2016 Release 5 Notes for Forcepoint Cloud Web Protection Solutions

Cloud Web Protection Solutions | 2016 Release 5 | 17-Nov-2016

2016 Release 5 of our web protection products offers new features and product corrections:

What's new in 2016 Release 5?

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Increased efficiency for scheduled report jobs

In order to increase resiliency for accounts that have many or very large scheduled report jobs, changes have been made to:

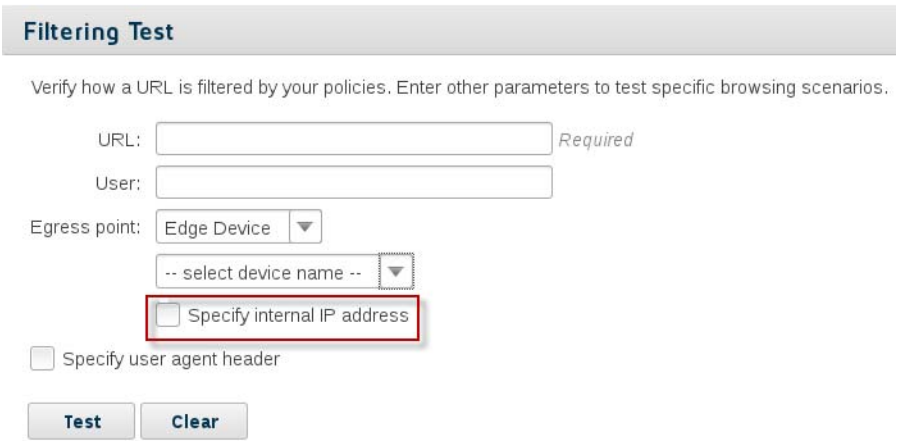
- Increase the job timeout period to allow jobs that take more than 15 minutes to complete
- Distribute the start time when multiple jobs are scheduled
- Increase the frequency with which the scheduler runs to every 5 minutes

Cloud Connection Speed Test enhancement

When an administrator runs the Cloud Connection Speed Test, the results now show the IP address in addition to the name of the data center used for the test.

Internal IP address test for network devices

The Filtering Test option on the **Web > Policies** page in the cloud portal has been enhanced. When administrators select an edge device or appliance as the egress point, they now have the option to specify also an internal IP address, to validate how requests from that address are managed.



Proxy bypass for firewall redirect and IPsec tunneling deployments

Proxy bypass is now supported for those who use firewall redirect or IPsec tunneling to direct traffic to the cloud service. This applies to both policy-level and account-level bypass definitions, which may be IP addresses, subnets, or domains.

The cloud service allows traffic to these sites without authentication or decryption. The traffic is, however, logged, and does appear in reports.

Note

In IPsec deployments, proxy bypass does not work correctly if the request is redirected from HTTP to HTTPS.

Enhanced device management interface available

Administrators now have the option of using either of 2 interfaces for managing i-Series appliances and edge devices: the original Network Devices page or the new Device Management page. Switch between the interfaces easily:

- Click **Check out the new Device Management page** near the top of the old page to switch to the new interface.
- Click **Revert Interface** at the bottom of the new page to return to the original interface.

A separate document provides more information about the new interface.

Resolved and known issues

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Resolved issues

Data Security

- Data Security incidents are created as expected when users attempt to save sensitive data (that is, data that matches a Data Security rule) to Google Drive. This results from enhanced MIME parsing capabilities for Data Security.
- In Data Security reports, the Action attribute now has the values **Monitored** and **Blocked**, for improved clarity.

Reporting

- The Threat dashboard no longer includes transactions with a severity level of "None."

Endpoint

- End users with Internet Explorer 11 are now prompted to deploy web endpoint software when administrators enabled automatic deployment of the endpoint client.

i-Series appliances

- A connectivity error message is no longer displayed in the cloud portal when an appliance is re-registered with the same software version.

Single sign-on

- Users are now properly redirected to the website they requested after they accept the compliance page in environments that use single sign-on.

Known issues

The following are known issues in this version of the cloud web protection products:

IPsec tunneling

- For SSL decryption to work with IPsec tunneling, SSLv3 must be disabled in Internet Explorer.
- Basic authentication does not work for iTunes with IPsec tunneling.
- Using authentication bypass settings to force NTLM, basic authentication, or the welcome page does not work with IPsec tunneling if a URL condition is present.
- Cisco ASA firewalls earlier than version 9.1 with multiple security contexts enabled cannot use IPsec tunneling.
- NTLM for non-domain users is not supported.
- Some web pages do not load properly in Safari after successful user authentication. The workaround for this is to ensure the Block cookies option is set to Never in Safari's privacy preferences.

Authentication

- If an end user is browsing with Internet Explorer and their system clock is set to a future time or date, session-based authentication fails and is repeatedly requested because the browser considers the session cookie to be expired. To avoid this, ensure the system clock is set correctly.
- If a roaming user authenticates using single sign-on with Oracle Identity Federation, the secure authentication form is intermittently displayed if the session times out.
- Firefox sometimes fails to load the page correctly when an end user re-authenticates after session timeout. This occurs only if the session timeout is set to a very short time period.
- The New Tab page in Chrome displays "Internal Server Error" when a user authenticates using a cookie-based method (secure form authentication or single sign-on). To work around this, open a new tab in the browser and re-authenticate to browse successfully.
- If a roaming user authenticates using single sign-on with a supported provider, and their policy also mandates an Acceptable Use Policy (AUP), the compliance page appears only on the second site they browse to, and not on the first site which triggered their authentication.
- When using Internet Explorer, users may receive the welcome page for basic authentication instead of the welcome page for secure form-based authentication after the secure form-based authentication session expires. They can either restart the browser or browse to a different site.

i-Series appliances

- In cases where the appliance self-signed certificate is used or when the CA certificate is not loaded on clients, Chrome blocks the connection and displays an error page.

  To proceed past this error page, ensure the browser page is the active window, and then type **proceed**. For Chrome versions 33 and 34, type **danger**.

  To prevent this issue occurring, end users should not use the appliance self-signed certificate and should load the CA on their clients.
- The YouTube for Schools feature does not work for HTTPS sites. To work around this, you can redirect this traffic to the cloud: ensure you enable SSL decryption in your policy and under SSL Decryption Categories, set the YouTube category to Decrypt.
- The appliance does not currently support authentication decryption bypass for custom categories.
- When using a Windows XP machine with Internet Explorer 8 (or below), HTTPS connections are not supported on i-Series appliances.
- If you add a custom protocol with a name containing non-ASCII characters, an error occurs on the appliance and the new protocol is not added.
- The appliance does not support browsing directly to full URLs (i.e., those including a full path to a specific page) in custom categories for SSL traffic. Using the host name only is supported.
- Google redirect does not work correctly if a user browses to http://www.google.com and Google does not automatically change this to https://www.google.com. In this case, traffic is not redirected to the cloud service and Google applies its own redirect to the appropriate site for the country it detects, rather than the options set in the cloud portal. If the country site selected by Google conflicts with your cloud settings, add “google.com” to the **Always analyze** list on the Web Content & Security tab to ensure traffic redirection to the cloud.

Endpoint reporting

- The Endpoint Auditing report has the following known issues:
  - All times in the report are based on the time zone of the machine used to view the report, rather than the end-user machine on which the endpoint is installed.
  - If communication to the endpoint client machine is lost or the machine enters suspend or hibernate mode, this change of state is not reflected in the report.
  - If an end-user machine is shut down, the endpoint is automatically enabled on restart regardless of its previous state, and this is not reflected in the report.
  - If the endpoint is automatically installed from the cloud and then immediately disabled, end user details are not associated with a policy, and the disable action is not reflected in the report until the endpoint is re-enabled and the end user starts browsing.

    - When an endpoint version is upgraded, either manually or via GPO, the endpoint is enabled even if it was previously disabled. This is not reflected in the report.
- When users install an up-to-date version of Windows endpoint, the endpoint summary report shows the Windows endpoint version as outdated, because the Mac endpoint version has a higher number than the Windows version.

Policies

- For users whose organizations choose to display the acceptable use policy compliance page, this page appears for each different browser they use within the frequency period selected (1, 7 or 30 days). For example, if they browse using Internet Explorer and Chrome within the same time period, the page appears twice, and they must agree to accept the page twice. Note that when using the endpoint auto-install feature, this same issue occurs.
- The compliance page appears the first time an end user browses to an HTTP site and does not appear if the user browses to HTTPS or FTP sites. Note that when using the endpoint auto-install feature, this same issue occurs.
- In the File Blocking tab, file extensions for HTTPS remain blocked even if they are set to Allow.
- End users may have to clear their cache for the Google redirect feature to work correctly.
- When administrators add a connection to a policy, field-level validation on IP addresses and IP address ranges may result in up to 8 overlapping error messages displayed on the screen.