STORMSHIELD NETWORK SECURITY

RELEASE NOTES VERSION 3
English version

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New features in version 3.0.0

Unified web interface

The unified web interface now covers the administration, monitoring and reporting of Stormshield Network firewalls.

A new monitoring window offers graphs (in real time and with history statistics) on system resources used (memory and CPU), throughput per interface and connected users as well as detailed information on machines (ongoing connections, applications used, vulnerabilities detected, etc).

Many interactive features facilitate the search for incidents and the administration of Stormshield Network firewalls.

Temporary user management

In order to provide easy Internet access to persons outside the organization or in public places, Stormshield Network products offer advanced features for managing temporary users.

In addition to guest mode, which was already available, version 3 includes "sponsorship" mode and a new portal to create temporary accounts.

The current "guest" portal may be enriched with new fields (first name, last name, e-mail address, etc) that the user will need to enter before accepting the Internet access charter.

Temporary accounts can be created easily thanks to a simplified screen that can only be accessed by persons authorized to create such accounts.

"Sponsorship" mode makes it possible to delegate - to an authorized person - the privilege of accepting or rejecting an Internet access request from a person outside the organization.

Many enhancements allow customizing users' various access portals.

Integration into a multi-domain environment

Users can now be authenticated on several Active Directory domains. It is therefore possible to authenticate users originating from various domains and applying distinct security policies to them.

Multiple directories also offer the possibility of registering firewall administrators in an internal directory and managing unprivileged users in an external directory.

IP geolocation - Country-based filtering

Thanks to the geolocation feature, administrators gain visibility over the source or destination of their network traffic. Security policies can therefore be adapted to filter traffic according to new geographical criteria represented by "Country" or "Continent" objects.

All log files and reports have been enriched with a new item corresponding to the country.

IP Reputation – External host reputation

This feature, which can be combined with geolocation, makes it possible to lower an organization's attack risk.

Public IP addresses with a bad reputation (e.g.: Tor exit nodes) will fall under one of seven categories: Spam, Phishing, Anonymizer, Botnet, Malware, Tor or Scanner. These categories are regularly updated through the Active Update mechanism.

Through his security policy, the administrator can therefore block external machines with bad reputations from attempting to access the organization's network, and prohibit connections from internal workstations to reputedly risky hosts.

Dynamic Host Reputation – Internal host reputation

Security policies can now be assigned based on the reputation of internal hosts.

Reputations, represented by a score, can be calculated dynamically thanks to ratings provided by the inspection engines built into Stormshield firewalls. Whenever our sandboxing solution detects a virus, raises a major alarm or identifies malware, the host's score will automatically be raised.

Administrators can view the history of a host's reputation score in the new "monitoring" module. Other indicators such as the average score of a network and the maximum score, provide addition information to help them define their security policies and act on hosts that require intervention.

"DNS names (FQDN)" objects

In order to refine a security policy, it is now possible to use network objects defined only by their FQDN (IP address(es) automatically retrieved by DNS resolutions) such as "google.com" or "office365.com".

Safe transmission of Syslog traffic through the TLS protocol

The transmission of logs to one or several Syslog servers (maximum 4) via TCP can now be secured through the TLS protocol with client and server certificate authentication.

This secure transmission of Syslog traffic is compatible with the Stormshield Visibility Center solution.

Stormshield Network firewalls support several standardized formats of Syslog messages (RFC3164, RFC5424, RFC5425 and RFC6587).

Possibility of configuring the hash algorithm in the internal PKI and the SSL proxy

The Certificates and PKI module offers the possibility of selecting the hash algorithm (in particular SHA256) used for the certificates of the SSL proxy and the firewall's internal PKI.

IPFIX/Netflow support

Compatibility with Netflow/IPfix collectors allows administrators to easily identify potential network issues.

Customized signatures on the intrusion prevention (IPS) engine

Administrators can now create their own context-based signatures in order to detect applications inside the organization.

SNi40 - Hardware bypass

In order to ensure service continuity in an industrial setting, the SNi40 firewall is equipped with a hardware bypass function, which when enabled, allows network traffic to pass through in the event of a power outage or appliance breakdown.

Importing and exporting the contents of the network objects database

Exporting the objects database in CSV format makes it possible to save the database and reimport it directly into the Stormshield Management Center centralized administration solution.

The structure of the rows that make up the objects database in CSV format is available in **Appendix B** of the **Stormshield Network Configuration and Administration Manual**.

Official support for KVM and Hyper-V virtualization platforms

Stormshield Network virtual firewalls are available for Microsoft Hyper-V (VHD format) and KVM platforms (Kernel-based Virtual Machine - QCOW2 format). The supported versions of hypervisors are listed in the Compatibility chapter of this document.

Intrusion prevention scans on HTTP traffic with on-the-fly decompression

The intrusion prevention engine is now capable of decompressing HTTP data on the fly in order to perform IPS scans on this protocol. The firewall therefore no longer needs to modify the headers of HTTP packets sent by the client in order to mask compression support (*accept-encoding*). As a result, this mechanism reduces latency and the amount of data needed for transferring HTTP packets, but demands a greater amount of the firewall's resources.

This feature is enabled by default and can be suspended in the HTTP configuration module.

Possibility of adding a constraint on the *Domain name* of the certificate presented by an IPSec peer.

When a certificate authority (CA) is specified in the list of trusted authorities for the establishment of IPSec tunnels, a constraint can be added on the Domain Name (DN) of the certificate presented by the peer in order to strengthen security.

IPS scans of the Ethernet/IP industrial protocol

The intrusion prevention engine now allows filtering (*Analyze / Block*) public command sets for this protocol. A customized list of Ethernet/IP commands that need to be allowed can also be specified.

Intrusion prevention scans for SNMP

SNMP (Simple Network Management Protocol) is a network equipment monitoring protocol. The IPS scan for this protocol has been particularly enriched. It therefore now possible to allow or block SNMP packets according to the version of the protocol (SNMPv1, v2c or v3), create community whitelists/blacklists (SNMPv1 and v2c), identifiers (SNMPv3) or OIDs (*Object Identifier*).

NAT support for Dynamic DNS

The module that sends the public IP address to the dynamic DNS registration service provider now distinguishes the real public IP address presented by a NAT router from the local address. This feature can be enabled by selecting Support address translation (NAT) in the advanced properties of the Dynamic DNS module.

SSL proxy - Support for new encryption algorithms

The SSL proxy supports new encryption algorithms based on elliptic curves (ECDSA algorithm: Elliptic Curve Digital Signature Algorithm).

Systematic verification of unused objects

The **Network objects** module displays the list of objects found in the firewall's database; objects are classified by category (hosts, networks, DNS domain names [FQDN], etc).

A colored symbol appears before each object, dynamically indicating whether the object is being used in the firewall's configuration (green chip) or not (gray chip). Clicking on the "eye" icon located to the right of a green chip will list all the modules using the object in question.

Rule names in IPS logs and active connection logs

The Filter and NAT module makes it possible to assign a name to each rule created. Do note that the "Name" column is hidden by default.

This rule name (*rulename*) is referenced in IPS logs and connection logs. It has the advantage of not changing according to rule criteria (via, interface, etc) or the position of a rule in a filter policy, unlike rule identifiers (*ruleid*). As such, filter or NAT rules can be easily handled according to their names.

Exporting monitoring data and audit logs

In the same way as report data, the information displayed in audit logs and the data presented in the tables of the monitoring module can also be exported to a file in CSV format.

Sandboxing – Form to report false positives

The interactions offered on audit logs allow warning Stormshield of any wrong categorization following a sandboxing operation. This feature therefore makes it possible to unblock attachments that have been wrongly considered malicious.

Authentication

The maximum length of an identifier has been raised to 255 characters. Moreover, users can now be included in 250 groups (this limit used to be 50 in older versions).

SSL VPN

The SSL VPN Client configuration file now includes register-dns and block-outside-dns options indicating, respectively, for the client to write the DNS server(s) specified by the Stormshield Network firewall to its configuration, and to not use third-party DNS servers. This feature shortens the time needed for receiving responses to the client's DNS requests, especially for machines running in Microsoft Windows 10.

Child connections (active FTP) through virtual IPSec interfaces

Traffic that creates child connections (e.g.: active FTP) is now compatible with the use of virtual IPSec interfaces (VTI).

TCP-based DNS requests

Stormshield Network firewalls automatically switch their DNS requests over to TCP whenever they receive a response exceeding 512 bytes (response with many entries such as dynamic objects and DNS name objects [FQDN]).

Addition of logs in stateful pseudo-connections

Stateful pseudo-connections (GRE, ESP, etc) now generate registrations in connection log files (*l connection*) and filter statistics files (*l filterstat*).

Support for generic 3G/4G modems

For generic 3G/4G modems whose characteristics are not automatically recognized, up to two profiles grouping configuration information (model, vendor ID, etc) can be defined, such information having to be manually entered. The various fields to configure are explained in the chapter **Creating a modem** in the **Stormshield Network Configuration and Administration Manual**.

Strengthening the IPS scan on TCP

The TCP IPS scan has been strengthened in order to detect data in RESET packets and setting off the specific alarm "TCP RST with data". It can now also handle a larger amount of unacknowledged

data without setting off alarm no. 84 "TCP data queue overflow".

Other features

- Improvement of the intrusion prevention scan on the SSL protocol with regard to fragmented headers
- Support for Unicode international characters in certificates
- Inclusion of source and destination object names in alarm e-mails
- Addition of the firewall's system name in Shell command prompts

Compatibility

Lowest version required: Stormshield Network 2.x

Hardware compatibility:
SN200, SN300, SN500, SN510, SN700, SN710, SN900, SN910, SN2000, SN3000 and SN6000
SNi40
NETASQ U30S, U70S, U150S, U250S, U500S and U800S
Stormshield Network and NETASQ Virtual Appliances

Hypervisor compatibility:
VMWare ESX/ESXi: version 5.5 and upwards
Citrix Xen Server: version 6.2 and upwards
Microsoft Hyper-V: Windows Server 2012 and upwards
Linux KVM: Red Hat Enterprise Linux 7.2 and upwards

Lowest versions required for Stormshield Network client software:
SSO Agent: version 1.4 and upwards
SSL VPN Client: version 2.0 and upwards

Software compatibility for the installation of the administration suite (SN Real-Time Monitor and SN Global Administration):
Microsoft Windows 7, 8 and 10
Microsoft Windows Server 2008 and 2012

NOTE

In order for the firewall administration interface to operate optimally, you are advised to use the latest versions of Microsoft Internet Explorer and Mozilla Firefox (LTS version - Long Term Support). For further information on these versions, please refer to the relevant vendors for the life cycles of their products.

Recommendations

Extended Web Control

If the synchronous mode is enabled for the Extended Web Control URL filter feature, you have to disable this mode before updating your firewall to v3. To do so, remove the line containing the parameter X-CloudURL_Async (in the [Config] section of the ConfigFiles/proxy configuration file).

Updating a cluster with several high availability links

For clusters that implement more than one link dedicated to high availability, ensure that the main link is active before proceeding to upgrade to version 3.

SSO agent authentication method

In a configuration using he "SSO Agent" authentication method, the SSO agent has to be migrated to version 1.4 before migrating the firewall's version.

The "domain name" field must also be entered in the configuration of the SSO agent before migrating it to version 1.4.

Backup prior to an update

Before migrating an existing configuration to version 3 of the firmware, remember to create a backup of the main partition on the backup partition and perform a configuration backup. You are also strongly advised to read through the chapter on Explanations on usage.

Policy-based routing

If the firewall has been reset to its factory settings (*defaultconfig*) after a migration from a 1.x version to a 2.x version then to a 3.x version, the order in which routing will be evaluated will be changed and policy-based routing [PBR] will take over priority (policy-based routing > static routing > dynamic routing >…> default route). However, if the firewall has not been reset, the order of evaluation stays the same as in version 1 (static routing > dynamic routing > policy-based routing [PBR] > routing by interface > routing by load balancing > default route).

Filter policies and users

In previous versions of the firmware, the filter policy did not distinguish between users and groups. In version 3, support for multiple directories requires strict checks on users. Migrating a configuration to version 3 of the firmware may therefore generate warnings asking the administrator to re-enter users in the filter policy in order to avoid any ambiguity.

Known issues

SN150 model firewalls

SN150 firewalls are not compatible with version 3.0.0 of the firmware. Their compatibility will be ensured from version 3.0.1 onwards.

Intrusion prevention

REGISTER SIP requests that contain asterisks in the Contact field in their headers are not supported. They will generate a block alarm "*The SIP request contains an invalid URI (Contact field)*".

Support reference 52538

Websites that use TCP timestamping cannot be reached from Linux or MAC OS client workstations when they are located behind a Stormshield Network firewall that analyzes HTML content (**HTTP** module - *Inspect HTML code* option). For more information on available workaround solutions, please look up our Stormshield knowledge base (under *Known issues*) or contact your TAC (Technical Assistance Center).

System

Routing
IPSec interfaces cannot be used for specifying the type of routing in filter rules for IPv6 traffic. This restriction affects interfaces that have been specified directly as well as router objects containing IPSec interfaces.

Filtering
The field corresponding to the name of a filter rule (*rulename*) does not appear in proxy log files.

SSL VPN Client

After migrating to SNS v3, connecting via the SSL VPN Client may fail because the sslvpn interface is linked to the Guest profile. You must delete the line corresponding to this interface in the *Captive Portal* tab of the **Configuration** > **Users** > **Authentication** module.

Explanations on usage

Network

Spanning Tree protocols (RSTP / MSTP)

Stormshield Network firewalls do not support multi-region MSTP configurations. A firewall implementing an MSTP configuration and interconnecting several MSTP regions may therefore malfunction when managing its own region.

If MSTP has been enabled on a firewall and it is unable to communicate with equipment that does not support this protocol, it would not automatically switch to RSTP.

In order for RSTP and MSTP to function, the interfaces on which they are applied must have an Ethernet layer. As a result:

- MSTP does not support PPTP/PPPoE modems,
- RSTP supports neither VLANs nor PPTP/PPPoE modems.

Interfaces

The firewall's interfaces (VLANs, PPTP interfaces, aggregated interfaces [LACP], etc.) are now grouped together in a common pool for all configuration modules. When an interface previously used in a module is released, it becomes reusable for other modules only after the firewall is rebooted.

Deleting a VLAN interface will change the order of such interfaces the next time the firewall starts. If such interfaces are listed in the dynamic routing configuration or monitored via SNMP MIB-II, this behavior would cause a lag and may potentially cause the service to shut down. You are therefore strongly advised to disable any unused VLAN interfaces instead of deleting them.

On SN150 models, configurations that contain several VLANs included in a bridge will not be supported.

An issue was identified on U30S and SN200 appliances during the creation of several VLANs in a bridge. This issue may potentially cause an error during the transmission of the responses to ARP requests received on these VLANs to other interfaces of the bridge.

Bird dynamic routing

The Bird dynamic routing engine having been upgraded to version 1.6, in configurations implementing BGP with authentication, the "*setkey no*" option must be used. For further information on Bird configuration, please refer to the **Bird Dynamic Routing** Technical Note.

When a Bird configuration file is edited from the web administration interface, the "Apply" action will send this configuration to the firewall. If there are syntax errors, a warning message indicating the row numbers containing errors will inform the user of the need to correct the configuration.

However, if a configuration containing errors is sent to the firewall, it will be applied the next time the Bird service or the firewall is restarted.

IPv6 support

In version 2, the following are the main features that are unavailable for IPv6 traffic:

- IPv6 address translation (NATv6),
- Application inspections (Antivirus, Antispam, HTTP cache, URL filtering, SMTP filtering, FTP filtering and SSL filtering),
- Use of the explicit proxy,
- DNS cache,
- SSL VPN portal tunnels,
- SSL VPN tunnels,
- Radius or Kerberos authentication,
- Vulnerability management,
- Modem interfaces (especially PPPoE modems).

High Availability
In cases where the firewall is in high availability and IPv6 has been enabled on it, the MAC addresses of interfaces using IPv6 (other than those in the HA link) must be defined in the advanced properties. Since IPv6 local link addresses are derived from the MAC address, these addresses will be different, causing routing problems in the event of a switch.

System

Migration
Upgrading to a major firmware release will cause the reinitialization of preferences in the web administration interface (e.g.: customized filters).

Updates to a lower version
Firewalls sold with version 3 firmware are not compatible with older major versions.

Backtracking to a major firmware version older than the firewall's current version would require a prior reset of the firewall to its factory settings (*defaultconfig*). For example, this operation would be necessary in order to migrate a firewall from version 3.1 to a 2.x version.

URL filtering
SN150, SN200, SN300, U30S and U70S models do not allow using more than 10 URL filter profiles. On other models, profiles can only be added by editing the URL filter configuration file (ConfigFiles/URLFiltering/slotinfo) in order to add extra sections to it then by creating or downloading the corresponding profiles (11, 12, etc) to the ConfigFiles/URLFiltering folder.

Support reference 3120

Configuration
The NTP client on firewalls only supports synchronization with servers using version 4 of the protocol.

Restoring backups
If a configuration backup has been performed on a firewall whose system version is higher than the current version, it will be impossible to restore this configuration. For example, a configuration backed up in 3.0.0 cannot be restored if the firewall's current version is 2.5.1.

Dynamic objects
Network objects with automatic (dynamic) DNS resolution, for which the DNS server offers round-robin load balancing, cause the configuration of modules to be reloaded only when the current address is no longer found in responses.

DNS (FQDN) name objects
DNS name objects cannot be members of object groups.

Filter rules can only be applied to a single DNS name object. A second FQDN object or any other type of network object cannot be added as such.

DNS name objects can only be used in filter rules.

When a DNS server is not available, the DNS name object will only contain the IPv4 and/or IPv6 address entered when it was created.

If a large number of DNS servers is entered on the firewall, or if new IP addresses relating to DNS name objects are added to the DNS server(s), several requests from the firewall may be required in order to learn all of the IP addresses associated with the object (requests at 5-minute intervals).

If the DNS servers entered on client workstations and on the firewall differ, the IP addresses received for a DNS name object may not be the same. This may cause, for example, anomalies in filtering if the DNS object is used in the filter policy.

Hardware monitoring (watchdog)
SN150 models do not have the hardware monitoring feature (hardware watchdog).

Filter logs
When a filter rule uses load balancing (use of a router object), the destination interface listed in the filter logs may not necessarily be correct. Since filter logs are written as soon as a network packet matches the criteria of a rule, the outgoing interface will not yet be known. As such, the main gateway is systematically reported in filter logs instead.

Quality of service
Network traffic to which Quality of Service (QoS) queues have been applied will not fully benefit from enhancements made to the performance of the "fastpath" mode.

Notifications

IPFIX
Events sent via the IPFIX protocol do not include either the proxy's connections or traffic sent by the firewall itself (e.g.: ESP traffic for the operation of IPSec tunnels).

Activity reports

Reports are generated based on logs recorded by the firewall, which are written when connections end. As a result, connections that are always active (e.g.: IPSec tunnel with translation) will not be displayed in the statistics shown in activity reports.

Whether logs are generated by the firewall depends on the type of traffic, which may not necessarily name objects the same way (*srcname* and *dstname*). In order to prevent multiple

representations of the same object in reports, you are advised to give objects created in the firewall's database the same name as the one given through DNS resolution.

Intrusion prevention

GRE protocol and IPSec tunnels
The decryption of GRE traffic encapsulated in an IPSec tunnel would wrongly generate the alarm "*IP address spoofing on the IPSec interface*". The action *Pass* must therefore be configured for this alarm in order for this type of configuration to function.

HTML scan
Rewritten HTML code is not compatible with all web services (apt-get, Active Update) because the "Content-Length" HTTP header has been deleted.

Instant messaging
NAT is not supported on instant messaging protocols

Support reference 35960

Keep initial routing
The option that allows keeping the initial routing on an interface is not compatible with the features for which the intrusion prevention engine needs to create packets:

- reinitialization of connections when a block alarm is detected (RESET packet sent),
- SYN Proxy protection,
- protocol detection by plugins (filter rules without any protocol specified),
- rewriting of data by certain plugins such as web 2.0, FTP with NAT, SIP with NAT and SMTP protections.

NAT

Support reference 29286

The GRE protocol's state is managed based on source and destination addresses. As such, two simultaneous connections with the same server cannot be distinguished, either from the same client or sharing a common source address (in the case of "map").

H323 support
Support for address translation operations on the H323 protocol is basic, namely because it does not support NAT bypasses by gatekeepers (announcement of an address other than the connection's source or destination).

Proxies

Support reference 35328

FTP proxy
If the "Keep original source IP address" option has been enabled on the FTP proxy, reloading the filter policy would disrupt ongoing FTP transfers (uploads or downloads).

Filtering

Out interface
Filter rules that specify an out interface included in a bridge without being the first interface of such a bridge will not be applied.

Multi-user filtering
Network objects may be allowed to use multi-user authentication (several users authenticated on the same IP address) by entering the object in the list of multi-user objects (Authentication > Authentication policy).

Filter rules with a 'user@object' source (except 'any' or 'unknown@object'), with a protocol other than HTTP, do not apply to this object category. This behavior is inherent in the packet processing mechanism that the intrusion prevention engine runs. The message warning the administrator of this restriction is as follows: "This rule cannot identify a user logged on to a multi-user object."

Geolocation and public IP address reputation
Whenever a filter rule specifies geolocation conditions and public address reputation, both of these conditions must be met in order for the rule to apply.

Host reputation
If IP addresses of hosts are distributed via a DHCP server, the reputation of a host whose address may have been used by another host will be assigned to both hosts. In this case, the host's reputation may be reinitialized using the command `monitor flush hostrep ip = host_ip_address`.

Support reference 31715

URL filtering
Authenticated users cannot be filtered within the same URL filter policy. However, particular filter rules may be applied (application inspection) according to users.

IPSec VPN

Decryption
The IPSec peer distributes data decryption. On multi-processor firewalls, this process is therefore optimized whenever the number of peers is at least equal to the number of the appliance's processors.

PKI
A Certificate Revocation List (CRL) is not required. Even if no CRL is found for the certificate authority (CA), negotiation will be authorized.

Support reference 37332

DPD (Dead Peer Detection)
The VPN feature DPD (Dead Peer Detection) allows checking whether a peer is still up by sending pings.

If a firewall is the responder in an IPSec negotiation in main mode, and DPD has been set to "inactive", this parameter will be forced to "passive" in order to respond to the peer's DPD queries.

During this IPSec negotiation, DPD will be negotiated even before the peer has been identified, and therefore before even knowing whether DPD queries can be ignored for this peer.

This parameter has not been modified in aggressive mode, as in this case DPD would be negotiated when the peer has already been identified, or when the firewall is the initiator of the negotiation.

Keepalive IPv6
For site-to-site IPSec tunnels, the additional keepalive option that allows artificially keeping these tunnels up cannot be used with traffic endpoints with IPv6 addresses. In cases where traffic endpoints are dual stack (both IPv4 and IPv6 addresses are used), only IPv4 traffic will benefit from his feature.

IPSec VPN IKEv2
Both versions of the IKE protocol (IKEv1 and IKEv2) currently cannot be used simultaneously in the same IPSec policy.

The EAP (Extensible Authentication Protocol) protocol cannot be used for the authentication of IPSec peers using the IKEv2 protocol.

In a configuration that implements an IPSec tunnel based on IKEv2 and address translation, the identifier that the source machine presents to the remote peer in order to set up the tunnel corresponds to its real IP address instead of its translated IP address. You are therefore advised to force the settings of the local identifier to be presented (Local ID field in the definition of an IKEv2 IPSec peer) using the translated address (if it is static) or an FQDN from the source firewall.

A backup configuration cannot be defined for IPSec peers using IKEv2. In order to implement a redundant IKEv2 IPSec configuration, you are advised to use virtual IPSec interfaces and router objects in filter rules (PBR).

Authentication

SSO Agent
The SSO agent authentication method is based on authentication events collected by Windows domain controllers. Since these events do not indicate the source of the traffic, interfaces cannot be specified in the authentication policy.

Support reference 47378
The SSO agent does not support user names containing the following special characters: " <tab> & ~ | = * < > ! ( ) \ $ % ? ' ` @ <space>. As such, the firewall will not receive connection and disconnection notifications relating to such users.

Multiple Microsoft Active Directory domains
In the context of multiple Microsoft Active Directory domains linked by an approval relationship, an Active Directory and SSO agent need to be defined in the firewall's configuration for each of these domains.

Radius and Kerberos cannot be used on several Active Directory domains.

The IPSec Phase 1 negotiation is incompatible with multiple Microsoft Active Directories for the authentication of mobile clients.

The IKEv1 protocol requires extended authentication *(XAUTH)*.

Multiple directories

Users that have been defined as administrators on the firewall must originate from the default directory.

Mobile IPSec clients can only authenticate on the default directory.

CONNECT method

Multi-user authentication on the same machine in cookie mode does not support the CONNECT method (HTTP). This method is generally used with an explicit proxy for HTTPS connections. For this type of authentication, you are advised to use "transparent" mode. For further information, please refer to our online help at documentation.stormshield.eu, under the chapter "Authentication".

Conditions of use

The Internet access conditions of use may not display correctly on the captive portal in Internet Explorer v9 with the IE Explorer 7 compatibility mode.

Users

The management of multiple LDAP directories requires authentication that specifies the authentication domain: user@domain.

The <space> character is not supported in user logins.

Logging off

Users may only log off from an authentication using the same method used during authentication. For example, a user authenticated with the SSO agent method will not be able to log off via the authentication portal as the user would need to provide a cookie to log off, which does not exist in this case.

High Availability

HA interaction in bridge mode and switches

In a firewall cluster configured in bridge mode, the average duration of a traffic switch was observed to be around 10 seconds. This duration is related to the switchover time of 1 second, in addition to the time that switches connected directly to the firewalls take to learn MAC addresses.

Policy-based routing

A session routed by the filter policy may be lost when a cluster is switched over.

Models

High availability based on a cluster of firewalls of differing models is not supported. Moreover, clusters in which one firewall uses 32-bit firmware and the other uses 64-bit firmware are not allowed.

Vulnerability management

Support reference 28665

The application inventory carried out by the Vulnerability manager is based on the IP address of the machine initiating the traffic in order to index applications.

For machines with an IP address shared among several users, for example an HTTP proxy, a TSE server or a router that dynamically translates the source, may greatly increase the load on the module. You are therefore advised to place the addresses of these machines in an exclusion list (unsupervised elements).

Stormshield Network administration suite

SN Real-Time Monitor
File transfer commands (sending and receiving) from the CLI console in SN Real-Time Monitor no longer function in 2.x and higher versions.

Support reference 28665

The command CLI MONITOR FLUSH SA ALL was initially meant to disable ongoing IPSec tunnels by deleting their SAs (security associations). However, as Bird dynamic routing also uses this type of security association (SA), this command would degrade the Bird configuration, preventing any connections from being set up. This issue also arises with the "Reinitialize all tunnels" function, offered in the Real-Time Monitor interface.

The Bird service must be restarted in order to resolve this issue.

SN Event Reporter
SN Event Reporter is no longer included in the administration suite from version 3 upwards, and connections from SN Event Reporter to firewalls in version 3 and up will not be supported

Documentation

The following technical documentation is available in PDF in the documentation base in the client area. We suggest that you rely on these resources for a better application of all features in this version.

Guides

Stormshield Network Firewall - User and configuration manual

Stormshield Network virtual firewalls - installation guide

Stormshield Network Global Administration - user and configuration manual

Stormshield Network Real-time Monitor - user and configuration manual

Technical notes

IPSec virtual interfaces

Level 2 encapsulation

SSL VPN tunnels

Automatic backups

Customized URL filter database

Description of audit logs

Firewall-appliance cloud hybrid mode

Bird dynamic routing

Collaborative security

Stormshield Network Security for Cloud - Amazon Web Services

Stormshield Network Security for Cloud - Microsoft Azure

Please refer to the Knowledge base for specific technical information and to watch videos that the TAC (Technical Assistance Center) has created.

Hashes

In order to check the integrity of Stormshield Network Security binary files, enter one of the following commands and compare the result with the hashes indicated in the MyStormshield client area, under **Download**s > **SNS** > **Firmware** or **Software**:

- Linux operating system: `sha256sum filename`
- Windows operating system: `CertUtil -hashfile filename SHA256`

Replace `filename` with the name of the file you want to check.

Contact

To contact our Technical Assistance Center (TAC):

- https://mystormshield.eu/

All requests to technical support must be submitted through the incident manager in the private-access area https://mystormshield.eu, under **Technical support** > **Report an incident / Follow up on an incident**.

- +33 (0) 9 69 329 129

In order for us to provide high-quality service, you are advised to use this communication method only to follow up on incidents that have been created earlier on https://mystormshield.eu.