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Kemp® LoadMaster®

Technical Note ESP Logs

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1

Introduction

This Technical Note provides supplementary information about the Edge Security Pack (ESP) logs in the LoadMaster. For further information on ESP in general, refer to the ESP Feature Description.

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ESP SSO Debug Logs

ESP SSO debug logs are extensive. The primary purpose of these logs is to provide deep insight into processing and developer-level debugging information. While these logs are not documented, they are verbose in nature. They can be examined for information and parsed where necessary.

Note: These logs are debug level and are disabled by default under normal operating conditions.

Generally, these logs are only enabled in collaboration with Customer Support personnel, to provide assistance with troubleshooting problematic flows.

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ESP Extended Logs

These logs are generated from the L7 layer of the LoadMaster system. They provide insight into ESP and security-related events on the system. The format of these logs rarely change, unless there is a specific request to add extra information (which typically would be new data at the end of the string).

Three identifiers are used:

- L7_LOG_CONN
- L7_LOG_USER
- L7_LOG_SECURITY

These map to the corresponding files on the system:

- /var/log/userlog/connection
- /var/log/userlog/user
- /var/log/userlog/security

For more information on each of the log types, refer to the sections below.

Contents

- Connection Logs
- User Logs

Connection Logs

The connection logs provide information relating to the client, Virtual Service, Real Server, and the nature of the connection (if SSL is in use or not).

Format:

```
SSL accept on "VSIP:Port" from "Client IP:Port"
```

Format:

```
Connect from "ClientIP:Port" to "RSIP:Port" using "VSIP:Port"
```

User Logs

User logs reflect the activity of the user. The logs have the following format.

Format:

```
"VSIP:Port" ("RSIP:Port") User "USERNAME" requested|attempted "HTTP METHOD"
"URI" "USERAGENT"
```

Where:

USERNAME reflects the user

The log indicates what the user requested OR attempted

HTTP METHOD reflects the HTTP method used, for example, GET or POST

URI comprises of http or https, the host being accessed, and the path and query as presented

USERAGENT is the User Agent header from the HTTP request (if enabled to be included). To enable this, go to **System Configuration > Miscellaneous Options > L7 Configuration** in the LoadMaster Web User Interface (WUI) and tick the **Include User Agent Header in User Logs** check box.

The user logs also explicitly shows log off activity.

Format:

```
"VSIP:Port": User "USERNAME" logged off
```

For common activity events (for example, log on and access denied), or if a dialogue is required between the

client and LoadMaster (for example, for two-factor authentication), the user logs capture this detail in a simple user log message.

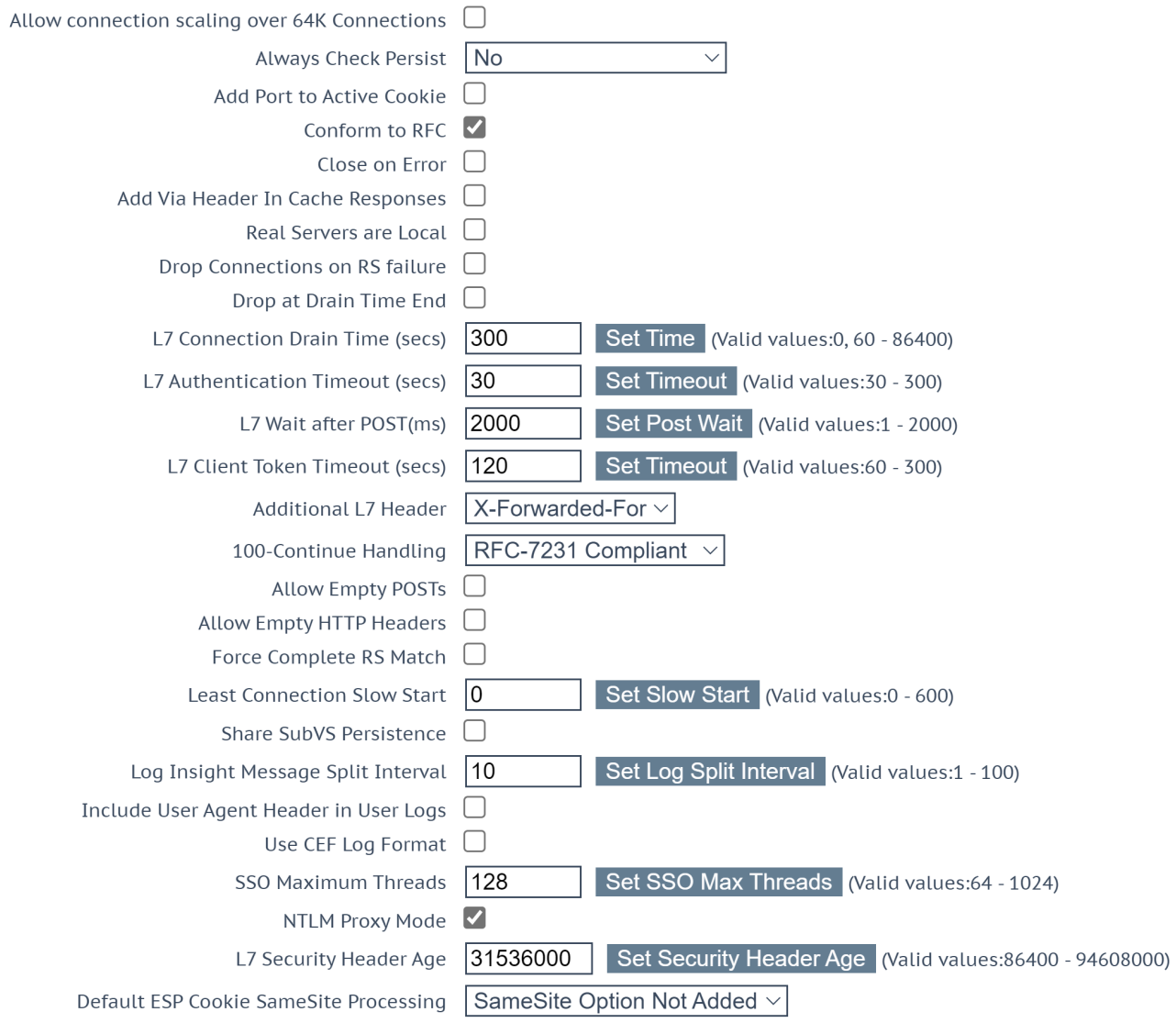
Format:

```
"VSIP:Port": User "USERNAME" "MESSAGE" from "HOST"
```

Where the **MESSAGE** can be:

- logged on
- denied access
- blocked access
- requires passphrase
- requires re-enter passphrase
- requires pin
- requires re-enter pin
- requires password reset

You can also generate user logs in Common Event Format (CEF). CEF is an open log management standard that improves the interoperability of security-related information from different security and network devices and applications.



To enable the CEF log format, go to **System Configuration > Miscellaneous Options > L7 Configuration** and select the **Use CEF Log Format** check box. CEF log format is easily consumable for Security Information and Event Management (SIEM) tools, such as; Splunk, SolarWinds, LogRhythm, AlienVault, and so on.

The CEF logs are composed of a header and an extension. The header is well defined within the specification and the extension is a key-value pair vendor specific segment. The following log headers appear in the user logs when the CEF format is enabled:

- vs
- event type
- source ip
- source port
- user
- user agent

- request method
- request url

For example:

CEF:0|Kemp|LM|1.0|14|Request|1|vs=10.35.46.157:443 event=Request srcip=10.35.2.45 srcport=54548 method=GET url=https://10.35.46.157/ user=mgupta@kempqaesp.net useragent=Mozilla/5.0

In LoadMaster firmware version 7.2.51, ESP user logs were expanded to be more useful and applicable to enterprise customers with extensive logging infrastructure. User Authentication, Authorization, and Accounting (AAA) information is included in the logs, including the time of request, username, domain, AAA server, AAA protocol type, AAA result, and error message.

To view, clear, and save the ESP user logs, go to **System Configuration > Logging Options > Extended Log Files** in the LoadMaster User Interface (UI).

The ESP and Web Application Firewall (WAF) audit logs are rotated every 30 days (older logs are removed). WAF remote logs are rotated every seven days.

Note: If debug logging is enabled, it is possible that sensitive information may appear in the logs. If you are concerned by this, clear all the logs immediately after disabling debug logging.

Here is an example of these logs:

2021-09-08T07:34:22-04:00 lb100 ssomgr: vs=10.35.46.240:80 user=mgupta@kpauto.net domain=kempqaesp.net server=172.20.7.170 protocol=LDAP Unencrypted result=0:Success

...

2021-09-08T08:08:40-04:00 lb100 ssomgr: vs=10.35.46.240:80 user=mgupta@kpauto.net domain=KPAUTO.NET msg=Deleted expired user session, start time:1631102854 duration:66 seconds

You can generate these logs in Common Event Format (CEF) by enabling the Use CEF Log Format check box in **System Configuration > Miscellaneous Options > L7 Configuration**. Here is an example of these CEF logs:

2021-09-08T07:17:15-04:00 lb100 ssomgr: CEF:0|Kemp|LM|1.0|100|User AAA|0|vs=10.35.46.240:80 event=User AAA user=mgupta@kpauto.net domain=kempqaesp.net server=172.20.7.170 protocol=LDAP Unencrypted result=0:Success

...

2021-09-08T07:32:22-04:00 lb100 ssomgr: CEF:0|Kemp|LM|1.0|101|User session timeout|0|vs=10.35.46.240:80 event=User session timeout user=mgupta@kpauto.net domain=KPAUTO.NET msg=Deleted expired user session, start time:1631099835 duration:906 seconds

In LoadMaster firmware version 7.2.53, the ESP client session logging was further enhanced. The LoadMaster logs:

- The initially created ESP session

CEF:0|Kemp|LM|1.0|8|Logged on|1|vs=10.35.46.157:443 event=Logged on srcip=10.35.2.45 user=mgupta@kempqaesp.net msg=logged on

- The time when the LoadMaster cleared the session from the cache. Note that if the entire cache is cleared, a single log message is recorded at the time of clearing, which notes that all existing sessions at that time were cleared form the cache.

  CEF:0|Kemp|LM|1.0|104|Flush SSO cache|1|event=Flush SSO cache msg=SSO cache being flushed user sessions:1 cookie sessions:0

- If an ESP session is deleted (when the user logs out from the application, when the session expires, or the user enters invalid credentials). The time of when the LoadMaster cleared the session is also logged.

  CEF:0|Kemp|LM|1.0|101|User session timeout|0|vs=10.35.46.242:443 event=User session timeout user=mohit@parent.net domain=MULLTIDOMAIN msg=Deleted expired user session, start time:1629182393 duration:69 seconds

  CEF:0|Kemp|LM|1.0|102|User session kill|0|vs=10.35.46.235:443 event=User session kill user=mohit@parent.net domain=MULLTIDOMAIN msg=Deleted user session, start time:1629378587 duration:8 seconds

  CEF:0|Kemp|LM|1.0|103|Kill all sessions|0|event=Kill all sessions domain=MULLTIDOMAIN msg=Deleted 1 user session(s) associated with domain

Contents

- User Account Control (UAC) Check

User Account Control (UAC) Check

You can configure the **User Account Control Check** interval value in **Virtual Services > Manage SSO > Modify** for certain authentication protocols. If the UAC check interval value is set to 0 minutes (default value), then UAC is not performed periodically for users after successful login.

When you specify an interval value in the range of 1 to 300 minutes, the periodic UAC check is performed per user for the requests received after the interval expiry.

The UAC detects:

- Unknown users
- Disabled accounts
- Locked accounts
- Expired passwords on accounts

Extended ESP user logs provide the results of the UAC check. Additional information is logged for the user such as start session time, total duration, protocol information, KCD information, and blocked user events.

The check may occur on new connection establishment or as part of existing sessions. The **msDS-User-Account-Control-Computed** and **userAccountControl** attributes are used to determine the UAC status.

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Security Logs

These logs are generated when configuration on the LoadMaster prevents access to a service, or the LoadMaster detects something malicious regarding the request.

Format:

```
Attempted XSS attack on "VSIP:Port" from "ClientIP:Port" (dtcode "INTERNAL
DETECTION CODE")
```

```
Blocked access to invalid "TARGET" "HOST" from "ClientIP:Port" to "VSIP:Port"\n
```

Where:

- **TARGET** is the directory or host
- **HOST** is the host information from HTTP request or **[No host specified]**

```
Blocked SMTP access to "MAIL ADDRESS" from "ClientIP:Port" to "VSIP:Port"
```

```
SMTP parse failure of data from "ClientIP:Port" to "VSIP:Port"
```