



## **Secure Access Support for MS Internet Explorer 7 on Windows XP Questions and Answers**

### **1. What support will Juniper provide for Microsoft Internet Explorer (IE) 7 on Windows XP?**

IE7 is supported in 5.3 R8 release and higher. Pls refer to the knowledge base article posted at the link below to access 5.3 R8 release software download link.  
<http://kb.juniper.net/KB9161>

### **2. What is Juniper's recommendation regarding upgrading to IE7?**

We recommend upgrading SA to 5.3 R8 or higher releases for IE 7 support on Win XP. Pls note that many customers were able to get IE 7 working in their environment without significant issues even with earlier releases of SA.

### **3. What if some of my users upgrade to IE7? What issues might they notice?**

If you are not on 5.3 R8 or higher, please refer to the knowledge base article at the link below.

### **5. What support will Juniper provide for Microsoft Vista?**

Vista is not supported in the current releases of the Juniper SSL VPN Products (IVE/SA products). Vista support will be available in April 2007. Beta Support will be available in the end of Jan 2007 (Please contact your Juniper Account Team if you would like to participate in Beta Program). Juniper recommends that users of the IVE/SA products do not upgrade to Windows Vista until an appropriate release of IVE/SA is installed on your device.

### **Appendix: Step-By-Step Configuration Setup of Custom Message to IE7 Users if SA is not upgraded to 5.3 R8 or higher releases**

To provide a customized message only for IE7 users, Administrators should do the following:

**1. Log into the Admin UI for the Juniper SA.**

**2. Create a new Role: User Roles > New Role**

2.1. Add in name for new role (for this example, we will assume that you called this role: "IE7 Role")

2.2. Do not enable any additional features (just make sure that the UI Options box is checked)

2.3. Click "Save Changes"

Roles >  
New Role

Name:

Description:

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**Options**

Session and appearance options are specified in [Default Options](#). Check the following if this role should override these defaults.

VLAN/Source IP

Session Options

UI Options

### 3. Go to User Roles > IE7 Role > General > UI Options

- 3.1. Scroll down to the “Personalized Greetings” section near the bottom and select “Show notification message” option
- 3.2. Add any custom message which explains the IE7 limitations and that while they may appear to have full functionality, some applications may not work properly or at all
  - 3.2.1. You may use some HTML tags such as <b>
- 3.3. Save Changes

**Personalized greeting**

Display user's full name (if available) or username on their welcome page.

Enabled  
 Disabled

**Show notification message**

Display the following message as a notification on the user's welcome page (if blank, nothing will be displayed):

<b>YOU ARE USING IE7. IE7 IS NOT CURRENTLY SUPPORTED AND CERTAIN FUNCTIONALITY MAY NOT WORK WITH IE7. YOU MAY CONTINUE TO USE AT YOUR OWN RISK OR DOWNGRADE TO IE6</b>

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**Other**

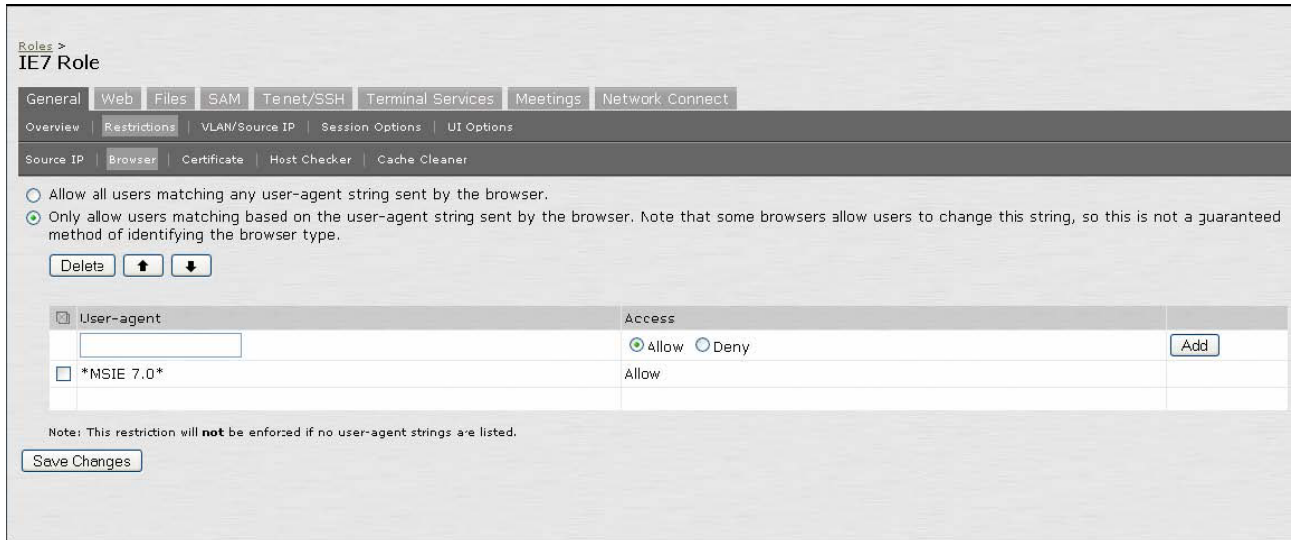
Show copyright notice and "Secured by Juniper Networks" label in footers

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**Save changes?**

### 4. Go to Roles > IE7 Role > General > Restrictions > Browser.

- 4.1. Select the “*Only allow users matching based on the user-agent string sent by the browser*” option
- 4.2. Define the user-agent string of \*MSIE 7.0\* (e.g. enter \*MSIE 7.0\* in the form) with the Allow option selected
- 4.3. Click Add
- 4.4. Save Changes



**5. Go into the realm(s) used for remote access. Add a new role mapping rule: User Realms > [REALM] > Role Mapping > New Rule**

- 5.1. The role mapping rule should be constructed such that all the users in the Realm will be mapped to the IE7 role
- 5.2. Sort the newly create role mapping rule to the top of the role mapping list for the realm(s)



This configuration will provide your users with the same access as before but will use the custom message in the special IE7 role. If you would like to prevent IE7 users from being mapped to their previous roles and just want to show the personalized greeting, then you could select the “Stop processing rules when this rule matches” option in the IE7 role .