

BusinessObjects XI Release 2 and BusinessObjects 6.x

BusinessObjects and Two-Way SSL

Overview

Two-way SSL (Secure Socket Layer) is an added layer of SSL that allows additional security within an SSL environment. BusinessObjects supports two-way SSL. This document describes how two-way SSL works, along with examples to show how it is configured.

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Introduction

Two-way SSL is SSL where the server and the client have to do a two-way handshake in order to continue working between client and server. This applies to both BusinessObjects XI Release 2 and BusinessObjects 6.x. It mainly affects any web server-related activity when designing or running a report, whether it is with Web Intelligence, Crystal Reports, OLAP or Desktop Intelligence.

Configuring Two-Way SSL

There are three main requirements for two-way SSL to work:

- SSL must be configured on the web server.
- Client certificates must be enabled and/or enforced to work on the web server.
- A client certificate must be created from the same Certificate Authority you got your SSL certificates on the main web server.

Enabling Two-Way SSL on the Web Server

Once you have received your certificate from your Certificate Authority, you can enable SSL on the web server.

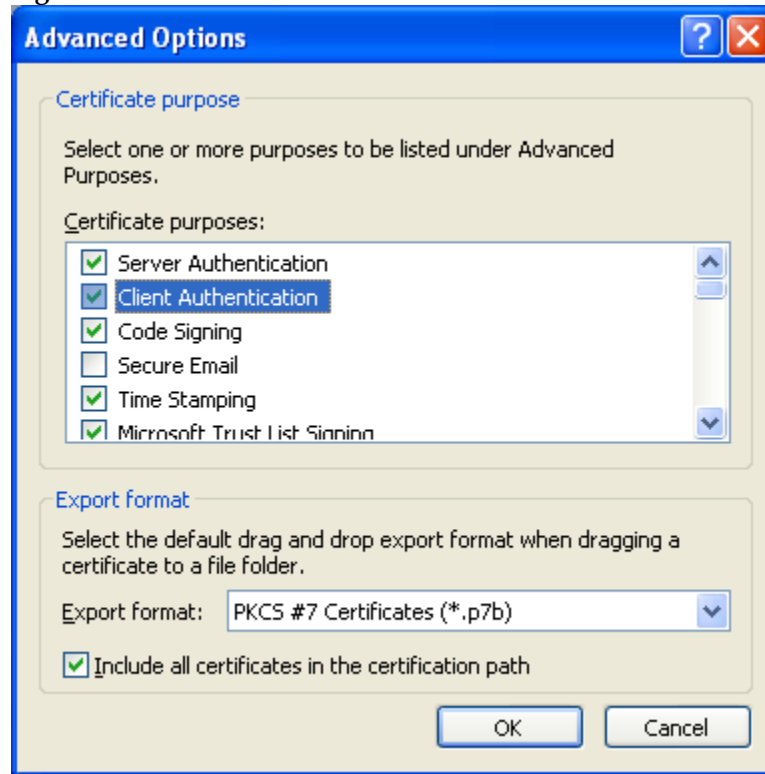
NOTE

For more information on enabling two-way SSL, see the guide for your respective web server's instructions on how to do this. WebLogic web server instructions can be found on the **Keystores and SSL** tab.

Enabling Two-Way SSL on the Client

To enable two-way SSL in Internet Explorer, go to: **Tools > Internet Options > Content > Certificates > Advanced Options** and ensure the **Client Authentication** and **Server Authentication** check boxes are selected (see Figure 1).

Figure 1



Importing Personal Certificates

Once two-way SSL is configured on the server, you must enable it on the client. In order to do this, you must obtain a certificate from the same Certificate Authority you used for setting up SSL on the web server. You must then import this into your Browser.

CAUTION

Testing has been done with Business Objects 6.5x and BusinessObjects XI Release 2. This has not been tested with BusinessObjects XI.

The following example demonstrates how to accomplish this with Internet Explorer:

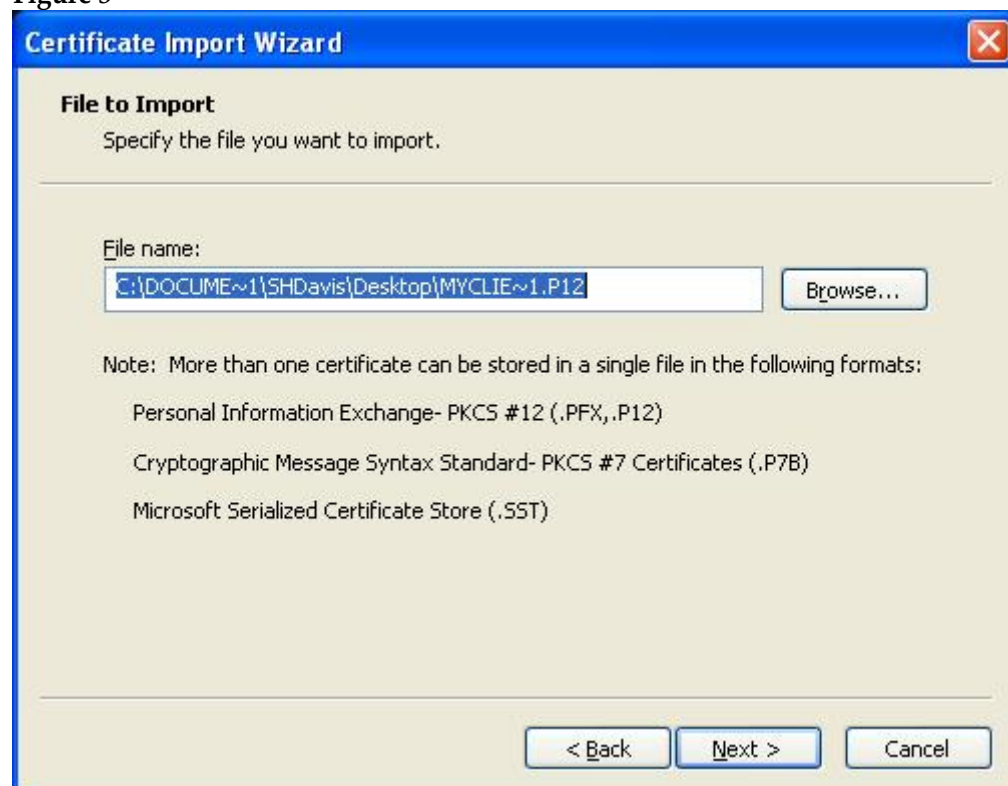
1. Go to the location where you have the new certificate and double-click on it. The **Certificate Import Wizard** appears (see Figure 2).

Figure 2



2. Click **Next**. The **File to Import** dialog appears (see Figure 3).

Figure 3



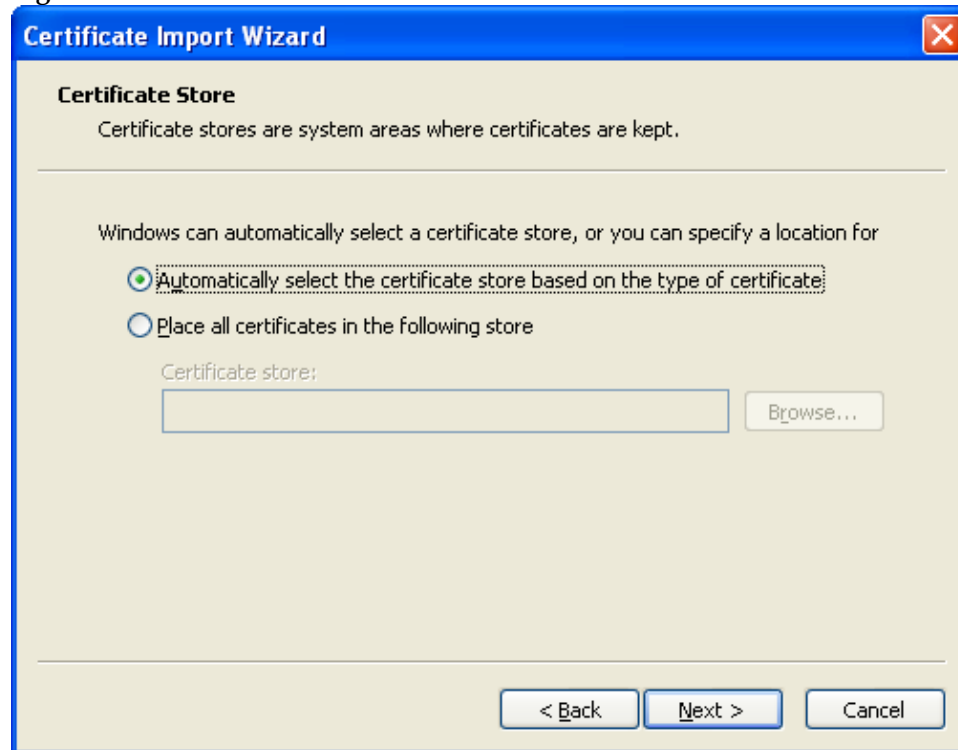
3. Click **Next**. The **Password** dialog appears (see Figure 4).
4. Type the password you created when obtaining the certificate.

Figure 4



5. Click **Next**. The **Certificate Store** dialog appears (see Figure 5).
6. Click the option **Automatically select the certificate store based on the type of certificate**.

Figure 5



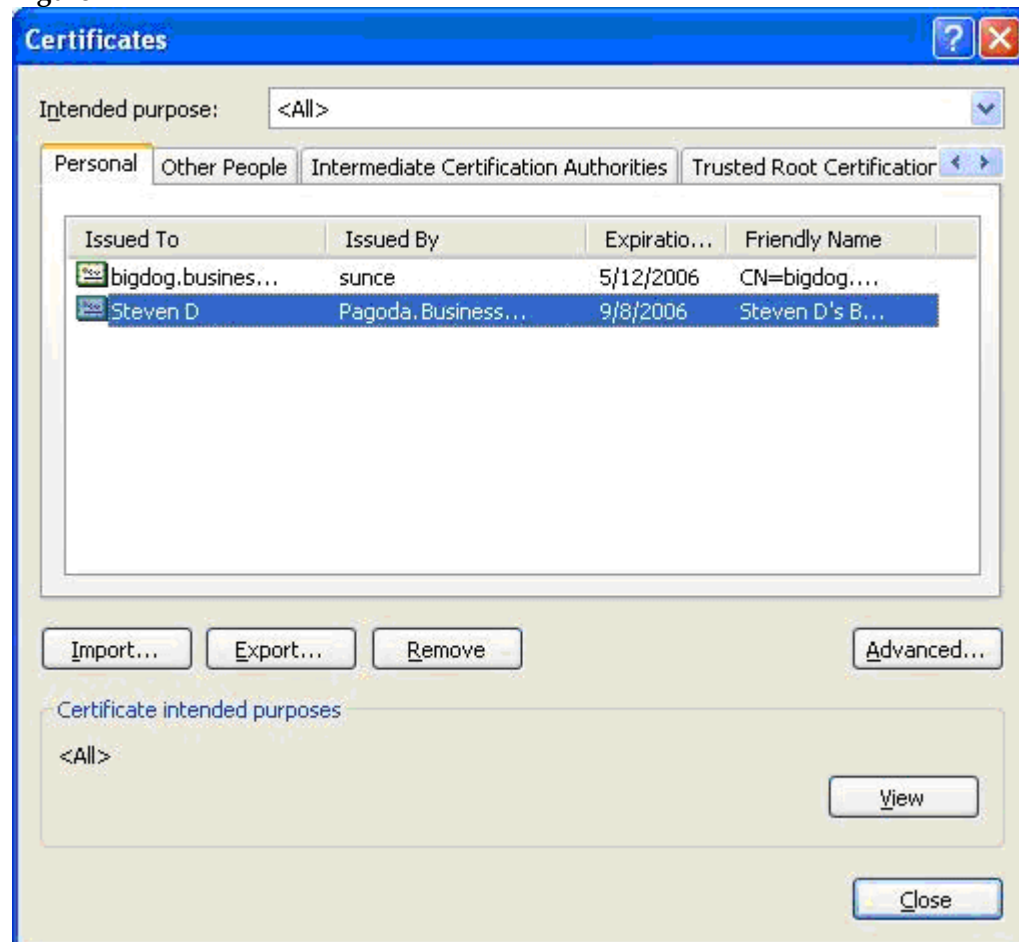
7. Click **Next**. The **Completing the Certificate Import Wizard** dialog appears (see Figure 6).

Figure 6



8. Click **Finish**. A dialog appears informing you that the import was successful.
9. To confirm that your certificate is there, go to Internet Explorer and click **Tools > Internet Options > Content > Certificates**. The **Certificates** dialog appears (see Figure 7).
10. Click the **Personal** tab to find your certificate.

Figure 7



Troubleshooting Certificates with Business Objects

To identify if there are problems either with the client or the server certificates, look at the logs from the server hosting the SSL. For example, an error message may appear in the web server logs, such as "A Handshake Failure Occurred".

If the problem is related to BusinessObjects software perform the following test:

If the web server is Java-enabled, you can confirm the certificates are working by going to the ADMIN Webpage where client certificates are enforced. You should be able to see everything on the page. If there is a problem with certificates and the handshake fails, part of this page will not show and will display a red "X".

If the above test works correctly, then you may have to investigate further into the BusinessObjects product having the problem. Contact Business Objects Customer Assurance for more troubleshooting help.

NOTE	Handshake failures are common if there is a problem with the client certificate communicating with the web server. These can be found in the log file of the web server and may require a higher level of logging, depending on the web server. An easy way to confirm if the certificate is valid is to verify access to the Admin page of the web server with two-way SSL enabled.
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Finding more information

For more information and resources, refer to the product documentation and visit the support area of the web site at:

<http://www.businessobjects.com/>

► www.businessobjects.com

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