How To Configure Hostname Translation in Mobile Access Blade

Objective

This document explains the steps for setting up a Hostname Translation with the Mobile Access Software Blade.

Details

Supported Versions

R71.30
R75.10
R75.20
R75.40

Supported OS

- SecurePlatform
- Windows server 2003 + 2008
- ANY DNS server

Before You Start

Related Documentation and Assumed Knowledge

- Mobile Access Administration Guide – any version (Hostname Translation section)
Impact on the Environment and Warnings

**Important** - You **MUST** install a wildcard certificate after configuring Hostname Translation, for security reasons. If you do not, users will get a warning from browsers. It is very insecure if the users are accustomed to visiting uncertified sites.

This warning shows that any server can pretend to be the Mobile Access Portal, though it may lead the user to a different place.

See sk64520 for instructions to generate Wildcard Certificates.
Setting Up Hostname Translation

Make sure that the Security Gateway and the Management server can reach the DNS server and resolve the Mobile Access portal domain name.

To set up the wildcard DNS record on the DNS server:

1. On the DNS server, go to the domain.

   ![DNS server interface]

   1. On the DNS server, go to the domain.

2. Right-click the domain for the Mobile Access Portal and select **New Host (A or AAA) record**.

   ![New Host window]

   3. In the New Host window:
      - **Name** – Enter the any-character asterisk: *
      - **IP address** – Enter the external IP address of the Mobile Access Portal.

3. Make sure the new wildcard DNS record works: ping to any word before the domain. See that the DNS resolves the name.
   For example: ping `xxxxx.sslvpn.example.com`
To set Hostname Translation on the Gateway:

1. In the gateway properties, open **Mobile Access > Name resolution**.
2. Make sure the correct DNS server and suffixes are configured.
   For example: the main domain is blue.cp
3. Open **Mobile Access > Portal Settings**.
4. In **Main URL**, enter the portal URL of the Mobile Access gateway.
5. Open Mobile Access > Link Translation.
   - Supported Translation Methods - Select Hostname Translation. Leave URL Translation (always supported) selected.
   - Default Translation Method - Select Hostname Translation.
Completing the Procedure

- Install the policy

Verifying

To verify that Hostname Translation works:

1. Flush the DNS and see that the Hostname Translation works locally.
2. Enter the URL of the Mobile Access Portal in a browser.
   For example: https://sslvpn.blue.cp
   
   **Note:** if you didn’t generate the SSL certificate yet, you will get the browser warning. If you do, click Continue.

   See that you get the login portal page, and that the URL is changed to: https://portal.sslvpn.blue.cp
   This is the first sign that Hostname Translation is active.

3. Login to the portal using the credentials.
4. Enter a supported web application, and see that the URL changes to:
https://<cookie>.sslvpn.blue.cp/ <application name>/.....

Important - If you did not yet generate the wildcard certificate, you will get the warning from the browser again
Troubleshooting

If you try to get to the Portal from an external host, and the browser shows a "page cannot be display" message, the DNS replication is not done yet.

This is because of the DNS replication settings. Depending on your environment, it should take 5 minutes or 24 hours for the Portal to be published.