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OVERVIEW: Watchguard Firebox prohibits access to the on-line learning classes via the Galileo 360 portal, giving the end user the impression they do not have authority to access the lessons.

DESCRIBE ISSUE: While accessing Galileo on-line learning via the Galileo 360 portal, the end user may receive the following message: “You’ve attempted to access this site from an unauthorized location”. To date, this issue has been traced to the Watchguard Firebox setting titled “Remove Client Connection Information”. At the current time, Galileo is aware this issue is only occurring at sites that have the Watchguard Firebox. When this option is selected, the firewall is removing the client operating system, browser type, client email address, **referring URL** (most important item it’s removing) and in some cases, intermediate proxy addresses. When the referring URL stripped from the HTTP header, the LMS server is not able to authenticate the end user as being a Galileo subscriber and therefore inhibits their access. The LMS server requires the referring URL HTTP header to include Galileo 360 to authenticate the end user. The LMS server will only allow in-coming access via the Galileo 360 portal.

PRODUCT(S) EFFECTED:

Galileo 360 on-line learning.

SOLUTION:

The customer’s IT Administrator, Security Analyst or Firewall Manager must modify the firewall settings to not strip the referring URL from the HTTP header.

To have the Firebox remove information-leaking headers, go to the Settings tab of the HTTP Proxy and check Remove client connection info. If you check the Deny Submissions option as well, you’ll prevent users from completing Web forms POSTed by public Web servers. Such Web forms often ask for internal mail drops, e-mail addresses, and phone numbers, exactly the kinds of information organizations should be careful about disclosing.

Disclaimer: before making the above changes, the customer shall make sure their security policy is not breached as a result of making this change and if needed, reviewed with an Internet Security analyst.

HOW TO ORDER/CONTRACT:

N/A
