

Configuring SellerDeck with ISA Server 2000

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Introduction

As of release 6.1.4, SellerDeck can be configured to work with an ISA Server 2000 that requires user authentication. However, the way in which SellerDeck is configured will depend on the ISA Server mode and configuration settings.

Due to the way that the ISA Server performs user authentication it is not possible for SellerDeck (or any other FTP Client) to connect to an FTP Server through ISA Server if user authentication is required and the user running SellerDeck is either not known to the ISA Server or is not allowed access. This differs from the HTTP Protocol where the ISA Server and SellerDeck are able to negotiate the user that is used to connect to the ISA Server.

ISA Server Configuration

ISA Server 2000 can be configured in three modes: -

- Caching Server
- Firewall Server
- Integrated (Caching and Firewall Server)

Caching Servers only apply Access Policies to the HTTP protocol, so if you need to control FTP access to the internet then you must use either the Firewall or the Integrated mode.

To check the mode: -

- Open ISA Server Manager (Start | Microsoft ISA Server | ISA Management)
- Right click the ISA server and select Properties from the drop down list
- The mode is shown on the General tab

In the following sections, the PC running SellerDeck is referred to as the ISA Client and the user running SellerDeck is referred to as the ISA Client Account.

Open ISA Management from the Windows Start menu.

The ISA Server must be configured to listen for Outgoing Web Requests. Right click the Server node under Servers and Arrays and on the 'Outgoing Web Requests' tab, specify the TCP Port that the ISA server is to listen on, the default port is 8080.

Access rules will need to be defined to allow the ISA Client access to the internet. Each rule can apply to 'Any request', 'Client address sets', or specific users and groups.

Access Policy

Site and Content Rules (Mode: Any)

The ISA Client must be allowed to access all required content types by at least one 'Allow Rule'.

Protocol Rules (Mode: Any)

The ISA Client must be allowed to access the HTTP and FTP Protocol. If the Actinic Site uses SSL then the ISA Client must also be allowed access to the HTTPS protocol.

IP Packet Filters (Mode: Firewall and Integrated)

A filter must be defined to allow the Outgoing Web Requests using the Port defined above.

A filter must be defined to allow outbound connections using the FTP Protocol on Port 21.

Policy Elements (Mode: Any)

Protocol Definitions

The protocols HTTP, HTTPS and FTP are required. These are pre-defined by the ISA Server during Installation and cannot be changed or removed.

Extensions (Mode: Any)

Application Filters

HTTP Redirector Filter

The HTTP Redirector Filter must be enabled. This will redirect HTTP requests from Firewall and SecureNAT Clients to the Web Proxy Service.

FTP Access Filter

The FTP Access Filter must be enabled.

Client Configuration (Mode: Firewall and Integrated using Firewall Client)

Web Browser

Determines how the Firewall Client (if installed) will configure the Browser during installation on the ISA Client.

SellerDeck Configuration

SellerDeck can be configured in three Proxy Modes for each of HTTP and FTP.

Proxy Mode: -

- None
- Default (Windows)
- Proxy

Open Advanced | Network Set up.

Select 'Passive FTP Transfers' otherwise Sellerdeck will timeout after 5 minutes as it will be unable to open the data connection with the FTP Server. Note: Using the Firewall or Integrated mode of ISA Server it is possible to allow the Data Connection to be established but this is regarded as a security hole in the Firewall so the preferred method is to use Passive FTP.

Select Proxy from the Network Setup window.

With mode None, SellerDeck will attempt to access the Internet using either SecureNAT or, if installed, the ISA Firewall Client. The standard ports 80, 443 and 21 for HTTP, HTTPS and FTP respectively will be used.

With mode Default, SellerDeck will use the Windows Internet settings to connect to the Internet. Selecting Default when Windows is not configured to use a Proxy Server is equivalent to selecting None.

With mode Proxy, SellerDeck will use the Proxy Server and Port specified in the Proxy Settings of Network Setup. Note, at present, Sellerdeck will use the HTTP Proxy settings for HTTPS.

Configuring alternative FTP port

If you need to configure the ISA Server to listen for FTP connections on a port other than port 21 then you should first read

http://isaserver.org/tutorials/Publishing_FTP_Sites_on_an_Alternate_Port_Number.html.

SellerDeck can then be configured to use the alternative FTP Port in Network Set up | Proxy. Select 'Proxy' for FTP and enter the name of the ISA Server and the alternative FTP Port.

Authentication Process.

This section describes the process used by the ISA Server and SellerDeck for the HTTP, HTTPS and FTP protocols when user authentication is required.

User authentication is required in any of the following situations: -

- The ISA Server is configured with allow rules that require authentication at the user or group level.
- 'Ask unauthorised users for identification' on the 'Outgoing Web Requests' tab of the Server Properties in ISA Manager is ticked.

The authentication process depends on the protocol of the request and the method by which the ISA Client connects to the ISA Server.

When the ISA Client uses the ISA Firewall Client to connect to the ISA Server, the Firewall Client will pass the ISA Client Account to the ISA Server which it will then check against the allow rules. If access is not allowed, then, for HTTP requests, the ISA Server will attempt to negotiate authentication with the ISA Client, for non-HTTP requests the ISA Server will reject the request.

SecureNAT is used to connect to the ISA Server when the ISA Firewall Client is not used by the ISA Client. SecureNAT does not pass the ISA Client Account to the ISA Server. In this case, the ISA Server, for HTTP requests, will attempt to negotiate authentication with the ISA Client, for non-HTTP requests the ISA Server will reject the request.

In SellerDeck Proxy set up, when using Default or Proxy Modes for HTTP, a user name and password can be specified for Authentication with the ISA Server. This is only required for either of the following conditions: -

- The ISA Client Account is not allowed access to the Internet via the ISA Server.
- The Firewall Client is not installed on the ISA Client in which case the connection is made using SecureNAT which does not pass the ISA Client Account to the ISA Server.

Non-HTTP connections to the ISA Server do not support authentication negotiation; therefore, the FTP Proxy user name and password will not be used. FTP authentication is only possible when the ISA Firewall Client is installed and the ISA Client Account is allowed access by the ISA Server rules.

Known Problems

Delays may be experienced between changing the ISA Server settings and the change taking effect. For example, during testing, Actinic Software have found that if the Network Test fails due to the FTP Filter requiring user authentication then changing the FTP Filter and re-running the test immediately may result in the test failing again. Waiting for 1 minute before re-running the test may result in the test succeeding. This is probably due to a connection 'keep-alive' setting.