WebShield Appliance v3.0 Technote: Option to close the connection with the client if the server closes the connection with the appliance abruptly

Overview

On a HTTP request, if the server closes the connection by sending a FIN before sending any response header information to the WebShield appliance, the appliance sends a HTTP 403 error to the client. This feature enables the appliance to forward the FIN to the client and hence close the connection with the client. This would give an opportunity to the browser to retry the request. This feature is disabled by default.

Enabling/Disabling

In order to enable this functionality, it is necessary to modify config/http.xml manually.

To do this, please proceed as follows:

1) Save configuration (on the System-> Backup and Restore page).

2) Create a new / clean directory.

3) Extract http.xml from the saved .Zip file into the directory.

4) Copy the http.xml file to http.xml.old or appropriate backup name.

5) Open the http.xml file with WordPad.

6) Locate the following section:-

<Settings name="details" package="com.nai.webshield.escm.dialogs.http.details" type="Product" version="3.1">

7) To enable/disable the setting modify the following line in the section.

<Attr name="ForwardResponseHeaderFINtoClient" type="bool" value="0"/>

Changing the value to 0 would disable the feature and 1 would enable it. "0" is the default value.

Please note that this attribute appears in protocol_in and protocol_out sections of the xml. Please modify the field for the direction in which you want this feature to be enabled.

8) Save the file, if prompted choose txt, ignore warning about stripping the formatting.

9) Manually confirm that the http.xml file has been saved as **Text**. Saving the file as .RTF will result in a loss of the configuration.

10) Update the Zip file with the new file. Use Winzip or equivalent as it can handle long filenames. Ensure that *full path info* is switched off in Winzip.

11) Restore the Zip file to the appliance. This is done from the Backup and Restore page, browse to file you just saved, click "Restore Configuration" button.

12) Apply all changes.