

Cisco Clean Access Installation Guide

Introduction

Currently, all users connecting to the OKRAnet wireless network at Delta State University will be required to use a program called "Clean Access" in order to access the network. If you are using a Windows operating system (such as Windows XP or Windows 2000) or an Apple Mac, you will be required to install the Clean Access Agent program on your computer system.

These instructions assume that your Windows-based computer is in good working order, has a properly installed wireless network adapter. We are also going to assume that your computer IS NOT ALREADY INFECTED with malware or viruses, and has not been compromised or "cracked" by others via the internet.

If you are already infected or compromised, you may need to take measures such as scanning and deleting viruses or spyware, or in extreme cases wiping your hard disk clean and then reinstalling all the operating system files and user programs to rid yourself of the infestation. Software tools and assistance with these procedures are available for employees from the OIT HelpDesk, 4444 or by email at helpdesk@deltastate.edu .

Instructions

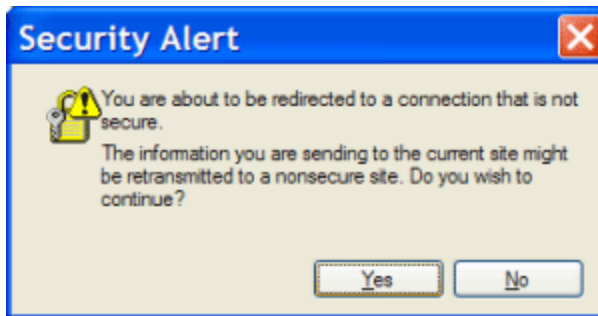
The first required modification will be to install the Clean Access Agent program and allow it to check your computer for required items. These items (the remediation list is modified as the internet and the threat situation changes) include ensuring that you are receiving Microsoft Windows Updates and also checking to make sure you have antivirus software installed, updated, and active.

When you first plug in to the campus network, start your web browser program (such as Firefox, Mozilla, Netscape, or Internet Explorer). You should immediately be redirected to the ITS Clean Access web site where you will find download links for the software you will need. You may briefly see a message similar to this one:

You are being redirected to the network authentication page.
If you are not redirected automatically, then please click [HERE](#).

It is possible, depending upon certain settings on your computer, that you may see another warning screen similar to the one shown below. If you see this screen now or at any time during this installation, simply click "Yes" to continue. If you would like, before you click the "Yes"

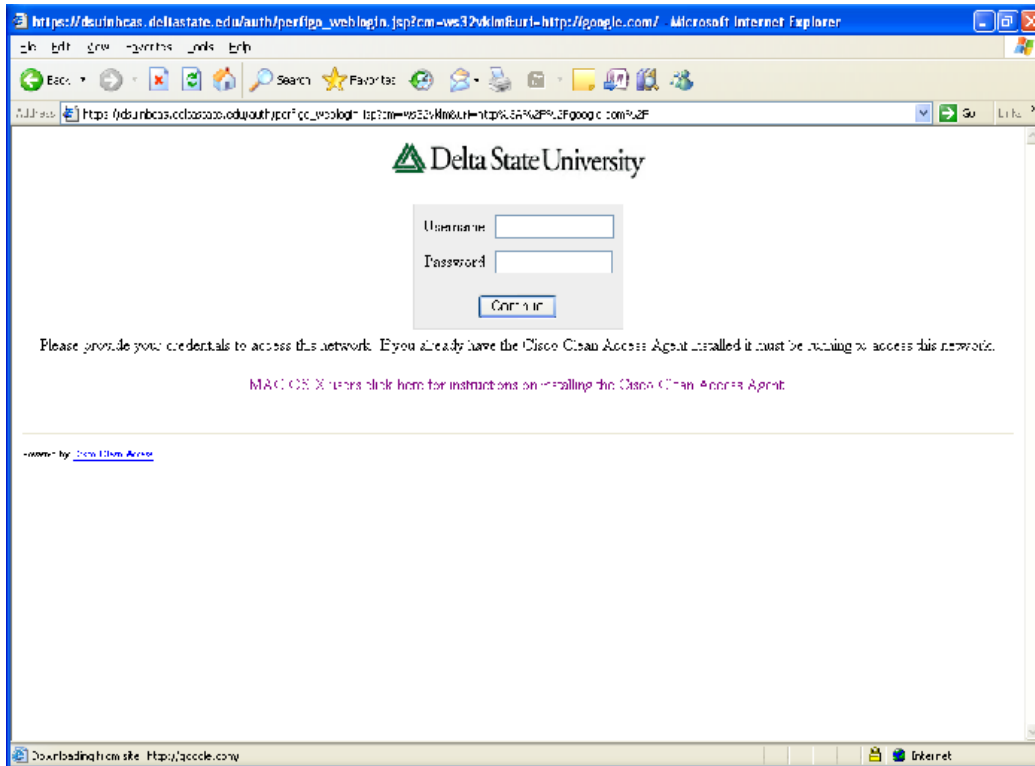
button you can place a "check" in the box on the dialogue screen to tell Windows to stop showing this particular type of warning.



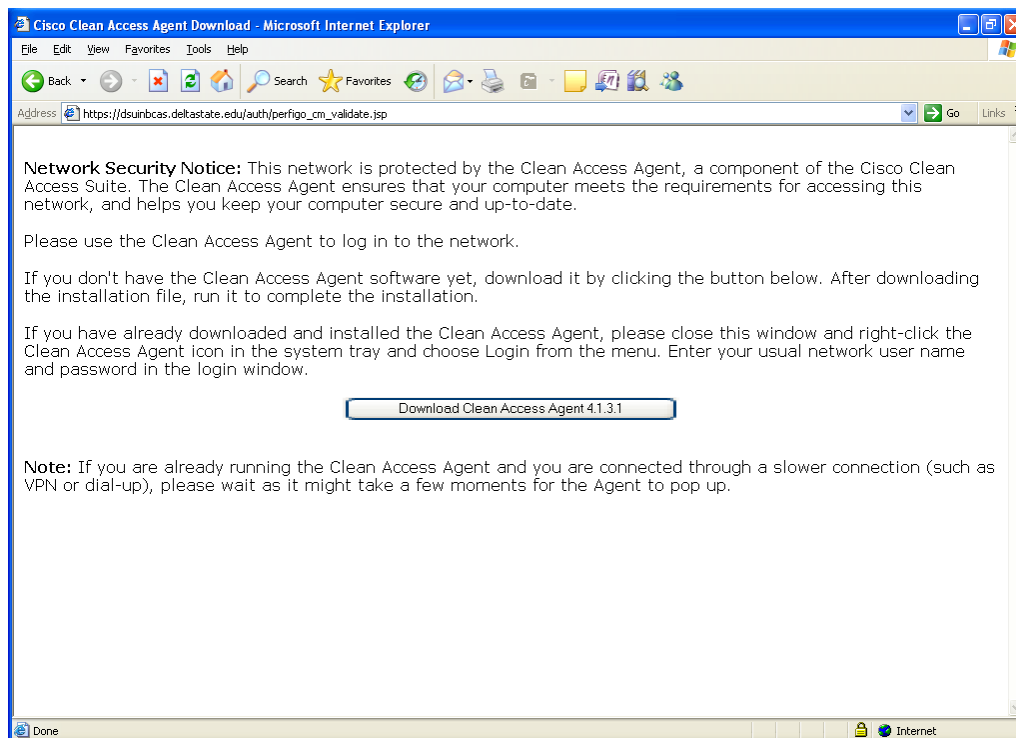
'Security Alert' screens may also appear, due to the nature of the "Certificate" used for the Delta State web server. The locally signed Certificate IS valid, please select the "Yes" button to proceed. You should only see this warning at most once, the first time you access the site.



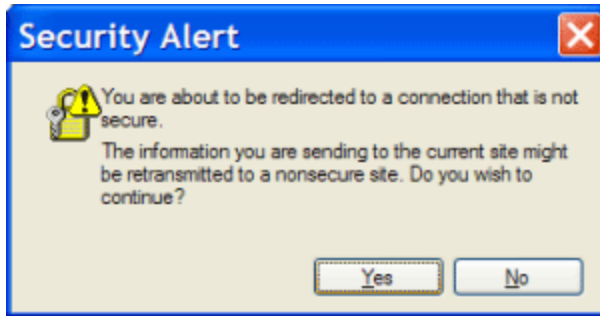
The next screen will be the Clean Access main login screen. Macintosh and other non-Windows users will log in here. Windows users will also need to log in here the first time they connect to download the Clean Access agent software. Login using your wireless network userid or 900 number and password. If you are an employee and need to change your network password click on the link labeled "Delta State OIT Web Based Password Reset" or go to <https://passwordreset.deltastate.edu>



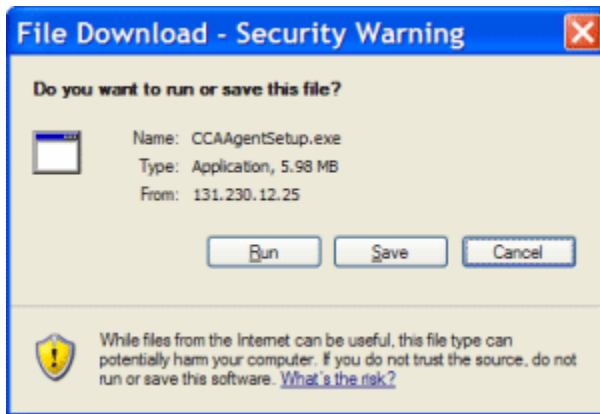
Once logged in on the main Clean Access screen, you will be taken to a download page where you may retrieve the Clean Access software. Click on the large "Download Clean Access Agent" button.



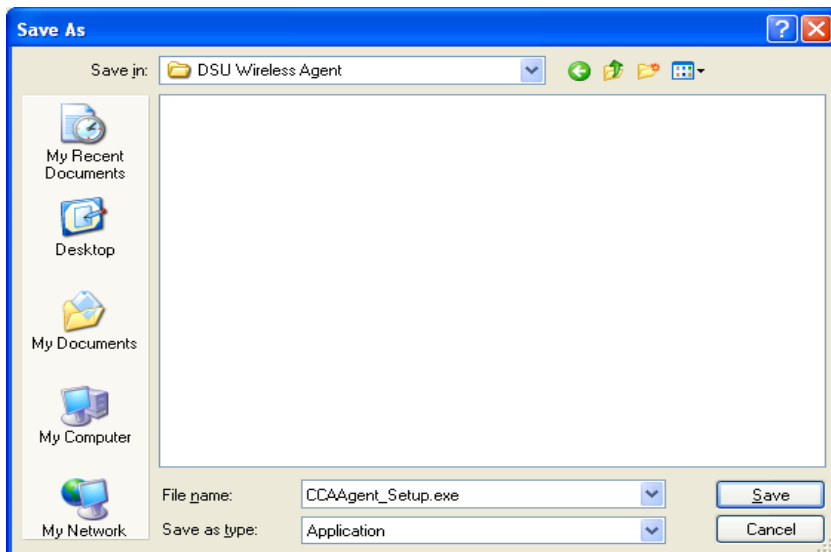
You may receive another warning screen similar to the one below. If you see this screen, simply click "Yes" to continue.



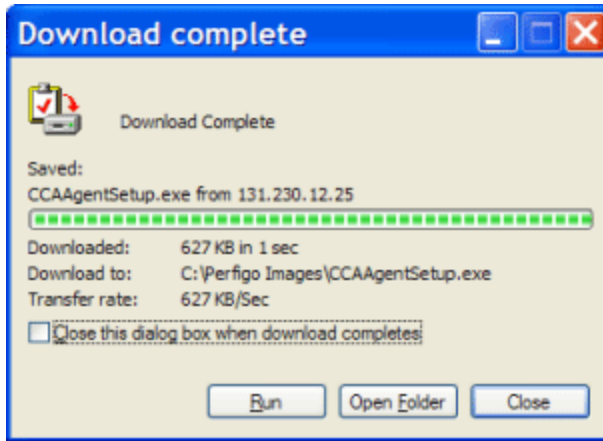
Next will be a "Run or Save" dialogue, please choose the "Save" option.



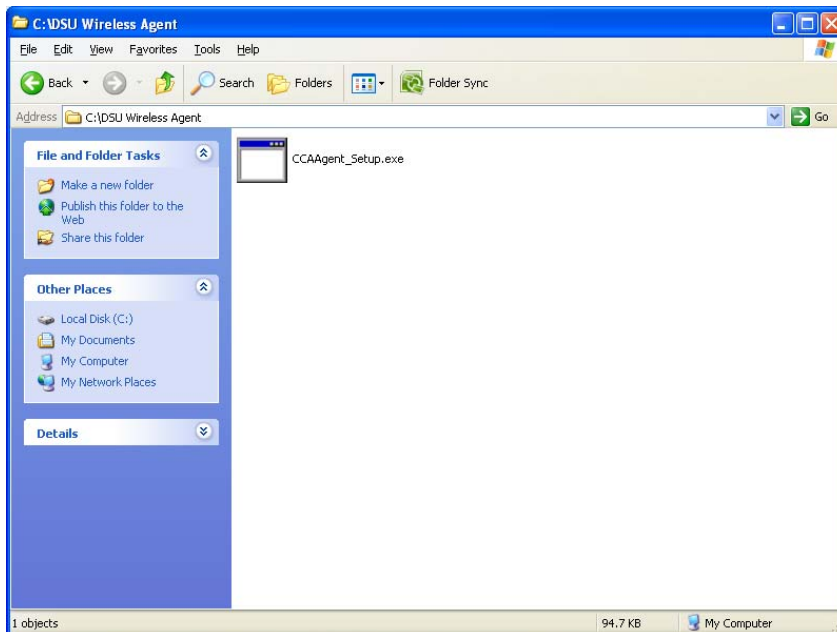
Choose a location to save the Clean Access software. We recommend choosing the "Desktop" so that the file will be easy to find when you need to use it, but anywhere on your hard disk is fine so long as you know where to find it. For this example, we created and used a directory called "DSU Wireless Agent"



Once the download is completed, close any open download windows. You will need to start the program that you just retrieved.



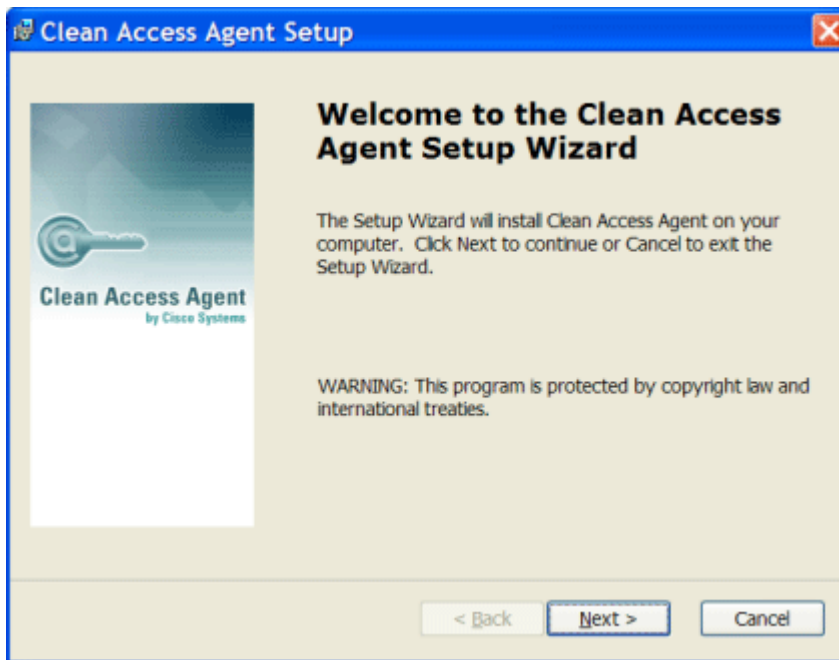
An icon for the CCAAgentSetup.exe file should have been created on your Desktop, or in the folder where you saved it if you chose some place other than the Desktop. Double-click this icon to start the installer program.



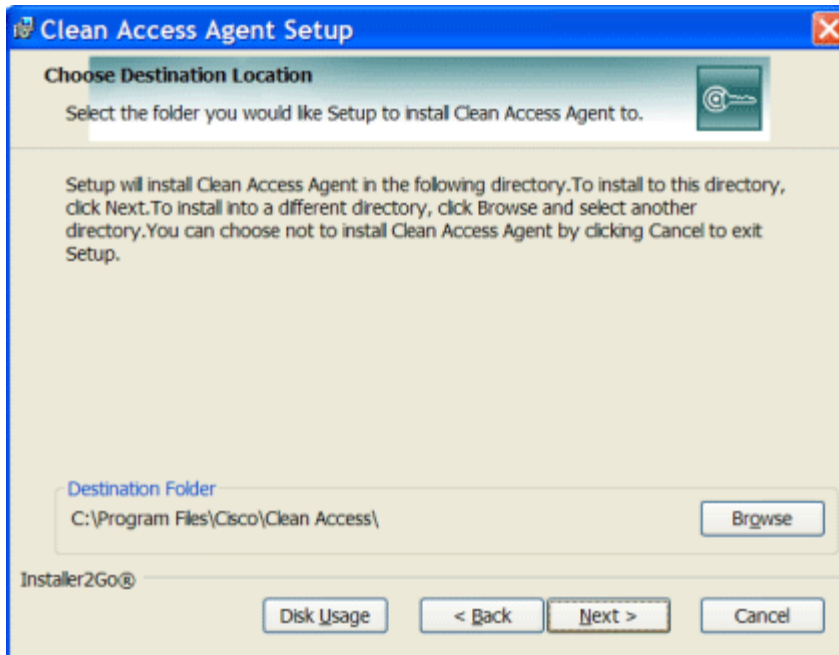
If you receive a warning similar to the one below, please just click the "Run" button.



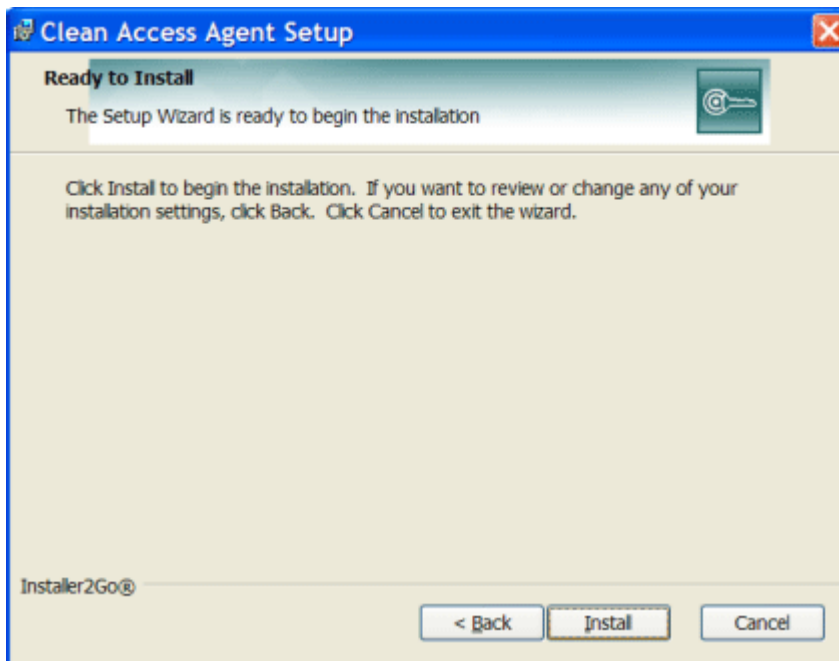
The installer program will open a screen like this one. Please click "Next."



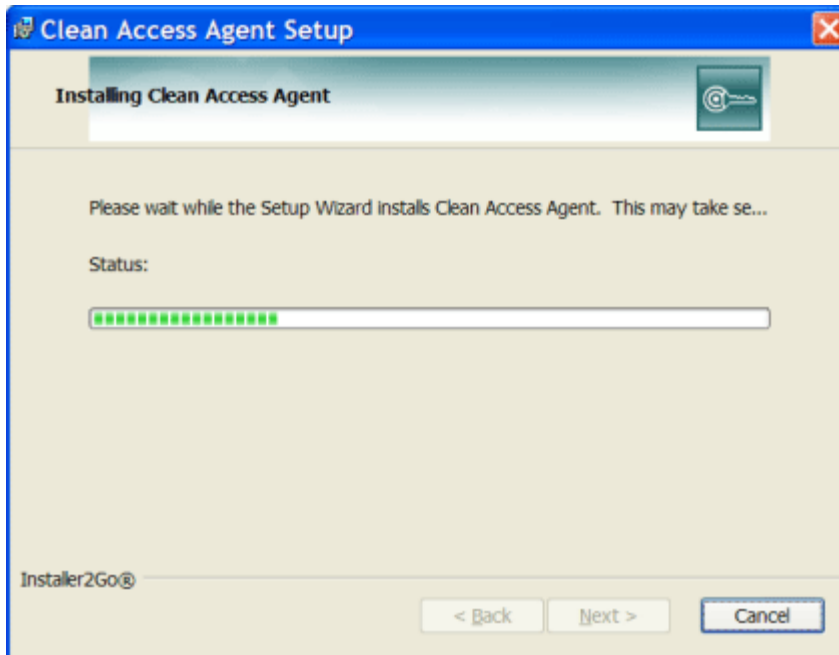
A dialogue asking for a location to install the Clean Access program will appear. Accept the default location by simply clicking the "Next" button again.



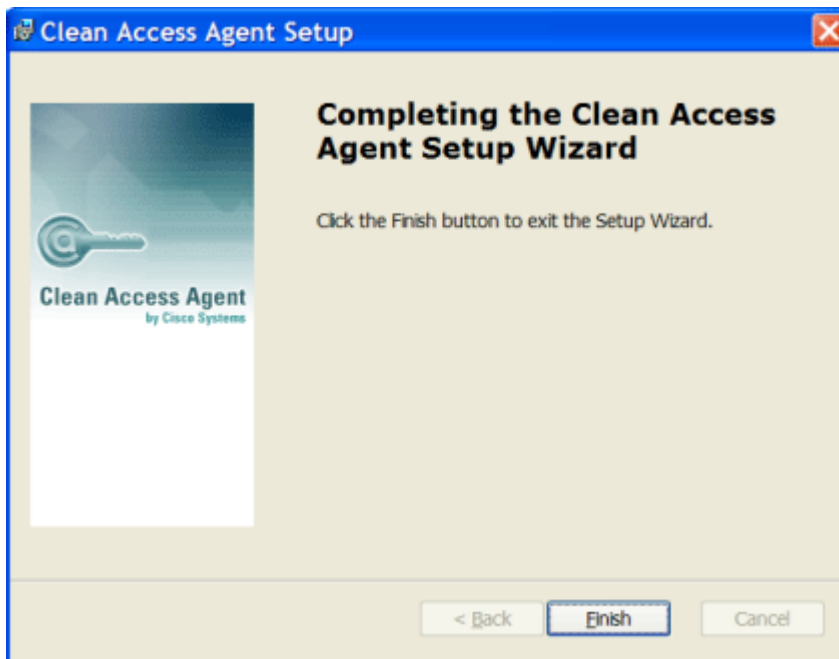
Now the program has all the information it needs to install the CleanAccess agent on your computer. Click "Install" to start copying the necessary program files.



The progress indicator bar will work its way to 100%. The process will take less than a minute on most computers, possibly as much as two minutes on slower machines.

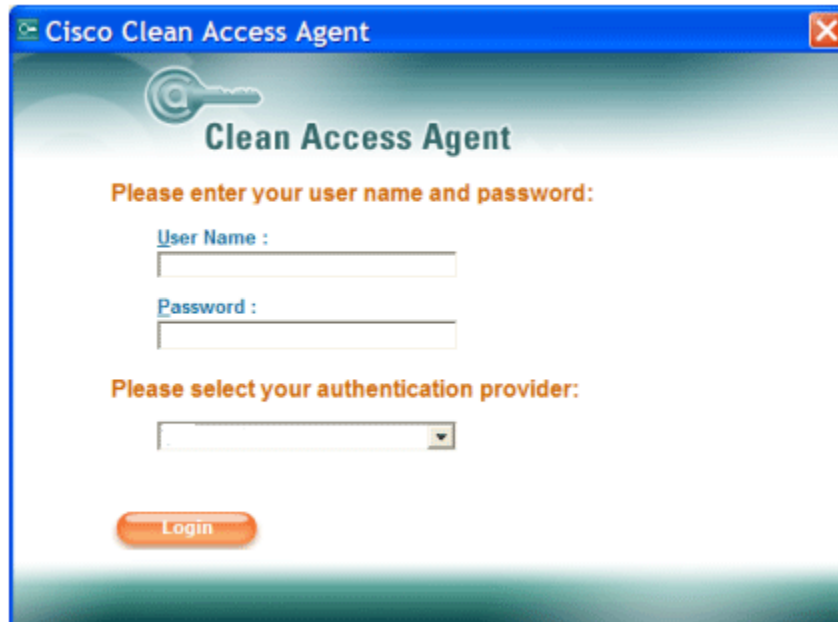


If a screen similar to the one shown here appears, click the "Finish" button to end the installation program. The "Finish" screen may not appear in every installation.

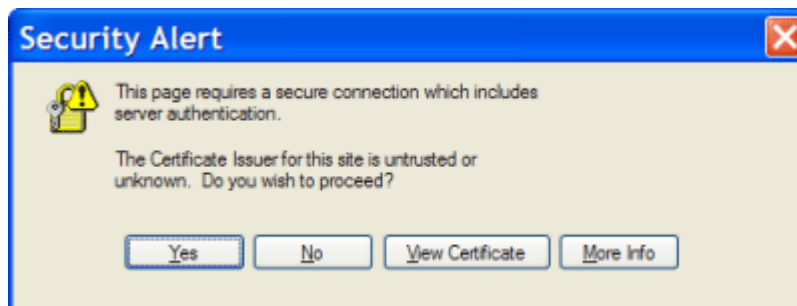


You might see the message “Failed to add Clean Access Agent icon to taskbar status area”. If so, click on "OK." Clicking on OK will also close the login screen that had appeared, and you will need to open it again to accomplish the log-in process. There should be a Clean Access Agent icon on your desktop which you can use to start the Agent. You can also use the Start menu, choose All Programs, then Cisco, Clean Access, and finally the Clean Access Agent program from the menu.

Log in with your Truman userid and password. The correct "Authentication Provider" information will already be in the bottom input box. Select "Student" if you are a student logging in with your 900 number or select "Employee/Faculty" if you are logging in with an Active directory username. Press the Enter key or click the Login button to continue.



If you receive a warning message about trusting the issuer of the Certificate, simply click the "Yes" button to accept the certificate. It will be stored on your computer as a new trusted site, and you should not see this message again.



Your computer will now begin the process of checking for any necessary remediations imposed by the Clean Access management system. Due to the large number of possible variations in the results of this scan process, we cannot show images that will match what you will see. Instructions to fix any problems that are found will be presented on the reporting screen that lists them. Follow the links provided, and read the instructions carefully. If after you have read and followed them you do not manage to make a successful network connection, please contact the OIT HelpDesk at 4444. Have any error messages or remediation instruction screens up on your computer to 0020help the OIT diagnose and fix the problem.