Quick Guide – Requesting Firewall Exceptions

Subject: IMS Firewall Exception Request
Intent: Instructions for filling out the online Firewall Exception Request form

Overview

The Identity Management System (IMS) Firewall Exception Request module enables UPMC staff to submit online requests for exceptions to current firewall configurations. This module consists of a series of Web-based forms.

With the online Firewall Exception Request utility, you can request new firewall exceptions. Firewall exceptions enable users who are outside a firewall to access protected resources within the firewall.

To use the online Firewall Exception Request form, you must log on to IMS and perform the following steps:

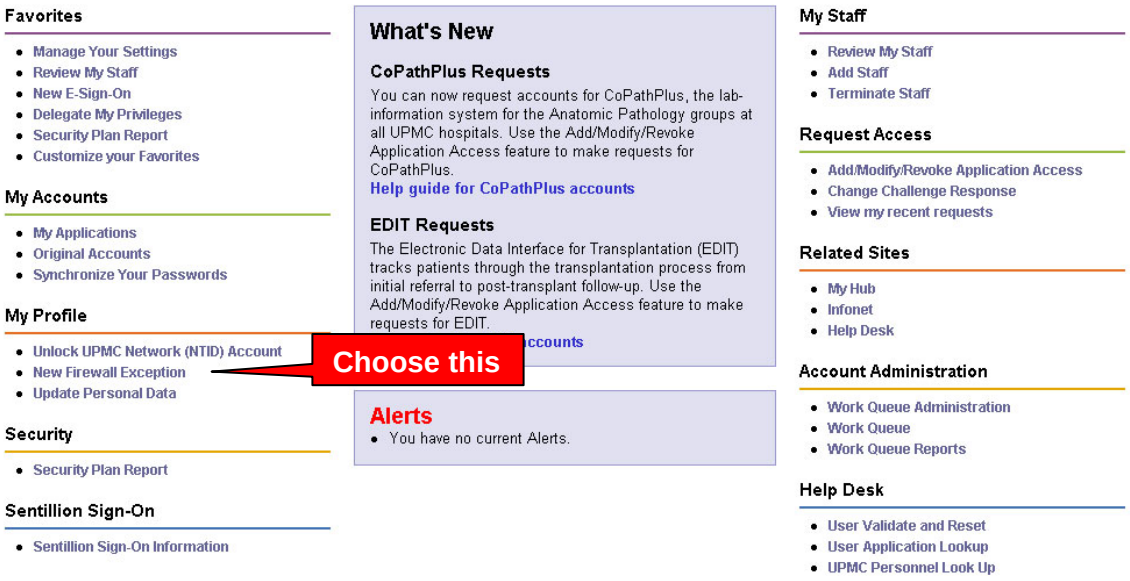
1. Start the Firewall Exception Request form utility
2. Identify the person for whom the request is being made
3. Set the expiration date for the exception
4. Note which firewall systems will be affected
5. Submit the exception request

Once all of these steps are performed successfully, IMS will forward the request to the appropriate firewall administrators and send a confirmation e-mail.

Step 1: Start the Utility

Go to the IMS Web site (https://ims.upmc.com), and log on using your E-Sign-On account ID and password.

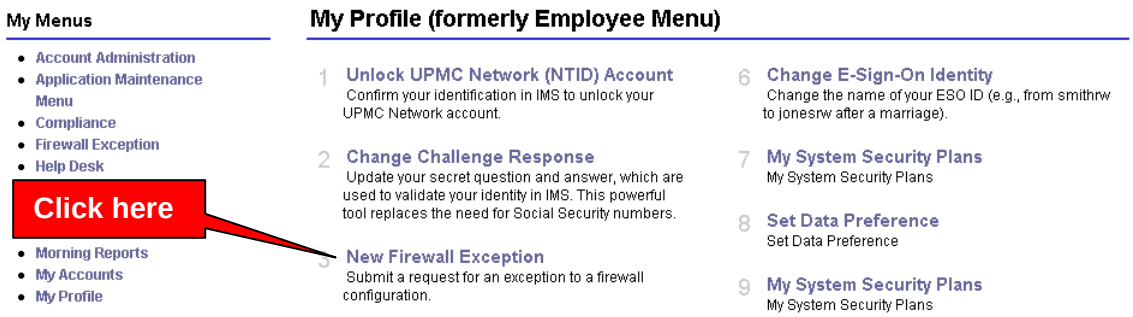
The IMS Startup page appears:



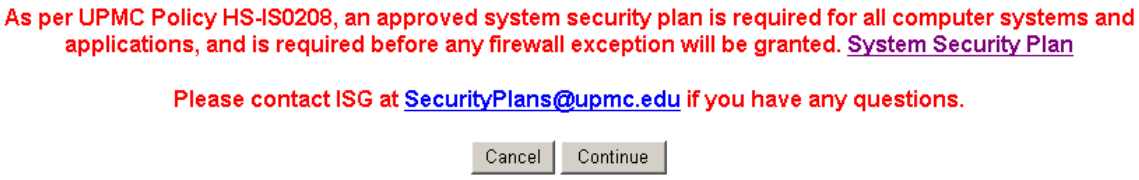
Select **New Firewall Exception** under the **My Profile** menu.

Note: *The items on this page are based on your access privileges and any preferences you may have set. Therefore the menus you see and their placement may be different from what appears on the screen shown above.*

Or, click here:



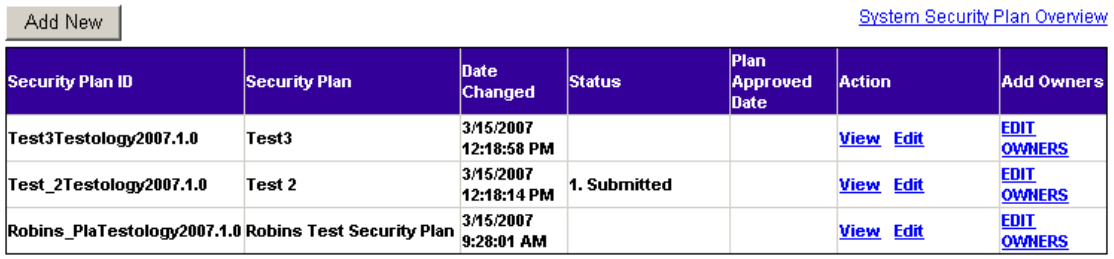
IMS displays the following screen:



If you want to see a list of your current security plans, need to edit an existing plan, or need to create a new security plan for the exception you are requesting, click the **System Security Plan** link.

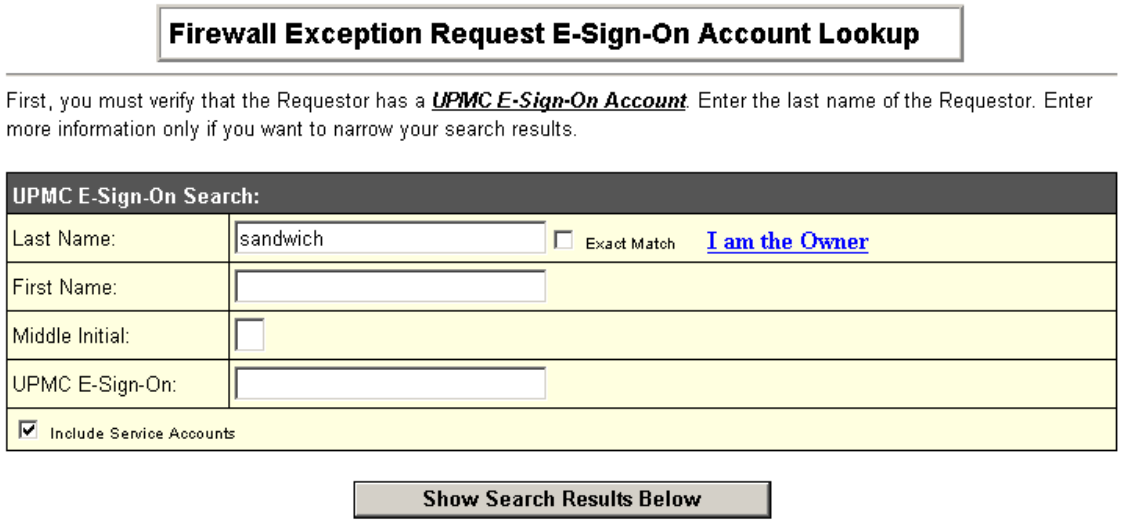
Otherwise, click **Continue**.

If you have any existing security plans, the following screen loads showing a list of your existing plans:



On this screen you may view or edit existing plans, edit the owners of the plan, or add a new plan. If you need help adding a new plan, see Quick Guide – Working With Security Plans.

IMS displays the following search form:



You can now identify the person for whom you are making the firewall exception request.

Step 2: Identify the Computer User

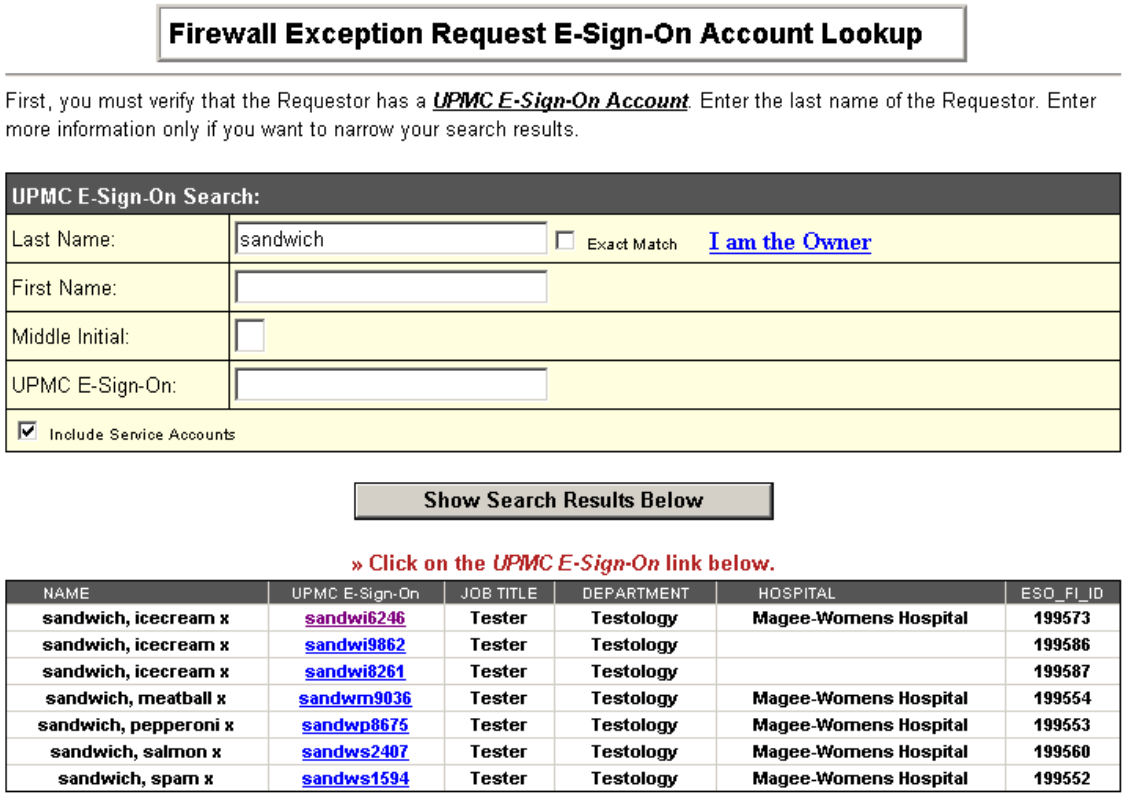
If you are the owner of this firewall exception request, click on the **I am the Owner** link on the right side of the Search Engine window. IMS will automatically take you to the Submit New Firewall Exception Request form with your name already entered in the Identity Information section. You can then proceed to Step 3.

If you are not the owner of the request, you must identify the person for whom the request is being made. This is done using the E-Sign-On Search engine to find the UPMC employee or non-employee in the IMS database.

You can search for a person just by entering that person's last name and clicking on **Show Search Results Below**. You will see a list of every IMS record with the last name you typed in. Additionally, the E-Sign-On Account Search engine uses wild cards. Therefore, if you type in "john" as a last name, the result list shows anyone with the last name of John, Johnson, Johnston, Johnstone, etc. You can narrow your search by typing in the person's first initial, middle initial or first name.

Note: You can turn off the wild-card feature by checking the **Exact Match** check box before running a search.

If you know the person's E-Sign-On, you can enter it to find that person's records directly.



Firewall Exception Request E-Sign-On Account Lookup

First, you must verify that the Requestor has a ***UPMC E-Sign-On Account***. Enter the last name of the Requestor. Enter more information only if you want to narrow your search results.

UPMC E-Sign-On Search:		
Last Name:	sandwich	☐ Exact Match I am the Owner
First Name:		
Middle Initial:		
UPMC E-Sign-On:		
☑ Include Service Accounts		

Show Search Results Below

» Click on the *UPMC E-Sign-On* link below.

NAME	UPMC E-Sign-On	JOB TITLE	DEPARTMENT	HOSPITAL	ESO_FI_ID
sandwich, icecream x	sandwi6246	Tester	Testology	Magee-Womens Hospital	199573
sandwich, icecream x	sandwi9862	Tester	Testology		199586
sandwich, icecream x	sandwi8261	Tester	Testology		199587
sandwich, meatball x	sandwm9036	Tester	Testology	Magee-Womens Hospital	199554
sandwich, pepperoni x	sandwp8675	Tester	Testology	Magee-Womens Hospital	199553
sandwich, salmon x	sandws2407	Tester	Testology	Magee-Womens Hospital	199560
sandwich, spam x	sandws1594	Tester	Testology	Magee-Womens Hospital	199552

Once you find the person for whom you are making the firewall exception request, select that person's E-Sign-On account link.

If you do not find the person in the IMS database, it means one of the following:

1. The person is a UPMC non-employee without computer access
2. The person is a recently hired UPMC employee whose data hasn't yet been entered by Human Resources

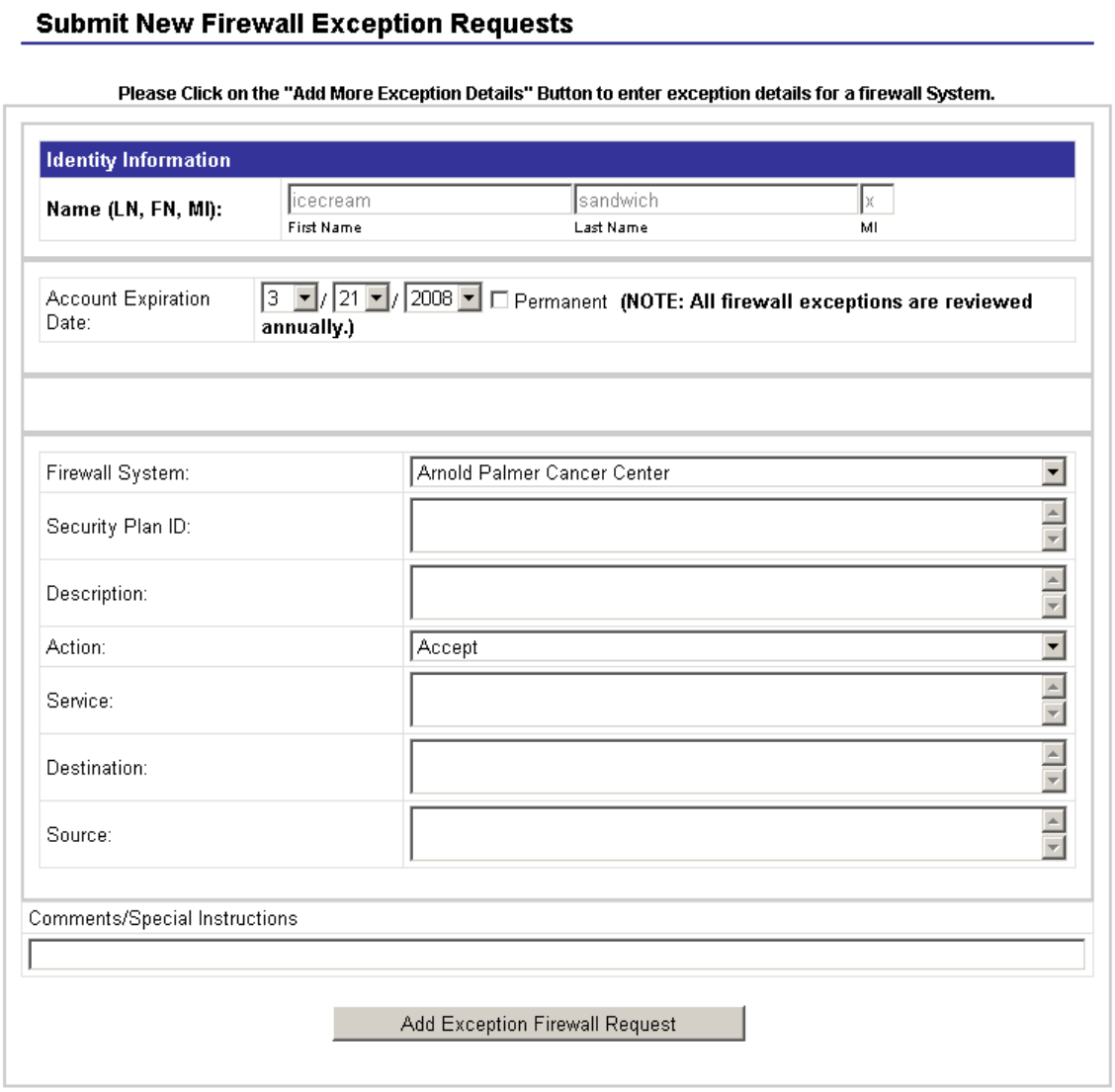
You can give non-employees computer access by creating an E-Sign-On account for them. See the Help document "Quick Guide – Add a Non-Employee to IMS" for more information.

For new hires whose data hasn't been imported into IMS yet, you can also manually create an E-Sign-On account for them in order to make a firewall exception request. The employees' E-Sign-On accounts will then be updated by the Human Resources data as long as you use the correct Social Security numbers.

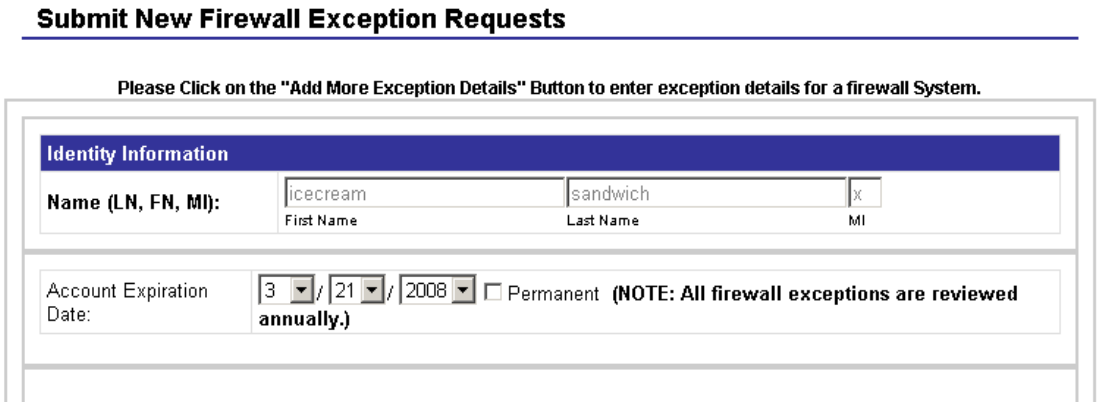
If the E-Sign-On account you choose has missing information associated with it, you will first see the Update E-Sign-On Account page. You must enter the missing information before you can request a firewall exception. For more information, see the Help document "Quick Guide – Update an E-Sign-On Account."

Step 3: Set the Expiration Date for the Exception

Once you find the computer user, select his or her E-Sign-On link. IMS will display the following form with that user's Identity Information at the top:



Select the month, day, and year when this firewall exception will expire. The default is one year from the day of request. To make this exception permanent, click on the **Permanent** check box.



Note: All firewall exceptions are reviewed annually, including permanent exceptions.

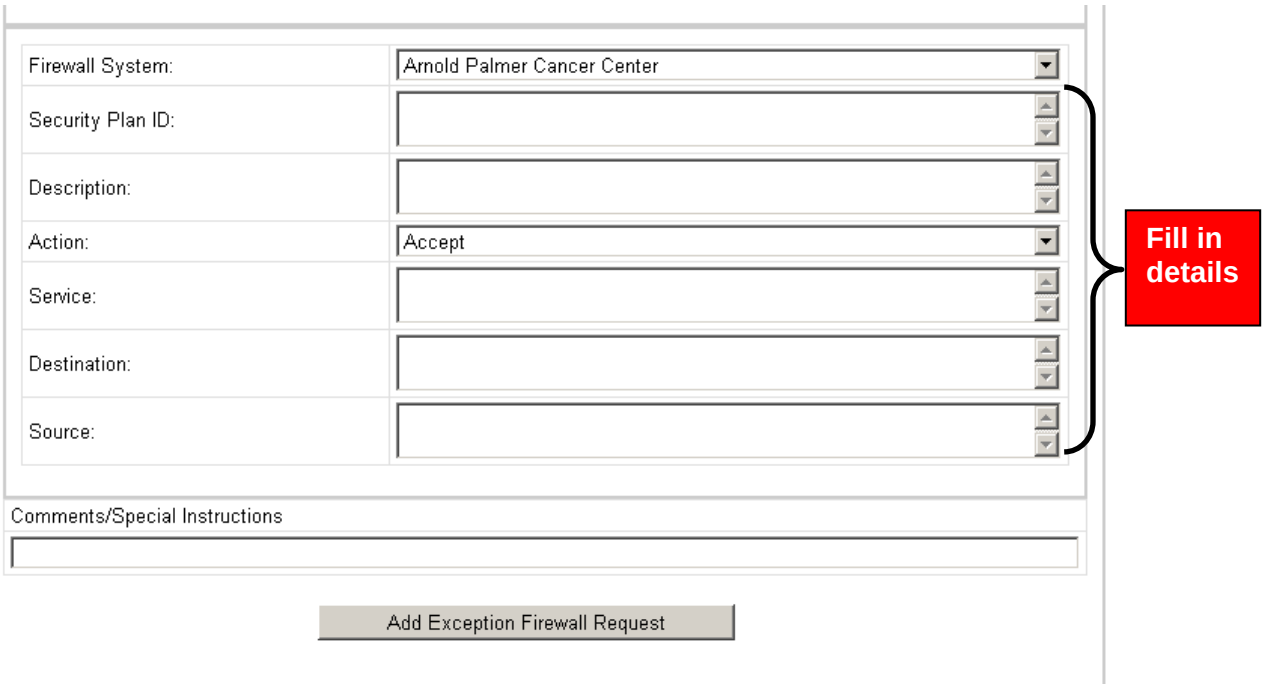
Note: This date will apply to all exceptions created by the request. If you need to request firewall exceptions for a user but need different expiration dates, submit multiple requests.

One you have chosen an expiration date, you are ready for the next step.

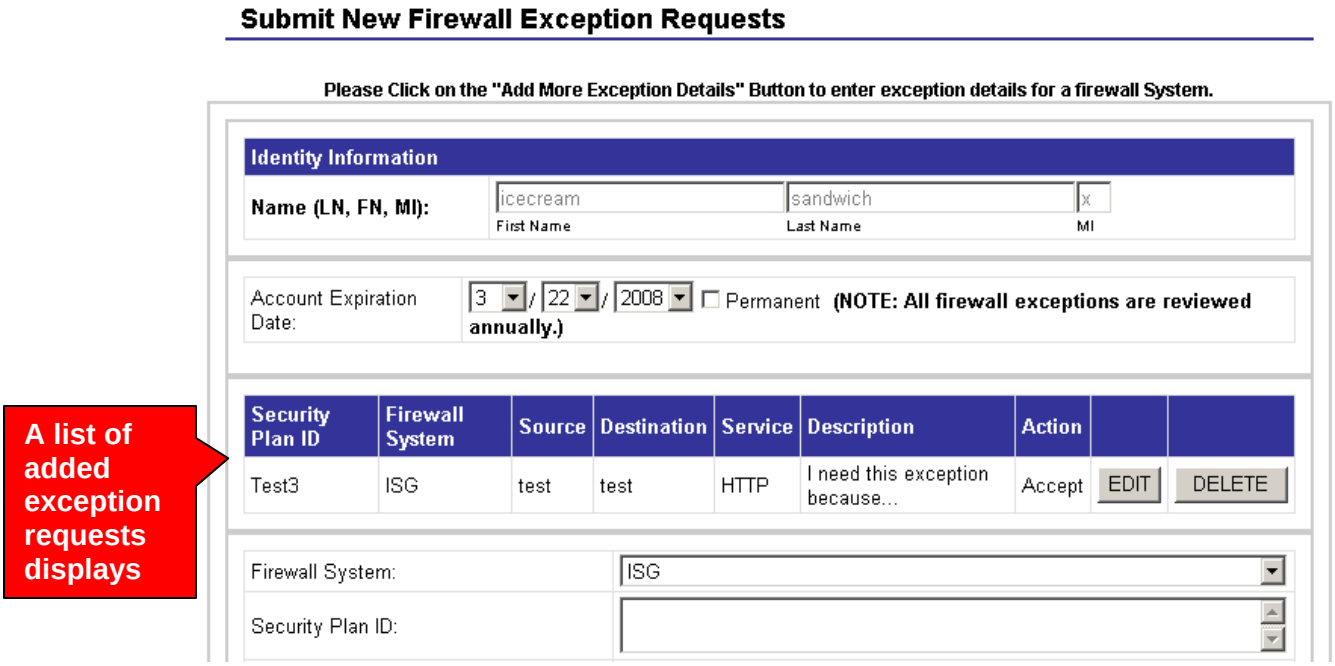
Step 4: Note Which Firewall Systems Will Be Affected

From the list of Firewall Systems, note the ones that will be affected by selecting one at a time from the drop-down list, filling in the Security Plan ID of the plan to be associated with each system, and other related details. Click **Add Exception Firewall Request** to add the exception to your request.

Note: If you do not enter at least one set of exception details, you will not be able to proceed with your request.



After entering each system the page reloads showing a list of the security plans that have been added.



At this point you can edit the plan(s) associated with the request by clicking **EDIT** or delete them by clicking **DELETE**.

You may also click the **Add Exception Firewall Request** button again to add additional requests or click **Proceed with Exception Firewall Requests** to submit the one(s) you have entered. Again, you may add as many systems as are needed.

The Details Fields

In the field next to **Description**, enter a brief description for the exception request.

Choose an action from the **Action** menu. This will be the action performed by the selected firewall(s) on network packets from the selected user, which he or she has entered in the fields above. The meanings of the actions are as follows:

Action	Meaning
Accept	Network traffic is allowed.
Drop	Network traffic is blocked without notification.
Reject	Network traffic is blocked, and notification is sent to the source computer.
Client Authenticate	Only traffic authenticated by the client software (usually VPN software) is allowed.
Client Encrypt	Traffic is allowed and is encrypted at the firewall on a client-by-client basis.
Encrypt	Traffic is allowed, and the firewall encrypts all traffic.
Session Authenticate	A user name and password are required to authenticate traffic on a session-by-session basis.
User Authenticate	A user name and password are required to authenticate traffic on a user-by-user basis.

Most firewall exceptions have Accept actions, as they are intended to allow packets through the firewall that would ordinarily be blocked.

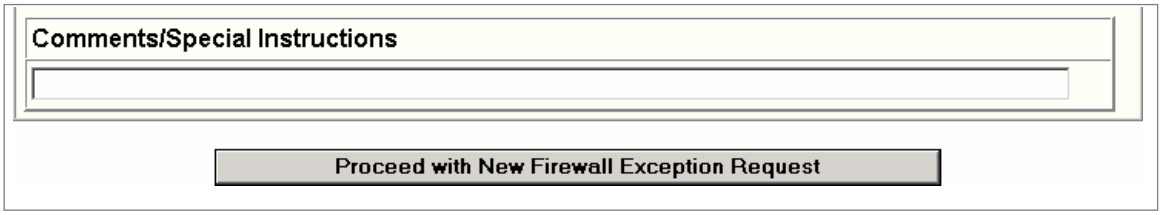
In the field next to **Service**, enter the names or port numbers of the service(s) that are the subject of this exception. Common services are “HTTP,” “FTP,” “SMTP,” “SNMP,” “Port 143,” “tcp 4201,” etc.

In the field next to **Destination**, enter the IP Address of the destination computer inside of the firewall. This should be the computer that the user will be accessing from the source computer. Again, you can enter multiple IP addresses separated by commas.

In the field next to **Source**, enter the IP Address of the source computer outside the firewall. This should be the user's computer that will need a firewall exception. You can enter as many IP addresses as are needed. Separate the IP addresses with commas.

Step 5: Submit the Exception Request

Once you are finished defining the details for each firewall exception, you are ready to finalize your request and submit it.



Enter any comments or special instructions that the firewall administrators may need in order to handle your request.

Review the information in the form, and make sure that it is all correct.

If you are satisfied with the information in the form, press **Proceed with New Firewall Exception Request** to complete the form entry process and submit your request.

Result: IMS starts processing your Firewall Exception Request

When you successfully submit the firewall exception request through IMS, it displays the following confirmation:

IMS automatically assigns a unique tracking number to your request. You will receive an automated e-mail from IMS to notify you that the request is being processed.

Document Information

Subject: IMS Firewall Exception Request
Title: Quick Guide – Online Firewall Exception Request Form
Subtitle:
Deliverable ID: **Date/Revision:** 03/21/2007; Rev: 2.0
Author/Department: Robin Fowler / ISG
Audience: UPMC computer users
Intent: Instructions for using the online Firewall Exception Request form
Related Documents: