result is older than the configured time-to-live, the client workstation is queried.](#)

---

**Note:** Before Domain Controller Querying or Client Querying can be used, the `sso.ini` file, located in the same directory as the BCAAA service, must be modified. For information on modifying this file, see ["Modifying the sso.ini File for Windows SSO Realms"](#).

---

## Section B: Windows Single Sign-on Authentication

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For the most complete solution, an IWA realm could be configured at the same time as the Windows SSO realm and both realms added to a realm sequence. Then, if the Windows SSO realm failed to authenticate the user, the IWA realm could be used. For information on using a sequence realm, see "[Sequence Realm Authentication](#)".

### How Windows SSO Works with BCAA

The server side of the authentication exchange is handled by the Blue Coat Authentication and Authorization Agent (BCAAA). Windows SSO uses a single BCAA process for all realms and proxies that use SSO.

BCAAA must be installed on a domain controller or member server. By default, the BCAA service authenticates users in all domains trusted by the computer on which it is running. When using Domain Controller Querying, the BCAA service can be configured to only query certain domain controllers in those trusted domains.

By default the BCAA service is installed to run as LocalSystem. For a Windows SSO realm to have correct permissions to query domain controllers and clients, the user who BCAA runs under must be an authenticated user of the domain.

When the Windows SSO realm is configured to do Client Querying, the user that BCAA runs under must be an authenticated user of the domain. For failover purposes, a second BCAA can be installed and configured to act as an alternate BCAA in the Windows SSO realm. The alternate BCAA service is used in the event of a failure with the primary BCAA service configured in the realm.

### BCAAA Synchronization

Optionally, when using Domain Controller Querying, you can configure a BCAA service to use another BCAA service as a synchronization server. Whenever a BCAA service restarts it will contact its synchronization server and update its logon state. Two given BCAA services can use each other as their synchronization server. Thus, each BCAA service can act as a synchronization server to provide logon state to other BCAA services, as well as acting as a synchronization client to update its logon state from another BCAA service.

Each BCAA service has a synchronization priority that determines synchronization behavior. If the client BCAA has the same or higher priority than the server BCAA, synchronization is done once at restart to update the client state. Once synchronization is complete the client BCAA drops the synchronization connection and begins querying the domain controllers.

However, if the server BCAA has higher priority, then the client BCAA keeps the synchronization link open and continuously updates its logon state from the higher priority BCAA. The client BCAA does not query the domain controllers itself unless the synchronization link fails.

This makes it possible to manage the query load on the domain controllers. If there is no issue with load, then the default configuration (without synchronization), with all BCAA agents querying the domain controllers is acceptable. However, if load on the domain controllers is an issue, synchronization can be used to minimize this load while still providing fail-over capabilities.

---

## Section B: Windows Single Sign-on Authentication

---

By default, all BCAAAs have the same synchronization priority, meaning that they synchronize on startup and then do their own domain controller querying. To change the synchronization settings, see "[To Configure the sso.ini file for Synchronization:](#)" on page 358.

---

Note: For information on configuring the BCAAAs service as an authenticated user of the domain, see [Appendix A: "Using the Authentication/Authorization Agent"](#).

---

## How Windows SSO Authorization Works

The Windows SSO realm, in addition to allowing you to create and manipulate realm properties, such as the query type and the number of seconds that credential cache entries from this realm are valid, also contains the authorization username and the name of the realm that will do authorization for the Windows SSO realm. The authorization username is a string containing policy substitutions that describes how to construct the username for authorization lookups. This can either be an LDAP FQDN when the authorization realm is an LDAP realm, or a simple name when local realms are being used for authorization.

---

Note: Windows SSO realms never challenge for credentials. If the authorization username cannot be determined from the configured substitutions, authorization in the Windows SSO realm fails.

---

Keep in mind that Windows SSO realms do not require an authorization realm. If no authorization realm is configured, the user is not considered a member of any group. The effect this has on the user depends on the authorization policy. If the policy does not make any decisions based on groups, you do not need to specify an authorization realm. Also, if your policy is such that it works as desired when all Windows SSO realm users are not in any group, you do not have to specify an authorization realm.

## Creating a Windows SSO Realm

The Configuration>Authentication>Windows SSO>Windows SSO Realms tab allows you to create a new Windows SSO realm.

*To Create a Windows SSO Realm through the Management Console*

1. Select Configuration>Authentication>Windows SSO>Windows SSO Realms.
2. Click New.

## Section B: Windows Single Sign-on Authentication

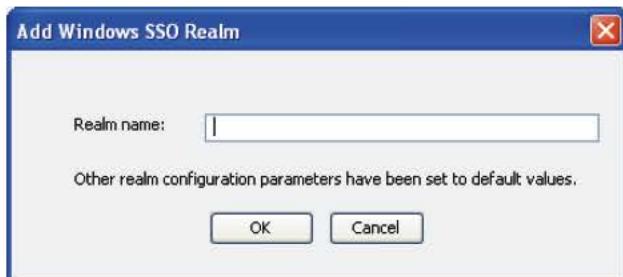


Figure 9-5: Add Windows SSO Dialog

3. In the **Realm name** field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter.
4. Click **OK**; click **Apply**.

## Windows SSO Agents

You must configure the Windows realm so that it can find the Blue Coat Authentication and Authorization Agent (BCAAA).

1. Select Configuration>Authentication>Windows SSO>Agents.

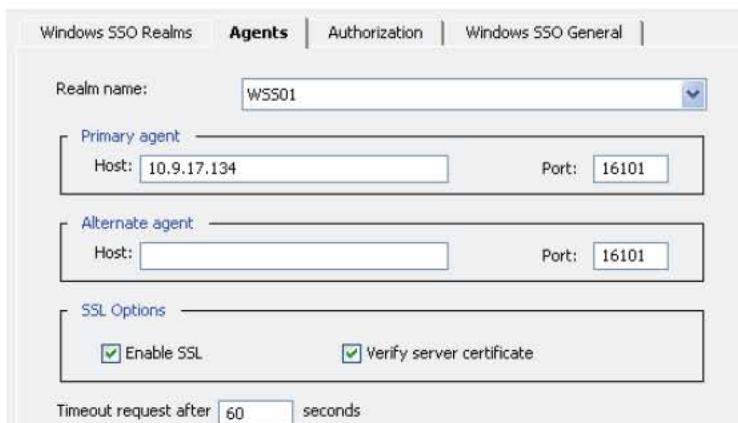


Figure 9-6: Windows SSO Agents Tab

2. Select the realm name to edit from the drop-down list.

**Note:** You must have defined at least one Windows SSO realm (using the Windows SSO Realms tab) before attempting to configure the BCAA Agent. If the message **Realms must be added in the Windows SSO Realms tab before editing this tab** is displayed in red at the bottom of this page, you do not currently have any Windows SSO realms defined.

3. In the Primary agent section, enter the hostname or IP address where the BCAA Agent resides.
4. Change the port from the default of 16101 if necessary.

---

## Section B: Windows Single Sign-on Authentication

---

5. (Optional) Enter an alternate agent host and agent name in the Alternate agent section.  
The primary and alternate BCAA server must work together to support fail-over. If the primary BCAA server fails, the alternate server should be able to provide the same mappings for the IP addresses.
6. (Optional) Click **Enable SSL** to enable SSL between the ProxySG and the BCAA.  
7. (Optional) By default, if SSL is enabled, the Windows SSO BCAA certificate is verified. To not verify the agent certificate, disable this setting.
8. In the Timeout Request field, type the number of seconds the ProxySG allows for each request attempt before timing out. (The default request timeout is 60 seconds.)

*To Create and Define a Windows SSO Realm through the CLI*

1. At the `(config)` prompt, enter the following command to create a Windows SSO realm:

```
SGOS#(config) security windows-sso create-realm realm_name
```

where `realm_name` is the name of the Windows SSO realm.

2. To redefine the Windows SSO realm configuration for the realm you just created, enter the following commands:

```
SGOS#(config) security windows-sso edit-realm realm_name
SGOS#(config windows-sso realm_name) primary-agent {host hostname / port
port_number}
```

and optionally,

```
SGOS#(config windows-sso realm_name) alternate-agent {host hostname / port
port_number}
```

where:

<code>hostname</code>	The host where the primary or alternate BCAA agent resides
<code>port_number</code>	The port on the system where the primary or alternate BCAA agent resides. The default port number is 16101.

3. To enable SSL for this realm and to have the BCAA certificate verified, enter:

```
SGOS#(config windows-sso realm_name) ssl enable
SGOS#(config windows-sso realm_name) ssl-verify-agent enable
```

## Configuring Authorization

After the Windows SSO realm is created, you can use the Windows SSO Authorization tab to configure authorization for the realm.

---

Note: Windows SSO realms do not require an authorization realm. If the policy does not make any decisions based on groups, you do not need to specify an authorization realm.

---

1. Select Configuration>Authentication>Windows SSO>Authorization.

## Section B: Windows Single Sign-on Authentication



Figure 9-7: Windows SSO Authorization Tab

2. From the Realm name drop-down list, select the Windows SSO realm for which you want to change realm properties.

**Note:** You must have defined at least one Windows SSO realm (using the Windows SSO Realms tab) before attempting to set Windows SSO realm properties. If the message Realms must be added in the Windows SSO Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Windows SSO realms defined.

3. (Optional) From the Authorization realm name drop-down list, select the realm you want to use to authorize users.
4. To construct usernames, keep in mind that the authorization username attribute is a string that contains policy substitutions. When authorization is required for the transaction, the character string is processed by the policy substitution mechanism, using the current transaction as input. The resulting string becomes the user's authorization name for the current transaction.

Table 9.9: Common Substitutions Used in the Authorization username Field

ELFF Substitution	CPL Equivalent	Description
x-cs-auth-domain	\$ (user.domain)	The Windows domain of the authenticated user.
cs-username	\$ (user.name)	The relative username of the authenticated user.

5. Click Apply.

### To Configure Authorization Settings through the CLI

1. At the (config) command prompt, enter the following commands to configure authorization settings:

```
SGOS#(config windows-sso realm_name) authorization realm-name
authorization-realm-name
SGOS#(config windows-sso realm-name) authorization username
authorization-username
```

where:

---

## Section B: Windows Single Sign-on Authentication

---

authorization-realm-name	<b>authorization-realm-name</b>	Specifies the realm to use to authorize the Windows SSO authenticated user.
authorization-username	<b>authorization-username</b>	Specifies the character string containing policy substitutions that is to be used to construct the Windows SSO authenticated user's authorization username.

## Defining Windows SSO Realm General Properties

The Windows SSO General tab allows you to specify the display name, the credential cache duration, and the type of authentication querying you want to do. After you select the type of authentication querying, you must modify the `sso.ini` file to enable the authentication querying. For information on modifying the `sso.ini` file, see "[Modifying the sso.ini File for Windows SSO Realms](#)" on page 357.

---

**Note:** Windows SSO realms default to the origin-ip authentication mode when either no authentication mode or the auto authentication mode is specified in policy. After a user has first successfully authenticated to the ProxySG, all subsequent requests from that same IP address for the length of the cache duration are authenticated as that user. If the first user is allowed or denied access, subsequent users during that same time coming from the same IP address are allowed or denied as that first user. This is true even if policy would have treated them differently if they were authenticated as themselves.

If multiple users often log in from the same IP address, a shorter cache duration timeout than the default or else an authentication mode that uses cookie surrogates are recommended.

---

### *To Configure General Settings through the Management Console*

1. Select Configuration>Authentication>Windows SSO>Windows SSO General.



Figure 9-8: Windows SSO General Tab

2. From the Realm Name drop-down list, select the Windows SSO realm for which you want to change properties.

## Section B: Windows Single Sign-on Authentication

---

Note: You must have defined at least one Windows SSO realm (using the Windows SSO Realms tab) before attempting to set Windows SSO general properties. If the message **Realms must be added in the Windows SSO Realms tab before editing this tab** is displayed in red at the bottom of this page, you do not currently have any Windows SSO realms defined.

---

3. Specify the length of time, in seconds, that user and administrator credentials received from the Windows SSO BCAA service are cached. Credentials can be cached for up to 3932100 seconds. The default cache duration is 900 seconds (15 minutes).

Note: If you specify 0, traffic is increased to the Windows SSO BCAA service and the authorization server (if configured) because each authentication request generates an authentication request to the BCAA service and an authorization request to the authorization server.

---

4. In the **Query Type** field, select the method you want to use from the drop-down menu.

By default the Windows SSO realm is configured for Domain Controller Querying only.

If all of the client computers can be queried directly, then the most accurate results can be provided by the **Query Clients** option.

Note: Client Querying is blocked by the Windows XP SP2 firewall. This can be overridden through domain policy. If the firewall setting "Allow remote administration exception" or "Allow file and printer sharing exception" or "Define port exceptions" (with port 445) is enabled, then the query will work.

---

If an authentication mode without surrogates is being used (Proxy or Origin authenticate mode), then the **Query Domain Controller** and **Client** and **Query Client** options can cause too much traffic when querying the clients, as each authentication request results in a request to the BCAA service, which can result in a client workstation query depending on the client query time-to-live. If the client workstation querying traffic is a concern, the **Query Domain Controllers** option should be used instead.

5. Click **Apply**.

### *To Configure General Settings through the CLI*

At the **(config)** command prompt, enter the following commands to configure general settings:

```
SGOS#(config windows-sso realm_name) cache-duration seconds  
SGOS#(config windows-sso realm_name) sso-type {query-client | query-dc |  
query-dc-client}
```

---

## Section B: Windows Single Sign-on Authentication

---

where:

cache-duration	seconds	Specifies the length of time in seconds that user and administrator credentials received from the Windows SSO BCAAA agent are cached. Credentials can be cached for up to 3932100 seconds. The default value is 900 seconds (15 minutes).
sso-type	query-client   query-dc   query-dc-client	Specifies whether you want to query the client, the domain controller, or both for authentication information.

## Modifying the sso.ini File for Windows SSO Realms

To enable the method of authentication querying you choose, you must modify the `sso.ini` file by adding domain controllers you want to query and user accounts you want to ignore.

The `sso.ini` file is located in the BCAAA installation directory.

If you are only using one method of querying, you only need configure the specific settings for that method. If you plan to use both methods to query, you must configure all the settings.

---

Note: The changes to the `sso.ini` file have no effect until the BCAAA service is restarted.

---

### *To configure the sso.ini file for Domain Controller Querying*

1. Open the file in a text editor.
2. In the section DCQSetup, uncomment the line: DCQEnabled=1.
3. In the section DCQDomainControllers, list the domain controllers you want to query or the IP address ranges of interest.

By default all domain controllers that are in the forest or are trusted are queried. In large organizations, domain controllers that are not of interest for the ProxySG installation might be queried. The `sso.ini` file can be used to list the domain controllers of interest or IP address ranges of interest.

4. In the section SSOServiceUsers, list the domain names of users who can access the domain controller on behalf of the service and mask the identity of the logged-on user.
5. Save the `sso.ini` file.

## Section B: Windows Single Sign-on Authentication

---

### *To Configure the sso.ini file for Client Querying*

---

Note: Before you use the Windows SSO realm, you must change the BCAA service to run as a domain user, and, if using XP clients, update the domain policy to allow the client query to pass through the firewall.

For information on installing and configuring the BCAA service, see [Appendix A: "Using the Authentication/Authorization Agent"](#).

---

1. Open the file in a text editor.
2. Review the TTL times in the section ClientQuerySetup to be sure they are appropriate for your network environment.
3. Update the section SSOServiceUsers to ignore domain users used for services.
4. Save the `sso.ini` file.

### *To Configure the sso.ini file for Synchronization:*

1. Open the file in a text editor.
2. Update the section SSOSyncSetup (the defaults are listed below). Note that explanations of each setting are provided in the `sso.ini` file.
  - ServerPriority=100
  - EnableSyncServer=1
  - SyncPortNumber=16102
  - UseSSL=0
  - VerifyCertificate=0
  - QueryDelta=10
  - RetrySyncTime=60
3. Update the section SSOSyncServer with the IP address or hostname of the BCAA service to use a synchronization server.
4. In the section SSOSyncClients, list the IP addresses or hostnames of the BCAA services that will use this BCAA service as their synchronization service.
5. Save the `sso.ini` file.

## Creating the CPL

You can create CPL policies now that you have completed Windows SSO realm configuration. Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate for your purposes.

The examples below assume the default policy condition is *allow*. On new systems, the default policy condition is *deny*.

---

## Section B: Windows Single Sign-on Authentication

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file layers.

---

- ❑ Every Windows SSO-authenticated user is allowed access the ProxySG.  

```
<Proxy>
    authenticate(WSSORealm)
```
- ❑ Group membership is the determining factor in granting access to the ProxySG.  

```
<Proxy>
    authenticate(WSSORealm)
<Proxy>
    group="cn=proxyusers, ou=groups, o=myco" ALLOW
    deny
```

## Notes

- ❑ The Windows SSO realm works reliably only in environments where one IP address maps to one user.
- ❑ This realm never uses a password.
- ❑ When doing domain controller querying, the Windows SSO realm can lose the logon if the NetBIOS computer name cannot be determined through a DNS query or a NetBIOS query. The DNS query can fail if the NetBIOS name is different than the DNS host name or if the computer is in a different DNS domain than the BCAAA computer and the BCAAA computer is not set up to impinge different DNS domains.

The NetBIOS query can fail because the NetBIOS broadcast does not reach the target computer. This can happen if the computer is behind a firewall that is not forwarding NetBIOS requests or if the computer is on a subnet that is not considered to be local to the BCAAA server.

To prevent this issue, the BCAAA machine must be configured to be able to query the NetBIOS name of any computer of interest and get the correct IP address.

One workaround is to use a WINS server. This works like a DNS server but handles NetBIOS lookups.

## Section C: LDAP Realm Authentication and Authorization

---

# Section C: LDAP Realm Authentication and Authorization

Many companies and organizations use the Lightweight Directory Access Protocol (LDAP) as the directory protocol of choice, enabling software to find an individual user without knowing where that user is located in the network topography.

This section discusses the following topics:

- "Overview"
- "Creating an LDAP Realm"
- "LDAP Servers"
- "Defining LDAP Base Distinguished Names"
- "LDAP Search & Groups Tab (Authorization and Group Information)"
- "Customizing LDAP Objectclass Attribute Values"
- "Defining Sequence Realm General Properties"
- "Creating the CPL"

## Overview

Blue Coat supports both LDAP v2 and LDAP v3, but recommends LDAP v3 because it uses Transport Layer Security (TLS) and SSL to provide a secure connection between the SG appliance and the LDAP server.

An LDAP directory, either version 2 or version 3, consists of a simple tree hierarchy. An LDAP directory might span multiple LDAP servers. In LDAP v3, servers can return referrals to other servers back to the client, allowing the client to follow those referrals if desired.

Directory services simplify administration; any additions or changes made once to the information in the directory are immediately available to all users and directory-enabled applications, devices, and SG appliances.

The SG appliance supports the use of external LDAP database servers to authenticate and authorize users on a per-group or per-attribute basis.

LDAP group-based authentication for the SG appliance can be configured to support any LDAP-compliant directory including:

- Microsoft Active Directory Server
- Novell NDS/eDirectory Server
- Netscape/Sun iPlanet Directory Server
- Other

The ProxySG also provides the ability to search for a single user in a single root of an LDAP directory information tree (DIT), and to search in multiple Base Distinguished Names (DNs).

You can configure a LDAP realm to use SSL when communicating to the LDAP server.

### Section C: LDAP Realm Authentication and Authorization

Configuring LDAP involves the following steps:

- Creating a realm (up to 40) and configuring basic settings.
- Configuring an LDAP server
- Defining LDAP Base Distinguished Names
- Defining Authorization and Group information
- Configuring general LDAP realm settings
- Creating policy

## Creating an LDAP Realm

*To Create an LDAP Realm through the Management Console*

1. Select Configuration>Authentication>LDAP>LDAP Realms.



Figure 9-9: LDAP Realms Tab

2. Click New; the Add LDAP Realm dialog displays.

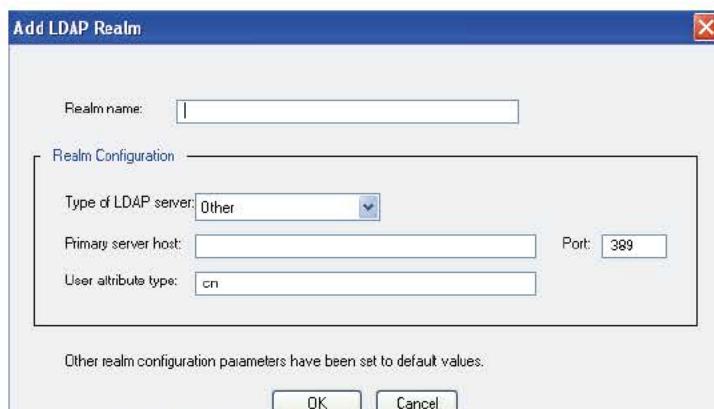


Figure 9-10: Add LDAP Realm

3. In the Real name field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter.

## Section C: LDAP Realm Authentication and Authorization

4. From the Type of LDAP server drop-down list, select the specific LDAP server.
5. Specify the host and port for the primary LDAP server. The host must be entered. The default port number is 389.
6. In the User attribute type field, specify the default user attribute type for the type of LDAP server.

Microsoft Active Directory Server	sAMAccountName=
Novell NDS/eDirectory Server/Other	cn=
Netscape/iPlanet Directory Server	uid=

7. Click OK; click Apply.

### To Create an LDAP Realm through the CLI

At the (config) command prompt, enter the following command to create an LDAP realm:

```
SGOS#(config) security ldap create-realm {ad | iplanet | nds | other} realm_name
[base_dn] primary_host [primary_port]
```

where:

ad   iplanet   nds   other	The type of LDAP realm to create. ad specifies a Microsoft Active Directory realm; iplanet specifies a Netscape/Sun iPlanet realm; nds specifies a Novell NDS/eDirectory realm; other specifies a realm of any other type.
realm_name	The name of the new LDAP realm.
base_dn	The distinguished name (DN) used as the unique key for the LDAP group database; the distinguished name of the key entry and all entries below it in the directory tree. You can specify additional Base DNs after the realm has been created. For example: ou=insidesales, o=toolsdivision. A Base DN can be up to 128 characters long. (In Netscape/iPlanet Directory Server, Base DN is also known as the Root DN.) See <a href="#">Table 9.1</a> for sample DN entries.  At least one base DN is required for authentication to succeed, although you can create a realm without a base DN.
primary_host	The host for the primary LDAP server.
primary_port	The port for the primary LDAP server. The default port is 389.

## LDAP Servers

Once you have created an LDAP realm, you can use the LDAP Servers page to change the current default settings.

### To Edit LDAP Server Properties through the Management Console

Note that the default values exist. You do not need to change these values if the default settings are acceptable.

## Section C: LDAP Realm Authentication and Authorization

1. Select Configuration>Authentication>>LDAP>LDAP Servers.

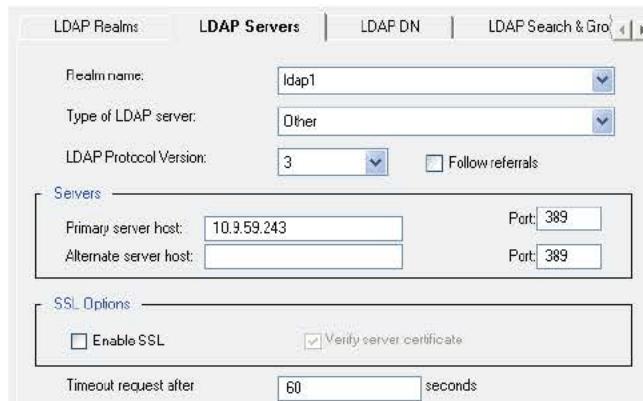


Figure 9-11: LDAP Servers Tab

2. From the Realm Name drop-down list, select the LDAP realm for which you want to change server properties.

---

**Note:** You must have defined at least one LDAP realm (using the LDAP Realms tab) before attempting to set LDAP server properties. If the message **Realms** must be added in the **LDAP Realms** tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any LDAP realms defined.

---

3. From the Type of LDAP server drop-down list, select the specific LDAP server.
  4. From the LDAP Protocol Version drop-down list, select v2 for LDAP v2 support. LDAP v3 is the default.
- If you use LDAP v3, you can select **Follow referrals** to allow the client to follow referrals to other servers. (This feature is not available with LDAP v2.) The default is **Disabled**.
5. Specify the host and port for the primary LDAP server. The host must be entered. The default port number is 389.
  6. (Optional) Specify the host and port for the alternate LDAP server. The default port is 389.
  7. (Optional) Under **SSL Options**, select **Enable SSL** to enable SSL. You can only select this option if you are using LDAP v3.
  8. (Optional) By default, if SSL is enabled, the LDAP server certificate is verified. If you do not want to verify the server certificate, disable this setting.
  9. (Optional) Change the timeout request for the server from its default of 60 seconds.
  10. Click **Apply**. Repeat the above steps for additional LDAP realms, up to a total of 40.

### To Edit LDAP Server Properties through the CLI

1. From the (config) prompt, enter the following commands to modify LDAP realm authentication properties:

---

Section C: LDAP Realm Authentication and Authorization

---

```
SGOS#(config) security ldap edit-realm realm_name
SGOS#(config ldap realm_name) primary-server host [port]
```

and, optionally:

```
SGOS#(config ldap realm_name) alternate-server host [port]
SGOS#(config ldap realm_name) distinguished-name base-dn clear
SGOS#(config ldap realm_name) distinguished-name base-dn add base_DN
SGOS#(config ldap realm_name) protocol-version {2 | 3}
SGOS#(config ldap realm_name) referrals-follow {enable | disable}
SGOS#(config ldap realm_name) spoof-authentication {none | origin | proxy}
SGOS#(config ldap realm_name) ssl {disable | enable}
SGOS#(config ldap realm_name) ssl-verify-server {disable | enable}
SGOS#(config ldap realm_name) validate-authorized-user {disable | enable}
SGOS#(config ldap realm_name) default-group-name group_name
SGOS#(config ldap realm_name) no default-group-name
SGOS#(config ldap realm_name) exit
SGOS#(config ldap realm_name) timeout seconds
```

where

alternate-server	host [port]	The host for the secondary LDAP server. The port can also be added, if you need it to be other than the default (389).
distinguished name base-dn	clear   add base_DN	Clears the existing base DN or adds the specified <i>base_DN</i> . The distinguished name (DN) used as the unique key for the LDAP group database; the distinguished name of the key entry and all entries below it in the directory tree. You can specify additional base DNs after the realm has been created. For example: ou=insidesales, o=toolsdivision. A base DN can be up to 128 characters long. (In Netscape/iPlanet Directory Server, Base DN is also known as the Root DN.) See <a href="#">Table 9.1</a> for sample DN entries.  At least one base DN is required for authentication to succeed, although you can create a realm without a base DN.
protocol-version	2   3	The LDAP version you want to use. LDAP v3 is the default, allowing you to use the <i>referrals-follow</i> argument and to use SSL.
referrals-follow	enable   disable	Allows the client to follow referrals to other servers. This argument is not available if you use LDAP v2.

---

### Section C: LDAP Realm Authentication and Authorization

---

spoof-authentication	none   origin   proxy	<p>Enables/disables the forwarding of authenticated credentials to the origin content server or for proxy authentication. You can only choose one.</p> <ul style="list-style-type: none"> <li>• If set to <i>origin</i>, the spoofed header is an <code>Authorization:</code> header.</li> <li>• If set to <i>proxy</i>, the spoofed header is a <code>Proxy-Authorization:</code> header.</li> <li>• If set to <i>none</i>, no spoofing occurs.</li> </ul> <p>Flush the entries for a realm if the spoof-authentication value is changed to ensure that the spoof-authentication value is immediately applied.</p>
ssl	enable   disable	Enables or disables SSL. This argument is not available if you use LDAP v2.
ssl-verify-server	enable   disable	<p>By default, if SSL is enabled, the LDAP server certificate is verified. To not verify the server certificate, disable this setting. This command is not overridden by the CPL property <code>server.certificate.validate</code> or the forwarding hosts <code>ssl-verify-server</code> command.</p>
validate-authorized-user	enable   disable	<p>When <code>validate-authorized-user</code> is enabled, an <i>authorization</i> (not authentication) request will verify that the user exists in the LDAP server. If the user does not exist, the authorization request fails (authentication requests always require the user to exist).</p> <p>When <code>validate-authorized-user</code> is disabled, no user existence check is made for an authorization request. If the user does not exist, the authorization request succeeds.</p>
default-group-name	<i>group_name</i>	If the <code>validate-authorized-user</code> command is disabled and a <code>default-group-name</code> is configured, the <code>default-group-name</code> is used as the group name for non-existent users.
no default-group-name		Clears the default group name.
timeout	<i>seconds</i>	Changes the timeout request for the server from its default of 60 seconds.

2. (Optional) View the configuration (results shown are truncated):

## Section C: LDAP Realm Authentication and Authorization

```
SGOS#(config ldap realm_name) view
  Realm name:          ldap_1
  Display name:        testee
  Server type:         Other
  Protocol version:    3
  Follow referrals:   disabled
  Case sensitivity:   disabled
  User attribute type: cn
  Base DNs:            ou=insidesales
  Primary server host: 10.9.16.85
  Primary server port: 389
  ...
  . . .
```

## Defining LDAP Base Distinguished Names

The ProxySG allows you to specify multiple Base Distinguished Names (DNs) to search per realm, along with the ability to specify a specific branch of a Base DN.

A *Base DN* identifies the entry that is starting point of the search. You must specify at least one non-null base-DN for LDAP authentication to succeed.

You must enter complete DNs. [Table 9.1](#) lists some examples of distinguished name attributes.

**Table 9.1:** Distinguished Name Attributes

DN Attribute Syntax	Parameter Description
c=country	Country in which the user or group resides. Examples: c=US, c=GB.
cn=common name	Full name of person or object defined by the entry. Examples: cn=David Smith, cn=Administrators, cn=4th floor printer
mail=e-mail address	User or group e-mail address.
givenName=given name	User's first name.
l=locality	Locality in which the user or group resides. This can be the name of a city, country, township, or other geographic regions. Examples: l=Seattle, l=Pacific Northwest, l=King County.
o=organization	Organization to which the user or group is a member. Examples: o=Blue Coat Inc, o=UW.
ou=organizational unit	Unit within an organization. Examples: ou=Sales, ou=IT, ou=Compliance.
st=state or province	State or province in which the user or group resides. Examples: st=Washington, st=Florida.
userPassword=password	Password created by a user.
streetAddress=street address	Street number and address of user or group defined by the entry. Example: streetAddress= 650 Almanor Avenue Sunnyvale, California 94085-3515.

## Section C: LDAP Realm Authentication and Authorization

Table 9.1: Distinguished Name Attributes (Continued)

DN Attribute Syntax	Parameter Description
<code>sn=surname</code>	User's last name.
<code>telephoneNumber=telephone</code>	User or group telephone number.
<code>title=title</code>	User's job title.
<code>uid=user ID</code>	Name that uniquely identifies the person or object defined by the entry. Examples: <code>uid=ssmith</code> , <code>uid=kjones</code> .

*To Define Searchable LDAP Base DNs through the Management Console*

1. Select Configuration>Authentication>LDAP>LDAP DN.



Figure 9-12: LDAP DN Tab

2. From the Realm Name drop-down list, select the LDAP realm for which you want to change DN properties.

**Note:** You must have defined at least one LDAP realm (using the LDAP Realms tab) before attempting to set LDAP server properties. If the message **Realms must be added** in the LDAP Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any LDAP realms defined.

3. In the User attribute type field, the ProxySG has entered the default user attribute type for the type of LDAP server you specified when creating the realm.

Microsoft Active Directory Server	<code>sAMAccountName=</code>
Novell NDS/eDirectory Server/Other	<code>cn=</code>
Netscape/iPlanet Directory Server	<code>uid=</code>

If you entered information correctly when creating the realm, you do not need to change the User attribute type in this step. If you do need to change or edit the entry, do so directly in the field.

**Section C: LDAP Realm Authentication and Authorization**

4. Enter as many Base DNs as you need for the realm. Assume, for example, that Sample\_Company has offices in New York and Lisbon, each with its own Base DN.



Figure 9-13: Simplified Directory Information Trees

To specify entries for the Base DNs field, click **New**, enter the Base DN, and click **OK**. Repeat for multiple Base DNs. To search all of Sample\_Company, enter **o** values:



Figure 9-14: Searching Sample\_Company

To search the manufacturing organizations, rather than starting at the top, enter **ou** and **o** values:



Figure 9-15: Searching Part of Sample\_Company

You can add, edit, and delete Base DNs for a ProxySG to search. You can also select an individual DN and move it up or down in the list with the Promote and Demote buttons. The ProxySG searches multiple DNs in the order listed, starting at the top and working down.

5. Click **Apply** to save the changes.

***To Define One or More Searchable LDAP Base DNs through the CLI***

1. To define a Base DN, enter the following command:

```
SGOS# (config ldap realm_name) distinguished-name base-dn add base-dn
```

where **base-dn** is a string up to 128 characters long in the format appropriate to the type of LDAP server represented by the realm name. The **base-dn** should be the Fully-Qualified Domain Name (FQDN) of the base of the search.

Repeat this step for each additional Base DN you want added to the list. Entries in the list start with the first Base DN created; subsequent additions are appended to the list. The list is searched from the top down.

2. (Optional) To remove a Base DN:

```
SGOS# (config ldap realm_name) distinguished-name base-dn remove base_dn
```

3. (Optional) To remove all Base DNs and clear the list:

### Section C: LDAP Realm Authentication and Authorization

```
SGOS# (config ldap realm_name) distinguished-name base-dn clear
```

4. (Optional) To move a Base DN up or down in the list of Base DNs:

```
SGOS# (config ldap realm_name) distinguished-name base-dn {promote | demote} base_dn
```

where promote moves the specified Base DN up one level in the list and demote moves it down one level. You must issue the command for each level you want to move the Base DN.

## LDAP Search & Groups Tab (Authorization and Group Information)

After creating an LDAP realm, providing at least the required fields of the LDAP server for that realm, and defining base DNs for the realm, you must define authorization properties for each LDAP realm you created.

---

**Note:** Authorization decisions are completely handled by policy. The groups that the ProxySG looks up and queries are derived from the groups specified in policy in group= conditions, attribute= conditions, and has Attribute conditions. If you do not have any of those conditions, then Blue Coat does not look up any groups or attributes to make policy decisions based on authorization.

---

*To Define LDAP Realm Authorization Properties through the Management Console*

1. Select Configuration>Authentication>LDAP>LDAP Search & Groups.



Figure 9-16: LDAP Search & Groups Tab

2. From the Realm Name drop-down list, select the LDAP realm for which you want to specify authorization information.

---

**Note:** You must have defined at least one LDAP realm (using the LDAP Realms tab) before attempting to set LDAP Search & Group properties. If the message **Realms must be added** in the LDAP Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any LDAP realms defined.

---

## Section C: LDAP Realm Authentication and Authorization

---

3. Specify whether to allow anonymous search or to enforce user authentication before allowing a search.

Some directories require a valid user to be able to perform an LDAP search; they do not allow *anonymous bind*. (Active Directory is one such example.) For these directories, you must specify a valid fully-qualified distinguished username and the password that permits directory access privileges. (For example, `cn=user1,cn=users,dc=bluecoat,dc=com` is a possible fully-qualified distinguished name.)

To permit users to anonymously bind to the LDAP service, select **Anonymous Search Allowed**. For example, with Netscape/iPlanet Directory Server, when anonymous access is allowed, no username or password is required by the LDAP client to retrieve information.

The LDAP directory attributes available for an anonymous client are typically a subset of those available when a valid user distinguished name and password have been used as search credentials.

To enforce user authentication before binding to the LDAP service, deselect **Anonymous Search Allowed**, and set the **Search User DN** and **Search User Password**. Enter a user distinguished name in the **Search User DN** field. This username can identify a single user or a user object that acts as a proxy for multiple users (a pool of administrators, for example). A search user distinguished name can be up to 512 characters long.

You can set or change the user password by clicking **Change Password**. This password can be up to 64 alphanumeric characters long.

You can create a separate user (such as Blue Coat, for example) instead of using an Administrator distinguished name and password.

The **Dereference level** field has four values—**always**, **finding**, **never**, **searching**—that allow you to specify when to search for a specific object rather than search for the object's alias. The default is **Always**.

4. Group Information

**Membership type** and **Membership attribute**: The ProxySG enters the appropriate default:

- Microsoft Active Directory:  
Membership type: `user`  
Membership attribute type: `memberOf`
- Netscape/Sun iPlanet:  
Membership type: `group`  
Membership attribute type: `uniqueMember`
- Novell NDS eDirectory  
Membership type: `group`  
Membership attribute type: `member`
- Other  
Membership type: `user`  
Membership attribute type: `member`

**Username type to lookup**: Select either **FQDN** or **Relative**. Only one can be selected at a time.

## Section C: LDAP Realm Authentication and Authorization

---

- Relative can only be selected in the membership type is Group.
  - FQDN indicates that the lookup is done only on the user object. FQDN can be selected when the membership type is either Group or User.
5. Click Apply.

*To Define LDAP Realm Authorization Properties through the CLI*

1. Define the search criteria for the LDAP realm:

```
SGOS#(config ldap realm_name) search {anonymous {disable | enable} | dereference {always | finding | never | searching} | password password | encrypted-password encrypted_password | user-dn user_dn}
```

where:

anonymous	disable   enable	If disabled, users are not permitted to anonymously bind to the LDAP service. If enabled, users are permitted to anonymously bind to the LDAP service. When anonymous access is allowed, no password is required by the LDAP client to retrieve information, however, one can be specified, if extra security is desirable. The LDAP directory attributes available for an anonymous client are typically a subset of those available to clients that have been authenticated through a user distinguished name and password.
dereference	always   finding   never   searching	Sets dereference options. <i>always</i> dereference aliases is the default. <i>finding</i> dereferences aliases only during name resolution. <i>searching</i> dereferences aliases only after name resolution. <i>never</i> means that aliases are never dereferenced.
password   encrypted-password	<i>password</i>   <i>encrypted_password</i>	Specifies the user password (or encrypted password) associated with the user distinguished name. The non-encrypted (or plain-text) password can be up to 64 alphanumeric characters long. The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted. You can choose to use a third-party encryption application. The encrypted password is encrypted using RSA with OAEP padding, and is Base64 encoded with no newlines.
user-dn	<i>user_dn</i>	Specifies a user distinguished name. This username can identify a single user or a user object that acts as a proxy for multiple users (a pool of administrators, for example). Search user distinguished name can be up to 512 characters long.

2. To define LDAP realm membership properties:

```
SGOS#(config ldap realm_name) membership-attribute membership_attribute
```

## Section C: LDAP Realm Authentication and Authorization

where *membership\_attribute* is the name of the attribute that has the group information. (For Active Directory, the attribute name is `memberOf`. For iPlanet, the attribute name is `uniqueMember`. For Novell Directory service, the attribute name is `member`.)

```
SGOS#(config ldap realm_name) membership-type {group | user}
```

where `group` specifies that this realm is composed of individual members belonging to a group defined elsewhere, and `user` specifies that this realm is composed of individual disparate members whose only link to each other is membership in this group.

```
SGOS#(config ldap realm_name) membership-username {full | relative}
```

where `full` specifies that the user's FQDN is used during membership lookups, and `relative` specifies that the user's relative username is used during membership lookups. Only one can be selected at a time.

## Customizing LDAP Objectclass Attribute Values

The `objectclass` attributes on an LDAP object define the type of object an entry is. For example, a user entry might have an `objectclass` attribute value of `person` while a group entry might have an `objectclass` attribute value of `group`.

The `objectclass` attribute values defined on a particular entry can differ among LDAP servers. The `objectclass` attribute values are attribute values only, they are not DNs of any kind.

Currently, the `objectclass` attribute values are used by Blue Coat during a VPM browse of an LDAP server. If an administrator wants to browse the groups in a particular realm, the ProxySG searches the LDAP server for objects that have `objectclass` attribute values matching those in the group list and in the container list. The list of `objectclass` attribute values in the container list is needed so that containers that contain groups can be fetched and expanded correctly.

*To Customize LDAP Objectclass Attribute Values through the Management Console*

1. Select Configuration>Authentication>LDAP>LDAP Objectclasses.

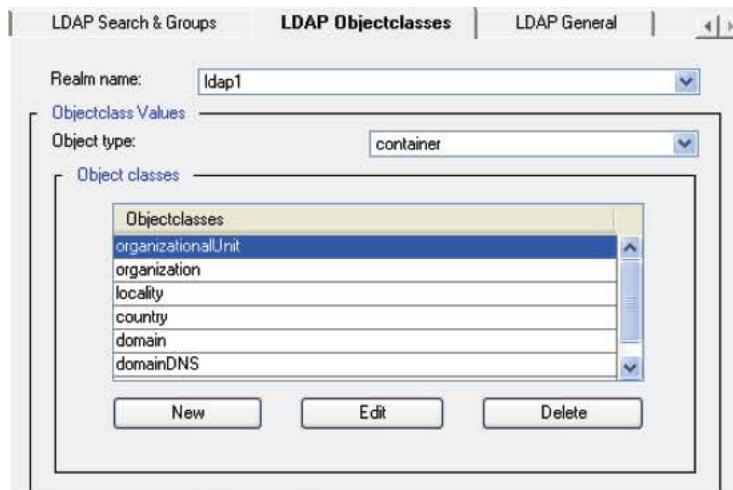


Figure 9-17: LDAP Objectclasses Tab

### Section C: LDAP Realm Authentication and Authorization

2. From the Realm name drop-down list, select the LDAP realm whose objectclasses you want to modify.
3. From the Object type drop-down list, select the type of object: container, group, or user.
4. To create or edit an object for the specified objectclass, click New or Edit. (The only difference is whether you are adding or editing an objectclass value.)

The Add/Edit Objectclass Value dialog displays.



Figure 9-18: Add Objectclass Value

5. Enter or edit the objectclass, and click OK; click Apply. For example, objectclass=organization.

#### To Customize LDAP Objectclass Attribute Values through the CLI

At the (config) prompt, enter the following command to configure general settings:

```
SGOS#(config ldap realm_name) objectclass container {add container_objectclass |  
clear | remove container_objectclass}  
SGOS#(config ldap realm_name) objectclass group {add group_objectclass | clear |  
remove group_objectclass}  
SGOS#(config ldap realm_name) objectclass user {add user_objectclass | clear |  
remove user_objectclass}
```

where:

container	{add   remove} container_objectclass   clear	Adds/removes container objectclass values from the list (these values are used during VPM searches of the LDAP realm), or clears all values from the container objectclass list.
group	{add   remove} group_objectclass   clear	Adds/removes group objectclass values from the list (these values are used during VPM searches of the LDAP realm), or clears all values from the group objectclass list.
user	{add   remove} user_objectclass   clear	Adds/removes user objectclass values from the list (these values are used during VPM searches of the LDAP realm), or clears all values from the user objectclass list.

---

## Section C: LDAP Realm Authentication and Authorization

---

### Defining LDAP General Realm Properties

The LDAP General page allows you to indicate whether an LDAP server is configured to expect case-sensitive usernames and passwords, the length of time that credentials are cached, the display name, and if you want to use a special virtual host for this realm.

*To Configure General LDAP Settings through the Management Console*

1. Select Configuration>Authentication>LDAP>LDAP General.

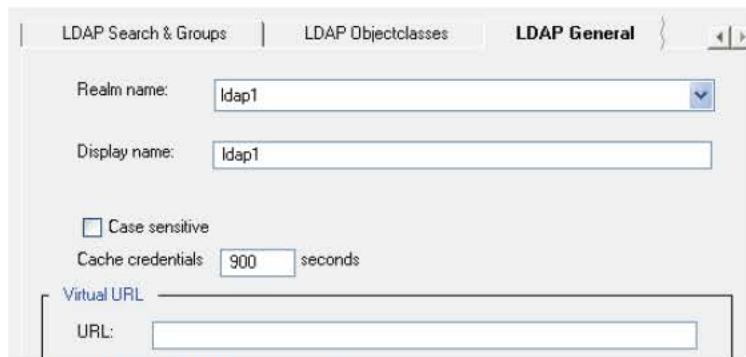


Figure 9-19: LDAP General Tab

2. From the Realm Name drop-down list, select the LDAP realm for which you want to change properties.

---

**Note:** You must have defined at least one LDAP realm (using the LDAP Realms tab) before attempting to set LDAP general properties. If the message **Realms must be added in the LDAP Realms tab before editing this tab** is displayed in red at the bottom of this page, you do not currently have any LDAP realms defined.

---

3. If needed, give the LDAP realm a display name. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
4. If the LDAP server is configured to expect case-sensitive usernames and passwords, select Case sensitive.
5. Specify the length of time in seconds that user and administrator credentials received from the LDAP server are cached. Credentials can be cached for up to 3932100 seconds. The default value is 900 seconds (15 minutes).

---

**Note:** If you specify 0, this increases traffic to the LDAP server because each authentication request generates an authentication and authorization request to the server.

---

6. You can specify a virtual URL based on the individual realm. For information on the virtual URL, see "Understanding Origin-Style Redirection" on page 326.

---

## Section C: LDAP Realm Authentication and Authorization

---

### To Configure General LDAP Settings through the CLI

At the (config) prompt, enter the following command to configure general settings:

```
SGOS#(config ldap realm_name) cache-duration seconds
SGOS#(config ldap realm_name) case-sensitive {enable | disable}
SGOS#(config ldap realm_name) virtual-url URL
SGOS#(config ldap realm_name) display-name display_name
SGOS#(config ldap realm_name) rename new_realm_name
```

where:

<code>cache-duration</code>	<code>seconds</code>	Specifies the length of time in seconds that user and administrator credentials received from the LDAP server are cached. Credentials can be cached for up to 3932100 seconds. The default value is 900 seconds (15 minutes). If you specify 0, cached user and administrator credentials are not re-used.
<code>case-sensitive</code>	<code>enable   disable</code>	Enable this setting if the LDAP server is configured to expect case-sensitive usernames and passwords.
<code>virtual-url</code>	<code>URL</code>	The URL to redirect to when the user needs to be challenged for credentials. See Chapter 8: “Security and Authentication” on page 309.
<code>display-name</code>	<code>display_name</code>	The default value for the display name is the realm name. The display name cannot be longer than 128 characters and cannot be null.
<code>rename</code>	<code>new_realm_name</code>	Allows you to change the realm name of an existing realm.

## Creating the CPL

Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate for your purposes.

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file layers.

---

Be aware that the default policy condition for these examples is *allow*. The default policy condition on new SGOS 4.x systems is *deny*.

- ❑ Every LDAP-authenticated user is allowed access the ProxySG.  

```
<Proxy>
    authenticate(LDAPRealm)
```
- ❑ Group membership is the determining factor in granting access to the ProxySG.

## Section C: LDAP Realm Authentication and Authorization

---

```
<Proxy>
    authenticate(LDAPRealm)
<Proxy>
    group="cn=proxyusers, ou=groups, o=myco"
    deny

 A subnet definition determines the members of a group, in this case, members of the Human Resources department.

<Proxy>
    authenticate(LDAPRealm)
<Proxy>
    Define subnet HRSUBNET
        192.168.0.0/16
        10.0.0.0/24
    End subnet HRSUBNET
    [Rule] client_address=HRSUBNET
        url.domain=monster.com
        url.domain=hotjobs.com
        deny
    .
    .
    .
    [Rule]
        deny
```

## Section D: Novell Single Sign-on Authentication and Authorization

---

The Novell® Single Sign-on (SSO) realm is an authentication mechanism that provides single sign-on authentication for users that authenticate against a Novell eDirectory server. The mechanism uses the Novell eDirectory Network Address attribute to map the user's IP address to an LDAP FQDN. Since the mechanism is based on the user's IP address, it only works in environments where an IP address can be mapped to a unique user.

A Novell SSO realm consists of

- BCAAA service information
- Novell eDirectory information
- authorization realm information
- general realm information.

The Novell eDirectory information consists of a ProxySG LDAP realm that points to the master Novell eDirectory server that it is to be searched and monitored for user logins (see ["Section C: LDAP Realm Authentication and Authorization" on page 360](#) for information on configuring LDAP realms) and a list of eDirectory server and port combinations that specify additional servers to monitor for logins. Additional monitor servers must be specified if they contain user information that is not replicated to the master Novell eDirectory server being searched.

After a Novell SSO realm has been configured, you can write policy that authenticates and authorizes users against the Novell SSO realm.

To ensure that users who do not successfully authenticate against the Novell SSO realm are not challenged, administrators can use a realm sequence that contains the Novell SSO realm and then a policy substitution realm to use when Novell SSO authentication fails.

---

**Note:** The Novell SSO realm works reliably only in environments where one IP address maps to one user. If an IP address cannot be mapped to a single user, authentication fails. Those with NAT systems, which uses one set of IP addresses for intranet traffic and a different set for Internet traffic, may need to use a different realm for authentication.

---

This section discusses the following topics:

- ["How Novell SSO Realms Work" on page 378](#)
- ["Creating a Novell SSO Realm" on page 379](#)
- ["Novell SSO Agents" on page 379](#)
- ["Adding LDAP Servers to Search and Monitor" on page 382](#)
- ["Querying the LDAP Search Realm" on page 383](#)
- ["Configuring Authorization" on page 385](#)
- ["Defining Novell SSO Realm General Properties" on page 386](#)

## Section D: Novell Single Sign-on Authentication and Authorization

---

- "Modifying the sso.ini File for Novell SSO Realms" on page 387
- "Creating the CPL" on page 388
- "Notes" on page 388

## How Novell SSO Realms Work

When a user logs into the Novell network, the user entry in Novell eDirectory is updated with the login time and the IP address that the user logged in from and the login time. The ProxySG uses BCAAA to do LDAP searches and monitoring of the configured Novell eDirectory servers to obtain the user login information and maintain a user IP address to user FQDN map.

To create the initial IP/FQDN map, the BCAAA service searches the configured master eDirectory server for all user objects within the configured base DNs that have a Network Address attribute. For each user entry returned, BCAAA parses the Network Address attribute and adds the IP/FQDN entry to the map. If an existing entry exists for that IP address, it is overwritten.

A user entry can have more than one Network Address entry in which case an entry for each IP address is added to the map. Since service accounts can log in using the same IP address and subsequently overwrite entries for actual users, the BCAAA service has a configurable list of the Service names to ignore. Users can be added or removed from the list in the sso.ini file. (see "Modifying the sso.ini File for Novell SSO Realms" on page 387.)

Once the initial map has been created it is kept current by monitoring all of the eDirectory servers that contain unique partition data for the eDirectory tree. By default, the search server defined by the LDAP realm is monitored. If other servers contain data that is not replicated to the search server, they must be individually monitored. When a server is being monitored, each time a user logs in or logs out, an event message is sent to BCAAA to update its mapping of FQDNs to IP addresses.

Multiple ProxySG devices can talk to the same BCAAA service and can reference the same eDirectory servers. To avoid multiple queries to the same server, the LDAP hostname and port combination uniquely identifies an eDirectory configuration and should be shared across devices.

To ensure that BCAAA has complete map of FQDNs to IP addresses, the realm can be configured to do a full search of the configured master eDirectory server up to once per day.

The BCAAA service must be version 120 or higher and must be installed on a Windows 2000+ machine that can access the eDirectory server. The BCAAA machine does not need to have a Windows trust relationship with the eDirectory server.

---

Note: For information on configuring the BCAAA service, see [Appendix A: "Using the Authentication/Authorization Agent"](#).

---

## How Novell SSO Authorization Works

A Novell SSO realm can be configured to do no authorization, authorize against itself (the default), or authorize against another valid authorization realm.

#### Section D: Novell Single Sign-on Authentication and Authorization

When a Novell SSO realm is configured to authorize against itself, authorization is done through the LDAP search realm specified by the Novell SSO realm. The behavior is similar to the Novell SSO realm explicitly selecting the LDAP realm as the authorization realm.

### Creating a Novell SSO Realm

The Configuration>Authentication>Novell SSO>Novell SSO Realms tab allows you to create a new Novell SSO realm. Up to 40 Novell SSO realms can be created.

*To Create a Novell SSO Realm through the Management Console*

1. Select Configuration>Authentication>Novell SSO>Novell SSO Realms.
2. Click New.

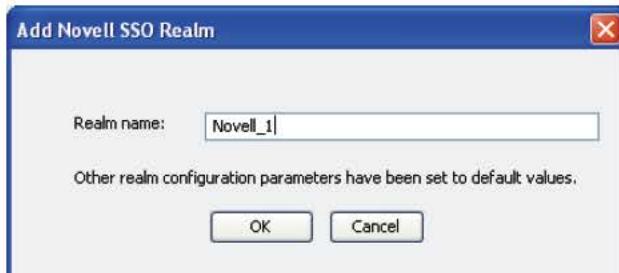


Figure 9-20: Add Novell SSO Dialog

3. In the Realm name field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter.
4. Click OK; click Apply.

### Novell SSO Agents

You must configure the Novell realm so that it can find the Blue Coat Authentication and Authorization Agent (BCAAA).

1. Select Configuration>Authentication>Novell SSO>Agents.

## Section D: Novell Single Sign-on Authentication and Authorization

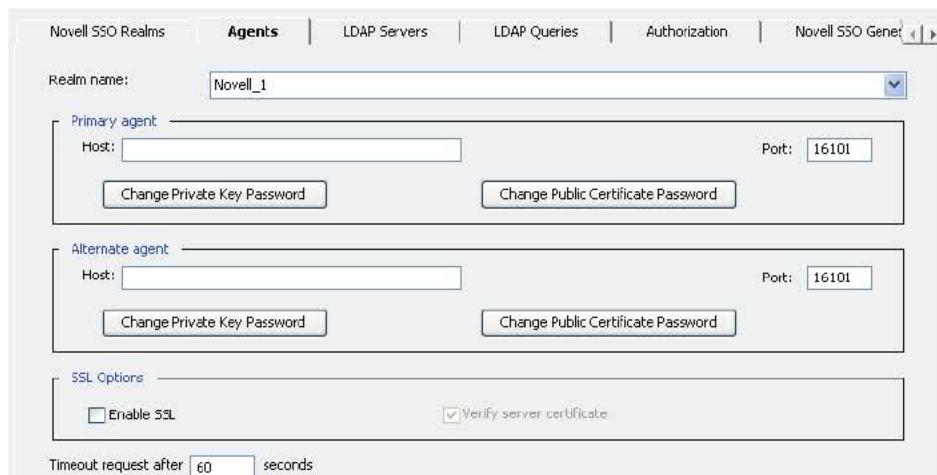


Figure 9-21: Novell SSO Agents Tab

2. Select the realm name to edit from the drop-down list.

**Note:** You must have defined at least one Novell SSO realm (using the Novell SSO Realms tab) before attempting to configure the BCAAA agent. If the message **Realms must be added in the Novell SSO Realms tab before editing this tab** is displayed in red at the bottom of this page, you do not currently have any Novell SSO realms defined.

3. In the Primary agent section, enter the hostname or IP address where the BCAAA agent resides.
4. Change the port from the default of 16101 if necessary.
5. (Optional) You can change the encrypted passwords for the private key and public certificate on the BCAAA machine that are to be used for SSL communication between the BCAAA service and the Novell eDirectory server by clicking **Change Private Key Password** or **Change Public Certificate Password**. The location of the private key and public certificate are specified in the **sso.ini** file on the BCAAA machine. (For information on changing the location of the private key and public certificate, see "[Modifying the sso.ini File for Novell SSO Realms](#)" on page 387.)
6. (Optional) Enter an alternate agent host and agent name in the Alternate agent section. Note that you can also change the passwords for the private key and public certificate for the alternate agent, as well.

The primary and alternate BCAAA server must work together to support fail-over. If the primary BCAAA server fails, the alternate server should be able to search and monitor the same set of eDirectory servers.

7. (Optional) Click **Enable SSL** to enable SSL between the ProxySG and the BCAAA.
8. (Optional) By default, if SSL is enabled, the BCAAA service's certificate is verified. To not verify the agent certificate, disable this setting.

---

Section D: Novell Single Sign-on Authentication and Authorization

---

Note: The Enable SSL setting only enables SSL between the ProxySG and BCAA. To enable SSL between BCAA and the eDirectory server, the Enable SSL setting must be set in the LDAP search realm.

---

9. In the Timeout Request field, type the number of seconds the ProxySG allows for each request attempt before timing out. (The default request timeout is 60 seconds.)
10. Click **Apply** to save the changes.

*To Create and Define a Novell SSO Realm through the CLI*

1. At the `(config)` prompt:

```
SGOS#(config) security novell-sso create-realm realm_name
where realm_name is the name of the Novell SSO realm.
```

2. To define the Novell SSO realm configuration for the realm you just created, enter the following commands:

```
SGOS#(config) security novell-sso edit-realm realm_name
SGOS#(config novell-sso realm_name) primary-agent {host host | port port |
encrypted-private-key-password encrypted-private-key-password |
encrypted-public-certificate-password encrypted-public-certificate-password |
private-key-password private-key-password | public-certificate-password
public-certificate-password}
```

and optionally,

```
SGOS#(config novell-sso realm_name) alternate-agent {host host | port port |
encrypted-private-key-password encrypted-private-key-password |
encrypted-public-certificate-password encrypted-public-certificate-password |
private-key-password private-key-password | public-certificate-password
public-certificate-password}
```

<i>host</i>	<i>host</i>	The host where the primary or alternate BCAA service resides.
<i>port</i>	<i>port</i>	The port on the system where the primary or alternate BCAA service resides. The default port number is 16101.
<i>private-key-password</i> or <i>encrypted-private-key-password</i>	<i>private-key-password</i> <i>or</i> <i>encrypted-private-key-password</i>	The password or encrypted password for the private key on the BCAA machine that is to be used for SSL communication between the BCAA service and the Novell eDirectory server. The location of the private key is specified in the <i>sso.ini</i> file on the BCAA machine.

## Section D: Novell Single Sign-on Authentication and Authorization

public-certificate-password or encrypted-public-certificate-password	public-certificate-password or encrypted-public-certificate-password	The password or encrypted password for the public certificate on the BCAAA machine that is to be used for SSL communication between the BCAAA service and the Novell eDirectory server. The location of the public certificate is specified in the <code>sso.ini</code> file on the BCAAA machine.
-------------------------------------------------------------------------	----------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

3. To enable SSL for this realm and to have the BCAAA certificate verified, enter:

```
SGOS# (config novell-sso realm_name) ssl enable
SGOS# (config novell-sso realm_name) ssl-verify-agent enable
```

## Adding LDAP Servers to Search and Monitor

The BCAAA service searches and monitors specified eDirectory servers to determine which users are logged in and their Network Address attribute value. Those attribute values are converted into IP addresses, and BCAAA maintains a map of IP addresses to LDAP FQDNs.

If the eDirectory tree is partitioned across multiple servers, the realm must monitor every eDirectory server that has unique user information.

### To Specific the eDirectory Servers:

1. Select Configuration>Authentication>Novell SSO>LDAP Servers.

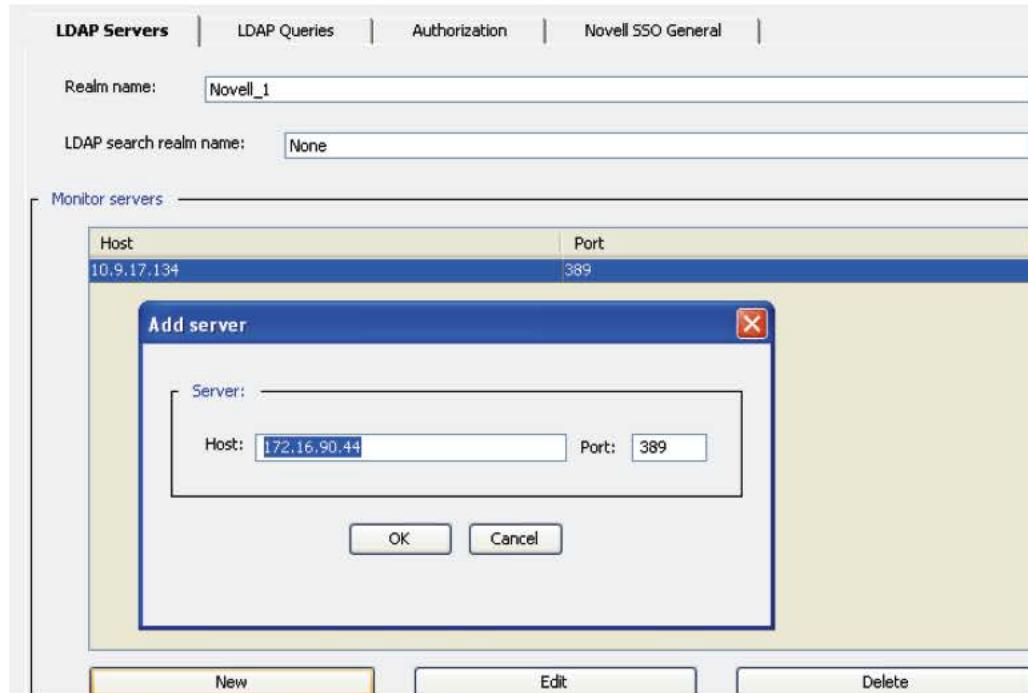


Figure 9-22: Novell SSO LDAP Servers Tab

2. Select the realm name to edit from the drop-down list.

---

## Section D: Novell Single Sign-on Authentication and Authorization

---

Note: You must have defined at least one Novell SSO realm (using the Novell SSO Realms tab) before attempting to specify LDAP server configuration. If the message **Realms must be added** in the Novell SSO Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Novell SSO realms defined.

---

3. Select an LDAP realm from the drop-down list. The servers configured in this LDAP realm are used to do the full searches of the eDirectory tree.
4. If you have a deployment with multiple servers holding partitions that are not fully replicated to the master server, you can monitor each LDAP server individually. To add an LDAP server to monitor, click **New**.
5. Add the IP address and port of the LDAP server and click **OK**.
6. Repeat for additional LDAP servers you need to monitor.
7. Click **Apply** to save the changes.

*To specify the LDAP search realm and LDAP servers to monitor through the CLI:*

Enter the following commands:

```
SGOS#(config) security novell-sso edit-realm realm_name
SGOS#(config novell-sso realm_name) ldap search-realm ldap_realm
SGOS#(config novell-sso realm_name) ldap monitor-servers {add host [port] |
clear | remove host [port] }
```

where

ldap search-realm	<i>ldap_realm</i>	Specifies the LDAP search realm.
ldap monitor-servers	{add host [port]   clear   remove host [port] }	Allows you to add an LDAP server to monitor, to clear all LDAP servers on the monitor list, or to remove the specified LDAP server.

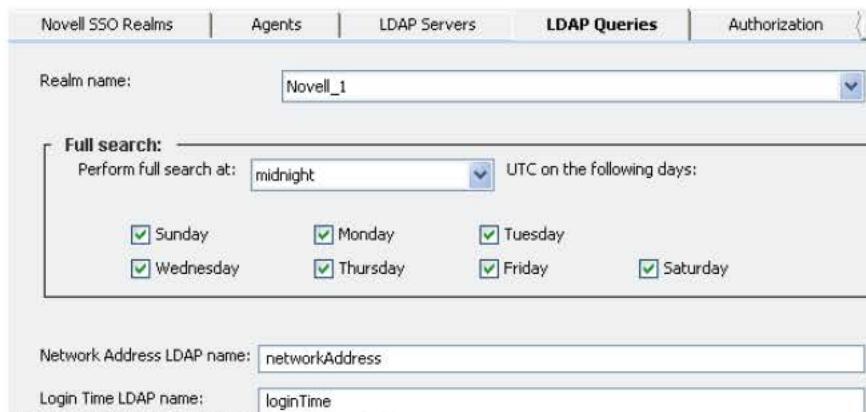
## Querying the LDAP Search Realm

You can specify the time and days that a full search of the eDirectory tree is repeated in order to ensure that the mappings maintained by BCAAA are up to date.

*To specify search criteria through the Management Console:*

1. Select Configuration>Authentication>Novell SSO>LDAP Queries.

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**Figure 9-23:** The LDAP Queries Tab

2. Select the realm name to edit from the drop-down list.

**Note:** You must have defined at least one Novell SSO realm (using the Novell SSO Realms tab) before attempting to configure LDAP queries. If the message **Realms must be added** in the Novell SSO Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Novell SSO realms defined.

3. In the full search pane, specify the time of day you want the search to take place from the drop-down list.
4. Select or de-select checkboxes to specify days to search.
5. If you have changed the Novell eDirectory Network Address or Login Time LDAP attribute name, you can enter those changed names in the Network Address LDAP name and the Login Time LDAP name fields. The names must match the LDAP names configured on the eDirectory server for authentication to succeed.
6. Click **Apply**.

*To specify search criteria through the CLI:*

Enter the following commands:

```
SGOS#(config) security novell-sso edit-realm realm_name
SGOS#(config novell-sso realm_name) full-search day-of-week {all | friday |
monday | no | none | saturday | sunday | thursday | tuesday | wednesday}
SGOS#(config novell-sso realm_name) full-search time-of-day 0-23
SGOS#(config novell-sso realm_name) ldap-name {login-time ldap_name |
network-address ldap_name}
```

where

Section D: Novell Single Sign-on Authentication and Authorization

day-of-week	{all   friday   monday   no   none   saturday   sunday   thursday   tuesday   wednesday}	Specifies the days of the week to do full searches. No allows you to specify a day of the week to delete. None clears all days of the week. All specifies all days of the week.
time-of-day	0-23	Specifies the UTC time of day, using a 24-hour clock, that you want the search to take place.
ldap	{login-time ldap_name   network-address ldap_name}	The Login Time and Network Address attributes can be changed to match the settings in your environment.

## Configuring Authorization

Novell SSO realm can be configured to do no authorization, authorize against itself (the default), or authorize against another valid authorization realm (either LDAP or Local).

*To specify an authorization realm:*

1. Select Configuration>Authentication>Novell SSO>Authorization.

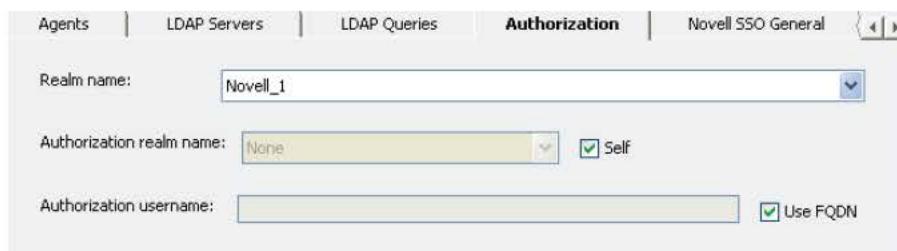


Figure 9-24: The Novell SSO Authorization Tab

2. Select the realm name to edit from the drop-down list.

**Note:** You must have defined at least one Novell SSO realm (using the Novell SSO Realms tab) before attempting to configure authorization. If the message Realms must be added in the Novell SSO Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Novell SSO realms defined.

3. The Novell SSO realm is selected to authorize against itself by default. To choose another realm, de-select the **Self** checkbox and choose an authorization realm from the drop-down list.
4. The LDAP FQDN is selected as the Authorization user name, by default. You might want to change this if the user's authorization information resides in a different root DN. To choose a different authorization name, de-select the **Use FQDN** checkbox and enter a different name, for example:

```
cn=${user.name},ou=partition,o=company
```

## Section D: Novell Single Sign-on Authentication and Authorization

---

5. Click Apply.

### *To Configure Authorization Settings through the CLI*

1. At the (config) command prompt, enter the following commands to configure authorization settings:

```
SGOS#(config novell-sso realm_name) authorization realm-name  
authorization-realm-name  
SGOS#(config novell-sso realm-name) authorization username  
authorization-username  
SGOS#(config-novell-sso realm-name) authorization self {enable | disable}
```

where:

authorization realm-name	authorization-realm-name	Specifies the realm to use to authorize the Novell SSO authenticated user.
authorization username	authorization-username	Specifies the character string containing policy substitutions that is to be used to construct the Novell SSO authenticated user's authorization username.
authorization self	enable   disable	Enables or disables the specified Novell SSO realm as the authorization realm.
authorization no	realm-name   username	Clears the authorization realm or username.

## Defining Novell SSO Realm General Properties

The Novell SSO General tab allows you to specify the credential cache duration.

---

Note: Novell SSO realms default to the origin-ip authentication mode when either no authentication mode or the auto authentication mode is specified in policy. After a user has first successfully authenticated to the ProxySG, all subsequent requests from that same IP address for the length of the cache duration are authenticated as that user. If the first user is allowed or denied access, subsequent users during that same time coming from the same IP address are allowed or denied as that first user. This is true even if policy would have treated them differently if they were authenticated as themselves.

---

If multiple users often log in from the same IP address, a shorter cache duration timeout than the default or else an authentication mode that does not use IP surrogates is recommended.

---

## Section D: Novell Single Sign-on Authentication and Authorization

---

### *To Configure General Settings through the Management Console*

1. Select Configuration>Authentication>Novell SSO>Novell SSO General.



Figure 9-25: Novell SSO General Tab

2. From the Realm Name drop-down list, select the Novell SSO realm for which you want to change properties.

---

Note: You must have defined at least one Novell SSO realm (using the Novell SSO Realms tab) before attempting to set Novell SSO general properties. If the message **Realms must be added** in the Novell SSO Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Novell SSO realms defined.

---

3. Specify the length of time, in seconds, that user and administrator credentials received from the Novell SSO BCAAA service are cached. Credentials can be cached for up to 3932100 seconds. The default cache duration is 900 seconds (15 minutes).
4. Click Apply.

### *To Configure General Settings through the CLI*

At the (config) command prompt:

```
SGOS#(config novell-sso realm_name) cache-duration seconds
```

where **cache-duration** specifies the length of time in seconds that user and administrator credentials received from the Novell SSO BCAAA agent are cached. Credentials can be cached for up to 3932100 seconds. The default value is 900 seconds (15 minutes).

## Modifying the sso.ini File for Novell SSO Realms

The Novell SSO realm uses the **sso.ini** file for configuration parameters required by the BCAAA service to manage communication with the Novell eDirectory server. Three sections in the **sso.ini** file are related to the Novell SSO realm: **NovellSetup**, **NovellTrustedRoot Certificates**, and **SSOServiceUsers**. You only need to modify settings in the **NovellTrustedRoot Certificates** section if the LDAP realm used by the Novell SSO realm requires that the identity of the server be verified.

The **sso.ini** file is located in the BCAAA installation directory.

---

Note: The changes to the **sso.ini** file have no effect until the BCAAA service is restarted.

---

### *To modify Novell SSO realms parameters:*

1. Open the file in a text editor.

## Section D: Novell Single Sign-on Authentication and Authorization

---

2. In the Novell Setup section, modify the parameters as needed (the default values are displayed below):
  - MonitorRetryTime=30
  - SearchRetryTime=30
  - TrustedRootCertificateEncoding=der
  - PublicCertificateEncoding=der
  - PrivateKeyFile=
  - PrivateKeyEncoding=der
3. If the LDAP realm used by the Novell SSO realm requires that the identity of the server be verified, add the paths to the Trusted root certificate files in the NovellTrustedRootCertificates section.
4. In the section SSOServiceUsers, list the names of users who can log in with eDirectory credentials on behalf of the service and mask the identity of the logged-on user.  
Listing these users here forces the BCAAA service to ignore them for authentication purposes.
5. Save the `sso.ini` file.

## Creating the CPL

You can create CPL policies now that you have completed Novell SSO realm configuration. Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate for your purposes.

---

Note: The examples below assume the default policy condition is `allow`.

---

Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file layers.

- ❑ Every Novell SSO-authenticated user is allowed access the ProxySG.  

```
<Proxy>
    authenticate (NSSORealm)
```
- ❑ Group membership is the determining factor in granting access to the ProxySG.  

```
<Proxy>
    authenticate (NSSORealm)

<Proxy>
    group="cn=proxyusers, ou=groups, o=myco" ALLOW
    deny
```

## Notes

- ❑ The Novell SSO realm works reliably only in environments where one IP address maps to one user. NAT environments are not supported.

#### Section D: Novell Single Sign-on Authentication and Authorization

---

- ❑ Novell SSO realms are not supported in IPX environments.
- ❑ Event monitoring of eDirectory is only compatible with eDirectory 8.7+.
- ❑ Upgrade to Novell client 4.91 SP1 or later if you experience issues with the Network Address attribute not being updated during login.
- ❑ Novell SSO realms do not use user credentials so they cannot spoof authentication information to an upstream server.
- ❑ If an upstream proxy is doing Novell SSO authentication, all downstream proxies must send the client IP address.
- ❑ There can be response time issues between the BCAAA service and the eDirectory servers during searches; configure the timeout for LDAP searches to allow the eDirectory server adequate time to reply.

## Section E: RADIUS Realm Authentication and Authorization

---

RADIUS is often the protocol of choice for ISPs or enterprises with very large numbers of users. RADIUS is designed to handle these large numbers through centralized user administration that eases the repetitive tasks of adding and deleting users and their authentication information. RADIUS also inherently provides some protection against sniffing.

Some RADIUS servers support one-time passwords. One-time passwords are passwords that become invalid as soon as they are used. The passwords are often generated by a token or program, although pre-printed lists are also used. Using one-time passwords ensures that the password cannot be used in a replay attack.

The SG appliance's one-time password support works with products such as Secure Computing SafeWord synchronous and asynchronous tokens and RSA SecurID tokens.

The SG appliance supports RADIUS servers that use challenge/response as part of the authentication process. SafeWord asynchronous tokens use challenge/response to provide authentication. SecurID tokens use challenge/response to initialize or change PINs.

---

Note: For this release, HTTP is the only supported protocol.

---

The challenge is displayed as the realm information in the authentication dialog; Blue Coat recommends that you use form authentication if you create a challenge/response realm, particularly if you use SecurID tokens.

If you set an authentication mode that uses forms, the system detects what type of question is being asked. If it is a yes/no question, it displays the query form with a *yes* and *no* button. If it is a new PIN question, the system displays a form with entry fields for the new PIN.

For information on using form authentication, see "[Forms-Based Authentication](#)" on page 473.

Using policy, you can fine-tune RADIUS realms based on RADIUS attributes. If you use the Blue Coat attribute, groups are supported within a RADIUS realm.

This section discusses the following topics:

- "Creating a RADIUS Realm"
- "Defining RADIUS Realm Properties"
- "Defining RADIUS Realm General Properties"
- "Creating the Policy"
- "Troubleshooting"

## Creating a RADIUS Realm

*To Create a RADIUS Realm through the Management Console*

You can create up to 40 RADIUS realms.

## Section E: RADIUS Realm Authentication and Authorization

1. Select Configuration>Authentication>RADIUS>RADIUS Realms.



Figure 9-26: RADIUS Realms Tab

2. Click New; the Add RADIUS Realm dialog displays.

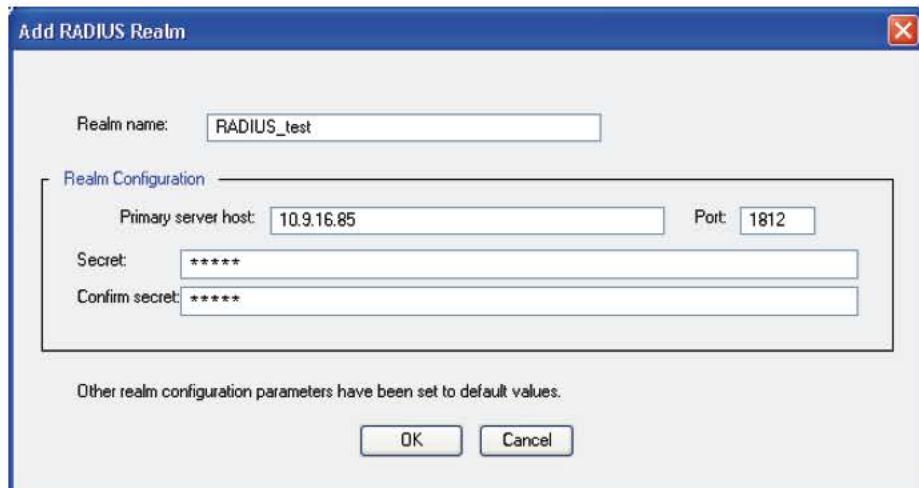


Figure 9-27: Add RADIUS Realm

3. In the **Realm name** field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter.
4. Specify the host and port for the primary RADIUS server. The default port is 1812.
5. Specify the RADIUS secret. RADIUS secrets can be up to 64 characters long and are always case sensitive.
6. Confirm the secret.
7. Click OK; click Apply.

---

Section E: RADIUS Realm Authentication and Authorization

---

## Defining RADIUS Realm Properties

Once you have created the RADIUS realm, you can change the primary host, port, and secret of the RADIUS server for that realm.

*To Re-Define RADIUS Server Properties through the Management Console*

1. Select Configuration>Authentication>RADIUS>RADIUS Servers.

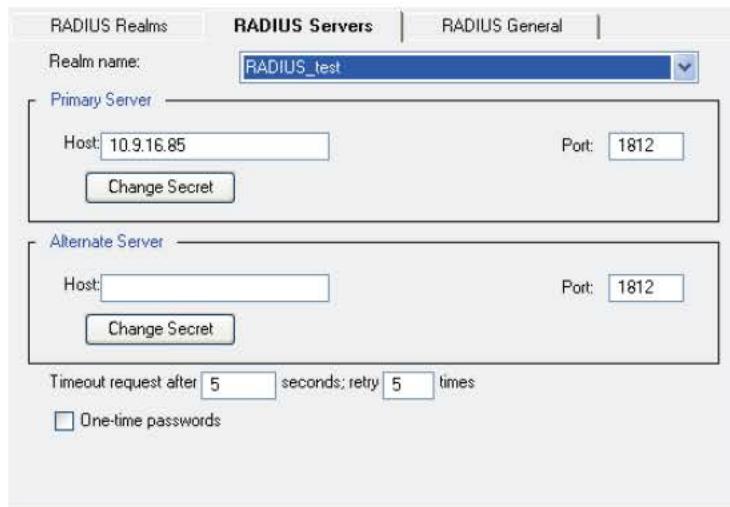


Figure 9-28: RADIUS Servers Tab

**Note:** You must have defined a RADIUS realm (using the RADIUS Realms tab) before attempting to set RADIUS server properties. If the message **Realms** must be added in the RADIUS Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have a RADIUS realm defined.

2. Specify the host and port for the primary RADIUS server. The default port is 1812. (To create or change the RADIUS secret, click **Change Secret**. RADIUS secrets can be up to 64 characters long and are always case sensitive.)
3. (Optional) Specify the host and port for the alternate RADIUS server. The default port is 1812. (To create or change the RADIUS secret, click **Change Secret**. RADIUS secrets can be up to 64 characters long and are always case sensitive.)
4. In the **Timeout Request** field, enter the number of seconds the ProxySG allows for each request attempt before giving up on a server and trying another server. Within a timeout multiple packets can be sent to the server, in case the network is busy and packets are lost. The default request timeout is 10 seconds.
5. In the **Retry** field, enter the number of attempts permitted before marking a server offline. The client maintains an average response time from the server; the retry interval is initially twice the average. If that retry packet fails, then the next packet waits twice as long again. This increases until it reaches the timeout value. The default number of retries is 10.

---

## Section E: RADIUS Realm Authentication and Authorization

---

6. If you are using one-time passwords, select the One-time passwords checkbox. (For more information on using one-time passwords, see the RADIUS introduction on [page 390](#).) You must enable one-time passwords if you created a challenge/response realm.
7. Click **Apply**.

## Defining RADIUS Realm General Properties

The RADIUS General tab allows you to specify the display name and a virtual URL.

*To Configure General Settings through the Management Console*

1. Select Configuration>Authentication>RADIUS>RADIUS General.



Figure 9-29: RADIUS General Tab

---

**Note:** You must have defined a RADIUS realm (using the RADIUS Realms tab) before attempting to set RADIUS server properties. If the message Realms must be added in the RADIUS Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have a RADIUS realm defined.

---

2. If needed, change the RADIUS realm display name. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be empty.
3. If the RADIUS server is configured to expect case-sensitive usernames and passwords, make sure the Case sensitive checkbox is selected.
4. Specify the length of time, in seconds, that user credentials received from the RADIUS server are cached. Credentials can be cached for up to 3932100 seconds. The default is 900 seconds (15 minutes).

---

## Section E: RADIUS Realm Authentication and Authorization

---

Note: If you specify 0, traffic is increased to the RADIUS server because each authentication request generates an authentication and authorization request. That is, if a Web page has 15 images and is loaded, you must authenticate 16 times—once for the Web page and once for each image.

---

5. (Optional) You can specify a virtual URL based on the individual realm. For more information on the virtual URL, see "[Understanding Origin-Style Redirection](#)" on page 326.
6. Click **Apply**.

### *To Create and Define a RADIUS Realm through the CLI*

1. At the `(config)` prompt, enter the following command to create a RADIUS realm:

```
SGOS#(config) security radius create-realm realm_name secret primary-server_host [primary-server_port]
-or-
SGOS#(config) security radius create-realm-encrypted realm_name encrypted_secret primary_host [primary_port]
```

where:

<code>realm_name</code>	The name of the RADIUS realm.
<code>secret / encrypted_secret</code>	The shared secret (or encrypted secret) associated with the primary RADIUS server. (RADIUS secrets can be up to 64 characters long and are always case sensitive.) The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted. If you choose to use a third-party encryption application, be sure it supports RSA encryption, OAEP padding andBase64 encoded with no new lines.
<code>primary_host</code>	The host for the primary RADIUS server.
<code>primary_port</code>	The port for the primary RADIUS server. The default port is 1812.

2. To set the newly-created RADIUS realm primary and alternate hosts and passwords, enter the following commands:

```
SGOS#(config) security radius edit-realm realm_name
SGOS#(config radius realm_name) primary-server primary_host [primary_port]
SGOS#(config radius realm_name) primary-server secret secret
-or-
SGOS#(config radius realm_name) primary-server encrypted-secret encrypted_secret
```

and optionally:

## Section E: RADIUS Realm Authentication and Authorization

```
SGOS#(config radius realm_name) alternate-server alternate_host [alternate_port]
SGOS#(config radius realm_name) alternate-server secret secret
-or-
SGOS#(config radius realm_name) alternate-server encrypted-secret
encrypted_secret
where:
```

<i>secret / encrypted_secret</i>	The shared secret (or encrypted secret) associated with the primary or alternate RADIUS server. (RADIUS secrets can be up to 64 characters long and are always case sensitive.)  Note that you must create the encrypted secret before executing the host [port] command.  The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted. You can choose to use a third-party encryption application. The encrypted password is encrypted using RSA with OAEP padding, and is Base64 encoded with no newlines.
<i>primary_server</i>	The host for the primary RADIUS server.
<i>primary_port</i>	The port for the primary RADIUS server. The default port is 1812.
<i>alternate_host</i>	The host for the alternate RADIUS server.
<i>alternate_port</i>	The port for the alternate RADIUS server. The default port is 1812.

- To complete configuration of the RADIUS realm, enter the following commands:

```
SGOS#(config radius realm_name) timeout seconds
SGOS#(config radius realm_name) server-retry count
SGOS#(config radius realm_name) cache-duration seconds
SGOS#(config radius realm_name) case-sensitive {enable | disable}
SGOS#(config radius realm_name) display-name name
SGOS#(config radius realm_name) spoof-authentication {none | origin | proxy}
SGOS#(config radius realm_name) one-time-passwords {enable | disable}
```

where:

<i>timeout</i>	<i>seconds</i>	The number of seconds the ProxySG allows for each request attempt before giving up on a server and trying another server. Within a timeout multiple packets can be sent to the server, in case the network is busy and packets are lost. The default request timeout is 10 seconds
----------------	----------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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Section E: RADIUS Realm Authentication and Authorization

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server-retry	<i>count</i>	The number of attempts permitted before marking a server offline. The client maintains an average response time from the server; the retry interval is initially twice the average. If that retry packet fails, then the next packet waits twice as long again. This increases until it reaches the timeout value. The default number of retries is 10.
cache-duration	<i>seconds</i>	The length of time that credentials should be cached for this RADIUS realm. The default is 900 seconds (15 minutes)
display-name	<i>name</i>	The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be empty.
spoof-authentication	<i>none   origin   proxy</i>	<p>Enables/disables the forwarding of authenticated credentials to the origin content server or for proxy authentication. You can only choose one.</p> <ul style="list-style-type: none"> <li>• If set to <i>origin</i>, the spoofed header is an <code>Authorization:</code> header.</li> <li>• If set to <i>proxy</i>, the spoofed header is a <code>Proxy-Authorization:</code> header.</li> <li>• If set to <i>none</i>, no spoofing occurs.</li> </ul> <p>Flush the entries for a realm if the <code>spoof-authentication</code> value is changed to ensure that the <code>spoof-authentication</code> value is immediately applied.</p>
one-time-passwords	<i>enable   disable</i>	Allows you to use one-time passwords for authentication. The default is disabled. For more information on one-time passwords, see the RADIUS introduction on <a href="#">page 390</a> .

## Creating the Policy

Fine-tune RADIUS realms through attributes configured by policy—CPL or VPM. You can also create RADIUS groups. To fine-tune RADIUS realms, continue with the next section. To create RADIUS groups, see "Creating RADIUS Groups" on page 398.

---

Note: RADIUS groups can only be configured through policy. This feature is not available through either the Management Console or the CLI.

---

---

Section E: RADIUS Realm Authentication and Authorization

---

## Fine-Tuning RADIUS Realms

Fine-tune RADIUS Realms by using the following attributes in the `attribute.<name>` and `has_attribute.<name>` CPL conditions and source objects in VPM.

Table 9.2: RADIUS Attributes for the `attribute.<name>` and `has_attribute.<name>` Conditions

RADIUS Attribute Name	CPL Gesture Name	Type (Possible Value)
Callback-ID	attribute.Callback-ID	String
Callback-Number	attribute.Callback-Number	String
Filter-ID	attribute.Filter-ID	String
Framed-IP-Address	attribute.Framed-IP-Address	IP Address
Framed-IP-Netmask	attribute.Framed-IP-Netmask	IP Address
Framed-MTU	attribute.Framed-MTU	Integer
Framed-Pool	attribute.Framed-Pool	Strong
Framed-Protocol	attribute.Framed-Protocol	Integer (1-6)
Framed-Route	attribute.Framed-Route	String
Idle-Timeout	attribute.Idle-Timeout	Integer
Login-LAT-Group	attribute.Login-LAT-Group	String
Login-LAT-Node	attribute.Login-LAT-Node	String
Login-LAT-Port	attribute.Login-LAT-Port	Integer
Login-LAT-Service	attribute.Login-LAT-Service	String
Login-IP-Host	attribute.Login-IP-Host	IP Address
Login-Service	attribute.Login-Service	Integer (0-7)
Login-TCP-Port	attribute.Login-TCP-Port	Integer (0-65535)
Port-Limit	attribute.Port-Limit	Integer
Service-Type	attribute.Service-Type	Integer (1-11)
Session-Timeout	attribute.Session-Timeout	Integer
Tunnel-Assignment-ID	attribute.Tunnel-Assignment-ID	String
Tunnel-Medium-Type	attribute.Tunnel-Medium-Type	Integer (1-15)
Tunnel-Private-Group-ID	attribute.Tunnel-Private-Group-ID	String
Tunnel-Type	attribute.Tunnel-Type	Integer (1-12)
Blue-Coat-Group	attribute.Blue-Coat-Group	String

---

## Section E: RADIUS Realm Authentication and Authorization

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### Creating RADIUS Groups

You can create a RADIUS realm group by using the custom Blue Coat attribute, which can appear multiple times within a RADIUS response. It can be used to assign a user to one or more groups. Values that are found in this attribute can be used for comparison with the group condition in CPL and the group object in VPM. The group name is a string with a length from 1-247 characters. The Blue Coat Vendor ID is 14501, and the Blue-Coat-Group attribute has a Vendor Type of 1.

If you are already using the Filter-ID attribute for classifying users, you can use that attribute instead of the custom Blue-Coat-Group attribute. While the Filter-ID attribute does not work with the CPL group condition or the group object in VPM, the `attribute.Filter-ID` condition can be used to manage users in a similar manner.

### CPL Example

Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate.

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file layers.

---

- ❑ Every RADIUS-authenticated user is allowed access the ProxySG if the RADIUS attribute service-type is set.  

```
<Proxy>
    authenticate(RADIUSRealm)
<Proxy>
    allow has_attribute.Service-Type=yes
    deny
```
- ❑ A group called RegisteredUsersGroup is allowed to access the ProxySG if the allow group gesture is defined.

```
<proxy>
    authenticate(RADIUSRealm)
<proxy>
    allow group=RegisteredUsersGroup
    deny
```

### Troubleshooting

One of five conditions can cause the following error message:

Your request could not be processed because of a configuration error: "The request timed out while trying to authenticate. The authentication server may be busy or offline."

- ❑ The secret is wrong.
- ❑ The network is so busy that all packets were lost to the RADIUS server.
- ❑ The RADIUS server was slow enough that the ProxySG gave up before the server responded.

## Section E: RADIUS Realm Authentication and Authorization

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- The RADIUS servers are up, but the RADIUS server is not running. In this case, you might also receive ICMP messages that there is no listener.
- RADIUS servers machines are not running/unreachable. Depending on the network configuration, you might also receive ICMP messages.

## Section F: Local Realm Authentication and Authorization

---

### Section F: Local Realm Authentication and Authorization

Using a Local realm is appropriate when the network topography does not include external authentication or when you want to add users and administrators to be used by the SG appliance only.

The Local realm (you can create up to 40) uses a *Local User List*, a collection of users and groups stored locally on the SG appliance. You can create up to 50 different Local User Lists. Multiple Local realms can reference the same list at the same time, although each realm can only reference one list at a time. The default list used by the realm can be changed at any time.

This section discusses the following topics:

- "Creating a Local Realm"
- "Changing Local Realm Properties"
- "Defining the Local User List"
- "Creating the CPL"

#### Creating a Local Realm

*To Create a Local Realm through the Management Console*

1. Select Configuration>Authentication>Local>Local Realms.

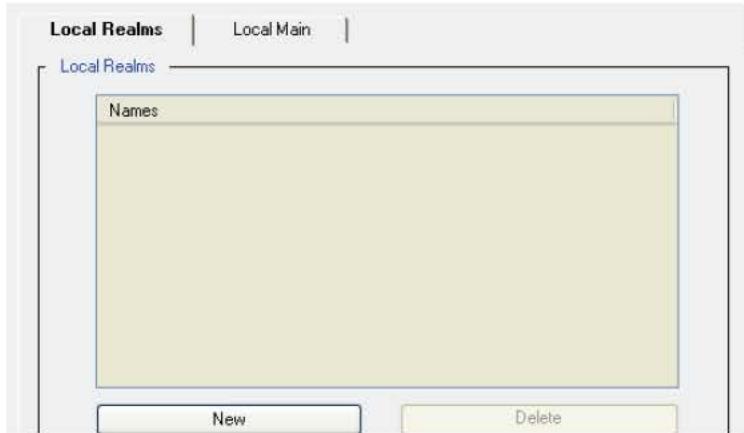


Figure 9-30: Local Realms Tab

2. Click New; the Add Local Realm dialog displays.

---

Section F: Local Realm Authentication and Authorization

---

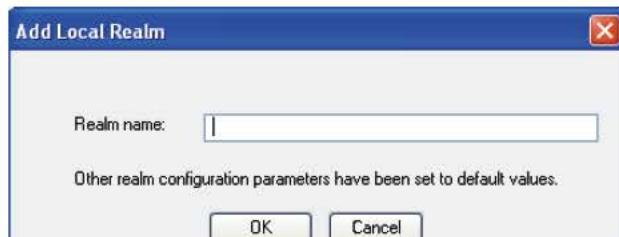


Figure 9-31: Add Local Realm

3. In the Realm name field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name must start with a letter.
4. Click OK; click Apply.

*To Create a Local Realm through the CLI*

Up to 40 Local realms can be configured per ProxySG.

At the (config) command prompt, enter the following command to create a Local realm:

```
SGOS#(config) security local create-realm realm_name
where realm_name is the name of the new Local realm.
```

## Changing Local Realm Properties

Once you have created a Local realm, you can modify the properties through the Management Console or the CLI.

*To Define or Change Local Realm Properties through the Management Console*

1. Select Configuration>Authentication>Local>Local Main.

Figure 9-32: Local Main Tab

---

## Section F: Local Realm Authentication and Authorization

---

Note: You must define a Local realm (using the Local Realms tab) before attempting to set realm properties. If the message **Realms must be added in the Local Realms tab before editing this tab** is displayed in red at the bottom of this page, you do not have a Local realm defined.

---

2. Display name: The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
3. Local User List: Specify the local user list from the drop-down list.
4. Specify the length of time, in seconds, that user and administrator credentials received from the Local password file are cached. Credentials can be cached for up to 3932100 seconds. The default is 900 seconds (15 minutes).
5. You can specify a virtual URL based on the individual realm. For information on using virtual URLs, see "[Understanding Origin-Style Redirection](#)" on page 326.
6. Click **Apply**.

### *To Define or Change Local Realm Properties through the CLI*

1. From the (config) prompt, enter the following commands to modify realm properties:

```
SGOS#(config) security local edit-realm realm_name
SGOS#(config local realm_name) cache-duration 600
SGOS#(config local realm_name) display-name display_name
SGOS#(config local realm_name) local-user-list list_name
SGOS#(config local realm_name) rename new_realm_name
SGOS#(config local realm_name) spoof-authentication {disable | enable}
SGOS#(config local realm_name) virtual-url url
SGOS#(config local realm_name) validate-authorized-user {disable | enable}
SGOS#(config local realm_name) default-group-name default_group_name
SGOS#(config local realm_name) no default-group-name
```

where:

cache-duration	seconds	The number of seconds that user and administrator credentials received from the Local password file should be cached. The default is 900 seconds (15 minutes).
display-name	display_name	The display name for a realm, presented to the user as part of the authentication challenge, is equivalent to the display-name option in the CPL authenticate action. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
local-user-list	list_name	The list you want to associate with this realm. The list must exist before it is added. The local user list is set to the default list when the realm is created. For more information on creating a local list, see " <a href="#">Defining the Local User List</a> " on page 404.

**Section F: Local Realm Authentication and Authorization**

rename	<i>new_realm_name</i>	Allows you to change the realm name of an existing realm.
spoof-authentication	none   origin   proxy	<p>Enables/disables the forwarding of authenticated credentials to the origin content server or for proxy authentication. You can only choose one.</p> <ul style="list-style-type: none"> <li>If set to <i>origin</i>, the spoofed header is an <i>Authorization</i>: header.</li> <li>If set to <i>proxy</i>, the spoofed header is a <i>Proxy-Authorization</i>: header.</li> <li>If set to <i>none</i>, no spoofing occurs.</li> </ul> <p>Flush the entries for a realm if the <i>spoof-authentication</i> value is changed to ensure that the <i>spoof-authentication</i> value is immediately applied.</p>
virtual-url	<i>URL</i>	The URL to redirect to when the user needs to be challenged for credentials. See Chapter 8: "Security and Authentication" on page 309 for more details.
validate-authorized-user	enable   disable	<p>When <i>validate-authorized-user</i> is enabled, an <i>authorization</i> (not authentication) request will verify that the user exists in the local user list. If the user does not exist, the authorization request fails (authentication requests always require the user to exist).</p> <p>When <i>validate-authorized-user</i> is disabled, no user existence check is made for an authorization request. If the user does not exist, the authorization request succeeds.</p>
default-group-name	<i>group_name</i>	If the <i>validate-authorized-user</i> command is disabled and a <i>default-group-name</i> is configured, the <i>default-group-name</i> is used as the group name for non-existent users.
no default-group-name		Clears the default group name.

## 2. (Optional) View the configuration:

```
SGOS#(config local realm_name) view
  Realm name:          local_1
  Display name:        local_1
  Local user list:    local_user_database
  Cache duration:     900
  Virtual URL:
  Spoof authentication: none
  Validate authorized user: yes
  Default group name:
```

## Section F: Local Realm Authentication and Authorization

---

### Defining the Local User List

Defining the local user list involves the following steps:

- Create a list or customize the default list for your needs.
- Upload a user list or add users and groups through the CLI.
- Associate the list with the realm.

### Creating a Local User List

The user list *local\_user\_database* is created on a new system or after an upgrade. It is empty on a new system. If a password file existed on the ProxySG before an upgrade, then the list contains all users and groups from the password file; the initial default user list is *local\_user\_database*. If a new user list is created, the default can be changed to point to it instead by invoking the `security local-user-list default list list name` command. You can create up to 50 new lists with 10,000 users each.

Lists can be uploaded or you can directly edit lists through the CLI. If you want to upload a list, it must be created as a text file using the `.htpasswd` format of the ProxySG.

Each user entry in the list consists of:

- username
- List of groups
- Hashed password
- Enabled/disabled boolean searches

A list that has been populated looks like this:

```
SGOS#(config) security local-user-list edit listname
SGOS#(config local-user-list listname) view
list20
Lockout parameters:
  Max failed attempts: 60
  Lockout duration:    3600
  Reset interval:      7200
Users:
  admin1
    Hashed Password: $1$TvEzpZE$Z2A/OuJU3w5LnEONDHkmg .
    Enabled: true
    Groups:
      group1
  admin2
    Hashed Password: $1$sKJvNB3r$xsInBU./2hhBz6xDAHpND .
    Enabled: true
    Groups:
      group1
      group2
  admin3
    Hashed Password: $1$duuCUT30$keSdIkZVS4RyFz47G78X20
    Enabled: true
```

## Section F: Local Realm Authentication and Authorization

---

```
Groups:  
    group2  
Groups:  
    group1  
    group2
```

To create a new empty local user list:

```
SGOS# (config) security local-user-list create listname
```

### Username

The username must be case-sensitively unique, and can be no more than 64 characters long. All characters are valid, except for a colon (:).

A new local user is enabled by default and has an empty password.

### List of Groups

You cannot add a user to a group unless the group has previously been created in the list. The group name must be case-sensitively unique, and can be no more than 64 characters long. All characters are valid, except for colon (:).

The groups can be created in the list; however, their user permissions are defined through policies only.

### Hashed Password

The hashed password must be a valid UNIX DES or MD5 password whose plain-text equivalent cannot be more than 64 characters long.

To populate the local user list using an off-box .htpasswd file, continue with the next section. To populate the local user list using the ProxySG CLI, go to "[Defining the Local User List](#)" on page 404.

## Populating a List using the .htpasswd File

To add users to a text file in .htpasswd format, enter the following UNIX htpasswd command:

```
prompt> htpasswd [-c] .htpasswd username
```

The -c option creates a new .htpasswd file and should only be used for the very first .htpasswd command. You can overwrite any existing .htpasswd file by using the -c option.

After entering this command, you are prompted to enter a password for the user identified by *username*. The entered password is hashed and added to the user entry in the text file. If the -m option is specified, the password is hashed using MD5; otherwise, UNIX DES is used

---

**Important:** Because the -c option overwrites the existing file, do not use the option if you are adding users to an existing .htpasswd file.

---

Once you have added the users to the .htpasswd file, you can manually edit the file to add user groups. When the .htpasswd file is complete, it should have the following format:

## Section F: Local Realm Authentication and Authorization

---

```
user:encrypted_password:group1,group2,...  
user:encrypted_password:group1,group2,...
```

---

Note: You can also modify the users and groups once they are loaded on the ProxySG. To modify the list once it is on the ProxySG, see "["Populating a Local User List through the ProxySG"](#) on page 406.

---

### Uploading the .htpasswd File

When the .htpasswd file is uploaded, the entries from it either replace all entries in the default local user list or append to the entries in the default local user list. One default local user list is specified on the ProxySG.

To set the default local user list use the command `security local-user-list default list listname`. The list specified must exist.

To specify that the uploaded .htpasswd file replace all existing user entries in the default list, enter `security local-user-list default append-to-default disable` before uploading the .htpasswd file.

To specify that the .htpasswd file entries should be appended to the default list instead, enter `security local-user-list default append-to-default enable`.

#### *Uploading the .htpasswd File*

The .htpasswd file is loaded onto the ProxySG with a Perl script found at:

[http://download.bluecoat.com/release/tools/set\\_auth.zip](http://download.bluecoat.com/release/tools/set_auth.zip)

Unzip the file, which contains the `set_auth.pl` script.

---

Note: To use the `set_auth.pl` script, you must have Perl binaries on the system where the script is running.

---

#### *To Load the .htpasswd File*

```
prompt> set_auth.pl username password path_to_.htpasswd_file_on_local_machine  
ip_address_of_the_ProxySG
```

where `username` and `password` are valid administrator credentials for the ProxySG.

### Populating a Local User List through the ProxySG

You can populate a local user list from scratch or modify a local user list that was populated by loading an .htpasswd file.

#### *To Create a New, Empty Local User List*

```
SGOS#(config) security local-user-list create listname
```

## Section F: Local Realm Authentication and Authorization

---

### *To Modify an Existing Local User List (Can be Empty or Contain Users)*

1. From the (config) prompt, enter:

```
SGOS#(config) security local-user-list edit listname  
SGOS#(config local-user-list listname)
```

2. To add users and groups to the list, enter the following commands, beginning with groups, since they must exist before you can add them to a user account.

```
SGOS#(config local-user-list listname) group create group1  
ok  
SGOS#(config local-user-list listname) group create group2  
ok  
SGOS#(config local-user-list listname) group create group3  
ok  
SGOS#(config local-user-list listname) user create username
```

3. Add the user information to the user account.

```
SGOS#(config local-user-list listname) user edit username  
SGOS#(config local-user-list listname username) group add groupname1  
SGOS#(config local-user-list listname username) group add groupname2  
SGOS#(config local-user-list listname username) password password  
-or-  
SGOS#(config local-user-list listname username) hashed-password hashed-password
```

---

Note: If you enter a plain-text password, the ProxySG hashes the password. If you enter a hashed password, the ProxySG does not hash it again.

---

4. (Optional) The user account is enabled by default. To disable a user account:

```
SGOS#(config local-user-list listname username) disable  
ok
```

5. Repeat the above steps for each user you want added to the list.

### *To View the Results of an Individual User Account*

Remain in the user account submode and enter the following command:

```
SGOS#(config local-user-list listname username) view  
admin1  
Hashed Password: $1$TvEzpZE$Z2A/OuJU3w5LnEONDHkmg.  
Enabled: true  
Failed Logins: 6  
Groups:  
group1
```

---

Note: If a user has no failed logins, the statistic does not display.

---

### *To View the Users in the Entire List*

Exit the user account submode and enter:

## Section F: Local Realm Authentication and Authorization

---

```
SGOS#(config local-user-list listname username) exit
SGOS#(config local-user-list listname) view
list20
Lockout parameters:
  Max failed attempts: 60
  Lockout duration:    3600
  Reset interval:      7200
Users:
admin1
  Hashed Password: $1$TvEzpZE$Z2A/OuJU3w5LnEONDHkmg .
  Enabled: true
  Groups:
    group1
admin2
  Hashed Password: $1$sKJvNB3r$xsInBU./2hhBz6xDAHpND .
  Enabled: true
  Groups:
    group1
    group2
admin3
  Hashed Password: $1$duuCt30$keSdIkZVS4RyFz47G78X20
  Enabled: true
  Groups:
    group2
Groups:
  group1
  group2
```

### To View all the Lists on the ProxySG

```
SGOS#(config) show security local-user-list
Default List: local_user_database
Append users loaded from file to default list: false
local_user_database
Lockout parameters:
  Max failed attempts: 60
  Lockout duration:    3600
  Reset interval:      7200
Users:
Groups:
test1
  Users:
Groups:
```

### To Delete Groups Associated with a User

```
SGOS#(config local-user-list listname username) group remove group_name
```

### To Delete Users from a List

```
SGOS#(config local-user-list listname) user delete username
This will permanently delete the object. Proceed with deletion?
(y or n) y
ok
```

## Section F: Local Realm Authentication and Authorization

---

### *To Delete all Users from a List*

```
SGOS#(config local-user-list listname) user clear  
ok
```

The groups remain but have no users.

### *To Delete all Groups from a List:*

```
SGOS#(config local-user-list listname) group clear  
ok
```

The users remain but do not belong to any groups.

## Enhancing Security Settings for the Local User List

You can configure a local user database so that each user account is automatically disabled if too many failed login attempts occur for the account in too short a period, indicating a brute-force password attack on the ProxySG. The security settings are available through the CLI only.

Available security settings are:

- ❑ Maximum failed attempts: The maximum number of failed password attempts allowed for an account. When this threshold is reached, the account is disabled (locked). If this is zero, there is no limit. The default is 60 attempts.
- ❑ Lockout duration: The time after which a locked account is re-enabled. If this is zero, the account does not automatically re-enable, but instead remains locked until manually enabled. The default is 3600 seconds (one hour).
- ❑ Reset interval: The time after which a failed password count resets after the last failed password attempt. If this is zero, the failed password count resets only when the account is enabled or when its password is changed. The default is 7200 seconds (two hours).

These values are enabled by default on the system for all user account lists. You can change the defaults for each list that exists on the system.

### *To Change the Security Settings for a Specific User Account List*

1. Enter the following commands from the (config) prompt:

```
SGOS#(config) security local-user-list edit listname  
SGOS#(config local-user-list listname) lockout-duration seconds  
SGOS#(config local-user-list listname) max-failed-attempts attempts  
SGOS#(config local-user-list listname) reset-interval seconds
```

2. (Optional) View the settings:

```
SGOS#(config local-user-list listname) view  
listname  
Lockout parameters:  
Max failed attempts: 45  
Lockout duration: 3600  
Reset interval: 0
```

3. (Optional) To disable any of these settings:

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---

```
SGOS#(config local-user-list listname) no [lockout-duration |  
max-failed-attempts | reset-interval]
```

## Creating the CPL

Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate for your purposes. (The default policy in these examples is deny.)

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file layers.

---

- Every Local-authenticated user is allowed access the ProxySG.

```
<Proxy>  
    authenticate (LocalRealm)
```

- Group membership is the determining factor in granting access to the ProxySG.

```
<Proxy>  
    authenticate (LocalRealm)  
<Proxy>  
    group="group1" allow
```

- A subnet definition determines the members of a group, in this case, members of the Human Resources department.

```
<Proxy>  
    authenticate (LocalRealm)  
<Proxy>  
    Define subnet HRSUBNET  
        192.168.0.0/16  
        10.0.0.0/24  
    End subnet HRSUBNET  
    [Rule] client_address=HRSUBNET  
        url.domain=monster.com  
        url.domain=hotjobs.com  
        deny  
    .  
    .  
    .  
    [Rule]  
        deny
```

## Section G: Certificate Realm Authentication

---

# Section G: Certificate Realm Authentication

Certificate realms are used to authenticate users. If the users are members of an LDAP or Local group, the Certificate Realm can also forward the user credentials to the specified authorization realm, which determines the user's authorization (permissions).

This section discusses the following topics:

- "How Certificate Realm Works"
- "Creating a Certificate Realm"
- "Defining a Certificate Realm"
- "Defining Certificate Realm General Properties"
- "Revoking User Certificates"

## How Certificate Realm Works

Once an SSL session has been established, the user is asked to select the certificate to send to the SG appliance. If the certificate was signed by a Certificate Signing Authority that the SG appliance trusts, including itself, then the user is considered authenticated. The username for the user is the one extracted from the certificate during authentication.

At this point the user is authenticated. If an authorization realm has been specified, such as LDAP or Local, the certificate realm then passes the username to the specified authorization realm, which figures out which groups the user belongs to.

---

Note: If you authenticate with a certificate realm, you cannot also challenge for a password.

---

Certificate realms do not require an authorization realm. If no authorization realm is configured, the user cannot be a member of any group.

You do not need to specify an authorization realm if:

- The policy does not make any decisions based on groups
- The policy works as desired when all certificate realm-authenticated users are not in any group

To use a Certificate Realm, you must:

- Configure SSL between the client and ProxySG (for more information, see "[Using SSL Between the Client and the ProxySG](#)" on page 329)
- Enable verify-client on the HTTPS service to be used (for more information, see "[Managing the HTTPS Reverse Proxy](#)" on page 169).
- Verify that the certificate authority that signed the client's certificates is in the ProxySG *trusted* list.

## Section G: Certificate Realm Authentication

---

### Creating a Certificate Realm

*To Create a Certificate Realm through the Management Console*

1. Select Configuration>Authentication>Certificate>Certificate Realms.



Figure 9-33: Certificate Realms Tab

2. Click New; the Add Certificate Realm dialog displays.



Figure 9-34: Add Certificate Realm

3. In the Realm name field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter.
4. Click OK; click Apply.

*To Create a Certificate Realm through the CLI*

Up to 40 Certificate realms can be configured per ProxySG.

At the (config) command prompt, enter the following command to create a Certificate realm:

```
SGOS#(config) security certificate create-realm realm_name
```

where *realm\_name* is the name of the new Certificate realm.

---

Section G: Certificate Realm Authentication

---

## Defining a Certificate Realm

*To Define Certificate Authentication Properties through the Management Console*

---

Note: You can also define certificate authentication properties through the CLI. For information, see "[To Create and Define a Certificate Realm through the CLI](#)" on page 414.

---

1. Select Configuration>Authentication>Certificate>Certificate Main.

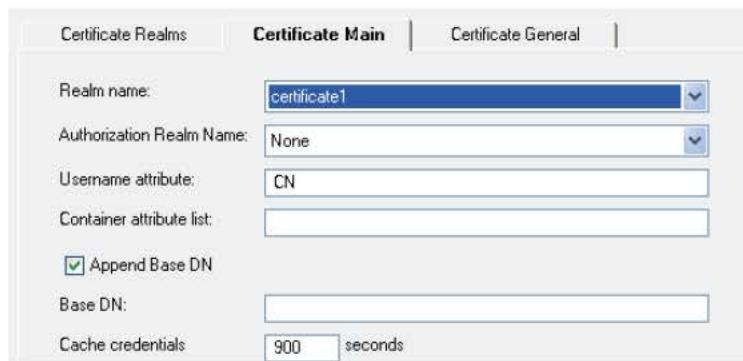


Figure 9-35: Certificate Main Tab

2. From the Realm Name drop-down list, select the Certificate realm for which you want to change realm properties.

---

Note: You must have defined at least one Certificate realm (using the Certificate Realms tab) before attempting to set Certificate realm properties. If the message **Realms must be added** in the Certificate Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Certificate realms defined.

---

3. (Optional) From the Authorization Realm Name drop-down list, select the LDAP or Local realm you want to use to authorize users.
4. From the username attribute field, enter the attribute that specifies the common name in the subject of the certificate. CN is the default.
5. (Optional, if you are configuring a Certificate realm with LDAP authorization) Enter the list of attributes (the container attribute field) that should be used to construct the user's distinguished name.

For example, \$(OU) \$(O) substitutes the OU and O fields from the certificate.
6. (Optional, if you are configuring a Certificate realm with LDAP authorization) Select or deselect Append Base DN.
7. (Optional, if you are configuring a Certificate realm with LDAP authorization) Enter the Base DN where the search starts. If no BASE DN is specified and Append Base DN is enabled, the first Base DN defined in the LDAP realm used for authorization is appended.

## Section G: Certificate Realm Authentication

---

8. **Cache credentials:** Specify the length of time, in seconds, that user and administrator credentials received from the Local password file are cached. Credentials can be cached for up to 3932100 seconds. The default is 900 seconds (15 minutes).

## Defining Certificate Realm General Properties

The Certificate General tab allows you to specify the display name and a virtual URL.

*To Configure Certificate Realm General Settings through the Management Console*

1. Select Configuration>Authentication>Certificate>Certificate General.



Figure 9-36: Certificate General Tab

2. From the Realm name drop-down list, select the Certificate realm for which to change properties.

**Note:** You must have defined at least one Certificate realm (using the Certificate Realms tab) before attempting to set Certificate general properties. If the message **Realms must be added in the Certificate Realms tab before editing this tab** is displayed in red at the bottom of this page, you do not currently have any Certificate realms defined.

---

3. If needed, change the Certificate realm display name. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
4. You can specify a virtual URL based on the individual realm. For more information on the virtual URL, see "[Understanding Origin-Style Redirection](#)" on page 326.
5. Click **Apply**.

*To Create and Define a Certificate Realm through the CLI*

1. At the `(config)` prompt:

```
SGOS#(config) security certificate create-realm realm_name
```

2. To define an authorization realm for the Certificate realm configuration for the realm you just created, enter the following commands:

```
SGOS#(config) security certificate edit-realm realm_name
SGOS#(config certificate realm_name) authorization {append-base-dn {enable |
disable | dn dn_to_append} | container-attr-list list | realm-name realm |
username-attribute attribute}
```

---

Section G: Certificate Realm Authentication

---

where:

append-base-dn	<code>enable   disable   dn dn_to_append</code>	Used only if an LDAP authorization realm is present.
container-attr-list	<code>list</code>	Used only if an LDAP authorization realm is present. If the CLI contains spaces, quotes must be used, as in "ou=Research and Development, ou=Sales, o=Blue Coat".
realm-name	<code>realm_name</code>	The name of the LDAP or Local realm used for authorization. The realm name must already exist.
username-attribute	<code>attribute</code>	The attribute that specifies the common name in the subject of the certificate. CN is the default.

3. Enter the following commands to modify Certificate realm properties:

```
SGOS#(config certificate realm_name) cache-duration 600
SGOS#(config certificate new_realm_name) virtual-url cfauth.com
SGOS#(config certificate new_realm_name) display-name display_name
```

where:

cache-duration	<code>seconds</code>	The number of seconds that user and administrator credentials received from the Credential realm are cached. The default is 900 seconds (15 minutes).
virtual-url	<code>URL</code>	The URL to redirect to when the user needs to be challenged for credentials. See Chapter 8: "Security and Authentication" on page 309 for more details.
display-name	<code>display_name</code>	The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.

4. (Optional) View the results:

```
SGOS#(config certificate certificate-name) view
Realm name:          certificate-name
Display name:        certificate-name
Cache duration:      900
Virtual URL:         cfauth.com
Authorization realm: ldap-realm
Username attribute:  cn
Container attr. list: ou=Sales,ou=Manufacturing
Append DN:           enabled
Base DN:
```

## Section G: Certificate Realm Authentication

---

### Revoking User Certificates

Using policy, you can revoke certain certificates by writing policy that denies access to users who have authenticated with a certificate you want to revoke. You must maintain this list on the ProxySG; it is not updated automatically.

---

Note: This method of revoking user certificates is meant for those with a small number of certificates to manage.

For information on using automatically updated lists, see "[Using Certificate Revocation Lists](#)" on page 286.

---

A certificate is identified by its issuer (the Certificate Signing Authority that signed it) and its serial number, which is unique to that CA.

Using that information, you can use the following strings to create a policy to revoke user certificates:

- `user.x509.serialNumber`—This is a string representation of the certificate's serial number in HEX. The string is always an even number of characters long, so if the number needs an odd number of characters to represent in hex, there is a leading zero. Comparisons are case insensitive.
- `user.x509.issuer`—This is an RFC2253 LDAP DN. Comparisons are case sensitive.
- (optional) `user.x509.subject`: This is an RFC2253 LDAP DN. Comparisons are case sensitive.

#### *Example*

If you have only one Certificate Signing Authority signing user certificates, you do not need to test the issuer. In the `<Proxy>` layer of the Local Policy file:

```
<proxy>
    deny user.x509.serialnumber=11
    deny user.x509.serialNumber=0F
```

If you have multiple Certificate Signing Authorities, test both the issuer and the serial number. In the `<Proxy>` layer of the Local Policy file:

```
<proxy>
    deny user.x509.issuer="Email=name,CN=name,OU=name,O=company,L=city,ST=state or
    province,C=country" user.x509.serialnumber=11\
    deny user.x509.issuer="CN=name,OU=name,O=company, L=city,ST=state or
    province,C=country" \
    deny user.x509.serialnumber=2CB06E9F0000000000B
```

### Creating the Certificate Authorization Policy

When you complete Certificate realm configuration, you can create CPL policies. Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate.

## Section G: Certificate Realm Authentication

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file <Proxy> and other layers.

---

Be aware that the default policy condition for these examples is *allow*. On new SGOS4.x systems, the default policy condition is *deny*.

- ❑ Every Certificate realm authenticated user is allowed access the ProxySG.

```
<Proxy>
    authenticate(CertificateRealm)
```

- ❑ A subnet definition determines the members of a group, in this case, members of the Human Resources department. (They are allowed access to the two URLs listed. Everyone else is denied permission.)

```
<Proxy>
    authenticate(CertificateRealm)
<Proxy>
    Define subnet HRSUBNET
        192.168.0.0/16
        10.0.0.0/24
    End subnet HRSUBNET
    [Rule] client_address=HRSUBNET
        url.domain=monster.com
        url.domain=hotjobs.com
        deny
    .
    .
    .
    [Rule]
        deny
```

## Tips

If you use a certificate realm and see an error message similar to the following

```
Realm configuration error for realm "cert": connection is not SSL.
```

This means that certificate authentication was requested for a transaction, but the transaction was not done on an SSL connection, so no certificate was available.

This can happen in three ways:

- ❑ The authenticate mode is either `origin-IP-redirect/origin-cookie-redirect` or `origin-IP/origin-cookie`, but the virtual URL does not have an `https:` scheme. This is likely if authentication through a certificate realm is selected with no other configuration, because the default configuration does not use SSL for the virtual URL.
- ❑ In a server accelerator deployment, the authenticate mode is `origin` and the transaction is on a non-SSL port.

## Section G: Certificate Realm Authentication

---

- ❑ The authenticate mode is `origin-IP-redirect/origin-cookie-redirect`, the user has authenticated, the credential cache entry has expired, and the next operation is a POST or PUT from a browser that does not handle 307 redirects (that is, from a browser other than Internet Explorer). The workaround is to visit another URL to refresh the credential cache entry and then try the POST again.
- ❑ Forms authentication modes cannot be used with a Certificate realm. If a form mode is in use and the authentication realm is a Certificate realm, a Policy Substitution realm, or an IWA realm, you receive a configuration error.

## Section H: Netegrity SiteMinder

---

### Section H: Netegrity SiteMinder

The ProxySG can be configured to consult a SiteMinder policy server for authentication and session management decisions. This requires that a SiteMinder realm be configured on the ProxySG and policy written to use that realm for authentication.

Access to the SiteMinder policy server is done through the Blue Coat Authentication and Authorization Agent (BCAAA), which must be installed on a Windows 2000 system or higher with access to the SiteMinder policy servers.

### Understanding SiteMinder Interaction with Blue Coat

Within the SiteMinder system, BCAA acts as a custom Web agent. It communicates with the SiteMinder policy server to authenticate the user and to obtain a SiteMinder session token, response attribute information, and group membership information.

Custom header and cookie response attributes associated with `OnAuthAccept` and `OnAccessAccept` attributes are obtained from the policy server and forwarded to the SG appliance. They can (as an option) be included in requests forwarded by the *appliance*.

Within the SG system, BCAA acts as its agent to communicate with the SiteMinder server. The SG appliance provides the user information to be validated to BCAA, and receives the session token and other information from BCAA.

Each SG SiteMinder realm used causes the creation of a BCAA process on the Windows host computer running BCAA. A single host computer can support multiple SG realms (from the same or different SG appliances); the number depends on the capacity of the BCAA host computer and the amount of activity in the realms.

---

Note: Each (active) SiteMinder realm on the SG appliance should reference a different agent on the Policy Server.

---

Configuration of the SG's realm must be coordinated with configuration of the SiteMinder policy server. Each must be configured to be aware of the other. In addition, certain SiteMinder responses must be configured so that BCAA gets the information the SG appliance needs.

### Configuring the SiteMinder Policy Server

---

Note: Blue Coat assumes you are familiar with configuration of SiteMinder policy servers and Web agents.

---

Since BCAA is a Web agent in the SiteMinder system, it must be configured on the SiteMinder policy server. Configuration of BCAA on the host computer is not required; the agent obtains its configuration information from the ProxySG.

## Section H: Netegrity SiteMinder

---

A suitable Web agent must be created and configured on the SiteMinder server. This must be configured to support 4.x agents, and a shared secret must be chosen and entered on the server (it must also be entered in the ProxySG SiteMinder realm configuration).

SiteMinder protects resources identified by URLs. A ProxySG realm is associated with a single protected resource. This could be an already existing resource on a SiteMinder server, (typical for a reverse proxy arrangement) or it could be a resource created specifically to protect access to ProxySG services (typical for a forward proxy).

---

**Important:** The request URL is not sent to the SiteMinder policy server as the requested resource; the requested resource is the entire ProxySG realm. Access control of individual URLs is done on the ProxySG using CPL or VPM.

---

The SiteMinder realm that controls the protected resource must be configured with a compatible authentication scheme. The supported schemes are Basic (in plain text and over SSL), Forms (in plain text and over SSL), and X.509 certificates. Configure the SiteMinder realm with one of these authentication schemes.

---

Note: Only the following X.509 Certificates are supported: X.509 Client Cert Template, X.509 Client Cert and Basic Template, and X.509 Client Cert and Form Template.

---

ProxySG requires information about the authenticated user to be returned as a SiteMinder response. The responses should be sent by an `OnAuthAccept` rule used in the policy that controls the protected resource.

The responses must include the following:

- A Web-Agent-HTTP-Header-variable named `BCSI_USERNAME`. It must be a user attribute; the value of the response must be the simple username of the authenticated user. For example, with an LDAP directory this might be the value of the `cn` attribute or the `uid` attribute.
- A Web-Agent-HTTP-Header-variable named `BCSI_GROUPS`. It must be a user attribute and the value of the response must be `SM_USERGROUPS`.

If the policy server returns an LDAP FQDN as part of the authentication response, the ProxySG uses that LDAP FQDN as the FQDN of the user.

Once the SiteMinder agent object, configuration, realm, rules, responses and policy have been defined, the ProxySG can be configured.

## Additional SiteMinder Configuration Notes

---

Note: Additional configuration might be needed on the SiteMinder server depending on specific features being used.

---

## Section H: Netegrity SiteMinder

---

- ❑ If using single-signon (SSO) with off-box redirection (such as to a forms login page), the forms page must be processed by a 5.x or later Web Agent, and that agent must be configured with `fcccompatmode=no`. This precludes that agent from doing SSO with 4.x agents.
- ❑ For SSO to work with other Web agents, the other agents must have the `AcceptTPCookie=YES` as part of their configuration. This is described in the SiteMinder documentation.
- ❑ Blue Coat does not extract the issuerDN from X.509 certificates in the same way as the SiteMinder agent. Thus, a separate certificate mapping might be needed for the SGOS agent and the SiteMinder agents.

For example, the following was added to the SiteMinder policy server certificate mappings:

`CN=Waterloo Authentication and Security Team,OU=Waterloo R&D, O=Blue Coat\,, Inc., L=Waterloo, ST=ON, C=CA`

- ❑ In order to use off-box redirection (such as an SSO realm), all agents involved must have the setting `EncryptAgentName=no` in their configurations.
- ❑ The ProxySG Appliance's credential cache only caches the user's authentication information for the smaller of the time-to-live (TTL) configured on the ProxySG and the session TTL configured on the SiteMinder policy server.

## Configuring the ProxySG Realm

The ProxySG realm must be configured so that it can:

- ❑ Find the Blue Coat agent(s) that acts on its behalf (hostname or IP address, port, SSL options, and the like).
- ❑ Provide BCAAA with the information necessary to allow it to identify itself as a Web agent (agent name, shared secret).
- ❑ Provide BCAAA with the information that allows it to find the SiteMinder policy server (IP address, ports, connection information.)
- ❑ Provide BCAAA with the information that it needs to do authentication and collect authorization information (protected resource name), and general options (server fail-over and off-box redirection)

For more information on configuring the ProxySG SiteMinder realm, see "[Creating a SiteMinder Realm](#)" on page 423.

---

Note: All ProxySG and agent configuration is done on the ProxySG. The ProxySG sends the necessary information to BCAAA when it establishes communication.

---

## Participating in a Single Sign-On (SSO) Scheme

The ProxySG can participate in SSO with other systems that use the same SiteMinder policy server. Users must supply their authentication credentials only once to any of the systems participating. Participating in SSO is not a requirement, the Proxy SG can use the SiteMinder realm as an ordinary realm.

## Section H: Netegrity SiteMinder

---

When using SSO with SiteMinder, the SSO token is carried in a cookie (`SMSESSION`). This cookie is set in the browser by the first system that authenticates the user; other systems obtain authentication information from the cookie and so do not have to challenge the user for credentials. The ProxySG sets the `SMSESSION` cookie if it is the first system to authenticate a user, and authenticates the user based on the cookie if the cookie is present.

Since the SSO information is carried in a cookie, all the servers participating must be in the same cookie domain, including the ProxySG. This imposes restrictions on the `authenticate.mode()` used on the ProxySG.

- ❑ A reverse proxy can use any `origin` mode.
- ❑ A forward proxy must use one of the `origin-redirect` modes (such as `origin-cookie-redirect`). When using `origin-*-redirect` modes, the virtual URL hostname must be in the same cookie domain as the other systems. It cannot be an IP address and the default `www.cfauth.com` does not work either.

When using `origin-*-redirect`, the SSO cookie is automatically set in an appropriate response after the ProxySG authenticates the user. When using `origin` mode (in a reverse proxy), setting this cookie must be explicitly specified by the administrator. The policy substitution variable `$({x-agent-sso-cookie})` expands to the appropriate value of the `set-cookie: header`.

## Avoiding ProxySG Challenges

In some SiteMinder deployments all credential challenges are issued by a central authentication service (typically a Web server that challenges through a form). Protected services do not challenge and process request credentials; instead, they work entirely with the SSO token. If the request does not include an SSO token, or the SSO token is not acceptable, the request is redirected to the central service, where authentication occurs. Once authentication is complete, the request is redirected to the original resource with a response that sets the SSO token.

If the SiteMinder policy server is configured to use a forms-based authentication scheme, the above happens automatically. However, in this case, the ProxySG realm can be configured to redirect to an off-box authentication service always. The URL of the service is configured in the scheme definition on the SiteMinder policy server. The ProxySG realm is then configured with `always-redirect-offbox` enabled.

The ProxySG must not attempt to authenticate a request for the off-box authentication URL. If necessary, `authenticate(no)` can be used in policy to prevent this.

## Section H: Netegrity SiteMinder

### Creating a SiteMinder Realm

*To Create a SiteMinder Realm through the Management Console*

1. Select Configuration>Authentication>Netegrity SiteMinder>SiteMinder Realms.

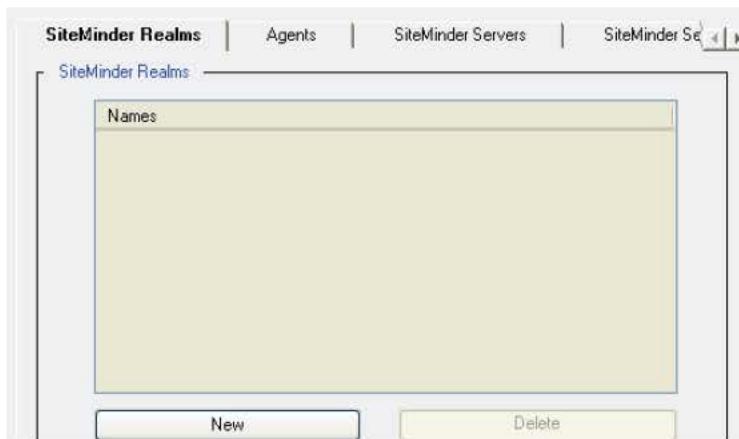


Figure 9-37: SiteMinder Realms Tab

2. Click New; the Add SiteMinder Realm dialog displays.

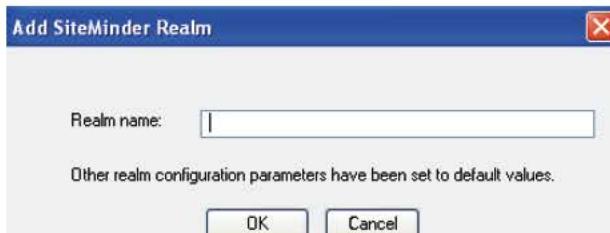


Figure 9-38: Add SiteMinder Realm

3. In the Realm name field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter. The name should be meaningful to you, but it does not have to be the name of the SiteMinder policy server.
4. Click OK.
5. Click Apply.

*To Create a SiteMinder Realm through the CLI*

At the (config) prompt, enter the following command to create a SiteMinder realm:

```
SGOS#(config) security siteminder create-realm realm_name  
where realm_name is the name of the SiteMinder realm.
```

### Configuring Agents

You must configure the SiteMinder realm so that it can find the Blue Coat Authentication and Authorization Agent (BCAAA).

## Section H: Netegrity SiteMinder

1. Select Configuration>Authentication>Netegrity SiteMinder>Agents.

Figure 9-39: SiteMinder Agents Page

2. Select the realm name to edit from the drop-down list.

**Note:** You must have defined at least one SiteMinder realm (using the SiteMinder Realms tab) before attempting to configure SiteMinder agents. If the message **Realms** must be added in the SiteMinder Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any SiteMinder realms defined.

3. In the Primary agent section, enter the hostname or IP address where the agent resides.
4. Change the port from the default of 16101 if necessary.
5. Enter the agent name in the Agent name field. The agent name is the name as configured on the SiteMinder policy server.
6. You must create a secret for the Agent that matches the secret created on the SiteMinder policy server. Click Change Secret. SiteMinder secrets can be up to 64 characters long and are always case sensitive.
7. (Optional) Enter an alternate agent host and agent name in the Alternate agent section.
8. (Optional) Click Enable SSL to enable SSL between the ProxySG and the BCAAA.
9. (Optional) By default, if SSL is enabled, the SiteMinder BCAAA certificate is verified. To not verify the agent certificate, disable this setting.

### To Edit a SiteMinder Agent through the CLI

1. To define the primary and alternate agent configuration for the realm you just created, enter the following commands at the (config) prompt:

---

## Section H: Netegrity SiteMinder

---

```
SGOS#(config) security siteminder edit-realm realm_name
SGOS#(config siteminder realm_name) primary-agent agent-name agent_name
SGOS#(config siteminder realm_name) primary-agent host host_name_or_IP_address
SGOS#(config siteminder realm_name) primary-agent port port_number
SGOS#(config siteminder realm_name) primary-agent encrypted-shared-secret
encrypted_shared_secret
-or-
SGOS#(config siteminder realm_name) primary-agent shared-secret shared_secret
SGOS#(config siteminder realm_name) alternate-agent agent-name agent_name
SGOS#(config siteminder realm_name) alternate-agent host host_name_or_IP
SGOS#(config siteminder realm_name) alternate-agent port port_number
SGOS#(config siteminder realm_name) alternate-agent encrypted-shared-secret
encrypted_shared_secret
-or-
SGOS#(config siteminder realm_name) alternate-agent shared-secret shared_secret
```

where:

primary-agent   alternate agent		These commands allow you to configure either the primary or alternate agent for the SiteMinder realm.
agent-name	agent_name	The name of the agent.
host	host_name_or_IP_address	The host ID or the IP address of the system that contains the agent.
port	port_number	The port where the agent listens.
encrypted-shared-secret   shared-secret	secret	<p>The shared secret (or encrypted secret) associated with the primary or alternate agent. (Secrets can be up to 64 characters long and are always case sensitive.)</p> <p>The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted. You can choose to use a third-party encryption application. The encrypted password is encrypted using RSA with OAEP padding, and is Base64 encoded with no newlines.</p>

2. To enable SSL for this realm and to have the BCAAA certificate verified, enter:

```
SGOS#(config siteminder realm_name) ssl enable
SGOS#(config siteminder realm_name) ssl-verify-agent enable
```

---

Note: The `ssl-verify-server` command in authentication is not overridden by the CPL property `server.certificate.validate` or the forwarding hosts `ssl-verify-server` command.

---

## Section H: Netegrity SiteMinder

### Configuring SiteMinder Servers

Once you create a SiteMinder realm, use the SiteMinder Servers page to create and edit the list of SiteMinder policy servers consulted by the realm.

1. Select Configuration>Authentication>Netegrity SiteMinder>SiteMinder Servers.



Figure 9-40: SiteMinder Servers Tab

2. From the Realm Name drop-down list, select the SiteMinder realm for which you want to add servers or change server properties.

**Note:** You must have defined at least one SiteMinder realm (using the SiteMinder Realms page) before attempting to set SiteMinder policy server properties. If the message **Realms must be added in the SiteMinder Realms tab before editing this tab** is displayed in red **Click Apply**. Repeat the above steps for additional SiteMinder realms, up to a total of 40.

3. To create a new SiteMinder policy server, click **New**.

The Add List dialog displays.



Figure 9-41: SiteMinder Add List Item Dialog

## Section H: Netegrity SiteMinder

---

- a. Enter the name of the server in the dialog. This name is used only to identify the server in the ProxySG Appliance's configuration; it usually is the real hostname of the SiteMinder policy server.
- b. Click OK.
4. To edit an existing SiteMinder policy server, click Edit.

The Edit dialog displays.

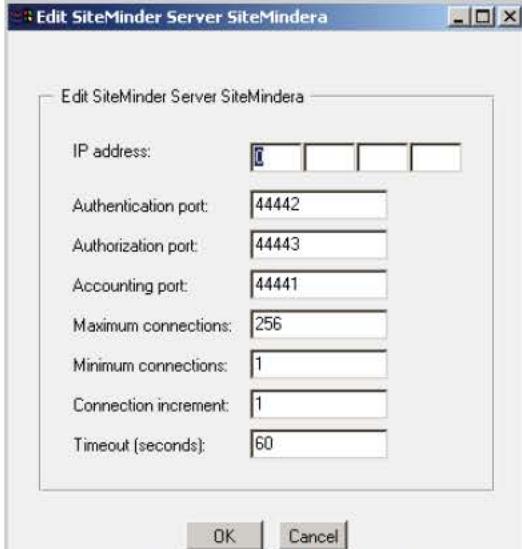


Figure 9-42: SiteMinder Edit Server Dialog

- a. Enter the IP address of the SiteMinder policy server in the IP address field.
- b. Enter the correct port number for the Authentication, Authorization, and Accounting ports. The ports should be the same as the ports configured on their SiteMinder policy server. The valid port range is 1-65535.
- c. The maximum number of connections is 32768; the default is 256.
- d. The connection increment specifies how many connections to open at a time if more are needed and the maximum is not exceeded. The default is 1.
- e. The timeout value has a default of 60 seconds, which can be changed.
5. Click OK.
6. Click Apply.

### *Editing SiteMinder Policy Servers through the CLI*

To create and edit the SiteMinder policy server for the realm you just created, enter the following commands:

---

Note: The only required option is the IP address. The other options need only be used if you want to change the defaults.

---

## Section H: Netegrity SiteMinder

```
SGOS#(config) security siteminder edit-realm realm_name
SGOS#(config siteminder realm_name) siteminder-server create server_name
SGOS#(config siteminder realm_name) siteminder-server edit server_name
SGOS#(config siteminder realm_name server_name) ip-address ip_address
SGOS#(config siteminder realm_name server_name) authentication-port port_number
SGOS#(config siteminder realm_name server_name) authorization-port port_number
SGOS#(config siteminder realm_name server_name) accounting-port port_number
SGOS#(config siteminder realm_name server_name) connection-increment number
SGOS#(config siteminder realm_name server_name) max-connections number
SGOS#(config siteminder realm_name server_name) min-connections number
SGOS#(config siteminder realm_name server_name) timeout seconds
```

where:

siteminder-server	create server_name   edit server_name   delete	You can create a SiteMinder policy server, edit it, or delete it.
edit server_name	ip-address ip_address	The IP address of the SiteMinder policy server.
edit server_name	authentication-port port_number	The default is 44442. The ports should be the same as the ports configured on the SiteMinder policy server. The valid port range is 1-65535.
edit server_name	authorization-port port_number	The default is 44443. The ports should be the same as the ports configured on the SiteMinder policy server. The valid port range is 1-65535.
edit server_name	accounting-port port_number	The default is 44441. The ports should be the same as the ports configured on the SiteMinder policy server. The valid port range is 1-65535.
edit server_name	connection-increment number	The default is 1. The connection increment specifies how many connections to open at a time if more are needed and the maximum is not exceeded.
edit server_name	max-connections number	The default is 256. The maximum number of connections is 32768.
edit server_name	min-connections number	The default is 1.
edit server_name	timeout seconds	The default is 60.

### To View the SiteMinder Policy Server Configuration:

```
SGOS#(config siteminder realm_name server_name) view
Server name: test
IP address: 10.25.36.47
Min connections: 1
Max connections: 256
```

---

## Section H: Netegrity SiteMinder

---

```

Connection inc:      1
Timeout:            60
Authentication Port: 44442
Authorization Port: 44443
Accounting Port:    44441

```

## Defining SiteMinder Server General Properties

The SiteMinder Server General tab allows you to specify the protected resource name, the server mode, and whether requests should always be redirected off box.

*To Configure General Settings through the Management Console*

1. Select Configuration>Authentication>Netegrity SiteMinder>SiteMinder Server General.



Figure 9-43: SiteMinder Server General Tab

2. From the Realm Name drop-down list, select the SiteMinder realm for which you want to change properties.

---

Note: You must have defined at least one SiteMinder realm (using the SiteMinder Realms tab) before attempting to set SiteMinder general properties. If the message Realms must be added in the SiteMinder Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any SiteMinder realms defined.

---

3. Enter the protected resource name. The protected resource name is the same as the resource name on the SiteMinder policy server that has rules and policy defined for it.
4. In the Server mode drop-down list, select either failover or round-robin. Failover mode falls back to one of the other servers if the primary one is down. Round-robin modes specifies that all of the servers should be used together in a round-robin approach. Failover is the default.

---

Note: The server mode describes the way the agent (BCAAA) interacts with the SiteMinder policy server, not the way that ProxySG interacts with BCAA.

---

5. To force authentication challenges to always be redirected to an off-box URL, select Always redirect off-box.

## Section H: Netegrity SiteMinder

---

**Note:** All SiteMinder Web agents involved must have the setting `EncryptAgentName=no` in their configurations to go off-box for any reason.

---

If using SiteMinder forms for authentication, the ProxySG always redirects the browser to the forms URL for authentication. You can force this behavior for other SiteMinder schemes by configuring the always redirect off-box property on the realm.

6. If your Web applications need information from the SiteMinder policy server responses, you can select Add Header Responses. Responses from the policy server obtained during authentication are added to each request forwarded by the ProxySG. Header responses replace any existing header of the same name; if no such header exists, the header is added. Cookie responses replace a cookie header with the same cookie name; if no such cookie header exists, one is added.
7. To enable validation of the client IP address, select Validate client IP address. If the client IP address in the SSO cookie can be valid yet different from the current request client IP address, due to downstream proxies or other devices, deselect Validate client IP address for the realm. SiteMinder agents participating in SSO with the ProxySG should also be modified; set the `TransientIPCheck` variable to yes to enable IP address validation and no to disable it.
8. Click Apply.

### *To Configure General Settings through the CLI*

At the `(config)` command prompt, enter the following commands to configure general server settings:

```
SGOS#(config siteminder realm_name) protected-resource-name
protected_resource_name
SGOS#(config siteminder realm_name) server-mode {failover| round-robin}
(Optional) SGOS#(config siteminder realm_name) always-redirect-offbox {enable | disable}
(Optional) SGOS#(config siteminder realm_name) add-header-responses {enable | disable}
(Optional) SGOS#(config siteminder realm_name) validate-client-IP {disable | enable}
```

where:

<code>protected-resource-name</code>	<code>protected_resource_name</code>	The resource name on the SiteMinder policy server that has rules and policy defined for it.
<code>server-mode</code>	<code>failover   round-robin</code>	Behavior of the server. Failover mode falls back to one of the other servers if the primary one is down. Round-robin modes specifies that all of the servers should be used together in a round-robin approach. Failover is the default.

## Section H: Netegrity SiteMinder

always-redirect-offbox	enable   disable	If using SiteMinder forms for authentication, the ProxySG always redirects the browser to the forms URL for authentication. You can force this behavior for other SiteMinder schemes by configuring the always redirect off-box property on the realm.  All agents involved must have the setting EncryptAgentName=no in their configurations to go off-box for any reason.
add-header-responses	enable   disable	Enable if your Web applications need information from the SiteMinder policy server responses. Header responses replace any existing header of the same name; if no such header exists, the header is added. Cookie responses replace a cookie header with the same cookie name; if no such cookie header exists, one is added.
validate-client-IP	enable   disable	Enables validation of the client IP address. If the client IP address in the SSO cookie can be valid yet different from the current request client IP address, due to downstream proxies or other devices, disable client IP validation. The SiteMinder agents participating in SSO with the ProxySG should also be modified. Set the TransientIPCheck variable to yes to enable IP validation and no to disable it.

## Configuring General Settings for SiteMinder

The SiteMinder General tab allows you to set a display name, cache credentials, timeout value, and create a virtual URL.

### *To Manage General Settings for the SiteMinder realm*

1. Select Authentication>Netegrity SiteMinder>SiteMinder General.

## Section H: Netegrity SiteMinder



Figure 9-44: SiteMinder General Page

2. From the Realm Name drop-down list, select the SiteMinder realm for which you want to change properties.

**Note:** You must have defined at least one SiteMinder realm (using the SiteMinder Realms tab) before attempting to set SiteMinder general properties. If the message **Realms must be added in the SiteMinder Realms tab before editing this tab** is displayed in red at the bottom of this page, you do not currently have any SiteMinder realms defined.

3. If needed, change the SiteMinder realm display name. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
4. Specify the length of time, in seconds, that user and administrator credentials received from the SiteMinder policy server are cached. Credentials can be cached for up to 3932100 seconds. The default cache-duration is 900 seconds (15 minutes).
5. If you want group comparisons for SiteMinder groups to be case sensitive, select Case sensitive.
6. The virtual hostname must be in the same cookie domain as the other servers participating in the SSO. It cannot be an IP address or the default, www.cfauth.com.
7. Click Apply.

### To Set SiteMinder General Settings through the CLI

At the (config) command prompt, enter the following commands to configure general server settings:

```
SGOS#(config siteminder realm_name) cache-duration seconds
SGOS#(config siteminder realm_name) case-sensitive enable | disable
SGOS#(config siteminder realm_name) display-name name
SGOS#(config siteminder realm_name) virtual-url URL
```

---

## Section H: Netegrity SiteMinder

---

where:

cache-duration	seconds	Specifies the length of time in seconds that user and administrator credentials received from the SiteMinder policy server are cached. Credentials can be cached for up to 3932100 seconds. The default value is 900 seconds (15 minutes).
case-sensitive	enable   disable	Specifies whether the SiteMinder policy server is configured to expect case-sensitive usernames and passwords.
display-name	name	Equivalent to the display-name option in the CPL authenticate action. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
virtual-url	URL	The URL to redirect to when the user needs to be challenged for credentials. If the ProxySG is participating in SSO, the virtual hostname must be in the same cookie domain as the other servers participating in the SSO. It cannot be an IP address or the default, www.cfauth.com.

## Creating the CPL

You can create CPL policies now that you have completed SiteMinder realm configuration. Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate for your purposes.

The examples below assume the default policy condition is *allow*. On new SGOS 4.x systems, the default policy condition is *deny*.

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file <Proxy> and other layers.

---

- Every SiteMinder-authenticated user is allowed access the ProxySG.  

```
<Proxy>
    authenticate(SiteMinderRealm)
```
- Group membership is the determining factor in granting access to the ProxySG.  

```
<Proxy>
    authenticate(LDAPRealm)
<Proxy>
    group="cn=proxyusers, ou=groups, o=myco"
    deny
```

## Section I: Oracle COREid

---

### Section I: Oracle COREid

The ProxySG can be configured to consult an Oracle COREid (formerly known as Oracle NetPoint) Access Server for authentication and session management decisions. This requires that a COREid realm be configured on the ProxySG and policy written to use that realm for authentication.

The ProxySG supports authentication with Oracle COREid v6.5 and v7.0.

Access to the COREid Access System is done through the Blue Coat Authentication and Authorization Agent (BCAAA), which must be installed on a Windows 2000 system or higher with access to the COREid Access Servers.

### Understanding COREid Interaction with Blue Coat

Within the COREid Access System, BCAA acts as a custom AccessGate. It communicates with the COREid Access Servers to authenticate the user and to obtain a COREid session token, authorization actions, and group membership information.

HTTP header variables and cookies specified as authorization actions are returned to BCAA and forwarded to the SG appliance. They can (as an option) be included in requests forwarded by the appliance.

Within the SG system, BCAA acts as its agent to communicate with the COREid Access Servers. The SG appliance provides the user information to be validated to BCAA, and receives the session token and other information from BCAA.

Each SG COREid realm used causes the creation of a BCAA process on the Windows host computer running BCAA. When a process is created, a temporary working directory containing the Oracle COREid files needed for configuration is created for that process. A single host computer can support multiple SG realms (from the same or different SG appliances); the number depends on the capacity of the BCAA host computer and the amount of activity in the realms.

Configuration of the SG COREid realm must be coordinated with configuration of the Access System. Each must be aware of the AccessGate. In addition, certain authorization actions must be configured in the Access System so that BCAA gets the information the SG appliance needs.

### Configuring the COREid Access System

---

Note: Blue Coat assumes you are familiar with the configuration of the COREid Access System and WebGates.

---

Since BCAA is an AccessGate in the COREid Access System, it must be configured in the Access System just like any other AccessGate. BCAA obtains its configuration from the ProxySG so configuration of BCAA on the host computer is not required. If the Cert Transport Security Mode is used by the Access System, then the certificate files for the BCAA AccessGate must reside on BCAA's host computer.

## Section I: Oracle COREid

---

COREid protects resources identified by URLs in policy domains. A ProxySG COREid realm is associated with a single protected resource. This could be an already existing resource in the Access System, (typical for a reverse proxy arrangement) or it could be a resource created specifically to protect access to ProxySG services (typical for a forward proxy).

---

**Important:** The request URL is not sent to the Access System as the requested resource; the requested resource is the entire ProxySG realm. Access control of individual URLs is done on the ProxySG using policy.

---

The COREid policy domain that controls the protected resource must use one of the challenge methods supported by the ProxySG.

Supported challenge methods are Basic, X.509 Certificates and Forms. Acquiring the credentials over SSL is supported as well as challenge redirects to another server.

The ProxySG requires information about the authenticated user to be returned as COREid authorization actions for the associated protected resource. Since authentication actions are not returned when a session token is simply validated, the actions must be authorization and not authentication actions.

The following authorization actions should be set for all three authorization types (Success, Failure, and Inconclusive):

- A HeaderVar action with the name `BCSI_USERNAME` and with the value corresponding to the simple username of the authenticated user. For example, with an LDAP directory this might be the value of the `cn` attribute or the `uid` attribute.
- A HeaderVar action with the name `BCSI_GROUPS` and the value corresponding to the list of groups to which the authenticated user belongs. For example, with an LDAP directory this might be the value of the `memberOf` attribute.

Once the COREid AccessGate, authentication scheme, policy domain, rules, and actions have been defined, the ProxySG can be configured.

## Additional COREid Configuration Notes

The ProxySG Appliance's credential cache only caches the user's authentication information for the lesser of the two values of the time-to-live (TTL) configured on the ProxySG and the session TTL configured in the Access System for the AccessGate.

## Configuring the ProxySG Realm

The ProxySG realm must be configured so that it can:

- Communicate with the Blue Coat agent(s) that act on its behalf (hostname or IP address, port, SSL options, and the like).
- Provide BCAAA with the information necessary to allow it to identify itself as an AccessGate (AccessGate id, shared secret).

## Section I: Oracle COREid

---

- Provide BCAAA with the information that allows it to contact the primary COREid Access Server (IP address, port, connection information).
- Provide BCAAA with the information that it needs to do authentication and collect authorization information (protected resource name), and general options (off-box redirection).

For more information on configuring the ProxySG COREid realm, see "[Creating a COREid Realm](#)" on page 437.

---

**Note:** All ProxySG and agent configuration is done on the ProxySG. The ProxySG sends the necessary information to BCAAA when it establishes communication.

---

## Participating in a Single Sign-On (SSO) Scheme

The ProxySG can participate in SSO using the encrypted `obssocookie` cookie. This cookie is set in the browser by the first system in the domain that authenticates the user; other systems in the domain obtain authentication information from the cookie and so do not have to challenge the user for credentials. The ProxySG sets the `obssocookie` cookie if it is the first system to authenticate a user, and authenticates the user based on the cookie if the cookie is present.

Since the SSO information is carried in a cookie, the ProxySG must be in the same cookie domain as the servers participating in SSO. This imposes restrictions on the `authenticate.mode()` used on the ProxySG.

- A reverse proxy can use any `origin mode`.
- A forward proxy must use one of the `origin-redirect modes` (such as `origin-cookie-redirect`). When using `origin-*-redirect` modes, the virtual URL's hostname must be in the same cookie domain as the other systems. It cannot be an IP address; the default `www.cfauth.com` does not work either.

When using `origin-*-redirect`, the `sso` cookie is automatically set in an appropriate response after the ProxySG authenticates the user. When using `origin mode` (in a reverse proxy), setting this cookie must be explicitly specified by the administrator using the policy substitution variable `$ (x-agent-sso-cookie)`. The variable `$ (x-agent-sso-cookie)` expands to the appropriate value of the `set-cookie: header`.

## Avoiding ProxySG Challenges

In some COREid deployments all credential challenges are issued by a central authentication service. Protected services do not challenge and process request credentials; instead, they work entirely with the `sso` token. If the request does not include an `sso` token, or if the `sso` token is not acceptable, the request is redirected to the central service, where authentication occurs. Once authentication is complete, the request is redirected to the original resource with a response that sets the `sso` token.

## Section I: Oracle COREid

If the COREid authentication scheme is configured to use a forms-based authentication, the ProxySG redirects authentication requests to the form URL automatically. If the authentication scheme is not using forms authentication but has specified a challenge redirect URL, the ProxySG only redirects the request to the central service if `always-redirect-offbox` is enabled for the realm on the ProxySG. If the `always-redirect-offbox` option is enabled, the authentication scheme must use forms authentication or have a challenge redirect URL specified.

---

**Note:** The ProxySG must not attempt to authenticate a request for the off-box authentication URL. If necessary, `authenticate(no)` can be used in policy to prevent this.

---

## Creating a COREid Realm

*To Create a COREid Realm through the Management Console*

1. Select Configuration>Authentication>Oracle COREid>COREid Realms.



Figure 9-45: Creating a COREid Realm

2. Click New; the Add COREid Realm dialog displays.

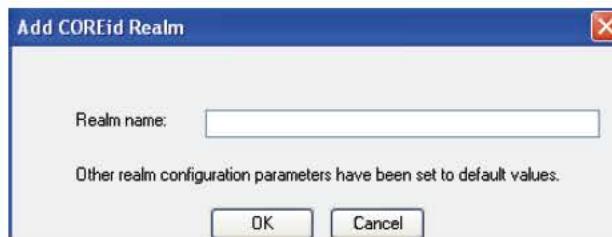


Figure 9-46: Adding the COREid Realm Name

3. In the Realm name field, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter. The name should be meaningful to you, but it does not have to be the name of the COREid AccessGate.
4. Click OK.

---

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5. Click Apply.

*To Create a COREid Realm through the CLI*

At the (config) prompt, enter the following command to create a COREid realm:

```
SGOS#(config) security coreid create-realm realm_name
where realm_name is the name of the COREid realm.
```

## Configuring Agents

You must configure the COREid realm so that it can find the Blue Coat Authentication and Authorization Agent (BCAAA).

1. Select Configuration>Authentication>Oracle COREid>Agents.



Figure 9-47: Configuring COREid Agents

2. Select the realm name to edit from the drop-down list.

---

Note: You must have defined at least one COREid realm (using the COREid Realms tab) before attempting to configure COREid agents. If the message Realms must be added in the COREid Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any COREid realms defined.

---

3. In the Primary agent section, enter the hostname or IP address where the agent resides.
4. Change the port from the default of 16101 if necessary.
5. Enter the AccessGate ID in the AccessGate id field. The AccessGate ID is the ID of the AccessGate as configured in the Access System.
6. If an AccessGate password has been configured in the Access System, you must specify the password on the ProxySG. Click Change Secret and enter the password. The passwords can be up to 64 characters long and are always case sensitive.
7. (Optional) Enter an alternate agent host and AccessGate ID in the Alternate agent section.
8. (Optional) Select Enable SSL to enable SSL between the ProxySG and the BCAA agent.

---

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---

9. (Optional) By default, if SSL is enabled, the COREid BCAA certificate is verified. If you do not want to verify the agent certificate, disable this setting.

*To Edit a COREid Agent through the CLI*

1. To define the primary and alternate agent configuration for the realm you just created, enter the following commands at the `(config)` prompt:

```
SGOS#(config) security coreid edit-realm realm_name
SGOS#(config coreid realm_name) primary-agent accessgate-id id
SGOS#(config coreid realm_name) primary-agent host host
SGOS#(config coreid realm_name) primary-agent port port
SGOS#(config coreid realm_name) primary-agent encrypted-secret
encrypted_shared_secret
-or-
SGOS#(config coreid realm_name) primary-agent secret shared_secret
SGOS#(config coreid realm_name) alternate-agent accessgate-id id
SGOS#(config coreid realm_name) alternate-agent host host
SGOS#(config coreid realm_name) alternate-agent port port
SGOS#(config coreid realm_name) alternate-agent encrypted-secret
encrypted_shared_secret
-or-
SGOS#(config coreid realm_name) alternate-agent secret shared_secret
```

where

primary-agent   alternate agent		These commands allow you to configure either the primary or alternate agent for the COREid realm.
accessgate-id	<i>id</i>	The ID of the AccessGate.
host	<i>host</i>	The hostname or the IP address of the system that contains the agent.
port	<i>port</i>	The port where the agent listens.
encrypted-secret   secret	<i>shared_secret</i>	The password (or encrypted password) associated with the primary or alternate AccessGate. (Passwords can be up to 64 characters long and are always case sensitive.) The primary use of the encrypted-secret command is to allow the ProxySG to reload a password that it encrypted. You can choose to use a third-party encryption application. The encrypted password is encrypted using RSA with OAEP padding, and is Base64 encoded with no newlines.

2. To enable SSL between the ProxySG and the BCAA agent and to have the BCAA certificate verified, enter:

```
SGOS#(config coreid realm_name) ssl enable
SGOS#(config coreid realm_name) ssl-verify-agent enable
```

---

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## Configuring the COREid Access Server

Once you create a COREid realm, use the COREid Access Server page to specify the primary Access Server information.

1. Select Configuration>Authentication>Oracle COREid>COREid Access Server.

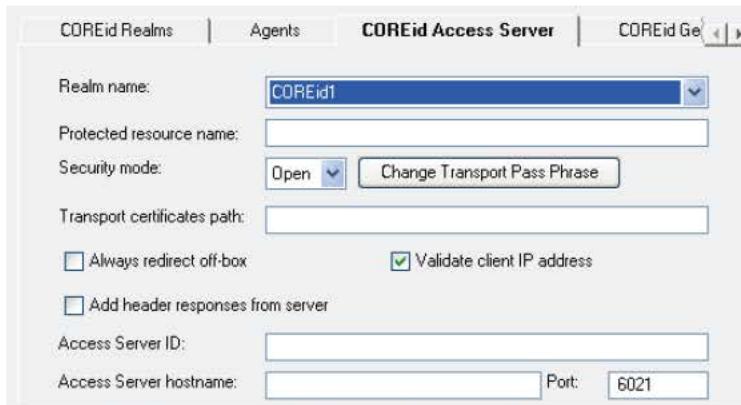


Figure 9-48: Configuring the COREid Access Server

2. Select the realm name to edit from the drop-down list.

---

**Note:** You must have defined at least one COREid realm (using the COREid Realms tab) before attempting to configure COREid agents. If the message **Realms must be added** in the COREid Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any COREid realms defined.

---

3. Enter the protected resource name. The protected resource name is the same as the resource name defined in the Access System policy domain.
4. Select the Security Transport Mode for the AccessGate to use when communicating with the Access System.
5. If Simple or Cert mode is used, specify the Transport Pass Phrase configured in the Access System. Click **Change Transport Pass Phrase** to set the pass phrase.
6. If Cert mode is used, specify the location on the BCAAA host machine where the key, server and CA chain certificates reside. The certificate files must be named `aaa_key.pem`, `aaa_cert.pem`, and `aaa_chain.pem`, respectively.
7. To force authentication challenges to always be redirected to an off-box URL, select **Always redirect off-box**.
8. To enable validation of the client IP address in SSO cookies, select **Validate client IP address**. If the client IP address in the SSO cookie can be valid yet different from the current request client IP address because of downstream proxies or other devices, then deselect the **Validate client IP address** in the realm. Also modify the WebGates participating in SSO with the ProxySG. Modify the `WebGateStatic.1st` file to either set the `ipvalidation` parameter to false or to add the downstream proxy/device to the `IPValidationExceptions` lists.

---

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9. If your Web applications need information from the Authorization Actions, select Add Header Responses. Authorization actions from the policy domain obtained during authentication are added to each request forwarded by the ProxySG. Header responses replace any existing header of the same name; if no such header exists, the header is added. Cookie responses replace a cookie header with the same cookie name, if no such cookie header exists, one is added.
10. Specify the ID of the AccessGate's primary Access Server.
11. Specify the hostname of the AccessGate's primary Access Server.
12. Specify the port of the AccessGate's primary Access Server.
13. Click Apply.

*To Edit a COREid Access Server through the CLI*

To create and edit the COREid Access Server configuration for the realm you just created, enter the following commands:

```
SGOS#(config) security coreid edit-realm realm_name
SGOS#(config coreid realm_name) protected-resource-name resource_name
SGOS#(config coreid realm_name) security-mode cert | open | simple
SGOS#(config coreid realm_name) transport-pass-phrase pass_phrase
-or-
SGOS#(config coreid realm_name) encrypted-transport-pass-phrase
encrypted_pass_phrase
SGOS#(config coreid realm_name) certificate-path certificate_path
SGOS#(config coreid realm_name) always-redirect-offbox disable | enable
SGOS#(config coreid realm_name) validate-client-IP disable | enable
SGOS#(config coreid realm_name) add-header-responses disable | enable
SGOS#(config coreid realm_name) access-server-id id
SGOS#(config coreid realm_name) access-server-hostname hostname
SGOS#(config coreid realm_name) access-server-port port
```

where:

protected-resource-name	protected_resource_name	The resource name defined in the Access System policy domain.
security-mode	cert   open   simple	The Security Transport Mode for the AccessGate to use when communicating with the Access System
transport-pass-phrase -or- encrypted-transport-pass-phrase	pass_phrase -or- encrypted_pass_phrase	If Simple or Cert mode is used, the Transport passphrase (or encrypted passphrase) configured in the Access System.

**Section I: Oracle COREid**

<code>certificate-path</code>	<code>certificate_path</code>	If Cert mode is used, the location on the BCAAA host machine where the key, server and CA chain certificates reside. The certificate files must be named <code>aaa_key.pem</code> , <code>aaa_cert.pem</code> , and <code>aaa_chain.pem</code> , respectively.
<code>always-redirect-offbox</code>	<code>disable   enable</code>	Forces authentication challenges to always be redirected to an off-box URL.
<code>validate-client-IP</code>	<code>disable   enable</code>	Enables validation of the client IP address in SSO cookies. If the client IP address in the SSO cookie can be valid yet different from the current request client IP address because of downstream proxies or other devices, then disable client IP address validation. Also, modify the WebGates participating in SSO with the ProxySG. Modify the <code>WebGateStatic.1st</code> file to either set the <code>ipvalidation</code> parameter to false or to add the downstream proxy/device to the <code>IPValidationExceptions</code> lists.
<code>add-header-responses</code>	<code>disable   enable</code>	When enabled, authorization actions from the policy domain obtained during authentication are added to each request forwarded by the ProxySG. Header responses replace any existing header of the same name; if no such header exists, the header is added. Cookie responses replace a cookie header with the same cookie name; if no such cookie header exists, one is added.
<code>access-server-id</code>	<code>id</code>	The ID of the primary Access Server.
<code>access-server-hostname</code>	<code>hostname</code>	The hostname of the primary Access Server.
<code>access-server-port</code>	<code>port</code>	The port of the primary Access Server.

**Configuring the General COREid Settings**

The COREid General tab allows you to set a display name, cache credentials timeout, request timeout value, and case-sensitivity and create a virtual URL.

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*To Manage General Settings for the COREid Realm through the Management Console*

1. Select Authentication>Oracle COREid>COREid General.

Figure 9-49: Configuring COREid General Properties

2. From the Realm Name drop-down list, select the COREid realm for which you want to change properties.

**Note:** You must have defined at least one COREid realm (using the COREid Realms tab) before attempting to configure COREid agents. If the message **Realms must be added** in the COREid Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any COREid realms defined.

3. If needed, change the COREid realm display name. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
4. Specify the length of time, in seconds, to elapse before timeout if a response from BCAAA is not received.
5. Specify the length of time, in seconds, that user and administrator credentials are cached. Credentials can be cached for up to 3932100 seconds. The default cache-duration is 900 seconds (15 minutes).
6. If you want username and group comparisons on the ProxySG to be case sensitive, select Case sensitive.
7. Specify the virtual URL to redirect the user to when they need to be challenged by the ProxySG. If the ProxySG is participating in SSO, the virtual hostname must be in the same cookie domain as the other servers participating in the SSO. It cannot be an IP address or the default, www.cfauth.com.
8. Click **Apply**.

*To Set COREid General Settings through the CLI*

At the (config) command prompt, enter the following commands to configure general settings:

---

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---

```
SGOS# (config coreid realm_name) display-name name
SGOS# (config coreid realm_name) timeout seconds
SGOS# (config coreid realm_name) cache-duration seconds
SGOS# (config coreid realm_name) case-sensitive disable | enable
SGOS# (config coreid realm_name) virtual-url URL
```

where:

<b>display-name</b>	<b>name</b>	Equivalent to the display-name option in the CPL authenticate action. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.
<b>timeout</b>	<b>seconds</b>	Specifies the length of time, in seconds, to elapse before timeout if a response from BCAAA is not received.
<b>cache-duration</b>	<b>seconds</b>	Specifies the length of time in seconds that user and administrator credentials received are cached. Credentials can be cached for up to 3932100 seconds. The default value is 900 seconds (15 minutes).
<b>case-sensitive</b>	<b>disable   enable</b>	Specifies whether the username and group comparisons on the ProxySG should be case-sensitive.
<b>virtual-url</b>	<b>URL</b>	The URL to redirect to when the user needs to be challenged for credentials. If the ProxySG is participating in SSO, the virtual hostname must be in the same cookie domain as the other servers participating in the SSO. It cannot be an IP address or the default, www.cfauth.com.

## Creating the CPL

You can create CPL policies now that you have completed COREid realm configuration. Be aware that the examples below are just part of a comprehensive authentication policy. By themselves, they are not adequate for your purposes.

The examples below assume the default policy condition is *allow*. On new SGOS 4.x systems, the default policy condition is *deny*.

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file <Proxy> and other layers.

---

- Every COREid-authenticated user is allowed access the ProxySG.

```
<Proxy>
  authenticate (COREidRealm)
```

- Group membership is the determining factor in granting access to the ProxySG.

```
<Proxy>
  authenticate (COREidRealm)
```

## Section I: Oracle COREid

---

```
<Proxy>
  group="cn=proxyusers, ou=groups, o=myco"
  deny
```

## Section J: Using XML Realms

---

# Section J: Using XML Realms

If you use an authentication or authorization protocol that is not natively supported by Blue Coat, you can use the XML realm to integrate SGOS with the authentication/authorization protocol.

This section includes the following topics:

- "About XML Realms"
- "Before Creating an XML Realm" on page 447
- "Creating an XML Realm" on page 447
- "Configuring XML Servers" on page 448
- "Configuring XML Options" on page 449
- "Configuring XML Realm Authorization" on page 450
- "Configuring XML General Realm Properties" on page 451
- "Creating the CPL" on page 452
- "Viewing Statistics" on page 452

## About XML Realms

An XML realm uses XML messages to request authentication and authorization information from an HTTP XML service (the XML *responder* that runs on an external server). The XML realm (the XML *requestor*) supports both HTTP GET and HTTP POST methods to request an XML response. The XML messages are based on SOAP 1.2.

The XML responder service accepts XML requests from the ProxySG, communicates with an authentication or authorization server, and responds with the result. When the realm is used to authenticate users, it challenges for Basic credentials. The username and password are then sent to the XML responder to authenticate and authorize the user.

The XML realm can place the username and password in the HTTP headers of the request or in the body of the XML POST request. If the credentials are placed in the HTTP headers, the Web server must do the authentication and the XML service just handles authorization. If credentials are placed in the XML request body, the XML service handles both authentication and authorization.

XML messages must conform to the Blue Coat XML realm schema. This is an XML schema based on SOAP 1.2. The schema can be found at <http://www.bluecoat.com/xmlns/xml-realm/1.0>.

An authenticate request sends the credentials to the XML responder and optionally sends the groups and attributes referenced in policy. The XML responder can then authenticate the credentials. The response indicates if the user was successfully authenticated and also includes the user's groups and attributes if the XML responder is doing authorization.

An authorize request sends the authenticated username to the XML responder and optionally sends the groups and attributes referenced in policy. The response includes the user's groups and attributes.

## Section J: Using XML Realms

### Before Creating an XML Realm

The following list describes the tasks you must complete before creating an XML realm.

- ❑ Create an appropriate XML realm responder (one that is designed to talk to the Blue Coat XML realm protocol) and install it on an HTTP Web server. You can either create the responder yourself or have a third party create it, such as Blue Coat Professional Services.

To create the XML realm responder, see [Appendix G: "XML Protocol" on page 1147](#) for a description of the SOAP protocol. The XML responder must correctly conform to the protocol. The XML realm performance is dependent on the response time of the XML responder.

- ❑ Configure an HTTP server with appropriate authentication controls. The authentication service can either depend on the HTTP server to authenticate the credentials, or the service can authenticate them directly. If the HTTP server is used to authenticate the credentials, it must be set up to protect the service with HTTP Basic authentication.
- ❑ (Optional) Configure an alternate HTTP server for redundancy. The XML responder service must be installed on the alternate server.

### Creating an XML Realm

*To create an XML realm:*

Before you create an XML realm, be sure to complete the tasks in "Before Creating an XML Realm" above.

1. In the Management Console, select Configuration > Authentication > XML > XML Realms.
2. Click New.

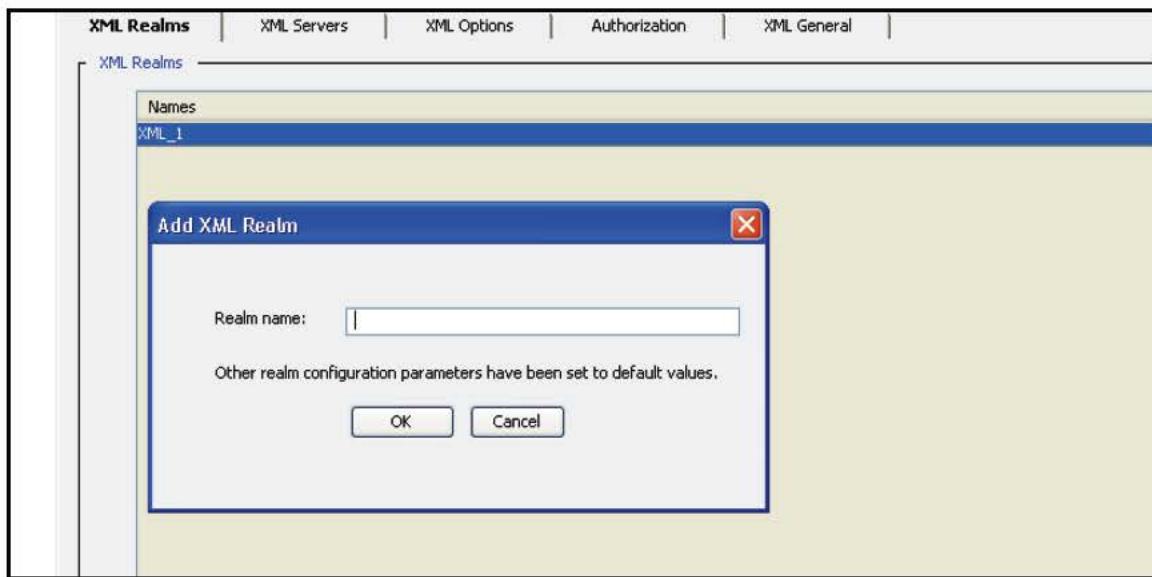


Figure 9-50: Adding an XML Realm

## Section J: Using XML Realms

3. In the Realm name field, enter a realm name. The name can be 32 characters long, composed of alphanumeric characters and underscores. The name *must* start with a letter.
4. Click OK.
1. Click Apply to commit the changes to the SG appliance.

## Configuring XML Servers

**Note:** You do not need to change these values if the default settings are acceptable.

After you have created an XML realm, go to the XML Servers page to change current default settings.

*To configure XML server properties:*

1. In the Management Console, select Configuration > Authentication > XML > XML Servers.

XML Realms		XML Servers		XML Options		Authorization		XML General	
Realm name:		xml1							
<b>Responder</b> Responder: Primary Host: _____ Port: 80 Authenticate request path: /authenticate Authorize request path: /authorize									
Timeout request after 60 seconds; retry 0 times Maximum connections to responder: 5 <input type="checkbox"/> One-time passwords									

Figure 9-51: Configuring XML Servers

2. From the Realm Name drop-down list, select the XML realm.
3. Select the Responder options, as follows:
  - a. Responder: Select the XML responder service to configure—Primary or Alternate—from the drop-down list. Primary is the default. You can configure both responder services before clicking Apply.
  - b. Host: This is the hostname or IP address of the HTTP server that has the XML service. You must specify a host. The port defaults to port 80.
  - c. Authenticate request path: Enter the XML responder path for authentication requests.
  - d. Authorize request path: Enter the XML responder path for authorization requests.
4. In the timeout request field, enter the number of seconds for the system to wait for a request.

**Section J: Using XML Realms**

5. Enter the number of times for the system to retry a request. The default is not to retry a request.
6. Specify the maximum number of connections to the responder. The default is five connections.
7. Select the One-time passwords check box to use one-time passwords. This allows you to integrate with a non-Blue Coat supported authentication service that uses one-time passwords.

---

**Note:** One-time passwords are passwords that become invalid as soon as they are used. The passwords are often generated by a token or program, although pre-printed lists are also used. Using one-time passwords ensures that the password cannot be used in a replay attack.

---

2. Click **Apply** to commit the changes to the SG appliance.
8. Repeat the above steps for additional XML realms, up to a total of 40.

**Configuring XML Options**


---

**Note:** You do not need to change these values if the default settings are acceptable.

---

With XML realms, you can place the username and password in the HTTP headers of the request or in the body of the XML POST request. If the credentials are placed in the HTTP headers, the Web server can do the authentication and the XML service can just handle authorization. If the credentials are placed in the XML request body, the XML service handles both authentication and authorization.

*To configure XML options:*

1. In the Management Console, select Configuration > Authentication > XML > XML Options.



Figure 9-52: Configuring XML Options

2. From the Realm Name drop-down list, select the XML realm.
3. Select one of the radio buttons to determine where to place the user credentials.
  - If the HTTP server is integrated with the authentication system, the HTTP server can authenticate the credentials. Select the Put user credentials for authentication in the HTTP header radio button. However, if this does not provide enough flexibility, the XML responder can do authentication.

## Section J: Using XML Realms

- To have the XML responder service handle both authentication and authorization, select the Put user credentials for authentication in the request radio button.
4. Enter the username parameter in the Username parameter field. The default is username.
  3. Click Apply to commit the changes to the SG appliance.

## Configuring XML Realm Authorization

**Note:** You do not need to change these values if the default settings are acceptable.

After you have created the XML realm, you still must take into consideration how you will use authentication and authorization:

- ❑ Use an XML realm for both authorization and authentication.  
The realm is used for authentication and uses itself for authorization.
- ❑ Use an XML realm for authentication another realm for authorization.  
An XML realm can be used for authentication and use another realm for authorization. The authorization realm can be a Local realm, an LDAP realm or another XML realm.
- ❑ Use an XML realm as an authorization realm for another realm.  
An XML realm can be used as an authorization realm for another realm that is doing authentication. The authentication realm can be a Certificate realm, a Policy Substitution realm, a Novell SSO realm, a Windows SSO realm or another XML realm.

In all cases, you must write policy to authenticate and authorize the users. For information on writing policy for an XML realm, see <LI Link text>“Creating the CPL” on page 452.

*To configure XML authorization properties:*

1. In the Management Console, select Configuration > Authentication > XML > Authorization.

XML Realms	XML Servers	XML Options	<b>Authorization</b>	XML General
Realm name:	<input type="text" value="XML_1"/>			
Authorization realm name:	<input type="text" value="None"/> <input checked="" type="checkbox" value="Self"/>			
Authorization username:	<input type="text"/>			
Default group:	<input type="text"/>			
<input checked="" type="checkbox"/> Send the groups and attributes of interest in the request				

Figure 9-53: Configuring XML Authorization

2. From the Realm name drop-down list, select the XML realm.

## Section J: Using XML Realms

- a. Authorization realm name: If the XML realm is not doing authorization, select an authorization realm from the drop-down list. By default, the authorization realm name is Self.

**Note:** If Self is selected, the Authorization realm name drop-down list is unavailable. To make the Authorization realm name drop-down list active, clear the Self check box.

- b. Authorization username: The default is Use full username. Clear the Use full username check box to use a different name or to use a policy substitution that generates a username.
- c. Default group: The default is no groups are selected.
- d. The send the groups and attributes of interest in the request check box is selected by default. These are the groups and attributes that are used in policy.

4. Click Apply to commit the changes to the SG appliance.

## Configuring XML General Realm Properties

The XML General page allows you to indicate the length of time that credentials are cached for a specific realm, the realm's display name, and if you want to use a special virtual URL for this realm.

*To configure general XML settings:*

1. In the Management Console, select Configuration > Authentication > XML > XML General.

XML Realms	XML Servers	XML Options	Authorization	XML General
Realm name:	<input type="text" value="XML_1"/>			
Display name:	<input type="text" value="XML_1"/>			
Cache credentials	<input type="text" value="900"/>	seconds		
Virtual URL	<input type="text"/> <input type="text"/>			

Figure 9-54: Configuring General XML Properties

2. From the Realm Name drop-down list, select the XML realm.
  - a. The default value for the Display name is the realm name. You can change it. The display name cannot exceed 128 characters and it cannot be empty.
  - b. In the Cache credentials field, specify the length of time in seconds that user and administrator credentials received from the XML server are cached. Credentials can be cached for up to 3932100 seconds. The default value is 900 seconds (15 minutes).
  - c. You can enter a virtual URL based on the individual realm. For information on the virtual URL, see Chapter 8: "Security and Authentication" on page 309.
5. Click Apply to commit the changes to the SG appliance.

## Section J: Using XML Realms

---

### Related CLI Syntax to Configure an XML Realm

- To enter configuration mode for the service:

```
SGOS#(config) security create xml realm_name  
SGOS#(config) security edit xml realm_name
```

The following subcommands are available:

```
SGOS#(config realm_name) ?  
SGOS#(config realm_name) alternate-responder {host host | path {authenticate  
authenticate-path | authorize authorize-path} | port port}  
SGOS#(config realm_name) authorization {default-group-name group_name | realm  
{none | realm-name realm_name | self} | username {use-full-username | username}}  
SGOS#(config realm_name) cache-duration seconds  
SGOS#(config realm_name) connections number  
SGOS#(config realm_name) display-name display_name  
SGOS#(config realm_name) exit  
SGOS#(config realm_name) no {alternate-responder | default-group-name}  
SGOS#(config realm_name) one-time-passwords {enable | disable}  
SGOS#(config realm_name) primary-responder {host host | path {authenticate  
authenticate-path | authorize authorize-path} | port port}  
SGOS#(config realm_name) rename new_realm_name  
SGOS#(config realm_name) retry number  
SGOS#(config realm_name) timeout seconds  
SGOS#(config realm_name) view  
SGOS#(config realm_name) virtual-url virtual_url  
SGOS#(config realm_name) xml {credential {header | request} | request-interested  
{enable | disable} | username username_parameter}
```

## Creating the CPL

This CPL example gives access to users who are authenticated in the XML realm called eng\_users and who are in the group waterloo. You also can create policy for XML realms through VPM.

---

Note: For information on using policy, see Chapter 14: “The Visual Policy Manager” on page 567 or refer to the *Blue Coat ProxySG Content Policy Language Guide*.

---

```
<proxy>  
  authenticate(eng_users)  
<proxy>  
  realm=eng_users group=waterloo allow
```

## Viewing Statistics

To view statistics for XML realms, click Statistics > Advanced. Select one of the advanced links.

## Section K: Policy Substitution Realm

---

A Policy Substitution realm provides a mechanism for identifying and authorizing users based on information in the request to the SG appliance. The realm uses information in the request and about the client to identify the user. The realm is configured to construct user identity information by using policy substitutions.

If authorization data (such as group membership) is needed, the realm can be configured with the name of an associated authorization realm (such as LDAP or local). If an authorization realm is configured, the fully-qualified username is sent to the authorization realm's authority to collect authorization data.

You can use policy substitutions realms in many situations. For example, a Policy Substitution realm can be configured to identify the user:

- based on the results of a NetBIOS over TCP/IP query to the client computer.
- based on the results of a reverse DNS lookup of the client computer's IP address.
- based on the contents of a header in the request. This might be used when a downstream device is authenticating the user.
- based on the results of an Ident query to the client computer.

The Policy Substitution realm is used typically for best-effort user discovery, mainly for logging and subsequent reporting purposes, without the need to authenticate the user. Be aware that if you use Policy Substitution realms to provide granular policy on a user, it might not be very secure because the information used to identify the user can be forged.

This section discusses the following topics:

- "[How Policy Substitution Realms Work](#)"
- "[Creating a Policy Substitution Realm](#)"
- "[Configuring User Information](#)"
- "[Creating a List of Users to Ignore](#)"
- "[Configuring Authorization](#)"
- "[Defining Policy Substitution Realm General Properties](#)"

## How Policy Substitution Realms Work

The realm is configured the same way as other realms, except that the realm uses policy substitutions to construct the username and full username from information available in and about the request. Any policy substitution whose value is available at client logon can be used to provide information for the name.

The Policy Substitution realm, in addition to allowing you to create and manipulate realm properties, such as the name of the realm and the number of seconds that credential cache entries from this realm are valid, also contains attributes to determine the user's identity. The user's identity can be determined by explicitly defining the usernames or by searching a LDAP server. The following two fields are used to determine the user's identity by definition:

## Section K: Policy Substitution Realm

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- A user field: A string containing policy substitutions that describes how to construct the simple username.
- A full username field: A string containing policy substitutions that describes how to construct the full username, which is used for authorization realm lookups. This can either be an LDAP FQDN when the authorization realm is an LDAP realm, or a simple name when local realms are being used for authorization.

---

Note: The user field and username field must include at least one substitution that successfully evaluates in order for the user to be considered authenticated.

---

If no policy substitutions exist that map directly to the user's simple and full usernames but there are substitutions that map to attributes on the user on the LDAP server, the user's identity can be determined by searching the LDAP server. The following fields are used to determine the user's identity by LDAP search:

- LDAP search realm: The LDAP realm on the ProxySG that corresponds to the LDAP server where the user resides
- Search filter: An LDAP search filter as defined in RFC 2254 to be used in the LDAP search operation. Similar to the explicitly defined username and full username fields, the search filter string can contain policy substitutions that are available based on the user's request. The search filter string must be escaped according to RFC 2254. The policy substitution modifier `escape_ldap_filter` is recommended to use with any policy substitutions that could contain characters that need to be escaped. It will escape the policy substitution value per RFC 2254.

---

Note: The search filter must include at least one substitution that successfully evaluates before the LDAP search will be issued and the user authenticated.

---

- User attribute: The attribute on the search result entry that corresponds to the user's full username. If the search result entry is a user entry, the attribute is usually the FQDN of that entry. The user's full username is the value of the specified attribute. If the attribute value is an FQDN, the user's simple username is the value of the first attribute in the FQDN. If the attribute value is not an FQDN, the simple username is the same as the full username.

---

Note: Policy Substitution realms never challenge for credentials. If the username and full username cannot be determined from the configured substitutions, authentication in the Policy Substitution realm fails.

---

Remember that Policy Substitution realms do not require an authorization realm. If no authorization realm is configured, the user is not a member of any group. The effect this has on the user depends on the authorization policy. If the policy does not make any decisions based on groups, you do not need to specify an authorization realm. Also, if your policy is such that it works as desired when all Policy Substitution realm users are not in any group, you do not have to specify an authorization realm.

## Section K: Policy Substitution Realm

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Once the Policy Substitution realm is configured, you must create policy to authenticate the user.

---

Note: If all the policy substitutions fail, authentication fails. If any policy substitution works, authentication succeeds in the realm.

---

### *Example*

The following is an example of how to use substitutions with Policy Substitution realms.

#### *Assumptions:*

- The user susie.smith is logged in to a Windows client computer at IP address 10.25.36.47.
- The Windows messenger service is enabled on the client computer.
- The client computer is in the domain AUTHTEAM.
- The customer has an LDAP directory in which group information is stored. The DN for a user's group information is

`cn=username, cn=users, dc=computer_domain, dc=company, dc=com`

where `username` is the name of the user, and `computer_domain` is the domain to which the user's computer belongs.

- A login script that runs on the client computer updates a DNS server so that a reverse DNS lookup for 10.25.36.47 results in `susie.smith.authteam.location.company.com`.

#### *Results:*

Under these circumstances, the following username and full username attributes might be used:

- Username:** `$(netbios.messenger-username)@$ (client.address)`.  
This results in `SUSIE.SMITH@10.25.36.47`.
- Full username:** `cn=$(netbios.messenger-username), cn=users, dc=$(netbios.computer-domain), dc=company, dc=com`.  
This results in `cn=SUSIE.SMITH, cn=users, dc=AUTHTEAM, dc=company, dc=com`.
- Username:** `$(netbios.computer-domain)\$(netbios.messenger-username)`.  
This results in `AUTHTEAM\SUSIE.SMITH`.
- Username:** `$(client.host:label(6)).$(client.host:label(5))`.  
This results in `SUSIE.SMITH`.

### *Example*

The following is an example of how to determine the user's identity by search.

## Section K: Policy Substitution Realm

---

### *Assumptions:*

- The user susie.smith is logged in to a Windows client computer.
- The customer has an LDAP directory in which group information is stored. The FQDN for Susie Smith is "cn=Susie Smith, cn=Users, dc=Eng, dc=company, dc=com".

### *Results:*

Under these circumstances the login username can not be explicitly mapped to the user's FQDN, so a search of the LDAP server for the user's login identity is required instead. The following values can be used:

- Search filter: (sAMAccountName=\$(netbios.messenger-username:escape\_ldap\_filter))
- User attribute: default of FQDN

This results in a simple username of "Susie Smith" and a full username of "cn=Susie Smith, cn=Users, dc=Eng, dc=company, dc=com".

## Creating a Policy Substitution Realm

### *To Create a Policy Substitution Realm through the Management Console*

1. Select Configuration>Authentication>Policy Substitution>Policy Substitution Realms.

## Section K: Policy Substitution Realm

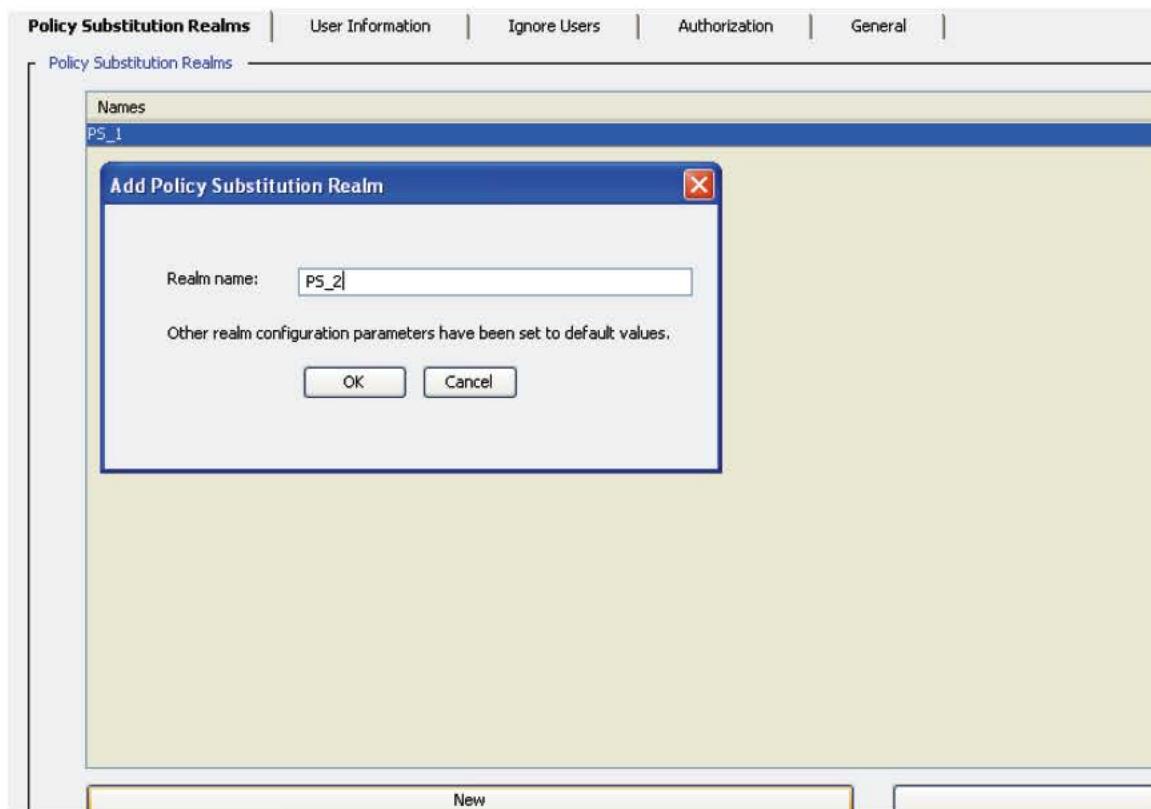


Figure 9-55: Policy Substitution Realms Tab

2. Click New; the Add Policy Substitution Realm dialog displays.
3. In the Realm name field, enter a realm name. The name can be up to 32 characters long and composed of alphanumeric characters and underscores. The name *must* start with a letter.
4. Click OK; click Apply.

*To Create a Policy Substitution Realm through the CLI:*

Up to 40 Policy Substitution realms can be configured per ProxySG.

At the (config) command prompt, enter the following command to create a Policy Substitution realm:

```
SGOS#(config) security policy-substitution create-realm realm_name  
where realm_name is the name of the new Policy Substitution realm.
```

**Section K: Policy Substitution Realm****Configuring User Information**

*To Define Policy Substitution User Information through the Management Console*

1. Select Configuration>Authentication>Policy Substitution>User Information.

Policy Substitution Realms		User Information	Ignore Users	Authorization	General
Realm name:	PS_1				
<input type="radio"/> Determine username by definition					
Username:					
Full username:					
<input checked="" type="radio"/> Determine username by search					
LDAP search realm name:	LDAP_1				
Search filter:					
User attribute:					
<input checked="" type="checkbox"/> FQDN					

Figure 9-56: Policy Substitution User Information Tab

2. From the Realm Name drop-down list, select the Policy Substitution realm for which you want to change realm properties.

---

Note: You must have defined at least one Policy Substitution realm (using the Policy Substitution Realms tab) before attempting to set Policy Substitution realm properties. If the message Realms must be added in the Policy Substitutions Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Policy Substitution realms defined.

---

3. Choose whether to determine username by definition or to determine username by search.
  - To determine username by definition: Select the Determine username by definition checkbox and specify the username and full username strings. Remember that the Username and Full username attributes are character strings that contain policy substitutions. When authentication is required for the transaction, these character strings are processed by the policy substitution mechanism, using the current transaction as input. The resulting string becomes the user's identity for the current transaction. For an overview of usernames and full usernames, see "How Policy Substitution Realms Work" on page 453.
  - To determine username by search, select the Determine username by search checkbox:
    - From the drop-down list, select the LDAP realm to use as a search realm.
    - The search filter must be a valid LDAP search filter per RFC 2254. The search filter can contain any of the policy substitutions that are available based on the user's request (such as IP address, netbios query result, and ident query result).

## Section K: Policy Substitution Realm

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- The user attribute is the attribute on the LDAP search result that corresponds to the user's full username. The LDAP search usually results in user entries being returned, in which case the user attribute is the FQDN. If the LDAP search was for a non-user object, however, the username might be a different attribute on the search result entry.
4. Click Apply.

*To Define Policy Substitution User Information through the CLI:*

1. Enter the policy substitution realm edit mode:

```
SGOS#(config) security policy-substitution edit-realm realm_name
```

This changes the prompt to

```
SGOS#(config policy-substitution realm_name)
```

2. To search by definition, enter the following commands:

```
SGOS#(config policy-substitution realm_name) identification determine-usernames  
by-definition  
SGOS#(config policy-substitution realm_name) identification username  
construction_rule  
SGOS#(config policy-substitution realm_name) identification full-username  
construction_rule
```

where

username	construction_rule	<p>The username as created through policy substitutions. The construction rule is made up any of the substitutions whose values are available at client logon, listed in Appendix D, "CPL Substitutions," in the <i>Blue Coat ProxySG Content Policy Language Guide</i>.</p> <p>Note: The <b>username</b> and <b>full-username</b> attributes are character strings that contain policy substitutions. When authentication is required for the transaction, these character strings are processed by the policy substitution mechanism, using the current transaction as input. The resulting string is stored in the user object in the transaction, and becomes the user's identity.</p> <p>To create usernames for various uses in Policy Substitution realms, see the <i>Blue Coat ProxySG Content Policy Language Guide</i>.</p>
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## Section K: Policy Substitution Realm

full-username	<i>construction_rule</i>	<p>The full username as created through policy substitutions. The construction rule is made up any of the policy substitutions whose values are available at client logon listed in Appendix D, "CPL Substitutions," in the <i>Blue Coat ProxySG Content Policy Language Guide</i>.</p> <p>Note: The username and full-username attributes are character strings that contain policy substitutions. When authentication is required for the transaction, these character strings are processed by the policy substitution mechanism, using the current transaction as input. The resulting string is stored in the user object in the transaction, and becomes the user's identity.</p> <p>To create full usernames for the various uses of Policy Substitution realms, see the <i>Blue Coat ProxySG Content Policy Language Guide</i>.</p>
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3. To determine users by search, enter the following commands:

```
SGOS#(config policy-substitution realm_name) identification determine-usernames
by-search
SGOS#(config policy-substitution realm_name) identification realm-name
LDAP_realm
SGOS#(config policy-substitution realm_name) identification search-filter
search_filter
SGOS#(config policy-substitution realm_name) identification user-attribute {fqdn
| LDAP_attribute_name}
```

where

realm-name	<i>LDAP_realm</i>	Specifies the LDAP realm to search.
search-filter	<i>search_filter</i>	Specifies the search filter to use. The search filter must be a valid LDAP search filter per RFC 2254, and can contain policy substitutions that are available based on the user's request.

## Section K: Policy Substitution Realm

user-attribute	{fqdn   LDAP_attribute_name}	The user attribute is the attribute on the LDAP search result that corresponds to the user's full username. The LDAP search usually results in user entries being returned, in which case the user attribute is the FQDN. If the LDAP search was for a non-user object, however, the username might be a different attribute on the search result entry.
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## Creating a List of Users to Ignore

The Ignore Users tab is used to create a list of users to be ignored during an LDAP username search (see "Configuring User Information" on page 458).

1. Select Configuration>Authentication>Policy Substitution>Ignore Users.

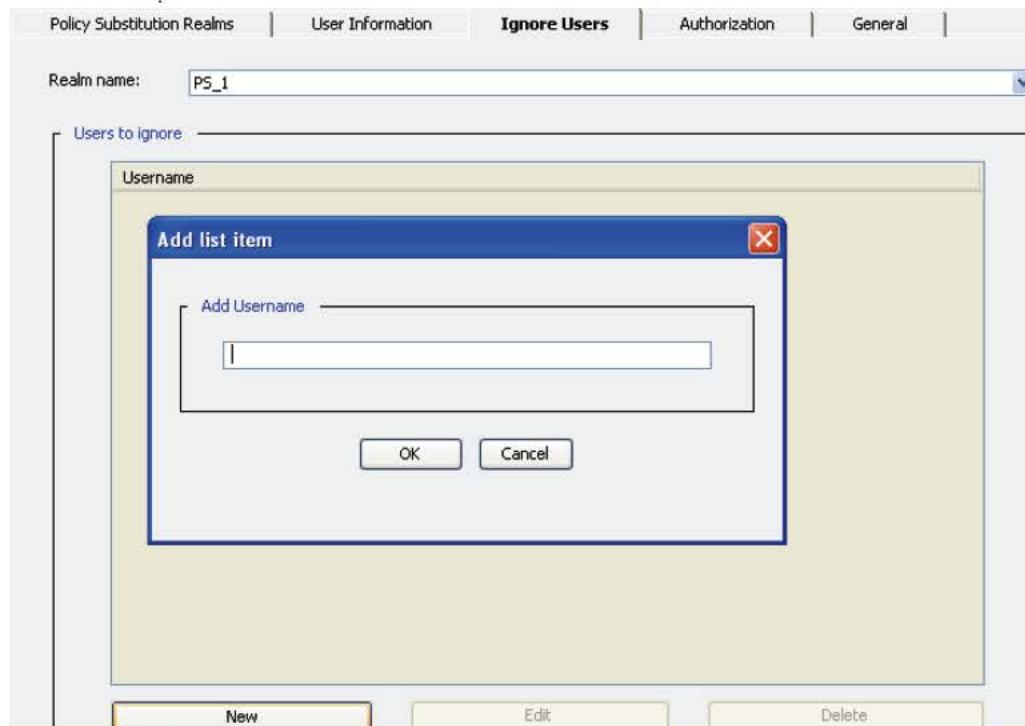


Figure 9-57: The Ignore Users Tab

2. From the Realm Name drop-down list, select the Policy Substitution realm for which you want to change realm properties.

## Section K: Policy Substitution Realm

**Note:** You must have defined at least one Policy Substitution realm (using the Policy Substitution Realms tab) before attempting to set Policy Substitution realm properties. If the message Realms must be added in the Policy Substitutions Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Policy Substitution realms defined.

3. Click New to add a username to be ignored during the username search. The username format depends on what the LDAP search is looking for but will most often be an LDAP FQDN.
4. Click OK; repeat the previous step to add other users.
5. Click Apply when done.

*Creating a List of Users to Ignore through the CLI:*

Enter the following commands:

```
SGOS#(config policy-substitution realm_name) identification determine-usernames
by-search
SGOS#(config policy-substitution realm_name) identification ignore-user-list
{add username| clear | remove username}
```

where add allows you to add a user to the list, clear removes all users from the list, and remove deletes one user from the list.

## Configuring Authorization

Policy Substitution realms do not require an authorization realm. If the policy does not make any decisions based on groups, you need not specify an authorization realm.

*To configure an authorization realm through the Management Console:*

1. Select Configuration>Authentication>Policy Substitution>Authorization

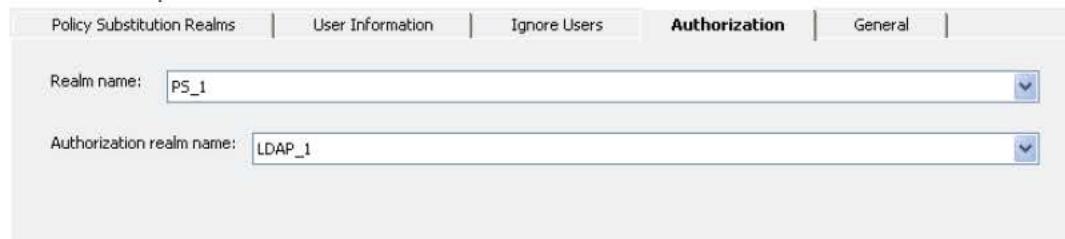


Figure 9-58: The Authorization Tab

2. From the Realm Name drop-down list, select the Policy Substitution realm for which you want to change realm properties.

## Section K: Policy Substitution Realm

---

**Note:** You must have defined at least one Policy Substitution realm (using the Policy Substitution Realms tab) before attempting to set Policy Substitution realm properties. If the message Realms must be added in the Policy Substitutions Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Policy Substitution realms defined.

---

3. From the Authorization Realm Name drop-down list, select the authorization realm you want to use to authorize users.
4. Click Apply.

*To configure an authorization realm through the CLI:*

```
SGOS#(config) security policy-substitution edit-realm realm_name
SGOS#(config policy-substitution realm_name) authorization-realm-name
authorization_realm_name
```

## Defining Policy Substitution Realm General Properties

The Policy Substitution General tab allows you to specify the cache credentials duration and a virtual URL.

*To Configure Policy Substitution Realm General Settings through the Management Console*

1. Select Configuration>Authentication>Policy Substitution>General.

Policy Substitution Realms		User Information	Ignore Users	Authorization	General
Realm name:	PS_1				
Cache credentials:	900	seconds			
Virtual URL:	<div style="border: 1px solid #ccc; padding: 2px;">URL:</div>				

Figure 9-59: Policy Substitution General Tab

2. From the Realm name drop-down list, select the Policy Substitution realm for which to change properties.

---

**Note:** You must have defined at least one Policy Substitution realm (using the Policy Substitution Realms tab) before attempting to set Policy Substitution general properties. If the message Realms must be added in the Policy Substitution Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Policy Substitution realms defined.

---

3. Specify the length of time, in seconds, that user and administrator credentials are cached. Credentials can be cached for up to 3932100 seconds. The default cache-duration is 900 seconds (15 minutes).

## Section K: Policy Substitution Realm

4. You can specify a virtual URL. For more information on the virtual URL, see "["Understanding Origin-Style Redirection"](#) on page 326.
5. Click Apply.

*To Configure Policy Substitution Realm General Settings through the CLI*

1. Enter the following commands to modify Policy Substitution realm properties:

```
SGOS#(config) security policy-substitution edit-realm realm_name
SGOS#(config policy-substitution realm_name) cache-duration seconds
SGOS#(config policy-substitution realm_name) virtual-url URL
```

where:

cache-duration	seconds	The number of seconds that user and administrator credentials received from the Policy Substitution realm should be cached. The default is 900 seconds (15 minutes).
virtual-url	URL	The authentication virtual URL for this Policy Substitution realm.

2. (Optional) View the results:

```
SGOS#(config Policy Substitution realm_name) view
Realm name: PS_1
Identification type: By Search
Username: $(netbios.messenger-user-name)
Full username: cn=$(netbios.messenger-user-name),cn=users,
dc=$(netbios.computer-domain)
Search realm: LDAP_1
Search filter: (sAMAccountName=$(netbios.messenger-username:
escape_ldap_filter))
User attribute: Entry FQDN
Users to ignore: cn=Service User, cn=Users, dc=company, dc=com
Authorization realm: LDAP_1
Cache duration: 600
Virtual URL:
```

## Notes

- Following are examples of how to configure four different types of Policy Substitution realms. For a list of available substitutions, see "["Fields Available for Creating Access Log Formats"](#) on page 1048.

- Identity to be determined by sending a NetBIOS over TCP/IP query to the client computer, and using LDAP authorization

```
SGOS#(config) security policy-substitution create-realm netbios
SGOS#(config) security policy-substitution edit-realm netbios
SGOS#(config policy-substitution netbios) username \
$(netbios.messenger-username)
SGOS#(config policy-substitution netbios) full-username \
cn=$(netbios.messenger-username),cn=users,dc=company,dc=com
SGOS#(config policy-substitution netbios) authorization-realm-name ldap
```

## Section K: Policy Substitution Realm

---

- Identity to be determined by reverse DNS, using local authorization. Blue Coat assumes login scripts on the client computer update the DNS record for the client.

```
SGOS#(config) security policy-substitution create-realm RDNS
SGOS#(config) security policy-substitution edit-realm RDNS
SGOS#(config policy-substitution RDNS) username \
$(client.host:label(5)).$(client.host:label(6))
#SGOS#(config policy-substitution RDNS) full-username \
$(client.host:label(5)).$(client.host:label(6))
SGOS#(config policy-substitution RDNS) authorization-realm-name local
```

- Identity to be determined by a header in the request, using LDAP authorization.

```
SGOS#(config) security policy-substitution create-realm header
SGOS#(config) security policy-substitution edit-realm header
SGOS#(config policy-substitution header) username \
$(request.x_header.username)
SGOS#(config policy-substitution header) full-username \
cn=$(request.x_header.username),cn=users,dc=company,dc=com
SGOS#(config policy-substitution header) username \
authorization-realm-name ldap
```

- Identity to be determined by sending an Ident query to the client computer

```
SGOS#(config) security policy-substitution create-realm ident
SGOS#(config) security policy-substitution edit-realm ident
SGOS#(config policy-substitution ident) username $(ident.username)
SGOS#(config policy-substitution ident) full-username
"cn=$(ident.username),cn=Users,dc=company,dc=com"
```

- If you need to change the NetBIOS defaults of 5 seconds and 3 retries, you can use the nbstat requester option from the netbios command submode. (For more information on using the NetBIOS commands, refer to the *Blue Coat ProxySG Command Line Reference*.)
- If you need to change the Ident defaults of 30 second timeout, treating username whitespace as significant and querying Ident port 113, you can use the client commands in the identd command submode. (For more information on using the Ident commands, refer to the *Blue Coat ProxySG Command Line Reference*.)

## Section K: Policy Substitution Realm

---

### Creating the Policy Substitution Policy

When you complete Policy Substitution realm configuration, you must create CPL policies for the policy-substitution realm to be used. Be aware that the example below is just part of a comprehensive authentication policy. By themselves, they are not adequate.

Note that, for policy substitution realms, the username and group values are case-sensitive.

---

Note: Refer to the *Blue Coat ProxySG Content Policy Language Guide* for details about CPL and how transactions trigger the evaluation of policy file <Proxy> and other layers.

---

Be aware that the default policy condition for this example is *allow*. On new SGOS 4.x systems, the default policy condition is *deny*.

- Every Policy Substitution realm authenticated user is allowed to access the ProxySG.

```
<Proxy>
    authenticate(PolicySubstitutionRealm)
```

## Section L: Sequence Realm Authentication

---

# Section L: Sequence Realm Authentication

Once a realm is configured, you can associate it with other realms to allow Blue Coat to search for the proper authentication credentials for a specific user. That is, if the credentials are not acceptable to the first realm, they are sent to the second, and so on until a match is found or all the realms are exhausted. This is called *sequencing*.

This section discusses the following topics:

- ["Adding Realms to a Sequence Realm"](#)
- ["Creating a Sequence Realm"](#)

## Adding Realms to a Sequence Realm

Keep in mind the following rules for using realm sequences:

- Ensure the realms to be added to the sequence are customized to your needs. Check each realm to be sure that the current values are correct. For IWA, verify that the Allow Basic Credentials checkbox is set correctly.
- All realms in the realm sequence must exist and cannot be deleted or renamed while the realm sequence references them.
- Only one IWA realm is allowed in a realm sequence.
- If an IWA realm is in a realm sequence, it must be either the first or last realm in the list.
- If an IWA realm is in a realm sequence and the IWA realm does not support Basic credentials, the realm must be the first realm in the sequence and try IWA authentication once must be enabled.
- Multiple Basic realms are allowed.
- Connection-based realms, such as Certificate, are not allowed in the realm sequence.
- A realm can only exist once in a particular realm sequence.
- A realm sequence cannot have another realm sequence as a member.
- If a realm is down, an exception page is returned. Authentication is not tried against the other later realms in the sequence.

## Section L: Sequence Realm Authentication

---

### Creating a Sequence Realm

*To Create a Sequence Realm through the Management Console*

1. Select Configuration>Authentication>Sequences>Sequence Realms.



Figure 9-60: Sequence Realms Tab

2. Click New; the Add Sequence Realm dialog displays.



Figure 9-61: Add Sequence Realm

3. In the Realm name, enter a realm name. The name can be 32 characters long and composed of alphanumeric characters and underscores. The name must start with a letter.
4. Click OK.
5. Click Apply.

*To Create a Sequence Realm through the CLI*

Up to 40 Sequence realms can be configured per ProxySG.

At the (config) command prompt, enter the following command to create a Sequence realm:

```
SGOS#(config) security sequence create-realm realm_name
```

where *realm\_name* is the name of the new Sequence realm.

Section L: Sequence Realm Authentication

## Adding Realms to a Sequence Realm

*To Add Realms to a Sequence Realm through the Management Console*

1. Select Configuration>Authentication>Sequences>Sequence Main.

The Sequences tab displays with the Sequence realm that you want to add realms to.

**Note:** You must have defined at least one sequence realm (using the Sequence Realms tab) before attempting to set Sequence general properties. If the message Realms must be added in the Sequence Realms tab before editing this tab is displayed in red at the bottom of this page, you do not currently have any Sequence realms defined.

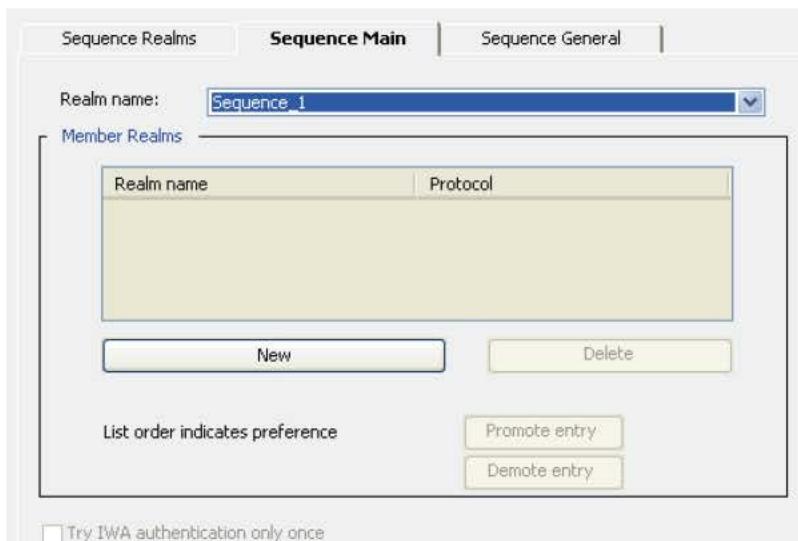


Figure 9-62: Sequence Main Tab

2. Click New to add an existing realm to the realm sequence from the drop-down list. Remember that each realm can be used only once in a realm sequence.



Figure 9-63: Add Member Realm

3. From the drop-down list, select the Sequence realm you wanted added to the realm sequence.
4. Click OK.

You are returned to the main Sequences menu.

**Section L: Sequence Realm Authentication**

5. Click **Apply**.
6. Repeat from [step 2](#) until you have added all necessary realms.
7. To change the order that the realms are checked, use the promote/demote buttons. When you add an IWA realm, it is placed first in the list and you can allow the realm sequence to try IWA authentication only once. If you demote the IWA entry, it becomes last in the sequence and the default of checking IWA multiple times is enabled.
8. Click **Apply**.

*To Add Authentication Realms to a Sequence Realm through the CLI*

1. From the (config) prompt, add existing realms to the new specified sequence realm name:

```
SGOS#(config) security sequence edit-realm realm_sequence_name
SGOS#(config sequence realm_sequence_name) realm add realm_name
```

2. Repeat the **realm add realm\_name** command until all necessary realms have been added.
3. (Optional) Give the new sequence realm a display name. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.

```
SGOS#(config sequence realm_sequence_name) display-name display_name
```

**Defining Sequence Realm General Properties**

The Sequence General tab allows you to specify the display name and a virtual URL.

1. Select Configuration>Authentication>Sequences>Sequence General.

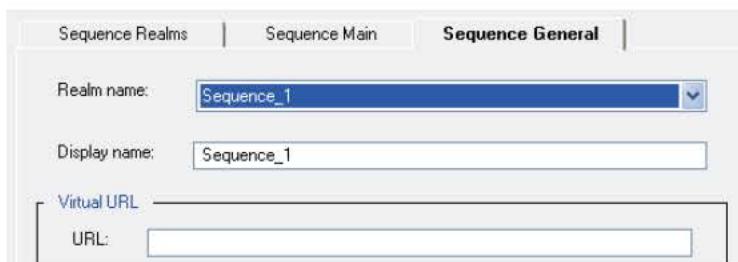


Figure 9-64: Sequence General Tab

2. From the Realm name drop-down list, select the Sequence realm for which you want to change properties.

**Note:** You must have defined at least one sequence realm (using the Sequence Realms tab) before attempting to set Sequence general properties. If the message **Realms must be added in the Sequence Realms tab before editing this tab is displayed in red at the bottom of this page**, you do not currently have any Sequence realms defined.

3. If needed, change the Sequence realm display name. The default value for the display name is the realm name. The display name cannot be longer than 128 characters and it cannot be null.

## Section L: Sequence Realm Authentication

---

4. You can specify a virtual URL based on the individual realm sequence. For more information on the virtual URL, see "[Understanding Origin-Style Redirection](#)" on page 326.
5. Click Apply.

*To Manage Authentication Realms in a Sequence Realm through the CLI*

1. When you add an IWA realm it is placed first in the list, and you have the option of allowing the realm sequence to try IWA authentication only once. If you demote the IWA entry, it becomes last in the sequence and the default of checking IWA multiple times is enabled.

```
SGOS#(config sequence realm_sequence_name) IWA-only-once-enable  
% An IWA realm must be the first member of the realm sequence before specifying  
to try IWA authentication only once  
SGOS#(config sequence realm_sequence_name) realm promote IWA1  
SGOS#(config sequence realm_sequence_name) IWA-only-once-enable
```

2. (Optional) You can specify a virtual URL based on the individual realm sequence. For information on the virtual URL, see "[Understanding Origin-Style Redirection](#)" on page 326.

```
SGOS#(config sequence realm_sequence_name) virtual-url 10.25.36.47  
ok
```

3. View the configuration.

- a. To view the configuration of the current realm sequence, remain in the submode and enter:

```
SGOS#(config sequence realm_sequence_name) view  
Realm name: seq1  
Display name:seq1  
Virtual URL: 10.25.36.47  
Try IWA only once: yes  
Member realms:  
IWA1  
radius1  
test  
ldap1
```

- b. To view the configurations of all realm-sequence-names, exit the edit-realm submode, and enter:

```
SGOS#(config sequence realm_sequence_name) exit  
SGOS#(config) security sequence view  
Realm name: seq1  
Display name:seq1  
Virtual URL: 10.25.36.47  
Try IWA only once: yes  
Member realms:  
IWA1  
radius1  
test  
ldap1  
Realm name: seq2  
Virtual URL:  
Try IWA only once: no  
Member realms:  
ldap1  
ldap2
```

## Section L: Sequence Realm Authentication

---

### Tips

- Explicit Proxy involving a sequence realm configured with an NTLM/IWA realm and a substitution realm.

Internet Explorer (IE) automatically sends Windows credentials in the Proxy-Authorization: header when the ProxySG issues a challenge for NTLM/IWA. The prompt for username/password appears only if NTLM authentication fails. However, in the case of a sequence realm configured with an NTLM/IWA realm and a substitution realm, the client is authenticated as a guest in the policy substitution realm, and the prompt allowing the user to correct the NTLM credentials never appears.

- Transparent Proxy setup involving a sequence realm configured with an NTLM/IWA realm and a substitution realm.

The only way the ProxySG can differentiate between a domain and non-domain user is through the NTLM/IWA credentials provided during the authentication challenge.

IE does not offer Windows credentials in the Proxy-Authorization: header when the Proxy issues a challenge for NTLM/IWA unless the browser is configured to do so. In this case, the behavior is the same as for explicit proxy.

If IE is not configured to offer Windows credentials, the browser issues a prompt for username/password, allowing non-domain users to be authenticated as guests in the policy substitution realm by entering worthless credentials.

## Section M: Forms-Based Authentication

---

### Section M: Forms-Based Authentication

You can use forms-based authentication exceptions to control what your users see during authentication. You can:

- Specify the realm the user is to authenticate against.
- Specify that the credentials requested are for the SG appliance. This avoids confusion with other authentication challenges.
- Make the form comply with company standards and provide other information, such as a help link.

The authentication form (an HTML document) is served when the user makes a request and requires forms-based authentication. If the user successfully authenticates to the SG appliance, the appliance redirects the user back to the original request.

If the user does not successfully authenticate against the SG appliance and the error is user-correctable, the user is presented with the authentication form again.

---

**Note:** You can configure and install an authentication form and several properties through the Management Console and the CLI, but you must use policy to dictate the authentication form's use.

---

With forms-based authenticating, you can set limits on the maximum request size to store and define the request object expiry time. You can also specify whether to verify the client's IP address against the original request and whether to allow redirects to the original request.

To create and put into use forms-based authentication, you must complete the following steps:

- Create a new form or edit one of the existing authentication form exceptions
- Set storage options
- Set policies

### Understanding Authentication Forms

Three authentication forms are created initially:

- authentication\_form:** Enter Proxy Credentials for Realm \${cs-realm}. This is the standard authentication form that is used for authentication with the ProxySG.
- new\_pin\_form:** Create New PIN for Realm \${cs-realm}. This form is used if you created a RADIUS realm using RSA SecurID tokens. This form prompts the user to enter a new PIN. The user must enter the PIN twice in order to verify that it was entered correctly.
- query\_form:** Query for Realm \${cs-realm}. This form is used if you created a RADIUS realm using RSA SecurID tokens. The form is used to display the series of yes/no questions asked by the SecurID new PIN process.

## Section M: Forms-Based Authentication

---

You can customize any of the three initial authentication form exceptions or you can create other authentication forms. (You can create as many authentication form exceptions as needed. The form must be a valid HTML document that contains valid form syntax.)

Each authentication form can contain the following:

- Title** and sentence instructing the user to enter ProxySG credentials for the appropriate realm.
- Domain**: Text input with maximum length of 64 characters. The name of the input must be `PROXY_SG_DOMAIN`, and you can specify a default value of `$(x-cs-auth-domain)` so that the user's domain is prepopulated on subsequent attempts (after a failure).  
The input field is optional, used only if the authentication realm is an IWA realm. If it is used, the value is prepended to the username value with a backslash.
- Username**: Text input with maximum length of 64 characters. The name of the input must be `PROXY_SG_USERNAME`, and you can specify a default value of `$(cs-username)` so the username is prepopulated on subsequent attempts (after a failure).
- Password**: The password should be of type `PASSWORD` with a maximum length of 64 characters. The name of the input must be `PROXY_SG_PASSWORD`.
- Request ID**: If the request contains a body, then the request is stored on the ProxySG until the user is successfully authenticated.

The request ID should be of type `HIDDEN`. The input name must be `PROXY_SG_REQUEST_ID`, and the value must be `$(x-cs-auth-request-id)`. The information to identify the stored request is saved in the request id variable.

- Challenge State**: The challenge state should be of type `HIDDEN`. If a RADIUS realm is using a response/challenge, this field is used to cache identification information needed to correctly respond to the challenge.  
The input name must be `PROXY_SG_PRIVATE_CHALLENGE_STATE`, and the value must be `$(x-auth-private-challenge-state)`.
- Submit button**. The submit button is required to submit the form to the ProxySG.
- Clear form button**. The clear button is optional and resets all form values to their original values.
- Form action URI**: The value is the authentication virtual URL plus the query string containing the base64 encoded original URL `$(x-cs-auth-form-action-url)`.
- Form METHOD of POST. The form method must be POST. The ProxySG does not process forms submitted with GET.

The ProxySG only parses the following input fields during form submission:

- `PROXY_SG_USERNAME` (required)
- `PROXY_SG_PASSWORD` (required)
- `PROXY_SG_REQUEST_ID` (required)
- `PROXY_SG_PRIVATE_CHALLENGE_STATE` (required)

## Section M: Forms-Based Authentication

---

- PROXY\_SG\_DOMAIN (optional) If specified, its value is prepended to the username and separated with a backslash.

### Authentication\_form

The initial form, authentication\_form, looks similar to the following:

```
<HTML>
<HEAD>
<TITLE>Enter Proxy Credentials for Realm ${cs-realm}</TITLE>
</HEAD>
<BODY>
<H1>Enter Proxy Credentials for Realm ${cs-realm}</H1>
<P>Reason for challenge: ${exception.last_error}
<P>${x-auth-challenge-string}
<FORM METHOD="POST" ACTION=${x-cs-auth-form-action-url}>
${x-cs-auth-form-domain-field}
<P>Username: <INPUT NAME="PROXY_SG_USERNAME" MAXLENGTH="64"
VALUE=${cs-username}></P>
<P>Password: <INPUT TYPE=PASSWORD NAME="PROXY_SG_PASSWORD" MAXLENGTH="64"></P>
<INPUT TYPE=HIDDEN NAME="PROXY_SG_REQUEST_ID" VALUE=${x-cs-auth-request-id}>
<INPUT TYPE=HIDDEN NAME="PROXY_SG_PRIVATE_CHALLENGE_STATE"
VALUE=${x-auth-private-challenge-state}>
<P><INPUT TYPE=SUBMIT VALUE="Submit"> <INPUT TYPE=RESET></P>
</FORM>
<P>${exception.contact}
</BODY>
</HTML>
```

If the realm is an IWA realm, the \${x-cs-auth-form-domain-field} substitution expands to:

```
<P>Domain: <INPUT NAME=PROXY_SG_DOMAIN MAXLENGTH=64 VALUE=${x-cs-auth-domain}>
```

If you specify \${x-cs-auth-form-domain-field}, you do not need to explicitly add the domain input field.

For comparison, the new\_pin\_form and query\_form look similar to the following:

### New\_pin\_form

```
<HTML>
<HEAD>
<TITLE>Create New PIN for Realm ${cs-realm}</TITLE>
<SCRIPT LANGUAGE="JavaScript"><!--
function validatePin() {
var info;
var pin = document.pin_form.PROXY_SG_PASSWORD;
if (pin.value != document.pin_form.PROXY_SG_RETYPE_PIN.value) {
    info = "The PINs did not match. Please enter them again.";
} else {
    // Edit this regular expression to match local PIN definition
    var re=/^[\w]{4,16}$/
    var match=re.exec(pin.value);
    if (match == null) {
        info = "The PIN must be 4 to 16 alphanumeric characters";
    }
}
-->
```

---

## Section M: Forms-Based Authentication

---

```

        } else {
            return true;
        }
    }
    alert(info);
    pin.select();
    pin.focus();
    return false;
} // -->
</script>
</HEAD>
<BODY>
<H1>Create New PIN for Realm ${cs-realm}</H1>
<P>${x-auth-challenge-string}
<FORM NAME="pin_form" METHOD="POST"
ACTION=${x-cs-auth-form-action-url} ONSUBMIT="return validatePin() "
${x-cs-auth-form-domain-field}
<P> Enter New Pin: <INPUT TYPE=PASSWORD NAME="PROXY_SG_PASSWORD"
MAXLENGTH="64"></P>
<P>Retype New Pin: <INPUT TYPE=PASSWORD NAME="PROXY_SG RETYPE_PIN"
MAXLENGTH="64"></P>
<INPUT TYPE=HIDDEN NAME="PROXY_SG_USERNAME" VALUE=${cs-username} >
<INPUT TYPE=HIDDEN NAME="PROXY_SG_REQUEST_ID" VALUE=${x-cs-auth-request-id} >
<INPUT TYPE=HIDDEN NAME="PROXY_SG_PRIVATE_CHALLENGE_STATE"
VALUE=${x-auth-private-challenge-state} >
<P><INPUT TYPE=SUBMIT VALUE="Submit"></P>
</FORM>
<P>${exception.contact}
</BODY>
</HTML>

```

### Query\_form

```

<HTML>
<HEAD>
<TITLE>Query for Realm ${cs-realm}</TITLE>
</HEAD>
<BODY>
<H1>Query for Realm ${cs-realm}</H1>
<P>${x-auth-challenge-string}
<FORM METHOD="POST" ACTION=${x-cs-auth-form-action-url} >
${x-cs-auth-form-domain-field}
<INPUT TYPE=HIDDEN NAME="PROXY_SG_USERNAME" VALUE=${cs-username} >
<INPUT TYPE=HIDDEN NAME="PROXY_SG_REQUEST_ID" VALUE=${x-cs-auth-request-id} >
<INPUT TYPE=HIDDEN NAME="PROXY_SG_PRIVATE_CHALLENGE_STATE"
VALUE=${x-auth-private-challenge-state} >
<INPUT TYPE=HIDDEN NAME="PROXY_SG_PASSWORD" >
<P><INPUT TYPE=SUBMIT VALUE="Yes" ONCLICK="PROXY_SG_PASSWORD.value='Y'" >
<INPUT TYPE=SUBMIT VALUE="No" ONCLICK="PROXY_SG_PASSWORD.value='N'" ></P>
</FORM>
<P>${exception.contact}

```

## Section M: Forms-Based Authentication

---

```
</BODY>  
</HTML>
```

### User/Realm CPL Substitutions for Authentication Forms

CPL user/realm substitutions that are common in authentication form exceptions are listed below. The syntax for a CPL substitution is:

`$(CPL_substitution)`

group	user-name	x-cs-auth-request-id
groups	user.x509.issuer	x-cs-auth-domain
realm	user.x509.serialNumber	x-cs-auth-form-domain-field
user	user.x509.subject	x-cs-auth-form-action-url
cs-realm	x-cs-auth-request-id	x-auth-challenge-string
	x-auth-private-challenge-state	

---

Note: Any substitutions that are valid in CPL and in other exceptions are valid in authentication form exceptions.

---

For a discussion of using CPL and a complete list of CPL substitutions, as well as a description of each substitution, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

### Tip

There is no realm restriction on the number of authentication form exceptions you can create. You can have an unlimited number of forms, although you might want to make them as generic as possible to cut down on maintenance.

### Creating and Editing a Form

You can create a new form or you can edit one of the existing ones. If you create a new form, you need to define its type (authentication\_form, new\_pin\_form, or query\_form). The form is created from the default definition for that type. Editing the initial forms does not affect how future forms are created.

#### *To Create or Edit an Authentication Form through the Management Console*

1. Select Configuration>Authentication>Forms.

The Authentication Forms tab displays.

## Section M: Forms-Based Authentication

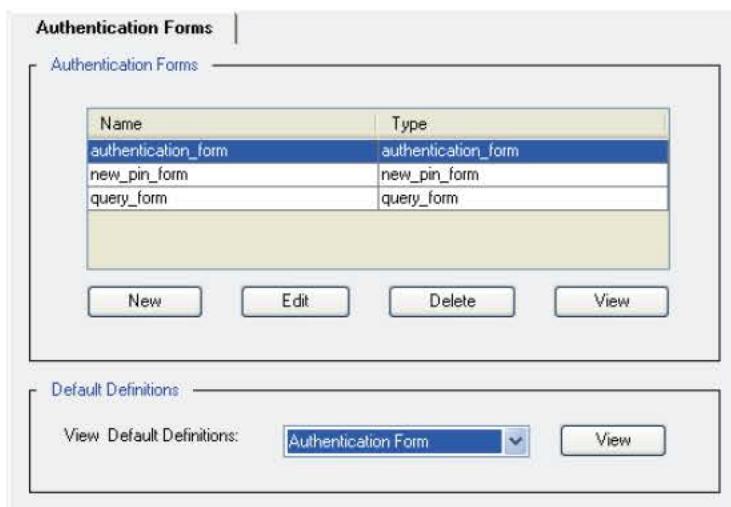


Figure 9-65: Authentication Forms

2. Select one of the buttons below the authentication forms:
  - Highlight the form you want to edit, delete, or view.

---

**Note:** View in the Authentication Forms panel and View in the Default Definitions panel have different functions. View in the Authentication Forms panel allows you to view the form you highlighted; View in the Default Definitions panel allows you view the original, default settings for each form. This is important in an upgrade scenario; any forms already installed will not be changed. You can compare existing forms to the default version and decide if your forms need to be modified.

---

- Click New to create a new form.
3. Creating a New Form
    - The New button works independently of the highlighted form. The template used for the new form is chosen from the Add Authentication Form dialog.

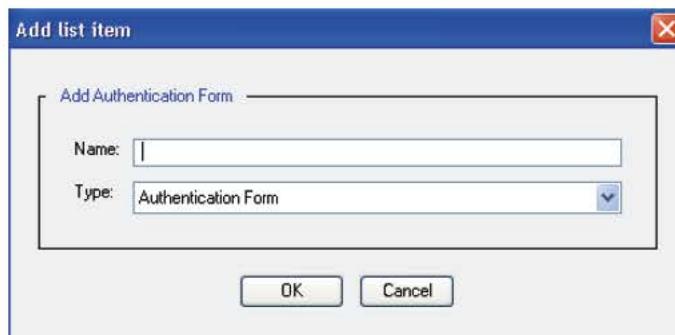


Figure 9-66: Authentication Form Dialog

- Enter the form name and select the authentication type from the dropdown menu.

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---

- Click OK.
4. Editing a Form
- If you highlight the form you want to edit and click Edit, the Edit Authentication dialog displays.



Figure 9-67: Edit Authentication Form Dialog

- From the drop-down list, select the method to use to install the authentication form; click Install.
- Remote URL:  
Enter the fully-qualified URL, including the filename, where the authentication form is located. To view the file before installing it, click View. Click Install. To view the results, click Results; to close the dialog when through, click OK.

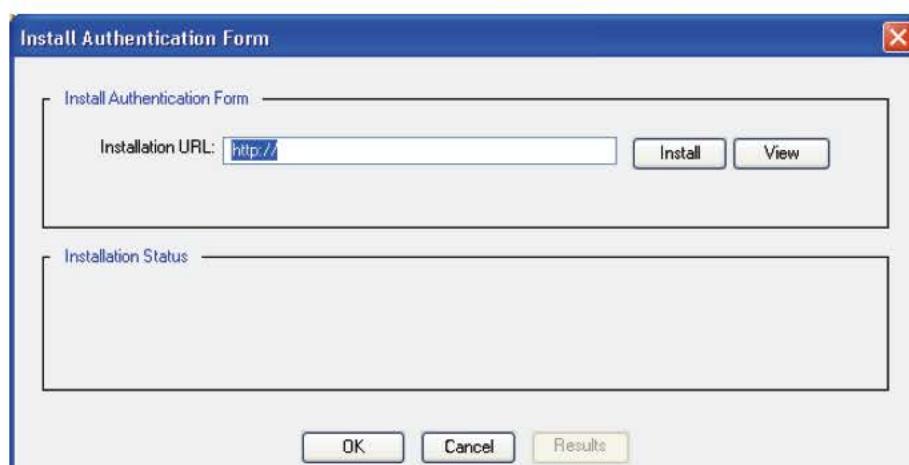


Figure 9-68: Specifying the Remote Location of an Authentication Form

- Local File:  
Click Browse to bring up the Local File Browse window. Browse for the file on the local system. Open it and click Install. When the installation is complete, a results window opens. View the results; to close the window, click Close.

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---



Figure 9-69: Specifying the Local Location of an Authentication Form

- **Text Editor:**

The current authentication form is displayed in the text editor. You can edit the form in place. Click **Install** to install the form. When the installation is complete, a results window opens. View the results; to close the window, click **Close**.

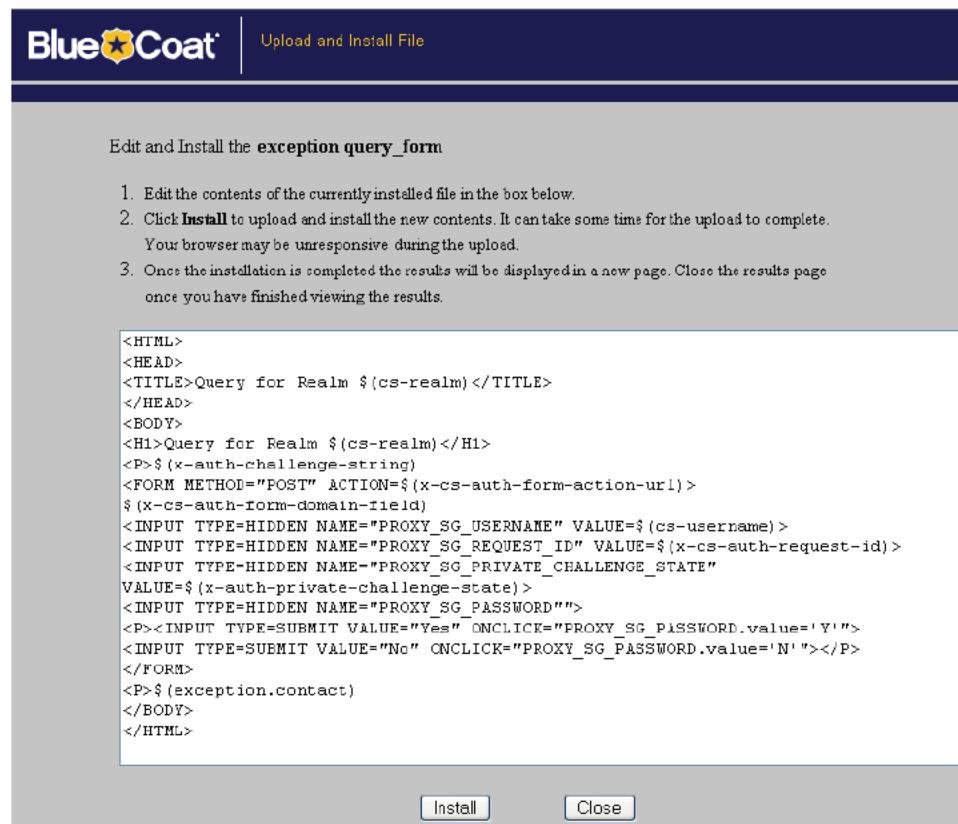
**Section M: Forms-Based Authentication**

Figure 9-70: Using the ProxySG Text Editor

**To Create a Form through the CLI**

Remember that if you create a new form, the new form uses the authentication form you choose as a template. You can revert a form to its original state using the `authentication-forms revert` command.

To create a new form, enter the following command from the (config) prompt

```
SGOS#(config) security authentication-forms
```

The prompt changes to

```
SGOS#(config authentication-forms)
SGOS#(config authentication-forms) create form_type form_name
ok
```

where `form_type` indicates the default `authentication-form`, `new-pin-form`, or `query-form` and `form_name` is the name you give the form.

To view all the authentication forms on the system, enter the following command:

## Section M: Forms-Based Authentication

---

```
SGOS# (config authentication-forms) view
Authentication forms:
auth_test1
authentication_form
new_pin_form
npf_test11
query_form
query_test1
```

### To Edit a Form through the CLI

You cannot edit a form in place through the CLI. You can replace a form though using either remote download or through the ProxySG Appliance's inline commands.

### To Revert a Form to the Default Settings

If you created a custom form and later decide that the form should have the default settings of the template, you can revert the form by entering the command:

```
SGOS# (config) security authentication-forms
SGOS# (config authentication-forms) revert form_name
ok
```

### To Edit a Form using Inline Commands:

```
SGOS# (config authentication-forms) inline form_name end-of-file_marker
-or-
SGOS# inline authentication-form form_name end-of-file_marker
-or-
SGOS# inline authentication-forms end-of-file_marker
```

Remember that any form you modify must contain the username, password, request ID, and challenge state.

A form that is missing these values results in the user receiving an error page when the form is submitted. For more information on required fields in a new authentication form, see "[Understanding Authentication Forms](#)" on page 473.

---

Note: You can also import the entire set of forms through the `inline authentication-forms` command.

---

Notes on using inline commands:

- ❑ If you make a mistake on the current line of the script you are typing, you can backspace to correct the problem.
- ❑ If you notice a mistake on a previous line, you must quit the script (by using <Ctrl-c>) and start over.
- ❑ The inline script overwrites the existing template.

### To Create and Download a Form using a Text Editor:

1. Create the authentication form as a text file.

## Section M: Forms-Based Authentication

---

2. Place the form on a server that is accessible to the ProxySG.

---

Note: You cannot download a form until it is created.

---

3. Enter the following commands to give the ProxySG the file's location and to download the file:

```
SGOS#(config) security authentication-forms
SGOS#(config authentication-forms) path form_name
SGOS#(config authentication-forms) load form_name
-or-
SGOS#load authentication-forms form_name
```

---

Note: You can download one or all forms using the above commands.

---

### *To Delete an Authentication Form*

From the (config) prompt, enter the following commands:

```
SGOS#(config) security authentication-forms
SGOS#(config authentication-forms) delete form_name
```

where *form\_name* is the name of the form you want to delete.

## Setting Storage Options

When a request requiring the user to be challenged with a form contains a body, the request is stored on the SG appliance while the user is being authenticated. Storage options include:

- the maximum request size.
- the expiration of the request.
- whether to verify the IP address of the client requesting against the original request.
- whether to allow redirects from the origin server

The storage options are global, applying to all form exceptions you use.

The global allow redirects configuration option can be overridden on a finer granularity in policy using the `authenticate.redirect_stored_requests(yes|no)` action.

## Section M: Forms-Based Authentication

---

### To Set Storage Options through the Management Console

1. Select Configuration>Authentication>Request Storage.

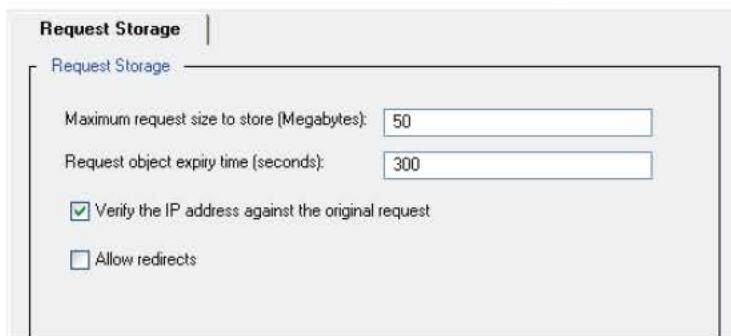


Figure 9-71: Request Storage Tab

2. In the Maximum request size to store (Megabytes) field, enter the maximum POST request size allowed during authentication. The default is 50 megabytes.
3. In the Request object expiry time (seconds) field, enter the amount of time before the stored request expires. The default is 300 seconds (five minutes). The expiry time should be long enough for the user to fill out and submit the authentication form.
4. If you do not want the ProxySG to Verify the IP address against the original request, deselect that option. The default is to verify the IP address.
5. To Allow redirects from the origin servers, select the checkbox. The default is to not allow redirects from origin servers.

---

Note: During authentication, the user's POST is redirected to a GET request. The client therefore automatically follows redirects from the origin server. Because the ProxySG is converting the GET to a POST and adding the post data to the request before contacting the origin server, the administrator must explicitly specify that redirects to these POSTs requests can be automatically followed.

---

6. Click Apply.

### To Set Storage Options through the CLI

From the (config) prompt, enter the following commands to select storage options:

```
SGOS#(config) security request-storage max-size megabytes
SGOS#(config) security request-storage expiry-time seconds
SGOS#(config) security request-storage verify-ip enable | disable
SGOS#(config) security request-storage allow-redirects enable | disable
```

where

max-size	megabytes	Sets the maximum POST request size during authentication. The default is 50 megabytes.
----------	-----------	----------------------------------------------------------------------------------------

## Section M: Forms-Based Authentication

<code>expiry-time</code>	<code>seconds</code>	Sets the amount of time before the stored request expires. The default is 300 seconds (five minutes).
<code>verify-ip</code>	<code>enable   disable</code>	Enables or disables the verify-ip option. The default is to enable the ProxySG to verify the IP address against the original request.
<code>allow-redirects</code>	<code>enable   disable</code>	Specifies whether to allow redirects. The default is disable.

## Using CPL with Forms-Based Authentication

To use forms-based authentication, you must create policies that enable it and also control which form is used in which situations. A form must exist before it can be referenced in policy.

- ❑ Which form to use during authentication is specified in policy using one of the CPL conditions `authenticate.form(form_name)`, `authenticate.new_pin_form(form_name)`, or `authenticate.query_form (form_name)`.

These conditions override the use of the initial forms for the cases where a new pin form needs to be displayed or a query form needs to be displayed. All three of the conditions verify that the form name has the correct type.

---

Note: Each of these conditions can be used with the form authentication modes only. If no form is specified, the form defaults to the CPL condition for that form. That is, in no name is specified for `authenticate.form(form_name)`, the default is `authentication_form`; if no name is specified for `authenticate.new_pin_form(form_name)`, the default is `authenticate.new_pin_form`, and if no name is specified for `authenticate.query_form(form_name)`, the default is `authenticate.query_form`.

---

- ❑ Using the `authentication.mode( )` property selects a combination of challenge type and surrogate credentials. The `authentication.mode( )` property offers several options specifically for forms-based authentication:
  - Form-IP—The user's IP address is used as a surrogate credential. The form is presented whenever the user's credential cache entry expires.
  - Form-Cookie—Cookies are used as surrogate credentials. The cookies are set on the OCS domain only, and the user is presented with the form for each new domain. This mode is most useful in reverse proxy scenarios where there are a limited number of domains.
  - Form-Cookie-Redirect—The user is redirected to the authentication virtual URL before the form is presented. The authentication cookie is set on both the virtual URL and the OCS domain. The user is only challenged when the credential cache entry expires.
  - Form-IP-redirect —This is similar to Form-IP except that the user is redirected to the authentication virtual URL before the form is presented.

## Section M: Forms-Based Authentication

---

- ❑ If you authenticate users who have third-party cookies explicitly disabled, you can use the `authenticate.use_url_cookie( )` property.
- ❑ Since the `authentication.mode( )` property is defined as a form mode (above) in policy, you do not need to adjust the default authenticate mode through the CLI.
- ❑ Using the `authenticate.redirect_stored_requests(yes | no)` action allows granularity in policy over the global allow redirect config option.

For information on using these CPL conditions and properties, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

## Tips and Boundary Conditions

- ❑ If the user is supposed to be challenged with a form on a request for an image or video, the ProxySG returns a 403 error page instead of the form. If the reason for the challenge is that the user's credentials have expired and the object is from the same domain as the container page, then reloading the container page results in the user receiving the authentication form and being able to authenticate. However, if the client browser loads the container page using an existing authenticated connection, the user might still not receive the authentication form.

Closing and reopening the browser should fix the issue. Requesting a different site might also cause the browser to open a new connection and the user is returned the authentication form.

If the container page and embedded objects have a different domain though and the authentication mode is `form-cookie`, reloading or closing and reopening the browser might not fix the issue, as the user is never returned a cookie for the domain the object belongs to. In these scenarios, Blue Coat recommends that policy be written to either bypass authentication for that domain or to use a different authentication mode such as `form-cookie-redirect` for that domain.

- ❑ Forms-based authentication works with HTTP browsers only.
- ❑ Because forms only support Basic authentication, authentication-form exceptions cannot be used with a Certificate realm. If a form is in use and the authentication realm is or a Certificate realm, you receive a configuration error.
- ❑ User credentials are sent in plain text. However, they can be sent securely using SSL if the virtual URL is HTTPS.
- ❑ Because not all user requests support forms (such as WebDAV and streaming), create policy to bypass authentication or use a different authentication mode with the same realm for those requests.

## Section N: Managing the Credential Cache

### Section N: Managing the Credential Cache

When you have configured all your realms, you can view your realms and manage the credentials cache for a specific realm.

*To Manage the Credential Cache through the Management Console*

1. Select to Configuration>Authentication>Realms.

The Realms page displays, with all realms that you have created.

Realm name	Protocol
local1	Local
ldap1	LDAP
certificate1	Certificate
Sequence_1	Sequence
SM1	SiteMinder
COREid1	COREid
PS1	Policy Substitution

Realms can be created, modified and deleted within individual protocols.

Credentials cache

Flush when policy file changes     

  Flush realm: local1

Figure 9-72: Viewing All Realms on the Proxy SG

2. To manage the credential cache:

- To purge the credentials cache when you make policy changes, select **Flush When Policy File Changes** (this option is selected by default).
- To flush the entire credentials cache immediately, click **Flush** and confirm.
- To flush only the entries for a particular realm in the credentials cache, select the realm from the drop-down list, click **Flush Realm** confirm.

All of these actions force users to be re-authenticated.

3. Click **Apply**.

*To Manage the Credential Cache through the CLI*

From the (config) command prompt, enter the following command:

```
SGOS#(config) security flush-credentials <cr> [on-policy-change {enable | disable} | realm realm]
```

where:

<cr>		Press the <Enter> key to flush the credential cache now.
on-policy-change	enable   disable	Flush the cache only if the policy changes.

## Section N: Managing the Credential Cache

---

<code>realm</code>	<code>realm</code>	Flush the credential cache for the specified realm.
--------------------	--------------------	-----------------------------------------------------

## Notes

- ❑ For all realms except IWA, SiteMinder, and COREid, the maximum number of entries stored in the credential cache is 80,000.  
For IWA, SiteMinder, and COREid authentication, the maximum number of entries stored in the credential cache is dependent on the system. You can have at least 2500 entries but potentially more depending on the system resources.
- ❑ XFTP users are not prompted for proxy authentication if the credentials are in the cache and the credentials have not expired.

## *Chapter 10:Bandwidth Management*

Bandwidth management (BWM) allows you to classify, control, and, if required, limit the amount of bandwidth used by different classes of network traffic flowing into or out of the ProxySG. Network resource sharing (or link sharing) is done using a bandwidth-management hierarchy where multiple traffic classes share available bandwidth in a controlled manner.

---

Note: The ProxySG does not try to reserve any bandwidth on the network links that it is attached to or otherwise guarantee that the available bandwidth on the network can sustain any of the bandwidth limits which have been configured on it. The ProxySG can only shape the various traffic flows passing through it, and prioritize some flows over others according to its configuration.

---

By managing the bandwidth of specified classes of network traffic, you can do the following:

- Guarantee that certain traffic classes receive a specified minimum amount of available bandwidth.
- Limit certain traffic classes to a specified maximum amount of bandwidth.
- Prioritize certain traffic classes to determine which classes have priority over available bandwidth.

### Bandwidth Management Terms

Some of the terms used in this document are described below.

- Bandwidth Class: A defined unit of bandwidth allocation. An administrator uses bandwidth classes to allocate bandwidth to a particular type of traffic flowing through the ProxySG.
- Bandwidth Class Hierarchy: Bandwidth classes can be grouped together in a class hierarchy, which is a tree structure that specifies the relationship among different classes. You create a hierarchy by creating at least one parent class and assigning other classes to be its children.
- Bandwidth Policy: The set of rules that you define in the policy layer to identify and classify the traffic in the ProxySG, using the bandwidth classes that you create. You must use policy (through either VPM or CPL) in order to manage bandwidth.
- Child Class: The child of a parent class is dependent upon that parent class for available bandwidth (they share the bandwidth in proportion to their minimum/maximum bandwidth values and priority levels). A child class with siblings (classes with the same parent class) shares bandwidth with those siblings in the same manner.
- Inbound Traffic: Network packets flowing into the ProxySG. Inbound traffic mainly consists of the following:
  - Server inbound: Packets originating at the origin content server (OCS) and sent to the ProxySG to load a Web object.
  - Client inbound: Packets originating at the client and sent to the ProxySG for Web requests.
- OCS: Origin content server.

- ❑ Outbound Traffic: Network packets flowing out of the ProxySG. Outbound traffic mainly consists of the following:
  - Client outbound: Packets sent to the client in response to a Web request.
  - Server outbound: Packets sent to an OCS or upstream proxy to request a service.
- ❑ Parent Class: A class with at least one child. The parent class must share its bandwidth with its child classes in proportion to the minimum/maximum bandwidth values or priority levels.
- ❑ Sibling Class: A bandwidth class with the same parent class as another class.
- ❑ Traffic Flow: Also referred to as *flow*. A set of packets belonging to the same TCP/UDP connection that terminate at, originate at, or flow through the ProxySG. A single request from a client involves two separate connections. One of them is from the client to the ProxySG, and the other is from the ProxySG to the OCS. Within each of these connections, traffic flows in two directions—in one direction, packets flow out of the ProxySG (outbound traffic), and in the other direction, packets flow into the ProxySG (inbound traffic). Connections can come from the client or the server. Thus, traffic can be classified into one of four types:
  - Server inbound
  - Server outbound
  - Client inbound
  - Client outbound

These four traffic flows represent each of the four combinations described above. Each flow represents a single direction from a single connection.

## Bandwidth Management Overview

To manage the bandwidth of different types of traffic that flow into, out of, or through the ProxySG, you must do the following:

- ❑ Determine how many bandwidth classes you need and how to configure them to accomplish your bandwidth management goals. This includes determining the structure of one or more bandwidth hierarchies if you want to use priority levels to manage bandwidth.
- ❑ Create and configure bandwidth classes accordingly.
- ❑ Create policy rules using those bandwidth classes to identify and classify the traffic in the ProxySG.
- ❑ Enable bandwidth management.

Bandwidth management configuration consists of two areas:

- ❑ Bandwidth allocation

This is the process of creating and configuring bandwidth classes and placing them into a bandwidth class hierarchy. This process can be done using either the Management Console or the CLI.

- Flow classification

This is the process of classifying traffic flows into bandwidth management classes using policy rules. Policy rules can classify flows based on any criteria testable by policy. You can create policy rules using either the Visual Policy Manager (VPM), which is accessible through the Management Console, or by composing Content Policy Language (CPL).

## Allocating Bandwidth

The process of defining bandwidth classes and grouping them into a bandwidth class hierarchy is called *bandwidth allocation*. Bandwidth allocation is based on:

- the placement of classes in a hierarchy (the parent/child relationships)
- the priority level of classes in the same hierarchy
- the minimum and/or maximum bandwidth setting of each class

For example deployment scenarios, see "[Bandwidth Allocation and VPM Examples](#)" on page 502.

## Bandwidth Classes

To define a bandwidth class, you create the class, giving it a name meaningful to the purpose for which you are creating it. You can configure the class as you create it or edit it later. The configuration settings available are:

- Parent: Used to create a bandwidth-management hierarchy.
- Minimum Bandwidth: Minimum amount of bandwidth guaranteed for traffic in this class.
- Maximum Bandwidth: Maximum amount of bandwidth allowed for traffic in this class.
- Priority: Relative priority level among classes in the same hierarchy.

### Parent Class

A parent class is a class that has children. When you create or configure a bandwidth class, you can specify another class to be its parent (the parent class must already exist). Both classes are now part of the same bandwidth-class hierarchy, and so are subject to the hierarchy rules (see "[Class Hierarchy Rules and Restrictions](#)" on page 492).

### Minimum Bandwidth

Setting a minimum for a bandwidth class guarantees that class receives at least that amount of bandwidth, if the bandwidth is available. If multiple hierarchies are competing for the same available bandwidth, or if the available bandwidth is not enough to cover the minimum, bandwidth management is not be able to guarantee the minimums defined for each class.

---

Note: The ProxySG does not try to reserve any bandwidth on the network links that it is attached to or otherwise guarantee that the available bandwidth on the network can be used to satisfy bandwidth class minimums. The ProxySG can only shape the various traffic flows passing through it, and prioritize some flows over others according to its configuration.

---

### *Maximum Bandwidth*

Setting a maximum for a bandwidth class puts a limit on how much bandwidth is available to that class. It does not matter how much bandwidth is available; a class can never receive more bandwidth than its maximum.

To keep a bandwidth class from using more than its maximum, the ProxySG inserts delays before sending packets associated with that class until the bandwidth used is no more than the specified maximum. This results in queues of packets (one per class) waiting to be sent. These queues allow the ProxySG to use priority settings to determine which packet gets sent next. If no maximum bandwidth is set, every packet is sent as soon as it arrives, so no queue is built and nothing can be prioritized.

Unlike minimums and priority levels, the maximum-bandwidth setting can slow down traffic on purpose. Unused bandwidth can go to waste with the maximum-bandwidth setting, while the minimum-bandwidth settings and priority levels always distributes any unused bandwidth as long as classes request it. However, priority levels are not meaningful without a maximum somewhere in the hierarchy. If a hierarchy has no maximums, any class in the hierarchy can request and receive any amount of bandwidth regardless of its priority level.

### *Priority*

When sharing excess bandwidth with classes in the same hierarchy, the class with the highest priority gets the first opportunity to use excess bandwidth. When the high-priority class uses all the bandwidth it needs or is allowed, the next class gets to use the bandwidth, if any remains. If two classes in the same hierarchy have the same priority, then excess bandwidth is shared in proportion to their maximum bandwidth setting.

## **Class Hierarchies**

Bandwidth classes can be grouped together to form a class hierarchy. Creating a bandwidth *class* allows you to allocate a certain portion of the available bandwidth to a particular type of traffic. Putting that class into a bandwidth-class *hierarchy* with other bandwidth classes allows you to specify the relationship among various bandwidth classes for sharing available (unused) bandwidth.

The way bandwidth classes are grouped into the bandwidth hierarchy determines how they share available bandwidth among themselves. You create a hierarchy so that a set of traffic classes can share unused bandwidth. The hierarchy starts with a bandwidth class you create to be the top-level parent. Then you can create other bandwidth classes to be the children of the parent class, and those children can have children of their own.

In order to manage the bandwidth for any of these classes, some parent in the hierarchy must have a maximum bandwidth setting. The classes below that parent can then be configured with minimums and priority levels to determine how unused bandwidth is shared among them. If none of the higher level classes have a maximum bandwidth value set, then bandwidth flows from the parent to the child classes without limit. In that case, minimums and priority levels are meaningless, because all classes get all the bandwidth they need at all times. The bandwidth, in other words, is not being managed.

### *Class Hierarchy Rules and Restrictions*

Certain rules and restrictions must be followed to create a valid BWM class hierarchy:

- Each traffic flow can only belong to one bandwidth management class.

You can classify multiple flows into the same bandwidth class, but any given flow is always counted as belonging to a single class. If multiple policy rules match a single flow and try to classify it into multiple bandwidth classes, the last classification done by policy applies.

- ❑ When a flow is classified as belonging to a bandwidth class, all packets belonging to that flow is counted against that bandwidth class.
- ❑ If a minimum bandwidth is configured for a parent class, it must be greater than or equal to the sum of the minimum bandwidths of its children.
- ❑ If a maximum bandwidth is configured for a parent class, it must be greater than or equal to the largest maximum bandwidth set on any of its children. It must also be greater than the sum of the minimum bandwidths of all of its children.
- ❑ The minimum bandwidth available to traffic directly classified to a parent class is equal to its assigned minimum bandwidth minus the minimum bandwidths of its children. For example, if a parent class has a minimum bandwidth of 600 kbps and each of its two children have minimums of 300 kbps, the minimum bandwidth available to traffic directly classified into the parent class is 0.

### Relationship among Minimum, Maximum, and Priority Values

Maximum values can be used to manage bandwidth for classes whether or not they are placed into a hierarchy. This is not true for minimums and priorities, which can only manage bandwidth for classes that are placed into a hierarchy. Additionally, a hierarchy must have a maximum configured on a high-level parent class in order for the minimums and priorities to manage bandwidth.

This is because, without a maximum, bandwidth goes to classes without limit and there is no point to setting priorities or minimum guarantees. Bandwidth cannot be managed unless a maximum limit is set somewhere in the hierarchy.

When a hierarchy has a maximum on the top-level parent and minimums, maximums and priorities placed on the classes related to that parent, the following conditions apply:

- ❑ If classes in a hierarchy have minimums, the first thing that happens with available bandwidth is that all the minimum requests are satisfied. If the amount requested is less than the minimum for any class, it receives the entire amount, and its priority level does not matter.  
Keep in mind that, even though a minimum is considered to be a guaranteed amount of bandwidth, satisfying minimums is dependent on the parent being able to receive its own maximum, which is not guaranteed.
- ❑ When all of the classes in a hierarchy have had their minimums satisfied, any additional requests for bandwidth must be obtained. When a class requests more than its minimum, it must obtain bandwidth from its parent or one of its siblings. If, however, a class requests more than its maximum, that request is denied—no class with a specified maximum is ever allowed more than that amount.
- ❑ If a class does not have a minimum specified, it must obtain all of the bandwidth it requests from its parents or siblings, and it cannot receive any bandwidth unless all of the minimums specified in the other classes in its hierarchy are satisfied.

- Classes obtain bandwidth from their parents or siblings based on their priority levels—the highest priority class gets to obtain what it needs first, until either its entire requested bandwidth is satisfied or until it reaches its maximum. After that, the next highest priority class gets to obtain bandwidth, and this continues until either all the classes have obtained what they can or until the maximum bandwidth available to the parent has been reached. The amount available to the parent can sometimes be less than its maximum, because the parent must also participate in obtaining bandwidth in this way with its own siblings and/or parent if it is not a top-level class.

## Flow Classification

You can classify flows to BWM classes by writing policy rules that specify the bandwidth class that a particular traffic flow belongs to. A typical transaction has four traffic flows:

1. Client inbound—traffic flowing into the ProxySG from a client (the entity sending a request, such as a client at a remote office linked to the ProxySG).
2. Server outbound—traffic flowing out of the ProxySG to a server.
3. Server inbound—traffic flowing back into the ProxySG from a server (the entity responding to the request).
4. Client outbound—traffic flowing back out of the ProxySG to a client.

Figure 10-1 shows the traffic flows between a client and server through the ProxySG.

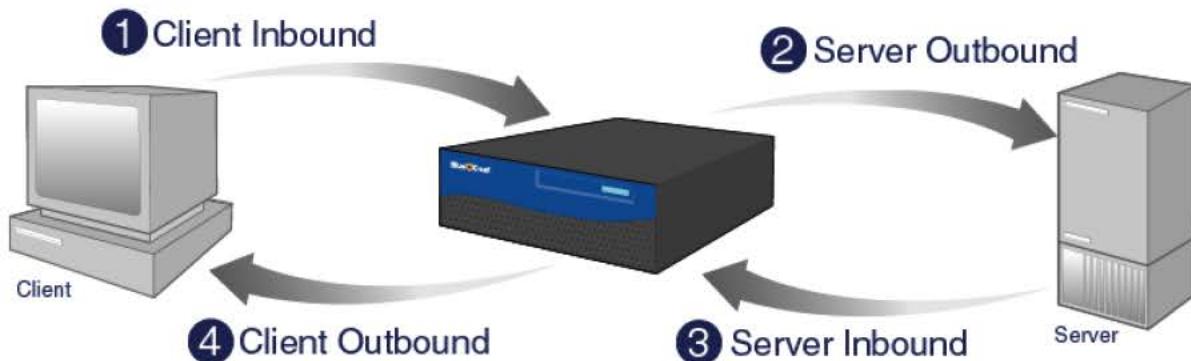


Figure 10-1: Network Configuration Showing Traffic Flow Directions

Some types of traffic can flow in all four directions. The following example describes different scenarios that you might see with an HTTP request. A client sends a GET to the ProxySG (client inbound). The ProxySG then forwards this GET to a server (server outbound). The server responds to the ProxySG with the appropriate content (server inbound), and then the ProxySG delivers this content to the client (client outbound).

Policy allows you to configure different classes for each of the four traffic flows. See "Using Policy to Manage Bandwidth" on page 500 for information about classifying traffic flows with policy.

## Configuring Bandwidth Allocation

You can use either the Management Console or the CLI to do the following tasks:

- Enable or disable bandwidth management.
- Create and configure bandwidth classes.
- Delete bandwidth classes.
- View bandwidth management class configurations.

---

**Note:** If you are planning to manage the bandwidth of streaming media protocols (Windows Media, Real Media, or QuickTime), you might want to use the streaming features instead of the bandwidth management features described in this section. For most circumstances, Blue Coat recommends that you use the streaming features to control streaming bandwidth rather than the bandwidth management features. For information about the differences between these two methods, see "[Choosing a Method to Limit Streaming Bandwidth](#)" on page 742.

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## Enabling or Disabling Bandwidth Management

The following procedures explain how to enable or disable bandwidth management through the Management Console or the CLI.

*To Enable or Disable Bandwidth Management through the Management Console*

1. Select Configuration>Bandwidth Management>BWM Classes>Bandwidth Classes.



Figure 10-2: Bandwidth Classes Tab

2. To enable or disable bandwidth management, select or deselect the Enable Bandwidth Management checkbox.

3. Click **Apply**.

*To Enable or Disable Bandwidth Management through the CLI*

At the (config) command prompt, enter the following commands to enable or disable bandwidth management:

```
SGOS# (config) bandwidth-management
SGOS# (config bandwidth-management) enable | disable
```

## Creating and Editing Bandwidth Classes

The following procedures detail how to create and edit a bandwidth management class.

*To Create a BWM Class through the Management Console*

1. Select Configuration>Bandwidth Management>BWM Classes>Bandwidth Classes.
2. To create a new BWM class, click **New**.

The Create Bandwidth Class dialog displays.

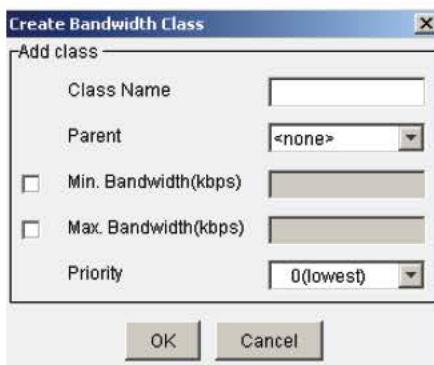


Figure 10-3: Create Bandwidth Class Dialog

3. Fill in the fields as appropriate:
  - **Class name:** Assign a meaningful name for this class. The name can be up to 64 characters long; spaces are not allowed.
  - **Parent:** If you want the class you are creating to be the child of another class in the bandwidth class hierarchy, select a class from the Parent drop-down list. This class must already exist.
  - **Min. Bandwidth:** To set a minimum bandwidth for this class in kilobits per second (kbps), select Min. Bandwidth and enter a minimum bandwidth value in the field. The default minimum bandwidth setting is *Unspecified*, meaning the class is not guaranteed a minimum amount of bandwidth.
  - **Max. Bandwidth:** To set a maximum bandwidth for this class in kbps, select Max. Bandwidth and enter a maximum bandwidth value in the field. The default maximum bandwidth setting is *Unlimited*, meaning the class is not limited to a maximum bandwidth value by this setting.
  - **Priority:** Select a priority level for this class from the Priority drop-down list—0 is the lowest priority level and 7 is the highest. The default priority is 0.

4. Click OK.

5. Click Apply.

*To Create a BWM Class through the CLI*

- At the (config) command prompt, enter the following commands to create a new BWM class:

```
SGOS# (config) bandwidth-management
SGOS# (config bandwidth-management) create bwm_class
where bwm_class is the name of the new BWM class.
```

- Configure the newly created bandwidth class (see "To Edit a BWM Class through the CLI" on page 498 for instructions).

*To Edit a BWM Class through the Management Console*

- Select Configuration>Bandwidth Management>BWM Classes>Bandwidth Classes.
- Highlight the class that you want to edit and click Edit.

The Edit Class dialog displays.

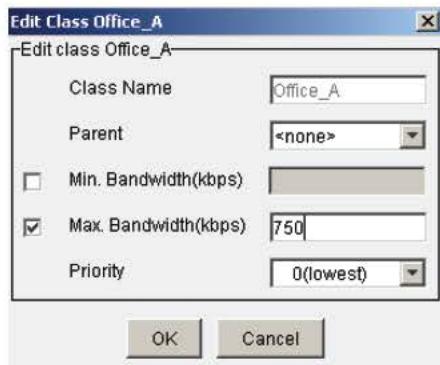


Figure 10-4: Edit Class Dialog

- Fill in the fields as appropriate:

- Class Name: this field cannot be edited. To change the name of a class, you must delete the class and create a new one with the new name.
- Parent: To make the class you are editing be the child of another class in the bandwidth class hierarchy, select a class from the Parent drop-down list.
- Min. Bandwidth: To set a minimum bandwidth for this class in kilobits per second (kbps), select Min. Bandwidth and enter a minimum bandwidth value in the field. The default minimum bandwidth setting is Unspecified, meaning the class is not guaranteed a minimum amount of bandwidth.
- Max. Bandwidth: To set a maximum bandwidth for this class in kbps, select Max. Bandwidth and enter a maximum bandwidth value in the field. The default maximum bandwidth setting is Unlimited, meaning the class is not limited to a maximum bandwidth value by this setting.
- Priority: Select a priority level for this class from the Priority drop-down list—0 is the lowest priority level and 7 is the highest. The default priority is 0.

- Click OK.

5. Click Apply.

*To Edit a BWM Class through the CLI*

1. To set the priority level and minimum/maximum bandwidth values for an existing BWM class, enter the following commands:

```
SGOS#(config) bandwidth-management
SGOS#(config bandwidth-management) edit bwm_class
```

This changes the prompt and puts you into the Bandwidth-Class submode.

```
SGOS#(config bw-class bwm_class) min-bandwidth minimum_in_kbps
SGOS#(config bw-class bwm_class) max-bandwidth maximum_in_kbps
SGOS#(config bw-class bwm_class) priority value_from_0_to_7
```

where:

min-bandwidth	minimum_in_kbps	Sets the minimum bandwidth for this class in kilobits per second. The default for this setting is unspecified, meaning that the class is not guaranteed a minimum amount of bandwidth.
max-bandwidth	maximum_in_kbps	Sets the maximum bandwidth for this class in kilobits per second. The default for this setting is unlimited (no maximum).
priority	value_from_0_to_7	Sets the priority level for this class—0 is the lowest priority level and 7 is the highest. The default priority is 0.

2. (Optional) To reset the values to the defaults, enter the following commands:

```
SGOS#(config bandwidth-management bwm_class) no {min-bandwidth |
max-bandwidth}
```

where:

no min-bandwidth	Sets the default minimum to the default, unspecified (no minimum bandwidth guarantee).
no max-bandwidth	Sets the maximum-bandwidth setting to the default, unlimited (no maximum).

3. To make this class a child of another class or to clear the parent class from this class, enter one of the following commands:

```
SGOS#(config bandwidth-management bwm_class) parent parent_class_name
-or-
SGOS#(config bandwidth-management bwm_class) no parent
```

4. To view the configuration for this class, enter the following command:

```
SGOS#(config bandwidth-management bwm_class) view
```

For example:

```
SGOS#(config bandwidth-management Office_A) view
Class Name:          Office_A
Parent:              <none>
Minimum Bandwidth:   unspecified
Maximum Bandwidth:   750 kbps
Priority:            0
```

5. To view the configuration of any child classes of this class, enter the following command:

```
SGOS#(config bandwidth-management bwm_class) view children
```

## Deleting a Bandwidth Management Class

The following procedures explain how to delete a bandwidth management class through the Management Console or the CLI.

---

**Note:** You cannot delete a class that is referenced by another class or by the currently installed policy. For instance, you cannot delete a class that is the parent of another class or one that is used in an installed policy rule. If you attempt to do so, a message displays explaining why this class cannot be deleted.

---

### *To Delete a BWM Class through the Management Console*

1. Select Configuration>Bandwidth Management>BWM Classes>Bandwidth Classes.
2. Highlight the class you want to delete and click the Delete button.  
The Remove Object dialog displays.
3. Click Yes to delete the class.
4. Click Apply.

### *To Delete a BWM Class through the CLI*

At the (config) command prompt, enter the following command to delete the specified BWM class:

```
SGOS#(config) bandwidth-management
SGOS#(config bandwidth-management) delete bwm_class
```

## Viewing Bandwidth Management Configurations and Statistics

You can view bandwidth management configurations to see what the settings are for each class, and you can view bandwidth management statistics to see the current and total bandwidth, packet rate, and number of drops (the total number of packets dropped).

Bandwidth management configurations (minimum/maximum bandwidth, priority level, and hierarchy relationships) are visible in the Management Console. The `view` commands allow you to view the same information in the CLI. See ["Bandwidth Management Statistics" on page 1010](#) for information about viewing bandwidth management statistics.

### Viewing Bandwidth Management Configurations

You can view the following bandwidth class configurations through the Management Console or CLI

- Level in the hierarchy (parent/child relationships)
- Priority level
- Maximum bandwidth value
- Minimum bandwidth value

#### *To View BWM Configuration through the Management Console*

1. Select Configuration>Bandwidth Management>BWM Classes>Bandwidth Classes.

On this tab, you can view a class's minimum, maximum and priority value. Top level classes are visible—classes with children have a folder icon on the left.

2. To view the configurations of the child class(es) of a class, double-click the folder icon.

The child classes become visible. A second double-click closes the folder.

#### *To View BWM Configuration through the CLI*

1. To view all BWM configuration information, enter the following commands at the (config) command prompt:

```
SGOS#(config) bandwidth-management  
SGOS#(config bandwidth-management) view configuration
```

2. To view the BWM configuration for a specific class, enter the following command:

```
SGOS#(config bandwidth-management) view configuration bwm_class
```

For example:

```
SGOS#(config bandwidth-management) view configuration Office_A  
Class Name:          Office_A  
Parent:              <none>  
Minimum Bandwidth:   unspecified  
Maximum Bandwidth:   750 kbps  
Priority:            0
```

3. To view the BWM configuration for the children of a specific class, enter the following commands:

```
SGOS#(config bandwidth-management) edit bwm_class  
SGOS#(config bw-class bwm_class) view children
```

### **Viewing Bandwidth Management Statistics**

See "[Bandwidth Management Statistics](#)" on page 1010 for information about viewing BWM statistics.

## **Using Policy to Manage Bandwidth**

Once you have created and configured bandwidth management classes, you need to create policy rules to classify traffic flows using those classes. Each policy rule can only apply to one of four traffic flow types:

- Client inbound
- Client outbound
- Server inbound

- Server outbound

You can use the same bandwidth management classes in different policy rules, so that one class can manage bandwidth for several types of flows based on different criteria. However, any given flow is always be counted as belonging to a single class. If multiple policy rules match a flow and try to classify it into multiple bandwidth classes, the last classification done by policy will apply.

To manage the bandwidth classes you have created, you can either compose CPL (see "[CPL Support for Bandwidth Management](#)" below) or you can use VPM (see "[VPM Support for Bandwidth Management](#)" on page 501). To see examples of policy using these methods, see "[Bandwidth Allocation and VPM Examples](#)" on page 502 or "[Policy Examples: CPL](#)" on page 509.

## CPL Support for Bandwidth Management

You must use policy to classify traffic flows to different bandwidth classes. Refer to the *Blue Coat ProxySG Content Policy Language Guide* for more information about writing and managing policy.

### CPL Triggers

You can use all of the CPL triggers for BWM classification (refer to the *Blue Coat ProxySG Content Policy Language Guide* for information about using CPL triggers). Basing a bandwidth decision on a trigger means that the decision does not take effect until after the information needed to make that decision becomes available. For example, if you set the CPL to trigger on the MIME type of the HTTP response, then the HTTP headers must be retrieved from the OCS before a classification can be made. The decision to retrieve those headers is made too late to count any of the request bytes from the client or the bytes in the HTTP response headers. However, the decision affects the bytes in the body of the HTTP response and any bytes sent back to the client.

### Supported CPL

Bandwidth class can be set with policy on each of these four traffic flows:

- `limit_bandwidth.client.inbound(none | bwm_class)`
- `limit_bandwidth.client.outbound(none | bwm_class)`
- `limit_bandwidth.server.inbound(none | bwm_class)`
- `limit_bandwidth.server.outbound(none | bwm_class)`

If you set policy to none, the traffic is unclassified and is not to be bandwidth-managed.

## VPM Support for Bandwidth Management

You can manage bandwidth using VPM in the Action column of four policy layers: Web Access, DNS Access, Web Content, and Forwarding Layers. For more information about using VPM to manage bandwidth, see "[Manage Bandwidth](#)" on page 645. For examples of bandwidth management scenarios using VPM, see "[Bandwidth Allocation and VPM Examples](#)" below.

## Bandwidth Allocation and VPM Examples

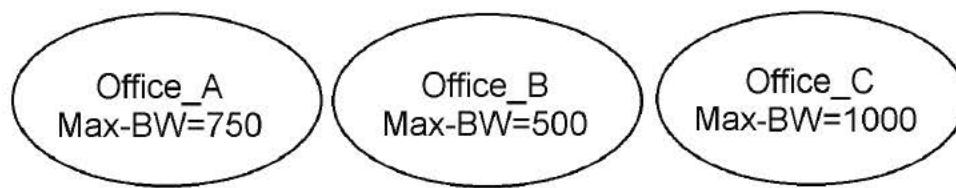
This section illustrates how to allocate bandwidth, arrange hierarchies, and create policy using the Visual Policy Manager. It describes an example deployment scenario and the tasks an administrator must accomplish to manage the bandwidth for this deployment. For specific instructions about allocating bandwidth through either the Management Console or the CLI, see "[Configuring Bandwidth Allocation](#)" on page 495. For examples of bandwidth management tasks done by composing CPL, see "[Policy Examples: CPL](#)" on page 509.

### *Task One: Bandwidth Allocation*

The administrator is responsible for managing the bandwidth of three branch offices. He has been told to make sure that each office uses no more than half of its total link bandwidth for Web and FTP traffic. The total link bandwidth of each office is as follows:

- Office A: 1.5 Mb
- Office B: 1 Mb
- Office C: 2 Mb

He creates one bandwidth class for each of the three offices and configures the maximum bandwidth to an amount equal to half of the total link bandwidth of each, as shown in [Figure 10-5](#). He also creates policy rules for each class, as described below in "[Task One: VPM](#)".



**Figure 10-5: Bandwidth Hierarchy Diagram One**

Each of the classes in [Figure 10-5](#) has a maximum set at an amount equal to half of the total link bandwidth for each office. A hierarchy does not exist in this scenario.

### *Task One: VPM*

The administrator has created one bandwidth class for each office, setting a maximum bandwidth on each one equal to the half of the total link bandwidth of each. Now he must create policy rules to classify the traffic flows.

The administrator launches VPM and creates a new Web Access Layer, calling it FTP/HTTP Limitations. He selects the Client IP Address/Subnet object in the Source column, filling in the IP address and mask of the subnet used by Office\_A, as shown in [Figure 10-6](#).

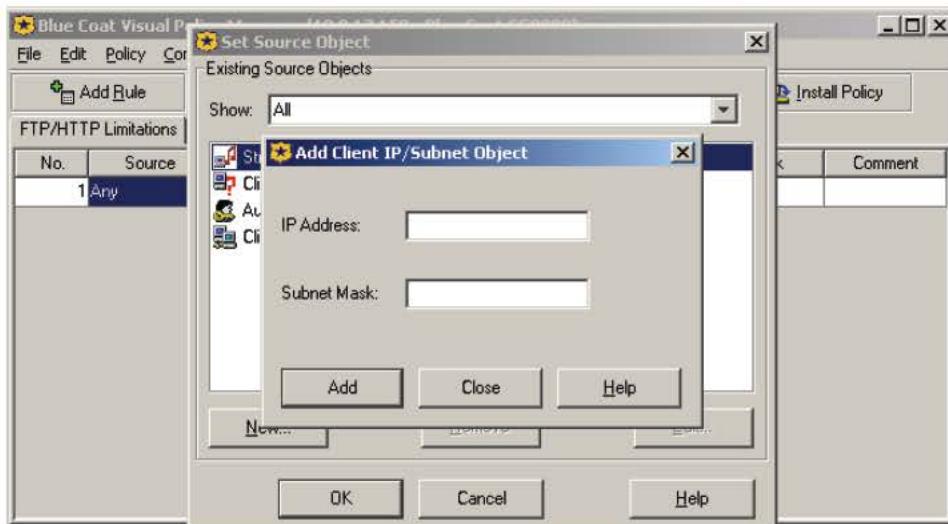


Figure 10-6: Adding the Client IP Address and Subnet Mask to the Source Column

He selects a Combined Service Object in the Service column, naming it **FTP/HTTP** and adding a Client Protocol for FTP and for HTTP. In the Add Combined Service Object dialog, he adds both protocols to the top box, as shown in Figure 10-7.

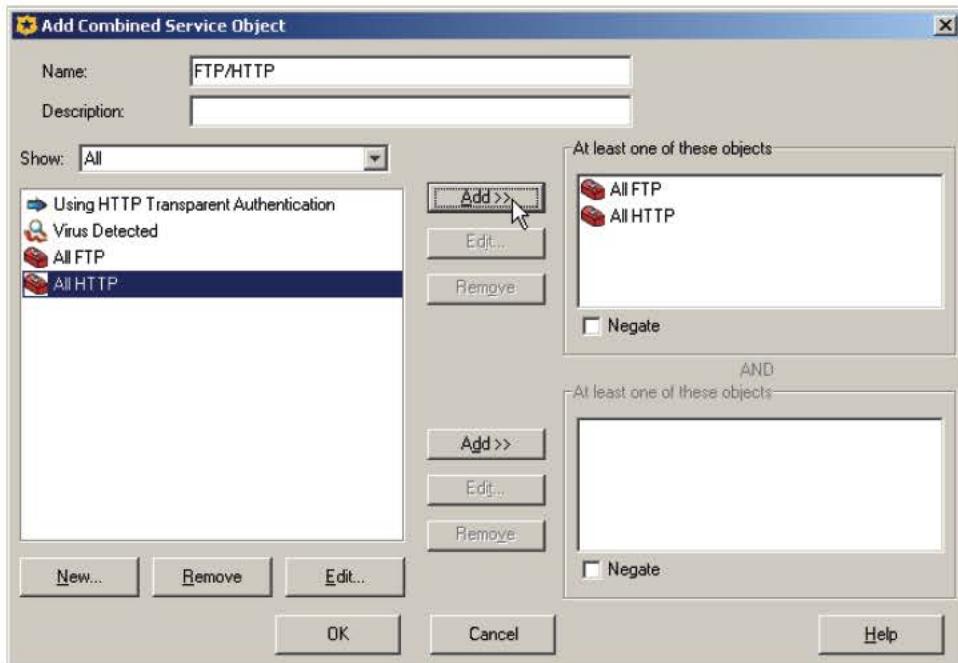


Figure 10-7: Adding Protocols to a Combined Service Object

In the Action column, he selects **Manage Bandwidth**, naming it **Office\_A** and setting it to manage the bandwidth of Office\_A on the Client side in the Outbound direction, as shown in Figure 10-8.

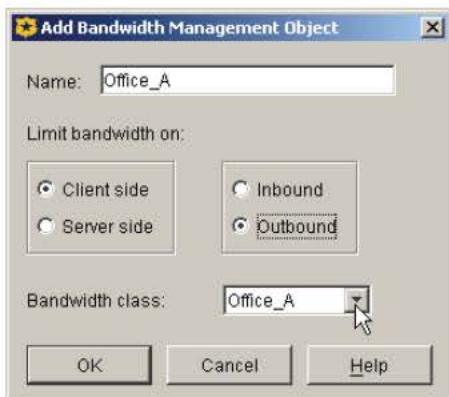


Figure 10-8: Manage Bandwidth Action Object

He adds two more similar rules for the other two offices. He is able to reuse the same Combined Service Object in the Service column, but must add new objects specific to each office in the Source and Action columns. The order of the rules does not matter here, because each office, and thus each rule, is distinct because of its IP address/subnet mask configuration.

#### *Task Two: Bandwidth Allocation*

A few days later, the administrator gets a visit from the CEO of his company. She wants him to fix it so that she can visit any of the branch offices without having her own Web and FTP access slowed down unnecessarily.

The administrator creates two more classes for each office: one for the CEO and another for everyone else (employees). He sets the parent class of each new class to the appropriate class that he created in Task One. For instance, he creates Emp\_A and CEO\_A and sets their parent class to Office\_A. He also sets a priority level for each class: 0 (the lowest) for employees and 1 for the CEO. He then uses VPM to create additional policy rules for the new classes (see "Task Two: VPM" below). Figure 10-9 shows the hierarchical relationship among all of the classes.

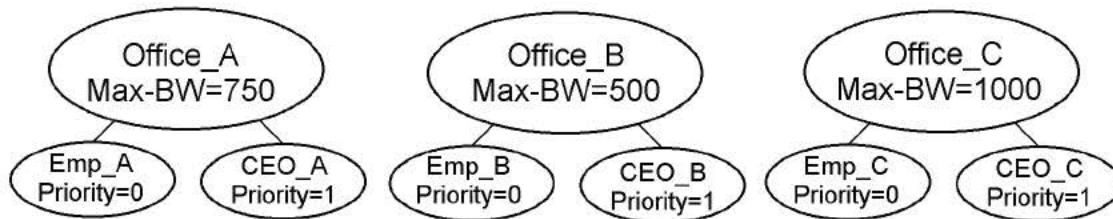


Figure 10-9: Bandwidth Hierarchy Diagram Two

The administrator now has three separate hierarchies. In each one, bandwidth is limited by the configuration of the parent class, and the two child classes are prioritized to determine how they share any unused bandwidth. Because no minimums have been set, the highest priority class has the first opportunity to use all of the available bandwidth; whatever is left then goes to the next priority class.

Priority levels are only effective among the classes in the same hierarchy. This means that the priority levels for the Office\_A hierarchy do not affect the classes in the Office\_B or Office\_C hierarchies.

### Task Two: VPM

Because the CEO wants to prioritize FTP and HTTP access among employees and herself, the administrator must create additional bandwidth classes (as described above in "Task Two: Bandwidth Allocation") and write policy rules to classify the traffic for the new classes.

He first edits each of the three VPM rules for the three offices. He edits each the Manage Bandwidth objects, changing the name of the objects to Emp\_A, Emp\_B, and Emp\_C and changes the bandwidth class to the corresponding employee class (see Figure 10-10).

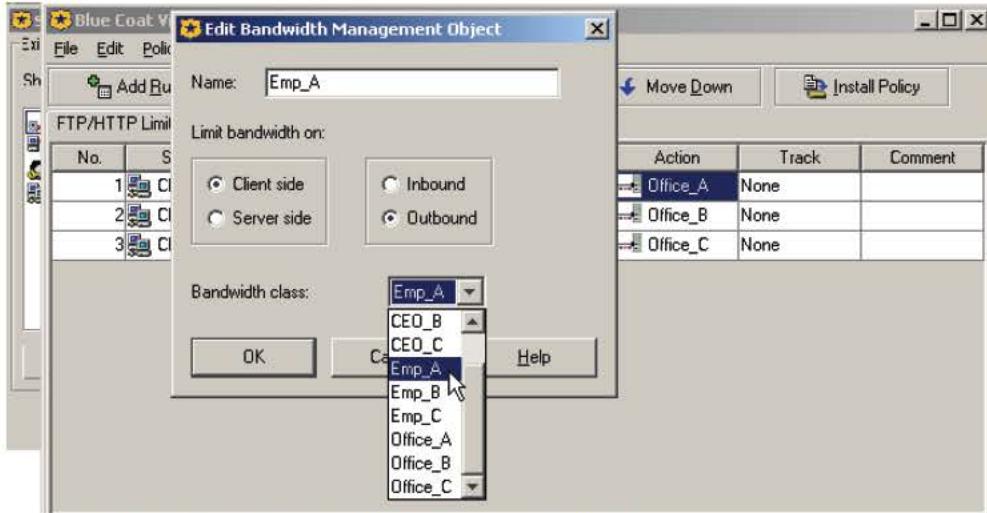


Figure 10-10: Editing the Bandwidth Management Object

Next, he creates three more rules for the CEO, moving them above the first three rules. For the CEO rules, he selects the same combined FTP/HTTP object in the Service column; in the Action column, he selects a Manage Bandwidth object configured for client side/outbound, as before, but this time, he names the objects CEO\_A, CEO\_B, and CEO\_C and selects the corresponding CEO bandwidth class. In the Source column, he creates a Combined Source Object, naming it for the CEO. He combines the Client IP/subnet object already created for each office with a User object that he creates for the CEO, as shown in Figure 10-10.

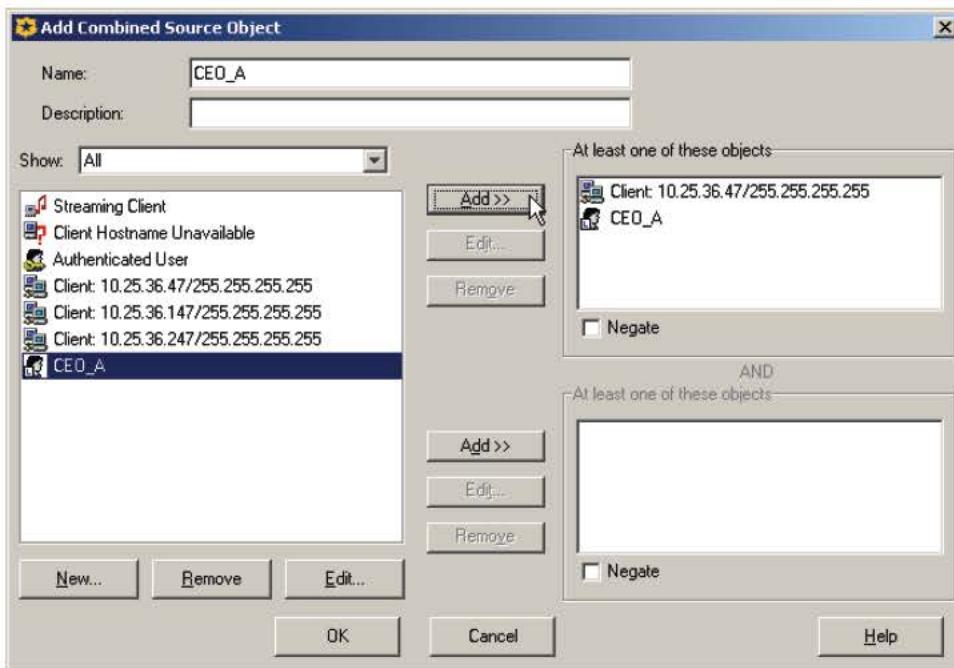


Figure 10-11: Adding a Combined Source Object

The administrator places all three CEO rules above the employee rules, because the ProxySG looks for the first rule that matches a given situation and ignores the remaining rules. If he had placed the CEO rules below the employee rules, the ProxySG would never get to the CEO rules because the CEO's Web surfing client IP address matches both the CEO rules and the employee rules, and the ProxySG would stop looking after the first match. With the CEO rules placed first, the ProxySG applies the CEO rules to the CEO's Web surfing, and an employee's Web surfing does not trigger the CEO rules and instead skips ahead to the appropriate employee rule.

### *Task Three: Bandwidth Allocation*

It soon becomes apparent that CEO visits are causing problems for the branch offices. At times, she uses all of the available bandwidth, resulting in decreased productivity throughout the office she visits. Also, management has complained that they have been given the same priority for FTP and HTTP traffic as regular employees, and they are requesting that they be given priority over employees for this type of traffic.

First, the administrator creates two new classes for each office. In this example, we will look at the classes and configurations for the first office only. He creates a class called **Staff\_A** and sets a minimum bandwidth of 500 kbps on it. He also creates a class called **Mgmt\_A**, setting the priority to 1 and the parent to **Staff\_A**. He edits the class **Emp\_A**, setting the parent to **Staff\_A**. Finally, he edits the class **CEO\_A**, changing the priority to 2. The resulting hierarchy is illustrated in Figure 10-12. To see what the administrator did to the policy rules, see "Task Three: VPM" below.

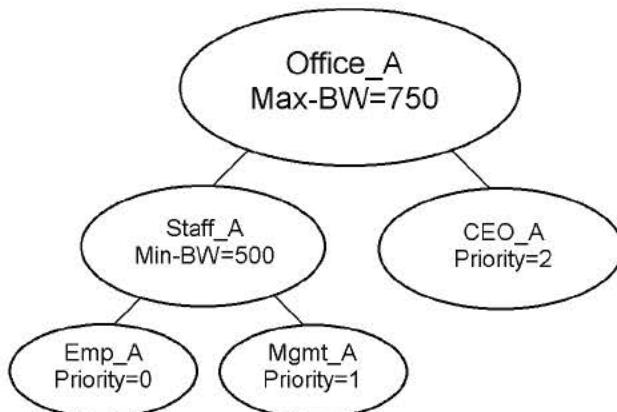


Figure 10-12: Bandwidth Hierarchy Diagram Three

In the example illustrated above, employees and management combined are guaranteed a total of 500 kbps. The CEO's priority level has no effect until that minimum is satisfied. This means that the CEO can only use 250 kbps of bandwidth if the rest of the staff are using a total of 500 kbps. It also means that the CEO can use 750 kbps if no one else is using bandwidth at the time. In fact, any of the classes can use 750 kbps if the other classes use none.

Priority levels kick in after all of the minimums are satisfied. In this example, if the staff requests more than 500 kbps, they can only receive it if the CEO is using less than 250 kbps. Now notice that the minimum setting for the staff is set on the parent class, Staff\_A, and not on the child classes, Emp\_A or Mgmt\_A. This means that the two child classes, representing employees and management, share a minimum of 500 kbps. But they share it based on their priority levels. This means that management has priority over employees. The employees are only guaranteed a minimum if management is using less than 500 kbps.

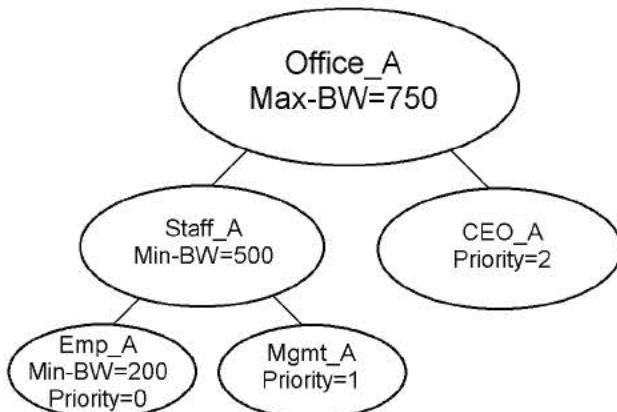
#### *Task Three: VPM*

The administrator has added additional classes for each office and edited the existing employee classes, as described above in "Task Three: Bandwidth Allocation". One of the new classes he added for each office is a parent class that does not have traffic classified to it; it was created to provide a minimum amount of bandwidth to its child classes. Not every class in the hierarchy has to have a traffic flow. This means that he needs to add just three more rules for the three new management classes. For the management rules, he selects the same combined FTP/HTTP object in the Service column; in the Action column, he selects a Manage Bandwidth object configured for client side/outbound with the bandwidth class one of the management classes (Mgmt\_A, Mgmt\_B, or Mgmt\_C). In the Source column, he creates a Combined Source Object containing the subnet object for the office and the Group object for management.

The management rules must go above the employee rules, although it does not matter where they are placed in relation to the CEO rules. This would not be true if the CEO was part of the same group as management, however. If that were true, the CEO rules would still need to go on top.

#### *Task Four: Bandwidth Allocation*

The administrator decided later that he needed to guarantee employees some bandwidth. He configures a minimum for the class Emp\_A, as illustrated in [Figure 10-13](#).



**Figure 10-13: Bandwidth Hierarchy Diagram Four**

He decides to leave the minimum on the parent class **Staff\_A** and not to set a minimum for the class **Mgmt\_A**. This is okay, because the minimum of the parent class is available to its children if the parent class does not use all of it, and the only way that the CEO can get more than 250 kbps is if the employees and management combined use less than 500.

This last change does not require additional changes to policy; the administrator has added a minimum to a class that he has already classified for traffic using policy.

In the above scenario, the class called **Staff\_A** does not have traffic configured for it—it was created to guarantee bandwidth minimums for its child classes. However, if it were configured for traffic, it would have a practical minimum of 300 kbps. The practical minimum of a parent class is equal to its assigned minimum bandwidth minus the minimums of its children. In that case, if the parent class **Staff\_A** used 300 kbps and the child class **Emp\_A** used 200 kbps, the child class **Mgmt\_A** would not receive any bandwidth unless the class **CEO\_A** was using less than 250 kbps. Under those circumstances, the administrator probably also needs to create a minimum for management.

#### *Task Five: Bandwidth Allocation*

The CEO makes another request, this time for the main office, the one the administrator himself works from. This office uses the content filtering feature of the ProxySG to control the types of Web sites that employees are allowed to view. Although the office uses content filtering, access to sports sites is not restricted because the CEO is a big fan.

The administrator creates a bandwidth management class called **Sports** with a maximum bandwidth of 500 kbps and launches VPM to create policy for this class as described below.

#### *Task Five: VPM*

To classify traffic for the **Sports** class, the administrator opens VPM, creates a Web Access Layer, and sets the Destination column to the Category object that includes sports viewing (content filtering is already set up in VPM). He sets the Action column to the Manage Bandwidth object, selecting Server side/Inbound and the **Sports** bandwidth class he created. After installing the policy and verifying that bandwidth management is enabled, he is finished.

## Policy Examples: CPL

The examples below are complete in themselves. The administrator uses CLI to create and configure bandwidth management classes and writes CPL to classify traffic flow for these classes. These examples do not make use of a bandwidth class hierarchy. For examples of hierarchies, see "Bandwidth Allocation and VPM Examples" on page 502.

### *Example One: CPL*

In this example, the administrator of a college is asked to prevent college students from downloading MP3 files during peak hours, while still allowing the music department to download MP3 files at any time. The CPL triggers used are authentication and/or source subnet and MIME type. The action taken is to limit the total amount of bandwidth consumed by students to 40 kbps.

CLI commands:

```
SGOS# (config) bandwidth-management
SGOS# (config bandwidth-management) create mp3
SGOS# (config bandwidth-management) edit mp3
SGOS# (config bw-class mp3) max-bandwidth 40
```

CPL:

```
define condition student_mp3_weekday
  client_address=student_subnet response_header.Content-Type="audio/mpeg" \
  weekday=1..5 hour=9..16
end condition

<proxy>
  condition=student_mp3_weekday limit_bandwidth.server.inbound(mp3)
```

### *Example Two: CPL*

In this example, an administrator must restrict the amount of bandwidth used by HTTP POST requests for file uploads from clients to 2 Mbps. The CPL trigger used is request method, and the action taken is to throttle (limit) the amount of bandwidth used by client side posts by limiting inbound client side flows.

CLI commands:

```
SGOS# (config) bandwidth-management
SGOS# (config bandwidth-management) create http_post
SGOS# (config bandwidth-management) edit http_post
SGOS# (config bw-class http_post) max-bandwidth 2000
```

CPL:

```
define condition http_posts
  http.method=POST
end condition

<proxy>
  condition=http_posts limit_bandwidth.client.inbound(http_post)
```

*Example Three: CPL*

In this example, the administrator of a remote site wants to limit the amount of bandwidth used to pre-populate the content from headquarters to 50 kbps during work hours. The CPL triggers used are current-time and pre-population transactions. The action taken is to limit the total amount of bandwidth consumed by pre-pop flows.

CLI commands:

```
SGOS#(config) bandwidth-management
SGOS#(config bandwidth-management) create pre-pop
SGOS#(config bandwidth-management) edit pre-pop
SGOS#(config bw-class pre-pop) max-bandwidth 50
```

CPL:

```
define condition prepop_weekday
  content_management=yes weekday=1..5 hour=9..16
end condition

<proxy>
  condition=prepop_weekday limit_bandwidth.server.inbound(pre-pop)
```

## *Chapter 11:External Services*

This chapter describes how to configure the ProxySG to interact with external ICAP and Websense servers to provide content scanning, content transformation, and content filtering services.

This chapter contains the following sections:

- ❑ "Section A: ICAP"—Describes the ICAP protocol and describes how to create and manage ICAP services and patience pages on the ProxySG.
- ❑ "Section B: Websense"—Describes how to create a Websense service
- ❑ "Section C: Service Groups"—Describes how to create service groups of ICAP or Websense entries and configure load balancing.
- ❑ "Section D: Displaying External Service and Group Information"—Describes how to display external service configurations through the CLI.

*Related Topics:*

- ❑ Appendix 12: "Health Checks"
- ❑ Appendix 18: "Content Filtering"

## Section A: ICAP

---

### Section A: ICAP

This section describes the Internet Content Adaptation Protocol (ICAP) solution of content scanning and modification.

When integrated with a supported ICAP server, the ProxySG provides content scanning, filtering, and repair service for Internet-based malicious code. ICAP is an evolving architecture that allows an enterprise to dynamically scan and change Web content. To eliminate threats to the network and to maintain caching performance, the ProxySG sends objects to the integrated ICAP server for checking and saves the scanned objects in its object store. With subsequent content requests, the appliance serves the scanned object rather than rescan the same object for each request.

Configuring ICAP on the ProxySG involves the following steps:

1. Install the ICAP server.
2. Configure the ProxySG to use ICAP and configure basic features.
3. Define scanning policies, then load the policy file on the ProxySG.

### Supported ICAP Servers

The Blue Coat ProxySG with ProxyAV™ integration is a high-performance Web anti-virus (AV) solution.

The ProxySG also supports the following ICAP third-party ICAP implementations:

- Symantec AntiVirus Scan Engine (SAVSE)
- WebWasher
- Finjan Vital Security for Web

For the most current list of vendors and supported versions, refer to the *Blue Coat ProxySG Release Notes* for this release.

### ICAP v1.0 Features

This section describes features of the ICAP v1.0 protocol.

#### Sense Settings

The Sense Settings feature allows the ProxySG to query any identified ICAP server running v1.0, detect the parameters, and configure the ICAP service as appropriate. See "["Creating an ICAP Service" on page 515](#)".

#### ISTags

An ICAP v1.0 server is required to return in each response an ICAP header ISTag indicating the current state of the ICAP server. This eliminates the need to designate artificial pattern version numbers, as is required in v0.95.

## Section A: ICAP

---

**Note:** Backing out a virus pattern on the ICAP server can revert ISTags to previous values that are ignored by the ProxySG. To force the ProxySG to recognize the old value, use the Sense Settings option as described in ["Creating an ICAP Service" on page 515](#).

---

## Persistent Connections

New ICAP connections are created dynamically as ICAP requests are received (up to the defined maximum connection limit). The connection remains open to receive further requests. If a connection error occurs, the connection closes to prevent further errors.

## About Content Scanning

The ProxySG ICAP scanning solution prevents the spread of viruses and other malicious code by serving content that has been scanned by a supported ICAP server.

## Determining Which Files to Scan

In determining which files to scan, this integrated solution uses the content scanning server's filtering in addition to ProxySG capabilities. [Table 11.1](#) describes the supported content types and protocols.

Table 11.1: Content Types Scanned By ICAP Server and the ProxySG

ICAP Server supported content types	ProxySG supported protocols	Unsupported content protocols
All or specified file types, based on file extension, as configured on the server.  Examples: .exe (executable programs), .bat (batch files), .doc and .rtf (document files), and .zip (archive files), or with specific MIME types.	<ul style="list-style-type: none"> <li>HTTP objects</li> <li>FTP objects (uploads and downloads)</li> <li>Transparent FTP responses</li> </ul>	<ul style="list-style-type: none"> <li>Streaming content (for example, RTSP and MMS)</li> <li>Live HTTP streams (for example, HTTP radio streams)</li> </ul>
	HTTPS connections terminated at a ProxySG.	HTTPS connections tunneled through a Blue Coat client-side ProxySG.

After the ProxySG retrieves a requested Web object from the origin server, it uses content scanning policies to determine whether the object should be sent to the ICAP server for scanning. If cached objects are not scanned or are scanned before a new pattern file was updated, the ProxySG rescans those objects upon:

- the next request for that object, or
- the object is refreshed.

## Section A: ICAP

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With the ProxySG, you can define flexible, enterprise-specific content scanning policies. Consider the following example. A business wants to scan software downloaded by employees from popular shareware Web sites. To do this, the business defines an appliance policy that includes a custom *scanshareware* action for the purpose. This rule includes URL domains related to the relevant shareware Web sites.

Before continuing, plan the types of policies you want to use. For more information, see "[Creating ICAP Policy](#)" on page 525.

## Performing Response Modification

The ProxySG sends the first part (a preview) of the object to the ICAP server that supports response modification. The object preview includes the HTTP request and response headers, and the first few bytes of the object. After checking those bytes, the ICAP server either continues with the transaction (that is, asks the ProxySG to send the remainder of the object for scanning) or sends a notification to the appliance that the object is clean and opts out of the transaction.

The ICAP server features and configuration determine how scanning works, including the following:

- Handling of certain objects, including those that are infected and cannot be repaired.
- Whether to attempt to repair infected files.
- Whether to delete infected files that cannot be repaired from the ICAP server's archive.

## Performing Request Modification

The ProxySG sends the client request to a ICAP server that supports request modification. The server might then return an HTTP response to the client (for example, sports not allowed); or the client request might be modified, such as stripping a referer header, before continuing to the origin content server.

---

Note: Some ICAP servers do not support virus scanning for request modification, only content filtering.

---

## Returning the Object to the ProxySG

This object can be the original unchanged object, a repaired version of the original object minus a virus, or an error message indicating that the object contained a virus. Each of these responses is configured on the ICAP server, independent of the appliance and the ICAP protocol. If the appliance receives the error message, it forwards the error message to the client and does not save the infected file.

---

## Section A: ICAP

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### Caching and Serving the Object

Once an object has been scanned and is determined cacheable, the ProxySG saves it and serves it for the subsequent content requests. When the appliance detects that the cached content has changed on the origin server, it fetches a fresh version, then forwards it to the ICAP server for scanning. If the ProxySG uses policies in the ICAP configuration, the policy applies to content fetches, distributes, and refreshes, as well as pipelining fetches.

For more information on policies, see ["Creating ICAP Policy" on page 525](#). For more information on the <Cache> layer, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

### Installing the ICAP Server

Follow the manufacturer instructions for installing the ICAP server, including any configuration necessary to work with the Blue Coat ProxySG. Based on your network environment, you might use the ProxySG with multiple ICAP servers or multiple scanning services on the same server. Configure options as needed, including the error message displayed to end users in the event the requested object was modified or blocked.

### Creating an ICAP Service

An ICAP service on the ProxySG is specific to the ICAP server and includes the server IP address or hostname, as well as the supported number of connections. If you are using the ProxySG with multiple ICAP servers or multiple scanning services on the same server, add an ICAP service for each server or scanning service.

*To Create and Configure an ICAP Service through the Management Console*

1. Select Configuration>External Services>ICAP Services.
2. Click New; the Add List Item dialog appears.
3. In the ICAP service name field, enter an alphanumeric name; click OK.
4. Highlight the new ICAP service name and click Edit; the Edit ICAP Service dialog appears.

## Section A: ICAP

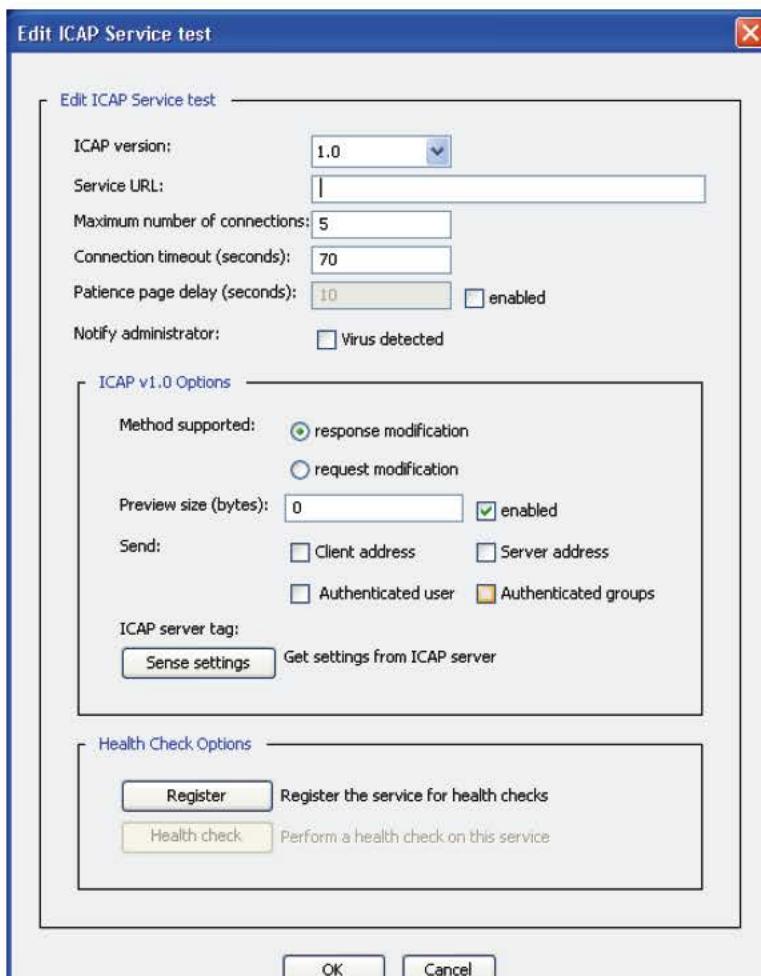


Figure 11-1: ICAP Service Dialog

The default ICAP version is 1.0 and cannot be changed.

5. Enter or select the following information:

- The service URL, which includes the URL schema, ICAP server hostname or IP address, and the ICAP port number. For example:

`icap://10.x.x.x/`

The default port number is 1344, which can be changed; for example:

`icap://10.x.x.x:99`. You can also give an HTTP URL, but you must define a port number.

---

Note: An ICAP service pointing to a WebWasher server must use `icap` as the protocol in the URL. Blue Coat also recommends that you review your specific ICAP server documentation, as each vendor might require additional URL information.

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## Section A: ICAP

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- b. The maximum number of connections possible at any given time between the ProxySG and the ICAP server. The range is a number from 1 to 65535. The default is 5. The number of recommended connections is dependent on the capabilities of the ICAP server. Refer to the vendor's product information.
- c. The number of seconds the ProxySG waits for replies from the ICAP server. The range is 60 to 65536. The default timeout is 70 seconds.
- d. Optional: You can enable the ProxySG to display a default patience page when an ICAP server is processing a relatively large object. The page informs users that a content scan is in process. If enabled, the patience page is displayed after the designated time value is reached for scanned objects.

---

Note: Patience pages display regardless of any pop-up blocking policy that is in effect.

---

To enable the patience page, in the Patience page delay field, enter the number of seconds the ProxySG waits before displaying the page. The range is 5 to 65535. Select Enable.

- e. Select Notify administrator: Virus detected to send an e-mail to the administrator if the ICAP scan detects a virus. The notification is also sent to the Event Log and the Event Log e-mail list.
- 6. The following steps configure ICAP v1.0 features:
  - a. Select the ICAP method: response modification or request modification.

---

Note: An ICAP server might have separate URLs for response modification and request modification services.

---

- b. Enter the preview size (in bytes) and select preview size enable. The ICAP server reads the object up to the specified byte total. The ICAP server either continues with the transaction (that is, receives the remainder of the object for scanning) or opts out of the transaction.

The default is 0. Only response headers are sent to the ICAP server; more object data is only sent if requested by the ICAP server.

- c. (Optional) Click Send: Client address or Server address to specify what is sent to the ICAP server: Send: Client address, Server address, Authenticated user, or Authenticated groups.
- d. (Optional) Clicking Sense Settings automatically configures the ICAP service using the ICAP server parameters. If you use the sense settings feature, no further steps are required; the ICAP service is configured. Otherwise, proceed with the manual configuration.

- 7. Click OK; click Apply.

## Section A: ICAP

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### *To Register a Newly Created ICAP Service for Health Checking:*

For convenience, the Edit ICAP Service dialog allows you to register a newly-created ICAP service for health checking (this duplicates the functionality on the Configuration>Health Checks>General tab). Registering for health checking requires that a valid ICAP server URL was entered.

- Click Register; a dialog prompts confirmation; click OK.
- You can also click Health check to perform an immediate health check on this service.

### *To Monitor ICAP Health Checks*

In a browser, enter one of the following URLs to list health check information.

- To list all health check entries and their configuration parameters, enter:  
`http://ProxySG_IP_address:8081/health_check/view`
- To list the statistics for all currently active entries, enter:  
`http://ProxySG_IP_address:8081/health_check/statistics`

For more information about health checks, see [Chapter 12: “Health Checks”](#) on page 545.

### *To Create and Configure an ICAP Service through the CLI*

1. At the `(config)` command prompt, enter the following commands:

```
SGOS# (config) external-services
SGOS# (config external-services) create icap service_name
```

Specify a unique alphanumeric name for each service.

2. To configure the service, enter the following commands:

```
SGOS# (config external-services) edit service_name
SGOS# (config icap service_name) url icap://url
```

where `url` specifies the URL schema, ICAP server hostname or IP address, and the ICAP port number. The default port number is 1344.

---

**Note:** While `http://url:1344` is valid, an ICAP service pointing to a WebWasher server *must* use `icap` as the protocol in the URL.

---

```
SGOS# (config icap service_name) max-conn number
```

where `number` is the maximum number, from 1 to 65535, of connections the ICAP service uses to connect to the ICAP server. The default is 5. Blue Coat recommends that the setting not exceed 200.

```
SGOS# (config icap service_name) timeout timeout_seconds
```

where `timeout_seconds` is the number of seconds, from 60 to 65535, the ProxySG waits for replies from the ICAP server. The default timeout is 70 seconds.

```
SGOS# (config icap service_name) notify virus-detected
```

Sends an e-mail to the administrator if the ICAP scan detects a virus. The notification is also sent to the Event Log and the Event Log e-mail list.

---

## Section A: ICAP

---

3. The following commands configure ICAP v1.0 features:

```
SGOS# (config icap service_name) methods {REQMOD | RESPMOD}
```

Specifies the ICAP service type: request modification or response modification.

---

Note: On most ICAP servers, one URL is designated for response modification and one for request modification.

---

```
SGOS# (config icap service_name) preview-size bytes
```

where *number* is the preview size in bytes. If specified, the ICAP server reads the object up to the specified byte total. The ICAP server either continues with the transaction (that is, receives the remainder of the object for scanning) or opts out of the transaction.

The default is 0. Only response headers are sent to the ICAP server; more object data is only sent if requested by the ICAP server.

Optional:

```
SGOS# (config icap service_name) send {client-address | server-address}
```

Specifies to send the client IP address or the server IP address to the ICAP server.

```
SGOS# (config icap service_name) send {authenticated-user | authenticated-groups}
```

Specifies to send authenticated user and group information to the ICAP server.

4. Optional: If the ICAP server is a version 1.0 server, you can use the **sense-settings** command to automatically configure the ICAP service using ICAP server parameters. Otherwise, proceed with the manual configuration in Step 3. To use the ICAP server parameters, enter the following command:

```
SGOS# (config icap services service_name) sense-settings
```

The ICAP service is now configured. No further steps are required.

5. Optional: You can enable the ProxySG to display a default patience page when an ICAP server is processing a relatively large object. The page informs users that a content scan is in process. If enabled, the patience page is displayed after the designated time value is reached for scanned objects.

```
SGOS# (config icap services service_name) patience-page seconds
```

where *seconds* is the duration before the patience page is displayed. The range is 5 to 65535. The default is disabled.

---

Note: Patience pages display regardless of any pop-up blocking policy that is in effect.

---

## Section A: ICAP

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### Deleting an ICAP Service

The following steps describe how to delete an ICAP service.

---

Note: You cannot delete an ICAP service used in a ProxySG policy (that is, if a policy rule uses the ICAP service name) or that belongs to a service group.

---

*To Delete an ICAP Service through the Management Console*

1. Select Configuration>External Services>ICAP.
2. Select the service to be deleted.
3. Click Delete; click OK to confirm.
4. Click Apply.

*To Delete an ICAP Service through the CLI*

At the (config) prompt, enter the following commands:

```
SGOS# (config) external-services  
SGOS# (config external-service) delete service_name
```

### Customizing ICAP Patience Text

This section describes how to customize text displayed during ICAP scanning.

#### Using the HTTP Patience Text

The ProxySG allows you to customize the patience pages that are displayed when HTTP clients experience delays as Web content is scanned. You can customize the following patience page components:

- ❑ Header—Contains HTML tags that define what appears in the dialog title bar. This component also contains the `<meta http-equiv>` tag, which is used to specify a non-English character set.

## Section A: ICAP

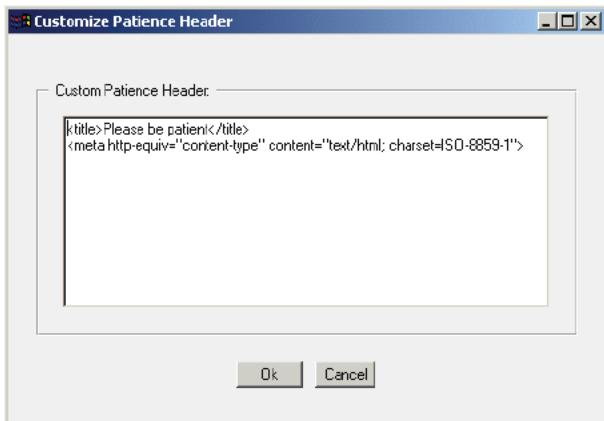


Figure 11-2: Customizing the Header Component

- Summary—HTML and text that informs users that a content scan is occurring.

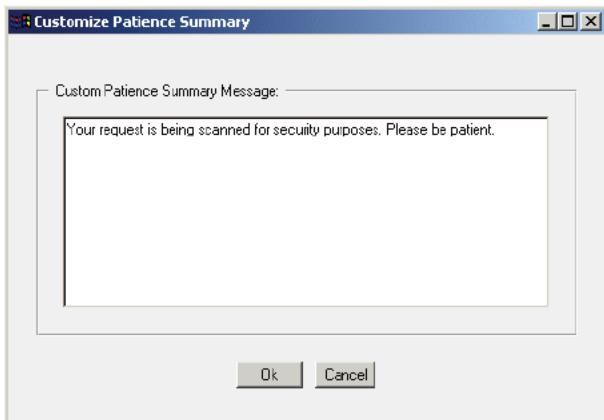


Figure 11-3: Customizing the Summary Component

- Details—Uses data to indicate scanning progress. The information includes the URL currently being scanned, the number of bytes processed, and the elapsed time of the scan

## Section A: ICAP

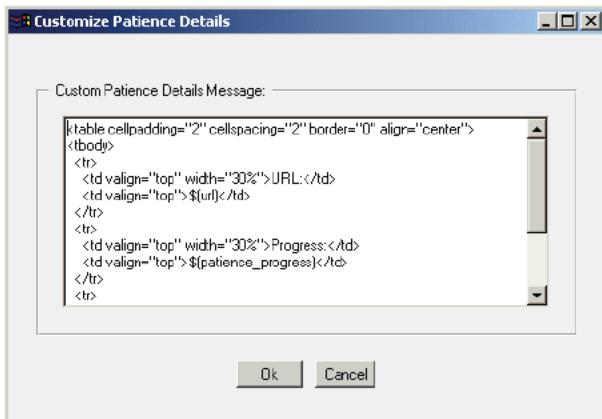


Figure 11-4: Customizing the Details Component

- Help—Displays instructions for users should they experience a problem with the patience page.

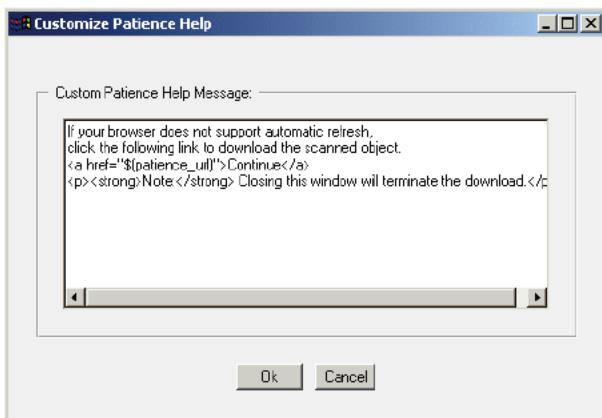


Figure 11-5: Customizing the Help Component

All of these components are displayed on the patience page.

### To Customize ICAP Patience Text through the Management Console

1. Select Configuration>External Services>ICAP>ICAP Patience Page.
2. In the HTTP Patience Page Customization field, click Header, Summary, Details, or Help; the appropriate customize dialog appears. Customize the information as appropriate.
3. Click OK; click Apply.

### Example

The following example demonstrates customizing the message summary.

## Section A: ICAP



Figure 11-6: Entering a Custom Summary Message

### To Customize ICAP Patience Text through the CLI

At the (config) command prompt, enter the following commands:

```
SGOS# (config) external-services
SGOS# (config external-services) inline http icap-patience {details | header
| help | javascript | summary} eof
```

where:

<b>eof</b>	Specifies the end-of-file marker. After entering customized text, enter the end-of-file marker to end the customizing process.
<b>details</b>	The string that displays the progress of the content scanning.
<b>header</b>	The title of the page. Appears in the dialog title bar. The default is: Please be patient
<b>help</b>	Clients with browsers that do not support automatic refresh must click a link to load the content after scanning is complete. The default is:  If your browser does not support automatic refresh, click the following link to download the scanned object. Continue.  Note: Closing this window terminates the download.
<b>summary</b>	The text message informing users that a content scan is occurring. The default is:  Your request is being scanned for security purposes. Please be patient.

## Section A: ICAP

---

### *Example:*

```
SGOS# (config) external-services
SGOS# (config external-services) inline http icap-patience summary eof
Your request is experiencing a slight delay while it is scanned for malicious
content or viruses. If the content is safe, you will receive the request.
Please be patient. eof
SGOS# (config external-services)
```

## Windows XP, Service Pack 2 Behavior

With Windows XP, Microsoft is continually updating the security measures, which impacts how the ProxySG manages patience pages.

- ❑ Browsers running on Windows XP, Service Pack 2 (XP SP2), experience slightly different patience page behavior when pop-up blocking is enabled.
  - If pop-up blocking is not enabled, patience page behavior should be normal.
  - If pop-up blocking is enabled (the default), the ProxySG attempts to display the patience page in the root window.
  - If the download triggers an invisible Javascript window, the user can track the scanning progress with the progress bar at the bottom of the window; however, if other policy blocks Javascript active content, this bar is also not visible.
- ❑ If Internet Explorer blocks all downloads initiated by Javascript, the user must click the yellow alert bar to download the scanned object.
- ❑ Users experience two patience page responses for non-cacheable objects.

## Interactivity and Limitations

- ❑ When ICAP scanning is enabled and a patience page is triggered, a unique URL is dynamically generated and sent to the browser to access the patience page. This unique URL might contain a modified version of the original URL. This is expected behavior.
- ❑ Patience pages and exceptions can only be triggered by left-clicking a link. If a user right-clicks a link and attempt to save it, it is not possible to display patience pages. If this action causes a problem, the user might see browser-specific errors (for example, an Internet *site not found*); however, ICAP policy is still in effect.
- ❑ A patience page is not displayed if a client object request results in an HTTP 302 response and the ProxySG pipelines the object in the `Location` header. Once the ProxySG receives the client request for the object, the client enters a waiting state because a server-side retrieval of the object is already in progress. The wait status of the client request prevents the patience page from displaying. To prevent the ProxySG from pipelining these requests (which decreases performance) and retain the ability to provide a patience page, configure HTTP:  
`#ProxySG (config) http no pipeline client redirects`
- ❑ The status bar update does not work if it is disabled or if the Javascript does not have sufficient rights to update it.

## Section A: ICAP

---

- ❑ Looping: Certain conditions cause browsers to re-spawn patience pages. For example, a site states it will begin a download in 10 seconds, initiates a pop-up download window, and returns to the root window. If the download window allows pop-ups, the patience page is displayed in another window. The automatic return to the root window initiates the download sequence again, spawning another patience page. If unnoticed, this loop could cause a system hang. The same behavior occurs if the user clicks the back button to return to the root window. For known and used download sites, you can create policy that redirects the page so that it doesn't return to the root window after a download starts.

## Using the FTP Patience Text

The patience text displayed to FTP clients during an ICAP scan can be modified.

*To Customize ICAP Patience Text through the Management Console*

1. Select Configuration>External Services>ICAP>ICAP Patience Page.
2. In the FTP Patience Page Customization field, click Summary; the Customize FTP Patience Text dialog appears. Customize the FTP client patience text. Customize the information as appropriate.
3. Click OK; click Apply.

*To Customize ICAP Patience Text through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS# (config) external-services
SGOS# (config external-services) inline ftp icap-patience-text eof
```

## Creating ICAP Policy

Defined ICAP policy dictates the anti-virus behavior for your enterprise. You can either use the Visual Policy Manager (VPM) or you can manually edit policy files. For more information on the VPM and defining policies, see [Chapter 14: "The Visual Policy Manager" on page 567](#).

Use the `request.icap_service()` (request modification) or `response.icap_service()` (response modification) properties to manage the ProxySG ICAP services.

## VPM Objects

The VPM contains the following objects specific to AV scanning (linked to their descriptions in the VPM chapter).

Table 11.2: VPM ICAP Objects

Object	Layer>Column
"Virus Detected"	Web Access>Service
"ICAP Error Code"	Web Access>Service
"Return ICAP Patience Page"	Web Access>Action

## Section A: ICAP

---

Table 11.2: VPM ICAP Objects

Object	Layer>Column
"Set ICAP Request Service"	Web Access>Action
"Set ICAP Response Service"	Web Content>Action

---

Note: For CPL policy, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

---

## Example ICAP Policy

The following VPM example demonstrates the implementation of an ICAP policy that performs virus scanning on both client uploads (to prevent propagating a virus) and responses (to prevent the introduction of viruses).

For this example:

- ❑ The ProxySG has configured ICAP services. The response service is corporateav1 and the request service is corporateav2.
- ❑ The ProxyAV is the virus scanner and is configured to serve password-protected files.
- ❑ A group named IT is configured on the ProxySG.
- ❑ The IT group wants to be allowed to download password protected files, but deny everyone else.

### *Procedure—To Perform Virus Scanning, Protecting Both the Server Side and Client Side*

1. In the VPM, select Policy>Web Access Layer. Name the layer RequestAV.
2. Right-click the Action column; select Set. The Set Action Object dialog appears.

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- Select Set ICAP Request Service; the Add ICAP Request Service Object dialog appears.
- From the Use ICAP request service drop-down list, select corporateav2.
- Select Deny the client request. This prevents a client from propagating a threat. If a virus is found, the content is not uploaded. For example, a user attempts to post a document that has a virus.



Figure 11-7: Specifying an ICAP Response Service Object

- Click OK; click OK again to add the object to the rule.

RequestAV							
No.	Source	Destination	Service	Time	Action	Track	Comm...
1	Any	Any	Any	Any	ICAPRequestService1	None	

Figure 11-8: The Web Content Layer policy

- In the VPM, select Policy>Web Content Rule. Name the rule ResponseAV.
- Right-click the Action column; select Set. The Set Action Object dialog appears.
  - Select Set ICAP Response Service; the Add ICAP Response Service Object dialog appears.
  - From the Use ICAP response service drop-down list, select corporateav1.
- Select Deny the client request. This scans the responses for viruses before the object is delivered to the client. If a virus is found, the content is not served.

### Procedure—To Log a Detected Virus

- In the VPM, select Policy>Web Access Layer. Name the layer AVErrors.
- Right-click the Service column; select Set. The Set Service Object dialog appears.
  - Select Virus Detected (static object).
  - Click OK to add the object to the rule.
- Right-click the Action column. Select Delete.

---

## Section A: ICAP

---

4. Right-click the Track column. Select Set; the Set Track Object dialog appears.
  - a. Click New; select Event Log. The Event Log dialog appears.
  - b. In the Name field, enter VirusLog1.
  - c. From the scroll-list, select `icap_virus_details`, `localtime`, and `client-address`. Click Insert.
  - d. Click OK; click OK again to add the object to the rule.

AVErrors								
No.	Source	Destination	Service	Time	Action	Track	Comment	
1	Any	Any	Virus Detected	Any	<input checked="" type="checkbox"/> Deny	VirusLog1		

Figure 11-9: The AVErrors rule

### *Procedure—Create an Exception for IT Group*

1. In the VPM, select Policy>Add Web Access Layer. Name the rule AVExceptions.
2. Add the IT group object to the Source column.
3. Right-click the Service column; select Set. The Set Service Object dialog appears.
  - a. Click New; select ICAP Error Code. The Add ICAP Error Code Object appears.
  - b. Select Selected Errors
  - c. From the list of errors, select Password Protected Archive; click Add.

### Section A: ICAP

- d. Name the object password\_protected.
- e. Click OK.

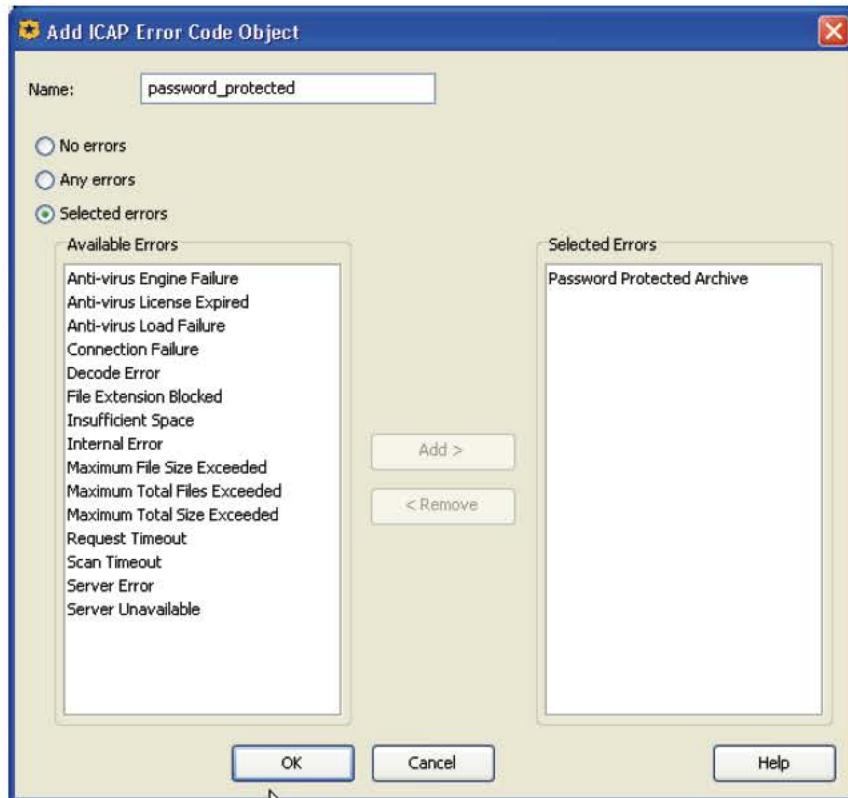


Figure 11-10: Specifying an ICAP Error Code object

- f. Click OK; click OK again to add the object to the rule.
4. Right-click the Action column and select Allow.
5. Click Add Rule.
6. In the Service column, add the password\_protected object.
7. Right-click the Action column; select Deny.

	RequestAV	ResponseAV	AVErrors	AVExceptions			
No.	Source	Destination	Service	Time	Action	Track	Comment
1	cn=IT...	Any	password_protected	Any	Allow	None	
2	Any	Any	password_protected	Any	Deny	None	

Figure 11-11: The AVException layer

## Section A: ICAP

---

Once this policy is installed:

- ❑ Virus scanning is performed for client attempts to upload content and content responses to client requests.
- ❑ If a virus is detected and there were no scanning process errors, a log entry occurs.
- ❑ As the ProxyAV is configured to serve password-protected objects, only the IT group can download such files; everyone else is denied.

## Exempting HTTP Live Streams From Response Modification

The following CPL examples demonstrate how to exempt HTTP live streams from response modification, as they are not supported by ICAP. The CPL designates user agents that are bypassed.

```
<cache>
url.scheme=http request.header.User-Agent="RealPlayer G2"
    response.icap_service(no)
url.scheme=http request.header.User-Agent="(RMA)" response.icap_service(no)
url.scheme=http request.header.User-Agent="(Winamp)"
    response.icap_service(no)
url.scheme=http request.header.User-Agent="(NSPlayer)"
    response.icap_service(no)
url.scheme=http request.header.User-Agent="(Windows-Media-Player)"
    response.icap_service(no)
url.scheme=http request.header.User-Agent="QuickTime"
    response.icap_service(no)
url.scheme=http request.header.User-Agent="(RealMedia Player)"
    response.icap_service(no)
```

## Streaming Media Request Modification Limitation

Some HTTP progressive download streaming media transactions are complex enough to disrupt ICAP request modification services. If such behavior is noticed (most common with RealPlayer), implement the following workaround policy to bypass the ICAP request modification service for HTTP progressive downloads:

```
<proxy>
url.scheme=http request_header.User-Agent="user_agent"
    request.icap_service(no)
url.scheme=http request_header.User-Agent="user_agent"
    request.icap_service(no)
```

where *user\_agent* specifies a media player attribute that is disrupting service. For example:

```
<proxy>
url.scheme=http request_header.User-Agent="(RealMedia Player)"
    request.icap_service(no)
url.scheme=http request_header.User-Agent="RMA" request.icap_service(no)
```

---

## Section A: ICAP

---

### CPL Notes

- ❑ If policy specifies that an ICAP service is to be used, but the service is not available, the default behavior is to fail closed—that is, deny the request or response. The following CPL allows the serving of objects without ICAP processing if the server is down.

```
request.icap_service(service_name, fail_open)
response.icap_service(service_name, fail_open)
```

When the ICAP service is restored, these objects are scanned and served from the cache if they are requested again.

---

Note: Blue Coat recommends this CPL to be used for internal sites; use with caution.

---

- ❑ To provide an exception to a general rule, the following CPL negates ICAP processing:

```
request.icap_service(no)
response.icap_service(no)
```

## Managing Virus Scanning

You might need to perform additional ProxySG maintenance concerning virus scanning, particularly for updates to the virus definition on the ICAP virus scanning server.

### Advanced Configurations

This section summarizes more-advanced configurations between the ProxySG and multiple ICAP servers. These brief examples provide objectives and suggest ways of supporting the configuration.

#### Using Object-Specific Scan Levels

You can specify different scanning levels for different types of objects, or for objects from different sources.

This requires a service group of ICAP servers, with each server configured to provide the same level of scanning. For more information, see ["Creating a Service Group" on page 537](#).

#### Improving Virus Scanning Performance

You can overcome request-handling limitations of ICAP servers. Generally, ProxySGs can handle many times the volume of simultaneous user requests that ICAP servers can handle.

This requires multiple ICAP servers to obtain a reasonable performance gain. On the ProxySG, define policy rules that partition requests among the servers. If you are going to direct requests to individual servers based on rules, configure in rule conditions that only use the URL. Note that you can increase the scale by using a service group, rather than use rules to partition requests among servers. For more information on using multiple ICAP servers, see ["Creating a Service Group" on page 537](#). For more information on defining policies, see [Chapter 13: "Managing Policy Files" on page 553](#), as well as the *Blue Coat ProxySG Content Policy Language Guide*.

## Section A: ICAP

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When the virus definitions are updated, the ProxySG stores a signature. This signature consists of the server name plus a virus definition version. If either of these changes, the ProxySG checks to see if the object is up to date, and then rescans it. If two requests for the same object are directed to different servers, then the scanning signature changes and the object is rescanned.

### Updating the ICAP Server

If there is a problem with the integration between the ProxySG and a supported ICAP server after a version update of the server, you might need to configure the preview size the appliance uses. For information, see "[Creating an ICAP Service](#)" on page 515.

### Replacing the ICAP Server

If you replace an ICAP server with another supported ICAP server, reconfigure the ICAP service on the ProxySG:

```
SGOS# (config) external-services
SGOS# (config external-service) edit service_name
SGOS# (config service_name) url url
```

For information about these commands, see "[Creating an ICAP Service](#)" on page 515.

## Access Logging

The ProxySG provides access log support for Symantec and Finjan ICAP 1.0 server actions (Management>Access Logging). The following sections describe access logging behavior for the various supported ICAP servers.

### Symantec AntiVirus Scan Engine 4.0

When this Symantec server performs a scan, identifies a problem (for example, a virus), and performs a content transformation, the action is logged. For example:

```
"virus-id: Type=number; Resolution=[0 | 1 | 2]; Threat=name;"
```

where:

Type=number	Specifies the numeric code for the virus.
Resolution=	Specifies an integer value that indicates what action was taken to fix the file. Zero (0) defines the file is unrepairable, one (1) specifies that the file was repaired, and two (2) specifies that the file was deleted.
Threat=	Specifies the name of the virus.

---

## Section A: ICAP

---

### Finjan SurfinGate 7.0

When this Finjan ICAP server performs a scan, identifies a problem (for example, a virus), and performs a content transformation, the action is logged. For example:

```
"virus-id: name, response-info: Blocked, response-desc: virus_name was  
detected"
```

Finjan ICAP servers also log occurrences malicious mobile code.

---

Note: The access log string cannot exceed 256 characters. If the header name or value extends the length over the limit, then that string does not get logged. For example, if the `x-virus-id` header value is 260 characters, the access log displays "`x-virus-id: "` with no value because the value is too long to display. Also, if the access log string is already 250 characters and the ProxySG attempts to append a "`Malicious-Mobile-Type: "` string, the string is not appended.

---

Access log entries might vary depending upon the type of ICAP scan performed and the custom log formats. For information about Access Logging, see [Chapter 20: “Access Logging” on page 887](#).

## References

The following are selected references for this feature.

---

Note: As with any Web site, addresses are subject to change or deletion at any time.

---

- **Symantec**—A provider of Internet security technology, including content and network security software and appliance solutions.  
<http://www.symantec.com/>  
<http://enterprisesecurity.symantec.com/products/>
- **Finjan**—A provider of proactive active content defense, virus protection, and Web and e-mail content filtering solutions.  
<http://www.finjan.com/>
- **ICAP Forum**—A resource on Internet Content Adaptation Protocol (ICAP), an evolving Web architecture. ICAP effectively adapts content for user needs.  
<http://www.i-cap.org/>

## Section B: Websense

---

### Section B: Websense

This section describes how to create and manage Websense off-box services on the ProxySG. The ProxySG supports Websense off-box server versions 4.3 and higher.

For more information about Websense and content filtering, see Chapter 18: “Content Filtering” on page 785.

### Creating a Websense Service

*To Configure a Websense Off-box Service through the Management Console*

1. Select Configuration>External Services>Websense.
2. Click New; the Add List Item dialog appears.
3. In the Add Websense Service field, enter an alphanumeric name; click OK.
4. Highlight the new Websense service name and click Edit; the Edit Websense Service Name dialog appears.



Figure 11-12: The Edit Websense Service Dialog

---

## Section B: Websense

---

5. Enter following information:
  - a. Select the Websense server version: 4.3 or 4.4 and higher.
  - b. In the Host field, enter the hostname or IP address of the remote Websense server.
  - c. In the Port field, enter the port number of the Websense server; or leave as is to accept the default (15868).
  - d. In the Maximum connections field, enter the maximum number of connections. The range is a number from 1 to 65535. The default is 5. Blue Coat recommends that the setting not exceed 200.
  - e. In the Receive Timeout field, enter the number of seconds the ProxySG waits for replies from the Websense server. The range is 60 to 65535. The default timeout is 70 seconds.
6. Select the following options, as required:
  - a. Fail open—If a default Websense service is selected (from the External Services>Websense tab), a connection error with the Websense server results in requests and responses proceeding, as the default Websense service is subjected to policy.
  - b. Send client address—Sends the client IP address to the Websense server.
  - c. Send Authenticated user—Sends user information to the Websense server.
  - d. Serve exception page when content is blocked—if the requested content is defined by Websense as inappropriate, the client receives a page with information stating the content is blocked. When this option is selected, the exception page originates from the ProxySG; if not selected, the Websense server provides the exception page.
7. Click OK.
8. Optional: You can designate a default Websense service. On the Configuration>External Services>Websense tab, select a service from the Default service to use drop-down list.

*To Register a Newly Created Websense Service for Health Checking*

For convenience, the Edit Websense Service dialog allows you to register a newly-created Websense service for health checking (this duplicates the functionality on the Configuration>Health Checks>General tab). Registering for health checking requires that a valid Websense server URL was entered.

- Click Register; a dialog prompts confirmation; click OK.
- You can also click Health check to perform an immediate health check on this service.

For more information about health checks, see [Chapter 12: “Health Checks” on page 545](#).

*To Configure a Websense Service through the CLI*

1. At the `(config)` command prompt, enter the following commands:

```
SGOS# (config) external-services
SGOS# (config external-services) create websense service_name
```

Specify a unique alphanumeric name for each service.

2. To configure the service, enter the following commands:

```
SGOS# (config external-services) edit service_name
SGOS# (config websense service_name) version {4.3 | 4.4}
```

## Section B: Websense

---

where *version* specifies 4.3 or 4.4 and higher.

```
SGOS# (config websense service_name) host {hostname | IP_address}
```

where *hostname* or *IP\_address* specifies the Websense server.

```
SGOS# (config websense service_name) port port_number
```

where *port\_number* specifies the port number of the Websense server. The default port number is 15868.

```
SGOS# (config websense service_name) max-conn number
```

where *number* is the maximum number, from 1 to 65535, of connections the Websense service uses to connect to the Websense server. The default number is 5. Blue Coat recommends that the setting not exceed 200.

```
SGOS# (config websense service_name) timeout timeout_seconds
```

where *timeout\_seconds* is the number of seconds, from 60 to 65535, the ProxySG waits for replies from the Websense server. The default timeout is 70 seconds.

```
SGOS# (config websense service_name) send {client-address | authenticated-user}
```

Specifies to send the client IP address or authenticated user information to the Websense server.

3. Optional: You can automatically detect the categories defined on the Websense server.

```
SGOS# (config websense service_name) sense-categories
```

4. Optional: You can designate a default Websense service.

```
SGOS# (config websense service_name) apply-by-default
```

This Websense service is now the default and is used if failover is enabled.

5. Optional: You can enable failover. If a default Websense service is selected (from the External Services>Websense tab), a connection error with the Websense server results in requests and responses proceeding, as the default Websense service is subjected to policy.

```
SGOS# (config websense service_name) fail-open
```

6. Optional: You can send a test URL to the Websense server to verify content filtering is active.

```
SGOS# (config websense service_name) test-url url
```

where *url* is a valid URL that points to a site determined categorized by Websense as inappropriate.

---

## Section C: Service Groups

---

### Deleting a Websense Service

The following steps describe how to delete an Websense service.

---

Note: You cannot delete a Websense service used in a ProxySG policy (that is, if a policy rule uses the Websense service name) or if the service belongs to a service group.

---

#### *To Delete a Websense Service through the Management Console*

1. Select Configuration>External Service>Websense.
2. Select the service to be deleted.
3. Click Delete; click OK to confirm.
4. Click Apply.

#### *To Delete an Websense Service through the CLI*

At the (config) prompt, enter the following commands:

```
SGOS# (config) external-services  
SGOS# (config external-services) delete service_name
```

## Section C: Service Groups

This section describes how to create and manage ICAP or Websense service groups. In high-traffic network environments, a service group accelerates response time by performing a higher volume of scanning.

### Creating a Service Group

Create the service group and add the relevant ICAP or Websense services to the group. Services within group must be the same type (ICAP or Websense).

#### *To Configure a Service Group through the Management Console*

1. Select Configuration>External Services>Service-Groups.
2. Click New; the Add List Item dialog appears.
3. In the Add Service Group field, enter an alphanumeric name; click OK.
4. Highlight the new service group name and click Edit; the Edit Service Group dialog appears.

## Section C: Service Groups

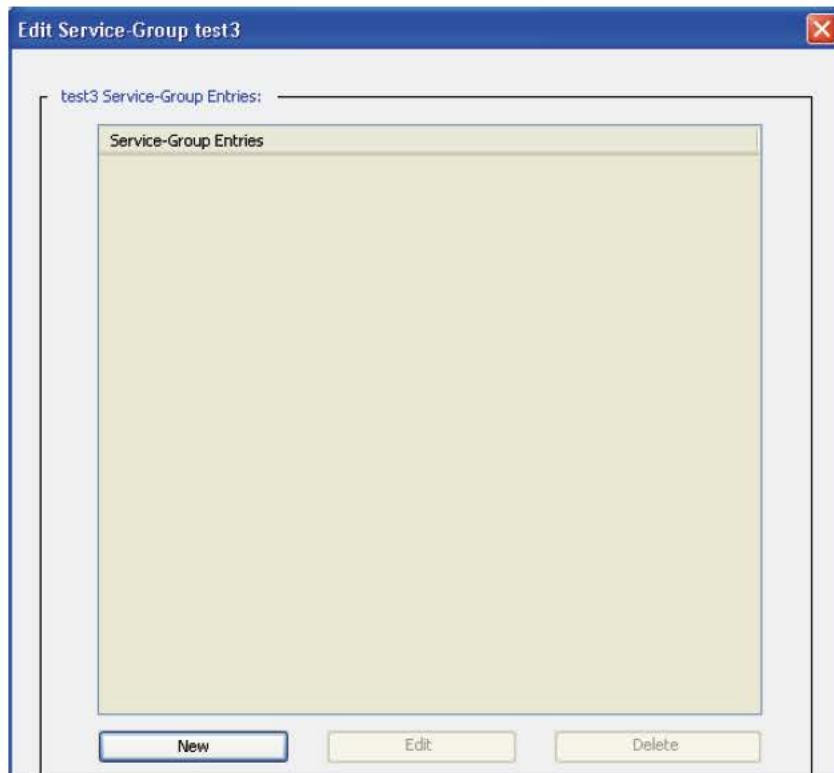


Figure 11-13: The Edit Service Group Dialog

5. Click New to add a service to the service group; the Add Service Group Entry dialog appears.



Figure 11-14: The Add Service Group Entry Dialog

6. Select List ICAP services or List Websense services. The picklist displays the available configured services that are eligible for this service group.
7. Select a service; to select multiple services, use Ctrl-click. Click OK.
8. To assign a weight value to a service, select a service and click Edit; the Edit Service Group Entry weight dialog appears. In the Entry Weight field, assign a weight value. The valid range is 0-255. For detailed information about service weighting, see the next topic, "About Weighted Load Balancing" on page 541.
9. Click OK; click OK again to close the Edit Service Group Entry dialog.

---

## Section C: Service Groups

---

**Note:** If creating a Websense service group, neither the service group nor the Websense servers can be set to Apply-by-default.

---

10. Click **Apply**.
11. Create a policy that uses the service group to filter requests.
  - VPM: Create a Web Access Layer rule to send requests through the service group.
  - CPL: Create a proxy layer property:
 

```
<proxy>
request.filter_service(group_name)
```

*To Configure a Service Group through the CLI*

1. At the **(config)** command prompt, enter the following commands:

```
SGOS# (config) external-services
SGOS# (config external-services) create service-group name
SGOS# (config service-group name) add service_name
```

Enter a unique alphanumeric name for each service; the ICAP or Websense service must already exist on the ProxySG.

2. Repeat the **add service\_name** command for each service to be added.  
The type of service group (ICAP or Websense) is determined by the first service added. For example, if the first added service is an ICAP service, the service group is automatically defined as an ICAP service group. If you attempt to add a Websense service, an error is displayed.
3. To assign weights to each service, enter the following commands:  

```
SGOS# (config service-group name) edit service_name
SGOS# (config service-group name) weight value
```

where **value** is from 0 to 255. For information about weight values, see "[About Weighted Load Balancing](#)" on page 541.

**Note:** If creating a Websense service group, neither the service group nor the Websense servers can be set to Apply-by-default.

---

4. Create a policy that uses the service group to filter requests.
  - VPM: Create a Web Access Layer rule to send requests through the service group.
  - CPL: Create a proxy layer property:
 

```
<proxy>
request.filter_service(group_name)
```

## Section C: Service Groups

---

### Deleting a Service Group or Group Entry

You can delete the configuration for an entire service group from the ProxySG, or you can delete individual entries from a service group.

---

Note: A service or service group used in a ProxySG policy (that is, if a policy rule uses the entry) cannot be deleted; it must first be removed from the policy.

---

#### *To Delete a Service Group through the Management Console*

1. Select Configuration>External Services>Service-Groups.
2. Select the service group to be deleted.
3. Click Delete; click OK to confirm.
4. Click Apply.

#### *To Delete a Service Group through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS# (config) external-services  
SGOS# (config external-services) delete service_group_name
```

#### *To Delete a Service Group Entry through the Management Console*

1. Select Configuration>External Services>Service-Groups.
2. Select the service group to be modified.
3. Click Edit.
4. Select the service entry; click Delete.
5. Click OK; click Apply.

#### *To Delete a Service Group Configuration through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS# (config) external-services  
SGOS# (config external-services) edit service_group_name  
SGOS# (config type name) remove entry_name
```

---

## Section C: Service Groups

---

### About Weighted Load Balancing

The ProxySG supports weighted load balancing in forwarding requests to service groups. By default, the ProxySG performs typical round-robin load balancing and evenly forwards requests sequentially to servers as defined within the service group. Manually assigning weights takes advantage of round-robin load balancing in service groups that are not homogeneous, or where the servers have different capacities.

Weighting determines what proportion of the load one server bears relative to the others. If all servers have either the default weight (1) or the same weight, each share an equal proportion of the load. If one server has weight 25 and all other servers have weight 50, the 25-weight server processes half as much as any other server.

Before configuring weights, consider the relative weights to assign to each server. Factors that could affect assigned weight of a ICAP server include the following:

- The processing capacity of the server hardware in relationship to other servers (for example, the number and performance of CPUs or the number of network interface cards)
- The maximum number of connections configured for the service. The maximum connections setting pertains to how many simultaneous scans can be performed on the server, while weighting applies to throughput in the integration. While these settings are not directly related, consider both when configuring weighted load balancing. For more information on maximum connections, see "[Creating an ICAP Service](#)" on page 515 and "[Creating a Websense Service](#)" on page 534.

---

Note: External services (ICAP, Websense off-box) have a reserved connection for health checks (if a health check service has been created). This means that, as the load goes up and the number of connections to the external service reaches the maximum, with additional requests being queued and waiting, the number of maximum simultaneous connections is actually one less than the limit.

---

The table below provides an example of how weighting works with a service group of three ICAP servers, Server1, Server2, and Server3. Because Server3 is a higher-capacity server (including dual CPUs and multiple network interface cards (NICs)) compared to Server1 and Server2, it is assigned a heavier weight. Using the weights below, for every 100 requests forwarded to the service group, Server3 receives 60 requests, while Server1 and Server2 each receive 20 requests.

Table 11.3: Example of Weighted Load Balancing for an ICAP Service Group

ICAP server	Capacity	ICAP service / Maximum connections	Weight
Server1	Standard	Service1 / 10	1
Server2	Standard	Service2 / 10	1
Server3	High	Service3 / 25	3

## Section D: Displaying External Service and Group Information

---

Note: Setting the weight value to 0 (zero) disables weighted load balancing for the ICAP service. Therefore, if one ICAP server of a two-server group has a weight value of 1 and the second a weight value of 0, should the first server go down, a communication error results because the second server cannot process the request.

---

While you cannot specifically designate an ICAP server in a group as a backup, you can specify weight values that create a large differential between a server that is used continuously and one that is rarely used, thus simulating a backup server.

## Section D: Displaying External Service and Group Information

After configuring a service or service group, you can display information either for all or individual service groups.

*To Display Information about all External Services and Groups through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS# (config) external-services
SGOS# (config external-services) view
```

Individual service information is displayed first, followed by service group information. For example:

```
; External Services
icap4
ICAP-Version:      1.0
URL:              icap://10.1.1.1
Max-conn:          5
Timeout (secs):   70
Health-checks:     no
Patience-page(secs): disabled
Notification:      never
Methods:           RESPMOD
Preview-size:      0
Send:              nothing
ISTag:

websense4
Version:          4.4
Host:              www.websense.com/list
Port:              15868
Max-conn:          5
Timeout (secs):   70
Send:              nothing
Fail-by-default:  closed
Apply-by-default: no
Serve-exception-page:yes
```

---

## Section D: Displaying External Service and Group Information

---

```
; External Service-Groups
CorpICAP
    total weight 5
entries:
    ICAP1
        weight 4
    ICAP2
        weight 1
BranchWebsense
    total weight 2
entries:
    Websense1
        weight 1
    Websense2
        weight 1
```

### *To Display Information about an Individual Service or Service Group through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS (config) external-services
SGOS# (config external-services) edit {service_name | service_group_name}
SGOS# (config type name) view
```



## *Chapter 12:Health Checks*

This chapter discusses health checks for services and hosts and describes how to configure the ProxySG.

### About General Health Checks

The ProxySG can perform health checks on a forwarding host or external server that is providing a service. The supported server types are HTTP, HTTPS, ICAP, Websense (off-box), and SOCKS gateways, Layer-3, and Layer 4 forwarding hosts.

Based on the health check type, the ProxySG periodically verifies the health status, and thus the availability, of the host. The time interval between checks is configurable. If the health check is successful, the ProxySG considers the host available. If the initial health check is not successful for a host, the ProxySG retries, using the number of attempts in the health check failure count. If the health check is not successful for every server in a domain, the ProxySG might not serve stale content from its object store, depending on the ProxySG configuration.

The following table describes the types of health checks.

Table 12.1: Types of Health Checks

Health Check Type	Description
HTTP	Use this type to confirm that the host can fulfill a content request over HTTP by the ProxySG. The ProxySG accepts only a 200 OK as a healthy response.
Criterion for success	The ProxySG fetches the object.
Criterion for failure	The ProxySG cannot fetch the object.
HTTPS	Use this type to confirm that the host can fulfill a content request over HTTPS by the ProxySG. The ProxySG accepts only a 200 OK as a healthy response.
Criterion for success	The ProxySG fetches the object.
Criterion for failure	The ProxySG cannot fetch the object.
Layer-3 health check	Use this type to confirm the basic connection between the ProxySG and the origin server. The server must recognize ICMP echoing. The ProxySG sends a ping (three Internet Control Message Protocol [ICMP] echo requests) to the host.
Criterion for success	The ProxySG receives at least one ICMP echo reply.
Criterion for failure	The ProxySG does not receive a single ICMP echo reply.

Table 12.1: Types of Health Checks (Continued)

Health Check Type	Description
Layer-4 health check	Use this type to confirm that the ProxySG can connect to the host HTTP and FTP ports. The ProxySG attempts to establish a TCP connection to an HTTP port or FTP port on the host.
Criterion for success	The ProxySG establishes the connection to the defined port (of any type), then closes it. For global forwarding checks, the first defined port in the forwarding host port list is used for the attempt (except for SOCKS gateways, in which the SOCKS port is used).
Criterion for failure	The ProxySG cannot establish the connection.
ICAP health check and Websense 4 off-box	Requests are not sent to <i>sick</i> services. If a health check determines the service is healthy, requests resume.

## Configuring Service-Specific Health Checks

This section describes how to create a health check service for a specific host (for example, an ICAP server). A failed health check results in administrator notification; however, unlike global forwarding health checks, the ProxySG does not recognize the healthy or sick status of the host and thus alters where it sends transactions.

### *To Configure Health Checks through the Management Console*

#### *Part 1: General Tasks*

This part of the procedures is the same for all health check types.

1. Select Configuration>Health Checks>General.
2. Click New.
3. In the Add Health Check dialog, specify a name for the health check service; click OK.
4. In the Health Check list, select the newly created service and click Edit; the Edit Health Check dialog displays.

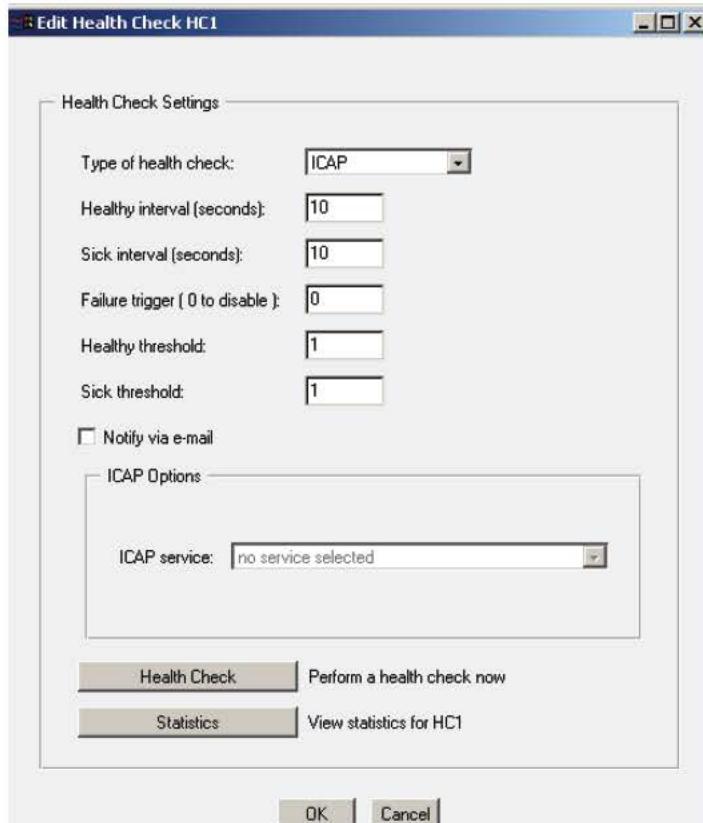


Figure 12-1: Edit Health Check Dialog

5. Select the health check type (HTTP, HTTPS, ICAP, Layer-3, Layer-4, or Websense off-box).
6. Specify the healthy interval, in seconds, between health checks to the server. The default is 10.
7. Specify the sick interval, in seconds, between health checks to the server that has been determined to be sick, or out of service. The default is 10.
8. Specify the failure trigger, or the number of failed connections to the server before a health check is triggered. Valid values are 0-65535, where 0 disables the trigger. The default is 0.
9. Specify the healthy threshold, or the number of successful health checks before an entry is considered healthy. Valid values are 1-65535. The default is 1.
10. Specify the sick threshold, or the number of failed health checks before an entry is considered sick. Valid values are 1-65535. The default is 1.
11. Optional: Select the Notify via email checkbox to send notification mail when the health of a service changes. Recipients are specified in Management>Event Logging>Mail.

### *Part 2: Health Check Type Specific Tasks*

This part of the procedure configures the health check based upon the type selected.

1. Upon selecting the health check type, the Options section of the dialog changes to display the appropriate configuration fields. Enter the required information:
  - HTTP and HTTPS: Enter the URL of the server to be checked.
  - ICAP: Select the ICAP service. The ICAP service must already be configured on the ProxySG (see [Chapter 11: "External Services" on page 511](#)).
  - Layer-3 and Layer-4: Enter the host name; for Layer-4, also enter the port number.
  - Websense off-box: Select the Websense service. The Websense service must already be configured on the ProxySG (see [Chapter 11: "External Services" on page 511](#)). Enter the URL to be test-categorized, or click Use default.
2. Click OK to close the Edit Health Check dialog; Click Apply to apply the configuration to the ProxySG.

### *To Specify a Health Check through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) health-check
SGOS#(config health-check) create name
SGOS#(config health-check) edit name
SGOS#(config health-check name) type {layer-3 | layer-4 | http | https | icap
| websense-offbox}
```

where *type* specifies the type of health check.

```
SGOS#(config health-check name) type parameter
```

where *type* is the type of health check and *parameter* is the required attribute:

```
layer-3 hostname hostname
layer-4 hostname hostname
layer-4 port port
{http | https} url url
```

**icap** **servicename** *service\_name*—The ICAP service must already be configured on the ProxySG. See Appendix 11: "External Services".

**websense-offbox** **servicename** *service\_name*—The Websense service must already be configured on the ProxySG. For more information, see [Chapter 11: "External Services" on page 511](#).

```
websense-offbox {url | default-url}
SGOS#(config health-check name) interval healthy seconds
```

where *seconds* specifies the interval between health checks to the server. The default is 10.

```
SGOS#(config health-check name) interval sick seconds
```

where *seconds* specifies the interval between health checks to the server that has been determined to be sick. The default is 10.

```
SGOS#(config health-check name) threshold healthy number
```

where *number* is the number of successful health checks before an entry is considered healthy. Valid values are 1-65535. The default is 1.

```
SGOS#(config health-check name) threshold sick number
```

where *number* is the number of failed health checks before an entry is considered sick. Valid values are 1-65535. The default is 1.

```
SGOS#(config health-check name) failure-trigger number
```

where *number* is the number of failed connections to the server before a health check is triggered. Valid values are 0-65535, where 0 disables the trigger. The default is 0.

Optional:

```
SGOS#(config) health-check name) notify
```

Sends e-mail notification when the health of a service changes. The recipients are specified in (config event-log) mail add option.

## Perform an Instant Health Check

You can manually issue a health check request.

### *To Invoke a Health Check through The Management Console*

1. Select Health Checks>General.
2. Select a health check name.
3. Click Edit.
4. Click Health Check.

### *To Invoke a Health Check through the CLI*

At the (config) prompt, enter the following commands:

```
SGOS#(config) health-check
SGOS#(config) health-check) edit health_check_name
SGOS#(config) health-check name) perform-health-check
```

## Viewing Health Check Statistics

You can display a page that displays all user-created health check statistics, organized by health check service.

### *To Display Health Check Statistics:*

1. Select Configuration>Health Checks>General.
2. Click Statistics. The Health Check Statistics page appears. For example:

```
ICAP1
State: Functioning properly
Last success: Wed, 23 Nov 2005 20:56:15 GMT
Number of successes: 86
Consec. successes: 86
```

```
Last failure: Wed, 23 Nov 2005 20:41:14 GMT
Number of failures: 1
Consec. failures: 0
External failures: 0
Response time: 586 ms
```

## About Global Forwarding and SOCKS Gateway Health Checks

This section describes health checks that can be configured on the ProxySG that apply to all forwarding hosts and SOCKS gateway hosts.

When the ProxySG performs a health check on one or more hosts, it determines whether the host returns a response and is available to fill a content request. A positive health check indicates that there is an end-to-end connection and that the host is healthy and is able to return a response.

With multiple forwarding hosts, health checks are vital to ProxySG efficiency. When hosts respond positively to health checks, the ProxySG forwards requests to those hosts and not to unavailable hosts, which provides quicker content fill requests. With a single forwarding host, health checking is also important determine whether the host is available.

---

**Note:** When a forwarding host or SOCKS gateway is created, it is automatically registered for health checks. Similarly, when a forwarding host or SOCKS gateway is deleted, it is removed from the health check registry.

---

## Configuring Global Health Checks

This section describes how to configure the ProxySG to perform global health checks.

*To Configure Global Forwarding or Socks Gateway Health Checks through the Management Console*

1. Select Configuration>Health Checks>Forwarding or SOCKS Gateway.

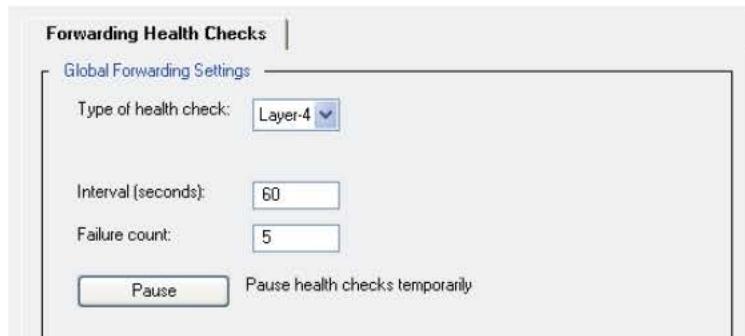


Figure 12-2: The Forwarding Health Check tab

2. Select the health check type:
  - Forwarding—HTTP, HTTPS, Layer-3, or Layer-4.
  - SOCKS Gateway—Layer-3 or Layer-4.

3. (HTTP/HTTPS only) Object name—Enter a relative URL (path) to test a server or enter a full URL, (including scheme and hostname) to test a proxy. A full URL scheme must match the HTTP or HTTPS test to be accepted. If the test is performed on a mix of servers and proxies, the health check attempts to make up a full URL out of the path and make a path out of the full URL, as required. For a proxy, enter the full URL of the upstream target.
4. Specify the interval, in seconds, between health checks. The default is 60.
5. Specify the failure count, which specifies the number of sequential failures before the host is considered down. The default is 5.
6. Click **Apply**.

*To Configure Global Forwarding Host Health Checks through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) health-check
SGOS#(config health-check) forwarding type {http | https | layer-3 | layer-4}
SGOS#(config health-check) forwarding interval seconds
```

where seconds specifies the time between health checks.

```
SGOS#(config health-check) forwarding failcount count
```

where count specifies the number of sequential failures before the host is considered down. The default is 5.

*To Configure Global SOCKS Gateways Health Checks through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) health-check
SGOS#(config health-check) socks-gateways type {layer-3 | layer-4}
SGOS#(config health-check) socks-gateways interval seconds
```

where seconds specifies the time between health checks.

```
SGOS#(config) health-check socks-gateways failcount count
```

where count specifies the number of sequential failures before the host is considered down. The default is 5.

## Pausing or Resuming Global Health Checking

You can temporarily halt global health checks and resume when ready. This is helpful if the ProxySG needs to be temporarily taken out of service.

---

Note: If the health check is paused, the state remains paused until the resume option is invoked. The paused state remains even after a reboot.

---

*To Pause or Resume Health Checking through the Management Console*

1. Select Configuration>Health Checks>Forwarding or SOCKS Gateway.
2. Click **Pause**.
3. To resume health checks, click **Resume**.

*To Pause or Resume Health Checking through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config)) health-check
SGOS#(config) health-check {forwarding | socks-gateway} {pause | resume}
```

## *Chapter 13:Managing Policy Files*

Policy files contain the policies that manage every aspect of the ProxySG, from controlling user authentication and privileges to disabling access logging or determining the version of SOCKS.

The policy for a given system can contain several files with many layers and rules in each. Policies can be defined through the Visual Policy Manager (VPM) or composed in Content Policy Language (CPL). (Some advanced policy features are not available in VPM and can only be configured through CPL.)

Policies are managed through four files:

- ❑ Central policy file—Contains global settings to improve performance and behavior and filters for important and emerging viruses (such as Code Red and Nimda). This file is usually managed by Blue Coat, although you can point the ProxySG to a custom Central policy file instead.
- ❑ Forward policy file—Usually used to supplement any policy created in the other three policy files. The Forward policy file contains Forwarding rules when the system is upgraded from a previous version of SGOS (2.x) or CacheOS (4.x).
- ❑ Local policy file—A file you create yourself. When the VPM is not the primary tool used to define policy, the Local file contains the majority of the policy rules for a system. If the VPM is the primary tool, this file is either empty or includes rules for advanced policy features that are not available in VPM.
- ❑ Visual Policy Manager—The policy created by the VPM can either supplement or override the policies created in the other policy files.

This chapter contains the following sections:

- ❑ "About Policy Files"
- ❑ "Creating and Editing Policy Files"
- ❑ "Managing the Central Policy File"
- ❑ "Viewing Policy Files"

To learn about writing policies, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

### **About Policy Files**

When creating the files, keep in mind:

- ❑ The order in which the files are evaluated.
- ❑ The transaction default settings, which control whether you allow everything or deny everything by default.
- ❑ Whether to use the VPM.

## Policy File Evaluation

The order in which the ProxySG evaluates policy rules is important. Changes to the evaluation order can result in different effective policy, as the order of policy evaluation defines general rules and exceptions. While this order is configurable, the default and recommended order is:

VPM File—Local Policy File—Central Policy File—Forward File

This prevents policies in the Central file that block virus signatures from being inadvertently overridden by allow (access-granting) policy rules in the VPM and Local files.

When changing the policy file evaluation order, remember that final decisions can differ because decisions from files later in the order can override decisions from earlier files (the Forward policy file order cannot be changed).

For a new ProxySG, the default evaluation order is: VPM, Local, Central, and Forward.

For an upgraded ProxySG, the policy evaluation order is the order already existing on the appliance before the upgrade.

### *To Change Policy Order through the Management Console*

1. Select Configuration>Policy>Policy Options.

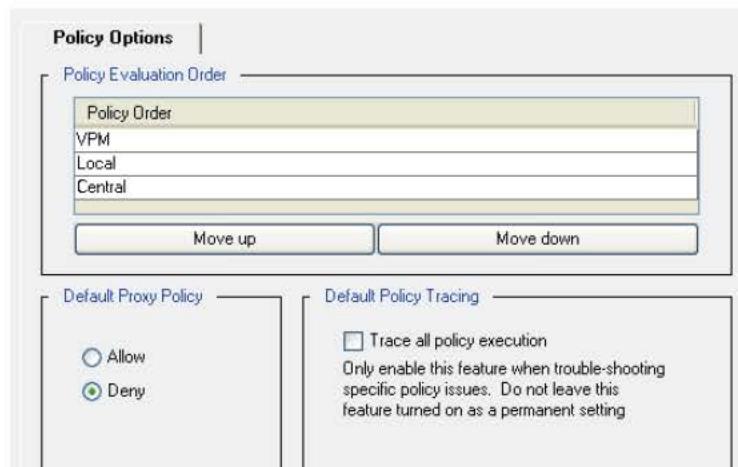


Figure 13-1: Policy Options Tab

2. To change the order, select the file to move and click Move Up or Move Down. Remember that the last file in the list overwrites decisions in files evaluated earlier.

### *To Change Policy Order through the CLI*

At the (config) command prompt, enter the command:

```
SGOS#(config) policy order v l c
```

where v (VPM), l (local), and c (central) specify the order of evaluation. These are case-insensitive, but you must enter all three in any order, including a space between each letter.

---

Note: Use the show policy order command to check the current settings.

---

## Transaction Settings: Deny and Allow

The default proxy transaction policy is to either *deny proxy transactions* or to *allow proxy transactions*. A default proxy transaction policy of Deny prohibits proxy-type access to the ProxySG: you must then create policies to explicitly grant access on a case-by-case basis.

---

Note: the default proxy policy does not apply to admin transactions. By default, admin transactions will always be denied unless you log in using console account credentials or if explicit policy is written to grant read-only or read-write privileges.

---

The default depends on how you installed the SGOS and if it was a new installation or an upgrade:

- ❑ If you installed the SGOS through a browser using the Initial Configuration Web site, you chose whether to allow or deny proxied transactions during initial configuration.
- ❑ If you installed the SGOS using the front panel or a serial console port, the default setting is Deny.
- ❑ If you upgraded the SGOS from a previous version, the default remains whatever it was for the previous policy.

You can always change the setting—see the procedures below for instructions.

Also keep in mind that:

- ❑ Changing the default proxy transaction policy affects the basic environment in which the overall policy is evaluated. It is likely that you must revise policies to retain expected behavior after such a change.
- ❑ Changes to the evaluation order might result in different effective policy, because the order of policy evaluation defines general rules and exceptions.
- ❑ Changing the default proxy transaction policy does not affect the evaluation of cache and admin transactions.

### *To Configure Deny or Allow Default Proxy Policy through the Management Console*

1. Select Configuration>Policy>Policy Options.
2. Under Default Proxy Policy, select either Deny or Allow.
3. Click Apply.

### *To Configure the Deny or Allow Proxy Transaction Policy through the CLI*

At the (config) command prompt, enter the following command

```
SGOS#(config) policy proxy-default {allow | deny}
```

## Policy Tracing

Tracing enabled with the Management Console or CLI is global; that is, it records every policy-related event in every layer. It should be used only while troubleshooting. For information on troubleshooting policy, refer to the *Blue Coat ProxySG Content Policy Language Guide*. Turning on policy tracing of any kind is expensive in terms of system resource usage, and slows down the ProxySG's ability to handle traffic.

### *To Enable Policy Tracing through the Management Console*

1. Select Configuration>Policy>Policy Options.
2. Select Trace all policy execution.
3. Click Apply.

### *To Enable Policy Tracing through the CLI*

From the command prompt, enter the following command:

```
SGOS# policy trace {all | none}
```

## Creating and Editing Policy Files

You can create and edit policy files two ways:

- Through the Management console (recommended).
- Through the CLI inline policy command (not recommended because the policies can grow large and using `inline policy` overwrites any existing policy on the ProxySG).

You can use VPM to create policy layers and rules in the VPM file. For information on managing the VPM file, see [Chapter 14: “The Visual Policy Manager” on page 567](#).

To create or edit policy files, use CPL to define policy rules (refer to the *Blue Coat ProxySG Content Policy Language Guide*). You can use the Management Console or CLI to create or edit policy files directly, or create a file that can be uploaded to the ProxySG through the Management Console or CLI.

## Create and Edit Policy Files

You can install the policy files in the following ways.

- Using the ProxySG Text Editor, which allows you to enter directives (or copy and paste the contents of an already-created file) directly onto the ProxySG.
- Creating a local file on your local system; the ProxySG can browse to the file and install it.
- Using a remote URL, where you place an already-created file on an FTP or HTTP server to be downloaded to the ProxySG.
- Through the CLI `inline` command.

The ProxySG compiles the new policy from all source files and installs the policy, if the compilation is successful.

---

**Important:** If errors or warnings are produced when you load the policy file, a summary of the errors and/or warnings is displayed automatically. If errors are present, the policy file is not installed. If warnings are present, the policy file is installed, but the warnings should be examined.

---

*To Define and Install Policy Files Directly through the Management Console*

1. Select Configuration>Policy>Policy Files>Policy Files.

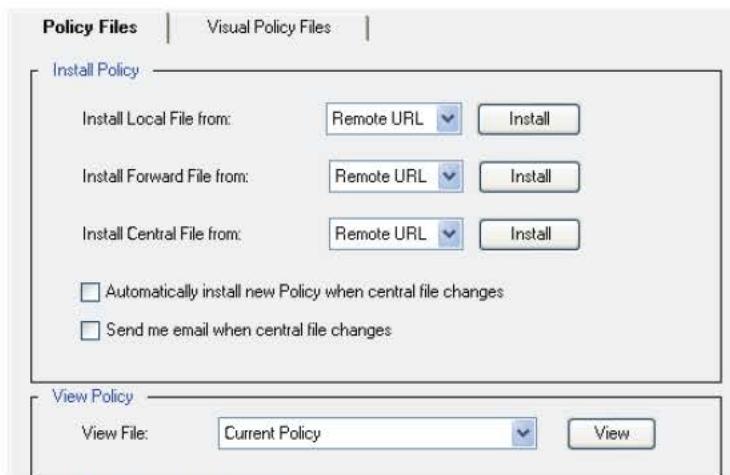


Figure 13-2: Policy Files Tab

2. From the appropriate Install Local/Forward/Central File from drop-down list, select the method used to install the local, forward, or central policy configuration; click **Install** and complete one of the three procedures below:

---

**Note:** A message is written to the event log when you install a list through the ProxySG.

---

- Installing a policy file using a Remote URL:

In the Install Local/Forward/Central File dialog that appears, enter the fully-qualified URL, including the filename, where the policy configuration is located. To view the file before installing it, click **View**. Click **Install**. The **Installation Status** field summarizes the results; click **Results** to open the policy installation results window. Close the window when you are finished viewing the results; click **OK** in the Install Local/Forward/Central File dialog.

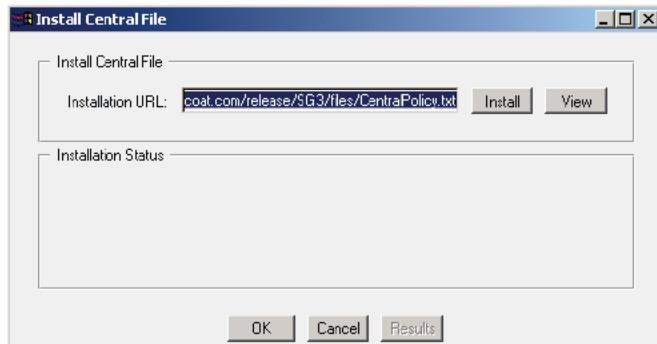


Figure 13-3: Policy Files Remote Installation Dialog

**Note:** If you use the default Blue Coat Central policy file, load it from:

<https://download.bluecoat.com/release/SG3/files/CentralPolicy.txt>

If you install a Central policy file, the default is already entered; change this field only if you want to create a custom Central policy file.

To load a Forward, Local, or a custom Central policy file, move it to an HTTP or FTP server, and then use that URL to download the file to the ProxySG.

- **Installing a policy file using a Local File:**

In the Upload and Install File window that opens, either enter the path to the file into the File to upload field, or click Browse to display the Choose file dialog, locate the file on the local system, and open it. Click Install. When the installation is complete, the installation results display. View the results and close the window.

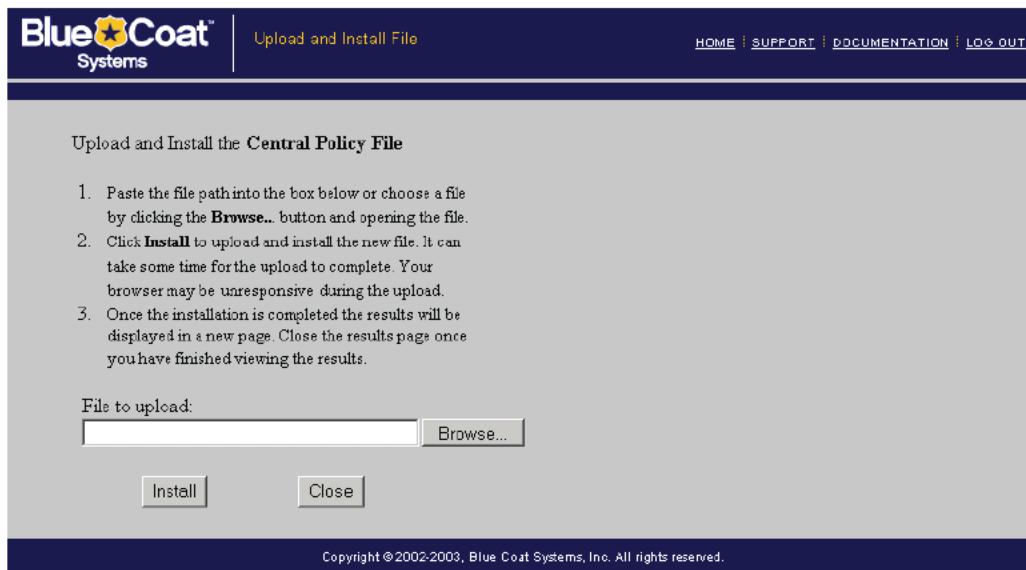


Figure 13-4: Specifying the Local Location of a Policy File

- Installing a policy file using a Text Editor:

The current configuration is displayed in installable list format. Define the policy rules using CPL in the Edit and Install File window that opens (refer to the *Blue Coat ProxySG Content Policy Language Guide*); click **Install**. When the installation is complete, a results window opens. View the results, close the results window and click **Close** in the Edit and Install File window.



Figure 13-5: Edit and Install File Window

## Using the CLI Inline Command

To create policies using the CLI, you can use the `ProxySG inline policy` command. This command either creates a new policy file or, if the specified file already exists, overwrites an existing policy file. You cannot edit an existing policy file using this command.

---

**Note:** If you are not sure whether a policy file is already defined, check before using the `inline policy` command. For more information, see "Viewing Policy Source Files" on page 564.

---

### To Create Policy Files through the CLI

1. At the `(config)` command prompt, enter the following command:

`SGOS#(config) inline policy file end-of-input-marker`

where `file` specifies the type of policy you want to define: `Central` (Central policy file), `Forward` (Forward policy file), or `local` (local policy file).

---

**Note:** Do not use the `inline policy` command with files created using the VPM module.

---

*end-of-file-marker*—Specifies the string that marks the end of the current *inline* command input; *eof* usually works as a string. The CLI buffers all input until you enter the marker string.

2. Define the policy rules using CPL (refer to the *Blue Coat ProxySG Content Policy Language Guide*).
3. Enter each line and press <Enter>. To correct mistakes on the current line, use <Backspace>. If a mistake has been made in a line that has already been terminated by <Enter>, exit the *inline* policy command by typing <Ctrl>c to prevent the file from being saved.
4. Enter the *eof* marker to save the policies and exit the *inline* mode.

For more information on the *inline* command, refer to the *Blue Coat ProxySG Command Line Reference*.

#### *To Load Policy Files through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) policy {forward-path | local-path | central-path} url  
SGOS#(config) load policy {forward | local | central}
```

The ProxySG compiles and installs the new policy. The ProxySG might display a warning if the new policy causes conflicts. If a syntax error is found, the appliance displays an error message. For information about these messages, refer to the *Blue Coat ProxySG Content Policy Language Guide*. Correct the error, then reload the file.

## Unloading Policy Files

To disable policies, do the following procedure to unload the compiled policy file from the ProxySG memory. These steps describe how to replace a current policy file with an empty policy file.

To keep a current policy file, either make a backup copy or rename the file before unloading it. By renaming the file, you can later reload the original policy file. If you use multiple policy files, back up or rename files as necessary. Alternatively, rather than use an empty policy file, you can delete the entire contents of the file, then reload it.

To unload policies defined using the VPM, you can either:

- Do the procedure below for unloading policies through the CLI.
- Use the VPM and individually delete all layers.

#### *To Unload Policies through the Management Console*

1. Select Configuration>Policy>Policy Files>Policy Files.
2. Select Text Editor in the Install Local/Forward/Central File from drop-down list and click the appropriate Install button.

The Edit and Install the Local/Forward/Central Policy File window opens.

3. Delete the text and click Install.
4. View the results in the results page that opens; close the page.
5. Click Close.

*To Unload Policies through the CLI*

- At the (config) command prompt, enter the following command:

```
SGOS#(config) inline policy file end-of-input-marker
```

where:

<b>file</b>	Specifies the type of policy you want to define: <code>central</code> (central policy file), <code>local</code> (local policy file), <code>vpm-cpl</code> , or <code>vpm-xml</code> (VPM policy files, usually defined using the VPM).
<b>end-of-input-marker</b>	Specifies the string that marks the end of the current <code>inline</code> command input. The CLI buffers all input until you enter the marker string. <code>eof</code> is commonly used as the marker.

---

Note: If you use the CLI to unload VPM-generated policies, you must run the `inline` command twice; once for the CPL file and once for the XML file.

---

- Enter an `end-of-input-marker` to save the policies and exit inline mode. Enter nothing else.
- If you use multiple policy files, repeat [step 1](#) and [step 2](#) for each policy file used.

For more information on the `inline policy` command, refer to the *Blue Coat ProxySG Command Line Reference*.

## Managing the Central Policy File

The Central policy file is updated when needed by Blue Coat. The file can be updated automatically or you can request e-mail notification. You can also configure the path to point to your own custom Central policy file.

### Configuring Automatic Installation

You can specify whether the ProxySG checks for a new version of the Central policy file. If a new version exists, the appliance can install it automatically.

#### Configuring the ProxySG for Automatic Installation

Do the following procedure to configure the ProxySG to check for and install a new version of the Central policy file.

##### *To Configure Automatic Installation through the Management Console*

- Select Configuration>Policy>Policy Files>Policy Files.
- Select Automatically install new Policy when central file changes.
- Click Apply.

##### *To Configure Automatic Installation through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) policy subscribe
```

## Configuring a Custom Central Policy File for Automatic Installation

If you define your own Central policy file, you can configure the ProxySG to automatically install any subsequent updated version of the file. To use this capability, you must change the Central policy file's first line with each version update. With automatic installation, the ProxySG checks for a change to the first line of the file. In defining a custom Central policy file, add an item, such as a comment, to the first line of the Central policy file that changes with each update. The following is a sample first line, containing date information that is routinely updated with each version:

```
; Central policy file MonthDate, Year version
```

When you update and save the file in the original location, the ProxySG automatically loads the updated version.

## Configuring E-mail Notification

You can specify whether the ProxySG sends e-mail when the Central policy file changes. The e-mail address used is the same as that used in diagnostic reporting: the event recipient for the custom heartbeat e-mail. For information about diagnostic reporting, see "[Diagnostic Reporting \(Heartbeats\)](#)" on page 1137.

### *To Configure E-mail Notification through the Management Console*

1. Select Configuration>Policy>Policy Files>Policy Files.
2. Select Send me email when central file changes.
3. Click Apply.

### *To Configure E-mail Notification through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) policy notify
```

## Configuring the Update Interval

You can specify how frequently the ProxySG checks for a new version of the Central policy file. By default, the appliance checks for an updated Central policy file once every 24 hours (1440 minutes). You must use the CLI to configure the update interval. You cannot configure the update interval through the Management Console.

### *To Configure the Update Interval through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) policy poll-interval minutes
```

## Checking for an Updated Central Policy File

You can manually check whether the Central policy file has changed. You must use the CLI. You cannot check for updates through the Management Console.

### *To Check for an Updated Central File through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) policy poll-now
```

The ProxySG displays a message indicating whether the Central file has changed.

## Resetting the Policy Files

You can clear all the policy files automatically through the CLI.

### *To Clear all Policy Files through the CLI*

1. At the (config) command prompt, enter the following command:

```
SGOS#(config) policy reset
```

```
WARNING: This will clear local, central, forward and VPM policy. Are you sure  
you want to reset ALL policy files? (y or n)
```

The ProxySG displays a warning that you are resetting all of your policy files.

2. Enter **y** to continue or **n** to cancel.

---

Note: This command does not change the default proxy policy settings.

---

## Moving VPM Policy Files from One ProxySG to Another

VPM policy files are specific to the ProxySG where they were created. But just as you can use the same Central, Local, and Forward policy files on multiple ProxySG Appliances, you can use VPM policies created on one appliance on other appliances.

For detailed information on moving VPM policy files, see "Installing VPM-Created Policy Files" on page 678 in Chapter 14: "The Visual Policy Manager" on page 567.

## Viewing Policy Files

You can view either the compiled policy or the source policy files. Use these procedures to view policies defined in a single policy file (for example, using VPM) or in multiple policy files (for example, using the Blue Coat Central policy file and VPM).

### Viewing the Installed Policy

Use the Management Console or a browser to display installed Central, Local, or Forward policy files.

---

Note: You can view VPM policy files through the Visual Policy Files tab.

---

*To View Installed Policy through the Management Console*

1. Select Configuration>Policy>Policy Files>Policy Files.
2. In the View File drop-down list, select Current Policy to view the installed and running policy, as assembled from all policy source files. You can also select Results of Policy Load to view any warnings or errors resulting from the last attempt (successful or not) to install policy.
3. Click View.

The ProxySG opens a separate browser window and displays the installed policy file.

*To View the Currently Installed Policy through a Browser:*

1. Enter a URL in one of the following formats:
  - If an HTTPS-Console is configured, use  
`https://ip_address_of_ProxySG:HTTPS-Console_port/Policy/current` (the default port is 8082).
  - If an HTTP-Console is configured, use  
`http://ip_address_of_ProxySG:HTTP-Console_port/Policy/current` (the default port is 8081).

The ProxySG opens a separate browser window and displays the policy.

2. Review the policy, then close the browser.

*To View the Currently Installed Policy through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) show policy
```

## Viewing Policy Source Files

You can display source (uncompiled) policy files on the ProxySG.

*To View Policy Source Files through the Management Console*

1. Select Configuration>Policy>Policy Files>Policy Files.
2. To view a policy source file, select the file you want to view (Local, Forward, or Central) from the View File drop-down list and click View.

The ProxySG opens a separate browser window and displays the appropriate source policy file.

*To View Policy Source Files through the CLI*

At the (config) command prompt, enter one of the following commands:

```
SGOS#(config) show configuration
-or-
SGOS#(config) show sources policy {central | local | forward | vpm-cpl |
vpm-xml}
```

The `show configuration` command displays general configuration information, followed by the policy source file contents. If the ProxySG is using multiple policy files, file source displays in this sequence: Central file, local file, VPM. The `show sources policy` command allows you to specify the policy files you want to view.

---

**Note:** You can use the `show configuration` command to save the output to a file for reference, in addition to displaying the current configuration. For more information, refer to the *Blue Coat ProxySG Command Line Reference*.

---

## Viewing Policy Statistics

You can view policy statistics on all requests processed by the ProxySG. Use the Management Console or a browser. You cannot view policy statistics through the CLI.

### *To Review Policy Statistics through the Management Console*

1. Select Statistics>Advanced.
2. Click the Policy link.
3. Click the Show policy statistics link.

A separate browser window opens and displays the statistics.

4. Examine the statistics, then close the browser.

### *To Review Policy Statistics through a Browser*

1. Enter a URL in one of the following formats:
  - If an HTTPS-Console is configured, use  
`https://ip_address_of_ProxySG:HTTPS-Console_port/Policy/statistics` (the default port is 8082).
  - If an HTTP-Console is configured, use  
`http://ip_address_of_ProxySG:HTTP-Console_port/Policy/statistics` (the default port is 8081).

The ProxySG opens a separate browser window and displays the statistics.

2. Examine the statistics, then close the browser.



## *Chapter 14: The Visual Policy Manager*

The Visual Policy Manager (VPM) is a graphical policy editor included with the ProxySG. The VPM allows you to define Web access and resource control policies without having an in-depth knowledge of Blue Coat Content Policy Language (CPL) and without the need to manually edit policy files.

This chapter serves as a VPM object reference, and assumes that you are familiar with basic concepts of ProxySG policy functionality as described in Appendix 13: "Managing Policy Files".

While VPM creates only a subset of everything you can achieve by writing policies directly in CPL, it is sufficient for most purposes. If your needs require more advanced policies, consult the *Blue Coat ProxySG Content Policy Language Guide*.

This chapter contains the following sections:

- "Section A: About the Visual Policy Manager"
- "Section B: Policy Layer and Rule Object Reference"
- "Section C: Detailed Object Column Reference"
- "Section D: Managing Policy Layers, Rules, and Files"
- "Section E: Tutorials"

Related topics:

- Blue Coat ProxySG Content Policy Language Guide*
- Appendix 13: "Managing Policy Files"
- Appendix 18: "Content Filtering"

## Section A: About the Visual Policy Manager

---

This section contains the following topics:

- "System Requirements" on page 568—Discusses the Java Runtime Environment component requirement.
- "Launching the Visual Policy Manager" on page 570—Describes how to start VPM from the Management Console.
- "About the Visual Policy Manager User Interface" on page 571—Describes VPM menu items, tool bars, and work areas.
- "About VPM Components" on page 574—Provides definitions of the policy layers and describes how rule objects comprise the layers.
- "The Set Object Dialog" on page 577—Describes the dialog used to select objects to be added or edited.
- "The Add/Edit Object Dialog" on page 578—Describes the dialog used to add and edit rule objects.

## System Requirements

Before launching the VPM, verify client computers that are to access the VPM meet the basic requirements.

## Supported Operating Systems

This VPM version supports the following operating systems:

- Windows 2000 Professional; SP4 or later
- Windows XP; SP 2 or later

## Supported Browsers

This VPM version supports the following browsers on the supported operating systems:

- Internet Explorer 6.0; SP 1 or later
- Netscape 7.2
- Firefox 1.0

The VPM *might* operate on other browsers; however, Blue Coat has not tested other browsers and support is not available.

## JRE Requirement

The VPM requires the Java Runtime Environment Standard Edition (JRE). This VPM version supports JRE versions 1.4.1\_07 and 5.0 (also listed as 1.5).

---

## Section A: About the Visual Policy Manager

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If a client attempting to start the VPM does not have a valid JRE version, the ProxySG automatically connects to the Sun Microsystems download center to begin the download and installation. Follow the on-screen instructions to download v5.0 (the default version for this release).

The VPM is completely independent from the Management Console. If the browser is configured properly with its default JRE, the VPM uses the later of the valid versions.

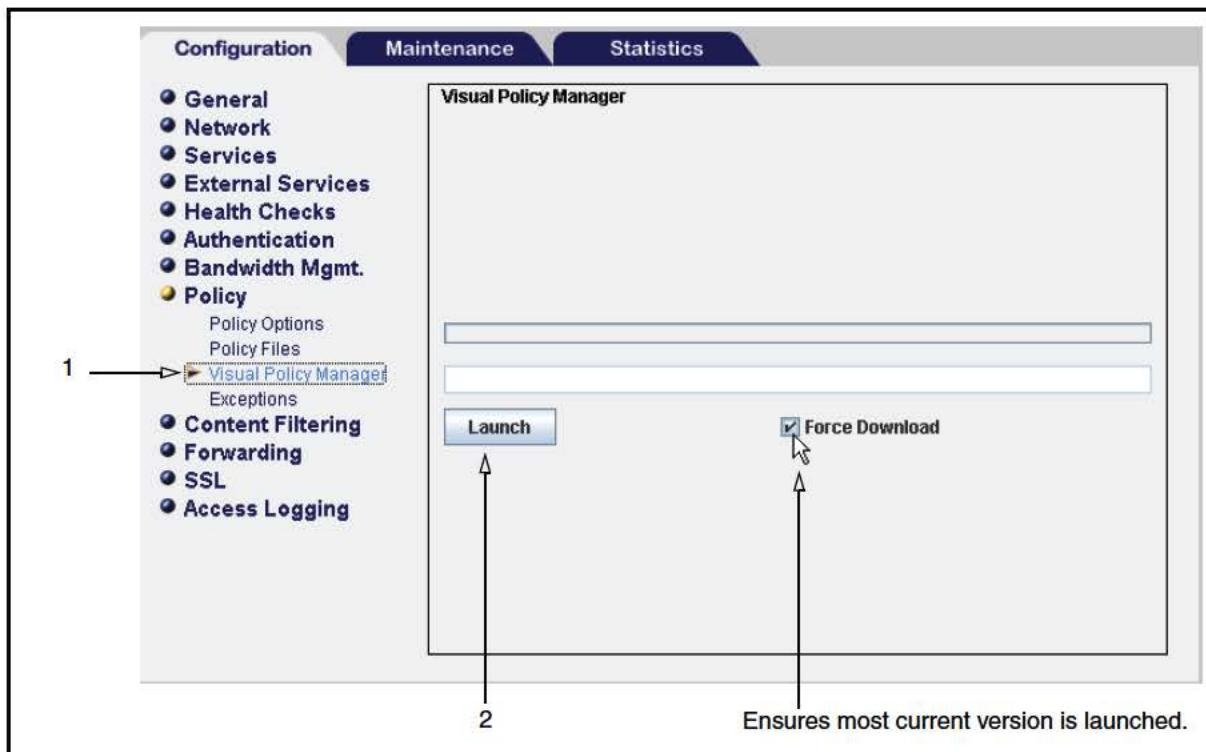
### Notes and Limitations

- If you are updating to JRE v5.0, Blue Coat recommends the option to remove any version previous to 1.4.1\_07 before the update. Removing the obsolete version after updating might cause the browser to not recognize v5.0, though it remains installed, and instigate a download prompt.
- JRE v5.0: When viewing objects in a drop-down list, you can press a letter key to skip to the first object name that starts with that letter. Pressing the same letter cycles to the next object. However, immediately pressing another letter key does not take you to the next object if you have not waited a few seconds. For example, in searching protocols you can repeatedly press H to cycle through the protocols HTTP, HTTPS, and so on, but if you do not wait a short interval to press F to go to FTP, no action occurs.

## Section A: About the Visual Policy Manager

## Launching the Visual Policy Manager

*To launch the VPM:*



1. Select Configuration>Policy>Visual Policy Manager.
2. Click Launch.

---

**Note:** If this is the first time launching the VPM following an OS upgrade, or to ensure you are launching the most current VPM version, click Force Download before clicking Launch.

---

If a valid JRE is already installed on your workstation, the ProxySG opens a separate browser window and starts the VPM. The first time you start the policy editor, it displays an empty policy.

If a valid JRE is *not* installed on your workstation, a security warning dialog box appears. Click Yes to continue. Follow the instructions to install the JRE. After installation completes, a Launch VPM tab briefly displays before the VPM starts.

---

## Section A: About the Visual Policy Manager

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### About the Visual Policy Manager User Interface

The following figure labels VPM components.

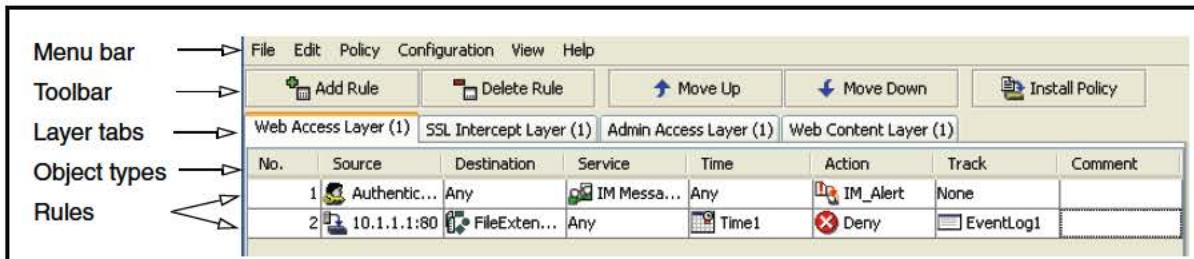


Figure 14-6: The VPM components.

### Menu Bar

The following table describes VPM Menu Bar items.

Table 14.1: VPM Menu Bar Items

File	Install Policy On ProxySG	Saves all new policy rules.
	Revert to existing Policy on ProxySG	Ignores changes and reloads installed policy rules.
	Exit	Exits the application.
Edit	Add Rule Delete Rule	Adds a new blank rule to the visible policy layer or removes a rule from the visible policy layer.
	Cut Rule Copy Rule Paste Rule	Standard cut, copy, and paste operations.
	Move Rule Up Move Rule Down	Moves rules up or down one position in a policy layer.
	Disable/Enable Layer	Disables or enables the selected layer. You can disable a layer without removing it from the VPM (thus losing composed policy rules) and re-enable it if required.
	Reorder Layers Delete Layer	Reorders the policy layers. Deletes a specific policy layer.
	Add Admin Authentication Layer Add Admin Access Layer Add DNS Access Layer Add SOCKS Authentication Layer Add SSL Intercept Layer Add SSL Access Layer Add Web Authentication Layer Add Web Access Layer Add Web Content Layer Add Forwarding Layer	The Policy menu items add policy layers to be populated with policy rules.

**Section A: About the Visual Policy Manager**

Table 14.1: VPM Menu Bar Items (Continued)

Configuration	Set DNS Lookup Restrictions	Restricts DNS lookups during policy evaluation.
	Set Reverse DNS Lookup Restrictions	Restricts reverse DNS lookups during policy evaluation.
	Set Group Log Order	Configures the order in which the group information is logged.
	Edit Categories	Edits content filtering categories.
View	Generated CPL	Displays the CPL generated by VPM.
	Current ProxySG VPM Policy Files	Displays the currently stored VPM policy files.
	Object Occurrences	Lists the user-created object(s) in the selected rule; lists use in other rules as well.
	All Objects	Displays a dialog that lists current static and user-defined VPM objects. You can also create, edit, and delete objects. See " <a href="#">Centralized Object Viewing and Managing</a> " on page 663.
	Tool Tips	Toggles the tool-tip display on and off.
Help	Help Topics	Displays the online help.
	About	Displays copyright and version information.

**Tool Bar**

The VPM Tool Bar contains the following functions:

- Add Rule—Adds a blank rule to visible policy layer; all values for the rule are the defaults.
- Delete Rule—Deletes the selected rule from the visible policy layer.
- Move Up—Moves a rule up one position in the visible policy layer.
- Move Down—Moves a rule down one position in the visible policy layer.
- Install Policy—Converts the policies created in VPM into Blue Coat Content Policy Language (CPL) and installs them on the ProxySG.

## Section A: About the Visual Policy Manager

### Policy Layer Tabs

Every policy layer you create from the Policy>Add Layer menu is displayed as a tab. Click a tab and the rules included in that policy layer display below in the main body of the pane. Right-clicking a tab displays the options of disable or enabling, renaming, and deleting the policy layer.

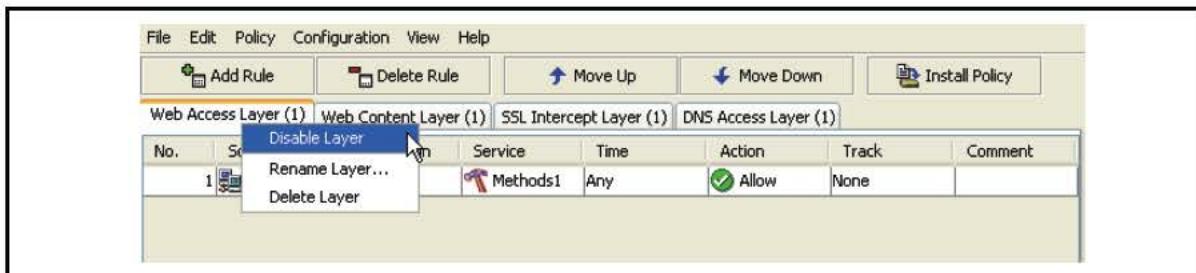


Figure 14-7: Right-click a Policy Tab to Rename or Delete a Policy Layer

Each VPM policy layer is described in later sections in this chapter.

### Rules and Objects

A policy layer can contain multiple rules. Every rule is numbered and listed in a separate row. To create a new rule, click the Add Rule button; a new rule is added to the bottom of the list. If multiple rules exist within a policy layer, the ProxySG finds the first one that matches a given situation and ignores the remaining rules. Therefore, rule order is important. Use the Move buttons on the rule bar to reorder the rules in a policy.

Each rule is comprised of objects. The objects are the individual elements of a rule you specify. With the exception of No. (number), which indicates the order of the rule in the layer and is filled in automatically, all objects are configurable.

To specify or edit an object setting, position the mouse in the appropriate object cell within a rule and right-click to display the drop-down menu.

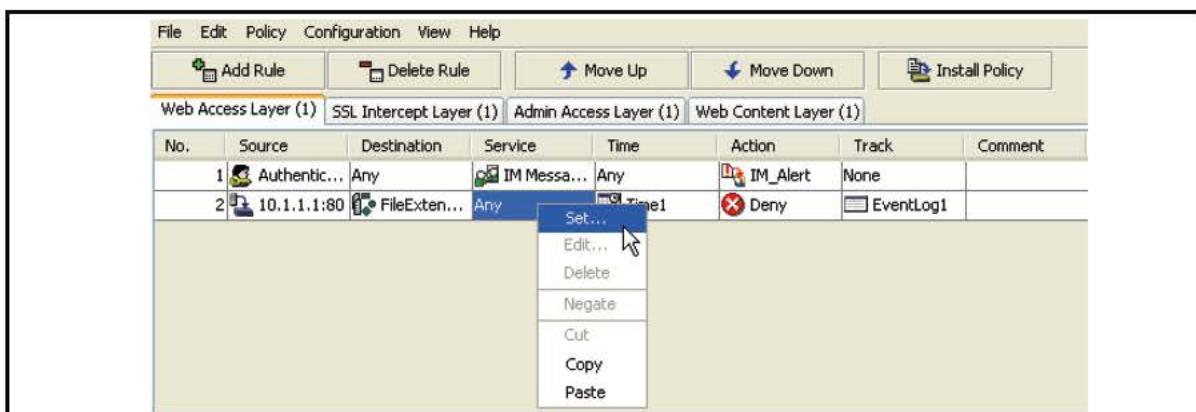


Figure 14-8: Right-click a rule cell to set or edit the object properties

Each object type is described in "Policy Layer and Rule Object Reference" on page 579.

## Section A: About the Visual Policy Manager

---

### About VPM Components

This section describes the specific policy layer types and rule objects.

#### Policy Layers

The layers are:

- Administration Authentication—Determines how administrators accessing ProxySG must authenticate.
- Administration Access—Determines who can access the ProxySG to perform administration tasks.
- DNS Access—Determines how the ProxySG processes DNS requests.
- SOCKS Authentication—Determines the method of authentication for accessing the proxy through SOCKS.
- SSL Intercept—Determines whether to tunnel or intercept HTTPS traffic.
- SSL Access—Determines the allow/deny actions for HTTPS traffic.
- Web Authentication—Determines whether user clients that access the proxy or the Web must authenticate.
- Web Access—Determines what clients can and cannot access on the Web and specifies any restrictions that apply.
- Web Content—Determines caching behavior, such as verification and ICAP redirection.
- Forwarding—Determines forwarding hosts and methods.

As you create policy layers, you will create many different layers of the same type. Often, an overall policy requires layers of different types designed to work together to perform a task. For example, Authentication and Access layers usually accompany each other; an Authentication layer determines if a user or client must authenticate, and an Access layer subsequently determines where that user or client can go (what ProxySG or Web sites they can access) once they are authenticated.

Each object type is described in ["Policy Layer and Rule Object Reference" on page 579](#).

#### Rule Objects

Policy layers contain rule objects. Only the objects available for that policy layer type are displayed. There are two types of objects:

- Static Objects—A self-contained object that cannot be edited or removed. For example, if you write a rule that prohibits users from accessing a specific Web site, the Action object you select is Deny.

Static objects are part of the system and are always displayed.

## Section A: About the Visual Policy Manager

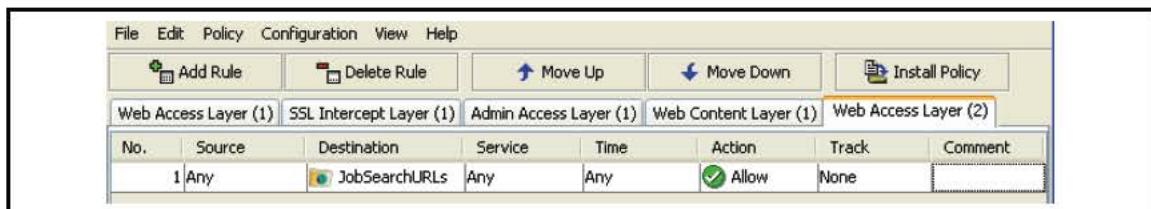
- ❑ Configurable Objects—A configurable object requires parameters. For example, consider the rule mentioned in the previous item that prohibits users from accessing a specific Web site. In this case, the user is a Source object. That object can be a specific IP Address, user, group, user agent (such as a specific browser), and so on. Select one and then enter the required information (such as a verifiable user name or group name).

Configurable objects do not exist until you create them. A created object is listed along with all static objects in the list dialog, and you can reuse it in other applicable policy layers. For example, an IP address can be a Source or Destination object in many different policy-layer types.

**Important:** The orders of policy layers, and the order of rules within a layer are important. For more information, see "How Policy Layers, Rules, and Files Interact" on page 673.

While individual object-type menus occasionally contain entries specific to the object type, the basic menu options are:

- ❑ Allow—(Web Access Layer Action column only) Quick menu access; sets the policy to allow.
- ❑ Deny—(Web Access Layer Action column only) Quick menu access; sets the policy to deny.
- ❑ Set—Displays the Set Object dialog where you select an object or create a new one.
- ❑ Edit—Opens the Edit Object dialog where you edit an object or change to another.
- ❑ Delete—Removes the selected object from the current rule and restores the default.
- ❑ Negate—Defined as *not*. Negate provides flexibility in writing rules and designing the structure of policies. The following is a simple Web Access rule that states: "When any client tries to access a URL contained in an object of JobSearch, allow access."

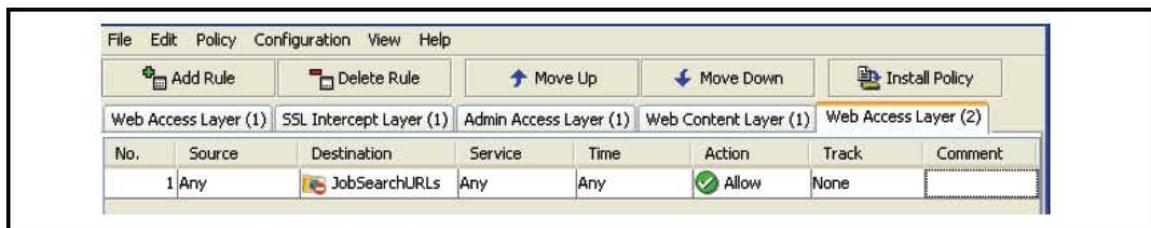


The screenshot shows a software interface for managing policy rules. At the top is a menu bar with File, Edit, Policy, Configuration, View, Help. Below the menu is a toolbar with icons for Add Rule, Delete Rule, Move Up, Move Down, and Install Policy. A tab bar shows several layers: Web Access Layer (1), SSL Intercept Layer (1), Admin Access Layer (1), Web Content Layer (1), and Web Access Layer (2). The Web Access Layer (2) tab is active. Below the tabs is a table with columns: No., Source, Destination, Service, Time, Action, Track, and Comment. A single row is visible with values: 1, Any, JobSearchURLs, Any, Any, Allow, None, and an empty comment field.

No.	Source	Destination	Service	Time	Action	Track	Comment
1	Any	JobSearchURLs	Any	Any	Allow	None	

Figure 14-9: A simple web access policy rule.

Dragging the pointer to the Destination list, right-clicking to display the drop-down list, and clicking Negate invokes a red circle with a horizontal white line in the icon in the cell.



This screenshot is identical to Figure 14-9, but the 'JobSearchURLs' entry in the Destination column now has a small red icon with a white horizontal line through it, indicating that the rule applies to all URLs except those in the JobSearch category.

No.	Source	Destination	Service	Time	Action	Track	Comment
1	Any	JobSearchURLs	Any	Any	Allow	None	

Figure 14-10: The red icon in the cell indicates negation, or not.

Now the rule specifies allow all URLs except the ones contained in the JobSearch category object.

## Section A: About the Visual Policy Manager

- ❑ Cut, Copy, and Paste are the standard paste operations with the following restrictions: you can only paste anything cut or copied from the same column in the same table and the copy and paste functions do not work across multiple layers.

The following table describes the general function of each object type:

Object	Description
Source	Specifies the source attribute, such as an IP address, user, or group.
Destination	Specifies the destination attribute, such as a URL, IP address, and file extension.
Service	Specifies the service attribute, such as protocols, protocol methods, and IM file transfer limitations.
Time	Specifies day and time restrictions.
Action	Specifies what to do when the rule matches.
Track	Specifies tracking attributes, such as event log and E-mail triggers.
Comment	Optional. You can provide a comment regarding the rule.

## Policy Layer/Object Matrix

The following table displays which object types are available in each policy layer.

Policy Layer	Source	Destination	Service	Time	Action	Track	Comment
Admin Authentication	x				x	x	x
Admin Access	x				x	x	x
DNS Access	x	x		x	x	x	x
SOCKS Authentication	x				x	x	x
SSL Intercept	x	x			x	x	x
SSL Access	x	x	x		x	x	x
Web Authentication	x	x			x	x	x
Web Access	x	x	x	x	x	x	x
Web Content		x	x		x	x	x
Forwarding	x	x	x		x	x	x

---

## Section A: About the Visual Policy Manager

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### The Set Object Dialog

This section discusses the Set Object dialog used to select objects for configuration.

The object rules in all policy layer types determine the conditions for a particular policy rule. Depending on the type of policy layer, an object can be anything from a user or group to an IP address or a URL and so forth.

To create a rule, right-click a cell in an object cell. The relevant Set Object dialog displays. In this dialog, select the objects for the rule or create new objects as necessary.

Objects have type-specific icons to provide a visual aid in distinguishing among different types in the list.



Figure 14-11: Set Source Object Dialog with Selectable Objects

The Set Object dialog only displays or allows you to create the objects allowable in the specific option of the rule type you are creating. But if more than one policy-layer type uses the same object type (for example, IP address can be a source in rules for four of the five types of policies), then those existing objects display in all Set Object dialogs, regardless of policy-layer type.

#### Controlling the List of Objects in the Set Object Window

As you create more policies, it is likely that the lists of existing objects in the various Set Object dialogs expand. You can restrict the display of objects in the list to a specific type by selecting an object type from the Show drop-down list above the objects field. The following figure demonstrates the window displayed above with the list restricted to Client IP addresses.

## Section A: About the Visual Policy Manager

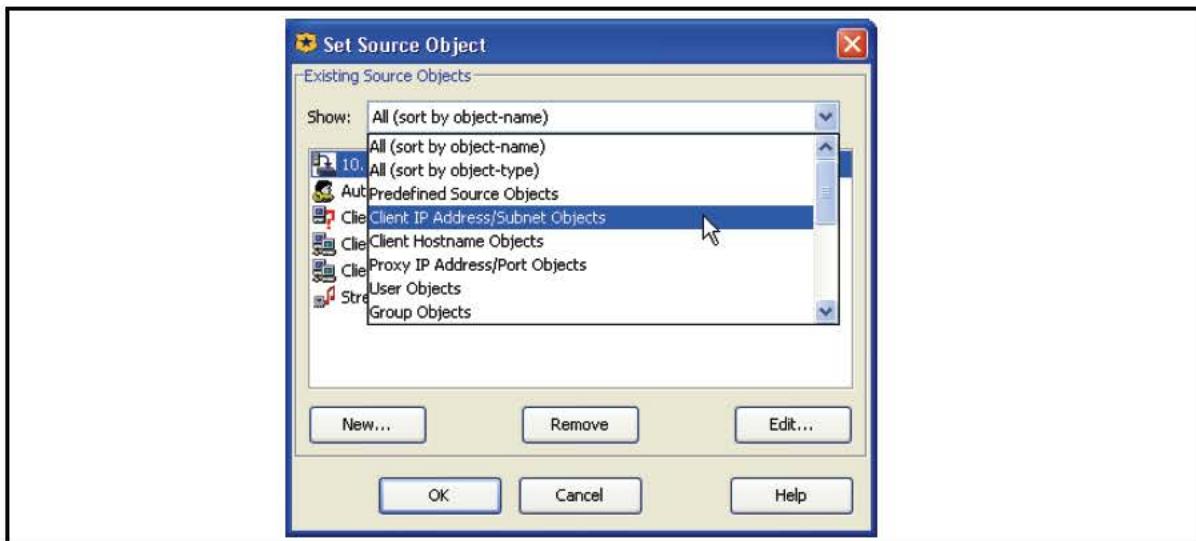


Figure 14-12: Limiting the Set Object Dialog view.

## The Add/Edit Object Dialog

From the Set Object dialog, the Add Object dialog is used to define configurable objects. Existing configurable options can be altered using the Edit Object dialog. In terms of functionality, the two dialogs are identical.

For the initial configuration of an object, click **New** on the Set Object dialog to display the Add Object dialog. Perform the tasks required to configure the object and click **OK**. The newly named and configured object appears in the list of selectable objects in the Set Object dialog and is ready to be selected for the rule.

To edit an existing object, select an object from the list and click **Edit**. The Edit Object dialog appears with the existing parameters on display. Edit as necessary and click **OK**.

To remove an existing object, select an object from the list and click **Remove**. A secondary prompt verifies your attempt to remove the object; click **OK**. The object is deleted.

## Online Help

The VPM contains its own Help module (a porting of this chapter). Each object in the VPM contains a Help button that links to the corresponding object reference in the Help file. This reference describes the purpose of the object. Interaction with other policy and references to feature-related sections in the *Blue Coat ProxySG Configuration and Management Guide* are provided, if relevant. Also, this Help module contains navigation buttons and its own Table of Contents.

---

**Note:** The online Help file is displayed in a separate window and requires a few seconds to load and scroll to the correct object. The speed of your system might impact this slight lag time. Furthermore, this lag time increases on slower machines running JRE v1.5.

---

## Section B: Policy Layer and Rule Object Reference

---

This section contains the following topics:

- ❑ "About the Reference Tables" on page 580—Describes the table conventions used in this section.
- ❑ "Administration Authentication Policy Layer Reference" on page 580—Describes the objects available in this policy layer.
- ❑ "Administration Access Policy Layer Reference" on page 580—Describes the objects available in this policy layer.
- ❑ "DNS Access Policy Layer Reference" on page 581—Describes the objects available in this policy layer.
- ❑ "SOCKS Authentication Policy Layer Reference" on page 581—Describes the objects available in this policy layer.
- ❑ "SSL Intercept Layer Reference" on page 582—Describes the objects available in this policy layer.
- ❑ "SSL Access Layer Reference" on page 582—Describes the objects available in this policy layer.
- ❑ "Web Authentication Policy Layer Reference" on page 583—Describes the objects available in this policy layer.
- ❑ "Web Access Policy Layer Reference" on page 583—Describes the objects available in this policy layer.
- ❑ "Web Content Policy Layer Reference" on page 587—Describes the objects available in this policy layer.
- ❑ "Forwarding Policy Layer Reference" on page 588—Describes the objects available in this policy layer.

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## Section B: Policy Layer and Rule Object Reference

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### About the Reference Tables

The tables in this section list the static and configurable objects available for each policy layer.

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Note: If viewing this document as a PDF, you can click an object name to jump to a description of that object (all objects are described in Section C). To jump back to a specific policy layer reference, click policy layer name in any object reference table that appears in the next section.

---

### Administration Authentication Policy Layer Reference

The following table provides the objects available in the Administration Authentication policy layer.

Source Objects	Action Objects	Track Objects
Client IP Address/Subnet	Do Not Authenticate	Trace
Client Hostname	Deny	
Proxy IP Address/Port	Authenticate	
Combined Objects	Force Authenticate	

### Administration Access Policy Layer Reference

The following table provides the objects available in the Administration Access policy layer.

Source Objects	Action Objects	Track Objects
Client IP Address/Subnet	Allow Read-Only Access	Event Log
Client Hostname	Allow Read-Write Access	Email
Proxy IP Address/Port	Deny	SNMP
User	Force Deny	Trace
Group		Combined Objects
Attribute		
Combined Objects		

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## Section B: Policy Layer and Rule Object Reference

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### DNS Access Policy Layer Reference

The following table provides the objects available in the DNS Access policy layer.

Source Objects	Destination Objects	Time Objects	Action Objects	Track Objects
Client IP Address/Subnet	DNS Response Contains No Data	Time	Bypass DNS Cache	Event Log
Proxy IP Address/Port	DNS Response IP Address/Subnet	Combined Objects	Do Not Bypass DNS Cache	Email
DNS Request Name	RDNS Response Host		Allow DNS From Upstream Server	SNMP
RDNS Request IP Address/Subnet	DNS Response CNAME		Serve DNS Only From Cache	Trace
DNS Request Opcode	DNS Response Code		Enable/Disable DNS Imputing	Combined Objects
DNS Request Class	Category		Send DNS/RDNS Response Code	
DNS Request Type	Combined Objects		Send DNS Response	
DNS Client Transport			Send Reverse DNS Response	
Combined Objects			Reflect IP	
			Manage Bandwidth	
			Combined Objects	

### SOCKS Authentication Policy Layer Reference

The following table provides the objects available in the SOCKS Authentication policy layer.

Source Objects	Action Objects	Track Objects
Client IP Address/Subnet	Do Not Authenticate	Trace
Client Hostname	Authenticate	
Proxy IP Address/Port	Force Authenticate	
SOCKS Version		
Combined Objects		

---

Section B: Policy Layer and Rule Object Reference

## SSL Intercept Layer Reference

The following table provides the objects available in the SSL Forward Proxy policy layer.

Source Objects	Destination Objects	Action Objects	Track Objects
Client Hostname Unavailable	Destination IP Address/Subnet	Set SSL Forward Proxy	Event Log
Client Hostname	Destination Host/Port	Combined Objects	Email
Proxy IP Address/Port	Request URL		SNMP
Combined Objects	Request URL Category		Trace
	Server URL		Combined Objects
	Server Certificate		
	Server Certificate Category		
	Combined Objects		

## SSL Access Layer Reference

The following table provides the objects available in the SSL Access Layer policy layer.

Source Objects	Destination Objects	Service Objects	Action Objects	Track Objects
Authenticated User	Destination IP Address/Subnet	Client Protocol	Allow	Event Log
Client Hostname Unavailable	Destination Host/Port	SSL Proxy Mode	Deny (static)	Email
Client IP Address/Subnet	Request URL	Combined Objects	Deny (Content Filter)	SNMP
Client Hostname	Request URL Category		Require/Do Not Require Client Certificate	Trace
Proxy IP Address/Port	Server URL		Force Deny	Combined Objects
User	Server Certificate		Force Deny (Content Filter)	
Attribute	Server Certificate Category		Deny	
Client Certificate	Server Certificate		Return Exception	

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## Section B: Policy Layer and Rule Object Reference

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Source Objects	Destination Objects	Service Objects	Action Objects	Track Objects
Client Negotiated Cipher	Server Certificate Category		Set Client Certificate Validation	
Client Negotiated Cipher Strength	Server Negotiated Cipher		Set Server Certificate Validation	
Client Negotiated SSL Version	Server Negotiated Cipher Strength		Combined Objects	
Combined Objects	Server Negotiated SSL Version			
	Combined Objects			

## Web Authentication Policy Layer Reference

The following table provides the objects available in the Web Authentication policy layer.

Source Objects	Destination Objects	Action Objects	Track Objects
Client Hostname Unavailable	Destination IP Address/Subnet	Do Not Authenticate	Trace
Client IP Address/Subnet	Destination Host/Port	Deny	
Client Hostname	Request URL	Authenticate	
Proxy IP Address/Port	Request URL Category	Authentication Charset	
User Agent	Combined Objects	Force Authenticate	
Request Header		Combined Objects	
Combined Objects			

## Web Access Policy Layer Reference

The following table provides the objects available in the Web Access policy layer.

Web Access policy layers regulate, from a general to a granular level, who or what can access specific Web locations or content.

- Users, groups, individual IP addresses, and subnets, as well as object lists comprised of any combination of these, can be subject to rules.

## Section B: Policy Layer and Rule Object Reference

- ❑ Rules can include access control for specific Web sites, specific content from any Web site, individual IP addresses, and subnets.
- ❑ Actions taken can range from allowing and denying access to more finely tuned changes or limitations.
- ❑ Rules can also be subject to day and time specifications and protocol, file type, and agent delimiters.

Source Objects	Destination Objects	Service Objects	Time Objects	Action Objects	Track Objects
Streaming Client	Destination IP Address/Subnet	Using HTTP Transparent Authentication	Time	Allow	Event Log
Client Hostname Unavailable	Destination Host/Port	Virus Detected	Combined Objects	Deny	Email
				Deny (Content Filter)	
Authenticated User	Request URL	Client Protocol		Force Deny	SNMP
				Force Deny (Content Filter)	
Client IP Address/Subnet	Request URL Category	Protocol Methods		Bypass Cache	Trace
Client Hostname	File Extensions	IM File Transfer		Do Not Bypass Cache	Combined Objects
Proxy IP Address/Port	HTTP MIME Types	IM Message Text		Check/Do Not Check Authorization	
User	Apparent Data Type	IM Message Reflection		Always Verify	
Group	Response Code	Streaming Content Type		Use Default Verification	
Attribute	Response Header	ICAP Error Code		Block/Do Not Block PopUp Ads	
User Agent	IM Buddy	Combined Objects		Force/Do Not Force IWA for Server Auth	
IM User Agent	IM Chat Room			Reflect/Do Not Reflect IM Messages	

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## Section B: Policy Layer and Rule Object Reference

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Source Objects	Destination Objects	Service Objects	Time Objects	Action Objects	Track Objects
Request Header	Combined Objects			Block/Do Not Block IM Encryption	
				Support/Do Not Support Persistent Client Requests	
				Support /Do Not Support Persistent Server Requests	
SOCKS Version				Deny	
IM User				Return Exception	
P2P Client				Return Redirect	
Client Negotiated Cipher				Send IM Alert	
Client Negotiated Cipher Strength				Modify Access Logging	
Combined Objects				Override Access Log Field	
				Rewrite Host	
				Reflect IP	
				Suppress Header	
				Control Request Header/Control Response Header	
				Notify User	
				Strip Active Content	
				Set Client HTTP Compression	

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Section B: Policy Layer and Rule Object Reference

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Source Objects	Destination Objects	Service Objects	Time Objects	Action Objects	Track Objects
				Set Server HTTP Compression	
				Set SOCKS Compression	
				Manage Bandwidth	
				Modify IM Message	
				Return ICAP Patience Page	
				Set External Filter Service	
				Set ICAP Request Service	
				Set FTP Connection	
				Set SOCKS Acceleration	
				Set Streaming Max Bitrate	
				Combined Objects	

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## Section B: Policy Layer and Rule Object Reference

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### Web Content Policy Layer Reference

The following table provides the objects available in the Web Content policy layer.

The Web Content policy layer applies to requests independent of user identity.

Content scanning policy layers scan requested URLs and file types for viruses and other malicious code. You must have an ICAP service installed on the ProxySG to use this policy type.

Destination Objects	Action Objects	Track Objects
Destination IP Address/Subnet	Check/Do Not Check Authorization	Event Log
Destination Host/Port	Always Verify	
Request URL	Use Default Verification	Email
Request URL Category	Use Default Caching	SNMP
File Extensions	Do Not Cache	Trace
HTTP MIME Types	Force Cache	Combined Objects
Response Header	Mark/Do Not Mark As Advertisement	
Combined Objects	Enable/Disable Pipelining	
	Set Dynamic Categorization	
	Set External Filter Service	
	Set Client HTTP Compression	
	Set Server HTTP Compression	
	Manage Bandwidth	
	Set ICAP Request Service	
	Set ICAP Response Service	
	Set TTL	
	Modify Access Logging	
	Override Access Log Field	
	Combined Objects	
	Support /Do Not Support Persistent Server Requests	

Section B: Policy Layer and Rule Object Reference

## Forwarding Policy Layer Reference

The following table provides the objects available in the Forwarding policy layer.

<b>Source Objects</b>	<b>Destination Objects</b>	<b>Service Objects</b>	<b>Action Objects</b>	<b>Track Objects</b>
Streaming Client	Destination IP Address/Subnet	Client Protocol	Send Direct	Trace
Authenticated User	Destination Host/Port	Combined Objects	Integrate/Do Not Integrate New Hosts	
Client IP Address/Subnet	Server URL		Allow Content From Origin Server	
Client Hostname	Combined Objects		Serve Content Only From Cache	
Proxy IP Address/Port			Select SOCKS Gateway	
User			Select Forwarding	
Group			Reflect IP	
Attribute			Manage Bandwidth	
SOCKS Version			Set IM Transport	
P2P Client			Set SOCKS Gateway Compression	
Combined Objects			Set Streaming Transport	
			Combined Objects	

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## Section C: Detailed Object Column Reference

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This section contains the following topics:

- "Source Column Object Reference"
- "Destination Column Object Reference"
- "Service Column Object Reference"
- "Time Column Object Reference"
- "Action Column Object Reference"
- "Track Object Column Reference"
- "Comment Object Reference"
- "Using Combined Objects"
- "Creating Categories"

## Source Column Object Reference

A *source* object specifies the communication or Web transaction origin that is evaluated by the policy. Not all policy layers contain the same source objects.

---

**Important:** Because of character limitations required by the generated CPL, only alphanumeric, underscore, dash, ampersand, period, or forward slash characters can be used to define a source object name.

---

### Any

Applies to any source.

### Streaming Client

This is a static object. This rule applies to any request from a streaming client.

### Client Hostname Unavailable

This is a static object. This rule applies if the client IP address could not be looked up with a reverse DNS query.

### Authenticated User

This is a static object. This rule applies to any authenticated user.

## Section C: Detailed Object Column Reference

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### Client IP Address/Subnet

Specifies the IP address and, optionally, a subnet mask of a client. The policy defined in this rule applies only to this address or addresses on this subnet. This object is automatically named using the prefix Client; for example, Client: 1.2.0.0/255.255.0.0.

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Note: See "[Combined Source Object](#)" on page 602 for related information regarding this source object.

---

### Client Hostname

Specifies a reverse DNS hostname resolved in the reverse lookup of a client IP address. Enter the host name and select matching criteria. This object is automatically named using the prefix Client; for example, Client: host.com. If you select a matching qualifier, that attribute is appended to the object in parentheses. For example, Client: host.com (RegEx).

### Proxy IP Address/Port

Specifies the IP address and, optionally, a port on the ProxySG. The policy defined in this rule applies only to this address or addresses with this subnet.

### User

Specifies an individual user in the form of a verifiable username or login name. Enter a user name and an authentication realm. The dialog then displays different information depending on the type of authentication realm specified. Select the appropriate realm from the drop-down list. Items in the list are taken from the realms configured by the administrator in the ProxySG.

#### LDAP

You can optionally select a User Base DN from a drop-down list. Entries in the User Base DN list come from those specified by the administrator in the ProxySG. You can also edit an entry selected in the list, or type a new one. Edited names and new names are retained in the list. Notice in the Full Name field that VPM takes the User Attribute type specified by the administrator in the ProxySG (cn= in the following illustration), and associates it with the user name and Base DN entered here.

---

**Important:** When you configure a realm, the ProxySG assumes a default primary user attribute (sAMAccountName for Active Directory; uid for Netscape/iPlanet Directory Server/SunOne; cn for Novell NDS). You can accept the default or change it. Whatever is entered there is what VPM uses here, entering it in the Full Name display field once a Base DN is selected.

---

If the primary user attribute specified in the ProxySG differs from the primary user attribute specified in the directory server, enter the latter in the User field with the appropriate value (in the format attribute=value). This replaces the entry in the Full Name field. Examine the following screenshot. Assume that the organization uses *phone* as the primary attribute in its LDAP directory:

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### Section C: Detailed Object Column Reference

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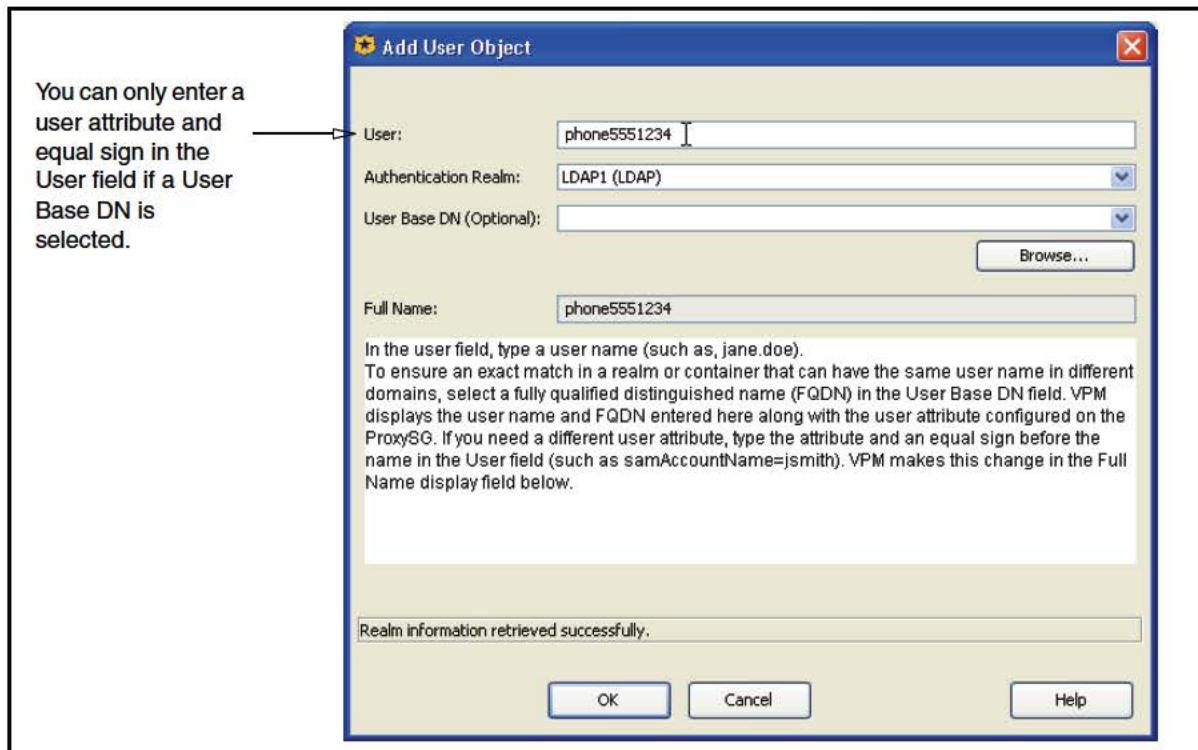


Figure 14-13: Specifying an LDAP primary user attribute

/WA

Entries in this list are not prepopulated. You must enter a name in the Domain Name field. An entered name is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays domain name and user name entered above.

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Section C: Detailed Object Column Reference

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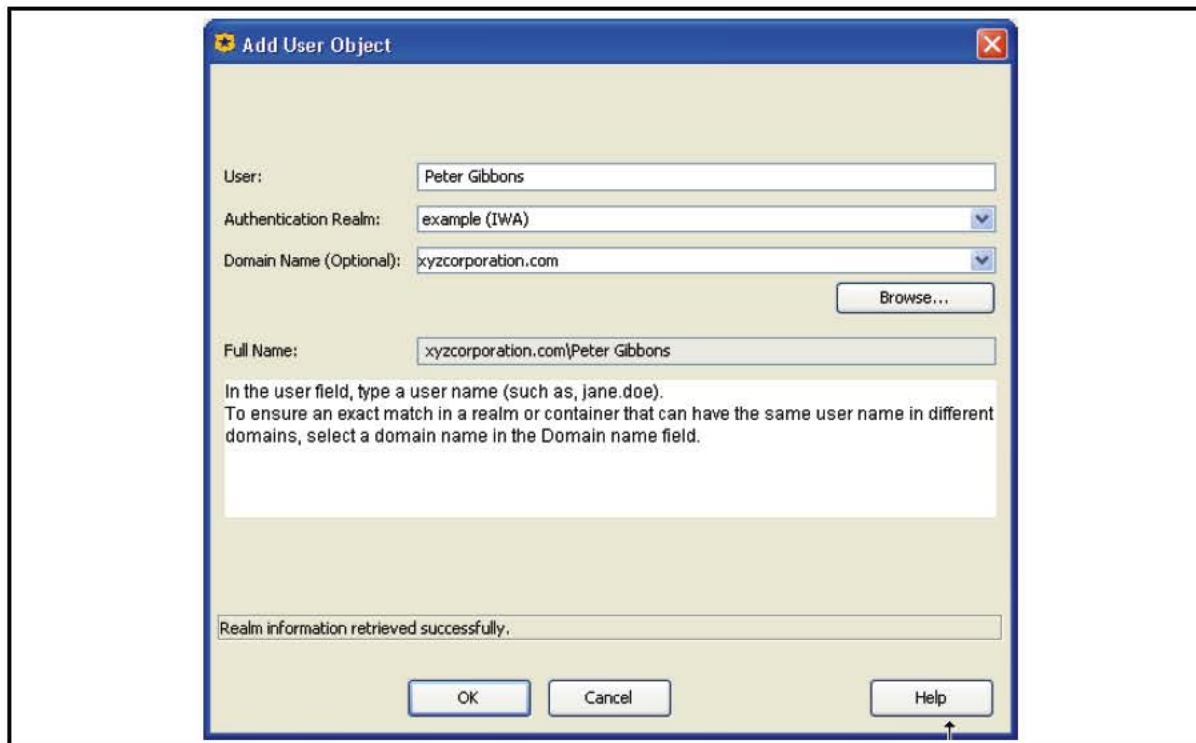


Figure 14-14: Adding an IWA User with a FQDN or DN

#### RADIUS

Entries in this list are not prepopulated. You must enter a name in the User field. An entered name is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays domain name and user name entered above.

#### Windows SSO

Entries in this list are not prepopulated. You must enter a name in the User field. Entries in the Domain Name list come from those specified by the administrator in the ProxySG. You can also edit an entry selected in the list, type a new one, or click Browse to manually select a name.

#### Local

Entries in this list are not prepopulated. You must enter a name in the User field. An entered name is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays domain name and user name entered above.

#### Certificate

If a Certificate realm is selected and that realm uses an LDAP realm as authentication realm, the Browse button is clickable. This option allows you to browse the LDAP database and select users, thus preventing typing errors possible from manually entering names in the fields. If the Certificate realm does not use an LDAP authentication realm, Browse is not displayed.

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## Section C: Detailed Object Column Reference

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### *Netegrity SiteMinder*

Entries in this list are not prepopulated. You must enter a name in the User field. An entered name is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays domain name and user name entered above.

### *Oracle COREid*

Entries in this list are not prepopulated. You must enter a name in the User field. An entered name is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays domain name and user name entered above.

### *Policy Substitution*

Entries in this list are not prepopulated. You must enter a name in the User field. An entered name is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays domain name and user name entered above.

### *Sequences*

Entries in this list are not prepopulated. You must enter a name in the User field. An entered name is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays domain name and user name entered above. From the Member Realm drop-down list, select an authentication realm (already configured on the ProxySG). Depending on the realm type, new fields appear.

## Group

Specifies a verifiable group name. Enter a user group and an authentication realm. The dialog then displays different information depending on the type of authentication realm specified.

- Group field—Replace the default with a verifiable group name.
- Authentication Realm field—Select the appropriate realm from the drop-down list. Items in the list are taken from the realms configured by the administrator in the ProxySG.
  - LDAP—Entries in the Group Base DN list come from those specified by the administrator in the ProxySG. You can also edit an entry selected in the list, or type a new one. Edited names and new names are retained in the list. Notice in the Full Name field that the VPM takes the User Attribute type specified by the administrator in the ProxySG (`cn=` in the following illustration), and conjoins it with the group name and Base DN entered here.

---

**Important:** When you create a group, the default attribute is `cn=` in the Full Name display field.

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## Section C: Detailed Object Column Reference

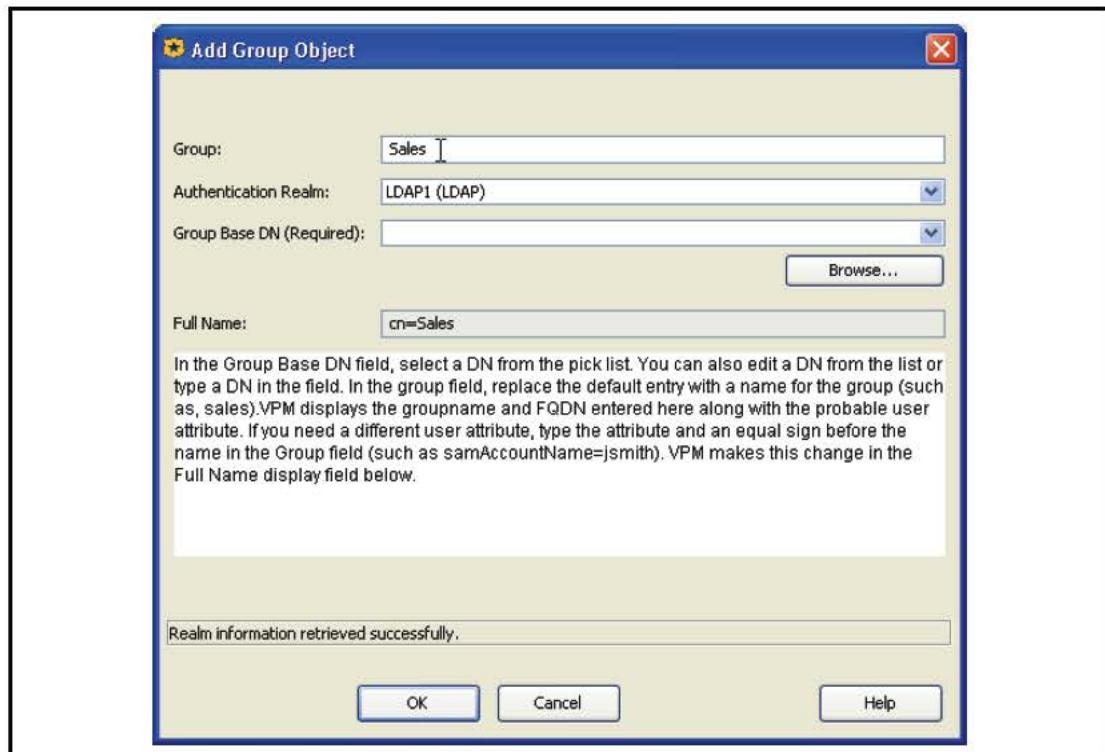


Figure 14-15: Creating an LDAP Group Object

If the primary user attribute specified in the ProxySG differs from the primary user attribute specified in the directory server, you need to enter the latter here. Do that by typing it in the Group field with the appropriate value (in the format attribute=value). Doing so replaces the entry in the Full Name field. Unlike the comparable situation when creating a user (described immediately above), when creating a group, the Group Base DN does not need to be selected in order to type the attribute=value pair in the Group field.

- **IWA**—Entries in this list are not prepopulated. You must enter a name in the Domain Name field. A name typed in is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays the domain name and group name entered above.
- **RADIUS**—Entries in this list are not prepopulated. You must enter a name in the Group field.

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Section C: Detailed Object Column Reference

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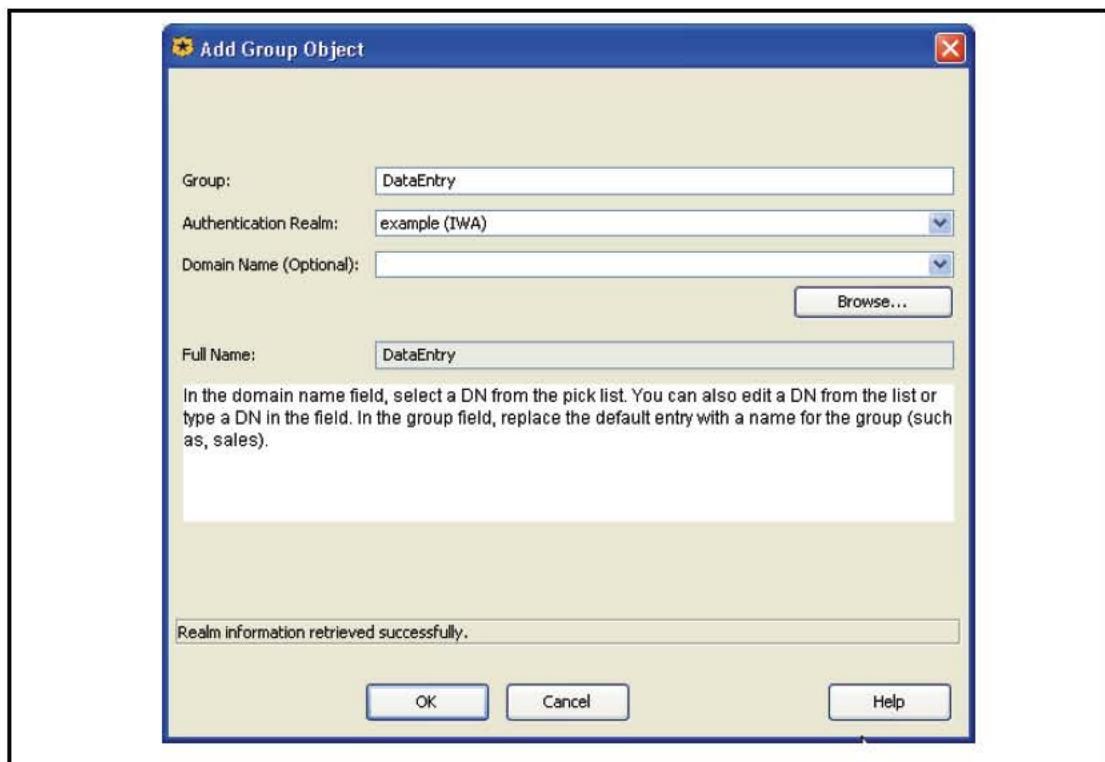


Figure 14-16: Creating an IWA group object.

- Windows SSO—Entries in this list are not prepopulated. You must enter a name in the Group field.
- Local—Entries in this list are not prepopulated. You must enter a name in the Group field. A name typed in is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays the group name entered above.
- Certificate—if a Certificate realm is selected and that realm uses an LDAP realm as authentication realm, the Browse button is clickable. This option allows you to browse the LDAP database and select users, thus preventing typing errors possible from manually entering names in the fields. If the Certificate realm does not use an LDAP authentication realm, Browse is not displayed.
  - Netegrity SiteMinder—Entries in this list are not prepopulated. You must enter a name in the Group field. A name typed in is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays the group name entered above.
  - Oracle COREid—Entries in this list are not prepopulated. You must enter a name in the Group field. A name typed in is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays the group name entered above.
  - Policy Substitution—Entries in this list are not prepopulated. You must enter a name in the Group field. A name typed in is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays the group name entered above.

## Section C: Detailed Object Column Reference

- **Sequences**—Entries in this list are not prepopulated. You must enter a name in the Group field. An entered name is retained and can subsequently be selected and edited. Notice in the Full Name field that VPM displays domain name and user name entered above. From the Member Realm drop-down list, select an authentication realm (already configured on the ProxySG). Depending on the realm type, new fields appear.

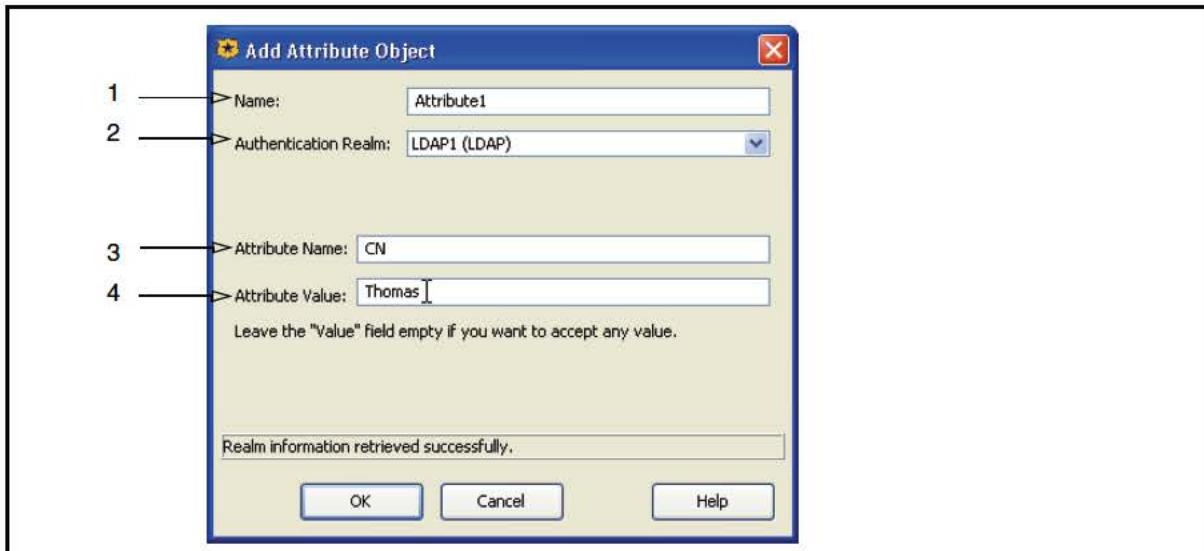
### Attribute

Specifies an LDAP or Radius realm-specific attributes.

#### LDAP

Specifies a specific LDAP attribute (and optional value).

*To specify an LDAP attribute:*



1. In the **Name** field, enter a name for the object or leave as is to accept the default.
2. From the **Authentication Realm** drop-down list, select All LDAP or a specific realm.
3. In the **Attribute Name** field, enter a valid attribute.
4. In the **Attribute Value** field, enter value for the specified LDAP attribute, or leave blank to accept any value.

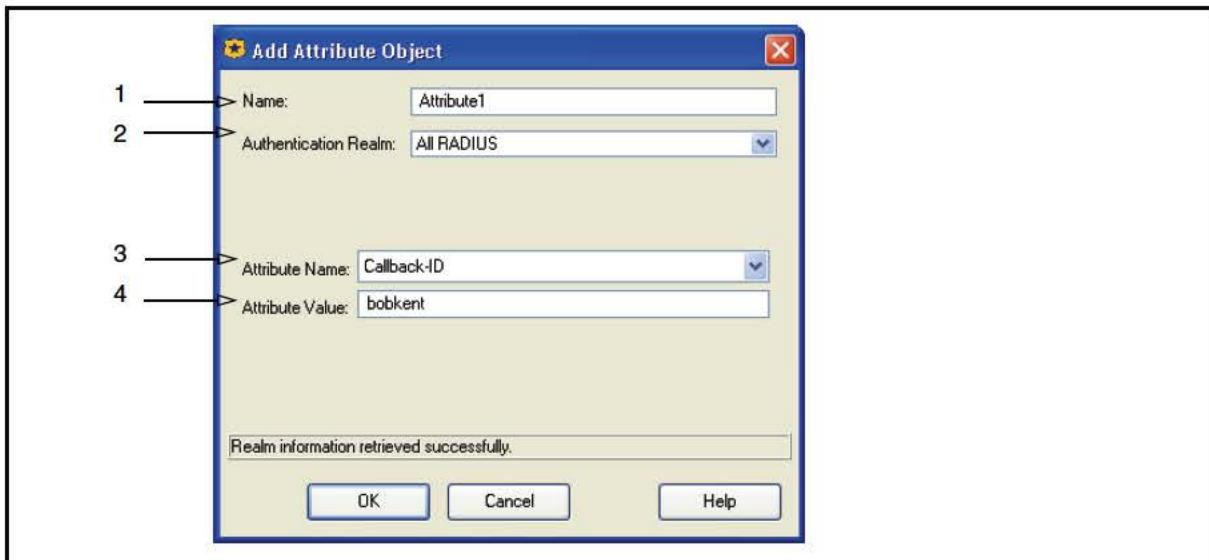
The above example sets a Common Name (CN) attribute with the value of Kent to the LDAP1 realm.

#### RADIUS

Specifies a RADIUS attribute.

### Section C: Detailed Object Column Reference

*To specify a RADIUS attribute:*



1. In the Name field, enter a name for the object or leave as is to accept the default.
2. Select All RADIUS or a specific realm.
3. Select an Attribute Name.
4. Enter an Attribute Value for the Attribute Name.

### DNS Request Name

Specifies a DNS request. Enter the host name and select matching criteria. This object is automatically named using the prefix DNS; for example, DNS: host.com. If you select a matching qualifier, that attribute is appended to the object in parentheses. For example, DNS: host.com (RegEx).

### RDNS Request IP Address/Subnet

Specifies the reverse DNS IP address and, optionally, a subnet mask. The policy defined in this rule applies only to this address or addresses on this subnet. This object is automatically named using the prefix RDNS; for example, RDNS: 5.6.0.0/255.255.0.0.

### DNS Request Opcode

Specifies OPCODEs to represent in the DNS header.

*To Specify a DNS Request OPCODE Object*

1. In the Name field, enter a custom name or leave as is to accept the default.
2. Select one or more of the OPCODEs.
3. Click OK.

## Section C: Detailed Object Column Reference

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### DNS Request Class

Specifies the DNS request class (QCLASS) properties.

*To specify a DNS Request Class object:*

1. In the Name field, enter a custom name or leave as is to accept the default.
2. Select one or more of the request classes.
3. Click OK.

### DNS Request Type

Specifies the DNS request types (QTYPE) attributes.

*To specify a DNS Request Type object:*

1. In the Name field, enter a custom name or leave as is to accept the default.
2. Select one or more of the request types.
3. Click OK.

### DNS Client Transport

Specifies the DNS client transport method, UDP or TCP.

*To specify a DNS Client Transport object:*

1. Select UDP Transport or TCP Transport. This object is automatically named using the prefix DNS; for example, DNS: Client Transport UDP.
2. Click OK.

### SOCKS Version

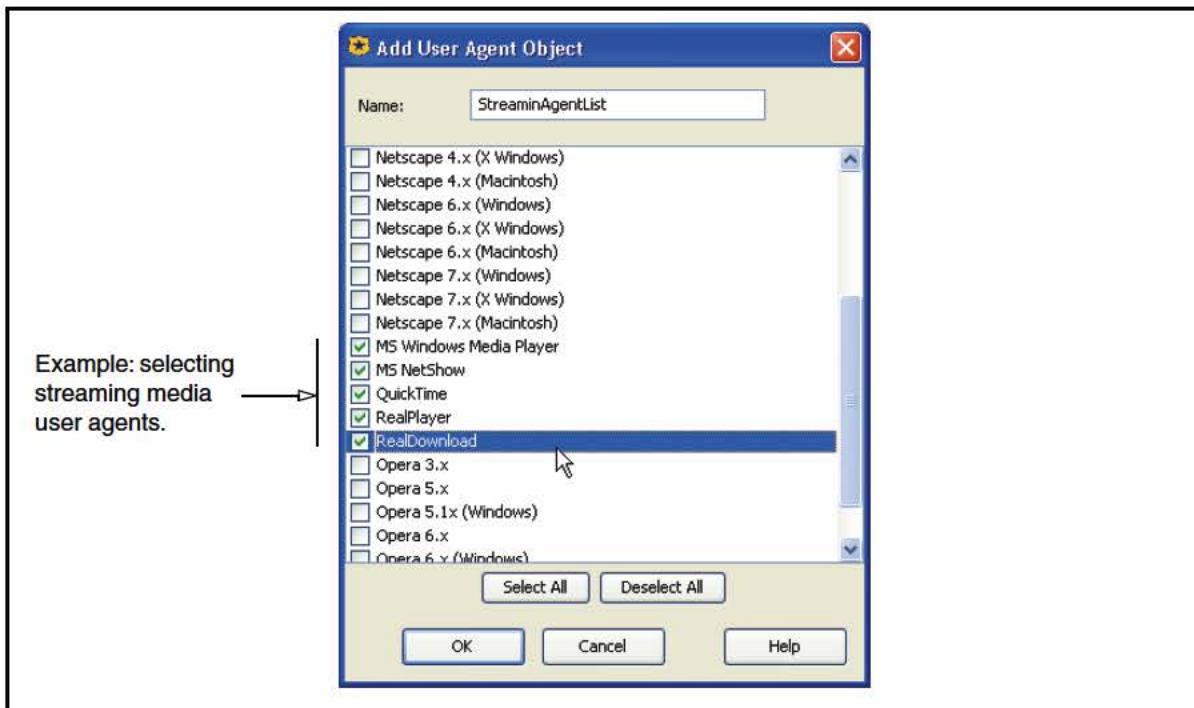
Specifies the SOCKS version, 4 or 5. This object is automatically named as SOCKSVersion4 or SOCKSVersion5.

### User Agent

Specifies one or more agents a client might use to request content. The choices include specific versions of: Microsoft Internet Explorer, Netscape Communicator, Microsoft Windows Media Player and NetShow, Real Media RealPlayer and RealDownload, Apple QuickTime, Opera, and Wget.

The policy defined in this rule applies to these selected agents. You can name this list and create other custom lists to use with other policy layer rules.

### Section C: Detailed Object Column Reference



**Note:** If you require a user agent not contained in this list, use the Request Header object, which can contain user agent specified as a header.

## IM User Agent

Checks the specified string for a match in the user agent provided by the IM client. For example, specify the string *Lotus* to distinguish between the *Lotus AOL* client and the standard AOL client.

*To specify a header:*

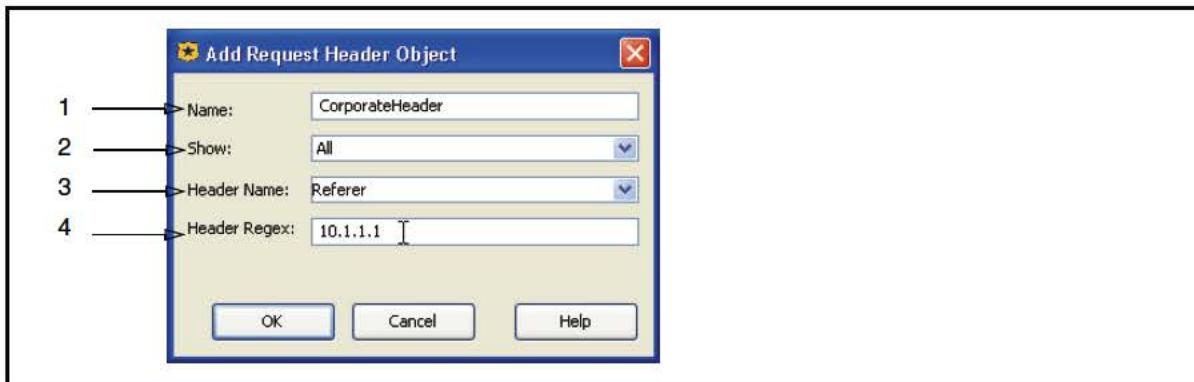
1. In the IM User Agent field, enter a string.
2. From the drop-down list, select a matching criteria.
3. Click Add.

## Request Header

Specifies the rule applies to requests containing a specific header. Blue Coat supplies a list of standard headers, but you can also select a custom header.

**Section C: Detailed Object Column Reference**

*To specify a request header:*



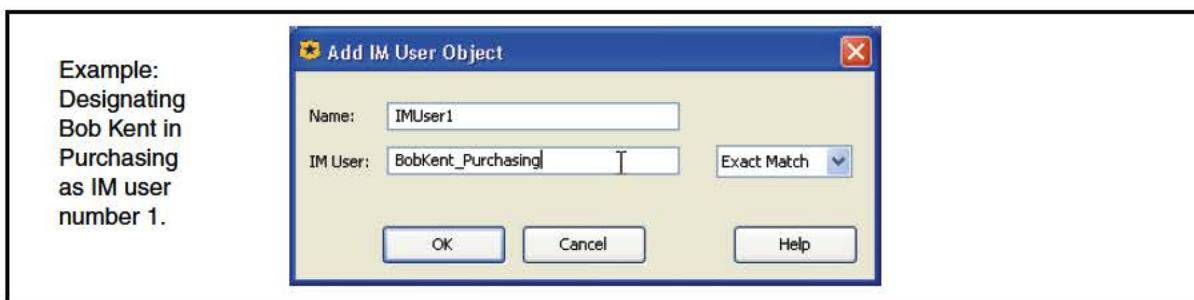
1. In the Name field, enter a custom name or leave as is to accept the default.
2. From the Show drop-list select the viewing field from All to Standard or Custom, as desired. Standard displays only the default standard headers. Custom displays any admin-defined headers that exist.
3. From the Header Name drop-list, select a standard or custom header or enter a new custom header name.
4. In the Header Regex field, enter the header values to which this rule applies.

**Client Certificate**

Allows for testing common name and subject fields in client certificates.

**IM User**

Specifies an IM user by their handle. IM traffic sent to or from this user is subject to this rule. You can enter a complete user ID, a string that is part of a user ID, or a string with a regular expression. Select the match type from the drop-down list to the right (Exact, Contains, or RegEx).



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## Section C: Detailed Object Column Reference

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### P2P Client

Specifies peer-to-peer (P2P) clients.

*To specify P2P Clients:*

1. In the Name field, enter a name for the object or accept the default.
2. Select All P2P Clients (all protocols become selected), or one or more P2P protocols.
3. Click OK.

### Client Negotiated Cipher

Allows the testing of the SSL cipher in use between the ProxySG and the browser.

*To specify a Client Negotiated Cipher:*

1. In the Name field, enter a name for the object or accept the default.
2. Select one or more cipher codes valid for this rule.
3. Click OK.

### Client Negotiated Cipher Strength

Tests the cipher strength between a ProxySG-to-browser (client) HTTPS connection.

*To specify a Client Negotiated Cipher Strength:*

1. In the Name field, enter a name for the object or accept the default.
2. Select one or more of the strength options valid for this rule: Export, High, Medium, Low.
3. Click OK.

Low, Medium, and High strength ciphers are *not* exportable.

### Client Negotiated SSL Version

Tests the SSL version between a ProxySG-to-browser (client) HTTPS connection.

*To specify a Client Negotiated SSL Version:*

1. In the Name field, enter a name for the object or accept the default.
2. Select one or more of the version options valid for this rule: SSL 2.0, SSL 3.0, or TLS 1.0.
3. Click OK.

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## Section C: Detailed Object Column Reference

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### Combined Source Object

Allows you to create an object that combines different source types. Refer to "[Using Combined Objects](#)" on page 660.

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**Note:** Blue Coat strongly recommends that combined objects with large lists of Client IP Address/Subnet values (see "[Client IP Address/Subnet](#)" on page 590) do not contain other source objects. If other source objects are present, the policy evaluation might experience a significant performance degradation.

---

### Source Column/Policy Layer Matrix

The following matrix lists all of the Source column objects and indicates which policy layer they apply to.

Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Streaming Client								x		
Client Hostname Unavailable					x	x	x	x		
Authenticated User						x		x		x
Client IP Address/Subnet	x	x	x	x	x	x	x	x		x
Client Hostname	x			x	x	x	x	x		x
Proxy IP Address/Port	x	x	x	x	x	x	x	x		x
User		x				x		x		x
Group		x				x		x		x
Attribute		x				x		x		x
DNS Request Name			x							
RDNS Request IP Address/Subnet			x							
DNS Request Opcode			x							
DNS Request Class			x							
DNS Request Type			x							
DNS Client Transport			x							
SOCKS Version				x				x		x
User Agent							x	x		

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### Section C: Detailed Object Column Reference

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Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
IM User Agent								x		
Request Header							x	x		
Client Certificate						x				
IM User								x		
P2P Client								x		x
Client Negotiated Cipher						x		x		
Client Negotiated Cipher Strength						x		x		
Client Negotiated SSL Version						x				
Combined Objects	x	x	x	x	x	x	x	x		x

## Destination Column Object Reference

A *destination* object specifies the communication or Web traffic destination that is evaluated by the policy. Not all policy layers contain the same destination objects.

---

**Important:** Because of character limitations required by the generated CPL, only alphanumeric, underscore, dash, ampersand, period, or forward slash characters can be used to define a destination object name.

---

### Any

Applies to any destination.

### DNS Response Contains No Data

This is a static object.

### Destination IP Address/Subnet

Specifies the IP address and, optionally, a subnet mask of a destination server. The policy defined in this rule only applies to this address only or addresses within this subnet. This object is automatically named using the prefix Destination; for example, Destination: 1.2.0.0/255.255.0.0.

## Section C: Detailed Object Column Reference

### Destination Host/Port

Specifies the hostname or port of a destination server. The policy defined in this rule applies to this host on this port only. Enter the host name and port number, and select matching criteria. This object is automatically named using the prefix Destination; for example, Destination: company.com:80.

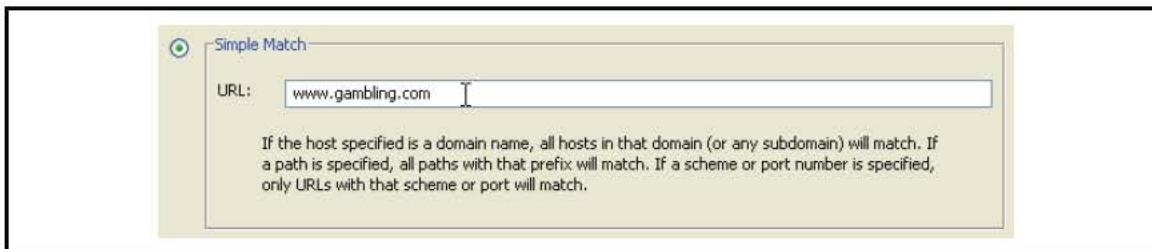
### Request URL

Applies to a URL request sent by the client to the ProxySG.

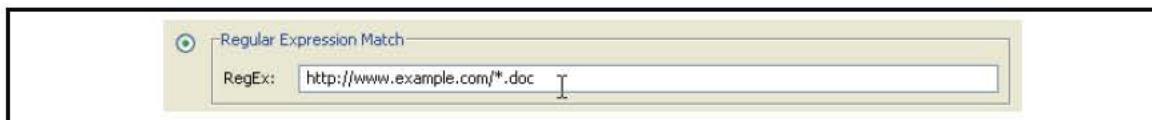
*To check for a match against requested URL:*

Select an option and enter the required information in the fields:

- Simple Match**—Matches a partial URL. If a host name is specified, all hosts in that domain or subdomain match; if a path is specified, all paths with that path prefix match; if a scheme or port number is specified, only URLs with that scheme or port match. This object is automatically named using the prefix URL; therefore, the object is displayed in the rule as URL: host.com.

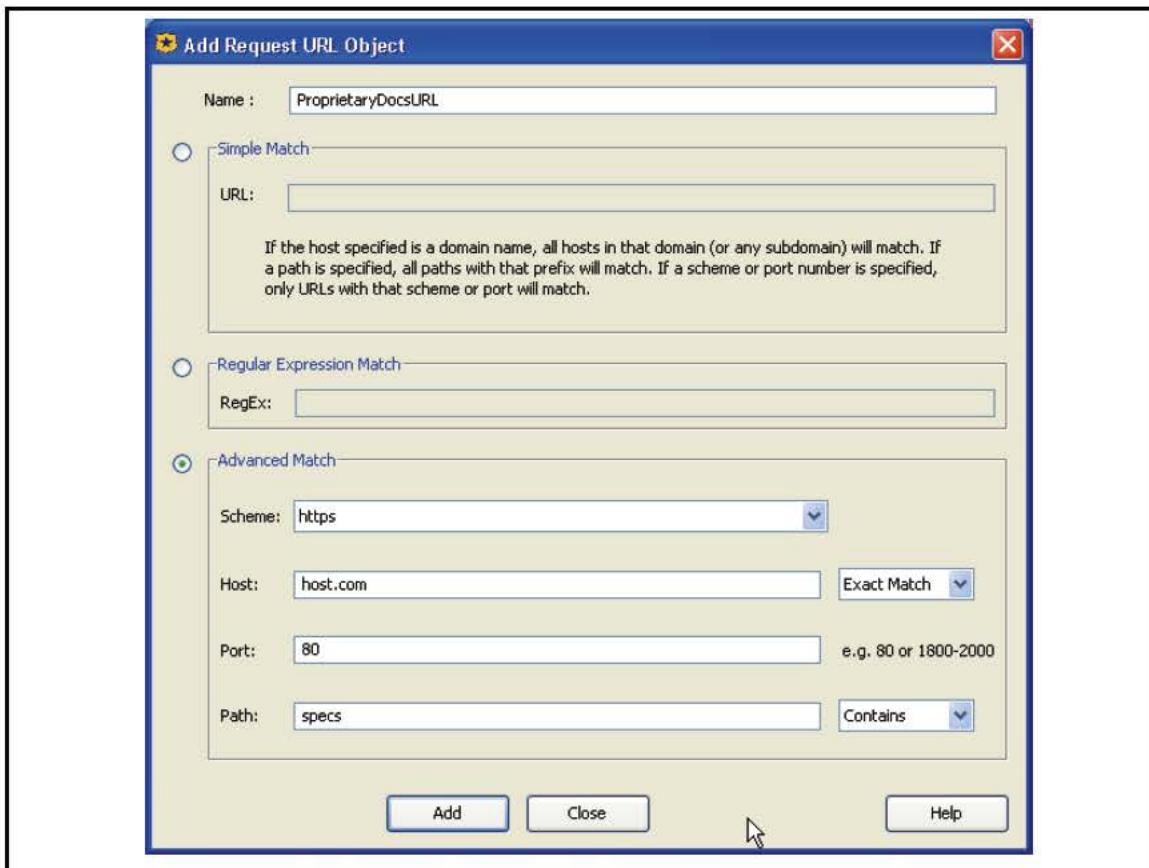


- Regular Expression Match**—Specifies a regular expression. This object is automatically named using the prefix URL; therefore, the object is displayed as URL: host.com (RegEx).



- Advanced Match**—Specifies a scheme (protocol), host, port range, and/or path. Unlike the other options on this dialog, selecting Advanced Match allows you to enter a name at the top of the dialog to name the object. With host and path, you can select from the drop-down list to match exactly as entered or parts thereof: Exact Match, Contains, At Beginning, At End, or RegEx. If you select a matching qualifier, that attribute is appended to the object in parentheses. For example, URL: host.com (Contains).

## Section C: Detailed Object Column Reference



### Request URL Category

Allows you to create and customize categories of URLs. Requested URLs are checked for matches and categorized and evaluated for further action dependent upon content filtering policy.

- Policy**—Displays all current pre-defined and user created URL categories. This includes all category-related configurations created in the VPM, as well as in the Local and Central policy files (once installed). Select and deselect categories as required.

You can also create new categories from this dialog, which is similar to the dialog accessed through the VPM Menu Bar as described in "Creating Categories" on page 666.

If you enable a service, such as a content filter, those relevant categories appear in this object.

- Blue Coat**—If you are employing Blue Coat Web Filter, those categories appear here.
- System**—Displays hard-coded ProxySG configurations. These are not editable, but you can select or deselect them.

## Section C: Detailed Object Column Reference

*To create a policy category:*

1. Select Policy; click Add. The Object Name dialog appears.
2. Name the category and click OK.
3. Drop the Policy list and select the created category; click Edit URLs. The Edit Locally Defined Category Object dialog appears.
4. Enter URLs appropriate for the content filter category you are creating; click OK.
5. Click OK.

---

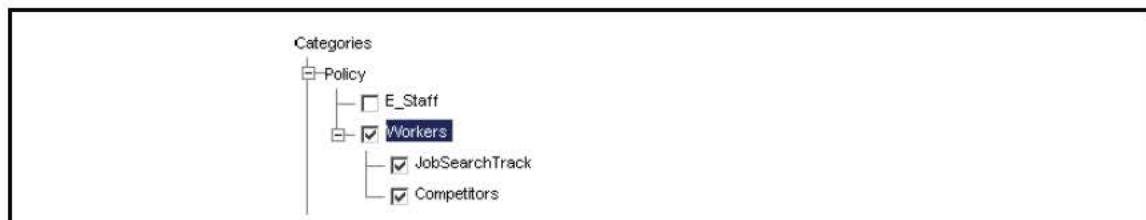
**Note:** If one or more other administrators have access to the ProxySG through other workstations and are creating categories either through VPM or with inline commands, consider that newly-created or edited categories are not synchronized until the policy is installed. When the policy is installed with VPM, the categories are refreshed. If confusion occurs, select the File>Revert to Existing Policy on ProxySG Appliance option to restore the policy to the previous state and reconfigure categories.

---

### Category Hierarchy Behavior

Once categories have been created, they can be selected and deselected as required. If you create sub-categories (a parent and child category hierarchy), the category selection behavior is the following:

- Selecting a parent category automatically selects all child categories if no child categories are already selected.



- Deselecting a parent category automatically deselects all child categories if all child categories are already selected.
- If one or more of the child categories are already selected or deselected, selecting or deselecting the parent category does *not* affect child categories—the status of selected or deselected remains the same.



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### Section C: Detailed Object Column Reference

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This behavior applies to as many levels as you create.

#### Category

Functions the same as "Request URL Category", but this object is unique to the DNS Access Layer.

#### Server URL

This object functions the same as the "Request URL" object, but applies to a URL sent from the ProxySG to a server. If the ProxySG is performing URL rewrites, the URL sent from the client might change, which requires another URL matching check.

#### Server Certificate

Allows testing of server certificate attributes to be used by the ProxySG-to-server HTTPS connections. Select one of the options:

- Hostname: This is the hostname you want to match in the server certificate. After you enter the hostname, select from the dropdown list one of the following: Exact Match, Contains, At Beginning, At End, Domain, or Regex.
- Subject: This is the fully qualified subject name in the server certificate. After you enter the subject, select from the dropdown list one of the following: Exact Match, Contains, At Beginning, At End, Domain, or Regex.

#### Server Certificate Category

Functions the same as the "Request URL Category" object, but the piece of information used for matching and categorizing is the hostname in the server certificate.

#### Server Negotiated Cipher

Tests the cipher suites used in a ProxySG-to-server connection.

*To specify a Server Negotiated Cipher:*

1. In the Name field, enter a name for the object or accept the default.
2. Select one or more cipher codes valid for this rule.
3. Click OK.

## Section C: Detailed Object Column Reference

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### Server Negotiated Cipher Strength

Specifies the cipher strength between a ProxySG-to-server HTTPS connection.

*To specify a Server Negotiated Cipher Strength:*

1. In the Name field, enter a name for the object or accept the default.
2. Select one or more of the strength options valid for this rule: Export, High, Medium, or Low.
3. Click OK.

Low, Medium, and High strength ciphers are *not* exportable.

### Server Negotiated SSL Version

Specifies the SSL version between a ProxySG-to-server HTTPS connection.

*To specify a Server Negotiated SSL Version:*

1. In the Name field, enter a name for the object or accept the default.
2. Select one or more of the version options valid for this rule SSL 2.0, SSL 3.0, or TLS 1.0.
3. Click OK.

### File Extensions

Creates a list of file extensions. The rule is triggered for content with an extension matching any on the list. You can create multiple lists that contain various extensions to use in different rules. For example, create a list called Images, and select file extension types such as GIF, JPEG, BMP, XPM, and so on.

### HTTP MIME Types

Creates a list of HTTP MIME content types. The rule is triggered for content matching any on the list. You can create multiple lists that contain various MIME types to use in different rules. For example, create a list called MicrosoftApps, and select MIME types application/vnd.ms-excel, application/vnd.ms-powerpoint, application/vnd.ms-project, and application/vnd.works.

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**Note:** If you require a MIME type not contained in this list, use a Request URL object that uses the At End matching criteria.

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## Section C: Detailed Object Column Reference

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### Apparent Data Type

The options in this object identify data content associated with Microsoft DOS and Windows executable files. When used in a deny policy, the purpose of this object to deny executable downloads and block *drive-by* installation of spyware.

*To specify Apparent Data Type:*

1. In the Name field, enter a name for the object or accept the default.
2. Select one or both of the following data types:
  - DOS/Windows Executable: Any type of Windows executable file, such as .exe files (the most common type of Microsoft executable file, which is self-extracting); .dll files (also self-extracting, but require another executable file), and .ocx files (ActiveX control files that can be installed if the browser security level is set to low). Windows PE, LE, and NE executable types are recognized.
  - Microsoft Cabinet File: Although not executable themselves, .cab (cabinet) files are used by spyware programs to propagate ActiveX controls. Code in HTML pages reference .cab files, which, from the inside, instruct the browser to download and extract ActiveX components.
3. Click OK.

### Response Code

Specifies the rule applies to content responses containing a specific HTTP code. Select a code from the drop-down list. You can name the rule object or accept the default name.

### Response Header

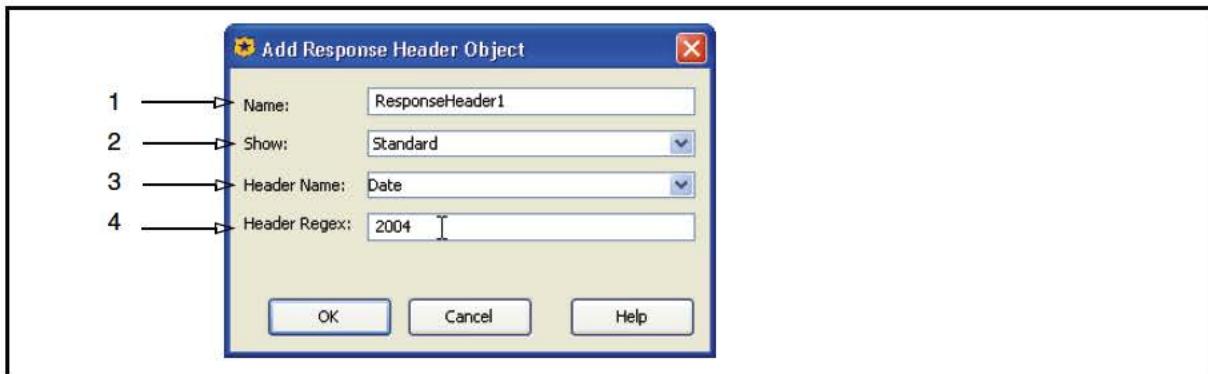
Specifies the rule applies to content responses containing a specific header. Blue Coat supplies a list of standard headers, but you can also enter a custom header.

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## Section C: Detailed Object Column Reference

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*To specify a header:*



1. In the **Name** field, enter a custom name or leave as is to accept the default.
2. From the **Show** drop-down list select the viewing field from All to Standard or Custom, as desired. Standard displays only the default standard headers. Custom displays any admin-defined headers that exist.
3. From the **Header Name** drop-down list, select a standard or custom header.
4. In the **Header Regex** field, enter the header string this rule applies to.

### IM Buddy

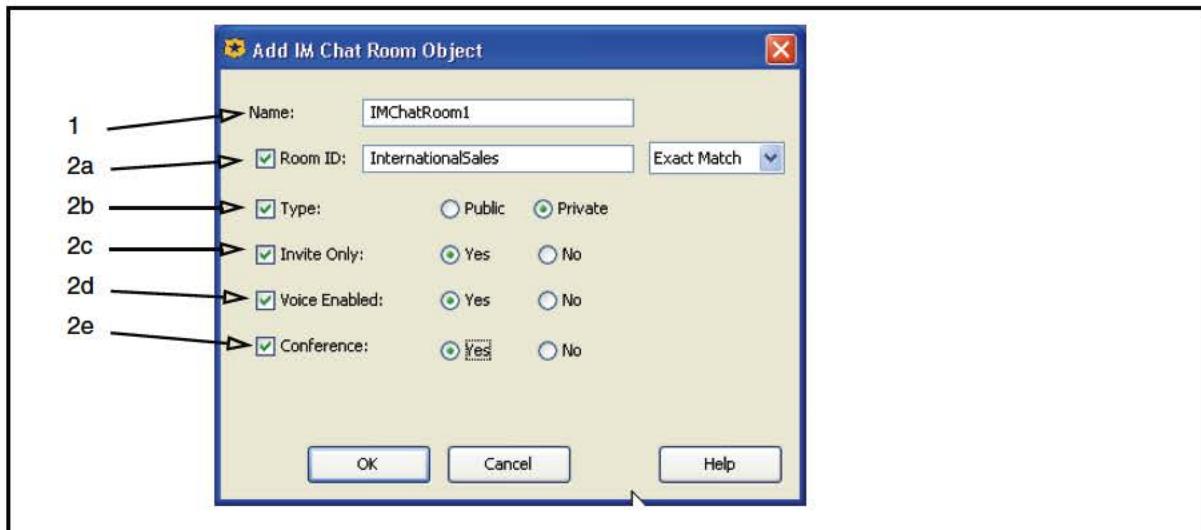
Specifies an IM buddy by their handle. IM traffic sent to or from this buddy is subject to this rule. You can enter a complete buddy ID, a string that is part of a buddy ID, or a string with a regular expression. Select the match type from the drop-down list to the right (Exact, Contains, or RegEx).

### IM Chat Room

Specifies an IM chat room by name or other triggers. IM traffic sent to this chat room is subject to this rule.

### Section C: Detailed Object Column Reference

*To create a chat room trigger:*



1. In the Name field, enter a name for the object or leave as is to accept the default.
2. Select one or more of the following triggers:
  - a. Room ID—Specifies a specific IM chat room by its name. Enter a name and from the drop-down list select an option: Exact Match, Contains, or RegEx.
  - b. Type—Specifies whether the room is Private or Public.
  - c. Invite Only—Specifies to trigger if user must be invited or not.
  - d. Voice Enabled—Specifies whether room supports voice chat or not.
  - e. Conference—Specifies whether room has conference capability or not.
3. Click OK.

### DNS Response IP Address/Subnet

Specifies the destination DNS IP address and, optionally, a subnet mask. The policy defined in this rule only applies to DNS responses containing this address or addresses within this subnet. This object is automatically named using the prefix DNS; for example, DNS: 1.2.3.4/255.255.0.0.

### RDNS Response Host

Specifies a reverse DNS response hostname resolved in the reverse lookup of a client IP address. Enter the host name and select matching criteria. This object is automatically named using the prefix RDNS; for example, RDNS: host.com. If you select a matching qualifier, that attribute is appended to the object in parentheses. For example, RDNS: host.com (RegEx).

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## Section C: Detailed Object Column Reference

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### DNS Response CNAME

Specifies the rule applies to DNS CNAME responses matching a given hostname. Enter the host name and select matching criteria. This object is automatically named using the prefix DNS CNAME; therefore, the object is displayed as DNS CNAME: host.com.

### DNS Response Code

Specifies the rule applies to DNS responses containing a specific DNS Response code. Select one or more codes from the list. You can name the rule object or accept the default name.

### Combined Destination Objects

Allows you to create an object that combines different destination types. Refer to ["Using Combined Objects" on page 660](#).

### Destination Column/Policy Layer Matrix

The following matrix lists all of the Destination column objects and indicates which policy layer they apply to.

Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Destination IP Address/Subnet					x	x	x	x	x	x
Destination Port					x	x	x	x	x	x
Request URL					x	x	x	x	x	x
Request URL Category					x	x	x	x	x	
Category			x							
Server URL					x	x				
Server Certificate					x	x				
Server Certificate Category					x	x				
Server Negotiated Cipher						x				
Server Negotiated Cipher Strength						x				
Server Negotiated SSL Version						x				
File Extensions								x	x	
HTTP MIME Types								x	x	

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### Section C: Detailed Object Column Reference

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Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Apparent Data Type						x				
Response Header								x		
Response Code								x		
IM Buddy								x		
IM Chat Room								x		
DNS Response IP Address/Subnet			x							
RDNS Response Host			x							
DNS Response CNAME			x							
DNS Response Code			x							
Combined Objects			x				x	x	x	x

## Service Column Object Reference

A *service* object specifies a service type, such as a protocol, that is evaluated by the policy. Not all policy layers contain the same service objects.

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**Important:** Because of character limitations required by the generated CPL, only alphanumeric, underscore, dash, ampersand, period, or forward slash characters can be used to define a service object name.

---

### Any

Applies to any service.

### Using HTTP Transparent Authentication

This is a static object. The rule applies if the service is using HTTP transparent authentication.

### Virus Detected

This is a static object. The rule applies if ICAP scanning detects a virus.

### Client Protocol

Specifies the client protocol types and subsets. From the first drop-down list, select a type from the drop-down list: Endpoint Mapper, FTP, HTTP, HTTPS, Instant Messaging, P2P, Shell, SOCKS, SSL, Streaming, or TCP Tunneling.

## Section C: Detailed Object Column Reference

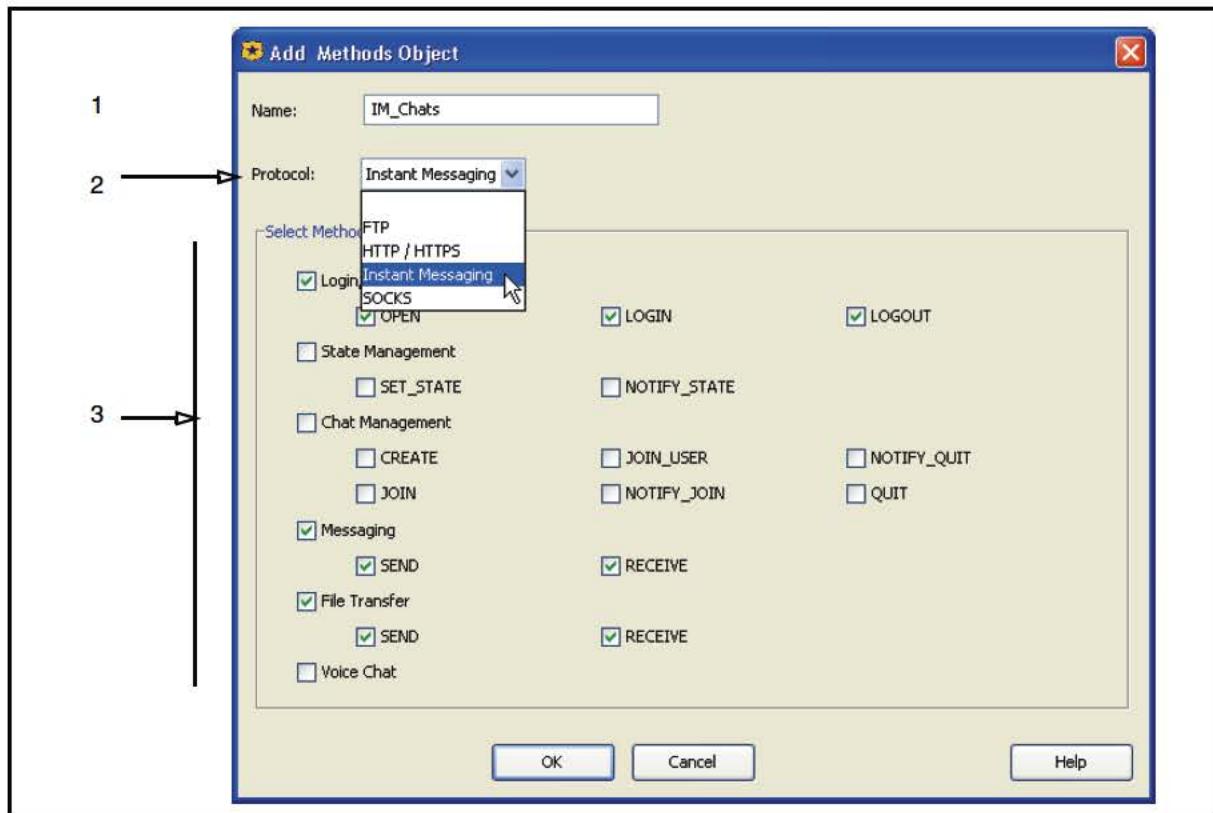
The second drop-down list allows you to select a protocol subset (these options vary depending on the selected protocol):

- All—Applies to all communication using this type of protocol.
- Pure—Applies if the protocol is using a direct connection.
- Over—Applies if a protocol is communicating through a specific transport method.
- Unintercepted SSL—Applies to SSL traffic that is not intercepted.

## Protocol Methods

Specifies the protocol methods that trigger a rule.

*To specify a protocol method:*



1. In the Name field, enter a name or accept the default.
2. From the Protocol drop-down list, select one of the options: FTP, HTTP, HTTPS, Instant Messaging, SOCKS.
3. Select connection methods. These options vary depending on the selected protocol. The above example demonstrates basic Instant Messaging connections.
4. Click OK.

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### Section C: Detailed Object Column Reference

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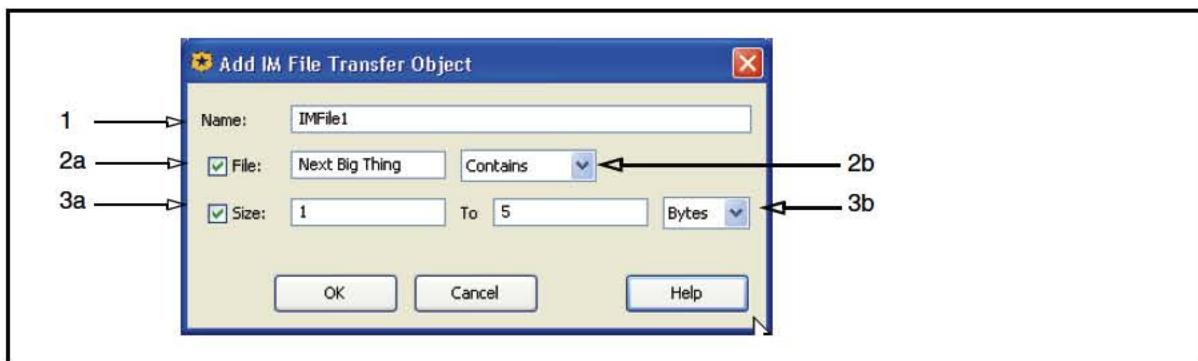
#### SSL Proxy Mode

Specifies the deployment mode of the SSL proxy: HTTPS Forward Proxy requests, HTTPS Reverse Proxy requests, Unintercepted SSL requests. This object allows you to apply policy to a subset of SSL traffic going through the ProxySG. For example, this object can be used to enforce strong cipher suites for HTTPS reverse proxy requests while, allowing all ciphers suites for HTTPS forward proxy requests.

#### IM File Transfer

Specifies the rule is applied to IM file transfers, which can be triggered by matching the file name, file size, or both.

*To specify IM file transfer parameters:*



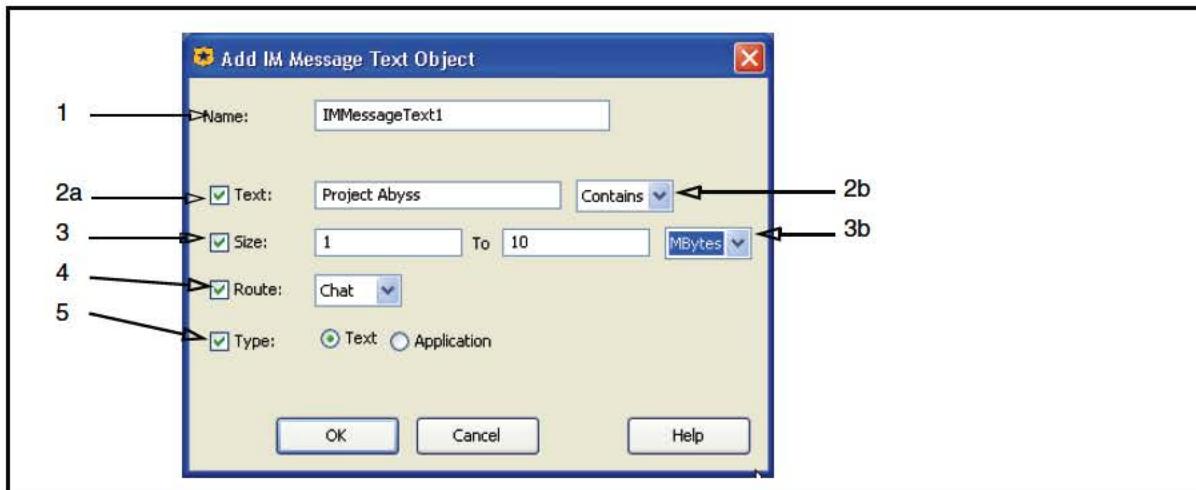
1. In the Name field, enter a name for the object or accept the default.
2. To trigger by file name:
  - a. Select File; in the File field, specify a file name;
  - b. From the drop-down list, select if file is matched exactly (Exact Match), if the file contains the name (Contains), or matched by regular expression (RegEx).
3. To trigger by message size:
  - a. Select Size and enter a range.
  - b. From the drop-down list, select the size attribute: Bytes, Kbytes, MBytes, or GBytes.

#### IM Message Text

Specifies the rule is applied to IM message text, which can be triggered by any or all of the following: matching content keywords, message size, service type, and whether the content type is text or application.

## Section C: Detailed Object Column Reference

*To specify IM message text parameters:*



1. In the Name field, enter a name for the object or accept the default.
2. To trigger by content keywords:
  - a. Select Text; in the Text field, specify a keyword.
  - b. From the drop-down list, select if the file contains the text (Contains), or if it is to be matched by regular expression (RegEx).
3. To trigger by message size:
  - a. Select Size; enter a range.
  - b. From the drop-down list, select the size attribute: Bytes, Kbytes, MBytes, or GBytes.
4. To specify the message route, select Route. From the drop-down list, select Service, Direct, or Chat.
5. To specify message type, select Text or Application.
  - Text specifies messages entered by a user.
  - Application specifies messages sent by the client application, such as typing notifications.

## IM Message Reflection

Allows policy to test whether or not reflection is enabled for the current message and, if enabled, whether it is possible.

- Succeeded—IM reflection is enabled and is performed for this message.
- Failed—IM reflection is enabled, but not possible for this message because the recipient is not connected through this ProxySG.
- Disabled—IM reflection is not enabled for this message.

The objects are automatically named based on the selection and can be used in any rule.

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## Section C: Detailed Object Column Reference

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### Streaming Content Type

Specifies streaming protocols.

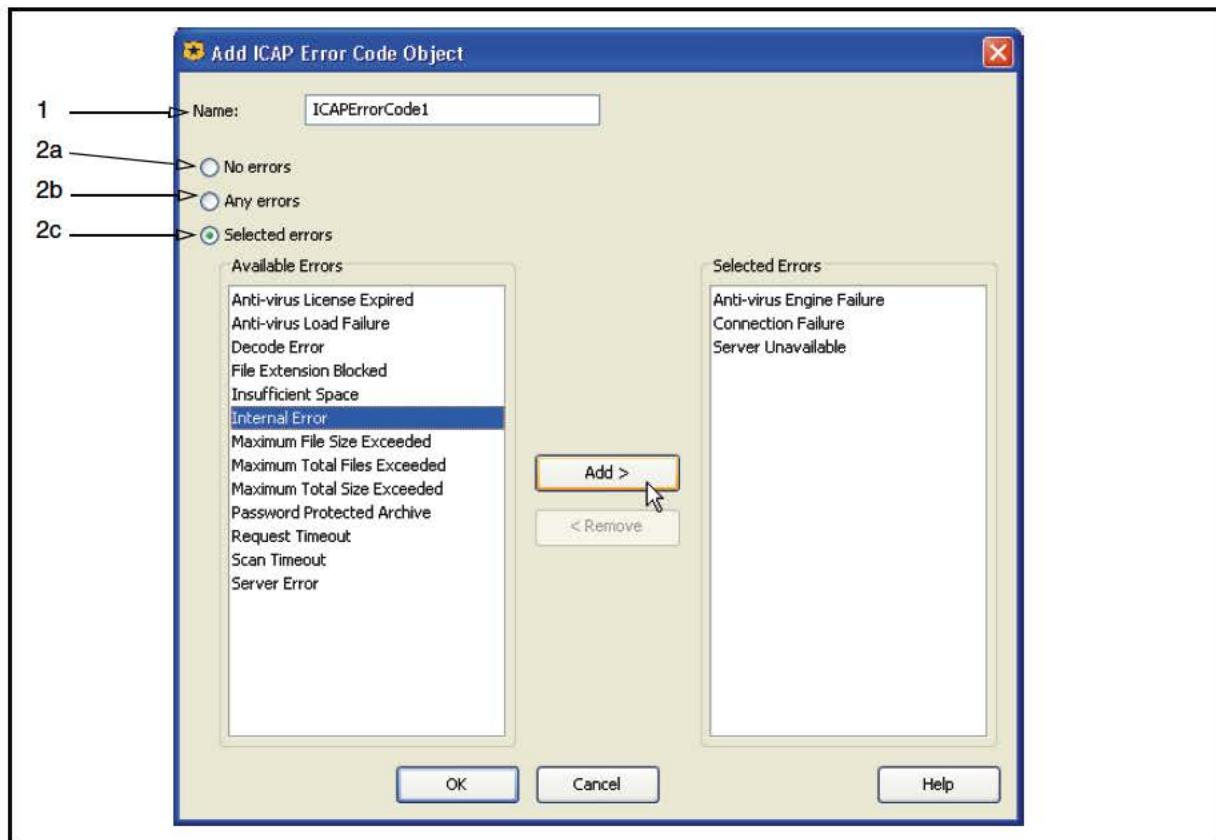
*To specify streaming protocols:*

1. In the Name field, enter a name for the object or accept the default.
2. Select All Streaming Content (all protocols become selected), or one or more streaming protocols.
3. Click OK.

### ICAP Error Code

Defines an object that recognizes one or more ICAP error codes returned during an antivirus scan. The rule applies if the scan returns the specified errors.

*To specify ICAP error codes:*



1. In the Name field, enter a name for the object or accept the default.
2. Select an option:

## Section C: Detailed Object Column Reference

- a. No errors—An ICAP scan was performed without scanning errors.
  - b. Any errors—An ICAP error code was returned during a scan.
  - c. Selected errors—An ICAP error code of a specific type or types. In the Available Errors field, select one or more ICAP error codes (press and hold the Control key to select more than one type or the Shift key to select a block of types). Click Add.
3. Click OK.

## Combined Service Objects

Allows you to create an object that combines different service types. Refer to ["Using Combined Objects" on page 660](#).

## Service Column/Policy Layer Matrix

The following matrix lists all of the Service column objects and indicates which policy layer they apply to.

Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Using HTTP Transparent Authentication								x		
Client Protocol					x		x	x	x	
Protocol Methods							x	x	x	
SSL Proxy Mode					x					
IM File Transfer							x			
IM Message Text							x			
IM Message Reflection							x			
Streaming Content Type							x			
ICAP Error Code							x			
Combined Objects					x		x	x	x	

## Time Column Object Reference

A *time* object specifies a block of time or time trigger that determines client access regarding other parameters in the rule (such Web sites and content types). Currently, the Time object is only applicable to the Web Access Layer.

### Any

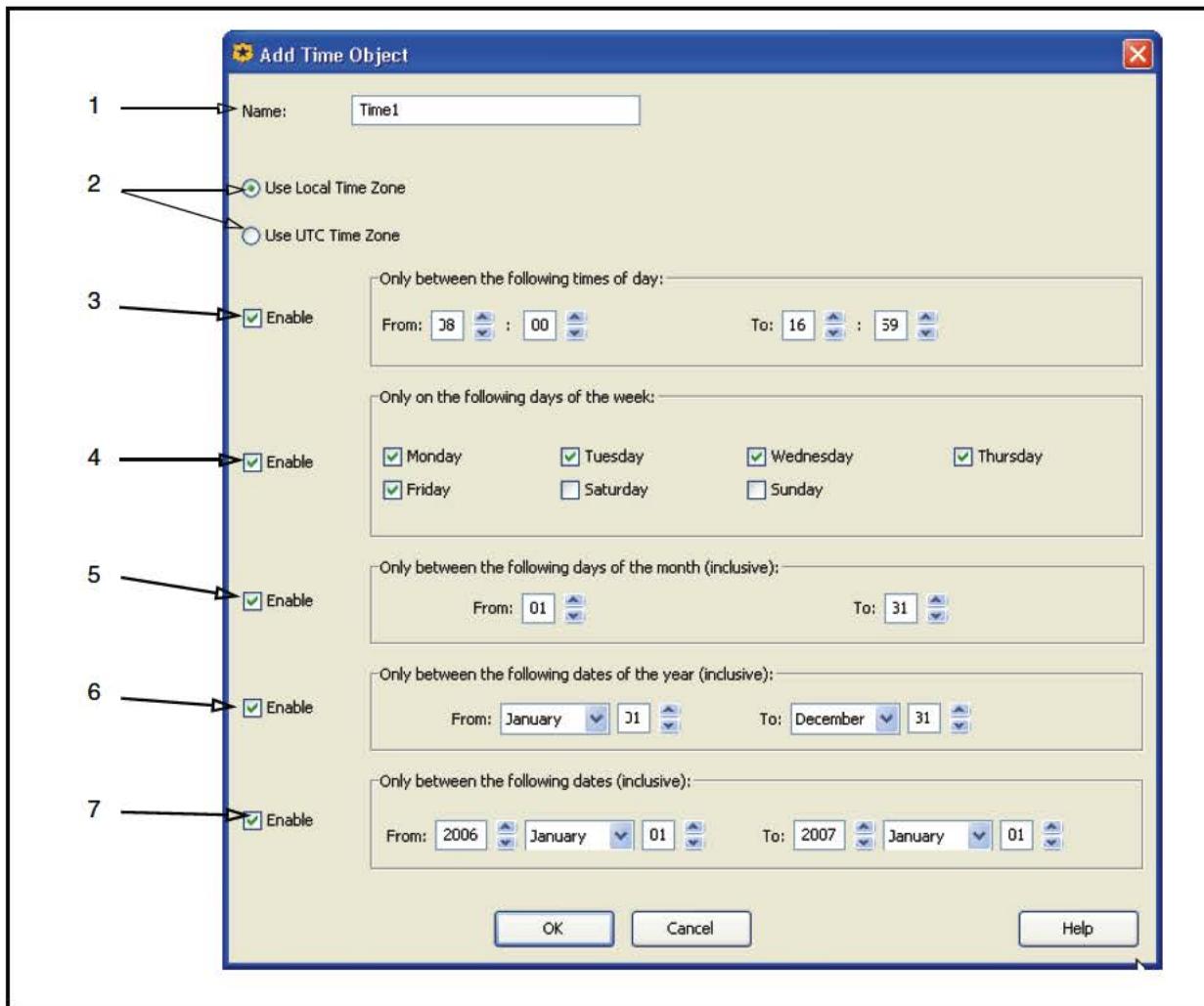
Applies anytime.

## Section C: Detailed Object Column Reference

### Time

Specifies the time restrictions.

*To configure time restrictions:*



1. In the Name field, enter a name for the object or leave to accept the default.
2. Select Use Local Time Zone or Use UTC Time Zone.  
Local time sets the rule to follow the ProxySG internal clock. UTC sets the rule to use the Universal Coordinated Time (also known as Greenwich Mean Time or GMT).
3. To specify a range for any given day, select Enable; in the Specify Time of Day Restriction (hh:mm) field, configure the times. The time style is military.

## Section C: Detailed Object Column Reference

The range can be contained within one 24-hour calendar day, or overlap days. For example, configuring the time to range from 22:00 to 06:00 sets a limit from 10 at night to 6 the following morning.

4. To specify a day of the week restriction, select **Enable**; in the **Specific Weekday Restriction** field, select one or more days.
5. To specify a day of the month range restriction, select **Enable**; in the **Specify Day of Month Restriction** field, select the days, which are numbered from 01 to 31. To limit the range to specific day, configure the numbers to be the same. For example, selecting 22 and 22 specifies the rule to apply only the 22nd day of every month.
6. To specify a restriction that spans one or more months, select **Enable**; in the **Specify Annually-Recurring Date Restriction** field, select the month and day ranges. This calendar restriction applies every year unless the restriction is altered.  
Overlapping months is allowed, similar to the behavior of day ranges in Step 3.
7. To specify a one-time only restriction, select **Enable**; in the **Specify Non-Recurring Date Restriction** field, select the year, month, and day ranges. This calendar restriction applies only during the time specified and will not repeat.
8. Click **OK**.

## Combined Time Object

Allows you to combine a time object that adheres to multiple time restrictions. See "Using Combined Objects" on page 660.

## Time Column/Policy Layer Matrix

The following matrix lists all of the Time column objects and indicates which policy layer they apply to.

Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Time			x					x		
Combined Objects			x					x		

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## Section C: Detailed Object Column Reference

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### Action Column Object Reference

An *action* object determines which action to take if other parameters, such as source, destination, service, and time requirements validate the rule.

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**Important:** Because of character limitations required by the generated CPL, only alphanumeric, underscore, and dash characters can be used to define an action object name.

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#### Allow

This is a static object. Selecting this overrides other related configurations and the specified user requests are allowed.

#### Deny

This is a static object. Selecting this overrides other related configurations and denies the specified user requests.

#### Deny (Content Filter)

This is a static object. Use this action when the intent of the rule is to enforce content-related policy so that Blue Coat Reporter can distinguish these actions from non content-related actions. The Deny (Content Filter) action results in a specific exception being written to the access log called "exception(content\_filter\_denied)."

#### Force Deny

This is a static object. Forces a request to be denied, regardless if rules in subsequent layers would have allowed the request.

#### Force Deny (Content Filter)

This is a static object. Use this action when the intent of the rule is to enforce content-related policy so that Blue Coat Reporter can distinguish these actions from non content-related actions. The Force Deny (Content Filter) action results in a specific exception being written to the access log called "force\_exception(content\_filter\_denied)."

#### Allow Read-Only Access

This is a static object. Grants full access to view data on the appliance.

#### Allow Read-Write Access

This is a static object. Grants full access to view and manipulate data on the appliance.

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Section C: Detailed Object Column Reference

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## Do Not Authenticate

This is a static object. Selecting this overrides other configurations and the specified users are not authenticated when requesting content.

## Authenticate

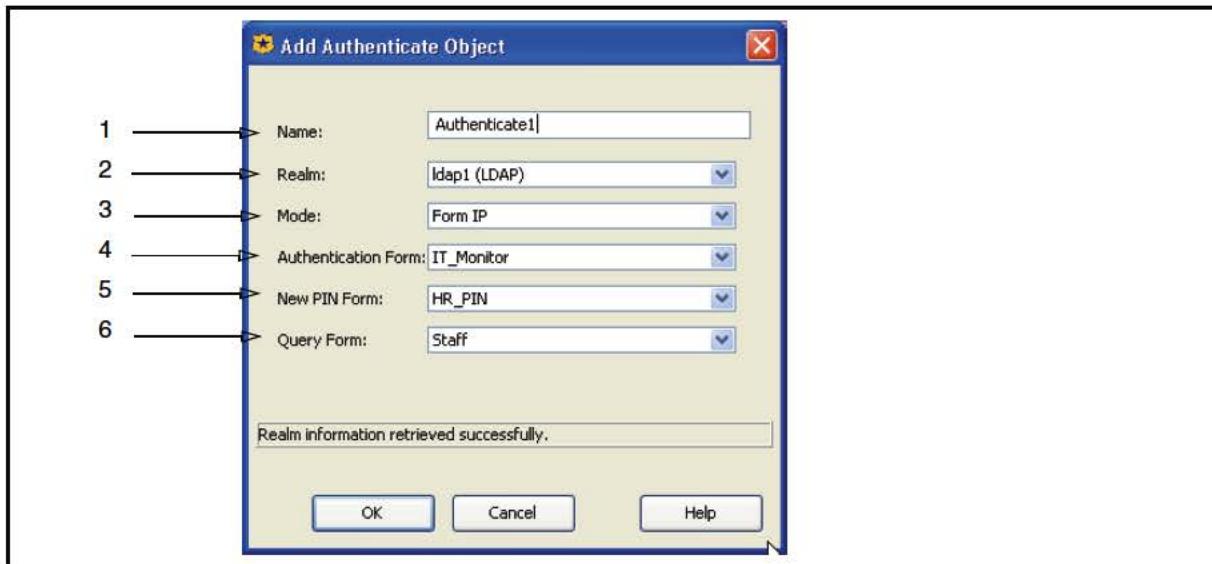
Creates an authentication object to verify users. An authentication realm must exist on the ProxySG to be selected through VPM.

---

Note: In the SOCKS Authentication policy layer, the object is SOCKS Authenticate.

---

*To create an Authenticate object:*



1. In the Name field, enter a name for the object or leave as is to accept the default.
2. From the Realm drop-down list, select an authentication realm, which must already exist on the ProxySG.
3. Optional (in the Web Authentication policy layer only): from the Mode drop-down list, select a mode. The mode determines the way the ProxySG interacts with the client for authentication specifying the challenge type and the accepted surrogate credential:
  - Auto—The default; the mode is automatically selected, based on the request. Selects among proxy, origin-IP, and origin-IP-redirect, depending on the type of connection (explicit or transparent) and the transparent authentication cookie settings.

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### Section C: Detailed Object Column Reference

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- **Form Cookie**—For forms-based authentication: cookies are used as surrogate credentials. The cookies are set on the OCS domain only, and the user is presented with the form for each new domain. This mode is most useful in reverse proxy scenarios where there are a limited number of domains.
  - **Form Cookie Redirect**—The user is redirected to the authentication virtual URL before the form is presented. The authentication cookie is set on both the virtual URL and the OCS domain. The user is only challenged when the credential cache entry expires.
  - **Form IP**—The user’s IP address is used as a surrogate credential. The form is presented whenever the user’s credential cache entry expires.
  - **Form IP Redirect**—This is similar to **Form IP** except that the user is redirected to the authentication virtual URL before the form is presented.
  - **Proxy**—For explicit forward proxies: the ProxySG uses an explicit proxy challenge. No surrogate credentials are used. This is the typical mode for an authenticating explicit proxy.
  - **Proxy IP**—The ProxySG uses an explicit proxy challenge and the client’s IP address as a surrogate credential.
  - **Origin**—The ProxySG acts like an OCS and issues OCS challenges. The authenticated connection serves as the surrogate credential.
  - **Origin IP**—The ProxySG acts like an OCS and issues OCS challenges. The client IP address is used as a surrogate credential.
  - **Origin Cookie**—For transparent proxies: for clients that understand cookies but do not understand redirects; the ProxySG acts like an origin server and issues origin server challenges. The surrogate credential is used.
  - **Origin Cookie Redirect**—For transparent forward proxies: the client is redirected to a virtual URL to be authenticated, and cookies are used as the surrogate credential. The ProxySG does not support origin-redirects with the CONNECT method.
  - **Origin IP Redirect**—Significantly reduces security; only useful for reverse proxy and when clients have unique IP addresses and do not understand cookies (or you cannot set a cookie). Provides partial control of transparently intercepted HTTPS requests. The client is redirected to a virtual URL to be authenticated, and the client IP address is used as a surrogate credential. The ProxySG does not support origin-redirects with the CONNECT method.
  - **SG2**—The mode is selected automatically, based on the request using the SGOS 2.x-defined rules.
4. (Optional) If you selected a Form mode in Step 3, the Authentication Form, New Pin Form, and Query Form drop-down lists becomes active.
- **Authentication Form**—When forms-based authentication is in use, this property selects the form used to challenge the user.
  - **New Pin Form**—When forms-based authentication is in use, this selects the form to prompt user to enter a new PIN.
  - **Query Form**—When forms-based authentication is in use, this selects the form to display to the user when a yes/no questions needs to be answered.

## Section C: Detailed Object Column Reference

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Note: The New Pin Form and the Query Form are only used with RSA SecurID authentication.

---

In most deployments, the default form settings should be adequate. However, if in your enterprise you have customized authentication forms configured (on the ProxySG Management Console: Configuration>Authentication>Forms), you can select them from the drop-down lists. For example, HR\_PIN.

5. Click OK.

Users are prompted to provide a valid user name and password.

## Force Authenticate

Forces the user to authenticate even though the request is going to be denied for reasons that do not depend on authentication. This action is useful to identify a user before the denial so that the username is logged along with the denial. See "Authenticate" for a description of the fields in this object.

---

Note: In the SOCKS Authentication policy layer, the object is Force SOCKS Authenticate.

---

## Bypass Cache

This is a static object. Prevents the cache from being queried when serving a proxy request, and prevents the response from the origin server from being cached.

## Do Not Bypass Cache

This is a static object. The ProxySG always checks if the destination is cached before going to the origin server; also, the content is cached if cacheable.

## Bypass DNS Cache

This is a static object. Prevents the request from querying the DNS cache list of resolved lookup names or addresses.

## Do Not Bypass DNS Cache

This is a static object. The ProxySG always queries the DNS cache list of resolved lookup names or addresses.

## Allow DNS From Upstream Server

This is a static object. Allows the ProxySG to send requests for data not currently cached to DNS servers.

---

## Section C: Detailed Object Column Reference

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### Serve DNS Only From Cache

This is a static object. Instructs the ProxySG to only serve a DNS request from content that is already cached.

### Enable/Disable DNS Imputing

These are static objects. If DNS imputing is enabled, the ProxySG appends the suffixes in the DNS imputing list to hostnames looked up when the original name is not found.

### Check/Do Not Check Authorization

These are static objects. These actions control whether or not the ProxySG forces a request to be sent to an upstream server every time to check authorization, even if the content is already cached. The check action is not usually required for upstream origin content servers performing authentication, as the ProxySG automatically tracks whether content required authentication in each case. However, it can be required when an upstream proxy is performing proxy authentication because of the way some proxies cache credential information, causing them not to reliably challenge every request. When requests are directed to an upstream proxy which operates in this manner, enabling Check Authorization ensures that all such requests are properly authorized by the upstream proxy before the content is served from the local cache.

### Always Verify

This is a static object. Cached content is always verified for freshness for the sources, destinations, or service specified in the rule. For example, the CEO and Executive Staff always require content to be the most recent, but everyone else can be served from the cache.

### Support/Do Not Support Persistent Client Requests

These are static objects. Controls persistence of the connection to the HTTP client.

### Support /Do Not Support Persistent Server Requests

These are static objects. Controls persistence of the connection to the HTTP server.

### Use Default Verification

This is a static object. Overrides the Always Verify action and instructs the ProxySG to use its default freshness verification.

## Section C: Detailed Object Column Reference

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### Block/Do Not Block PopUp Ads

These are static objects. Blocks or allows pop up windows. Blue Coat recommends creating separate Web Access policy layers that only contain pop up blocking actions. Furthermore, many Web applications require pop up windows. As it is unlikely that your Intranet contains pages that pop up unwanted advertising windows, Blue Coat recommends disabling pop up blocking for your Intranet. For example:

- Web Access rule 1: Specify the Intranet IP address and subnet mask in the Destination column and select Do Not Block Popup Ads in the Action column.
- Web Access rule 2: Select Block Popup Ads in the Action column.

As you continue to modify policy, you can add more policy layers to block or allow specific IP addresses, but the policy layer as defined in the Web Access rule 2 above *must* always be positioned last. Blocking pop up ads is the default if a previous policy rule does not trigger.

For more concept information about pop up windows, see “[Section A: Blocking Pop Up Windows](#)” on [page 706](#).

### Force/Do Not Force IWA for Server Auth

These are static objects. When configured for explicit proxy, Internet Explorer (IE) does not support an IWA challenge from an origin server. If Force IWA for Server Auth is applied, the ProxySG converts the 401-type server authentication challenge to a 407-type proxy authentication challenge, which IE supports. The ProxySG also converts the resulting Proxy-Authentication headers in client requests to standard server authorization headers, which allows an origin server IWA authentication challenge to pass through when IE is explicitly proxied through the ProxySG.

### Reflect/Do Not Reflect IM Messages

These are static objects. IM traffic can be contained and restricted to the network so that it never reaches the IM server. A hierarchy of ProxySG appliances manage the traffic and routes it depending on each ProxySG fail open and fail closed configurations. For detailed information about this deployment, see [Chapter 17: “Instant Messaging”](#) on [page 769](#), of the *Blue Coat ProxySG Configuration and Management Guide*.

### Block/Do Not Block IM Encryption

These are static objects. AOL IM provides the option for clients to send encrypted messages through both standard messaging (through the IM service) and direct connection messaging. These objects allow you to block or not block the ability to send encrypted messages through AOL IM. For detailed information about security benefits of this feature, see [Chapter 17: “Instant Messaging”](#) on [page 769](#).

## Section C: Detailed Object Column Reference

### Require/Do Not Require Client Certificate

These are static objects. For the SSL Proxy, specifies whether a client (typically a browser) certificate is required or not.

- In forward proxy deployments, this is used to either request consent certificates or to support certificate realm authentication.
- In reverse proxy deployments, client certificates are requested for certificate realm authentication.

Also, see "Set Client Certificate Validation" on page 629.

### Deny

This object provides the same functionality as the "Force Deny" object, but provides the option to re-allow authentication and insert substitution strings.

### Return Exception

Allows you to select exception types and associate a custom message, if desired. Blue Coat provides a list of standard exceptions, but VPM also accepts user-defined values.

*To create a Return Exception object:*



1. In the Name field, enter a name for the object or leave as is to accept the default.
2. Perform one of the following:

## Section C: Detailed Object Column Reference

- a. Standard exception type: select one from the Built-in exception drop-down list.
- b. Custom exception (which already must be defined on the ProxySG) type: select one from the User-defined exception drop-down list.
3. Optional: Select Force exception even if later policy would allow request to supersede other policy that applies to this request.
4. Optional: Select Allow re-authentication to allow the user to re-enter credentials should the first attempt fail.
5. Optional: in the Details field, enter a message that is displayed along with the summary and exception ID on the exception page displayed to the user when the exception is returned.

The above example creates an object named DNSException2 that upon a DNS server failure returns a message to the user instructing them to contact their support person.

To create custom exceptions, see "Defining Exceptions" on page 712.

## Return Redirect

Aborts the current transaction and forces a client request to redirect to a specified URL. For example, used to redirect clients to a changed URL; or redirecting a request to a generic page stating the Internet access policy. Applies only to HTTP transactions.

---

**Note:** Internet Explorer (IE) ignores redirect responses from FTP over HTTP requests, although Netscape Navigator obeys the redirect. To avoid problems with IE, do not use redirect when `url.scheme=ftp`.

---

If the URL that you are redirecting the browser to also triggers a redirect response from your policy, then you can put the browser into an infinite loop.

In the Name field, enter a name for the object (or leave as is to accept the default); in the URL field, enter the redirect destination URL.

### Example

An object that redirects clients to an HTML policy statement page.



Figure 14-17: Return Redirect Object

## Section C: Detailed Object Column Reference

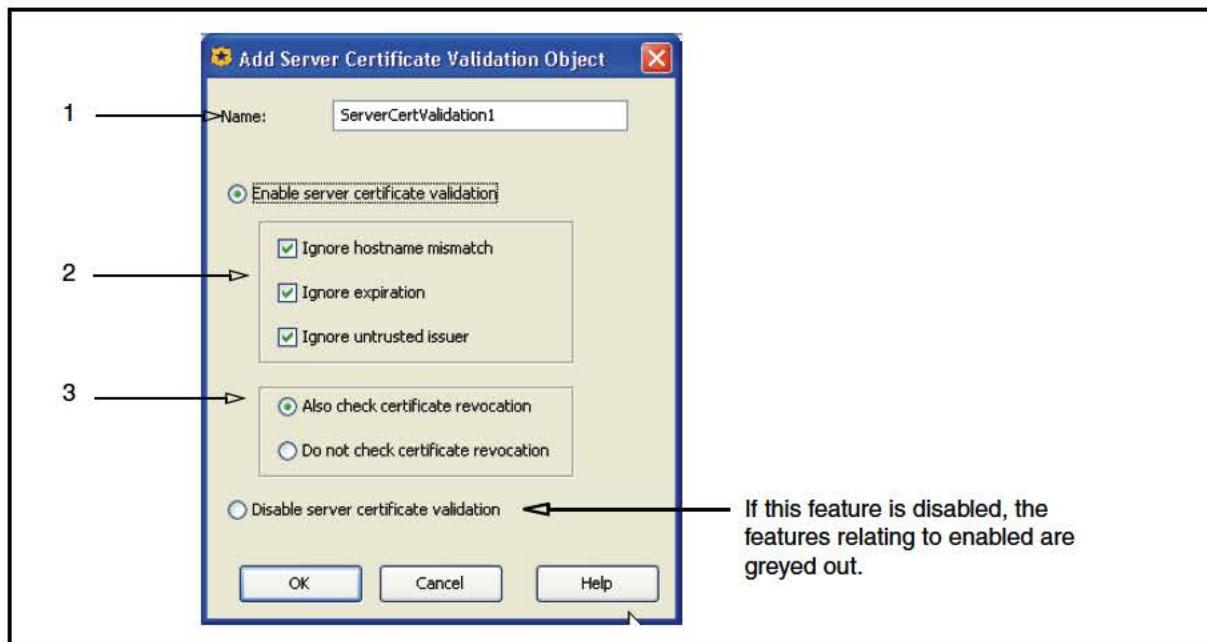
### Set Client Certificate Validation

If a client certificate is requested (see "Require/Do Not Require Client Certificate" on page 627), this object specifies whether the requested client certificate is validated.

If Also check certificate revocation is selected, this is checked from a Certificate Authority. For information on using CRL, see "Checking CRLs" on page 236.

### Set Server Certificate Validation

This feature is enabled by default. The SSL Proxy performs checks on server certificates. To mimic the overrides supported by browsers, the SSL Proxy can be configured to ignore failures for the first three checks in the list.



1. In the Name field, enter a name for the object or leave as is to accept the default.
2. (Optional) Select one or more to ignore certain failures:
  - Ignore a hostname mismatch: Ignores the comparison of hostname in URL and certificate (intercepted connections only).
  - Ignore certificate expiration: Ignores the verification of certificate dates.
  - Ignore untrusted issuer: Ignores the verification of issuer signature.
3. The certificate revocation list (CRL) option:  
If Also check certificate revocation is selected, this is checked from a Certificate Authority. For information on using CRL, see "Checking CRLs" on page 236.

## Section C: Detailed Object Column Reference

---

Note: Two built-in exceptions can be used to notify the user that the verification of the server's certificate failed: `exception.ssl_server_cert_expired` and `exception.ssl_server_unknown_ca`. For information on using exceptions, see "Section D: Defining Exceptions" on page 712.

---

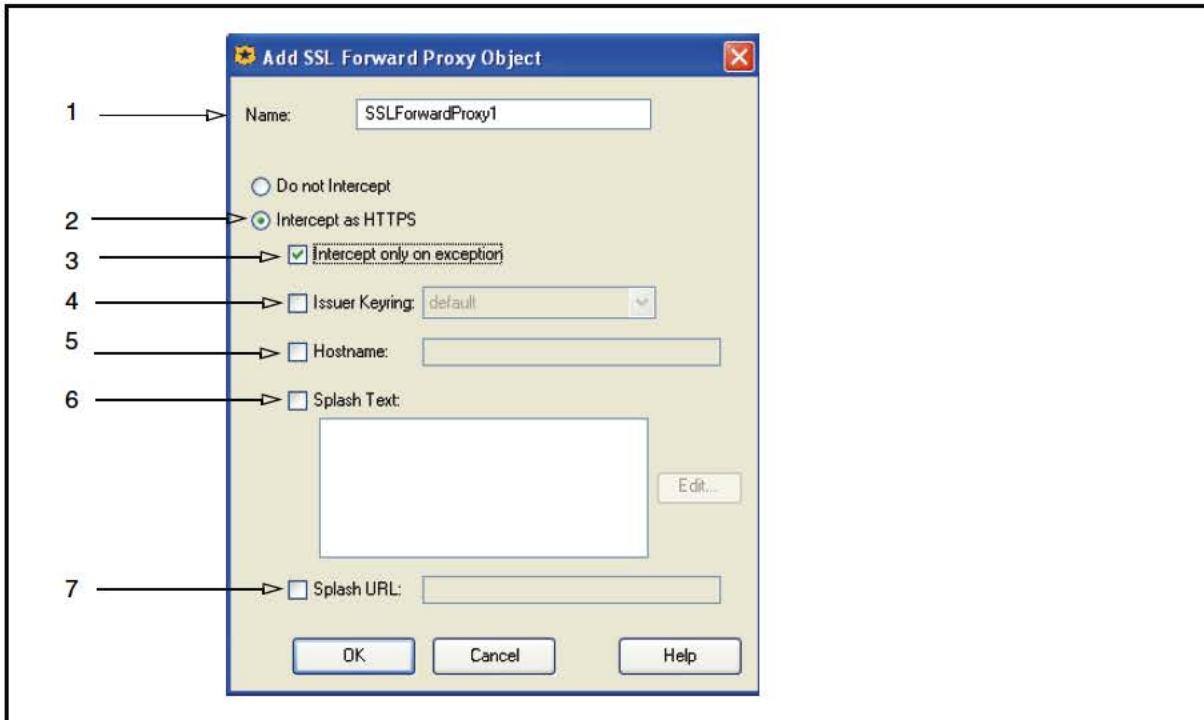
## Set SSL Forward Proxy

The SSL Proxy enables the ProxySG to act as an HTTPS Forward Proxy, providing performance gains and security (authentication, content filtering, anti-virus scanning) for HTTPS traffic before it is delivered to clients. This object allows HTTPS content to be intercepted and examined.

The default behavior is to Intercept as HTTPS only on exception, tunnel otherwise.

### Section C: Detailed Object Column Reference

*To create an SSL Forward Proxy Intercept object:*



1. In the Name field, enter a name for the object or leave as is to accept the default.
  2. Intercept as HTTPS: This option is selected by default. If you select Do not intercept, the fields for Intercept only on exception, Issuer Keyring, Hostname, Splash Text, and Splash URL are grayed out because they are not required.
  3. Intercept only on exception: This option is selected by default. When enabled the proxy intercepts as HTTPS only when an exception occurs. Server certificate errors and policy-based denials are some common exceptions. This setting is useful for providing a meaningful error message to end users.
  4. Issuer Keyring: Accept the default keyring or select this option and from the drop-down list select a previously generated keyring. This is the keyring used for signing emulated certificates.
  5. Hostname: The hostname you enter here is the hostname in the emulated certificate.
  6. Splash Text: The limit is 200 characters. The splash text is added to the emulated certificate as a certificate extension. The splash text is added to the emulated certificate as a certificate extension. For example:  
Visit [http://corporate.com/https\\_policy.html](http://corporate.com/https_policy.html)  
To add substitution variables to the splash text, click Edit and select from the list.
  7. Splash URL: The splash text is added to the emulated certificate as a certificate extension.
- The SSL splash can be caused by such occurrences as when a browser receives a server certificate signed by an unknown CA, or a host miss-match.

## Section C: Detailed Object Column Reference

Note: Not all browsers display the splash text and splash URL correctly.

### Send IM Alert

Defines a message that is sent to an IM user by the ProxySG. The message is triggered by the IM parameters defined in the policy (for example, client login, sent or received messages, and buddy notification). Chapter 17: “Instant Messaging” on page 769 provides more information about regulating IM through the ProxySG, as well as VPM examples.

#### *Example*

A message that informs IM users their messaging is logged.

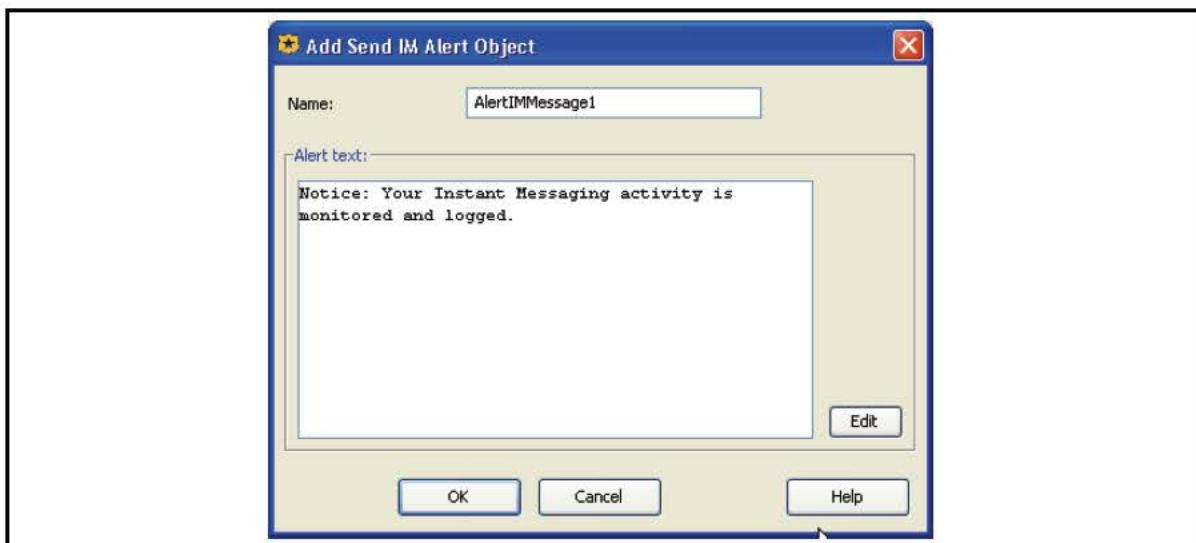


Figure 14-18: Send IM Alert Object

### Modify Access Logging

Defines access logging behavior.

- Disable all access logging**—No activity is logged for the requests matched by the rule.
- Reset to default logging**—Resets to logging the request to the default log specified by the ProxySG configuration, if one exists.
- Enable logging to**—Enables logging of requests matched by this rule to the specified log.
- Disable logging to**—Disables logging of requests matched by this rule to the specified log.

#### *Example:*

Enable logging P2P logging for this rule.

### Section C: Detailed Object Column Reference

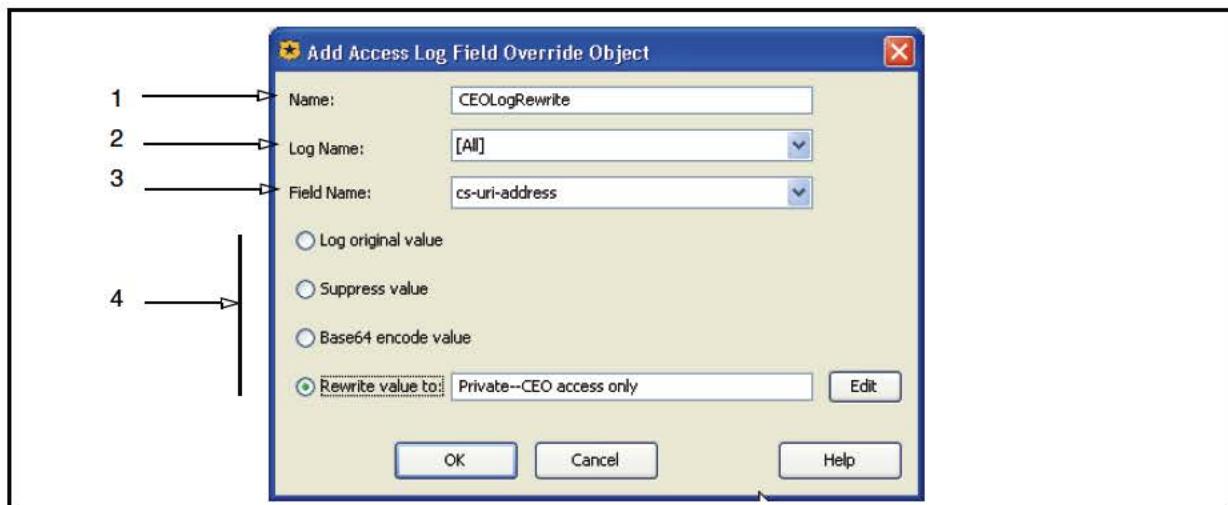


Figure 14-19: Enabling access logging for peer to peer activity.

### Override Access Log Field

Allows you to manipulate access log entries. For any specific log value, you can suppress the value, encode the value in Base64, or rewrite the value.

*To override Access Log fields:*



1. In the Name field, enter a name for the object or leave as is to accept the default.
2. From the Log Name drop-down list, select a log (must already be configured on the ProxySG).
3. From the Field Name drop-down list, select an access log field.
4. Select one of the following:
  - Log original value—Records unmodified value in the access log.

## Section C: Detailed Object Column Reference

- **Suppress value**—Prevents value from appearing in the access log.
- **Base64 encode value**—Records an encoded version of the value in the access log.
- **Rewrite value**—In the field, enter a string that replaces the value. Clicking Edit calls the Select The Rewrite String dialog. The substitution variables instruct the ProxySG to append specific information to the object. The variables are categorized alphabetically, according to prefix.

**Note:** Some variables do not have prefixes, which allows you to substitute the value with information defined by other field types.

5. Click OK.

The above example creates an object called CEOLogRewrite that suppresses log entries so persons, such as support personal, cannot view economically sensitive information to gain improper knowledge.

## Rewrite Host

Rewrites host component of a URL, specifying either Windows Media, Real Media, or all protocols. Use this to redirect the request to a different host. For example, rewrite www.training1.com to www.training2.com. You can create and name multiple rewrites, but you can only specify one per rule.

*To specify a rewrite:*



1. In the Name field, enter a name or leave as is to accept to the default.
2. From the Scheme drop-down list, Windows Media, Real Media, or All to rewrite all URLs, regardless of protocol.
3. In the Pattern field, enter a host name.
4. In the Replacement field, enter the name the pattern is rewritten to.
5. Click OK.

---

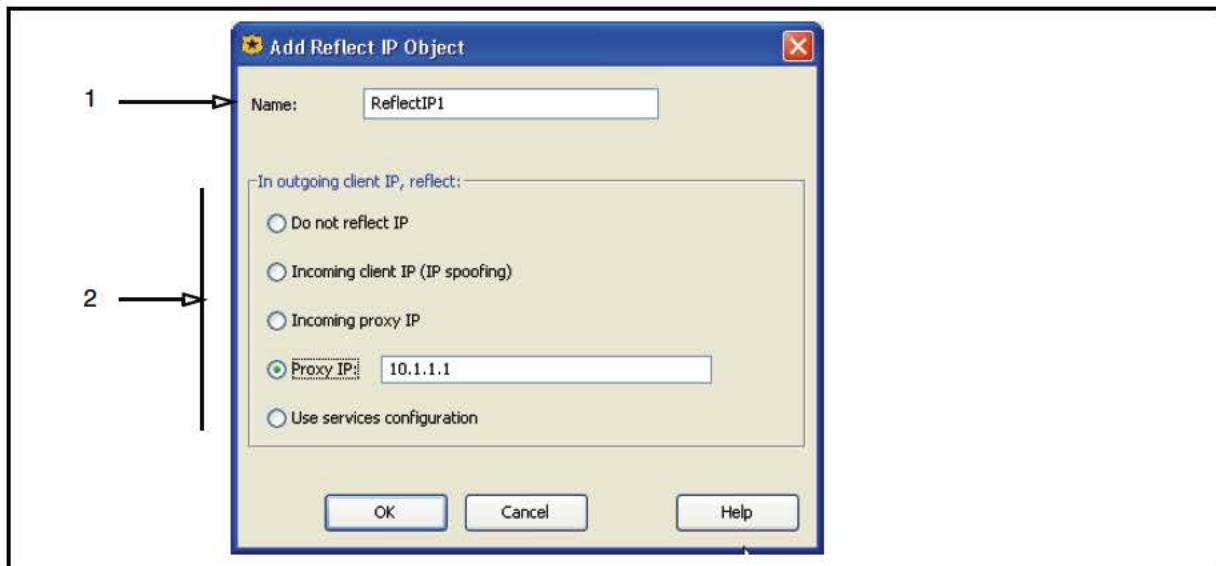
## Section C: Detailed Object Column Reference

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### Reflect IP

Specifies which IP address is used when making connections to upstream hosts.

*To create a Reflect IP object:*



1. In the **Name** field, enter name for the object or leave as is to accept the default.
2. In the **In outgoing client IP, reflect** field, select one of the following:
  - **Do not reflect IP**—Disables reflecting IPs; the ProxySG uses the IP address of the interface that request is sent out on.
  - **Incoming client IP [IP spoofing]**—Reflects the client IP address.
  - **Incoming proxy IP**—Reflects the IP address of where the request arrived to.
  - **Proxy IP**—Specifies to reflect a specific IP of the ProxySG; enter the IP address in the field.
  - **Use services configuration**—Specifies whether to reflect IP in the configuration of the service which is used to process the request.
3. Click **OK**.

#### *Example*

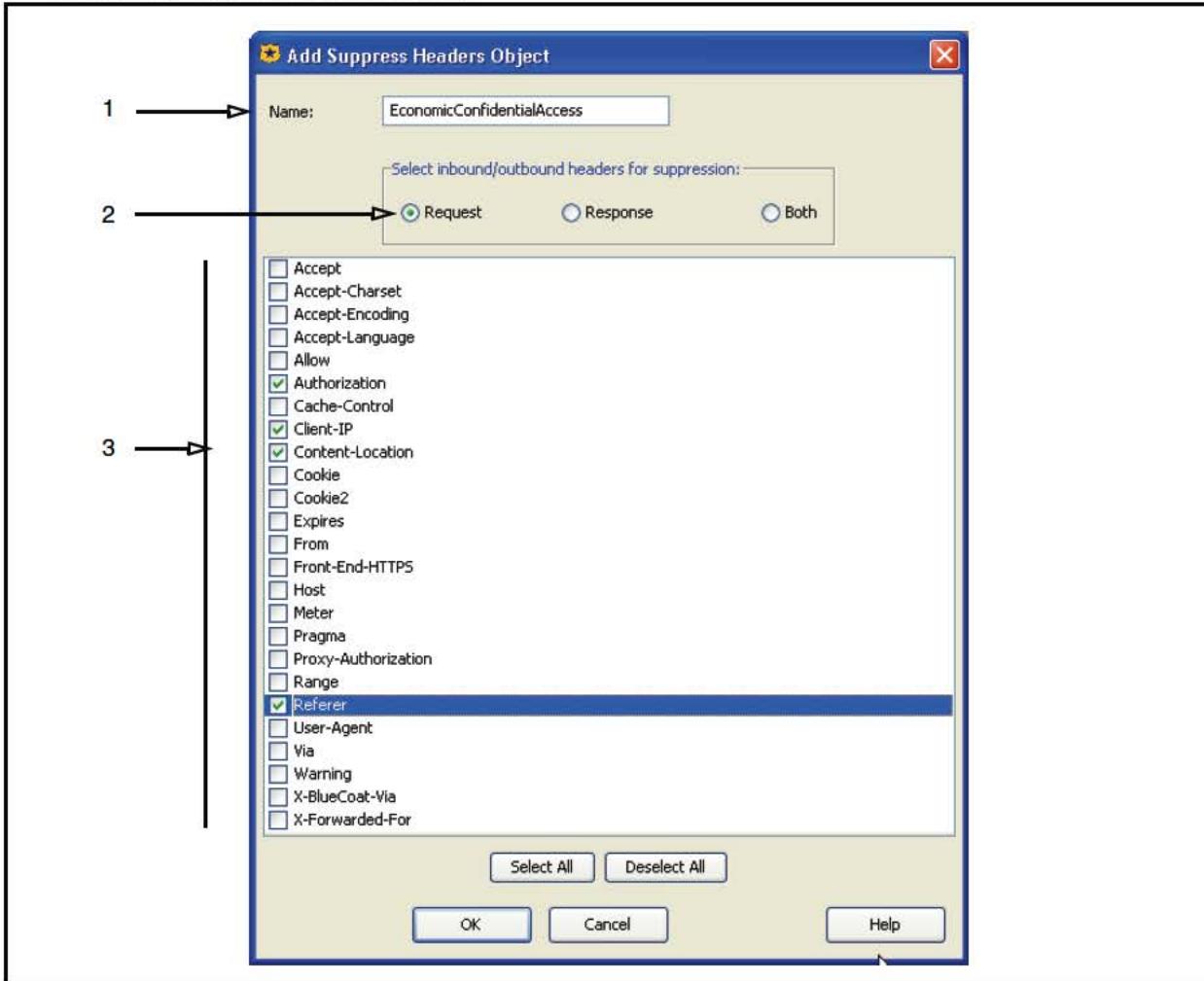
The above example reflects another IP address configured on the ProxySG.

## Section C: Detailed Object Column Reference

**SUPPRESS HEADER**

Specifies one or more standard headers that are suppressed (not transmitted) on the outbound request, the outbound response, or both.

*To create a Suppress Header object:*



1. In the Name field, enter name for the object or leave as is to accept the default.
2. Select Request, Response, or Both. The valid headers vary for requests and responses. Both displays a small subset of headers valid for requests and responses.
3. Select one or more header types from the list.
4. Click OK.

The above example creates an object called EconomicConfidentialAccess to be used in a rule suppresses headers so specified users can access economically sensitive information without people, such as support personal, being able to gain knowledge of sources.

---

### Section C: Detailed Object Column Reference

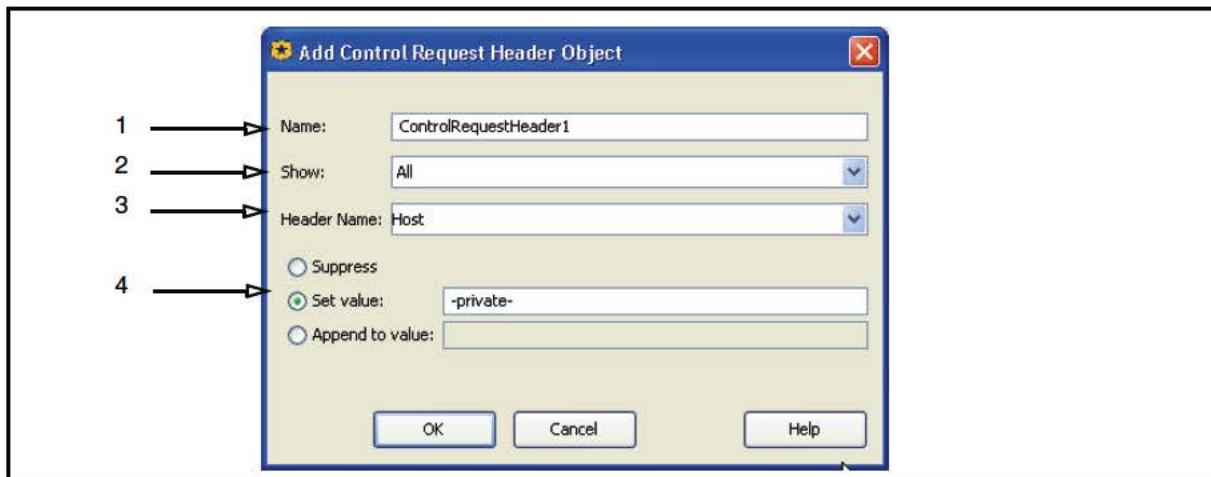
---

#### Control Request Header/Control Response Header

Allows you to control and modify request or response headers by:

- Inserting a header with a specific value.
- Rewriting the value of a specific header.
- Suppressing a specific header.

*To create a Request Header or Control Response Header object:*



1. In the Name field, enter name for the object or leave as is to accept the default.
2. From the Show drop-list select the viewing field from All to Standard or Custom, as desired. Standard displays only the default standard headers. Custom displays any admin-defined headers that exist.
3. From the Header Name list, select a standard (pre-defined) header or a custom header if one has been defined.
4. Select an action:
  - Suppress—The header is not visible.
  - Set value—Replace the header with a string or value.
  - Append to value—Add a string or value to the existing header.
5. Click OK.

## Section C: Detailed Object Column Reference

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### Notify User

This action displays a notification page in the user's Web browser. A user must read the notification and click an Accept button before being allowed to access the Web content. You can customize the following:

- The page title, notification message, and the Accept button.
- The conditions that cause a notification to be displayed again. By default, the notification is displayed each time a user begins a new Web browsing session (reboots, logs out, or closes all Web browser windows). You can configure re-notification to occur for each new visited host or Web site, or after a time interval.

---

Note: The Accept button click action is logged if HTTP access logging is enabled. A URL is logged that contains the string: accepted-*NotifyName*, where *NotifyName* is the name of the Notify User object.

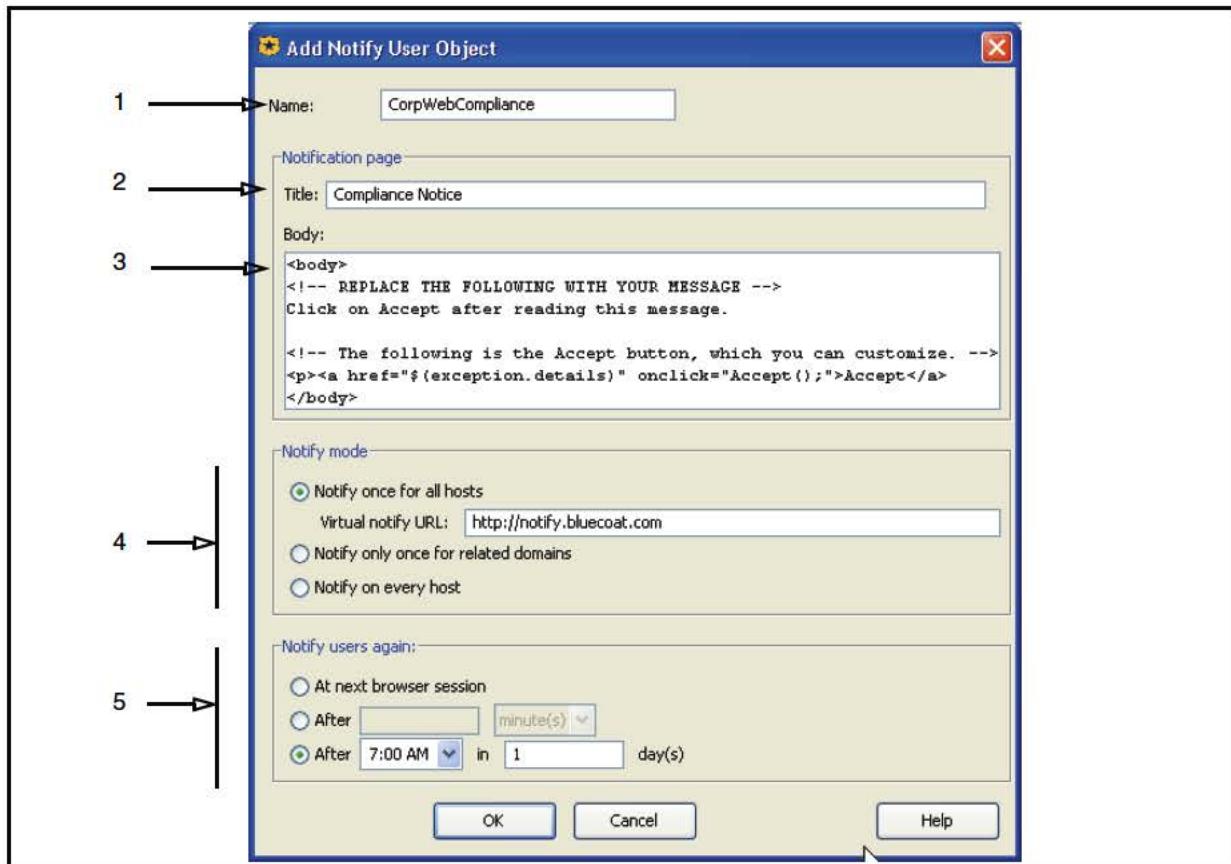
---

This feature is designed to provide the following functionality:

- Web-use compliance: A compliance page is a customized notification page displayed on a user's Web browser when attempting to access the Internet. This page ensures employees read and understand the company's Acceptable Use Policy before Internet use is granted. Typically, a compliance notification is displayed each time a browser is opened, but you can configure a time condition to display the page at specific intervals or times of the day, week, or month.
- Coach users: A coaching page displays when a user visits a Web site that is blocked by content filtering policy. This page explains why the site is blocked, the consequences of un-authorized access, and a link to the site if business purposes warrants access. A coaching page is configured to display each time a user visits a new Web page that is barred by content filtering policy; however, you can also configure this page to appear at different time intervals.

### Section C: Detailed Object Column Reference

To configure HTML notification:



1. In the Name field, enter a name for the object or leave as is to accept the default.
2. In the Title field, enter a name that is the title of the page (text only; no HTML is allowed).
3. In the Body field, compose a block of HTML that displays the message to the user. You can also customize the Accept link or button text. The HTML body must contain an Accept button or link. The default is:

```
<body><a href="${exception.details}" onclick="Accept();">Accept</a></body>
```

You can also use a button image (the image resides on an external Web server, as in the following example):

```
<body><a href="${exception.details}" onclick="Accept();">
 </a> </body>
```

If you use an HTML editor to compose code, you can paste it into the VPM; however, only copy the HTML from the `<body>` tag to the `</body>` tag.

4. Under Notify mode, select an option that determines notification when visiting a new Web site:

## Section C: Detailed Object Column Reference

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- Notify once for all hosts—The notification page is displayed only once; this is used for configuring compliance pages. This option uses a Virtual Notify URL. If you must change the URL from the default value, please read the limitation section following this procedure.

---

Note: This option might cause users to experience some noticeable Web browsing slowness.

---

- Notify only once for related domains—The notify page reappears each time the user visits a new Web site; this is used for configuring coaching pages.

---

Note: This option interferes with some Web advertising banners. In some cases, the notification page appears inside the banner. In other cases, banner ads are disabled by javascript errors. To fix these problems, do not serve notification pages for URLs that belong to the *Web Advertising*, *Advertising*, or *Web Ads* category. The actual name of this category varies with the content filtering vendor, and some vendors do not have an equivalent.

---

- Notify on every host—The notify page reappears each time the user visits a new Web host. Blue Coat recommends that only highly experienced administrators employ this option. In addition to breaking banner ads, as described above in the previous option, this option, on some Internet Web sites, might cause Javascript errors that impair the functionality of the site.
5. Under Notify users again, select an option that specifies when the notification expires and re-notification is required:
- At next browser session— The notification page does not reappear until the next browser session. When a user reboots, logs out, or closes all Web browser windows, this ends the browser session.
  - After (time interval)—Notification reoccurs after the defined elapsed time (minutes or hours); this is useful for coaching.
  - After (specific time)—Notification reoccurs at a specific time of day. You can specify an interval of days; this is useful for compliance.

---

Note: The time is referenced from the local workstation. If a compliance page is configured, verify the workstations and ProxySG clocks are synchronized.

---

The above example creates a Notify Object with a custom message, set to display once a day after 7 AM.

### *Limitations and Workarounds*

If you must change the default Virtual Notify URL, consider the following:

- The Virtual Notify URL consists of an HTTP domain name or IP address (`http://`); a port number is optional.

---

### Section C: Detailed Object Column Reference

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- ❑ Do not use a host name that is explicitly defined as a *trusted site* on Internet Explorer 6 for Windows XP, Service Pack 2. Furthermore, only use domain names that contain dots. If you use domain names that do not contain dots, the HTTP redirects generated by the notification action causes Internet Explorer to display false warning messages each time the user is redirected from an untrusted site to a trusted site, or the other way around.
- ❑ For transparent proxy deployments, the domain name *must* be DNS-resolvable to an IP address that is in the range of destination IP addresses that are routed to the ProxySG.

#### *Policy Interactions*

This action generates CPL that might interfere with other policy or cause undesired behavior. Enhancements will occur in future SGOS releases. For this release, consider the following guidelines:

- ❑ Do not create VPM policy that modifies the `Cookie` request header.
- ❑ Do not create VPM policy that modifies the `Set-Cookie` and `P3P` response headers.
- ❑ Notification pages exist in the browser history. Therefore, if you click Accept and are taken to the requested page, then click the back button, you get the notification page again.
- ❑ If you have a chain of ProxySGs, with different notification pages configured on each appliance in the chain, then each notification page *must* have a different object name.

## Strip Active Content

Strips HTTP tags from specified active content HTML pages. For each item you select for removal, you can also create a customized message that is displayed to the user.

---

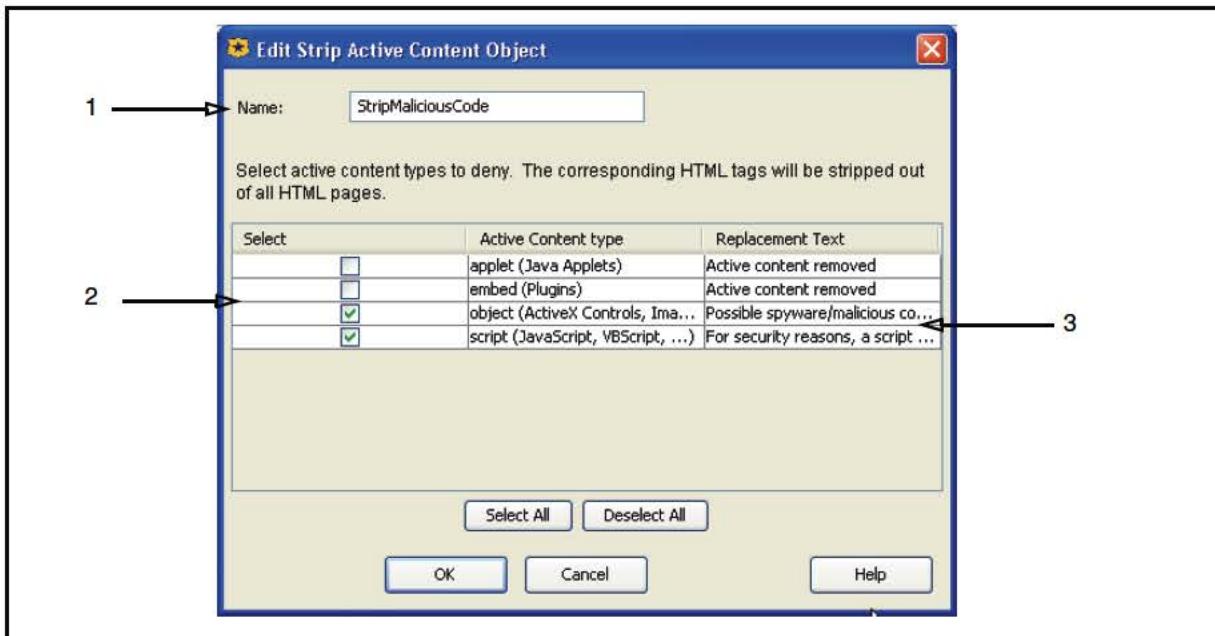
Note: Pages served over an HTTPS tunneled connection are encrypted, so the content cannot be modified.

---

Chapter 15: "Section B: Stripping or Replacing Active Content" provides detailed information about the different types of active content.

## Section C: Detailed Object Column Reference

*To create a Strip Active Content object:*



1. In the Name field, enter name for the object or leave as is to accept the default.
2. Select the active content to be stripped.
3. The default message in the Replacement Text column is Active Content Removed. To replace the default message, double click the field, enter a message, and press Enter. See the examples in the screenshot, Java applets have been removed.

### Exempting the ProxySG

Stripping active content might interfere with Web applications deployed on your intranet. For example, if you create a policy rule that removes Java applets, and the destination defined in the rule contains an IP address of a ProxySG functioning as a proxy, the policy rule actually disables the Management Console because the Console itself is comprised of Java applets.

To prevent this, for each ProxySG functioning as a proxy, create a rule that exempts the IP address of the ProxySG from the stripping action.

1. Click Add Rule.
2. Click Move Up; the rule to exempt the ProxySG must precede the rule that strips active content.
3. In the Destination field, enter the ProxySG IP address.
4. With the IP address entered, right-click it in the Destination field and select Negate from the drop-down list.
5. In the Action field, enter the Remove Active Contents, Java Apps action.

### Section C: Detailed Object Column Reference



The screenshot shows a software application window titled "File Edit Policy Configuration View Help". Below the menu is a toolbar with buttons for "Add Rule" (green plus), "Delete Rule" (red minus), "Move Up" (up arrow), "Move Down" (down arrow), and "Install Policy" (blue floppy disk). A sub-menu bar "Web Access Layer (1)" is visible. The main area contains a table with the following data:

No.	Source	Destination	Service	Time	Action	Track	Comment
1	Any	Destination: 10.1.1.1	Any	Any	JavaApps	None	

Figure 14-20: Exempting a ProxySG IP Address

## HTTP Compression Level

Allows you to set the level of compression to low, medium, or high. When configuring, consider that a higher compression level consumes more CPU resource.

---

**Note:** If you enable HTTP Compression using the VPM but do not specify the HTTP Compression Level using VPM policy, then by default the level is Low.

---

*To specify an HTTP compression level:*

1. Select a compression level option:
  - Low—Equivalent to compression level 1.
  - Medium—Equivalent to compression level 6.
  - High—Equivalent to compression level 9.
2. Click OK.

The object is automatically named as Compression Level Low, Medium, or High.

## Set Client HTTP Compression

Specifies the behavior when the client wants the content in a different compression form than is in the cache.

*To specify compression actions:*

1. In the Name field, enter name for the object or leave as is to accept the default.
2. This object has two instructions:
  - A client requests compressed content, but only uncompressed content is available. Select to either compress the content before serving it, or serve uncompressed content.
  - A client requests uncompressed content, but only compressed content is available. Select to either uncompress the content before serving it, or serve compressed content.

The default is to compress or decompress content, respectively, before serving it.

3. Click OK.

## Section C: Detailed Object Column Reference

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For recommended compression configurations, see “[Section B: Configuring HTTPS Reverse Proxy](#)” on page 270.

### Set Server HTTP Compression

Enables or disables HTTP compression.

*To specify compression options:*

1. In the Name field, enter name for the object or leave as is to accept the default.
2. Select a compression option:
  - Disable HTTP compression—The default. Objects are not compressed.
  - Use client HTTP compression options—Default to the type of content requested by the client.
  - Always request HTTP compression—Force clients to always request compressed content.
3. Click OK.

For recommended compression configurations, see “[Understanding HTTP Compression](#)” on page 211.

### Set SOCKS Compression

SOCKS compression reduces bandwidth and improves the latency between the main office, or *core*, and the *edge* proxies. This also applies to non-Web protocols (for example, Microsoft Exchange) that comprise large percentages of the enterprise traffic.

For incoming SOCKS connections, this object determines if compression is allowed or not. This is typically used by a core (upstream) SOCKS proxy to allow SOCKS connections from an edge (downstream) SOCKS proxy.

- Allow compression—The gateway request to allow compression is granted.
- Do not allow compression—The gateway request to allow compression is not granted and the connection fails.

For detailed information about SOCKS compression and policy, see “[Understanding SOCKS Compression](#)” on page 223.

### Set SOCKS Gateway Compression

SOCKS compression reduces bandwidth and improves the latency between the main office, or *core*, and the *edge* proxies. This also applies to non-Web protocols (for example, Microsoft Exchange) that comprise large percentages of the enterprise traffic.

This object determines whether a forwarded SOCKS connection requests compression or not. This is typically an edge (downstream) SOCKS proxy request to a core (upstream) SOCKS proxy.

---

Note: The success of the compression request is determined by the upstream proxy, which can allow or deny a compression request.

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### Section C: Detailed Object Column Reference

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- Request compression—Asks the upstream proxy to allow a compressed SOCKS connection.
- Do not request compression—The request is forwarded, but compression is not required.
- Use gateway configuration setting—The request is forwarded, using the

For detailed information about SOCKS compression and policy, see "[Understanding SOCKS Compression](#)" on page 223.

## Manage Bandwidth

Allows you to manage bandwidth for all protocols or specific protocols, on both inbound and outbound traffic.

*To create a manage bandwidth object:*

1. In the Name field, enter name for the object or leave as is to accept the default.
2. Select to limit bandwidth on the: Client side or Server side.
  - Client side—Traffic flowing between a client and the ProxySG.
  - Server side—Traffic flowing between a server and the ProxySG.
3. Select to limit bandwidth for: Inbound or Outbound traffic.
  - Inbound—Network packets flowing into the ProxySG. Inbound traffic mainly consists of packets originating at the origin content server (OCS) and sent to the ProxySG to load a Web object and packets originating at the client and sent to the ProxySG for Web requests.
  - Outbound—Network packets flowing out of the ProxySG. Outbound traffic mainly consists of packets sent to the client in response to a Web request and packets sent to an OCS or other service (such as a virus scanner) to request a service.
4. Select a Bandwidth Class from the drop-down list.
5. Click OK; click Save Changes.

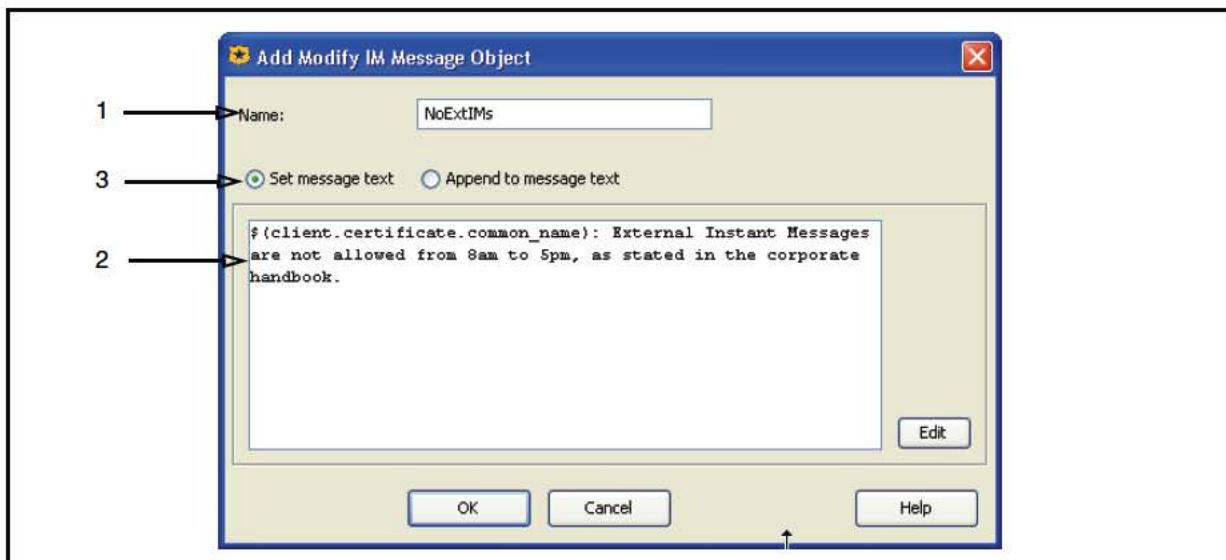
For complete information about Bandwidth Management, see [Chapter 10: “Bandwidth Management”](#) on page 489.

## Modify IM Message

In IM clients, replaces or appends the given text that is displayed to IM messages in clients that are logged in through the ProxySG. For example, use with Time Object to inform users that Instant Messages sent outside the corporate network are not allowed during business hours.

## Section C: Detailed Object Column Reference

*To create an IM message modification object:*



1. In the Name field, enter a name for the object, or accept the default.
2. In the text field, enter a message that appears on an IM client if the rule applies.
3. Select one of the following:
  - Set message text—Replaces the text displayed to the IM client. See the example in the screenshot.
  - Append to message text—The specified text is added to the IM message.

Chapter 17: “Instant Messaging” on page 769 provides more information about regulating IM through the ProxySG, as well as VPM examples.

## Return ICAP Patience Page

Specifies to display an ICAP patience page after a predetermined amount of time. Enter a time value (in seconds) that the ProxySG waits for content to be serviced from the origin content server before displaying the page that instructs users an ICAP scan is in progress.

**Note:** Patience pages display regardless of any pop up blocking policy that is in effect.

Patience page management and limitations are described in "Customizing ICAP Patience Text" on page 520.

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## Section C: Detailed Object Column Reference

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### Set Dynamic Categorization

Dynamic categorization extends the process of categorizing a URL. Traditional content filtering involves searching of massive URL pattern databases, which are published by vendors and downloaded to the ProxySG at specified intervals. As new content constantly reaches the Web, the limitation is that it cannot be filtered until its existence is discovered, added, and uploaded. Dynamic categorization enhances content filtering by scanning a new Web page, attempting to determine its contents, and categorizing accordingly in real time.

When an un-categorized page is first encountered, the ProxySG calls an external service with a categorization request. Once the content is scanned, a category is assigned (a majority of the time).

For related information, see "[Configuring Dynamic Categorization for Blue Coat Web Filter](#)" on [page 800](#).

#### *To Configure Dynamic Categorization*

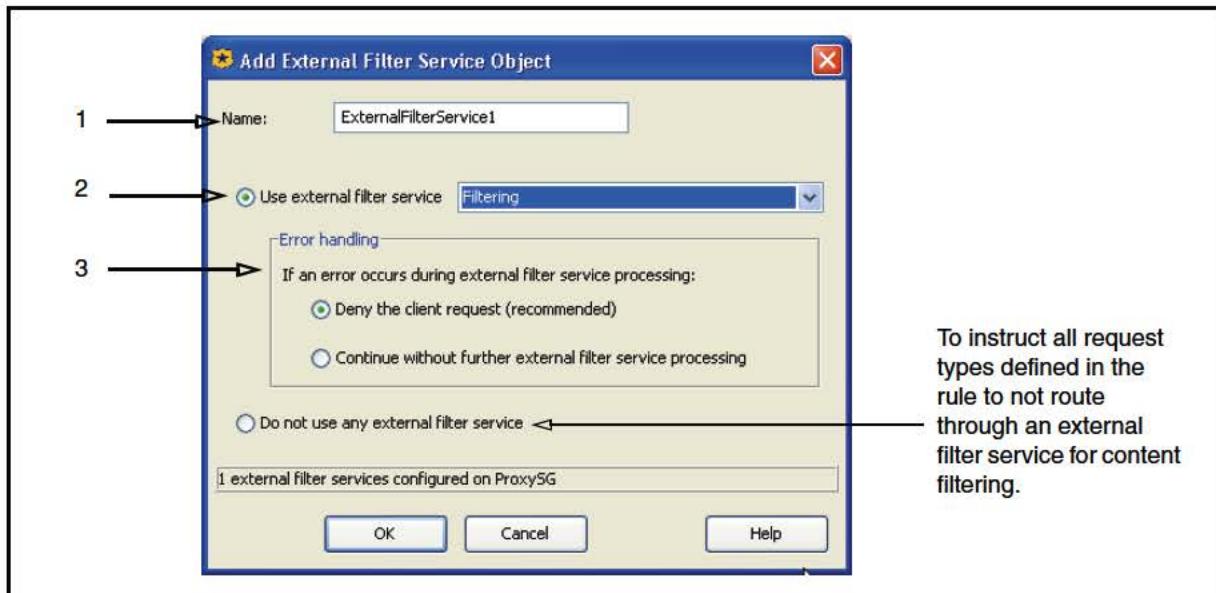
1. Select a mode:
  - Do not categorize dynamically—The loaded database is consulted for category information. URLs not in the database show up as category none.
  - Categorize dynamically in the background—Objects not categorized by the database are dynamically categorized as time permits. Proxy requests are not blocked while DRTR is consulted. Objects not found in the database appear as category pending, indicating that DRTR was requested, but the object was served before the DRTR response was available.
  - Categorize dynamically in realtime—The default. Objects not categorized by the database are dynamically categorized on first access. If this entails consulting the DRTR service, the proxy request is blocked until DRTR responds.
  - Use dynamic categorizing setting from configuration—Default to the ProxySG configuration (Content Filtering>Blue Coat>Dynamic Categorization).
2. Click OK.

### Set External Filter Service

Specifies which installed content filtering service or service group a content request is subjected to or bypasses, and specifies what occurs if a communication error occurs between the ProxySG and the external service.

## Section C: Detailed Object Column Reference

*To determine External Filter Service request behavior:*



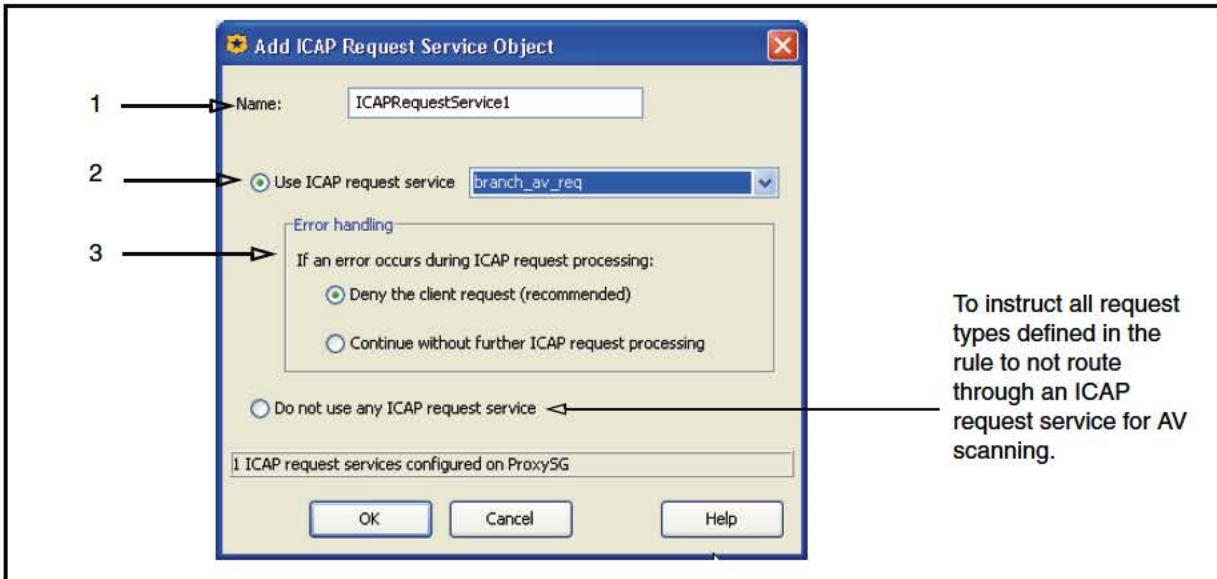
1. In the Name field, enter a name for the object or leave as is to accept the default.
2. To instruct all requests defined in the rule to route to a specific external filter service, select Use External Filter Service; from the drop-down list, select the external filter service or service group (which must already exist on the ProxySG; Configuration>External Services).
3. In the Error handling field, select one of the following option:
  - To deny all requests if a communication error occurs, select Deny the client request.
  - To allow requests to go through without content filtering, select Continue without further external service processing.
4. Click OK.

## Set ICAP Request Service

Specifies which installed ICAP service or service group a content request routes to or bypasses, and specifies what occurs if a communication error occurs between the ProxySG and the ICAP server.

### Section C: Detailed Object Column Reference

*To determine ICAP request behavior:*



1. In the **Name** field, enter a name for the object or leave as is to accept the default.
2. To instruct all request or response types defined in the rule to route to a specific ICAP service, select **Use ICAP Request Service**; from the drop-down list, select the ICAP request modification service or service group (which must already exist on the ProxySG; Configuration>External Services>ICAP).
3. In the **Error handling** field, select one of the following option:
  - To deny all requests or responses if a communication error occurs, select **Deny the client request**. This is the default and recommended by Blue Coat.
  - To allow requests or responses to go through without ICAP scanning, select **Continue without further ICAP request processing**. Be advised that this presents a content integrity risk.

---

**Note:** When the ICAP service is restored, these objects are scanned and served from the cache if they are requested again.

---

### Set ICAP Response Service

Identical to "Set ICAP Request Service", but applies to other protocol responses, such as HTTP and FTP. Requires an ICAP response modification service created on the ProxySG (Configuration>External Services>ICAP).

## Section C: Detailed Object Column Reference

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### Set FTP Connection

For an outgoing request over FTP, specifies whether the FTP connection should be made immediately or deferred, if possible. The benefit of deferring connections is that requests for previously cached content can be served without contacting the origin server, which reduces the FTP load on that server.

### Set SOCKS Acceleration

Specifies whether or not accelerate SOCKS requests, and defines the transport method.

*To set SOCKS acceleration:*

1. In the Name field, enter a name for the object or leave as is to accept the default.
2. Select one of the following:
  - Automatically—Accelerates SOCKS requests automatically, based on the destination port receiving the connection.
  - Do Not Accelerate—Never accelerate SOCKS requests matched by this rule.
  - Accelerate via [HTTP | AOL IM | MSN IM | Yahoo IM]—Specifies the type of acceleration applied to requests matched by this rule.
3. Click OK.

### Set Streaming Max Bitrate

Specifies the maximum bitrate, in kilobits per second, of requested streaming media. If a request exceeds this rule, the request is denied.

### Send DNS/RDNS Response Code

Specifies to send out the default response code or a selectable error response code. Perform one of the following:

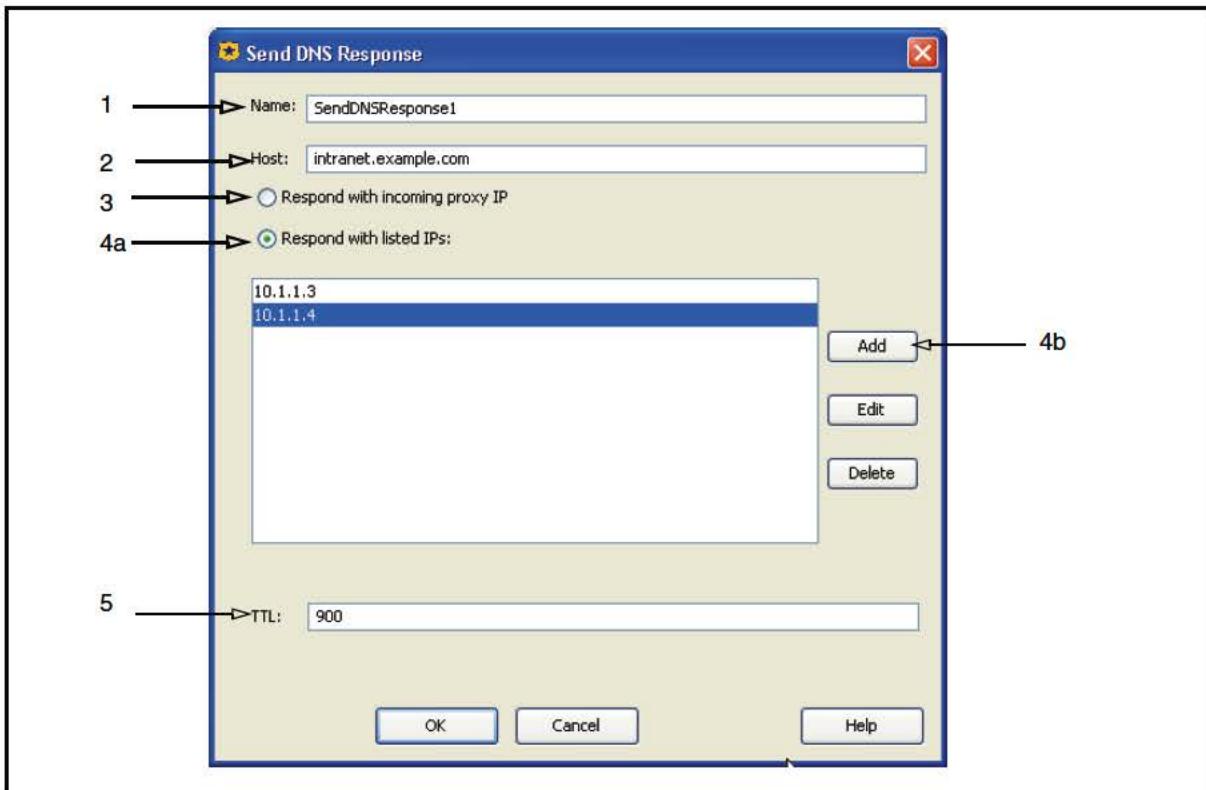
- Select Send Default DNS Response; optionally, enter a TTL (time to live) value.
- Select Send Error Response Code and select a code from the drop-down list.

### Send DNS Response

Specifies which IP address to return for a specified host.

### Section C: Detailed Object Column Reference

*To set a DNS Response:*



1. In the Name field, enter a name for the object or leave as is to accept the default.
2. In the Host field, enter a host name that is returned.
3. To respond with the IP address of the proxy that is forwarding the request, select Respond with proxy IP.
4. To respond with one or more IP addresses:
  - a. Select Respond with listed IPs.
  - b. Click Add. The Add DNS Response IP dialog appears.
  - c. Enter an IP address and click Add.
  - d. Repeat as required; click Close.
5. (Optional) In the TTL field, enter a time-to-live value (how long the response is cached).
6. Click OK.

### Send Reverse DNS Response

Specifies which host to return for a reverse DNS response. Optional: define a time-to-live value.

## Section C: Detailed Object Column Reference

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### Do Not Cache

This is a static object. Specifies that objects are never cached.

### Force Cache

This is a static object. Specifies that (cacheable) objects are always cached. Objects that are not cacheable (for example, RealMedia file types) and supported in pass-through mode only are not cached.

### Use Default Caching

This is a static object. Overrides the Do Not Cache and Force Cache actions and instructs the ProxySG to use its default determination of whether or not to cache the content.

### Mark/Do Not Mark As Advertisement

These are static objects. Specifies content to be identified as an advertisement. The ProxySG still fetches content from the cache (if present); however, just after serving to the client, the content is re-fetched from the ad server so that hit counters are updated.

### Enable/Disable Pipelining

These are static objects. Enables or disables the ProxySG pipelining feature, which, when enabled, examines Web pages for embedded objects and requests them from the origin server in anticipation of a client request.

### Set TTL

Specifies the time-to-live (TTL) an object is stored in the ProxySG. In the Name field, enter a name for the object (or leave as is to accept the default); in the TTL field, enter the amount of time in seconds.

### Send Direct

This is a static object. Overrides forwarding host, SOCKS gateway, or ICP configurations and instructs the ProxySG to request the content directly from the origin server.

### Integrate/Do Not Integrate New Hosts

This is a static object. Used in server accelerator deployments. When enabled, the corresponding host that is accessed is added to the list of hosts for which the ProxySG performs health checks. If that host name resolves to multiple IP addresses that correspond to different servers, the ProxySG fetches content from the available servers and ignores the servers that fail the health check.

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## Section C: Detailed Object Column Reference

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### Allow Content From Origin Server

This is a static object. Allows request to access content from an origin server if the content is not cached.

### Serve Content Only From Cache

This is a static object. Requests to access content that is not cached are denied. If the content is cached, the content is served.

### Select SOCKS Gateway

Specifies which SOCKS gateway, if any, to use; defines behavior if communication between the SOCKS gateway and the ProxySG is down.

- To instruct the rule to connect directly without routing through a SOCKS service, select Do not use SOCKS gateway.
- To instruct the rule to connect through a SOCKS gateway, select Use SOCKS Gateway and select an installed SOCKS service from the drop-down list.

In the If no SOCKS gateway is available field, select Deny the request or Connect directly, which allows requests to bypass the SOCKS service.

### Select Forwarding

Specifies which forwarding host or group, if any, to use; defines behavior if communication between the forwarding and the ProxySG is down.

- To instruct the rule to connect directly without redirecting to a forwarding host or group, select Do not forward.
- To instruct the rule to redirect to a forwarding host, select Use Forwarding and select an installed forwarding host from the drop-down list.

In the If no forwarding is available field, select Deny the request (fail closed) or Connect directly (fail open), which allows requests to bypass the forwarding host.

- To instruct the rule to forward using the ICP configuration, select Forward using ICP.

### Set IM Transport

Specifies the transport method used for IM traffic.

- Auto—Connects using the transport method used by the client.
- HTTP—Tunnels the IM requests over HTTP.
- Native—Connects using the native transport used by the service.

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Section C: Detailed Object Column Reference

## Set Streaming Transport

Specifies which streaming transport method the rule uses.

- Auto—Connects using the transport method used by the client.
- HTTP—Streaming over HTTP.
- TCP—Streaming over TCP.

## Authentication Charset

The VPM allows you enter non-ASCII in many objects, such user and group names and text for the "Notify User" object. This object allows you set the character set to use in conjunction with localized policy. From the drop-down list, select a character set and click OK.

## Combined Action Objects

Allows you to combine an action object that invokes multiple actions. See "[Using Combined Objects](#)" on page 660.

## Action Column/Policy Layer Matrix

The following matrix lists all of the Action column objects and indicates which policy layer they apply to.

Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Allow						x		x		
Deny (static)	x	x					x	x		
Deny (Content Filter)						x		x		
Force Deny (Content Filter)						x		x		
Allow Read-Only Access		x								
Allow Read-Write Access		x								
Do Not Authenticate	x			x			x			
Authenticate	x			x			x			
Force Authenticate	x			x			x			
Bypass Cache								x		
Do Not Bypass Cache								x		
Check Authorization								x	x	
Do Not Check Authorization								x	x	

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### Section C: Detailed Object Column Reference

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Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Always Verify								x	x	
Use Default Verification								x	x	
Block Up Ads								x		
Do Not Block PopUp Ads								x		
Force IWA For Server Auth								x		
Do Not Force IWA For Server Auth								x		
Require Client Certificate						x				
Do Not Require Client Certificate						x				
Reflect IM Messages								x		
Do Not Reflect IM Messages								x		
Support Persistent Client Requests								x		
Do Not Support Persistent Client Requests								x		
Support Persistent Server Requests								x	x	
Do Not Support Persistent Server Requests								x	x	
Block IM Encryption								x		
Do Not Block IM Encryption								x		
Deny						x		x		
Return Exception						x		x		
Return Redirect								x		
Set Client Certificate Validation						x				
Set Server Certificate Validation						x				
SSL Forward Proxy					x					
Send IM Alert								x		
Modify Access Logging								x	x	

## Section C: Detailed Object Column Reference

Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Override Access Log Field								x	x	
Rewrite Host								x		
Reflect IP			x					x		
Suppress Header								x		
Control Request Header								x		
Control Response Header								x		
Notify User								x		
Strip Active Content								x		
Set Client HTTP Compression								x		
Set Server HTTP Compression								x		
Set SOCKS Compression								x		
Set SOCKS Gateway Compression										x
Modify IM Message								x		
Return ICAP Patience Page								x		
Set Dynamic Categorization									x	
Set External Filter Service								x		
Set ICAP Request Service								x	x	
Set ICAP Response Service									x	
Use Default Caching									x	
Set FTP Connection								x		
Set SOCKS Acceleration								x		
Set Streaming Max Bitrate								x		
Send DNS/RDNS Response Code			x							
Send DNS Response			x							
Send Reverse DNS Response			x							
Do Not Cache									x	
Force Cache									x	

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### Section C: Detailed Object Column Reference

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Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Mark As Advertisement									x	
Do Not Mark as Advertisement									x	
Enable Pipelining									x	
Disable Pipelining									x	
Set TTL									x	
Send Direct									x	
Integrate New Hosts									x	
Do Not Integrate New Hosts									x	
Allow Content From Origin Server									x	
Serve Content Only From Cache									x	
Select SOCKS Gateway									x	
Select Forwarding									x	
Reflect IP									x	
Set IM Transport									x	
Set Streaming Transport									x	
Authentication Charset							x			
Combined Objects		x		x	x		x	x	x	x

### Track Object Column Reference

A *track* object defines the parameters for tracking and tracing traffic. All policy layers contain the same trace objects, but tracking parameters are layer-specific.

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Note: Because of character limitations required by the generated CPL, only alphanumeric, underscore, and dash characters can be used to define an action object name.

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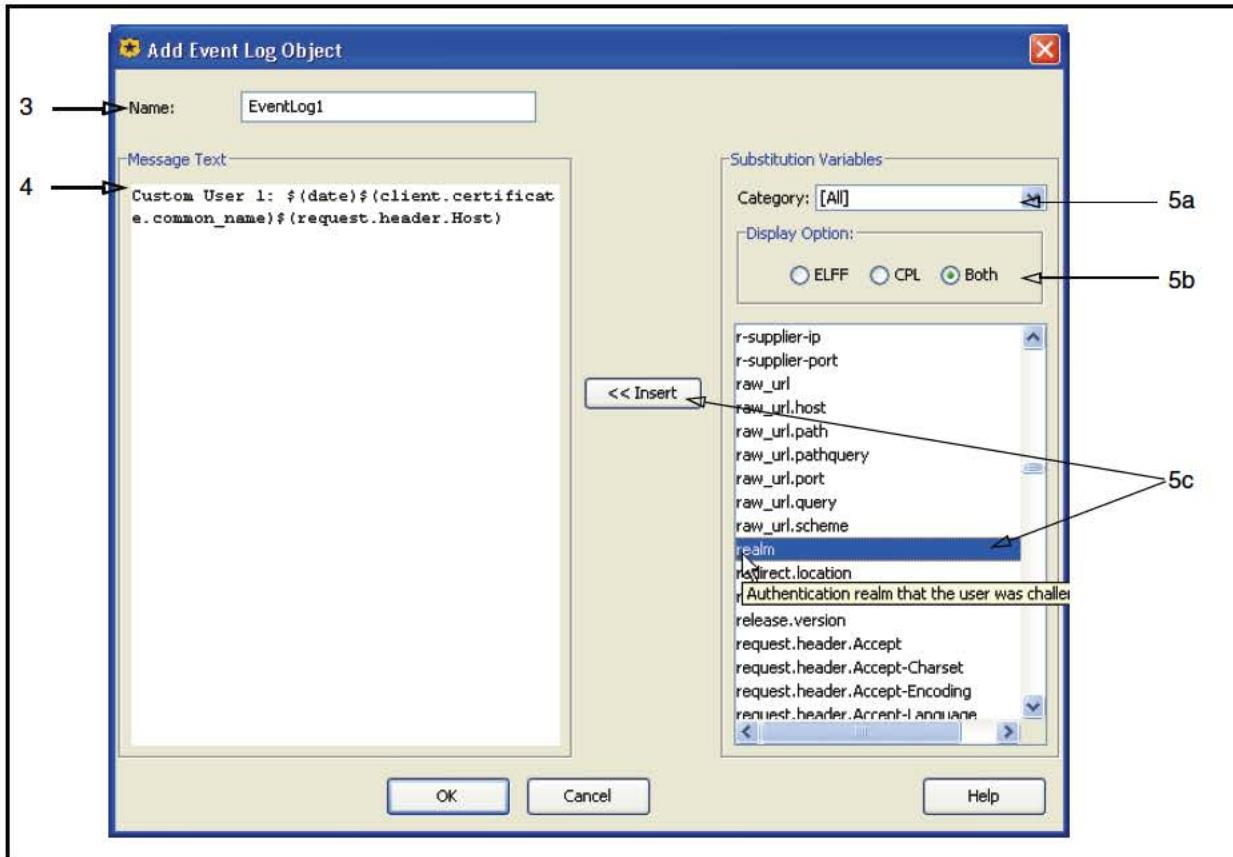
## Section C: Detailed Object Column Reference

## Event Log, E-mail, and SNMP

You can customize the event log, E-mail notification, and SNMP with triggers. These triggers are the same for all three object types.

*To customize an Event Log, E-mail, or SNMP Object:*

1. Right-click the Tracking cell in a policy layer and select Set; the Set Track Object dialog appears.
2. Click New and select Event Log, Email, or SNMP; the appropriate add object dialog appears.



3. In the Name field, enter a name for this object or leave as is to accept the default.

---

Note: The e-mail object also contains a Subject field.

---

4. In the Message Text field, enter a customized message that appears with each entry.
5. Optional: Add substitution variables. The substitution variables instruct the ProxySG to append specific information to the tracking object. The variables are categorized alphabetically, according to prefix.

---

## Section C: Detailed Object Column Reference

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Note: Some variables do not have prefixes.

---

In the Substitution Variables field:

- a. From the Category drop-down list, select a category to narrow the view to a subset of variables.
- b. The Display Option options allow you to further aggregate the variables by ELFF (Extended Log File Format) or CPL (Content Policy Language).
- c. Select a variable and click Insert. Rolling the mouse over a variable displays a brief description of the variable. Repeat as required.

## Tracing Objects

This object specifies rule and Web traffic tracing.

Click Trace Level and select one of the following trace options:

- No Tracing—The default.
- Request Tracing—Generates trace output for the current request. The trace output contains request parameters (such as URL and client address), the final values of property settings, and descriptions of all actions taken.
- Rule and Request—Generates trace output that displays each rule that was executed
- Verbose Tracing—Generates the same output as Rule and Request, but also lists which rules were skipped because one or more of their conditions were false, and displays the specific condition in the rule that was false.

Furthermore, a trace destination can be entered that specifies the destination for any trace produced by the current transaction. To specify a destination path, select Trace File and enter a path in the field. For example, abc.html.

If a trace destination is configured in multiple layers, the actual trace destination value displayed is the one specified in the last layer that had a rule evaluated (which has a destination property configured). Consider the following multiple Web Access Layer example, demonstrated by the generated CPL:

```
<PROXY>
  url.domain=aol.com trace.request(yes) trace.rules(all)
  trace.destination("aol_tracing.html")
  url.domain=msn.com trace.request(yes)
  trace.rules(all)trace.destination("msn_tracing.html")
<PROXY>
  client.address=10.10.10.1 trace.request(yes) trace.rules(all)
```

The resulting actions are:

- Requests to the aol.com domain are logged to aol\_tracing.html.
- Requests to the msn.com domain are logged to msn\_tracing.html.

## Section C: Detailed Object Column Reference

- Requests from the client with the IP of 10.10.10.1 are logged to the default location of default.html.

---

Note: After using a trace to troubleshoot, remove the trace to save log space.

---

The Trace File option can be used in conjunction or separately from the Trace Level option.

The default path of the trace file is accessible through one of the following URLs.

If the Management Console secure mode is enabled (the default on a new or upgraded system):

`https://ProxySG_IP_address:8082/Policy/Trace/default_trace.html`

If the Management Console is deployed in non-secure mode:

`http://ProxySG_IP_address:8081/Policy/Trace/default_trace.html`

## Combined Track Object

Allows you to combine track objects into one. See "Using Combined Objects".

## Track Objects/Policy Layer Matrix

The following matrix lists all of the Track and column objects and indicates which policy layer they apply to.

Object	Admin Auth	Admin Access	DNS Access	SOCKS Auth	SSL Intercept	SSL Access	Web Auth	Web Access	Web Content	Forwarding
Event Log		x	x		x	x		x	x	
Email Log		x	x		x	x		x	x	
SNMP Objects		x	x		x	x		x	x	
Trace	x	x	x	x	x	x	x	x	x	x
Combined Objects		x	x		x	x		x	x	

## Comment Object Reference

The Comment object allows you to write any text to aid in labeling the policy layer. The text in this field does not impact the policy.

## Using Combined Objects

As previously discussed, you select one object for as many object types as required for a given rule. Most object types also have the option of using a combined object. This feature allows you to select multiple objects for a given type, thus creating more complex tools. There are two uses for combined conditions: lists and multiple object types. Also consider the Negate option, which exempts the objects in the list.

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### Section C: Detailed Object Column Reference

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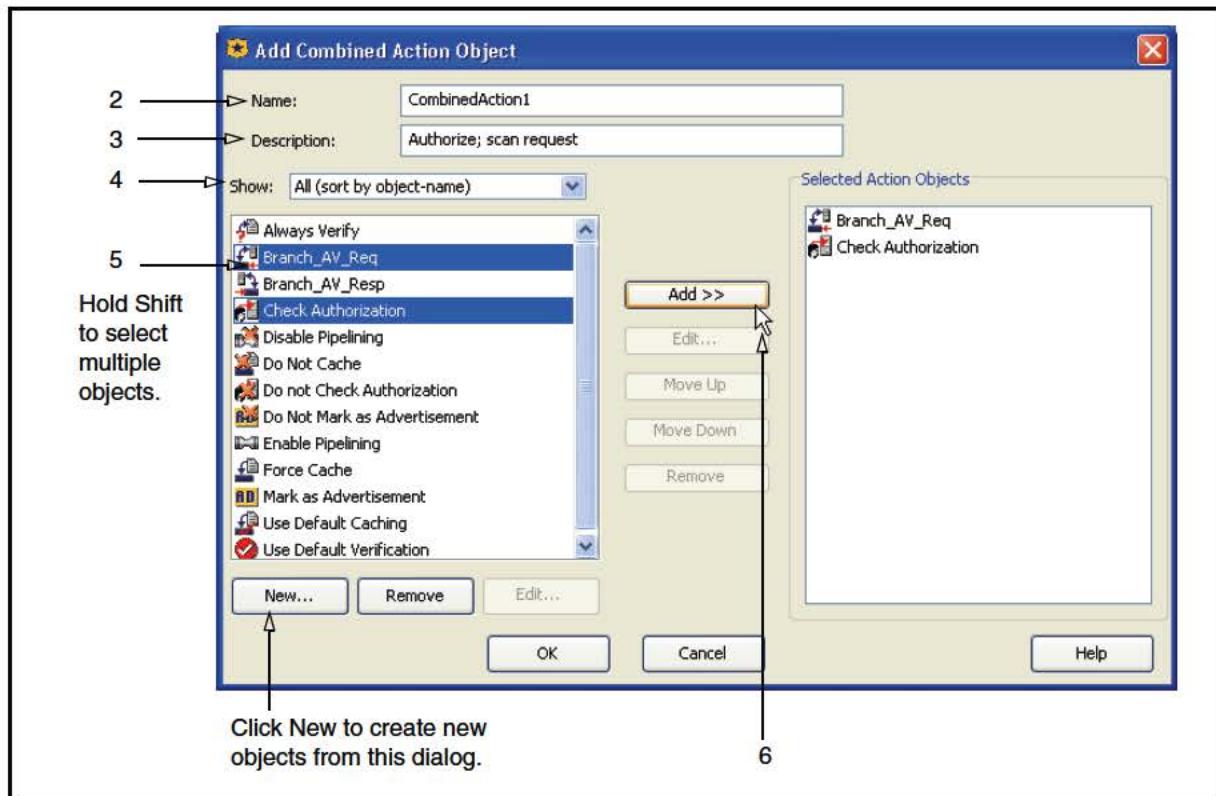
#### Example One

Consider the following example. You want a Web Content policy layer that as an action forces authorization *and* sends the response to an ICAP service for content scanning.



1. In the Set Action Object dialog, select New>Combined Action Object.

## Section C: Detailed Object Column Reference



2. In the Name field, enter a name for this object or leave as is to accept the default.
3. In the Description field, enter brief text that explains the intent of this object (for reference).
4. The Show drop-down list allows you narrow the scope of the displayed objects.
5. Hold the Shift key and select Check Authorization and Branch\_AV\_Req.
6. Click Add. The selected objects appear in the Selected Action Objects field.
7. Click OK. The CombinedAction1 object appears as a separate, selectable object.
8. Select CombinedAction1; click OK. The object is now part of the rule.

Based on the other parameters specified in the rule, all requests are forced to an upstream server for authorization and the Web responses are subject to content scanning through the ICAP service.

### Section C: Detailed Object Column Reference

#### *Example Two*

In the following example, the rule searches for one of the Proxy IP Address/Port objects and one of the streaming client user agents.

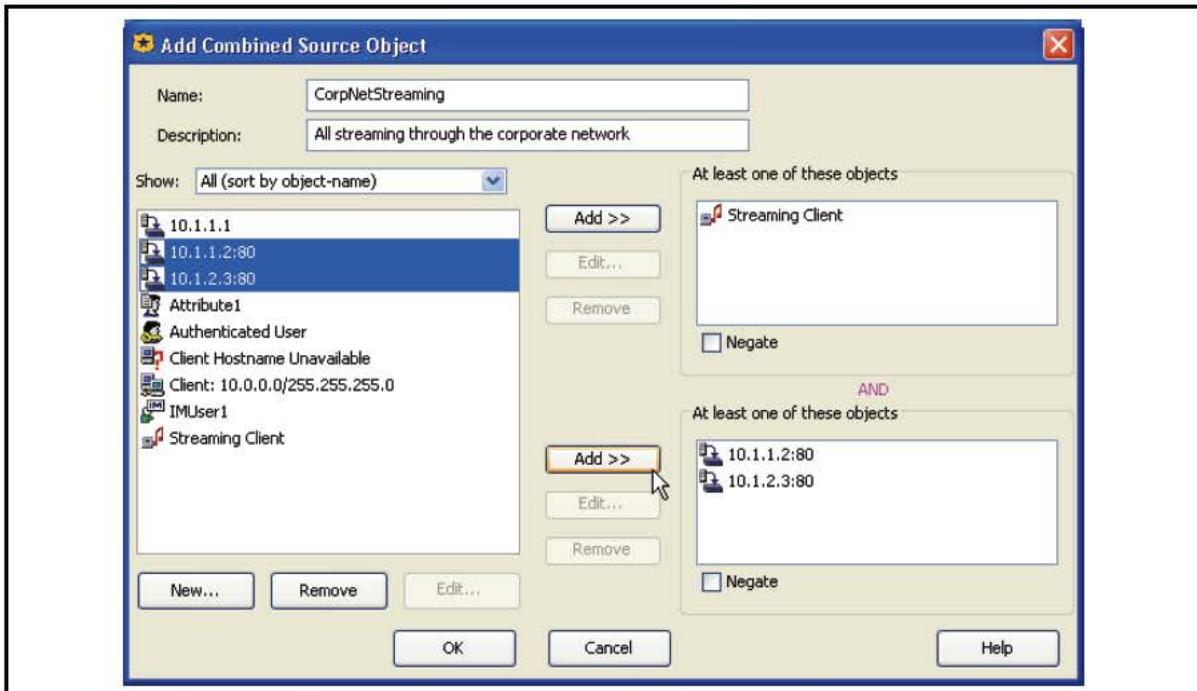


Figure 14-21: A Combined Source Object with multiple object types.

#### *Note*

The VPM displays various warning messages if you attempt to add objects that creates an invalid combined object. However, it is possible to add a combined object to another combined object, even if doing so presents duplication of simple object definitions without receiving validation warnings. For example, the contents of a child combined object might have already been included either within the parent combined object directly, or indirectly within other child combined objects. This is allowable because of the complexity some combined objects and policies can achieve.

## Centralized Object Viewing and Managing

This section describes how to use the All Objects dialog to view and manage every VPM object.

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Section C: Detailed Object Column Reference

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## Viewing Objects

The All Objects feature allows you view a list of all objects—both static and user-defined—that currently exist across all layers and columns. To view all configured VPM objects, in the Menu Bar select View>All Objects.

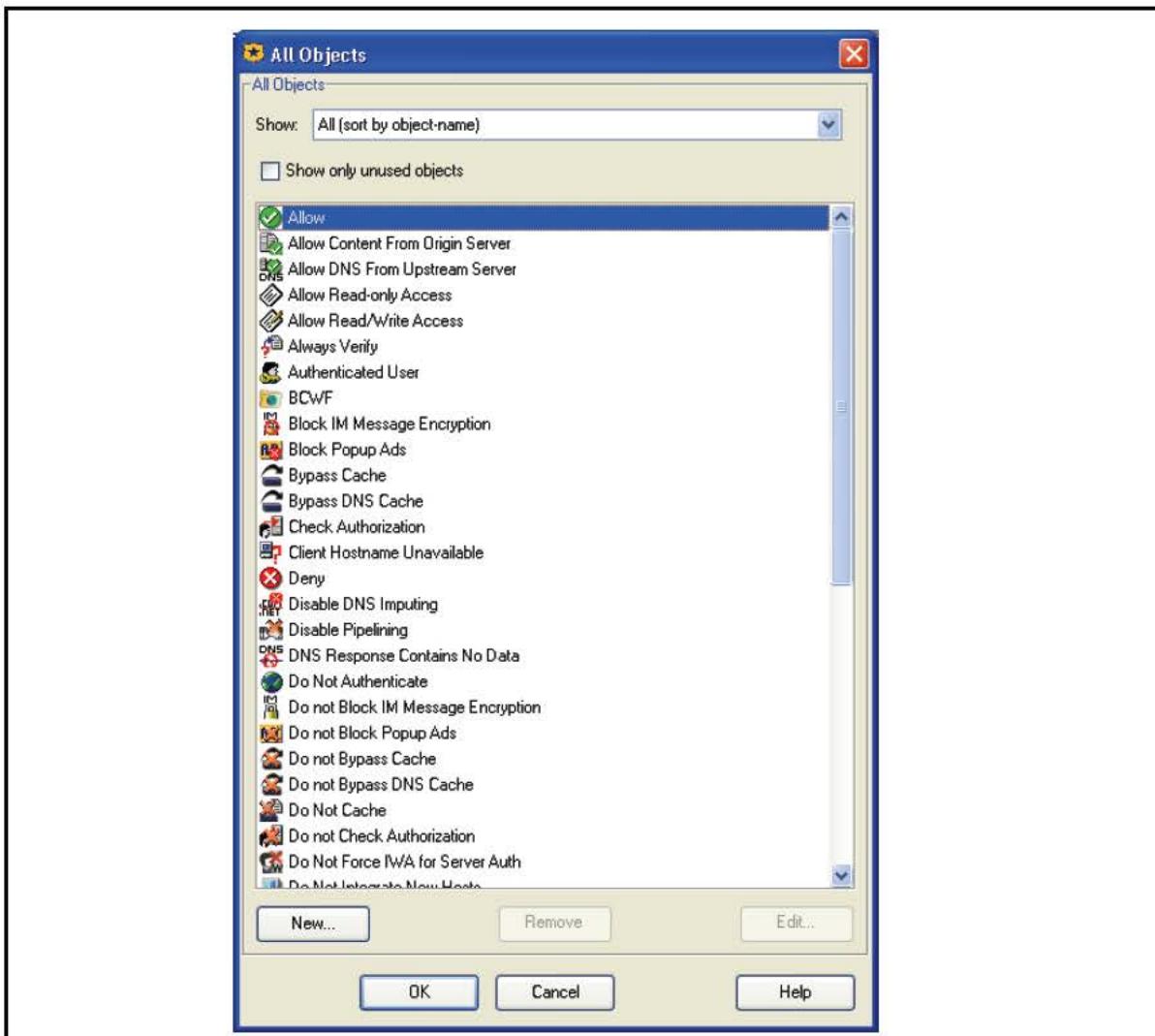


Figure 14-22: The All Objects dialog.

The objects are displayed according to the policy layer order (click Policy in the menu bar) and the column order (as presented in "Policy Layer and Rule Object Reference" on page 579). To narrow the scope of the displayed objects, select from the Show drop-down list at the top:

- All (sort by object name): Displays all objects in alphabetical order.
- All (sort by object type): Groups object types together.

### Section C: Detailed Object Column Reference

- You can select to display only the static (predefined) objects for the Source, Destination, Service, and Action columns.
- You can select to display or any one object type. For example, you want to only view the user-defined P2P Client objects. Scroll down and select P2P Client Objects.

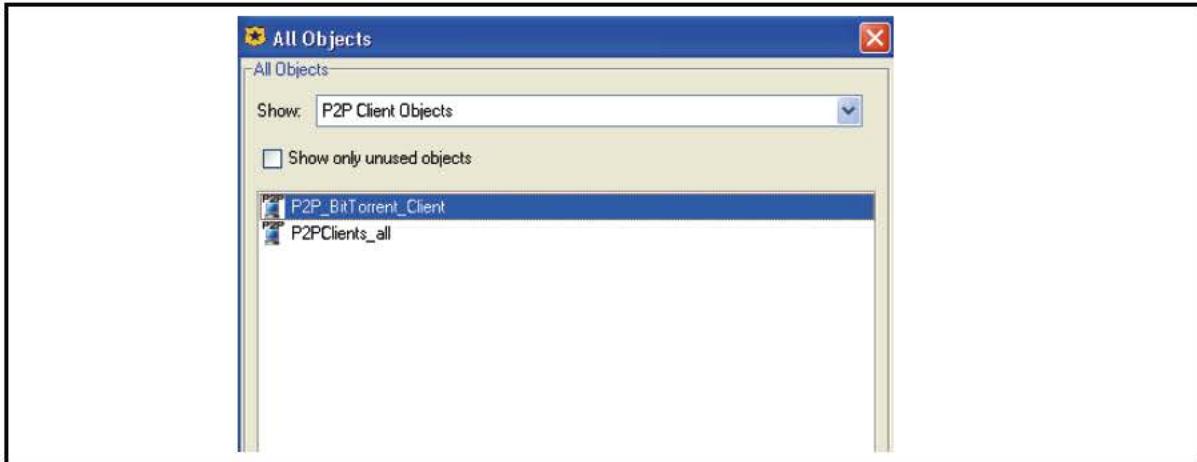


Figure 14-23: Narrowing the list to User-Defined P2P objects.

#### View Unused Objects

Selecting Show only unused objects displays all static and user-defined objects that are not currently used in any policy layer.

### Managing Objects

This section describes how to manage objects within the All Objects dialog.

#### Creating Objects

The All Objects dialog also allows you to create objects. Once an object is created, it appears in the list. When creating or editing policy layers, the objects are available to add to rules.

##### *To create an Object:*

1. Select New. The available columns and relevant objects are displayed in a cascade style.
2. Select Column>Object. The Add dialog for that object appears.
3. Define the object as required.
4. Click OK.

## Section C: Detailed Object Column Reference

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Note: When creating Combined Objects, not all objects that appear in the left column are valid for more than one policy layer type. For example, the IM User object is only valid in the Web Access Layer>Source column. If you attempt to add an object that is not valid, a dialog appears with that information.

---

### Editing Objects

Any user-defined object can be modified. Highlight the object and click Edit. After editing the object, re-install the policy to apply the modified object in every policy layer it exists in.

### Deleting Objects

You cannot delete an object that is currently part of an installed policy or combined object. Before removing an object, you can use the View>Object Occurrences feature to identify which policy layers contain the object.

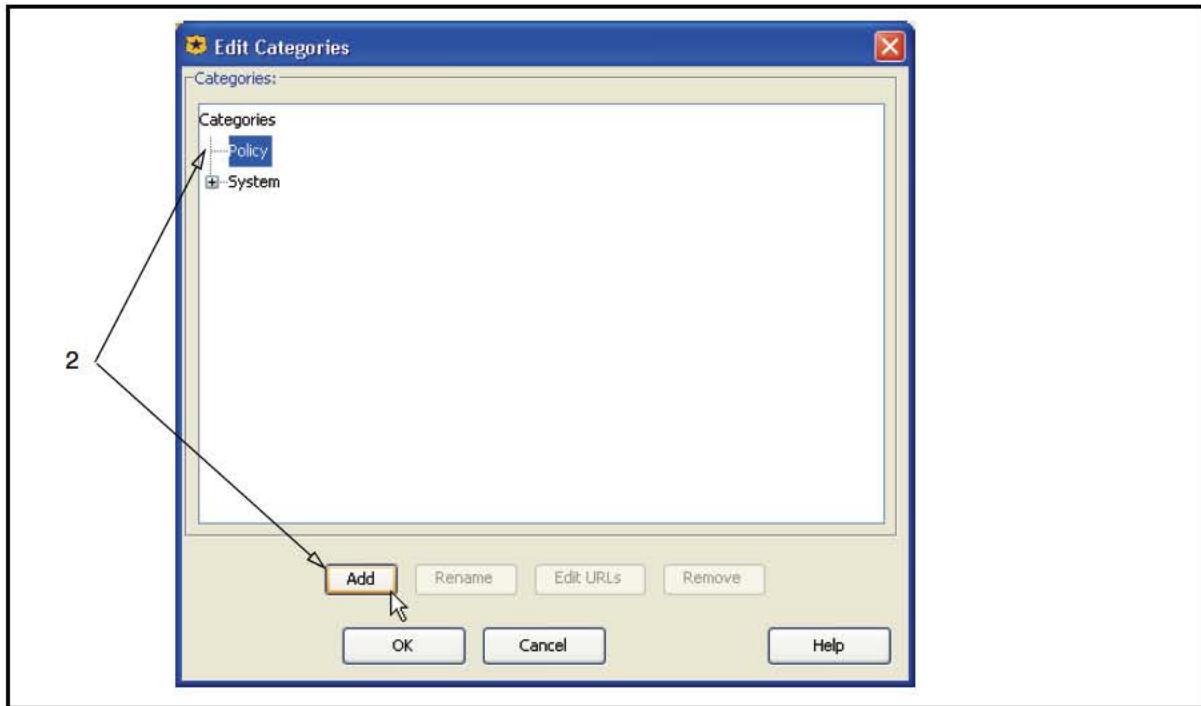
## Creating Categories

This feature allows you create the content filter URL categories that can be used in the Category object. The Destination column in the DNS Access, Web Access, Web Authentication, and Web Content policy layers contain the Category object. Similarly, categories created in the Category object (see "[Request URL Category](#)" on page 605) appear in this dialog and can be edited.

*To create a Category:*

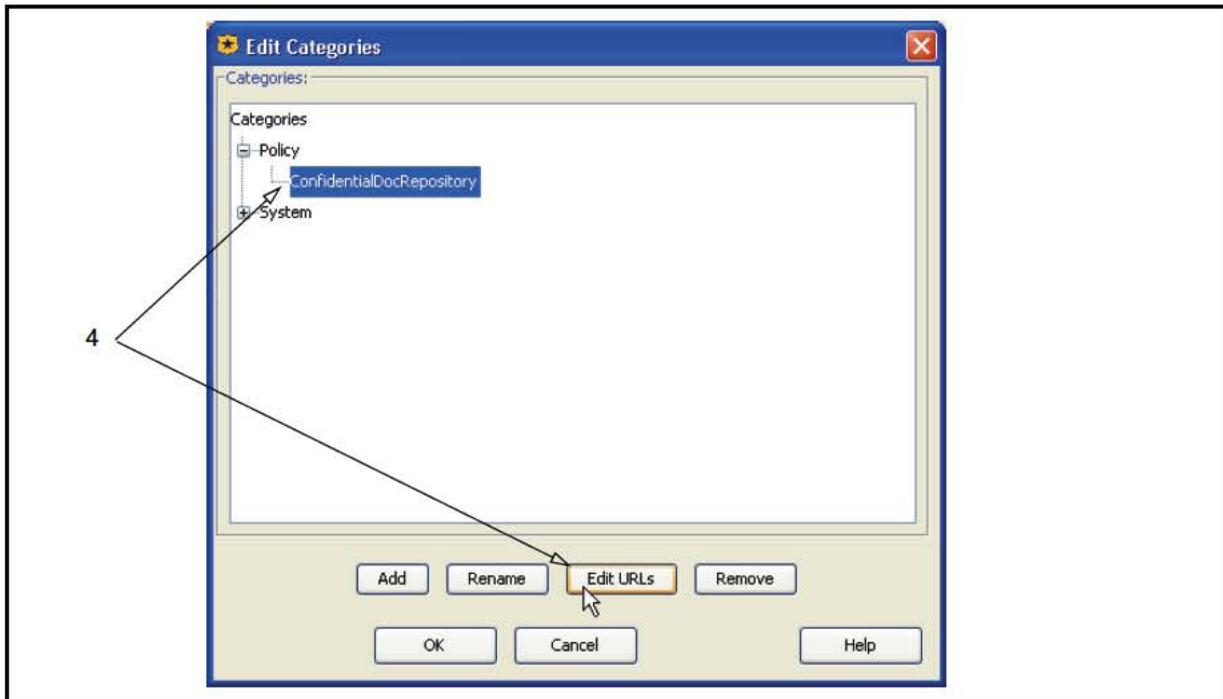
1. In VPM, select Configuration>Edit Categories. The Edit Categories dialog appears.

Section C: Detailed Object Column Reference



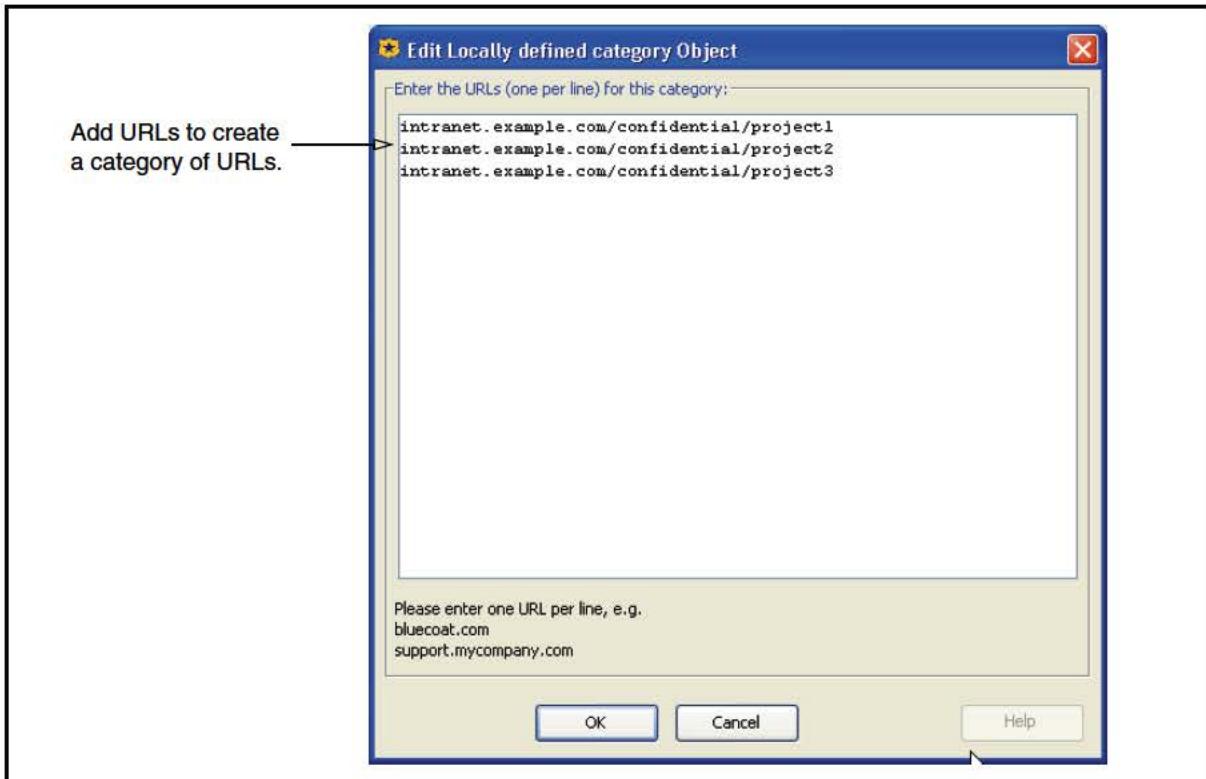
2. Select Policy; click Add. The Object Name dialog appears.
3. Name the category and click OK.

Section C: Detailed Object Column Reference



4. Drop the Policy list and select the created category; click Edit URLs. The Edit Locally Defined Category Object dialog appears.

### Section C: Detailed Object Column Reference



5. Enter URLs appropriate for the content filter category you are creating; click OK.
6. Click OK in the Edit Categories dialog to complete the category creation.

---

**Note:** If other administrators have access to the ProxySG through other workstations and are creating categories either through VPM or with inline commands, consider that newly-created or edited categories are not synchronized until the policy is installed. When the policy is installed with VPM, the categories are refreshed. If too many categories are created at the same time and confusion occurs, select the File>Revert to Existing Policy on ProxySG Appliance option to restore the policy to the previous state and reconfigure categories.

---

## Refreshing Policy

In between occurrences when either VPM is closed and reopened or **Install Policies** is invoked, VPM does not recognize changes to VPM-managed policy that were made on the ProxySG through another method. For example:

- Another administrator opens a separate VPM to make changes.
- Another administrator edits the local or central policy file through the serial console.

## Section C: Detailed Object Column Reference

---

- Another administrator makes edits the local or central policy file through the Management Console.
- A new content filter database is downloaded automatically and the new update contains category changes.
- A new content filter database is downloaded manually by an administrator through the CLI or the Management Console.

## Restricting DNS Lookups

This section discusses DNS lookup restrictions and describes how to create a list.

### About DNS Lookup Restriction

The DNS lookup restriction list is a list of domain names that apply globally, regardless of policy layer definitions. Once a domain name is added to the list, DNS lookup requests do not occur for that domain name while policy is evaluated. For more detailed information about using DNS lookups, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

### Creating the DNS Lookup Restriction List

The list is created from the VPM Menu bar.

*To create the DNS Lookup Restriction List:*

1. Select Configuration>Set DNS Lookup Restrictions; the Set DNS lookup restrictions dialog appears.  
The default is None; no domain names are restricted.
2. To restrict every domain name, select All.
3. To add specific domain names, perform the following steps.
  - a. Select Listed Host Patterns.  
This enables the Host Patterns field.
  - b. Click Add; the Add Host Pattern dialog appears.
  - c. Enter a domain name; click OK.
  - d. Repeat to add other domain names.
  - e. Click OK.

---

## Section C: Detailed Object Column Reference

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### Restricting Reverse DNS Lookups

This section discusses reverse DNS lookup restrictions and describes how to create a list.

#### About Reverse DNS Lookup Restriction

The Reverse DNS lookup restriction list is a list of subnets that apply globally, regardless of policy layer definitions. Once a subnet is added to the list, the ProxySG will not perform a reverse lookup of addresses on that subnet during policy evaluation. For more detailed information about using reverse DNS lookups, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

#### Creating the Reverse DNS Lookup Restriction List

The list is created from the VPM Menu bar. This prevents the ProxySG from performing reverse DNS lookups of addresses in the list while evaluating policy.

*To create the Reverse DNS Lookup Restriction List:*

1. Select Configuration>Set Reverse DNS Lookup Restrictions; the Set Reverse DNS lookup restrictions dialog appears.  
The default is None; no subnets are restricted.
2. To restrict every subnet, select All.
3. To add specific subnets, perform the following steps.
  - a. Select Listed Subnets.  
This enables the Subnets field.
  - b. Click Add; the Add Subnet dialog appears.
  - c. Enter a subnet; click OK.
  - d. Repeat to add other subnets.
  - e. Click OK.

### Setting the Group Log Order

This section discusses the group log order and describes how to create a list.

#### About the Group Log Order

The Group Log Order object allows you to establish the order group data appears in the access logs. For more detailed information about using group log ordering, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

## Section C: Detailed Object Column Reference

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### Creating the Group Log Order List

The list is created from the VPM Menu bar.

#### *To Create the Group Log Order List*

1. Select Configuration>Set Group Log Order; the Set Group Log Order dialog appears.
2. Click Add; the Add Group Object dialog appears.
3. In the Group Name field, enter the name of a group.  
The group must be already configured on the ProxySG.
4. From the Authentication Realm drop-down list, select a realm.
5. Click OK.
6. Repeat as required to add more groups.
7. To order the list, select a group and click Move Up or Move Down until you achieve the desired order.
8. Click OK.

---

## Section D: Managing Policy Layers, Rules, and Files

---

This section contains the following topics:

- ❑ "How Policy Layers, Rules, and Files Interact" on page 673—Describes the importance of rule order policy layer order.
- ❑ "Managing Policy" on page 676—Describes how to save and install policies on the ProxySG.
- ❑ "Installing VPM-Created Policy Files" on page 678—Describes how to propagate a policy file created on one ProxySG to another.
- ❑ "Viewing the Policy/Created CPL" on page 681—Describes how to view the underlying CPL that is created with VPM.

## How Policy Layers, Rules, and Files Interact

The following critical points discuss the behaviors and priorities of policy rules, layers, and files:

- ❑ Rules in different policy layers of the same type work together, and the order of policy layers is important.
- ❑ The order of policy layers of different types is important.
- ❑ The order of rules in a policy layer is important.
- ❑ Policy created in VPM is saved in a file on the ProxySG; the state of the VPM user interface is also stored as an XML file on the ProxySG.

---

Note: These files are stored *only* if the policy is installed without any errors.

---

- ❑ How the appliance evaluates those rules in relation to policy layers that exist in the central and local policy files is important. For more information, see [Chapter 13: "Managing Policy Files" on page 553](#).

## How VPM Layers Relate to CPL Layers

VPM generates CPL in various layers, but the concept of layers presented in VPM is slightly different. VPM provides policy layers for special purposes. For example, Web Authentication and Web Authorization, which both generate CPL <Proxy> layers. This minimizes timing conflicts by restricting the choices of triggers and properties to those compatible timing requirements. The following table summarizes how to use VPM layers and which CPL layers result.

---

Section D: Managing Policy Layers, Rules, and Files

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Table 14.2: VPM-Generated CPL Layers

Policy Purpose	VPM Layer	CPL Layer
Establish Administrator identities.	Admin Authentication	<Admin>
Control Administrator access.	Admin Authorization	<Admin>
Control DNS access.	DNS Access	<DNS>
Establish SOCKS user identities.	SOCKS Authentication	<Proxy>
Allow HTTPS interception.	SSL Intercept	<SSL-Intercept>
Control HTTPS traffic.	SSL Access	<SSL>
Establish user identities.	Web Authentication	<Proxy>
Control user access.	Web Access	<Proxy>
Control content independent of users.	Web Content	<Cache>
Control forwarding.	Forwarding	<Forward>

---

Note: VPM currently does not support the <Exception> layer.

---

## Ordering Rules in a Policy Layer

The ProxySG evaluates the rules in the order in which they are listed in a policy layer. When it finds a rule that applies to the situation, it skips the remaining rules in the policy layer and goes on to the next policy layer.

Consider the following simple example. Assume that a company has a policy that prohibits everyone from accessing the Web. This is a policy that is easy to create with a Web Access layer rule.

There are, however, likely to be exceptions to such a broad policy. For example, you require the manager of the purchasing department to be able to access the Web sites of suppliers. Members of the sales department need to access their customer Web sites. Creating Web Access rules for both these situations is also simple. But if you put all these rules in a single policy layer, then the rule prohibiting access to everyone must be ordered last, or the other two rules are not applied.

### *Principle Design Rule:*

Always go from the specific to the general.

## Using Policy Layers of the Same Type

Because the ProxySG skips the remaining rules in a policy layer as soon as it finds one that meets the condition, multiple policy layers and a combination of rules might be required to accomplish a task.

---

## Section D: Managing Policy Layers, Rules, and Files

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Consider the following example. A company does not want to prohibit its employees from accessing the Web, but it does not want them to abuse the privilege. To this end, the company wants employees who access the Web to authenticate when they do so; that is, enter a username and password. So the company creates a Web Authentication policy layer with a rule that says: "If anyone from anywhere in the company sends a request to a URL on the Web, authenticate the client before granting access."

The company also allows members of the group Sales to access various sports Web sites only during non-work hours. Given the Web Authentication rule above, these people must authenticate when they do this. But the company feels that it is not important for people going to these sites after hours to authenticate. So the company creates the following Web Access policy-layer rule:

- Grant Sales personnel access to sports Web sites from 5:00 PM to midnight.

But there are additional issues. Some members of the sales department spend a lot of time watching game highlights on video clips, and this takes up a lot of bandwidth. At the same time, a lot of customers access the company Web site in the evening (during non-work hours), so internal bandwidth should remain manageable. The company, therefore, limits the bandwidth available to the people in the Sales department with a Web Access layer rule that is identical to the one above in all respects except for the action:

- Grant Sales personnel access to sports Web sites from 5:00 PM to midnight, but limit the maximum streaming bitrate to 300 kilobits per second.

For both these rules to work, they need to be in separate policy layers. If they were in the same policy layer, the rule listed second would never be applied.

## Ordering Policy Layers

The order of policy layers is also important. The ProxySG evaluates policy layers in the order in which they are listed in VPM. When the ProxySG is going through policy layers, it does not execute a given rule as soon as it finds that it meets the specific situation. Rather, it compiles a list of all the rules that meet the condition; when it has gone through all the policy layers, it evaluates the list, resolves any apparent conflicts, and then executes the required actions. If there is a conflict between rules in different policy layers, the matching rule in the policy layer evaluated last takes precedence.

In the above example, there are two Web Access policy layers: one contains a rule stating that Sales personnel can access certain Web sites without authenticating, and the other states that when they do access these Web sites, limit the available bandwidth. The order of these policy layers is irrelevant. The order is irrelevant because there is no conflict between the rules in the layers.

The following is an example in which the order of policy layers does matter. Assume all URL requests from members of the purchasing department are directed to a single proxy server. To discourage employees from surfing the Web excessively during business hours, a company creates a Web Authentication Policy rule that says: "Whenever a client request comes in to the proxy server, prompt the client to authenticate."

Members of the purchasing department, however, need to access specific Web sites for business reasons, and the company does not want to require authentication every time they do this. So they create a Web Access policy rule that says: "If any member of the purchasing department sends a request to a specific URL contained in a combined-object list, allow access."

## Section D: Managing Policy Layers, Rules, and Files

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The policy layer with the first rule needs to come first in evaluation order; it is then overridden by the second rule in a subsequent policy layer.

### *Principle Policy Layer Design Rule*

Always go from the general to the specific; that is, establish a general rule in an early policy layer, then write exception rules in later policy layers.

## Installing Policies

As you add policy layers and rules, your work is saved in a file on the ProxySG. However, policies only take effect after you install the policies and the generated XML has been validated. The ProxySG then compiles the policies into CPL format and saves the resulting policies in the vpm.cpl file. This overwrites any policies previously created using VPM. The appliance saves VPM-generated policies in a single file and loads it all at once. You do not need to load policies separately, as is the case with the local or central policy files.

### *To Install Policies*

- Select File>Install Policies, or
- Click Install Policies on the Rule bar.

The VPM validates the generated XML for any issues, such as missing layers. If the validation passes, the CPL is generated and the policies are loaded.

If the XML fails the validation, a dialog appears allowing you to:

- Revert to the policy currently installed on the ProxySG, or
- Continue to edit the policy and attempt another installation.

Furthermore, the failed XML file is written to your hard disk; view this file to troubleshoot the failed XML. The default location for this file is:

C:\Documents and Settings\user.name\bluecoat\vpm\_err.xml

### *Notes*

The Category and Notify User objects and the DNS Lookup Restrictions, Reverse DNS Lookup Restrictions, and Group Log Order configuration objects generate CPL, regardless if they are or are not included in rules. These specific objects and features allow users to edit categories and lists that might or might not be used in current policies.

## Managing Policy

This section describes how to manage VPM policy.

### Refreshing Policy

In between occurrences when either VPM is closed and reopened or Install Policies is invoked, VPM does not recognize changes to VPM-managed policy that were made on the ProxySG through another method. For example:

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## Section D: Managing Policy Layers, Rules, and Files

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- Another administrator opens a separate VPM to make changes.
- Another administrator edits the local or central policy file through the serial console.
- Another administrator makes edits the local or central policy file through the Management Console.
- A new content filter database is downloaded automatically and the new update contains category changes.
- A new content filter database is downloaded manually by an administrator through the CLI or the Management Console.

### Reverting to a Previous Policy

If after creating new policies or editing an existing policy you decide to abandon the process and continue with the existing policy installed on the ProxySG, you can revert to that version. All current changes are deleted (VPM provides a verification prompt).

*To Revert to an Existing Installed Policy*

Select File>Revert to Existing Policy on ProxySG Appliance.

### Changing Policies

You can change, edit, delete, add to, and otherwise manage policies created in VPM at any time by returning to VPM and working with policy layers and rules just as you did when creating them.

### Managing Policy Layers

This section describes how to perform edits of policy layers.

#### Renaming a Policy Layer

The VPM allows you to rename policy layers and disable and re-enable layers.

*To rename a Policy Layer:*

1. Right-click the tab of the policy layer and select Rename. The Rename New Layer dialog appears.
2. Rename the layer and click OK.

#### Disabling a Policy Layer

Disabling policy layers allows you to remove a subset of the employed policy without losing the rules and the effort put forth to create them. Once disabled, the policy in that layers is ignored. You can re-enable a disabled layer at any time.

*To disable or Enable a Layer:*

Right-click the tab of the policy layer and select Disable Layer. The layer name text turns red and the layer rules are greyed-out.

## Section D: Managing Policy Layers, Rules, and Files

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To re-enable a layer, repeat this step and select Enable Layer.

### Deleting a Policy Layer

You can completely remove a policy layer.

---

**Important:** Once deleted, a layer cannot be recovered.

---

#### *To Delete a Policy Layer*

1. Right-click the tab of the policy layer to be deleted.
2. Select Delete Policy from the drop-down list.

---

Note: All of the above procedures can be accomplished from the Menu Bar>Edit drop-down list.

---

## Managing Policy Rules

Occasionally, you might need to temporarily disable rules in a policy layer; for example, when troubleshooting compiles errors and warnings. This might help confirm that the ProxySG can successfully compile the remaining policy. After disabling a rule, you can edit the objects and re-enable the rule.

#### *To disable or enable a rule:*

1. Click the appropriate policy layer tab.
2. Right-click in the No. column.
3. Click Disable Rule on the shortcut menu. The policy editor changes the rule text color to red.
4. To enable the rule, repeat step 3. After you enable a disabled rule, the policy editor changes the rule text color to black.

## Installing VPM-Created Policy Files

Policies created with VPM are saved on the specific ProxySG on which they are created. SGOS automatically creates the following files when saving VPM-created policies:

```
config_policy_source.xml  
config_policy_source.txt
```

You can install VPM policies that were created on another ProxySG. This requires the following steps:

1. Copy the two VPM files, to be shared, to a Web server from the ProxySG on which they reside.
2. Use the Management Console or CLI to load VPM files on another ProxySG.

---

## Section D: Managing Policy Layers, Rules, and Files

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*To copy VPM files from a ProxySG to a Web server:*

1. Select Statistics>Advanced.
2. Scroll down and click Policy.

The page jumps down to the Policy files links.

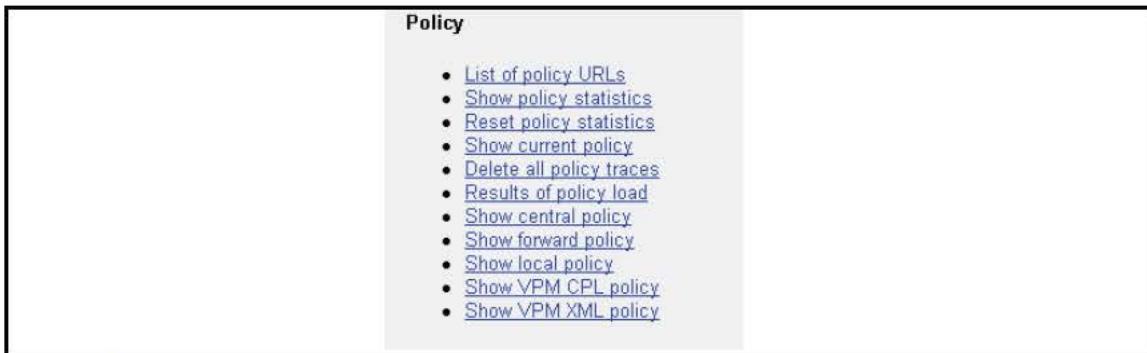


Figure 14-24: Policy Files in Custom URLs

3. Right-click the Show VPM CPL policy link.
4. In the Save As dialog, enter the full path to a directory on the Web server before the file name and click OK.

---

**Important:** The Save As dialog offers the appropriate default file name (`config_policy_source.xml` or `config_policy_source.txt`). You can change the names, including the extension. This can be helpful if an enterprise is using various sets of shared VPM files. You could rename files to indicate the ProxySG on which they were created, for example, or for a department that has a set of VPM-specific policies, used perhaps in multiple locations (`sales_vpm.cpl` and `sales_vpm.xml`).

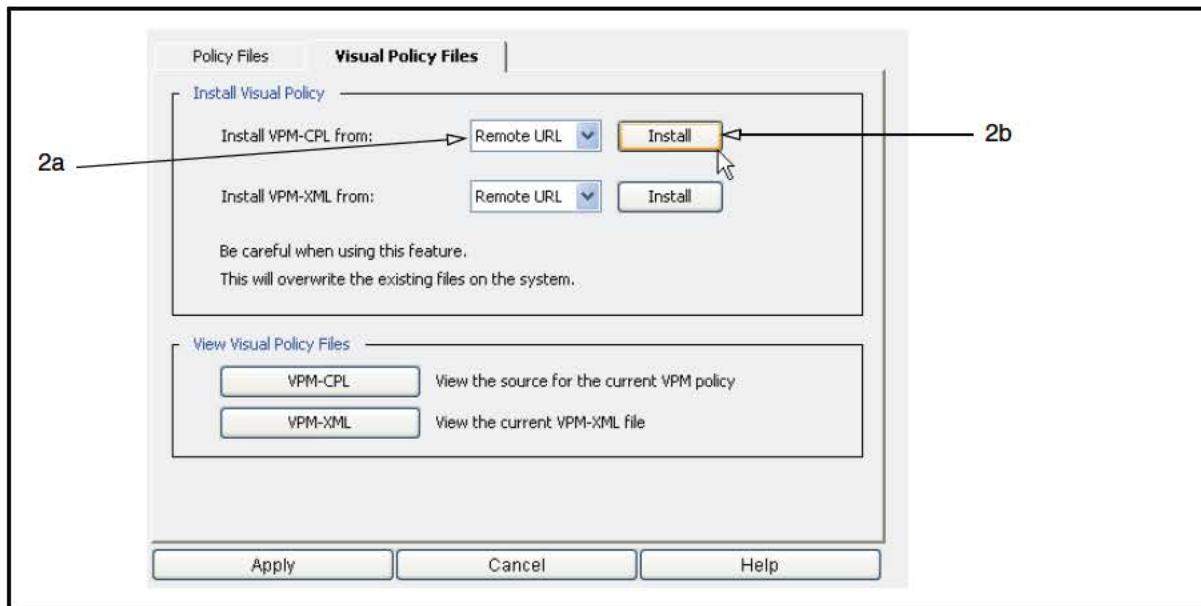
---

5. Repeat the previous step for the second VPM file.

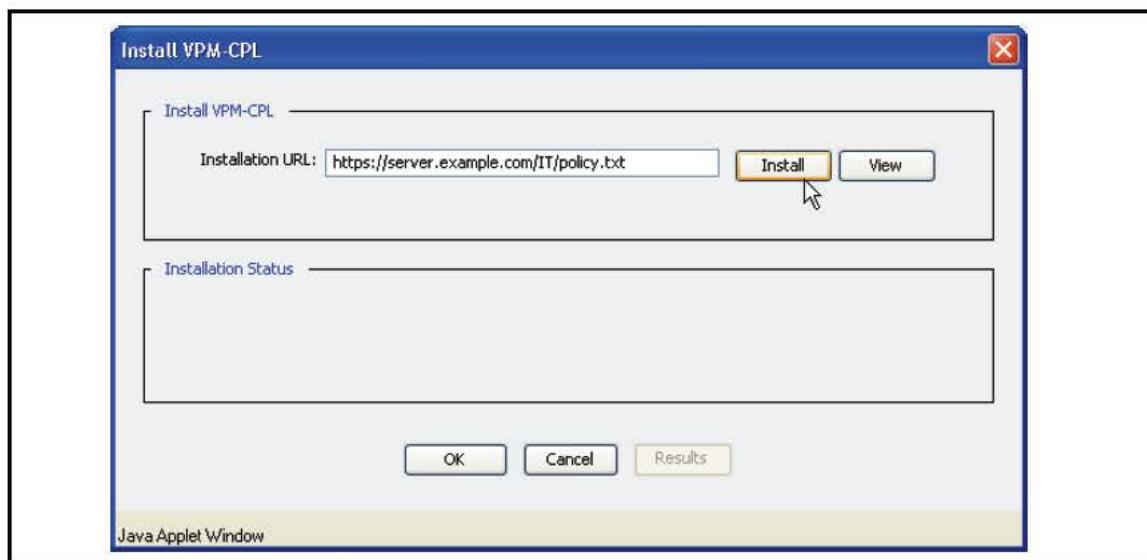
*To load VPM files to a ProxySG through the Management Console:*

1. Select Configuration>Policy>Policy Files>Visual Policy Files.

## Section D: Managing Policy Layers, Rules, and Files



2. In the **Install Visual Policy** field:
  - a. Select Remote URL from the **Install VPM-CPL from** drop-down list.
  - b. Click **Install**. The **Install VPM-CPL** dialog appears.



- c. In the **Installation URL** field, enter the URL to the VPM CPL file copied to the Web server (this is the file with the default .txt extension) and click **Install**.
- d. Repeat Steps a through c to enter the URL to the second VPM XML file copied to the Web server (this is the file with the default .xml extension) and click **Install**.
3. Click **Apply**.

---

## Section D: Managing Policy Layers, Rules, and Files

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### *Notes*

- ❑ If VPM files already exist on the ProxySG, the URLs to those files display in the two file fields. To replace them, delete the URLs and type new ones. Installing new files overwrites any that are already present.
- ❑ To review VPM-generated policies before installing them, enter the URL to the CPL file on the Web server and click **View**.
- ❑ Regardless of whether you are installing new VPM files, you can review the CPL or XML files of the policies currently on the ProxySG. Click **VPM-CPL** and **VPM-XML** in the **View Visual Policy Files** box at the bottom of the dialog.
- ❑ Never edit either of the VPM files directly. Change the files only by working with the policies in VPM and saving changes there.

### *To Load VPM Files to a ProxySG through the CLI*

The two commands in the first step load one of the VPM policy files; the commands in the second step load the other policy file. In each case, *url* is the complete path, including file name, to the appropriate file on the Web server.

1. At the **config** command prompt, enter the following commands:

```
SGOS#(config) policy vpm-cpl-path url
SGOS#(config) load policy vpm-cpl
```

2. At the **config** command prompt, enter the following commands:

```
SGOS#(config) policy vpm-xml-path url
SGOS#(config) load policy vpm-xml
```

## Viewing the Policy/Created CPL

View the CPL generated by installing VPM-created policy from VPM or the Management Console.

### *To View the Generated CPL through VPM*

Select **View>Generated CPL**.

### *To View the VPM Policy File*

Select **View>Current ProxySG Appliance VPM Policy Files**.

---

**Important:** Do not edit or alter VPM-generated files by opening the VPM policy file and working in the generated CPL. To edit, change, or add to VPM policies, edit the policy layers and re-install the policy.

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**Section E: Tutorials**

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This section contains the following topics:

- "Tutorial—Creating a Web Authentication Policy" on page 683
- "Tutorial—Creating a Web Access Policy" on page 691

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## Section E: Tutorials

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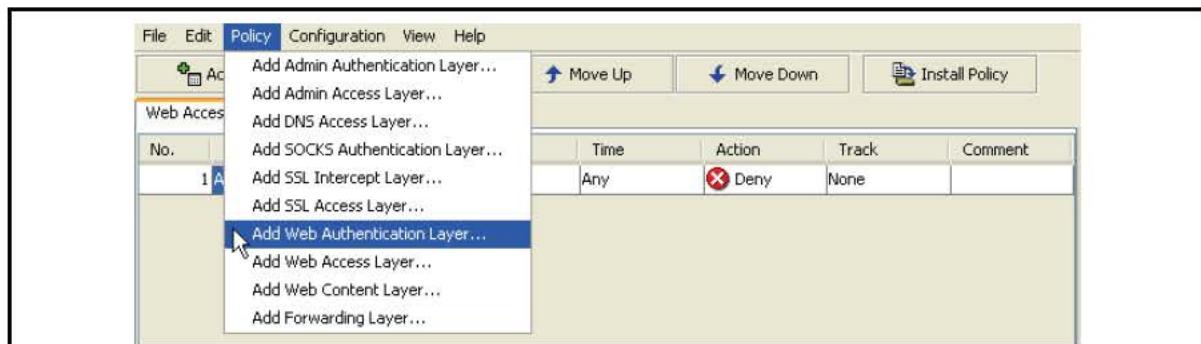
### Tutorial—Creating a Web Authentication Policy

This section is a tutorial that demonstrates how to create policies and rules for Web authentication.

Use Web Authentication policies to specify whether the individual making a request is prompted to authenticate by entering a username and password. In this example, a company uses a PAC file to configure most employee browsers to connect to a specific IP address on the ProxySG. It wants these users to authenticate when their browsers send a request to the proxy.

*To create a policy layer:*

1. Start the VPM from the Management Console: Configuration>Policy>Visual Policy Manager.



2. Select Policy>Add Web Authentication Layer.



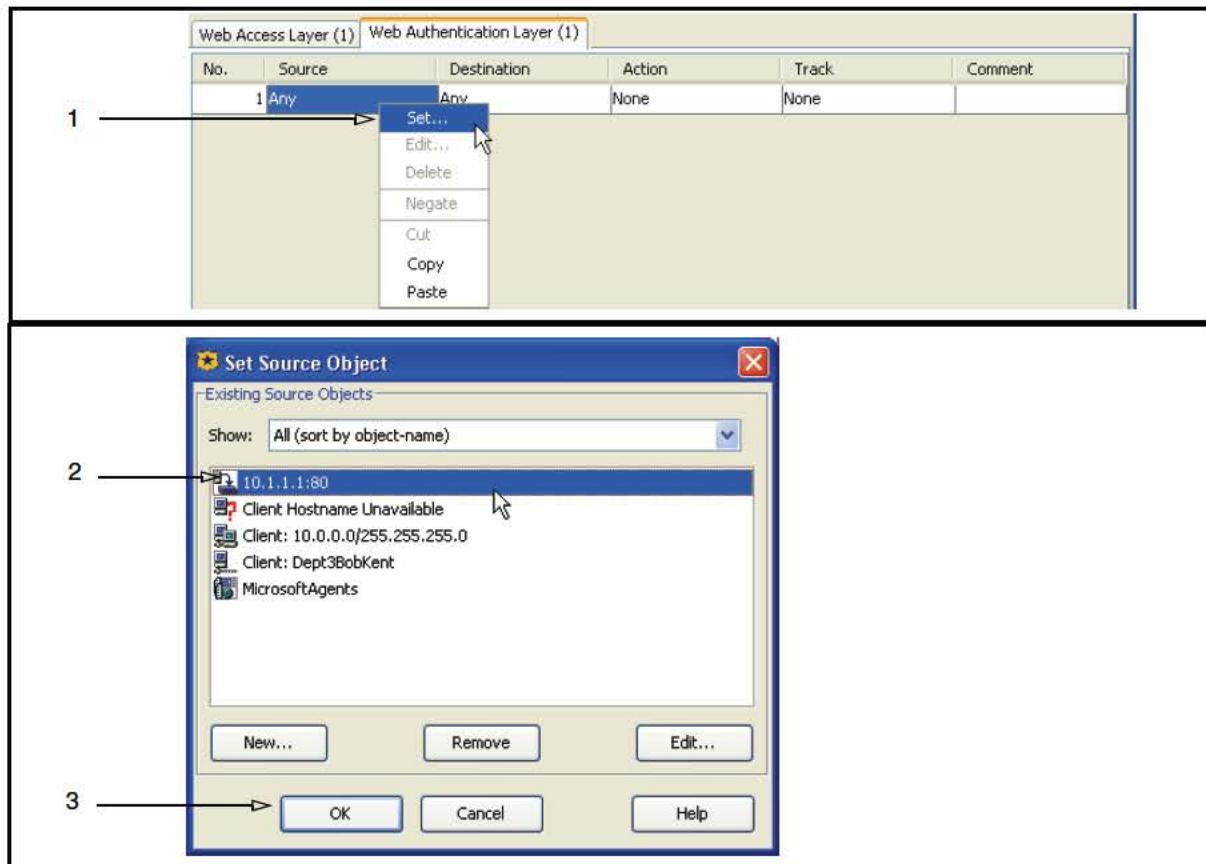
3. A dialog displays offering a default name for the layer, consisting of the layer type and a number. Rename the layer or accept the default and click OK.

The VPM creates the new layer tab and adds a blank rule.

### Example 1: Create an Authentication Rule

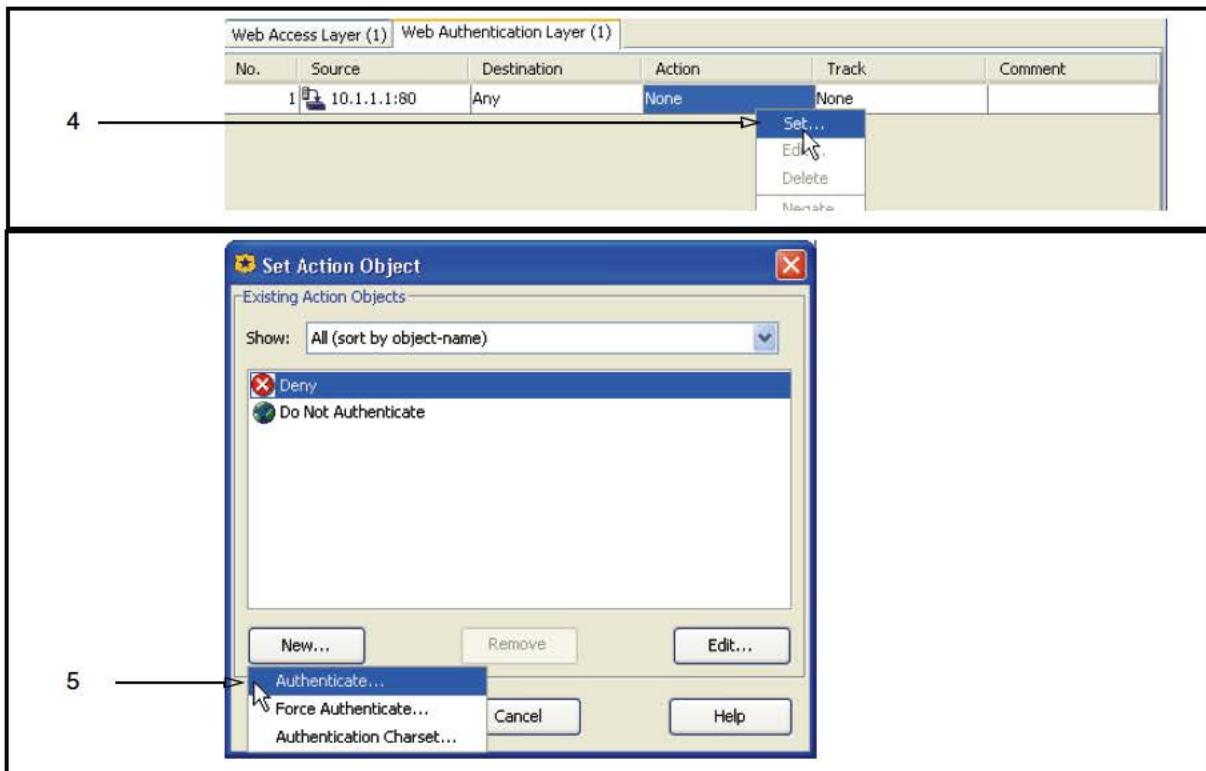
By default, the unmodified rule applies to everyone whose browsers connect to a specific IP address.

## Section E: Tutorials



1. Right-click the Source cell to drop the menu; select Set to open the Set Source Object dialog.
2. Select a proxy IP address or port; if necessary, click New to create a new one. This example selects the IP address on the ProxySG where the PAC file sends most employee browsers.
3. Click OK to enter the IP address in the Source cell.

## Section E: Tutorials

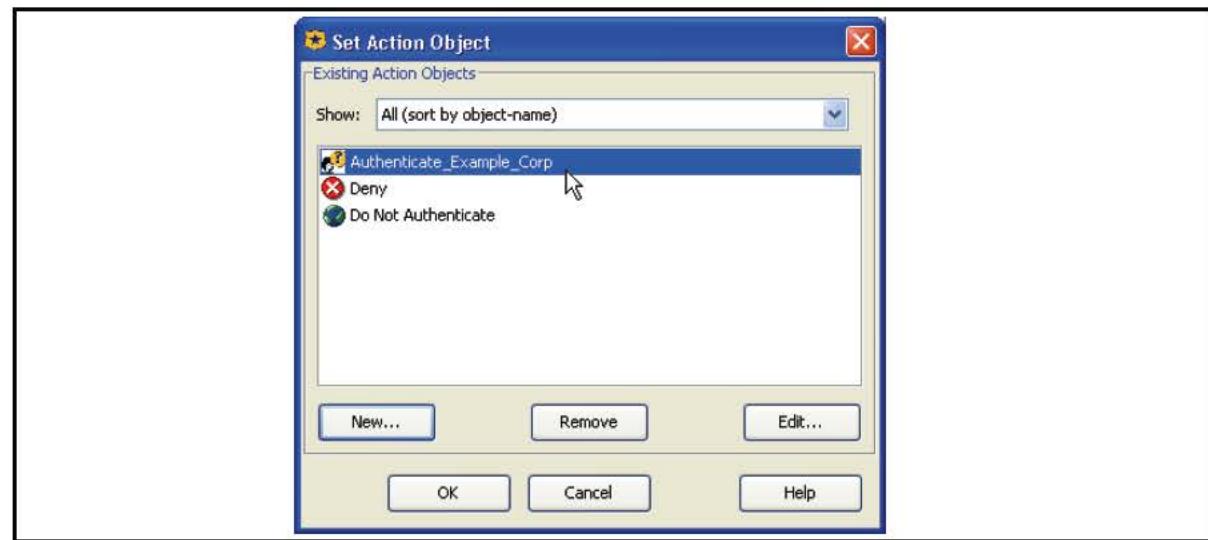


4. Create an authentication Action object. Right-click the Action cell to drop the menu and select Set; the Set Action Object dialog displays.
5. The only objects available are the pre-existing static objects, so you must create a new Authenticate object. Click New and select Authenticate. The Add Authenticate Object window displays.

## Section E: Tutorials



6. For this example, the following fields are:
  - Name—Every configurable object has a name. The default name Authenticate1; change to Authenticate\_Example\_Corp, which is how it is listed in the Add Object window.
  - Realm—Specifies an LDAP realm.
  - Mode—Specifies the authentication realm mode is Origin IP.
7. Click OK to close the Add Action Object window, with the new Authenticate object in the list.



8. Click OK.

## Section E: Tutorials

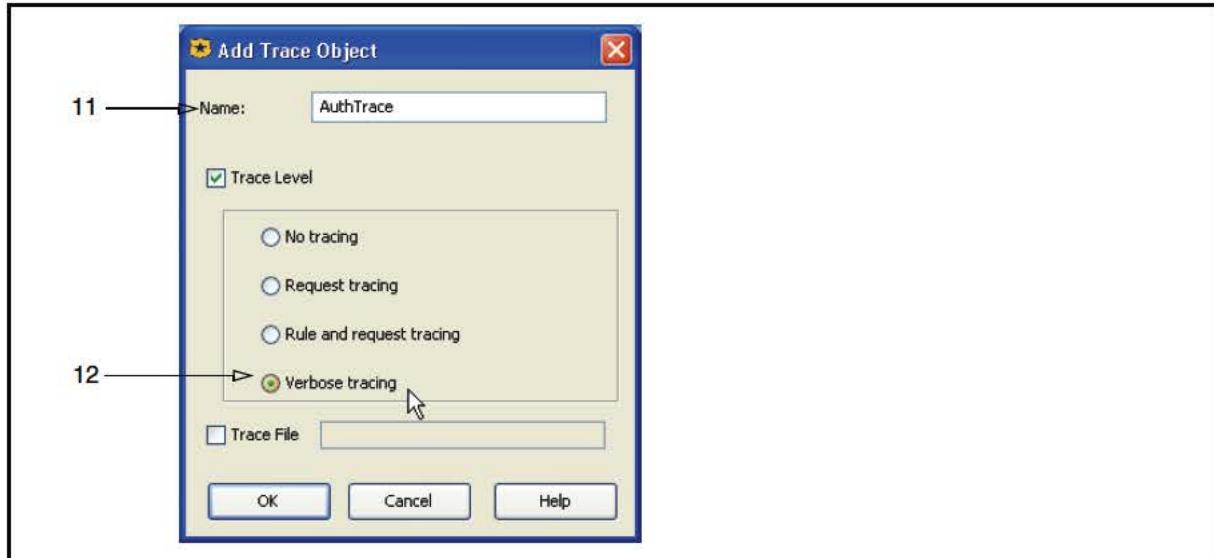


The screenshot shows a table with columns: No., Source, Destination, Action, Track, and Comment. There is one row with the following data:

No.	Source	Destination	Action	Track	Comment
1	10.1.1.1:80	Any	Authenticate_Example_Corp	None	

Figure 14-25: Completed Action Object

9. Create a Trace object to log all authentication activity. Right-click the Track cell to drop the menu and select Set; the Set Track Object dialog appears.
10. You must create a new Trace object. Click New and select Trace; the Add Trace Object appears.



11. In the Name field, enter AuthTrace.
12. Click Trace Level and Verbose to enable verbose tracing, which lists the rules that were skipped because one or more of their conditions were false and displays the specific condition in the rule that was false.
13. Click OK.
14. Click OK again to add the object. The rule is complete.



The screenshot shows a table with columns: No., Source, Destination, Action, Track, and Comment. There is one row with the following data:

No.	Source	Destination	Action	Track	Comment
1	Any	Any	Authenticate_Ex...	AuthTrace	

Figure 14-26: Completed Rule

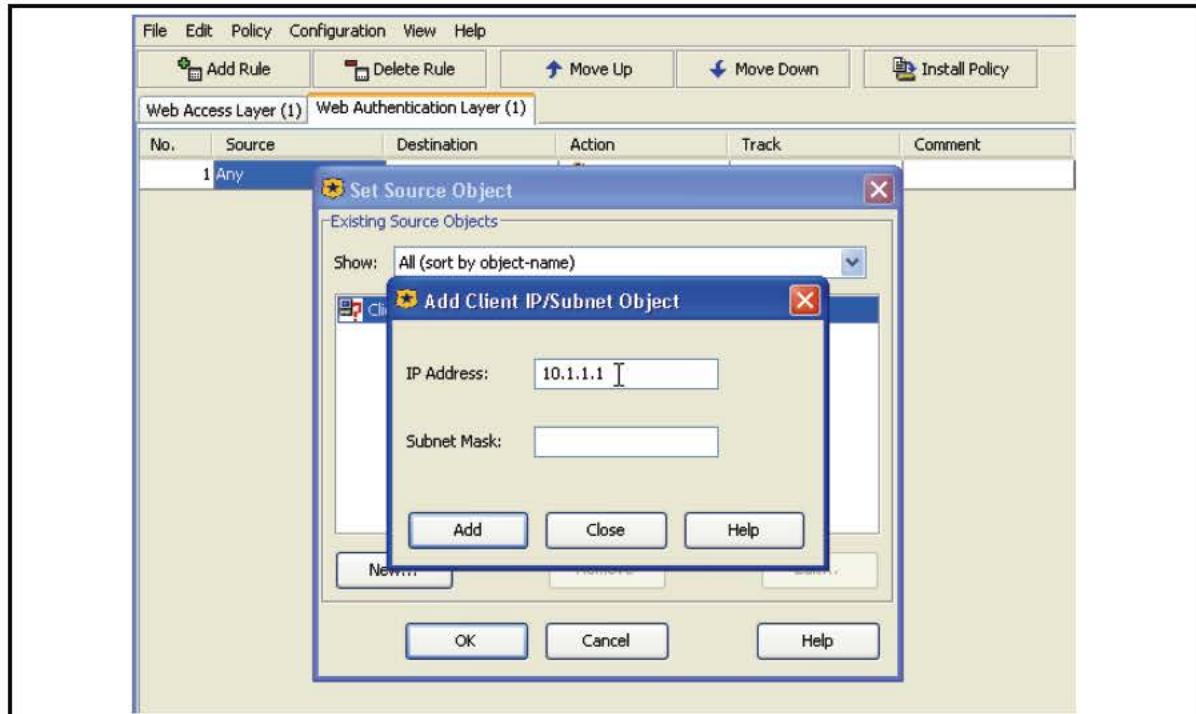
## Section E: Tutorials

## Example 2: Exempt Specific Users from Authentication

Certain individuals and groups are exempt from the above restriction. Individuals in the purchasing department are required to access the Web often so they can order online from supplier Web sites, and the company does not want them to authenticate.

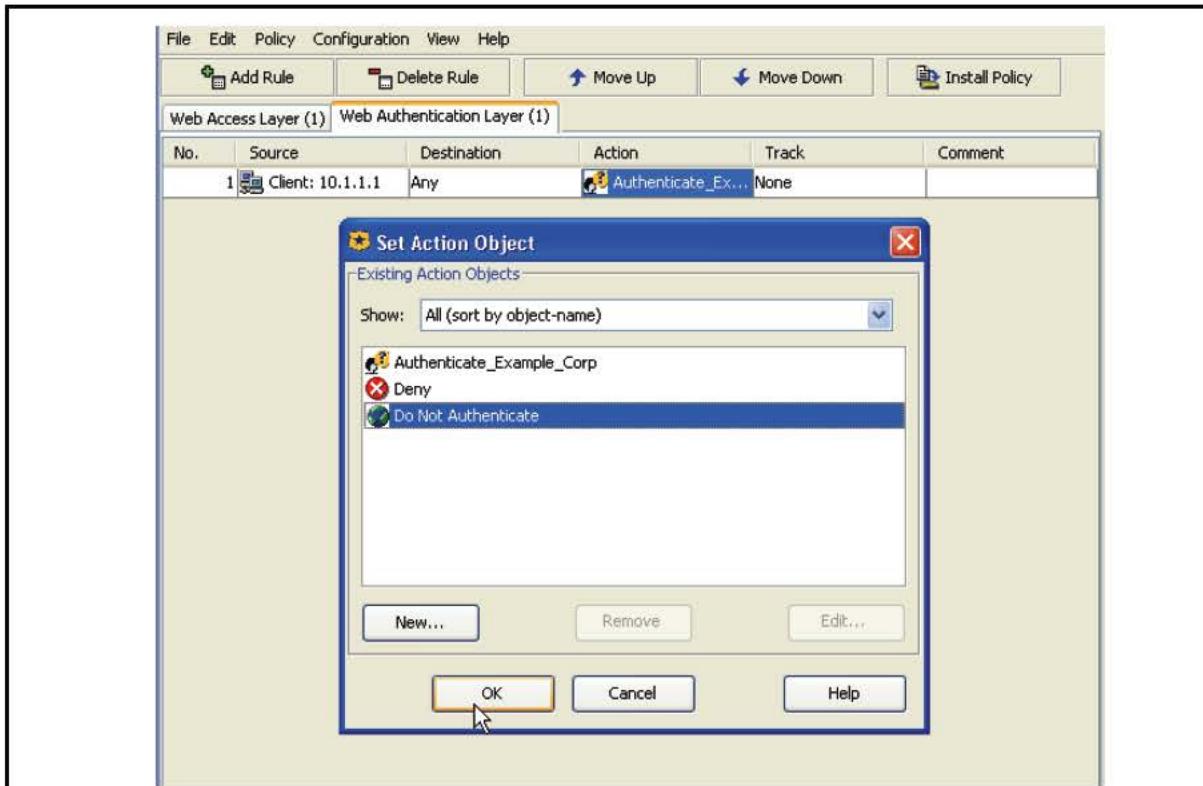


1. Click Add Rule to add a new rule to this policy layer.



2. People in the purchasing group use the same PAC file and thus their browsers are directed to the same IP address: 10.1.1.1.

## Section E: Tutorials



3. Change the Action object to Do Not Authenticate and click OK.

The new rule in the policy layer accepts the default Action Object to not authenticate and does not require a Trace Object.



Figure 14-27: Updated Second Rule

However, a problem exists. The second rule cannot be evaluated because the first rule affects everyone who goes through the proxy. The rules need to be reversed.

Section E: Tutorials

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4. Select the second rule and click Move Up to reorder the rules.

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## Section E: Tutorials

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### Tutorial—Creating a Web Access Policy

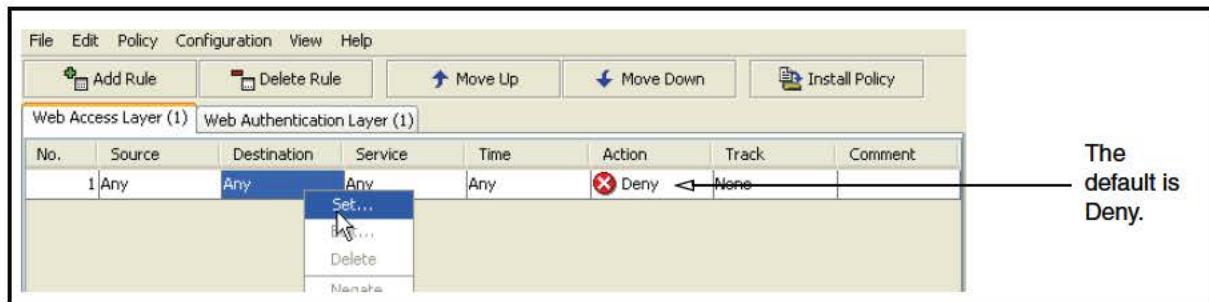
This section is a tutorial that demonstrates how to create policies and rules for Web access.

Use ProxySG policies to define end-user access to Web resources. For more information about Web access policies, see [Chapter 18: “Content Filtering” on page 785](#). This section provides examples.

#### Example 1: Restrict Access to Specific Web Sites

This example demonstrates a simple rule that denies everyone access to specific job searching Web sites. This rule requires you to configure only one rule option; it uses the defaults for all other options.

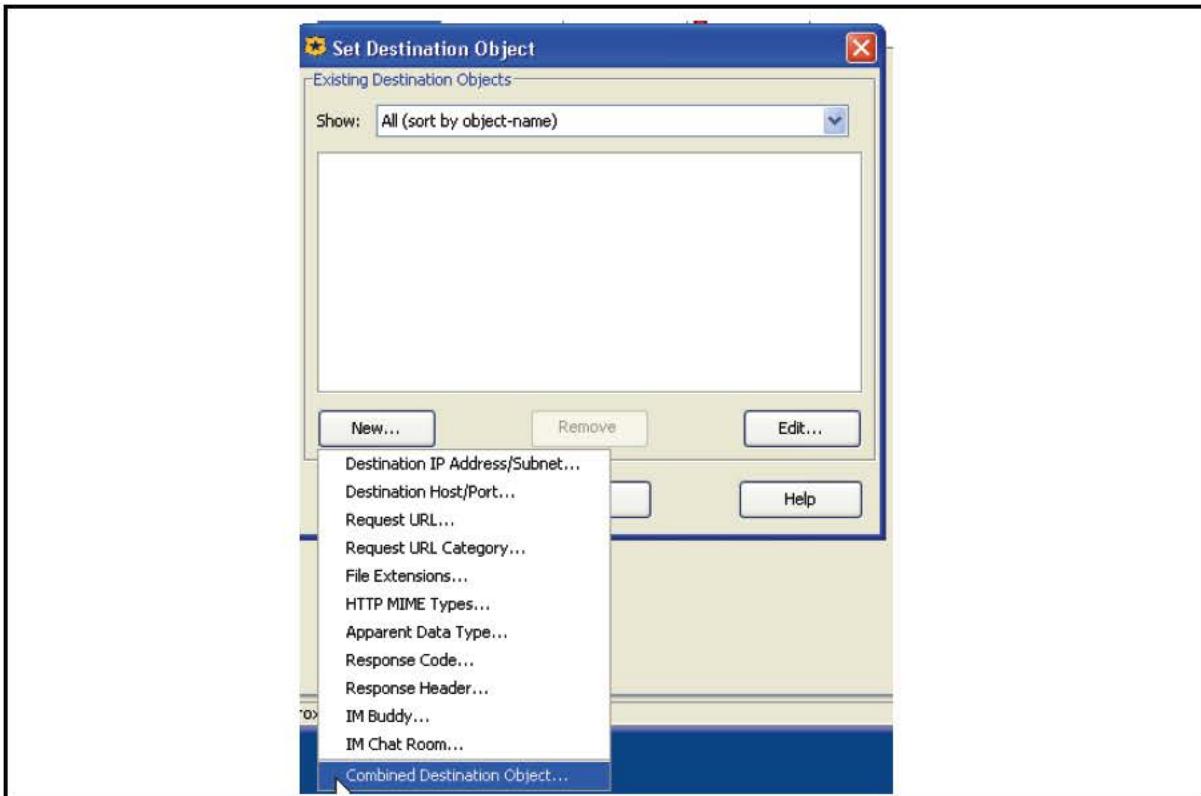
1. Start the policy editor and select Policy>Add Web Access Layer. The VPM displays a tab with the name of the new policy; beneath that is a new rule-specific row.



2. Right-click Destination and select Set; the Set Destination Object dialog appears.

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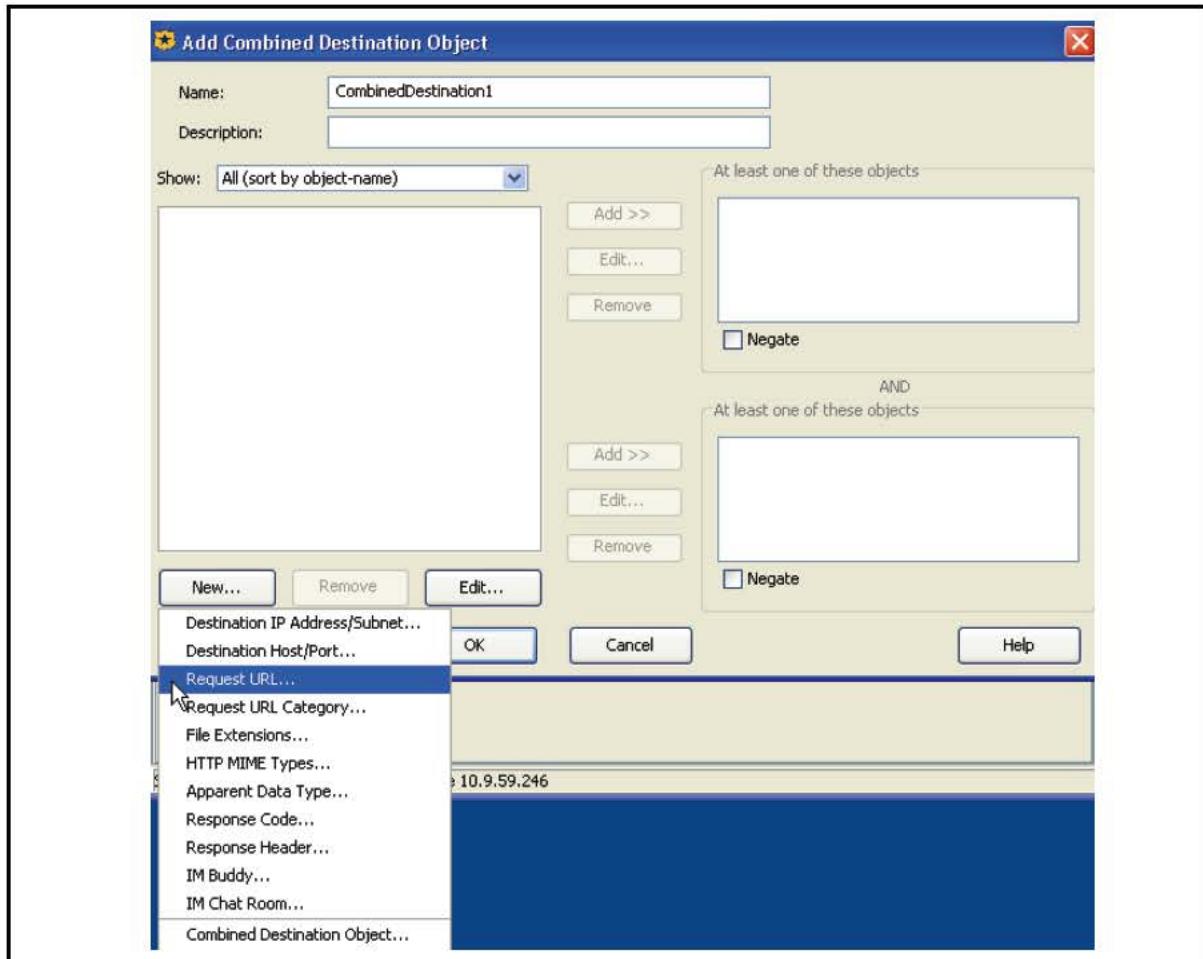


3. Click New; select Combined Destination Object. The Add Combined Destination Object dialog appears.

---

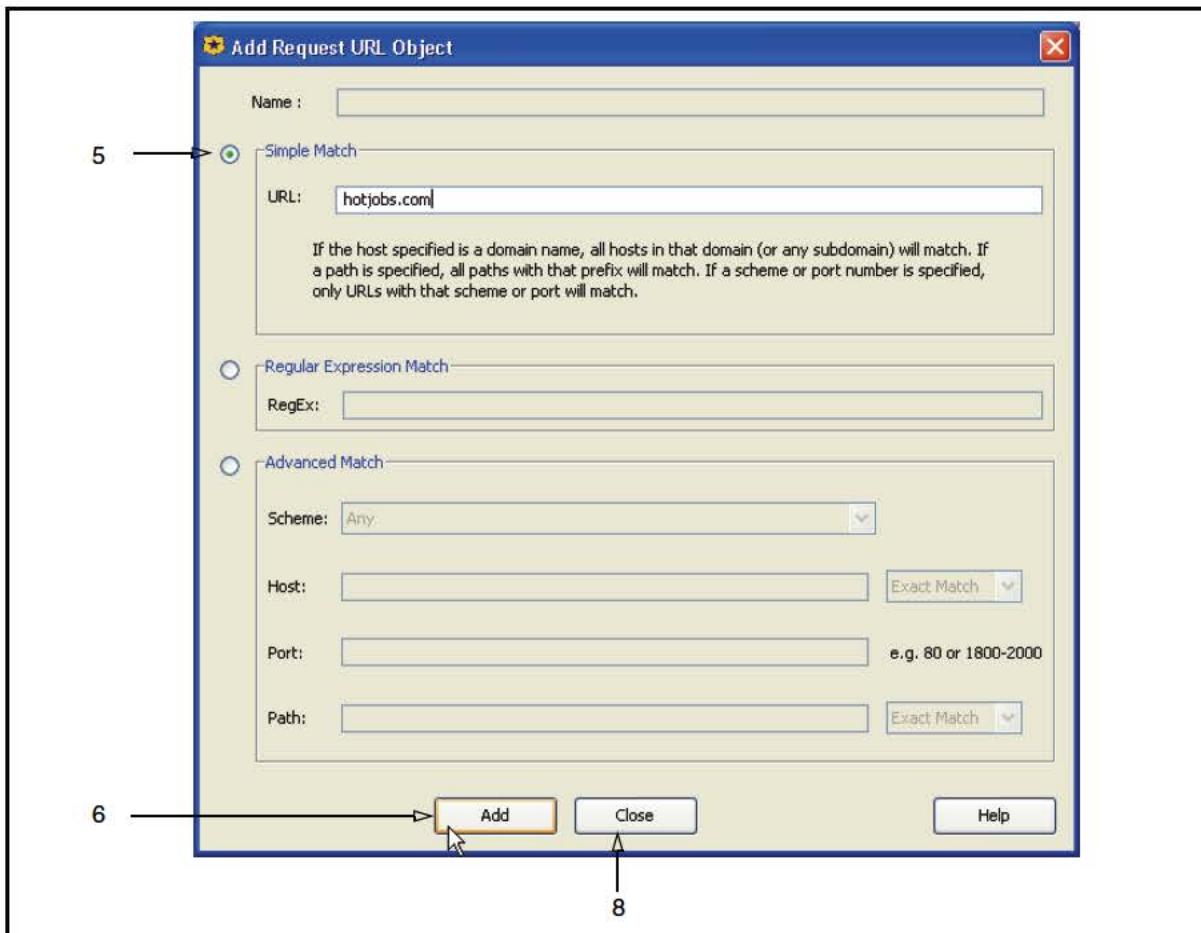
## Section E: Tutorials

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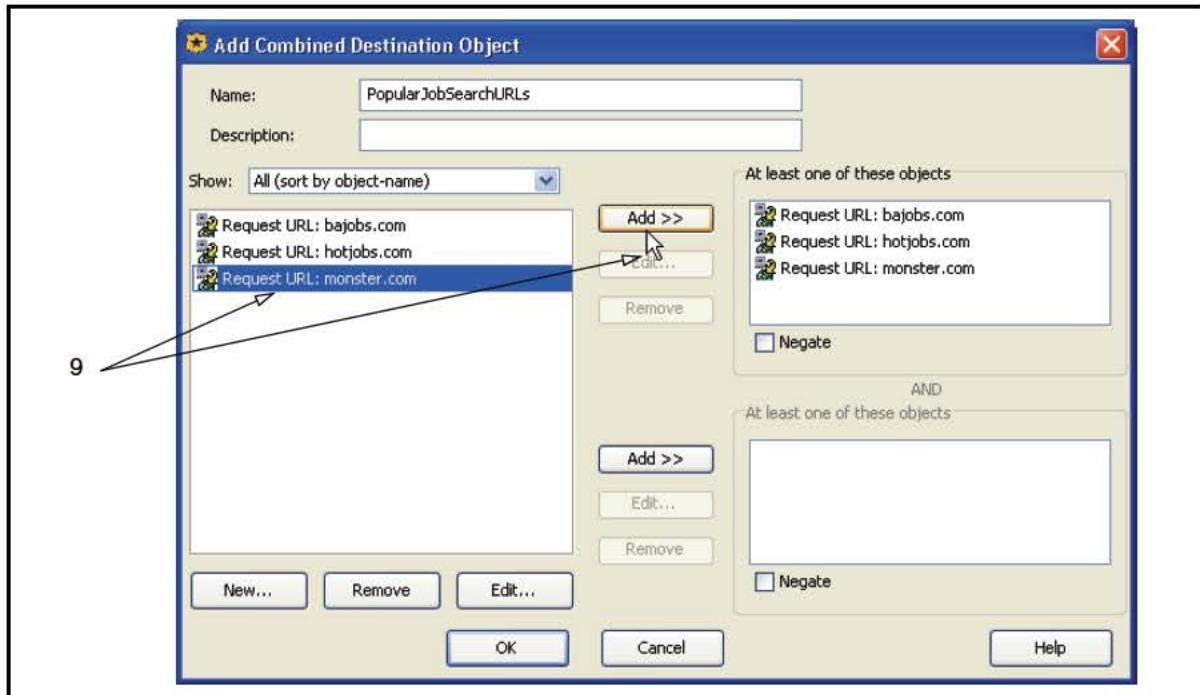
4. Select New>Request URL.

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5. Click Simple Match; in the URL field, enter hotjobs.com.
6. Click Add.
7. Repeat step 5, adding monster.com and bajobs.com.
8. Click Close.

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9. Select each newly added URL and click the first Add button.
10. Click OK. The Set Destination Object now contains the individual URL objects and the combined object.
11. Select the JobSearchURLs combined object and click OK. The object is now part of the rule.



Figure 14-28: Completed Rule

As the default action is deny, the rule is complete. No one can access these Web sites.

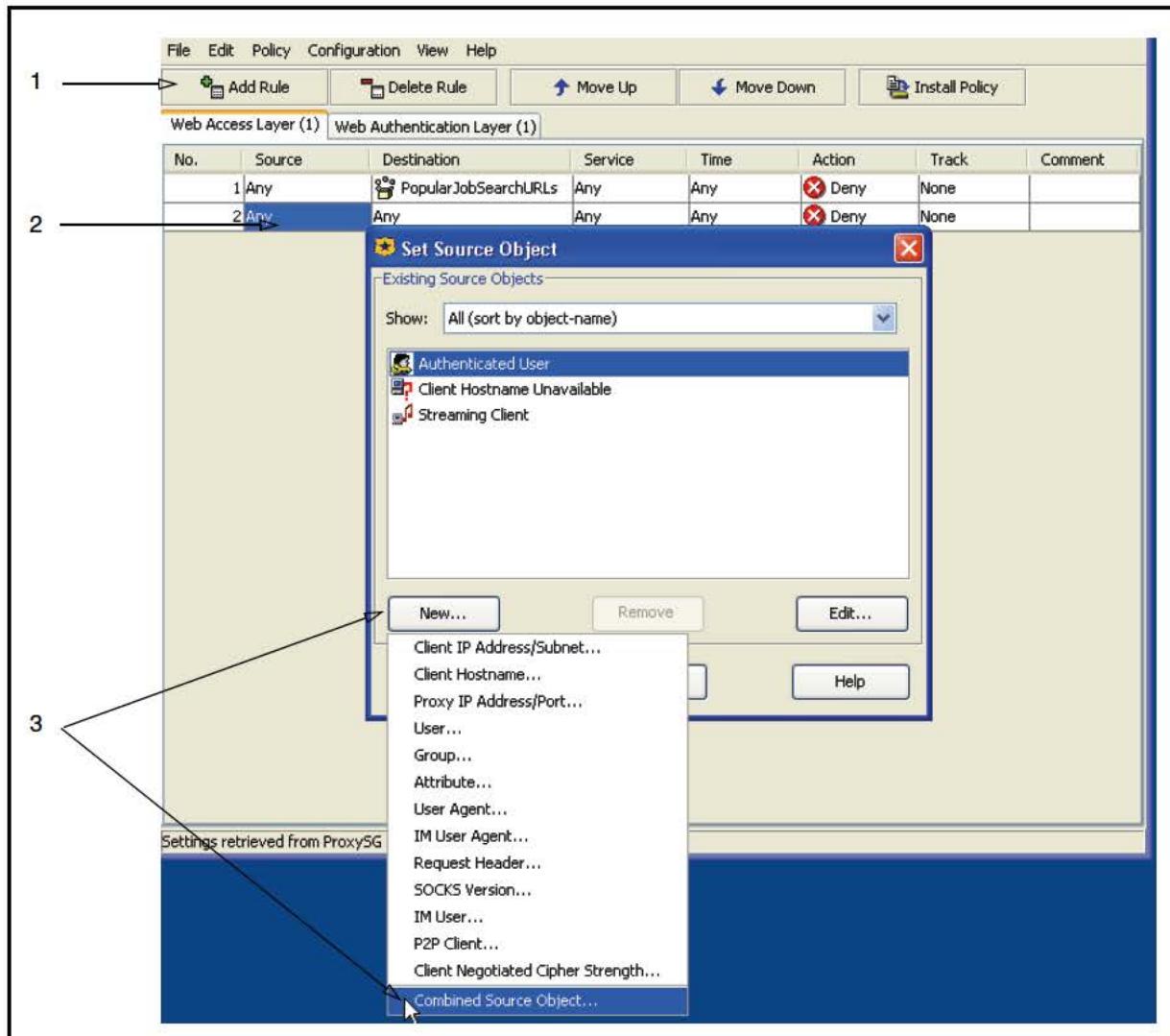
12. To activate the rule, click Install Policies.

### Example 2: Allow Specific Users to Access Specific Websites

The after-hours IT shift is comprised of part-time college interns who are on call to handle small problems, but are not involved in major projects. Therefore, you allow them to browse certain sports and entertainment Web sites when all is quiet; access is allowed from two workstations and you still want to track their browsing activity.

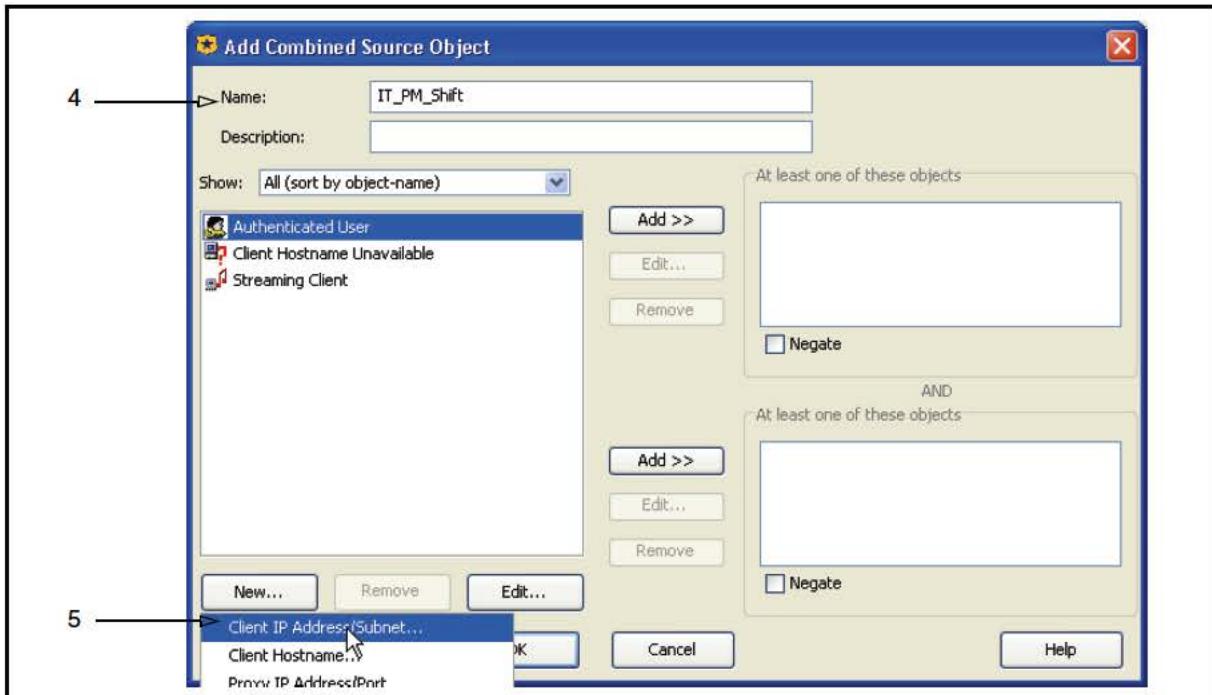
## Section E: Tutorials

To configure the Source Object:

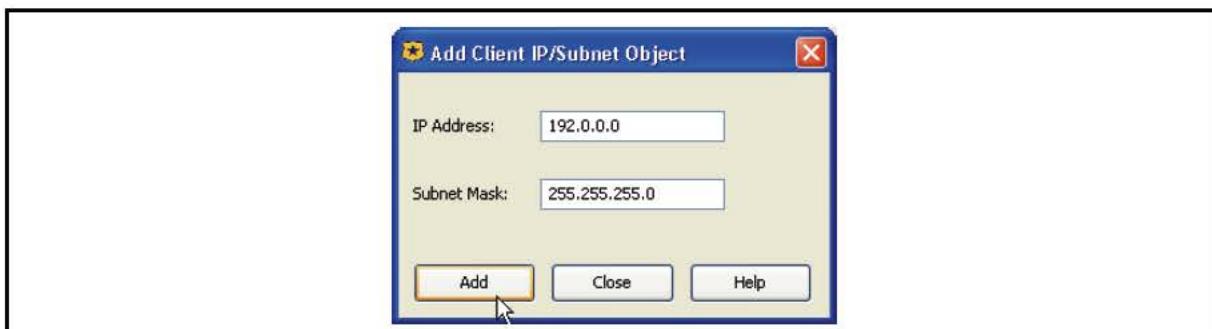


1. Add a new rule to the policy and position the pointer in the Source cell.
2. Right-click the Source cell and select Set to display the Add Source Object dialog.
3. Click New and select Combined Source Object; the Add Combined Source Object appears.

## Section E: Tutorials

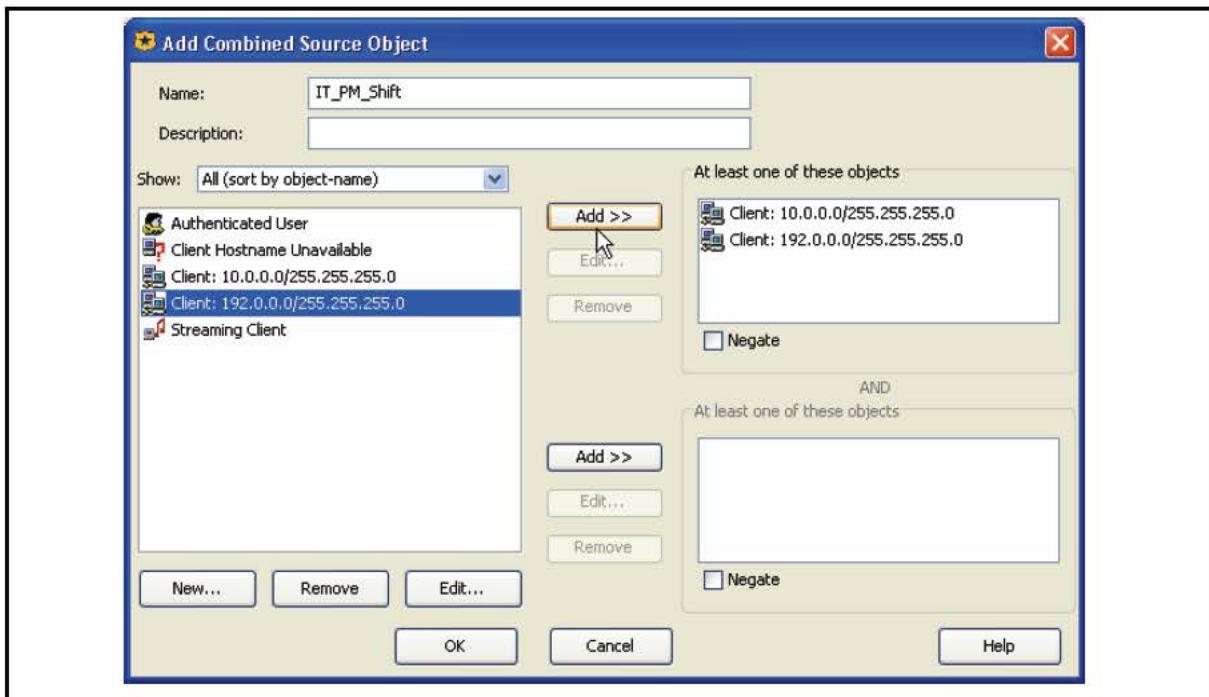


4. Name the object IT\_PM\_Shift.
5. Under the selectable list of objects, click New and select Client IP Address/Subnet; the Add Client IP Address/Subnet Object dialog appears.



6. Enter the IP address of the first workstation and click Add; repeat for the second; click Close.

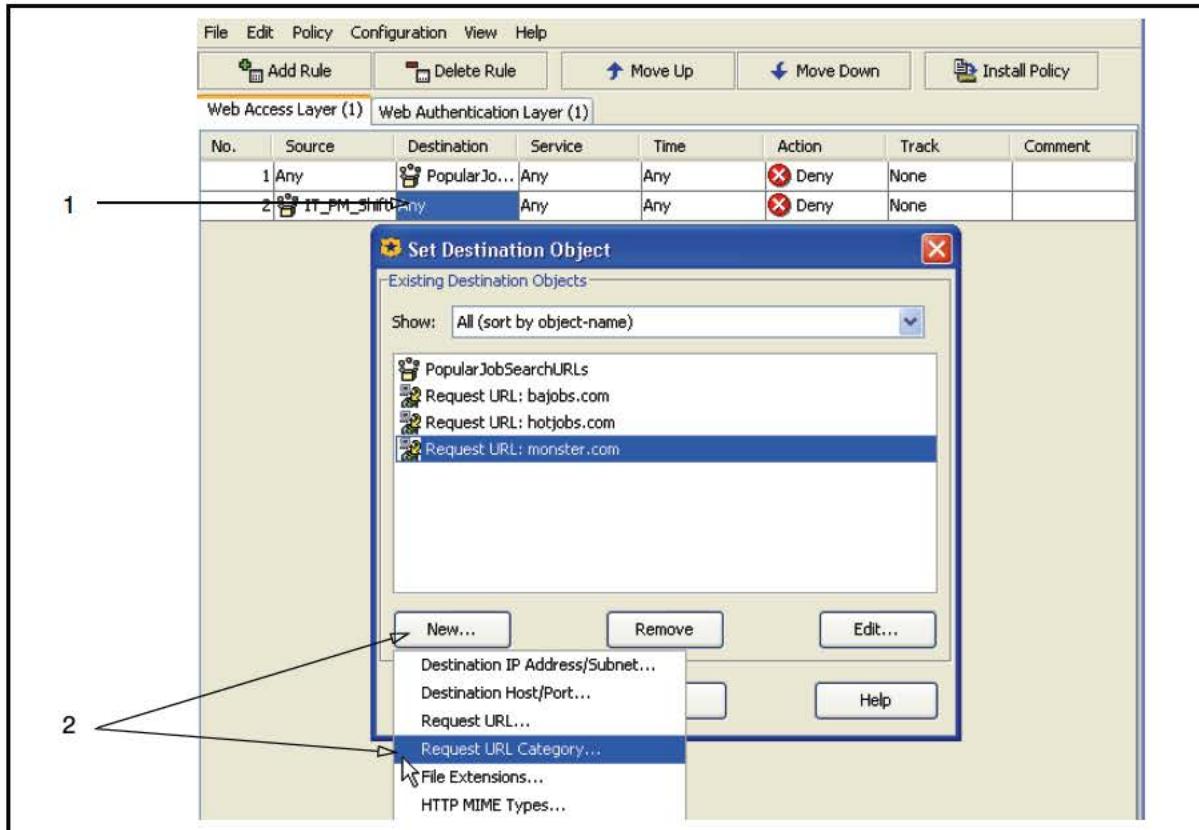
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7. Select each IP address and click the first Add.
8. Click OK; click OK again to add the Source object to the rule.

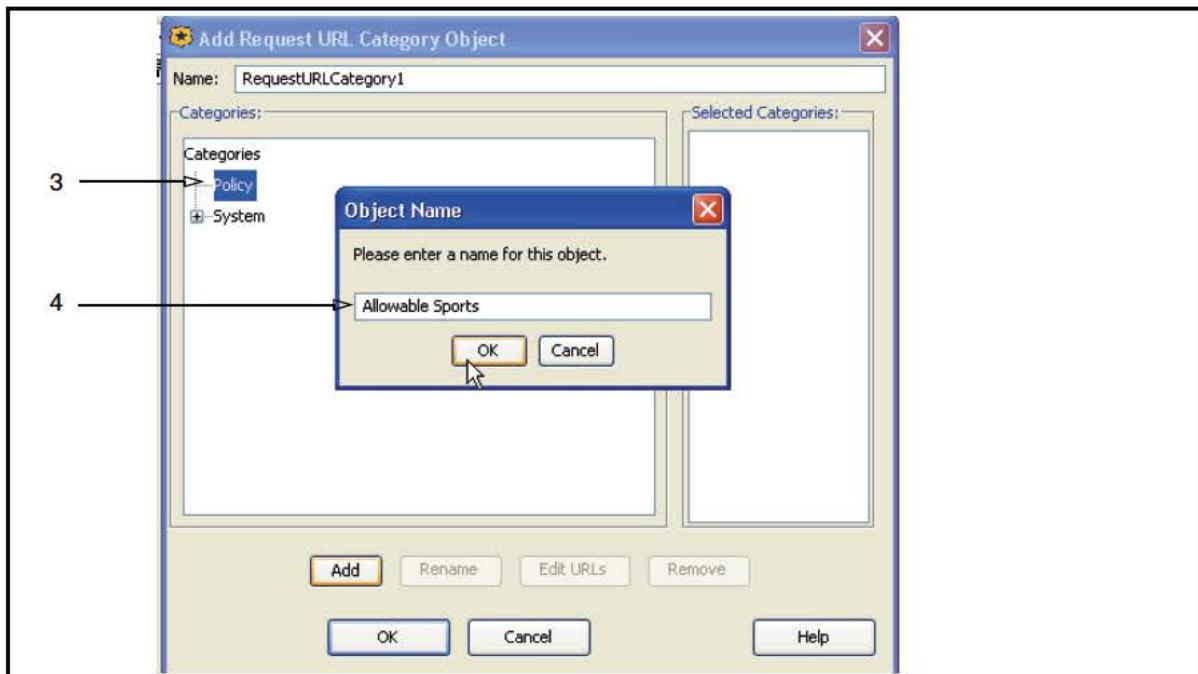
## Section E: Tutorials

*To configure the Destination Object:*

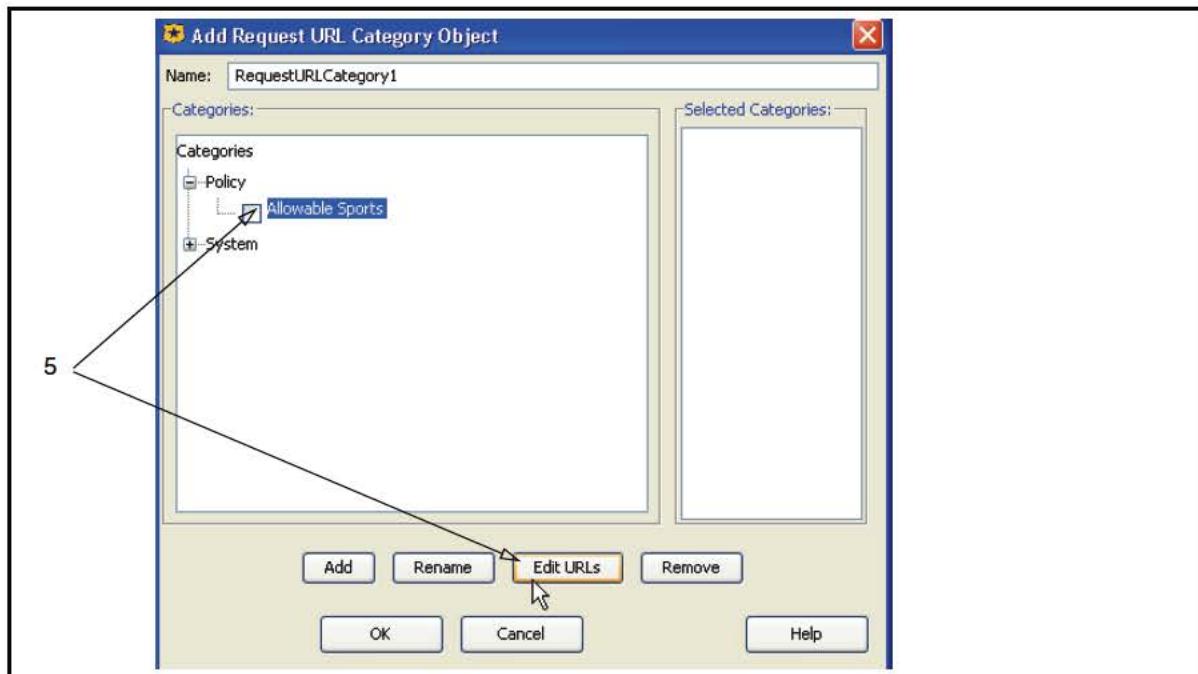


1. Right-click the Destination field and select Set; the Set Destination Object dialog appears.
2. Click New and select Request URL Category; the Add Request Category Object dialog appears.

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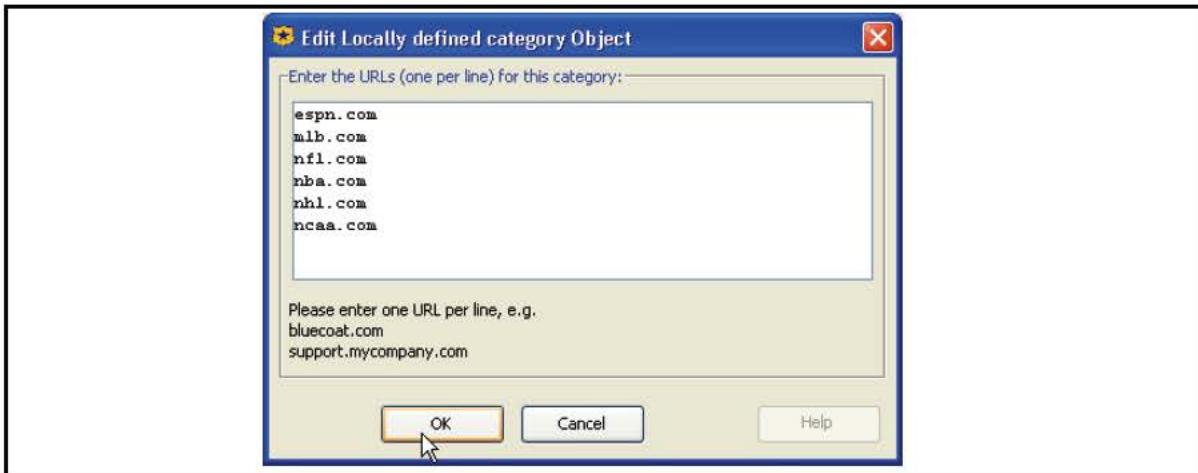


3. Select Policy and click Add; the Enter Name for New Category dialog appears.
4. Name the object Allowable\_Sports and click OK.

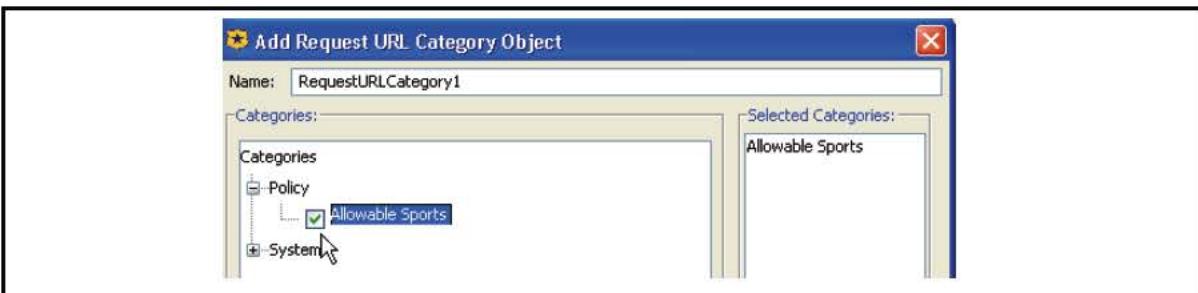


5. Select Sports URLs. Click Edit URLs. The Edit Locally Defined Category Object dialog appears.

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6. Enter the URLs for the allowable sports Web sites and click OK.



7. Under Policy, select Allowable\_Sports; click OK.  
 8. Repeat Steps 3 through 7, creating a category called Allowable\_Entertainment with the URLs ew.com, rollingstone.com, and variety.com.  
 9. Name the object Allowable PM IT Websites. Click OK twice to add the object to the rule.

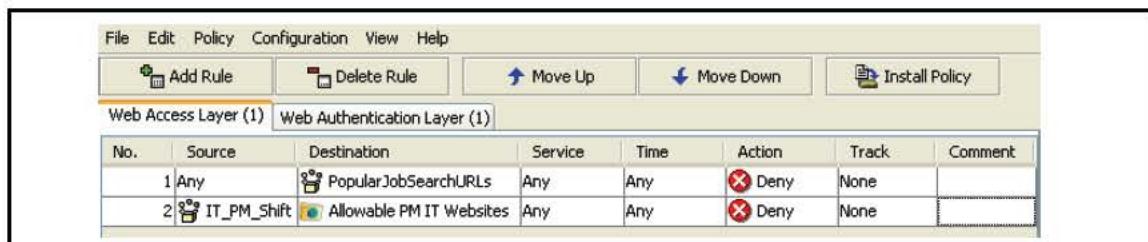
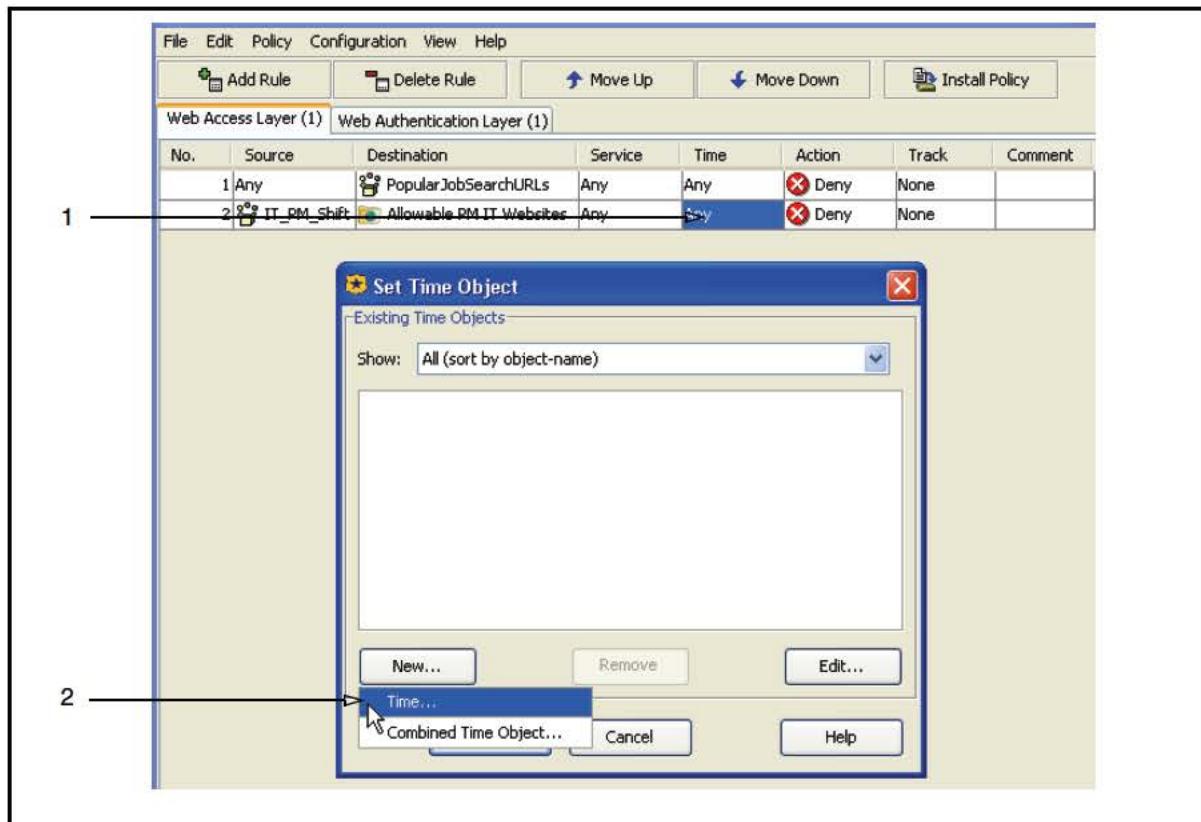


Figure 14-29: Completed Second Rule in Layer

*To configure the Time Object:*

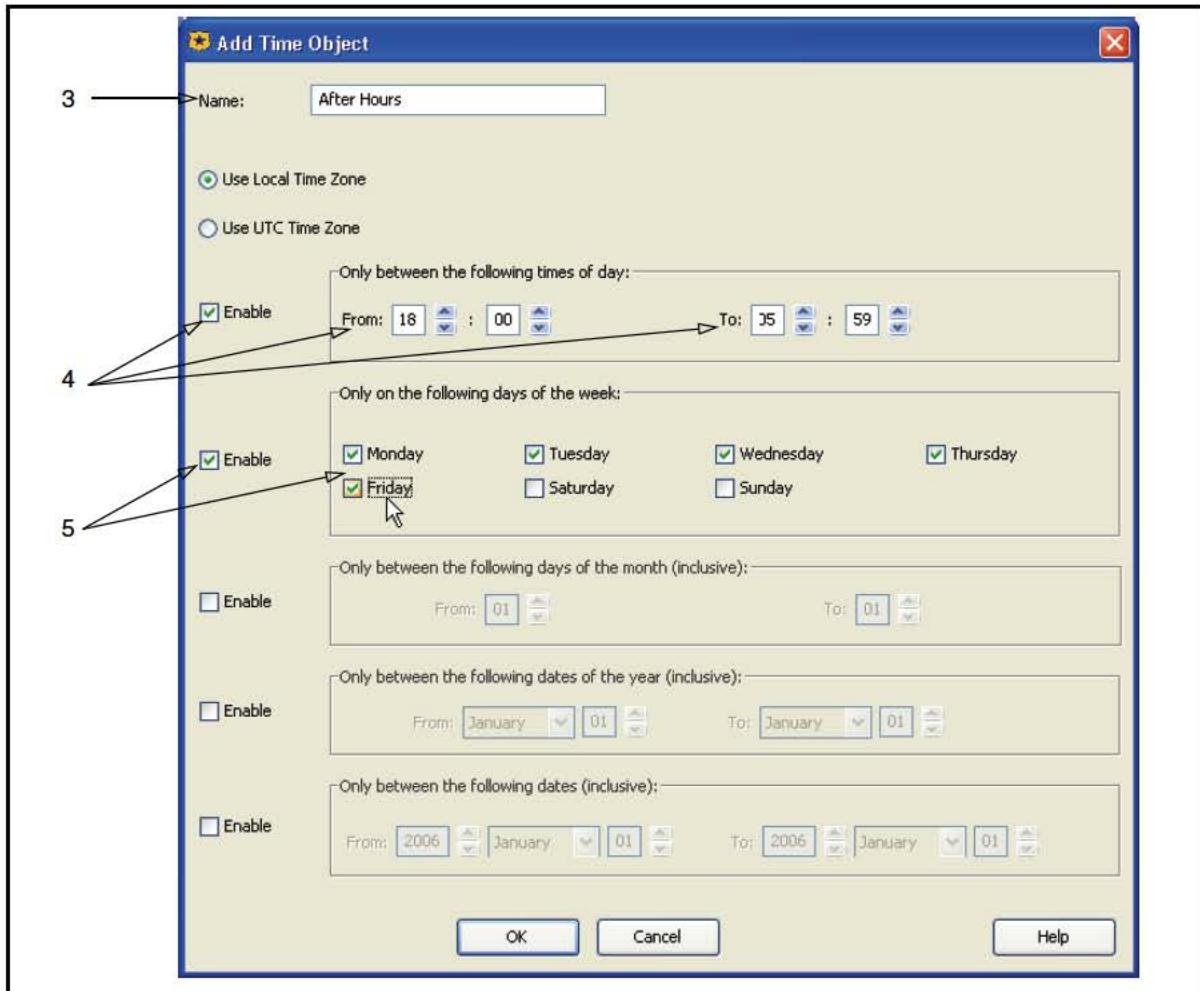
This example allows the specified users to access the sports and entertainment Web sites after business hours.

## Section E: Tutorials



1. In the second rule, right-click the Time field and select Set; the Set Time Object dialog appears.
2. Click New and select Time Object; the Add Time Object dialog appears.

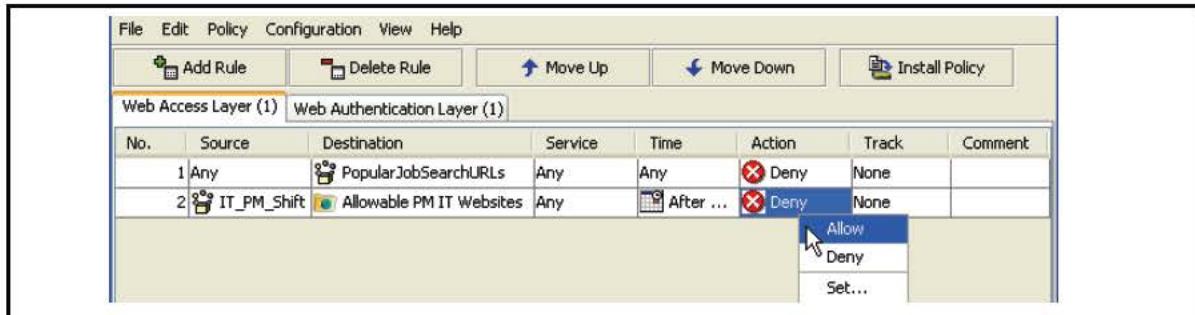
## Section E: Tutorials



3. Name the object After Hours.
4. In the Specific Time of Day Restriction field, select Enable and set the time from 18:00 to 05:59. This defines after hours as 6:00 PM to 6:00 AM.
5. In the Specific Weekday Restriction field, select Enable and select Monday, Tuesday, Wednesday, Thursday, and Friday. This defines the days of the week to which this rule applies.
6. Click OK twice to add the Time Object to the rule.

## Section E: Tutorials

*To configure the Action object:*



In the second rule, right-click Action and select Allow.

## *Chapter 15:Advanced Policy*

This chapter provides conceptual information about ProxySG advanced policy features. While many Blue Coat Systems features have a policy component, some features have no configuration component outside policy. Configuring advanced policy is done by defining rules in the Visual Policy Manager (VPM) or by composing Content Policy Language (CPL). While some examples are provided in this chapter, references to the relevant VPM chapter component are included in each section.

This chapter contains the following topics:

- "Blocking Pop Up Windows"
- "Stripping or Replacing Active Content"
- "Modifying Headers"
- "Defining Exceptions"
- "Managing Peer-to-Peer Services"

Excluding exceptions, you *must* use policy to implement these capabilities. (For exceptions, you can create a list outside of policy to install on the system.)

## Section A: Blocking Pop Up Windows

---

### Section A: Blocking Pop Up Windows

This section describes the Blue Coat solution for blocking unwanted pop up windows.

#### About Pop Up Blocking

The ProxySG allows you to block pop up windows, which are usually in the form of unsolicited advertisements. Pop up windows are blocked by inserting Javascript code into each HTML Web page. Every time the Web page tries to open a new window, the code attempts to determine if the window is a result of user click. The window is allowed to open if the ProxySG determines a user clicked a button or link; otherwise, the window does not open.

#### Limitations

Because of the dynamic nature of the Web, blocking pop up windows is not a perfect solution. Keep in mind the following limitations before configuring this feature:

- ❑ Windows that contain desired or useful information cannot be distinguished from undesired content, such as advertisements.
- ❑ If the Web browser caches a page that spawns pop up windows before the blocking policy was installed, pop up ads continue to be served from that page regardless of current policy.
- ❑ Animated ads contained within Web pages are not blocked. Commonly seen in scrolling or drop-down form, these are not true pop up windows but are contained within the page. Users who see these ads might believe that pop up window blocking is not implemented.
- ❑ Pop up windows that are delivered through HTTPS are not blocked.
- ❑ Although the Blue Coat request headers tell a Web server not to use compression, it is possible (though not likely) for a Web server to be configured to send compressed responses anyway. The pop up blocking feature does not work on compressed HTML pages.

#### Recommendations

- ❑ To compensate for limiting factors, administrators and users can override pop up blocking:
  - Administrators—Use VPM to create policy rules that exempt pop up blocking for specific Web sites and IP address ranges. For example, Blue Coat recommends disabling pop up blocking for your Intranet, which commonly resides on a IP address range.
  - Users—When a pop up window is blocked, a message is displayed in the status bar:  
*blocked popup window -- use CTRL Refresh to see all popups.*  
While pressing the Control key, click the Web browser Refresh button; the page is reloaded with pop up blocking disabled for that action.
- ❑ Create a separate Web Access policy layer for pop up blocking actions. This alleviates interference with Web applications deployed on your Intranet that require pop up windows.
- ❑ To prevent a cached Web page from spawning pop up windows, clear the browser cache, then reload the page without holding down the CTRL key.

---

### Section A: Blocking Pop Up Windows

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Blocking pop up windows is accomplished through the Visual Policy Manager. See "Block/Do Not Block PopUp Ads" in [Chapter 14: "The Visual Policy Manager" on page 567](#) for information about how to create blocking actions in a policy layers.

## Section B: Stripping or Replacing Active Content

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# Section B: Stripping or Replacing Active Content

This section describes the Blue Coat solution for stripping or replacing unwanted active content.

## About Active Content

Scripts activated within Web pages can pose a security concern. The ProxySG policy can be configured to supplement standard virus scanning of Web content by detecting and removing the HTML tags that launch active content such as Java applets or scripts. In addition, the removed content can be replaced with predefined material, a process referred to as *active content transformation*.

When the ProxySG is configured to perform active content transformation, Web pages requested by a client are scanned before they are served and any specified tags and the content they define are either removed or replaced. Since the transformed content is not cached, the transformation process is based on a variety of conditions, including time of day, client identity, or URL.

---

Note: Pages served over an HTTPS tunneled connection are encrypted, so the content cannot be modified.

---

The following tags and related content can be removed or replaced:

- ❑ <APPLET>—Java applets, as defined by HTML <applet> elements.
- ❑ <EMBED>—Embedded multimedia objects displayed using Netscape Navigator plug-ins as defined by HTML <embed> elements.
- ❑ <OBJECT>—Embedded multimedia objects displayed using Internet Explorer Active-X controls and other multimedia elements, as defined by HTML <object> elements
- ❑ <SCRIPT>—Embedded Javascript and VBScript programs, whether these are represented as HTML <script> elements, Javascript entities, Javascript URLs, or event handler attributes. The <noscript> tag is *not* affected by this features.

Stripping active content is accomplished through the Visual Policy Manager or by composing CPL.

- ❑ See "Strip Active Content" in [Chapter 14: "The Visual Policy Manager" on page 567](#) for information about how to create a strip active content object in a Web Access policy layer.
- ❑ Refer to the *Blue Coat ProxySG Content Policy Language Guide*.

## About Active Content Types

The following sections provide more detail about the types of active content that can be removed or replaced.

### Script Tags

Scripts are generally placed between the start and end tags <SCRIPT> and </SCRIPT>. The type of script used is defined by the LANGUAGE attribute; for example, <SCRIPT LANGUAGE="JavaScript 1.0">. When the LANGUAGE attribute is undefined, the browser assumes JavaScript.

## Section B: Stripping or Replacing Active Content

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When `transform active_content` is configured to remove scripts, the basic operation is to remove all content between and including `<SCRIPT>` and `</SCRIPT>`, regardless of the language type, and substitute any defined replacement text. A notable exception occurs when a script is defined in the header portion of the HTML document (defined by the `<HEAD>` tag). In this case, the script is simply removed. This is because images, objects, and text are not allowed in the header of an HTML document. If the end script tag `</SCRIPT>` is missing from the document (the end of the document is defined as either up to the `</BODY>` or `</HTML>` tag, or the last character of the document), then all content from the start `<SCRIPT>` tag to the end of the document is removed.

## JavaScript Entities

JavaScript entities have the following format: `&{ javascript code }` and are found anywhere in the value part of an attribute (that is, `<IMG SRC="&{ images.logo };"`). You can define more than one entity in the value portion of the attribute. When `transform active_content` is configured to remove scripts, all JavaScript entities attribute/value pairs are removed. No replacement text is put in its place.

## JavaScript Strings

JavaScript strings have the following format: `javascript: javascript code` and are found anywhere in the value part of an attribute, though usually only one of them can be defined in an attribute. Most modern browsers support JavaScript strings. When `transform active_content` is configured to remove scripts, all JavaScript string attribute/value pairs are removed. No replacement text is put in its place.

## JavaScript Events

JavaScript events are attributes that start with the keyword `on`. For example, `<A HREF="index.html onMouseOver="javascript code">`. The HTML 4.01 specification defines 21 different JavaScript events:

```
onBlur, onChange, onClick, onDblClick, onDragDrop, onFocus, onKeyDown,  
onKeyPress, onKeyUp, onLoad, onMouseDown, onMouseMove, onMouseOut,  
onMouseOver, onMouseUp, onMove, onReset, OnResize, onSelect, onSubmit,  
onUnload
```

Both Microsoft Internet Explorer and Netscape have defined variations on these events as well as many new events. To catch all JavaScript events, the active content transformer identifies any attribute beginning with the keyword `on`, not including `on` itself. For example, the attribute `onDonner` in the tag `<A HREF="index.html" onDONNER="DONNER">` is removed even though `onDonner` does not exist as a valid JavaScript event in the browser. In this case, the transformed file would show `<A HREF="index.html">`.

## Section B: Stripping or Replacing Active Content

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### Embed Tags

HTML <EMBED> tags are not required to have an </EMBED> end tag. Many Web browsers do, however, support the <EMBED> </EMBED> tag pair. The text between the tags is supposed to be rendered by the browsers when there is no support for the embed tag, or if the MIME-type of the embed object is not supported. Thus, when transform active\_content is configured to transform embed tags, only the <EMBED> tag is removed and replaced with any replacement text. Any occurrence of the end tag </EMBED> is simply removed, leaving the text between the beginning and end tags intact.

### Object Tags

Objects tags have a start <OBJECT> and end </OBJECT> tag pair, and the attributes CODETYPE and TYPE determine the type of object. The text between the tags is supposed to be rendered by the browsers when the object tag is not supported, so when transform active\_content is configured to transform object tags, only the <OBJECT> and </OBJECT> tags are removed and replaced with any replacement text. The text between the tags remains. The CODETYPE or TYPE attributes do not affect the transformation. Also, if the end </OBJECT> tag is missing, the transformation will not be affected.

### Section C: Modifying Headers

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## Section C: Modifying Headers

The request headers are sent when users access Web objects that contain a lot of information. This can raise a concern that such details compromise the privacy or security of the enterprise or user.

When a user clicks on a link, the Web browser sets the request's Referer header to the URL of the Web page that contained the link. (This header is not set if the URL was entered or selected from a favorites or bookmarks list.) If an internal Web page provides links to external Web sites, users clicking those links sends the URL of the internal pages, and are logged in the Web logs of those external sites. This is not usually an issue; however, if the external Web site is a competitor Web site or another site with interest in the internal details of your enterprise, this might be a concern.

For example, how you structure your intranet might suggest something about your company's current or future direction. Certain project names or codewords might show up in directory or file names. Exposing the structure of the intranet makes it easier for hackers to attack the network.

The broad solution of deleting Referer headers from all requests presents a problem because some Web sites do not serve images or other linked objects unless the Referer header is set to a referring page on that same Web site. The solution implemented by Blue Coat is to strip the Referer header only when the target Web page resides on the Internet and the referring page is on an internal host.

Suppressing headers is accomplished through the Visual Policy Manager or by composing CPL.

- ❑ See "Suppress Header" in [Chapter 14: "The Visual Policy Manager" on page 567](#) for information about how to create a strip active content object in a Web Access policy layer.
- ❑ Refer to the *Blue Coat ProxySG Content Policy Language Guide*.

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## Section D: Defining Exceptions

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# Section D: Defining Exceptions

Exceptions (formerly called message or RMG pages) are sent in response to certain ProxySG client requests, such as denial by policy, failure to handle the request, and authentication failure. Exceptions are returned to users based on policy rules defined by the ProxySG administrator. For example, if a client sends a request for content that is not allowed, an exception HTML page (for HTTP connections) or an exceptions string (for non-HTTP connections) is returned, informing the client that access is denied.

Two types of exceptions are used: built-in and user-defined.

## Built-in Exceptions

Built-in exceptions are a set of pre-defined exceptions contained on the ProxySG. Built-in exceptions send information back to the user under operational contexts that are known to occur, such as *policy\_denied* or *invalid\_request*.

Built-in exceptions are always available and can also have their contents customized; however, built-in exceptions cannot be deleted, and you cannot create new built-in exceptions.

The table below lists the built-in exceptions and the context under which they are issued.

Table 15.1: Built-in Exceptions

Exception Type	Issued When
authentication_failed	The transaction cannot be authenticated, usually because the credentials were incorrect. <code>authentication_failed</code> is a synonym for <code>deny.unauthorized</code> .
authentication_failed_password_expired	The authentication server reports that the credentials provided have expired, and a new password must be obtained.
authentication_mode_not_supported	The configured authentication mode is not supported for the current request.
authentication_redirect_from_virtual_host	Transparent redirect authentication is being used. This exception redirects the transaction from the virtual authentication host to the original request.
authentication_redirect_off_box	The request is being redirected to an authentication service on another device.
authentication_redirect_to_virtual_host	Transparent redirect authentication is being used. This exception redirects the transaction to the virtual authentication host.
authentication_success	Transparent redirect authentication with cookies is being used. This exception redirects the transaction to the original request, but removes the authentication cookie from the request URL.

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## Section D: Defining Exceptions

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Table 15.1: Built-in Exceptions (Continued)

Exception Type	Issued When
authorization_failed	The deny . unauthorized policy action is matched. This exception notifies the user that their currently authenticated identity is not permitted to perform the requested operation, but they might have some other credentials that would allow their request through (for example, they get an opportunity to enter new credentials).
client_failure_limit_exceeded	Too many requests from your ip address ( <code>\$(client.address)</code> ) have failed.
configuration_error	A configuration error on the ProxySG was detected, and the requested operation could not be handled because of the configuration error. This exception is a likely indicator that the administrator of the ProxySG must intervene to resolve the problem.
connect_method_denied	A user attempted an CONNECT method to a non-standard port when explicitly proxied. Blue Coat does not allow CONNECT methods to non-standard ports by default because it is considered a security risk to do so.
content_filter_denied	A particular request is not permitted because of its content categorization.
content_filter_unavailable	An external content-filtering service could not be contacted, and the ProxySG is failing closed in such a situation.
dns_server_failure	The request could not be processed because the ProxySG was unable to communicate with the DNS server in order to resolve the destination address of the request.
dns_unresolved_hostname	The request could not be processed because the ProxySG was unable to resolve the hostname in the request with DNS.
dynamic_bypass_reload	The dynamic_bypass policy action is matched.
gateway_error	There was a network error while attempting to communicate with the upstream gateway.
icap_communication_error	A network error occurred while the ProxySG was attempting to communicate with an external ICAP server.
internal_error	The ProxySG encountered an unexpected error that resulted in the inability to handle the current transaction.
invalid_auth_form	The submitted authentication form is invalid. The form data must contain the username, password, and valid original request information.

## Section D: Defining Exceptions

Table 15.1: Built-in Exceptions (Continued)

Exception Type	Issued When
invalid_request	The request received by the ProxySG was unable to handle the request because it detected that there was something fundamentally wrong with the syntax of the request.
license_expired	The requested operation cannot proceed because it would require the usage of an unlicensed feature.
method_denied	The requested operation utilizes a method that has been explicitly denied because of the service properties associated with the request.
not_implemented	The protocol cannot handle the requested operation because it utilizes a feature that is not currently implemented.
notify	Used internally by VPM. You do not need to customize the text of this exception, since in this case the entire HTML response is generated by VPM and is not taken from the exception definition.
notify_missing_cookie	This exception is returned when a VPM Notify User action is being used to notify the user, and the user has disabled cookies in the Web browser.
policy_denied	policy_denied is a synonym for deny .
policy_redirect	A redirect action is matched in policy.
redirected_stored_requests_not_supported	This applies to forms authentication with POST requests only): The origin server returned a redirect for the request. The ProxySG is configured to not allow stored requests to be redirected.
refresh	A refresh (using the HTTP Refresh: header) is required. The refresh exception (by default) refreshes the originally requested URL (or in some cases, its post-imputed form).
server_request_limit_exceeded	Too many simultaneous requests are in progress to \$(url.host).
silent_denied	An exception (silent_denied) is matched in policy. This exception is pre-defined to have no body text, and is silent in that it results in only the status code being sent to the client.
ssl_domain_invalid	There was a failure contacting an upstream host through HTTPS because the certificate presented by the upstream host was either the incorrect one or invalid.

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## Section D: Defining Exceptions

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Table 15.1: Built-in Exceptions (Continued)

Exception Type	Issued When
ssl_failed	A secure connection could not be established to an upstream host. This is typically because the upstream host is not configured to accept SSL connections.
tcp_error	A network error occurred attempting to communicate with an upstream host.
transformation_error	The server sends an unknown encoding and the ProxySG is configured to do content transformation.
unsupported_encoding	The client makes a request with an <code>Accept-Encoding: Identity; q=0, ...</code> header. Only uncompressed content is available in cache, the ProxySG is not configured to compress the content, or the compression license is expired, or the client request results in to <code>Accept-Encoding: Identity; q=0</code> because of the combination of request and configured policy.
unsupported_protocol	The protocol used in the request is not understood.

Most of the above exceptions can be initiated directly through the policy exception property. However, some require additional state that makes initiating them either problematic or out of context. The following are exceptions that cannot be initiated through the exception property:

- ❑ authentication\_failed
- ❑ authentication\_failed\_password\_expired
- ❑ authentication\_redirect\_from\_virtual\_host
- ❑ authentication\_redirect\_to\_virtual\_host
- ❑ authentication\_success
- ❑ dynamic\_bypass\_reload
- ❑ license\_expired
- ❑ ssl\_domain\_invalid
- ❑ ssl\_failed

To view the content of a built-in exception, enter the following commands at the (config) prompt:

```
SGOS#(config) exceptions
SGOS#(config exceptions) show exceptions configuration_error
configuration_error exception:
all protocols:
summary text:
    ProxySG configuration error
details text:
    Your request could not be processed because of a configuration error:
$(exception.last_error)
```

## Section D: Defining Exceptions

---

```
help text:  
    The problem is most likely because of a configuration error,  
    $(exception.contact) and provide them with any pertinent information from  
    this message.  
http protocol:  
    code: 403
```

## User-Defined Exceptions

User-defined exceptions are created and deleted by the administrator. If a user-defined exception is referenced by policy, it cannot be deleted. The default HTTP response code for user-defined exceptions is 403.

---

Note: For users who are explicitly proxied and use Internet Explorer to request an HTTPS URL, an exception body longer than 900 characters might be truncated. The workaround is to shorten the exception body.

---

An exception body less than 512 characters might cause a *page does not exist* 404 error. If this occurs, use the `exception.autopad(yes|no)` property to pad the body to more than 513 characters. For more information on the `exception.autopad` property, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

## About Exception Definitions

Each exception definition (whether built-in or user-defined) contains the following elements:

- ❑ **Identifier**—Identifies the type of exception. [Table 15.1 on page 712](#) lists the built-in exception types. For user-defined exceptions, the identifier is the name specified upon creation.
- ❑ **Format**—Defines the appearance of the exception. For an HTTP exception response, the format is an HTML file. For other protocols, where the user agents are not able to render HTML, the format is commonly a single line.
- ❑ **Summary**—A short description of the exception that labels the exception cause. For example, the default `policy_denied` exception summary is "Access Denied".
- ❑ **Details**—The default text that describes reason for displaying the exception. For example, the default `policy_denied` exception (for the HTTP protocol) detail is: Your request has been denied by system policy.
- ❑ **Help**—An informative description of common possible causes and potential solutions for users to take. For example, if you want the categorization of a URL reviewed, you can append the `$(exception.category_review_url)` and `$(exception.category_review_message)` substitutions to the `$(exception.help)` definition. You must first enable this capability through content filtering configuration. For information on enabling review categorization, see "[Selecting Category Providers](#)" on page 787.

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## Section D: Defining Exceptions

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- ❑ Contact—Used to configure site-specific contact information that can be substituted in all exceptions. Although it is possible to customize contact information on a per-exception basis, customizing the top-level contact information, which is used for all exceptions, is sufficient in most environments.
- ❑ HTTP-Code—The HTTP response code to use when the exception is issued. For example, the `policy_denied` exception by default returns the `403 Forbidden` HTTP response code.

**Important:** Fields other than Format must be less than 8000 characters. If they are greater than this, they are not displayed.

---

When defining the above fields, you can use substitution variables that are particular to the given request. Some of the above fields are also available as substitutions:

- ❑ `$(exception.id)`
- ❑ `$(exception.summary)`
- ❑ `$(exception.details)`
- ❑ `$(exception.help)`
- ❑ `$(exception.contact)`

Additionally, the Format, Summary, Details, Help and Contact fields can be configured specifically for HTTP, or configured commonly for all protocols.

The Format field, the body of the exception, is not available as a substitution. However, the Format field usually includes other substitutions. For example, the following is a simple HTML format:

```
<html>
<title>$(exception.id) : $(exception.summary)</title>
<body><pre>
Request: $(method) $(url)
Details: $(exception.details)
Help: $(exception.help)
Contact: $(exception.contact)
</pre></body></html>
```

Some additionally useful substitutions related to exceptions are:

- ❑ `$(exception.last_error)`—For certain requests, the ProxySG determines additional details on why the exception was issued. This substitution includes that extra information.
- ❑ `$(exception.reason)`—This substitution is determined internally by the ProxySG when it terminates a transaction and indicates the reason that the transaction was terminated. For example, a transaction that matches a DENY rule in policy has its `$(exception.reason)` set to "Either 'deny' or 'exception' was matched in policy".

## Section D: Defining Exceptions

---

### About the Exceptions Hierarchy

Unlike the error pages in previous SGOS releases, exceptions are not required to have its entire contents defined. Exceptions are stored in a hierarchical model, and *parent* exceptions can provide default values for *child* exceptions. There are two parent exceptions from which other exceptions are derived: exception.all and exception.user-defined.all.

Each built-in and user-defined exception derives its default values from the all exception. For example, by default the built-in exceptions do not define the format field. Instead, they depend on the all exception's format field definition. To change the format text for all built-in and user-defined exceptions, customize the format field for the all exception.

The user-defined.all exception is the parent of all user-defined exceptions, but it is also a child of the all exception. Configuring exception.user-defined.all is only necessary if you want certain fields to be common for all user-defined exceptions, but not common for built-in exceptions.

The following example demonstrates using the exception inline command to configure the \$(exception.contact) substitution for every HTTP exception:

```
#(config exceptions) inline http contact EOF
For assistance, contact <a
href="mailto:sysadmin@example.com">sysadmin</a>EOF
```

The following example configures a different \$(exception.contact) substitution for every HTTP exception:

```
#(config exceptions) user-defined inline http contact EOF
For assistance, contact <a
href="mailto:policyadmin@example.com">policyadmin</a>EOF
```

### About the Exceptions Installable List

The Exceptions Installable List uses the Structured Data Language (SDL) format. This format provides an effective method to express a hierarchy of key/value pairs. For example, the following is SDL file before customization:

```
(exception.all
  (format "This is an exception: $(exception.details)")
  (details "")
  (exception.policy_denied
    (format "")
    (details "your request has been denied by system policy")
  )
)
```

This SDL file defines an exception called policy\_denied that defines the \$(exception.details) substitution as "Your request has been denied by system policy". Because the exception does not define the format field, it inherits the format field from its parent exception (exception.all). When the policy\_denied exception is issued, the resulting text is: This is an exception: your request has been denied by system policy.

Suppose you want to customize the \$(exception.contact) substitution for every HTTP exception. Edit the exception.all component.

---

## Section D: Defining Exceptions

---

Note: The default HTTP format and built-in exception definitions have been removed for example purposes.

---

```
(exception.all
  (contact "For assistance, contact your network support team.")
  (details "")
  (format "$(exception.id) : $(exception.details)")
  (help "")
  (summary "")
  (http
    (code "200")
    (contact "")
    (details "")
    (format <<EOF
<format removed>
EOF
)
(help "")
(summary "")
)
<built-in exceptions removed>
)
```

To add the `$ (exception.contact)` information, modify the contact substitution under the `http` node:

```
(exception.all
  (contact "For assistance, contact your network support team.")
  (details "")
  (format "$(exception.id) : $(exception.details)")
  (help "")
  (summary "")
  (http
    (code "200")
    (contact "For assistance, contact <a
      href="mailto:sysadmin@example.com">sysadmin</a>") EOF
    (details "")
    (format <<EOF
<format removed>
EOF
)
(help "")
(summary ""))
<built-in exceptions removed>
)
```

Keep in mind the following conditions when modifying exception installable lists:

- Every exception installable list must begin with a definition for `exception.all`.

## Section D: Defining Exceptions

---

- ❑ In the exceptions' installable list, all definitions must be enclosed by exception.all and its accompanying closing parenthesis; that is,  
(exception.all  
(exception.policy\_denied)  
)
- ❑ Keep the definition strings under the enclosed parentheses short, no longer than one line if possible.
- ❑ Blue Coat strongly recommends downloading the existing exceptions installable list, then modifying it.

## Creating or Editing Exceptions

You can create or edit an exception with the CLI or with installable lists on the Management Console.

---

Note: You cannot create user-defined exceptions for Patience Pages.

---

### *To Create or Edit an Exception through the CLI*

1. At the (config) prompt, enter the following commands:

```
SGOS#(config) exceptions
SGOS#(config exceptions) create definition_name
SGOS#(config exceptions) edit definition_name
SGOS#(config exceptions user-defined.definition_name) http-code numeric
HTTP
response code
SGOS#(config exceptions user-defined.definition_name) inline ?
contact Set the $(exceptions.contact) substitution
details Set the $(exceptions.details) substitution
format Set the format for this exception
help Set the $(exceptions.help) substitution
http Configure substitution fields for just HTTP exceptions
summary Set the $(exception.summary) substitution
SGOS#(config exceptions user-defined.definition_name) inline contact eof
string eof
SGOS#(config exceptions user-defined.definition_name) inline details eof
string eof
SGOS#(config exceptions user-defined.definition_name) inline format eof
string eof
SGOS#(config exceptions user-defined.definition_name) inline help eof
string eof
SGOS#(config exceptions user-defined.definition_name) inline summary eof
string eof
```

2. (Optional) View the results.

## Section D: Defining Exceptions

---

```
SGOS#(config exceptions user-defined.test) show exceptions user-defined.test
$(exception.id):
  test
$(exception.summary):
  Connection failed
$(exception.details):
  Connection failed with stack error
$(exception.contact):
  Tech Support
```

### *To Delete a User-Defined Exception:*

From the (config) prompt, enter the following commands:

```
SGOS#(config) exceptions
SGOS#(config exceptions) delete exception_name
ok
```

---

Note: You cannot delete a user-defined exception that is referenced by policy. You must remove the reference to the exception from the policy before deleting the exception.

---

## Using the Management Console to Create and Install an Exceptions List

The Management Console allows you to create and install exceptions with the following methods:

- ❑ Using the ProxySG Text Editor, which allows you to customize the existing exceptions file.
- ❑ Creating a local file on your local system; the ProxySG can browse to the already-created file and install it.
- ❑ Using a remote URL, where you place an already-created exceptions list on an FTP or HTTP server to be downloaded to the ProxySG.

---

Note: A message is written to the event log when you install a list through the ProxySG.

---

When the Exceptions file is customized, it updates the existing exceptions already on the ProxySG. The configuration remains in effect until it is overwritten by another update; it can be modified or overwritten using CLI commands.

## Section D: Defining Exceptions

---

*To Install an Exceptions Definition through the Management Console*

1. Select Configuration>Policy>Exceptions.

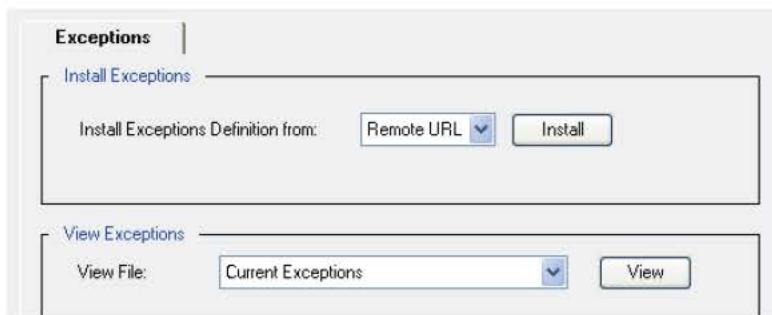


Figure 15-1: Selecting the Exceptions Definitions Download Method

---

Note: Click View to examine the existing definitions: Current Exceptions, Default Exceptions Source, Exceptions Configuration, and Results of Exception Load.

---

2. From the Install Exceptions Definitions From drop-down list, select the method used to install the exceptions configuration; click Install.

- Remote URL:

Enter the fully-qualified URL, including the filename, where the configuration is located. To view the file before installing it, click View. Click Install. View the installation status; click OK.

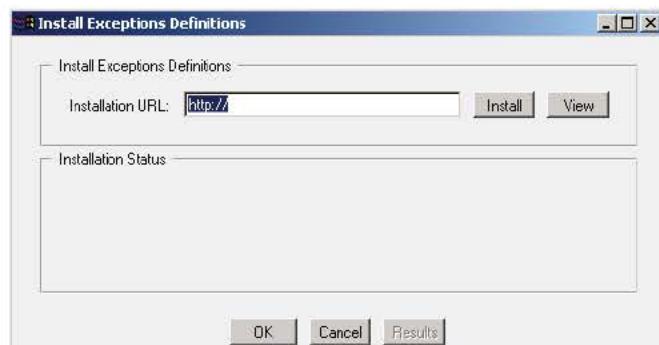


Figure 15-2: Specifying the Remote Location of an Exceptions Configuration

- Local File:

Click Browse to bring up the Local File Browse window. Browse for the file on the local system. Open it and click Install. When the installation is complete, a results window opens. View the results, close the window, and click Close.

## Section D: Defining Exceptions

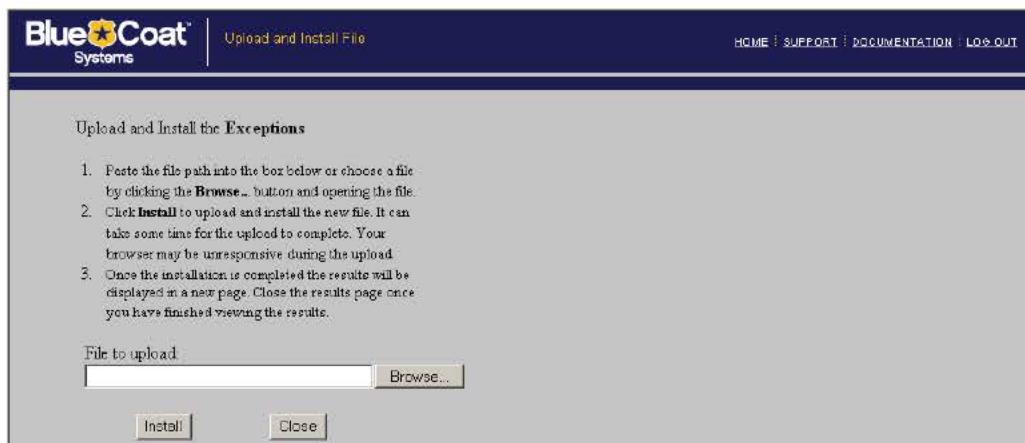


Figure 15-3: Specifying the Local Location of a Exception Definition

## Viewing Exceptions

You can view the exceptions defined on the ProxySG, including how the defined HTML appears to users. The following are the viewable defined exception components:

- Current Exceptions—Displays all of the exceptions as they are currently defined.
- Default Exceptions Source—Displays the default ProxySG exceptions.
- Exceptions Configuration—Displays a page from which you can click links to view how exceptions appear in HTML to users.
- Results of Exception Load—Displays the results of the last installable list load, including any errors and warning to be fixed.

### *To View Exceptions through the Management Console*

1. Select Configuration>Policy>Exceptions.
2. From the View Exceptions Definitions From drop-down list, select the page to view; click **View**.
  - **Text Editor:**

The current configuration is displayed in installable list format. You can customize it or delete it and create your own. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, and click **Close**.

## Section D: Defining Exceptions

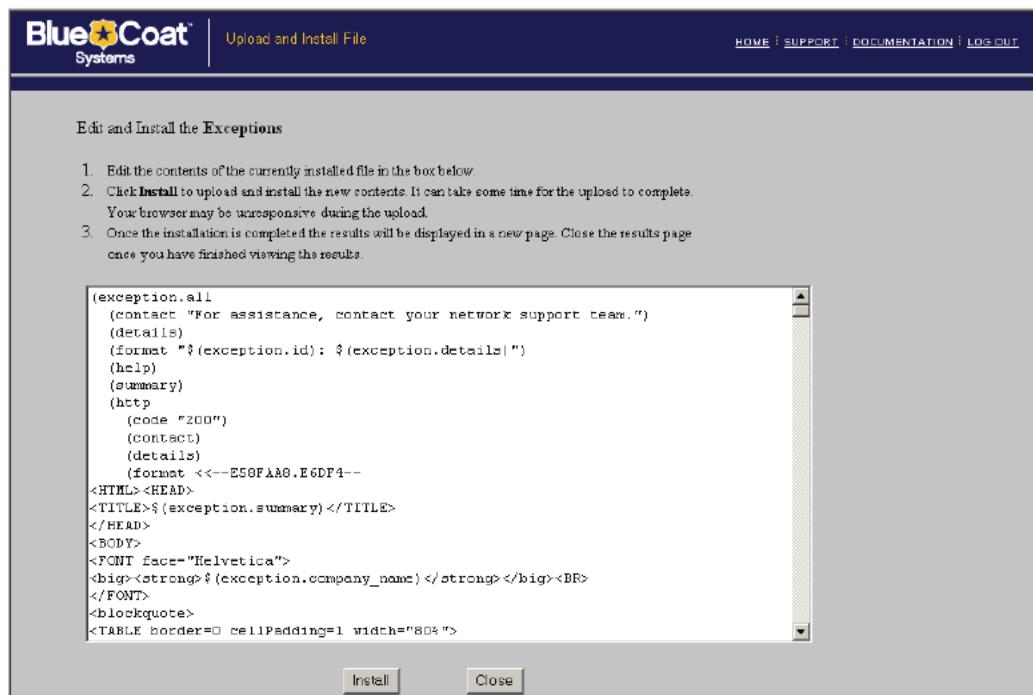


Figure 15-4: Using the ProxySG Text Editor

3. Click **Apply**.

---

## Section E: Managing Peer-to-Peer Services

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### Section E: Managing Peer-to-Peer Services

This section describes the Blue Coat solution for managing and blocking peer-to-peer traffic.

#### About Peer-to-Peer Communications

The use of peer-to-peer (P2P) technologies and services consumes an estimated 60% of broadband ISP bandwidth. By design, most P2P services are port-agnostic, which makes attempting to block them at the firewall extremely difficult. One peer finds another IP address and port that is willing to share the file, but different peers can use different ports. Furthermore, P2P is not based on any standards, which makes it nearly impossible for network administrations to control or even detect.

Although P2P provides some practical business uses in enterprises, unmanaged P2P activity creates risks:

- ❑ Excessive bandwidth consumptions affects mission-critical applications.
- ❑ Exponential security risk of exposure to viruses, spyware, and other malicious content.
- ❑ The threat of legal action concerning the unlawful downloading of copyrighted music and movies.

Managing P2P is a dynamic challenge, as the administrator must be able to evaluate both P2P use and enterprise requirements.

#### The Blue Coat Solution

The ProxySG recognizes P2P activity relating to P2P file sharing applications. By constructing policy, you can control, block, and log P2P activity and limit the bandwidth consumed by P2P traffic.

---

Note: Neither caching nor acceleration are provided with this feature.

---

#### Supported Services

This version of SGOS supports the following P2P services:

- ❑ FastTrack (Kazaa)
- ❑ EDonkey
- ❑ BitTorrent
- ❑ Gnutella

---

Note: Refer to the Release Notes for the most current list of P2P services and versions the ProxySG supports.

---

## Section E: Managing Peer-to-Peer Services

---

### Deployment

To effectively manage P2P activity, the ProxySG must be deployed to intercept outbound network traffic and the firewall configured to block outbound connections that are *not* initiated by the ProxySG.

#### Notes:

- ❑ The ProxySG intercepts outbound TCP network connections, as routed through an L4 switch or a ProxySG in bridging mode.
- ❑ Configure ProxySG HTTP, SOCKS, and TCP tunnel services for destination ports to be monitored.
- ❑ Create firewall rules that allow only outbound connections that are initiated by the ProxySG.
- ❑ You can block all known P2P ports and define policy to stop P2P traffic attempting to come through over HTTP.

---

Note: This features does not include additional configurations for intercepting or controlling UDP traffic.

---

### Policy Control

This section lists the policy used to manage P2P.

### VPM Support

The following VPM components relate to P2P control:

- ❑ Web Access Layer; Source column; P2P Client object. See "[P2P Client](#)" on page 601.
- ❑ Web Access Layer, Service column; Client Protocols. See "[Client Protocol](#)" on page 613.

### CPL Support

#### CPL Triggers

- ❑ `http.connect={yes | no}`
- ❑ `p2p.client={yes | no | bittorrent | edonkey | fasttrack | gnutella}`

#### CPL Properties

- ❑ `force_protocol()`
- ❑ `detect_protocol.protocol(yes | no)`
- ❑ `detect_protocol.[protocol1, protocol2, ...](yes | no)`
- ❑ `detect_protocol(all | none)`
- ❑ `detect_protocol(protocol1, protocol2, ...)`

---

## Section E: Managing Peer-to-Peer Services

---

Where protocol is: http, bittorrent, edonkey, fasttrack, or gnutella.

The default is detect\_protocol(all).

### Support CPL

The following properties can be used in conjunction with the P2P-specific CPL:

- allow, deny, force\_deny
- access\_server(yes | no)—If the value is determined as no, the client is disconnected.
- authenticate(realm)—Unauthenticated clients are disconnected.
- socks\_gateway(alias\_list | no)
- socks\_gateway.fail\_open(yes | no)
- forward(alias\_list) | no—Only forwarding hosts currently supported by TCP tunnels are supported.
- forward.fail\_open(yes | no)
- reflect\_ip(auto | no | client | vip | ip\_address)

For complete CPL references, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

## Policy Example

The following policy example demonstrates how to deny network traffic that the ProxySG recognizes as P2P:

```
<proxy>
  p2p.client=yes deny
```

## Proxy Authentication

While P2P protocols do not support native proxy authentication, most P2P clients support SOCKS v5 and HTTP 1.1 proxies. P2P proxy authentication is supported only for clients using these protocols (that are configured for proxy authentication).

For information about proxy authentication, see “[Section B: Controlling Access to the Internet and Intranet](#)” on page 323. For a list of P2P clients suspected of not supporting SOCKS v5 with authentication, see the Release Notes for this release.

## Access Logging

P2P activity is logged and reviewable. See [Chapter 20: “Access Logging”](#) on page 887.



## *Chapter 16: Streaming Media*

This chapter contains the following sections:

- ❑ "Section A: About Streaming Media"—Provides streaming media terminology, general concepts, and information, such as player limitations and supported formats.
- ❑ "Section B: Configuring Streaming Media"—Provides feature-related concepts and procedures for configuring the ProxySG to manage streaming media applications and bandwidth.
- ❑ "Section C: Windows Media Player"—Describes how to configure the Windows Media client and describes associated limitations and access log conventions.
- ❑ "Section D: RealPlayer"—Describes how to configure the Real Media client and describes associated limitations and access log conventions.
- ❑ "Section E: QuickTime Player"—Describes how to configure the QuickTime client and describes associated limitations and access log conventions.

*Related Topics:*

- ❑ [Chapter 5: "Managing Port Services" on page 151](#)
- ❑ [Chapter 6: "Configuring Proxies" on page 181](#)
- ❑ [Chapter 22: "Statistics" on page 973](#)

## Section A: About Streaming Media

---

This section contains the following topics:

- "Streaming Media Overview"
- "Windows Media Streaming"
- "Real Media Streaming"
- "QuickTime Streaming"
- "Streaming Media Authentication"
- "Streaming Media Caching Behavior"

## Streaming Media Overview

Streaming is a method of content delivery. With media streaming, video and audio are delivered over the Internet rather than the user having to wait for an entire file to be downloaded before it can be played.

Streaming media support on the ProxySG provides the following features:

- Streaming media files can be live or prerecorded.
- Employs flexible delivery methods: unicast, multicast, HTTP, TCP, and UDP.
- Ability to seek, fast-forward, reverse, and pause.
- Ability to play entire file and control media playback, even before it is downloaded.
- Adjust media delivery to available bandwidth, including multi-bit-rate and thinning support.

---

**Important:** The ProxySG streaming media components require valid licenses. For more information, see [Chapter 2: "Licensing" on page 47](#).

---

## Supported Streaming Media Clients

The ProxySG supports Microsoft Windows Media, RealNetworks RealPlayer, and Apple QuickTime clients. The specific protocols are discussed in "[Windows Media Streaming" on page 731](#).

## Delivery Method

The ProxySG supports the following streaming delivery methods:

- Unicast—A one-to-one transmission, where each client connects individually to the source, and a separate copy of data is delivered from the source to each client that requests it. Unicast supports both TCP- and UDP-based protocols. The majority of streaming media traffic on the Internet is unicast.
- Multicast—Allows efficient delivery of streaming content to a large number of users. Multicast enables hundreds or thousands of clients to play a single stream, thus minimizing bandwidth use.

---

## Section A: About Streaming Media

The ProxySG provides caching, splitting, and multicast functionality.

### Serving Content

Using the ProxySG for streaming delivery minimizes bandwidth use by allowing the ProxySG to handle the broadcast and allows for policy enforcement over streaming use. The delivery method depends on if the content is live or video-on-demand.

#### *Live Unicast Content*

A ProxySG can serve many clients through one unicast connection by receiving the content from the origin server and then splitting that stream to the clients that request it. This method saves server-side bandwidth and reduces the server load. You cannot pause or rewind live broadcasts. A live broadcast can be of prerecorded content. A common example is a company president making a speech to all employees.

#### *Video-on-Demand Unicast Content*

A ProxySG can store frequently requested data and distribute it upon client requests. Because the ProxySG is closer to the client than the origin server, the data is served locally, which saves firewall bandwidth and increases quality of service by reducing pauses or buffering during playback. The ProxySG provides higher quality streams (also dependent on the client connection rate) than the origin server because of its closer proximity to the end user. VOD content can be paused, rewound, and played back. Common examples include training videos or news broadcasts.

#### *Multicast Content*

The ProxySG can take a unicast stream from the origin media server and deliver it as a multicast broadcast. This enables the ProxySG to take a one-to-one stream and split it into a one-to-many stream, saving bandwidth and reducing the server load. It also produces a higher quality broadcast.

For Windows Media multicast, an NSC file is downloaded through HTTP to acquire the control information required to set up content delivery.

For Real Media, multicasting maintains a TCP control (accounting) channel between the client and media server. The multicast data stream is broadcast using UDP from the ProxySG to streaming clients, who join the multicast.

## Windows Media Streaming

The ProxySG supports both MMS and RTSP (SGOS 4.2.3 and later) streaming using the following Windows Media protocols.

#### *Client-Side*

- MMS-UDP (Microsoft Media Streaming—User Data Protocol).
- MMS-TCP (Microsoft Media Streaming—Transmission Control Protocol).
- Multicast UDP—No TCP control connection exists for multicast delivery.
- RTP over unicast UDP (RTSP over TCP, RTP over unicast UDP)

## Section A: About Streaming Media

---

- RTP over TCP (RTSP over TCP and RTP over TCP on the same connection)
- HTTP streaming

### *Server-Side*

- MMS-TCP (Microsoft Media Streaming—Transmission Control Protocol).
- RTP over TCP (RTSP over TCP and RTP over TCP on the same connection).

---

Note: Server-side RTP over UDP is not supported. If policy directs the RTSP proxy to use HTTP as server-side transport, the proxy will deny the client request. The client then switches to MMS or HTTP.

---

- Multicast UDP
- HTTP streaming

## Supported Windows Media Players and Servers

The ProxySG supports the following versions and formats:

- Windows Media Player 6.4, 7, 9, and 10
- Windows Media Server 4.1
- Windows Media Server 9

## Windows Media Player Failover

Windows Media Players version 9 and later attempts to connect using the transports and ports listed in the following list, in order of precedence.

1. RTSP (TCP 554)
2. MMS (TCP 1755)
3. HTTP (TCP 80)

## Delivery Protocol Descriptions

The following briefly describes each of the supported delivery protocols:

- Multicast-UDP
- MMS-UDP—UDP provides the most efficient network throughput from server to client. The disadvantage to UDP is that many network administrators close their firewalls to UDP traffic, limiting the potential audience for Multicast-UDP-based streams.

If an MMS-UDP session cannot be established, the client falls back to MMS-TCP automatically.

The ProxySG then establishes a connection to the origin server running the Microsoft Windows Media service.

## Section A: About Streaming Media

---

- ❑ MMS-TCP—TCP provides a reliable protocol for delivering streaming media content from a server to a client. At the expense of less efficiency compared to MMS-UDP data transfer, MMS-TCP provides a reliable method for streaming content from the origin server to the ProxySG.

---

**Note:** The MMS protocol is usually referred to as either MMS-TCP or MMS-UDP depending on whether TCP or UDP is used as the transport layer for sending streaming data packets. MMS-UDP uses a TCP connection for sending and receiving media control messages, and a UDP connection for streaming the actual media data. MMS-TCP uses TCP connections to send both control and data messages.

---

- ❑ RTP over Unicast UDP—When this transport is used RTP (Real-Time Transport Protocol) is delivered over unicast UDP and RTSP is delivered over TCP. This transport is supported only from the ProxySG to clients. UDP transport is more efficient but is often disallowed by firewalls.
- ❑ RTP over TCP—This transport delivers RTP and RTSP over the same TCP connection. This transport can be on either the client-side or server-side.
- ❑ HTTP Streaming—The Windows Media server also supports HTTP-based media control commands along with TCP-based streaming data delivery. This combination has the benefit of working with all firewalls that let only Web traffic through (TCP port 80).

No protocol relationship exists between the ProxySG and the media server or between the ProxySG and the client.

## RTSP Support

SGOS 4.2.3 and later supports RTSP protocol for streaming Windows Media content. If the ProxySG is downgraded to a release prior to SGOS 4.2.3, RTSP connections from a Windows Media Player are denied. However, the client fails over to MMS or HTTP.

## Viewing Windows Media (MMS, HTTP, RTSP) Statistics

- ❑ Summary statistics in the Management Console

Navigate to **Statistics>Streaming Statistics>Windows Media** to view the summary statistics.

- ❑ Detailed statistics

The combined (MMS and RTSP) Windows Media detailed statistics are available by accessing the Advanced URLs link currently used for MMS detailed statistics:

Show active URLs (detailed file statistics)      [https://ProxySG-ip:8082/MMS/file-stats?\\*](https://ProxySG-ip:8082/MMS/file-stats?*)

Show server statistics (detailed server statistics)      [https://ProxySG-ip:8082/MMS/server-stats?\\*](https://ProxySG-ip:8082/MMS/server-stats?*)

Show client statistics (detailed client statistics)      [https://ProxySG-ip:8082/MMS/client-stats?\\*](https://ProxySG-ip:8082/MMS/client-stats?*)

## Section A: About Streaming Media

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### Real Media Streaming

The ProxySG supports the following Real Media protocols:

#### *Client-Side*

- RDT over unicast UDP (RTSP over TCP, RDT over unicast UDP)
- Interleaved RTSP (RTSP over TCP, RDT over TCP on the same connection)
- RDT over multicast UDP (RTSP over TCP, RTP over multicast UDP; for live content only)
- HTTP streaming (RTSP and RTP over TCP tunneled through HTTP)—HTTP streaming is supported through a handoff process from HTTP to RTSP. HTTP accepts the connection and, based on the headers, hands off to RTSP. The headers identify an RTSP URL.

#### *Server-Side*

- Interleaved RTSP
- HTTP streaming

#### *Unsupported Protocols*

The following Real Media protocols are not supported in this version of SGOS:

- PNA.
- Server-side RDT/UDP (both unicast and multicast).

### Supported Real Media Players and Servers

The ProxySG supports the following versions:

- RealOne Player, version 2
- RealPlayer 8 and 10
- RealServer 8 through 10
- Helix Universal Server

---

Note: Blue Coat recommends not deploying a Helix proxy in between the ProxySG and a Helix server where the Helix proxy is the parent to the ProxySG. This causes errors with the Helix server. The reverse is acceptable (using a Helix proxy as a child to the ProxySG).

---

### QuickTime Streaming

The ProxySG supports the following protocols:

- RTP over unicast UDP (RTSP over TCP, RTP over unicast UDP)
- Interleaved RTSP (RTSP over TCP, RTP over TCP on the same connection)

---

## Section A: About Streaming Media

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- ❑ HTTP streaming (RTSP and RTP over TCP tunneled through HTTP)—HTTP streaming is supported through a handoff process from HTTP to RTSP. HTTP accepts the connection and, based on the headers, hands off to RTSP. The headers identify an RTSP URL.

*Server-Side*

- ❑ Interleaved RTSP
- ❑ HTTP streaming

*Unsupported Protocols*

The following QuickTime protocols are not supported in this version of SGOS:

- ❑ Server-side RTP/UDP, both unicast and multicast, is not supported.
- ❑ Client-side multicast is not supported.

## Supported QuickTime Players and Servers

The ProxySG supports the following versions, but in pass-through mode only:

- ❑ QuickTime Players 6.x and 5.x
- ❑ Darwin Streaming Server 4.1.x and 3.x.
- ❑ Helix Universal Server

## Streaming Media Authentication

The following sections discuss authentication between streaming media clients and ProxySG appliances and between ProxySG appliances and origin content servers (OCS).

### Windows Media Server-Side Authentication

Windows Media server authentication for HTTP and MMS supports the authentication types listed in the following table.

Table 16.2: Supported Windows Media Server Authentication Types

	<b>BASIC and Membership Service Account</b>	<b>BASIC and IWA</b>	<b>IWA</b>	<b>Digest</b>
HTTP	Yes	Yes	Yes	No
MMS	Yes	Yes	Yes	No
RTSP	Yes	Yes	Yes	Yes

---

Note: IWA: Microsoft Windows Integrated Windows Authentication (IWA) Account Database.

---

## Section A: About Streaming Media

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The ProxySG supports the caching and live-splitting of server-authenticated data. The functionality is also integrated with partial caching functionality so that multiple security challenges are not issued to the Windows Media Player when it accesses different portions of the same media file.

When Windows Media content on the server is accessed for the first time, the ProxySG caches the content along with the authentication type enabled on the server. The cached authentication type remains until the appliance learns that the server has changed the enabled authentication type, either through cache coherency (checking to be sure the cached contents reflect the original source) or until the ProxySG connects to the origin server (to verify access credentials).

Authentication type on the server refers to the authentication type enabled on the origin server at the time when the client sends a request for the content.

## Windows Media Proxy Authentication

If proxy authentication is configured, Windows Media clients are authenticated based on the policy settings. The proxy (the ProxySG) evaluates the request from the client and verifies the accessibility against the set policies. The Windows Media player then prompts the client for the proper password. If the client is accepted, the Windows Media server might also require the client to provide a password for authentication. If a previously accepted client attempts to access the same Windows Media content again, the ProxySG verifies the user credentials using its own credential cache. If successful, the client request is forwarded to the Windows Media server for authentication.

### *Windows Media Player Authentication Limitations*

Consider the following proxy authentication limitations with the Windows Media player (except when specified, these do not apply to HTTP or RTSP streaming):

- ❑ If the proxy authentication type is configured as BASIC and the server authentication type is configured as IWA, the default is denial of service.
- ❑ If proxy authentication is configured as IWA and the server authentication is configured as BASIC, the proxy authentication type defaults to BASIC.
- ❑ The ProxySG does not support authentication based on `url_path` or `url_path_regex` conditions when using `mms` as the `url_scheme`.
- ❑ Transparent style HTTP proxy authentication fails to work with Windows Media players when the credential cache lifetime is set to 0 (independent of whether server-side authentication is involved).
- ❑ If proxy authentication is configured, a request for a stream through HTTP prompts the user to enter access credentials twice: once for the proxy authentication and once for the media server authentication.

## Section A: About Streaming Media

---

- ❑ Additional scenarios involving HTTP streaming exist that do not work when the TTL is set to zero (0), even though only proxy authentication (with no server authentication) is involved. The ProxySG returning a 401-style proxy authentication challenge to the Windows Media Player 6.0 does not work because the Player cannot resolve inconsistencies between the authentication response code and the server type returned from the ProxySG. This results in an infinite loop of requests and challenges. Example scenarios include transparent authentication—resulting from either transparent request from player or hard-coded service specified in the ProxySG—and request of cache-local (ASX-rewritten or unicast alias) URLs.

## Real Media Proxy Authentication

If proxy authentication is configured, Real Media clients are authenticated based on the policy settings. The proxy (the ProxySG) evaluates the request from the client and verifies the accessibility against the set policies. Next, RealPlayer prompts the client for the proper password. If the client is accepted, the Real Media server can also require the client to provide a password for authentication. If a previously accepted client attempts to access the same Real Media content again, the ProxySG verifies the user credentials using its own credential cache. If successful, the client request is forwarded to the Real Media server for authentication.

### *Real Media Player Authentication Limitation*

Using RealPlayer 8.0 in transparent mode with both proxy and Real Media server authentication configured to BASIC, RealPlayer 8.0 always sends the same proxy credentials to the media server. This is regardless of whether a user enters in credentials for the media server. Therefore, the user is never authenticated and the content is not served.

## QuickTime Proxy Authentication

BASIC is the only proxy authentication mode supported for QuickTime clients. If an IWA challenge is issued, the mode automatically downgrades to BASIC.

## Section A: About Streaming Media

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### Streaming Media Caching Behavior

The following sections describe how the ProxySG and SGOS process and store streaming media requests. Discussed are caching, video on demand (VOD), live splitting, bit rate support, and pre-populating content.

#### Streaming Media Caching Behavior

##### Windows Media

The ProxySG caches Windows Media-encoded video and audio files. The standard extensions for these file types are: .wmv, .wma, and .asf.

##### Real Media

The ProxySG caches Real Media-encoded files, such as RealVideo and RealAudio. The standard extensions for these file types are: .ra, .rm, and .rmvb. Other content served from a Real Media server through RTSP is also supported, but it is not cached. This content is served in pass-through mode only.

##### QuickTime

The ProxySG does not cache QuickTime content (.mov files). All QuickTime content is served in *pass-through* mode only.

#### Video On Demand (VOD)

The ProxySG supports the caching of files for VOD streaming. First, the client connects to the ProxySG, which in turn connects to the origin server and pulls the content, storing it locally. Subsequent requests are served from the ProxySG. This provides bandwidth savings, as every *hit* to the ProxySG means less network traffic. Blue Coat also supports partial caching of streams.

---

Note: On-demand files must be unicast.

---

#### Live Splitting

The ProxySG supports splitting of live content, but behavior varies depending upon the media type.

For live streams, the ProxySG can split streams for clients that request the same stream. First, the client connects to the ProxySG, which then connects to the origin server and requests the live stream. Subsequent requests are split from the appliance.

Two streams are considered identical by the ProxySG if they share the following characteristics:

- The stream is a live or broadcast stream.
- The URL of the stream requested by client is identical.
- MMS, MMSU, MMST, and HTTP are considered identical.

## Section A: About Streaming Media

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- ❑ RTSP, RTSPU, and RTSPT are considered identical.

Splitting of live unicast streams provides bandwidth savings, since subsequent requests do not increase network traffic.

## Multiple Bit Rate Support

The ProxySG supports multiple bit rate (MBR), which is the capability of a single stream to deliver multiple bit rates to clients requesting content from caches from within varying levels of network conditions (such as different connecting bandwidths and traffic). This allows the ProxySG and the client to negotiate the optimal stream quality for the available bandwidth even when the network conditions are bad. MBR increases client-side streaming quality, especially when the requested content is not cached.

Only the requested bitrate is cached. Therefore, a media client that requests a 50Kbps stream receives that stream, and the Blue Coat ProxySG caches only the 50Kbps bitrate content.

## Bitrate Thinning

Thinning support is closely related to MBR, but different in that thinning allows for data rate optimizations even for single data-rate media files. If the media client detects that there is network congestion, it requests a subset of the single data rate stream. For example, depending on how congested the network is, the client requests only the *key video frames* or audio-only instead of the complete video stream.

## Server-Side Playlist

Windows Media servers version 9 and later includes server-side playlists.

---

Note: A server-side playlist is a SMIL file (.wsx extension) interpreted by the server.

---

Each playlist entry is announced by the server through a stream change request. Both broadcast (live) and on-demand (VOD) publishing points on the server can stream content from server-side playlists.

Windows Media RTSP supports server-side playlists. It can split live streams created using a server-side playlist. However, caching of server-side playlists or the individual VOD elements of a server-side playlist are not supported; these are handled in pass-through mode only.

Note that server-side playlists with a single item in the playlist is supported for multicast station, but server-side playlists with multiple items are not supported.

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## Pre-Populating Content

The ProxySG supports pre-population of streaming files from HTTP servers and origin content servers. Downloading streaming files from HTTP servers reduces the time required to pre-populate the file.

---

Note: QuickTime content is not supported. Windows Media RTSP only supports pre-population of streaming files from origin content servers. However, whenever origin content server allows faster caching of streaming content, Windows Media RTSP pre-populates the content much faster.

---

Pre-population can be accomplished through streaming from the media server. The required download time was equivalent to the file length; for example, a two-hour movie required two hours to download. Now, if the media file is hosted on a HTTP server, the download time occurs at normal transfer speeds of an HTTP object, and is independent of the play length of the media file.

---

Note: Content must be hosted on a HTTP server in addition to the media server.

---

Using the content distribute CLI command, content is downloaded from the HTTP server and renamed with a given URL argument. A client requesting the content perceives that the file originated from a media server. If the file on the origin media server experiences changes (such as naming convention), SGOS bypasses the cached mirrored version and fetches the updated version.

## Section B: Configuring Streaming Media

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# Section B: Configuring Streaming Media

This section contains the following topics:

- [□ "Limiting Bandwidth"](#)
- [□ "Configuring the Refresh Rate"](#)
- [□ "Configuring HTTP Handoff"](#)
- [□ "Forwarding Client Logs to the Media Server"](#)
- [□ "Configuring Media Server Authentication Type \(Windows Media\)"](#)
- [□ "About Multicast Streaming"](#)
- [□ "Managing Multicast Streaming for Windows Media"](#)
- [□ "Managing Multicast Streaming for Real Media"](#)
- [□ "Managing Simulated Live Content \(Windows Media\)"](#)
- [□ "ASX Rewriting \(Windows Media\)"](#)
- [□ "About Fast Streaming \(Windows Media\)"](#)

### *Related Topics*

You must also configure the network service (Configuration>Network>Services) to assign port numbers and modes (transparent or proxy). For more information, see [Chapter 6: "Configuring Proxies" on page 181](#).

## Limiting Bandwidth

The following sections describe bandwidth limitation and how to configure the ProxySG to limit global and protocol-specific media bandwidth.

### About Bandwidth Limitation

Streaming media bandwidth management is achieved by configuring the ProxySG to restrict the total number of bits per second the appliance receives from the origin media servers and delivers to clients. The configuration options are flexible to allow you to configure streaming bandwidth limitations for the ProxySG, as well as for each streaming protocol (Windows Media, Real Media, and QuickTime).

---

Note: Bandwidth claimed by HTTP, non-streaming protocols, and network infrastructure is not constrained by this limit. Transient bursts that occur on the network can exceed the hard limits established by the bandwidth limit options.

---

Once configured, the ProxySG limits streaming access to the specified threshold. If a client tries to make a request after a limit has been reached, the client receives an error message.

## Section B: Configuring Streaming Media

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Consider the following features when planning to limit streaming media bandwidth:

- ProxySG to server (all protocols)—The total kilobits per second allowed between the appliance and any origin content server or upstream proxy for all streaming protocols. Setting this option to 0 effectively prevents the ProxySG from initiating any connections to the media server. The ProxySG supports partial caching in that no bandwidth is consumed if portions of the media content are stored in the ProxySG.
- Client to ProxySG (all protocols)—The total kilobits per second allowed between streaming clients and the ProxySG. Setting this option to 0 effectively prevents any streaming clients from initiating connections through the ProxySG.
- ProxySG to server—The total kilobits per second allowed between the Appliance and the media server. Setting this option to 0 effectively prevents the ProxySG from accepting media content.

Limiting ProxySG bandwidth restricts the following streaming media-related functions:

- Live and video-on-demand media, the sum of all bit rates
- Limits the ability to fetch new data for an object that is partially cached
- Reception of multicast streams

- Client to ProxySG—The total kilobits per second allowed between Windows Media streaming media clients and the ProxySG. Setting this option to 0 effectively prevents streaming clients from making connections to the ProxySG.

Limiting server bandwidth restricts the following streaming media-related functions:

- MBR is supported; the ProxySG assumes the client is using the maximum bit rate
- Limits the transmission of multicast streams

- Client connections—The total number of clients that can connect concurrently. Once this limit is reached, clients attempting to connect receive an error message and are not allowed to connect until other clients disconnect. Setting this variable to 0 effectively prevents any streaming media clients from connecting.

### Choosing a Method to Limit Streaming Bandwidth

You can control streaming bandwidth using two different methods: you can use the streaming features described below, or you can use the bandwidth management features described in Chapter 10: “Bandwidth Management” on page 489. You should not, however, use both methods to control streaming bandwidth. The way that each method controls bandwidth differs—read the information below to decide which method works best for you.

Limiting streaming bandwidth using the streaming features (described in this section) works this way: if a new stream comes in that pushes above the specified bandwidth limit, that new stream is denied. This allows existing streams to continue to get the same level of quality they currently receive.

## Section B: Configuring Streaming Media

Limiting streaming bandwidth using the bandwidth management features (described in Chapter 10: “Bandwidth Management” on page 489) works this way: all streaming traffic for which you have configured a bandwidth limit shares that limit. If a new stream comes in that pushes above the specified bandwidth limit, that stream is allowed, and the amount of bandwidth available for existing streams is reduced. This causes streaming players to drop to a lower bandwidth version of the stream. If a lower bandwidth version of the stream is not available, players that are not receiving enough bandwidth can behave in an unpredictable fashion. In other words, if the amount of bandwidth is insufficient to service all of the streams, some or all of the media players experience a reduction in stream quality.

For most circumstances, Blue Coat recommends that you use the streaming features to control streaming bandwidth rather than the bandwidth management features.

### Configuring Bandwidth Limitation—Global

This section describes how to limit all bandwidth use through the ProxySG.

*To Specify the Bandwidth Limit for all Streaming Protocols through the Management Console*

1. Select Configuration>Services>Streaming Proxies>General.

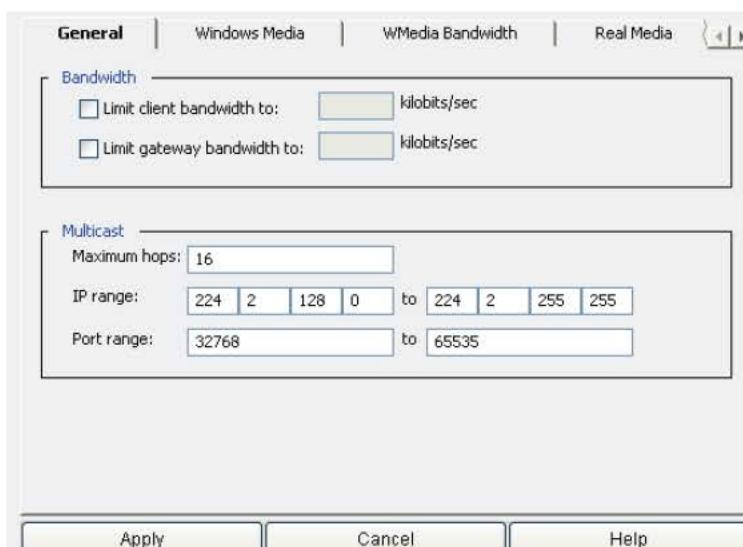


Figure 16-1: Streaming Media General Tab

2. To limit the client connection bandwidth:

---

Note: This option is not based on individual clients.

---

- a. In the Bandwidth pane, enable the Limit client bandwidth to checkbox.
  - b. In the Kilobits/sec field, enter the maximum number of kilobits per second that the ProxySG allows for all streaming client connections.
3. To limit the ProxySG (origin server/upstream connection) bandwidth:

## Section B: Configuring Streaming Media

---

- a. In the Bandwidth pane, enable the Limit gateway bandwidth to checkbox.
- b. In the Kilobits/sec field, enter the maximum number of kilobits per second that the ProxySG allows for all streaming connections to origin media servers.

### *To Specify Bandwidth Limit for all Streaming Protocols through the CLI*

To limit the client connection bandwidth, at the (config) command prompt, enter the following command:

```
SGOS#(config) streaming max-client-bandwidth kbits_second
```

To limit the ProxySG (origin server/upstream connection) bandwidth, at the (config) command prompt, enter the following command:

```
SGOS#(config) streaming max-gateway-bandwidth kbits_second
```

---

**Note:** To allow maximum client bandwidth, use the `streaming windows-media no max-client-bandwidth` or the `streaming windows-media no max-gateway-bandwidth` command.

---

## Configuring Bandwidth Limitation—Protocol-Specific

This section describes how to limit bandwidth use per-protocol (Windows Media and Real Media) through the ProxySG.

### *To Specify the Bandwidth Limit for Windows Media, Real Media, or QuickTime through the Management Console*

1. Select Configuration>Services>Streaming Proxies>WMedia Bandwidth or RMedia Bandwidth or QuickTime Bandwidth.
2. To limit the bandwidth for client connections to the ProxySG:
  - a. Enable the Limit client bandwidth to checkbox.
  - b. In the Kilobits/sec field, enter the maximum number of kilobits per second that the ProxySG allows for all streaming client connections.
3. To limit the bandwidth for connections from the ProxySG to origin content servers:
  - a. Enable the Limit gateway bandwidth to checkbox.
  - b. In the Kilobits/sec field, enter the maximum number of kilobits per second that the ProxySG allows for all streaming connections to origin media servers.

### *To Specify the Bandwidth Limit for Windows Media, Real Media, or QuickTime through the CLI*

To limit the client connection bandwidth, at the (config) prompt, enter the following command:

```
SGOS#(config) streaming {windows-media | real-media | quicktime}  
max-client-bandwidth kbits_second
```

To limit the ProxySG (origin server/upstream connection) bandwidth, at the (config) command prompt, enter the following command:

---

## Section B: Configuring Streaming Media

---

```
SGOS#(config) streaming {windows-media | real-media | quicktime}
max-gateway-bandwidth kbytes_second
```

---

Note: To allow maximum client bandwidth, use the `streaming windows-media no max-client-bandwidth` or the `streaming windows-media no max-gateway-bandwidth` command.

---

## Configuring Bandwidth Limitation—Fast Start (WM)

---

Note: This section applies to Windows Media only.

---

This section describes how to configure the maximum bandwidth (in kilobytes per second) each Windows Media Player can start with. Upon connection to the ProxySG, streaming media clients do not consume more bandwidth (in kilobits per second) than the defined value.

### *To Specify the Maximum Starting Bandwidth through the CLI*

At the `(config)` prompt, enter the following command:

```
SGOS#(config) streaming windows-media max-fast-bandwidth kbps
```

## Maximum Connections

This section describes how to configure the maximum number of streaming clients, on a per-protocol basis, that can connect to the ProxySG.

### *To Specify the Maximum Number of Client Connections through the Management Console*

1. Select Configuration>Services>Streaming Proxies>WMedia Bandwidth or Real Media Bandwidth or QuickTime Bandwidth.
2. To limit the bandwidth for connections from the ProxySG to Windows Media origin servers:
  - a. Select Limit maximum connections.
  - b. In the clients field, enter the total number of clients that can connect concurrently.

### *To Specify the Maximum Number of Client Connections through the CLI*

At the `(config)` prompt, enter the following command:

```
SGOS#(config) streaming {windows-media | real-media | quicktime}
max-connections number
```

---

Note: To allow maximum number of connections, invoke the `streaming {windows-media | real-media | quicktime} no max-connection` command.

---

## Section B: Configuring Streaming Media

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### Configuring the Refresh Rate

The refresh feature specifies the length of time before cached streaming content is checked for freshness.

The default is never refresh. Blue Coat recommends that you change this setting.

#### *To Set the Refresh Rate through the Management Console*

1. Select Configuration>Services>Streaming Proxies>Windows Media or Real Media.
2. Perform one of the following:
  - a. In the Check freshness every n.nn hours field, enter the length of time before the cached streaming content is checked for freshness.
  - b. To force the ProxySG to check every time for freshness, select Check freshness every access.
3. Click Apply.

#### *To Set the Refresh Rate through the CLI*

At the (config) prompt, enter the following commands:

```
SGOS#(config) streaming {windows-media | real-media} refresh-interval  
number.number
```

where *number.number* is the length of time before the cached streaming content should be checked for freshness.

---

Note: A value of 0 requires the streaming content to always be checked for freshness.

---

To disable freshness checking, enter the following command:

```
SGOS#(config) streaming {windows-media | real-media} no refresh-interval
```

### Configuring HTTP Handoff

HTTP handoff is enabled by default. This section describes HTTP handoff and how to disable the feature.

#### About HTTP Handoff

When a Windows Media, Real Media, or QuickTime client requests a stream from the ProxySG over port 80, which in common deployments is the only port allowing traffic through a firewall, the HTTP module passes control to the streaming module so HTTP streaming can be supported through the HTTP proxy port.

The ProxySG supports HTTP streaming. It does not support HTTP downloading of media files from HTTP servers and their subsequent caching and serving as streaming files. An HTTP connection is established through port 80 that allows you to send streaming data from the origin server to the clients through the ProxySG.

---

## Section B: Configuring Streaming Media

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Note: The default setting for HTTP Handoff is enabled. If you do not want HTTP streams to be cached or split, change this setting to disabled.

---

### Disabling HTTP Handoff

*To Disable HTTP Port Handoff through the Management Console*

1. Select Configuration>Services>Streaming Proxies>Windows Media or Real Media or QuickTime.
2. Deselect Enable HTTP handoff.
3. Click Apply.

*To Disable the HTTP Port Handoff through the CLI*

At the (config) prompt, enter the following command:

```
SGOS#(config) streaming {windows-media | real-media | quicktime} http-handoff  
disable
```

## Forwarding Client Logs to the Media Server

This section describes media server compatibility and how to forward client logs.

### About Forwarding Client Logs

The ProxySG logs information, such as client IP address, the date, and the time, to the origin server for Windows Media and Real Media content.

---

Note: For Real Media, the log is only forwarded before a streaming session is halted; QuickTime RTSP log forwarding is not supported.

---

Logging to the origin server is supported for Windows Media content. (For more information on what is logged to the origin server, see [Chapter 20: “Access Logging” on page 887](#)).

Logging messages are embedded in a log message sent to the content server when:

- The ProxySG receives an end-of-file notification.
- The ProxySG-server connection is closed.
- A user stops the stream. The *connection* is not stopped; the same connection to the OCS remains and is used to send client information. This prevents starting another connection to the OCS.
- A user opens a new file without closing or stopping the current one.

*Windows Media only:*

- A user seeks to a new position or uses fast forward or reverse.

## Section B: Configuring Streaming Media

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- ❑ A file is looped in a live scenario. Logging occurs whenever playing of a file ends before going on to play another.

When the ProxySG receives a log record from the client, the appliance records the log in the access log and then forwards the log to the origin content server.

## Configuring the ProxySG to Forward Client Logs

*To Enable Forwarding Client-Generated Logging to the Origin Media Server through the Management Console*

1. Select Configuration>Services>Streaming Proxies>Windows Media or Real Media.
2. Select Forward client-generated logs to origin media server.
3. Click Apply.

*To Enable or Disable Forwarding Client-Generated Logging through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) streaming {windows-media | real-media} log-forwarding {enable | disable}
```

*To Enable or Disable Forwarding Client-Generated Logging through the CLI*

```
SGOS#(config) streaming {windows-media} log-compatibility {enable | disable}
```

## Configuring Media Server Authentication Type (Windows Media)

---

Note: This section applies to Windows Media streaming only.

---

Configure the ProxySG to recognize the type of authentication the origin content server is using: BASIC or NTLM/Kerberos.

*To Configure the Media Server Authentication Type through the CLI*

At the (config) prompt, enter the following command:

```
SGOS#(config) streaming windows-media server-auth-type {basic | ntlm}
```

---

## Section B: Configuring Streaming Media

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### About Multicast Streaming

This section describes multicast streaming and how to configure the ProxySG to manage multicast broadcasts.

### About Serving Multicast Content

- How multicast content is handled through the ProxySG depends on whether the ProxySG is delivering Windows Media or Real Media multicast broadcasts (QuickTime is not supported). For Windows Media, the ProxySG takes a multicast stream from the origin server and delivers it as a unicast stream. This avoids the main disadvantage of multicasting—that all of the routers on the network must be multicast-enabled to accept a multicast stream. Unicast-to-multicast, multicast-to-multicast, and broadcast alias-(scheduled live from stored content)-to-multicast are also supported.
- For Real Media, the ProxySG takes a unicast stream from the origin RealServer and delivers it as a multicast stream. This enables the ProxySG to take a one-to-one stream and split it into a one-to-many stream, saving bandwidth and reducing the server load.

### Multicast to Unicast Live Conversion at the ProxySG

The ProxySG supports converting multicast streams from an origin content server to unicast streams. The stream at the ProxySG is given the appropriate unicast headers to allow the appliance to direct one copy of the content to each user on the network.

Multicast streaming only uses UDP protocol and does not know about the control channel, which transfers essential file information. The .nsc file (a file created off-line that contains this essential information) is retrieved at the beginning of a multicast session from an HTTP server. The `multicast-alias` command specifies an alias to the URL to receive this .nsc file.

The converted unicast stream can use any of the protocols supported by Windows Media, including HTTP streaming.

When a client requests the alias content, the ProxySG uses the URL specified in the `multicast-alias` command to fetch the .nsc file from the HTTP server. The .nsc file contains all of the multicast-related information, such as addresses and .ASF file header information that is normally exchanged through the control connection for unicast-delivered content.

### Configuring the ProxySG Multicast Network

This section describes how to configure the ProxySG multicast service. Additional steps are required to configure the ProxySG to serve multicast broadcasts to streaming clients (Windows Media and Real Media). Those procedures are provided in subsequent sections.

#### *To Configure the Multicast Service through the Management Console*

1. Select Configuration>Services>Streaming Proxies>General.
2. In the Maximum Hops field, enter a time-to-live (TTL) value.
3. In the IP Range fields, enter the IP address range.

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4. In the Port Range fields, enter the port range.
5. Enable Windows and Real Media multicast; see the next section, "[Managing Multicast Streaming for Windows Media](#)" and "[Managing Multicast Streaming for Real Media](#)" on page 754.

## Managing Multicast Streaming for Windows Media

This section describes multicast station and .nsc files, and describes how to configure the ProxySG to send multicast broadcasts to Windows Media clients.

### About Multicast Stations

A multicast station is a defined location from where the Windows Media player retrieves live streams. This defined location allows .ASF streams to be delivered to many clients using only the bandwidth of a single stream. Without a multicast station, streams must be delivered to clients through unicast.

A multicast station contains all of the information needed to deliver .ASF content to a Windows Media player or to another ProxySG, including:

- IP address
- Port
- Stream format
- TTL value (time-to-live, expressed hops)

The information is stored in an .nsc file, which the Window Media Player must be able to access to locate the IP address.

If Windows Media Player fails to find proper streaming packets on the network for multicast, the player can roll over to a unicast URL. Reasons for this include lack of a multicast-enabled router on the network or if the player is outside the multicast station's TTL. If the player fails to receive streaming data packets, it uses the unicast URL specified in the .nsc file that is created from the multicast station configuration. All .nsc files contain a unicast URL to allow rollover.

#### *Unicast to Multicast*

Unicast to multicast streaming requires converting a unicast stream on the server-side connection to a multicast station on the ProxySG. The unicast stream must contain live content before the multicast station works properly. If the unicast stream is a video-on-demand file, the multicast station is created but is not able to send packets to the network. For video-on-demand files, use the broadcast-alias command, discussed below.

#### *Multicast to Multicast*

Use the `multicast-alias` command to get the source stream for the multicast station.

#### *About Broadcast Aliases*

A broadcast alias defines a playlist, specify a starting time, date, and the number of times the content is repeated.

---

## Section B: Configuring Streaming Media

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### Creating a Multicast Station

To create a multicast station, you must perform the following:

- Define a name for the multicast station.
- Define the source of the multicast stream.
- The port range to be used.
- Define the address range of the multicast stream.
- Define the TTL value.
- Create the multicast alias, unicast alias, and broadcast alias commands to enable the functionality.

---

Note: Use of alias is not supported for Windows Media RTSP.

---

You must configure multicast stations through the CLI.

#### Syntax

```
multicast-station name {alias | url} [address | port | ttl]
```

where

- *name* specifies the name of the multicast station, such as *station1*.
- {*alias* | *url*} defines the source of the multicast stream. The source can be a URL or it can be a multicast alias, a unicast alias, or simulated live. (The source commands must be set up before the functionality is enabled within the multicast station.)
- [*address* | *port* | *ttl*] are optional commands that you can use to override the default ranges of these values. (Defaults and permissible values are discussed below.)

#### Example 1: Create a Multicast Station for MMS

This example:

- Creates a multicast station, named *station1*, on ProxySG 10.25.36.47.
- Defines the source as *mms://10.25.36.47/tenchi*.
- Accepts the address, port, and TTL default values.

```
SGOS#(config) streaming windows-media multicast-station station1
mms://10.25.36.47/tenchi.
```

To delete multicast *station1*:

```
SGOS#(config) streaming no multicast-station station1
```

#### Example 2: Create a Multicast Station for Windows Media RTSP

- Creates a multicast station, named *station1*, on ProxySG 10.25.36.47.
- Defines the source as *rtsp://10.25.36.47/tenchi*.
- Accepts the address, port, and TTL default values.

## Section B: Configuring Streaming Media

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```
SGOS#(config) streaming windows-media multicast-station station1  
rtsp://10.25.36.47/tenchi.
```

### *Example 3: Create a Broadcast Alias and Direct a Multicast Station to use It*

This example:

- ❑ To allow unicast clients to connect through multicast, creates a broadcast alias named `array1`; defines the source as `mms://10.25.36.48/tenchi2`.
- ❑ Instructs the multicast station from Example 1, `station1`, to use the broadcast alias, `array1`, as the source.

```
SGOS#(config) streaming windows-media broadcast-alias array1  
mms://10.25.36.48/tenchi2 0 today noon  
SGOS#(config) streaming windows-media multicast-station station1 array1
```

### *Changing Address, Port, and TTL Values*

Specific commands allow you to change the address range, the port range, and the default TTL value. To leave the defaults as they are for most multicast stations and change it only for specified station definitions, use the `multicast-station` command.

The `multicast-station` command randomly creates an IP address and port from the specified ranges.

- ❑ **Address-range:** the default ranges from 224.2.128.0 to 224.2.255.255; the permissible range is 224.0.0.2 and 239.255.255.255.
- ❑ **Port-range:** the default ranges from 32768 to 65535; the permissible range is between 1 and 65535.
- ❑ **TTL value:** the default is 5 hops; the permissible range is from 1 to 255.

### *Syntax, with Defaults Set*

```
multicast address-range <224.2.128.0>-<224.2.255.255>  
multicast port-range <32768>-<65535>  
multicast ttl <5>
```

### *Getting the .nsc File*

The `.nsc` file is created from the multicast station definition and saved through the browser as a text file encoded in a Microsoft proprietary format.

Without an `.nsc` file, the multicast station definition does not work.

To get an `.nsc` file from newly created `station1`, open the file by navigating through the browser to the multicast station's location (where it was created) and save the file as `station1.nsc`.

The file location, based on the streaming configuration above:

```
http://10.25.36.47/MMS/nsc/station1.nsc
```

Save the file as `station1.nsc`.

---

## Section B: Configuring Streaming Media

---

Note: You can also enter the URL in the Windows Media Player to start the stream.

---

The newly created file is not editable; the settings come from streaming configuration file. In that file, you have already defined the following pertinent information for the file:

- ❑ The address, which includes TTL, IP Address, IP Port, Unicast URL, and the NSC URL. All created .nsc files contain a unicast URL for rollover in case the Windows Media Player cannot find the streaming packets.
- ❑ The description, which references the MMS URL that you defined.
- ❑ The format, which contains important ASF header information. All streams delivered by the multicast station definition have their ASF headers defined here.

## Monitoring the Multicast Station

You can determine the multicast station definitions by viewing the streaming windows configuration. To determine the current client connections and current ProxySG connections, use the `show streaming windows-media statistics` command.

### *To View the Multicast Station Setup through the CLI*

```
SGOS#(config) show streaming windows config
; Windows Media Configuration
license: 1XXXXXXXXX-XXXXXXX-XXXXXX
logging: enable
logging enable
http-handoff: enable
live-retransmit: enable
transparent-port (1755): enable
explicit proxy: 0
refresh-interval: no refresh interval (Never check freshness)
max connections: no max-connections (Allow maximum connections)
max-bandwidth: no max-bandwidth (Allow maximum bandwidth)
max-gateway-bandwidth: no max-gateway-bandwidth (Allow maximum
bandwidth)
multicast address: 224.2.128.0 - 224.2.255.255
multicast port: 32768 - 65535
multicast TTL: 5
asx-rewrite: No rules
multicast-alias: No rules
unicast-alias: No rules
broadcast-alias: No rules
multicast-station: station1 mms://10.25.36.47/tenchi 224.2.207.0
40465 5 (playing)
```

---

Note: *Playing* at the end of the multicast station definition indicates that the station is currently sending packets onto the network. The IP address and port ranges have been randomly assigned from among the default ranges allowed.

---

## Section B: Configuring Streaming Media

---

### *To View the Multicast Station Statistics through the CLI*

```
SGOS#(config) show streaming windows stat
;Windows Media Statistics
Current client connections:
  by transport: 0 UDP, 0 TCP, 0 HTTP, 1 multicast
  by type: 1 live, 0 on-demand
  by proxy:    0 MMS, 0 RTSP
Current gateway connections:
  by transport: 0 UDP, 1 TCP, 0 HTTP, 0 multicast
  by type: 1 live, 0 on-demand
  by proxy:    0 MMS, 0 RTSP
```

## Managing Multicast Streaming for Real Media

This section describes how to configure Real Media multicast streaming.

### About Real Media Multicast Broadcasts

The ProxySG receives a unicast stream from the origin RealServer and serves it as a multicast broadcast. This allows the ProxySG to take a one-to-one stream and split it into a one-to-many stream, saving bandwidth and reducing the server load. It also produces a higher quality broadcast.

Multicasting maintains a TCP control (accounting) channel between the client and RealServer. The multicast data stream is broadcast using UDP from the ProxySG to RealPlayers that join the multicast. The ProxySG support for Real Media uses UDP port 554 (RTSP) for multicasting. This port number can be changed to any valid UDP port number.

### Enabling Real Media Multicast

#### *To Enable Multicast through the Management Console*

1. Select Configuration>Services>Streaming Proxies>RMedia Bandwidth.
2. Select Enable multicast.
3. Click Apply.

#### *To Set the Refresh Rate through the CLI*

At the (config) prompt, enter the following commands:

```
SGOS#(config) streaming real-media multicast enable
```

## Managing Simulated Live Content (Windows Media)

This section describes simulated live content and how to configure the ProxySG to manage and serve simulated live content.

---

Note: This section applies only to Windows Media.

---

## Section B: Configuring Streaming Media

---

### About Simulated Live Content

The simulated live content feature defines playback of one or more video-on-demand files as a scheduled live event, which begins at a specified time. The content can be looped multiple times, or scheduled to start at multiple start times throughout the day. If used in conjunction with the `multicast-alias` command, the live content is multicast; otherwise, live content is accessible as live-splitting sources. The feature does *not* require the content to be cached.

Once a starting date and time for the simulated live content have been set, the broadcast of the content starts when there is at least one client requesting the file. Clients requesting the simulated live content before the scheduled time are put into wait mode. Clients requesting the content after all of the contents have played receive an error message. Video-on-demand content does not need to be on the ProxySG before the scheduled start time, but prepopulating the content on the appliance provides better streaming quality.

Before configuring simulated live, consider the following:

- ❑ The simulated live content name must be unique. Aliases are not case sensitive.
- ❑ The name cannot be used for both a unicast and a multicast alias name.
- ❑ Once simulated live content is referenced by one or more multicast stations, the simulated live content cannot be deleted until all multicast stations referencing the simulated live content are first deleted.

The multicast station appears as another client of simulated live content, just like a Windows Media Player.

---

Note: This note applies to HTTP only. If a client opens Windows Media player and requests an alias before the starting time specified in the `broadcast-alias` option, the HTTP connection closes after a short time period. When the specified time arrives, the player fails to reconnect to the stream and remains in waiting mode.

---

Three scenarios can occur when a client requests the simulated live content:

- ❑ Clients connect before the scheduled start time of the simulated live content: clients are put into *wait* mode.
- ❑ Clients connect during the scheduled playback time of the simulated live content: clients receive cached content for playback.
- ❑ Clients connect after the scheduled playback time of the simulated live: the client receives an error message.

The ProxySG computes the starting playtime of the broadcast stream based on the time difference between the client request time and the simulated live starting time.

## Section B: Configuring Streaming Media

---

### Creating a Broadcast Alias for Simulated Live Content

#### Syntax

```
streaming windows-media broadcast-alias alias url loops date time
```

where:

- *alias* is the name of the simulated live content.
- *url* is the URL for the video-on-demand stream. Up to 128 URLs can be specified for simulated live content.
- *loops* is the number of times you want the content to be played back. Set to 0 (zero) to allow the content to be viewed an indefinite number of times.
- *date* is the simulated live content starting date. Valid date strings are in the format *yyyy-mm-dd* or *today*. You can specify up to seven start dates by using the comma as a separator (no spaces).
- *time* is the simulated live content starting time. Valid time strings are in the format *hh:mm* (on a 24-hour clock) or one of the following strings:
  - *midnight*, *noon*
  - *1am*, *2am*, ...
  - *1pm*, *2pm*, ...

Specify up to 24 different start times within a single date by using the comma as a separator (no spaces).

#### Example 1

This example creates a playlist for simulated live content. The order of playback is dependent on the order you enter the URLs. Up to 128 URLs can be added.

```
SGOS#(config) streaming windows-media broadcast-alias alias url
```

#### Example 2

This example demonstrates the following:

- ❑ creates a simulated live file called *bca*.
- ❑ plays back *mms://ocs.bca.com/bca1.asf* and *mms://ocs.bca.com/bca2.asf*.
- ❑ configures the ProxySG to play back the content twice.
- ❑ sets a starting date and time of today at 4 p.m., 6 p.m., and 8 p.m.

```
SGOS#(config) streaming windows-media broadcast-alias bca  
mms://ocs.bca.com/bca1.asf 2 today 4pm,6pm,8pm  
SGOS#(config) streaming windows-media broadcast-alias bca  
mms://ocs.bca.com/bca2.asf
```

#### To Delete Simulated Live Content:

```
SGOS#(config) streaming windows-media no broadcast-alias alias
```

## Section B: Configuring Streaming Media

---

### **ASX Rewriting (Windows Media)**

This section describes ASX rewriting and applies to Windows Media only.

### **About Fast Streaming (Windows Media)**

---

Note: This feature applies to Windows Media only.

---

Windows Media Server version 9 and later contains a feature called Fast Streaming that allows clients to provide streams with extremely low buffering time.

SGOS 4.x supports the following functionality for both cached and uncached content:

- Fast Start
- Fast Cache

Fast Recovery and Fast Reconnect are currently not supported.

## Section C: Windows Media Player

---

### Section C: Windows Media Player

This section describes how to configure the Windows Media Player client and describes associated limitations and access log conventions.

## Configuring Windows Media Player

To apply the ProxySG Windows Media streaming services, Windows Media Player 6.4 or higher (Windows Media Player 9 is recommended) must be installed and configured to use explicit proxy.

MMS explicit proxy is defined with the `asx-rewrite` command (discussed earlier in this chapter) or with CPL (`url_host_rewrite`).

---

**Note:** The example below uses Windows Media Player 9.0. Installation and setup varies with different versions of Windows Media Player.

---

*To Configure Windows Media Player:*

1. Start Windows Media Player.
2. Select Tools>Options>Network.

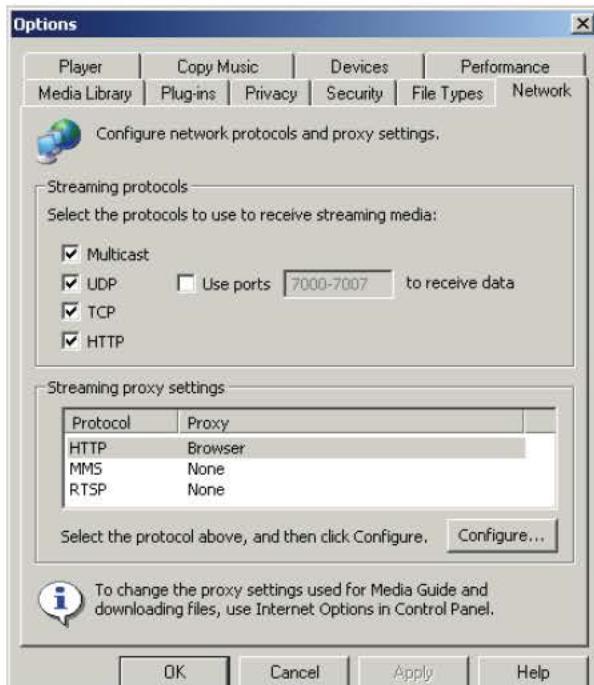


Figure 16-2: Configuring Windows Media Player Proxy

3. In the Streaming proxy settings section, select MMS and click Configure. The Configure Protocol window displays for the selected protocol.

---

### Section C: Windows Media Player

4. Select Use the following proxy server and enter the ProxySG IP address and the port number used for the explicit proxy (the default MMS port is 1755; the default RTSP port is 554).
5. Click OK; click OK again to close the Options dialog.

## Limitations

This section describes Windows Media Player limitations that might affect performance.

### Striding Limitations

When you use the Windows Media Player, consider the following limitations in regard to using fast forward and reverse (referred to as *striding*):

- ❑ If you request a cached file and repeatedly attempt play and fast forward, the file freezes.
- ❑ If you attempt a fast reverse of a cached file that is just about to play, you receive an error message, depending on whether you have a proxy:
  - Without a proxy: A device attached to the system is not functioning.
  - With a proxy: The request is invalid in the current state.
- ❑ If Windows Media Player is in pause mode for more than ten minutes and you press fast reverse or fast forward, an error message displays: The network connection has failed.

### Other Limitations

- ❑ Applies to Version 9: if a `url_host_rewrite` rule is configured to rewrite a host name that is a domain name instead of an IP address, a request through the MMS protocol fails and the host is not rewritten. As the connect message sent by the player at the initial connection does not contain the host name, a rewrite cannot occur. HTTP requests are not affected by this limitation.
- ❑ If explicit proxy is configured and the access policy on the ProxySG is set to deny, a requested stream using HTTP from Windows Media Player 9 serves the stream directly from the origin server even after the request is denied. The player sends a request to the OCS and plays the stream from there.

Blue Coat recommends the following policy:

```
<proxy>
  streaming.content=yes deny
-OR-
<proxy>
  streaming.content=windows_media deny
```

The above rules force the HTTP module to hand-off HTTP requests to the MMS module. MMS returns the error properly to the player, and does not go directly to the origin server to try to serve the content.

## Section C: Windows Media Player

---

- ❑ If you request an un-cached file using the HTTP protocol, the file is likely to stop playing if the authentication type is set to BASIC or NTLM/Kerberos and you initiate rapid seeks before the buffering begins for a previous seek. The Windows Media Player, however, displays that the file is still playing.
- ❑ If a stream is scheduled to be accessible at a future time (using a simulated live rule), and the stream is requested before that time, the Windows Media Player enters a waiting stage. This is normal. However, if HTTP is used as the protocol, after a minute or two the Windows Media Player closes the HTTP connection, but remains in the waiting stage, even when the stream is broadcasting.

---

Note: For authentication-specific limitations, see "[Windows Media Player Authentication Limitations](#)".

---

## Windows Media Access Log Formats

See [Appendix B: "Access Log Formats" on page 1041](#).

## Troubleshooting Windows Media Player 6.4

- ❑ You must define the HTTP explicit proxy.
- ❑ If a `url_host_rewrite` rule is configured to rewrite a host name that is a domain name instead of an IP address, a request through the MMS protocol fails and the host is not rewritten. As the connect message sent by the player at the initial connection does not contain the host name, a rewrite cannot occur. HTTP requests are not affected by this limitation.
- ❑ If the media server is configured for IWA authentication, Windows Media Player 6.4 uses the credentials of the logged-on user to satisfy the challenged request. If the media server or proxy authentication type is IWA, configure the Windows Media server to accept logged-on user credentials.
- ❑ If proxy authentication is not configured and the media server is configured as BASIC and the user fails to provide a valid username and password, the user fails to receive another dialog box. Instead, the request fails to open the stream.
- ❑ If the origin server is made up of multiple servers, stream splitting sometimes does not occur because Windows Media player 6.4 does not send domain information to the ProxySG; the appliance can only split streams based on the host IP address. In addition, if the URL is composed of hostnames instead of IP addresses, splitting does not occur across WMP 6.4 and WMP 7.0 clients.
- ❑ When a file is looped in a live scenario, Windows Media Player 6.4 does not log this instance.

## About ASX Rewrite

The ProxySG provides proxy support for Windows Media Player 6.4, although the player itself does not support the specification of explicit proxies using the MMS protocol.

### Section C: Windows Media Player

---

If your environment does not use a Layer 4 switch or the Cisco Web Cache Control Protocol (WCCP), the ProxySG can operate as a proxy for Windows Media Player 6.4 clients by rewriting the Windows Media metafile (which contains entries with URL links to the actual location of the streaming content) to point to the appliance rather than the Windows Media server. The metadata files can have .asx, .wvx, or .wax extensions, but are commonly referred to as .asx files. The .asx file refers to the actual media files (with .ASF, .WMV, and .WMA extensions). An .asx file can refer to other .asx files, although this is not a recommended practice. If the file does not have one of the metafile extensions and the Web server that is serving the metadata file does not set the correct MIME type, it is not processed by the Windows Media module. Also, the .asx file with the appropriate syntax must be located on an HTTP (not Windows Media) server.

---

Note: For ASX rewriting to occur, the player must be configured to use the ProxySG as the HTTP proxy. Configuring the browser only as the HTTP proxy is not sufficient.

---

The ASX rewrite module is triggered by either the appropriate file extension or the returned MIME type from the server (x-video-asf).

---

Note: If an .asx file syntax does not follow the standard <ASX> tag-based syntax, the ASX rewrite module is not triggered.

---

For the ProxySG to operate as a proxy for Windows Media Player 6.4 requires the following:

- The client is explicitly proxied for HTTP content to the ProxySG that rewrites the .asx metafile.
- The streaming media ProxySG is configurable.

---

Note: Windows Media Player automatically tries to roll over to different protocols according to its Windows Media property settings before trying the rollover URLs in the .asx metafile.

---

With the `asx-rewrite` command, you can implement redirection of the streaming media to a ProxySG by specifying the rewrite protocol, the rewrite IP address, and the rewrite port.

The protocol specified in the ASX rewrite rule is the protocol the client uses to reach the ProxySG. You can use forwarding and policy to change the default protocol specified in the original .asx file that connects to the origin media server.

When creating ASX rewrite rules, you need to determine the number priority. It is likely you will create multiple ASX rewrite rules that affect the .asx file; for example, rule 100 could redirect the IP address from 10.25.36.01 to 10.25.36.47, while rule 300 could redirect the IP address from 10.25.36.01 to 10.25.36.58. In this case, you are saying that the original IP address is redirected to the IP address in rule 100. If that IP address is not available, the ProxySG looks for another rule matching the incoming IP address.

## Section C: Windows Media Player

---

### *Notes and Limitations*

Before creating rules, consider the following.

- ❑ Each rule you create must be checked for a match; therefore, performance might be affected if you create large amounts of rules.
- ❑ Lower numbers have a higher priority than high numbers.

---

Note: Rules can only be created through the CLI.

---

- ❑ ASX rewrite rules configured for multiple ProxySGs configured in an HTTP proxy-chaining configuration can produce unexpected URL entries in access logs for the *downstream* ProxySG (the ProxySG that the client proxies to). The combination of proxy-chained ProxySGs in the HTTP path coupled with ASX rewrite configured for multiple ProxySGs in the chain can create a rewritten URL requested by the client in the example form of:

```
protocol1://downstream_SecApp/redirect?protocol2://<upstream_SecApp>/redirect?protocol3://origin_host/origin_path
```

In this scenario, the URL used by the downstream ProxySG for caching and access logging can be different than what is expected. Specifically, the downstream ProxySG creates an access log entry with `protocol2://upstream_SecApp/redirect` as the requested URL. Content is also cached using this truncated URL. Blue Coat recommends that the ASX rewrite rule be configured for only the downstream ProxySG, along with a proxy route rule that can forward the Windows Media streaming requests from the downstream to upstream ProxySGs.

### *Syntax for the asx-rewrite Command:*

```
asx-rewrite rule # in-addr cache-proto cache-addr [cache-port]
```

where:

- *in-addr*—Specifies the hostname or IP address delivering the content
- *cache-proto*—Specifies the rewrite protocol on the ProxySG. Acceptable values for the rewrite protocol are:
  - `mmsu` specifies Microsoft Media Streaming UDP
  - `mmst` specifies Microsoft Media Streaming TCP
  - `http` specifies HTTP
  - `mms` specifies either MMS-UDP or MMS-TCP
  - `*` specifies the same protocol as in the `.asx` file

If the `.asx` file is referred from within another `.asx` file (not a recommended practice), use a `*` for the *cache-proto* value. This specifies that the protocol specified in the original URL is used. As a conservative, alternative approach, you could use HTTP for the *cache-proto* value.

- *cache-addr*—Specifies the rewrite address on the ProxySG.
- *cache-port*—Specifies the port on the ProxySG. This value is optional.

---

## Section C: Windows Media Player

---

### *To Set Up the .asx Rewrite Rules through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) streaming windows-media asx-rewrite number in-addr cache-proto
cache-addr cache-port
```

---

Note: To delete a specific rule, enter `streaming windows-media no asx-rewrite number`.

---

To ensure that an ASX rewrite rule has been modified immediately, clear the local browser cache.

#### *Example*

This example:

- ❑ Sets the priority rule to 200
- ❑ Sets the protocol to be whatever protocol was originally specified in the URL and directs the data stream to the appropriate default port.
- ❑ Provides the rewrite IP address of 10.9.44.53, the ProxySG.

```
SGOS#(config) streaming windows-media asx-rewrite 200 * * 10.9.44.53
```

---

Note: ASX files must be fetched from HTTP servers. If you are not sure of the network topology or the content being served on the network, use the asterisks to assure the protocol set is that specified in the URL.

---

### *ASX Rewrite Incompatibility With Server-side IWA Authentication*

Server-side authentication (MMS only, not HTTP) is supported if the origin media server authentication type is BASIC or No Auth. However, if you know that a Windows Media server is configured for IWA authentication, the following procedure allows you to designate any virtual IP addresses to the IWA authentication type. If you know that all of the activity through the ProxySG requires IWA authentication, you can use the IP address of the appliance.

### *To Designate an IP Address to an Authentication Type through the CLI*

1. If necessary, create a virtual IP address that is used to contact the Windows Media server.
2. At the (config) prompt, enter the following command:

```
SGOS#(config) streaming windows-media server-auth-type ntlm ip_address
```

3. Configure the ASX rewrite rule to use the IP address.
  - a. To remove the authentication type designation:
 

```
SGOS#(config) streaming windows-media no server-auth-type ip_address
```
  - b. To return the authentication type to BASIC:
 

```
SGOS#(config) streaming windows-media server-auth-type basic ip_address
```

---

Section D: RealPlayer

## Section D: RealPlayer

This section describes how to configure Real Player and describes associated limitations and access log formats.

### Configuring RealPlayer

To use the ProxySG Real Media streaming services with an explicit proxy configuration, the client machine must have RealPlayer installed and configured to use RTSP streams. If you use transparent proxy, no changes need to be made to the RealPlayer.

#### *To Configure RealPlayer*

---

Note: This procedure features RealOne Basic, version 2.0. Installation and setup menus vary with different versions of RealPlayer. Refer to the RealPlayer documentation to configure earlier versions of RealPlayer.

---

1. Start RealPlayer.
2. Select Tools>Preferences.

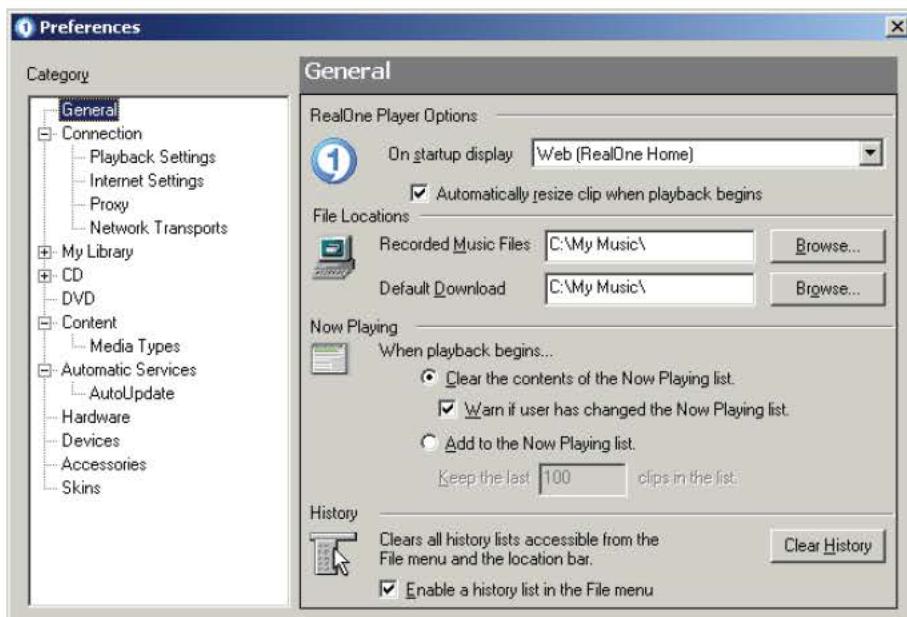


Figure 16-3: RealOne Preferences Dialog

3. Click Proxy. In the Streaming Setting section, click Change Settings; the Streaming Proxy Settings dialog appears.
4. In the PNA and RTSP proxies: field, click Use Proxies and in the RTSP field enter the IP address of the proxy ProxySG. Also enter the RTSP port number (the default is 554).

## Section D: RealPlayer

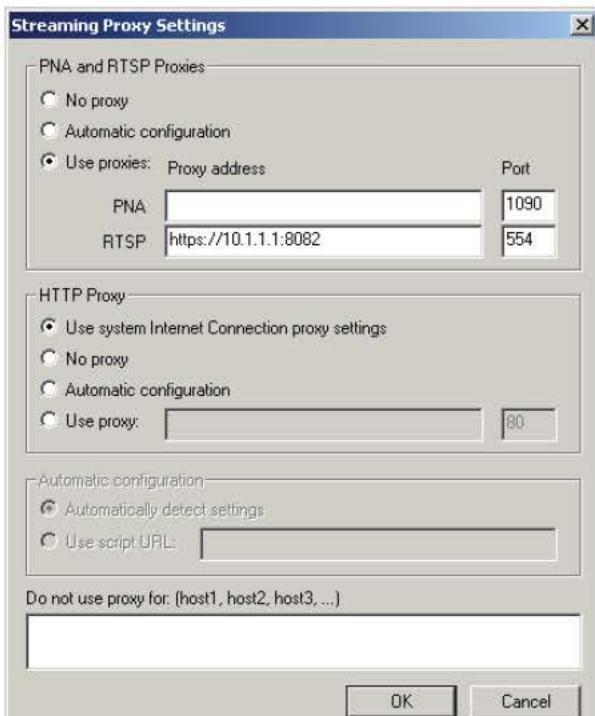


Figure 16-4: Configuring the RealPlayer to Proxy through the ProxySG

These settings must match the settings configured in the ProxySG. If you change the ProxySG explicit proxy configuration, you must also reconfigure the RealPlayer.

5. For HTTP Proxy, if you have an HTTP proxy already configured in your browser, select Use system Internet Connection proxy settings.

---

Note: If using transparent proxy, RTSP port 554 is set by default and cannot be changed.

---

6. In the Do not use proxy for: section, you can enter specific hosts and bypass the ProxySG.

---

Note: This can also be accomplished with policy, which is the recommended method.

---

7. Click OK to close the Streaming Proxy Settings dialog.
8. To configure RealPlayer transport settings, select Network Transports.
9. Click RTSP Settings.

The RTSP Transport Settings dialog appears.

## Section D: RealPlayer

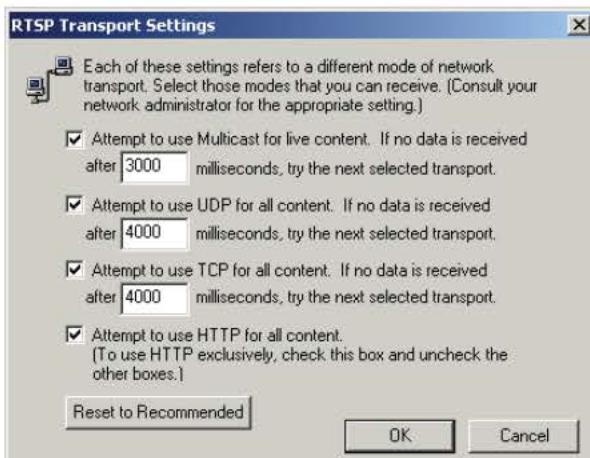


Figure 16-5: Configuring RealPlayer RTSP Transport Settings

10. Select the appropriate options, based on your network configuration. For example, if your firewall does not accept UDP, select Attempt to use TCP for all content. Blue Coat recommends using the default settings.
11. Click OK.
12. To allow the creation of access log entries, RealPlayer must be instructed to communicate with the RealServer. Perform one of the following or both as necessary:
  - RealPlayer 8—Select View>Preferences>Support; click Send connection-quality data to RealServers; click OK.
  - RealOne Player—Select Tools>Preferences>Internet Settings; in the Internet Settings field, click Send connection-quality data to RealServers; click OK.

## Real Media Access Log Formats

See Appendix B: "Access Log Formats" on page 1041.

## Limitations and Known Issues

For authentication-specific limitations, see "Real Media Player Authentication Limitation" on page 737.

---

## Section E: QuickTime Player

### Section E: QuickTime Player

This section describes how to configure the QuickTime client and describes associated limitations and access log formats.

#### Configuring QuickTime Player

This section describes how to configure the QuickTime player for explicit proxy to the ProxySG.

*To Configure QuickTime:*

1. Select **Edit>Preferences>QuickTime Preferences**.



Figure 16-6: Configuring the QuickTime Client Proxy

2. Deselect **Use System Settings**.
  3. Select **RTSP proxy server**; enter the IP address of the ProxySG to connect to and the port number (554 is the default).
- These settings must match the settings configured in the ProxySG. If you change the ProxySG explicit proxy settings, set similar settings in RealPlayer.
4. Close the dialog.

#### QuickTime Access Log Formats

See Appendix B: "Access Log Formats" on page 1041.

#### Limitations

For authentication-specific limitations, see "QuickTime Proxy Authentication" on page 737.

**Section E: QuickTime Player**

---

## **Access Log Format**

See Appendix B: “Access Log Formats” on page 1041.

## *Chapter 17: Instant Messaging*

This chapter discusses how to control Instant Messaging (IM) activity through the ProxySG.

### About Securing Instant Messaging

Instant Messaging use in an enterprise environment creates security concerns because regardless of how network security is configured, IM connections can occur from any established protocol, such as HTTP or SOCKS, on any open port. Because it is common for coworkers to use IM to communicate, especially in remote offices, classified company information can be exposed outside the network. Viruses and other malicious code can also be introduced into the network from file sharing through IM clients.

The ProxySG serves as an IM proxy. You can control IM actions by allowing or denying IM communications and file sharing based on users (both employee identities and IM handles), groups, file types and names, and other triggers. All IM communications can be logged and archived for review.

The ProxySG supports the AOL, MSN, and Yahoo IM protocols.

### Recommended Deployments

For large networks with unimpeded Internet access, Blue Coat recommends transparently redirecting the IM protocols to the ProxySG, which requires the ProxySG bridging feature or an L4 switch or WCCP.

For networks that do not allow outbound access, Blue Coat recommends using the SOCKS proxy and configuring policy and content filtering denials for HTTP requests to IM servers.

### About the Instant Messaging Protocol Services

The ProxySG accepts connections for the supported IM protocols on ports specified in services. The following are the default service ports (transparent, but disabled):

- AOL-IM: 5190
- MSN-IM: 1863 and 6891
- Yahoo-IM: 5050 and 5101

These ports are disabled by default.

MSN port 1863 and Yahoo port 5050 are the default client login ports. MSN port 6891 and Yahoo port 5101 are the default for client-to-client direct connections and file transfers. If these ports are not enabled:

- Client-to-client direct connections do not occur.
- After a file transfer request is allowed by the ProxySG, the resulting data is sent directly from one client to another without passing through the ProxySG:

- For MSN: The above bullet point only applies to MSN version previous to and including 6.0. Post-6.0 versions use a dynamic port for file transfers; therefore, port 6891 is not required for the ProxySG to intercept file transfers.
- For Yahoo: The above bullet only applies to standard file transfer requests. Port 5101 must be enabled to allow file list requests.

---

Note: All file transfers for AOL clients are handled through the default (5190) or specified client login port.

---

To enable a default IM port or configure additional IM services, see [Chapter 5: “Managing Port Services” on page 151](#).

## About HTTP Proxy Support

SGOS 4.x supports instant messaging through HTTP proxy. IM clients can be configured to connect to IM services through HTTP, which allows IM activity from behind restrictive firewalls.

The ProxySG supports HTTP proxy for Yahoo, MSN, and AOL IM clients, including application of policies and IM activity logging. This is accomplished by the HTTP proxy handing off IM communications to the IM proxy.

### *Limitations*

AOL and Yahoo clients lose certain features when connected through HTTP proxy rather than through SOCKS or transparent connections:

- ❑ AOL—Direct connections, file transfers, and files sharing are not available.
- ❑ Yahoo—Client cannot create a chat room.

## About Instant Messaging Reflection

IM reflection allows you to contain IM traffic within the enterprise network, which further reduces the risk of exposing company-confidential information through public IM networks. Normally, an IM sent from one buddy to another is sent to and from an IM service. With IM reflection, IM traffic between buddies, including chat messaging, on the same network never has to travel beyond the ProxySG. This includes IM users who login to two different ProxySG appliances configured in a hierarchy (proxy chaining).

## IM Reflection Diagrams

The following diagrams depict how the ProxySG manages IM reflection.

### IM Reflection with Fail Open

The following diagram demonstrates IM reflection deployment with fail open on a ProxySG that is configured to attempt to reflect all IM activity. IM clients 1 and 2 logged into the same ProxySG, while client 3 is outside the network. IM activity between clients 1 and 2 are reflected by the ProxySG; IM activity between clients 1 and 3 are forwarded to the IM service provider for normal delivery.

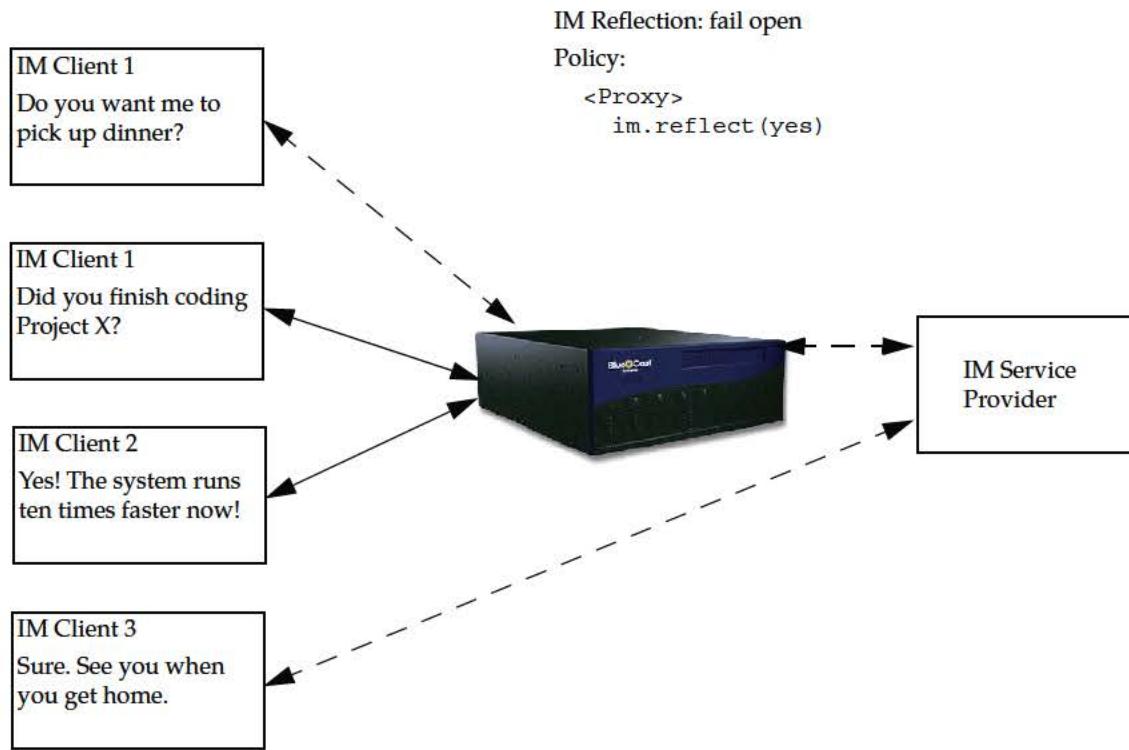


Figure 17-1: IM Reflection with Fail Open

### IM Reflection With Fail Closed

By adding a policy rule to deny IM service to clients not logged into the ProxySG, client 1 receives a denial of service message when trying to message client 3.

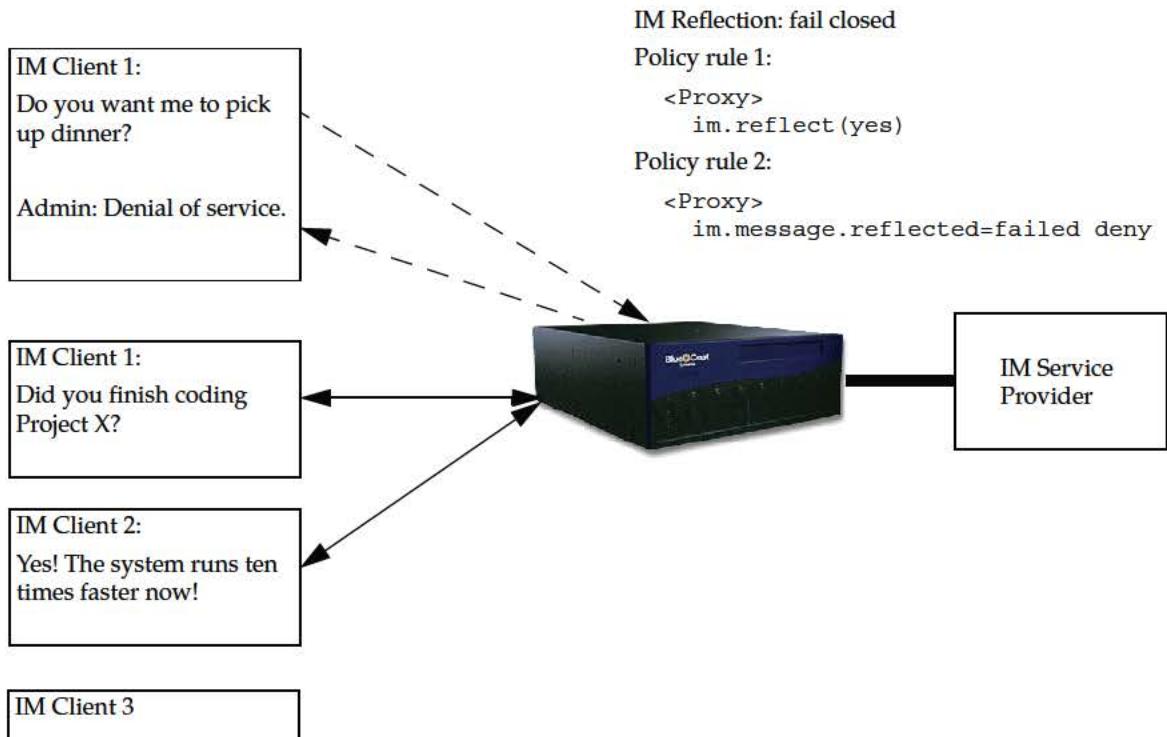


Figure 17-2: IM Reflection with Fail Closed

## IM Reflection With A Hierarchy Of Proxies

Larger enterprise networks have users logging in through different primary ProxySG appliances. IM reflection is still possible by using SOCKS and HTTP forwarding, policy, and a ProxySG hierarchy.

Consider the following deployment. IM Clients 1 and 2 are located on the same main campus, but log into different primary ProxySG appliances, PSG 1 and PSG 2, which proxy to the intermediate ProxySG, PSG 3. IM Client 3 is an employee in a remote location and logs into PSG 4. PSG 5 is the corporate root appliance. IM Client 4 is a buddy of IM Client 2, but is not on the employee network.

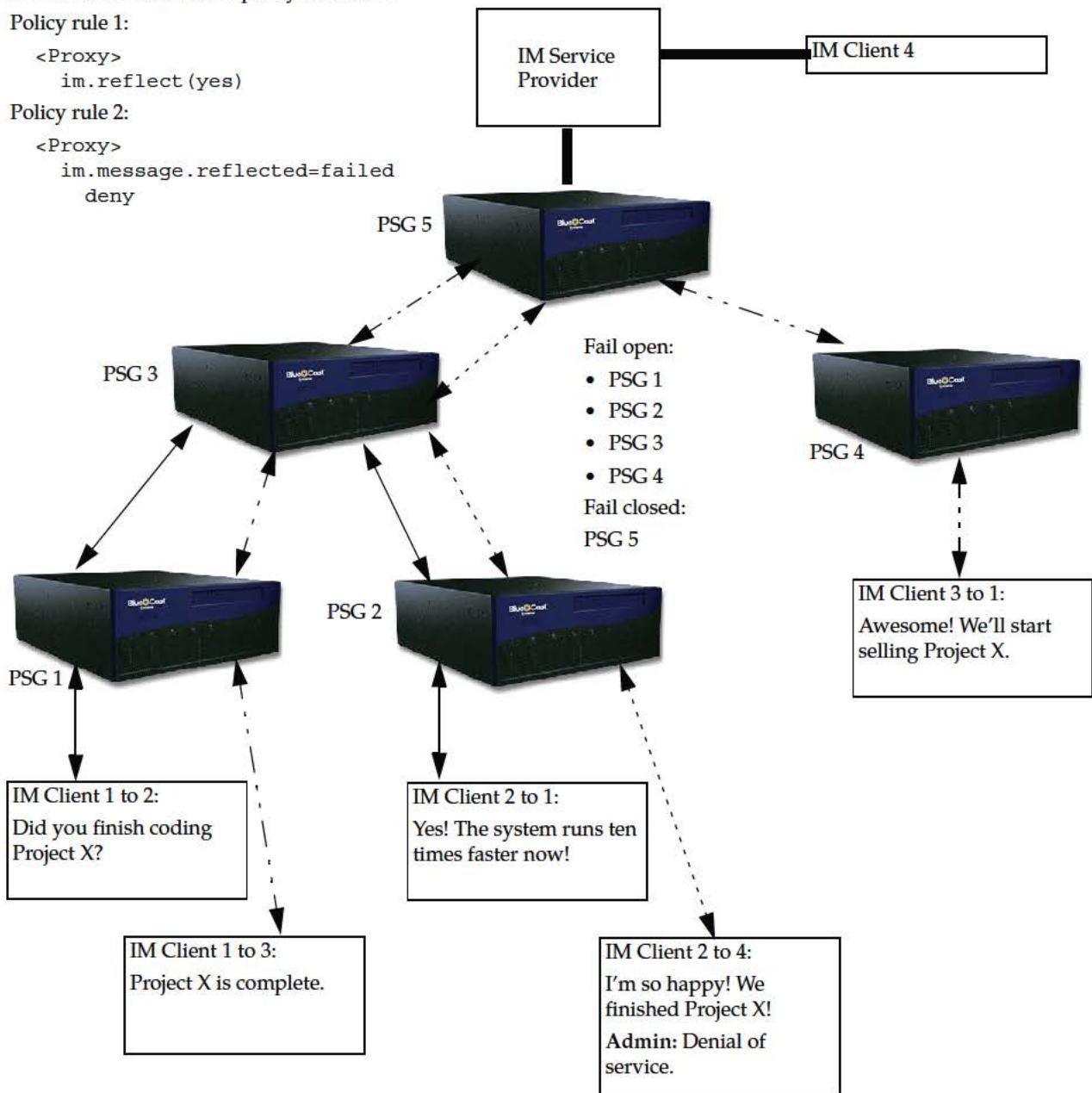
IM Reflection: fail closed policy for PSG 5:

Policy rule 1:

```
<Proxy>
  im.reflect (yes)
```

Policy rule 2:

```
<Proxy>
  im.message.reflected=failed
  deny
```



IM Reflection: proxy hierarchy, fail closed policy for PSG 1-4:

```
define condition "IM protocols" client.protocol=(aol-im,msn-im,yahoo-im) end
condition "IM protocols"
```

```
<Forward>
condition="IM protocols" socks_gateway(gateway_1) socks_gateway.fail_open(no)
```

Figure 17-3: IM Reflection with SOCKS Forwarding in a Proxy Hierarchy

Each primary and intermediate ProxySG (PSGs 1, 2, 3, and 4) forwards IM traffic that is not reflectable (policy to fail open) to the next ProxySG in the chain. If the next ProxySG services the appropriate IM client, the message is reflected and delivered. The root ProxySG, PSG 5, has a policy to fail close. Therefore, all IM traffic forwarded to it that cannot be reflected, such as IM Client 2's attempt to contact IM Client 4, is denied access to the public IM service.

Further policy fine-tuning can allow or disallow IM forwarding based on other triggers. For example, the group Corp-Market can send messages to anyone inside or outside the network, but all other groups are prohibited from sending messages to the outside.

## About Instant Messaging Proxy Authentication

The ProxySG supports explicit proxy authentication if explicit SOCKS V5 proxy is specified in the IM client configuration.

Because the IM protocols do not support proxy authentication natively, authentication for transparently redirected clients is not supported because policies requiring authentication would deny transparently redirected clients.

### *HTTP Proxy Limitations*

The following proxy authentication limitations apply to IM clients using HTTP proxy:

- ❑ AOL IM—Proxy authentication is supported.
- ❑ MSN IM (5.0 and above)—Although the MSN IM client supports user credentials, it cannot respond to HTTP proxy authentication requests from the ProxySG and the MSN passport service login fails. You can, however, add policy to pass-through the traffic to the MSN passport .com site without requiring authentication.
- ❑ Yahoo IM—Yahoo IM clients do not have proxy authentication configuration abilities.

## Securing AOL Encryption Capability

This section describes AOL encryption capabilities and how to manage them with ProxySG policy.

### About AOL Encryption

AOL IM provides the option for clients to send encrypted messages through both standard messaging (through a service) and direct connection messaging. While this encryption benefits IM users, it provides a security risk for corporate network administrators implementing a communication policy through a proxy. Encryption-capable AOL IM buddies can enable encryption and communicate. Because the ProxySG cannot decrypt these communications, policy cannot be applied and sensitive material can be transferred between buddies without a denial of service or access logging for key-word matching. The ProxySG also cannot replace or append encrypted text, rendering that IM proxy feature useless.

To allow unabated proxy control of IM traffic, SGOS 4.x can strip the encryption capabilities from AOL and Trillian IM clients. While this might appear counter-intuitive to securing communications, greater security and control are gained from the ability to apply policy to message content and to log communications. Determine the need to strip encryption based on your enterprise proxy requirements.

---

Note: If encryption is blocked, the service does not recognize the logged-in IM client as capable of encryption. If a proxied client attempts to create a chatroom with encryption on, the client receives a create error. This behavior is expected.

---

## Policy for Stripping AOL Encryption

The policy property is only applicable to the `im.method=login` trigger; other properties are not affected. Once encryption stripping is enabled, any existing encryption capabilities and certificates are stripped when a client logs in, and the IM service recognizes the clients as not able to send encrypted messages.

### VPM

In a Web Access Layer, select Block IM Encryption in the Action column.

### CPL

Add the following property to the policy file:

```
<Proxy>
    im.block_encryption(yes)
```

## Instant Message Proxies

This section discusses the IM proxy behavior and configurations on the ProxySG.

### Configuring Instant Message DNS Redirection

The ProxySG can be configured as an IM proxy that performs a DNS redirection for client requests. This provides greater control because it prevents IM clients from making outside connections.

The IM clients provide the DNS lookup to the IM server, which the ProxySG DNS module uses to connect to the IM server. To the client, the ProxySG appears to be the IM server. A virtual IP address used only for IM must be configured, as it is used to represent the IM server address for all IM protocols.

#### *To Configure Instant Message DNS Redirection through the Management Console*

1. Create a virtual IP address to be used for IM DNS redirection through the ProxySG. Navigate to Configuration>Network>Advanced>VIPs.
2. Select Configuration>Services>IM Proxies>IM Proxy Settings.
3. In the General Settings field, select the configured VIP from the Explicit Proxy Virtual IP drop-down list.
4. In the Protocol Settings field, select an IM protocol to define: AOL, MSN, or Yahoo. Once selected, the appropriate host fields display below. Each field contains the default hosts used by clients to connect to the IM service.
  - AOL: Native IM Host, HTTP IM Host, and Direct IM Proxy Host.

- MSN: Native IM Host and HTTP IM Host.
- Yahoo: Native IM Host, HTTP IM Host, HTTP Chat Host, Upload Host, and Download Host.

---

**Important:** Only edit these hosts if the client experiences a change in its hardcoded value.

---

#### *To Configure Instant Message DNS Redirection through the CLI*

At the (config) prompt, enter the following commands:

```
SGOS#(config) virtual-ip address  
SGOS#(config) im explicit-proxy-vip address
```

where *address* is the same VIP defined with the previous command.

```
SGOS#(config) im host
```

where *host* is:

aol-direct-proxy-host host
aol-http-host host
aol-native-host host
msn-http-host host
msn-native-host host
yahoo-download-host host
yahoo-http-host host
yahoo-http-chat-host host
yahoo-native-host host
yahoo-upload-host host

To view the current default or configured hosts, enter the `show im` command.

## Configuring Instant Message Alert Settings

This section describes how to configure the IM proxy settings on the ProxySG. You can assign an administrator buddy name for each client type, and determine how exception messages are sent.

An administrator buddy name can be a registered name user handle or a fictitious handle. The benefit of using a registered name is that users can send IM messages to the administrator directly to report any issues, and that communication can be logged for tracking and record-keeping.

*To Configure the IM Proxy Setting through the Management Console*

1. Select Configuration>Services>IM Proxies>IM Alert Settings.

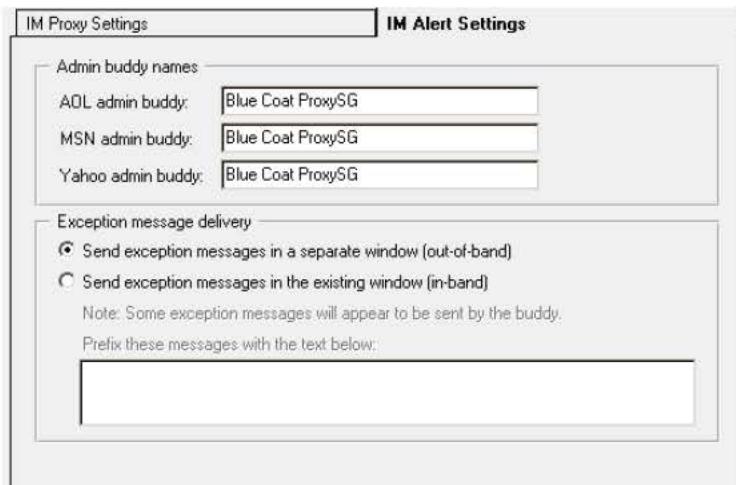


Figure 17-4: The IM Proxy Screen

2. In the Admin buddy names field, enter the handle or handles for the administrator.
3. In the Exception message delivery field, select the method that exception messages are delivered to IM users.

---

**Note:** The ProxySG sends alert messages to the user in-band or out-of-band as specified by the configuration variable exceptions below. However, alert messages for those IM activities such as file transfer (that use direct connections), are always sent out-of-band.

---

- Send exception messages in a separate window (out-of-band)—if an exception occurs, the user receives the message in a separate IM window.
- Send exception messages in the existing window (in-band)—If an exception occurs, the message appears in the same IM window.

If in-band is selected, the message appears to be sent by the buddy on the other end, with the exception that when in a chat room, the message always appears to be sent by the configured Admin buddy name. You can enter a prefix message that appears in the client window before the message. For example: "From the Company Administrator: Inappropriate IM use. Refer to Employee Conduct Handbook concerning Internet usage."

---

**Note:** Regardless of the IM exception delivery configuration, IM alert messages triggered by policy based on certain protocol methods are always sent out-of-band because a specific buddy is not associated.

---

4. Click Apply.

*To Configure the IM Proxy Setting through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) im [aol | msn | yahoo]-admin-buddy admin_handle
```

Specifies the handle or handles for the administrator; configure for each IM client type.

```
SGOS#(config) im exceptions [in-band | out-of-band]
```

Specifies the method the exception messages are delivered to IM users. If in-band is selected, enter the following command to specify a prefix message:

```
SGOS#(config) im buddy-spoof-message text
```

## Configuring Instant Messaging HTTP Handoff

IM Handoff allows the Blue Coat HTTP proxy to handle requests from supported IM protocols. If IM HTTP handoff is disabled, requests are passed through, and IM-specific policies are not applied.

Handoff should be enabled (the default) if you write IM policy.

If you want to allow a specific IM client to connect through HTTP through the ProxySG and that IM protocol has not been licensed, disable IM HTTP handoff to allow the traffic to be treated as plain HTTP traffic and to avoid an error in the licensing check done by the IM module. This might be also be necessary to temporarily pass through traffic from new versions of IM clients that are not yet supported by Blue Coat.

*To Disable Instant Messaging HTTP Handoff through the Management Console*

1. Select Configuration>Services>IM Proxies>IM Proxy Settings.
2. Deselect Enable HTTP Handoff.

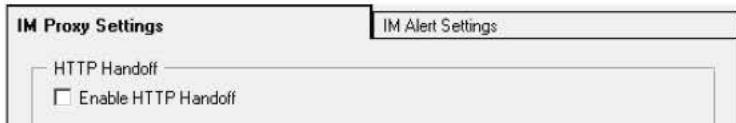


Figure 17-5: Disabling IM HTTP Handoff

*To Disable Instant Messaging HTTP Handoff through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) im http-handoff disable
```

## Configuring Instant Messenger Clients

This section describes how to configure the IM clients to send traffic through the ProxySG.

### General Configuration

As each IM client has different menu structures, the procedures to configure them differ. This section provides the generic tasks that need to be completed.

#### *Explicit Proxy*

Perform the following tasks on the IM client:

1. Navigate to the Connection Preferences dialog.
2. Select Use Proxies.
3. Select proxy type as SOCKS V5.
4. Enter the ProxySG IP address.
5. Enter the SOCKS port number; the default is 1080.
6. Enter authentication information, if required.

#### *Transparent Proxy*

IM clients do not require any configuration changes for transparent proxy. An L4 switch or inline ProxySG routes the traffic.

### Yahoo Messenger Client Explicit Proxy Configuration Screen

The following example configures a Yahoo Messenger client for explicit proxy.

1. Select Login>Preferences>Connection.
2. Click Connection.
3. Select Use proxies.
4. Select Enable SOCKS proxy; select Ver 5.
5. Enter the server name.
6. Enter the port number (the default is 1080).
7. If authentication is required on the ProxySG, enter the authentication user name and password.

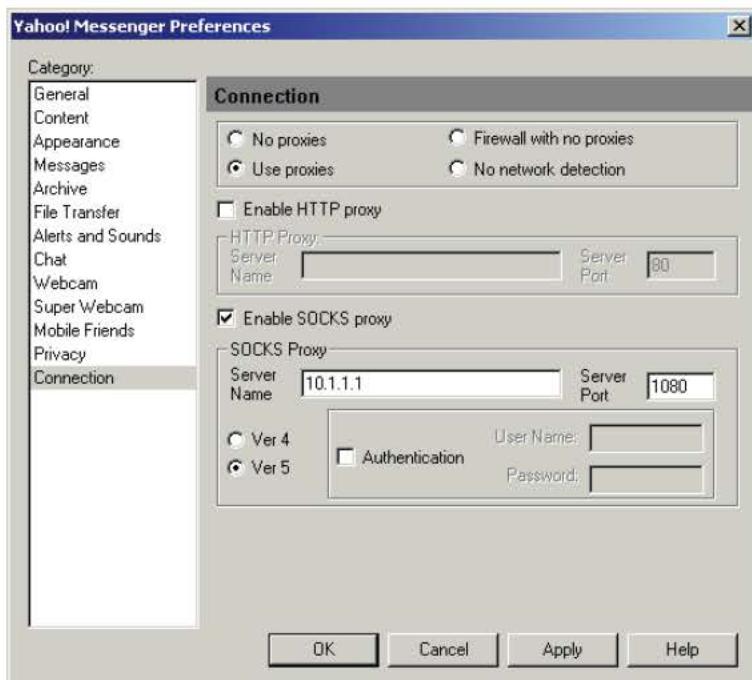


Figure 17-6: Yahoo IM Client Explicit Proxy Configuration

#### Notes

If Yahoo Messenger is configured for explicit proxy (SOCKS) through the ProxySG, the IM voice chat feature is disabled. Any client attempting a voice chat with a client behind the ProxySG firewall receives an error message. The voice data stream is carried by default on port 5001; therefore, you can create and open this port and configure Yahoo IM to use transparent proxy. However, the ProxySG only supports the voice data in pass-through mode.

### AOL Messenger Client Explicit Proxy Configuration Screen

The following example configures an AOL Messenger client for explicit proxy.

1. Select My AIM>Edit Options>Edit Preferences>Sign On/Off.
2. Click Connection.
3. Select Connect using proxy.
4. Select SOCKS 5.
5. Enter the server name.
6. Enter the port number (the default is 1080).
7. If authentication is required on the ProxySG, enter the authentication user name and password.

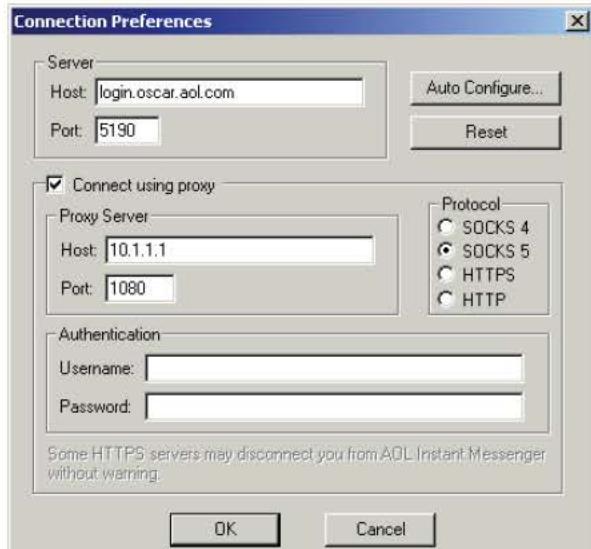


Figure 17-7: AOL IM Client Explicit Proxy Configuration

### MSN Messenger Client Explicit Proxy Configuration Screen

The following example configures an MSN Messenger client for explicit proxy.

1. Select Tools>Options.
2. Click Connection.
3. Select I use a proxy server.
4. Select SOCKS Version 5.
5. Enter the server name.
6. Enter the port number (the default is 1080).
7. If authentication is required on the ProxySG, enter the authentication user name and password.

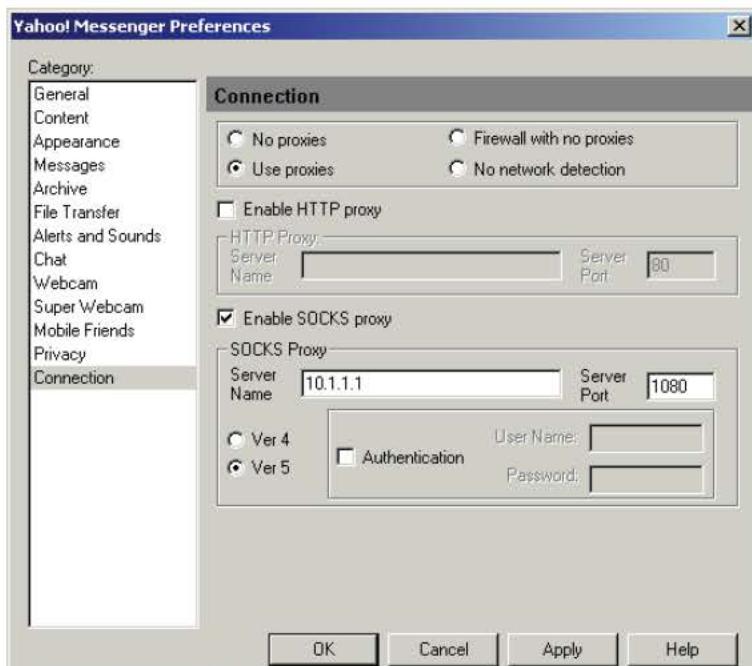


Figure 17-8: MSN IM Client Explicit Proxy Configuration

## VPM Examples

Once the IM clients are configured to send traffic through the ProxySG, you can control and limit IM activity. The Visual Policy Manager (VPM) allows you to create rules that control and track IM communications, including IM activities based on users and groups, IM handle, chat room handle, file name, and other triggers.

To learn about the VPM, see [Chapter 14: "The Visual Policy Manager" on page 567](#).

### Example 1: File Transfer

The following example demonstrates an IM rule created with the VPM that IM handle Nigel1 can perform a file transfer at any time, but the file must be between 1 and 5 MB in size, and the handle, the file path, and file size are logged:

1. In the VPM, select Policy>Add Web Access Layer; name it IM\_FileTransfer.
2. Right-click the Source field; select Set. The Set Source Object dialog appears.
3. Click New; select IM User. The Add IM User Object dialog appears.
4. In the IM User field, enter Nigel1; click OK in each dialog.
5. Right-click the Service field; select Set. The Set Service Object dialog appears.
6. Click New; select IM File Transfer. The Add IM File Transfer dialog appears.
7. Select Size and enter a range 1 and 5; select MBytes from the drop-down list; click OK in each dialog.

8. Right-click the Track field; select Set. The Add Track Object dialog appears.
9. Click New; select Event Log. The Add Event Log Object dialog appears.
10. From the Substitution Variables list, select x-im-buddy-name and click insert. Repeat for x-im-file-path and x-im-file-size. Click OK in each dialog.
11. Click Install Policy.

## Example 2: Send an IM Alert Message

The following example demonstrates a rule created with the VPM that informs all IM users when they login that their IM activity is tracked and logged.

1. In the VPM, select Policy>Add Web Access Layer; name it IM\_NotifyMessage.
2. Right-click the Service field; select Set. The Set Service Object dialog appears.
3. Click New; select Protocol Methods. The Add Methods Object dialog appears.
4. From the Protocol drop-down list, select Instant Messaging.
5. Click Login/Logout; LOGIN; click OK to close the dialog; click OK to insert the object in the rule.
6. Right-click the Action field; select Set. The Set Action Object dialog appears.
7. Click New; select Send IM Alert. The Add Send IM Alert Object dialog appears.
8. In the Alert Text field, enter a message that appears to users. For example, Notice: Your Instant Messaging message activity is tracked and logged.
9. Click OK to close the dialog; click OK to insert the object in the rule.
10. Click Install Policy.

## Statistics

The IM statistics allow you to track IM connections, file transfers, and messages that are currently in use and in total, or have been allowed and denied. The information can be displayed for each IM client type or combined.

For information about viewing IM statistics, see "[IM History Statistics](#)" on page 986.

## Related Material

Refer to the following Blue Coat documentation for related IM information:

- ❑ [Chapter 14: "The Visual Policy Manager" on page 567](#)
- ❑ [Blue Coat ProxySG Content Policy Language Guide](#)



## *Chapter 18:Content Filtering*

The ProxySG allows the use of *content filtering* to control the type of content retrieved by the ProxySG and to filter requests made by clients. You can use a local content-filtering database and/or content-filtering policy to reduce the infinite number of URLs to a small number of categories and then manage those categories. Categories can be used anywhere you would use a URL-based trigger.

You can also combine the ProxySG local database and policies with a content-filtering vendor to provide a cohesive approach to managing access to the Web.

This chapter contains the following topics:

- "Overview" on page 786
- "Selecting Category Providers" on page 787
- "Configuring a Local Database" on page 791
- "Configuring Blue Coat Web Filter" on page 795
- "Configuring i-FILTER" on page 804
- "Configuring InterSafe" on page 807
- "Configuring IWF" on page 810
- "Configuring Optenet" on page 812
- "Configuring Proventia Web Filter" on page 815
- "Configuring SmartFilter" on page 818
- "Configuring SurfControl" on page 821
- "Configuring Websense" on page 824
- "Configuring Webwasher URL Filter" on page 828
- "How to Apply Policy to Categorized URLs" on page 833
- "Using Content-Filtering Vendors with ProxySG Policies" on page 836

## Overview

Content filtering allows you to categorize Web sites (such as sports and gambling). After the Web sites and content are categorized, access to that content can be controlled through policy.

The ProxySG content filtering feature (which requires a license—see [Chapter 2: “Licensing” on page 47](#)) allows you to integrate subscription-based filtering lists that are automatically updated and categorized as the Web changes.

Content filtering allows you to block sites based on what you believe to be in them. You can either filter URLs yourself, allowing or denying permission to them using your own local content-filtering database, you can use the Blue Coat Web Filter, or you can use a third-party content-filtering vendor to provide the categories and assign the categories to URLs.

Categories and their meanings are defined by the specific category providers. For third-party databases, the most up-to-date information on how categories are assigned to URLs can be obtained from the provider's Web site. You can request that specific URLs be reviewed for correct categorization, if your content-filtering provider supports this.

## About the Internet Watch Foundation

The Internet Watch Foundation (IWF) is a non-profit organization that provides to enterprises lists of known child pornography URLs in a single category called IWF-Restricted. Because of the sole purpose of this provider, the ProxySG supports the IWF option along with any other vendor you select. During content filtering configuration, you can select this option; then create policy to block this category.

## Configuration Sections

Examples in this document are believed to be correct at the time of publication, but could be affected by subsequent changes in third-party databases.

After the content is categorized, you can control access to the categories (using policy) by username, department, time of day, and other criteria.

To use a third-party vendor for content filtering, contact the vendor for license and authorization information. Continue with the appropriate section to configure the properties.

- "Selecting Category Providers" on page 787
- "Configuring a Local Database" on page 791
- "Configuring Blue Coat Web Filter" on page 795
- "Configuring InterSafe" on page 807
- "Configuring Optenet" on page 812
- "Configuring SmartFilter" on page 818
- "Configuring SurfControl" on page 821
- "Configuring Websense" on page 824
- "Configuring Webwasher URL Filter" on page 828

To use policy to create and manage categories, see "How to Apply Policy to Categorized URLs" on page 833. To use policy to refine third-party vendor content filtering, see "Using Content-Filtering Vendors with ProxySG Policies" on page 836.

## Selecting Category Providers

You can select a local database, Blue Coat Web Filter (BCWF), or a third-party vendor database for content filtering, view the filtering categories available, and test a URL through either the Management Console or the CLI.

*To Select a Local Database, Blue Coat Web Filter, or Third-Party Vendor Database through the Management Console*

1. Select Configuration>Content Filtering>General; the General tab displays.

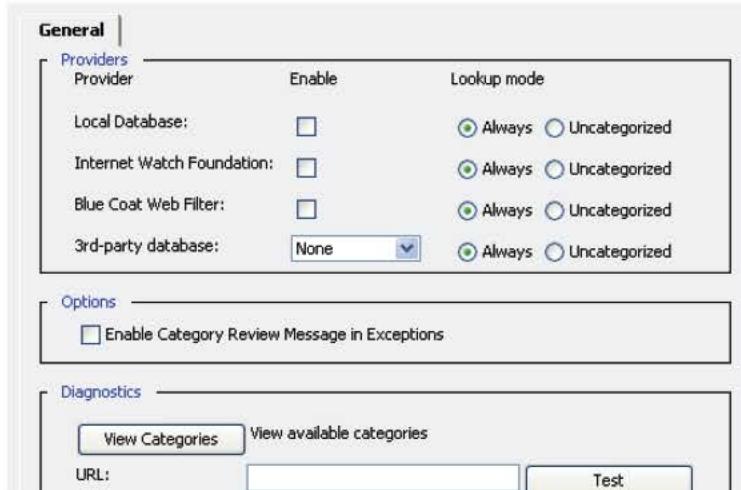


Figure 18-1: Content Filtering, General Tab

2. Select the database you want to use.
  - a. To use a local database for content filtering, select Use Local Database.
  - b. To use Blue Coat Web Filter for content filtering, select Use Blue Coat Web Filter.

---

Note: If you select Blue Coat Web Filter, a small database that contains the category list is downloaded immediately, allowing immediate policy creation.

No username or password is required during the trial period (60 days). To download the database on demand or on a schedule, or to try out dynamic categorization, you must configure the BCWF service.

---

- c. If you are using a licensed third-party vendor (either instead of or in addition to a local database or the Blue Coat Web Filter service), select the vendor from the Use 3rd party database drop-down list. Select None to stop using a vendor.
  - d. Select Use Internet Watch Foundation to add the IWF-Restricted (known child pornography URLs) category. For a description of IWF, see ["About the Internet Watch Foundation" on page 786](#).
3. (Optional) Select the Lookup Mode to use. The default is Always, which indicates that any installed database should be consulted on every categorization attempt. Uncategorized indicates that installed data should be skipped if the URL already has categories assigned.
  4. (Optional) If you are using a provider that supports it, you can select the Enable Category Review Message in Exceptions. In conjunction with two substitutions—`$(exception.category_review_url)` and `$(exception.category_review_message)`—you can request that specific URLs be reviewed for correct categorization.

If you enable the Category Review Message, the two substitutions are automatically appended to the `help` element of all exception definitions. For information on using the `$(exception.help)` element, see ["User-Defined Exceptions" on page 716](#).

---

Note: The substitution values are empty if the selected content filter provider does not support review messages, or if the provider was not consulted for categorization, or if the categorization process failed due to an error.

---

5. Click Apply.
6. (Optional) To see all categories available for use in policy, click View Categories. Categories are not displayed for a vendor or local database if no database has been downloaded.
7. To see what categories a Web site is assigned by your current configuration, enter the URL into the URL field and click Test.

#### *To Select a Content-Filter Provider through the CLI*

1. At the `(config)` command prompt, enter the following command to enter content-filter mode:  
`SGOS#(config) content-filter`

2. To select Blue Coat Web Filter, a local database, IWF, or a third-party provider, enter the following commands:

```
SGOS#(config content-filter) provider bluecoat {enable | disable |  
lookup-mode {always | uncategorized}}  
SGOS#(config content-filter) provider local {enable | disable | lookup-mode  
{always | uncategorized}}  
SGOS#(config content-filter) provider iwf {enable | disable | lookup-mode  
{always | uncategorized}}  
SGOS#(config content-filter) provider 3rd-party {i-filter | intersafe |  
optenet | proventia | smartfilter | surfcontrol | websense | webwasher}  
-or-  
SGOS#(config content-filter) provider 3rd-party none | lookup-mode {always |  
uncategorized}
```

where:

bluecoat	enable   disable   lookup-mode {always   uncategorized}	Enables or disables Blue Coat Web Filter. Use lookup mode to specify whether every URL should be categorized by the downloaded filter.
local	enable   disable   lookup-mode {always   uncategorized}	Enables or disables a Local database. Use lookup mode to specify whether every URL should be categorized by the downloaded filter.
iwf	enable   disable   lookup-mode {always   uncategorized}	Enables or disables IWF. Use lookup mode to specify whether every URL should be categorized by the downloaded filter.
3rd-party	i-filter   intersafe   optenet   proventia   smartfilter   surfcontrol   websense   webwasher	Specifies a 3rd-party provider.
	none   lookup-mode {always   uncategorized}	Specifies no 3rd-party provider or you can use lookup mode to specify whether every URL should be categorized by the downloaded filter.

3. (Optional) You can request that specific URLs be reviewed for correct categorization.

```
SGOS#(config content-filter) review-message | no review-message
```

If you enable `review-message`, two substitutions—`$(exception.category_review_url)` and `$(exception.category_review_message)`—are automatically appended to the `help` element of all exception definitions. For information on using the `$(exception.help)` element, see "User-Defined Exceptions" on page 716.

---

Note: The substitution values are empty if the selected content filter provider does not support review messages, or if the provider was not consulted for categorization, or if the categorization process failed due to an error.

---

4. (Optional) To identify the categories assigned by the current configuration to a particular URL, enter the following command:

```
SGOS#(config content-filter) test-url url
```

where `url` specifies the URL for which you want to identify categories.

5. (Optional) To view all available categories, which might include those created by policy, a local database if enabled, a selected vendor, and the system, enter the following command:

```
SGOS#(config content-filter) categories
```

Categories defined by Policy:

Sports URLs  
Entertainment

```
Categories defined by Local:  
cat1  
cat2  
cat3  
cat4  
Categories defined by SurfControl:  
Web-based Email  
Motor Vehicles  
. .  
Chat  
(Long list truncated)  
Categories defined by System:  
none  
unavailable  
unlicensed
```

6. (Optional) View the content-filtering configuration.

```
SGOS#(config content-filter) view  
Provider           Local  
Status:           Ready  
Download URL:     ftp://10.25.36.47/list-1000000-cat.t  
Download Username: anonymous  
Automatic download: Enabled  
Download time of day (UTC): 0  
Download on:       sun, mon, tue, wed, thu, fri, sat  
Download log:  
  Local database download at: 12 Jan 2006 00:19:48 UTC  
  Downloading from ftp://10.25.36.47/list-1000000-cat.txt  
  Download size: 16274465  
  Database date: 12 Jan 2006 00:22:04 UTC  
  Total URL patterns: 1000000  
  Total categories: 10  
  Provider:          Websense  
  Status:           Ready  
  Download License key: TUVW67XYZ89ABC0  
  Download Server:    download.websense.com  
  Email contact:  
  Automatic download: Enabled  
  Download time of day (UTC): 0  
  Download on:       sun, mon, tue, wed, thu, fri, sat  
  Use regular expression filters: No  
  Config Server:      Disabled  
  Config Server listening port: 15870  
  Download log:  
    Websense download at: 12 Jan 2006 22:11:37 UTC  
    Downloading from download.websense.com  
    Download size: 63642227
```

```
Database version: 71617
Database date: 2004-01-28
License expires: 12 Nov 2006 08:00:00 UTC
License max users: 25
Licenses in use: 1
```

## Configuring a Local Database

You can create your own local database file and download it to the ProxySG. This file is created in the same way that policy files are created, except that only *define category* statements are allowed in the local database. Refer to the *Blue Coat ProxySG Content Policy Language Guide* for information on define category statements, or see "[Defining Custom Categories in Policy](#)" on page 837.

---

Note: You might find it convenient to put your local database on the same server as any policy files you are using.

---

Two main reasons to use a local database instead of a policy file for defining categories are:

- A local database is more efficient than policy if you have a large number of URLs.
- A local database separates administration of categories from policy. This separation is useful for three reasons:
  - It allows different individuals or groups to be responsible for administrating the local database and policy.
  - It keeps the policy file from getting cluttered.
  - It allows the local database to share categories across multiple boxes that have different policy.

However, some restrictions apply to a local database that do not apply to policy definitions:

- No more than 200 separate categories are allowed.
- Category names must be 32 characters or less.
- A given URL pattern can appear in no more than four category definitions.

You can use any combination of the local database, policy files, or the VPM to manage your category definitions. See "[How to Apply Policy to Categorized URLs](#)" on page 833 for more information. You can also use both a local database and a third-party vendor for your content filtering needs.

Use the ProxySG Management Console or the CLI to configure local database content filtering and to schedule automatic downloads. For information about scheduling automatic downloads, see "[Scheduling Automatic Downloads for a Local Database](#)" on page 794.

*To Configure Local Database Content Filtering through the Management Console*

1. Select Configuration>Content Filtering>Local Database; the Local Database tab displays.

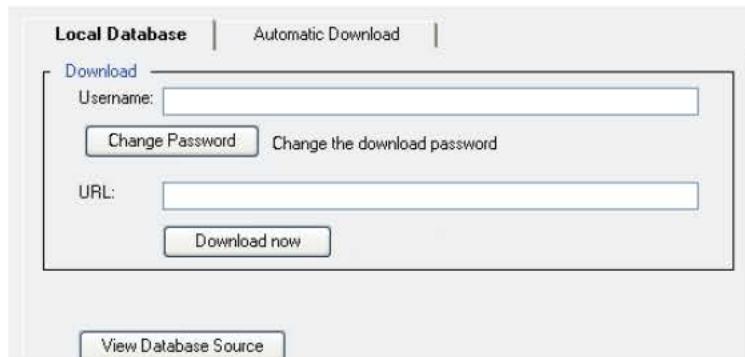


Figure 18-2: Local Database Configuration Tab

2. (Optional) If you need a password to access the download site, click Change Password, enter the password in the Change Password dialog, and click OK.
3. Enter the database download URL in the URL field.
4. (Optional) To display the currently installed text file, click View Database Source; close the display when you are finished.
5. Click Apply.
6. (Optional) To download the local database immediately, complete the following steps.

---

Note: You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for a Local Database" on page 794).

Ordinarily, the ProxySG checks if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed.

---

- a. Click Download Now.

The Local Installation status dialog box displays with the message Local download in progress.

When the operation is complete, the dialog changes to indicate installation status.



Figure 18-3: Local Database Successfully Downloaded

- b. Click Results to see the completion message:

Download log:

```
Local database download at: 12 Oct 2006 19:29:39 UTC
Downloading from ftp://10.25.36.47/list-1000000-cat.txt
Download size: 16274465
Database date: 12 Oct 2006 19:31:58 UTC
Total URL patterns: 1000000
Total categories: 10
```

#### *To Configure Local Database Content Filtering through the CLI*

The following commands allow you to enter the username, specify the URL from which the database is to be downloaded, and do an immediate download of the local database. If required, you can also clear the database and all associated files.

- At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) local
SGOS#(config local) download username username
SGOS#(config local) download password password
-or-
SGOS#(config local) download encrypted-password encrypted_password
SGOS#(config local) download url url
SGOS#(config local) clear
```

where:

clear		Clears the database from the system.
download username	username	Identifies the username needed to access the download site, if any.
download encrypted-password	encrypted_password	Allows you to take a password previously encrypted by the ProxySG and cut and paste the encrypted password on the same appliance (or another appliance if it shares the same password-display keyring). The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted.
download password	password	Identifies the password needed to access the download site, if any.
download url	url	The local URL.

- (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config local) download get-now
```

where download get-now Initiates an immediate database download. If the database is already up-to-date, no download is initiated.

- (Optional) To view the local database source file, enter the following command:

```
SGOS#(config local) source
```

4. (Optional) To view the configuration, enter the following command:

```
SGOS#(config local) view
Status: Ready
Download URL: ftp://10.25.36.47/list-1000000-cat.txt
Download Username: user1
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Download log:
Local database download at: 08 Jul 2006 18:40:11 UTC
Downloading from ftp://10.25.36.47/list-1000000-cat.txt
Download size: 612
Database date: 08 Jul 2006 18:38:57 UTC
Total URL patterns: 8
Total categories: 5
```

## Scheduling Automatic Downloads for a Local Database

**Note:** By default, the automatic download setting is enabled (for every day at midnight, UTC) and does not need to be configured unless you want to change the schedule or disable auto-download.

To download the local database without creating a schedule, see "Configuring a Local Database" on page 791.

The Automatic Download tab allows you to set the times the local database is downloaded. You can specify an automatic download on the day and time. Because sites become stale quickly, Blue Coat recommends downloading on an automatic schedule frequently.

When the database is downloaded, a log is available that includes the information about how the database was updated, but in a more detailed form. You can view the download log through the Management Console (Statistics>Advanced>Content Filter Service) or the CLI (SGOS#(config) show content-filter status).

### *To Set Local Database Automatic Download Times through the Management Console*

1. Select Configuration>Content Filtering>Local Database>Automatic Download; the Automatic Download tab displays.

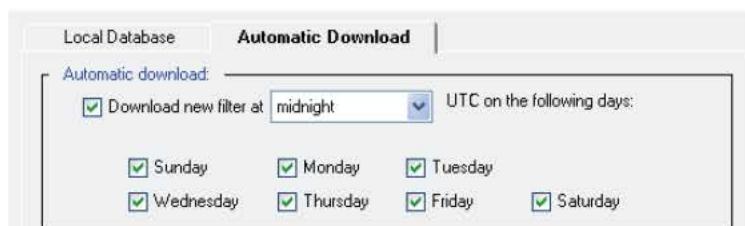


Figure 18-4: Local Database Automatic Download Tab

2. To set up a schedule for local database downloads, select Download new filter at and select the time of day from the drop-down list. The default is Midnight.

3. All days are selected by default. Deselect days as needed.
4. Click Apply when finished.

*To Set Local Database Automatic Download Times through the CLI*

1. At the (config) command prompt, enter the following commands to enable or disable automatic downloading of the local database.

```
SGOS#(config) content-filter
SGOS#(config content-filter) local
SGOS#(config local) download auto
-or-
SGOS#(config local) no download auto
```

2. At the (config local) command prompt, enter the following command to select the day(s) to automatically download the local database.

```
SGOS#(config local) download day-of-week {all | none | sun | mon | tue | wed
| thu | fri | sat}
-or-
SGOS#(config local) no download day-of-week {sun | mon | tue | wed | thu | fri
| sat}
```

where all selects all days of the week, and none clears all days of the week from the schedule.

All days are selected by default; to deselect days, enter none and enter specific days. You can only select one day each time, but it is appended to the list. You can also use the no download day-of-week command to clear specific days from the schedule.

3. Enter the following command to specify the hour (UTC) of the selected days during which the download should be performed.

```
SGOS#(config local) download time-of-day 0-23
```

4. (Optional) To download the local database now, enter the following command:

```
SGOS#(config local) download get-now
```

Downloading the database now does not affect the automatic database download schedule.

## Configuring Blue Coat Web Filter

Blue Coat Web Filter (BCWF) is a highly effective content filter that can quickly learn and adapt to the working set of its users. Also, BCWF provides a network service that can dynamically examine and categorize Web pages as they are requested. This dynamic real-time categorization enhances both the accuracy and freshness of the BCWF filtering solution.

---

Note: If you enable Use Blue Coat Web Filter on the Configuration>Content Filtering>General page, a small database that contains the category list downloads immediately, while the full BCWF database downloads in the background. All filtering is performed by the BCWF dynamic categorization service while the full database downloads.

No username or password is required during the trial period (60 days).

---

For information on configuring dynamic categorization, see "Configuring Dynamic Categorization for Blue Coat Web Filter" on page 800.

Use the ProxySG Management Console or the CLI to configure BCWF.

*To Configure Blue Coat Web Filter through the Management Console*

1. Select Configuration>Content Filtering>Blue Coat Web Filter; the Blue Coat Web Filter tab displays.

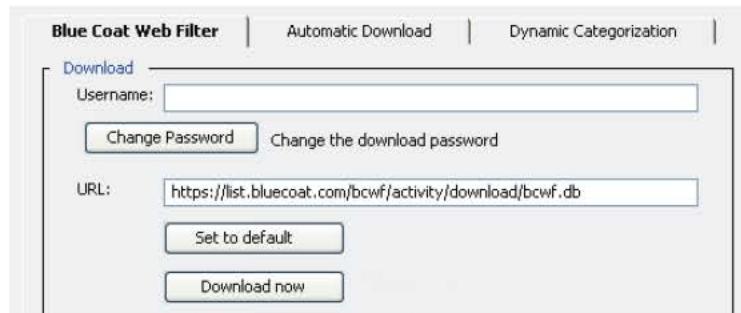


Figure 18-5: Blue Coat Web Filter Configuration Tab

2. When you subscribed to the BCWF Service, you received a username and password for access to download updates. Enter your username into the Username field and click the Change Password button to enter or change your password. (If you are in the trial period, no username or password is required.)
3. The default database download location is displayed in the URL field. If you have been instructed to use a different URL, enter it here. You can restore the default at any time by clicking Set to default.
4. (Optional) To download the Blue Coat Web Filter database immediately, complete the following steps.

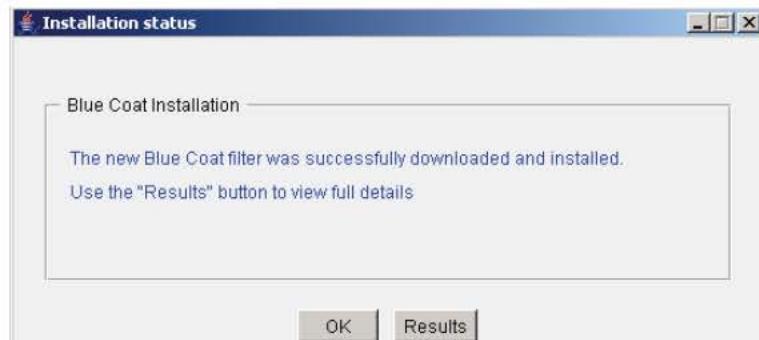
**Note:** You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up to date—see "Scheduling Automatic Downloads for Blue Coat Web Filter" on page 799).

Ordinarily, the ProxySG checks to see if the database has changed before initiating a download. If the database is up to date, no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the current installed version and the latest published version of the database, and is much smaller than a full copy of the database).

- a. Click Download Now.

The Blue Coat Web Filter Installation status dialog box displays with the message Blue Coat Web Filter download in progress.

When the operation is complete, the dialog changes to indicate installation status.



**Figure 18-6: Blue Coat Web Filter Database Successfully Downloaded**

- b. Click Results to see the Blue Coat Web Filter download log:

```
Download log:
Blue Coat download at: Thu, 10 Feb 2005 00:04:06 UTC
Downloading from https://list.bluecoat.com/bcwf/activity/download/bcwf.db
Requesting differential update
Differential update applied successfully
Download size: 84103448
Database date: Wed, 09 Feb 2005 08:11:51 UTC
Database expires: Fri, 11 Mar 2005 08:11:51 UTC
Database version: 2005040
```

#### *To Configure Blue Coat Web Filter Content Filtering through the CLI*

The following commands allow you to enter the Blue Coat Web Filter username and password and define the default URL and the default URL location.

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) bluecoat
SGOS#(config bluecoat) download username username
SGOS#(config bluecoat) download password password
-or-
SGOS#(config bluecoat) download encrypted-password encrypted-password
SGOS#(config bluecoat) download url {default | url}
```

where:

download username	username	Specifies the username assigned to you for database download. If you are in the trial period, no username is required.
-------------------	----------	------------------------------------------------------------------------------------------------------------------------

download encrypted-password	<i>encrypted_password</i>	Allows you to take a password previously encrypted by the ProxySG and cut and paste the encrypted password on the same appliance (or another appliance if it shares the same password-display keyring). The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted. If you are in the trial period, no password is required.
download password	<i>password</i>	Specifies the password assigned to you for database download. If you are in the trial period, no password is required.
download url	default	Specifies the use of the default download URL.
	<i>url</i>	The URL is the Blue Coat Web Filter URL. You can change it if directed to do so.

2. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config bluecoat) download get-now
```

where `download get-now` initiates an immediate database download. An incremental update is requested.

3. (Optional) View the configuration.

```
SGOS#(config bluecoat) view
Status: Ready
Download URL: https://list.bluecoat.com/bcwf/activity/download/bcwf.db
Download Username:
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Download log:
Download log:
Blue Coat download at: Thu, 10 Feb 2005 00:04:06 UTC
Downloading from
    https://list.bluecoat.com/bcwf/activity/download/bcwf.db
Requesting differential update
Differential update applied successfully
Download size: 84103448
Database date: Wed, 09 Feb 2005 08:11:51 UTC
Database expires: Fri, 11 Mar 2005 08:11:51 UTC
Database version: 2005040
```

## Scheduling Automatic Downloads for Blue Coat Web Filter

**Note:** By default, the automatic download setting is enabled (for every day at midnight, UTC) and does not need to be configured unless you want to change the schedule or disable auto-download.

To download the Blue Coat Web Filter database without creating a schedule, see "Configuring Blue Coat Web Filter" on page 795.

The Automatic Download tab allows you to set the times at which the Blue Coat Web Filter database is downloaded. You can specify an automatic download on the day and time you prefer. Because sites become stale quickly, Blue Coat recommends downloading on an automatic schedule frequently.

When the database is downloaded, a log is available that includes the information about how the database was updated, but in a more detailed form. You can view the download log through the Management Console (Statistics>Advanced>Content Filter Service) or the CLI (SGOS# (config) show content-filter status).

### *To Set Blue Coat Web Filter Automatic Download Times through the Management Console*

1. Select Configuration>Content Filtering>Blue Coat Web Filter>Automatic Download; the Automatic Download tab displays.

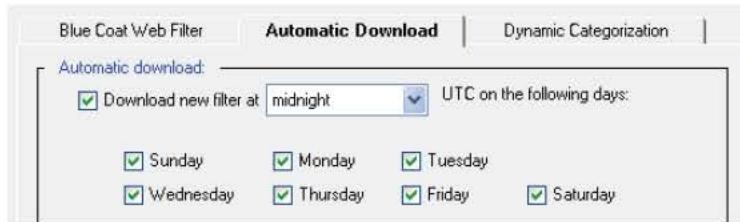


Figure 18-7: Blue Coat Web Filter Automatic Download Tab

2. To set up a schedule for Blue Coat Web Filter database downloads, select Download new filter at and select the time of day from the drop-down list. The default is Midnight.
3. All days are selected by default. Clear checkboxes as needed.
4. Click Apply.

### *To Set Blue Coat Web Filter Automatic Download Times through the CLI*

1. At the (config) command prompt, enter the following commands to enable or disable automatic downloading of the Blue Coat Web Filter database.

```
SGOS#(config) content-filter
SGOS#(config content-filter) bluecoat
SGOS#(config bluecoat) download auto
-or-
SGOS#(config bluecoat) no download auto
```

2. At the (config bluecoat) command prompt, enter the following commands to select or deselect the day(s) to automatically download the local database.

```
SGOS#(config bluecoat) download day-of-week {all | none | sun | mon | tue |  
wed | thu | fri | sat}  
-or-  
SGOS#(config bluecoat) no download day-of-week {sun | mon | tue | wed | thu |  
fri | sat}
```

where **all** selects all days of the week, and **none** clears all days of the week from the schedule.

3. All days are selected by default; to deselect days, enter **none** and enter specific days. You can only select one day each time, but it is appended to the list. You can also use the **no download day-of-week** command to clear specific days from the schedule.
4. Enter the following command to specify the hour (UTC) of the selected days during which the download should be performed.

```
SGOS#(config bluecoat) download time-of-day 0-23
```

5. (Optional) To download the Blue Coat Web Filter database now, enter the following command:  

```
SGOS#(config bluecoat) download get-now
```

Downloading the database now does not affect the automatic database download schedule.

## Configuring Dynamic Categorization for Blue Coat Web Filter

Dynamic Categorization provides real-time analyzing and content categorization of requested Web pages.

### About Dynamic Categorization

Administrators might need to process certain URL requests in real time while other requests can be done in the background. Some requests might avoid dynamic categorization entirely as circumstances dictate. Therefore, the choice of real-time, background mode, or no dynamic categorization for each URL categorization can be made on a per-transaction basis using Blue Coat policy. The configuration establishes a default mode; Blue Coat policy can override that default. For more information, see [Chapter 14: “The Visual Policy Manager”](#) on page 567 or refer to the *Blue Coat ProxySG Content Policy Language Guide*.

---

**Note:** The dynamic service is consulted only when the installed BCWF database does not contain complete categorization for an object. This dispatch mechanism is independent of results from other categorization services.

Dynamic analysis of content is performed on a remote network service, and not locally on the ProxySG. If the category returned by this service is blocked by policy, the offending material never enters the network in any form.

---

Dynamic categorization has two types of cost:

- Bandwidth: Represents the round trip request/response from the ProxySG to the service. Because the dynamic categorization protocol is compact, this cost is minimal.
- Latency: Represents the time spent waiting for the dynamic categorization service to provide a result.

These costs are only incurred when a URL cannot be categorized by a database lookup on the ProxySG. SGOS 4.x offers three modes of operation to compensate for some of this cost:

- ❑ Categorize dynamically in real-time (default). Real-time mode incurs both bandwidth and latency costs. The advantage of real-time mode dynamic categorization is that Blue Coat policy has access to the results of dynamic categorization, which means that policy decisions are made immediately upon receiving all available information.
- ❑ Categorize dynamically in the background. Background mode incurs only the bandwidth cost. In background mode after a call is made to the dynamic categorization service, the URL request immediately proceeds without waiting for the external service to respond. The system category *pending* is assigned to the request, indicating that the policy was evaluated with potentially incomplete category information.

After it is received, the results of dynamic categorization are entered into a categorization cache (as are the results of real-time requests). This cache ensures that any subsequent requests for the same or similar URLs can be categorized quickly, without needing to query the external service again.

- ❑ Do not categorize dynamically. Dynamic categorization is not done (unless explicitly requested by policy). This mode is distinct from disabling the service. When Do not categorize dynamically is set as the default, dynamic categorization (in either real time or background mode) can be explicitly invoked by policy. When the service is disabled, no dynamic categorization is done, regardless of policy, and the ProxySG does not make any contact with the dynamic categorization service.

## About Proxy Chaining Support for BCWF Dynamic Categorization

The ProxySG allows you to forward BCWF dynamic categorization requests through upstream proxies and SOCKS gateways, which eliminates the requirement for the ProxySG to have direct connection to back-end servers.

### *Forwarding Hosts and Groups*

You can specify the alias of a forwarding host or group that has already been defined. The specified host and each member of a forwarding group must:

- ❑ Have an HTTP port configured, as that port is used for the connection. If this is not true, all attempts to connect fail.
- ❑ Have been defined as a proxy, and *not* as a server. An attempt to configure proxy chaining using a server results in an error.

Connections fail if you remove a host's HTTP port or switch it to a server after you have configured the host to be in the proxy chain. Furthermore, if a forwarding host is configured to be in the proxy chain, it cannot be deleted from the forwarding configuration until it is removed from the chain; a policy warning message displays if you attempt to do so. Any load balancing configured for the forwarding target is obeyed, but host affinity has no effect.

### *SOCKS Gateways*

The ProxySG connects using the first healthy IP address it detects. Connections for SOCKS versions 4 and 5 are supported. As is consistent with basic ProxySG forwarding functionality, if both a forwarding host or group alias and a SOCKS gateway are specified in the proxy chain, the ProxySG attempts the connection through the SOCKS gateway to the forwarding target. Furthermore, if a SOCKS gateway is configured to be in the chain, it cannot be deleted until it is removed from the chain (a policy warning displays).

### Configuring BCWF Dynamic Categorization

The Dynamic Categorization tab allows you to enable or disable dynamic categorization and its various forms of behavior on the ProxySG. By default, dynamic categorization is enabled.

#### *To Configure Dynamic Categorization through the Management Console*

1. Select Configuration>Content Filtering>Blue Coat>Dynamic Categorization; the Dynamic Categorization tab displays.

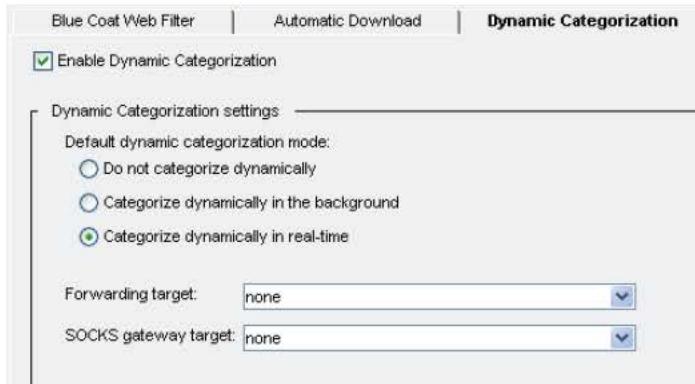


Figure 18-8: Blue Coat Web Filter Dynamic Categorization

Dynamic Categorization is enabled by default. To disable it, clear the checkbox. If dynamic categorization is disabled, then the ProxySG does not contact the dynamic categorization service, even when no category is found for a URL in the database, and any dynamic categorization properties specified in policy are ignored. If dynamic categorization is enabled, it is only invoked while BCWF is in use.

2. To change the Dynamic Categorization Settings, select one of the following:
  - Do not categorize dynamically. The loaded database is consulted for category information. URLs not found in the database show up as category *none*.
  - Categorize dynamically in the background. Objects not categorized by the database are dynamically categorized when time permits.
  - Categorize dynamically in real-time, the default. Objects not categorized by the database are dynamically categorized.
3. (Optional) Select a forwarding host or group or SOCKS gateway from the drop-down lists. A host group must be comprised of proxies. After DRTR is configured to go through a host or group or SOCKS gateway, those targets cannot be deleted until they are deleted from the DRTR configuration.

- 
4. Click Apply.

*To Configure Dynamic Categorization through the CLI*

The following commands allow you to analyze and manage requested Web pages in real time. You can also configure dynamic categorization settings and specify behavior when doing dynamic categorization.

At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) bluecoat
SGOS#(config bluecoat) service {enable | disable}
SGOS#(config bluecoat) service forward host-or-group-alias
SGOS#(config bluecoat) service socks-gateway gateway-alias
SGOS#(config bluecoat) service mode {background | realtime | none}
```

where:

service	enable   disable	Enable or disable dynamic categorization. Dynamic categorization is enabled by default.
service	mode {background   realtime   none}	Perform dynamic categorization one of three ways: <ul style="list-style-type: none"> <li>• background: Objects not categorized by the database are dynamically categorized when time permits.</li> <li>• realtime: The default. Objects not categorized by the database are dynamically categorized.</li> <li>• none: The loaded database is consulted for category information. URLs not in the database show up as category <i>none</i>.</li> </ul>
service	forward <i>host-or-group-alias</i> / socks-gateway <i>gateway-alias</i>	Forward DRTR through an upstream proxy host or group or SOCKS gateway aliases.

## Configuring i-FILTER

Use the ProxySG Management Console or the CLI to configure Digital Arts i-FILTER content filtering.

*To Configure i-FILTER Content Filtering through the Management Console*

1. Select Configuration>Content Filtering>i-FILTER.

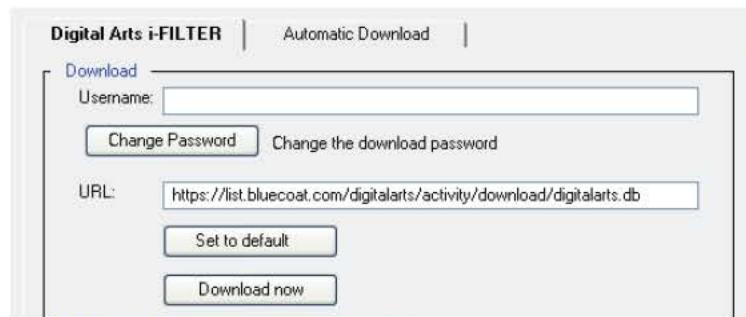


Figure 18-9: i-Filter Configuration Tab

2. Enter the username and password assigned to you for downloading the i-FILTER database: enter your username into the Username field and click Change Password to enter or change your password.
3. The default database download location is displayed in the URL field. If you have been instructed to use a different URL, enter it here. You can restore the default at any time by clicking Set to default.
4. (Optional) To download the i-FILTER database immediately, complete the following steps.

---

**Note:** You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG checks to see if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the current installed version and the latest published version of the database, and is much smaller than a full copy of the database).

---

- a. Click Download Now.

The i-FILTER Installation status dialog displays with the message: i-FILTER download in progress.

When the operation completes, the dialog changes to indicate installation status.

- b. Click Results to see the i-FILTER download log:

Download log:

```
i-FILTER download at: Tue, 28 June 2005 20:16:16 UTC
Downloading from https://list.bluecoat.com/.../download/digitalarts.db
Warning: Unable to determine current database version; requesting full update
Download size:      30274340
Database date:     Tue, 7 June 2005 07:02:08 UTC
Database expires:   Tue, 7 June 2005 07:02:08 UTC
Database version:   2
```

*To Configure i-FILTER Content Filtering through the CLI*

The following commands allow you to enter the InterSafe username and password and define the default URL and the default URL location.

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) i-filter
SGOS#(config i-filter) download username username
SGOS#(config i-filter) download password password
-or-
SGOS#(config i-filter) download encrypted-password encrypted-password
SGOS#(config i-filter) download url {default | url}
```

where:

download username	username	Specifies the username assigned to you for database download.
download encrypted-password	encrypted_password	Allows you to take a password previously encrypted by the ProxySG and cut and paste the encrypted password on the same appliance (or another appliance if it shares the same password-display keyring). The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted.
download password	password	Specifies the password assigned to you for database download.
download url	default	Specifies the use of the default download URL.
	url	The URL is the i-FILTER URL. You can change it if directed to do so.

2. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config i-filter) download get-now
```

where `download get-now` initiates an immediate database download. An incremental update is requested.

---

Note: For information about scheduling automatic downloads of the i-FILTER database, see ["Scheduling Automatic Downloads for Third-Party Vendors" on page 832](#).

3. (Optional) View the configuration.

```

SGOS#(config intersafe) view
Status: Ready
https://list.bluecoat.com/.../download/digitalarts.db
Download Username: admin
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Download log:
i-FILTER download at: Tue, 28 June 2005 20:16:16 UTC
Downloading from https://list.bluecoat.com/.../download/digitalarts.db
Warning: Unable to determine current database version; requesting full update
Download size: 30274340
Database date: Tue, 7 June 2005 07:02:08 UTC
Database expires: Tue, 7 June 2005 07:02:08 UTC
Database version: 2

```

## Configuring InterSafe

Use the ProxySG Management Console or the CLI to configure InterSafe content filtering.

*To Configure InterSafe Content Filtering through the Management Console*

1. Select Configuration>Content Filtering>InterSafe.

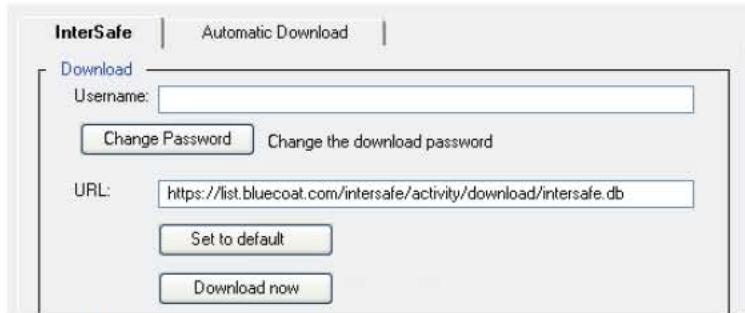


Figure 18-10: InterSafe Configuration Tab

2. Enter the username and password assigned to you for downloading the InterSafe database: enter your username into the Username field and click the Change Password button to enter or change your password.
3. The default database download location is displayed in the URL field. If you have been instructed to use a different URL, enter it here. You can restore the default at any time by clicking Set to default.
4. (Optional) To download the InterSafe database immediately, complete the following steps.

**Note:** You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG checks to see if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the currently installed version and the latest published version of the database, and is much smaller than a full copy of the database).

- 
- a. Click Download Now.

The InterSafe Installation status dialog displays with the message InterSafe download in progress.

When the operation is complete, the dialog changes to indicate installation status.

- b. Click Results to see the InterSafe download log:

Download log:

```
InterSafe download at: 10 Sep 2006 20:16:16 UTC
Downloading from https://list.bluecoat.com/.../download/intersafe.db
Warning: Unable to determine current database version; requesting full update
Download size:      8106572
Database date: 10 Sep 2006 07:02:08 UTC
Database expires: 10 Oct 2006 07:02:08 UTC
Database version:   3
```

*To Configure InterSafe Content Filtering through the CLI*

The following commands allow you to enter the InterSafe username and password and define the default URL and the default URL location.

- At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) intersafe
SGOS#(config intersafe) download username username
SGOS#(config intersafe) download password password
-or-
SGOS#(config intersafe) download encrypted-password encrypted-password
SGOS#(config intersafe) download url {default | url}
```

where:

<code>download username</code>	<code>username</code>	Specifies the username assigned to you for database download.
<code>download encrypted-password</code>	<code>encrypted_password</code>	Allows you to take a password previously encrypted by the ProxySG and cut and paste the encrypted password on the same appliance (or another appliance if it shares the same password-display keyring). The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted.
<code>download password</code>	<code>password</code>	Specifies the password assigned to you for database download.
<code>download url</code>	<code>default</code>	Specifies the use of the default download URL.
	<code>url</code>	The URL is the InterSafe URL. You can change it if directed to do so.

- (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config intersafe) download get-now
```

where `download get-now` initiates an immediate database download. An incremental update is requested.

For information about scheduling automatic downloads of the InterSafe database, see "[Scheduling Automatic Downloads for Third-Party Vendors](#)" on page 832.

- (Optional) View the configuration.

```
SGOS#(config intersafe) view
Status: Ready
Download URL:
https://list.bluecoat.com/.../download/intersafe.db
Download Username: admin
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Download log:
```

```
InterSafe download at: 28 Sep 2006 20:23:16 UTC
Downloading from https://list.bluecoat.com/.../download/intersafe.db
Requesting differential update
Warning: Unable to determine current database version; requesting full update
Download size: 8106572
Database date: 10 Sep 2006 07:02:08 UTC
Database expires: 10 Oct 2006 07:02:08 UTC
Database version: 3
```

## Configuring IWF

Use the ProxySG Management Console or the CLI to configure Internet Watch Foundation content filtering.

---

Note: IWF can be configured in addition to another content filter service. See "About the Internet Watch Foundation" on page 786.

---

### *To Configure IWF Content Filtering through the Management Console*

1. Select Configuration>Content Filtering>IWF.

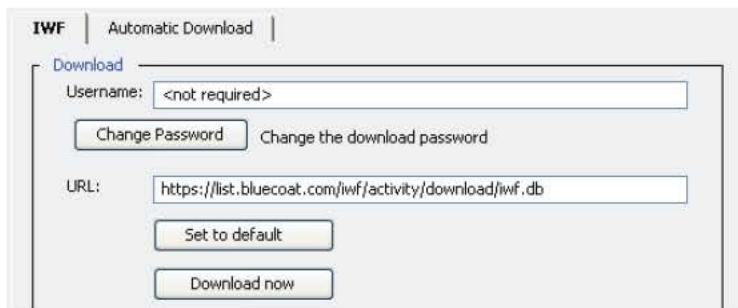


Figure 18-11: IWF Configuration Tab

2. Enter the username and password assigned to you for downloading the IWF database: enter your username into the Username field and click the Change Password button to enter or change your password.
3. The default database download location is displayed in the URL field. If you have been instructed to use a different URL, enter it here. You can restore the default at any time by clicking Set to default.
4. (Optional) To download the IWF database immediately, complete the following steps.

---

Note: You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG checks to see if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the current installed version and the latest published version of the database, and is much smaller than a full copy of the database).

- 
- a. Click Download Now.

The IWF Installation status dialog displays with the message IWF download in progress.

When the operation is complete, the dialog changes to indicate installation status.

- b. Click Results to see the IWF download log:

```
Download log:
IWF download at: 10 Sep 2006 20:16:16 UTC
Downloading from https://list.bluecoat.com/.../download/iwf.db
Warning: Unable to determine current database version; requesting full update
Download size: 8106572
Database date: 10 Sep 2006 07:02:08 UTC
Database expires: 10 Oct 2006 07:02:08 UTC
Database version: 3
```

#### *To Configure IWF Content Filtering through the CLI*

The following commands allow you to enter the IWF username and password and define the default URL and the default URL location.

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) iwf
SGOS#(config iwf) download username username
SGOS#(config iwf) download password password
-or-
SGOS#(config iwf) download encrypted-password encrypted-password
SGOS#(config iwf) download url {default | url}
```

where:

download username	username	Specifies the username assigned to you for database download.
-------------------	----------	---------------------------------------------------------------

download encrypted-password	<i>encrypted_password</i>	Allows you to take a password previously encrypted by the ProxySG and cut and paste the encrypted password on the same appliance (or another appliance if it shares the same password-display keyring). The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted.
download password	<i>password</i>	Specifies the password assigned to you for database download.
download url	default	Specifies the use of the default download URL.
	<i>url</i>	The URL is the IWF URL. You can change it if directed to do so.

2. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config iwf) download get-now
```

where `download get-now` initiates an immediate database download. An incremental update is requested.

---

Note: For information about scheduling automatic downloads of the IWF database, see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832.

---

3. (Optional) View the configuration.

```
SGOS#(config iwf) view
Status: Ready
Download URL: https://list.bluecoat.com/.../download/iwf.db
Download Username: admin
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Download log:
    IWF download at: 28 Sep 2006 20:23:16 UTC
    Downloading from https://list.bluecoat.com/.../download/iwf.db
    Requesting differential update
    Warning: Unable to determine current database version; requesting full update
    Download size: 8106572
    Database date: 10 Sep 2006 07:02:08 UTC
    Database expires: 10 Oct 2006 07:02:08 UTC
    Database version: 3
```

## Configuring Optenet

Use the ProxySG Management Console or the CLI to configure Optenet content filtering.

*To Configure Optenet Content Filtering through the Management Console*

1. Select Configuration>Content Filtering>Optenet.

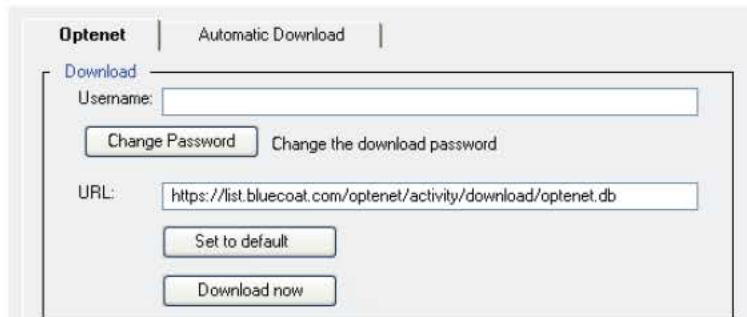


Figure 18-12: Optenet Configuration Tab

2. Enter the Optenet username and password: enter your username into the Username field and click Change Password to enter or change your password.
3. The default database download location is displayed in the URL field. If you have been instructed to use a different URL, enter it here. You can restore the default at any time by clicking Set to default.
4. (Optional) To download the Optenet database immediately, complete the following steps.

---

**Note:** You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG checks if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the current installed version and the latest published version of the database, and is much smaller than a full copy of the database).

---

5. Click Download Now.

The Optenet Installation status dialog box displays with the message Optenet download in progress.

When the operation is complete, the dialog changes to indicate installation status.

6. Click Results to see the Optenet download log:

```
Download log:
Optenet download at: Fri, 04 Mar 2005 21:21:06 UTC
Downloading from
https://list.bluecoat.com/optenet/activity/download/optenet.db
Warning: Unable to determine current database version; requesting full update
Download size:      8681732
Database date:     Tue, 01 Mar 2005 17:27:03 UTC
Database expires:   Thu, 31 Mar 2005 17:27:03 UTC
Database version:    2
```

**To Configure Optenet Content Filtering through the CLI**

The following commands allow you to enter the Optenet username and password and define the default URL and the default URL location.

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) optenet
SGOS#(config optenet) download username username
SGOS#(config optenet) download password password
-or-
SGOS#(config optenet) download encrypted-password encrypted-password
SGOS#(config optenet) download url {default | url}
```

where:

<b>download username</b>	<i>username</i>	Specifies the username assigned to you for database download.
<b>download encrypted-password</b>	<i>encrypted_password</i>	Allows you to take a password previously encrypted by the ProxySG and cut and paste the encrypted password on the same appliance (or another appliance if it shares the same password-display keyring). The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted.
<b>download password</b>	<i>password</i>	Specifies the password assigned to you for database download.
<b>download url</b>	<b>default</b>	Specifies the use of the default download URL.
	<i>url</i>	The URL is the Optenet URL. You can change it if directed to do so.

2. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config optenet) download get-now
```

where **download get-now** initiates an immediate database download. An incremental update is requested.

---

Note: For information about scheduling automatic downloads of the Optenet database, see ["Scheduling Automatic Downloads for Third-Party Vendors" on page 832](#).

---

3. (Optional) View the configuration.

```
SGOS#(config optenet) view
Status: Ready
Download URL:
https://list.bluecoat.com/optenet/activity/download/optenet.db
Download Username: OPTENET-USER
Automatic download: Enabled
Download time of day (UTC): 0
```

```

Download on: sun, mon, tue, wed, thu, fri, sat
Download log:
Optenet download at: Fri, 04 Mar 2005 21:29:41 UTC
Downloading from
https://list.bluecoat.com/optenet/activity/download/optenet.db
Requesting differential update
File has not changed since last download attempt; no download required
Previous download:
Optenet download at: Fri, 04 Mar 2005 21:21:06 UTC
Downloading from
https://list.bluecoat.com/optenet/activity/download/optenet.db
Warning: Unable to determine current database version; requesting full update
Download size: 8681732
Database date: Tue, 01 Mar 2005 17:27:03 UTC
Database expires: Thu, 31 Mar 2005 17:27:03 UTC
Database version: 2

```

## Configuring Proventia Web Filter

Use the ProxySG Management Console or the CLI to configure Proventia Web Filter content filtering.

*To Configure Proventia Web Filter Content Filtering through the Management Console*

1. Select Configuration>Content Filtering>Proventia.

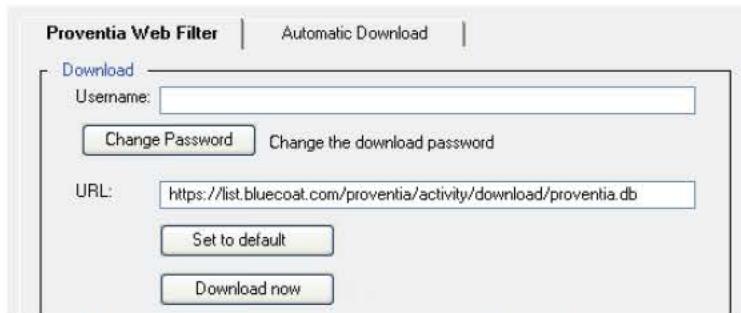


Figure 18-13: Proventia Web Filter Configuration Tab

2. Enter the Proventia Web Filter username and password: enter your username into the Username field and click the Change Password button to enter or change your password.
3. The default database download location is displayed in the URL field. If you have been instructed to use a different URL, enter it here. You can restore the default at any time by clicking Set to default.
4. (Optional) To download the Proventia Web Filter database immediately, complete the following steps.

---

**Note:** You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG will check to see if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the current installed version and the latest published version of the database, and is much smaller than a full copy of the database).

- 
- a. Click Download Now.

The Proventia Installation status dialog box displays with the message Proventia download in progress.

When the operation is complete, the dialog changes to indicate installation status.

- b. Click Results to see the Proventia Web Filter download log:

Download log:

```
Proventia download at: 10 Jul 2006 18:54:43 UTC
Downloading from
http://list.bluecoat.com/proventia/activity/download/proventia.db
Requesting differential update
Download size:      144913364
Database date: 16 Jun 2006 09:40:34 UTC
Database expires: 06 Feb 2106 06:28:16 UTC
Database version: 16777216
```

#### *To Configure Proventia Web Filter Content Filtering through the CLI*

The following commands allow you to enter the Proventia Web Filter username and password and define the default URL and the default URL location.

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) proventia
SGOS#(config proventia) download username username
SGOS#(config proventia) download password password
-or-
SGOS#(config proventia) download encrypted-password encrypted-password
SGOS#(config proventia) download url {default | url}
```

where:

download username	username	Specifies the username assigned to you for database download.
-------------------	----------	---------------------------------------------------------------

download encrypted-password	<i>encrypted_password</i>	Allows you to take a password previously encrypted by the ProxySG and cut and paste the encrypted password on the same appliance (or another appliance if it shares the same password-display keyring). The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted.
download password	<i>password</i>	Specifies the password assigned to you for database download.
download url	default	Specifies the use of the default download URL.
	<i>url</i>	The URL is the Proventia Web Filter URL. You can change it if directed to do so.

2. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config proventia) download get-now
```

where `download get-now` initiates an immediate database download. An incremental update is requested.

---

Note: For information about scheduling automatic downloads of the Proventia database, see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832.

---

3. (Optional) View the configuration.

```
SGOS#(config proventia) view
Status: Ready
Download URL:
http://list.bluecoat.com/proventia/activity/download/proventia.db
Download Username:
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Download log:
Proventia download at: 10 Jul 2006 19:21:51 UTC
Downloading from
http://list.bluecoat.com/proventia/activity/download/proventia.db
Requesting differential update
Download size: 144913364
Database date: Wed, 16 Jun 2004 09:40:34 UTC
Database expires: Sat, 06 Feb 2106 06:28:16 UTC
Database version: 16777216
```

## Configuring SmartFilter

Use the ProxySG Management Console or the CLI to configure SmartFilter content filtering.

*To Configure SmartFilter Content Filtering through the Management Console*

1. Select Configuration>Content Filtering>SmartFilter.

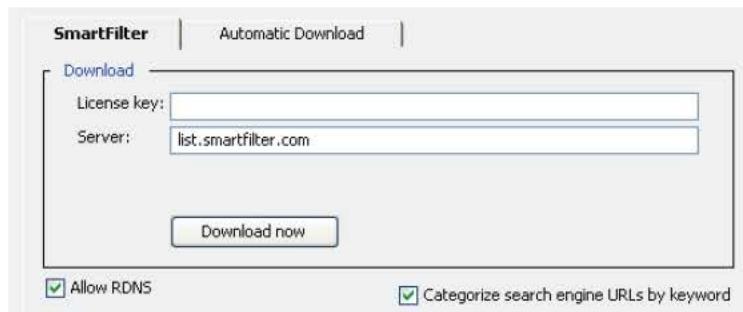


Figure 18-14: SmartFilter Configuration Tab

2. In the license key field, enter the customer serial number assigned you by SmartFilter.
3. The default server is displayed. If you have been instructed to use a different server, enter the hostname or IP address here.
4. (Optional) SmartFilter lookups can require use of reverse DNS to properly categorize a Web site. To disable the use of reverse DNS by SmartFilter, deselect Allow RDNS.

**Important:** Disabling reverse DNS prevents SmartFilter from correctly classifying some sites and can increase the likelihood of the ProxySG serving inappropriate content.

5. (Optional) By default, SmartFilter categorizes search engines based on keywords in the URL query. To disable this setting, deselect Categorize search engine URLs based on keywords.

**Note:** Leaving keywords enabled can cause unexpected results. For example, the keyword *electoral college* falls into the educational category.

6. Click Apply.
7. (Optional) To download the SmartFilter database immediately, complete the following steps.

---

Note: You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG checks if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the current installed version and the latest published version of the database, and is much smaller than a full copy of the database).

---

- a. Click Download Now.

The SmartFilter Installation status dialog box displays with the message SmartFilter download in progress.

When the operation is complete, the dialog changes to indicate installation status.

- a. Click Results to see the completion message:

Download log:

```
SmartFilter download at: 06 Apr 2006 20:27:14 UTC
Checking incremental update
Warning: Unable to open input control list
Warning: Unable to open installed control list
Downloading full control file
SmartFilter download at: 06 Apr 2006 20:27:14 UTC
Downloading from http://example.com/...version=4.0
Download size: 45854194
Database version: 95
Database date: 06 Apr 2006 07:05:01 UTC
Database expires: 11 May 2006 07:05:01 UTC
```

---

Note: The first time you download a SmartFilter database, warnings appear in the results message under Checking incremental update. These are expected, and represent the normal process of checking to see if an incremental update is possible. The next time you download a SmartFilter database, the ProxySG checks the previously downloaded database, and download only what is necessary to keep the database current.

---

#### *To Configure SmartFilter Content Filtering through the CLI*

The following commands allow you to select a SmartFilter version, enter a username, specify a URL from which the database is to be downloaded, and do an immediate download of the SmartFilter database.

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) smartfilter
SGOS#(config smartfilter) download license license_key
SGOS#(config smartfilter) download server ip_address_or_hostname
SGOS#(config smartfilter) allow-rdns | no allow-rdns
SGOS#(config smartfilter) use-search-keywords
```

where:

download license	license_key	The customer serial number assigned you by SmartFilter.
download server	ip_address_or_hostname	Enter the IP address or hostname of the server you should use for downloads.
allow-rdns	no	A toggle that enables or disables reverse DNS lookup.
use-search-keywords	no	Allows you to categorize search engines based on keywords in the URL query.

2. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config smartfilter) download get-now
```

where `download get-now` initiates an immediate database download. An incremental update is requested.

---

Note: For information about scheduling automatic downloads of the SmartFilter database, see ["Scheduling Automatic Downloads for Third-Party Vendors" on page 832](#).

---

3. (Optional) View the configuration.

```
SGOS#(config smartfilter) view
Status: Ready
Download URL: list.smartfilter.com
Download Username: cf00100002
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Category review message: Disabled
Allow RDNS for lookups: No
Download log:
SmartFilter download at: 02 Jul 2006 00:13:08 UTC
Checking incremental update
    Installed database version: 152
    Current published version: 153
Incremental download complete
Download size: 42821832
Database version: 153
Database date: 01 Jul 2006 07:05:00 UTC
Database expires: 05 Aug 2006 07:05:00 UTC
```

## Configuring SurfControl

Use the ProxySG Management Console or the CLI to configure SurfControl content filtering.

### To Configure SurfControl Content Filtering through the Management Console

1. Select Configuration>Content Filtering>SurfControl.

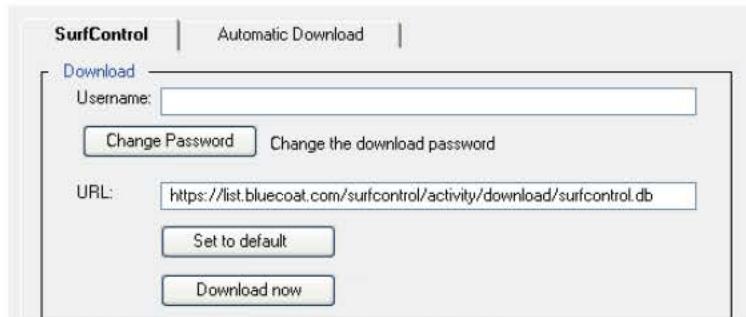


Figure 18-15: SurfControl Configuration Tab

2. Enter the SurfControl username and password: enter your username into the Username field and click the Change Password button to enter or change your password.
3. The default database download location is displayed in the URL field. If you have been instructed to use a different URL, enter it here. You can restore the default at any time by clicking Set to default.

---

**Important:** If you are an existing SurfControl user, you must do a full download of the new SurfControl database before any filtering can be done. Until such time, all URLs are categorized as *unavailable*.

---

4. (Optional) To download the SurfControl database immediately, complete the following steps.

---

**Note:** You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG checks if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed.

---

- a. Click Download Now .

The SurfControl Installation status dialog box displays with the message SurfControl download in progress.

When the operation is complete, the dialog changes to indicate installation status.

- b. Click Results to see the SurfControl download log:

Download log:

```
Download log:  
SurfControl download at: Mon, 13 Feb 2006 09:01:16 UTC  
Downloading from  
https://list.bluecoat.com/surfcontrol/activity/download/surfcontrol.db  
Download size: 141561056  
Database date: Fri, 10 Feb 2006 15:44:06 UTC  
Database expires: Thu, 11 May 2006 15:44:06 UTC  
Database version: 1420  
Database format: 1.1
```

5. Click Apply.

#### *To Configure SurfControl Content Filtering through the CLI*

The following commands allow you to enter the username and define the default URL and the default URL location.

1. At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) content-filter  
SGOS#(config content-filter) surfcontrol  
SGOS#(config surfcontrol) download username username  
SGOS#(config surfcontrol) download password password  
-or-  
SGOS#(config surfcontrol) download encrypted-password encrypted_password  
SGOS#(config surfcontrol) download url {default | url}
```

where:

download encrypted-password	encrypted_password	The download password, in encrypted format, assigned by Blue Coat.
download password	password	The download password assigned by Blue Coat.
download url	default	Specifies the use of the default download URL.
	url	The URL is the SurfControl URL. You can change it if directed to do so.
download username	username	The download username assigned by Blue Coat.

2. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config surfcontrol) download get-now
```

where `download get-now` initiates an immediate database download. An incremental update is requested.

---

Note: For information about scheduling automatic downloads of the SurfControl database, see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832.

---

3. (Optional) View the configuration.

```
SGOS#(config surfcontrol) view
Status: Ready
Download License key:
Download log:
Download log:
SurfControl download at: Mon, 13 Feb 2006 09:01:16 UTC
Downloading from
https://list.bluecoat.com/surfcontrol/activity/download/surfcontrol.db
Download size: 141561056
Database date: Fri, 10 Feb 2006 15:44:06 UTC
Database expires: Thu, 11 May 2006 15:44:06 UTC
Database version: 1420
Database format: 1.1
```

## Using SurfControl Reporter with SGOS 4.x

You can use the SurfControl Reporter with SGOS 4.x access logging to periodically upload information to the SurfControl Reporter reports database.

After you create a SurfControl access logging client, Reporter periodically uploads flat files from the ProxySG. The files are then edited and deleted before loaded into the reports database.

Working with SurfControl Reporter and SGOS 4.x requires several configuration steps. You must:

- ❑ Create and configure an access log with SurfControl as the client. For information on configuring a SurfControl access logging client, see "Editing the Custom SurfControl Client" on page 927.
- ❑ Download a SurfControl database and configure SurfControl as the content-filtering vendor. For information on downloading a SurfControl database and configuring SurfControl, see "Configuring SurfControl" on page 821.
- ❑ Configure the SurfControl server by installing Reporter and configuring the SurfControl Schedule. (Note that the schedule should not be the same as the ProxySG appliance's upload time.) For information on configuring the SurfControl server, refer to the SurfControl server documentation.

## Configuring Websense

Use the ProxySG Management Console or the CLI to configure Websense content filtering.

---

**Note:** Websense databases contain a category called *User-Defined* to support locally-specified categorizations on other platforms. Do not use this category on the ProxySG. Instead, you can define your own categories through the ProxySG and assign URLs to them using Policy (see page "Defining Custom Categories in Policy" on page 837), or using a local category database (see "Create and Edit Policy Files" on page 556).

---

*To Configure the Websense Database through the Management Console*

1. Select Configuration>Content Filtering>Websense.

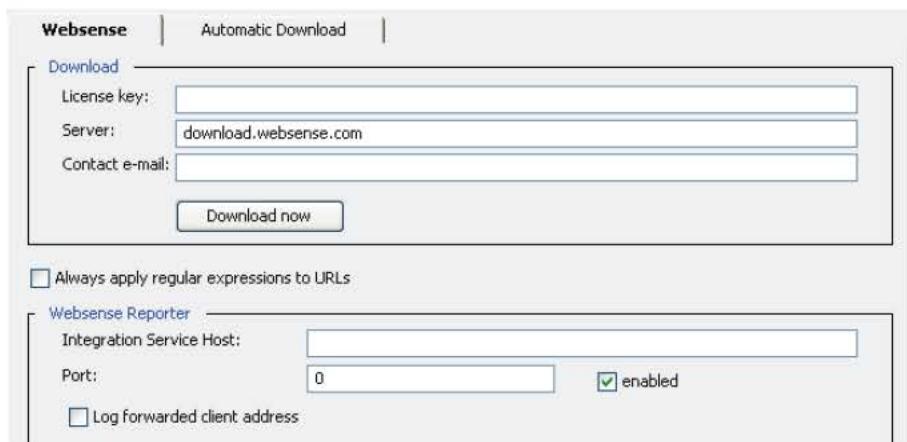


Figure 18-16: Websense Configuration Tab

2. Fill in the fields as appropriate:

- License Key—Enter the license key assigned to you for downloading the Websense database.
- Server—Enter the Websense server from which you wish to download. Your licensing information might suggest an alternate value; otherwise, use the default (download.websense.com).
- Contact e-mail—(Optional) Enter an e-mail address through which Websense can contact you.
- Always apply regular expressions to urls—(Optional)

Select this option to force an additional regular expression lookup for each URL to be categorized. Normally, regular expression lookups are done only when no category is found in the Websense database. If this option is selected, regular expression lookups always occur, even for categorized URLs. Selecting this option can cause a significant reduction in lookup performance, but allow certain sites (such as translation, search engine, and link-cache sites) to be categorized more accurately.

3. To use the Websense Reporter, you must enable the Websense Integration Service.

- a. In the Integration Service Host field, enter the Integrator Service Host IP (which has the same IP address as the Websense Log Server).
- b. In the Port field, specify the port of the Websense Integration Service. It must be between 0 and 65535 and match the port selected on the Integration Service host.
- c. Select Enabled to enable the service.
- d. (Optional): The Websense Reporter log normally includes the client connection's IP address. To log the address (if any) passed in the X-Forwarded-For HTTP Request header instead, enable this checkbox.

---

**Note:** The Policy Server, the Log Server, and Reporter must be installed and enabled on your PC before Reporter can be used. For information on Websense products, refer to: <http://www.websense.com/support/documentation/integrationservice>.

You must also set up access logging on the ProxySG with Websense as the client. For more information on configuring a Websense access logging client, see "[Editing the Websense Client](#)" on page 928.

---

4. (Optional) To download the Websense database immediately, complete the following steps.

---

Note: You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG checks if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the current installed version and the latest published version of the database, and is much smaller than a full copy of the database).

---

- e. Click Download Now.

The Websense Installation status dialog box displays with the message Websense download in progress.

When the operation is complete, the dialog changes to indicate installation status.

- f. Click Results to view the Websense download log:

Download log:

```
Websense download at: Fri, 10 Jun 2005 20:32:35 UTC
    No database is currently installed
    Attempting full download
    Downloading from download.websense.com
    Processing download file
    Retrieved full update
    Download size:      147079939
    Database version:  82300
    Database date:     2005-06-10
    License expires:   Sun, 06 Nov 2005 08:00:00 UTC
    License max users: 25
    Licenses in use:   0
    Library version:   3.2.0.0 [BCSI rev A]
```

5. Click Apply.

#### *To Configure Websense through the CLI*

1. At the (config) command prompt, enter the following commands to configure the Websense download:

```
SGOS#(config) content-filter
SGOS#(config content-filter) websense
SGOS#(config websense) download email-contact e-mail_address
SGOS#(config websense) download server ip_address_or_hostname
SGOS#(config websense) download license license_key
```

2. (Optional) Enter the following command to configure regular expression lookups for each URL to be categorized.

```
SGOS#(config websense) always-apply-regexes
-or-
SGOS#(config websense) no always-apply-regexes
```

where:

download email-contact	<i>e-mail_address</i>	(Optional) Specifies an e-mail address through which Websense can contact you.
download server	<i>ip_address_or_hostname</i>	Specifies the Websense server from which you wish to download. Your licensing information might suggest an alternate value; otherwise, use the default (download.websense.com).
download license	<i>license_key</i>	Specifies the license key assigned to you for downloading the Websense database.
always-apply-regexes		Forces an additional regular expression lookup for each URL to be categorized.  Normally, regular expression lookups are done only when no category is found in the Websense database. If this optional command is selected, regular expression lookups always occur, even for categorized URLs. Selecting this option can cause a significant reduction in lookup performance, but can allow certain sites (such as translation, search engine, and link-cache sites) to be categorized more accurately.  The default setting is no always-apply-regexes; you should change the default only if you are certain that you need the advanced setting.
no always-apply-regexes		Causes regular expression lookups to be done only when no category is found in the Websense database. This is the default setting.

3. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config websense) download get-now
```

where `download get-now` initiates an immediate database download. An incremental update is requested.

---

Note: For information about scheduling automatic downloads of the Websense database, see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832.

---

4. (Optional) View the configuration.

```
SGOS#(config websense) view
Status: Ready
Download License key: EBC123DEF456GHI789
Download Server: download.websense.com
Email contact:
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Use regular expression filters: No
```

```
Always apply regex filters:      Yes
Integration Server:            Disabled
Integration Server host:
Integration Server port:        0
```

```
Download log:
Websense download at: Fri, 10 Jun 2005 19:35:59 UTC
Downloading from download.websense.com
Processing download file
Retrieved full update
Download size:      147079939
Database version:   82300
Database date:     2005-06-10
License expires:   Sun, 06 Nov 2005 08:00:00 UTC
License max users: 25
Licenses in use:   0
Library version:   3.2.0.0 [BCSI rev A]
```

#### *To Configure the Websense Integration Service through the CLI*

Enter the following commands to enable (or disable) and configure the Websense Integration Service through the CLI

```
SGOS#(config) content-filter
SGOS#(config content-filter) websense
SGOS#(config websense) integration-service {enable | disable}
SGOS#(config websense) integration-service host ip_address_or_hostname
SGOS#(config websense) integration-service port integer
```

where:

- *host* specifies the hostname or IP address of the Websense Integration Service, which is the name or IP address of the Websense Log Server.
- *port* specifies the port of the Websense Integration Service, must be between 0 and 65535, and match the port selected on the Integration Service host.

---

Note: The Policy Server, the Log Server, and Reporter must be installed and enabled on your PC before Reporter can be used. For information on Websense products, refer to: <http://www.websense.com/support/documentation/integrationservice>.

You must set up access logging on the ProxySG with Websense as the client. For more information on configuring a Websense access logging client, see "Editing the Websense Client" on page 928.

---

## Configuring Webwasher URL Filter

Use the ProxySG Management Console or the CLI to configure Webwasher URL Filter content filtering.

*To Configure Webwasher URL Filter Content Filtering through the Management Console*

1. Select Configuration>Content Filtering>Webwasher.

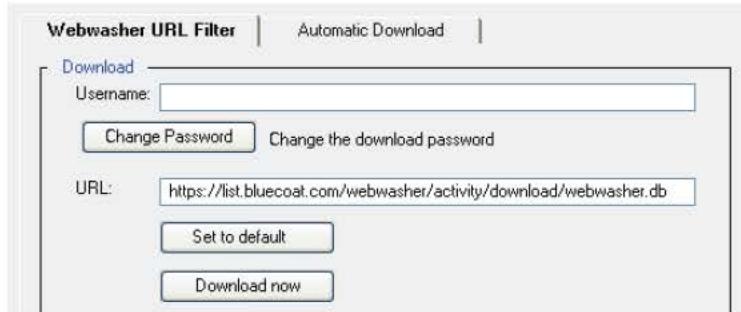


Figure 18-17: Webwasher URL Filter Configuration Tab

2. Enter the Webwasher URL Filter username and password: enter your username into the Username field and click Change Password to enter or change your password.
3. The default database download location is displayed in the URL field. If you have been instructed to use a different URL, enter it here. You can restore the default at any time by clicking Set to default.
4. (Optional) To download the Webwasher URL Filter database immediately, complete the following steps.

---

**Note:** You can return here at any time to download a database on demand (remember that the automatic download feature, if configured, keeps you up-to-date—see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832).

Ordinarily, the ProxySG checks if the database has changed before initiating a download. If the database is up to date, then no download is necessary and none is performed. If an incremental update is available on the server, then it is downloaded (an incremental update contains only the changes between the current installed version and the latest published version of the database, and is much smaller than a full copy of the database).

- 
- a. Click Download Now.

The Webwasher Installation status dialog box displays with the message Webwasher download in progress.

When the operation is complete, the dialog changes to indicate installation status.

- b. Click Results to see the Webwasher URL Filter download log:

```
Download log:
Webwasherdownload at: 10 Jul 2006 18:54:43 UTC
Downloading from
http://list.bluecoat.com/webwasher/activity/download/webwasher.db
Requesting full update
Download size: 93484280
Database date: Tue, 14 Dec 2004 22:38:14 UTC
Database expires: Mon, 11 Jan 2016 06:31:29 UTC
Database version: 900
```

*To Configure Webwasher URL Filter Content Filtering through the CLI*

The following commands allow you to enter the Webwasher URL Filter username and password and define the default URL and the default URL location.

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) webwasher
SGOS#(config webwasher) download username username
SGOS#(config webwasher) download password password
-or-
SGOS#(config webwasher) download encrypted-password encrypted-password
SGOS#(config webwasher) download url {default | url}
```

where:

download username	username	Specifies the username assigned to you for database download.
download encrypted-password	encrypted_password	Allows you to take a password previously encrypted by the ProxySG and cut and paste the encrypted password on the same appliance (or another appliance if it shares the same password-display keyring). The primary use of the encrypted-password command is to allow the ProxySG to reload a password that it encrypted.
download password	password	Specifies the password assigned to you for database download.
download url	default	Specifies the use of the default download URL.
	url	The URL is the Webwasher URL Filter URL. You can change it if directed to do so.

2. (Optional) To download the database now, enter one of the following commands:

```
SGOS#(config webwasher) download get-now
```

where download get-now initiates an immediate database download. An incremental update is requested.

---

Note: For information about scheduling automatic downloads of the Webwasher URL Filter database, see "Scheduling Automatic Downloads for Third-Party Vendors" on page 832.

---

3. (Optional) View the configuration.

```
SGOS#(config webwasher) view
Status: Ready
Download URL:
https://list.bluecoat.com/webwasher/activity/download/webwasher.db
Download Username:
Automatic download: Enabled
Download time of day (UTC): 0
Download on: sun, mon, tue, wed, thu, fri, sat
Download log:
Webwasher download at: 14 Dec 2006 20:52:58 UTC
    Downloading from
https://list.bluecoat.com/webwasher/activity/download/webwasher.db
    Requesting full update
    Download size: 93484280
    Database date: Tue, 14 Dec 2004 22:38:14 UTC
    Database expires: Mon, 11 Jan 2016 06:31:29 UTC
    Database version: 900
```

## Scheduling Automatic Downloads for Third-Party Vendors

**Note:** By default, the automatic download setting is enabled (for every day at midnight, UTC) and does not need to be configured unless you want to change the schedule or disable auto-download.

The Automatic Download tab allows you to set the times at which the database is downloaded. You can specify an automatic download on the day and time you prefer. Because sites become stale quickly, Blue Coat recommends downloading on an automatic schedule frequently.

When the database is downloaded, a log is available that includes the information about how the database was updated, but in a more detailed form. You can view the download log through the Management Console (Statistics>Advanced>Content Filter Service) or the CLI (`SGOS# (config) show content-filter status`).

### To Set Third-Party Automatic Download Times through the Management Console

1. Select Configuration>Content Filtering; select your third-party vendor and select the Automatic Download tab. (The SurfControl Automatic Download tab is shown in the example below.)

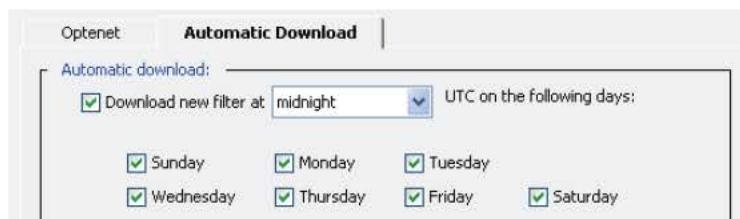


Figure 18-18: Third-Party Vendor Automatic Download Tab

2. To set up a schedule for database downloads, select the Download new filter at checkbox and select the time of day from the drop-down list. The default is Midnight.
3. All days are selected by default. Deselect days as desired.
4. Click Apply when finished.
5. (Optional) To download a database right away (without creating a schedule), select the main tab of your third-party vendor and click the Download Now button.

Downloading the database now does not affect the automatic database download schedule.

### To Set Third-Party Automatic Download Times through the CLI

1. At the `(config)` command prompt, enter the following commands to enable or disable automatic downloading of the third-party vendor database.

```
SGOS# (config) content-filter
SGOS# (config content-filter) third-party_vendor
SGOS# (config third-party_vendor) download auto
-or-
SGOS# (config third-party_vendor) no download auto
```

where `third-party_vendor` is the command for your third-party vendor.

2. At the `(config third-party_vendor)` command prompt, enter the following commands to select or deselect the day(s) to automatically download the local database.

```
SGOS#(config third-party_vendor) download day-of-week {all | none | sun | mon
| tue | wed | thu | fri | sat}
-or-
SGOS#(config third-party_vendor) no download day-of-week {sun | mon | tue |
wed | thu | fri | sat}
```

where `all` selects all days of the week, and `none` clears all days of the week from the schedule.

All days are selected by default; to deselect days, enter `none` and enter specific days. You can only select one day each time, but it is appended to the list. You can also use the `no download day-of-week` command to clear specific days from the schedule.

3. Enter the following command to specify the hour (UTC) of the selected days during which the download should be performed.

```
SGOS#(config third-party_vendor) download time-of-day 0-23
```

4. (Optional) To download the database now, enter the following command:

```
SGOS#(config third-party_vendor) download get-now
```

Downloading the database now does not affect the automatic database download schedule.

## How to Apply Policy to Categorized URLs

You apply policy to categories in the same way you apply policy to individual URLs: using Content Policy Language (CPL). To define policies on the ProxySG, you can either use the Visual Policy Manager (VPM) or you can manually edit policy files. For information about the VPM, see [Chapter 14: “The Visual Policy Manager” on page 567](#); for information about managing policy files, see [Chapter 13: “Managing Policy Files” on page 553](#).

---

**Note:** If you have extensive category definitions, Blue Coat recommends that you put them into a local database rather than into a policy file. The local database stores custom categories in a more scalable and efficient manner, and separates the administration of categories from policy. A local database does, however, have some restrictions that policy does not: no more than 200 separate categories are allowed, category names must be 32 characters or less, and a given URL pattern can appear in no more than four category definitions. You can choose to use any combination of the local database, policy files, and VPM to manage your category definitions. See [“Configuring a Local Database” on page 791](#) for more information.

---

The CPL trigger `category=` is used to test the category or categories assigned to the request URL, and thus make a policy decision. For example, to block all requests for URLs that are categorized as Sports:

```
DENY category=Sports
```

The following example demonstrates a condition that is true when a request contains the Websense content categories Sexuality and Drugs:

```
<proxy>
  category=(sexuality, drugs)
```

You can block multiple categories with a single rule:

```
category=(Sports, Gambling, Shopping) exception(content_filter_denied)
```

In this example, three categories are blocked and instead the predefined exception page `content_filter_denied` is served; by default this indicates that the request was denied due to its content and specifies the categories found.

The following example shows a condition that includes an extensive number of categories:

```
category=(Abortion, Activist, Adult, Gambling, Illegal, Hacking, Militancy,  
Racism, Shopping, Tasteless, Violence, Weapons)
```

URLs that are not categorized are assigned the system category `none`. This is *not* an error condition; many sites (such as those inside a corporate intranet) are unlikely to be categorized by a commercial service. Use `category=none` to detect uncategorized sites and apply relevant policy. The following example disallows access to uncategorized sites outside of the corporate network:

```
define subnet intranet  
    10.0.0.0/8 ; internal network  
    192.168.123.45; external gateway  
end  
<proxy>  
    ; allow unrestricted access to internal addresses  
    ALLOW url.address=intranet  
  
    ; otherwise (internet), restrict Sports, Shopping and uncategorized sites  
    DENY category=(Sports, Shopping, none)
```

Such category tests can also be combined with other types of triggers to produce more complex policy, such as:

- ❑ Restrict access by category and time: block sports from 6 am to 6 pm:  
`category=Sports time=0600..1800 DENY`
- ❑ Restrict by category and user identity: only members of the group Sales are permitted to visit Shopping sites:  
`category=Shopping group=!Sales DENY`
- ❑ Require special authentication for access to certain categories:  
`category=Hacking authenticate(restricted.realm)`  
where `restricted.realm` is an authentication realm you have configured.
- ❑ Log certain types of access:  
`category=Adult action.Log_adult_site_access(yes)`  
where `Log_adult_site_access` is a policy action defined elsewhere that records extra information about this request in the event log.

In general, `category=` can be used in policy anywhere that a basic URL test can be used. Refer to the *Blue Coat ProxySG Content Policy Language Guide* for more details.

Depending on which provider you have selected and whether you have defined any of your own categories in policy (see "Defining Custom Categories in Policy" on page 837), you have a number of possible category names that can be used with `category=`. To review the valid category names, use the `categories` CLI command or click **View Categories** in the Management Console (as described in "Selecting Category Providers" on page 787).

The `category=` expressions are normally put in `<Proxy>` Layers (Web Access Layers in the VPM), because the goal of content-filtering policy is usually to control requests from users. They can also be used in `<Cache>` (Web Content in the VPM) Layers. Either way, policy is enforced on all user requests.

It is possible for an attempt to categorize a URL to fail—for example, if no database is loaded, your license is expired, or if a system error occurs. In such a case, the category is considered *unavailable* and triggers such as:

```
category=Sports
```

are false, even if the URL is actually a Sports site, because the ProxySG is unable to determine the category. When the policy depends on the category of a URL, you do not want such errors to inadvertently allow ordinarily restricted content to be served by the ProxySG. You can control how the ProxySG treats these situations with the condition:

```
category=unavailable
```

which is true in these cases. In continuing with the example, to make sure that Sports is always blocked, even when errors occur (this is a mode of operation called *fail-closed*), use a rule such as:

```
category=(sports, unavailable) exception(name_of_exception_page)
```

This rule is true if the category is sports or if the category could not be determined, and in either case the proper exception page is served instead of the restricted content.

The category *unlicensed* is assigned in addition to *unavailable* when the failure to categorize occurred because of license expiry. That can be caused by the expiration of your Blue Coat license to use content filtering, or because of expiration of your license from the provider. You can use

```
category=unlicensed
```

to detect this situation as a distinct case from other causes of unavailability.

You can also use this feature with custom exception pages (see [Chapter 15: “Advanced Policy” on page 705](#)):

```
<proxy>
  category=sports time=0800..1800 exception(sports_during_bus_hrs)
  category=unlicensed exception(contact_admin_re_license)
  category=unavailable exception(content_filter_unavailable)
```

where *sports\_during\_bus\_hrs* is a custom exception page you have created to respond to requests for Sports pages between 8 am and 6 pm local time.

*contact\_admin\_re\_license* is another page that instructs the user to inform the administrator about license expiry, and is served if a license check fails. When the category is unavailable for some other reason, the pre-defined exception (*content\_filter\_unavailable*) is served.

The most common reason (other than license expiry) why categories are unavailable is that a provider is selected but no database is installed. Barring hardware or network problems that might cause a downloaded database to become corrupted and unreadable, it is unlikely that the database will suddenly become unavailable.

To define policies on the ProxySG, use either the Visual Policy Manager or manually edit Policy files.

Content filtering policies are usually found in `<Proxy>` and `<Cache>` layers.

If you are using content filtering to manage a type of content globally, create these rules in the `<Cache>` layer.

However, if your content filtering policy is dependent on user identity or request characteristics, create these rules in the <Proxy> layer.

## Using Content-Filtering Vendors with ProxySG Policies

The ProxySG provides the ability to define flexible Web access and control policies. With content filtering, you can set up policies to provide a customized level of Web-site access control. With vendor-based content filtering, these policies use and can supplement vendor categories. By supplementing content-filtering vendor categories, you can further refine the type of content filtering the ProxySG performs. For example, if Travel is a vendor-defined content category, you can define a policy that allows only Human Resources staff to access travel sites. You can define policies that filter by a variety of conditions, including category, protocol (including MMS and RTSP streaming protocols), time of day, and user or user groups.

### *Example*

**Policy:** Limit employee access to travel Web sites.

The first step is to rephrase this policy as a set of rules. In this example, the model of a general rule and exceptions to that rule is used:

- Rule 1: All users are denied access to travel sites
- Rule 2: As an exception to the above, Human Resources users are allowed to visit Travel sites

Before you can write the policy, you must be able to identify users in the Human Resources group. You can do this with an external authentication server, or define the group locally on the ProxySG. For information on identifying and authenticating users, see [Chapter 9: "Using Authentication Services" on page 339](#).

In this example, a group called `human_resources` is identified and authenticated through an external server called `my_auth_server`.

This then translates into a fairly straightforward policy written in the local policy file:

```
<proxy>
; Ensure all access is authenticated
  Authenticate(my_auth_server)

<proxy>
; Rule 1: All users denied access to travel
  DENY category=travel

<proxy>
; Rule 2: Exception for HR
  ALLOW category=travel group=human_resources
  DENY category=sites
```

### *Example*

**Policy:** Student access to Health sites is limited to a specified time of day, when the Health 100 class is held.

This time the policy contains no exceptions:

- Rule 1: Health sites can be accessed Monday, Wednesday, and Friday from 10-11am.
- Rule 2: Health sites can not be accessed at other times.

```

define condition Health_class time
    weekday=(1, 3, 5)  time=1000..1100
end
<proxy>
; 1) Allow access to health while class in session
    ALLOW category=health condition=health_class_time
; 2) at all other times, deny access to health
    DENY category=health

```

## Defining Custom Categories in Policy

You can use CPL to create your own categories and assign URLs to them. This is done with the `define category` construct (for more complete information on the `define category` construct, refer to *Blue Coat ProxySG Content Policy Language Guide*). To add URLs to a category, list them in the definition. You only need to specify a partial URL:

- hosts and subdomains within the domain you specify will automatically be included
- if you specify a path, all paths with that prefix are included (if you specify no path, the whole site is included)

### *Example:*

```

define category Grand_Canyon
    kaibab.org
    www2.nature.nps.gov/air/webcams/parks/grcacam
    nps.gov/grca
    grandcanyon.org
end

```

Any URL at `kaibab.org` is now put into the `Grand_Canyon` category (in addition to any category it might be assigned by a provider). Only those pages in the `/grca` directory of `nps.gov` are put in this category.

### *Nested Definitions and Subcategories*

You can define subcategories and nest category definitions by adding a `category=<name>` rule. To continue the example, you could add:

```

define category Yellowstone
    yellowstone-natl-park.com
    nps.gov/yell/
end
define category National_Parks
    category=Grand_Canyon; Grand_Canyon is a subcategory of National_Parks
    category=Yellowstone; Yellowstone is a subcategory of National_Parks
    nps.gov/yose; Yosemite - doesn't have its own category (yet)
end

```

With these definitions, pages at `kaibab.org` are assigned TWO categories: `Grand_Canyon` and `National_Parks`. You can add URLs to the `Grand_Canyon` category and they are automatically added by implication to the `National_Parks` category as well.

Multiple unrelated categories can also be assigned by CPL. For instance, by adding:

```
define category Webcams
    www2.nature.nps.gov/air/webcams/parks/grcacam
end
```

the URL, `http://www2.nature.nps.gov/air/webcams/parks/grcacam/grcacam.htm`, will have three categories assigned to it:

- Grand\_Canyon (because it appears in the definition directly)
- National\_Parks (because Grand\_Canyon is included as a subcategory)
- Webcams (because it also appears in this definition)

However, the other sites in the `Grand_Canyon` category are not categorized as `Webcams`. This can be seen by testing the URL (or any other you want to try) using the `Test` button on the Management Console or the `test-url` command in the CLI, as described in "[Selecting Category Providers](#)" on [page 787](#).

You can test for any of these categories independently. For example, the following example is a policy that depends on the above definitions, and assumes that your provider has a category called `Travel` into which most national park sites probably fall. The policy is intended to prevent access to travel sites during the day, with the exception of those designated `National_Parks` sites. But the `Grand_Canyon` webcam is an exception to that exception.

*Example:*

```
<proxy>
    category=Webcams DENY
    category=National_Parks ALLOW
    category=Travel time =0800..1800 DENY
```

Remember that you can use the `Test` button on the Management Console or the `test-url` command in the CLI to validate the categories assigned to any URL. This can help you to ensure that your policy rules have the expected effect (refer to "[Configuring Policy Tracing](#)" in the *Blue Coat ProxySG Content Policy Language Guide*).

If you are using policy-defined categories and a content-filter provider at the same time, be sure that your custom category names do not coincide with the ones supplied by your provider. You can also use the same names—this adds your URLs to the existing categories, and extends those categories with your own definitions. For example, if the webcam mentioned above was not actually categorized as `Travel` by your provider, you could do the following to add it to the `Travel` category (for the purpose of policy):

```
define category Travel ; extending a vendor category
    www2.nature.nps.gov/air/webcams/parks/grcacam/ ; add the GC webcam
end
```

---

Note: The policy definitions described in this section can also be used as definitions in a local database. See "Configuring a Local Database" on page 791 for information about local databases.

---

## Tips

- ❑ When you use an expired database, the category **unlicensed** is assigned to all URLs and no lookups occur on the database. This can occur even if your download license with the database vendor is still valid, but you have not downloaded a database for a long time (databases expire after a certain number of days). You can view the date that your database expires (or expired) in the download log or by using the **view** command in the CLI.

When you download a database through the CLI, you can see the download log as soon as the download is complete. To see the download log when you download a database through the Management Console, click **Results** in the Installation Status dialog when the download is complete.

To see the last download log without doing another download, enter the following CLI (config) commands:

```
SGOS#(config) content-filter
SGOS#(config content-filter) view
```

- ❑ When your license with the database vendor expires, you can no longer download. This does not have an immediate effect—you can still use the database you have for a period of time. But eventually, the database expires and you receive the category **unlicensed**, as described above.
- ❑ If a requested HTTPS host is categorized in a content filtering database, then filtering applies. However, if the request contains a path and the categorization relies on the host/relative path, content filtering only filters on the host name because the path is not accessible. This might result in a different categorization than if the host plus path were used.
- ❑ If you receive an error message when downloading a content-filtering database, check the error message (in the Management Console, click **Results** on the Installation status dialog; in the CLI, the results message appears in the event of an error). If you see an error message such as **ERROR: HTTP 401 - Unauthorized**, verify that you entered your username and password correctly. For example, the following error message was generated by entering an incorrect username and attempting to download a SmartFilter database:

```
Download log:
SmartFilter download at: Thu, 08 Apr 2006 18:03:08 UTC
Checking incremental update
Checking download parameters
Fetching:http://example.com/
Warning: HTTP 401 - Unauthorized
Downloading full control file
SmartFilter download at: Thu, 08 Apr 2006 18:03:17 UTC
Downloading from http://example.com/
Fetching:http://example.com/
```

```
ERROR: HTTP 401 - Unauthorized  
Download failed  
Download failed  
Previous download:  
...
```





## *Chapter 19:Configuring the Upstream Networking Environment*

To fill requests, the ProxySG must interact not only with the local network, but with the upstream network environment. To control upstream interaction, various options are supported, such as forwarding, SOCKS gateways, ICP (Internet Caching Protocol), and WCCP (Web Cache Control Protocol).

- ❑ The ProxySG forwarding system—Allows you to define the hosts and groups of hosts to which client requests can be redirected. Those hosts can be servers or proxies, including additional ProxySG Appliances. Rules to redirect requests are set up in policy.
- ❑ SOCKS gateways—SOCKS servers provide application level firewall protection for an enterprise. The SOCKS protocol provides a generic way to proxy HTTP and other protocols. For information on configuring SOCKS gateways, see "[SOCKS Gateway Configuration](#)" on page 867.
- ❑ ICP—Internet Caching Protocol (ICP) is a service to handle ICP queries from other caching devices looking for cached data. The devices that can access this service can be controlled. ICP can also be used by the ProxySG to locate cached data in other systems. For information on configuring ICP, see "[Internet Caching Protocol \(ICP\) Configuration](#)" on page 875.
- ❑ WCCP—WCCP is a Cisco®-developed protocol that allows you to establish redirection of the traffic that flows through routers. (For more information on WCCP, see [Appendix C: "Using WCCP"](#) on page 1087.)

This chapter contains the following topics:

- ❑ "[Understanding Forwarding](#)" on page 843
- ❑ "[Understanding Forwarding Terminology](#)" on page 845
- ❑ "[Configuring Forwarding](#)" on page 847
- ❑ "[Using Forwarding Directives to Create an Installable List](#)" on page 857
- ❑ "[SOCKS Gateway Configuration](#)" on page 867
- ❑ "[Internet Caching Protocol \(ICP\) Configuration](#)" on page 875
- ❑ "[Using Policy to Manage Forwarding](#)" on page 881

### **Understanding Forwarding**

The ProxySG forwarding system lets you represent what the upstream network looks like to the ProxySG at the level of the Web addresses (URLs). Forwarding doesn't deal with the packet addressing associated with networking equipment such as switches, routers, and hubs. *Forwarding* allows you to send Web requests to something other than the IP address specified in the URL and organize how the Web traffic flows around the network.

The ProxySG forwarding system encompasses the use of forwarding, upstream SOCKS gateways, load balancing, host affinity, health checks, and Internet Caching Protocol (ICP). The ProxySG forwarding system determines the upstream address a request is sent to and is fundamentally tied in with all of the protocol agents, including HTTP, HTTPS, streaming, and FTP, as well as the network configuration. The combination of forwarding with the ProxySG policy engine allows extremely flexible configuration and traffic management.

---

Note: The ProxySG forwarding system is available for HTTP, HTTPS, FTP, Windows Media, RTSP, Telnet, and TCP tunnels.

---

## Understanding Load Balancing

Load balancing is a way to share traffic requests among multiple upstream systems or multiple IP addresses on a single host.

You can configure load balancing several ways:

- For individual hosts: If a host is DNS-resolved to multiple IP addresses, then that host's load balancing *method* (round-robin, least connections, or none) is applied to those IP addresses. The method is either explicitly set for that host or taken from the configurable global default settings.
- For groups, two load balancing choices are available:
  - Apply a load-balancing method to a group. The hashing option must be specifically disabled (it is enabled by default) before you can apply the load balancing method to a group. Without using a hash, all the IP addresses of all the members of the group are gathered together, and the group's method is applied across that entire set of IP addresses.
  - Use a hash. If you use a hash, load balancing is a two-step process:
    - Step one: Apply a hash, either to the domain name or the full URL. This hash value is used to select one member of the group.
    - Step two: The selected host is treated just as an individual host is treated; the only difference is that the load-balancing method configured for the group is used for the selected host.

## Understanding Host Affinity

Host affinity is the attempt to direct multiple connections by a single user to the same group member. Take, for example, a Web site that uses *shopping carts* to allow customers to purchase items. The site might use load balancing with a group of Web servers working in parallel, but only one server in the group has *state* on a single user. If the user connections are sent to a different server, the server has no previous state on the user and might start over.

Host affinity forces the user's connections to return to the same server until the user is idle for a configurable period of time. After a configurable period of inactivity, the host affinity times out and the fact that multiple connections belong to a single user is lost.

Host affinity allows you to use any of the following options:

- Use the client IP address to determine which group member was last used. When the same client IP sends another request, the connection is made to that recorded group member.
- Place a cookie in the response to the client. When further requests are sent from the client with the cookie, the data in the cookie is used to determine which group member the client last used. The connection is made to that recorded group member.
- For HTTPS, extract the SSL session ID name from the connection information. The session ID is used in place of a cookie to determine which group member was last used. The connection is made to that recorded group member.

## Using Load Balancing and Host Affinity Together

By default, if you use load balancing, each connection is treated independently. That connection is made to whichever member of the load-balancing group that the load-balancing algorithm selects. The load balancing responsibility is to spread the connections around as much as possible so the load is shared among group members.

If host affinity is configured, it is checked first to see if the request comes from a known client. If this is a first connection, the load-balancing algorithm selects the group member to target. The result of the load balancing is recorded by host affinity in its tables for use if that client connects again.

Host affinity does not make a connection to a host that health checks report is down; instead, if host affinity breaks, the load-balancing algorithm selects a group member that is healthy, and affinity is re-established on that working group member.

For information on configuring host affinity, see ["Configuring Host Affinity" on page 854](#); for information on configuring load balancing, see ["Configuring Load Balancing" on page 853](#).

## Understanding Forwarding Terminology

Before you begin, you should be familiar with the following terms:

Table 19.1: Forwarding Terminology

Directives	Directives are commands that can be used in installable lists to configure forwarding. For the list of available directives, see <a href="#">Table 19.2: "Forwarding Directives"</a> . For the list of ICP directives, see <a href="#">Table 19.4: "ICP Directives"</a> . See also <i>forwarding Configuration</i> .
Forwarding Configuration	Forwarding can be configured through the CLI or through adding directives to a text file and installing it as an installable list. Each of these methods (the CLI or using directives) is equal. You cannot use the Management Console to configure forwarding.

Table 19.1: Forwarding Terminology

Fail Open/Closed	Failing open or closed applies to forwarding hosts and groups and SOCKS gateways. Fail Open/Closed applies when the health checks are showing sick for each forwarding or SOCKS gateway target in the applicable fail-over sequence. If no systems are healthy, the ProxySG fails open or closed, depending on the configuration. If closed, the connection attempt simply fails.  If open, an attempt is made to connect without using any forwarding target (or SOCKS gateway). Fail open is usually a security risk; fail closed is the default if no setting is specified.
Global Default Settings	You can configure settings for all forwarding hosts and groups. These are called the global defaults. You can also configure private settings for each individual forwarding host or group. Individual settings override the global defaults.
Host	Upstream Web servers or proxies.
Host Affinity	Host affinity is the attempt to direct multiple connections by a single user to the same group member. Host affinity is closely tied to load balancing behavior; both should be configured if load balancing is important.
Host Affinity Timeout	The host affinity timeout determines how long a user remains idle before the connection is closed. The timeout value checks the user's IP address, SSL ID, or cookie in the host affinity table.
Installable Lists	Installable lists, comprised of directives, can be placed onto the ProxySG in one of several methods: through creating the list through the ProxySG text editor, by placing the list at an accessible URL, or by downloading the directives file from the local system.
Integrated Host Timeout	An integrated host is an Origin Content Server (OCS) that has been added to the health check list. The host, added through the <code>integrate_new_hosts</code> property, ages out of the integrated host table after being idle for the specified time. The default is 60 minutes.
Load Balancing	The ability to share traffic requests among multiple upstream targets. Two methods can be used to balance the load among systems: <code>least-connections</code> or <code>round-robin</code> .
SOCKS Proxies.	SOCKS proxies are a generic way to proxy TCP and UDP protocols. The ProxySG supports both SOCKSv4/4a and SOCKSv5; however, because of increased username and password authentication capabilities and compression support, Blue Coat recommends that you use SOCKS v5. For information on using SOCKS proxies, see " <a href="#">Configuring a SOCKS Proxy</a> " on page 223.

## Configuring Forwarding

Forwarding is configured through the CLI or through installable lists using directives. The CLI and the directives have been designed to be as similar as possible; the functionality is identical.

High level steps to configure forwarding are:

- ❑ Create the forwarding hosts and groups, including parameters such as protocol agent and port
- ❑ Edit these hosts and groups; you can create settings that override the global defaults
- ❑ Create Load Balancing and Host Affinity values

### Creating Forwarding Hosts and Groups

You can create a maximum of 32 groups, and each group can contain a maximum of 512 hosts. You can create 512 individual hosts that do not belong to any group.

The only required entries under the `create` command (for a host) are the `host_alias`, `hostname`, a protocol, and a port number. The port number can be defined explicitly (such as `http=8080`), or it can take on the default port value of the protocol, if one exists (such as `http`, and the default port value of 80 is entered automatically).

---

**Note:** The host/group aliases cannot be CPL keywords, such as `no`, `default`, or `forward`.

---

To create a host group, you must also include the `group=group_name` option. If this is the first mention of the group, `group_name`, then that group is automatically created with this host as its first member. Do not use this command when creating an independent host.

Because the functionality of the CLI and the directives is so similar, detailed instructions are provided only for the CLI. For the list of available directives, see "[Using Forwarding Directives to Create an Installable List](#)" on page 857.

#### *To Create the Host or Group*

1. At the `(config)` command prompt, create a forwarding host:

```
SGOS#(config) forwarding
SGOS#(config forwarding) create host_alias hostname [default-schemes]
[http[=port | =no]] [https[=port | =no]] [ftp[=port | =no]] [mms[=port |
=no]] [rtsp[=port | =no]] [tcp=port] [telnet[=port | =no]]
[ssl-verify-server[=yes | =no]] [group=group_name] [server | proxy]
[load-balance={no | round-robin | least-connections}] [host-affinity={no |
client-ip-address | accelerator-cookie}] [host-affinity-ssl={no |
client-ip-address | accelerator-cookie | ssl-session-id}]
```

where:

<code>host_alias</code>		This is the alias for use in policy. Define a meaningful name.
<code>host_name</code>		The name of the host domain, such as <code>www.bluecoat.com</code> , or its IP address.

default-schemes		If you use <code>default-schemes</code> , all protocols, along with their default ports, are selected. This directive is only available for proxy hosts.
<code>http</code> <code>https</code> <code>ftp</code> <code>mms</code> <code>rtsp</code> <code>telnet</code>	<code>=port</code>   <code>=no</code>	You must choose at least one protocol where <code>port=1</code> to <code>65535</code> . If only one protocol is configured, the ProxySG configures the default port for that protocol. You can use <code>default-schemes</code> and then eliminate protocols by selecting the protocol you do not want; for example, <code>http=no</code> . If you do not want to use the default ports for the protocols, you must also specify them here.  HTTPS or Telnet protocols are not allowed if the host is a proxy.
<code>tcp</code>	<code>=port</code>	If you choose to add a TCP protocol, a TCP port must be specified.  TCP protocols are not allowed if the host is a proxy.
<code>ssl-verify-server</code>	<code>=yes</code>   <code>=no</code>	You can set SSL to specify that the ProxySG checks the CA certificate of the upstream server.  The default for <code>ssl-verify-server</code> is <code>yes</code> . To disable this feature, you must specify <code>ssl-verify-server=no</code> in the installable list or CLI.  Note that the CPL property <code>server.certificate.validate</code> , if configured, overrides this setting,
<code>group</code>	<code>=group_name</code>	Group specifies the group to which this host belongs. If this is the first mention of the group <code>group_name</code> then that group is automatically created with this host as its first member.  The ProxySG uses load balancing to evenly distribute forwarding requests to the origin servers or group of proxies. Do not use the <code>group=</code> option when creating independent hosts.
<code>server</code>   <code>proxy</code>		Server specifies to use the relative path for URLs in the HTTP header because the next hop is a Web server, not a proxy server. The default is <code>proxy</code> .
<code>load-balance</code>	<code>no</code>   <code>round-robin</code>   <code>least-connections</code>	Specifies the load-balance method, round robin or least connections. <code>No</code> disables load balancing.

host-affinity	accelerator-cookie   client-ip-address   no	Specifies which non-SSL host-affinity method to use (accelerator cookie or client-ip-address) or you can use no to disable non-SSL host affinity.
host-affinity-ssl	accelerator-cookie   client-ip-address   ssl-session-id   no	Specifies which SSL host-affinity method to use (accelerator cookie, client-ip-address, or ssl-session-id) or you can use no to disable SSL host affinity.

2. Repeat [step 1](#) to create additional forwarding hosts or host groups.
3. Complete the configuration by entering the following commands as necessary:

```
SGOS#(config forwarding) download-via-forwarding disable | enable
SGOS#(config forwarding) failure-mode closed | open
SGOS#(config forwarding) integrated-host-timeout minutes
SGOS#(config forwarding) delete {all | group group_name | host host_alias}
SGOS#(config forwarding) path url
SGOS#(config forwarding) no path
```

where:

download-via-forwarding	enable   disable	Specifies whether forwarding (and SOCKS gateways) are to be used or ignored when trying to download or upload documents, including installable lists and policy files.
failure-mode	closed   open	Failing open or closed applies to forwarding hosts and groups. Fail Open/Closed applies when the health checks are showing sick for each forwarding target in the applicable fail-over sequence. If no systems are healthy, the ProxySG fails open or closed, depending on the configuration. If closed, the connection attempt simply fails.  If open, an attempt is made to connect without using any forwarding target. Fail open is usually a security risk; fail closed is the default if no setting is specified.  This setting can be overridden by policy, (using the forward.fail_open(yes no) property).
integrated-host-timeout	minutes	An integrated host is an Origin Content Server (OCS) that has been added to the health check list. The host, added through the integrate_new_hosts property, ages out after being idle for the specified time. The default is 60 minutes.

delete	all   group <i>group_name</i>   host <i>host_alias</i>	Deletes all forwarding hosts and groups (delete all) or a specific forwarding group (delete group <i>group_name</i> ) or host (delete host <i>host_alias</i> ).
path	<i>url</i>	(Optional) Path specifies the download path to use if you download installable lists.
no	<i>path</i>	No clears the network path URL to download forwarding settings.

## Editing a Forwarding Host

Once you have created a forwarding host, you can edit its configuration.

---

Note: If you edit a group, you can only modify its load balancing and host affinity settings. For information on editing a group, see "Editing a Forwarding Group" on page 852.

---

### To Edit the Settings of a Forwarding Host through the CLI

- At the (config) command prompt, enter the following commands to configure the settings of a forwarding host:

```
SGOS#(config) forwarding
SGOS#(config forwarding) edit host_alias
SGOS#(config forwarding host_alias) {ftp | http | https | mms | rtsp |
telnet} [port]
SGOS#(config forwarding host_alias) group group_name
SGOS#(config forwarding host_alias) host hostname
SGOS#(config forwarding host_alias) host-affinity {method
{accelerator-cookie | client-ip-address | default} | ssl-method
{accelerator-cookie | client-ip-address | ssl-session-id | default}}
SGOS#(config forwarding host_alias) load-balance method {least-connections |
default | round-robin}
SGOS#(config forwarding host_alias) proxy | server
SGOS#(config forwarding host_alias) ssl-verify-server
SGOS#(config forwarding host_alias) tcp port
```

where:

<b>ftp</b>   <b>http</b>   <b>https</b>   <b>mms</b>   <b>rtsp</b>   <b>telnet</b>	[ <b>port</b> ]	Adds the protocol and optional port for this host if it was not set previously or changes the port number for the specified protocol if it was. If you do not enter a port number, the default port number is used.  HTTPS or Telnet protocols are not allowed if the host is a proxy.
------------------------------------------------------------------------------------------	-----------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<code>tcp</code>	<code>port</code>	Changes the port number for the TCP protocol for this host. You must enter a port number if you use the TCP protocol. TCP protocols are not allowed if the host is a proxy.
<code>group</code>	<code>group_name</code>	Changes the group membership for this host.
<code>host</code>	<code>host_name</code>	Changes this host's name.
<code>host-affinity</code>	<code>method (accelerator-cookie   client-ip-address   default)</code>	Sets which non-SSL host-affinity method to use ( <code>accelerator cookie</code> or <code>client-ip-address</code> ) or you can use <code>default</code> to specify the global method.
	<code>ssl-method (accelerator-cookie   client-ip-address   ssl-session-id   default)</code>	Sets which SSL host-affinity method to use ( <code>accelerator cookie</code> , <code>client-ip-address</code> , or <code>ssl-session-id</code> ) or you can use <code>default</code> to specify the global method.
<code>load-balance method</code>	<code>least-connections   round-robin   default</code>	Allows you to select the round-robin method or the least-connections method, or specify <code>default</code> to specify the global method.
<code>proxy</code>		Defines this host as a proxy instead of a server; any HTTPS, Telnet, or TCP port is deleted.
<code>server</code>		Defines this host as a server instead of a proxy.
<code>ssl-verify-server</code>		Sets SSL to specify that the ProxySG checks the CA certificate of the upstream server for this host.

2. (Optional) Enter the following commands to negate or disable settings for this host (only one setting can be negated at a time):

```
SGOS#(config forwarding host_alias) no {ftp | http | https | mms | rtsp | tcp | telnet}  
-or-  
SGOS#(config forwarding host_alias) no group  
-or-  
SGOS#(config forwarding host_alias) no host-affinity {method | ssl-method}  
-or-  
SGOS#(config forwarding host_alias) no load-balance method  
-or-  
SGOS#(config forwarding host_alias) no ssl-verify-server
```

where:

no {ftp   http   https   mms   rtsp   tcp   telnet}		Clears the specified protocol and port from this host.
no group		Removes this host from any and all groups.
no host-affinity	method   ssl-method	Clears the specified method from this host.
no load-balance	method	Clears the method from this host.
no ssl-verify-server		Disables SSL verification for this host.

#### Example

```
SGOS#(config) forwarding
SGOS#(config forwarding) edit testhost
SGOS#(config forwarding testhost) server
    ok
SGOS#(config forwarding testhost) no ftp
    ok
SGOS#(config forwarding testhost) exit
SGOS#(config forwarding) exit
SGOS#(config)
```

## Editing a Forwarding Group

When you edit a group, you can only change the load-balance and host-affinity settings.

#### To Edit a Group

At the (config) command prompt, enter the following commands to configure the settings of a forwarding host:

```
SGOS#(config) forwarding
SGOS#(config forwarding) edit group_alias
SGOS#(config forwarding group_alias) host-affinity {method
{accelerator-cookie | client-ip-address | default} | ssl-method
{accelerator-cookie | client-ip-address | ssl-session-id | default}}
SGOS#(config forwarding group_alias) load-balance hash {domain | no | url}
SGOS#(config forwarding group_alias) load-balance method {least-connections |
default | round-robin}
```

where:

host-affinity	method (accelerator-cookie   client-ip-address   default)	Sets which non-SSL host-affinity method to use (accelerator cookie or client-ip-address) or you can use default to specify the global method.
	ssl-method (accelerator-cookie   client-ip-address   ssl-session-id   default)	Sets which SSL host-affinity method to use (accelerator cookie, client-ip-address, or ssl-session-id) or you can use default to specify the global method.
load-balance	hash {domain   default   url}	If you use the hash for load balancing, you can choose to hash the domain or the full URL or you can use default to disable hashing, and the load balancing method applies across a group.
	method {least-connections   round-robin   default}	If you use method for load balancing, you can select the round-robin method or the least-connections method, or specify default to specify the global method.

## Configuring Load Balancing

Load balancing settings can be configured globally (for all forwarding hosts and groups), or load balancing can be configured to a host or group's private values. These private values override the global default settings. (For an overview of load balancing, see "Understanding Load Balancing" on page 844.)

### To Set Load Balancing Global Default Settings

```
SGOS#(config) forwarding
SGOS#(config forwarding) load-balance hash {domain | no | url}
SGOS#(config forwarding) load-balance method {least-connections | no | round-robin}
```

where:

hash	{domain   no   url}	If you use the hash for load balancing, you can choose to hash the domain or the full URL or no to disable hashing, and the load balancing method applies across a group.
method	{least-connections   no   round-robin}	If you use method for load balancing, you can select the round-robin method or the least-connections method, or specify no to disable load balancing.

---

Note: Remember that a group must have a hash setting of no in order for the method to apply across the entire group.

---

#### *To Set Load Balancing Private Values*

```
SGOS#(config) forwarding
SGOS#(config forwarding) load-balance hash {default | domain | no | url}
group_alias
SGOS#(config forwarding) load-balance method {default | least-connections |
no | round-robin} host_or_group_alias
```

where:

hash	{default   domain   no   url} <i>group_alias</i>	You can specify a group to apply the load-balancing hash setting to only that group.
method	{default   least-connections   no   round-robin} <i>host_or_group_alias</i>	You can specify a host or group to apply the load-balancing method to only that host or group.

#### *Example*

```
SGOS#(config forwarding) load-balance method least-connections
test-host-name
ok
```

## Configuring Host Affinity

Host affinity settings can be configured globally (for all forwarding hosts and groups), or it can be configured for a host or group's private values. These private values override the global default settings. (For an overview of host affinity, see "[Understanding Host Affinity](#)" on page 844.).

The non-SSL host affinity methods are implemented for HTTP only; SSL host affinity methods are implemented for HTTPS only.

#### *To Configure Global Default Host Affinity Settings*

```
SGOS#(config) forwarding
SGOS#(config forwarding) host-affinity method {accelerator-cookie |
client-ip-address | no}
-or-
SGOS#(config forwarding) host-affinity ssl-method {accelerator-cookie |
client-ip-address | ssl-session-id | no}
SGOS#(config forwarding) host-affinity timeout minutes
```

where:

method	{accelerator-cookie   client-ip-address   no}	Sets which non-SSL host-affinity method to use (accelerator cookie or client-ip-address) or you can use no to disable non-SSL host affinity.
--------	-----------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------

ssl-method	{accelerator-cookie   client-ip-address   ssl-session-id   no}	Sets which SSL host-affinity method to use (accelerator cookie, client-ip-address, or ssl-session-id) or you can use no to disable SSL host affinity.
timeout	minutes	Determines how long a user's IP address, SSL ID, or cookie remains valid.

### To Configure Host- or Group-Specific Host Affinity Settings

```
SGOS#(config) forwarding
SGOS#(config forwarding) host-affinity method {accelerator-cookie | 
client-ip-address | default | no} host_or_group_alias
-or-
SGOS#(config forwarding) host-affinity ssl-method {accelerator-cookie | 
client-ip-address | default | no} host_or_group_alias
```

where:

method	{accelerator-cookie   client-ip-address   default   no} <i>host_or_group_alias</i>	You can choose which non-SSL host-affinity method to use (accelerator cookie or client-ip-address) for a specific host or group, or you can use no to disable non-SSL host affinity for a specific host or group. You can also apply the global non-SSL host-affinity method to a specific host or group.
ssl_method	{accelerator-cookie   client-ip-address   default   no   ssl-session-id} <i>host_or_group_alias</i>	You can choose which SSL host-affinity method to use (accelerator cookie, client-ip-address, or ssl-session-id) for a specific host or group, or you can use no to disable SSL host affinity for a specific host or group. You can also apply the global SSL host-affinity method to a specific host or group (use the default command).

### Example

```
SGOS#(config forwarding) host-affinity method client-ip-address
      ok
SGOS#(config forwarding) host-affinity ssl-method no test-group-name
      ok
SGOS#(config forwarding) host-affinity timeout 45
      ok
```

## Creating a Default Sequence

The default sequence defines the order in which forwarding hosts are used in case of failover and which host to use first (only one default sequence is allowed). If you create a default sequence, forwarding is applied, by default, to all requests. All members must be pre-existing hosts and groups, and no member can be in the group more than once.

Note: Creating a default sequence through the CLI is a legacy feature. Creating a default sequence can be done much more efficiently through policy—VPM or CPL—than it can through the CLI. The default sequence (if present) is applied only if no applicable forwarding gesture is in policy.

For information on using VPM, see [Chapter 14: “The Visual Policy Manager” on page 567](#); for information on using CPL, refer to the *Blue Coat ProxySG Content Policy Language Guide*.

---

A default failover sequence (and any sequence specified in policy) works by allowing healthy hosts to take over for an unhealthy host (one that is failing its DNS Resolution or its health check). The sequence specifies the order of failover, with the second host taking over for the first host, the third taking over for the second, and so on.

---

Note: In normal circumstances, only the first member of the sequence is ever used.

---

If all hosts are unhealthy, the operation fails either open or closed, depending upon your settings.

This configuration is generally created and managed through policy. If no forwarding policy applies, you can create a default sequence through the CLI. This single default sequence consists of a single default host (or group) plus one or more hosts to use if the preceding ones are unhealthy.

#### *To Create a Default Sequence through the CLI*

From the `(config)` prompt, enter the following commands:

```
SGOS#(config forwarding) sequence add alias_name  
SGOS#(config forwarding) sequence clear  
SGOS#(config forwarding) sequence demote alias_name  
SGOS#(config forwarding) sequence promote alias_name  
SGOS#(config forwarding) sequence remove alias_name
```

where:

<code>add</code>	<code>alias_name</code>	Adds an alias to the end of the default failover sequence.
<code>clear</code>		Clears the default failover sequence.
<code>demote</code>	<code>alias_name</code>	Moves an alias one place towards the end of the default failover sequence.
<code>promote</code>	<code>alias_name</code>	Moves an alias one place towards the start of the default failover sequence.
<code>remove</code>	<code>alias_name</code>	Removes an alias from the default failover sequence.

#### *Example*

```
SGOS#(config forwarding) sequence clear  
ok
```

---

Note: Any host or group in the default sequence is considered in use by policy. As a result, if you try to delete a host or group while it is in the default sequence, you receive an error message. You must remove the host/group from the sequence first, then delete.

---

## Using Forwarding Directives to Create an Installable List

You can use either directives or the CLI to create and configure forwarding hosts. To use the CLI, see "To Create Forwarding Settings on the ProxySG through the CLI" on page 865.

The forwarding configuration includes directives that:

- Create the forwarding hosts and groups
- Provide load balancing and host affinity

Table 19.2: Forwarding Directives

Directive	Meaning	See
fwd_fail	Determines whether the forwarding host should fail open or fail closed if an operation does not succeed. Fail open is a security risk.	"Setting Fail Open/Closed and Host Timeout Values" on page 860.
fwd_host	Create a forwarding host and set configuration parameters for it, including protocols and ports.	"Creating Forwarding Host and Group Directives" on page 857.
host_affinity	The attempt to direct multiple connections by a single user to the same group member.	"Configuring Host Affinity Directives" on page 861.
integrated_host_timeout	An origin content server that has been added to the health check list is called an integrated host. The host ages out after being idle for the specified time.	"Setting Fail Open/Closed and Host Timeout Values" on page 860.
load_balance	The attempt to manage the load among forwarding hosts in a group, or among multiple IP addresses of a host.	"Configuring Load Balancing Directives" on page 860.
sequence alias_list	where <code>alias_list</code> is a space separated list of one or more forwarding host and group aliases.	"Creating a Default Sequence" on page 861.

### Creating Forwarding Host and Group Directives

You can add directives into the forwarding installable list that allows you to create and delete the forwarding host and associate protocols and ports with the host.

You can create a maximum of 32 groups, and each group can contain a maximum of 512 hosts. You can create 512 individual hosts that do not belong to any group.

To create a forwarding host, choose the protocols you want to use, or optionally add the forwarding host to a group, enter the following into your installable list. Create a `fwd_host` directive for each forwarding host you want to create.

```
fwd_host host_alias hostname [default-schemes] [http[=port | =no]]
[https[=port | =no]] [ftp[=port | =no]] [mms[=port | =no]] [rtsp[=port |
=no]] [tcp=port] [telnet[=port | =no]] [ssl-verify-server[=yes | =no]]
[group=group_name] [server | proxy] [load-balance={no | round-robin |
least-connections}] [host-affinity={no | client-ip-address |
accelerator-cookie}] [host-affinity-ssl={no | client-ip-address |
accelerator-cookie | ssl-session-id}]
```

where:

<code>host_alias</code>		This is the alias for use in policy. Define a name meaningful to you.
<code>host_name</code>		The name of the host domain, such <code>www.bluecoat.com</code> , or its IP address.
<code>default-schemes</code>		If you use <code>default-schemes</code> in the directive, all protocols, along with their default ports are selected. This directive is only available for proxy hosts.
<code>http</code> <code>https</code> <code>ftp</code> <code>mms</code> <code>rtsp</code> <code>telnet</code>	<code>=port   =no</code>	No protocol is selected by default if the forwarding host is a server. You must choose at least one protocol where <code>port=0</code> to <code>65535</code> . If only one protocol is configured, the ProxySG configures the default port for that protocol.  You can use <code>default-schemes</code> and then eliminate protocols by selecting the protocol you do not want; for example, <code>http=no</code> . If you do not want to use the default ports for the protocols, you must also specify them here.  HTTPS protocols are not allowed if the host is a proxy.
<code>tcp</code>	<code>=port</code>	If you choose to add a TCP protocol, a TCP port must be specified.  TCP protocols are not allowed if the host is a proxy.
<code>ssl-verify-server</code>	<code>=yes   =no</code>	Sets SSL to specify that the ProxySG checks the CA certificate of the upstream server.  The default for <code>ssl-verify-server</code> is <code>yes</code> . To disable this feature, you must specify <code>ssl-verify-server=no</code> in the installable list or CLI. In other words, you can configure <code>ssl-verify-server=yes</code> in three ways: do nothing ( <code>yes</code> is the default), specify <code>ssl-verify-server</code> , or specify <code>ssl-verify-server=yes</code> .

group	= <i>group_name</i>	Specifies the group (or server farm or group of proxies) to which this host belongs. If this is the first mention of the group <i>group_name</i> then that group is automatically created with this host as its first member.  The ProxySG uses load balancing to evenly distribute forwarding requests to the origin servers or group of proxies. Do not use the <i>group=</i> option when creating independent hosts.
server   proxy		<i>server</i> specifies to use the relative path for URLs in the HTTP header because the next hop is a Web server, not a proxy server. The default is <i>proxy</i> .
load-balance	=no   =round-robin   =least-connections	Specifies either the least-connections or round-robin method of load balancing. Select no to disable load balancing for this forwarding host or host group. If these settings are not specified for a particular host or host group, then the global default settings are used. To configure the settings for a specific host or host group, use the <i>edit host_alias</i> or <i>edit group_alias</i> commands (see "Editing a Forwarding Host" on page 850 or "Editing a Forwarding Host" on page 850).
host-affinity	=no   =client-ip-address   =accelerator-cookie	Specifies non-SSL host affinity via either a client IP address or an accelerator cookie. Select no to disable non-SSL host affinity for this forwarding host or host group. If these settings are not specified for a particular host or host group, then the global default settings are used. To configure the settings for a specific host or host group, use the <i>edit host_alias</i> or <i>edit group_alias</i> commands (see "Editing a Forwarding Host" on page 850 or "Editing a Forwarding Group" on page 852).
host-affinity -ssl	=no   =client-ip-address   =accelerator-cookie   =ssl-session-id	Specifies SSL host affinity via a client IP address, an accelerator cookie, or an SSL session ID. Select no to disable SSL host affinity for this forwarding host or host group. If these settings are not specified for a particular host or host group, then the global default settings are used. To configure the settings for a specific host or host group, use the <i>edit host_alias</i> or <i>edit group_alias</i> commands (see "Editing a Forwarding Host" on page 850 or "Editing a Forwarding Group" on page 852).

**Example**

```
fwd_host www.bluecoat1.com 10.25.36.48 default-schemes ssl-verify-server=no
group=bluecoat
```

## Setting Fail Open/Closed and Host Timeout Values

Using directives, you can determine if the forwarding host fails open or closed, if an operation does not succeed, and the interval it takes for integrated hosts to be aged out.

An integrated host is an Origin Content Server (OCS) that has been added to the health check list. If the policy property `integrate_new_hosts` applies to a forwarding request, Blue Coat makes a note of each OCS and starts health checking to help future accesses to those systems. If the host is idle for the interval you specify, it is aged out. Sixty minutes is the default.

The syntax is:

```
fwd_fail {open | closed}
integrated_host_timeout minutes
```

where:

<code>fwd_fail</code>	<code>{open   closed}</code>	Determines whether the forwarding host should fail open or fail closed if an operation does not succeed. Fail open is a security risk, and fail closed is the default if no setting is specified. This setting can be overridden by policy, (using the <code>forward.fail_open(yes no)</code> property).
<code>integrated_host_timeout</code>	<code>minutes</code>	An OCS that has been added to the health check list is called an integrated host. The host ages out after being idle for the specified time.

### Examples

```
fwd_fail open
integrated_host_timeout 90
```

## Configuring Load Balancing Directives

Load balancing shares the load among a set of IP addresses, whether a group or a host with multiple IPs.

The syntax is:

```
load_balance hash {domain | no | url} [group_alias]
load_balance method {least-connections | round-robin | no}
[host_or_group_alias]
```

where:

<code>hash</code>	<code>{domain   no   url}</code> [ <code>group_alias</code> ]	If you use the hash for load balancing, you can hash the domain or the full URL, or you can enter no to disable hashing and the load-balancing method applies across a group. If you do not specify a group, the settings apply as the default for all groups.
-------------------	------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

method	{least-connections   no   round-robin} [host_or_group_alias]	If you use method for load balancing, you can select the least-connections method or the round-robin method, or you can specify no to disable load balancing (hashing still occurs if it is set). If you do not specify a host or group, the settings apply as the default for all hosts or groups.
--------	--------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Example**

```
load_balance method least_connections
```

**Configuring Host Affinity Directives**

Host affinity is the attempt to direct multiple connections by a single user to the same group member.

The syntax is:

```
host_affinity method {accelerator-cookie | client-ip-address | no}
[host_or_group_alias]
host_affinity ssl_method {accelerator-cookie | client-ip-address | no |
ssl-session-id} [host_or_group_alias]
host_affinity timeout seconds
```

where:

method	{accelerator-cookie   client-ip-address   no} [host_or_group_alias]	Determines which non-SSL host-affinity method to use (accelerator cookie or client-ip-address), or you can use no to disable non-SSL host affinity. If you do not specify a host or group, the settings apply as the default for all hosts or groups.
ssl_method	{accelerator-cookie   client-ip-address   no   ssl-session-id} [host_or_group_alias]	Determines which SSL host-affinity method to use (accelerator cookie, client-ip-address, or ssl-session-id), or you can use no to disable SSL host affinity. If you do not specify a host or group, the settings apply as the default for all hosts or groups.
timeout	minutes	Determines how long a user's IP address, SSL ID, or cookie remains valid.

**Example**

```
host_affinity ssl_method 10.25.36.48
host_affinity timeout 5
```

**Creating a Default Sequence**

A default sequence defines the order in which forwarding hosts are used. Only one default sequence is allowed. All members must be pre-existing hosts and groups, and no member can be in the group more than once.

---

Note: The default sequence, completely overridden by policy, replaces the deprecated `default` and `backup` settings.

---

A default failover sequence works by allowing healthy hosts to take over for an unhealthy host (one that is failing its DNS Resolution or its health check). The sequence specifies the order of failover, with the second host taking over for the first host, the third taking over for the second, and so on).

If all hosts are unhealthy, the operation fails either open or closed, depending upon your settings.

This configuration is generally created and managed through policy. If no forwarding policy applies, you can create a default sequence through the CLI. This single default sequence consists of a single default host (or group) plus one or more hosts to use if the preceding ones are unhealthy.

The syntax is

```
sequence alias_list alias_list
```

where `alias_list` is a space-separated list of one or more forwarding host and group aliases.

*Example*

```
sequence bluecoat
```

## Creating a Forwarding Installable List

You can create and install the forwarding installable list with the following methods:

- ❑ Use the ProxySG Text Editor, which allows you to enter the installable list of directives (or copy and paste the contents of an already-created file) directly onto the ProxySG.
- ❑ Create a local file on your local system; the ProxySG can browse to the file and install it.
- ❑ Enter a remote URL, where you placed an already-created file on an FTP or HTTP server to be downloaded to the ProxySG.
- ❑ Use the CLI `inline` command.

When the Forwarding Installable List is installed, it updates the forwarding directives on the ProxySG. The directives remain in effect until they are overwritten by another installable list; the list can be modified or overwritten using CLI commands.

---

Note: During the time that a forwarding installable list is being compiled and installed, forwarding is not available. Any transactions that come into the ProxySG during this time are not forwarded properly and are denied.

---

Installation of forwarding installable lists should be done outside peak traffic times.

### *To Create a Forwarding Installable List through the Management Console*

1. Select Configuration>Forwarding>Forwarding Hosts.

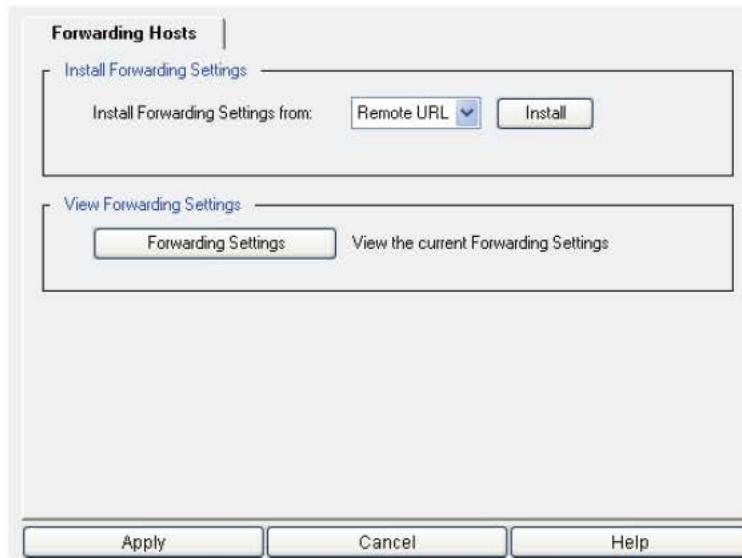


Figure 19-1: Selecting the Forwarding Hosts Download Method

2. From the drop-down list, select the method to use to install the forwarding installable list; click **Install**.

---

**Note:** A message is written to the event log when you install a list through the ProxySG.

---

- **Remote URL:**

Enter the fully-qualified URL, including the filename, where the installable list is located. To view the file before installing it, click **View**. Click **Install**. Examine the installation status that displays; click **OK**.



Figure 19-2: Specifying the Remote Location of a Forwarding Configuration

- Local File:

Click **Browse** to display the Local File Browse window. Browse for the installable list file on the local system. Open it and click **Install**. When the installation is complete, a results window opens. View the results, close the window, click **Close**.

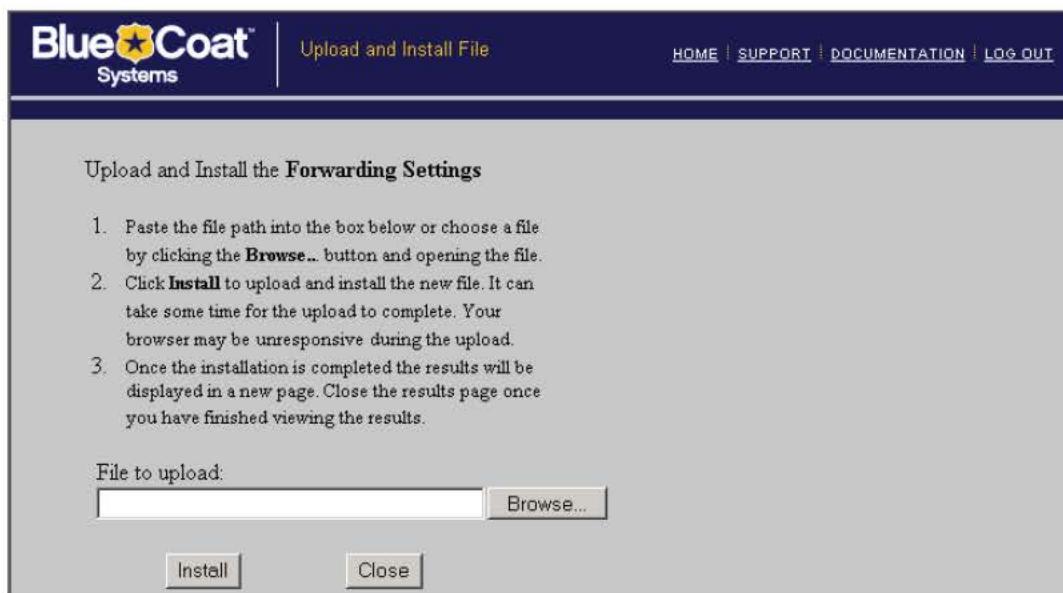


Figure 19-3: Specifying the Local Location of a Forwarding Configuration

- Text Editor:

The current configuration is displayed in installable list format. You can customize it or delete it and create your own. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, click **Close**.

---

Note: The Management Console text editor is a way to enter an installable list for forwarding. It is not a way to enter CLI commands. The directives are understood only by the installable list parser for forwarding.

---

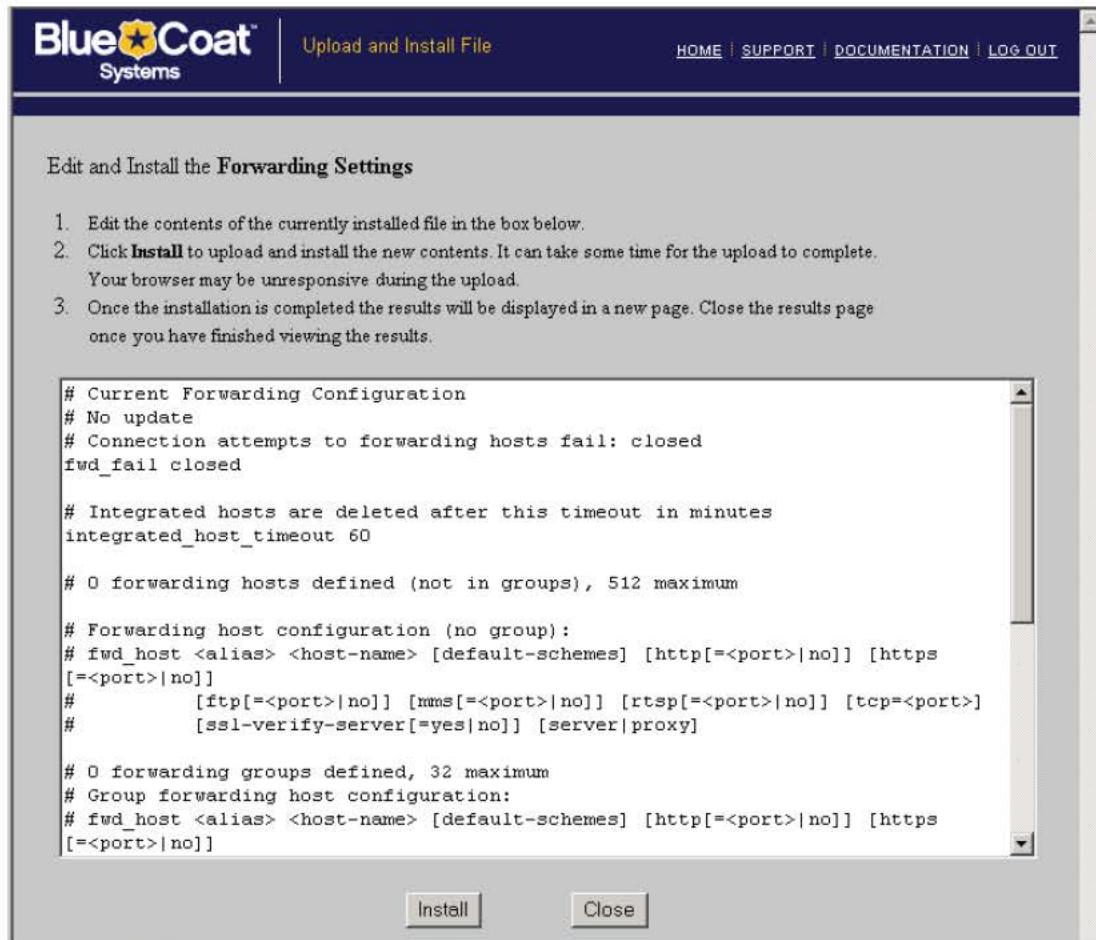


Figure 19-4: Using the ProxySG Text Editor

3. Click **Apply**.

#### *To Create a Remote Forwarding Installable List through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) forwarding
SGOS#(config forwarding) path url
```

where *url* is a fully-qualified URL, including the filename, where the installable list is located.

```
SGOS#(config forwarding) exit
SGOS#(config) load forwarding
```

#### *To Create Forwarding Settings on the ProxySG through the CLI*

1. At the (config) command prompt, enter the following commands to create an inline set of commands. You can use any of the forwarding directives, but host affinity and load balancing are mutually exclusive. The procedure below demonstrate the creation of an inline forwarding configuration, using the non-SSL host affinity method:

```
SGOS#(config) inline forwarding eof
fwd_host test 10.25.36.47 default-schemes
host_affinity method client-ip-address
host_affinity timeout 45
eof
ok
```

where:

<b>forwarding</b>	Identifies the kind of inline settings you are creating.
<b>eof</b>	Specifies the marker that tells the CLI that you are beginning or ending the set of commands. You can use any characters as the end-of-file marker.

The limitation to using the **inline** command to create a configuration is that you cannot create mistakes except on the current line. If you find an error farther back than that, you must start over after exiting the current file.

## 2. View the results.

```
SGOS#(config) show forwarding
download-via-forwarding: enabled
Connection attempts to forwarding hosts fail: closed.
Forwarding Groups: (* = host unresolved)
    Group: techpubs
        test3          10.25.36.47 http=80 ftp=21 rtsp=554
    Individual Hosts: (* = host unresolved)
        No individual hosts defined.
    Load balancing hash: domain
    Load balancing method: no
    Host affinity method (non-SSL): client-ip-address
    Host affinity method (SSL): client-ip-address
    Host affinity timeout: 45 minutes
```

### *To Delete Forwarding Settings on the ProxySG through the CLI*

From the **(config)** prompt, enter the following commands to delete a host, a group, or all hosts and groups from the forwarding configuration:

```
SGOS#(config) forwarding
SGOS#(config forwarding) delete {all | group group_name | host host_alias}
```

---

Note: Any host or group in the default sequence is considered in use by policy. As a result, if you try to delete a host or group while it is in the default sequence, you receive an error message. You must remove the host/group from the sequence first, then delete.

---

## SOCKS Gateway Configuration

The ProxySG implementation of SOCKS includes the following:

- ❑ A SOCKS proxy server that supports both SOCKSv4/4a and SOCKSv5, running on the ProxySG.
- ❑ Support for forwarding through SOCKS gateways.

To configure a SOCKS proxy server on the ProxySG, see "[Configuring a SOCKS Proxy](#)" on page 223. To use SOCKS gateways when forwarding, continue with the next section.

---

Note: SOCKS gateway aliases cannot be CPL keywords, such as no, default, forward, or socks\_gateways.

---

## Using SOCKS Gateways

SOCKS servers provide application level firewall protection for an enterprise. The SOCKS protocol provides generic way to proxy HTTP.

SOCKS gateways, like ICP and forwarding, can use installable lists for configuration. You can configure the installable list using directives. You can also use the CLI to create a SOCKS gateways configuration.

## Using the CLI to Create SOCKS Gateways Settings

If you prefer, you can use SOCKS gateways CLI commands, instead of an installable list, to create SOCKS gateways settings. For information about using an installable list, see "[Using SOCKS Gateways Configuration Directives to Create an Installable List](#)" on page 871.

*To Create a SOCKS Gateways Host through the CLI*

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) socks-gateways
SGOS#(config socks-gateways) create gateway_alias gateway_host SOCKS_port
[version {=4 | =5} ] [user=username {password=password | encrypted-password=
encrypted-password} [request-compression {=yes | =no}]]
```

where:

<i>gateway_alias</i>		A name, meaningful to you
<i>gateway_host</i>		The IP address or the host name of the gateway where traffic is directed. The host name must DNS resolve.
<i>SOCKS_port</i>		The port number of the SOCKS gateway.
<i>version</i>	=4   =5	The version that SOCKS gateways can support. (SOCKS v5 is recommended, if you have a choice). If no version is configured, the default is version 4.

user	=username	(Optional, and only if you use v5) The username of the user on the SOCKS gateway. The username already must exist on the gateway. If you use user=, you must also use password=.
password or encrypted-password	=password or =encrypted-password	(Optional, and only if you use v5) The plaintext password or encrypted password of the user on the SOCKS gateway. The password must match the gateway's information. If you use user=, you must also use password=. The password or encrypted password can be up to 64 bytes long. Passwords that include spaces must be within quotes. Note that the password in plaintext is a security risk.
request-compression	=yes   =no	(Optional, and only if you use v5) Enable or disable SOCKS compression. The default is no. To use SOCKS compression, you must enable compression on a SOCKS gateway, enable an Endpoint Mapper proxy, and create policy to forward TCP traffic through the SOCKS gateway. For more information, see <a href="#">"Understanding SOCKS Compression" on page 223</a>

2. Repeat for [step 1](#) for each gateway you want to create. The failure-mode command applies to all SOCKS gateways configured on the system. The default failure mode can be overridden using policy.
3. Complete the configuration by entering the following commands as necessary:

```
SGOS#(config socks-gateways) failure-mode {open | closed}
SGOS#(config socks-gateways) delete {all | gateway gateway_alias}
SGOS#(config socks-gateways) path url
SGOS#(config socks-gateways) no path
```

where

failure-mode	open   closed	If the health checks fail, open specifies that the connection be attempted without use of any SOCKS gateway (whether to an origin content server or a forwarding target); closed specifies that the connection be aborted.
delete	all   gateway gateway_alias	Deletes all SOCKS gateways (delete all) or a specific SOCKS gateway (delete gateway gateway_alias).
path	url	(Optional) Specifies the download path to use if you download SOCKS-gateways settings through directives.

no	path	Clears the network path URL to download SOCKS gateway settings.
----	------	-----------------------------------------------------------------

4. View the results.

```
SGOS#(config socks-gateways) view
SOCKS Gateways: (* = gateway unresolved)
Sec_App1          10.25.36.47 1080  V5
```

## Editing a SOCKS Gateways Host

Once you have created a SOCKS gateways host, you can edit the settings.

### *To Edit the Settings of a SOCKS Gateways Host through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) socks-gateways
SGOS#(config socks-gateways) edit gateway_alias
SGOS#(config socks-gateways gateway_alias) host gateway_host
SGOS#(config socks-gateways gateway_alias) no password | user
SGOS#(config socks-gateways gateway_alias) {password password / encrypted-password encrypted-password}
SGOS#(config socks-gateways gateway_alias) port socks_port
SGOS#(config socks-gateways gateway_alias) user username
SGOS#(config socks-gateways gateway_alias) version 4 | 5
SGOS#(config socks-gateways gateway_alias) request-compression enable | disable
```

where:

host	gateway_host	Changes the host name.
no	password   user	Optional, and only if you use version 5. Deletes the version 5 password or username.
password or encrypted- password	password or encrypted- password	Optional, and only if you use version 5. Changes the version 5 plaintext password or encrypted password. (Passwords in plaintext are a security risk.) Note that the password or encrypted password can be up to 64 bytes long. Passwords that include spaces must be within quotes.
port	socks_port	Changes the SOCKS port.
user	username	Optional, and only if you use version 5. Changes the version 5 username.
version	4   5	Changes the SOCKS version.

request-compression	enable   disable	(Optional, and only if you use v5) Enable or disable SOCKS compression. The default is disable. To use SOCKS compression, you must enable compression on a SOCKS gateway, enable an Endpoint Mapper proxy, and create policy to forward TCP traffic through the SOCKS gateway. For more information, see " <a href="#">Understanding SOCKS Compression</a> " on page 223
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**Example**

```
SGOS#(config) socks-gateways
SGOS#(config socks-gateways) edit testsocks
SGOS#(config socks-gateways testsocks) port 23
    ok
SGOS#(config socks-gateways testsocks) version 5
    ok
SGOS#(config socks-gateways testsocks) exit
SGOS#(config socks-gateways) exit
SGOS#(config)
```

**Creating a Default Sequence**

A default sequence defines the order in which SOCKS gateways hosts are used. Only one default sequence is allowed. All members must be pre-existing hosts, and no member can be in the group more than once.

---

**Note:** The default sequence replaces the deprecated `default` and `backup` settings. The default sequence (if present) is applied only if no applicable forwarding gesture is in policy.

---

A default failover sequence allow healthy hosts to take over for an unhealthy host (one that is failing its DNS Resolution or its health check). The sequence specifies the order of failover, with the second host taking over for the first host, the third taking over for the second, and so on.

If all hosts are unhealthy, the operation fails either open or closed, depending upon your settings.

This configuration is generally created and managed through policy. If no SOCKS-gateways policy applies, you can create a default sequence through the CLI. This single default sequence consists of a single default host (or group) plus one or more hosts to use if the preceding ones are unhealthy.

The syntax is

```
sequence alias_name alias_name
```

where `alias_name` is a space-separated list of one or more SOCKS gateways.

To create a default failover sequence, enter the following commands from the `(config)` prompt:

```
SGOS#(config) socks-gateways
SGOS#(config socks-gateways) sequence add gateway-alias
SGOS#(config socks-gateways) sequence promote | demote gateway-alias
SGOS#(config socks-gateways) sequence clear | remove gateway-alias
```

where:

sequence	add	Adds an alias to the end of the default fail-over sequence
	clear	Clears the default fail-over sequence
	demote	Demotes an alias one place towards the end of the default fail-over sequence
	promote	Promotes an alias one place towards the start of the default fail-over sequence
	remove	Removes an alias from the default fail-over sequence.

## Using SOCKS Gateways Configuration Directives to Create an Installable List

To configure a SOCKS gateway you must create an installable list and load it on the ProxySG. Alternately, you can use the CLI to configure SOCKS gateways. To use the CLI, see "Using the CLI to Create SOCKS Gateways Settings" on page 867.

For information on installing the file itself, see "Creating a SOCKS Gateway Installable List" on page 873.

The SOCKS gateways configuration includes SOCKS directives that:

- ❑ Names the SOCKS gateway hosts
- ❑ Specifies the SOCKS version
- ❑ (Optional, if using Version 5) Specifies user name and password

Available directives are described in the table below.

Table 19.3: SOCKS Gateway Directives

Directive	Meaning
gateway	Specifies the gateway alias and name, SOCKS port, version supported, usernames and password.
socks_fail	In case connections cannot be made, specifies whether to abort the connection attempt or to connect to the origin content server
sequence	Specifies the order in which hosts should be used for failover.

Syntax for the SOCKS directives are:

```
gateway gateway_alias gateway_host SOCKS_port [version={4 | 5 [user=username  
{password=password | encrypted-password=encrypted-password}]}  
[request-compression={yes | no}]]]  
socks_fail {open | closed}  
sequence gateway_name
```

where:

<code>gateway</code>		Configures the SOCKS gateway host.
	<code>gateway_alias</code>	A meaningful name that is used for policy rules.
	<code>gateway_name</code>	The IP address or host name of the gateway where traffic is directed. The host name must DNS resolve.
	<code>SOCKS-port</code>	The port number of the SOCKS gateway.
	<code>version={ 4   5 }</code>	The version that SOCKS gateways can support.
	<code>user=username</code>	(Optional, if you use v5) The username of the user on the SOCKS gateway. It already must exist on the gateway.
	<code>password=password</code> or <code>encrypted-password</code> <code>encrypted-password</code>	The plaintext password or encrypted password of the user on the SOCKS gateway. It must match the gateway's information. (Passwords in plaintext are a security risk.)  Note that the password or encrypted password can be up to 64 bytes long. Passwords that include spaces must be within quotes. The password of the user on the SOCKS gateway. It must match the gateway's information.
<code>request-compression</code>	<code>request-compression =yes</code>   <code>=no</code>	(Optional, if you use v5) Enables or disables SOCKS compression. The default is no.  To use SOCKS compression, you must enable compression on a SOCKS gateway, enable an Endpoint Mapper proxy, and create policy to forward TCP traffic through the SOCKS gateway. For more information, see <a href="#">"Understanding SOCKS Compression" on page 223</a>
<code>socks_fail</code>	{ <code>open</code>   <code>closed</code> }	If health checks fail, <code>socks_gateway.fail_open</code> specifies that the connection be attempted without using a SOCKS gateway (for example, go to the original server or forwarding target); <code>socks_gateway.fail_closed</code> specifies that the connection be aborted. The default is <code>closed</code> . Fail open is a security risk, and fail closed is the default if no setting is specified. This setting can be overridden by policy, (using the <code>forward.fail_open(yes no)</code> property).
<code>sequence</code>	<code>gateway_name</code>	Specifies the order in which hosts should be used for failover.

#### Example

```
gateway Sec_App1 10.25.36.47 1022 version=5 user=username password=password
socks_gateway.fail_open no
```

---

**Important:** The username and password display in clear text if you run the `show config` command.

---

A default sequence defines the order in which forwarding hosts are used. Only one default sequence is allowed. All members must be pre-existing hosts and groups, and no member can be in the sequence more than once.

---

Note: The default sequence replaces the deprecated `default` and `backup` settings. The default sequence (if present) is applied only if no applicable forwarding gesture is in policy.

---

A default failover sequence works by allowing healthy hosts to take over for an unhealthy host (one that is failing its DNS Resolution or its health check). The sequence specifies the order of failover, with the second host taking over for the first host, the third taking over for the second, and so on).

If all hosts are unhealthy, the operation fails either open or closed, depending upon your settings.

This configuration is generally created and managed through policy. If no SOCKS-gateways policy applies, you can create a default sequence through the CLI. This single default sequence consists of a single default host (or group) plus one or more hosts to use if the preceding ones are unhealthy.

The syntax is

```
sequence gateway_name gateway_name
where gateway_name is a space-separated list of one or more SOCKS gateway aliases.
```

#### *Example*

```
sequence gateway_alias
```

## Creating a SOCKS Gateway Installable List

You can create and install the SOCKS gateway installable list with the following methods:

- ❑ Use the ProxySG Text Editor, which allows you to enter directives (or copy and paste the contents of an already-created file) directly onto the ProxySG.
- ❑ Create a local file on your local system; the ProxySG can browse to the file and install it.
- ❑ Use a remote URL, where you place an already-created file on an FTP or HTTP server to be downloaded to the ProxySG.

When the SOCKS gateway installable list is created, it overwrites any previous SOCKS gateway configurations on the ProxySG. The installable list remains in effect until it is overwritten by another installable list; it can be modified or overwritten using CLI commands.

---

Note: During the time that a SOCKS gateway installable list is being compiled and installed, forwarding is not available. Any transactions that come into the ProxySG during this time are not forwarded properly and are denied.

---

Installation of SOCKS gateways installable-list configuration should be done outside peak traffic times.

*To Create a SOCKS Gateways Installable List through the Management Console*

1. Select Configuration>Forwarding>SOCKS Gateways.

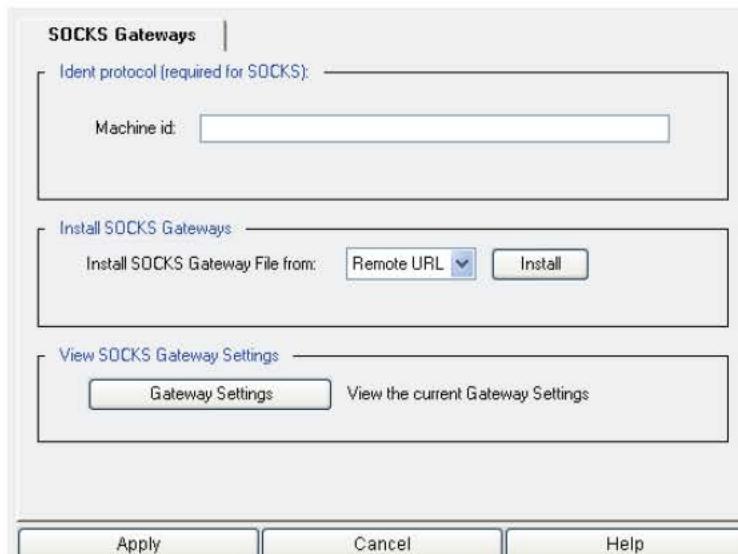


Figure 19-5: Selecting the SOCKS Gateways Tab

2. If you use a SOCKS gateway server for the primary or alternate forwarding gateway, you must specify the ProxySG ID for the Identification (Ident) protocol used by the SOCKS gateway in SOCKS' server handshakes. The default is BLUECOAT SYSTEMS.
3. From the drop-down list, select the method used to install the SOCKS gateway configuration; click **Install**.
  - **Remote URL:**  
Enter the fully-qualified URL, including the filename, where the configuration is located. To view the file before installing it, click **View**. Click **Install**. Examine the installation status that displays; click **OK**.
  - **Local File:**  
Click **Browse** to bring up the Local File Browse window. Browse for the file on the local system. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, click **Close**.
  - **Text Editor:**  
The current configuration is displayed in installable list format. You can customize it or delete it and create your own. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, click **Close**.
4. Click **Apply**.

*To Specify the SOCKS Gateway Machine ID through the CLI*

---

Note: This is an optional command. The default is Blue Coat Systems.

---

At the config command prompt, enter the following command:

```
SGOS#(config) socks-machine-id machine_ID
```

*To Create a Remote SOCKS Gateways Installable List through the CLI*

At the (config) prompt, enter the following commands:

```
SGOS#(config) socks-gateways
SGOS#(config socks-gateways) path url
```

where *url* is a fully-qualified URL, including the filename, where the configuration is located.

```
SGOS#(config) socks-gateways exit
SGOS#(config) load socks-gateways
```

### Tip for SOCKS Configuration

By default, SOCKS treats all incoming requests destined to port 80 as HTTP, allowing the usual HTTP policy to be done on them, including ICAP scanning. If the SOCKS connection is being made to a server on another port, you should write policy on the ProxySG to match on the server host and port and specify that it is HTTP using SOCKS.

## Internet Caching Protocol (ICP) Configuration

ICP is a communication protocol for caches. It allows a cache (not necessarily a ProxySG) to query other caches for an object, without actually requesting the object. By using ICP, the cache can determine if the object is available from a neighboring cache, and which cache provides the fastest response.

---

Note: The ProxySG (assuming ICP is configured) does ICP queries only if no forwarding host or SOCKS gateway is identified as an upstream target. If ICP is used by the ProxySG, it prompts other cache devices for the item, and upon a positive response re-directs the upstream request to that cache device instead of the content origin server.

---

Only use ICP if you have ICP hosts available or if you want the ProxySG to support requests from other ICP hosts.

By default, the ICP protocol requires the requesting host to wait up to two seconds for all ICP hosts to respond to the request for an object (the time is configurable).

If the ICP service is configured and running, the service is used if no forwarding or SOCKS gateway target was specified. In other words, the policy rule *icp (yes)* is the default, assuming that the ICP service is available. You can disable ICP with the policy rule *icp (no)* to control ICP queries for requests.

## Configuring ICP

An ICP *hierarchy* is comprised of a group of caches, with defined parent and sibling relationships. A cache parent is one that can return the object if it is in the cache, or request the object from the source on behalf of the requester if the object is not in the cache. A cache sibling is a device that can only return the object if it is in the cache. One cache acting as a parent can also act as a sibling to other cache devices.

- ❑ When an object is not cached, the cache device sends an ICP query to its neighbors (parents and siblings) to see if any of its peers holds the object.
- ❑ Each neighbor that holds the requested object returns an `ICP_HIT` reply.
- ❑ Each neighbor that does not hold the object returns an `ICP_MISS` reply.

Based on the responses, the cache can determine where to request the object: from one of its neighbors or from the source. If an `ICP_HIT` reply is received, the request is sent to the host that returned the first reply. If no `ICP_HIT` reply is received, the request is forwarded to the first parent that replied. If no parents respond or are configured, the request is made directly to the source.

## Using ICP Configuration Directives to Create an Installable List

To configure ICP you must create an installable list and load it on the ProxySG. The ICP protocol contains a number of *directives*, commands used to create a list that can be installed on the ProxySG.

For information on installing the file itself, see "[Creating an ICP Installable List](#)" on page 880.

The ICP configuration includes directives that:

- ❑ Name the ICP hosts
- ❑ Restrict ICP access to only these hosts

Available directives are listed in [Table 19.4](#).

**Table 19.4:** ICP Directives

Directive	Meaning	Where used
<code>icp_host</code>	The <code>icp_host</code> directive describes cache peers in the hierarchy. There should be one entry for each ProxySG you want to use.	Names the ICP hosts. See " <a href="#">Naming the IP Hosts</a> " on page 877.
<code>icp_access_domain</code>	The <code>icp_access_domain</code> directive is used to control which ICP queries are accepted. The <code>icp_access_domain</code> directive requires a reverse DNS lookup of each ICP query to validate the IP address.	Restricts access. See " <a href="#">Restricting Access</a> " on page 878.
<code>icp_access_ip</code>	The <code>icp_access_ip</code> directive works like the <code>icp_access_domain</code> command, except you can specify an IP address and subnet mask rather than a domain.	Restricts access. See " <a href="#">Restricting Access</a> " on page 878.
<code>icp_port</code>	The <code>icp_port</code> directive sets the port the ProxySG uses to listen for ICP requests. The default port is 3130. If you set the port to 0, ICP is disabled.	Connects to other ICP hosts. See " <a href="#">Connecting to other ICP Hosts</a> " on page 879.

Table 19.4: ICP Directives (Continued)

Directive	Meaning	Where used
neighbor_timeout	The neighbor_timeout directive sets the number of seconds the ProxySG waits for ICP replies. When the cache device sends an ICP request, it waits for all hosts to reply or for the neighbor_timeout to expire. The default timeout is two seconds.	Connects to other ICP hosts. See "Connecting to other ICP Hosts" on page 879.
icp_failcount	The icp_failcount directive sets the number of consecutive failures the cache device can receive before considering the ICP host as failed. By default, the ICP failure count is set to 20. Each time a request fails, the failure count is incremented. When a request succeeds, the failure count is reset to zero.	Connects to other ICP hosts. See "Connecting to other ICP Hosts" on page 879.
http_failcount	The http_failcount directive sets the number of consecutive failures the cache device can receive before considering the HTTP host as failed. By default, the HTTP failure count is set to five. The failure count increments each time a request fails. When a request succeeds, the failure count is reset to zero. When an HTTP host fails, the cache device waits five minutes before attempting to use it again as a forwarding target. If the next request fails, the cache device continues to wait five minutes between attempts until the cache becomes available.	Connects to other ICP hosts. See "Connecting to other ICP Hosts" on page 879.
host_fail_notify	The host_fail_notify directive tells the cache device to send event notification e-mail when a connect fails persistently.	Connects to other ICP hosts. See "Connecting to other ICP Hosts" on page 879.
host_recover_notify	The host_recover_notify directive tells the cache device to send event notification e-mail when a failed host recovers.	Connects to other ICP hosts. See "Connecting to other ICP Hosts" on page 879.

## Naming the IP Hosts

The `icp_host` directive describes peers in the hierarchy. One entry is required for each ProxySG you want to use.

```
icp_host hostname peertype HTTPport ICPport [default | backup | feeder]
```

where:

<i>hostname</i>		The host name of the ProxySG.
<i>peertype</i>	{parent   sibling}	Relationship of the ProxySG to the cache device you are configuring.
<i>HTTPport</i>		TCP port where the ProxySG accepts HTTP requests. The common HTTP port is 80 or 8080.

<i>ICPport</i>		UDP port where the ProxySG accepts ICP requests. The common ICP port is 3130.
default		If specified, designates a ProxySG host parent to be the default ICP parent. If no ICP reply is received, all requests are forwarded to the default parent.
backup		If specified, designates the cache device host parent to be the backup default ICP parent. If the default parent is not available, the cache device uses the backup default parent.
feeder		If specified, designates the ProxySG host sibling as a feeder-type host, using ICP request loops to populate the ProxySG.

The following are sample `icp_host` directives that can be entered into the ICP configuration:

```
; Define ICP parent and sibling hosts.
icp_host cm1.bluecoat.com parent 8080 3130 default
icp_host cm2.bluecoat.com sibling 8080 3130
icp_host cm3.bluecoat.com sibling 8080 3130
icp_host cm4.bluecoat.com sibling 8080 3130
icp_host cm5.bluecoat.com parent 8080 3130
```

## Restricting Access

You can restrict access to ProxySG acting as caches by other ICP hosts using the `icp_access_domain` and `icp_access_ip` directives. By default, when ICP is configured, all ICP hosts are allowed access. You should deny access to all domains other than the ICP hosts you want to use.

### *icp\_access\_domain Directive*

The `icp_access_domain` directive defines which hosts can request objects from the Web cache using ICP. The default action is to allow all requests. When you use `icp_access_domain`, each ICP query requires a reverse DNS lookup to validate the IP address. Depending on the number of ICP requests, these lookups can consume ProxySG resources.

```
icp_access_domain {allow | deny} domain
```

where:

allow   deny	Allows or denies ICP queries from neighbors that match the domain specification.
domain	The domain to match. All ICP queries from neighbors that match the specified domain are handled by the host. The special domain of <i>all</i> defines the default action when there is no domain match.

The following are sample `icp_access_domain` directives to be entered into the ICP configuration:

```
; allow ICP access to this Blue Coat Systems ProxySG Appliance from the
; bluecoat.com domain
icp_access_domain allow bluecoat.com
icp_access_domain deny all
; the deny all option should always be specified to deny all other
; domains
```

### *icp\_access\_ip Directive*

The `icp_access_ip` directive works like the `icp_access_domain` command, except you can specify an IP address and subnet mask rather than a domain. The following describes the parameters for the `icp_access_ip` command:

```
icp_access_ip {allow | deny} subnet mask
```

where:

allow   deny	Allow or deny ICP queries from neighbors that match the address specification.
address/subnet mask	The address and subnet mask to match. All ICP queries that match the specified address are handled by the ICP host. The special address of 0.0.0.0 defines the default action when there is no address match.

The following are sample `icp_access_ip` directives to be entered into the ICP configuration:

```
; allow ICP access to this Blue Coat Systems ProxySG Appliance from the local
subnet
icp_access_ip allow 192.168.10.0/255.255.255.0
icp_access_ip deny 10.25.36.47
; the deny all option should always be specified to deny all other domains
```

### Connecting to other ICP Hosts

In addition to the ICP directives described in the sections above, you can specify the following directives in the ICP configuration:

```
icp_port 0
neighbor_timeout 2
icp_failcount 20
http_failcount 5
host_fail_notify on
host_recover_notify on
```

where:

icp_port	The default port is 3130. If you set the port to 0, ICP is disabled.
neighbor_timeout	When the cache device sends an ICP request, it waits for all hosts to reply or for the neighbor_timeout to expire. The default timeout is two seconds.
http_failcount	By default, the HTTP failure count is set to five. The failure count increments each time a request fails. When a request succeeds, the failure count resets to zero. When an HTTP host fails, the cache device waits five minutes before attempting to use it again as a forwarding target.
icp_failcount	By default, the ICP failure count is set to 20. Each time a request fails, the failure count is incremented. When a request succeeds, the failure count is reset to zero.
host_fail_notify	on tells the cache to send event notification e-mail when a connect fails persistently; off disables this setting.
host_recover_notify	on tells the cache to send event notification e-mail when a failed host recovers; off disables this setting.

## Creating an ICP Installable List

You can create the ICP installable list with the following methods:

- Use the ProxySG Text Editor, which allows you to enter directives (or copy and paste the contents of an already-created file) directly onto the ProxySG.
- Create a local file on your local system; the ProxySG can browse to the file and install it.
- Use a remote URL, where you place an already-created file on an FTP or HTTP server to be downloaded to the ProxySG.
- Use the CLI `inline` command.

When the ICP installable list is created and installed, it overwrites any ICP settings on the ProxySG.

*To Create an ICP Installable List through the Management Console*

1. Select Configuration>Forwarding>ICP.

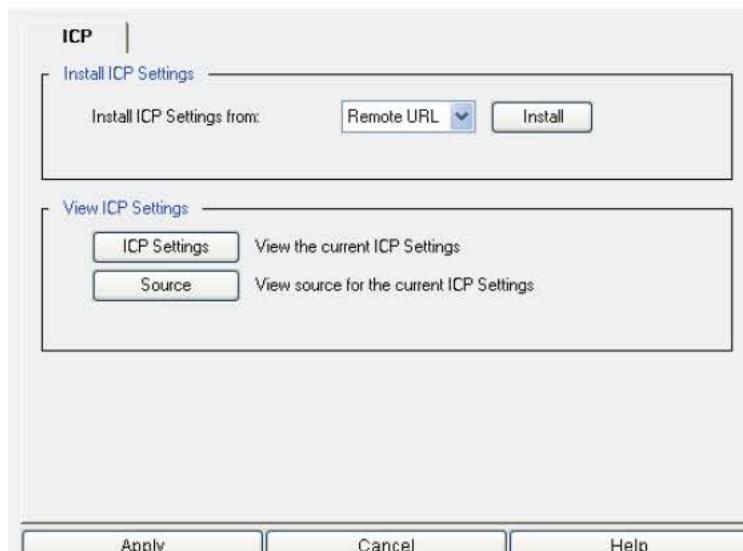


Figure 19-6: Selecting the ICP Download Method

2. From the drop-down list, select the method you want to use to install the ICP configuration; then click **Install**.
  - **Remote URL:**  
Enter the fully-qualified URL, including the filename, where the configuration is located. To view the file before installing it, click **View**. Click **Install**. Examine the installation status that displays; click **OK**.
  - **Local File:**  
Click **Browse** to bring up the Local File Browse window. Browse for the file on the local system. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, click **Close**.
  - **Text Editor:**

The current configuration is displayed in installable list format. You can customize it or delete it and create your own. Click **Install**. When the installation is complete, a results window opens. View the results, close the window, click **Close**.

3. Click **Apply**.

#### *To Create a Remote ICP Installable List through the CLI*

At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) icp path url
```

where `url` is a fully -qualified URL, including the filename, where the configuration is located.

```
SGOS#(config) load icp-settings
```

#### *To Create ICP Settings on the ProxySG through the CLI*

From the `(config)` prompt, enter the following commands to create an inline set of commands. You can use any of the ICP directives, not just the ones displayed here.

```
SGOS#(config) inline icp-settings eof
icp_port 0
neighbor_timeout 2
icp_failcount 20
http_failcount 5
eof
ok
```

where:

<code>icp-settings</code>	Identifies the type of inline settings you are creating.
<code>eof</code>	Specifies the marker that tells the CLI that you are using to begin and end the set of commands. You can use any characters as the end-of-file marker.

The drawback to using the inline command to create a configuration is that you cannot correct mistakes except on the current line. If you find an error farther back than that, you must start over after exiting the current file.

## Enabling ICP

ICP must be running and at least one forwarding host configured before ICP can be used in the ProxySG environment. ICP can be enabled or disabled through the policy rule `icp`. The default is `icp(yes)`. You can disable ICP with the policy rule `icp(no)` to control ICP queries for requests.

## Using Policy to Manage Forwarding

Once ICP, forwarding, and the SOCKS gateways are configured, you can use policy to create and manage forwarding rules. Forwarding, ICP, and SOCKS gateway rules should go in the `<Forward>` layer of your Forwarding Policy file or your VPM Policy file (if you use the VPM).

---

**Note:** Because the contents of the Forward policy file are overwritten by the CLI `restore-sgos2-config` or `restore-cacheos4-config` commands, you should back up the file before using them.

---

The separate `<Forward>` layer (and `server_url` triggers in place of `url` triggers) is provided because the `url` can undergo URL rewrites before the request is fetched. This rewritten URL is accessed as `server_url` and decisions about upstream connections are based on that, requiring a separate layer. All policy commands allowed in the `<Forward>` layer are described in [Table 19.5](#).

Table 19.5: Forwarding Conditions, Properties, Actions, and Definitions

Forwarding	Description
<b>Conditions</b>	
<code>client_address=</code>	Tests the IP address of the client. Can also be used in <code>&lt;Exception&gt;</code> and <code>&lt;Proxy&gt;</code> layers.
<code>client.host=</code>	Tests the hostname of the client (obtained through RDNS). Can also be used in <code>&lt;Admin&gt;</code> , <code>&lt;Proxy&gt;</code> , and <code>&lt;Exception&gt;</code> layers.
<code>client.host.has_name=</code>	Tests the status of the RDNS performed to determine <code>client.host</code> . Can also be used in <code>&lt;Admin&gt;</code> , <code>&lt;Proxy&gt;</code> , and <code>&lt;Exception&gt;</code> layers.
<code>client.protocol=</code>	Tests true if the client transport protocol matches the specification. Can also be used in <code>&lt;Exception&gt;</code> and <code>&lt;Proxy&gt;</code> layers.
<code>date[.utc]=</code>	Tests true if the current time is within the startdate..enddate range, inclusive. Can be used in all layers.
<code>day=</code>	Tests if the day of the month is in the specified range or an exact match. Can be used in all layers.
<code>has_client=</code>	<code>has_client=</code> is used to test whether or not the current transaction has a client. This can be used to guard triggers that depend on client identity.
<code>hour[.utc]=</code>	Tests if the time of day is in the specified range or an exact match. Can be used in all layers.
<code>im.client=</code>	Tests the type of IM client in use. Can also be used in <code>&lt;Proxy&gt;</code> , <code>&lt;Exception&gt;</code> , and <code>&lt;Cache&gt;</code> layers.
<code>im.message.reflected=</code>	Tests whether IM reflection occurred. Can also be used in <code>&lt;Proxy&gt;</code> and <code>&lt;Cache&gt;</code> layers.
<code>minute[.utc]=month[.utc]=</code>	Tests if the minute of the hour is in the specified range or an exact match. Can be used in all layers.

Table 19.5: Forwarding Conditions, Properties, Actions, and Definitions (Continued)

Forwarding	Description
proxy.address=	Tests the IP address of the network interface card (NIC) on which the request arrives. Can also be used in <Admin> and <Proxy> layers.
proxy.card=	Tests the ordinal number of the network interface card (NIC) used by a request. Can also be used in <Admin> and <Proxy> layers.
proxy.port=	Tests if the IP port used by a request is within the specified range or an exact match. Can also be used in <Admin> and <Proxy> layers.
server_url[.case_sensitive .no_lookup]=	Tests if a portion of the requested URL exactly matches the specified pattern.
server_url.address=	Tests if the host IP address of the requested URL matches the specified IP address, IP subnet, or subnet definition.
server_url.domain[.case_sensitive][.no_lookup]=	Tests if the requested URL, including the domain-suffix portion, matches the specified pattern.
server_url.extension[.case_sensitive]=	Tests if the filename extension at the end of the path matches the specified string.
server_url.host.has_name=	Tests whether the server URL has a resolved DNS hostname.
server_url.host[.exact .substring .prefix .suffix .regex][.no_lookup]=	Tests if the host component of the requested URL matches the IP address or domain name.
server_url.host.is_numeric=	This is true if the URL host was specified as an IP address.
server_url.host.no_name=	This is true if no domain name can be found for the URL host.
server_url.host.regex=	Tests if the specified regular expression matches a substring of the domain name component of the requested URL.
server_url.is_absolute=	Tests whether the server URL is expressed in absolute form.
server_url.path[.exact .substring .prefix .suffix .regex][.case_sensitive]=	Tests if a prefix of the complete path component of the requested URL, as well as any query component, matches the specified string.
server_url.path.regex=	Tests if the regex matches a substring of the path component of the request URL.

Table 19.5: Forwarding Conditions, Properties, Actions, and Definitions (Continued)

Forwarding	Description
server_url.port=	Tests if the port number of the requested URL is within the specified range or an exact match.
server_url.query.regex=	Tests if the regex matches a substring of the query string component of the request URL.
server_url.regex=	Tests if the requested URL matches the specified pattern.
server_url.scheme=	Tests if the scheme of the requested URL matches the specified string.
socks=	This condition is true whenever the session for the current transaction involves SOCKS to the client.
socks.version=	Switches between SOCKS 4/4a and 5. Can also be used in <Exception> and <Proxy> layers.
streaming.client=	yes   no. Tests the user agent of a Windows, Real Media, or QuickTime player.
time[.utc]=	Tests if the time of day is in the specified range or an exact match. Can be used in all layers.
tunneled=	yes   no. Tests TCP tunneled requests, HTTP CONNECT requests, and unaccelerated SOCKS requests
weekday[.utc]=	Tests if the day of the week is in the specified range or an exact match. Can be used in all layers.
year[.utc]=	Tests if the year is in the specified range or an exact match. Can be used in all layers.
Properties	
access_server()	Determines whether the client can receive streaming content directly from the OCS. Set to no to serve only cached content.
ftp.transport()	Determines the upstream transport mechanism. This setting is not definitive. It depends on the capabilities of the selected forwarding host.
forward()	Determines forwarding behavior. There is a box-wide configuration setting (<config><forwarding><failure-mode>) for the forward failure mode. The optional specific settings can be used to override the default.

Table 19.5: Forwarding Conditions, Properties, Actions, and Definitions (Continued)

Forwarding	Description
<code>forward.fail_open()</code>	Controls whether the ProxySG terminates or continues to process the request if the specified forwarding host or any designated backup or default cannot be contacted.
<code>http.refresh.recv.timeout()</code>	Sets the socket timeout for receiving bytes from the upstream host when performing refreshes. Can also be used in <Cache> layers.
<code>http.server.connect_attempts()</code>	Sets the number of attempts to connect performed per-address when connecting to the upstream host.
<code>http.server.recv.timeout()</code>	Sets the socket timeout for receiving bytes from the upstream host. Can also be used in <Proxy> layers.
<code>icp()</code>	Determines when to consult ICP. The default is yes if ICP hosts are configured and if no forwarding host or SOCKS gateway is identified as an upstream target.
<code>im.transport()</code>	Sets the type of upstream connection to make for IM traffic.
<code>integrate_new_hosts()</code>	Determines whether to add new host addresses to health checks and load balancing. The default is no. If it is set to yes, any new host addresses encountered during DNS resolution of forwarding hosts are added to health checks and load balancing.
<code>reflect_ip()</code>	Determines how the client IP address is presented to the origin server for explicitly proxied requests. Can also be used in <Proxy> layers.
<code>socks_gateway()</code>	<p>The <code>socks_gateway()</code> property determines the gateway and the behavior of the request if the gateway cannot be contacted.</p> <p>There is a box-wide configuration setting for the SOCKS failure mode. The optional specific settings can be used to override the default.</p>
<code>socks_gateway.fail_open()</code>	Controls whether the ProxySG terminates or continues to process the request if the specified SOCKS gateway or any designated backup or default cannot be contacted.
<code>streaming.transport()</code>	Determines the upstream transport mechanism. This setting is not definitive. The ability to use <code>streaming.transport()</code> depends on the capabilities of the selected forwarding host.

Table 19.5: Forwarding Conditions, Properties, Actions, and Definitions (Continued)

Forwarding	Description
<code>trace.request()</code>	Determines whether detailed trace output is generated for the current request. The default value is no, which produces no output
<code>trace.rules()</code>	Determines whether trace output is generated that shows each policy rule that <i>fired</i> . The default value of no suppresses output.
<code>trace.destination()</code>	Used to change the default path to the trace output file. By default, policy evaluation trace output is written to an object in the cache accessible using a console URL of the following form: <code>http://ProxySG_ip_address:8081/Policy/Trace/path</code>
Actions	
<code>notify_email()</code>	Sends an e-mail notification to the list of recipients specified in the Event Log mail configuration. Can be used in all layers.
<code>notify_snmp()</code>	The SNMP trap is sent when the transaction terminates. Can be used in all layers.
<code>log_message</code>	Writes the specified string to the ProxySG event log.
Definitions	
<code>define server_url.domain condition name</code>	Binds a user-defined label to a set of domain suffix patterns for use in a <code>condition=</code> expression.

## *Chapter 20: Access Logging*

Access logging allows you to track Web usage for the entire network or specific information on user or department usage patterns. These logs and reports can be made available in real-time or on a scheduled basis.

---

Note: Event logging is not the same as access logging. *Event logging* allows you to specify the types of system events logged, the size of the event log, and to configure Syslog monitoring.

---

This chapter contains the following topics:

- “Section A: Overview” on page 888
- “Section B: Creating and Editing Log Formats” on page 892
- “Section C: Creating an Access Log Facility” on page 897
- “Section D: Editing an Existing Log Facility” on page 899
- “Section E: Associating a Log Facility with a Protocol” on page 903
- “Section F: Configuring Global Settings” on page 907
- “Section G: Configuring the Upload Client” on page 909
- “Section H: Configuring the Upload Schedule” on page 930

## Section A: Overview

---

### Section A: Overview

The ProxySG can create access logs for the traffic flowing through the system; in fact, each protocol can create an access log record at the end of each transaction for that protocol (such as for each HTTP request).

---

Note: The only data that can be logged in an access log on the ProxySG are the access-log fields and the CPL fields (found in Appendix B: "Access Log Formats").

---

These log records can be directed to one or more log *facilities*, which associates the logs with their configured log formats, upload schedules, and other customizable components. In addition, access logs can be encrypted and digitally signed prior to upload.

Data stored in log facilities can be automatically uploaded to a remote location for analysis and archive purposes. The uploads can take place using HTTP, FTP, or one of several proprietary protocols. Once uploaded, reporting tools such as Blue Coat Reporter can be used to analyze the log files. For information on using Blue Coat Reporter, refer to the *Blue Coat Reporter User Guide*.

### Understanding Facilities

A log facility is a separate log that contains a single logical file and supports a single log format. The facility contains the file's configuration and upload schedule information as well as other configurable information such as how often to rotate (switch to a new log) the logs at the destination, any passwords needed, and the point at which the facility can be uploaded.

Multiple access log facilities are supported in SGOS 4.x, although each access log supports a single log format. You can log a single transaction to multiple log facilities through a global configuration setting for the protocol that can be modified on a per-transaction basis via policy.

## Section A: Overview

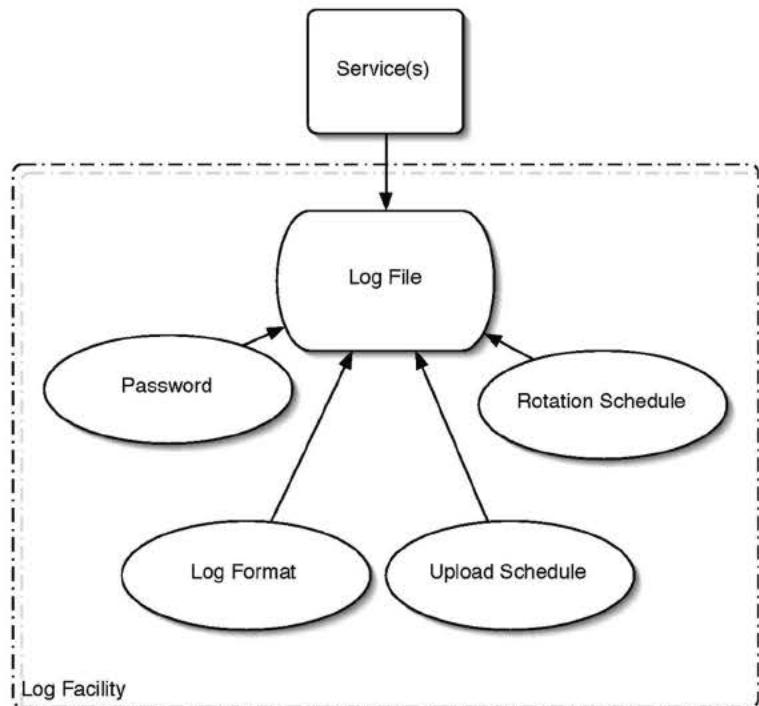


Figure 20-1: Log Facility

## Understanding Protocols and Formats

The following protocols support configurable access logging:

- Endpoint Mapper
- FTP
- HTTP
- HTTPS Forward Proxy
- HTTPS Reverse Proxy
- ICP
- Instant Messaging
- Peer-to-peer (P2P)
- RealMedia/QuickTime
- SOCKS
- SSL
- TCP Tunnel

## Section A: Overview

---

- Telnet
- Windows Media

The ProxySG can create access logs with any one of a number of log formats, and you can create additional types using custom or ELFF format strings. The log types supported are:

- NCSA common log format
- SQUID-compatible format
- ELFF (W3C Extended Log File Format)
- Custom, using the strings you enter
- SmartReporter, an ELFF log format compatible with the SmartFilter Reporter tool
- SurfControl, a log format compatible with the SurfControl Reporter tool
- Websense, a log format compatible with the Websense Reporter tool

The log facilities, each containing a single logical file and supporting a single log format, are managed by policy (created through VPM or CPL), which specifies the destination log format and log file.

## Terms

- Log Facility*: A separate log that contains a single logical file and supports a single log format. It also contains the file's configuration and upload schedule information as well as other configurable information such as how often to rotate (switch to a new log) the logs at the destination, any passwords needed, and the point at which the facility can be uploaded.
- Encrypted Log*: A log is encrypted using an external certificate associated with a private key. Encrypted logs can only be decrypted by someone with access to the private key. The private key is not accessible to the ProxySG.
- Log Format*: The type of log that is used: NCSA/Common, SQUID, ELFF, SurfControl, or Websense.

The proprietary log types each have a corresponding pre-defined log format that has been set up to produce exactly that type of log (these logs cannot be edited). In addition, a number of other ELFF type log formats are also pre-defined (im, main, p2p, ssl, streaming). These can be edited, but they start out with a useful set of log fields for logging particular protocols understood by the ProxySG. It is also possible to create new log formats of type ELFF or Custom which can contain any desired combination of log fields.

- Log Tail*: The access log tail shows the log entries as they get logged. With high traffic on the ProxySG, not all access log entries are necessarily displayed. However, you can view all access log information after uploading the log.
- NCSA common log format*: A log type that contains only basic HTTP access information.
- SQUID-compatible format*: A log type that was designed for cache statistics.
- ELFF-compatible format*: A log type defined by the W3C that is general enough to be used with any protocol.

## Section A: Overview

- *SmartReporter*: A proprietary ELFF log type that is compatible with the SmartFilter SmartReporter tool.
- *SurfControl*: A proprietary log type that is compatible with the SurfControl reporter tool. The SurfControl log format includes fully-qualified usernames when an NTLM realm provides authentication. The simple name is used for all other realm types.
- *Websense*: A proprietary log type that is compatible with the Websense reporter tool.

## Enabling or Disabling Access Logging

You can globally enable or disable access logging. If access logging is disabled, logging is turned off for all log objects, even if logging policy exists or logging configurations are set.

Once globally enabled, connection information is sent to the default log facility for the service. For example, HTTP traffic is logged to the main file.

By default, access logging is disabled on all new systems, but certain protocols are configured to use specific logs by default. When access logging is enabled, logging begins immediately for all configured protocols.

### *To Enable or Disable Access Logging through the Management Console*

1. Select Configuration>Access Logging>General>Default Logging.

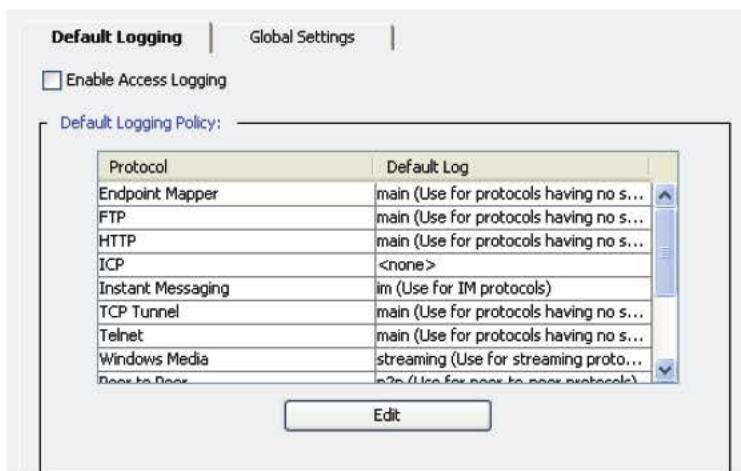


Figure 20-2: Enabling Access Logging

2. Select Enable to enable access logging or deselect it to disable access logging.
3. Click Apply.

### *To Enable or Disable Access Logging through the CLI*

From the `(config)` command prompt, enter the following commands:

```
SGOS#(config) access-log
SGOS#(config access-log) enable | disable
```

## Section B: Creating and Editing Log Formats

---

### Section B: Creating and Editing Log Formats

You should first decide what protocols and log formats you want to use, the logging policy, and the upload schedule. Then you can do the following:

- Associate a log format with the log facility.
- Associate a log facility with a protocol and/or create policies for protocol association and to manage the access logs and generate entries in them (if you do both, policy takes precedence).
- Determine the upload parameters for the log facility.

The Format tab allows you to create a format to use for your log facilities. Several log formats ship with the ProxySG, and they might be sufficient for your needs. If so, you do not need to use the Format tab and can skip to "[Creating an Access Log Facility](#)" on page 897. If the formats that exist do not meet your needs, you can use the Format tab to create a custom or ELFF format and specify the string and other qualifiers used.

Several log formats already exist. For a description of each value, see [Appendix B: "Access Log Formats"](#) on page 1041:

- im (Instant Messaging): This is an ELFF format with the custom strings of:  

```
date time c-ip cs-username cs-auth-group cs-protocol x-im-method x-im-user-id
x-im-user-name x-im-user-state x-im-client-info x-im-buddy-id x-im-buddy-name
x-im-buddy-state x-im-chat-room-id x-im-chat-room-type x-im-chat-room-members
x-im-message-text x-im-message-size x-im-message-route x-im-message-type
x-im-file-path x-im-file-size s-action
```
- main: This is an ELFF format with custom strings of:  

```
date time time-taken c-ip sc-status s-action sc-bytes cs-bytes cs-method
cs-uri-scheme cs-host cs-uri-port cs-uri-path cs-uri-query cs-username
cs-auth-group s-hierarchy s-supplier-name rs(Content-Type) cs(User-Agent)
sc-filter-result cs-category x-virus-id s-ip s-sitename
```
- ncsa: This is a reserved format that cannot be edited. The NCSA/Common format contains the following strings:  

```
remotehost rfc931 authuser [date] "request" status bytes
```

The ELFF/custom access log format strings that represent the strings above are:  

```
$(c-ip) - $(cs-username) $(localtime) $(cs-request-line) $(sc-status)
$(sc-bytes)
```
- p2p: This is an ELFF format with custom strings of:  

```
date time c-ip c-dns cs-username cs-auth-group cs-protocol x-p2p-client-type
x-p2p-client-info x-p2p-client-bytes x-p2p-peer-bytes duration s-action
```
- smartreporter: This is a reserved format that cannot be edited. It contains the following string:  

```
localtime s-computername c-ip c-uri sc-filter-result cs-categories cs-user
sc-bytes
```
- squid: This is a reserved format that cannot be edited. You can create a new SQUID log format using custom strings. The default SQUID format is SQUID-1.1 and SQUID-2 compatible.  
SQUID uses several definitions for its field formats:

## Section B: Creating and Editing Log Formats

---

```
SQUID-1:time elapsed remotehost code/status/peerstatus bytes method URL  
SQUID-1.1: time elapsed remotehost code/status bytes method URL rfc931  
peerstatus/peerhost type
```

SQUID-2 has the same fields as SQUID-1.1, although some of the field values have changed.

- ❑ **ssl:** This is an ELFF format with custom strings of:  

```
date time time-taken c-ip s-action x-rs-certificate-validate-status  
x-rs-certificate-observed-errors cs-host s-hierarchy s-supplier-name  
x-rs-connection-negotiated-ssl-version x-rs-connection-negotiated-cipher  
x-rs-connection-negotiated-cipher-size x-rs-certificate-hostname  
x-rs-certificate-hostname-category x-cs-connection-negotiated-ssl-version  
x-cs-connection-negotiated-cipher x-cs-connection-negotiated-cipher-size  
x-cs-certificate-subject s-ip s-sitename
```
- ❑ **streaming:** This is an ELFF format with custom strings of:  

```
c-ip date time c-dns cs-uri-scheme cs-host cs-uri-port cs-uri-path cs-uri-query  
c-starttime x-duration c-rate c-status c-playerid c-playerversion  
c-playerlanguage cs(User-Agent) cs(Referer) c-hostexe c-hostexecver c-os  
c-osversion c-cpu filelength filesize avgbandwidth protocol transport audiocodec  
videocodec channelURL sc-bytes c-bytes s-pkts-sent c-pkts-received  
c-pkts-lost-client c-pkts-lost-net c-pkts-lost-cont-net c-resendreqs  
c-pkts-recovered-ECC c-pkts-recovered-resent c-buffercount c-totalbuffertime  
c-quality s-ip s-dns s-totalclients s-cpu-util x-cache-user x-cache-info  
x-client-address
```
- ❑ **surfcontrol, surfcontrolv5, and smartfilter:** These are reserved formats that cannot be edited.
- ❑ **websense:** This is a reserved format that cannot be edited.
- ❑ **bcreportermain\_v1:** This is a reserved format that cannot be edited.
- ❑ **bcreporterssl\_v1:** This is a reserved format that cannot be edited. It only contains fields that do not reveal private or sensitive information, unlike the bcreportermain\_v1 format.

---

**Note:** If you had previously created formats with the name smartreporter or surfcontrolv5 and you upgrade your ProxySG, those formats are changed to *smartreporter\_user* or *surfcontrolv5\_user*. If you already have a log format named *smartreporter\_user* or *surfcontrolv5\_user*, then the names will be *smartreporter\_user1* or *surfcontrolv5\_user1*. This naming protocol continues (*\_user2*, *\_user3*...) as long as necessary. The logs associated with these formats are automatically associated with the new format name.

---

## Section B: Creating and Editing Log Formats

### Creating a Custom or ELFF Log Format

If you are using one of the already-existing formats, skip to "Creating an Access Log Facility" on page 897. Complete the following steps to create a custom or ELFF log format.

*To Create and Edit the Log Format through the Management Console*

1. Select Configuration>Access Logging>Formats.

The Formats tab displays the current log formats.

The screenshot shows the 'Formats' tab in the Management Console. A table titled 'Log Formats:' lists various log formats with columns for Name, Type, and Attributes. The 'squid' format is selected, highlighted in blue. The table includes rows for 'squid', 'ncsa', 'main', 'im', 'streaming', 'websense', 'surfcontrol', 'smartreporter', 'surfcontrolv5', 'p2p', and 'ssl'. At the bottom of the table are three buttons: 'New', 'Edit' (which is highlighted in orange), and 'Delete'.

Name	Type	Attributes
squid	Squid	Log-last-header
ncsa	NCSA	Log-last-header
main	ELFF	Log-last-header
im	ELFF	Log-last-header
streaming	ELFF	Log-last-header
websense	Websense	Log-last-header
surfcontrol	SurfControl	Log-last-header
smartreporter	ELFF	Log-last-header
surfcontrolv5	SurfControl	Log-last-header
p2p	ELFF	Log-last-header
ssl	ELFF	Log-last-header

Figure 20-3: Formats Tab

2. To create or edit a new custom or ELFF log format, click New; to edit an existing ELFF log format (such as im, main, p2p, ssl, or streaming), highlight the format to be changed and click Edit. If you select an unconfigurable format, you receive an error message.

The Create/Edit Format dialog displays.

## Section B: Creating and Editing Log Formats

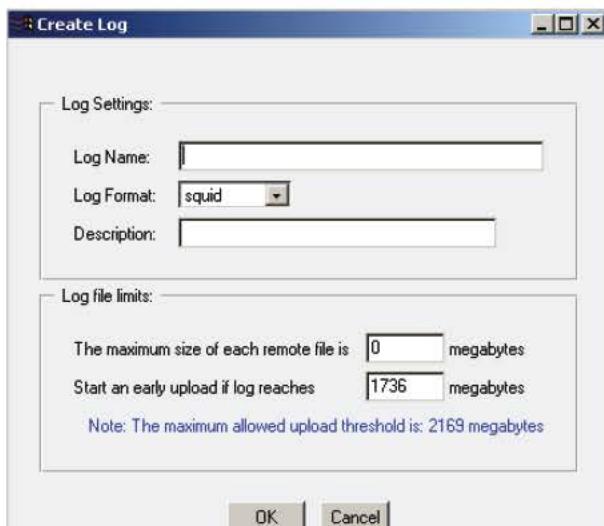


Figure 20-4: Create Format Dialog

3. If you are creating a new format, provide a name meaningful to you.
4. Use the Format Settings radio buttons to select a log format; specify the string in the field below.

---

Note: ELFF strings cannot start with spaces.

---

5. Click Test Format to test whether the format-string syntax is correct.

When you click Test Format, a line displays below the field that indicates that testing is in progress and then gives a result, such as Format is valid.

---

Note: To doublecheck the format-string syntax, see "Creating a Custom or ELFF Log Format" on page 894 or Appendix B: "Access Log Formats" on page 1041.

---

6. From the Multiple-valued header policy drop-down list, select a header to log: Log last header, log first header, log all headers.

The Multiple valued header policy allows you to determine what happens with HTTP-headers that have multiple headers.

7. Click OK; click Apply.

### *To Create and Edit a Custom or ELFF Log Format through the CLI*

1. To create a custom or ELFF log format name, enter the following commands from the (config) command prompt (skip to step 2 to edit an existing ELFF format log):

```
SGOS#(config) access-log
SGOS#(config access-log) create format format_name
```

2. To edit a newly created or existing log format:

## Section B: Creating and Editing Log Formats

---

```
SGOS#(config access-log) edit format format_name
```

The prompt changes to:

```
SGOS#(config format format_name)
```

3. To customize the log format:

```
SGOS#(config format format_name) type {custom | elff} format_string  
SGOS#(config format format_name) multi-valued-header-policy {log-all-headers |  
log-first-header | log-last-header}
```

where

type	{custom   elff} format_string	Specifies the log format.
multi-valued-header-policy	log-all-headers   log-first-header   log-last-header	(Optional) Specifies which headers should be logged. The default is log-last-header.

4. (Optional) View the results.

```
SGOS#(config format format_name) view
```

Settings:

```
Format name: format_name  
Type elff "date time time-taken c-ip sc-status s-action sc-bytes cs-bytes  
cs-method cs-uri-scheme cs-host cs-uri-path cs-uri-query cs-username s-hierarchy  
s-supplier-name rs(Content-Type) cs(User-Agent) sc-filter-result  
sc-filter-category x-virus-id s-ip s-sitename"  
Multiple-header-policy log-last-header
```

5. (Optional) To delete a log format:

```
SGOS#(config) access-log  
SGOS#(config access-log) delete format format_name
```

## Boundary Condition: Creating a Custom or ELFF Log Format

The access log ignores any ELFF or custom format fields it does not understand. In a downgrade, the format still contains all the fields used in the upgraded version, but only the valid fields for the downgraded version display any information.

## Section C: Creating an Access Log Facility

### Section C: Creating an Access Log Facility

You can use existing log facilities and modify them for your needs. You can also create new log facilities for special circumstances, such as associating the SurfControl log format with a log facility. To create new log facilities, continue with the next section. If you need to edit an existing log facility, skip to "Editing an Existing Log Facility" on page 899.

---

**Note:** Several log facilities have already been created. Before creating a new one, check the existing ones to see if they fit your needs. If you want to use a custom log format with the new log facility, you must create the log format before associating it with a log (see "Creating and Editing Log Formats" on page 892).

---

#### *To Create a Log Facility through the Management Console*

1. Select Configuration>Access Logging>Logs>Logs.

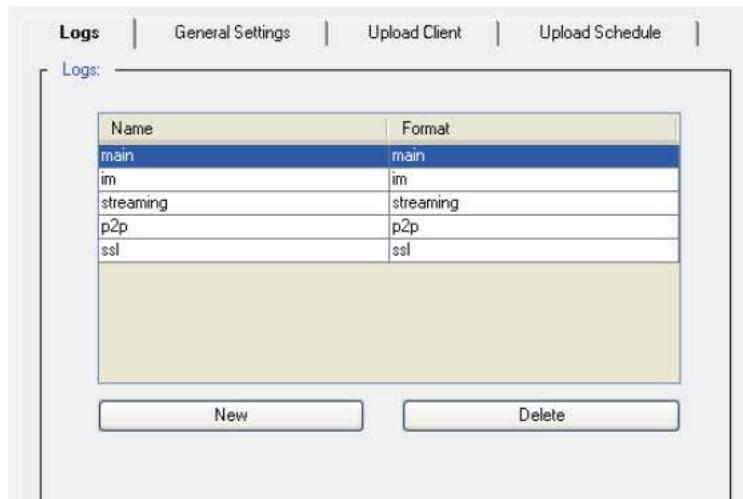


Figure 20-5: Logs Tab

2. The log facilities already created are displayed in the Logs tab. To create a new log, click New. The Create Log dialog displays.

## Section C: Creating an Access Log Facility

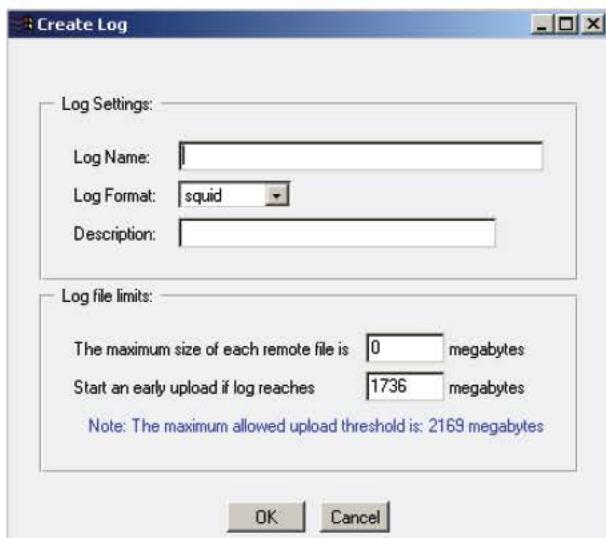


Figure 20-6: Create Log Dialog

3. Fill in the fields as appropriate:
  - **Log Name:** Enter a log facility name that is meaningful to you.
  - **Log Format:** Select a log format from the drop-down list.
  - **Description:** Enter a meaningful description of the log. It is used for display purposes only.
4. Fill in the Log file limits panel as appropriate. (You can edit these settings later. See "Editing an Existing Log Facility" below.)
  - The maximum size for each remote log file (the file on the upload server) defaults to 0, meaning that all data is sent to the same log file. If you set a maximum size, a new log file opens when the file reaches that size. This setting is valid for both periodic and continuous uploads.
  - Specify a size that triggers an early upload—the maximum upload size varies depending on the size of the ProxySG disks (the maximum allowed upload threshold appears below this field).
5. Click OK; click Apply.

*To Create a Log Facility through the CLI*

From the (config) command prompt, enter the following commands:

```
SGOS# (config) access-log  
SGOS# (config access-log) create log log_name
```

See "Editing an Existing Log Facility" below for information on configuring the newly created log.

---

#### Section D: Editing an Existing Log Facility

---

## Section D: Editing an Existing Log Facility

A number log facilities exist, each associated with a log format. For a description of the format, see "Creating and Editing Log Formats" on page 892.

- im** (Instant Messaging): Associated with the im format.
- main**: Associated with the main format.
- p2p** (Peer-to-Peer): Associated with the p2p format.
- ssl**: Associated with the SSL format.
- streaming**: Associated with the streaming format.

Use the following procedures to edit log facilities you have created.

---

**Note:** If you change the log format of a log, keep in mind that ELFF formats require an ELFF header in the log (the list of fields being logged are mentioned in the header) and that non-ELFF formats do not require this header.

The format of data written to the log changes as soon as the format change is applied; for best practices, do a log upload before the format change and immediately after (to minimize the number of log lines in a file with mixed log formats).

Upload the log facility before you switch the format.

---

### *To Edit an Existing Log Facility through the Management Console*

1. Select Configuration>Access Logging>Logs>General Settings.

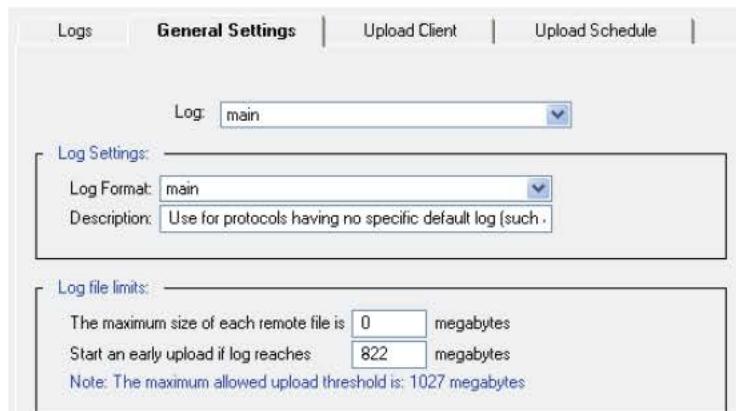


Figure 20-7: General Settings Tab

2. Fill in the fields as appropriate:
  - **Log:** Select an already-existing log facility from the Log drop-down list.
  - **Log Format:** Select the log format from the drop-down list.

## Section D: Editing an Existing Log Facility

---

- Description: Enter a meaningful description of the log. (If you chose an existing log format, the default description for that log is displayed. You can change it.)
3. Fill in the Log file limits panel as appropriate:
- The maximum size for each remote log file (the file on the upload server) defaults to 0, meaning that all data is sent to the same log file. If you set a maximum size, a new log file opens when the file reaches that size. This setting is valid for both periodic and continuous uploads.
  - Specify a size that triggers an early upload—the maximum upload size varies depending on the size of the ProxySG disks (the maximum allowed upload threshold appears below this field).
4. Click OK; click Apply.

### *To View an Existing Log Facility through the CLI*

A log facility must exist before you can edit it. You can view all the created log facilities with their configured settings through the CLI. The example below shows the settings for only one log facility. To view settings for a particular log facility only, include the optional *log\_name* argument.

To view the existing log formats on the system, enter the following command:

```
SGOS#(config) show access-log log [log_name]
Settings:
Log name: main
Format name: main
Description: Use for protocols having no specific default log (such as im)
Logs uploaded using FTP client
Logs upload as gzip file
Wait 60 seconds between server connection attempts
Log encryption disabled
FTP client:
  Filename format: SG_%f_%c_%l%m%d%H%M%S.log
  Filename uses utc time
  Use PASV: yes
  Use secure connections: no
Primary host site:
  Host:
  Port: 21
  Path:
  Username:
  Password: *****
Alternate host site:
  Host:
  Port: 21
  Path:
  Username:
  Password: *****
HTTP client:
  Filename format: SG_%f_%c_%l%m%d%H%M%S.log
  Filename uses utc time
  Use secure connections: no
```

---

## Section D: Editing an Existing Log Facility

---

```

Primary host site:
  Host:
  Port: 80
  Path:
  Username:
  Password: *****
Alternate host site:
  Host:
  Port: 80
  Path:
  Username:
  Password: *****
Custom client:
  Primary server: :69
  Alternate server: :69
  Use secure connections: no
Websense client:
  Primary server: :55805
  Alternate server: :55805
Log uploading:
  Log is uploaded daily at 02:00
No bandwidth class has been set for uploads
A keep-alive log packet is sent every 300 seconds
Start an early upload when log reaches 1736 megabytes
Remote log file rotation by size is disabled

```

### *To Edit an Existing Log Facility through the CLI*

Once you know which log facility you want to edit, complete the following procedure.

1. From the (config) command prompt, enter the following commands:

```

SGOS#(config) access-log
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) format-name format_name
SGOS#(config log log_name) early-upload megabytes
SGOS#(config log log_name) remote-size megabytes

```

where

format-name	format_name	Specifies a log format for this log facility. The format name can be any format that already exists on the ProxySG.
early-upload	megabytes	Specifies the size that triggers an early upload—the maximum upload size varies depending on the size of the ProxySG disks.
remote-size	megabytes	Specifies the maximum size for each remote log file (the file on the upload server).The default is 0, meaning that all data is sent to the same log file. If you set a maximum size, a new log file opens when the file reaches that size. This setting is valid for both periodic and continuous uploads

## Section D: Editing an Existing Log Facility

---

2. (Optional) View the results.

```
SGOS#(config log log_name) view
```

---

Note: The output includes all the defaults for the log facility, whether or not you configured them.

---

3. (Optional) To delete a log facility:

```
SGOS#(config) access-log  
SGOS#(config access-log) delete log log_name
```

---

Note: Deleting the log deletes any existing log entries on the ProxySG. To avoid this, upload the access log entries before deleting the logs.

---

---

## Section E: Associating a Log Facility with a Protocol

---

### Section E: Associating a Log Facility with a Protocol

You can associate a log facility with a protocol at any point in the process. New systems have certain protocols associated with certain logs by default. This allows you to begin access logging as soon as it is enabled (see ["Enabling or Disabling Access Logging" on page 891](#)).

---

**Note:** If you have a policy that defines protocol and log association, that policy overrides any settings you make here.

---

The following list shows the protocols supported and the default log facilities assigned to them, if any:

Table 20-1. Default Log Facility Assignments

Protocol	Assigned Default Log Facility
Endpoint Mapper	main
FTP	main
HTTP	main
HTTPS-Reverse-Proxy	main (Set to the same log facility that HTTP is using upon upgrade.)
HTTPS-Forward-Proxy	ssl (If the facility for HTTP, TCP, or SOCKS is set before upgrade.)
ICP	none
Instant Messaging	im
MAPI	mapi
Peer to Peer	p2p
RealMedia/QuickTime	streaming
SOCKS	none
SSL	ssl (If the facility for HTTP, TCP or SOCKS is set before upgrade.)
TCP Tunnel	main
Telnet	main
Windows Media	streaming

---

## Section E: Associating a Log Facility with a Protocol

---

Note: To disable access logging for a particular protocol, you must either disable the default logging policy for that protocol (see "[Disabling Access Logging for a Particular Protocol](#)" on page 905) or modify the access logging policy in VPM (see "[Modify Access Logging](#)" on page 632).

---

### *To Associate a Log Facility with a Protocol through the Management Console*

1. Select Configuration>Access Logging>General>Default Logging.
2. Highlight the protocol you want to associate with a log facility and click Edit.  
The appropriate Edit Logging dialog appears.
3. Select a log facility from the Default Log drop-down list.

---

Note: To disable access logging for that protocol, select none.

---

4. Click OK.
5. Click Apply.

### *To Associate a Log Facility with a Protocol through the CLI*

1. From the (config) command prompt, enter the following commands:

```
SGOS#(config) access-log
SGOS#(config access-log) defaultLogging {epmapper | icp | ftp | http |
https-forward-proxy | https-reverse-proxy | im | mms | p2p | rtsp | socks | ssl |
tcp-tunnel | telnet} log_name
```

where:

epmapper	log_name	Sets the default log facility for endpoint mapper.
ftp	log_name	Sets the default log facility for FTP.
http	log_name	Sets the default log facility for HTTP.
https-forward-proxy	log_name	Sets the default log facility for HTTPS forward proxy.
https-reverse-proxy	log_name	Sets the default log facility for HTTPS reverse proxy.
icp	log_name	Sets the default log facility for ICP.
im	log_name	Sets the default log facility for IM.
mms	log_name	Sets the default log facility for MMS.
p2p	log_name	Sets the default log facility for Peer-to-Peer.
rtsp	log_name	Sets the default log facility for Real Media/QuickTime.

---

### Section E: Associating a Log Facility with a Protocol

---

socks	<i>log_name</i>	Sets the default log facility for SOCKS.
ssl	<i>log_name</i>	Sets the default log facility for SSL.
tcp-tunnel	<i>log_name</i>	Sets the default log facility for TCP tunneling.
telnet	<i>log_name</i>	Sets the default log facility for Telnet Proxy.

2. (Optional) View the results.

```
SGOS#(config access-log) view default-logging
Default Logging:
Protocol          Log
-----
epmapper           main
ftp                main
http               main
https-forward-proxy ssl
https-reverse-proxy main
icp                <none>
im                 im
mms                streaming
p2p                p2p
rtsp               streaming
socks              <none>
ssl                ssl
tcp-tunnel         main
telnet             main
```

## Disabling Access Logging for a Particular Protocol

*To Disable Access Logging for a Particular Protocol through the Management Console*

1. Select Configuration>Access Logging>General>Default Logging.
  2. Highlight the protocol for which you want to disable access logging and click Edit.
- The appropriate Edit Logging dialog appears.
3. Select none from the drop-down menu.
  4. Click OK.
  5. Click Apply.

*To Disable Access Logging for a Particular Protocol through the CLI*

From the (config) command prompt, enter the following commands:

```
SGOS#(config) access-log
SGOS#(config access-log) no default-logging {epmapper | ftp | http |
https-forward-proxy | https-reverse-proxy | icp | im | mms | p2p | rtsp | socks
| tcp-tunnel | telnet}
```

**Section E: Associating a Log Facility with a Protocol**

---

where access logging is disabled for the protocol command you enter.

## Section F: Configuring Global Settings

### Section F: Configuring Global Settings

You can set global limits for log size and early upload times. These settings can be overridden by individual log facilities.

*To Set Global Log Facility Limits through the Management Console*

1. Select Configuration>Access Logging>General>Global Settings.

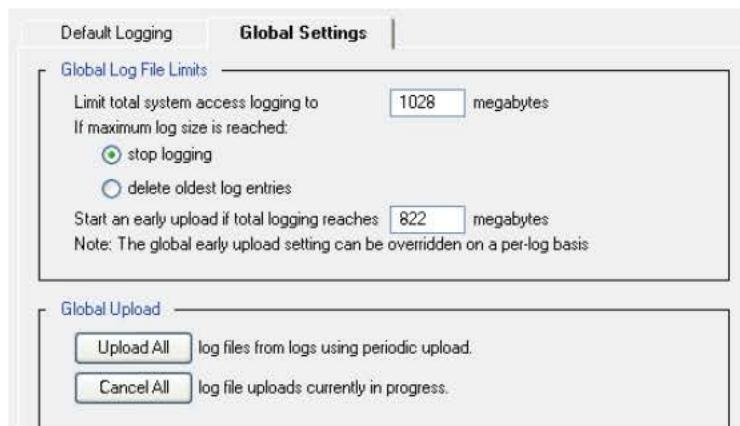


Figure 20-8: Global Settings Tab

2. Fill in the Global Log File Limits panel as appropriate:
  - Configure the maximum size occupied by all of the log files (in megabytes).
  - Determine the behavior of the log when the maximum size is reached. You can have the log stop logging (and do an immediate upload) or have it delete the oldest log entries.
  - Specify the size of the log that triggers an early upload.
3. The Global Upload options affect all log facilities currently available. They do not affect scheduled upload times. You can upload logs now, using the periodic upload method, or you can cancel all the uploads that are currently in progress.

*To Set Global Log Facility Limits through the CLI*

From the `(config)` command prompt, enter the following commands:

```
SGOS# (config) access-log
SGOS# (config access-log) overflow-policy {delete | stop}
SGOS# (config access-log) early-upload megabytes
SGOS# (config access-log) upload {all | log log_name}
SGOS# (config access-log) cancel-upload {all | log log_name}
```

where

overflow-policy	delete   stop	When the log reaches its maximum size, you can delete the oldest log entries, or you can stop logging (and do an immediate upload).
-----------------	---------------	-------------------------------------------------------------------------------------------------------------------------------------

## Section F: Configuring Global Settings

---

early-upload	<i>megabytes</i>	Specifies the size of the log before an upload can take place.
upload	{all   log <i>log_name</i> }	An immediate upload for all logs or a specified log.
cancel-upload	{all   log <i>log_name</i> }	Cancels the current upload for all logs or a specified log.

---

## Section G: Configuring the Upload Client

---

Blue Coat supports four types of upload client:

- FTP client, the default
- HTTP client
- Custom client
- Websense client

Blue Coat also supports secure FTP, HTTP, and Custom client.

The Custom client can be used for special circumstances, such as working with SurfControl Reporter. Custom client is based on plain sockets.

---

Note: You must have a socket server to use the Custom client.

---

The general options you enter in the Upload Client tab affect all clients. Specific options that affect individual clients are discussed in the FTP client, HTTP client, Custom client, or Websense client panes or the `access-log ftp-client`, `https-client`, `custom-client`, or `websense-client` CLI commands.

Only one client can be used at any one time. All four can be configured, but only the selected client is used.

The ProxySG provides access logging with two types of uploads to a remote server:

- continuous uploading, where the ProxySG continuously streams new access log entries from the ProxySG memory to a remote server
- scheduled (periodic) uploading, where the ProxySG transmits log entries on a scheduled basis. See "[Configuring the Upload Schedule](#)" on page 930 for more information.

The ProxySG allows you to upload either compressed access logs or plain-text access logs. The ProxySG uses the gzip format to compress access logs. Gzip-compressed files allow more log entries to be stored in the ProxySG. Advantages of using file compression include:

- Reduces the time and resources used to produce a log file because fewer disk writes are required for each megabyte of log-entry text.
- Uses less bandwidth when the ProxySG sends access logs to an upload server.
- Requires less disk space.

Compressed log files have the extension `.log.gz`. Text log files have the extension `.log`.

---

Note: You cannot upload gzip access-log files for the Websense client.

---

For greater security, you can configure the ProxySG to

- encrypt the access log

## Section G: Configuring the Upload Client

---

- sign the access log

## Encrypting the Access Log

To encrypt access log files, you must first place an external certificate on the ProxySG (see "[Importing an External Certificate](#)" on page 910). The ProxySG derives a session key from the public key in the external certificate and uses it to encrypt the log. When an access log is encrypted, two access log files are produced: an ENC file (extension .enc), which is the encrypted access log file, and a DER file (extension .der), which contains the ProxySG session key and other information. You need four things to decrypt an encrypted access log:

- The ENC file
- The DER file
- The external (public key) certificate
- The corresponding private key

For information about decrypting a log, see "[Decrypting an Encrypted Access Log](#)" on page 917.

---

Note: The encryption feature is not available for custom or Websense clients.

---

## Importing an External Certificate

You can import an X.509 certificate into ProxySG to use for encrypting data (see "[Configuring the Upload Client](#)" on page 909).

*To Import an External Certificate through the Management Console*

1. Copy the certificate onto the clipboard.
2. Select Configuration>SSL>External Certificates.

## Section G: Configuring the Upload Client

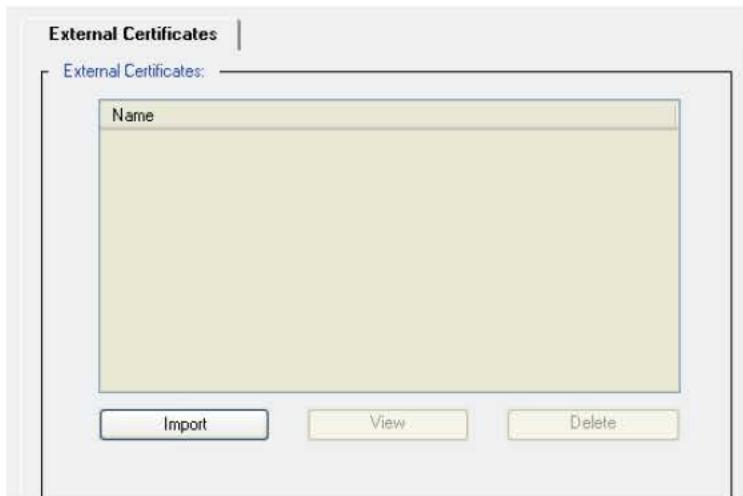


Figure 20-9: External Certificates Tab

3. Click Import.

The Import External Certificate dialog displays.



Figure 20-10: Import External Certificate Dialog

4. Enter the name of the external certificate into the External Cert Name field and paste the certificate into the External Certificate field. Be sure to include the -----BEGIN CERTIFICATE----- and -----END CERTIFICATE----- statements.
5. Click OK.
6. Click Apply.

## Section G: Configuring the Upload Client

---

### *To Import an External Certificate through the CLI Using Inline Commands*

1. Copy the certificate or certificate chain to the clipboard. Be sure to include the ----BEGIN CERTIFICATE---- and ----END CERTIFICATE---- statements.
2. From the (config) prompt, enter the following commands to paste the certificate and enter the eof marker:

```
SGOS#(config) ssl
SGOS#(config ssl) inline external-certificate keyring_id eof
    Paste certificate here
eof
```

## Viewing an External Certificate

### *To View an External Certificate through the CLI*

```
SGOS#(config) ssl
SGOS#(config ssl) view external-certificate certificate_name
-----BEGIN CERTIFICATE-----
MIICitCCAfKgAwIBAgIEN4dnrDANBgkqhkiG9w0BAQUFADB1MQswCQYDVQQGEwJi
ZTERMA8GA1UEChMIQmVsZ2Fjb20xDDAKBgNVBAsTA01UTTEkMCIGA1UEAxMbQmVs
Z2Fjb20gRS1UcnVzdCBQcm1tYXJ5IENBMR8wHQYKCZImiZPyLGQB AxQPW5mb0Bl
LXRydXN0LmJ1MB4XD Tk4MTEwNDEzMDQzOVoXDTEwMDEyMTEzMDQzOVowdTELMAkG
A1UEBhMCYmUxETAPBgNVBAoTCEJ1bGdhY29tMQwwCgYDVQQLEwNNVE0xJDAiBgNV
BAMTG0J1bGdhY29tIEUtVHJ1c3QgUHJpbWFyeSBDQTEfMB0GCgmSJomT8ixkAQMU
D2luZm9AZS10cnVzdC5iZTCBnzANBgkqhkiG9w0BAQEFAAOBjQAwgYkCgYEaqtm5
s9VPak3FQdB7BGFqi3GBB9pk41huJ1XCrc4XsPz6ko0I8Bxy/7LDMf7gaoeXTMxD
V6coetq1g12kHWrxasU+FCIdWQZv8KYxd9ywSTjmywwP/qpyNIjaKDohWu50Kxuk
21sTFrVzX8OujNLApj2wy/Dsi4YLwsFEGFpjqNUCAwEAAaMmMCQwDwYDVR0TBAgw
BgEB/wIBATARBg1ghkgBvhvCAQEEBAMCAAcwDQYJKoZIhvcNAQEFBQADgYEaerKx
pbF9M+nC4RvO05OMfwH9Gx1amq6rB1Ev7Ymr3VBCux//SrWknLFhKQpM6oNZSY2v
hmnxgaxHqqRxblnvynxqblSK2qiSyfVms3lf1IsBniFjRjWTpcJfImIDcB1jI+hr
SB0jECfY9t9HorrsgFBKbMRwpnrkdCJ/9oRiMn7=
-----END CERTIFICATE-----
```

### *To View the External Certificate Summary through the CLI*

```
SGOS#(config) ssl
SGOS#(config ssl) view summary external-certificate
Certificate ID: test1
Is certificate valid? yes
CA: Blue Coat SG3000
Expiration Date: Sep 24 19:33:30 2014 GMT
Fingerprint: 72:D5:7F:9F:B0:CA:D2:54:24:47:A4:7A:37:48:63:D9
```

## Deleting an External Certificate

### *To Delete an External Certificate through the Management Console*

1. Select Configuration>SSL>External Certificates.
2. Highlight the name of the external certificate to be deleted.

## Section G: Configuring the Upload Client

---

3. Click Delete.
- The Confirm delete dialog appears.
4. Click OK in the Confirm delete dialog that appears; click Apply.

### *To Delete an External Certificate through the CLI*

From the `(config)` prompt, enter the following commands:

```
SGOS#(config) ssl  
SGOS#(config ssl) delete external-certificate certificate_name
```

## Digitally Signing Access Logs

You can digitally sign access logs to certify that a particular ProxySG wrote and uploaded this log file. Signing is supported for both content types—text and gzip—and for both upload types—continuous and periodic. Each log file has a signature file associated with it that contains the certificate and the digital signature for verifying the log file. The signature file has the same name as the access log file but with a `.sig` extension; that is, `filename.log.sig`, if the access log is a text file, or `filename.log.gzip.sig`, if the access log is a gzip file.

---

Note: Signing is disabled by default.

---

You can digitally sign your access log files with or without encryption. If the log is both signed and encrypted, the signing operation is done first, meaning that the signature is calculated on the unencrypted version of the file. You must decrypt the log file before verifying the file. Attempting to verify an encrypted file fails.

When you create a signing keyring (which must be done before you enable digital signing), keep in mind the following:

- ❑ The keyring must include a private key and a corresponding x.509 certificate.
- ❑ The certificate purpose must be set for smime signing. If the certificate purpose is set to anything else, you cannot use the certificate for signing.
- ❑ Add the `%c` parameter in the filenames format string to identify the keyring used for signing. If encryption is enabled along with signing, the `%c` parameter expands to `keyringName_Certname`.

---

Note: The signing feature is not available for custom or Websense clients.

---

For information about verifying a log, see "[Verifying a Digital Signature](#)" on page 917.

## Section G: Configuring the Upload Client

*To Configure the Upload Client through the Management Console*

1. Select Configuration>Access Logging>Logs>Upload Client.

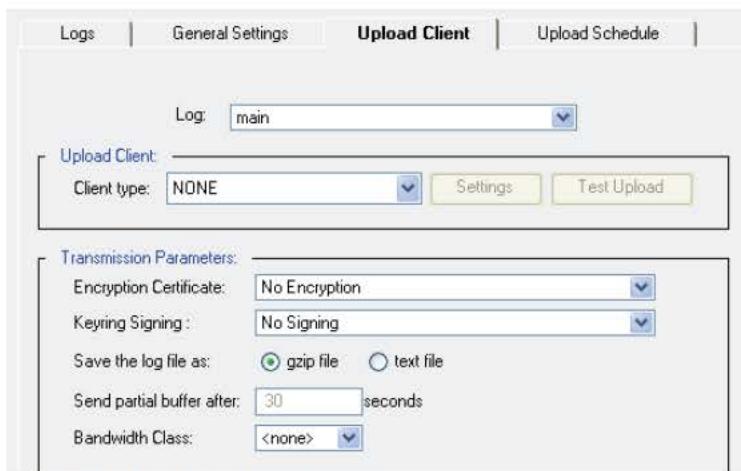


Figure 20-11: Upload Client Tab

2. From the Log drop-down list, select the log facility to configure. The facility must exist before it displays in this list.
3. From the Client type drop-down list, select the upload client to use. Only one client can be configured for each log facility.
4. Click **Settings** to customize the upload client.

For information on customizing the clients, skip to "Editing the FTP Client" on page 918, "Editing the HTTP Client" on page 922, "Editing the Custom Client" on page 925, "Editing the Custom SurfControl Client" on page 927, or "Editing the Websense Client" on page 928.

For information about testing the upload client, see "Testing Access Log Uploading" on page 933.

5. (Optional) To use an external certificate to encrypt the uploaded log facility, select an external certificate from the Encryption Certificate drop-down list. You must first import the external certificate to the ProxySG (see "Importing an External Certificate" on page 910).

The encryption option is not available for Websense or Custom clients.

6. (Optional) To enable the digital signature of the uploaded access log, select a keyring from the Keyring Signing drop-down list. The signing keyring, with a certificate set to smime, must already exist. A certificate set to any other purpose cannot be used for digital signatures.

The digital signing option is not available for Websense or Custom clients.

7. Select one of the Save the log file as radio buttons to determine whether the access log that is uploaded is compressed (gzip file, the default) or not (text file).

---

Note: If you are configuring a SurfControl Custom client, select the text file radio button.

---

## Section G: Configuring the Upload Client

---

8. If you chose **text file**, you can change the **Send partial buffer after *n* seconds** field to the time you need (30 seconds is the default).

This field configures the maximum time between text log packets, meaning that it forces a text upload after the specified length of time even if the internal log buffer is not full. If the buffer fills up before the time specified in this setting, the text uploads right away, and is not affected by this maximum setting.

---

**Note:** If you chose **gzip file**, the **Send partial buffer after *n* seconds** field is not configurable. Also, this setting is only valid for continuous uploading (see "[Configuring the Upload Schedule](#)" on page 930 for information about continuous uploading).

---

9. (Optional) To manage the bandwidth for this log facility, select a bandwidth class from the **Bandwidth Class** drop-down list.

The default setting is **none**, which means that bandwidth management is disabled for this log facility by default.

---

**Note:** Before you can manage the bandwidth for this log facility, you must first create a bandwidth-management class. It is the log facility that is bandwidth-managed—the upload client type does not affect this setting. See Chapter 10: “[Bandwidth Management](#)” on page 489 for information about enabling bandwidth management and creating and configuring the bandwidth class.

Less bandwidth slows down the upload, while more could flood the network.

---

10. Click **Apply**.

---

## Section G: Configuring the Upload Client

---

### *To Configure the Upload Client through the CLI*

From the `(config)` command prompt, enter the following commands to make general settings for the upload client.

```
SGOS#(config) access-log
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) client-type {custom | ftp | http | websense}
SGOS#(config log log_name) upload-type {gzip | text}
SGOS#(config log log_name) bandwidth-class class_name
SGOS#(config log log_name) encryption certificate certificate_name
SGOS#(config log log_name) signing keyring_id
SGOS#(config log log_name) ftp-client | http-client | custom-client |
websense-client
```

where

client-type	custom   ftp   http   websense	Specifies which upload client to use. Only one client can be configured for each log.
upload-type	gzip   text	Specifies upload as a gzip or a text file. Websense client always uploads a text file.
bandwidth-class	class_name	Specifies a bandwidth-management class for managing the bandwidth of this log.  IMPORTANT: Before you can manage the bandwidth for this log, you must create a bandwidth-management class. See Chapter 10: “Bandwidth Management” on page 489 for information about creating and configuring bandwidth classes.
no	bandwidth-class	Disables bandwidth management for this log.
encryption	certificate certificate_name	Specifies the access log encryption certificate. Cannot be used for Websense or Custom clients.
no	encryption	Disables access log encryption.
signing	keyring_id	Specifies the keyring to be used for digital signatures.
no	signing	(Default) Disables access log digital signature.
ftp-client		Edits the FTP client configuration. Skip to “ <a href="#">Editing the FTP Client</a> ” on page 918 for more information.
http-client		Edits the HTTP client configuration. Skip to “ <a href="#">Editing the HTTP Client</a> ” on page 922 for more information.
custom-client		Edits the Custom client configuration. Skip to “ <a href="#">Editing the Custom Client</a> ” on page 925 for more information.

## Section G: Configuring the Upload Client

websense-client		Edits the Websense client configuration. Skip to " <a href="#">Editing the Websense Client</a> " on page 928 for more information.
-----------------	--	------------------------------------------------------------------------------------------------------------------------------------

## Disabling Log Uploads

To disable log uploads, set the upload client-type to none.

*To Disable an Upload through the Management Console*

1. Select Configuration>Access Logging>Logs>Upload Client.
2. Select the log facility for which you want to disable an upload from the Log drop-down menu.
3. Select NONE from the Client type drop-down menu.
4. Click Apply.

*To Disable an Upload through the CLI*

From the (config) command prompt, enter the following commands:

```
SGOS#(config) access-log
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) client-type none
```

where *log\_name* is the name of the log for which you want to disable an upload.

## Decrypting an Encrypted Access Log

To decrypt an encrypted access log, you must concatenate the DER and ENC files (with the DER file in front of the ENC file) and use a program such as OpenSSL for decryption. For example, use the following UNIX command and a tool such as OpenSSL to concatenate the DER and ENC files and decrypt the resulting file:

```
cat path/filename_of_DER_file path/filename_of_ENC_file | openssl smime -decrypt
-inform DER -binary -inkey path/filename_of_private_key -recip
path/filename_of_external_certificate -out path/filename_for_decrypted_log_file
```

You can also download a script based on the OpenSSL tool for decryption. Go to [https://download.bluecoat.com/release/SG4/files/accesslog\\_decrypt.zip](https://download.bluecoat.com/release/SG4/files/accesslog_decrypt.zip).

## Verifying a Digital Signature

If the file whose digital signature you want to verify is also encrypted, you must decrypt the file prior to verifying the signature. (See "[Decrypting an Encrypted Access Log](#)" above for more information.)

You can use a program such as OpenSSL to verify the signature. For example, use the following command in OpenSSL:

```
openssl smime -CAfile cacrt -verify -in filename.sig -content filename.log
-inform DER -out logFile
```

## Section G: Configuring the Upload Client

where

<i>cacrt</i>	The CA certificate used to issue the certificate in the signature file.
<i>filename.sig</i>	The file containing the digital signature of the log file.
<i>filename.log</i>	The log file generated after decryption. If the access log is a gzip file, it contains a .gz extension.
<i>logFile</i>	The filename that is generated after signature verification.

## Editing Upload Clients

Four upload clients are supported by Blue Coat: FTP, HTTP, Custom, and Websense. Each of these clients are described below. You can also create a SurfControl or SmartFilter upload client.

Multiple upload clients can be configured per log facility, but only one can be enabled and used per upload.

### Editing the FTP Client

*To Edit the FTP Client through the Management Console*

1. Select Configuration>Access Logging>Logs>Upload Client.  
See "[Configuring the Upload Client](#)" on page 909 for configuration information.
2. Select FTP Client from the Client type drop-down list. Click the Settings button.  
The FTP Client Settings dialog displays.

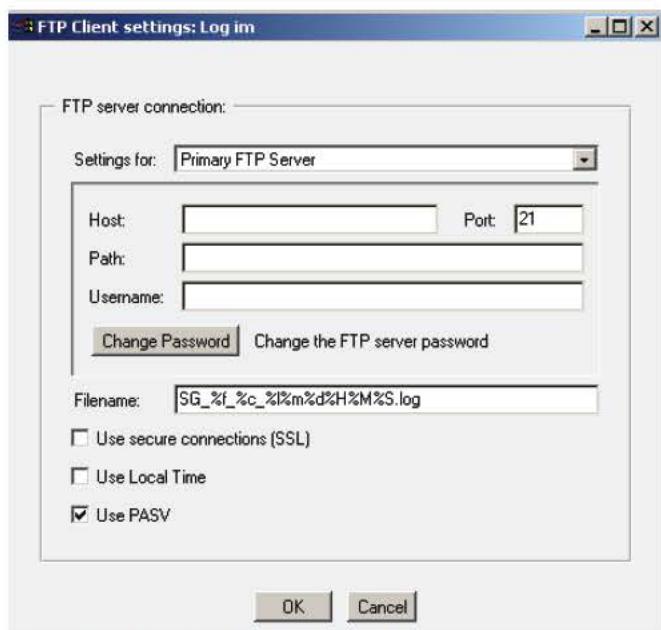


Figure 20-12: Edit FTP Client Dialog

---

## Section G: Configuring the Upload Client

---

3. Select the primary or alternate FTP server to configure from the Settings for drop-down list.
4. Fill in the fields as appropriate:
  - Host: The name of the upload client host. If the Use secure connections (SSL) checkbox is selected, the hostname must match the hostname in the certificate presented by the server.
  - Port: The default is 21; it can be changed.
  - Path: The directory path where the access log is uploaded on the server.
  - Username: This is the username that is known on the host you are configuring.
  - Change Password: Change the password on the FTP; the Change Password dialog displays; enter and confirm the new password; click OK.
  - Filename: The Filename field is comprised of text and/or specifiers. The default filename includes specifiers and text that indicate the log name (%f), name of the external certificate used for encryption, if any (%c), the fourth parameter of the ProxySG IP address (%l), the date and time (Month: %m, Day: %d, Hour: %H, Minute: %M, Second: %S), and the .log or .gzip.log file extension.

---

**Note:** Be cautious if you change the Filename field. If an ongoing series of access logs files are produced and you do not have time-specifiers in this field, each access log file produced overwrites the old file. Also, if you use more than one external certificate to encrypt logs, include the %c specifier in the Filename field to keep track of which external certificate was used to encrypt the uploaded log file.

If you are creating a SurfControl client, change the .log file extension to .tmp.

---

- Secure Connections: If you use FTPS, select the Use secure connections (SSL) checkbox. The remote FTP server must support FTPS.
  - Local Time: If you want the upload to reflect the local time it was uploaded instead of Universal Time Coordinates (UTC), select Local Time.
  - Use PASV: With Use PASV selected (the default), the ProxySG connects to the FTP server. With Use PASV de-selected, the FTP server uses the PORT command to connect to the ProxySG.
5. Click OK; click Apply.

### To Edit the FTP Client through the CLI

1. At the (config) command prompt, configure the FTP client's primary or secondary server information:

```
SGOS#(config) access-log
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) ftp-client primary host hostname [port]
SGOS#(config log log_name) ftp-client no primary host
SGOS#(config log log_name) ftp-client primary path path
SGOS#(config log log_name) ftp-client no primary path
SGOS#(config log log_name) ftp-client primary username username
SGOS#(config log log_name) ftp-client no primary username
```

## Section G: Configuring the Upload Client

```
SGOS#(config log log_name) ftp-client primary password password
SGOS#(config log log_name) ftp-client no primary password
-or-
SGOS#(config log log_name) ftp-client primary encrypted-password
encrypted_password
SGOS#(config log log_name) ftp-client no primary encrypted-password
```

where

primary host	<i>hostname [port]</i>	Specifies the primary FTP server to which logs should be uploaded. By default, the ProxySG uses port 21.
no primary	{host   path   username   password   encrypted-password}	Deletes the primary server information.
primary path	<i>path</i>	The path is the directory on the primary FTP server to which logs should be uploaded.
primary username	<i>user_name</i>	Specifies the username on the primary FTP server to which logs should be uploaded. The <i>user_name</i> must have write privileges in the access log file upload directory.
primary password -or- primary encrypted-password	<i>password   encrypted_password</i>	Specifies the password for the <i>username</i> in the previous command. The primary use of the encrypted-password command is to allow the ProxySG to load a password that it encrypted.

- (Optional) Repeat these steps for the secondary server, replacing primary with alternate.

```
SGOS#(config log log_name) ftp-client alternate host hostname [port]
SGOS#(config log log_name) ftp-client no alternate host
SGOS#(config log log_name) ftp-client alternate path path
SGOS#(config log log_name) ftp-client no alternate path
SGOS#(config log log_name) ftp-client alternate username username
SGOS#(config log log_name) ftp-client no alternate username
SGOS#(config log log_name) ftp-client alternate password password
SGOS#(config log log_name) ftp-client no alternate password
-or-
SGOS#(config log log_name) ftp-client alternate encrypted-password
encrypted_password
SGOS#(config log log_name) ftp-client no alternate encrypted-password
```

- Enter the following commands to complete configuration of the FTP client.

## Section G: Configuring the Upload Client

```
SGOS#(config log log_name) ftp-client filename format
-or-
SGOS#(config log log_name) ftp-client no filename
SGOS#(config log log_name) ftp-client pasv {yes | no}
SGOS#(config log log_name) ftp-client secure {yes | no}
SGOS#(config log log_name) ftp-client time-format {local | utc}
```

where

<b>filename</b>	<b>format</b>	The filename field is comprised of text and/or specifiers. The default filename includes specifiers and text that indicate the log name (%f), name of the external certificate used for encryption, if any (%c), the fourth parameter of the ProxySG IP address (%l), the date and time (Month: %m, Day: %d, Hour: %H, Minute: %M, Second: %S), and the .log or .gzip.log file extension.  Be cautious if you change the <b>Filename</b> field. If an ongoing series of access log files are produced and you do not have a time-specifier in this field, each access log file produced overwrites the old file. Also, if you use more than one external certificate to encrypt logs, include the %c specifier in the <b>Filename</b> field to keep track of which external certificate can decrypt the uploaded file.  If you are creating a SurfControl client, you must change the .log file extension to .tmp.
<b>no filename</b>		Deletes the FTP client configuration parameters.
<b>pasv</b>	<b>yes   no</b>	Specifies whether the ProxySG connects to the FTP server or if the FTP server connects to the ProxySG. The default is yes, using the PORT command only on failure.
<b>secure</b>	<b>yes   no</b>	Specifies whether FTPS is used. The default is no. If yes, the <i>hostname</i> in Step 2 must match the hostname in the certificate presented by the server.
<b>time-format</b>	<b>local   utc</b>	Specifies whether Universal Time Coordinates (UTC) or the local time is used. UTC is the default. UTC was formerly known as Greenwich Mean Time (GMT).

### 4. (Optional) View the results.

```
SGOS#(config log log_name) view
```

### Tip: Doing a Manual Upload for FTP Upload Client through the CLI

Sometimes, an FTP connection is established with the FTP server and is left open. If you try to use the upload-now command while the connection is still open, the command fails with the error message:

User upload request failed. There is an open-connection. Try closing the connection.

#### To Close the Connection

```
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) commands close-connection
ok
```

---

## Section G: Configuring the Upload Client

---

### Editing the HTTP Client

Access log uploads done through an HTTP/HTTPS client use the HTTP PUT method. The destination HTTP server (where the access logs are being uploaded) must support this method. Microsoft's IIS allows the server to be directly configured for write (PUT/DELETE) access. Other servers, such as Apache, require installing a new module for the PUT method for access log client uploads.

You can create either an HTTP or an HTTPS upload client through the HTTP Client dialog. (Create an HTTPS client by selecting **Use secure connections (SSL)**.)

---

**Note:** To create an HTTPS client, you must also import the appropriate CA Certificate. For information, see "Importing a CA Certificate" on page 303.

---

#### *To Edit the HTTP Client through the Management Console*

1. Select Configuration>Access Logging>Logs>Upload Client.

See "Configuring the Upload Client" on page 909 for configuration information.

2. Select **HTTP Client** from the Client type drop-down list. Click **Settings**.

The HTTP Client Settings dialog displays.

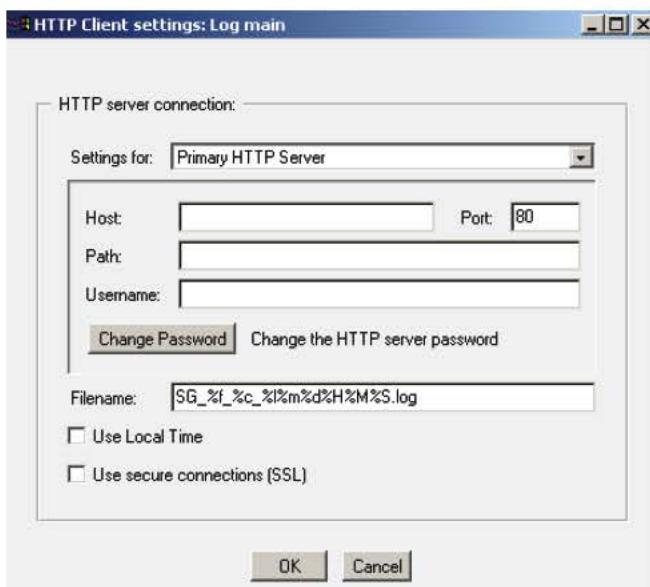


Figure 20-13: Edit HTTP Client Dialog

3. From the **Settings for** drop-down list, select the primary or alternate HTTP server to configure.
4. Fill in the fields as appropriate:

**Host:** The name of the upload host. If **Use secure connections (SSL)** is selected, the hostname must match the hostname in the certificate presented by the server.

- **Port:** The default is 80, but you can change it.

---

## Section G: Configuring the Upload Client

---

Note: For HTTPS, change the port to 443.

---

- **Path:** The directory path where the access log facility is uploaded on the server.
- **Username:** This is the username that is known on the host you are configuring.
- **Change Password:** Change the password on the HTTP host; the Change Password dialog displays; enter and confirm the new password and click OK.
- **Filename:** The **Filename** field is comprised of text and/or specifiers. The default filename includes specifiers and text that indicate the log name (%f), name of the external certificate used for encryption, if any (%c), the fourth parameter of the ProxySG IP address (%l), the date and time (Month: %m, Day: %d, Hour: %H, Minute: %M, Second: %S), and the **.log** or **.gzip.log** file extension.

---

Note: Be cautious if you change the **Filename** field. If an ongoing series of access log files are produced and you do not have time-specifiers in this field, each access log file produced overwrites the old file. Also, if you use more than one external certificate to encrypt logs, include the %c specifier in the **Filename** field to keep track of which external certificate can decrypt the uploaded log file.

If you are creating a SurfControl client, change the **.log** file extension to **.tmp**.

---

- **Local Time:** If you want the upload to reflect the local time it was uploaded instead of Universal Time Coordinate (UTC), select **Local Time**.
- **Use secure connections (SSL):** Select this to create an HTTPS client. To create an HTTPS client, you must also create a keypair, import or create a certificate, and, if necessary, associate the keypair and certificate (called a keyring), with the SSL-client.

5. Click **OK**; click **Apply**.

### *To Edit the HTTP Client through the CLI*

1. At the **(config)** command prompt, configure the HTTP client's primary or secondary server information:

```
SGOS#(config) access-log
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) http-client primary host hostname [port]
SGOS#(config log log_name) http-client no primary host
SGOS#(config log log_name) http-client primary path path
SGOS#(config log log_name) http-client no primary path
SGOS#(config log log_name) http-client primary username username
SGOS#(config log log_name) http-client no primary username
SGOS#(config log log_name) http-client primary password password
```

## Section G: Configuring the Upload Client

```
SGOS#(config log log_name) http-client no primary password
-or-
SGOS#(config log log_name) http-client primary encrypted-password
encrypted_password
SGOS#(config log log_name) http-client no primary encrypted-password
```

where

primary host	hostname [port]	Specifies the primary HTTP server to which logs should be uploaded. By default, the ProxySG uses port 80. For HTTPS, change the port to 443.
no primary	{host   path   username   password   encrypted-password}	Deletes the primary HTTP server information.
primary path	path	The path is the directory on the primary HTTP server to which logs should be uploaded.
primary username	user_name	Specifies the username on the primary HTTP server to which logs should be uploaded. The <i>user_name</i> must have write privileges in the access log file upload directory.
primary password -or- primary encrypted-password	password   encrypted_password	Specifies the password (or encrypted password) for the <i>username</i> in the previous command. The primary use of the encrypted-password command is to allow the ProxySG to load a password that it encrypted.

- Repeat these steps for the secondary server, replacing primary with alternate

```
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) http-client alternate host hostname [port]
SGOS#(config log log_name) http-client no alternate host
SGOS#(config log log_name) http-client alternate path path
SGOS#(config log log_name) http-client no alternate path
SGOS#(config log log_name) http-client alternate username username
SGOS#(config log log_name) http-client no alternate username
SGOS#(config log log_name) http-client alternate password password
SGOS#(config log log_name) http-client no alternate password
-or-
SGOS#(config log log_name) http-client alternate encrypted-password
encrypted_password
SGOS#(config log log_name) http-client no alternate encrypted-password
```

- (Optional) To stop the log from being uploaded to a primary or secondary server in the future, clear the hostname by entering an empty string (that is, double-quotes) in the following command:

## Section G: Configuring the Upload Client

```
SGOS#(config log log_name) http-client primary ""
-or-
SGOS#(config log log_name) http-client alternate ""
```

4. Enter the following commands to complete configuration of the HTTP client.

```
SGOS#(config log log_name) http-client secure {no | yes}
SGOS#(config log log_name) http-client filename log_name
SGOS#(config log log_name) http-client no filename
SGOS#(config log log_name) http-client time-format {utc | local}
```

where

secure	no   yes	Specifies if you want to use SSL connections. The default is no. If yes, the <i>hostname</i> in Step 2 must match the hostname in the certificate presented by the server.
filename	log_name	<p>The <b>Filename</b> field is comprised of text and/or specifiers. The default filename includes specifiers and text that indicate the log name (%f), name of the external certificate used for encryption, if any (%c), the fourth parameter of the ProxySG IP address (%l), the date and time (Month: %m, Day: %d, Hour: %H, Minute: %M, Second: %S), and the .log or .gzip.log file extension.</p> <p>Be cautious if you change the <b>Filename</b> field. If an ongoing series of access log files are produced and you do not have a time-specifier in this field, each access log file produced overwrites the old file. Also, if you use more than one external certificate to encrypt logs, include the %c specifier in the <b>Filename</b> field to keep track of which external certificate can decrypt the uploaded log file.</p> <p>If you are creating a SurfControl client, you must change the .log file extension to .tmp.</p>
no filename		Deletes the HTTP client configuration parameters.
time-format	utc   local	Specifies whether Universal Time Coordinates (UTC) or the local time is used. UTC is the default.

5. (Optional) View the results.

```
SGOS#(config log log_name) view
```

## Editing the Custom Client

*To Edit the Custom Client through the Management Console*

1. Select Configuration>Access Logging>Logs>Upload Client.  
See "[Configuring the Upload Client](#)" on page 909 for configuration information.
2. Select Custom Client from the Client type drop-down list. Click the Settings button.  
The Custom Client Settings dialog displays.

## Section G: Configuring the Upload Client



Figure 20-14: Edit Custom Client Dialog

3. From the Settings for drop-down list, select the primary or alternate custom server you want to configure.
4. Fill in the fields as appropriate:
  - Host: Enter the hostname of the upload destination. If Use secure connections (SSL) is selected, the hostname must match the hostname in the certificate presented by the server.
  - Port: The default is 69; it can be changed.
  - Use secure connections (SSL): Select this if you are using secure connections.
5. Click OK; click Apply.

### To Edit the Custom Client through the CLI

1. At the (config) command prompt, configure the Custom client's primary or secondary server information:

```
SGOS#(config) access-log
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) custom-client primary hostname [port]
SGOS#(config log log_name) custom-client no primary
-or-
SGOS#(config log log_name) custom-client alternate hostname [port]
SGOS#(config log log_name) custom-client no alternate
```

where *hostname* specifies the primary or alternate server to which logs should be uploaded. By default the ProxySG uses port 69.

2. Enter the following command to complete configuration of the Custom client:
 

```
SGOS#(config log log_name) custom-client secure {no | yes}
```

 which specifies whether SSL connections are used. The default is no. If yes, the hostname in Step 1 must match the hostname in the certificate presented by the server.
3. (Optional) To stop the log from being uploaded to a primary or secondary server in the future, clear the hostname by entering an empty string (that is, double-quotes) in the following command:
 

```
SGOS#(config log log_name) custom-client primary ""
```

---

## Section G: Configuring the Upload Client

---

```
SGOS#(config log log_name) custom-client primary ""
-or-
SGOS#(config log log_name) custom-client alternate ""

4. (Optional) View the results.

SGOS#(config log log_name) view
```

## Editing the Custom SurfControl Client

You can use the Custom Client to create an upload client that uploads information to SurfControl Reporter. Before you begin, verify that:

- You have created a log (see "[Creating an Access Log Facility](#)" on page 897).
- You have associated the SurfControl log format with the log you created (see "[Editing an Existing Log Facility](#)" on page 899).

*To Edit the SurfControl Client through the Management Console*

1. Select Configuration>Access Logging>Logs>Upload Client.  
See "[Configuring the Upload Client](#)" on page 909 for configuration information.
2. From the Log drop-down list, select the SurfControl log that you associated with the SurfControl log format.
3. Verify the Save the log file as radio button is set to text file, not gzip file.
4. Select Custom Client from the Client type drop-down list.

---

Note: For specific information on managing upload clients, see "[Editing the Custom Client](#)" on page 925.

---

5. Click the Settings button for that client.
6. Customize the upload client for SurfControl Reporter.
  - Enter the hostname, path, and username, if necessary, for the SurfControl Reporter server.
  - Make sure the filename extension is .tmp and not .gzip or .log. SurfControl only recognizes files with a .tmp extension.
  - If your SurfControl server supports SSL, select the Use secure connections (SSL) checkbox.
7. Click OK; click Apply.

*To Edit the Custom SurfControl Client through the CLI*

1. At the (config) command prompt, configure the customized settings for the SurfControl upload client:

## Section G: Configuring the Upload Client

```
SGOS# (config) access-log
SGOS# (config access-log) edit log log_name
SGOS# (config access-log log_name) upload-type text
SGOS# (config access-log log_name) periodic-upload upload-interval {daily 0-23 |
hourly hours [minutes]}
SGOS# (config access-log log_name) periodic-upload enable
SGOS# (config access-log log_name) custom-client
```

For specific information on managing upload clients, see "Editing the Custom Client" on page 925.

2. (Optional) View the results.

```
SGOS# (config log log_name) view
```

## Editing the Websense Client

Before you begin, make sure you have created a Websense log using the Websense log format and configured the log to your environment. See "Creating an Access Log Facility" on page 897.

---

**Note:** You cannot upload gzip access log files with the Websense client.

---

### *To Edit the Websense Client through the Management Console*

1. Select Configuration>Access Logging>Logs>Upload Client.  
See "Configuring the Upload Client" on page 909 for configuration information.
  2. Select the Websense Client from the Client type drop-down list. Click the Settings button.
- The Websense Client Settings dialog displays.

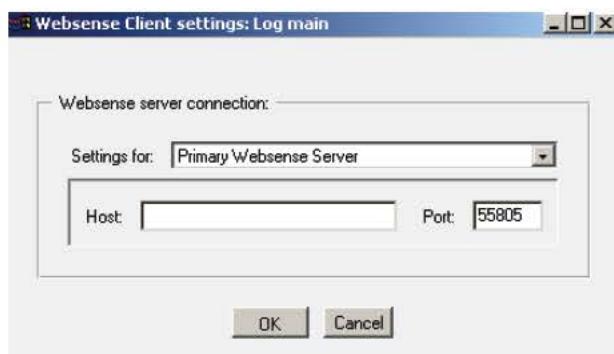


Figure 20-15: Edit Websense Client Dialog

3. From the Settings for drop-down list, select the primary or alternate server you want to configure.
4. Fill in the fields as appropriate:
  - Host: Enter the hostname of the primary Websense Server.
  - Port: The default is 55805, but you can change it if the Websense Server is using a different port.

---

## Section G: Configuring the Upload Client

---

5. Repeat for the Alternate Websense Server.
6. Click OK; click Apply.

### To Edit the Websense Client through the CLI

1. At the `(config)` command prompt, configure the Websense client's primary or secondary server information:

```
SGOS#(config) access-log
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) websense-client primary hostname [:port]
SGOS#(config log log_name) websense-client no primary
-or-
SGOS#(config log log_name) websense-client alternate hostname [:port]
SGOS#(config log log_name) websense-client no alternate
```

where `hostname` specifies the primary or alternate server to which logs should be uploaded.

By default the ProxySG uses port, which is 55805 by default.

2. (Optional) To stop the log from being uploaded to a primary or secondary server in the future, clear the hostname by entering an empty string (that is, double-quotes) in the following command:

```
SGOS#(config log log_name) websense-client primary ""
-or-
SGOS#(config log log_name) websense-client alternate ""
```

3. (Optional) View the results.

```
SGOS#(config log log_name) view
```

## Section H: Configuring the Upload Schedule

---

### Section H: Configuring the Upload Schedule

The Upload Schedule allows you to configure the frequency of the access logging upload to a remote server, the time between connection attempts, the time between keep-alive packets, the time at which the access log is uploaded, and the protocol that is used.

You can specify either *periodic uploading* or *continuous uploading*. Both periodic and continuous uploading can send log information from a ProxySG farm to a single log analysis tool. This allows you to treat multiple ProxySG appliances as a single entity and to review combined information from a single log file or series of related log files.

With periodic uploading, the ProxySG transmits log entries on a scheduled basis (for example, once daily or at specified intervals) as entries are batched, saved to disk, and uploaded to a remote server.

---

Note: When you configure a log for continuous uploading, it continues to upload until you stop it. To stop continuous uploading, switch to periodic uploading temporarily. This is sometimes required for gzip or encrypted files, which must stop uploading before you can view them.

---

With continuous uploading, the ProxySG continuously *streams* new access log entries from the ProxySG memory to a remote server. Here, *streaming* refers to the real-time transmission of access log information. The ProxySG transmits access log entries using the specified client, such as FTP client. A keep-alive is sent to keep the data connection open.

Continuous uploading allows you to view the latest logging information almost immediately, send log information to a log analysis tool for real-time processing and reporting, maintain ProxySG performance by sending log information to a remote server (avoiding disk writes), and save ProxySG disk space by saving log information on the remote server.

If the remote server is unavailable to receive continuous upload log entries, the ProxySG saves the log information on the ProxySG disk. When the remote server is available again, the appliance resumes continuous uploading; however, when the stream is restarted, logs held on the hard disk drive are not sent.

---

Note: If you do not need to analyze the upload entries in real time, use periodic uploading because it is more reliable than continuous uploading.

If there is a problem configuring continuous uploading to Microsoft Internet Information Server (IIS), use periodic uploading instead.

---

#### *To Configure the Upload Schedule through the Management Console*

1. Select Configuration>Access Logging>Logs>Upload Schedule.

## Section H: Configuring the Upload Schedule

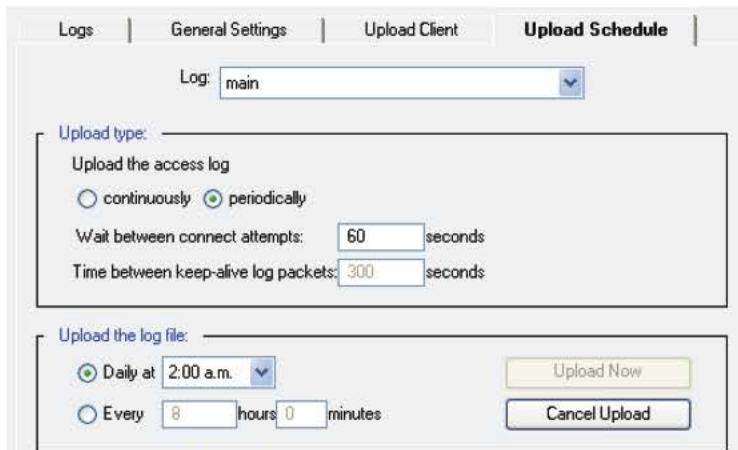


Figure 20-16: Upload Schedule Tab

2. From the Log drop-down list, choose the log whose schedule you are configuring.
3. Select an upload method by selecting continuously or the periodically; click Apply.
4. To change the time between connection attempts, enter the new time (in seconds) in the Wait between connect attempts field.
5. (Only accessible if you are updating continuously) To change the time between keep-alive packets, enter the new time (in seconds) in the Time between keep-alive log packets field.  
  
Keepalives maintain the connection during low periods of system usage. When no logging information is being uploaded, the ProxySG sends a keep-alive packet to the remote server at the interval you specify, from 1 to 65535 seconds. If you set this to 0 (zero), you effectively disable the connection during low usage periods. The next time that access log information needs to be uploaded, the ProxySG automatically reestablishes the connection.
6. (Optional) From the Daily at drop-down list, specify the time of day you want the access log updated or rotated (if you are doing continuous uploads).
7. (Optional) If you do not want the log uploaded or rotated on a daily basis, select Every and enter the time between uploads.  
  
*Log rotation* helps prevent logs from growing excessively large. Especially with a busy site, logs can grow quickly and become too big for easy analysis. With log rotation, the ProxySG periodically creates a new log file, and archives the older one without disturbing the current log file.
8. (Optional) You can upload the access logs now or you can cancel any access-log upload currently in progress (if you are doing periodic uploads). You can rotate the access logs now (if you are doing continuous uploads). These actions do not affect the next scheduled upload time.  
  
Cancel upload (for periodic uploads) allows you to stop repeated upload attempts if the Web server becomes unreachable while an upload is in progress. Clicking this sets log uploading back to idle if the log is waiting to retry the upload. If the log file is in the process of uploading, it takes time for it to take effect.
9. Click OK; click Apply.

---

## Section H: Configuring the Upload Schedule

---

### *To Configure an Upload Schedule through the CLI*

- From the (config) command prompt, enter the following commands.

```
SGOS#(config access-log) edit log log_name
SGOS#(config log log_name) upload-type {gzip | text}
```

- Configure either a continuous upload schedule or a periodic upload schedule by using the options in the continuous-upload or periodic-upload commands.

---

Note: If you are configuring a SurfControl upload client you must use periodic-upload, not continuous-upload. If you configure a Websense upload client, you should set it to continuous-upload.

---

```
SGOS#(config log log_name) continuous-upload {enable | keep-alive seconds |
lag-time seconds | rotate-remote {daily 0-23 | hourly hours [minutes]}}
-or-
SGOS#(config log name) periodic-upload {enable | upload-interval {daily 0-23 |
hourly hours [minutes]}}
```

where

upload-type	gzip   text	Specifies using a compressed file (gzip) or a text file for uploading.
continuous-upload	enable	Specifies continuous upload (automatically disables periodic upload).
	keep-alive seconds	Specifies the interval between keep-alive log packets. Acceptable values are between 0 and 65535 seconds.
	lag-time seconds	Specifies the maximum time between log packets (text upload only). Acceptable values are between 0 and 65535 seconds. This setting configures the maximum time between text log packets, meaning that it forces a text upload after the specified length of time even if the internal log buffer is not full. If the buffer fills up before the time specified in this setting, the text uploads right away, and is not affected by this maximum setting.
	rotate-remote {daily 0-23   hourly hours [minutes] }	Specifies when to rotate to new remote log file: enter the time of day for a daily rotation or enter how often to rotate (every <i>n</i> hours/minutes) for an hourly rotation. To rotate more than once an hour, enter 0 hours and specify <i>n</i> minutes.
periodic-upload	enable	Specifies periodic upload (automatically disables continuous upload).

## Section H: Configuring the Upload Schedule

	<code>upload-interval {daily 0-23   hourly <i>hours</i> [<i>minutes</i>] }</code>	Specifies when to upload a log file: enter the time of day for a daily upload or enter how often to upload (every <i>n</i> hours/minutes) for an hourly upload. To upload more than once an hour, enter 0 hours and specify <i>n</i> minutes.
--	-------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

3. Specify the time between connection attempts between the ProxySG and the remote server:  
`SGOS#(config log log_name) connect-wait-time seconds`
4. (Optional) Use the following options to upload an access log immediately, to cancel an access log upload, to switch immediately to a new remote log file, or to permanently delete all access logs on the ProxySG:

```
SGOS#(config log log_name) commands upload-now
SGOS#(config log log_name) commands cancel-upload
SGOS#(config log log_name) commands rotate-remote-log
SGOS#(config log log_name) commands delete-logs
```

Ordinarily, the ProxySG automatically deletes the local copies of access logs from the ProxySG after the logs have been uploaded. You can manually delete access logs from the ProxySG, but it is not recommended.

5. (Optional) View the results.

```
SGOS#(config log log_name) view
```

6. (Optional) To delete an individual log:

```
SGOS#(config) access-log
SGOS#(config access-log) delete log log_name
```

## Testing Access Log Uploading

For the duration of the test, configure the event log to use the verbose event level (see "Configuring Which Events to Log" on page 951). This logs more complete log information. After you test uploading, you can check the event log through the Management Console for the test upload event and determine whether any errors occurred (go to Statistics>Event Logging). You cannot check the event log through the CLI.

### *To Test Access Log Uploading through the Management Console*

You can do a test access log upload. Before you begin, make sure you have configured the upload client completely.

1. Select Configuration>Access Logging>Logs>Upload Client.
2. Click Test Upload.  
The Test upload dialog appears.
3. Click OK in the Test upload dialog.
4. Check the event log for upload results: go to Statistics>Event Logging.

## Section H: Configuring the Upload Schedule

---

### To Test Access Log Uploading through the CLI

For the duration of the test, configure the event log to use the verbose event level. This logs more complete log information. After you test uploading, you can check the event log under the Statistics tab for the test upload event and determine whether any errors occurred.

1. At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) access-log  
SGOS#(config access-log) edit log log_name  
SGOS#(config log log_name) commands test-upload
```

2. In the Management Console, select Statistics>Event Logging.
3. Click the forward arrow and back arrow buttons to move through the event list.
4. Locate the following event log message entry: Access Log: Transfer complete.  
If you do not see the message, check for other Access Log messages from the appropriate time frame. Use these to help in troubleshooting.
5. To check for a successful test upload at the remote server, locate the file `logname_upload_result` or, for an encrypted test upload, locate the file `logname_upload_result.enc`. If you locate the file, the test was successful.

If you cannot locate the file, use the steps above to open the ProxySG event log, locate the test upload event, and determine whether any errors occurred.

The following is a sample of the test file contents.

```
***** START OF TEST FILE *****  
NOTE: This is a verification file sent to test access log uploading.  
Please check the file for correctness and the event log for errors.  
For security purposes, please delete this file after perusal.  
ProxySG Appliance Date: 2003-04-05  
ProxySG Appliance Time: 02:17:23 UTC  
ProxySG Appliance Name: 10.25.36.47 - Blue Coat SG800  
ProxySG Appliance IP: 10.25.36.47  
ProxySG Appliance Type: Blue Coat SG800  
  
Sent to FTP server using the following configuration:  
Host: 10.25.45.35  
Port: 21  
Path:  
User: joe  
Password: *****  
This file should contain approx. 819 bytes  
***** END OF TEST FILE *****
```

## Viewing Access-Log Statistics

Access-log statistics can be viewed from the Management Console Statistics>Access Logging tab or the CLI `show access-log statistics [log_name]` command. See "["Access-Log Statistics"](#) on page 1013 for information.

---

## Section H: Configuring the Upload Schedule

---

### Using Access Logging with Policy Rules

After configuration is complete, you must create rules to manage the access logs you set up. You can create rules through the Visual Policy Manager module of the Management Console, or you can use Content Policy Language (CPL) directly (refer to the *Blue Coat ProxySG Content Policy Language Guide*).

Actions you can do to manage access logging:

- Reset logging to its default
- Disable all logging
- Add logging to a log file
- Disable logging to a log file
- Override specific access-log fields

You can also set the list of logs to be used, but you must use CPL to create this action. It is not available through VPM.

The first two actions—reset logging to its default and disable all logging—are referred to as constant actions, just like the allow/deny actions. Select only one per rule.

All of the actions are allowed in all layers. If you use VPM, the access-logging actions display in the VPM policy; if you use CPL, you can put the actions into any file, but Blue Coat recommends you use the Local file.

### Example: Using VPM to Prevent Entries Matching a Source IP Address from Being Logged

Complete the following steps to prevent a source IP address from being logged.

*To Prevent a Source IP Address from Being Logged:*

1. Create a Web Access Layer:
  - Select Configuration>Policy>Visual Policy Manager; click Launch.
  - Select Policy>Add Web Access Layer from the menu of the Blue Coat VPM window that appears.

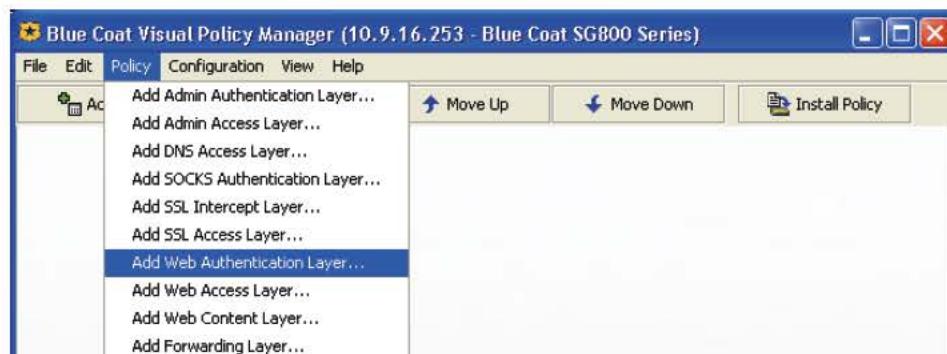


Figure 20-17: Select Add Web Access Layer

- Type a layer name into the dialog that appears and click OK.

## Section H: Configuring the Upload Schedule

---

### 2. Add a Source object:

- Right click on the item in the Source column; select Set. The Set Source dialog appears.
- Click New; select Client IP Address/Subnet.

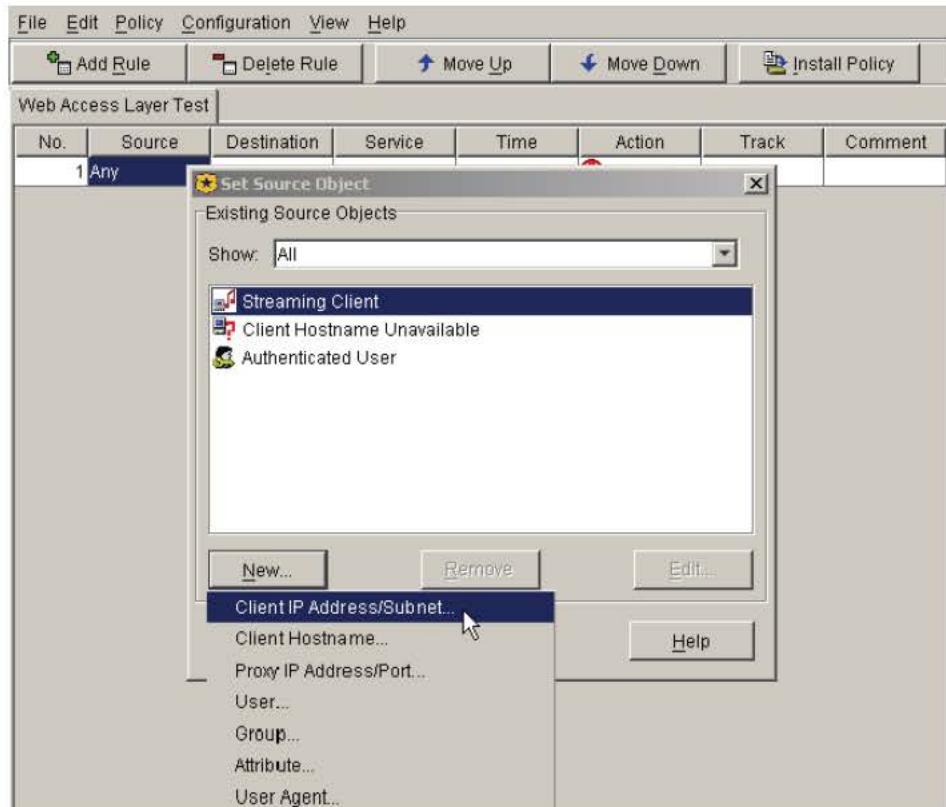


Figure 20-18: Select Client IP Address/Subnet

- Enter an IP address or Subnet Mask in the dialog that appears and click Add; click Close (or add additional addresses and then click Close); click OK.
3. Add an Action object to this rule:
- Right-click on the item in the Action column; select Set.

## Section H: Configuring the Upload Schedule

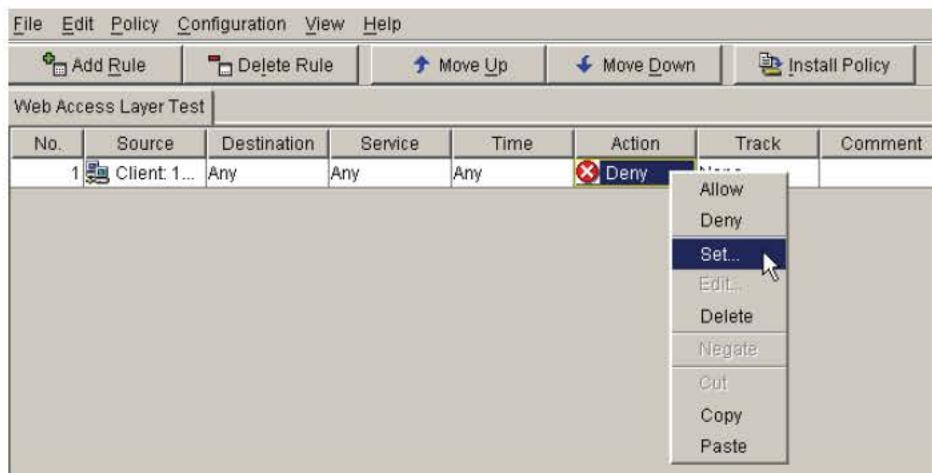


Figure 20-19: Right-Click Action and Select Set

- Click New in the Set Action Object dialog that appears; select Modify Access Logging.

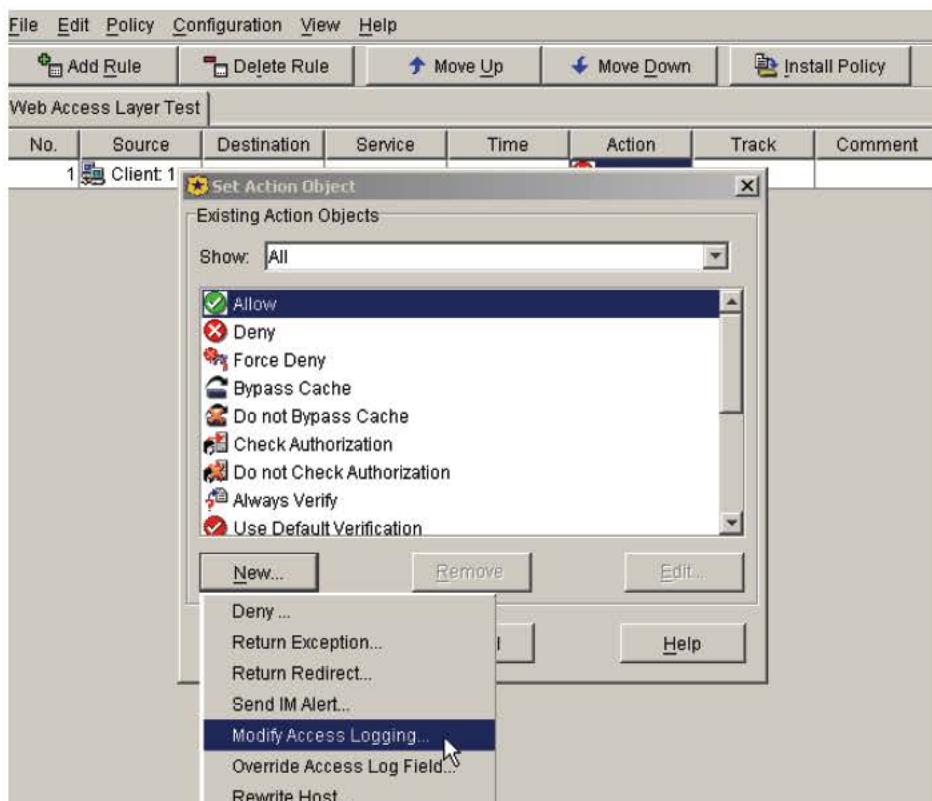


Figure 20-20: Disable Access Logging

- To disable a particular log, click Disable logging to and select that log from the drop-down list; to disable all access logging, click Disable all access logging.

## Section H: Configuring the Upload Schedule

---

- Click OK; click OK again; close the VPM window and click Yes in the dialog to save your changes.

## *Chapter 21: Maintaining the ProxySG*

The Maintenance tabs provide a set of tools for managing and configuring an array of system-wide parameters, such as restarting the ProxySG, restoring system defaults, configuring SNMP, and managing the ProxySG.

This chapter contains the following sections:

- "Restarting the ProxySG" on page 939
- "Restoring System Defaults" on page 941
- "Purging the DNS Cache" on page 944
- "Clearing the System Cache" on page 944
- "Upgrading the ProxySG" on page 945
- "Managing ProxySG Systems" on page 948
- "Event Logging and Notification" on page 951
- "Configuring SNMP" on page 957
- "Configuring Health Monitoring" on page 960
- "Disk Reinitialization" on page 970
- "Deleting Objects from the ProxySG" on page 971

### Restarting the ProxySG

The restart options control the restart attributes of the ProxySG if a restart is required because of a system fault.

---

**Important:** The default settings of the Restart option suits most systems. Changing them without assistance from Blue Coat Systems Technical Support is not recommended.

---

#### Hardware and Software Restart Options

The Restart settings determine if the ProxySG performs a faster software-only restart, or a more comprehensive hardware and software restart. The latter can take several minutes longer, depending upon the amount of memory and number of disk drives in the ProxySG.

The default setting of Software only suits most situations. Restarting both the hardware and software is recommended in situations where a hardware fault is suspected.

For information about the Core Image settings, see "[Core Image Restart Options](#)" on page 1136.

---

**Note:** If you change restart option settings and you want them to apply to the next ProxySG restart, click **Apply**.

---

*To Restart the ProxySG through the Management Console*

1. Select Maintenance>General.

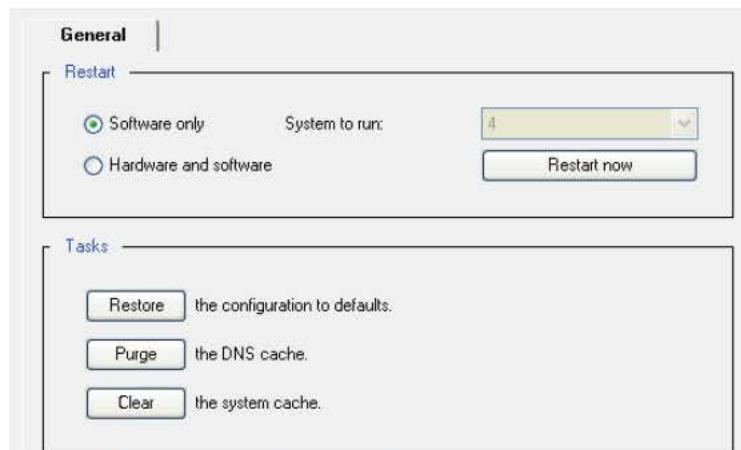


Figure 21-1: Restarting the ProxySG

2. In the **Restart** field, select either **Software only** or **Hardware and software**.
3. If you select the **Hardware and software** option, select a system from the **System to run** drop-down list.  
The default system is pre-selected.
4. Click **Apply**.
5. Click **Restart now**.
6. Click **OK** to confirm and restart the ProxySG.

*To Configure the Hardware/Software Restart Settings through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS# (config) restart mode {hardware | software}
```

where:

hardware	Configures the ProxySG for hardware (and software) restart.
software	Configures the ProxySG for software only restart.

*To Restart the ProxySG through the CLI*

Do one of the following:

- To restart the system according to the restart settings, enter the following command:  
**SGOS# restart regular**

- To restart hardware and software with a full core image, enter the following command:  
SGOS# **restart abrupt**
- If you have added a new software image and want to restart the system using that image, enter the following command:  
SGOS# **restart upgrade**

## Restoring System Defaults

The ProxySG allows you to restore some or all of the system defaults. Use these commands with caution. The `restore-defaults` command deletes most, but not all, system defaults:

- The `restore-defaults` command with the `factory-defaults` option reinitializes the ProxySG to the original settings it had when it was shipped from the factory.
- The `restore-defaults` command with the `keep-console` option allows you to restore default settings without losing all IP addresses on the system.

### Restore-Defaults

Settings that are deleted when you use the `restore-defaults` command include:

- All IP addresses (these must be restored through the CLI before you can access the Management Console again).
- DNS server addresses (these must be restored through the CLI before you can access the Management Console again).
- Installable lists.
- All customized configurations.
- Third-party vendor licenses, such as SmartFilter or Websense. If you use the `restore-defaults` command after you have installed licenses, and the serial number of your system is configurable (older boxes only), the licenses fails to install and the ProxySG returns to the trial period (if any time is left). To correct the problem, you must configure your serial number and install your license-key again.
- Blue Coat trusted certificates.
- Original SSH (v1 and v2) host keys (new host keys are regenerated).

You can use the `force` option to restore defaults without confirmation.

### Factory-Defaults

All system settings are deleted when you use the `restore-defaults` command with the `factory-defaults` option.

The only settings that are kept when you use the `restore-defaults` command with the `factory-defaults` option are:

- Trial period information.
- The last five installed appliance systems, from which you can pick one for rebooting.

The Setup Console password is also deleted if you use `restore-defaults factory-defaults`. For information on the Setup Console password, see "["Securing the Serial Port" on page 312](#)".

You can use the `force` option to restore defaults without confirmation.

## Keep-Console

Settings that are retained when you use the `restore-defaults` command with the `keep-console` option include:

- IP addresses, including default gateway and bridging, except for virtual IP addresses).
- Ethernet maximum transmission unit (MTU) size.
- TCP round trip time.
- Static routes table information.

Using the `keep-console` option retains the settings for all consoles (Telnet, SSH, HTTP, and HTTPS), whether they are enabled, disabled, or deleted. Administrative access settings retained using the `restore-defaults` command with the `keep-console` option include:

- Console username and password.
- Front panel pin number.
- Console enable password.
- SSH (v1 and v2) host keys.
- Keyrings used by secure console services.
- RIP configurations.

You can also use the `force` option to restore defaults without confirmation.

### *To Restore System Defaults through the Management Console*

---

Note: The `keep-console` and `factory-defaults` options are not available through the Management Console.

---

1. Select Maintenance>General.

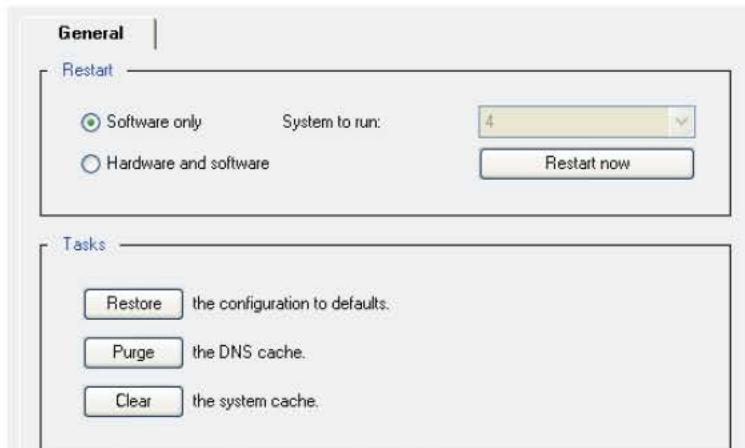


Figure 21-2: Restoring System Defaults

- From the Tasks field of the General Tab, click **Restore** the configuration to defaults. If you restore the configuration from the Management Console, most settings are lost because you cannot use the **keep-console** option.

The Restore Configuration dialog appears.

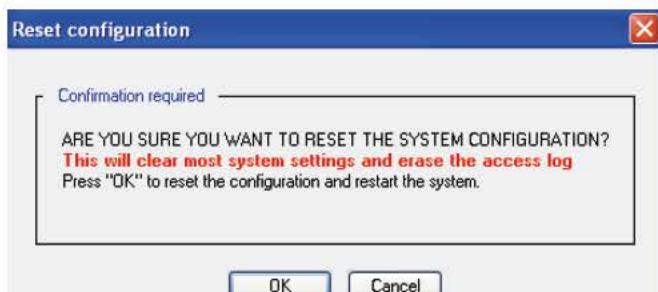


Figure 21-3: Reset Configuration Confirmation

- Click **OK**.

#### *To Restore System Defaults through the CLI*

At the command prompt, enter the following command:

```
SGOS# restore-defaults [keep-console]
```

#### *To Restore System Defaults without Confirmation:*

At the command prompt, enter the following command:

```
SGOS# restore-defaults [keep-console] force
```

#### *To Restore Factory Defaults through the CLI*

At the command prompt, enter the following command:

```
SGOS# restore-defaults factory-defaults
```

## Purging the DNS Cache

You can purge the DNS cache at any time. You might need to do so if you have experienced a problem with your DNS server or if you have changed your DNS configuration.

### *To Purge the DNS Cache through the Management Console*

1. Select Maintenance>General.
2. In the Tasks field, click Purge.
3. Click OK to confirm in the Purge system DNS cache dialog that appears.

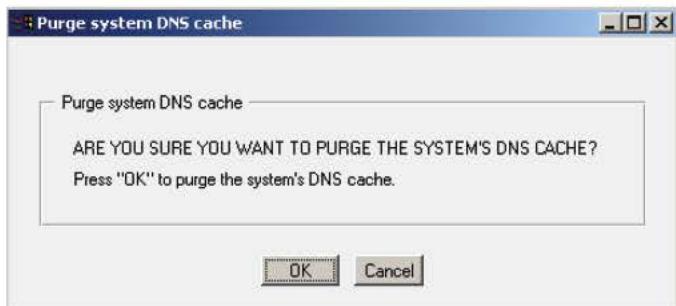


Figure 21-4: Purging the DNS Cache

### *To Purge the DNS Cache through the CLI*

At the enable command prompt, enter the following command:

```
SGOS# purge-dns-cache
```

## Clearing the System Cache

You can clear the system cache at any time.

When you clear the cache, all objects in the cache are set to *expired*. The objects are not immediately removed from memory or disk, but a subsequent request for any object requested is retrieved from the source before it is served.

### *To Clear the System Cache through the Management Console*

1. Select Maintenance>General.
2. In the Tasks field, click Clear.
3. Click OK to confirm in the Clear cache dialog that appears.

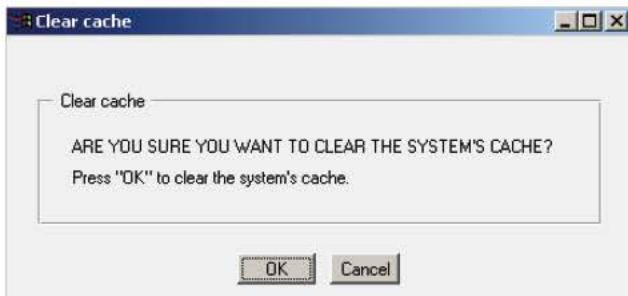


Figure 21-5: Clearing the System Cache

#### *To Clear the System Cache through the CLI*

At the enable command prompt, enter the following command:

```
SGOS# clear-cache
```

#### Troubleshooting Tip

Occasionally, the Management Console might behave incorrectly because of browser caching, particularly if the browser was used to run different versions of the ProxySG Management Console. This problem might be resolved by clearing the browser cache.

## Upgrading the ProxySG

When an upgrade to the ProxySG becomes available, you can download it through the Internet and install it. You can also download it to your PC and install it from there.

---

**Important:** Enable the auto-detect encoding feature on your browser so that it uses the encoding specified in the console URLs. The browser does not use the auto- detect encoding feature by default. If auto-detect encoding is not enabled, the browser ignores the charset header and uses the native OS language encoding for its display.

---

#### The ProxySG 4.x Version Upgrade

The appliance must be running version SGOS 3.2.4 or later in order to upgrade to SGOS 4.x. You cannot directly upgrade from any previous version.

When upgrading from the SGOS 3.2.4 or higher release, a copy of the settings is saved before any transformations by SGOS 4.x so that the original settings are available if the ProxySG is downgraded to SGOS 3.2.x. Any changes made to the system when it is running SGOS 4.x are not reflected in the saved copy of the original settings. Any changes made when running the previous operating systems after upgrading once to SGOS 4.x are not reflected in the SGOS 4.x settings when the system is re-upgraded to SGOS 4.x. In other words, the upgrade process only happens one time between SGOS 3.2.4 and SGOS 4.x. You can override this behavior by using the `load upgrade [ignore-warnings]` command. For information on using the this command, see "[To Upgrade the ProxySG through the CLI](#)" on page 947.

**Note:** At least one other system must be unlocked to do the upgrade. If all systems are locked, or all systems except the running system are locked, the Download button in the Management Console is disabled. Similarly, the `load upgrade` command in the CLI generates an error.

---

*To Upgrade the ProxySG through the Management Console*

1. Select Maintenance>Upgrade>Upgrade.

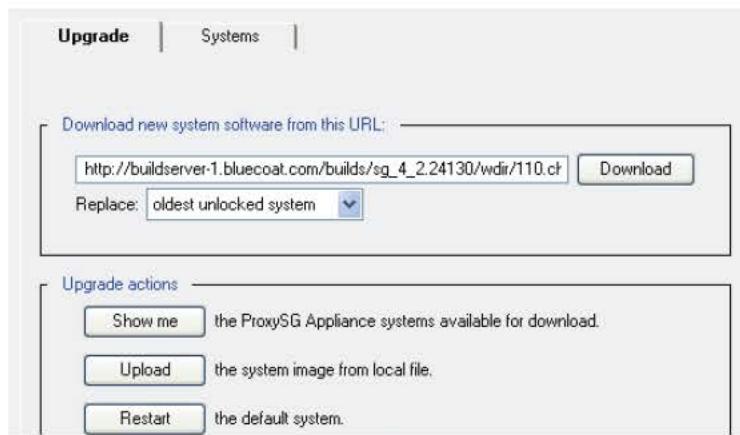


Figure 21-6: Upgrading the ProxySG

2. Click Show me to connect to the Blue Coat download page, follow the instructions, and note the URL of the ProxySG upgrade for your system model. Then enter the URL in the Download new system software from this URL field and click Download.

-or-

(Only if you previously downloaded a system image to your PC) Click Upload and Browse to the file location, then click Install. The upload might take several minutes.

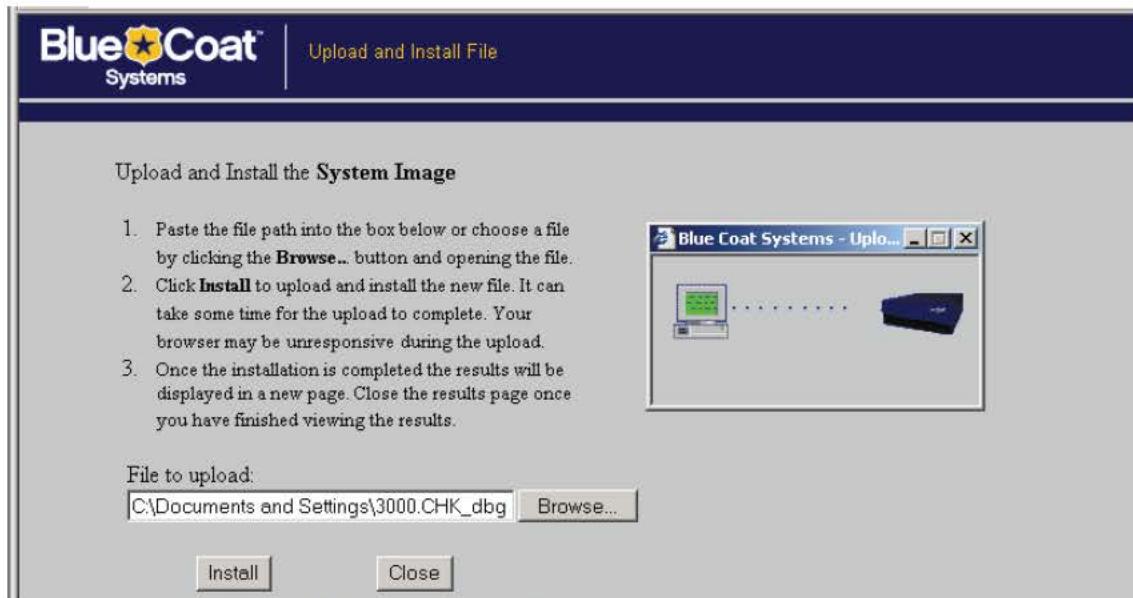


Figure 21-7: Uploading a System Image from a PC

- (Optional) Select the system to replace in the Replace drop-down list. If you uploaded an image from your PC, refresh the Systems pane to see the new system image.
- Click Restart.

The Restart system dialog displays.



Figure 21-8: Restart System Dialog

- Click OK to reboot the ProxySG to the default system.

#### *To Upgrade the ProxySG through the CLI*

From the serial console, enter the following commands:

```
SGOS# (config) upgrade-path url
```

where *url* is the location of the SGOS upgrade image.

```
SGOS# (config) exit
```

```
SGOS# load upgrade [ignore-warnings]
```

where *ignore-warnings* allows you to force an upgrade even if you receive policy deprecation warnings. Using the `load upgrade ignore-warnings` command to force an upgrade while the system emits deprecation warnings results in a policy load failure; all traffic is allowed or denied according to default policy.

```
SGOS# restart upgrade
```

## Managing ProxySG Systems

The ProxySG Systems tab displays the five available ProxySG systems. Empty systems are indicated by the word Empty.

The ProxySG system currently running is highlighted in blue and cannot be replaced or deleted.

From this screen, you can:

- Select the SGOS system version to boot.
- Lock one or more of the available SGOS system versions.
- Select the SGOS system version to be replaced.
- Delete one or more of the available SGOS system versions (CLI only).
- View details of the available SGOS system versions.

*To View ProxySG System Replacement Options through the Management Console*

Select Maintenance>Upgrade>Systems.

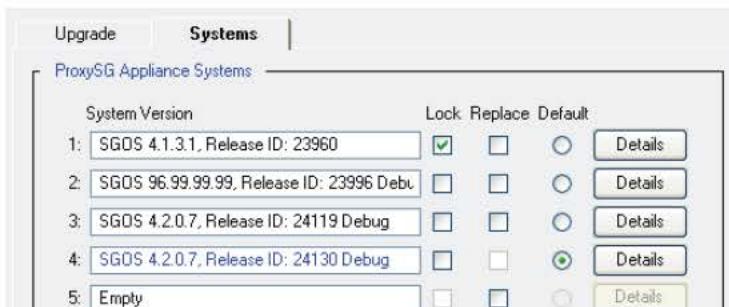


Figure 21-9: Setting SGOS System Version Replacement Properties

*To View Details for an SGOS System Version through the Management Console*

1. Select Maintenance>Upgrade>Systems.
2. Click Details next to the system for which you want to view detailed information; click OK when you are finished.

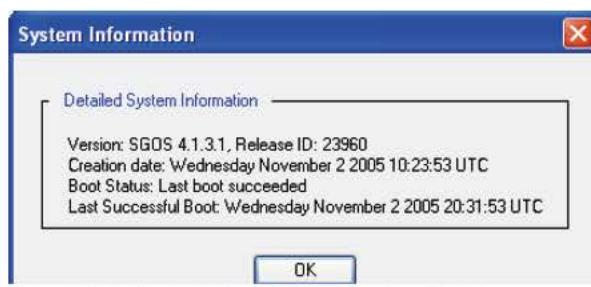


Figure 21-10: SGOS System Version Details

*To View Details for an SGOS System Version through the CLI*

At the command prompt:

```
SGOS> show installed-systems
```

*Example Session*

```
SGOS> show installed-systems
ProxySG Appliance Systems
1. Version: SGOS 4.1.3.1, Release ID: 23960
Wednesday November 2 2005 10:23:53 UTC, Lock Status: Unlocked
Boot Status: Last boot succeeded, Last Successful Boot: Wednesday November 2
2005 20:31:53 UTC
2. Version: SGOS 4.2.0.7, Release ID: 24119 Debug
Tuesday November 15 2005 09:48:25 UTC, Lock Status: Unlocked
Boot Status: Last boot succeeded, Last Successful Boot: Tuesday November 15
2005 18:33:08 UTC
3. Version: SGOS 4.2.0.7, Release ID: 24130 Debug
Tuesday November 15 2005 21:50:26 UTC, Lock Status: Unlocked
Boot Status: Last boot succeeded, Last Successful Boot: Wednesday November 23
2005 00:33:32 UTC
4. Version: SGOS 4.2.0.7, Release ID: 24244 Debug
Tuesday November 29 2005 10:00:50 UTC, Lock Status: Unlocked
Boot Status: Last boot succeeded, Last Successful Boot: Tuesday November 29 2
005 19:43:56 UTC
Default system to run on next hardware restart: 4
Default replacement being used. (oldest unlocked system)
Current running system: 4
When a new system is loaded, only the system number that was replaced is
changed. The ordering of the rest of the systems remains unchanged.
```

## Setting the Default Boot System

This setting allows you to select the system to be booted on the next hardware restart. If a system starts successfully, it is set as the default boot system. If a system fails to boot, the next most recent system that booted successfully becomes the default boot system.

*To Set the ProxySG to Run on the Next Hardware Restart through the Management Console*

1. Select Maintenance>Upgrade>Systems.
2. Select the preferred ProxySG System version in the Default column.
3. Click Apply.

---

Note: An empty system cannot be specified as default, and only one system can be specified as the default system.

---

*To Set the ProxySG to Run on the Next Hardware Restart through the CLI*

At the (config) command prompt:

```
SGOS#(config) installed-systems  
SGOS#(config installed-systems) default system_number  
where system_number is the default system version.
```

## Locking and Unlocking ProxySG Systems

Any system can be locked, except a system that has been selected for replacement. If all systems, or all systems except the current system are locked, the ProxySG cannot load a new system.

If a system is locked, it cannot be replaced or deleted.

### *To Lock a System through the Management Console*

1. Select Maintenance>Upgrade>Systems.
2. Select the system(s) to lock in the Lock column.
3. Click Apply.

### *To Lock a System through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) installed-systems  
SGOS#(config installed-systems) lock system_number  
where system_number is the system you want to lock.
```

### *To Unlock a System through the Management Console*

1. Select Maintenance>Upgrade>Systems.
2. Deselect the system(s) to unlock in the Lock column.
3. Click Apply.

### *To Unlock a System through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) installed-systems  
SGOS#(config installed-systems) no lock system_number  
where system_number is the system you want to unlock.
```

## Replacing a ProxySG System

You can specify the system to be replaced when a new system is downloaded. If no system is specified, the oldest unlocked system is replaced by default. You cannot specify a locked system for replacement.

### *To Specify the System to Replace through the Management Console*

1. Select Maintenance>Upgrade>Systems.
2. Select the system to replace in the Replace column.
3. Click Apply.

### *To Specify the System to Replace through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) installed-systems
SGOS#(config installed-systems) replace system_number
```

where *system\_number* is the system to be replaced.

## Deleting a ProxySG System

You can delete any of the ProxySG system versions except the current running system. A locked system must be unlocked before it can be deleted. If the system you want to delete is the default boot system, you need to select a new default boot system before the system can be deleted.

You cannot delete a system version through the Management Console; you must use the CLI.

### *To Delete a System through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) installed-systems
SGOS#(config installed-systems) delete system_number
```

where *system\_number* is the system you want to delete.

## Event Logging and Notification

You can configure the ProxySG to log system events as they occur. *Event logging* allows you to specify the types of system events logged, the size of the event log, and to configure Syslog monitoring. The ProxySG can also notify you by e-mail if an event is logged.

## Configuring Which Events to Log

The event level options are listed from the most to least important events. Because each event requires some disk space, setting the event logging to log all events fills the event log more quickly.

### *To Set the Event Logging Level through the Management Console*

1. Select Maintenance>Event Logging>Level.

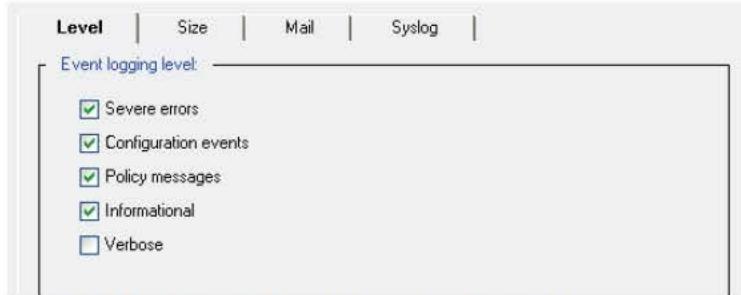


Figure 21-11: Selecting Which Events are Logged

2. Select the events you want to log.

When you select an event level, all levels above the selection are included. For example, if you select **Verbose**, all event levels are included.

3. Click **Apply**.

*To Set the Event Logging Level through the CLI*

At the `(config)` command prompt, enter the following commands:

```
SGOS#(config) event-log
SGOS#(config event-log) level {severe | configuration | policy |
informational | verbose}
```

where:

<b>severe</b>	Writes only severe error messages to the event log.
<b>configuration</b>	Writes severe and configuration change error messages to the event log.
<b>policy</b>	Writes severe, configuration change, and policy event error messages to the event log.
<b>informational</b>	Writes severe, configuration change, policy event, and information error messages to the event log.
<b>verbose</b>	Writes all error messages to the event log.

## Setting Event Log Size

You can limit the size of the ProxySG's event log and specify what the appliance should do if the log size limit is reached.

*To Set Event Log Size through the Management Console*

1. Select **Maintenance>Event Logging>Size**.

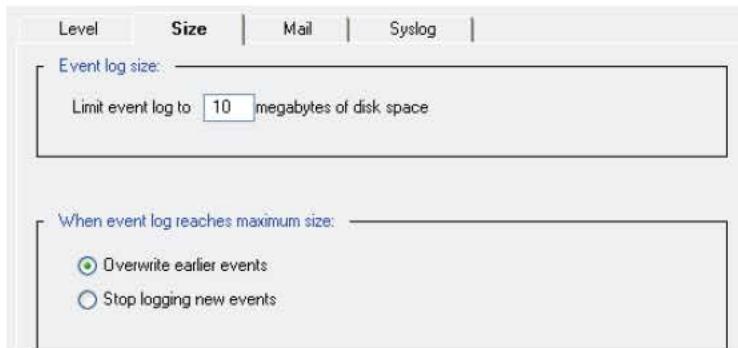


Figure 21-12: Configuring Event Log Size

2. In the Event log size field, enter the maximum size of the event log in megabytes.
3. Select either Overwrite earlier events or Stop logging new events to specify the desired behavior when the event log reaches maximum size.
4. Click **Apply**.

*To Set Event Log Size through the CLI*

At the (config) command prompt, enter the following command:

```
SGOS#(config) event-log
SGOS#(config event-log) log-size megabytes
SGOS#(config event-log) when-full {overwrite | stop}
```

Specifies event logging behavior should the event log become full.

## Enabling Event Notification

The ProxySG can send event notifications to Internet e-mail addresses using SMTP. You can also send event notifications directly to Blue Coat for support purposes. For information on configuring diagnostic reporting, see Appendix E: "Diagnostics" on page 1121.

---

**Note:** The ProxySG must know the host name or IP address of your SMTP mail gateway to mail event messages to the e-mail address(es) you have entered. If you do not have access to an SMTP gateway, you can use the Blue Coat default gateway to send event messages directly to Blue Coat.

---

The Blue Coat SMTP gateway only sends mail to Blue Coat. It will not forward mail to other domains.

*To Enable Event Notifications through the Management Console*

1. Select Maintenance>Event Logging>Mail.



Figure 21-13: Enabling Event Notification

2. Click New to add a new e-mail address; click OK in the Add list item dialog that appears.
3. In the SMTP gateway name field, enter the host name of your mail server; or in the SMTP gateway IP field, enter the IP address of your mail server.
4. (Optional) If you want to clear one of the above settings, select the radio button of the setting you want to clear. You can clear only one setting at a time.

5. Click **Apply**.

*To Enable Event Notifications through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) event-log
SGOS#(config event-log) mail smtp-gateway gateway
```

where *gateway* is a domain name or an IP address.

```
SGOS#(config event-log) mail add recipient@url
SGOS#(config event-log) exit
SGOS#(config) policy notify
```

Sends event notifications directly to Blue Coat for support purposes.

## Syslog Event Monitoring

Syslog is an event-monitoring scheme that is especially popular in UNIX environments. Sites that use syslog typically have a log host node, which acts as a sink (repository) for several devices on the network. You must have a syslog daemon operating in your network to use syslog monitoring. The syslog format is: Date Time Hostname Event.

Most clients using syslog have multiple devices sending messages to a single syslog daemon. This allows viewing a single chronological event log of all of the devices assigned to the syslog daemon. An event on one network device might trigger an event on other network devices, which, on occasion, can point out faulty equipment.

*To Enable Syslog Monitoring through the Management Console*

1. Select Maintenance>Event Logging>Syslog.

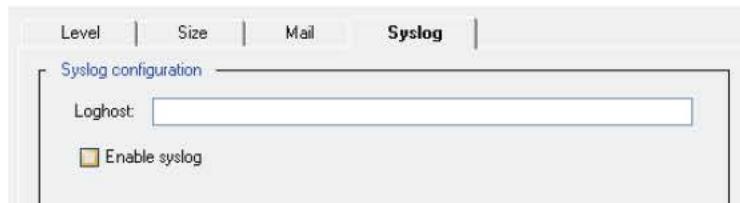


Figure 21-14: Setting Up Syslog Monitoring

2. In the Loghost field, enter the domain name or IP address of your loghost server.
3. Select **Enable Syslog**.
4. Click **Apply**.

*To Enable Syslog Monitoring through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) event-log
SGOS#(config event-log) syslog loghost loghost
```

where *loghost* is the log host domain name or IP address.

```
SGOS#(config event-log) syslog enable
```

## Viewing Event Log Configuration and Content through the CLI

You can view the system event log through the CLI, either in its entirety or selected portions of it.

### Viewing the Event Log Configuration through the CLI

You can view the event log configuration, from `show` or from `view` in the event-log configuration mode.

#### *To View the Event Log Configuration through the CLI*

At the prompt, enter the following command:

- From anywhere in the CLI

```
SGOS> show event-log configuration
Settings:
  Event level: severe + configuration + policy + informational
  Event log size: 10 megabytes
  If log reaches maximum size, overwrite earlier events
  Syslog loghost: <none>
  Syslog notification: disabled
  Syslog facility: daemon
  Event recipients:
  SMTP gateway:
    mail.heartbeat.bluecoat.com
```

-or-

- From the (config) prompt:

```
SGOS#(config) event-log
SGOS#(config event-log) view configuration
Settings:
  Event level: severe + configuration + policy + informational
  Event log size: 10 megabytes
  If log reaches maximum size, overwrite earlier events
  Syslog loghost: <none>
  Syslog notification: disabled
  Syslog facility: daemon
  Event recipients:
  SMTP gateway:
    mail.heartbeat.bluecoat.com
```

### Viewing the Event Log Contents through the CLI

Again, you can view the event log contents from the `show` command or from the event-log configuration mode.

The syntax for viewing the event log contents is

```
SGOS# show event-log
```

-or-

```
SGOS# (config event-log) view
[start [YYYY-mm-dd] [HH:MM:SS]] [end [YYYY-mm-dd] [HH:MM:SS]] [regex regex | 
substring string]
```

Pressing <Enter> shows the entire event log without filters.

The order of the filters is unimportant. If `start` is omitted, the start of the recorded event log is used. If `end` is omitted, the end of the recorded event log is used.

If the date is omitted in either `start` or `end`, it must be omitted in the other one (that is, if you supply just times, you must supply just times for both `start` and `end`, and all times refer to today). The time is interpreted in the current timezone of the ProxySG.

#### *Understanding the Time Filter*

The entire event log can be displayed, or either a starting date/time or ending date/time can be specified. A date/time value is specified using the notation ([YYYY-MM-DD] [HH:MM:SS]). Parts of this string can be omitted as follows:

- If the date is omitted, today's date is used.
- If the time is omitted for the starting time, it is 00:00:00
- If the time is omitted for the ending time, it is 23:59:59

At least one of the date or the time must be provided. The date/time range is inclusive of events that occur at the start time as well as dates that occur at the end time.

---

Note: If the notation includes a space, such as between the start date and the start time, the argument in the CLI should be quoted.

---

#### *Understanding the Regex and Substring Filters*

A regular expression can be supplied, and only event log records that match the regular expression are considered for display. The regular expression is applied to the text of the event log record not including the date and time. It is case-sensitive and not anchored. You should quote the regular expression.

Since regular expressions can be difficult to write properly, you can use a substring filter instead to search the text of the event log record, not including the date and time. The search is case sensitive.

Regular expressions use the standard regular expression syntax as defined by policy. If both regex and substring are omitted, then all records are assumed to match.

**Example**

```
SGOS# show event-log start "2004-10-22 9:00:00" end "2004-10-22 9:15:00"
2004-10-22 09:00:02+00:00UTC "Snapshot sysinfo_stats has fetched
/sysinfo-stats" 0 2D0006:96 .../Snapshot_worker.cpp:183
2004-10-22 09:05:49+00:00UTC "NTP: Periodic query of server
ntp.bluecoat.com, system clock is 0 seconds 682 ms fast compared to NTP time.
Updated system clock." 0 90000:1 .../ntp.cpp:631
```

## Configuring SNMP

You can view a ProxySG using a Simple Network Management Protocol (SNMP) management station. The ProxySG supports MIB-2 (RFC 1213), Proxy MIB, and the RFC2594 MIB, and can be downloaded at the following URL: <https://download.bluecoat.com/release/SGOS4/index.html> (The SNMP link is in the lower right-hand corner.).

### Enabling SNMP

To view a ProxySG from an SNMP management station, you must enable and configure SNMP support on the ProxySG.

*To Enable and Configure SNMP through the Management Console*

1. Select Maintenance>SNMP>SNMP General.

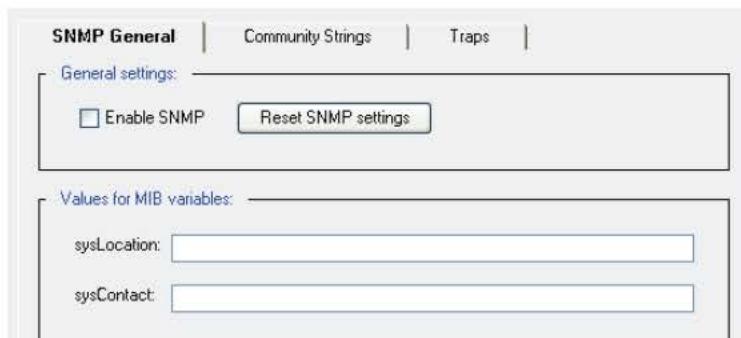


Figure 21-15: Enabling SNMP

2. Select Enable SNMP.
3. (Optional) To reset the SNMP configuration to the defaults, click Reset SNMP settings. This erases any trap settings that were set as well as any community strings that had been created. You do not need to reboot the system after making configuration changes to SNMP.
4. In the sysLocation field, enter a string that describes the ProxySG's physical location.
5. In the sysContact field, enter a string that identifies the person responsible for administering the ProxySG.
6. Click Apply.

*To Enable and Configure SNMP through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) snmp  
SGOS#(config snmp) enable  
SGOS#(config snmp) sys-location location
```

where *location* specifies the ProxySG's physical location.

```
SGOS#(config snmp) sys-contact contact
```

where *contact* identifies the person responsible for administering the ProxySG.

## Configuring SNMP Community Strings

Use *community strings* to restrict access to SNMP data. To read SNMP data on the ProxySG, specify a *read community* string. To write SNMP data to the ProxySG, specify a *write community* string. To receive traps, specify a *trap community* string. By default, all community string passwords are set to public.

---

Note: If you enable SNMP, make sure to change all three community-string passwords to values that are difficult to guess. Use a combination of uppercase, lowercase, and numeric characters. An easily-guessed community-string password makes it easier to gain unauthorized access to the ProxySG and network.

---

### To Set or Change Community Strings through the Management Console

1. Select Maintenance>SNMP>Community Strings.

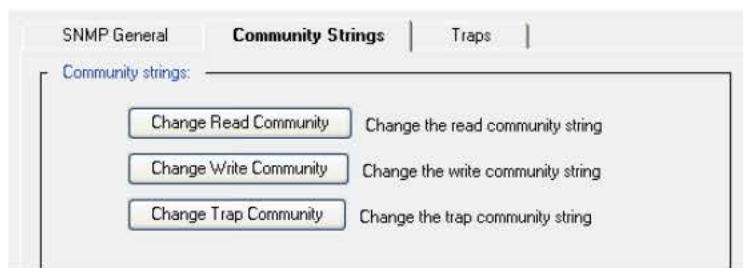


Figure 21-16: Configuring SNMP Community Strings

2. Click the community string button you want to change.

The Change Read/Write/Trap Community dialog displays.

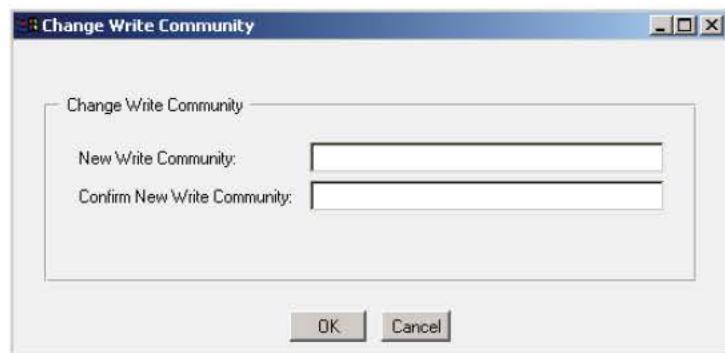


Figure 21-17: SNMP Change Community String Dialog

3. Enter and confirm the community string; click OK.
4. Click Apply.

*To Set or Change Community Strings through the CLI*

You can set the community strings in either cleartext or encrypted form.

To set them in cleartext:

```
SGOS#(config) snmp
SGOS#(config snmp) enable
SGOS#(config snmp) read-community password
SGOS#(config snmp) write-community password
SGOS#(config snmp) trap-community password
```

To set them as encrypted:

```
SGOS#(config) snmp
SGOS#(config snmp) enable
SGOS#(config snmp) encrypted-read-community encrypted-password
SGOS#(config snmp) encrypted-write-community encrypted-password
SGOS#(config snmp) encrypted-trap-community encrypted-password
```

## Configuring SNMP Traps

The ProxySG can send SNMP traps to a management station as they occur. By default, all system-level traps are sent to the address specified. Also, if the system crashes for whatever reason, a cold start SNMP trap is issued on power up. No configuration is required.

---

Note: The SNMP trap for CPU utilization is sent only if the CPU continues to stay up for 32 or more seconds.

---

*To Enable SNMP Traps through the Management Console*

---

Note: You cannot configure SNMP traps to go out through a particular interface. The interface that is configured first is used until it fails and is used to identify the device.

---

1. Select Maintenance>SNMP>Traps.

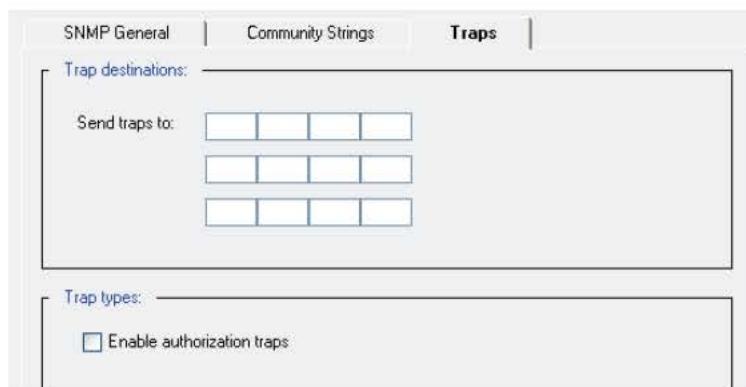


Figure 21-18: Configuring SNMP Traps

2. In the Send traps to fields, enter the IP address(es) of the workstation(s) where traps are to be sent.
3. To receive authorization traps, select Enable authorization traps.
4. Click Apply.

*To Enable SNMP Traps through the CLI*

---

Note: You cannot configure SNMP traps to go out through a particular interface.

---

1. At the (config) command prompt, enter the following commands:

```
SGOS#(config) snmp  
SGOS#(config snmp) enable  
SGOS#(config snmp) trap-address 1 ip_address
```

To add additional trap addresses, repeat using `trap-address 2` or `trap-address 3` to specify the IP address for traps 2 and 3.

2. (Optional) To enable authorization traps, enter the following command:

```
SGOS#(config snmp) authorize-traps
```

## Configuring Health Monitoring

The health monitoring feature enhances the remote monitoring capabilities of the ProxySG. By monitoring key hardware and software metrics, Director (and other third-party network management tools) can provide administrators with a remote view of the health of the ProxySG system.

To facilitate prompt corrective action, notification can be configured for threshold “events.” For example, an administrator can configure a threshold so that an e-mail or SNMP trap is generated when the threshold state changes. Additionally, many of the threshold levels are configurable so that you can adjust the thresholds to meet your specific requirements.

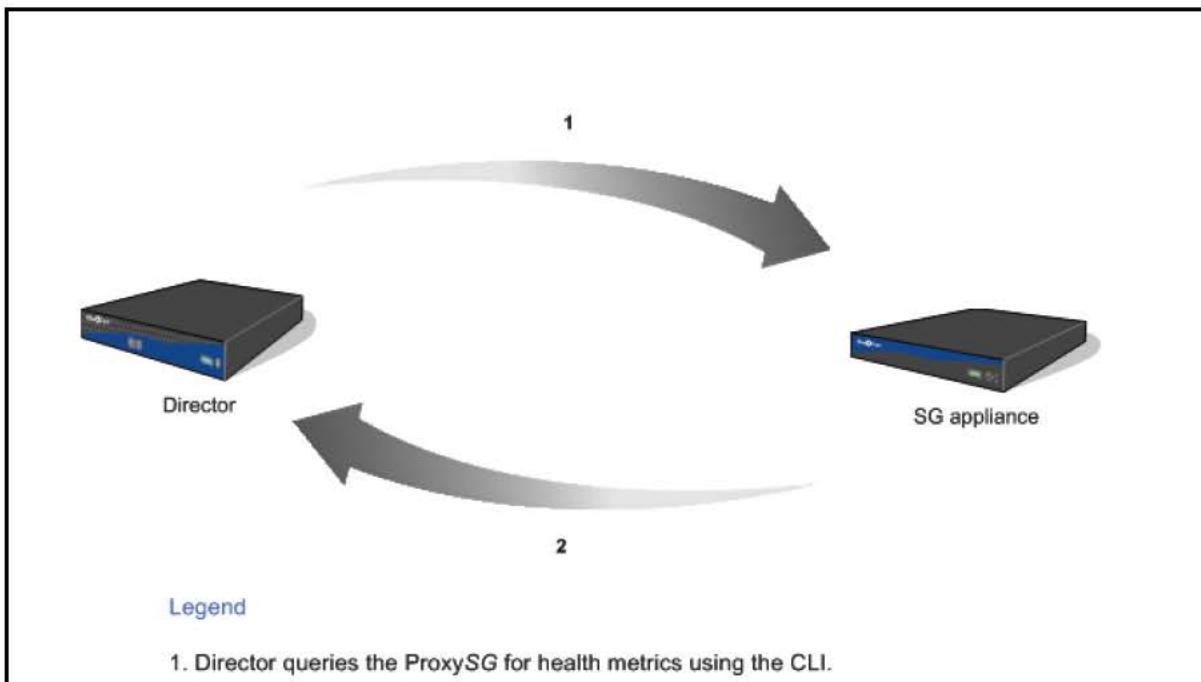


Figure 21-1: Health Monitoring Configuration and Notification Process

As shown in the preceding figure, the ProxySG health monitoring metrics can be remotely configured and queried from Director. The metrics are also configurable on the ProxySG itself.

## Health Monitoring Requirements

Before using the health monitoring feature you should do the following:

- ❑ Configure all management stations as trap destinations on the ProxySG. You must also configure the community string.
- ❑ Management stations must configure trap listeners for all monitored ProxySG systems.
- ❑ Obtain the SGOS MIBs:
  - System-resource
  - bluecoat-host
  - Disk
  - Sensor

You can download the MIBs from the download page for your software release:

[http://download.bluecoat.com/your\\_software\\_release/mibs.zip](http://download.bluecoat.com/your_software_release/mibs.zip)

In the preceding example, *your\_software\_release* is the OS release number of your software.

For example, MIBs for SGOS 5 releases are located at

<http://download.bluecoat.com/release/SGOS5/files/mibs.zip>

- ❑ Ensure that the e-mail addresses of all persons that should be notified of health monitoring alerts are listed in the Event log properties. See "Event Logging and Notification" on page 951 for more information.

## About Hardware/Environmental Metrics (Sensors)

The hardware and environmental metrics are referred to as *sensors*. Sensor threshold values are not configurable and are preset to optimal values. For example, if the CPU temperature reaches 55 degrees Celsius, it is considered to have entered the Warning threshold. The following table describes the sensor metrics.

---

Note: See "Health Monitoring Requirements" on page 961 for information about obtaining MIBs

---

Table 21.1: Sensor Health Monitoring Metrics

Metric	MIB	Threshold States
Disk status	Disk	Critical: Bad Warning: Not Present Removed Offline OK: Present Initializing Inserted Slot_empty
Temperature Bus temperature CPU temperature	Sensor	High-critical High-warning
Fan CPU Fan	Sensor	Critical: Low-critical Warning: Low-warning

Table 21.1: Sensor Health Monitoring Metrics (Continued)

Voltage Bus Voltage CPU voltage Power Supply voltage	Sensor	Critical: critical high-critical low-critical Warning: high-warning low-warning
---------------------------------------------------------------	--------	---------------------------------------------------------------------------------------------------

## About System Resource Metrics

The following table lists the ProxySG system resource metrics. The thresholds for these metrics are user-configurable. See ["About Health Monitoring Thresholds" on page 964](#) for information about thresholds and alert notification.

All of the system resource metrics are described in the System-resource MIB. See ["Health Monitoring Requirements" on page 961](#) for information about obtaining MIBs.

All threshold intervals are in seconds (licensing expiration intervals are ignored).

Table 21.2: System Resource Health Monitoring Metrics

Metric	Units	Threshold/Interval Defaults	Notes
CPU Utilization	Percentage	Critical: 95/120 Warning: 80/120	Measures the value of CPU 0 on multi-processor systems-- <i>not</i> the average of all CPU activity.
Memory Pressure	Percentage	Critical: 95/120 Warning: 90/120	Memory pressure occurs when memory resources become limited, causing new connections to be delayed.
Network Utilization	Percentage	Critical: 90/120 Warning: 60/120	Measures the traffic (in and out) on the interface to determine if it is approaching the maximum allowable bandwidth.
License Utilization	Percentage	Critical: 100/0 Warning: 90/0	For licenses that have user limits, monitors the number of users.
License Expiration	Days	Critical: 0/0 Warning: 30/0	Warns of impending license expiration.  For license expiration metrics, intervals are ignored. See <a href="#">"Monitoring Licensing Utilization and Expiration" on page 964</a> for more information.

## Monitoring Licensing Utilization and Expiration

You can monitor the following licenses for utilization and/or expiration.

Utilization/Expiration:

- AOL Instant Messaging (aol-im)
- MSN Instant Messaging (msn-im)
- Yahoo Instant Messaging (yahoo-im)
- Windows Media Streaming (windows-media)
- Real Media Streaming (real-media)
- Quicktime Streaming (quicktime)
- Expiration only:
- SGOS (sgos)

Licenses not listed here are part of the SGOS base license.

- SSL (ssl)

See "[About License Expiration Metrics](#)" on page 965 for information licensing thresholds.

## About Health Monitoring Thresholds

For the purposes of notification, thresholds are defined by two variables, the *threshold level* and the *threshold interval*:

- The threshold level describes the state of the metric: OK, Warning, or Critical.

---

Note: Sensors have different threshold levels than OK, Warning, and Critical. See "[About Hardware/Environmental Metrics \(Sensors\)](#)" on page 962 for more information.

---

- The threshold interval specifies the period of time that the metric must stay in the level before an alert is triggered.

For example, you might define the CPU utilization threshold levels as follows:

- Critical Level=95%
- Critical Threshold Interval=20 seconds
- Warning Level=85%
- Warning Threshold Interval=20 seconds

A metric is not considered to have changed state unless it stays above a threshold level for the specified interval. Thus, the variables in the preceding example indicate that the metric is not considered Critical unless it stays at 95% or above for at least 20 seconds. If the CPU hovers between 95% and 100% for 20 seconds, a Critical alert is sent.

Similarly, if the CPU stays between 85% and 94% for 20 seconds, a Warning alert is sent. Conversely, an alert notification is not sent if the CPU hovers in the Warning level for 18 seconds and then drops to normal.

An alert is triggered if a metric stays above any threshold for the specified interval. For example, if the CPU rises above the Warning level for 9 seconds, climbs into the Critical level for 18 seconds, and then falls to 45%, a Warning notification is sent because the metric stayed above the Warning threshold for 27 seconds. This concept is illustrated in the following figure.

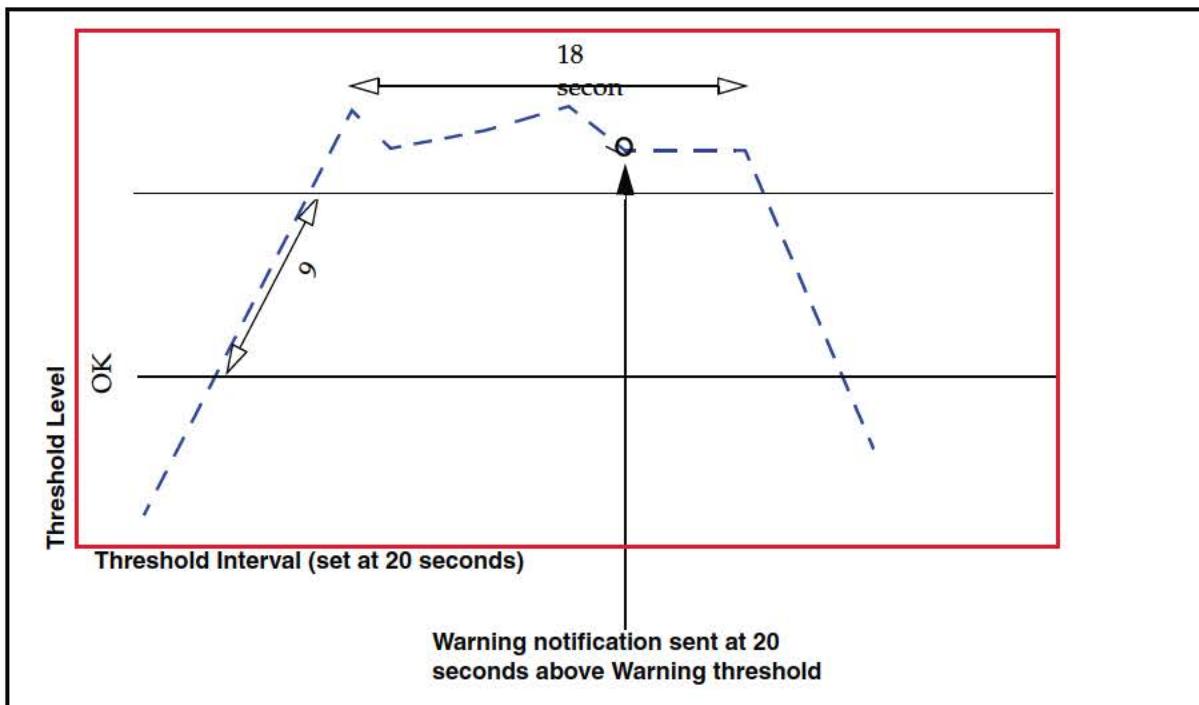


Figure 21-1: Relationship between the threshold level and threshold interval

#### *About License Expiration Metrics*

The threshold values for license expiration metrics are set in days until expiration. In this context, a "critical" threshold indicates that license expiration is imminent. This is the only metric in which the Critical threshold value should be smaller than the Warning threshold value. For example, if you set the Warning threshold to 45, an alert is sent when there are 45 days remaining in the license period. The Critical threshold would be less than 45 days, for example 5 days.

For the license expiration metrics, the threshold interval is irrelevant and is set by default to 0. You should set the Warning Threshold to a value that will give you ample time to renew your license. By default, all license expiration metrics have a Warning Threshold of 30 days. By default, the Critical Threshold is configured to 0, which means that a trap is immediately sent upon license expiration.

---

Note: The license expiration OK state can have three possible threshold values: Not installed: state ok, threshold value -1; Installed Permanently: state ok, threshold value 0; N days remaining to expire: state ok, threshold value N.

---

## *About Health Monitoring Notification*

By default, the health monitoring metrics are configured to send an SNMP trap to the management station whenever a threshold change occurs. Other types of notification are also available. Any or all of the following types of notification can be set:

- SNMP trap**  
Sends an SNMP trap to all configured management stations.
- E-mail**  
Sends e-mail to all persons listed in the Event log properties.
- Log**  
Inserts an entry into the Event log. See "["Event Logging and Notification" on page 951](#)" for more information.

## *Changing Threshold and Notification Properties*

The health monitoring threshold and notification properties are set by default. Use the following procedure to modify the current settings.

---

Note: Thresholds and notifications can also be set by editing the MIB (SNMP Sets).

---

### **To change the threshold and notification properties:**

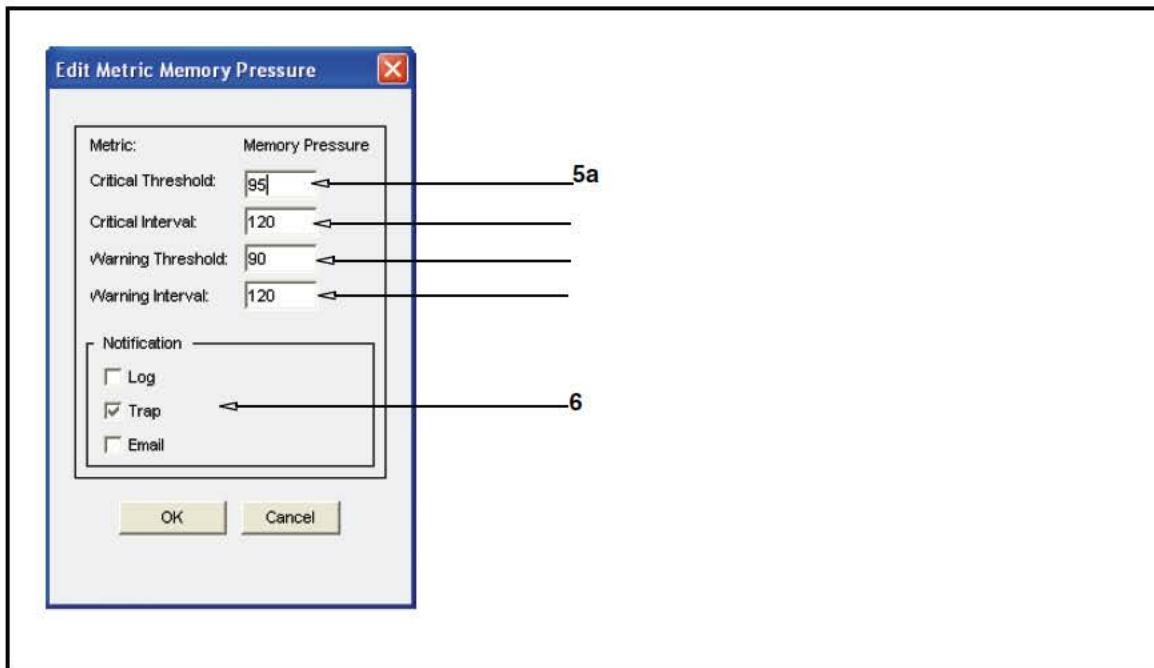
1. Select Maintenance > Health Monitoring.
2. Do one of the following:
  - To change the system resource metrics, select General.
  - To change the hardware/environmental metrics, select Sensors.

---

Note: You cannot change the threshold values for metrics in the Sensors tab.

---

- To change the licensing metrics, select Licensing.
3. Select the metric you want to modify.
  4. Click Edit to modify the threshold and notification settings. The Edit Metric dialog displays. (Sensor thresholds cannot be modified.)



5. Modify the threshold values:
  - c. To change the critical threshold, enter a new value in the Critical Threshold field.
  - d. To change the critical interval, enter a new value in the Critical Interval field.
  - e. To change the warning threshold, enter a new value in the Warning Threshold field.
  - f. To change the warning interval, enter a new value in the Warning Interval field.
6. Modify the notification settings.
  - Log adds an entry to the Event log.
  - Trap sends an SNMP trap to all configured management stations.
  - Email sends an e-mail to the addresses listed in the Event log properties. See "Event Logging and Notification" on page 951 for more information.
7. Click OK to close the Edit Metric dialog.
8. Click Apply.

#### *Related CLI Syntax to Modify Threshold and Notification Properties*

```
#(config) alert threshold metric_name warning_threshold warning_interval
critical_threshold critical_interval
#(config) alert notification metric_name notification_method
```

### *Getting A Quick View of the ProxySG Health*

The Management Console uses the health monitoring metrics to display a visual representation of the overall health state of the ProxySG. The health icon is located in the upper right corner of the Management Console and is always visible.

System health is determined by calculating the “aggregate” health status of the following metrics:

- CPU Utilization
- Memory Pressure
- Network interface utilization
- Disk status (for all disks)
- License expiration
- License “user count” utilization (when applicable)
- Sensor values (for all sensors)

The possible ProxySG health states are **OK**, **Warning**, or **Critical**.

Clicking the health icon displays the **Statistics>Health** page, which lists the current condition of the system’s health monitoring metrics, as described in the next section.

## *Viewing Health Monitoring Statistics*

While the health icon presents a quick view of ProxySG health, the **Statistics>Health** page enables you to get more details about the current state of the health monitoring metrics.

### **To review the health monitoring statistics:**

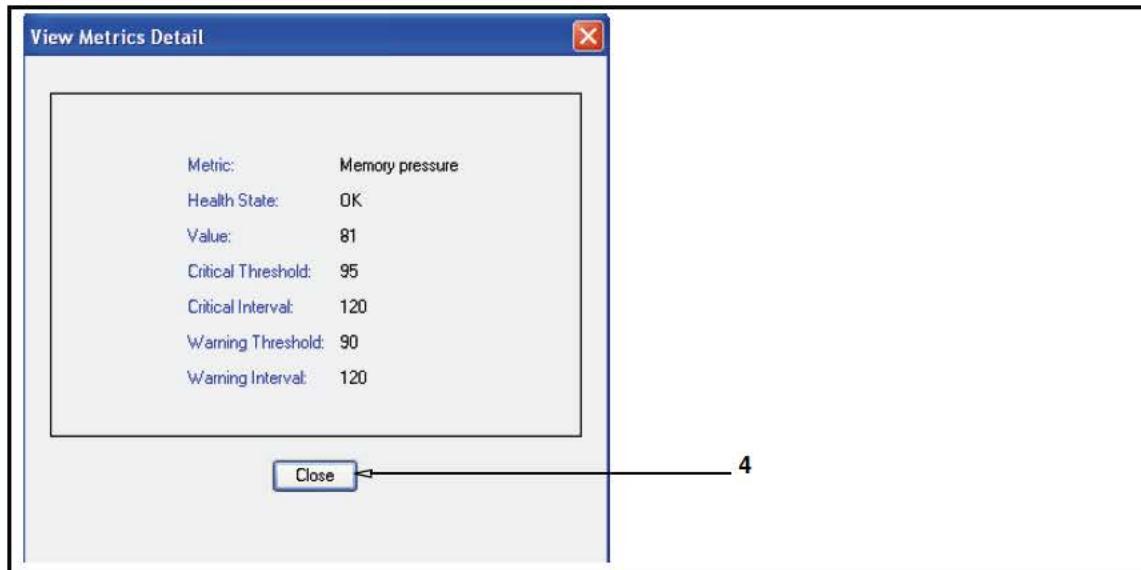
1. From the Management Console, select **Statistics>Health**.

Metric	Value	State
CPU utilization	1 percent	OK
Memory pressure	82 percent	OK
Disk 1 status	1	OK
Interface 0:0 utilization	0 percent	OK
Interface 0:1 utilization	0 percent	OK

Set thresholds...      View ←

2. Select a health monitoring statistics tab:

- General: Lists the current state of CPU utilization, interface utilization, memory pressure, and disk status metrics.
  - Licensing: Lists the current state of license utilization and expiration metrics.
  - Sensors: Lists the current state of all sensor metrics.
3. To get more details about a metric, highlight the metric and click View. The View Metrics Detail dialog displays.



4. Click Close to close the View Metrics Detail dialog.
5. Optional—If you want to modify a metric, highlight the metric and click Set Thresholds. The Maintenance>Health Monitoring page displays. To modify the metric, follow the procedure described in "Changing Threshold and Notification Properties" on page 966.

#### *Related CLI Syntax to View Health Monitoring Statistics*

```
SGOS#(config) show system-resource-metrics
```

The show system-resource-metrics command lists the state of the current system resource metrics.

Sensor notification varies by ProxySG platform. If you try to set notification for a sensor that does not support notification, you will see the following error message:

```
Sensor not supported on this platform
```

Depending on the ProxySG platform, the sensor metrics displayed by the show system-resource-metrics command might differ from the sensor names listed in the alert command output. For example, the bus-temperature sensor can be shown as motherboard temperature in the show system-resources-metrics output. If you are setting notification from the Management Console, you can verify the sensor category by clicking the Preview button to view the CLI output.

## Troubleshooting

If you continue to receive alerts, contact Blue Coat Technical Support. For licensing questions, contact Blue Coat Support Services. It is helpful to obtain a packet capture for CPU, memory pressure, and network interface issues, before calling Technical Support.

Table 21.3: Technical Support and Support Services Contact Information

Blue Coat Technical Support	1.866.36.BCOAT (Toll Free) <a href="http://www.bluecoat.com/support/index.html">http://www.bluecoat.com/support/index.html</a> <a href="http://www.bluecoat.com/support/contact.html">http://www.bluecoat.com/support/contact.html</a>
Blue Coat Support Services	<a href="http://www.bluecoat.com/support/services/index.html">http://www.bluecoat.com/support/services/index.html</a>

## Disk Reinitialization

You can reinitialize disks on a multi-disk ProxySG. You cannot reinitialize the disk on a single-disk ProxySG: If you suspect a disk fault in a single-disk ProxySG, contact Blue Coat Technical Support for assistance.

---

Note: If a disk containing an unmirrored event or access log is reinitialized, the logs are lost. Similarly, if two disks containing mirrored copies of the logs are reinitialized, both copies of the logs are lost.

---

## Multi-Disk ProxySG

On a multi-disk ProxySG, the master disk is the leftmost valid disk. *Valid* means that the disk is online, has been properly initialized, and is not marked as invalid or unusable.

If the current master disk is taken offline, reinitialized, or declared invalid or unusable, the leftmost valid disk that has not been reinitialized since restart becomes the master disk. Thus, as disks are reinitialized in sequence, a point is reached where no disk can be chosen as the master. At this point, the current master disk is the last disk. If this disk is taken offline, reinitialized, or declared invalid or unusable, the ProxySG is restarted.

On a multi-disk ProxySG, a disk is reinitialized by setting it to empty and copying pre-boot programs, boot programs, and starter programs, and system images from the master disk to the reinitialized disk.

Reinitialization is done online without rebooting the ProxySG. (For more information, refer to the `#disk` command in the *Blue Coat ProxySG Command Line Reference*.) ProxySG operations, in turn, are not affected, although during the time the disk is being reinitialized, that disk is not available for caching. Only the master disk reinitialization restarts the ProxySG.

Only persistent objects are copied to a newly-reinitialized disk. This is usually not a problem because most of these objects are replicated or mirrored. If the reinitialized disk contained one copy of these objects (which is lost), another disk contains another copy.

You cannot reinitialize all of the ProxySG disks over a very short period of time. Attempting to reinitialize the last disk in a ProxySG before critical components can be replicated to other disks in the system causes a warning message to appear.

Immediately after reinitialization is complete, the ProxySG automatically starts using the reinitialized disk for caching.

## Single-Disk ProxySG

The disk on a single-disk ProxySG cannot be reinitialized by the customer. If you suspect a disk fault in a single-disk ProxySG, contact Blue Coat Technical Support for assistance.

## Deleting Objects from the ProxySG

The ability to delete either individual or multiple objects from the ProxySG makes it easy to delete stale or unused data and make the best use of the storage in your system.

---

Note: The maximum number of objects that can be stored in a ProxySG is affected by a number of factors, including the SGOS version it is running and the hardware platform series.

---

This feature is not available in the Management Console. Use the CLI instead.

### *To Delete a Single Object from the ProxySG through the CLI*

At the (config) prompt, enter the following command:

```
SGOS#(config) content delete url url
```

### *To Delete Multiple Objects from the ProxySG through the CLI*

At the (config) prompt, enter the following command:

```
SGOS#(config) content delete regex regex
```



## *Chapter 22: Statistics*

The Statistics tabs of the Management Console allows you to graphically view the status of many system operations, take disks offline, and put them online. Many statistics are available through the CLI, but without the benefit of graphical display.

You can also view detailed system information through the CLI using the `show` command. Access this command through either the enable command prompt (`SGOS#`) or the config command prompt (`SGOS#(config)`). For convenience, the procedures in this chapter show only the enable command prompt.

### Selecting the Graph Scale

Some statistics are reported in the form of bar graphs. Most bar graphs offer the option to show all values in the graph or to clip a percentage of the peak values, which means that a percentage is allowed to fall off the scale. For example, if you select clip 25% of peaks, the top 25% of the values are allowed to exceed the scale for the graph, showing greater detail for the remaining 75% of the values. To set the graph scale, select a value from the Graph scale drop-down list. Some of the graphs offer the option of viewing statistics in bytes or objects. On these pages, you can switch among viewing modes by selecting bytes served or objects served mode from the Graph shows or Percentages reflect drop-down list.

You can also move your cursor over the bar graphs to dynamically display color-coded statistical information. See Figure 22-8 for an example of this.

### General Statistics

The General statistics tabs in the Management Console (Summary, Environment, and Disks) provide information about system configuration and the status of hardware sensors and allow you to take disks offline and put them online. These statistics are also available in the CLI.

---

Note: The ProxySG 400 Series Appliances do not have an Environment tab.

---

### System Summary

The device provides a variety of information on its status. The fields on the Summary tab are described below:

- ❑ Disks Installed—the number of disk drives installed in the device. The Disks tab displays the status of each drive.
- ❑ Memory installed—the amount of RAM installed in the device.
- ❑ CPUs installed—the number of CPUs installed in the device.
- ❑ Software image—the version and release number of the device image.

- Serial number—the serial number of the machine, if available.
- System started—the time and date the device was started.
- CPU utilization—the current percent utilization of the device CPU.

## Viewing the System Summary

*To View the System Summary Statistics through the Management Console*

Select Statistics>General>Summary.

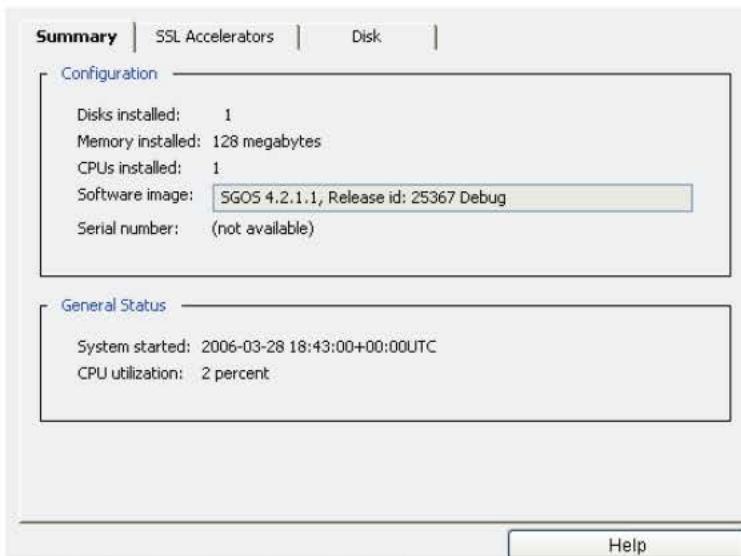


Figure 22-1: General Summary Tab

*To View the System Summary through the CLI*

Enter the following command at the prompt:

```
SGOS# show status
Configuration:
  Disks installed:      2
  Memory installed:    768 megabytes
  CPUs installed:      1
  Software version:    SG 4.1
  Release id:          21574
  Machine id:          00D0B7655D48
  Serial number:        (not available)
  NIC 0 MAC:           00D0B7655D01
General status:
  System started:       2004-09-10 18:05:14+00:00UTC
  CPU utilization:     17%
```

## Viewing SSL Accelerator Cards

Selecting the Statistics>General>SSL Accelerator tab allows you to view information about any SSL accelerator cards in the system. If no accelerator cards are installed, that information is stated on the pane.

*To View SSL Accelerator Cards through the Management Console*

---

Note: You cannot view statistics about SSL accelerator cards through the CLI.

---

Select Statistics>General>SSL Accelerator.



Figure 22-2: View SSL Accelerator Card Statistics

## Viewing System Environment Sensors

The icons on the Environment tab are green when the related hardware environment is within acceptable parameters, and red when an out-of-tolerance condition exists. If an icon is red, click **View Sensors** to view detailed sensor statistics to learn more about the out-of-tolerance condition.

---

Note: You cannot view environment statistics on a ProxySG 400 Series Appliance.

---

*To View the System Environment Statistics through the Management Console*

1. Select Statistics>General>Environment.

---

Note: This tab varies depending on the type of ProxySG that you are using.

---

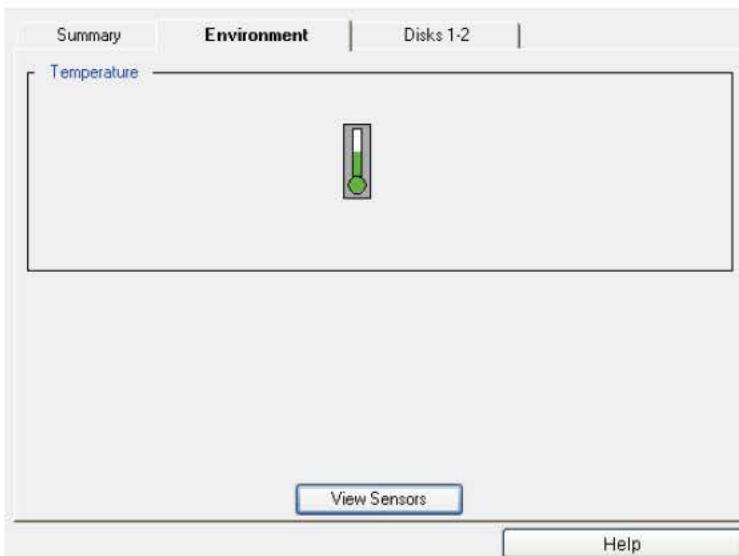


Figure 22-3: Environment Tab

2. Click View Sensors to see detailed sensor values; close the window when you are finished.

## Sensor statistics

Sensor Name	Reading	Status
MB Temperature	31.0 C	OK
CPU Temperature	31.0 C	OK

Figure 22-4: Sensor Statistics Window

*To View the System Environmental Statistics through the CLI*

---

Note: You cannot view environmental statistics on a ProxySG 400 Series Appliance.

---

Enter the following command at the prompt (the results that display vary among ProxySG platforms):

```
SGOS# show environmental
Environmental Sensor Information
Baseboard Temperature # 1 :
Temperature Reading: 27.0 C
Current Threshold Status : NOMINAL -- OK
% UPPER CRITICAL      : 60.0
% UPPER NON CRITICAL   : 55.0
% LOWER NON CRITICAL    : 0.0
% LOWER CRITICAL       : -10.0
Baseboard Temperature # 2 :
Temperature Reading: 25.0 C
Current Threshold Status : NOMINAL -- OK
```

```
% UPPER CRITICAL      : 60.0
% UPPER NON CRITICAL : 55.0
% LOWER NON CRITICAL : 0.0
% LOWER CRITICAL      : -10.0

Baseboard Voltage # : 1
Voltage Reading: 1.4
Current Threshold Status : NOMINAL -- OK
% UPPER CRITICAL      : 1.7
% LOWER CRITICAL      : 1.2

Fans
Fan #1 : Running OK
Fan #2 : Running OK

Power Supplies
Power Supply #1 : OK
Power Supply #2 : OK
```

where the Upper (non) Critical and Lower (non) Critical Temperature and Voltage values are for reference and indicate values that are (critically or non-critically) too high or too low. The Temperature/Voltage Reading indicates the current status of the ProxySG. The Current Threshold Status indicates whether a problem exists.

## Viewing Disk Status

You can view the status of each of the disks in the system and take a disk offline if needed.

*To View Disk Status or Take A Disk Offline through the Management Console*

1. Select Statistics>General>Disks.

The default view provides information about the disk in slot 1.

---

Note: The name and appearance of this tab differs, depending on the range of disks available to the ProxySG model you use.

---

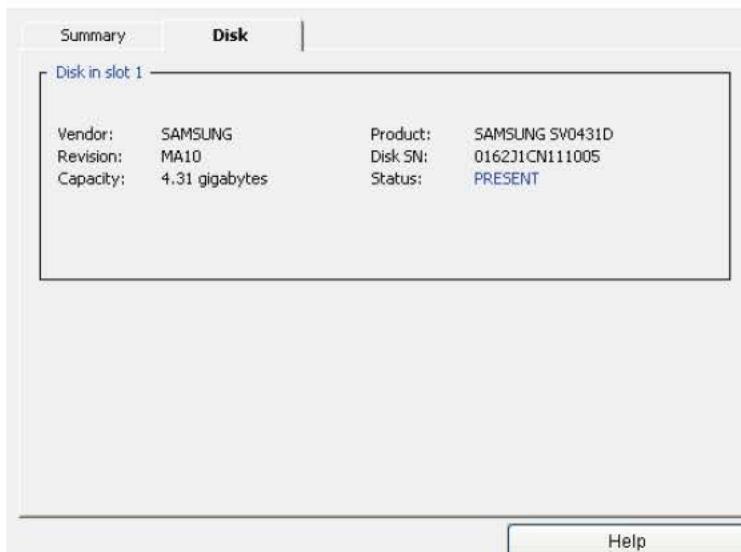


Figure 22-5: Disks Tab

2. Select the disk to view or to take offline by clicking the appropriate disk icon.
3. (Optional) To take the selected disk offline, click the Take disk x offline button (where x is the number of the disk you have selected); click OK in the Take disk offline dialog that displays.



Figure 22-6: Take Disk Offline Dialog

#### To View Disk Statistics through the CLI

Enter the following command at the prompt:

```
SGOS# show disk {all | disk_number}
```

where *all* displays information about all disks and *disk\_number* displays information about the disk specified.

#### To Take a Disk Offline through the CLI

Enter the following command at the prompt:

```
SGOS# disk offline disk_number
```

where *disk\_number* is the number of the disk that you want to take offline.

## System Usage Statistics

The System Usage tabs (CPU, Bandwidth Gain, Client Comp. Gain, Server Comp. Gain, Freshness, and Refresh Bandwidth) display bar graphs that illustrate the last 60 minutes, 24 hours, and 30 days for CPU utilization, bandwidth gain, client and server compression gain, freshness of objects in the cache, and the average network bandwidth used to maintain freshness.

### Viewing CPU Utilization

Through the Management Console, you can view the average CPU utilization percentages for the ProxySG over the last 60 minutes, 24 hours, and 30 days. You can see the current CPU utilization statistic through the CLI.

*To View CPU Utilization through the Management Console*

1. Select Statistics>System Usage>CPU.

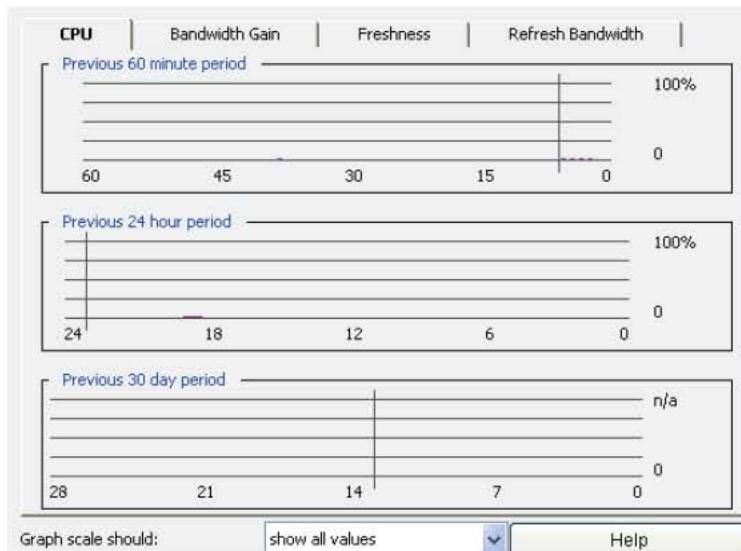


Figure 22-7: CPU Tab

2. (Optional) To set the graph scale to clip a percentage of the peaks in value, select a percentage from the Graph scale should drop-down list.

*To View CPU Utilization through the CLI*

Enter the following command at the prompt:

```
SGOS# show cpu
```

### Viewing Bandwidth Gain

Through the Management Console, you can view bandwidth-gain statistics for the ProxySG over the last 60 minutes, 24 hours, and 30 days. These statistics are not available through the CLI.

The green display on the bar graph represents client data; the blue display represents server data. Hover your cursor over the graph to see the bandwidth gain data.

It is normal to see 100% markers in places where there has been no client-use for the activity. This means that, of the server-side traffic being expended, 100% of it is being expended for ProxySG internal usage, such as asynchronous adaptive refresh.

*To View Bandwidth Gain Statistics through the Management Console*

1. Select Statistics>System Usage>Bandwidth Gain.

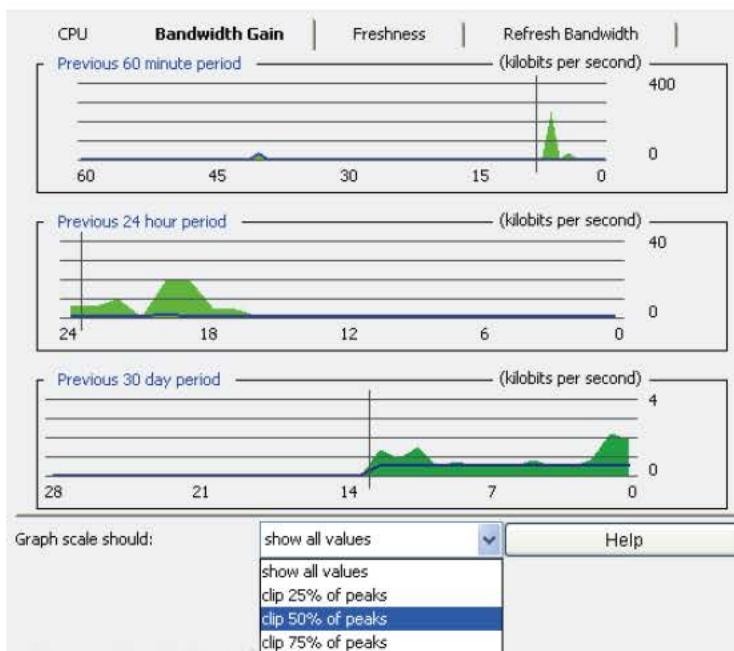


Figure 22-8: Bandwidth Gain Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Viewing Cache Freshness

The Freshness tab illustrates the estimated freshness of objects in the cache over the last 60 minutes, 24 hours, and 30 days. These statistics are not available through the CLI.

Freshness applies only to objects that are cached (all objects that are not cached are always 100% fresh). For example, if the estimated freshness is 99%, that means when you request an object there is a 99% chance that object is fresh in the cache.

*To View Cache Freshness through the Management Console*

1. Select Statistics>System Usage>Freshness.

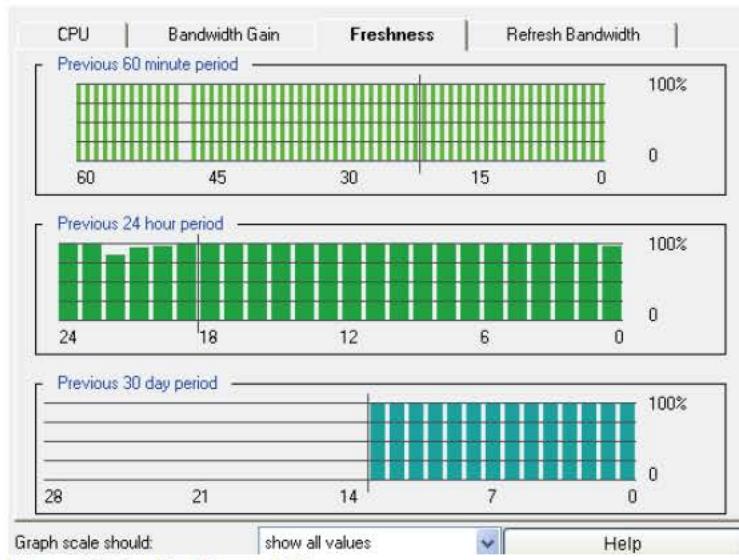


Figure 22-9: Freshness Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Viewing Refresh Bandwidth Statistics

The Refresh Bandwidth tab illustrates the average network bandwidth used to maintain freshness in the cache over the last 60 minutes, 24 hours, and 30 days. These statistics are not available through the CLI.

### *To View Refresh Bandwidth through the Management Console*

1. Select Statistics>System Usage>Refresh Bandwidth.

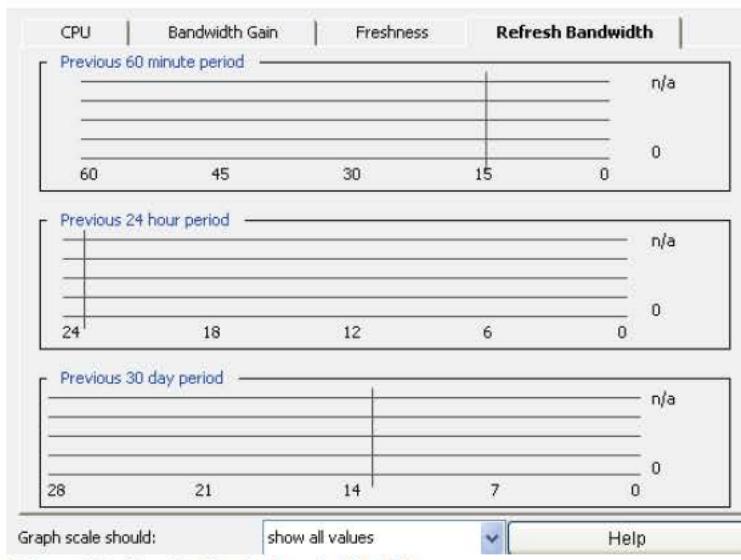


Figure 22-10: Refresh Bandwidth Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## HTTP/FTP History Statistics

The HTTP/FTP History tabs (HTTP/HTTPS/FTP Objects, HTTP/HTTPS/FTP Bytes, HTTP/HTTPS /FTP Clients, Client Comp. Gain, and Server Comp. Gain) display bar graphs that illustrate the last 60 minutes, 24 hours, and 30 days for the number of HTTP/HTTPS/FTP objects served, the number of HTTP/HTTPS/FTP bytes served, the maximum number of active HTTP/HTTPS/FTP clients processed, and the HTTP/FTP client and server compression-gain statistics. Overall client and server compression-gain statistics are displayed under System Usage.

---

**Note:** You can view current HTTP configurations and statistics through the CLI using the `show http` and `show http-stats` commands.

---

### Viewing the Number of HTTP/FTP Objects Served

The HTTP/HTTPS/FTP Objects tab illustrates the device activity over the last 60 minutes, 24 hours, and 30 days. These charts illustrate the total number of objects served from either the cache or from the Web. To review the number of cached objects versus non-cached objects, view the Efficiency tabs.

---

**Note:** The maximum number of objects that can be stored in a ProxySG is affected by a number of factors, including the SGOS version it is running and the hardware platform series.

---

*To View the Number of HTTP?HTTPS/FTP Objects Served through the Management Console*

1. Select Statistics>HTTP/FTP History>HTTP/HTTPS/FTP Objects.

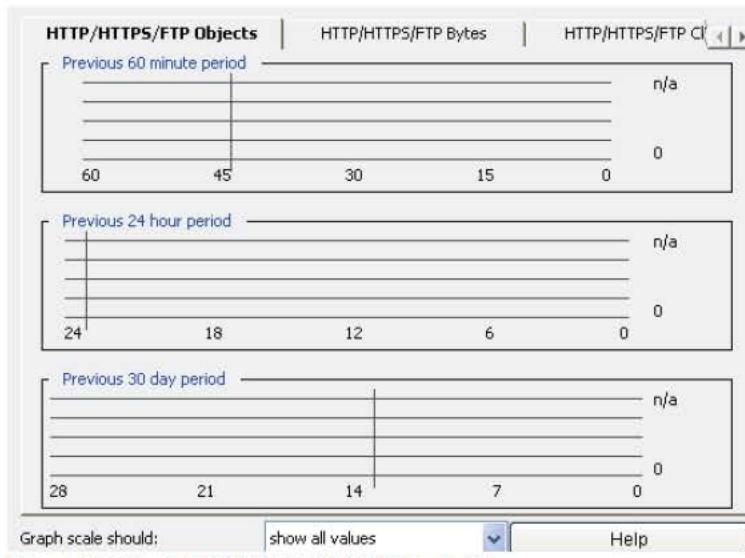


Figure 22-11: HTTP/HTTPS/FTP Objects Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Viewing the Number of HTTP/HTTPS/FTP Bytes Served

The Bytes tab shows the sum total of the number of bytes served from the device over the last 60 minutes, 24 hours, and 30 days. The chart shows the total number of bytes for objects served by the device, including both cache hits and cache misses.

*To View the Number of HTTP/HTTPS/FTP Bytes Served through the Management Console*

1. Select Statistics>HTTP/FTP History>HTTP/HTTPS/FTP Bytes.

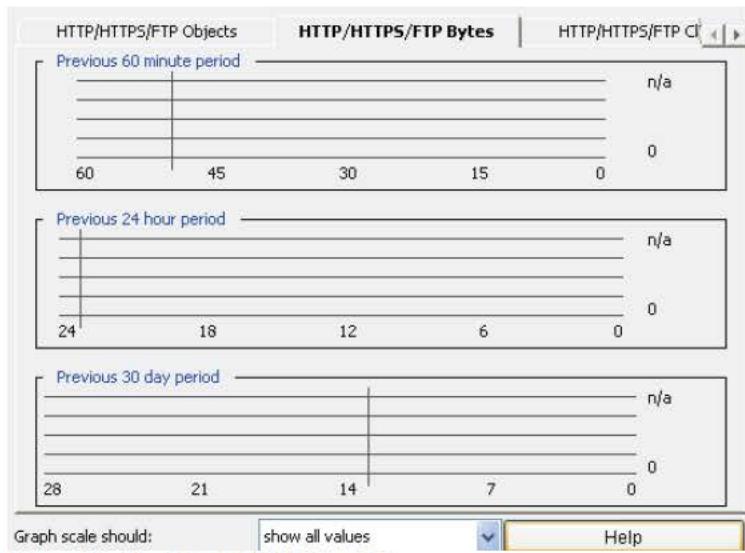


Figure 22-12: HTTP/FTP Bytes Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Viewing Active Client Connections

The HTTP/HTTPS/FTP Clients tab shows the maximum number of clients with requests processed over the last 60 minutes, 24 hours, and 30 days. This does not include idle client connections (connections that are open but that have not made a request). These charts allow you to monitor the maximum number of active clients accessing the ProxySG at any one time. In conjunction with the HTTP/HTTPS/FTP Objects and HTTP/HTTPS/FTP Bytes tabs, you can determine the number of clients supported based on load, or load requirements for your site based on a specific number of clients.

*To View the Number of Active Clients through the Management Console*

1. Select Statistics>HTTP/FTP History>HTTP/HTTPS/FTP Clients.

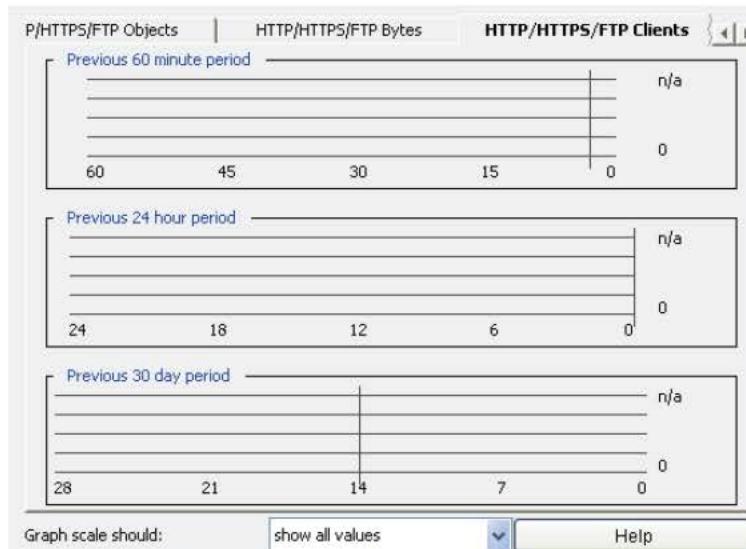


Figure 22-13: HTTP/HTTPS/FTP Clients Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Viewing HTTP/FTP Client and Server Compression Gain Statistics

Under HTTP/FTP History, you can view HTTP/FTP client and server compression-gain statistics for the ProxySG over the last 60 minutes, 24 hours, and 30 days in the Client Comp. Gain and the Server Comp. Gain tabs. Overall client and server compression-gain statistics are displayed under System Usage. These statistics are not available through the CLI.

The green display on the bar graph represents uncompressed data; the blue display represents compressed data. Hover your cursor over the graph to see the compressed gain data.

*To View HTTP/FTP Client Compressed Gain Statistics through the Management Console*

1. Select Statistics>HTTP/FTP History>Client Comp. Gain.

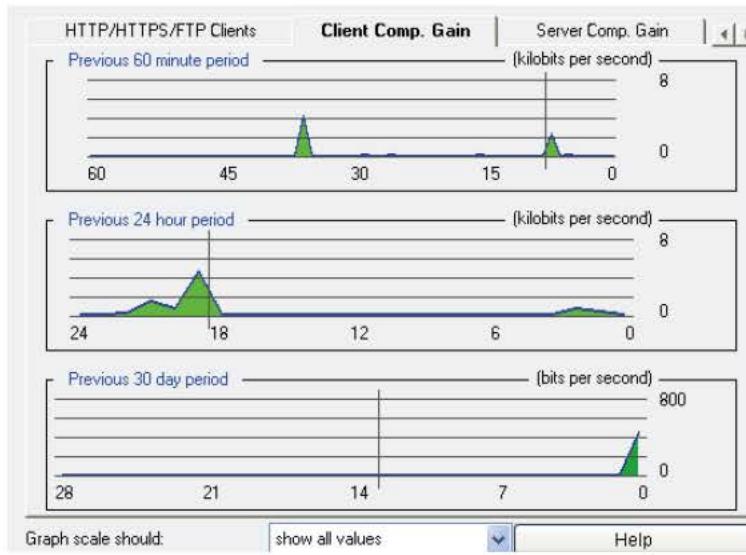


Figure 22-14: HTTP/FTP Client Comp. Gain Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

*To View HTTP/FTP Server Compressed Gain Statistics through the Management Console*

1. Select Statistics>HTTP/FTP History>Server Comp. Gain.

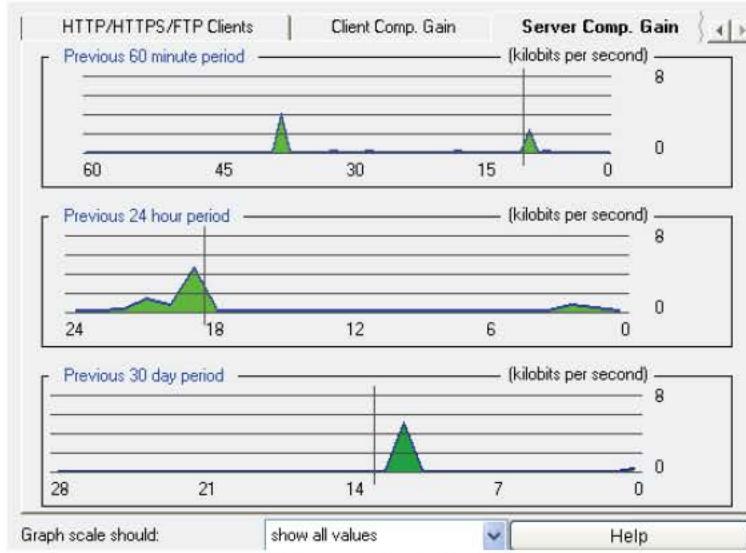


Figure 22-15: HTTP/FTP Server Comp. Gain Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## IM History Statistics

The IM statistics allow you to track IM connections, file transfers, and messages that are currently in use and in total, or have been allowed and denied. The information can be displayed for each IM client type or combined.

### IM Connection Data Tab

The following IM Connection Data statistics indicate current and overall connection data since the last statistics clear:

- Native Clients—The number of native IM clients connected.
- HTTP Clients—The number of HTTP IM clients connected.
- Chat Sessions—The number of IM chats occurring.
- Direct IM Sessions—The number of chats using direct connections.
- File Transfers—The number of file transfers sent through IM clients.

*To View the Connection Data Statistics through the Management Console*

1. Select Statistics>IM History>IM Connection Data.

	Current	Total
Native Clients:	0	0
HTTP Clients:	0	0
Chat Sessions:	0	0
Direct IM Sessions:	0	0
File Transfers:	0	0

Figure 22-16: IM Connection Statistics Data Tab

2. The default protocol is All. To select a specific protocol, select AOL, MSN, or Yahoo from the drop-down list.

### IM Activity Data Tab

The following IM Activity Data statistics indicate allowed and denied connections since the last statistics clear:

- Logins—The number of times IM clients have logged in.

- Messages**—The number of IM messages.
- File Transfers**—The number of file transfers sent through IM clients.
- Voice Chats**—The number of voice conversations through IM clients.
- Messages**—The number of IM messages reflected or not reflected (if IM Reflection policy is enabled).

---

**Note:** The IM activity data statistics are available only through the Management Console.

---

*To View the Activity Data Statistics through the Management Console*

1. Select Statistics>IM History>IM Activity Data.

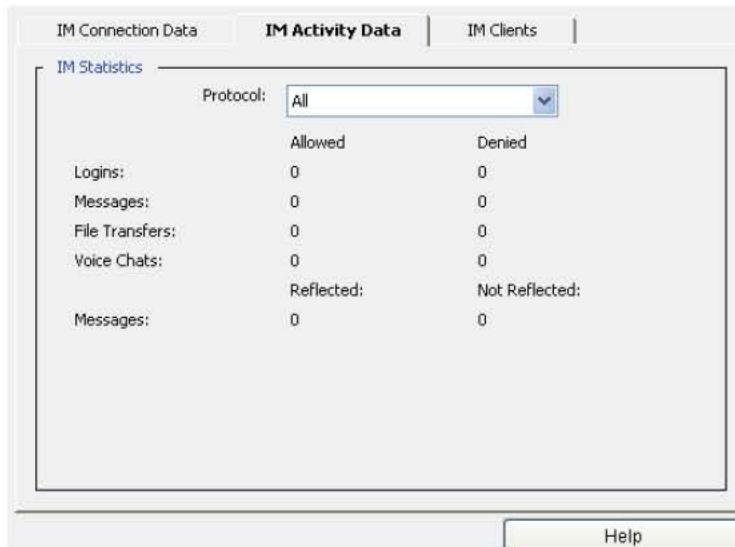


Figure 22-17: IM Activity Statistics Data Tab

2. The default protocol is All. To select a specific protocol, select AOL, MSN, or Yahoo from the drop-down list.

## IM Clients Tab

The IM Clients tab displays dynamic graphical statistics for connections over 60 minutes, 24 hours and 30 days. The page displays all values in the graph or clip a percentage of peak values. When peak values are clipped by a percentage, that percentage is allowed to fall off the top of the scale.

For example, if you clip 25% of the peaks, the top 25% of the values are allowed to exceed the scale for the graph, showing greater detail for the remaining 75% of the values.

Move the cursor over the graphs to dynamically display the color-coded AOL, MSN, Yahoo, and total statistics.

---

**Note:** The IM clients statistics are available only through the Management Console.

---

*To View the Client Connection Statistics through the Management Console*

1. Select Statistics>IM History>IM Clients.

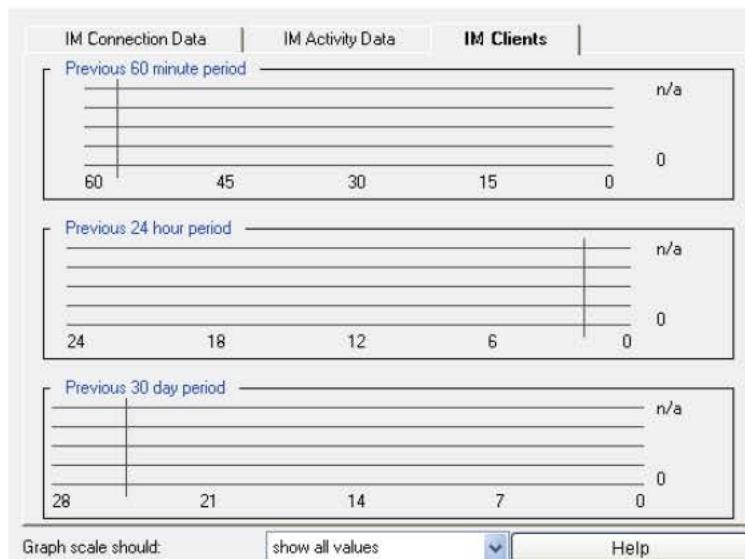


Figure 22-18: IM Client Data Statistics

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## IM Statistics and Configuration in the CLI

*To View IM Statistics through the CLI*

Enter the following command at the prompt:

```
SGOS# show im {aol-statistics | msn-statistics | yahoo-statistics}
```

*To View the IM Configuration through the CLI*

Enter the following command at the prompt:

```
SGOS# show im configuration
```

## P2P History Statistics

You can construct policy that controls, blocks, and logs peer-to-peer (P2P) activity and limits the bandwidth consumed by P2P traffic (see “[Section E: Managing Peer-to-Peer Services](#)” on page 725 for information about constructing P2P policy). The following section explains how to view P2P statistics, using either the Management Console or the CLI.

---

Note: Some P2P statistics (P2P client connections and total bytes sent and received over a period of time) can only be viewed through the Management Console (see “[P2P Clients](#)” and “[P2P Bytes](#)”, below).

---

## P2P Data

The P2P Data tab on the Management Console displays P2P statistics, either all P2P services at once or one service at a time.

Table 22.1 details the statistics provided through the Management Console P2P Data tab or through the CLI.

Table 22.1: P2P Data Statistics

Status	Description
Current Tunneled Sessions	The current number of P2P client connections using native transport.
Current HTTP Requests	The current number of HTTP requests from P2P clients.
Total Tunneled Sessions	The cumulative number of P2P client connections using native transport since the ProxySG was last rebooted.
Total HTTP Requests	The cumulative number of HTTP requests from P2P clients since the ProxySG was last rebooted.
Total Bytes Received	The total number of bytes received from all P2P clients.
Total Bytes Sent	The total number of bytes sent to all P2P clients.

*To View P2P Data Statistics through the Management Console*

1. Select Statistics>P2P History>P2P Data.

The default view shows all P2P protocols.

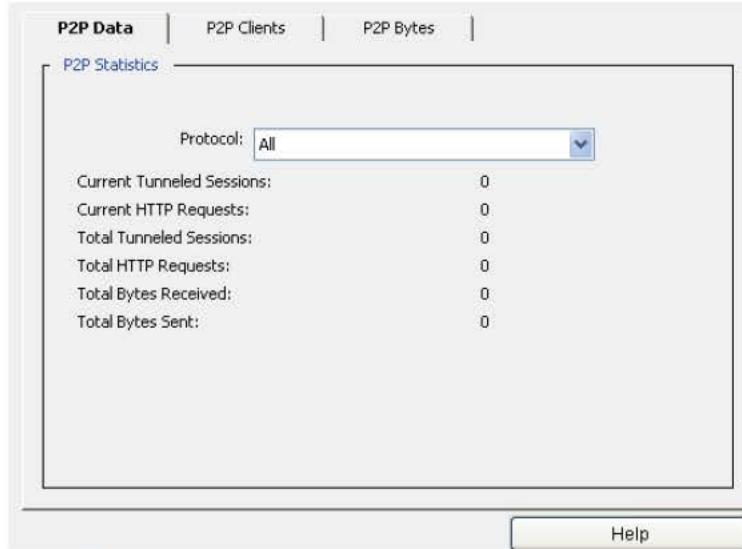


Figure 22-19: P2P Data Tab

2. (Optional) To view the statistics for a specific P2P protocol, make a selection from the Protocol drop-down list.

*To View P2P Data Statistics through the CLI*

Enter the following command at the prompt:

```
SGOS# show p2p statistics
```

## P2P Clients

You can view the total number of P2P client connections received in the last 60 minute, 24 hour, or 30 day period.

---

Note: The P2P client statistics are available only through the Management Console.

---

*To View P2P Client Statistics through the Management Console*

1. Select Statistics>P2P History>P2P Clients.

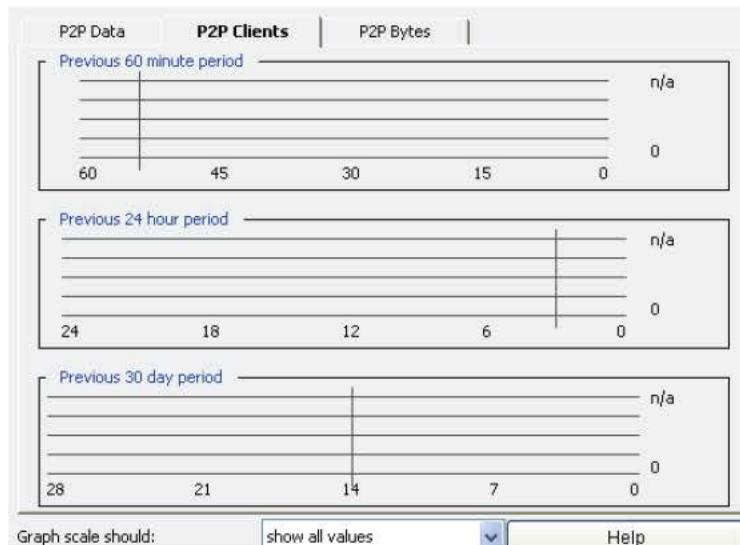


Figure 22-20: P2P Clients Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## P2P Bytes

You can view the total number of bytes sent to and received from P2P clients in the last 60 minute, 24 hour, or 30 day period.

---

Note: The P2P bytes statistics are available only through the Management Console.

---

*To View P2P Byte Statistics through the Management Console*

1. Select Statistics>P2P History>P2P Bytes.

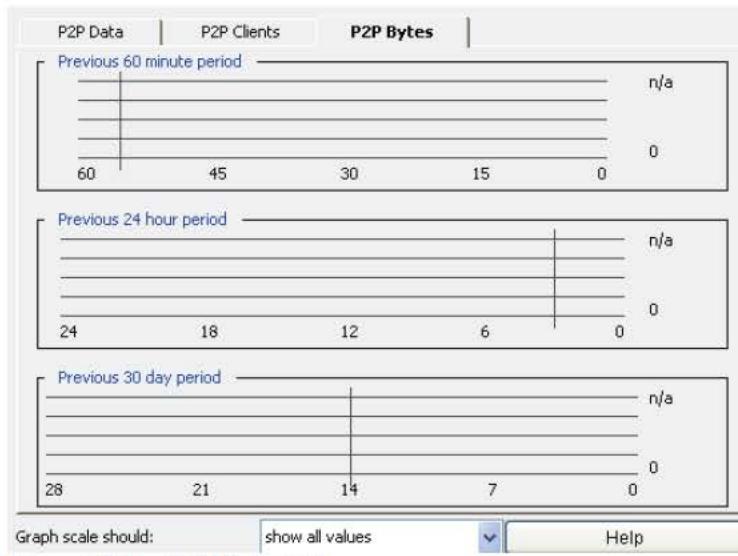


Figure 22-21: P2P Bytes Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## SSL History Statistics

The SSL History tabs (Unintercepted SSL Data, Unintercepted SSL Clients, Unintercepted SSL Bytes) provide various useful statistics for unintercepted SSL traffic.

---

Note: Some SSL statistics (SSL client connections and total bytes sent and received over a period of time) can only be viewed through the Management Console (see "[Unintercepted SSL Data](#)" and "[Unintercepted SSL Clients](#)", below).

---

### Unintercepted SSL Data

The Unintercepted SSL Data tab on the Management Console displays SSL statistics.

[Table 22.2](#) details the statistics provided through the Management Console Unintercepted SSL Data tab.

Table 22.2: Unintercepted SSL Data Statistics

Status	Description
Current Unintercepted SSL Sessions	The current number of unintercepted SSL client connections.
Total Unintercepted SSL Sessions	The cumulative number of unintercepted SSL client connections since the ProxySG was last rebooted.
Total Bytes Sent	The total number of unintercepted bytes sent.
Total Bytes Received	The total number of unintercepted bytes received.

*To View Unintercepted SSL Data Statistics through the Management Console*

Select Statistics>SSL History>Unintercepted SSL Data.

The default view shows all unintercepted SSL data.

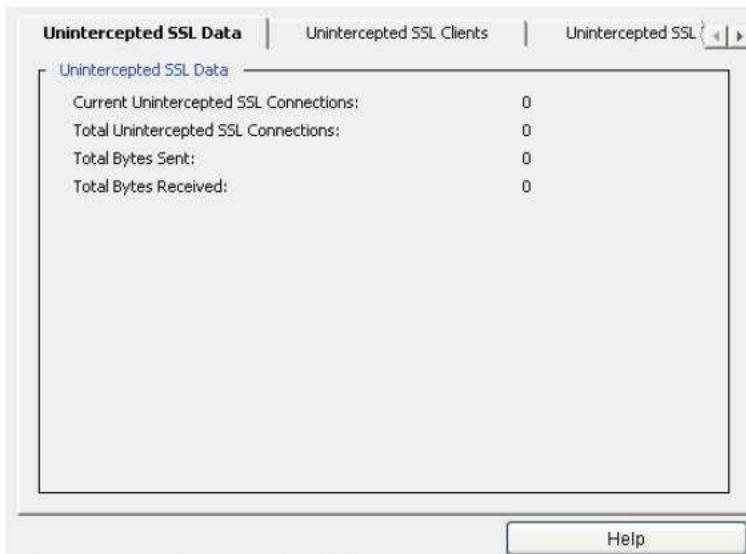


Figure 22-22: Unintercepted SSL Data Tab

## Unintercepted SSL Clients

You can view the total number of unintercepted SSL client connections received in the last 60-minute, 24-hour, or 30-day period.

*To View SSL Client Unintercepted Statistics through the Management Console*

1. Select Statistics>SSL History>Unintercepted SSL Clients.

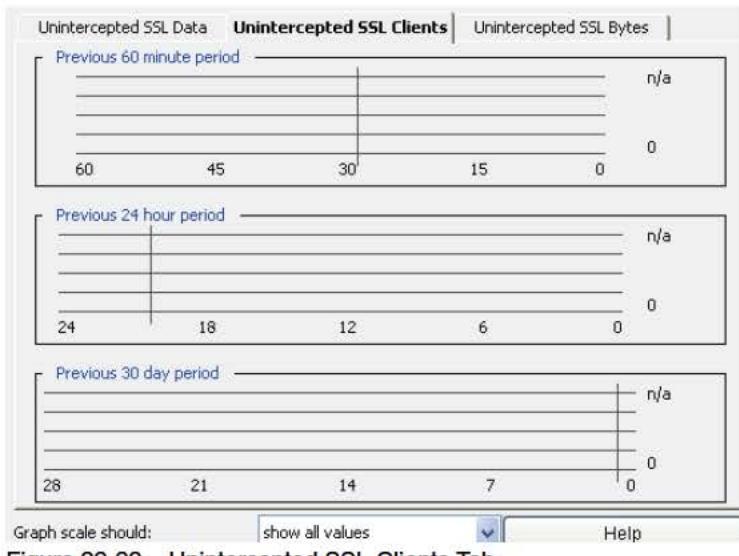


Figure 22-23: Unintercepted SSL Clients Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Unintercepted SSL Bytes

You can view the total number of bytes sent to and received in the last 60 minute, 24 hour, or 30 day period.

*To View Unintercepted SSL Byte Statistics through the Management Console*

1. Select Statistics>SSL History>Unintercepted SSL Bytes.

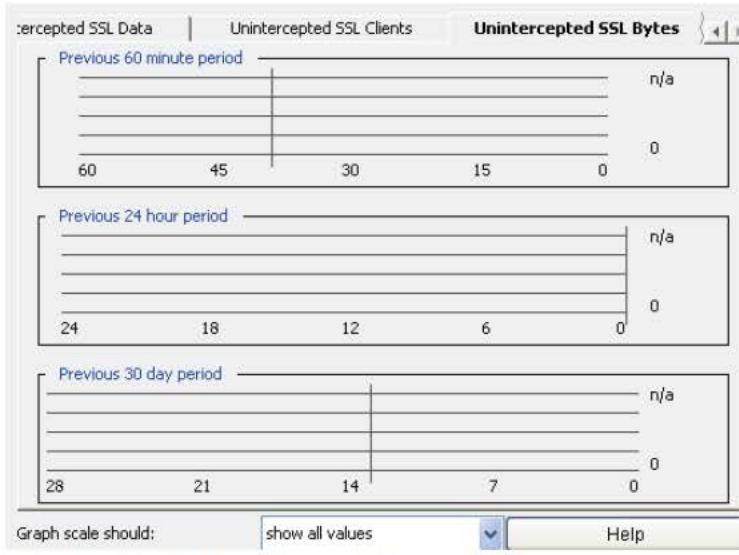


Figure 22-24: Unintercepted SSL Bytes Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Streaming History Statistics

The Streaming History tabs (Windows Media, Real Media, and QuickTime) display bar graphs that illustrate the number of active client connections over the last 60 minutes, 24 hours, and 30 days. These statistics are not available through the CLI. The Current Streaming Data and Total Streaming Data tabs display real-time values for current connection and live traffic activity on the ProxySG. Current and total streaming data statistics are available through the CLI.

### Viewing Windows Media Statistics

The Windows Media tab shows the number of active Windows Media client connections over the last 60 minutes, 24 hours, and 30 days.

*To View Windows Media Client Statistics through the Management Console*

1. Select Statistics>Streaming History>Windows Media.

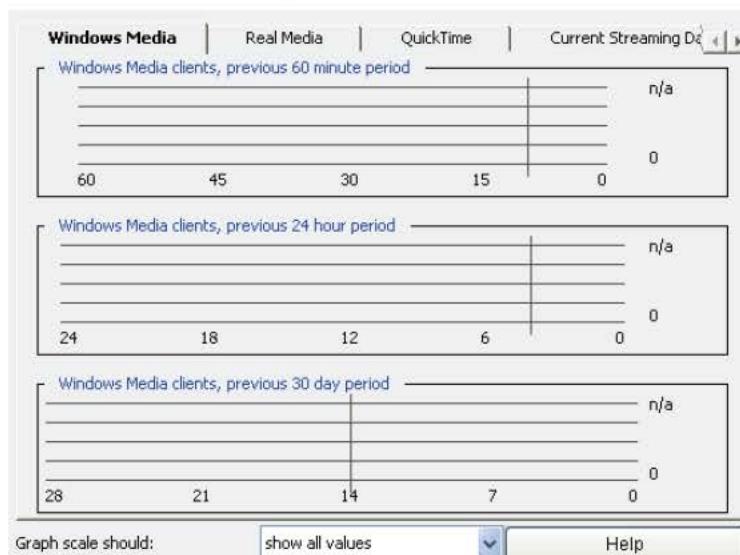


Figure 22-25: Windows Media Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

### Viewing Real Media Statistics

The Real Media tab shows the number of active Real Media client connections over the last 60 minutes, 24 hours, and 30 days.

*To View Real Media Data Statistics through the Management Console*

1. Select Statistics>Streaming History>Real Media.

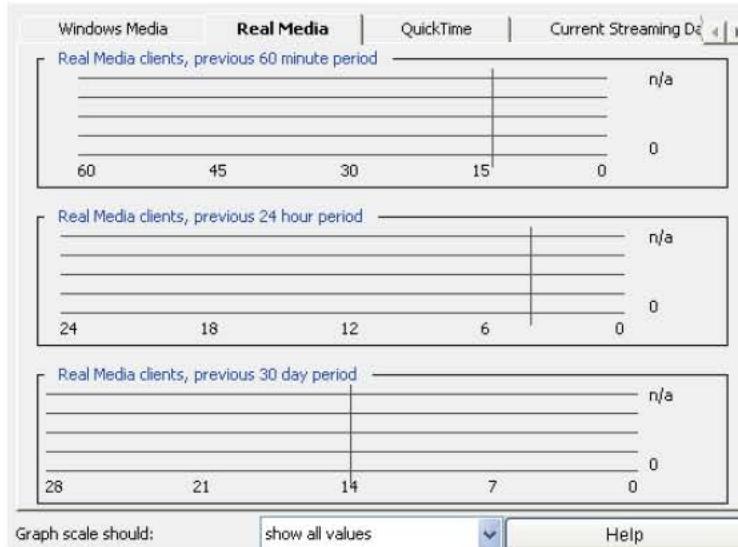


Figure 22-26: Real Media Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Viewing QuickTime Statistics

The QuickTime tab shows the number of active QuickTime client connections over the last 60 minutes, 24 hours and 30 days.

*To View QuickTime Data Statistics through the Management Console*

1. Select Statistics>Streaming History>QuickTime.

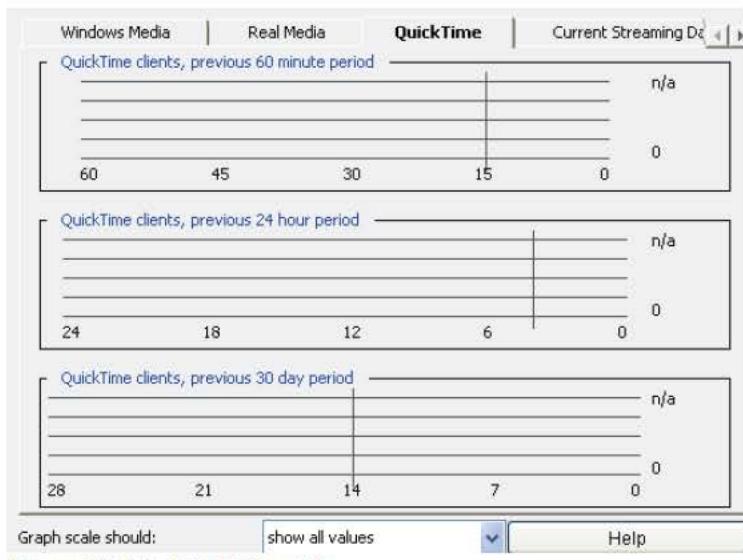


Figure 22-27: QuickTime Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Viewing Current and Total Streaming Data Statistics

The Management Console Current Streaming Data tab and the Total Streaming Data tab show real-time values for Windows Media, Real Media, and QuickTime activity on the ProxySG. These statistics can also be viewed through the CLI.

### *To View Current Streaming Data Statistics through the Management Console*

1. Select Statistics>Streaming History>Current Streaming Data.

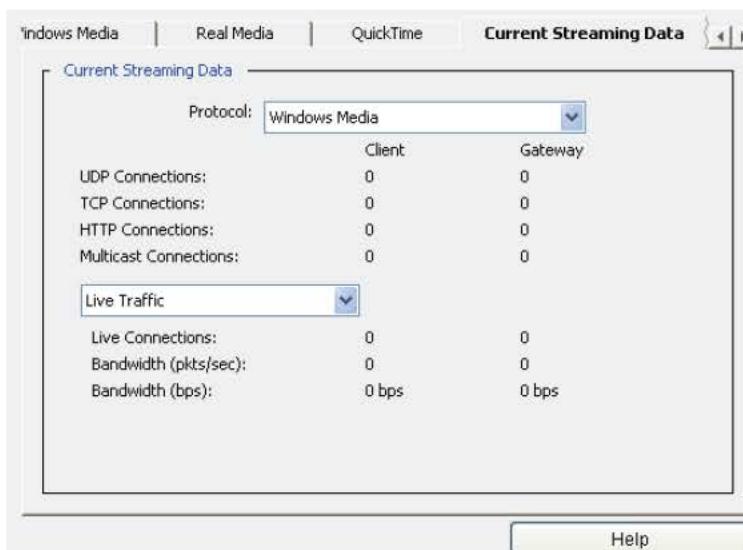


Figure 22-28: Current Streaming Data Tab

2. Select a streaming protocol from the Protocol drop-down list.
3. Select a traffic connection type (Live, On-Demand, or Pass-thru) from the drop-down list.

*To View Total Streaming Data Statistics through the Management Console*

1. Select Statistics>Streaming History>Total Streaming Data.

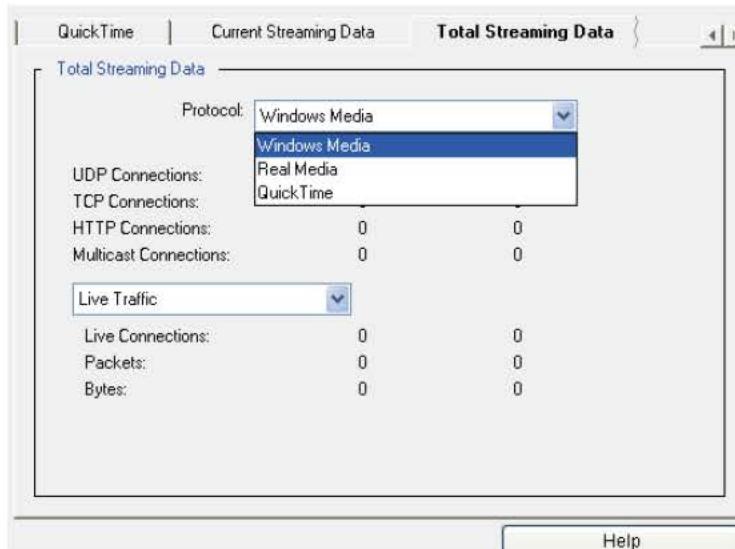


Figure 22-29: Total Streaming Data Tab

2. Select a streaming protocol from the Protocol drop-down list.
3. Select a traffic connection type (Live, On-Demand, or Passthru) from the drop-down list.

*To View Current and Total Streaming Data Statistics through the CLI*

Enter the following command at the prompt:

```
SGOS# show streaming {quicktime | real-media | windows-media} statistics
```

*To Clear Streaming Statistics through the CLI*

Enter the following command at the prompt:

```
SGOS# clear-statistics {quicktime | real-media | windows-media}
```

## SOCKS History Statistics

The SOCKS History tabs (SOCKS Clients, SOCKS Connections, and SOCKS client and server compression) display client data, Connect, Bind, and UDP Associate requests, client and server UDP, TCP and compression requests.

---

Note: The SOCKS history statistics are available only through the Management Console.

---

## Viewing SOCKS Clients

The SOCKS Clients tab displays SOCKS Client data.

*To View Socks Client Data*

Select Statistics>SOCKS History>SOCKS Clients.

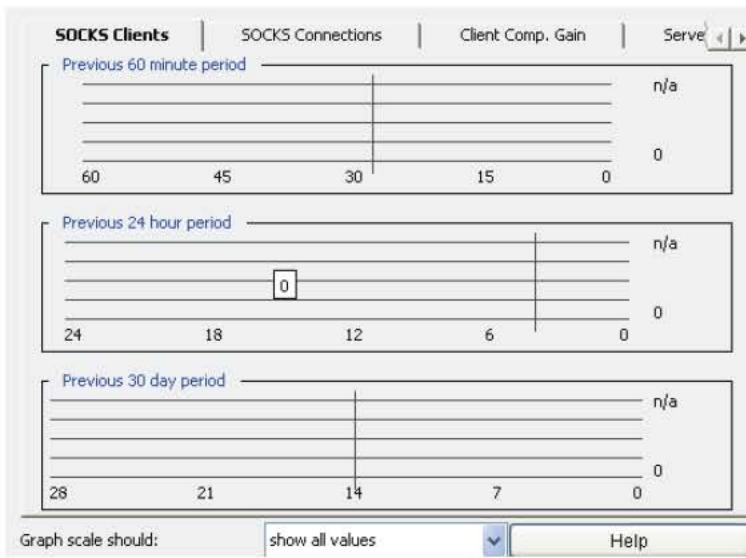


Figure 22-30: SOCKS Client Tab

## Viewing SOCKS Connections

The SOCKS Connections tab displays SOCKS Connection data.

*To View SOCKS Connection Data through the Management Console*

Select Statistics>SOCKS History>SOCKS Connections.

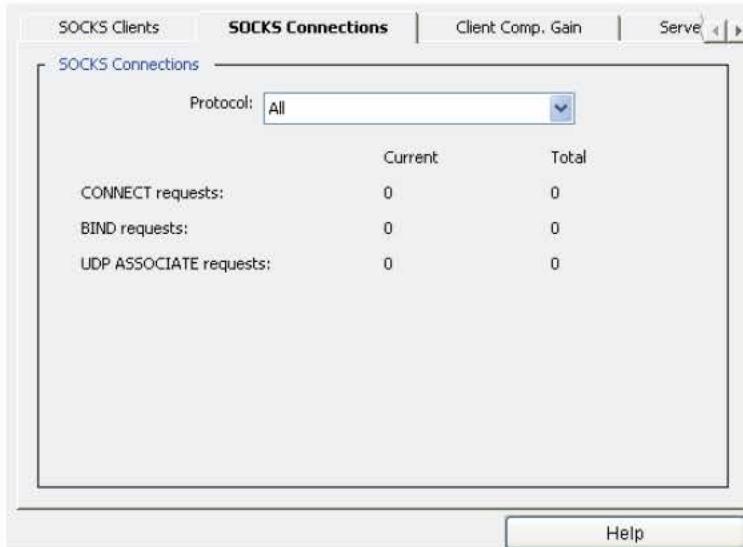


Figure 22-31: SOCKS Connections Tab

## Viewing SOCKS Client and Server Compression Gain Statistics

Under SOCKS History, you can view SOCKS client and server compression-gain statistics for the ProxySG over the last 60 minutes, 24 hours, and 30 days in the Client Comp. Gain and the Server Comp. Gain tabs. These statistics are not available through the CLI.

The green display on the bar graph represents uncompressed data; the blue display represents compressed data. Hover your cursor over the graph to see the compressed gain data.

*To View SOCKS Client Compressed Gain Statistics through the Management Console*

1. Select Statistics>SOCKS History>Client Comp. Gain.

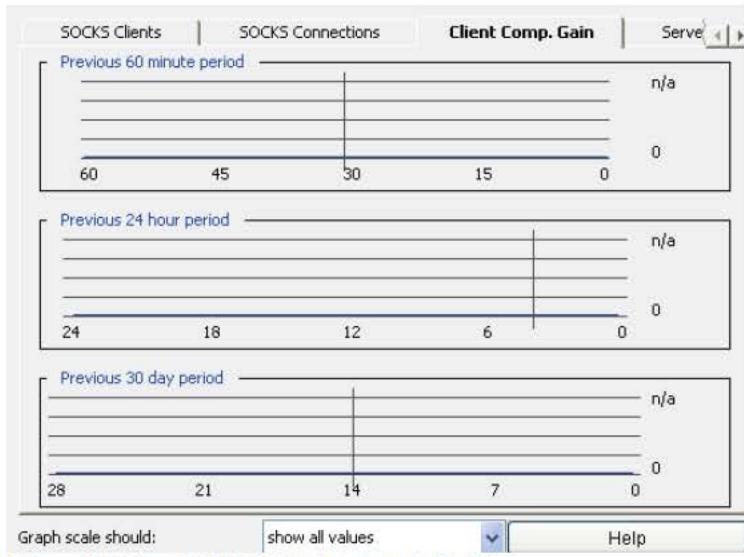


Figure 22-32: SOCKS Client Comp. Gain Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

*To View SOCKS Server Compressed Gain Statistics through the Management Console*

1. Select Statistics>SOCKS History>Server Comp. Gain.

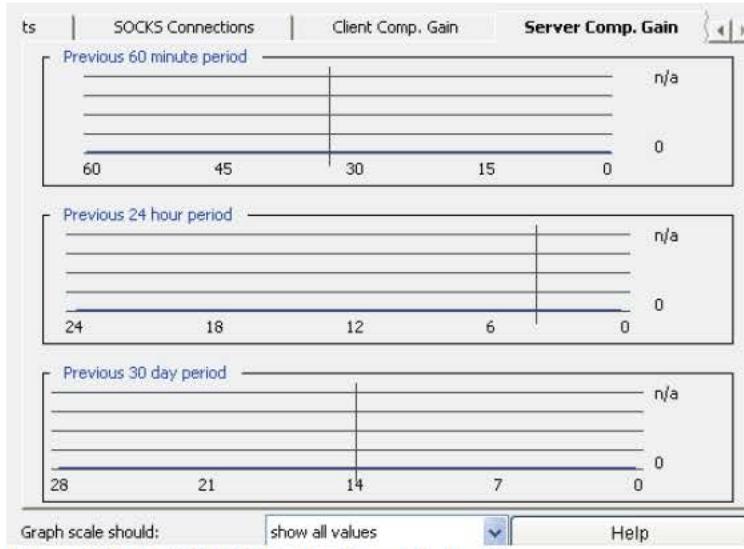


Figure 22-33: SOCKS Server Comp. Gain Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Shell History Statistics

The Shell History tab displays client connections on a per hour, per day, and per month basis.

---

Note: The Shell history statistics are available only through the Management Console.

---

*To View Shell History Statistics through the Management Console*

1. Select Statistics>Shell History.

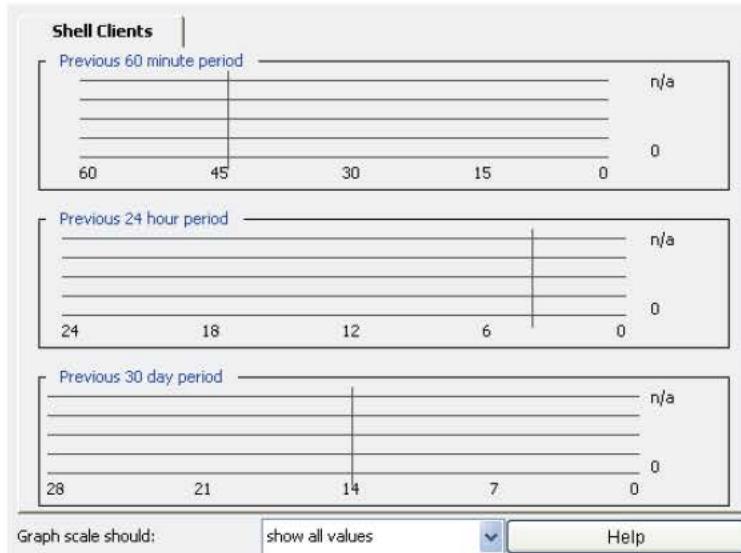


Figure 22-34: Shell Clients History Tab

2. (Optional) To set the graph scale to a different value, select a value from the Graph scale should drop-down list.

## Resources Statistics

The Resources tabs (Disk Use, Memory Use, and Data) allow you to view information about how disk space and memory are being used, and how disk and memory space are allocated for cache data. You can view data allocation statistics through both the Management Console and the CLI, but disk and memory use statistics are available only through the Management Console.

### Viewing Disk Use Statistics

The Disk Use tab shows the ProxySG disk usage. The fields on the tab are:

- System Objects—the percentage of storage resources currently used for non-access-log system objects.
- Access log—the percentage of storage resources currently used for the access log.
- Cache in Use—the percentage of non-system, non-access-log resources currently in use for cached objects.

- Cache available—the percentage of non-system, non-access-log resources still available for caching objects.

*To View Disk Use Statistics through the Management Console*

Select Statistics>Resources>Disk Use.

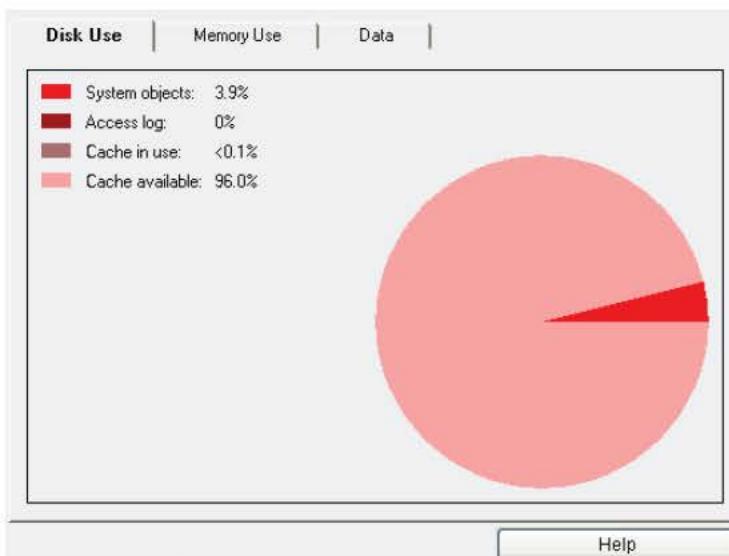


Figure 22-35: Disk Use Tab

## Viewing Memory Use Statistics

The Memory Use tab shows the amount of memory used for RAM, the ProxySG itself, and for network buffers. The fields on the Memory Use tab are:

- RAM Cache—the amount of RAM that is used for caching.
- System allocation—the amount of RAM allocated for the device system.
- Network buffers—the amount of RAM currently allocated for network buffers.

*To View Memory Use Statistics through the Management Console*

Select Statistics>Resources>Memory Use.

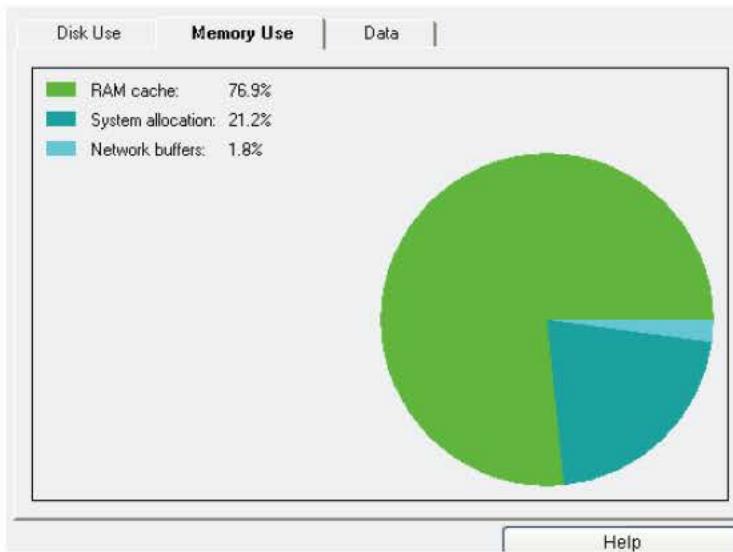


Figure 22-36: Memory Use Tab

## Viewing Data Allocation Statistics in RAM and on Disk

The Data tab shows the total and available disk space and RAM, and how they are currently allocated. The fields on the Data tab are described below. This information can also be viewed through the CLI.

- Maximum objects supported—the maximum number of objects that can be supported.
- Cached objects—the number of objects that are currently cached.
- Disk used by system objects—the amount of disk space used by the system objects.
- Disk used by access log—the amount of disk space used for access logs.
- Total disk installed—the total amount of disk space installed on the device.
- RAM used by cache—the amount of RAM allocated for caching.
- RAM used by system—the amount of RAM allocated for system use.
- RAM used by network—the amount of RAM allocated for network use.
- Total RAM installed—the total amount of RAM installed.

*To View Data Allocation Statistics through the Management Console*

Select Statistics>Resources>Data.

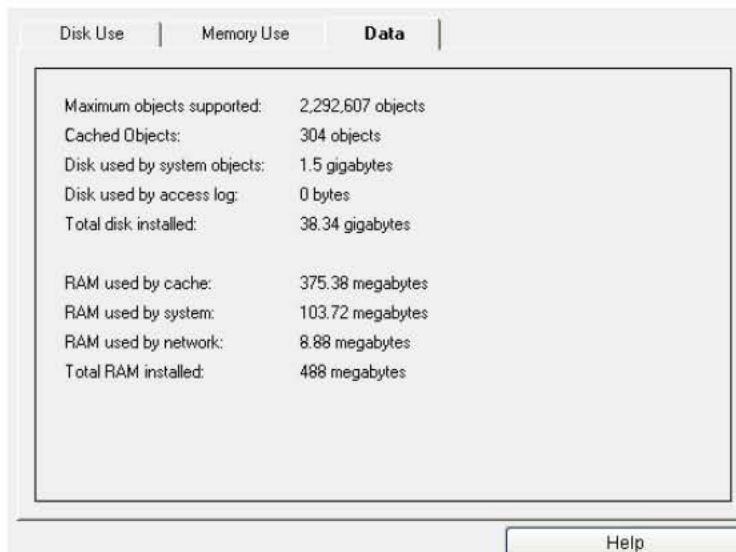


Figure 22-37: Resources Data Tab

#### *To View Data Allocation Statistics through the CLI*

Enter the following command at the prompt:

```
SGOS# show resources
```

## Efficiency Statistics

The Efficiency tabs (Summary, Non-cacheable, Access Pattern, and Data) allow you to see information about the flow of both cacheable and non-cacheable data through the ProxySG. You can also see information about how data is being served (such as, RAM, disk, origin).

### Viewing the Cache Efficiency Summary

The Summary tab shows the percent of objects served from cache, the percent loaded from the network, and the percent that were non-cacheable. The data dates from the last device reset. The values shown are either objects served or bytes served, based on the Values reflect field at the bottom of the tab. The fields on the Summary tab are:

- Served from cache—the percentage of requests the device was able to serve from the cache.
- Loaded from source—the percentage of requests the device had to retrieve from the Web and was able to store in the cache.
- Non-cacheable—the percentage of requests for non-cacheable objects.

#### *To View the Cache Efficiency Summary*

1. Select Statistics>Efficiency>Summary.

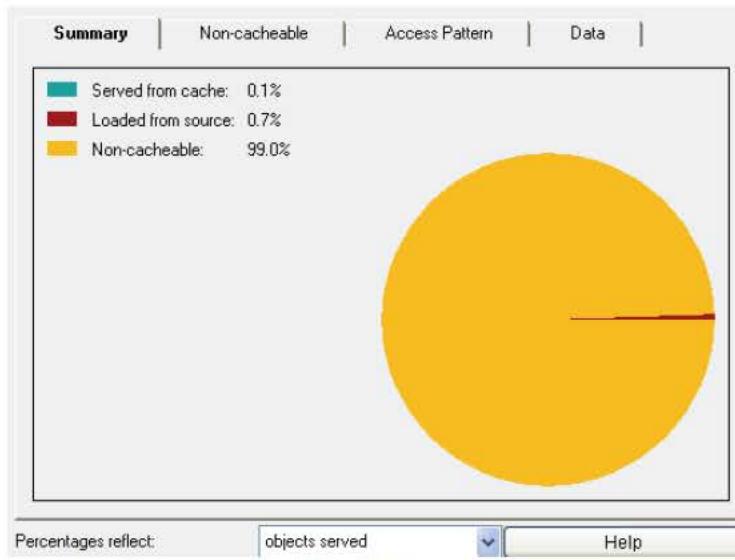


Figure 22-38: Efficiency Summary Tab

2. (Optional) To switch the view between objects served and bytes served, select either bytes served or objects served from the Graph shows drop-down list.

## Viewing a Breakdown of Non-Cacheable Data

The Non-cacheable tab shows a breakdown of non-cacheable objects. It shows how many of the various types of non-cacheable requests have been handled. The non-cacheable request types are:

- Pragma no-cache—requests that specify non-cached objects, such as when a user clicks the refresh button in the Web browser.
- Password provided—requests that include a client password.
- Data in request—requests that include additional client data.
- Not a GET request—only the HTTP method GET request can be cached. These are all other methods (PUT, HEAD, POST, DELETE, LINK, and UNLINK).
- Cookie in response—responses that include an HTTP cookie.
- Password required—responses that require a client password.
- Negative response—failed responses, such as when a server or object is not available. This value is zero if the Cache Negative Responses option is enabled.
- Client unique CGI responses—unique responses generated by a CGI application for a specific client.

*To View a Breakdown of Non-Cacheable Data*

Select Statistics>Efficiency>Non-cacheable.

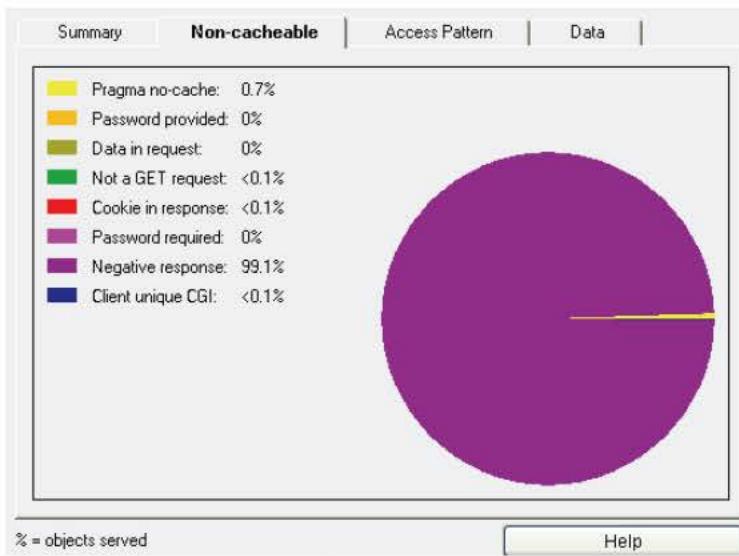


Figure 22-39: Non-Cacheable Tab

## Viewing the Cache Data Access Pattern

The Access Pattern tab shows the number of cached requests served from RAM and disk. Cached objects are stored first in RAM. As time passes without additional requests for an object, the object is migrated to disk.

### To View the Cache Data Access Pattern

Select Statistics>Efficiency>Access Pattern.

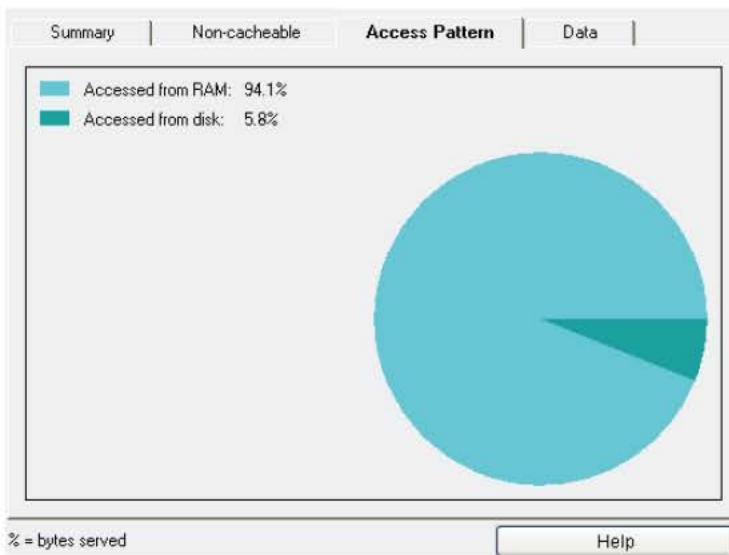


Figure 22-40: Access Pattern Tab

## Viewing Totals for Bytes Served

The Data tab lists a breakdown of all requests served. The fields are:

- Served from cache**—the number of objects served from the cache.
- Loaded from source**—the number of objects that could not be served from the cache and were retrieved from the Web.
- Non-cacheable**—the number of objects served that could not be cached.
- Pragma no-cache**—requests that specify non-cached objects, such as when a user clicks the refresh button in a Web browser.
- Password provided**—requests that include a client password.
- Data in Request**—requests that include additional client data.
- Not a GET request**—requests that include an invalid HTTP method.
- Cookie in response**—responses that include an HTTP cookie.
- Password required**—responses that require a client password.
- Negative response**—failed responses, such as when a server or object is not available. This information is only displayed if the Cache Negative Responses option is disabled.
- Client unique CGI**—responses that contain unique CGI data.
- Accessed from RAM**—the total number of bytes served from the RAM cache.
- Accessed from disk**—the total number of bytes served from the disk cache.

### To View Totals For Bytes Served

1. Select **Statistics>Efficiency>Data**.

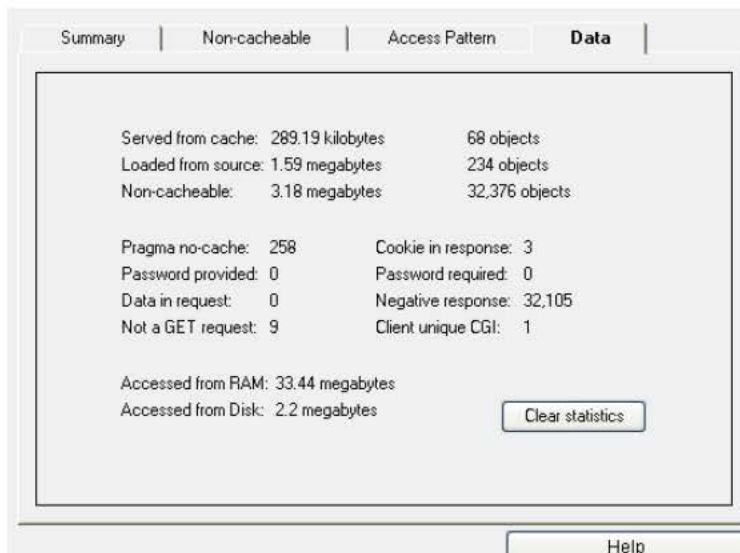


Figure 22-41: Efficiency Data Tab

2. (Optional) To clear all statistics, click **Clear statistics**.

## Contents Statistics

The Contents tabs (Distribution and Data) allow you to see information about objects currently stored or served organized by size. The cache contents include all objects currently stored by the ProxySG. The cache contents are not cleared when the ProxySG is powered off.

### Viewing Cached Objects by Size

The Distribution tab shows the objects currently stored by the ProxySG, ordered by size.

*To View the Distribution of Cache Contents*

Select Statistics>Contents>Distribution.

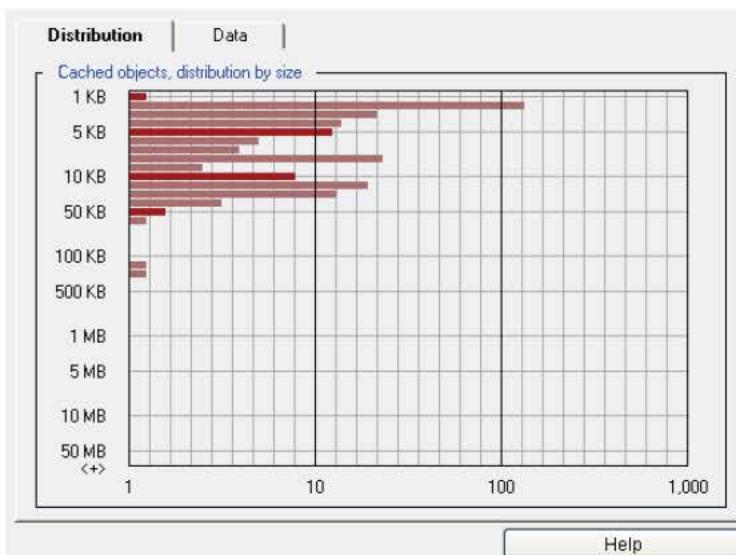


Figure 22-42: Contents Distribution Tab

### Viewing the Number of Objects Served by Size

The Data tab displays the number of objects served by the ProxySG, organized by size. This chart shows you how many objects of various sizes have been served.

*To View the Number of Objects Served*

Select Statistics>Contents>Data.

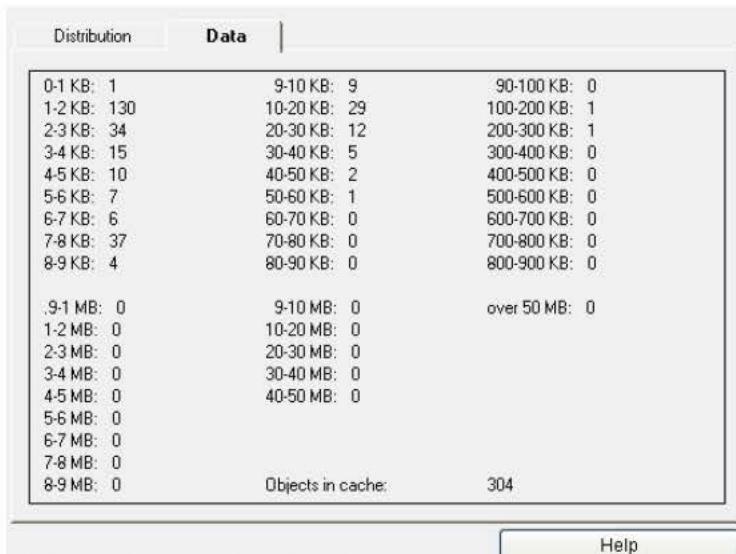


Figure 22-43: Contents Data Tab

## Event Logging

### Viewing the Event Log

The event log contains all events that have occurred on the ProxySG. Configure the level of detail available by selecting Maintenance>Event Logging>Level (see "Configuring Which Events to Log" on page 951 for details).

#### To View the Event Log

1. Select Statistics>Event Logging.

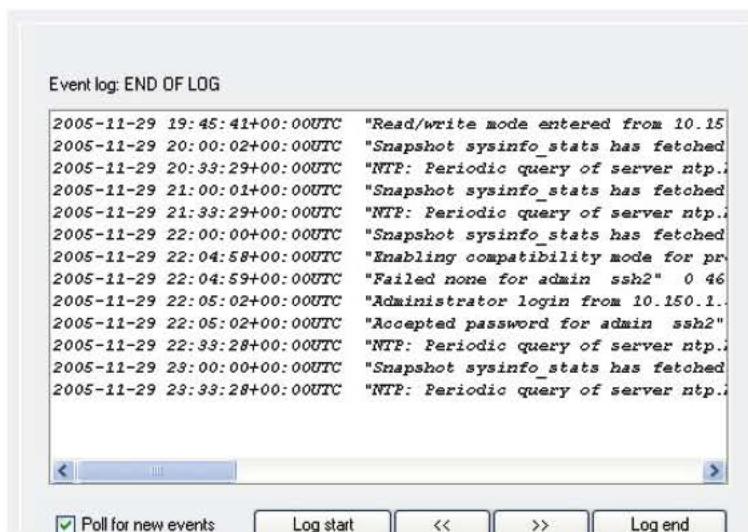


Figure 22-44: Event Viewer

2. Click Log start or Log end or the forward and back arrow buttons to move through the event list.
3. (Optional) Click the Poll for new events checkbox to poll for new events that occurred while the log was being displayed.

---

Note: The Event Log cannot be cleared.

---

## Bandwidth Management Statistics

The bandwidth management statistics tabs (Current Class Statistics and Total Class Statistics) display the current packet rate and total number of packets served, the current bandwidth rate, and the total number of bytes served and packets dropped.

Bandwidth management statistics are also available through the CLI.

### Current Class Statistics Tab

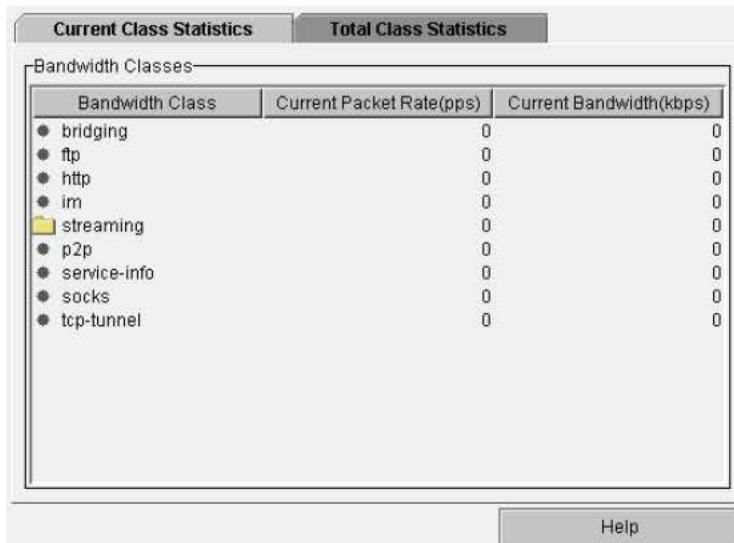
The Current Class Statistics tab displays the following information for each bandwidth class:

- Current Packet Rate: current packets-per-second (pps) value.
- Current Bandwidth: current bandwidth in kilobits per second (Kbps).

*To View Current Bandwidth Management Class Statistics through the Management Console*

1. Go to Statistics>Bandwidth Management>Current Class Statistics.

The high level bandwidth classes and their statistics are visible.



The screenshot shows a software interface for viewing bandwidth management statistics. At the top, there are two tabs: "Current Class Statistics" (which is selected) and "Total Class Statistics". Below the tabs is a section titled "Bandwidth Classes" containing a table. The table has three columns: "Bandwidth Class", "Current Packet Rate(pps)", and "Current Bandwidth(kbps)". The rows list various bandwidth classes, each with a value of 0 in both columns. The classes listed are: bridging, ftp, http, im, streaming (which is expanded to show p2p, service-info, socks, and tcp-tunnel), and socks. A "Help" button is located at the bottom right of the window.

Bandwidth Class	Current Packet Rate(pps)	Current Bandwidth(kbps)
bridging	0	0
ftp	0	0
http	0	0
im	0	0
streaming	0	0
p2p	0	0
service-info	0	0
socks	0	0
tcp-tunnel	0	0

Figure 22-45: Current Class Statistics Tab

2. To view the statistics of child bandwidth classes, double-click the folder icon of the parent class. The child classes become visible. A second double-click will close the folder.

## Total Class Statistics Tab

The Total Class Statistics tab displays the following information for each bandwidth class:

- Packets: the total number of packets served.
- Bytes: the total number of bytes served.
- Drops: the total number of packets dropped.

*To View Total Bandwidth Management Class Statistics through the Management Console*

1. Go to Statistics>Bandwidth Management>Total Class Statistics.

The high level bandwidth classes and their statistics are visible.

Bandwidth Classes			
Bandwidth Class	Packets	Bytes	Drops
● bridging	0	0	0
● ftp	0	0	0
● http	0	0	0
● im	0	0	0
● streaming	0	0	0
● p2p	0	0	0
● service-info	0	0	0
● socks	0	0	0
● tcp-tunnel	0	0	0

Help

Figure 22-46: Total Class Statistics Tab

2. To view the statistics of child bandwidth classes, double-click the folder icon of the parent class. A second double-click will close the folder.

## Bandwidth Management Statistics in the CLI

*To View Bandwidth Management Statistics through the CLI*

1. To view all bandwidth management statistics, enter the following commands at the prompt:

```
SGOS#(config) bandwidth-management
SGOS#(config bandwidth-management) view statistics
```

2. To view the BWM statistics for a specific class, enter the following command at the (config) command prompt:

```
SGOS#(config bandwidth-management) view statistics bwm_class
```

**Example**

```
SGOS# (config bandwidth-management) view statistics http
Class Name:          http
Parent:              <none>
Minimum Bandwidth:  unspecified
Maximum Bandwidth:  unlimited
Priority:           0
Total Bytes:         0 bytes
Total Packets:       0 pkts
Dropped Packets:    0 pkts
Current Bandwidth:  0 kbps
Current Packet Rate: 0 pps
Queue Length:        0 bytes
```

where:

Parent	The class name of the parent of this class.
Minimum Bandwidth	The maximum bandwidth setting for this class.
Maximum Bandwidth	The minimum bandwidth setting for this class.
Priority	The priority level for this class.
Total Bytes	The total number of bytes served.
Total Packets	The total number of packets served.
Dropped Packets	Total number of packets dropped (packets in the queue that are dropped because the queue length is reached).
Current Bandwidth	Current bandwidth value (in kilobits per second).
Current Packet Rate	Current packets-per-second value.
Queue Length	Maximum length allowed for the queue of packets that lack available bandwidth but are waiting for bandwidth to become available.

**To Clear Bandwidth Management Statistics through the CLI**

1. To clear bandwidth management statistics for all bandwidth management classes, enter the following command at the prompt:  

```
SGOS# clear-statistics bandwidth-management
```
2. To clear bandwidth management statistics for a particular class, enter the following command at the prompt:  

```
SGOS# clear-statistics bandwidth-management class bandwidth_class_name
```

## Access-Log Statistics

Access-log statistics can be viewed from the Management Console or the CLI, although not all statistics you can view in the Management Console are available in the CLI.

You can also view some access log statistics by navigating to Statistics>Advanced and clicking Access Log. Statistics you can view from Statistics>Advanced include:

- Show list of all logs: The access log manages multiple log objects internally. These are put together as one logical access log file when the file is uploaded.

The show list shows the available internal log objects for easy access. To download part of the access log instead of the whole log file, click on the individual log object shown in the list. The latest log object can be identified by its timestamp.

---

Note: If you have multiple access logs, each access log has its own list of objects.

---

- Show access log statistics: The statistics of an individual access log is shown.
- Show statistics of all logs: The statistics of all the access logs on the system are displayed in a single list.
- Show last N bytes in the log: The last  $N$  bytes in the log are shown.
- Show last part of log every time it changes: A stream of the latest log entries is shown on the page as they are written in the system.
- Show access log tail with optional refresh time: A refresh from the browser displays the latest log entries.
- Show access log objects: The statistics of individual access log objects are displayed.
- Show all access log objects: The statistics of all access log object are displayed in a single list.

## Viewing the Access Log Tail

This option is not available through the CLI.

*To Display the Access Log Tail through the Management Console*

1. Select Statistics>Access Logging>Log Tail.

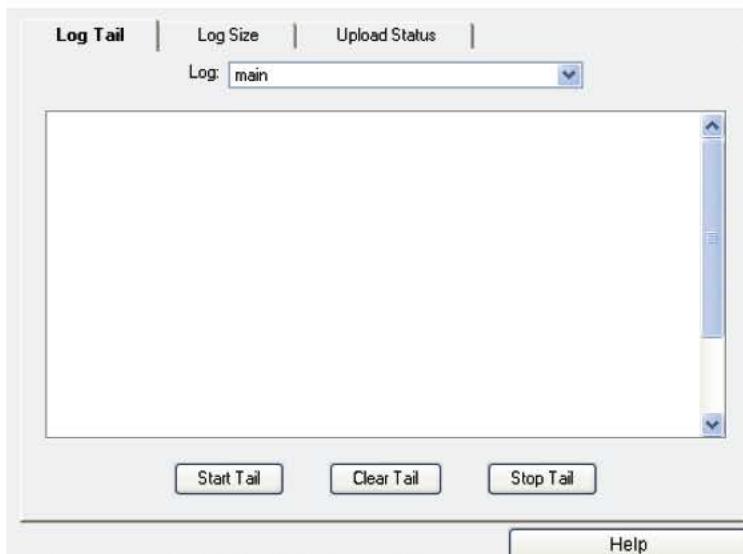


Figure 22-47: Viewing the Access Log Tail

2. From the Log drop-down list, select the log you want to view.
3. Click Start Tail to display the access log tail.  
The ProxySG displays a maximum of 500 lines. Entries that pre-date these 500 lines are not displayed.
4. Click Stop Tail to stop the display or Clear Tail to clear the display.

## Viewing the Log File Size

The Log Size tab displays current log statistics:

- Whether the log is being uploaded ([Table 22.3 describes upload statuses](#))
- The current size of all access log objects
- Disk space usage
- Last modified time
- Estimated size of the access log file, once uploaded

Table 22.3: Log Writing Status Description

Status	Description
active	Log writing is active.
active - early upload	The early upload threshold has been reached.
disabled	An administrator has disabled logging.
idle	Log writing is idle.
initializing	The system is initializing.

Table 22.3: Log Writing Status Description

shutdown	The system is shutting down.
stopped	The access log is full. The maximum log size has been reached.
unknown	A system error has occurred.

Estimated compressed size of the uploaded access log and ProxySG access log size might differ during uploading. This occurs because new entries are created during the log upload.

#### *To View the Access Log Size Statistic through the Management Console*

1. Select Statistics>Access Logging>Log Size.

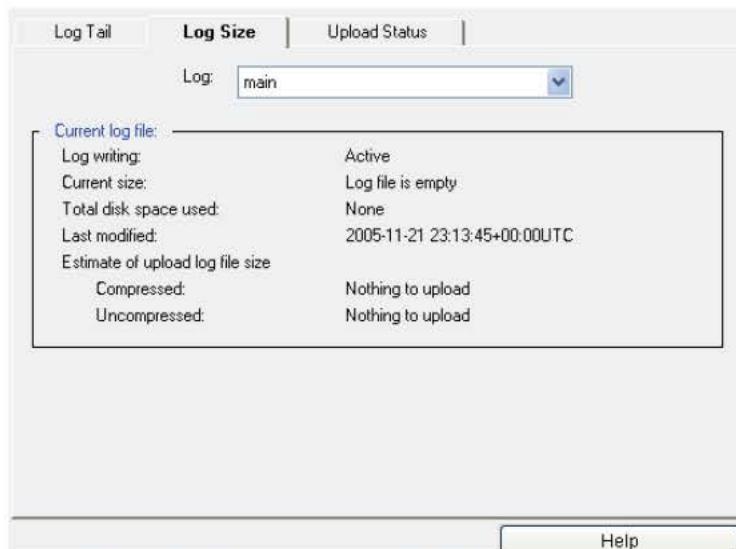


Figure 22-48: Checking the Log Size Statistics

2. From the Log drop-down list, select a log to view.

## Viewing Access Logging Status

The ProxySG displays the current access logging status on the Management Console. This includes separate status information about:

- The writing of access log information to disk
- The client the ProxySG uses to upload access log information to the remote server

#### *To View Access Logging Upload Status through the Management Console*

1. Select Statistics>Access Logging>Upload Status.

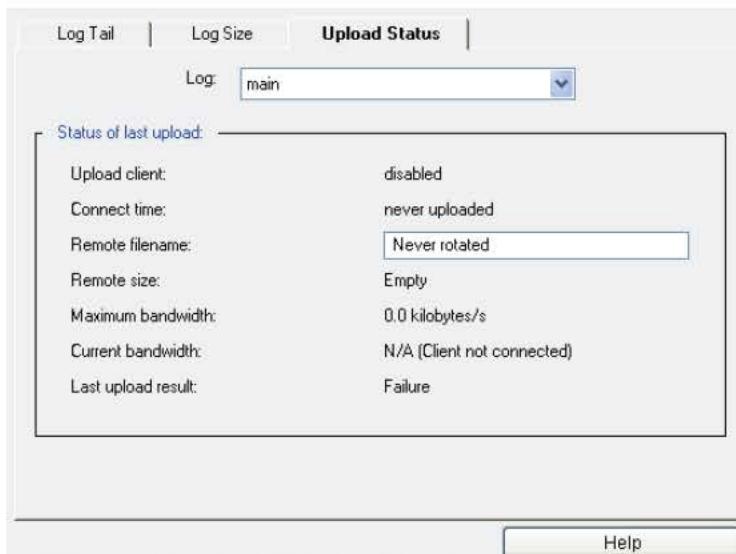


Figure 22-49: Viewing Upload Status Statistics

2. Under Status of Last Upload, check the appropriate status information displayed in the Upload client field.
3. Check the other status information. For information about the status, see the table below.

Table 22.4: Upload Status Information

Status	Description
Connect time	The last time a client connection was made or attempted.
Remote filename	The most recent upload filename. If an access log was encrypted, only the encrypted access log file (the ENC file) displays.
Remote size	The current size of the upload file. If an access log was encrypted, only the encrypted access log file size (the ENC file) displays. The private key file (the DER file) varies, but is usually about 1 Kb.
Maximum bandwidth	The maximum bandwidth used in the current or last connection.
Current bandwidth	The bandwidth used in the last second (available only if currently connected).
Final result	The result of the last upload attempt (success or failure). This is available only if not connected.

## Viewing Access-Log Statistics through the CLI

In the CLI, you can view all access log statistics at once, or you can view the statistics of a specific access log. For details of the meaning of these statistics, see "Viewing the Log File Size" on page 1014 and "Viewing Access Logging Status" on page 1015.

*To View Access Logging Statistics through the CLI*

1. To view the statistics for all access logs at once, enter the following command:

```
SGOS# show access-log statistics
```

2. To view the statistics for a specific access log, enter the following command:

```
SGOS# show access-log statistics log_name
```

The statistics for the access log Main are displayed below as an example:

```
SGOS#(config) show access-log statistics main
Statistics:
Access Log (main) Statistics:
Log Manager Version 3
Log entry lifetime counter:      0
System Status:
  Log manager:                  enabled and running
  Upload client:                disabled
  Log writer:                   idle
  Log reader:                   idle
Log Information:
  Current log size:            0 bytes
  Early upload threshold:      1736 MB
  Maximum log size:            2170 MB
  Max size policy:             stop logging
  Bytes in write buffer :     0
  Tail sockets in use :       0
  Modified time:               2004-08-26 22:10:49+00:00UTC
Next Upload:
  Client type:                 ftp
  Next attempt:                uploading disabled
  Connect type:                daily upload
  Connect reason:              regular upload
  Estimated upload size:
    compressed:                 nothing to upload
    uncompressed:              nothing to upload
  Upload format:               gzip
Last Upload Attempt:
  Time:                        never uploaded
  Maximum bandwidth:           0.00 KB/sec
  Result:                      failure
Current/Last Upload File:
  Remote filename:             Never rotated
  Remote size:                 0 bytes
```

## Failover Statistics

At any time, you can view statistics for any failover group you have configured on your system.

### Viewing Failover Status

#### *To View Failover Status*

1. Go to Statistics>Failover.

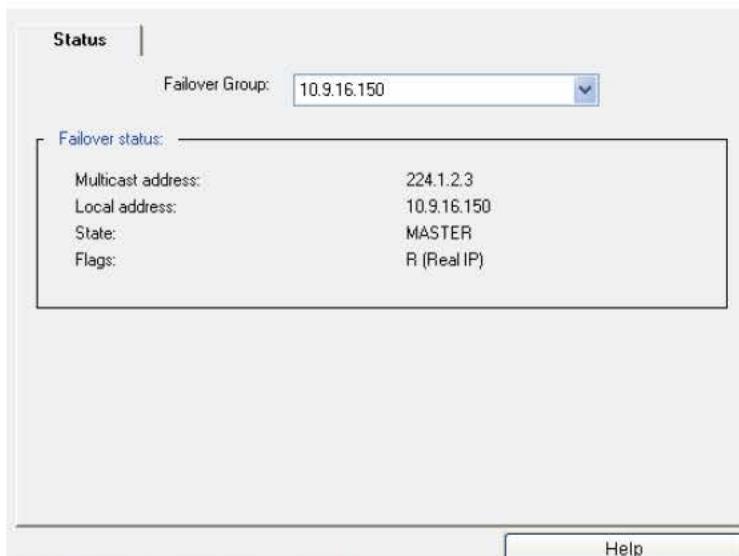


Figure 22-50: Failover Status Tab

2. From the drop-down list, select the group whose statistics you want to view.

The information displayed includes the multicast address, the local address, the state, and any flags, where V indicates the group name is a virtual IP address, R indicates the group name is a physical IP address, and M indicates this machine can be configured to be the master if it is available.

## Advanced Statistics

A variety of system statistics are conveniently located in one place and accessible by clicking the links listed in the Advanced tab of the Management Console.

#### *To View System-Wide Advanced Statistics*

1. Select Statistics>Advanced.



Figure 22-51: Advanced Tab

2. Click the appropriate link for the service you want to view.

A list of categories for that service will appear.

---

Note: If you upgraded from SGOS 2.x or CacheOS 4.x and have log files generated by those versions, you can view or retrieve them through the Statistics>Advanced>Access Log>Show Old Logs URL.

---

3. To view the statistics for a particular category, click that category's link.  
A window opens, detailing the relevant statistics.
4. Close the window when you have finished viewing the statistics.
5. To return to the list of links, either reselect Statistics>Advanced or click your browser's Back button.



## *Appendix A:Using the Authentication/Authorization Agent*

The Blue Coat Systems Authentication and Authorization Agent (BCAAA) allows SGOS 4.x to manage authentication for Windows SSO realms and authentication and authorization for IWA, Netegrity SiteMinder realms, and Oracle COREid realms. The agent is installed and configured separately from SGOS 4.x and is available at the Blue Coat Website.

The BCAAAservice must be installed on a domain controller or member server, allowing the ProxySG to access domain controllers. The BCAAAservice authenticates users in all domains trusted by the computer on which it is running. A single installation of the BCAAAservice can support multiple ProxySG appliances.

Starting with SGOS 4.2, multiple versions of the BCAAAservice can run on the same machine. This allows you to use the same machine to support versions of the ProxySG that have different BCAAAservice version requirements.

The BCAAAservice install directory can include multiple executable programs.

- The program bcaaas.exe (bcaaas on Solaris) handles connections from ProxySG appliances and hands them off to the correct version of the processor.
- The program bcaaas-99.exe (bcaaas-99 on Solaris) handles communication with versions of the ProxySG prior to SGOS 4.2.
- The program bcaaas-100.exe (bcaaas-100 on Solaris) handles communication with SGOS 4.2.
- The program bcaaas-110.exe (bcaaas-110 on Solaris) handles communication with SGOS 4.2.2

When a new version of the BCAAAservice is installed in the same installation directory as earlier versions, the earlier versions are not removed.

This allows ProxySG appliances that were communicating with the old version to continue to operate.

### **Using the BCAAAservice**

Several realms use the BCAAAservice:

- IWA: The BCAAAservice talks directly to an Integrated Windows Authentication (IWA) or NTLM server. When using IWA, the network typically chooses automatically whether to use NTLM or Kerberos (IWA).
  - NTLM: NTLM is a subset of IWA, meant to be used with Windows NT systems.
  - IWA: If using Kerberos, the BCAAAservice must share a secret with a Kerberos server (called a KDC) and register an appropriate Service Principal Name (SPN). For information on sharing a secret and registering an SPN, see "[Creating Service Principal Names for IWA Realms](#)" on page 1031.

- ❑ SiteMinder and COREid: When a SiteMinder or COREid realm is referenced in policy, a BCAA service process is created. The ProxySG then sends a configuration request that describes the servers to use. The BCAA service logs in to the appropriate servers and determines configuration information to be passed back to the ProxySG (such as the kind of credentials required). Responses from the SiteMinder and COREid policy servers are translated into appropriate BCAA protocol responses and returned to the ProxySG.

Before you can use the BCAA service with SiteMinder or COREid, you must configure the appropriate ProxySG realm to work with the SiteMinder or COREid servers. The realm can be configured from the SiteMinder or COREid configuration tabs in the Management Console or from the CLI.

---

Note: Each (active) SiteMinder realm on the ProxySG should reference a different agent on the Policy Server.

---

For specific information about configuring the SiteMinder realm to work with the Netegrity policy servers, see "[Section H: Netegrity SiteMinder](#)" on page 419. For specific information about configuring the COREid realm to work with Oracle COREid Access Servers, see "[Section I: Oracle COREid](#)" on page 434.

- ❑ Windows Single Sign-on (SSO): The BCAA service is used to supply mappings for IP addresses to logged on users. The Windows SSO realm can use domain controller querying, or client querying, or both domain controller and client querying to determine the logged-on user.

---

Note: To use domain controller querying, you must configure the `sso.ini` file to enable it and to add the domain controllers you want to query. For information on configuring the `sso.ini` file, see "[Section B: Windows Single Sign-on Authentication](#)".

---

Operating system requirements are:

- ❑ IWA, COREid, and Windows SSO: Windows® 2000 or later.
- ❑ SiteMinder: Windows 2000 or later or Solaris™ 5.8 or 5.9.

The appendix discusses:

- ❑ "[Installing the BCAA Service on a Windows System](#)"
- ❑ "[Installing the BCAA Service on a Solaris System](#)"
- ❑ "[Creating Service Principal Names for IWA Realms](#)"
- ❑ "[Troubleshooting Authentication Agent Problems](#)"
- ❑ "[Common BCAA Event Messages](#)"

## Performance Notes

Blue Coat recommends that the Windows BCAA service be installed on a dedicated Windows machine. Installation of any other non-essential software might degrade the BCAA service performance, which in turn degrades the user experience.

This is because the BCAAA server is in the client data path for accessing protected resources. Users make client requests to the ProxySG, which in turn proxies authentication requests to the BCAAA service. The user must wait for the authentication request to complete before the ProxySG responds to the user with a protected resource.

## Installing the BCAAA Service on a Windows System

Before you begin, create a regular user account for the BCAAA services on the Active Directory server, and give the account a password.

---

Note: If you have an existing CAASNT service on your system, it is stopped and deleted as part of the BCAAA service installation procedure.

---

### *To Install the Authentication Agent*

1. Download the file from the Blue Coat download site at <https://download.bluecoat.com/>
2. Launch the install wizard.



Figure A-1: BCAA Installation Wizard Launch

3. Click Next to select the destination folder.

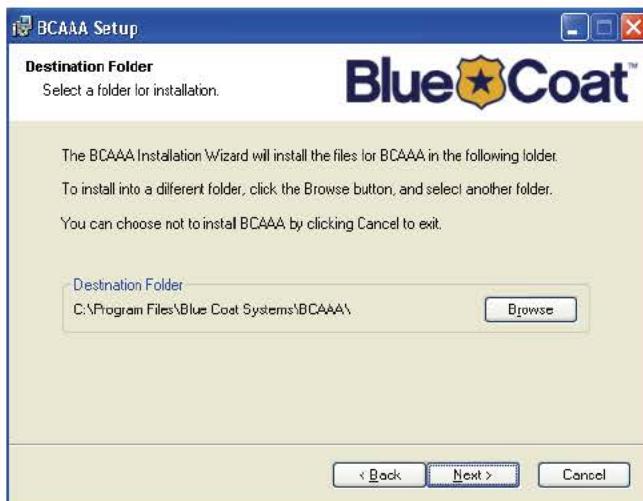


Figure A-2: Destination Folder for the BCAA Service Application

---

**Note:** When doing an upgrade from one version of the BCAA service to another version of the BCAA service, you must install into the previous BCAA folder to retain your settings. If you install to a different folder, a new .ini file with default settings is created.

When upgrading from CAASNT to BCAA, the settings from CAASNT are copied to the new installation directory.

---

4. Click **Browse** to select a different destination folder for the BCAA service.
5. Click **Next** to accept the default and select the port number.



Figure A-3: Selecting BCAA Port Number

6. The port number must match the port number you specify on the ProxySG for the BCAA service. The default is 16101.

- Click Next to specify the SSL requirements.

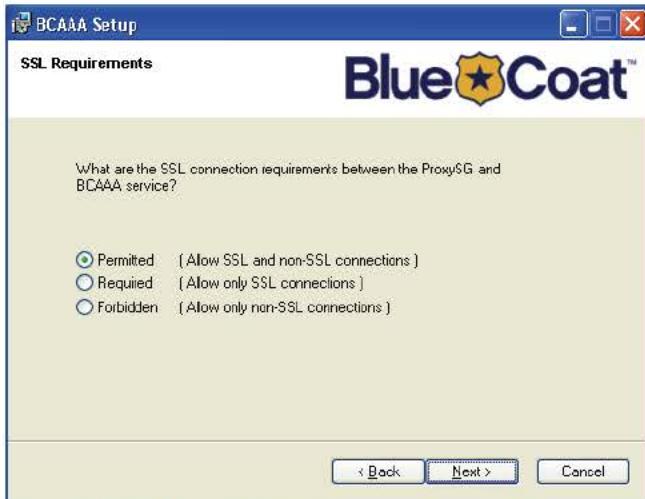


Figure A-4: SSL Requirements

- The default is that SSL is Permitted, allowing both SSL and non-SSL connections. This setting must be compatible with the setting on the ProxySG.
- Click Next to specify the subject of the SSL certificate.

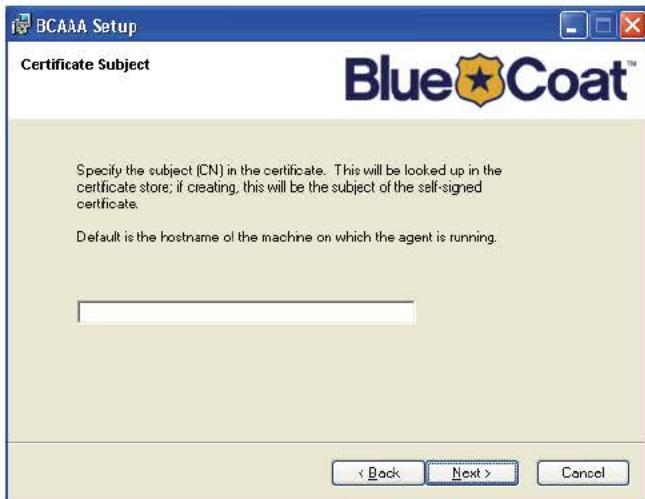


Figure A-5: Specifying the Subject of the Certificate

- Specify the subject of the certificate.

The BCAA service looks up the specified subject in the service's certificate store. If it finds the subject, it uses it instead of generating a new certificate. If not, it generates a self-signed certificate with that subject. This generated certificate can be saved (as specified on the next screen).

- Click Next to specify save options for the certificate.



Figure A-6: Saving the Generated Certificate

12. Click Next to specify whether the ProxySG must provide a valid certificate when connecting to the BCAA service.

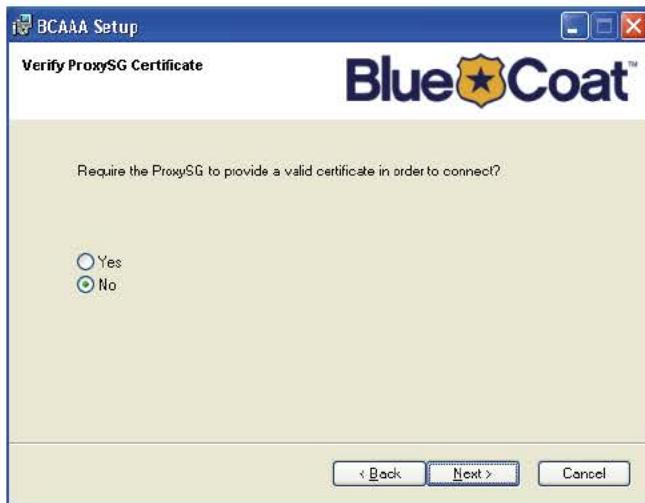


Figure A-7: Verify ProxySG Certificate

13. To force the ProxySG to provide a valid certificate to connect to the BCAA service, select the Yes radio button. The default is No.
14. (Optional) If you are using Windows SSO or Novell SSO realms, you might want to have the BCAA service run as the LocalSystem account or as a domain user. The default is no. If you select no and click Next, the summary window displays. If you select yes, the configuration screen for the domain user displays.



Figure A-8: Run as LocalSystem Account or Domain User

15. (Optional). If you selected yes to configure the service account, click Next. The configuration screen for the Service Account displays. Add a user name and the associated password.



Figure A-9: Service Account Configuration Information

16. Click Next to view the summary of the changes you made.
17. Click Install to install the BCAA service using the settings you configured.

When installation completes, the final BCAA screen displays.



Figure A-10: Completing BCAA Installation

*To Modify Settings or Uninstall the Authentication Agent*

1. Launch the install wizard.



Figure A-11: Applications Maintenance Page

2. Click **Modify** to re-enter the installation wizard; click **Remove** to uninstall the BCAA service from the system

---

Note: For instructions on using the installation wizard, see "Installing the BCAA Service on a Windows System" on page 1023.

---



Figure A-12: Uninstalling the BCAA Service

3. Click Next to start the procedure.



Figure A-13: Uninstallation Notice

4. Click Finish to exit the uninstall application.

#### *To View the Application Event Log*

The BCAA service logs all errors to the Windows Application Event Log under the name BCAA.

1. Launch the Event Viewer.
2. Doubleclick the information message BCAA service to see that the BCAA service has been automatically started.

#### *To View the BCAA Service*

The BCAA service is listed under Services under the name BCAA.

1. Launch Services
2. Right-click on BCAA and select Properties to manage the service. For example, to make the BCAA service start only manually, set the Startup Type to Manual. (Automatic is the default setting.)

## Completing Setup for the BCAA Service

Once the BCAA service is installed, you must complete BCAA setup by configuring the service to work with Windows.

#### *To Configure the BCAA Service*

1. Open the properties panel for the BCAA service
  - a. Select the Log-on tab.
  - b. Change the account to the one you created for the BCAA service, and enter the password.
  - c. Click OK. You might be warned that the account has been given logon as service privileges.
2. Verify in Local Security Policy's User Rights Assignment folder that the BCAA Service user account has been added to the list of the Log on as a service policy.

---

Note: You must have modify/write privileges in the BCAA folder.

---

3. (Optional) If group-based authorization is being done, then:
  - a. Ensure that the user impersonation privilege is set for the SERVICE group. For more information setting the user impersonation privilege, see:  
<http://support.microsoft.com/default.aspx?scid=kb;en-us;831218>.
  - b. Ensure that the Active Directory computer account running the BCAA service has the Trust computer for delegation configuration property enabled.
4. For all users authenticating to the ProxySG using IWA realms, user accounts in the Active Directory must have permission to log onto the machine where the BCAA server is running.
  - a. Go to the user's account properties user account tab.
  - b. Click the Log On To... button to specify the domain that computers can log onto. If the network environment restricts users to specific computers, then each user must have the name of the host running the BCAA service added to their list.
5. If the basic credentials are enabled on the IWA realm and the BCAA service is running as a domain user, the BCAA domain user account must also have the right to "act as part of the operating software".

- a. Go to the Local Security Policy's User Rights Assignment folder.
- b. Select the "Act as part of the operating system" and add the BCAA domain user. Make sure you add the username, including its domain "domain\bcaaa\_domain\_user" (you can also browse to select the right BCAA domain user account).
6. You might have to reboot the BCAA machine for the policies to take effect.

## Installing the BCAA Service on a Solaris System

To install the BCAA service on Solaris, complete the following instructions. You must be `root` to complete installation.

---

Note: For successful installation of the BCAA service on a Solaris system, you will need `libstdc++.so.5`, usually installed with package `SFWgcc32`  
`gcc-3.2 - GNU Compiler Collection Version 3.2`

---

1. Download the shell script to your system.
2. Execute the shell script:

```
# sh bcaaa-version_number-SOLARIS-install.sh
```

3. Answer the questions to install the service on your Solaris system. A sample session is shown below:

```
Enter a path to a scratch directory [/tmp]:  

Install Blue Coat Systems Authentication and Authorization Agent (BCAAA)?  

(y/n)y  

Enter user that should own the installed files [root]  

Enter group for the installed files [root]  

/usr/local/bin/bcaaa installed  

/usr/local/bin/bcaaa-110 installed  

Libraries installed in /usr/local/lib/BlueCoatSystems/  

/usr/local/etc/bcaaa.ini installed  

If you use inetd, append the following line to /etc/services  

bcaaa      16101/tcp          #Blue Coat Systems Authentication  

Agent  

If you use inetd, append the following line to /etc/inetd.conf, then signal  

inetd to re-read the configuration file  

If you use something else, make the equivalent changes  

bcaaa stream tcp nowait root /usr/local/bin/bcaaa bcaaa -c  

/usr/local/etc/bcaaa.ini  

Installation complete
```

## Creating Service Principal Names for IWA Realms

For the BCAA service to participate in an IWA Kerberos authentication exchange, it must share a secret with the Kerberos server (called a KDC) and have registered an appropriate Service Principal Name (SPN).

You can share the secret two ways:

LocalSystem

In this approach the SPN is registered with the NetBIOS name of the machine on which the BCAA service is running. The BCAA service runs under LocalSystem (the default for services), and uses the machine's shared secret.

The primary advantage of this approach is convenience: it works with the default settings for service installation. The disadvantage is that only one BCAA server is allowed for the realm, so you cannot have a backup server.

---

Note: Handling of the shared secret is done by Windows when the machine joins the domain; there is no explicit knowledge of the shared secret by SGOS or by the BCAA service.

---

Service Account

You can also create a service account for the BCAA service and register the SPN on the service account. This allows multiple servers to run the BCAA service all using the same account.

The advantage is the ability to have a backup BCAA server. The disadvantage is that it requires additional configuration on the Active Directory server, the domain controller, and on each BCAA machine. It is also less secure, since the BCAA account password is shared among multiple machines.

*To Share a Secret by Creating a Service Account*

---

Note: All steps require administrator privileges.

---

1. Go to the Active Directory server.
2. Create an account for use by the BCAA service.
3. Create a password.
4. On the domain controller, open the domain policy console and modify the Local Policy's user rights assignment and allow the account you created in on the Active Directory to have the right to "act as the operating system."
5. Run the following command:

```
setspn -A HTTP/FQDN-of-host name
```

where *name* is the name of the account created in step 1 and the FQDN is the virtual URL that was set in the authentication realm. For example:

```
setspn -A HTTP/krbproxy.authteam.waterloo.bluecoat.com  
authteam\krb-bcaa
```

---

Note: The setspn application might have to be downloaded from Microsoft. It is installed by default in program files\resource kit.

---

(Optional) To Create a Group Account (a BCAA service account capable of doing group-based authorization):

If group-based authorization is being done, then:

1. Ensure that the user impersonation privilege is set for the SERVICE group.

---

Note: For information on setting the user impersonation privilege, see

<http://support.microsoft.com/default.aspx?scid=kb;en-us;831218>

---

2. Ensure that the Active Directory computer account running the BCAA service has the "Trust computer for delegation" configuration property enabled.

On each machine where you want to run the BCAA service:

1. Install the BCAA service as normal.
2. Open the Properties panel for the BCAA service and select the Logon tab. Change the account to the one you created on the Active Directory server, and enter the password. When you click OK, it might warn you that the account has been granted "Log On as A Service right".
3. Change the security on the BCAA install directory to give the account created on the Active Directory server full control.

All these machines now share the same secret with the KDC and can decrypt service tickets intended for the service described by the SPN.

## Troubleshooting Authentication Agent Problems

This section describes some common problems you might encounter when setting up or using the BCAA service on a Windows platform.

To troubleshoot the BCAA service, launch the event viewer.

The Properties pane displays, providing information about the status of the BCAA service at that time. Note the Type and the Event ID. The description below the Type/Event ID lists the problem. You can often find more information about the problem and suggestions for its solution in "[Common BCAA Event Messages](#)" on page 1034.

Common problems:

- ❑ If an attempt to start the BCAA service is issued when the BCAA service is already started, the following error message displays:  
*The requested service has already been started.*
- ❑ If another application is using the same port number as the BCAA service, the following messages are displayed:  
*The BCAA service could not be started.*  
*A system error has occurred.*  
*System error 10048 has occurred.*

*Only one usage of each socket address (protocol/network address/port) is normally permitted.*

## Common BCAAA Event Messages

Following are the most common event messages that can be logged to the Windows Application Event Log. Most of the event messages not listed here are error status messages returned by Win32 function calls. When a Win32 call fails, the error code and error text containing the reason for the error displays in the event log under the name BCAAA.

### To View the BCAAA Event Log

1. Right click on My Computer and select Manage.
2. Select System Tools>Event Viewer>Application.

For each BCAAA event message, the event message is displayed along with the event number.

Table A.1: BCAA Event Messages

Message ID	Message	Description
200	Various messages	The associated message provides information about a condition that is not an error.
300	Various messages	The associated message warns about an unexpected condition that does not prevent operation.
400	Various messages	The associated message describes an error condition that prevents normal operation.
1001	Authentication Agent service started: port=# threads=# socket=0x# process id=# agent version=# ProxySG Appliance version=#	This indicates successful startup and provides information about the agent.
1002	Authentication Agent stopped	This indicates normal shutdown of the service.
1003	ProxySG Appliance (a.b.c.d) connected; Process # spawned as #	This indicates a ProxySG has connected to the agent (Windows only).
1004	ProxySG Appliance agent process exited (normal logout)	This indicates normal logout by a ProxySG.
1005	Process %d has terminated, ExitCode=0x#, link=0x#	This indicates an unexpected termination of an agent process (Windows only).
1006	Service dispatcher exited.	This indicates an unexpected termination of the service dispatcher.
1007	CreateNamedPipe failed, pipe='%'s'	The agent dispatcher could not create the named pipe for the reason given.
1008	ConnectNamedPipe failed, pipe='%'s'	The agent process could not obtain the information from the dispatcher on the named pipe for the reason given.

Table A.1: BCAA Event Messages (Continued)

Message ID	Message	Description
1009	WriteFile failed, pipe='%'	The dispatcher could not write information to the named pipe for the reason given.
1011	CreateThread (ProcessTimerThread) failed	The dispatcher could not create its timer thread.
1012	Failed to create ProxySG Appliance process '%s'	The dispatcher could not create an agent process.
1019	Various	The dispatcher was unable to determine the exit status of an agent process.
1020	Terminating ProxySG Appliance process #, ProcNum=# Handle=0x#	An agent process was active when the Windows service was shut down.
1022	Various	The associated message reports the status of a ProxySG login attempt.
1101	BasicAuth: CloseHandle failed; user 'xx\\xx'	The agent was unable to close the login handle for the specified user.
1102	Username: '%s\\%' too long	The ProxySG offered the specified username, which is too long.
1106	Various	An attempted authentication using BASIC credentials failed for the reason given.
1107	User Right 'Act as part of the operating system' required for Basic Authentication	The agent does not have the necessary privileges to do BASIC authentication
1108	Various	The agent was unable to determine information about the user for the reason given.
1202	Unable to create GroupsOfInterest mutex 'xx' - already exists	The agent could not create the Windows mutex needed for group authorization checks because it already exists.
1203	Unable to create GroupsOfInterest mutex 'xx'	The agent could not create the Windows mutex needed for group authorization checks.
1204	OpenMutex failed for AuthGroups mutex '%s', group='%'	The agent was unable to open the Windows mutex needed for group authorization checks.
1205	Various	The agent was unable to close the Windows mutex named for the reason given.
1207	GetAclInformation failed	The agent was unable to obtain ACL information needed to do group authorization checks.
1209	GetKernelObjectSecurity failed for AuthGroup='%'	The agent was unable to obtain security information about the specified group.

Table A.1: BCAA Event Messages (Continued)

Message ID	Message	Description
1210	SetKernelObjectSecurity failed	The agent was unable to set up security information for the reason specified.
1211	InitializeSecurityDescriptor failed	The agent was unable to initialize the security descriptor for the reason specified.
1212	GetSecurityDescriptorDacl failed	The agent was unable to get the discretionary access control list (DACL) for the reason specified.
1213	SetSecurityDescriptorDacl failed	The agent was unable to set the discretionary access control list (DACL) for the reason specified.
1214	InitializeAcl failed	The agent was unable to initialize the access control list (ACL) for the reason specified.
1215	GetUserName failed for AuthGroup=%s'	The agent was unable to determine the username while processing the specified group.
1217	GetAce failed for AuthGroup=%s'	The agent was unable to get the access control entry (ACE) for the specified group.
1218	AddAce failed	The agent was unable to add the necessary access control entry (ACE) for the reason specified.
1219	AddAccessAllowedAce failed	The agent was unable to add the necessary "access allowed" access control entry (ACE).
1220	Could not establish groups-of-interest: result=0x##	The agent was unable to initialize groups-of-interest checking.
1221	AuthGroup '%s' does not exist	The specified group does not exist.
1222	IWA RevertSecurityContext failed, user=%s'	The agent could not revert the security context for the specified user.
1223	BASIC: RevertToSelf failed, user=%s'	The agent could not revert the security context for the specified user.
1224	Error calling OpenProcessToken	The agent's call to OpenProcessToken failed for the specified reason.
1225	Error calling LookupPrivilegeValue	The agent could not get information about a needed privilege.
1226	Error calling AdjustTokenPrivileges	The agent could not adjust its privileges as required.
1227	ImpersonateLoggedOnUser failed; Group access denied for user '%s'	The agent could not impersonate the specified user.
1228	IWA: ImpersonateSecurityContext failed; Group access denied for user '%s'	The agent could not impersonate the specified user.

Table A.1: BCAA Event Messages (Continued)

Message ID	Message	Description
1301	NOTE: Pending ContextLink=### timed out; deleting SecurityContext h=## TS=## now=##	The ProxySG did not provide a response to a challenge quickly enough.
1302	Various	An authentication request from a ProxySG referenced an in-progress request that has timed out or does not exist.
1304	Various	The agent was unable to delete a security context for the reason given.
1305	AcceptSecurityContext failure, SEC_E_INVALID_HANDLE, ContextLink=### count=#	The agent was provided with an invalid context handle.
1306	Various	The client provided an invalid token to the authentication system.
1308	AcceptSecurityContext failure, ContextLink=# count=#, detail=(xxx)	Windows rejected the authentication attempt for the reason given.
1310	Various	This records the failure of NTLM authentication or group authorization.
1311	3:Failed NTLM Authentication for user: '%s'	This records the failure of NTLM authentication; the user name was supplied by the client.
1312	Various	The agent could not determine the username from the NTLM type 3 message supplied by the client.
1313	Invalid Type3 message	The client provided an NTLM type 3 message that was invalid.
1314	BASE64_Decode: Length of token exceeds max (%d)	The client provided an NTLM token that was too long.
1316	Unsupported version in request: %d(0x%x)	The ProxySG sent a request with an unsupported version number.
1401	Various	The agent lost communication with the ProxySG.
1403	Various	The agent is aborting for the reason given.
1402	Unexpected thread 0 exit	The agent exited unexpectedly.
1404	Unable to get ProcessInfo from parent process.	The agent could not obtain its information from the dispatcher.
1405	CreateFile failed, pipe='xx'	The agent could not create a handle for the dispatcher's named pipe.
1406	WaitNamedPipe failed, pipe='%s'	The agent could not wait for the dispatcher's named pipe.

Table A.1: BCAA Event Messages (Continued)

Message ID	Message	Description
1407	ReadFile failed, pipe=%s'	The agent could not read information from the dispatcher's named pipe.
1409	Various	The agent could not create the specified thread for the reason given.
1412	Various	The agent could not create a required Windows event object.
1413	AuthMethod 'x' not supported: returning _AuthResult=0x##	The ProxySG requested an unsupported authentication mechanism.
1414	Various	The specified request is unsupported.
1500	Various	The agent has a problem with memory allocation; typically this means there is not enough memory.
1501	Unable to allocate memory for ProcLink buffer.	The agent could not allocate some needed memory.
1502	Unable to allocate memory for ContextLink buffer.	The agent could not allocate some needed memory.
1503	Various	The agent was unable to allocate needed memory.
1604	Service dispatch failed	The Windows service dispatcher failed to start.
1605	RegisterServiceCtrlHandler failed	The agent dispatcher was unable to register the service control handler.
1608	SetServiceStatus failed, g_StatusHandle=%d	The agent was unable to set the service's status.
1610	Unsupported service control code: #	Windows sent a service control code that the agent does not support.
1701	WSASocket failed	The agent could not create a Windows socket for the reason given.
1702	WSAStartup failed.	The agent could not start the Windows socket for the reason given.
1703	Various	The agent could not send data to the ProxySG for the reason given.
1704	Various	The agent could not receive data from the ProxySG for the reason given.
1705	accept failed	The agent dispatcher could not initialize to accept new connections.
1706	bind failed, PortNumber=#	The agent dispatcher could not bind to the specified port.

Table A.1: BCAA Event Messages (Continued)

Message ID	Message	Description
1707	listen failed.	The agent dispatcher could not listen for new connections.
1708	Various	Windows reported an event wait failure to the agent while doing I/O on the socket.
1709	The agent is already running or the agent's port # is in use by another process	Some other process is already using the port needed by the agent.
1710	WSARecv failed reading bytes from socket	Windows reported an error when the agent tried to receive bytes from the ProxySG.
1711	WSASend failed sending bytes to socket.	Windows reported an error when the agent tried to send bytes to the ProxySG.
1712	Various	A socket I/O operation did not complete successfully.
1801	Error calling AcquireCredentialsHandle	The agent could not acquire its credentials from Windows.
1803	Various	The agent could not load a needed library (DLL).
1804	Various	The agent could not locate the needed services in a library (DLL).
1805	Unsupported SSPI Windows platform; PlatformId=#	The reported Windows platform is not supported for NTLM authentication.
1806	Error calling QueryContextAttributes	The agent could not determine the authenticated user's security attributes.
1807	QuerySecurityPackageInfo failed	The agent could not get needed security information from Windows.
1808	Max Token size too long (#); max size is #	The client supplied an NTLM token that is too long.
1809	FreeContextBuffer failed	An attempt to free the NTLM context buffer failed.
1811	Username 'x\\y' too long	The reported user name is too long.
1901	Admin Services Error: Access denied to domain/user/group information	The agent was unable to access necessary information.
1902	Admin Services Error: Invalid computer from which to fetch information	The computer to be used to get security information is invalid.
1903	Admin Services Error: Group not found	The requested group could not be found.
1904	Various	The reported error was encountered while browsing.
1905	Admin services error: could not translate context to Unicode	The requested object for browsing could not be translated to Unicode

Table A.1: BCAA Event Messages (Continued)

Message ID	Message	Description
1906	Admin service out of memory	The browsing service ran out of memory.
1907	Search request object too long: # > #	The requested object for browsing is too long.
2000	AcquireCredentialsHandle failed: 0x#	The agent could not acquire the credentials needed for an SSL session.
2001	Various	The agent was unable to negotiate an SSL session for the reason given.
2002	Various	An I/O error occurred during an SSL session .
2003	Various	The specified cryptographic error occurred during an SSL session.
2004	Various	The specified problem occurred with a certificate during SSL negotiation.
2100	NETBIOS name not available for domain %S.	The BCAAA service could not find a NetBIOS name for the given Active Directory domain.
2101	Could not enumerate domains.	An error occurred when attempting to discover the Windows domains available for querying.
2102	Cannot find domain controllers for domain %s.	The domain controllers for the given domain could not be found.
2200	Cannot query domain controller %s.	The given domain controller could not be queried for the current set of logon connections.
2201	Could not read header.	The backup file of SSO logons could not be read.
2202	Unsupported serialize version %d.	The version of backup file of SSO logons did not match the expected version.
2203	Could not write header.	The backup file of SSO logons could not be written.
2204	Various	An error was encountered when attempting to back up the set of SSO logons.
2205	Various.	An error was encountered when attempting to configure the Windows SSO BCAAA support.
2206	Cannot find IP address for host %s.	It was not possible to discover the IP address of the given DNS or NetBIOS computer name.
2207	Various.	An SSO synchronization connection has been lost.
2300	Various.	An LDAP error was received from the eDirectory LDAP server
2301	Novell LDAP search failure .	The eDirectory server could not be searched.

## Appendix B: Access Log Formats

The ProxySG can create access logs in one of the following formats:

- "Custom or W3C ELFF Format"
- "SQUID-Compatible Format"
- "NCSA Common Access Log Format"

ELFF is a log format defined by the W3C that contains information about Windows Media and RealProxy logs.

The ProxySG can create access logs with any one of six formats. Four of the six are reserved formats and cannot be configured. However, you can create additional logs using custom or ELFF format strings.

When using an ELFF or custom format, a blank field is represented by a dash character. When using the SQUID or NCSA log format, a blank field is represented according to the standard of the format.

### Custom or W3C ELFF Format

The W3C Extended Log File Format (ELFF) is a subset of the Blue Coat Systems format. The ELFF format is specified as a series of space delimited fields. Each field is described using a text string. The types of fields are described in [Table B.1](#).

Table B.1: Field Types

Field Type	Description	
Identifier	A type unrelated to a specific party, such as date and time.	
prefix-identifier	Describes information related to a party or a transfer, such as c-ip (client's IP) or sc-bytes (how many bytes were sent from the server to the client)	
prefix (header)	Describes a header data field. The valid prefixes are:	
	c = Client s = Server r = Remote sr = Server to Remote	cs = Client to Server sc = Server to Client rs = Remote to Server

ELFF formats are created by selecting a corresponding custom log format using the table below. Unlike the Blue Coat custom format, ELFF does not support character strings and require a space between fields.

Selecting the ELFF format does the following:

- Puts one or more W3C headers into the log file. Each header contains the following lines:

```
#Software: SGOS x.x.x
#Version: 1.0
#Date: 2002-06-06 12:12:34
#Fields:date time cs-ip...
```

- ❑ Changes all spaces within fields to + or %20. The ELFF standard requires that spaces only be present between fields.

ELFF formats are described in [Table B.2](#).

Table B.2: Blue Coat Custom Format and Extended Log File Format

Blue Coat Custom Format	Extended Log File Format	Description
space character	N/A	Multiple consecutive spaces are compressed to a single space.
%	-	Denotes an expansion field.
%%	-	Denotes '%' character.
%a	c-ip	IP address of the client.
%b	sc-bytes	Number of bytes sent from appliance to client.
%c	rs (Content-Type)	Response header: Content-Type.
%d	s-supplier-name	Hostname of the upstream host (not available for a cache hit).
%e	time-taken	Time taken (in milliseconds) to process the request.
%f	sc-filter-category	Content filtering category of the request URL.
%g	timestamp	UNIX-type timestamp.
%h	c-dns	Hostname of the client (uses the client's IP address to avoid reverse DNS).
%i	cs-uri	The 'log' URL.
%j	-	[Not used.]
%k	-	[Not used.]
%l	x-bluecoat-special-empty	Resolves to an empty string.
%m	cs-method	Request method used from client to appliance.
%n	-	[Not used.]
%o	-	[Not used.]
%p	r-port	Port from the outbound server URL.
%q	-	[Not used.]
%r	cs-request-line	First line of the client's request.

Table B.2: Blue Coat Custom Format and Extended Log File Format (Continued)

<b>Blue Coat Custom Format</b>	<b>Extended Log File Format</b>	<b>Description</b>
%s	sc-status	Protocol status code from appliance to client.
%t	gmtime	GMT date and time of the user request in format: [DD/MM/YYYY:hh:mm:ss GMT].
%u	cs-user	Qualified username for NTLM. Relative username for other protocols.
%v	cs-host	Hostname from the client's request URL. If URL rewrite policies are used, this field's value is derived from the 'log' URL.
%w	s-action	What type of action did the appliance take to process this request.
%x	date	GMT Date in YYYY-MM-DD format.
%y	time	GMT time in HH:MM:SS format.
%z	s-icap-status	ICAP response status.
%A	cs (User-Agent)	Request header: User-Agent.
%B	cs-bytes	Number of bytes sent from client to appliance.
%C	cs (Cookie)	Request header: Cookie.
%D	s-supplier-ip	IP address used to contact the upstream host (not available for a cache hit).
%E	-	[Not used.]
%F	-	[Not used.]
%G	-	[Not used.]
%H	s-hierarchy	How and where the object was retrieved in the cache hierarchy.
%I	s-ip	IP address of the appliance on which the client established its connection.
%J	-	[Not used.]
%K	-	[Not used.]
%L	localtime	Local date and time of the user request in format: [DD/MMM/YYYY:hh:mm:ss +nnnn].
%M	-	[Not used.]
%N	s-computername	Configured name of the appliance.
%O	-	[Not used.]

Table B.2: Blue Coat Custom Format and Extended Log File Format (Continued)

Blue Coat Custom Format	Extended Log File Format	Description
%P	s-port	Port of the appliance on which the client established its connection.
%Q	cs-uri-query	Query from the 'log' URL.
%R	cs (Referer)	Request header: Referer.
%S	s-sitename	Service used to process the transaction.
%T	duration	Time taken (in seconds) to process the request.
%U	cs-uri-path	Path from the 'log' URL. Does not include query.
%V	cs-version	Protocol and version from the client's request, e.g. HTTP/1.1.
%W	sc-filter-result	Content filtering result: Denied, Proxied, or Observed.
%X	cs (X-Forwarded-For)	Request header: X-Forwarded-For.
%Y	-	[Not used.]
%Z	s-icap-info	ICAP response information.

## Example Access Log Formats

```

Squid log format: %g %e %a %w/%s %b %m %i %u %H/%d %c
NCSA common log format: %h %l %u %t "%r" %s %b
NCSA extended log format: %h %l %u %L "%r" %s %b "%R" "%A"
Microsoft IIS format: %a, -, %x, %y, %S, %N, %I, %e, %b, %B, %s, 0, %m, %U, -

```

The Blue Coat custom format allows any combination of characters and format fields. Multiple spaces are compressed to a single space in the actual access log. You can also enter a string, such as My default is %d. The ProxySG goes through such strings and finds the relevant information. In this case, that information is %d.

## SQUID-Compatible Format

The SQUID-compatible format contains one line for each request. For SQUID-1.1, the format is:

```

time elapsed remotehost code/status bytes method URL rfc931
peerstatus/peerhost type

```

For SQUID-2, the columns stay the same, though the content within might change a little.

## Action Field Values

Table B.3 describes the possible values for the action field.

Table B.3: Action Field Values

Value	Description
ACCELERATED	(SOCKS only) The request was handed to the appropriate protocol agent for handling.
ALLOWED	An FTP method (other than the data transfer method) is successful.
DENIED	Policy denies a method.
FAILED	An error or failure occurred.
LICENSE_EXPIRED	(SOCKS only) The request could not be handled because the associated license has expired.
TUNNELED	Successful data transfer operation.
TCP_	Refers to requests on the HTTP port.
TCP_AUTH_HIT	The requested object requires upstream authentication, and was served from the cache.
TCP_AUTH_MISS	The requested object requires upstream authentication, and was not served from the cache. This is part of CAD (Cached Authenticated Data).
TCP_AUTH_REDIRECT	The client was redirected to another URL for authentication.
TCP_CLIENT_REFRESH	The client forces a revalidation with the origin server with a Pragma : no-cache. If the server returns 304 Not Modified, this appears in the Statistics:Efficiency file as In Cache, verified Fresh.
TCP_DENIED	Access to the requested object was denied by a filter.
TCP_ERR_MISS	An error occurred while retrieving the object from the origin server.
TCP_HIT	A valid copy of the requested object was in the cache.
TCP_LOOP	The current connection is dropped because the upstream connection would result in a looped connection.
TCP_MEM_HIT	The requested object was, in its entirety, in RAM.
TCP_MISS	The requested object was not in the cache.
TCP_NC_MISS	The object returned from the origin server was non-cacheable.
TCP_PARTIAL_MISS	The object is in the cache, but retrieval from the origin server is in progress.
TCP_POLICY_REDIRECT	The client was redirected to another URL due to policy.
TCP_REFRESH_HIT	A GIMS request to the server was forced and the response was 304 Not Modified, this appears in the Statistics:Efficiency file as In Cache, verified Fresh.
TCP_REFRESH_MISS	A GIMS request to the server was forced and new content was returned.
TCP_RESCAN_HIT	The requested object was found in the cache but was rescanned because the virus-scanner-tag-id in the object was different from the current scanner tag.

Table B.3: Action Field Values (Continued)

Value	Description
TCP_SPLASHED	The user was redirected to a splash page.
TCP_SWAPFAIL	The object was believed to be in the cache, but could not be accessed.
TCP_TUNNELED	The CONNECT method was used to tunnel this request (generally proxied HTTPS).
UDP_	Refers to requests on the ICP port (3130).
UDP_DENIED	Access was denied for this request.
UDP_HIT	A valid copy of the requested object was in the cache. This value is also used with ICP queries.
UDP_INVALID	The ICP request was corrupt, short, or otherwise unintelligible.
UDP_MISS	The requested object was not in the cache. This value is also used with ICP queries.
UDP_MISS_NOFETCH	An ICP request was made to this cache for an object not in the cache. The requestor was informed that it could not use this cache as a parent to retrieve the object. (This is not supported at this time.)
UDP_OBJ	An ICP request was made to this cache for an object that was in cache, and the object was returned through UDP. (This is not supported at this time. This functionality is deprecated in the current ICP specification.)

## NCSA Common Access Log Format

The common log format contains one line for each request. The format of each log entry is shown below:

```
remotehost rfc931 authuser [date] "request" status bytes
```

Each field is described in [Table B.4](#).

Table B.4: Common Log Format Entries

Field Name	Description
remotehost	DNS hostname or IP address of remote server.
rfc931	The remote log name of the user. This field is always —.
authuser	The username as which the user has authenticated himself.
[date]	Date and time of the request.
"request"	The request line exactly as it came from the client.
status	The HTTP status code returned to the client.
bytes	The content length of the document transferred.

## Access Log Filename Formats

[Table B.5](#) details the specifiers for the access log upload filenames.

Table B.5: Specifiers for the Access Log Upload Filenames

Specifier	Description
%%	Percent sign.
%a	Abbreviated weekday name.
%A	Full weekday name.
%b	Abbreviated month name.
%B	Full month name.
%c	The certificate name used for encrypting the log file (expands to nothing in non-encrypted case).
%C	The ProxySG name.
%d	Day of month as decimal number (01 – 31).
%f	The log name.
%H	Hour in 24-hour format (00 – 23).
%i	First IP address of the ProxySG, displayed in x_x_x_x format, with leading zeros removed.
%I	Hour in 12-hour format (01 – 12).
%j	Day of year as decimal number (001 – 366).
%l	The fourth part of the ProxySG's IP address, using three digits (001.002.003.004)
%m	Month as decimal number (01 – 12).
%M	Minute as decimal number (00 – 59).
%p	Current locale's A.M./P.M. indicator for 12-hour clock.
%S	Second as decimal number (00 – 59).
%U	Week of year as decimal number, with Sunday as first day of week (00 – 53).
%w	Weekday as decimal number (0 – 6; Sunday is 0).
%W	Week of year as decimal number, with Monday as first day of week (00 – 53).
%y	Year without century, as decimal number (00 – 99).
%Y	Year with century, as decimal number.
%z, %Z	Time-zone name or abbreviation; no characters if time zone is unknown.

## Fields Available for Creating Access Log Formats

The following table lists all fields available for creating access log formats. When creating an ELFF format, you must use the values from the ELFF column. When creating a custom format, you can use values from the ELFF, CPL, or custom column.

Table B.6: Access Log Substitutions

ELFF	CPL	Custom	Description
<b>Category: bytes</b>			
cs-bodylength			Number of bytes in the body (excludes header) sent from client to appliance
cs-bytes		%B	Number of bytes sent from client to appliance
cs-headerlength			Number of bytes in the header sent from client to appliance
rs-bodylength			Number of bytes in the body (excludes header) sent from upstream host to appliance
rs-bytes			Number of bytes sent from upstream host to appliance
rs-headerlength			Number of bytes in the header sent from upstream host to appliance
sc-bodylength			Number of bytes in the body (excludes header) sent from appliance to client
sc-bytes		%b	Number of bytes sent from appliance to client
sc-headerlength			Number of bytes in the header sent from appliance to client
sr-bodylength			Number of bytes in the body (excludes header) sent from appliance to upstream host
sr-bytes			Number of bytes sent from appliance to upstream host
sr-headerlength			Number of bytes in the header sent from appliance to upstream host
<b>Category: connection</b>			

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
cs-ip	proxy.address		IP address of the destination of the client's connection
c-connect-type			The type of connection made by the client to the appliance -- 'Transparent' or 'Explicit'
c-dns		%h	Hostname of the client (uses the client's IP address to avoid reverse DNS)
x-cs-dns	client.host		The hostname of the client obtained through reverse DNS.
c-ip	client.address	%a	IP address of the client
x-cs-netbios-computer-name	netbios.computer-name		The NetBIOS name of the computer. This is an empty string if the query fails or the name is not reported. When using the \$(netbios.*) substitutions to generate the username, the client machines must react to a NetBIOS over TCP/IP node status query.
x-cs-netbios-computer-domain	netbios.computer-domain		The name of the domain to which the computer belongs. This is an empty string if the query fails or the name is not reported. When using the \$(netbios.*) substitutions to generate the username, the client machines must react to a NetBIOS over TCP/IP node status query.
x-cs-netbios-messenger-username	netbios.messenger-username		The name of the logged-in user. This is an empty string if the query fails or the name is not reported. It is also empty there is more than one logged-in user. When using the \$(netbios.*) substitutions to generate the username, the client machines must react to a NetBIOS over TCP/IP node status query.

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
x-cs-netbios-messenger-usernames	netbios.messenger-usernames		A comma-separated list of all the messenger usernames reported by the target computer. This is an empty string if the query fails, or no names are reported. When using the \${netbios.*} substitutions to generate the username, the client machines must react to a NetBIOS over TCP/IP node status query.
x-cs-session-username	session.username		The username associated with this session as reported by RADIUS accounting. This is an empty string if no session is known.
x-cs-ident-username	ident.username		The username associated with this session as returned from an ident query. This is an empty string if no session is known.
x-cs-connection-negotiated-cipher	client.connection.negotiated_cipher		OpenSSL cipher suite negotiated for the client connection
x-cs-connection-negotiated-cipher-strength	client.connection.negotiated_cipher.strength		Strength of the OpenSSL cipher suite negotiated for the client connection
x-cs-connection-negotiated-cipher-size			Ciphersize of the OpenSSL cipher suite negotiated for the client connection
x-cs-connection-negotiated-ssl-version	client.connection.negotiated_ssl_version		Version of the SSL protocol negotiated for the client connection
r-dns			Hostname from the outbound server URL
r-ip			IP address from the outbound server URL
r-port		%p	Port from the outbound server URL
r-supplier-dns			Hostname of the upstream host (not available for a cache hit)
r-supplier-ip			IP address used to contact the upstream host (not available for a cache hit)

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
r-supplier-port			Port used to contact the upstream host (not available for a cache hit)
sc-adapter	proxy.card		Adapter number of the client's connection to the Appliance
sc-connection			Unique identifier of the client's connection (i.e. SOCKET)
x-bluecoat-server-connection-socket-errno	server_connection.socket_errno		Error message associated with a failed attempt to connect to an upstream host
s-computername	proxy.name	%N	Configured name of the appliance
s-connect-type			Upstream connection type (Direct, SOCKS gateway, etc.)
s-dns			Hostname of the appliance (uses the primary IP address to avoid reverse DNS)
s-ip		%I	IP address of the appliance on which the client established its connection
s-port	proxy.port	%P	Port of the appliance on which the client established its connection
s-sitename		%S	Service used to process the transaction
x-module-name	module_name		The SGOS module that is handling the transaction
s-supplier-ip		%D	IP address used to contact the upstream host (not available for a cache hit)
s-supplier-name		%d	Hostname of the upstream host (not available for a cache hit)
x-bluecoat-transaction-id	transaction.id		Unique per-request identifier generated by the appliance (note: this value is not unique across multiple appliances)
x-bluecoat-appliance-name	appliance.name		Configured name of the appliance
x-bluecoat-appliance-primary-address	appliance.primary_address		Primary IP address of the appliance

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
x-bluecoat-proxy-primary-address	proxy.primary_address		Primary IP address of the appliance
x-appliance-serial-number	appliance.serial_number		The serial number of the appliance
x-appliance-mc-certificate-fingerprint	appliance.mc_certificate_fingerprint		The fingerprint of the management console certificate
x-appliance-product-name	appliance.product_name		The product name of the appliance -- e.g. Blue Coat SG4xx
x-appliance-product-tag	appliance.product_tag		The product tag of the appliance -- e.g. SG4xx
x-appliance-full-version	appliance.full_version		The full version of the SGOS software
x-appliance-first-mac-address	appliance.first_mac_address		The MAC address of the first installed adapter
x-client-address			IP address of the client
x-client-ip			IP address of the client
x-rs-connection-negotiated-cipher	server.connection.negotiated_cipher		OpenSSL cipher suite negotiated for the client connection
x-rs-connection-negotiated-cipher-strength	server.connection.negotiated_cipher.strength		Strength of the OpenSSL cipher suite negotiated for the server connection
x-rs-connection-negotiated-cipher-size			Ciphersize of the OpenSSL cipher suite negotiated for the server connection
x-rs-connection-negotiated-ssl-version	server.connection.negotiated_ssl_version		Version of the SSL protocol negotiated for the server connection
<b>Category: dns</b>			
x-dns-cs-transport	dns.client_transport		The transport protocol used by the client connection in a DNS query
x-dns-cs-address	dns.request.address		The address queried in a reverse DNS lookup
x-dns-cs-dns	dns.request.name		The hostname queried in a forward DNS lookup

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
x-dns-cs-opcode	dns.request.opcode		The DNS OPCODE used in the DNS query
x-dns-cs-qtype	dns.request.type		The DNS QTYPE used in the DNS query
x-dns-cs-qclass	dns.request.class		The DNS QCLASS used in the DNS query
x-dns-rs-rcode	dns.response.code		The DNS RCODE in the response from upstream
x-dns-rs-a-records	dns.response.a		The DNS A RRs in the response from upstream
x-dns-rs-cname-records	dns.response cname		The DNS CNAME RRs in the response from upstream
x-dns-rs-ptr-records	dns.response.ptr		The DNS PTR RRs in the response from upstream
<hr/>			
<b>Category: im</b>			
x-im-buddy-id			Instant messaging buddy ID
x-im-buddy-name			Instant messaging buddy display name
x-im-buddy-state			Instant messaging buddy state
x-im-chat-room-id			Instant messaging identifier of the chat room in use
x-im-chat-room-members			The list of chat room member Ids
x-im-chat-room-type			The chat room type, one of 'public' or 'private', and possibly 'invite_only', 'voice' and/or 'conference'
x-im-client-info			The instant messaging client information
x-im-user-agent	im.user_agent		The instant messaging user agent string
x-im-file-path			Path of the file associated with an instant message
x-im-file-size			Size of the file associated with an instant message

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
x-im-http-gateway			The upstream HTTP gateway used for IM (if any)
x-im-message-opcode	im.message.opcode		The opcode utilized in the instant message
x-im-message-reflected	im.message.reflected		Indicates whether or not the IM message was reflected.
x-im-message-route			The route of the instance message
x-im-message-size			Length of the instant message
x-im-message-text			Text of the instant message
x-im-message-type			The type of the instant message
x-im-method			The method associated with the instant message
x-im-user-id			Instant messaging user identifier
x-im-user-name			Display name of the client
x-im-user-state			Instant messaging user state
<b>Category: p2p</b>			
x-p2p-client-bytes			Number of bytes from client
x-p2p-client-info			The peer-to-peer client information
x-p2p-client-type	p2p.client		The peer-to-peer client type
x-p2p-peer-bytes			Number of bytes from peer
<b>Category: packets</b>			
c-pkts-lost-client			Number of packets lost during transmission from server to client and not recovered at the client layer via error correction or at the network layer via UDP resends.
c-pkts-lost-cont-net			Maximum number of continuously lost packets on the network layer during transmission from server to client
c-pkts-lost-net			Number of packets lost on the network layer

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
c-pkts-received			Number of packets from the server (s-pkts-sent) that are received correctly by the client on the first try
c-pkts-recovered-ECC			Number of packets repaired and recovered on the client layer
c-pkts-recovered-resent			Number of packets recovered because they were resent via UDP.
c-quality			The percentage of packets that were received by the client, indicating the quality of the stream
c-resendreqs			Number of client requests to receive new packets
s-pkts-sent			Number of packets from the server
<b>Category: req_rsp_line</b>			
cs-method	method	%m	Request method used from client to appliance
x-cs-http-method	http.method		HTTP request method used from client to appliance. Empty for non-HTTP transactions
cs-protocol	client.protocol		Protocol used in the client's request
cs-request-line	http.request_line	%r	First line of the client's request
x-cs-raw-headers-count	request.raw_headers.count		Total number of 'raw' headers in the request
x-cs-raw-headers-length	request.raw_headers.length		Total length of 'raw' headers in the request
cs-version	request.version	%V	Protocol and version from the client's request, e.g. HTTP/1.1
x-bluecoat-proxy-via-http-version	proxy.via_http_version		Default HTTP protocol version of the appliance without protocol decoration (e.g. 1.1 for HTTP/1.1)
x-bluecoat-redirect-location	redirect.location		Redirect location URL specified by a redirect CPL action

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
rs-response-line			First line (a.k.a. status line) of the response from an upstream host to the appliance
rs-status	response.code		Protocol status code of the response from an upstream host to the appliance
rs-version	response.version		Protocol and version of the response from an upstream host to the appliance, e.g. HTTP/1.1
sc-status		%s	Protocol status code from appliance to client
x-bluecoat-ssl-failure-reason	ssl_failure_reason		Upstream SSL negotiation failure reason
x-cs-http-version	http.request.version		HTTP protocol version of request from the client. Does not include protocol qualifier (e.g. 1.1 for HTTP/1.1)
x-cs-socks-ip	socks.destination_address		Destination IP address of a proxied SOCKS request
x-cs-socks-port	socks.destination_port		Destination port of a proxied SOCKS request
x-cs-socks-method	socks.method		Method of a proxied SOCKS request
x-cs-socks-version	socks.version		Version of a proxied SOCKS request.
x-cs-socks-compression			Used compression in SOCKS client side connection.
x-sr-socks-compression			Used compression in SOCKS server side connection.
x-sc-http-status	http.response.code		HTTP response code sent from appliance to client
x-rs-http-version	http.response.version		HTTP protocol version of response from the upstream host. Does not include protocol qualifier (e.g. 1.1 for HTTP/1.1)
x-sc-http-version			HTTP protocol version of response to client. Does not include protocol qualifier (e.g. 1.1 for HTTP/1.1)

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
x-sr-http-version			HTTP protocol version of request to the upstream host. Does not include protocol qualifier (e.g. 1.1 for HTTP/1.1)
sc(Content-Encoding)			Client Response header: Content-Encoding
sr(Accept-Encoding)			Server Request header: Accept-Encoding
<b>Category: special_token</b>			
x-bluecoat-special-amp	amp		The ampersand character
x-bluecoat-special-apos	apos		The apostrophe character (a.k.a. single quote)
x-bluecoat-special-cr	cr		Resolves to the carriage return character
x-bluecoat-special-crlf	crlf		Resolves to a carriage return/line feed sequence
x-bluecoat-special-empty	empty	%l	Resolves to an empty string
x-bluecoat-special-esc	esc		Resolves to the escape character (ASCII HEX 1B)
x-bluecoat-special-gt	gt		The greater-than character
x-bluecoat-special-lf	lf		The line feed character
x-bluecoat-special-lt	lt		The less-than character
x-bluecoat-special-quot	quot		The double quote character
x-bluecoat-special-slash	slash		The forward slash character
<b>Category: ssl</b>			
x-rs-certificate-hostname	server.certificate.hostname		Hostname from the server's SSL certificate
x-rs-certificate-hostname-categories			All content categories of the server's SSL certificate's hostname

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
x-rs-certificate-hostname-categories-policy			All content categories of the server's SSL certificate's hostname that are defined by CPL.
x-rs-certificate-hostname-categories-local			All content categories of the server's SSL certificate's hostname that are defined by a Local database.
x-rs-certificate-hostname-categories-bluecoat			All content categories of the server's SSL certificate's hostname that are defined by Blue Coat Web Filter.
x-rs-certificate-hostname-categories-provider			All content categories of the server's SSL certificate's hostname that are defined by the current 3rd-party provider.
x-rs-certificate-hostname-categories-qualified			All content categories of the server's SSL certificate's hostname, qualified by the provider of the category.
x-rs-certificate-hostname-category	server.certificate.hostname.category		Single content category of the server's SSL certificate's hostname
x-rs-certificate-valid-from			Date from which the certificate presented by the server is valid
x-rs-certificate-valid-to			Date until which the certificate presented by the server is valid
x-rs-certificate-serial-number			Serial number of the certificate presented by the server
x-rs-certificate-issuer			Issuer of the certificate presented by the server
x-rs-certificate-signature-algorithm			Signature algorithm in the certificate presented by the server
x-rs-certificate-pubkey-algorithm			Public key algorithm in the certificate presented by the server
x-rs-certificate-version			Version of the certificate presented by the server
x-rs-certificate-subject	server.certificate.subject		Subject of the certificate presented by the server

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
x-cs-certificate-common-name	client.certificate.common_name		Common name in the client certificate
x-cs-certificate-valid-from			Date from which the certificate presented by the client is valid
x-cs-certificate-valid-to			Date until which the certificate presented by the client is valid
x-cs-certificate-serial-number			Serial number of the certificate presented by the client
x-cs-certificate-issuer			Issuer of the certificate presented by the client
x-cs-certificate-signature-algorithm			Signature algorithm in the certificate presented by the client
x-cs-certificate-pubkey-algorithm			Public key algorithm in the certificate presented by the client
x-cs-certificate-version			Version of the certificate presented by the client
x-cs-certificate-subject	client.certificate.subject		Subject of the certificate presented by the client
x-rs-certificate-validate-status			Result of validating server SSL certificate
x-rs-certificate-observed-errors			Errors observed in the server certificate
<b>Category: status</b>			
x-bluecoat-release-id	release.id		The release ID of the ProxySG operating system
x-bluecoat-release-version	release.version		The release version of the ProxySG operating system
cs-categories			All content categories of the request URL
cs-categories-external			All content categories of the request URL that are defined by an external service.
cs-categories-policy			All content categories of the request URL that are defined by CPL.

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
cs-categories-local			All content categories of the request URL that are defined by a Local database.
cs-categories-bluecoat			All content categories of the request URL that are defined by Blue Coat Web Filter.
cs-categories-provider			All content categories of the request URL that are defined by the current 3rd-party provider.
cs-categories-qualified			All content categories of the request URL, qualified by the provider of the category.
cs-category			Single content category of the request URL (a.k.a. sc-filter-category)
cs-uri-categories			All content categories of the request URL
cs-uri-categories-external			All content categories of the request URL that are defined by an external service.
cs-uri-categories-policy			All content categories of the request URL that are defined by CPL.
cs-uri-categories-local			All content categories of the request URL that are defined by a Local database.
cs-uri-categories-bluecoat			All content categories of the request URL that are defined by Blue Coat Web Filter.
cs-uri-categories-provider			All content categories of the request URL that are defined by the current 3rd-party provider.
cs-uri-categories-qualified			All content categories of the request URL, qualified by the provider of the category.
cs-uri-category			Single content category of the request URL (a.k.a. sc-filter-category)
x-CS(Referer)-uri-categories			All content categories of the Referer header URL

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
x-cs(Referer)-uri-categories-policy			All content categories of the Referer header URL that are defined by CPL.
x-cs(Referer)-uri-categories-local			All content categories of the Referer header URL that are defined by a Local database.
x-cs(Referer)-uri-categories-bluecoat			All content categories of the Referer header URL that are defined by Blue Coat Web Filter.
x-cs(Referer)-uri-categories-provider			All content categories of the Referer header URL that are defined by the current 3rd-party provider.
x-cs(Referer)-uri-categories-qualified			All content categories of the Referer header URL, qualified by the provider of the category.
x-cs(Referer)-uri-category			Single content category of the Referer header URL (a.k.a. sc-filter-category)
r-hierarchy			How and where the object was retrieved in the cache hierarchy.
sc-filter-category	category	%f	Content filtering category of the request URL
sc-filter-result		%W	Deprecated content filtering result: Denied, Proxied or Observed
s-action		%w	What type of action did the Appliance take to process this request.
s-cpu-util			Average load on the proxy's processor (0%-100%)
s-hierarchy		%H	How and where the object was retrieved in the cache hierarchy.
s-icap-info		%Z	ICAP response information
s-icap-status		%z	ICAP response status
x-bluecoat-surfcontrol-category-id			The SurfControl specific content category ID.
x-bluecoat-surfcontrol-is-denied			'1' if the transaction was denied, else '0'

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
x-bluecoat-surfcontrol-is-proxied			'0' if transaction is explicitly proxied, '1' if transaction is transparently proxied
x-bluecoat-surfcontrol-reporter-id			Specialized value for SurfControl reporter
x-bluecoat-surfcontrol-reporter-v4			The SurfControl Reporter v4 format
x-bluecoat-surfcontrol-reporter-v5			The SurfControl Reporter v5 format
x-bluecoat-websense-category-id			The Websense specific content category ID
x-bluecoat-websense-keyword			The Websense specific keyword
x-bluecoat-websense-reporter-id			The Websense specific reporter category ID
x-bluecoat-websense-status			The Websense specific numeric status
x-bluecoat-websense-user			The Websense form of the username
x-bluecoat-websense-reporter-protocol-3			The Websense reporter format protocol version 3
x-exception-company-name	exception.company_name		The company name configured under exceptions
x-exception-contact	exception.contact		Describes who to contact when certain classes of exceptions occur, configured under exceptions (empty if the transaction has not been terminated)
x-exception-details	exception.details		The configurable details of a selected policy-aware response page (empty if the transaction has not been terminated)
x-exception-header	exception.header		The header to be associated with an exception response (empty if the transaction has not been terminated)

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
x-exception-help	exception.help		Help text that accompanies the exception resolved (empty if the transaction has not been terminated)
x-exception-id	exception.id		Identifier of the exception resolved (empty if the transaction has not been terminated)
x-exception-last-error	exception.last_error		The last error recorded for the current transaction. This can provide insight when unexpected problems are occurring (empty if the transaction has not been terminated)
x-exception-reason	exception.reason		Indicates the reason why a particular request was terminated (empty if the transaction has not been terminated)
x-exception-sourcefile	exception.sourcefile		Source filename from which the exception was generated (empty if the transaction has not been terminated)
x-exception-sourceline	exception.sourceline		Source file line number from which the exception was generated (empty if the transaction has not been terminated)
x-exception-summary	exception.summary		Summary of the exception resolved (empty if the transaction has not been terminated)
x-exception-category-review-message	exception.category_review_message		Exception page message that includes a link allowing content categorization to be reviewed and/or disputed.
x-exception-category-review-url	exception.category_review_url		URL where content categorizations can be reviewed and/or disputed.
x-patience-javascript	patience_javascript		Javascript required to allow patience responses
x-patience-progress	patience_progress		The progress of the patience request
x-patience-time	patience_time		The elapsed time of the patience request

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
x-patience-url	patience_url		The url to be requested for more patience information
x-virus-id	icap_virus_id		Identifier of a virus if one was detected
x-virus-details	icap_virus_details		Details of a virus if one was detected
x-icap-error-code	icap_error_code		ICAP error code
x-icap-error-details	icap_error_details		ICAP error details
<b>Category: streaming</b>			
audiocodec			Audio codec used in stream.
avgbandwidth			Average bandwidth (in bits per second) at which the client was connected to the server.
channelURL			URL to the .nsc file
c-buffercount			Number of times the client buffered while playing the stream.
c-bytes			An MMS-only value of the total number of bytes delivered to the client.
c-cpu			Client computer CPU type.
c-hostexe			Host application
c-hostexever			Host application version number
c-os			Client computer operating system
c-osversion			Client computer operating system version number
c-playerid			Globally unique identifier (GUID) of the player
c-playerlanguage			Client language-country code
c-playerversion			Version number of the player
c-rate			Mode of Windows Media Player when the last command event was sent

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
c-starttime			Timestamp (in seconds) of the stream when an entry is generated in the log file.
c-status			Codes that describe client status
c-totalbuffertime			Time (in seconds) the client used to buffer the stream
filelength			Length of the file (in seconds).
filesize			Size of the file (in bytes).
protocol			Protocol used to access the stream: mms, http, or asfm.
s-totalclients			Clients connected to the server (but not necessarily receiving streams).
transport			Transport protocol used (UDP, TCP, multicast, etc.)
videocodec			Video codec used to encode the stream.
x-cache-info			Values: UNKNOWN, DEMAND_MISS, DEMAND_HIT, DEMAND_PASSTHRU, LIVE_SPLIT, LIVE_PASSTHRU
x-duration			Length of time a client played content prior to a client event (FF, REW, Pause, Stop, or jump to marker).
x-wm-c-dns			Hostname of the client determined from the Windows Media protocol
x-wm-c-ip			The client IP address determined from the Windows Media protocol
x-cs-streaming-client	streaming.client		Type of streaming client in use (windows_media, real_media, or quicktime).
x-rs-streaming-content	streaming.content		Type of streaming content served. (e.g. windows_media, quicktime)
x-streaming-bitrate	bitrate		The reported client-side bitrate for the stream

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
<b>Category: time</b>			
connect-time			Total ms required to connect to the origin server
date	date.utc	%x	GMT Date in YYYY-MM-DD format
dnslookup-time			Total ms cache required to perform the DNS lookup
duration		%T	Time taken (in seconds) to process the request
gmttime		%t	GMT date and time of the user request in format: [DD/MM/YYYY:hh:mm:ss GMT]
x-bluecoat-day-utc	day.utc		GMT/UTC day (as a number) formatted to take up two spaces (e.g. 07 for the 7th of the month)
x-bluecoat-hour-utc	hour.utc		GMT/UTC hour formatted to always take up two spaces (e.g. 01 for 1AM)
x-bluecoat-minute-utc	minute.utc		GMT/UTC minute formatted to always take up two spaces (e.g. 01 for 1 minute past)
x-bluecoat-month-utc	month.utc		GMT/UTC month (as a number) formatted to take up two spaces (e.g. 01 for January)
x-bluecoat-monthname-utc	monthname.utc		GMT/UTC month in the short-form string representation (e.g. Jan for January)
x-bluecoat-second-utc	second.utc		GMT/UTC second formatted to always take up two spaces (e.g. 01 for 1 second past)
x-bluecoat-weekday-utc	weekday.utc		GMT/UTC weekday in the short-form string representation (e.g. Mon for Monday)
x-bluecoat-year-utc	year.utc		GMT/UTC year formatted to always take up four spaces

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
localtime		%L	Local date and time of the user request in format: [DD/MMM/YYYY:hh:mm:ss +nnnn]
x-bluecoat-day	day		Localtime day (as a number) formatted to take up two spaces (e.g. 07 for the 7th of the month)
x-bluecoat-hour	hour		Localtime hour formatted to always take up two spaces (e.g. 01 for 1AM)
x-bluecoat-minute	minute		Localtime minute formatted to always take up two spaces (e.g. 01 for 1 minute past)
x-bluecoat-month	month		Localtime month (as a number) formatted to take up two spaces (e.g. 01 for January)
x-bluecoat-monthname	monthname		Localtime month in the short-form string representation (e.g. Jan for January)
x-bluecoat-second	second		Localtime second formatted to always take up two spaces (e.g. 01 for 1 second past)
x-bluecoat-weekday	weekday		Localtime weekday in the short-form string representation (e.g. Mon for Monday)
x-bluecoat-year	year		Localtime year formatted to always take up four spaces
time	time.utc	%y	GMT time in HH:MM:SS format
timestamp		%g	Unix type timestamp
time-taken		%e	Time taken (in milliseconds) to process the request
rs-time-taken			Total time taken (in milliseconds) to send the request and receive the response from the origin server
x-bluecoat-end-time-wft			End local time of the transaction represented as a windows file time

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
x-bluecoat-start-time-wft			Start local time of the transaction represented as a windows file time
x-bluecoat-end-time-mssql			End local time of the transaction represented as a serial date time
x-bluecoat-start-time-mssql			Start local time of the transaction represented as a serial date time
x-cookie-date	cookie_date		Current date in Cookie time format
x-http-date	http_date		Current date in HTTP time format
x-timestamp-unix			Seconds since UNIX epoch (Jan 1, 1970) (local time)
x-timestamp-unix-utc			Seconds since UNIX epoch (Jan 1, 1970) (GMT/UTC)
<hr/>			
<b>Category: url</b>			
cs-host		%v	Hostname from the client's request URL. If URL rewrite policies are used, this field's value is derived from the 'log' URL
cs-uri	log_url	%i	The 'log' URL.
cs-uri-address	log_url.address		IP address from the 'log' URL. DNS is used if URL uses a hostname.
cs-uri-extension	log_url.extension		Document extension from the 'log' URL.
cs-uri-host	log_url.host		Hostname from the 'log' URL.
cs-uri-hostname	log_url.hostname		Hostname from the 'log' URL. RDNS is used if the URL uses an IP address.
cs-uri-path	log_url.path	%U	Path from the 'log' URL. Does not include query.
cs-uri-pathquery	log_url.pathquery		Path and query from the 'log' URL.
cs-uri-port	log_url.port		Port from the 'log' URL.
cs-uri-query	log_url.query	%Q	Query from the 'log' URL.

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
cs-uri-scheme	log_url.scheme		Scheme from the 'log' URL.
cs-uri-stem			Stem from the 'log' URL. The stem includes everything up to the end of path, but does not include the query.
c-uri	url		The original URL requested.
c-uri-address	url.address		IP address from the original URL requested. DNS is used if the URL is expressed as a hostname.
c-uri-cookie-domain	url.cookie_domain		The cookie domain of the original URL requested
c-uri-extension	url.extension		Document extension from the original URL requested
c-uri-host	url.host		Hostname from the original URL requested
c-uri-hostname	url.hostname		Hostname from the original URL requested. RDNS is used if the URL is expressed as an IP address
c-uri-path	url.path		Path of the original URL requested without query.
c-uri-pathquery	url.pathquery		Path and query of the original URL requested
c-uri-port	url.port		Port from the original URL requested
c-uri-query	url.query		Query from the original URL requested
c-uri-scheme	url.scheme		Scheme of the original URL requested
c-uri-stem			Stem of the original URL requested
sr-uri	server_url		URL of the upstream request
sr-uri-address	server_url.address		IP address from the URL used in the upstream request. DNS is used if the URL is expressed as a hostname.
sr-uri-extension	server_url.extension		Document extension from the URL used in the upstream request

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
sr-uri-host	server_url.host		Hostname from the URL used in the upstream request
sr-uri-hostname	server_url.hostname		Hostname from the URL used in the upstream request. RDNS is used if the URL is expressed as an IP address.
sr-uri-path	server_url.path		Path from the upstream request URL
sr-uri-pathquery	server_url.pathquery		Path and query from the upstream request URL
sr-uri-port	server_url.port		Port from the URL used in the upstream request.
sr-uri-query	server_url.query		Query from the upstream request URL
sr-uri-scheme	server_url.scheme		Scheme from the URL used in the upstream request
sr-uri-stem			Path from the upstream request URL
s-uri	cache_url		The URL used for cache access
s-uri-address	cache_url.address		IP address from the URL used for cache access. DNS is used if the URL is expressed as a hostname
s-uri-extension	cache_url.extension		Document extension from the URL used for cache access
s-uri-host	cache_url.host		Hostname from the URL used for cache access
s-uri-hostname	cache_url.hostname		Hostname from the URL used for cache access. RDNS is used if the URL uses an IP address
s-uri-path	cache_url.path		Path of the URL used for cache access
s-uri-pathquery	cache_url.pathquery		Path and query of the URL used for cache access
s-uri-port	cache_url.port		Port from the URL used for cache access
s-uri-query	cache_url.query		Query string of the URL used for cache access

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
s-uri-scheme	cache_url.scheme		Scheme from the URL used for cache access
s-uri-stem			Stem of the URL used for cache access
x-cs(Referer)-uri	request.header.Referer.url		The URL from the Referer header.
x-cs(Referer)-uri-address	request.header.Referer.url.address		IP address from the 'Referer' URL. DNS is used if URL uses a hostname.
x-cs(Referer)-uri-extension	request.header.Referer.url.extension		Document extension from the 'Referer' URL.
x-cs(Referer)-uri-host	request.header.Referer.url.host		Hostname from the 'Referer' URL.
x-cs(Referer)-uri-hostname	request.header.Referer.url.hostname		Hostname from the 'Referer' URL. RDNS is used if the URL uses an IP address.
x-cs(Referer)-uri-path	request.header.Referer.url.path		Path from the 'Referer' URL. Does not include query.
x-cs(Referer)-uri-pathquery	request.header.Referer.url.pathquery		Path and query from the 'Referer' URL.
x-cs(Referer)-uri-port	request.header.Referer.url.port		Port from the 'Referer' URL.
x-cs(Referer)-uri-query	request.header.Referer.url.query		Query from the 'Referer' URL.
x-cs(Referer)-uri-scheme	request.header.Referer.url.scheme		Scheme from the 'Referer' URL.
x-cs(Referer)-uri-stem			Stem from the 'Referer' URL. The stem includes everything up to the end of path, but does not include the query.
x-cs-raw-uri	raw_url		The 'raw' request URL.
x-cs-raw-uri-host	raw_url.host		Hostname from the 'raw' URL.
x-cs-raw-uri-port	raw_url.port		Port string from the 'raw' URL.
x-cs-raw-uri-scheme	raw_url.scheme		Scheme string from the 'raw' URL.
x-cs-raw-uri-path	raw_url.path		Path from the 'raw' request URL. Does not include query.
x-cs-raw-uri-pathquery	raw_url.pathquery		Path and query from the 'raw' request URL.
x-cs-raw-uri-query	raw_url.query		Query from the 'raw' request URL.

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
x-cs-raw-uri-stem			Stem from the 'raw' request URL. The stem includes everything up to the end of path, but does not include the query.
<b>Category: user</b>			
cs-auth-group	group		One group that an authenticated user belongs to. If a user belongs to multiple groups, the group logged is determined by the Group Log Order configuration specified in VPM. If Group Log Order is not specified, an arbitrary group is logged. Note that only groups referenced by policy are considered.
cs-auth-groups	groups		List of groups that an authenticated user belongs to. Note that only groups referenced by policy are included.
cs-auth-type			Client-side: authentication type (basic, ntlm, etc.)
cs-realm	realm		Authentication realm that the user was challenged in.
cs-user		%u	Qualified username for NTLM. Relative username for other protocols
cs-userdn	user		Full username of a client authenticated to the proxy (fully distinguished)
x-cs-user-authorization-name	user.authorization_name		Username used to authorize a client authenticated to the proxy
cs-username	user.name		Relative username of a client authenticated to the proxy (i.e. not fully distinguished)
sc-auth-status			Client-side: Authorization status
x-agent-sso-cookie			The authentication agent single signon cookie

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
x-cache-user			Relative username of a client authenticated to the proxy (i.e. not fully distinguished) (same as cs-username)
x-cs-auth-domain	user.domain		The domain of the authenticated user.
x-cs-auth-form-action-url			The URL to submit the authentication form to.
x-cs-auth-form-domain-field			The authentication form input field for the user's domain.
x-cs-auth-request-id			The bas64 encoded string containing the original request information during forms based authentication
x-cs-username-or-ip			Used to identify the user using either their authenticated proxy username or, if that is unavailable, their IP address.
x-radius-splash-session-id			Session ID made available through RADIUS when configured for session management
x-radius-splash-username			Username made available through RADIUS when configured for session management
x-user-x509-issuer	user.x509.issuer		If the user was authenticated via an X.509 certificate, this is the issuer of the certificate as an RFC2253 DN
x-user-x509-serial-number	user.x509.serialNumber		If the user was authenticated via an X.509 certificate, this is the serial number from the certificate as a hexadecimal number.
x-user-x509-subject	user.x509.subject		If the user was authenticated via an X.509 certificate, this is the subject of the certificate as an RFC2253 DN
x-auth-challenge-string			The authentication challenge to display to the user.

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
x-auth-private-challenge-state			The private state required to manage an authentication challenge
<b>Category: ci_request_header</b>			
cs(Accept)	request.header.Accept		Request header: Accept
cs(Accept)-length	request.header.Accept.length		Length of HTTP request header: Accept
cs(Accept)-count	request.header.Accept.count		Number of HTTP request header: Accept
cs(Accept-Charset)	request.header.Accept-Charset		Request header: Accept-Charset
cs(Accept-Charset)-length	request.header.Accept-Charset.length		Length of HTTP request header: Accept-Charset
cs(Accept-Charset)-count	request.header.Accept-Charset.count		Number of HTTP request header: Accept-Charset
cs(Accept-Encoding)	request.header.Accept-Encoding		Request header: Accept-Encoding
cs(Accept-Encoding)-length	request.header.Accept-Encoding.length		Length of HTTP request header: Accept-Encoding
cs(Accept-Encoding)-count	request.header.Accept-Encoding.count		Number of HTTP request header: Accept-Encoding
cs(Accept-Language)	request.header.Accept-Language		Request header: Accept-Language
cs(Accept-Language)-length	request.header.Accept-Language.length		Length of HTTP request header: Accept-Language
cs(Accept-Language)-count	request.header.Accept-Language.count		Number of HTTP request header: Accept-Language
cs(Accept-Ranges)	request.header.Accept-Ranges		Request header: Accept-Ranges
cs(Accept-Ranges)-length	request.header.Accept-Ranges.length		Length of HTTP request header: Accept-Ranges
cs(Accept-Ranges)-count	request.header.Accept-Ranges.count		Number of HTTP request header: Accept-Ranges
cs(Age)	request.header.Age		Request header: Age
cs(Age)-length	request.header.Age.length		Length of HTTP request header: Age

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
cs(Age)-count	request.header.Age.count		Number of HTTP request header: Age
cs(Allow)	request.header.Allow		Request header: Allow
cs(Allow)-length	request.header.Allow.length		Length of HTTP request header: Allow
cs(Allow)-count	request.header.Allow.count		Number of HTTP request header: Allow
cs(Authentication-Info)	request.header.Authentication-Info		Request header: Authentication-Info
cs(Authentication-Info)-length	request.header.Authentication-Info.length		Length of HTTP request header: Authentication-Info
cs(Authentication-Info)-count	request.header.Authentication-Info.count		Number of HTTP request header: Authentication-Info
cs(Authorization)	request.header.Authorization		Request header: Authorization
cs(Authorization)-length	request.header.Authorization.length		Length of HTTP request header: Authorization
cs(Authorization)-count	request.header.Authorization.count		Number of HTTP request header: Authorization
cs(Cache-Control)	request.header.Cache-Control		Request header: Cache-Control
cs(Cache-Control)-length	request.header.Cache-Control.length		Length of HTTP request header: Cache-Control
cs(Cache-Control)-count	request.header.Cache-Control.count		Number of HTTP request header: Cache-Control
cs(Client-IP)	request.header.Client-IP		Request header: Client-IP
cs(Client-IP)-length	request.header.Client-IP.length		Length of HTTP request header: Client-IP
cs(Client-IP)-count	request.header.Client-IP.count		Number of HTTP request header: Client-IP
cs(Connection)	request.header.Connection		Request header: Connection
cs(Connection)-length	request.header.Connection.length		Length of HTTP request header: Connection
cs(Connection)-count	request.header.Connection.count		Number of HTTP request header: Connection
cs(Content-Encoding)	request.header.Content-Encoding		Request header: Content-Encoding

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
cs(Content-Encoding)-length	request.header.Content-Encoding.length		Length of HTTP request header: Content-Encoding
cs(Content-Encoding)-count	request.header.Content-Encoding.count		Number of HTTP request header: Content-Encoding
cs(Content-Language)	request.header.Content-Language		Request header: Content-Language
cs(Content-Language)-length	request.header.Content-Language.length		Length of HTTP request header: Content-Language
cs(Content-Language)-count	request.header.Content-Language.count		Number of HTTP request header: Content-Language
cs(Content-Length)	request.header.Content-Length		Request header: Content-Length
cs(Content-Length)-length	request.header.Content-Length.length		Length of HTTP request header: Content-Length
cs(Content-Length)-count	request.header.Content-Length.count		Number of HTTP request header: Content-Length
cs(Content-Location)	request.header.Content-Location		Request header: Content-Location
cs(Content-Location)-length	request.header.Content-Location.length		Length of HTTP request header: Content-Location
cs(Content-Location)-count	request.header.Content-Location.count		Number of HTTP request header: Content-Location
cs(Content-MD5)	request.header.Content-MD5		Request header: Content-MD5
cs(Content-MD5)-length	request.header.Content-MD5.length		Length of HTTP request header: Content-MD5
cs(Content-MD5)-count	request.header.Content-MD5.count		Number of HTTP request header: Content-MD5
cs(Content-Range)	request.header.Content-Range		Request header: Content-Range
cs(Content-Range)-length	request.header.Content-Range.length		Length of HTTP request header: Content-Range
cs(Content-Range)-count	request.header.Content-Range.count		Number of HTTP request header: Content-Range
cs(Content-Type)	request.header.Content-Type		Request header: Content-Type
cs(Content-Type)-length	request.header.Content-Type.length		Length of HTTP request header: Content-Type

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
cs(Content-Type)-count	request.header.Content-Type.count		Number of HTTP request header: Content-Type
cs(Cookie)	request.header.Cookie	%C	Request header: Cookie
cs(Cookie)-length	request.header.Cookie.length		Length of HTTP request header: Cookie
cs(Cookie)-count	request.header.Cookie.count		Number of HTTP request header: Cookie
cs(Cookie2)	request.header.Cookie2		Request header: Cookie2
cs(Cookie2)-length	request.header.Cookie2.length		Length of HTTP request header: Cookie2
cs(Cookie2)-count	request.header.Cookie2.count		Number of HTTP request header: Cookie2
cs(Date)	request.header.Date		Request header: Date
cs(Date)-length	request.header.Date.length		Length of HTTP request header: Date
cs(Date)-count	request.header.Date.count		Number of HTTP request header: Date
cs(Etag)	request.header.Etag		Request header: Etag
cs(Etag)-length	request.header.Etag.length		Length of HTTP request header: Etag
cs(Etag)-count	request.header.Etag.count		Number of HTTP request header: Etag
cs(Expect)	request.header.Expect		Request header: Expect
cs(Expect)-length	request.header.Expect.length		Length of HTTP request header: Expect
cs(Expect)-count	request.header.Expect.count		Number of HTTP request header: Expect
cs(Expires)	request.header.Expires		Request header: Expires
cs(Expires)-length	request.header.Expires.length		Length of HTTP request header: Expires
cs(Expires)-count	request.header.Expires.count		Number of HTTP request header: Expires
cs(From)	request.header.From		Request header: From
cs(From)-length	request.header.From.length		Length of HTTP request header: From

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
cs(From)-count	request.header.From.count		Number of HTTP request header: From
cs(Front-End-HTTPS)	request.header.Front-End-HTTPS		Request header: Front-End-HTTPS
cs(Front-End-HTTPS)-length	request.header.Front-End-HTTPS.length		Length of HTTP request header: Front-End-HTTPS
cs(Front-End-HTTPS)-count	request.header.Front-End-HTTPS.count		Number of HTTP request header: Front-End-HTTPS
cs(Host)	request.header.Host		Request header: Host
cs(Host)-length	request.header.Host.length		Length of HTTP request header: Host
cs(Host)-count	request.header.Host.count		Number of HTTP request header: Host
cs(If-Match)	request.header.If-Match		Request header: If-Match
cs(If-Match)-length	request.header.If-Match.length		Length of HTTP request header: If-Match
cs(If-Match)-count	request.header.If-Match.count		Number of HTTP request header: If-Match
cs(If-Modified-Since)	request.header.If-Modified-Since		Request header: If-Modified-Since
cs(If-Modified-Since)-length	request.header.If-Modified-Since.length		Length of HTTP request header: If-Modified-Since
cs(If-Modified-Since)-count	request.header.If-Modified-Since.count		Number of HTTP request header: If-Modified-Since
cs(If-None-Match)	request.header.If-None-Match		Request header: If-None-Match
cs(If-None-Match)-length	request.header.If-None-Match.length		Length of HTTP request header: If-None-Match
cs(If-None-Match)-count	request.header.If-None-Match.count		Number of HTTP request header: If-None-Match
cs(If-Range)	request.header.If-Range		Request header: If-Range
cs(If-Range)-length	request.header.If-Range.length		Length of HTTP request header: If-Range
cs(If-Range)-count	request.header.If-Range.count		Number of HTTP request header: If-Range
cs(If-Unmodified-Since)	request.header.If-Unmodified-Since		Request header: If-Unmodified-Since

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
cs(If-Unmodified-Since)-length	request.header.If-Unmodified-Since.length		Length of HTTP request header: If-Unmodified-Since
cs(If-Unmodified-Since)-count	request.header.If-Unmodified-Since.count		Number of HTTP request header: If-Unmodified-Since
cs(Last-Modified)	request.header.Last-Modified		Request header: Last-Modified
cs(Last-Modified)-length	request.header.Last-Modified.length		Length of HTTP request header: Last-Modified
cs(Last-Modified)-count	request.header.Last-Modified.count		Number of HTTP request header: Last-Modified
cs(Location)	request.header.Location		Request header: Location
cs(Location)-length	request.header.Location.length		Length of HTTP request header: Location
cs(Location)-count	request.header.Location.count		Number of HTTP request header: Location
cs(Max-Forwards)	request.header.Max-Forwards		Request header: Max-Forwards
cs(Max-Forwards)-length	request.header.Max-Forwards.length		Length of HTTP request header: Max-Forwards
cs(Max-Forwards)-count	request.header.Max-Forwards.count		Number of HTTP request header: Max-Forwards
cs(Meter)	request.header.Meter		Request header: Meter
cs(Meter)-length	request.header.Meter.length		Length of HTTP request header: Meter
cs(Meter)-count	request.header.Meter.count		Number of HTTP request header: Meter
cs(P3P)	request.header.P3P		Request header: P3P
cs(P3P)-length	request.header.P3P.length		Length of HTTP request header: P3P
cs(P3P)-count	request.header.P3P.count		Number of HTTP request header: P3P
csPragma	request.header.Pragma		Request header: Pragma
csPragma-length	request.header.Pragma.length		Length of HTTP request header: Pragma
csPragma-count	request.header.Pragma.count		Number of HTTP request header: Pragma

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
cs(Proxy-Authenticate)	request.header.Proxy-Authenticate		Request header: Proxy-Authenticate
cs(Proxy-Authenticate)-length	request.header.Proxy-Authenticate.length		Length of HTTP request header: Proxy-Authenticate
cs(Proxy-Authenticate)-count	request.header.Proxy-Authenticate.count		Number of HTTP request header: Proxy-Authenticate
cs(Proxy-Authorization)	request.header.Proxy-Authorization		Request header: Proxy-Authorization
cs(Proxy-Authorization)-length	request.header.Proxy-Authorization.length		Length of HTTP request header: Proxy-Authorization
cs(Proxy-Authorization)-count	request.header.Proxy-Authorization.count		Number of HTTP request header: Proxy-Authorization
cs(Proxy-Connection)	request.header.Proxy-Connection		Request header: Proxy-Connection
cs(Proxy-Connection)-length	request.header.Proxy-Connection.length		Length of HTTP request header: Proxy-Connection
cs(Proxy-Connection)-count	request.header.Proxy-Connection.count		Number of HTTP request header: Proxy-Connection
cs(Range)	request.header.Range		Request header: Range
cs(Range)-length	request.header.Range.length		Length of HTTP request header: Range
cs(Range)-count	request.header.Range.count		Number of HTTP request header: Range
cs(Referer)	request.header.Referer	%R	Request header: Referer
cs(Referer)-length	request.header.Referer.length		Length of HTTP request header: Referer
cs(Referer)-count	request.header.Referer.count		Number of HTTP request header: Referer
cs(Refresh)	request.header.Refresh		Request header: Refresh
cs(Refresh)-length	request.header.Refresh.length		Length of HTTP request header: Refresh
cs(Refresh)-count	request.header.Refresh.count		Number of HTTP request header: Refresh
cs(Retry-After)	request.header.Retry-After		Request header: Retry-After
cs(Retry-After)-length	request.header.Retry-After.length		Length of HTTP request header: Retry-After

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
cs(Retry-After)-count	request.header.Retry-After.count		Number of HTTP request header: Retry-After
cs(Server)	request.header.Server		Request header: Server
cs(Server)-length	request.header.Server.length		Length of HTTP request header: Server
cs(Server)-count	request.header.Server.count		Number of HTTP request header: Server
cs(Set-Cookie)	request.header.Set-Cookie		Request header: Set-Cookie
cs(Set-Cookie)-length	request.header.Set-Cookie.length		Length of HTTP request header: Set-Cookie
cs(Set-Cookie)-count	request.header.Set-Cookie.count		Number of HTTP request header: Set-Cookie
cs(Set-Cookie2)	request.header.Set-Cookie2		Request header: Set-Cookie2
cs(Set-Cookie2)-length	request.header.Set-Cookie2.length		Length of HTTP request header: Set-Cookie2
cs(Set-Cookie2)-count	request.header.Set-Cookie2.count		Number of HTTP request header: Set-Cookie2
cs(TE)	request.header.TE		Request header: TE
cs(TE)-length	request.header.TE.length		Length of HTTP request header: TE
cs(TE)-count	request.header.TE.count		Number of HTTP request header: TE
cs(Trailer)	request.header.Trailer		Request header: Trailer
cs(Trailer)-length	request.header.Trailer.length		Length of HTTP request header: Trailer
cs(Trailer)-count	request.header.Trailer.count		Number of HTTP request header: Trailer
cs(Transfer-Encoding)	request.header.Transfer-Encoding		Request header: Transfer-Encoding
cs(Transfer-Encoding)-length	request.header.Transfer-Encoding.length		Length of HTTP request header: Transfer-Encoding
cs(Transfer-Encoding)-count	request.header.Transfer-Encoding.count		Number of HTTP request header: Transfer-Encoding
cs(Upgrade)	request.header.Upgrade		Request header: Upgrade

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
cs(Upgrade)-length	request.header.Upgrade.length		Length of HTTP request header: Upgrade
cs(Upgrade)-count	request.header.Upgrade.count		Number of HTTP request header: Upgrade
cs(User-Agent)	request.header.User-Agent	%A	Request header: User-Agent
cs(User-Agent)-length	request.header.User-Agent.length		Length of HTTP request header: User-Agent
cs(User-Agent)-count	request.header.User-Agent.count		Number of HTTP request header: User-Agent
cs(Vary)	request.header.Vary		Request header: Vary
cs(Vary)-length	request.header.Vary.length		Length of HTTP request header: Vary
cs(Vary)-count	request.header.Vary.count		Number of HTTP request header: Vary
cs(Via)	request.header.Via		Request header: Via
cs(Via)-length	request.header.Via.length		Length of HTTP request header: Via
cs(Via)-count	request.header.Via.count		Number of HTTP request header: Via
cs(WWW-Authenticate)	request.header.WWW-Authenticate		Request header: WWW-Authenticate
cs(WWW-Authenticate)-length	request.header.WWW-Authenticate.length		Length of HTTP request header: WWW-Authenticate
cs(WWW-Authenticate)-count	request.header.WWW-Authenticate.count		Number of HTTP request header: WWW-Authenticate
cs(Warning)	request.header.Warning		Request header: Warning
cs(Warning)-length	request.header.Warning.length		Length of HTTP request header: Warning
cs(Warning)-count	request.header.Warning.count		Number of HTTP request header: Warning
cs(X-BlueCoat-Error)	request.header.X-BlueCoat-Error		Request header: X-BlueCoat-Error
cs(X-BlueCoat-Error)-length	request.header.X-BlueCoat-Error.length		Length of HTTP request header: X-BlueCoat-Error
cs(X-BlueCoat-Error)-count	request.header.X-BlueCoat-Error.count		Number of HTTP request header: X-BlueCoat-Error

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
cs(X-BlueCoat-MC-Client-Ip)	request.header.X-BlueCoat-MC-Client-Ip		Request header: X-BlueCoat-MC-Client-Ip
cs(X-BlueCoat-MC-Client-Ip)-length	request.header.X-BlueCoat-MC-Client-Ip.length		Length of HTTP request header: X-BlueCoat-MC-Client-Ip
cs(X-BlueCoat-MC-Client-Ip)-count	request.header.X-BlueCoat-MC-Client-Ip.count		Number of HTTP request header: X-BlueCoat-MC-Client-Ip
cs(X-BlueCoat-Via)	request.header.X-BlueCoat-Via		Request header: X-BlueCoat-Via
cs(X-BlueCoat-Via)-length	request.header.X-BlueCoat-Via.length		Length of HTTP request header: X-BlueCoat-Via
cs(X-BlueCoat-Via)-count	request.header.X-BlueCoat-Via.count		Number of HTTP request header: X-BlueCoat-Via
cs(X-Forwarded-For)	request.header.X-Forwarded-For	%X	Request header: X-Forwarded-For
cs(X-Forwarded-For)-length	request.header.X-Forwarded-For.length		Length of HTTP request header: X-Forwarded-For
cs(X-Forwarded-For)-count	request.header.X-Forwarded-For.count		Number of HTTP request header: X-Forwarded-For
<b>Category: si_response_header</b>			
rs(Accept)	response.header.Accept		Response header: Accept
rs(Accept-Charset)	response.header.Accept-Charset		Response header: Accept-Charset
rs(Accept-Encoding)	response.header.Accept-Encoding		Response header: Accept-Encoding
rs(Accept-Language)	response.header.Accept-Language		Response header: Accept-Language
rs(Accept-Ranges)	response.header.Accept-Ranges		Response header: Accept-Ranges
rs(Age)	response.header.Age		Response header: Age
rs(Allow)	response.header.Allow		Response header: Allow
rs(Authentication-Info)	response.header.Authentication-Info		Response header: Authentication-Info
rs(Authorization)	response.header.Authorization		Response header: Authorization
rs(Cache-Control)	response.header.Cache-Control		Response header: Cache-Control
rs(Client-IP)	response.header.Client-IP		Response header: Client-IP
rs(Connection)	response.header.Connection		Response header: Connection

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
rs(Content-Encoding)	response.header.Content-Encoding		Response header: Content-Encoding
rs(Content-Language)	response.header.Content-Language		Response header: Content-Language
rs(Content-Length)	response.header.Content-Length		Response header: Content-Length
rs(Content-Location)	response.header.Content-Location		Response header: Content-Location
rs(Content-MD5)	response.header.Content-MD5		Response header: Content-MD5
rs(Content-Range)	response.header.Content-Range		Response header: Content-Range
rs(Content-Type)	response.header.Content-Type	%c	Response header: Content-Type
rs(Cookie)	response.header.Cookie		Response header: Cookie
rs(Cookie2)	response.header.Cookie2		Response header: Cookie2
rs(Date)	response.header.Date		Response header: Date
rs(Etag)	response.header.Etag		Response header: Etag
rs(Expect)	response.header.Expect		Response header: Expect
rs(Expires)	response.header.Expires		Response header: Expires
rs(From)	response.header.From		Response header: From
rs(Front-End-HTTPS)	response.header.Front-End-HTTPS		Response header: Front-End-HTTPS
rs(Host)	response.header.Host		Response header: Host
rs(If-Match)	response.header.If-Match		Response header: If-Match
rs(If-Modified-Since)	response.header.If-Modified-Since		Response header: If-Modified-Since
rs(If-None-Match)	response.header.If-None-Match		Response header: If-None-Match
rs(If-Range)	response.header.If-Range		Response header: If-Range
rs(If-Unmodified-Since)	response.header.If-Unmodified-Since		Response header: If-Unmodified-Since
rs>Last-Modified)	response.header.Last-Modified		Response header: Last-Modified
rs(Location)	response.header.Location		Response header: Location
rs(Max-Forwards)	response.header.Max-Forwards		Response header: Max-Forwards
rs(Meter)	response.header.Meter		Response header: Meter

Table B.6: Access Log Substitutions (Continued)

<b>ELFF</b>	<b>CPL</b>	<b>Custom</b>	<b>Description</b>
rs(P3P)	response.header.P3P		Response header: P3P
rsPragma)	response.header.Pragma		Response header: Pragma
rsProxy-Authenticate)	response.header.Proxy-Authenticate		Response header: Proxy-Authenticate
rsProxy-Authorization)	response.header.Proxy-Authorization		Response header: Proxy-Authorization
rsProxy-Connection)	response.header.Proxy-Connection		Response header: Proxy-Connection
rsRange)	response.header.Range		Response header: Range
rsReferer)	response.header.Referer		Response header: Referer
rsRefresh)	response.header.Refresh		Response header: Refresh
rsRetry-After)	response.header.Retry-After		Response header: Retry-After
rsServer)	response.header.Server		Response header: Server
rsSet-Cookie)	response.header.Set-Cookie		Response header: Set-Cookie
rsSet-Cookie2)	response.header.Set-Cookie2		Response header: Set-Cookie2
rsTE)	response.header.TE		Response header: TE
rsTrailer)	response.header.Trailer		Response header: Trailer
rsTransfer-Encoding)	response.header.Transfer-Encoding		Response header: Transfer-Encoding
rsUpgrade)	response.header.Upgrade		Response header: Upgrade
rsUser-Agent)	response.header.User-Agent		Response header: User-Agent
rsVary)	response.header.Vary		Response header: Vary
rsVia)	response.header.Via		Response header: Via
rsWWW-Authenticate)	response.header.WWW-Authenticate		Response header: WWW-Authenticate
rsWarning)	response.header.Warning		Response header: Warning
rsX-BlueCoat-Error)	response.header.X-BlueCoat-Error		Response header: X-BlueCoat-Error
rsX-BlueCoat-MC-Client-Ip)	response.header.X-BlueCoat-MC-Client-Ip		Response header: X-BlueCoat-MC-Client-Ip
rsX-BlueCoat-Via)	response.header.X-BlueCoat-Via		Response header: X-BlueCoat-Via

Table B.6: Access Log Substitutions (Continued)

ELFF	CPL	Custom	Description
rs(X-Forwarded-For)	response.header.X-Forwarded-For		Response header: X-Forwarded-For

## Appendix C: Using WCCP

This appendix discusses how to configure a Blue Coat Systems ProxySG to participate in a Web Cache Communication Protocol (WCCP) scheme, when a WCCP-capable router collaborates with a set of WCCP-configured ProxySG Appliances to service requests. If you are already familiar with WCCP version 2 and want to get your router and ProxySG up and running right away, see the "Quick Start" on page 1089.

---

**Important:** Bridge interfaces cannot be used in WCCP configurations. If the configuration includes bridge interfaces, you will receive the following error if you attempt to load the WCCP configuration file: `Interface 0:0 is member of a bridge`

---

### Overview

WCCP is a Cisco®-developed protocol that allows you to establish redirection of the traffic that flows through routers.

The main benefits of using WCCP are:

- ❑ **Scalability.** With no reconfiguration overhead, redirected traffic can be automatically distributed to up to 32 ProxySG Appliances.
- ❑ **Redirection safeguards.** If no ProxySG Appliances are available, redirection stops and the router forwards traffic to the original destination address.

WCCP has two versions, version 1 and version 2, both of which are supported by Blue Coat. However, only one protocol version can be active on the ProxySG at a time. The active WCCP protocol set up in the ProxySG configuration must match the version running on the WCCP router.

### Using WCCP and Transparent Redirection

A WCCP-capable router operates in conjunction with the ProxySG Appliances to transparently redirect traffic to a set of caches that participate in the specified WCCP protocol. IP packets are redirected based on fields within each packet. For instance, WCCP version 1 only redirects destination TCP port 80 (default HTTP traffic) IP packets. WCCP version 2 allows you to redirect traffic from other ports and protocols.

Load balancing is achieved with either a redirection hash table or a mask assignment table that determines which ProxySG will receive the redirected packet.

### WCCP Version 1

In WCCP version 1, the WCCP-configured home router transparently redirects TCP port 80 packets to a maximum of 32 ProxySG Appliances. (A ProxySG is seen as a cache in WCCP protocol.)

One of the caches participating in the WCCP service group is automatically elected to configure the home router's redirection tables. This way, caches can be transparently added and removed from the WCCP service group without requiring operator intervention. WCCP version 1 supports only a single service group.

["" on page 1088](#) illustrates a typical WCCP version 1 implementation.

Each applicable client IP packet received by the home router is transparently redirected to a cache. A ProxySG from the group is selected to define the home router's redirection hash table for all caches. All caches periodically communicate with the home router to verify WCCP protocol synchronization and ProxySG availability within the service group. In return, the home router responds to each cache with information as to which ProxySG Appliances are available in the service group.

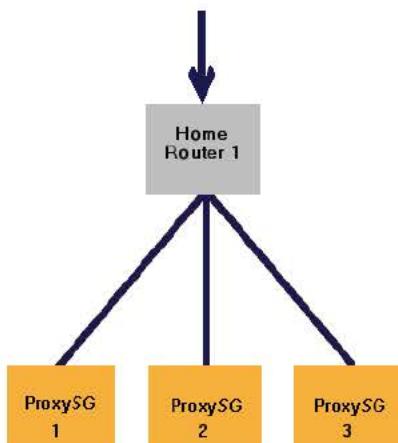


Figure C-1: A Typical WCCP Version 1 Configuration

The following are WCCP version 1 caveats:

- The home router IP must be configured on all participating interfaces and must match the home router address configured on the ProxySG.
- The adapter connected to the ProxySG must be Ethernet or Fast Ethernet.
- For Cisco routers using WCCP version 1, minimum IOS releases are 11.1(18)CA and 11.2(13)P. Note that releases prior to IOS 12.0(3)T only support WCCP version 1. Ensure that you are using the correct IOS software for the router and that the ProxySG configuration protocol version number and router protocol version number match.

For more information on WCCP Version 1, refer to the Cisco Web site. The rest of this appendix discusses WCCP version 2 only.

## WCCP Version 2

For Cisco routers using WCCP version 2, minimum IOS releases are 12.0(3)T and 12.0(4). Release 12.0(5) and later releases support WCCP versions 1 and 2. Ensure that you use the correct IOS software for the router and that you have a match between the ProxySG configuration WCCP version number and router protocol version number.

WCCP version 2 protocol offers the same capabilities as version 1, along with increased protocol security and multicast protocol broadcasts. Version 2 multicasting allows caches and routers to discover each other through a common multicast service group and matching passwords. In addition, up to 32 WCCP-capable routers can transparently redirect traffic to a set of up to 32 ProxySG Appliances. Version 2 WCCP-capable routers are capable of redirecting IP traffic to a set of ProxySG Appliances based on various fields within those packets.

Version 2 allows routers and caches to participate in multiple, simultaneous service groups. Routers can transparently redirect IP packets based on their formats. For example, one service group could redirect HTTP traffic and another could redirect FTP traffic.

---

**Note:** Blue Coat recommends that WCCP-compliant caches from different vendors be kept separate and that only one vendor's routers be used in a service group.

---

One of the caches participating in the WCCP service group is automatically elected to configure the home router's redirection tables. This way, caches can be transparently added and removed from the WCCP service group without requiring operator intervention. WCCP version 2 supports multiple service groups.

Figure C-2, below, illustrates a WCCP version 2 implementation using multiple routers and ProxySG Appliances. In this scenario, routers 1 through  $n$  and caches 1 through  $m$  participate in the same service group. As in version 1, an appliance from the group is selected to define the redirection hash or mask assignment table in all routers for all caches. All caches periodically communicate with all routers to verify WCCP protocol synchronization and ProxySG and router availability within the service group. In return, each router responds to caches with information as to what caches and discovered routers are available in the service group.

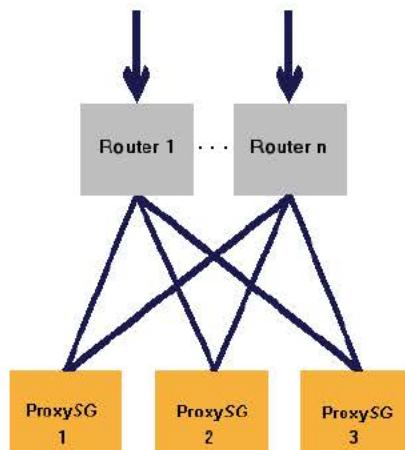


Figure C-2: A Version 2 Configuration Using Packet Redirection to Multiple Routers and Caches

## Quick Start

Two tasks must be completed to get WCCP running: configuring the router and configuring the ProxySG. If you have a standard router and ProxySG configuration, use the Quick Start below. Otherwise, begin with the instructions in the procedure "To Do Initial Router Configuration", below, and "To Create a ProxySG WCCP Configuration File and Enable WCCP" on page 1090.

If you require a more complicated configuration, start with "Configuring a WCCP Version 2 Service on the Router".

#### *To Do Initial Router Configuration*

1. From the router `(config)` mode, tell WCCP which service group you want use. The Web-cache service group redirects port 80 (HTTP) traffic only.

```
Router(config)#ip wccp web-cache
```

2. Enter the `(config-if)` submode by telling WCCP which IP address to use.

```
Router(config)#int interface
```

where `interface` is the adapter interface with an IP address. The prompt changes to configuration interface submode.

3. Enable packet redirection on an outbound (Internet facing) interface.

```
Router(config-if)# ip wccp web-cache redirect out
```

4. Prevent packets received on an adapter interface from being checked for redirection and allow the use of Blue Coat bypass lists.

```
Router(config-if)# ip wccp redirect exclude in
```

For more information on WCCP router configuration, see "[Configuring a WCCP Version 2 Service on the Router](#)" on page 1090.

#### *To Create a ProxySG WCCP Configuration File and Enable WCCP*

1. Create a WCCP configuration file through either the ProxySG's CLI inline commands or through a text editor. Make sure that the home router you enter here is the home router that was named in the router's configuration. If you do have a mismatch, you must correct it before continuing. See "[Identifying a Home Router/Router ID Mismatch](#)" on page 1112.

For more information on creating a configuration file, see "[Creating a ProxySG WCCP Configuration File](#)" on page 1097.

If you used the inline commands, you have completed WCCP configuration for both the router and the ProxySG and you have enabled WCCP on the ProxySG. No further steps are needed.

2. If you used a text editor, copy the file to an HTTP server accessible to the ProxySG.

3. Enable WCCP and download the configuration file to the ProxySG.

```
SGOS#(config) wccp enable  
SGOS#(config) wccp path http://205.66.255.10/files/wccp.txt  
SGOS#(config) load wccp-settings
```

## Configuring a WCCP Version 2 Service on the Router

Configuring a router requires that you work with two different types of configuration commands:

- ❑ Creating a service group (which uses global settings).
- ❑ Configuring the Internet-Connected Interface (which uses interface settings).

Define service group settings before defining adapter interface settings.

## Setting up a Service Group

Services are of two types:

- Well known services (web-cache for port 80—HTTP— redirection)  
The web-cache service group is supported by both Cisco and Blue Coat.
- Dynamic services (which can be used for other services, such as FTP, RTSP redirection, and reverse proxy).  
Dynamic service uses identifiers ranging from 0-99 to name the service group.

WCCP global settings allow you to name the service group and then define the characteristics for that service group. Even if you use the pre-defined Web-cache service group, you should:

- configure a multicast group address
- create and identify a redirection access list and associate it with a service group
- create and identify a cache bypass list and associate it with a service group
- create password authentication for messages sent by the service group to the router

Syntax for configuring a service group (global settings):

```
ip wccp {web-cache | service-number} [group-address groupaddress]
[redirect-list access-list] [group-list access-list] [password password]
```

where:

web-cache	Enables port 80 (HTTP) service.
service-number	The identification number of the cache service group being controlled by the router. Services are identified using a value from 0 to 99. The reverse-proxy service is indicated using the value 99, although any value can be used for reverse proxy.
group-address groupaddress	(Optional) If no redirect list is defined (the default), all traffic is redirected. The group address option directs the router to use a specified multicast IP address to coalesce the "I See You" responses to the "Here I Am" messages that it has received on this address. The group-address argument requires a multicast address used by the router to determine which cache engine receives redirected messages. The response is sent to the group address, as well. If no group address is defined (the default), all "Here I Am" messages are responded to with a unicast reply.
redirect-list access-list	(Optional) Directs the router to use an access list to control traffic redirected to the defined service group. The access-list parameter specifies either a number from 1 to 99 identifying a predefined standard or extended access list number, or a name (up to 64 characters long) identifying an existing standard or extended access list. The access list itself specifies which traffic can be redirected.

<code>group-list access-list</code>	(Optional) If no group list is defined (the default), all caches might participate in the service group.  The <code>group-list</code> option directs the router to use an access list to determine which caches are allowed to participate in the service group. The <code>access-list</code> parameter specifies either a number from 1 to 99 identifying a predefined standard or extended access list number or a name (up to 64 characters long) identifying an existing standard or extended access list. The access list itself specifies which caches are permitted to participate in the service group.
<code>password password</code>	(Optional) By default, password authentication is not configured and authentication is disabled.  The password option increases authentication security to messages received from the service group specified by the <code>service-number</code> . Messages that do not pass authentication are discarded. The password can be up to eight characters long.  If you specify a password in the router configuration, you must also configure the same password separately on each cache.

## Naming a Service Group and Enabling WCCP

WCCP version 2 is enabled when you name a WCCP service group. (Version 1 requires a specific enable command.) The service group can already exist, such as `web-cache`, or it could be a new group, such as `36`.

### *To Name a Service Group and Enable WCCP*

From the router `(config)` mode, enter the following command:

```
Router#(config) ip wccp web-cache
-or-
Router#(config) ip wccp 36
```

## Configuring a Global Multicast Group Address

Benefits of using a multicast address include reduced WCCP protocol traffic and the ability to easily add and remove caches and routers from a service group without having to reconfigure all service group members. Multicast addresses fall within the range of 224.0.0.0 to 239.255.255.255.

Use the following syntax to configure a global multicast group address for multicast cache discovery.

```
ip wccp {web-cache | service-number} [group-address group_address]
```

### *To Configure a Multicast Address*

From the router `(config)` mode, name the group that will use the multicast address, provide the address, then tell the router which adapter interface is used:

```
Router(config)# ip wccp 36 group-address 225.1.1.1
Router(config)# interface ethernet 0
Router(config-if)# end
```

## Creating a Redirection Access List and Associating it with a Service Group

Redirection access lists can contain commands redirecting packets from one network or cache to another. The lists also can be used to determine which caches participate in which service groups.

The two lists, although similar, have different purposes, and are applied to the router differently. The redirection lists are applied with the redirect-list option. The cache bypass lists are applied with the group-list argument. Both lists can be identified with either a name or a number.

Use the following syntax to create a redirection access list. This is partial syntax for this command. Access lists are very complicated; refer to the Cisco Web site for complete syntax.

```
access-list acl_ID [deny | permit] protocol { [source_addr source_mask] | [local_addr local_mask]}
```

where:

<i>acl_ID</i>	Names the access list you are creating. You can use either a name or number.
<i>deny</i>	Indicates that you do not want to allow a packet to traverse the Cisco router. By default, the router firewall denies all inbound or outbound packets unless you specifically permit access.
<i>permit</i>	Selects a packet to traverse the PIX firewall. By default, the router firewall denies all inbound or outbound packets unless you specifically permit access.
<i>protocol</i>	Identifies, by name or number, an IP protocol. This parameter can be one of the keywords icmp, ip, tcp, or udp, or an integer in the range 1 to 254 representing an IP protocol number. To match any Internet protocol, including ICMP, TCP, and UDP, use the keyword ip.
<i>source_addr</i>	Indicates the address of the network or host from which the packet is being sent. Use the keyword any as an abbreviation for an address of 0.0.0.0.
<i>source_mask</i>	Specifies the netmask bits (mask) to be applied to <i>source_addr</i> , if the source address is for a network mask. Use the keyword any as an abbreviation for a mask of 0.0.0.0.
<i>local_addr</i>	Indicates the address of the network or host local to the PIX firewall. The <i>local_addr</i> is the address after NAT has been performed. Use the keyword host, followed by address, as an abbreviation for a mask of 255.255.255.255.
<i>local_mask</i>	Specifies the netmask bits (mask) to be applied to <i>local_addr</i> , if the local address is a network mask. Use the keyword host followed by address as an abbreviation for a mask of 255.255.255.255.

#### *To Create a Redirection Access List or a Cache Bypass List*

From the router (config) prompt, name an access list and assign rules to it.

```
Router(config)# access-list 100 deny ip any host 126.10.10.10
Router(config)# access-list 100 permit ip any any
Router#
```

- The commands above gave the access list a name of 100.
- Denied packets from any protocol to be sent from any host on the 126.10.10.10 network.
- Permitted packets from any protocol to be sent from any other network.

#### *To Associate a Redirection Access List with a Specific Service Group*

1. Create a redirection access list.

2. Associate the access list with a specified service group.

```
ip wccp {web-cache | service-number} [redirect-list access-list]
Router(config)# interface ethernet 0/0
Router(config-if)# ip wccp web-cache redirect-list 100
Router(config-if)# end
Router#
```

*To Associate a Cache Bypass Access List with a Specific Service Group*

1. Create a redirection access list, using the syntax discussed above.
2. Associate the access list with a specified service group.

```
ip wccp {web-cache | service-number} [group-list access-list]
Router(config)# interface ethernet 0
Router(config-if)# ip wccp web-cache group-list 120
Router(config-if)# end
Router#
```

## Configuring the Internet-Connected Interface

WCCP interface settings allow you to configure the Internet-connected adapter interface that will redirect Web traffic to the content engine.

Using the interface commands allows you to:

- Enable and prevent packet redirection
- Enable reception of multicast packets for service group member routers

Syntax for configuring an Internet-connected adapter interface (interface settings):

```
ip wccp [{web-cache | service-number} redirect out | group-listen] | redirect
exclude in
```

where:

web-cache	Enables the Web cache service group.
service-number	The identification number of the cache service group being controlled by the router. Services are identified using a value from 0 to 99. The reverse-proxy service is indicated using the value 99.
redirect out	Enables packet redirection on an outbound (Internet facing) adapter interface.
group-listen	On a router that is a member of a service group, enables the reception of pre-defined IP multicast packets.
redirect exclude in	Prevents packets received on an adapter interface from being checked for redirection. If the cache <i>service-group</i> is located on a separate router interface, the possibility exists that bypass filters could be enabled on the cache.

## Using Packet Redirection

WCCP communication among the routers and the ProxySG Appliances can be done by either directly addressing protocol packets to each router's and cache's IP address (as illustrated in Figure C-1 on page 1088) or by sending these packets to a common multicast address as illustrated in Figure C-3, below:

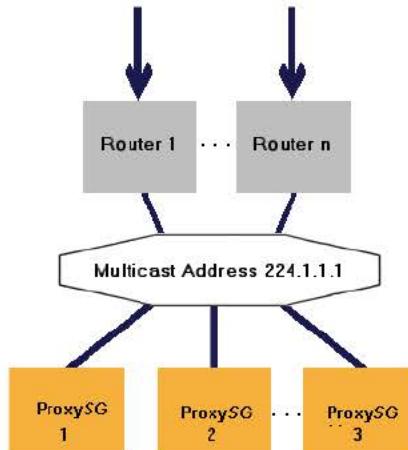


Figure C-3: A Version 2 Configuration Using Multicast Packet Redirection

You can configure redirection on inbound or outbound interfaces.

#### *To Configure Redirection on the Outbound Interfaces:*

Use the following syntax to configure redirection on the outbound adapter interface.

```
ip wccp {web-cache | service-number} redirect out
```

From the router (config) prompt, enter the following:

```
Router(config)# interface ethernet 0
Router(config-if)# ip wccp web-cache redirect out
Router(config-if)# end
```

#### *To Exclude Packet Redirection on an Inbound Adapter Interface:*

Use the following command to prevent packets received on an adapter interface from being checked for redirection.

```
ip wccp redirect exclude in
```

The following example shows how to exclude Blue Coat adapter interface (xx, in this case) and allow use of Blue Coat bypass lists:

From the router (config) prompt, enter the following:

```
Router(config)# int xx
Router(config-if)# ip wccp redirect exclude in
Router(config-if)# end
```

### Enabling Reception of Multicast Packets

Benefits of using a multicast address include reduced WCCP protocol traffic and the ability to easily add and remove caches and routers from a service group without having to reconfigure all service group members. You (optionally) set up a multicast group address in "Configuring a Global Multicast Group Address". In the following procedure, you enable the reception of the pre-defined IP multicast packets to routers that are members of the group.

Multicast addresses fall within the range 224.0.0.0 to 239.255.255.255.

Use the following syntax to configure for multicast discovery of the cache(s).

```
ip wccp {web-cache | service-number} group-listen
```

The following example configures the router to use the WCCP 36 service group to redirect port 80 destination traffic. WCCP protocol traffic uses multicast address 225.1.1.1. Adapter interface "Ethernet 0" is used to receive the multicast WCCP traffic.

```
Router(config)# ip wccp 36 group-address 225.1.1.1
Router(config)# interface ethernet 0
Router(config-if)# ip wccp web-cache group-listen
Router(config-if)# end
```

## Saving and Viewing Changes

Once you have made all the changes, you must permanently save them to disk. If not, the changes are lost at the next reboot of the router.

*To Save Router Configuration:*

```
Router# write memory
```

*To Display all Current WCCP Configuration Settings:*

Use the following syntax to verify the settings in the new router configuration and to ensure that the appropriate cache engines are visible to the router.

```
show ip wccp {web-cache | service-number} [view | detail]
```

where

view	(Optional) Lists all members of the identified service group and whether they have been detected.
detail	(Optional) Displays IP and protocol version information about the router. Displays IP, protocol version, state, initial and assigned hash, hash allotment, redirected packet, and connection time information about the associated cache engine (ProxySG).

For example:

```
Router# show ip wccp web-cache view

Global WCCP Information:
Service Name: web-cache:
Number of Cache Engines:1
Number of Routers:1
Total Packets Redirected:186
Redirect Access-list:120
Total Packets Denied Redirect:57
Total Packets Unassigned:-none-
Group Access-list:0
Total Messaged Denied to Group:0
Total Authentication Failures:0
```

```

WCCP Router Informed of:
  86.135.77.10
  186.135.77.20

WCCP Cache Engines Visible:
  186.135.77.11
  186.135.77.12

WCCP Cache Engines Not Visible:
  -none-

```

## Creating a ProxySG WCCP Configuration File

Once you have the router global and adapter interface settings complete, you must create a WCCP configuration file for the ProxySG. These configurations should include the following:

- Identify the service group.
- Identify the queuing priorities for all defined service groups.
- Identify the protocol.
- Load balancing caches in a service group.
- Identify ports.
- Identify the home router as defined in the router configuration.
- Identify the packet forwarding method.

## Understanding Packet Forwarding

By default, Cisco's GRE encapsulation (Generic Routing Encapsulation) is used to forward packets from the WCCP router to the caches. If you have a version 2 WCCP router, you can alternatively use Layer 2 (L2) rewrites to forward packets, which is faster than GRE and saves network bandwidth.

Using GRE, redirected packets are encapsulated in a new IP packet with a GRE header.

Using L2, redirected packets are not encapsulated; the MAC address of the target cache replaces the packet's destination MAC address. This different way of directing packets saves you the overhead of creating the GRE packet at the router and decoding it at the cache. Also, it saves network bandwidth that would otherwise be consumed by the GRE header.

If you want to continue using GRE, you need not change any settings. To use L2 packet redirection, you must add the forwarding option to the ProxySG configuration file.

If WCCP version 2 is supported, the router sends out a list of forwarding mechanisms supported by the router in the first `wccp2_I_SEE_YOU` message. The cache responds with a `wccp2_HERE_I_AM` message. If the router does not send the list, the cache aborts its attempt to join the WCCP service group. If the method of forwarding mechanism is not supported by the router, the WCCP2 messages from the cache are ignored.

Caveats for using L2 redirection:

- You must use WCCP version 2.

- If a cache is not connected directly to a router, the router does allow the cache to negotiate the rewrite method.
- The same rewrite method must be used for both packet forwarding and packet return.

## Understanding Cache Load Balancing

If you use WCCP version 2, you can balance the load on the caches in a service group using one of the following methods:

- Hash table (default method)
- Mask assignment table

These load-balancing methods are described in the following sections.

### Using A Hash Table for Load Balancing

When a router receives an IP packet for redirection, it hashes fields within the packet to yield an index within the hash table. The packet then is forwarded to the *owner* ProxySG for servicing. The proportion of redirection hash table assigned to each ProxySG can be altered to provide a form of load balancing between caches in a service group.

A hash table is configured by a dynamically elected ProxySG participating in a service group, enabling the simultaneous interception of multiple protocols on multiple ports. You can configure up to 100 dynamic or standard service groups plus standard service groups. A single service can intercept up to eight port numbers.

Each element in this 256-entry hash table refers to an active ProxySG within the service group. By default, each ProxySG is assigned roughly an even percentage of the 256-element redirection hash table. Multiple network cards within a ProxySG can participate in the same service group. To the routers and other caches, each adapter interface appears as a unique cache. Using this strategy, redirected traffic can be better distributed among network interfaces in a cache.

Using Figure C-4, below, all caches would be assigned  $1/m$  of the redirection hash table, but since Cache 2 and Cache 3 are physically located within the same ProxySG Appliance, that appliance is actually assigned  $2/m$  of the redirection hash table.

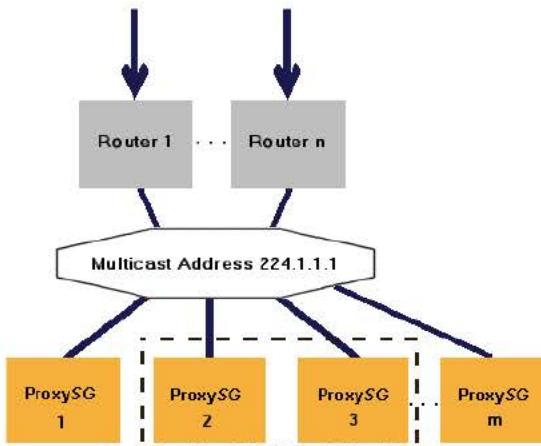


Figure C-4: A Version 2 Configuration Using Multicast Packet Redirection to Multiple Routers, Multiple Caches, and a Service Group

### Assigning Percentages

You can override the default of each ProxySG being assigned roughly an even percentage; the relative distribution of the redirection hash table can be specified for each cache. Multiple hash-distributions are supported. Also, all, none, or part of a source and/or destination IP address or port number can be used in the hash. Each ProxySG can be assigned a primary-hash-weight value to determine the proportion of the 256-element hash table to be assigned.

If all caches are configured with a 0 primary-hash-weight value (the default) then each ProxySG is assigned an equal proportion of the redirection hash table. However, if any ProxySG is configured with a non-zero primary-hash-weight, each ProxySG is assigned a relative proportion of the table.

For instance, consider a configuration with five caches that use a primary-hash-weight defined as [25, 200, 0, 50, 25]. The total requested weight value is  $25+200+0+50+25=300$  and, therefore, the proportion of the hash table assigned to each ProxySG is  $25/300$ ,  $200/300$ ,  $0/300$ ,  $50/300$ , and  $25/300$ .

Because one cache did not specify a non-zero primary-hash-weight, that cache is assigned any elements within the redirection hash table and, therefore, does not receive any redirected traffic. Also, the hash weight can be specified for each caching member within a ProxySG. In Figure C-4, Cache 2 and Cache 3 can be assigned different weight values.

### Alternate Hash Table

In some cases, a Web site becomes an Internet *hot spot*, receiving a disproportional number of client traffic relative to other sites. This situation can cause a larger request load on a specific ProxySG because the hash element associated with the popular site receives more activity than other hash elements.

To balance the redirection traffic load among the caches, a service group can be configured to use an alternate hash function when the number of GRE packets forwarded to the cache exceeds a certain number. (If you use L2 forwarding, the ProxySG counts MAC addresses.) Therefore, when a router receives an IP packet that hashes to an element flagged as a hot spot, the alternate hash function is computed. The ProxySG specified by the new index in the redirection hash table receives the redirected packet.

Each ProxySG can dynamically determine a hot spot within its assigned portion of the redirection hash table.

Alternate hash tables are only used for dynamic service groups that specify alternate-hash flags within their service-flags. The default Web-cache service group cannot use an alternate hash table. Instead, a comparable dynamic service group must be created.

To use hot spot detection, the ProxySG's WCCP configuration file must specify:

```
service-flags source-ip-hash  
service-flags destination-port-alternate-hash
```

## Using Mask Assignment for Load Balancing

Load balancing using a hash table is a CPU-intensive operation for routers. Even when the service group's proxies can handle all of the redirected packets, the router's CPU utilization can sometimes reach 100% under heavy load. To continue using the hash method, additional routers would have to be deployed to handle the traffic load.

You can avoid the expense of additional hardware by implementing the mask assignment load-balancing method. With the mask assignment method, the router redirects packets using hardware acceleration, thus reducing the load on the router CPU.

The details of mask assignment load balancing are described in the Internet draft Web Cache Coordination Protocol V2.0.

### *Prerequisites*

The mask assignment method can be used only with the Catalyst 6500 Series switches and Cisco 7600 series routers. Specifically, the "Supervisor Engine II with Policy Feature Card 2 (PFC2 and newer) and MSFC2, 256-MB memory option" is required.

### *Implementation*

The ProxySG and router negotiate to determine if mask assignment can be used. Once negotiated, the ProxySG includes the mask assignment table in the WCCP2\_REDIRECT\_ASSIGN message to the router.

The mask assignment table contains a set of mask/value elements. Each mask/value element contains a mask and a set of values. The Mask is a 96-bit value (32 + 32 + 16 + 16) that is used to perform a bitwise "AND" operation with the TCP/UDP packet's Source IP, Source Port, Destination IP, or Destination Port value. The result of the AND computation is then compared to the 96-bit value in the value element. If a match is found, the router redirects the TCP/UDP packets to the specified IP address (the value element contains the proxy's IP address). If multiple value elements match, the first match is used.

The ProxySG automatically creates a mask assignment table with 64 value elements. By default, the table is arranged so that traffic can be evenly distributed to all active Web caches in the Service Group. However, you can use the primary-hash-weight command to change how traffic is distributed among the Web caches. The effect is similar to using the hash assignment method.

**Default:** destination IP

### *Enabling Mask Assignment*

To enable mask assignment load balancing, insert the following command into the WCCP configuration file, after the service-group command:

```
assignment-type mask
```

Command syntax:

```
assignment-type hash | mask
```

Example:

```
;WCCP Settings
;Version 1.3
wccp enable
wccp version 2
service-group 9
forwarding-type L2
assignment-type mask
priority 1
protocol 6
service-flags ports-defined
ports 80 80 80 80 80 80 80 80
interface 0:0
home-router 239.192.5.3
end
```

Routers advertise the supported packet return methods for a Service Group using the optional Capabilities Info component of the WCCP2\_I\_SEE\_YOU message. If the assignment\_type mask command has been inserted, the ProxySG sends a WCCP2\_Here\_I\_Am message that has the mask assignment bit set in the Capability Info component. If the WCCP2\_I\_See\_You message sent by the router also has the mask assignment set in the Capability Info component, the ProxySG assumes that the negotiation for Mask Assignment is successful. Otherwise, the packet is dropped.

### *Modifying the Mask Assignment Table*

You can modify the mask setting to distribute traffic based on Source IP, Source Port, Destination IP, or Destination Port. The command syntax is:

```
mask-scheme source-ip | source-port | destination-ip | destination-port
```

Only one mask-scheme value can be assigned for a service group.

Example:

```
wccp enable
wccp version 2
service-group 9
forwarding-type L2
assignment-type mask
mask-scheme destination-ip
primary-hash-weight 0 100
priority 1
protocol 6
```

```
service-flags ports-defined
ports 80 80 80 80 80 80 80 80
interface 0
home-router 10.9.44.1
end
```

## Creating a Configuration File

An example of a file using a dynamic service, as opposed to the default Web-cache service, is shown below:

If using the default Web-cache service, the service group settings priority, protocol, service flags, and ports, are not used.

```
wccp enable
wccp version 2
service-group 9
forwarding-type L2
priority 1
protocol 6
service-flags destination-ip-hash
service-flags ports-defined
ports 80 21 1755 554 80 80 80 80
interface 6
home-router 10.16.18.2
end
```

You can create a configuration file customized for the environment two ways: CLI inline commands or through a text file. In either case, the configuration file must include the information required by the commands below.

Syntax to create a customized configuration file:

```
service-group {web-cache | service-number}
[priority priority-number]
[protocol protocol-number]
[service-flags hash-bit-identifier]
[ports port1 ... port8]
home-router [ip-address | domain-name]
[multicast-ttl [ttl_value]]
interface [interface-number]
[password string]
[primary-hash-weight interface-number value]
forwarding-type [GRE | L2]
```

Using Optional Negation Syntax, you can create an alternative WCCP configuration file using these negative commands; this is especially helpful when testing and debugging. This functionality enables you to change some of the configuration settings without altering or reloading the main configuration file.

```
[no] service-group {web-cache | service-number}
[priority priority-number]
[protocol protocol-number]
[no] service-flags hash-bit-identifier
[ports port1 ..port8]
home-router [ip-address | domain-name]
[no] interface [interface-number]
[password string | no password]
[primary-hash-weight interface-number value]
```

where:

<i>web-cache</i>	Enables the Web cache service group. If using the Web-cache service group for WCCP, the dynamic service group settings ( <i>priority</i> , <i>protocol</i> , <i>service flags</i> , and <i>ports</i> ) are not applicable.
<i>service-number</i>	The identification number of the dynamic service group being controlled by the router. Services are identified using a value from 0 to 99. The reverse-proxy service is indicated using the value 99.
<i>priority-number</i>	(Applies to a dynamic service group only. A dynamic service group is one identified by a <i>service number</i> .) Establishes queuing priorities for all defined service groups, based on a priority number from 0 through 255, inclusive.
<i>protocol-number</i>	(Applies to a dynamic service group only. A dynamic service group is one identified by a <i>service number</i> .) Number of an Internet protocol. <i>Protocol-number</i> must be an integer in the range 0 through 255, inclusive, representing an IP protocol number.
<i>hash-bit-identifier</i>	(Applies to a dynamic service group only. A dynamic service group is one identified by a <i>service number</i> .) Sets the hash index, for load balancing purposes.  The key associated with the <i>hash-bit-identifier</i> you specify is hashed to produce the primary redirection hash table index. For instance, if only the <i>destination-ip-hash</i> flag is set, then the packet destination IP address is used to determine the index. The index is constructed by starting with an initial value of zero and then computing an exclusive OR (XOR) of the fields specified in the <i>hash-bit identifier</i> .  If alternative hashing has been enabled, any alternate hash flags are processed in the same way and produce a secondary redirection hash table index. Alternate hash flags end with the suffix "-alternate-hash."  For more information using the hashing table, see " <a href="#">Understanding Cache Load Balancing</a> " on page 1098.
<i>source-ip-hash (hash-bit-identifier)</i>	Sets the source IP bit definition within the redirection hash table index.
<i>destination-ip-hash (hash-bit-identifier)</i>	Sets the source IP bit definition within the redirection hash table index.

source-port-hash <i>(hash-bit-identifier)</i>	Sets the source port bit definition within the redirection hash table index.
destination-port-hash <i>(hash-bit-identifier)</i>	Sets the destination port bit definition within the redirection hash table index.
ports-defined <i>(hash-bit-identifier)</i>	Sets the port bit definition within the redirection hash table index.
ports-source <i>(hash-bit-identifier)</i>	Sets the source port bit definition within the redirection hash table index.
source-ip-alternate-hash <i>(hash-bit-identifier)</i>	Sets the alternate source IP bit definition within the redirection hash table index.
destination-ip-alternate-hash <i>(hash-bit-identifier)</i>	Sets the alternate destination IP bit definition within the redirection hash table index.
source-port-alternate-hash <i>(hash-bit-identifier)</i>	The alternate source port bit definition within the redirection hash table index.
destination-port-alternate-hash <i>(hash-bit-identifier)</i>	Sets the alternate destination port bit definition within the redirection hash table index.
multicast-ttl	<p>Sets the multicast TTL value per WCCP service group. The value must be set between 1 and 255.</p> <p>If the multicast TTL value is not set, the default value is 1. If the home-router address is not multicast, this command is non-operational.</p>
<i>port1...port8</i>	<p>(Applies to a dynamic service group only. A dynamic service group is one identified by a <i>service number</i>.) A zero-terminated list of TCP port identifiers.</p> <p>Note that this must be a list of exactly eight ports.</p> <p>If the <i>service-flags</i> <i>ports-defined</i> flag is set, packets are matched against the set of ports supplied. If the <i>service-flags</i> <i>ports-source</i> flag is set, the ports are assumed to be source ports. Otherwise, the ports are assumed to be destination ports.</p>

<i>ip-address</i>	Indicates the IP address of your network's home router. For version 2, <i>ip-address</i> can be a multicast address. (Multicast addresses are in the range 224.0.0.0 to 239.255.255.255, inclusive.) In version 2, multiple IP addresses can be specified for unicast addressing. For multicast addresses, only one IP address can be specified per service group. If you choose to specify the home router IP address, it is important that the actual home router IP address and the home router IP address specified in this ProxySG configuration file match. If you do not already know the IP address of the home router, you can easily determine it from the router CLI by using the <code>show ip wccp</code> command.
<i>domain-name</i>	Specifies the domain name of your network's home router. Domain-name must be a valid domain name string that will successfully resolve on DNS lookup.
<i>interface-number</i>	Specifies the adapter interface number for the service group. You cannot use a colon (0:0 or 0:1, for example).
<i>string</i>	(Applies to a dynamic service group only. A dynamic service group is one identified by a service number.) String can be at least one, and not more than eight, alphanumeric characters long. The password string specified here must match the password string declared for the router.
<i>interface-number</i>	(When used with the hash identifiers) Specifies the adapter interface to which the weight factor is applied to alter the distribution of the primary hash table.
<i>value</i>	Specifies the weight factor value (0 through 255) that is applied to the adapter interface specified to alter the distribution of the primary hash table.
<i>forwarding-type</i> [GRE   L2]	Switches between GRE encapsulation (the default) and L2 MAC address rewrite for forwarding packets. If this command is not present, GRE encapsulation is used.

You can create a configuration file customized for the environment through the CLI inline commands or through a text file. The CLI inline commands enable WCCP on the ProxySG immediately; the drawback is that if any information changes, you must re-create the whole file using the inline command. With a text file, if any information changes, you can change the individual line; the drawback is that you must download the file again from an HTTP server to the ProxySG.

To use CLI commands to create a configuration file, continue with the next procedure. To use a text editor to create a configuration file, continue with "[Creating a Configuration File using a Text File](#)" on page 1106.

### Creating a Configuration File using CLI Inline Commands

For examples of various types of WCCP configurations, see "[Examples](#)" on page 1107.

If you choose to configure through the CLI and the `inline` command, refer to the example below:

```
SGOS# configure terminal  
SGOS#(config) inline wccp eof  
where eof marks the beginning and end of the inline commands.
```

For example:

```
SGOS#(config) inline wccp eof  
wccp enable  
wccp version 2  
service-group 9  
forwarding-type L2  
priority 1  
protocol 6  
service-flags destination-ip-hash  
service-flags ports-defined  
ports 80 21 1755 554 80 80 80 80  
interface 6  
home-router 10.16.18.2  
end  
eof
```

You created a WCCP configuration file and enabled WCCP on the ProxySG. WCCP setup is complete.

### Creating a Configuration File using a Text File

If you create a configuration file using a text editor, assign the file the extension `.txt`. The following are Blue Coat ProxySG configuration file rules:

- ❑ Only one command (and any associated parameters) is permitted, per line.
- ❑ Comments must begin with a semicolon (;) or a pound sign (#).
- ❑ Comments can begin in any column; however, all characters from the beginning of the comment to the end of the line are considered part of the comment and, therefore, are ignored.

For examples of various types of WCCP configurations, see "[Examples](#)" on page 1107.

#### *To Create a Configuration File using a Text Editor and Load the File on a ProxySG*

1. Open a text editor.
2. Using the commands described in "[Syntax to create a customized configuration file](#):" on [page 1102](#), enter the arguments you need.
3. Copy the configuration file to an HTTP server so that it can be downloaded to the ProxySG.
4. Enable WCCP and download the WCCP configuration file using the following syntax:

```
wccp {enable | disable | no} [path config-file-url] | [version  
version-number]
```

where:

enable	Enables WCCP on the ProxySG.
disable	Disables WCCP on the ProxySG.
no	Indicates that you want to clear the current WCCP configuration settings.

<i>config-file-url</i>	Specifies the ProxySG WCCP configuration file or alternate configuration file.
<i>version-number</i>	Indicates the version of WCCP that your router is configured to use. If <i>version version-number</i> is omitted, it is assumed to be 2.

For example:

```
SGOS#(config) wccp enable
SGOS#(config) wccp path http://205.66.255.10/files/wccp.txt
SGOS#(config) load wccp-settings
```

## Examples

This section provides detailed examples of both the router and ProxySG configurations for:

- ❑ Standard HTTP redirection
- ❑ Standard HTTP redirection and a multicast address
- ❑ Standard HTTP redirection and a security password
- ❑ Standard transparent FTP
- ❑ A service group and alternate hashing

For information and examples about using WCCP, refer to

[http://www.cisco.com/univercd/cc/td/doc/product/software/ios121/121cgcr/fun\\_r/frpt3/frd3005.htm](http://www.cisco.com/univercd/cc/td/doc/product/software/ios121/121cgcr/fun_r/frpt3/frd3005.htm).

## Displaying the Router's Known Caches

Use the router `show` command to display information about the ProxySG Appliances that are known to the router.

```
Router# show ip wccp web-caches
WCCP Web-Cache information:
IP Address:192.168.51.102
Protocol Version:0.3
State:Usable
Initial Hash
Info:FFFFFFFFFFFFFFFFFFFFFFFFFFFFFF
FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF
Assigned Hash:
Info:FFFFFFFFFFFFFFFFFFFFFFFF
FFFFFFFFFFFFFFFFFFFFFFFFFF
Hash Allotment:256 (100.00%)
Packets Redirected:0
Connect Time:00:00:31
Router# exit
```

## Standard HTTP Redirection

The web-cache service group enables HTTP traffic redirection on port 80.

## Router Configuration

The following example enables standard HTTP traffic redirection on a WCCP version 2-capable Cisco router.

```
Router(config)# ip wccp web-cache
Router(config)# interface ethernet 0/0
Router(config-if)# ip wccp web-cache redirect out
Router(config-if)# end
```

## ProxySG Configuration

To enable the Web-cache service group within the ProxySG, the following configuration file could be loaded.

```
# Enable WCCP to allow WCCP protocol communication between
# the ProxySG Appliance and the home router.
wccp enable
# By default, the WCCP version 2 protocol is assumed. An
# explicit "wccp version 2" command could be specified here.
service-group web-cache
# Specify the address for the router.
home-router 90.0.0.90
# Network interface 0 will participate.
interface 0
end
```

## Standard HTTP Redirection and a Multicast Address

Configuring a multicast address on a WCCP-capable router provides reduced WCCP protocol traffic and the ability to easily add and remove caches and routers from a service group without having to reconfigure all service group members.

## Router Configuration

The following example enables the standard HTTP traffic redirection on a WCCP version 2-capable Cisco router. In this case, WCCP protocol traffic is directed to the multicast address 226.1.1.1.

```
Router(config)# ip wccp web-cache group-address 226.1.1.1
Router(config)# interface ethernet 0/0
Router(config-if)# ip wccp web-cache group-listen
Router(config-if)# ip wccp web-cache redirect out
Router(config-if)# end
```

## ProxySG Configuration

To enable the standard Web-cache service group within the ProxySG, the following configuration file should be loaded. In this example, both network interfaces 0 and 1 participate within the service group. Both interfaces send and receive WCCP protocol packets by way of the multicast address.

```
# Enable WCCP to allow WCCP protocol communication between
# the ProxySG Appliance and the home router.
wccp enable
# By default, the WCCP version 2 protocol is assumed. An
# explicit "wccp version 2" command could be specified here.
service-group web-cache
```

---

```
# Specify the multicast address.
home-router 239.192.5.3
# Network interface 0 will participate.
interface 0
# Network interface 1 will also participate.
interface 1
end
```

## Standard HTTP Redirection Using a Security Password

A simple eight-character password is configured within the router. This password must match the password configured within the ProxySG.

### Router Configuration

The following example enables standard HTTP traffic redirection on a WCCP version 2-capable Cisco router.

```
Router(config)# ip wccp web-cache password 29gy8c2
Router(config)# interface ethernet 0
Router(config-if)# ip wccp web-cache redirect out
Router(config-if)# end
```

### ProxySG Configuration

To enable the standard WCCP version 2 service group within the ProxySG, the following configuration file could be loaded.

```
# Enable WCCP to allow WCCP protocol communication between
# the ProxySG Appliance and the home router.
wccp enable
# By default, the WCCP version 2 protocol is assumed. An
# explicit "wccp version 2" command could be specified
# here.
service-group web-cache
# Specify the address for the router.
home-router 90.0.0.90
# Network interface 0 will participate.
interface 0
password 29gy8c2
end
```

## Standard Transparent FTP

In WCCP version 1, only HTTP traffic on port 80 could be redirected. In WCCP version 2, you can create a numbered service group that redirects other protocols on other ports.

You set the service group on the router, and tell the ProxySG which ports should be redirected.

### Router Configuration

In this configuration, you create a new service group that you are dedicating to FTP redirects.

```
# Enables the service group that redirects ports besides 80.  
Router(config)# ip wccp 10  
# Enables a service group that allows user-defined  
# ports to be redirected.  
Router(config)# int e0  
Router(config-if)# ip wccp 10 redirect out
```

## ProxySG Configuration

In this configuration, you take the service group created by the router and assign the characteristics to the group.

```
SGOS#(config) inline wccp eof  
wccp enable  
service-group 10  
interface 0  
home-router 10.1.1.1  
protocol 6  
priority 1  
service-flags ports-defined  
service-flags destination-port-hash  
ports 20 21 80 80 80 80 80 80  
eof
```

## Reverse Proxy Service Group

This service group redirects IP packets for TCP destination port 80 traffic by hashing the source IP address.

### Router Configuration

The following example enables the special ProxySG service group on a WCCP-capable router.

```
Router(config)# ip wccp 99  
Router(config)# interface ethernet 0/0  
Router(config-if)# ip wccp 99 redirect out  
Router(config-if)# end
```

## ProxySG Configuration

To configure the special ProxySG service group on the appliance, a dynamic service group must be created as illustrated by the following example.

```
# Enable WCCP to allow WCCP protocol communication between  
# the ProxySG Appliance and the home router.  
wccp enable  
# By default, the WCCP version 2 protocol is assumed. An  
# explicit "wccp version 2" command could be specified here.  
# Service Group 99 is specially identified within the router  
# as representing the ProxySG Appliance service.  
service-group 99  
# Specify the address for the router.  
home-router 90.0.0.90  
# Network interface 0 will participate.  
interface 0
```

---

```
# Specify the TCP protocol.
protocol 6
# The hash should be based on the source IP address.
service-flags source-ip-hash
end
```

## Service Group with Alternate Hashing

You can create a special service group on a WCCP-capable router that uses alternate hashing when hot spots are detected. This service group redirects IP packets by hashing the source IP address.

### Router Configuration

In this configuration, you create a new service group that you are dedicating to Website hot spots.

```
Router(config)# ip wccp 5
Router(config)# interface ethernet 0/0
Router(config-if)# ip wccp 5 redirect out
Router(config-if)# end
```

### ProxySG Configuration

To configure this special service group on the ProxySG, a dynamic service group must be created.

```
# Enable WCCP to allow WCCP protocol communication between
# the ProxySG Appliance and the home router.
wccp enable
# By default, the WCCP version 2 protocol is assumed. An
# explicit "wccp version 2" command could be specified here.
# Service Group 5 is created to redirect standard HTTP
# traffic and use an alternate hash function based on the
# source IP address, if necessary.
service-group 5
# Specify the address for router 1.
home-router 90.0.0.90
# Specify the address for router 2.
home-router 90.0.1.5
# Network interface 0 will participate.
interface 0
# Specify the TCP protocol.
protocol 6
# The following two flags specify that a hash function based
# on the destination IP address should be applied first. If
# a hot-spot is detected, then an alternate hash
# function using the source IP address should be used.
service-flags destination-ip-hash
service-flags source-ip-alternate-hash
end
```

## Troubleshooting: Home Router

If you install WCCP settings and then later upgrade the Cisco IOS software or change network configuration by adding a device with a higher IP address, the change might result in a different home router IP assignment. WCCP might or might not work under these conditions, and performance might decrease. If you upgrade the router software or change the network configuration, verify that the actual home router IP address and home router IP address in the WCCP configuration match.

### *To Verify the Home Router IP Address Matches the Home Router IP Address Listed in the WCCP Configuration*

1. From the router CLI, view the WCCP configuration:

```
Router#(config) show ip wccp
```

The home router information appears, similar to the example below:

```
Global WCCP information:  
Router information:  
Home router Identifier:195.200.10.230  
Protocol Version:2.0
```

2. From the Blue Coat ProxySG, verify that the home router IP address specified in the ProxySG WCCP configuration file is the same as the actual home router IP address discovered through the router CLI command. The following is a ProxySG WCCP configuration file showing the same home router IP as in the example above:

```
SGOS# show wccp config  
;WCCP Settings  
;Version 1.3  
wccp enable  
wccp version 2  
service-group web-cache  
interface 1  
home-router 195.200.10.230  
end
```

In this case, the two home router identifiers match.

## Identifying a Home Router/Router ID Mismatch

The following is some helpful information for resolving a home-router/Router ID mis-match that results in the router crashing the ProxySG. This situation can occur when the router interface is set to a higher IP address than the home-router and WCCP messages show w/bad\_rcv\_id.

WCCP version 1 does not care what home router the cache had configured. So if you upgrade from WCCP version 1 to WCCP version 2, the router might pick a different IP address than was configured as a home router in the cache.

This means that a mismatch can occur after an upgrade.

## ProxySG Configuration

Use the `show wccp statistics` command to identify the configured home router and the highest router IP.

```

SGOS#(config) show wccp statistics
Service Group ident.      :512,1,9, 1,6,18, 1755,554,20,21,80,80,80,80
  Home Routers      :10.2.3.224 <=====Configured Home Router IP
  Hotspots announced   :0
  Assignment state     :idle
  Designated Cache     :10.2.3.228 <=====Blue Coat IP
  Announcement key #   :2
  Cache view change # :13 <===== # times cache view changed
  Router View Changed  :0
  Recent hit count    :0
  Primary hit count   :0
  Alternate hit count  :0
  Instance IP address :10.2.3.228 <=====Blue Coat IP
  Sequence info        :10.2.3.231,636
  Query response info:
    Active             :1
    Primary hash weight :0
    Hotspot information :0,0,0,0
    Total assign weight :0
  Router IP address   :10.2.3.231 <=====Router ID/Highest IP on Router
    Receive #          :636
    Change #           :4
    Activation time    :Wed, Jan 30 2002 00:17:58 UTC
    Last I-See-You time :Wed, Jan 30 2002 01:08:58 UTC
    Active caches      :10.2.3.228
    Assignment key     :10.2.3.228,2
    Router state       :active
    Cache              :10.2.3.228,L,D
    Active              :1

```

Notice that .231 is highest IP on router and is automatically selected as the home router, even though .224 is the configured home router IP.

You can also use the `show wccp configuration` command if you already know the highest IP and just want to know what the ProxySG identifies as the home-router.

```

SGOS#(config) show wccp configuration
;WCCP Settings
;Version 1.3
wccp enable
wccp version 2
service-group 9
interface 0
home-router 10.2.3.224
protocol 6
priority 1
service-flags ports-defined
service-flags destination-ip-hash
ports 1755 554 20 21 80 80 80 80

```

## Router Configuration

The configuration below reveals that two interfaces are active on the router, and that one of the IP addresses is higher than the home router configured in the ProxySG configuration file. The higher IP address takes over duties as the home router, causing a mismatch between the router and the ProxySG.

```
Router# show conf
Using 689 out of 129016 bytes
version 12.1
service timestamps debug uptime
service timestamps log uptime
no service password-encryption
hostname NachoL3
enable secret 5 $1$r6nJ$dr58AZ.ZDg6RKA6MYeGRb.
enable password nacho
ip subnet-zero
no ip routing
ip wccp 9
interface FastEthernet0/0
  ip address 10.2.3.224 255.255.255.0
  ip wccp 9 redirect out
  no ip route-cache
  no ip mroute-cache
  speed 100
  half-duplex
!
interface FastEthernet0/1
  ip address 10.2.3.231 255.255.255.0
  no ip route-cache
  no ip mroute-cache
  speed 100
  half-duplex
```

## Correcting a Home Router Mismatch

The home router must have the same IP address on both the router and the ProxySG. Every time a higher IP address is introduced to the router, the higher address becomes the home router.

On a WCCP router, the `Router Identifier` parameter is dynamically assigned. It cannot be manually configured.

### *To Set the Correct Home Router IP Address on the ProxySG:*

You cannot edit a WCCP configuration file created by the SGOS inline commands. You must recreate the configuration file. For more information on creating a WCCP configuration file using CLI commands on a ProxySG, see "["Creating a Configuration File using CLI Inline Commands" on page 1105](#).

If you created a text file and downloaded it, you can edit the file and then download it again to the ProxySG. For more information for editing the WCCP text file and downloading it, see "["Creating a Configuration File using a Text File" on page 1106](#).

## Tips

- ❑ If you use IP spoofing with WCCP, do the following for best results:  
The `ip wccp redirect exclude in` command should be applied to the adapter to which the ProxySG is attached.
- ❑ For L2 forwarding, the ProxySG should be directly connected to the router interface.



## Appendix D: RIP Commands

You can place any of the commands below into a Routing Information Protocol (RIP) configuration text file. You cannot edit a RIP file through the command line, but you can overwrite a RIP file using the inline **rip-settings** command.

Once the file is complete, place it on an HTTP or FTP server accessible to the ProxySG and use the following commands to install the file on the ProxySG:

At the (config) command prompt:

```
SGOS#(config) rip path url  
SGOS#(config) load rip-settings
```

For more information on installing the RIP configuration file, see “[Section F: Using RIP](#)” on page 105.

### net

```
net Nname[/mask] gateway Gname metric Value {passive | active | external}
```

Syntax

Parameters	Description
Nname	Name of the destination network. It can be a symbolic network name, or an Internet address specified in dot notation.
/mask	Optional number between 1 and 32 indicating the netmask associated with Nname.
Gname	Name or address of the gateway to which RIP responses should be forwarded.
Value	The hop count to the destination host or network. A net <i>Nname</i> /32 specification is equivalent to the host <i>Hname</i> command.
passive   active   external	Specifies whether the gateway is treated as passive or active, or whether the gateway is external to the scope of the RIP protocol.

### host

```
host Hname gateway Gname metric Value {passive | active | external}
```

Syntax

Parameters	Description
Hname	Name of the destination network. It can be a symbolic network name, or an Internet address specified in dot notation.

Parameters	Description
Gname	Name or address of the gateway to which RIP responses should be forwarded. It can be a symbolic network name, or an Internet address specified in dot notation.
Value	The hop count to the destination host or network. A net <i>Nname</i> /32 specification is equivalent to the host <i>Hname</i> command.
passive   active   external	Specifies whether the gateway is treated as passive or active, or whether the gateway is external to the scope of the RIP protocol.

## RIP Parameters

Lines that do not start with net or host commands *must* consist of one or more of the following parameter settings, separated by commas or blank spaces:

Parameters	Description
if=[0 1 2 3]	Specifies that the other parameters on the line apply to the interface numbered 0,1,2, or 3 in SGOS terms.
passwd=XXX	Specifies an RIPv2 password included on all RIPv2 responses sent and checked on all RIPv2 responses received. The password must not contain any blanks, tab characters, commas or '#' characters.
no_ag	Turns off aggregation of subnets in RIPv1 and RIPv2 responses.
no_super_ag	Turns off aggregation of networks into supernets in RIPv2 responses.
passive	Marks the interface to not be advertised in updates sent through other interfaces, and turns off all RIP and router discovery through the interface.
no_rip	Disables all RIP processing on the specified interface.
no_ripv1_in	Causes RIPv1 received responses to be ignored.
no_ripv2_in	Causes RIPv2 received responses to be ignored.
ripv2_out	Turns off RIPv1 output and causes RIPv2 advertisements to be multicast when possible.
ripv2	Is equivalent to no_ripv1_in and no_ripv1_out. This parameter is set by default.
no_rdisc	Disables the Internet Router Discovery Protocol. This parameter is set by default.
no_solicit	Disables the transmission of Router Discovery Solicitations.
send_solicit	Specifies that Router Discovery solicitations should be sent, even on point-to-point links, which by default only listen to Router Discovery messages.
no_rdisc_adv	Disables the transmission of Router Discovery Advertisements.

Parameters	Description
rdisc_adv	Specifies that Router Discovery Advertisements should be sent, even on point-to-point links, which by default only listen to Router Discovery messages.
bcast_rdisc	Specifies that Router Discovery packets should be broadcast instead of multicast.
rdisc_pref=N	Sets the preference in Router Discovery Advertisements to the integer N.
rdisc_interval=N	Sets the nominal interval with which Router Discovery Advertisements are transmitted to N seconds and their lifetime to 3*N.
trust_gateway=rname	Causes RIP packets from that router and other routers named in other trust_gateway keywords to be accepted, and packets from other routers to be ignored.
redirect_ok	Causes RIP to allow ICMP Redirect messages when the system is acting as a router and forwarding packets. Otherwise, ICMP Redirect messages are overridden.

## ProxySG-Specific RIP Parameters

The following RIP parameters are unique to ProxySG configuration:

Parameters	Description
supply_routing_info -or- advertise_routes	<p>-s option: Supplying this option forces routers to supply routing information whether it is acting as an Internetwork router or not. This is the default if multiple network interfaces are present or if a point-to-point link is in use.</p> <p>-g option: This flag is used on Internetwork routers to offer a route to the `default' destination. This is typically used on a gateway to the Internet, or on a gateway that uses another routing protocol whose routes are not reported to other local routers.</p> <p>-h option: Suppress_extra_host_routes advertise_host_route</p> <p>-m option: Advertise_host_route on multi-homed hosts</p> <p>-A option: Ignore_authentication //</p>
no_supply_routing_info	-q option: opposite of -s.
no_rip_out	Disables the transmission of all RIP packets. This setting is the default.

Parameters	Description
no_ripv1_out	Disables the transmission of RIPv1 packets.
no_ripv2_out	Disables the transmission of RIPv2 packets.
rip_out	Enables the transmission of RIPv1 packets.
ripv1_out	Enables the transmission of RIPv1 packets.
rdisc	Enables the transmission of Router Discovery Advertisements.
ripv1	Causes RIPv1 packets to be sent.
ripv1_in	Causes RIPv1 received responses to be handled.

## Using Passwords with RIP

The first password specified for an interface is used for output. All passwords pertaining to an interface are accepted on input. For example, with the following settings:

```
if=0 passwd=aaa  
if=1 passwd=bbb  
passwd=ccc
```

Interface 0 accepts passwords aaa and ccc, and transmits using password aaa. Interface 1 accepts passwords bbb and ccc, and transmits using password bbb. The other interfaces accept and transmit the password ccc.

## Appendix E:Diagnostics

Blue Coat Systems has a number of resources to provide diagnostic information:

- ❑ Heartbeats: Enabled by default, Heartbeats (statistics) are a primary diagnostic tool used by Blue Coat, allowing them to proactively monitor the health of ProxySG appliances.
- ❑ Core images: Created when there is an unexpected system restarted. This stores the system state at the time of the restart, enhancing the ability for Blue Coat to determine the root cause of the restart.
- ❑ SysInfo (System Information): SysInfo provides a snapshot of statistics and events on the ProxySG.
- ❑ PCAP: An onboard packet capture utility that captures packets of Ethernet frames going in or out of a ProxySG.
- ❑ Policy trace: A policy trace can provide debugging information on policy transactions. This is helpful, even when policy is not the issue. For information on using policy tracing, refer to Appendix B: "Troubleshooting" in the *Blue Coat ProxySG Content Policy Language Guide*.
- ❑ Event Logging: The event log files contain messages generated by software or hardware events encountered by the ProxySG. For information on configuring event logging, see "[Event Logging and Notification](#)" on page 951.
- ❑ Access Logging: Access logs allow for analysis of Quality of Service, content retrieved, and other troubleshooting. For information on Access Logging, see [Chapter 20: "Access Logging" on page 887](#).
- ❑ CPU Monitoring: With CPU monitoring enabled, you can determine what types of functions are taking up the majority of the CPU.

To test connectivity, use the following commands from the enable prompt:

- ❑ ping: Verifies that a particular IP address exists and is responding to requests.
- ❑ traceroute: Traces the route from the current host to the specified destination host.
- ❑ test http get *path\_to\_URL*: Makes a request through the same code paths as a proxied client.
- ❑ display *path\_to\_URL*: Makes a direct request (bypassing the cache device).
- ❑ show services: Verifies the port of the Management Console configuration.
- ❑ show policy: Verifies if policy is controlling the Management Console.

For information on using these commands, refer to Chapter 2: "Standard and Privileged Mode Commands" in the *Blue Coat ProxySG Command Line Reference*.

---

Note: If you cannot access the Management Console at all, be sure that you are using HTTPS (`https://ProxySG_IP_address:8082`). This more secure option was added in SGOS 4.x. If you want to use HTTP, you must explicitly enable it before you can access the Management Console.

---

This appendix discusses the following topics:

- ❑ "Diagnostic Reporting (Service Information)" on page 1122. This includes taking snapshots of the system.
- ❑ "Packet Capturing (the PCAP Utility)" on page 1130.
- ❑ "Core Image Restart Options" on page 1136.
- ❑ "Diagnostic Reporting (Heartbeats)" on page 1137.
- ❑ "Diagnostic Reporting (CPU Monitoring)" on page 1139

If the ProxySG does not appear to work correctly and you are unable to diagnose the problem, contact Blue Coat Technical Support.

## Diagnostic Reporting (Service Information)

The service information options allow you to send service information to Blue Coat using either the Management Console or the CLI. You can select the information to send, send the information, view the status of current transactions, and cancel current transactions. You can also send service information automatically in case of a crash.

### Sending Service Information Automatically

Enabling automatic service information allows you to enable the transfer of relevant service information automatically whenever a crash occurs. This saves you from initiating the transfer, and increases the amount of service information that Blue Coat can use to solve the problem. The core image, system configuration, and event log are system-use statistics that are sent for analysis. If a packet capture exists, it is also sent.

---

**Important:** A core image and packet capture can contain sensitive information—for example, parts of an HTTP request or response. The transfer to Blue Coat is encrypted, and therefore secure; however, if you do not want potentially sensitive information to be sent to Blue Coat automatically, do not enable the automatic service information feature.

---

#### *To Send Service Information Automatically through the Management Console*

1. Select Maintenance>Service Information>Send Information>General.

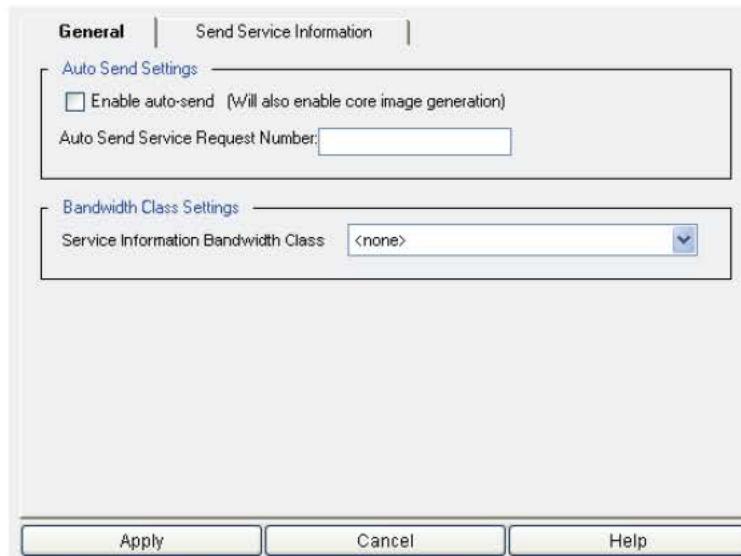


Figure E-5: Service Information General Tab

2. To send core image service information to Blue Coat automatically, select Enable auto-send.
3. Enter the service-request number that you received from a Technical Support representative into the Auto Send Service Request Number field (the service-request number is in the form xx-xxxxxxx or x-xxxxxxx).
4. Click Apply.
5. (Optional) To clear the service-request number, clear the Auto Send Service Request Number field and click Apply.

*To Send Service Information Automatically through the CLI*

1. To enable (or disable) the automatic service information feature, enter the following commands at the (config) command prompt:

```
SGOS#(config) diagnostics
SGOS#(config diagnostics) service-info
SGOS#(diagnostics service-info) auto {enable | disable}
SGOS#(diagnostics service-info) auto sr-number sr_number
```

where:

enable		Enables the automatic service information feature.
disable		Disables the automatic service information feature.
sr-number	sr_number	Sets the service-request number for the automatic service information feature.

2. (Optional) To clear the service-request number, enter the following command:

```
SGOS#(diagnostics service-info) auto no sr-number
```

## Managing the Bandwidth for Service Information

You can control the allocation of available bandwidth for sending service information. Some service information items are large, and you might want to limit the bandwidth used by the transfer. Changing to a new bandwidth management class does not affect service information transfers already in progress. However, changing the details of the bandwidth management class used for service information, such as changing the minimum or maximum bandwidth settings, affects transfers already in progress if that class was selected prior to initiating the transfer.

---

**Note:** Before you can manage the bandwidth for the automatic service information feature, you must first create an appropriate bandwidth-management class. See Chapter 10: "Bandwidth Management" on page 489 for information about creating and configuring bandwidth classes.

---

### *To Manage Bandwidth for Service Information through the Management Console*

1. Select Maintenance>Service Information>Send Information>General.
2. To manage the bandwidth of automatic service information, select a bandwidth class from the Service Information Bandwidth Class drop-down menu.
3. Click Apply.
4. (Optional) To disable the bandwidth-management of service information, select none from the Service Information Bandwidth Class drop-down menu; click Apply.

### *To Manage Bandwidth for Service Information through the CLI*

1. To manage the bandwidth of automatic-service information, enter the following command:  
`SGOS#(diagnostics service-info) bandwidth-class bandwidth_class_name`  
where `bandwidth_class_name` is the name of the bandwidth class that you have created and configured to manage the bandwidth of service information.
2. (Optional) To disable the bandwidth-management of service information, enter the following command:  
`SGOS#(diagnostics service-info) no bandwidth-class`

## Configure Service Information Settings

The service information options allow you to send service information to Blue Coat using either the Management Console or the CLI. You can select the information to send, send the information, view the status of current transactions, and cancel current transactions using either the Management Console or the CLI. For information about sending service information automatically, see "["Sending Service Information Automatically" on page 1122](#)".

---

**Important:** You must specify a service-request number before you can send service information. See Blue Coat Technical Support at:  
<http://www.bluecoat.com/support/index.html> for details on opening a service request ticket.

---

The following list details information that you can send:

- Packet Capture
- Event Log
- Memory Core
- SYSInfo
- Access Logs (can specify multiple)
- Snapshots (can specify multiple)
- Contexts (can specify multiple)

*To Send Information through the Management Console*

1. Select Maintenance>Service Information>Send Information>Send Service Information.

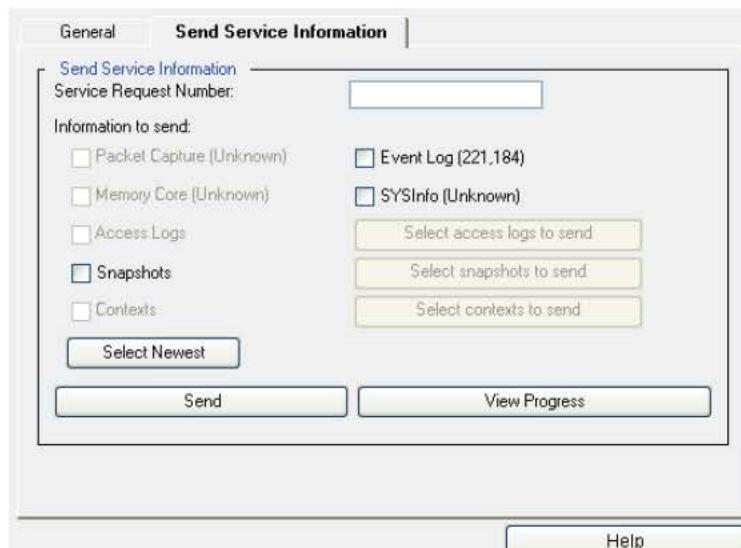


Figure E-6: Send Service Information Tab

2. Enter the service-request number that you received from a Technical Support representative (the service-request number is in the form xx-xxxxxxx or x-xxxxxxx).
3. Select the appropriate checkboxes (as indicated by a Technical Support representative) in the Information to send field.

---

Note: Options for items that you do not have on your system are grayed out and you cannot select that checkbox.

---

4. (Optional) If you select Access Logs, Snapshots, or Contexts, you must also click Select access logs to send, Select snapshots to send, or Select contexts to send and complete the following steps in the corresponding dialog that appears:

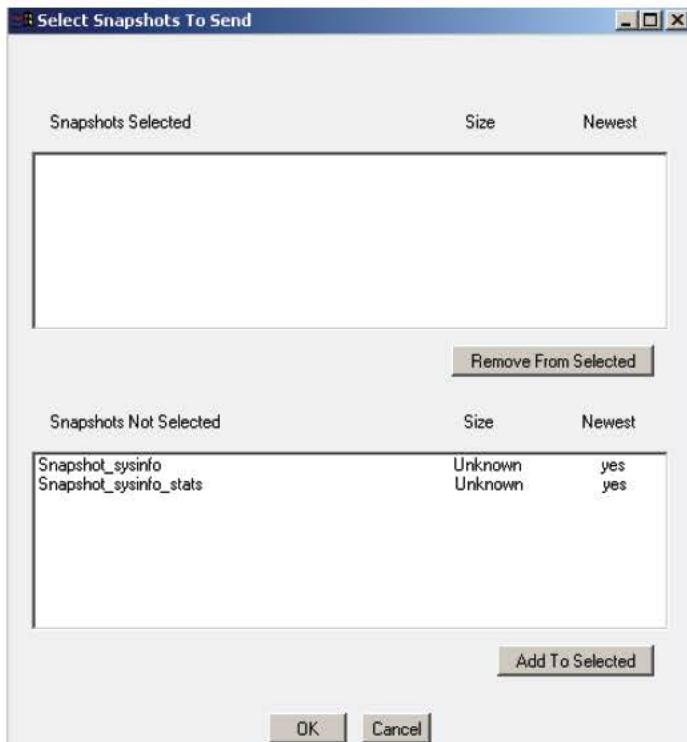


Figure E-7: Select Snapshots to Send Dialog

- To select information to send, highlight the appropriate selection in the Access Logs/Snapshots/Contexts Not Selected field and click Add to Selected.
  - To remove information from the Access Logs/Snapshots/Contexts Selected field, highlight the appropriate selection and click Remove from Selected.
  - Click Ok.
5. Click Send.
6. Click Ok in the Information upload started dialog that appears.



Figure E-8: Information Upload Started Dialog

7. (Optional) Click View Progress to open a window displaying the current transactions in progress; click Ok to close the window.

*To Send Information through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS#(config) diagnostics
SGOS#(config diagnostics) service-info
SGOS#(config service-info) view available
SGOS#(config service-info) send sr_number
one_or_more_commands_from_view_available
SGOS#(config service-info) view status
SGOS#(config service-info) cancel {all | one_or_more_from_view_status}
SGOS#(config service-info) exit
```

where:

cancel	<b>all</b>	Cancels all service information being sent to Blue Coat.
	<b>one_or_more_from_view_status</b>	Cancels certain service information items being sent to Blue Coat. These items can be chosen from the list provided by the <b>view status</b> command.
send	<b>sr_number</b>	Specifies the service-request number to send to Blue Coat (you must also select one or more of the <b>view available</b> commands).
	<b>one_or_more_commands_from_view_available</b>	Specifies the command or commands to send to Blue Coat (you must also specify a service-request number). Choose commands from those listed under the <b>view available</b> command.
view	<b>available</b>	Shows the list of service information than can be sent to Blue Coat.
	<b>status</b>	Shows the transfer status of service information to Blue Coat.
<b>exit</b>		Exits configure diagnostics service-info mode and returns to configure diagnostics mode.

*Example:*

```
SGOS#(config) diagnostics
SGOS#(config diagnostics) service-info
SGOS#(diagnostics service-info) view available
Service information that can be sent to Blue Coat

Name                                     Approx Size (bytes)
Event_log                                188,416
System_information                         Unknown
Snapshot_sysinfo                          Unknown
Snapshot_sysinfo_stats                    Unknown

SGOS#(diagnostics service-info) send 1-4974446 event_log system_information
```

```

snapshot_sysinfo
Sending the following reports
Event_log
System_information
Snapshot_sysinfo
SGOS#(diagnostics service-info) view status
Name          Transferred   Total Size % Done
Event_log     Transferred successfully
Snapshot_sysinfo Transferred successfully
Event_log     Transferred successfully
System_information Transferred successfully
SGOS#(diagnostics service-info) exit
SGOS#(config diagnostics) exit
SGOS#(config)

```

## Creating and Editing Snapshot Jobs

*To Create a New Snapshot Job through the Management Console*

1. Select Maintenance>Service Information>Snapshots.



Figure E-9: Snapshots Tab

2. Click New.
3. Enter a snapshot job into the Add list item dialog that displays; click Ok.
4. Click Apply.
5. (Optional) To view snapshot job information, click View All Snapshots. Close the window that opens when you are finished viewing.

*To Create a New Snapshot Job through the CLI*

At the (config) command prompt, enter the following commands:

```
SGOS# (config) diagnostics
SGOS# (config diagnostics) snapshot create snapshot_name
```

*To Edit an Existing Snapshot Job through the Management Console*

1. Select Maintenance>Service Information>Snapshots.
2. Select the snapshot job you want to edit (highlight it).
3. Click Edit.

The Edit Snapshot dialog displays.

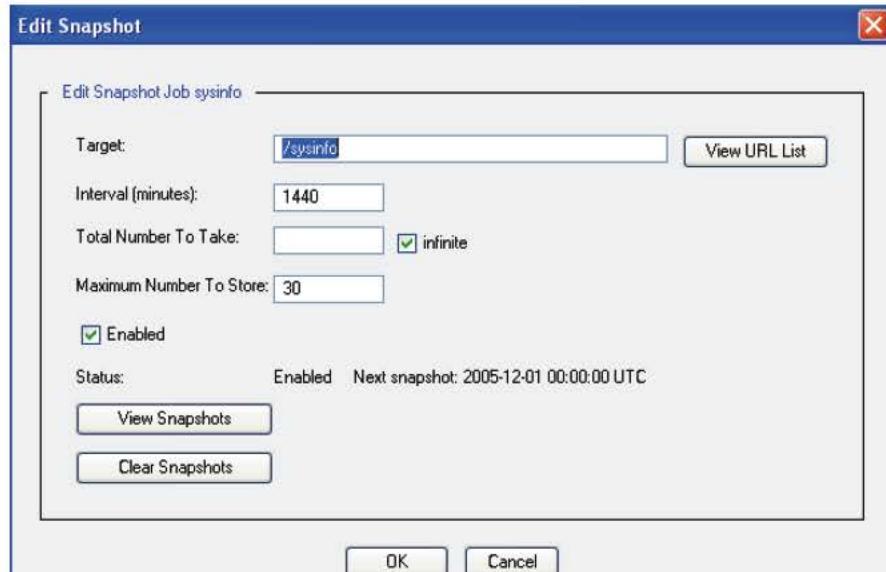


Figure E-10: Edit Snapshot Dialog

4. Enter the following information into the Edit Snapshot fields:
  - Target: Enter the object to snapshot.
  - Interval (minutes): Enter the interval between snapshot reports.
  - Total Number To Take: Enter the total number of snapshots to take or select Infinite to take an infinite number of snapshots.
  - Maximum Number To Store: Enter the maximum number of snapshots to store.
  - Enabled: Select this to enable this snapshot job or deselect it to disable this snapshot job.
5. (Optional) Click View URL List to open a window displaying a list of URLs; close the window when you are finished viewing.
6. (Optional) Click View Snapshots to open a window displaying snapshot information; close the window when you are finished viewing.
7. (Optional) Click Clear Snapshots to clear all stored snapshot reports.

### To Edit an Existing Snapshot Job through the CLI

At the (config) command prompt, enter the following commands:

```
SGOS#(config) diagnostics
SGOS#(config diagnostics) snapshot edit snapshot_name
SGOS#(config snapshot snapshot_name) clear-reports
SGOS#(config snapshot snapshot_name) disable
SGOS#(config snapshot snapshot_name) enable
SGOS#(config snapshot snapshot_name) exit
SGOS#(config snapshot snapshot_name) interval minutes
SGOS#(config snapshot snapshot_name) keep number_to_keep (from 1 - 100)
SGOS#(config snapshot snapshot_name) take infinite | number_to_take
SGOS#(config snapshot snapshot_name) target object_to_fetch
SGOS#(config snapshot snapshot_name) view
```

where:

clear-reports		Clears all stored snapshots reports.
disable		Disables this snapshot job.
enable		Enables this snapshot job.
exit		Exits configure diagnostics snapshot name mode and returns to configure diagnostics service-info mode.
interval	minutes	Specifies the interval between snapshots reports in minutes.
keep	number_to_keep (from 1 - 100)	Specifies the number of snapshot reports to keep.
take	infinite   number_to_take	Specifies the number of snapshot reports to take.
target	object_to_fetch	Specifies the object to snapshot.
view		Displays snapshot status and configuration.

## Packet Capturing (the PCAP Utility)

You can capture packets of Ethernet frames going into or leaving a ProxySG. Packet capturing allows filtering on various attributes of the frame to limit the amount of data collected. The maximum PCAP size allowed is 100MB. Any packet filters must be defined before a capture is initiated, and the current packet filter can only be modified if no capture is in progress.

The `pcap` utility captures all received packets that are either directly addressed to the ProxySG through an interface's MAC address or through an interface's broadcast address. The utility also captures transmitted packets that are sent from the ProxySG. The collected data can then be transferred to the desktop or to Blue Coat for analysis.

---

Note: Packet capturing increases the amount of processor usage performed in TCP/IP.

To analyze captured packet data, you must have a tool that reads Packet Sniffer Pro 1.1 files (for example, Ethereal or Packet Sniffer Pro 3.0).

---

## PCAP File Name Format

The name of a downloaded packet capture file has the format:

`bluecoat_date_filter-expression.cap`, revealing the date and time (UTC) of the packet capture and any filter expressions used. Because the filter expression can contain characters that are not supported by a file system, a translation can occur. The following characters are not translated:

- Alphanumeric characters (a-z, A-Z, 0-9)
- Periods (.)

Characters that are translated are:

- Space (replaced by an underscore)
- All other characters (including the underscore and dash) are replaced by a dash followed by the ASCII equivalent; for example, a dash is translated to -2D and an ampersand (&) to -26 .

## Common PCAP Filter Expressions

Packet capturing allows filtering on various attributes of the frame to limit the amount of data collected. PCAP filter expressions can be defined in the Management Console or the CLI. Below are examples of filter expressions; for PCAP configuration instructions, see "[Configuring Packet Capturing](#)" on page 1132.

Some common filter expressions for the Management Console and CLI are listed below. The filter uses the Berkeley Packet Filter format (BPF), which is also used by the `tcpdump` program. A few simple examples are provided below. If filters with greater complexity are required, you can find many resources on the Internet and in books that describe the BPF filter syntax.

---

Note: Some qualifiers must be escaped with a backslash because their identifiers are also keywords within the filter expression parser.

<code>ip proto protocol</code>	where <code>protocol</code> is a number or name ( <code>icmp</code> , <code>udp</code> , <code>tcp</code> ).
<code>ether proto protocol</code>	where <code>protocol</code> can be a number or name ( <code>ip</code> , <code>arp</code> , <code>rarp</code> ).

---

Table E.1: Common Filter Expressions

Filter Expression	Packets Captured
<code>ip host 10.25.36.47</code>	Captures packets from a specific host with IP address 10.25.36.47.

Table E.1: Common Filter Expressions

Filter Expression	Packets Captured
not ip host 10.25.36.47	Captures packets from all IP addresses except 10.25.36.47.
ip host 10.25.36.47 and ip host 10.25.36.48	Captures packets from two IP addresses: 10.25.36.47 and 10.25.36.48.
ether host 00:e0:81:01:f8:fc	Captures packets from MAC address 00:e0:81:01:f8:fc::
port 80	Captures packets to port 80.
Ip src bluecoat.com	Captures all packets that came from the host bluecoat.com to the ProxySG.
Host example.com and tcp	Captures all TCP packets sent between the host example.com and the ProxySG.

## Using Filter Expressions in the CLI

To add a filter to the CLI, use the command:

```
SGOS# pcap filter expr parameters
```

To remove a filter, use the command:

```
SGOS# pcap filter <enter>
```

---

**Important:** Define CLI `filter expr` parameters with double-quotes to avoid confusion with special characters. For example, a space is interpreted by the CLI as an additional parameter, but the CLI accepts only one parameter for the filter expression. Enclosing the entire filter expression in quotations allows multiple spaces in the filter expression.

---

## Configuring Packet Capturing

Use the following procedures to configure packet capturing. If a download of the captured packets is requested, packet capturing is implicitly stopped. In addition to starting and stopping packet capture, a filter expression can be configured to control which packets are captured. For information on configuring a PCAP filter, see "[Common PCAP Filter Expressions](#)" above.

---

Note: Requesting a packet capture download stops packet capturing.

To analyze captured packet data, you must have a tool that reads Packet Sniffer Pro 1.1 files (for example, Ethereal or Packet Sniffer Pro 3.0).

---

### *To Enable, Stop, and Download Packet Captures through the Management Console*

1. Select Maintenance>Service Information>Packet Captures.

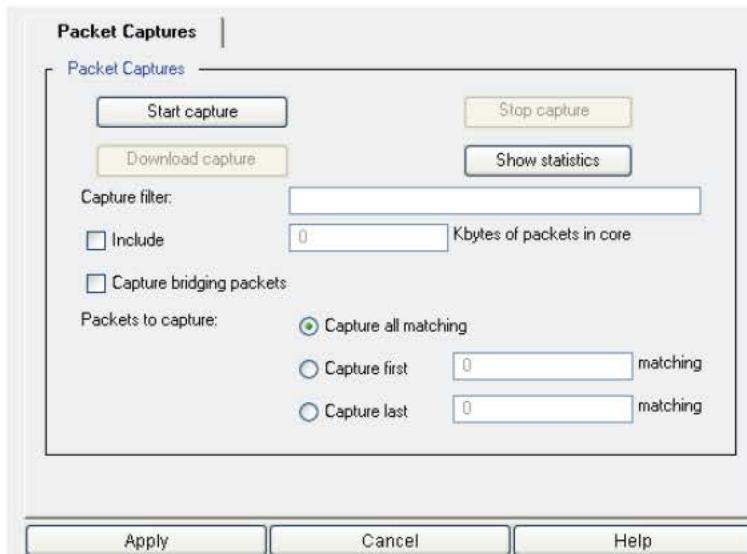


Figure E-11: Packet Captures Tab

2. To configure packet capturing, complete the following steps:
  - To define or change the PCAP filter, enter the filter information into the Capture filter field. (See "Common PCAP Filter Expressions" on page 1131 for information about PCAP filter expressions for this field.) To remove the filter, clear this field.
  - To specify the number of kilobytes to capture, select Include packets in core and enter a number. You can capture packets and include them along with a core image. This is extremely useful if a certain pattern of packets causes the unit to restart unexpectedly.
  - To capture all packets, even those that are bridged, select Capture bridging packets. Normally, the packets that are bridged from one interface to another (see xxxx) are not included in the packet capture.
3. Choose one of the following three radio buttons:
  - Capture all matching packets
  - Capture first n matching packets. Enter the number of matching packets (n) to capture. If the number of packets reaches this limit, packet capturing stops automatically.
  - Capture last n matching packets. Enter the number of matching packets (n) to capture. Any packet received after the memory limit is reached results in the discarding of the oldest saved packet prior to saving the new packet. The saved packets in memory are written to disk when the capture is stopped.
4. Click Apply.
5. To start the capture, click the Start capture button. This button is grayed out if a packet capture is already started.
6. To stop the capture, click the Stop capture button. This button is grayed out if a packet capture is already stopped.

7. To download the capture, click the Download capture button. This button is grayed out if no file is available for downloading.

*To Define Packet Capturing Settings through the CLI*

1. To define PCAP filter parameters, enter the following command at the enable command prompt:

```
SGOS# pcap filter parameters
```

This captures packets according to the parameters set. If no parameters are set, all packets are captured until the `pcap stop` command is issued.

See "[Using Filter Expressions in the CLI](#)" on page 1132 for information about CLI filter parameters.

2. To begin capturing packets, enter the following command at the enable command prompt:

```
SGOS# pcap start {first number | last number | capsiz number (kilobytes) | trunc number}
```

where:

- `first number` allows you to enter the number of matching packets (*number*) to capture. Any packet received after the memory limit is reached results in the discarding of the oldest saved packet prior to saving the new packet. The saved packets in memory are written to disk when the capture is stopped.
- `last number` allows you to enter the number of matching packets (*number*) to capture. Any packet received after the memory limit is reached results in the discarding of the oldest saved packet prior to saving the new packet. The saved packets in memory are written to disk when the capture is stopped. The `last` and `first` options supersede each other.
- `capsize number (kilobytes)` allows you to stop the collection after *number* kilobytes (up to 100 MB) of packets have been captured. This command prevents packet capturing from taking up too much memory and degrading performance. If no parameter is specified, the default is to capture packets until the stop directive is issued.
- `trunc number` allows collecting, at most, *number* bytes of packets from each frame.

*To Enable, Stop, and Download Packet Captures through a Browser*

1. Start your Web browser.
2. Enter the URL: `https://ProxySG_IP_address:8082/PCAP/Statistics` and log on to the ProxySG as needed.

The Packet Capture Web page opens.

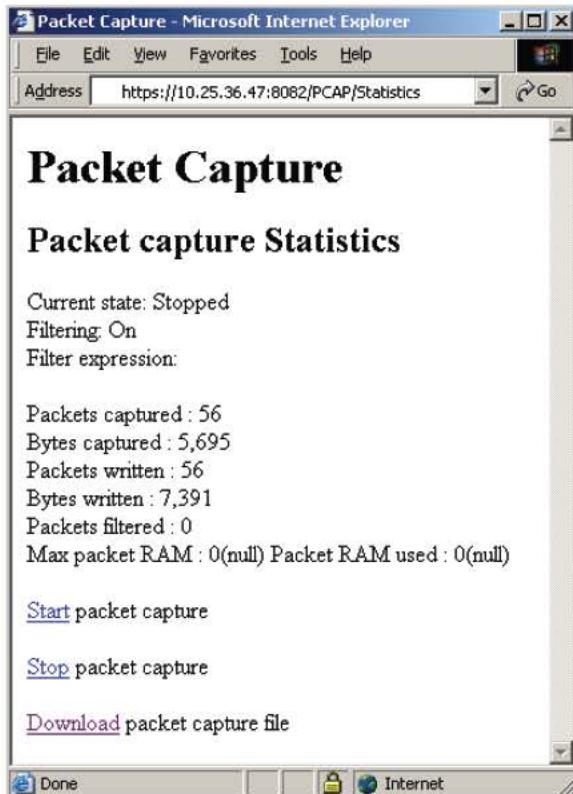


Figure E-12: Packet Capture Web Page

3. Select the desired action: Start packet capture, Stop packet capture, Download packet capture file.

You can also use the following URLs to configure these individually:

- To enable packet capturing, use this URL:  
[https://ProxySG\\_IP\\_address:8082/PCAP/start](https://ProxySG_IP_address:8082/PCAP/start)
- To stop packet capturing, use this URL:  
[https://ProxySG\\_IP\\_address:8082/PCAP/stop](https://ProxySG_IP_address:8082/PCAP/stop)
- To download packet capturing data, use this URL:  
[https://ProxySG\\_IP\\_address:8082/PCAP/bluecoat.cap](https://ProxySG_IP_address:8082/PCAP/bluecoat.cap)

### Viewing Current Packet Capture Data

Use the following procedures to display current capture information from the ProxySG.

#### *To View Current Packet Capture Data through the Management Console*

1. Select Maintenance>Service Information>Packet Captures.
2. To view the packet capture statistics, click the Show statistics button.

A window opens displaying the statistics on the current packet capture settings. Close the window when you are finished viewing the statistics.

### *To View Current Packet Capture Data through the CLI*

At the enable command prompt, enter the following command:

```
SGOS# pcap info
packet capture information:
Packets captured:          12
Bytes captured:            1879
Packets written:           12
Bytes written:              2343
Max packet ram:            16384
Packet ram used:           2167
Packets filtered:          405
Bridge capture all:        Disabled
Current state:              Stopped
Filtering:                  On
Filter expression:          iface out expr ""
```

## Uploading Packet Capture Data

Use the following steps to transfer packet capture data from the ProxySG to an FTP site through the CLI. You cannot use the Management Console. After uploading is complete, you can analyze the packet capture data.

### *To Upload Packet Captures to a Server through the CLI*

At the enable command prompt, enter the following command:

```
SGOS# pcap transfer ftp://url/path/filename.cap username password
```

Specify a username and password, if the FTP server requires these. The username and password must be recognized by the FTP server.

## Core Image Restart Options

This option specifies how much detail is logged to disk when a system is restarted. Although this information is not visible to the ProxySG user, Blue Coat Technical Support uses it in resolving system problems. The more detail logged, the longer it takes the ProxySG to restart. There are three options:

- None—no system state information is logged. Not recommended.
- Context only—the state of active processes is logged to disk. This is the default.
- Full—A complete dump is logged to disk. Use only when asked to do so by Blue Coat Technical Support.

The default setting of Context only is the optimum balance between restart speed and the information needs of Blue Coat Technical Support in helping to resolve a system problem.

You can also select the number of core images that are retained. The default value is 2; the range is between 1 and 10.

### *To Configure Core Image Restart Options through the Management Console*

1. Select Maintenance>Core Images.

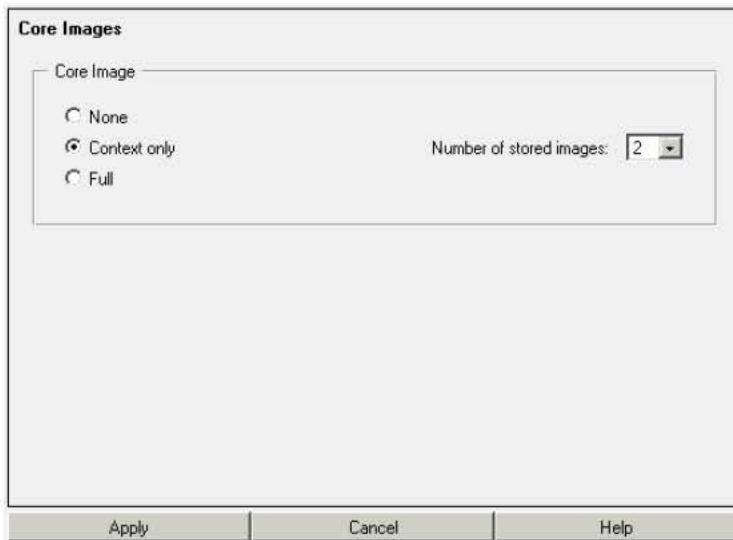


Figure E-13: Configuring Core Image Restart Options

2. Select a core image restart option.
3. (Optional) Select the number of core images that are retained from the Number of stored images drop-down list.
4. Click Apply.

*To Configure Core Image Restart Options through the CLI*

1. At the (config) command prompt, enter the following command:  
`SGOS#(config) restart core-image {context | full | none}`
2. (Optional) To select the number of core images that are retained, enter the following command:  
`SGOS#(config) restart core-image keep number`

## Diagnostic Reporting (Heartbeats)

The ProxySG diagnostic reporting configurations are located in the Management Console (under the Maintenance>Heartbeats tab), and in the CLI (under the configuration diagnostics submode).

The daily heartbeat is a periodic message that is sent every 24 hours and contains ProxySG statistical data. Besides telling the recipient that the device is alive, heartbeats also are an indicator of the ProxySG Appliance's health. Heartbeats do not contain any private information; they contain only aggregate statistics that can be used to preemptively diagnose support issues. The daily heartbeat is encrypted and transferred to Blue Coat using HTTPS. Administrators can have the daily heartbeat messages e-mailed to them by configuring event log notification. The content that is e-mailed to the administrator is the same content sent to Blue Coat. For more information about e-mail notification, see "Enabling Event Notification" on page 953.

If Blue Coat monitoring is enabled, Blue Coat receives encrypted information over HTTPS whenever the ProxySG is rebooted. The information does not contain any private information; it contains restart summary information, in addition to daily heartbeat information. This allows the tracking of ProxySG unexpected restarts due to system issues, and allows Blue Coat to address system issues preemptively.

If the daily heartbeats setting is disabled, you can still send a heartbeat message by using the `send-heartbeat` command through the CLI (this feature is not available through the Management Console).

*To Set Daily Heartbeats and/or Blue Coat Monitoring through the Management Console*

1. Select Maintenance>Heartbeats.

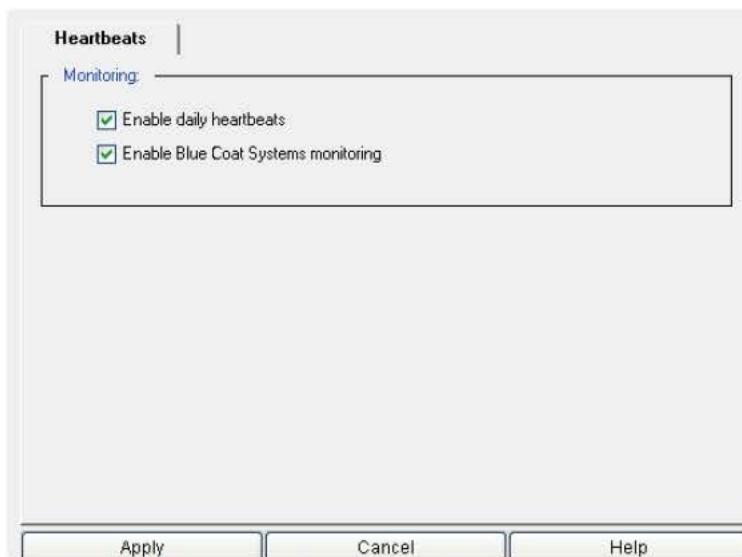


Figure E-14: Maintenance Heartbeats Tab

2. Select or deselect Enable daily heartbeats or Enable Blue Coat monitoring.
3. Click Apply.

*To Set Daily Heartbeats through the CLI*

At the `(config)` command prompt, enter the following command:

```
SGOS#(config) diagnostics
SGOS#(config diagnostics) heartbeat enable
```

*To Set Blue Coat Monitoring through the CLI*

At the `(config)` command prompt, enter the following command:

```
SGOS#(config) diagnostics
SGOS#(config diagnostics) monitor enable
```

*To Send an Immediate Heartbeat Message through the CLI*

At the `(config)` command prompt, enter the following command:

```
SGOS#(config) diagnostics
SGOS#(config diagnostics) send-heartbeat
```

---

Note: This option is not available through the Management Console.

---

## Diagnostic Reporting (CPU Monitoring)

You can enable CPU monitoring whenever you want to see the percentage of CPU being used by specific functional groups. For example, if you look at the CPU consumption and notice that compression/decompression is consuming most of the CPU, you can change your policy to compress/decompress more selectively.

---

Note: CPU monitoring uses about 2-3% CPU when enabled, and so is disabled by default.

---

*To Configure and View CPU Monitoring through the Management Console*

1. Select Statistics>Advanced.

A list of links to advanced statistic URLs displays.



Figure E-15: Advanced Statistics Tab

2. Click the Diagnostics link.

A list of links to Diagnostic URLs displays.



Figure E-16: Diagnostic URL Links in the Advanced Statistics Tab

3. To enable CPU monitoring, click the Start the CPU Monitor link; to disable it, click the Stop the CPU Monitor link.
4. To view CPU monitoring statistics, click the CPU Monitor statistics link. You can also click this link from either of the windows described in [step 3](#).

#### *To Configure and View CPU Monitoring through the CLI*

1. To enable or disable CPU monitoring, enter the following commands at the (config) command prompt:

```
SGOS#(config) diagnostics  
SGOS#(config diagnostics) cpu-monitor {enable | disable}
```

2. To set the interval between CPU monitoring, enter the following command:

```
SGOS#(config diagnostics) cpu-monitor interval seconds
```

where *seconds* is a number from 1 to 59 that sets the frequency (in seconds) that the CPU monitor statistics are updated.

3. To view CPU monitoring results, enter the following command:

```
SGOS#(config diagnostics) view cpu-monitor  
CPU Monitor:  
Configured interval duration: 5 seconds  
Current interval complete in: 3 seconds  
CPU 036%  
    HTTP and FTP19%  
    Object Store15%  
    Miscellaneous1%  
  
CPU 118%  
  
    TCPIP15%  
    HTTP and FTP3%
```

If the CPU monitor is disabled, the `view` command display the following message:

```
SGOS#(config diagnostics) view cpu-monitor  
CPU Monitor is not running. Enable in diagnostics menu
```

---

Note: The total percentages do not always add up because the display only shows those functional groups that are using 1% or more of the CPU processing cycles.

The commands `SGOS#(config) show cpu` and `SGOS#(config diagnostics) view cpu-monitor` can sometimes display CPU statistics that differ by about 2-3%. This occurs because different measurement techniques are used for the two displays.

---

## *Appendix F: Using Blue Coat Director to Manage Multiple Appliances*

Blue Coat Director allows you to manage multiple ProxySG Appliances as opposed to configuring and controlling the appliances individually.

Director allows you to configure a ProxySG and then push that configuration out to as many ProxySG Appliances as required. Director also allows you to delegate network and content control to multiple administrators and distribute user and content policy across a Content Delivery Network (CDN). With Director, you can:

- Reduce management costs by centrally managing all Blue Coat ProxySG Appliances.
- Eliminate the need to manually configure each remote ProxySG.
- Recover from system problems with configuration snapshots and recovery.

Configuration management specifically includes:

- Configure groups of ProxySG Appliances based on locations, applications, or other factors.
- Delegate ProxySG administration by access level, group, or policy.
- Rapidly deploy standardized configurations using profiles.
- Manage the scheduling of policy and configuration changes.
- Easily schedule incremental changes to one or more ProxySG Appliances.
- Create and distribute policy across a system of ProxySG Appliances.
- Automatically back up configuration snapshots.
- Back up ProxySG backup files.
- Compare backup files from different ProxySG Appliances.
- Restore configuration backups to multiple ProxySG Appliances.
- Automatically distribute software licenses.
- Quickly monitor ProxySG status, statistics, and configurations.
- Upgrade an entire content-smart network at once.

### How Director Works with ProxySG

Director consists of a management node (a *domain*) and the ProxySG Appliances that you want to manage. The appliances can be added to the domain through either Director's CLI or Management Console.

**Note:** Do not mix ProxySG versions within a domain; errors might result if you try to push the same configuration to machines that are running different versions of SGOS.

---

When a ProxySG is added to the domain, you provide connection information about the ProxySG: name (meaningful to you), IP address or full hostname, username/password, authentication method and credentials, and, optionally, a description.

Only the appliances added to the domain can be managed by the domain. Multiple domains can be created.

Once added to the domain, you can manage the ProxySG either individually, through the Quick View/Edit module, or you can manage multiple appliances through the Configuration Management module.

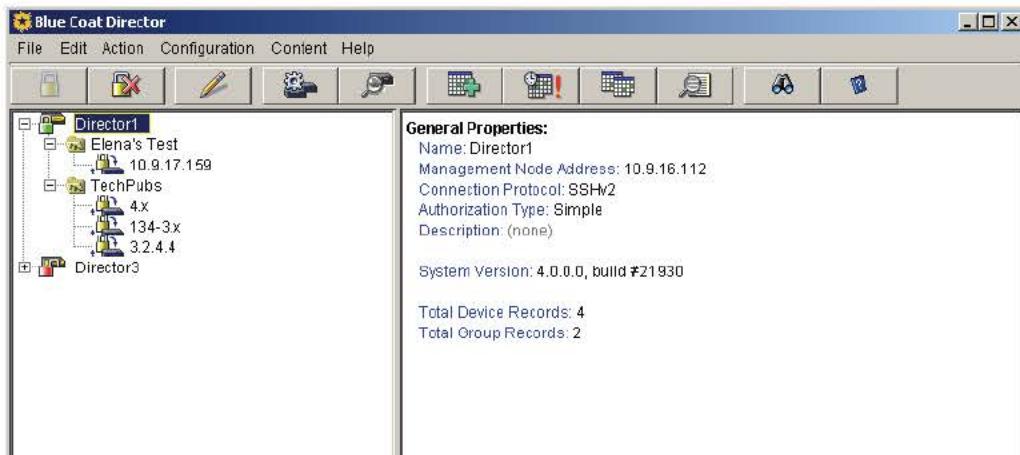


Figure F-1: Director Management Console

## Communication Between Director and the ProxySG

Director and the ProxySG use SSHv2 as the default communication mode. To use SSHv1 or Telnet, you must do additional configuration on the ProxySG.

For Director to successfully manage multiple ProxySG Appliances, it must be able to communicate with a ProxySG using SSH/RSA and the Director's public key must be put on each ProxySG that Director manages. This creates a *golden profile*, meaning that the ProxySG is fully authenticated and can be used to push configurations to multiple ProxySGs using the same version of the software.

At initial set up of the ProxySG on Director, Director connects to the device using the authentication method established on the device: Telnet, SSH with simple authentication, or SSH/RSA. SSH/RSA is preferred, and must also be set up on Director before connecting to the ProxySG.

---

**Note:** You cannot connect to a ProxySG using Telnet without first enabling the Telnet-Console on the ProxySG.

---

Director can create an RSA keypair for a ProxySG to allow connections. However, for full functionality, Director's public key must be put on each ProxySG. You can put the key on the ProxySG two ways:

- Use Director to create and push the key.
- Use the `import-director-client-key` CLI command from the ProxySG.

Using Director to create and push client keys is the recommended method. The CLI command is provided for reference.

Complete the following steps to put Director's public key on the ProxySG using the CLI of the ProxySG. You must complete this procedure from the CLI. The Management Console is not available.

---

Note: For information on creating and pushing a SSH keypair on Director, refer to the *Blue Coat Director Installation Guide*.

---

Login to the ProxySG you want to manage from Director.

1. From the `(config)` prompt, enter the `services>ssh-console` submode:

```
SGOS#(config) services
SGOS#(config services) ssh-console
SGOS#(config services ssh-console)
```

2. Import Director's key that was previously created on Director and copied to the clipboard.

---

**Important:** You must add the Director identification at the of the client key. The example shows the username, IP address, and MAC address of Director. "Director" (without quotes) must be the username, allowing you access to passwords in clear text.

---

```
SGOS#(config services ssh-console) import director-client-key
Paste client key here, end with "..." (three periods)
ssh-rsa
AAAAB3NzaC1yc2EAAAABIwAAIAAvJIXt1ZausE9qrcXem2IK/mC4dY8Cxxo1/B8th4KvedFY33O
ByO/pvwcuchPZz+b1LETTY/zc3SL7jdVffq00KBN/ir4zu7L2XT68ML20RWa9tXFedNmKl/iagI3
/QZJ8T8zQM6o7WnBzTvMC/ZElMZZddAE3yPCv9+s2TR/Ipk=director@10.25.36.47-2.00e0.
8105.d46b
...
ok
```

#### To View the Fingerprint of the Key

```
SGOS#(config sshd) view director-client-key clientID
jsmith@granite.example.com 83:C0:0D:57:CC:24:36:09:C3:42:B7:86:35:AC:D6:47
```

#### To Delete a Key

```
SGOS#(config sshd) delete director-client-key clientID
```

## Importing VPM Policy

If you have your VPM policy stored locally and want to install it on a ProxySG, you can use SGOS inline commands to install them directly on the system. VPM policy is stored in two files, vpm-cpl and vpm-xml. You must install both of them. (For more information on using VPM, see [Chapter 14: "The Visual Policy Manager" on page 567](#).)

---

Note: VPM files are generally pulled from a specified ProxySG (reference device) and distributed to other ProxySG Appliances through the Director Management Console, and this is the recommended method. The procedure below is provided for reference.

For information on using VPM files with Director, refer to the *Blue Coat Director User Guide*.

---

Before you begin, copy the policy you are installing to the clipboard.

From the (config) prompt, enter the following commands:

```
SGOS#(config) inline policy vpm-cpl eof
<Proxy>
Deny url.domain="restricted"; Rule 1 eof
ok
```

where `eof` is the string you use to indicate to the system that you are beginning or ending. It can be any string of letters, but it should not be a string you type as part of the policy.

```
SGOS#(config) inline policy vpm-xml eof
<vpmapp>
<conditionObjects>
destination-url name="URL1" port="-1" single="true" url="restricted" />
</conditionObjects>
<layers>
<layer layertype="com.bluecoat.sgos.vpm.WebAccessPolicyTable">
<name>Web Access Policy (1)</name>
<numRows>1</numRows>
<rowItem enabled="true" num="0">
<colItem col="0" value="1" />
<colItem col="1" name="Any" type="String" />
<colItem col="2" name="URL1" negate="false" type="Condition" />
<colItem col="3" name="Any" type="String" />
<colItem col="4" name="Deny" type="String" />
<colItem col="5" name="Any" type="String" />
<colItem col="6" name="" type="String" />
</rowItem>
</layer>
</layers>
</vpmapp>
eof
ok
```

## Backing Up a ProxySG's SSL Settings

You can return to a previous ProxySG configuration by using a backup (a snapshot of the appliance at a point in time). Backups are either created explicitly by request or automatically prior to each profile push. They are stored on Director.

Backup configurations consist of specific configuration parameters related to a particular ProxySG. A backup saves all configuration settings. You can also back up SSL settings, including keyrings, CA-certificates, external-certificates, certificate signing-requests, certificate-lists, and cipher suites used.

When pushing a profile to another ProxySG, the SSL configuration needs to be pushed to the ProxySG before any other configuration is pushed to ensure that the required SSL keyrings are available for setting up the services.

## Creating Profiles

A profile is a snapshot of a ProxySG configuration that can be used as a template to configure other ProxySGs.

When Director uses a profile, it takes the output of the `ProxySG show configuration` command from one system (*creating* the profile) and applies that configuration to the ProxySG appliances you specify (*pushing* the profile).

---

**Note:** Because the `show configuration` output is specific to one type of system, it is important to push profiles only to ProxySGs with similar platforms and versions.

It is also important to be sure that profile comes from a fully-authenticated ProxySG; that is, one that is fully authenticated through SSH/RSA. Such systems are said to have *golden* profiles, profiles without invalid commands for other devices using the same SGOS version.

---

If the configuration does not display in the `show configuration` output, it is not pushed to other systems as part of a profile. Specifically, keyrings configured with the `no-show` option are not part of the `show configuration` output. (Keyrings configured with the `show-director` option are part of the output only if Director is issues the command using SSH-RSA.)

You can manipulate the `show configuration` output by

- creating configurations on different systems to provide profiles for different purposes.
- using the `restore-defaults keep-console` command: Restore to the factory defaults, restore to the factory defaults but keep the configured secure consoles

For more information on using the `restore-defaults` command, see "Restoring System Defaults" on page 941.

When a profile is created SSL configuration settings, such as self-signed certificates and certificate signing requests, are included if they were created with the non-interactive or inline form of the SSL commands. The interactive form of the SSL commands is never permitted in within a profile or overlay. (For information on using non-interactive SSL commands, see Chapter 7: "Using Secure Services" on page 265.)

For more information on using profiles, refer to Chapter 5, “Configuration Management,” in the *Blue Coat Director User Guide*.

## Creating Overlays

An overlay is one or more individual settings (such as time, SNMP, bandwidth gain, or SSL settings) that can be applied to one or a selected set of ProxySGs. An overlay is overlaid on a profile, changing specific settings created by the profile to fine-tune configuration specifics without having to create new profiles.

SSL configuration settings, such as self-signed certificates and certificate signing requests, must be created using the non-interactive commands to be used in Director overlays. To use SSL non-interactive settings:

- "To Create a Self-Signed SSL Certificate Non-interactively Using Create Commands" on page 283
- "To Create a Signing Request Non-interactively Using Create Commands" on page 278
- "To Change the Cipher Suite of the SSL Client through the CLI" on page 293

SSL values can also be created using the SSL inline commands and can be used in overlays:

- "Importing an External Certificate" on page 910
- "To Import a CA Certificate through the CLI Using Inline Commands" on page 305

For more information on using overlays, refer to Chapter 5, “Configuration Management,” in the *Blue Coat Director User Guide*.

## Director Documentation

The following documentation is available:

- Blue Coat Director Installation Guide*
- Blue Coat Director User Guide*
- Blue Coat Director Content Sync Module Guide*
- Blue Coat Director Request Management Guide*

Blue Coat Director documentation can be found at  
<http://download.bluecoat.com/release/SGME/index.html>

## *Appendix G: XML Protocol*

The XML realm uses a SOAP 1.2 based protocol for the Blue Coat supported protocol. A schema has been placed at <http://www.bluecoat.com/xmlns/xml-realm/1.0>.

## Section A: Authenticate Request

---

### Section A: Authenticate Request

#### GET Method (User Credentials in Request)

If the user credentials are not set in the HTTP headers, the username and password are added to the query. The name of the username parameter is configured in the realm. The groups and attributes of interest are only included if the realm is configured to include them.

```
http://<server hostname>:<server port>/<authenticate service path>?<username parameter name>=<username>&password=<password> [&group=<group 1>&group=<group 2>...&attribute=<attribute 1>&attribute=<attribute 2>]
```

#### GET Method (User Credentials in Headers)

If the user credentials are in the HTTP headers, the password is not added to the query.

```
http://<server hostname>:<server port>/<authenticate service path>/authenticate?<username parameter name>=<username> [&group=<group 1>&group=<group 2>...&attribute=<attribute 1>&attribute=<attribute 2>]
```

#### POST Method (User Credentials in Request)

The parameter name of the username is configured in the realm. The groups and attributes of interest will only be included if the realm is configured to include them.

```
<?xml version='1.0' encoding="UTF-8" ?>
<env:Envelope
  xmlns:env="http://www.w3.org/2003/05/soap-envelope">
  <env:Body env:encodingStyle="http://www.w3.org/2003/05/soap-encoding"
    xmlns:enc="http://www.w3.org/2003/05/soap-encoding">
    <m:authenticate
      xmlns:m="http://www.bluecoat.com/xmlns/xml-realm/1.0">
      <m:username>Username</m:username>
      <m:password>password</m:password>
      <m:groups enc:arraySize="*" enc:itemType="xsd:string">
        <m:group>group1</m:group>
        <m:group>group2</m:group>
      </m:groups>
      <m:attributes enc:arraySize="*" enc:itemType="xsd:string">
        <m:attribute>attribute1</m:attribute>
        <m:attribute>attribute2</m:attribute>
      </m:attributes>
    </m:authenticate>
  </env:Body>
</env:Envelope>
```

#### POST Method (User Credentials in Headers)

If the user credentials are in the HTTP headers, the password is not added to the request.

---

### Section A: Authenticate Request

---

```
<?xml version='1.0' encoding="UTF-8" ?>
<env:Envelope
  xmlns:env="http://www.w3.org/2003/05/soap-envelope">
  <env:Body
    env:encodingStyle="http://www.w3.org/2003/05/soap-encoding">
      <m:authenticate
        xmlns:m="http://www.bluecoat.com/xmlns/xml-realm/1.0">
        <m:username>Username</m:username>
        <m:challenge-state>challenge state</m:challenge-state>
        <m:groups enc:arraySize="*" enc:itemType="xsd:string">
          <m:group>group1</m:group>
          <m:group>group2</m:group>
        </m:groups>
        <m:attributes enc:arraySize="*" enc:itemType="xsd:string">
          <m:attribute>attribute1</m:attribute>
          <m:attribute>attribute2</m:attribute>
        </m:attributes>
      </m:authenticate>
    </env:Body>
  </env:Envelope>
```

## Section B: Authenticate Response

---

### Section B: Authenticate Response

#### Success

All of the response fields except "full-username" are optional. The intersection of the groups of interest and the groups that the user is in are returned in the groups element. The attributes of interest for the user are returned in a flattened two dimensional array of attribute names and values.

```
<?xml version='1.0' encoding="UTF-8" ?>
<env:Envelope
  xmlns:env="http://www.w3.org/2003/05/soap-envelope">
  <env:Body
    env:encodingStyle="http://www.w3.org/2003/05/soap-encoding">
      <m:authenticate-response
        xmlns:m="http://www.bluecoat.com/xmlns/xml-realm/1.0">
        <m:full-username>full-username</m:full-username>
        <m:groups enc:arraySize="*" enc:itemType="xsd:string">
          <m:group>group2</m:group>
        </m:groups>
        <m:attribute-values enc:arraySize="* 2" enc:itemType="xsd:string">
          <m:item>attribute2</m:item>
          <m:item>value2a</m:item>
          <m:item>attribute2</m:item>
          <m:item>value2b</m:item>
          <m:item>attribute2</m:item>
          <m:item>value2c</m:item>
        </m:attribute-values>
      </m:authenticate-response>
    </env:Body>
  </env:Envelope>
```

#### Failed/Denied

The failed response includes a text description of the failure that becomes the text description of the error reported to the user. The fault-code is one of a set of SGOS authentication errors that can be returned from the responder. The codes are returned as strings, but are part of an enumeration declared in the schema for the protocol. Only codes in this list are acceptable.

- account\_disabled
- account\_restricted
- credentials\_mismatch
- general\_authentication\_error
- expired\_credentials
- account\_locked\_out
- account\_must\_change\_password
- offbox\_server\_down
- general\_authorization\_error
- unknown\_error

## Section B: Authenticate Response

---

```
<?xml version='1.0' encoding="UTF-8" ?>
<env:Envelope
  xmlns:env="http://www.w3.org/2003/05/soap-envelope">
  <env:Body>
    <env:Fault>
      <env:Code>
        <env:Value>env:Sender</env:Value>
      </env:Code>
      <env:Reason>
        <env:Text xml:lang="en-US">Bad username or password</env:Text>
      </env:Reason>
      <env:Detail>
        <e:realm-fault
          xmlns:e="http://www.bluecoat.com/xmlns/xml-realm/1.0">
          <e:fault-code>general_authentication_error</e:fault-code>
        <e:realm-fault>
          <env:Detail>
            <env:Fault>
          </env:Fault>
        </env:Detail>
      </e:realm-fault>
    </env:Fault>
  </env:Body>
</env:Envelope>
```

## Section C: Authorize Request

---

### Section C: Authorize Request

The groups and attributes of interest for the user are embedded in the request if they are configured to be included. The XML responder must not require credentials for authorization requests.

#### GET Method

```
http://<server hostname>:<server port>/<authorize service path>?<username parameter name>=<username> [&group=<group1>&group=<group2>...&attribute=<attribute1>&...]
```

#### POST Method

```
<?xml version='1.0' encoding="UTF-8" ?>
<env:Envelope
  xmlns:env="http://www.w3.org/2003/05/soap-envelope">
  <env:Body
    env:encodingStyle="http://www.w3.org/2003/05/soap-encoding"
    xmlns:enc="http://www.w3.org/2003/05/soap-encoding">
      <m:authorize
        xmlns:m="http://www.bluecoat.com/soap/xmlns/xml-realm/1.0">
        <m:username>Username</m:username>
        <m:groups enc:arraySize="*" enc:itemType="xsd:string">
          <m:group>group1</m:group>
          <m:group>group2</m:group>
        </m:groups>
        <m:attributes enc:arraySize="*" enc:itemType="xsd:string">
          <m:attribute>attribute1</m:attribute>
          <m:attribute>attribute2</m:attribute>
        </m:attributes>
      </m:authorize>
    </env:Body>
  </env:Envelope>
```

---

## Section D: Authorize Response

---

### Section D: Authorize Response

#### Success

Only applicable groups and attributes are returned. Multi-valued attributes are returned by multiple instances of the same attribute name.

```
<?xml version='1.0' encoding="UTF-8" ?>
<env:Envelope
  xmlns:env="http://www.w3.org/2003/05/soap-envelope">
  <env:Body
    env:encodingStyle="http://www.w3.org/2003/05/soap-encoding"
    xmlns:enc="http://www.w3.org/2003/05/soap-encoding">
      <m:authorize-response
        xmlns:m="http://www.bluecoat.com/xmlns/xml-realm/1.0">
        <m:groups enc:arraySize="*" enc:itemType="xsd:string">
          <m:group>group2</m:group>
        </m:groups>
        <m:attribute-values enc:arraySize="* 2" enc:itemType="xsd:string">
          <m:item>attribute2</m:item>
          <m:item>value2a</m:item>
          <m:item>attribute2</m:item>
          <m:item>value2b</m:item>
          <m:item>attribute2</m:item>
          <m:item>value2c</m:item>
        </m:attribute-values>
      </m:authorize>
    </env:Body>
  </env:Envelope>
```

#### Failed

```
<?xml version='1.0' encoding="UTF-8" ?>
<env:Envelope
  xmlns:env="http://www.w3.org/2003/05/soap-envelope">
  <env:Body>
    <env:Fault>
      <env:Code>
        <env:Value>env:Receiver</env:Value>
      </env:Code>
      <env:Reason>
        <env:Text xml:lang="en-US">Could not contact LDAP server</env:Text>
      </env:Reason>
      <env:Detail>
        <e:realm-fault
          xmlns:e="http://www.bluecoat.com/xmlns/xml-realm/1.0">
          <e:fault-code>offbox_server_down</e:fault-code>
        <e:realm-fault>
        <env:Detail>
        <env:Fault>
      </env:Body>
    </env:Envelope>
```



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