

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

IPv4 Rule		IPv6 Rule	
<b>General Settings</b>			
<b>Rule Name</b>			
Name *	Allow_External_DNS		
Description	Enter Description		
<b>Basic Settings</b>		<b>Source</b>	<b>Destination</b>
Zone *	LAN		WAN
Attach Identity	<input type="checkbox"/>		
Network / Host *	Any IP Address		Any IP Address
Services *	DNS		
Schedule	All The Time		
Action *	<input checked="" type="radio"/> Accept <input type="radio"/> Drop <input type="radio"/> Reject		
<input checked="" type="checkbox"/> Apply NAT	MASQ		
<b>Advanced Settings</b> (Security Policies, QoS, Routing Policy, Log Traffic)			
<input type="button" value="OK"/> <input type="button" value="Cancel"/>			

**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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