

Why is Captive Portal not displayed to users while trying to access Internet when a default Drop Policy is applied?

Applicable Version: 10.00 onwards

This problem may be specific to your installation and can occur in multiple situations. However, two common scenarios where such a problem occurs are given below.

Scenario 1: An External DNS is configured in your System

If a 'Drop' firewall rule is applied, Cyberoam will drop all traffic, including DNS requests. Hence, Captive Portal is not displayed.

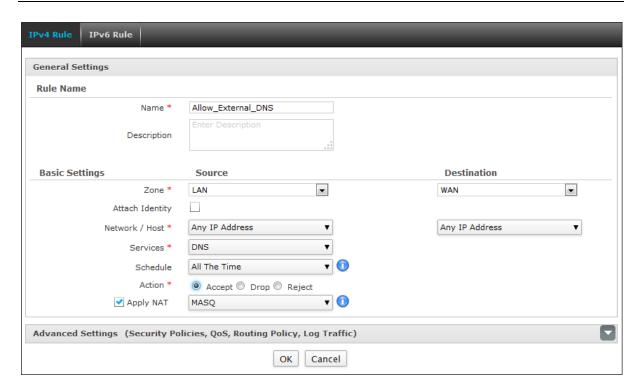
This is resolved by either of the following solutions:

- Configure Cyberoam IP address as the DNS in the user machines.
- Create a firewall rule which accepts DNS traffic and place it above the 'Drop' rule

To create the above mentioned Firewall Rule, follow the steps given below.

Go to Firewall > Rule > IPv4/IPv6 Rule and click Add to create a firewall rule with the following parameters.

Parameter	Value	Description
Name	Allow_External_DNS	Specify name to identify the Firewall Rule.
Zone	Source: LAN Destination: WAN	Specify source and destination zone to which the rule applies.
Network/Host	Source: Any IP Address Destination: Any IP Address	Specify source and destination host or network address to which the rule applies.
Services	DNS	Select service/service group to which the rule applies.
Schedule	All the time	Select schedule for the rule
Action	Accept	Select rule action
Apply NAT	Enabled MASQ	Select the NAT policy to be applied.



Note:

Make sure you place this rule above the 'Drop' rule because Cyberoam follows a top-to-bottom approach for matching firewall rules.

Scenario 2: Captive Portal is not displayed for Clientless Users

Clientless Users are trusted users who do not require any authentication on Cyberoam to access Internet. Hence, Captive Portal is not displayed to them.

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