Information to connect to the Delta State Network

What is it?

What is Cisco Clean Access?

If you would like to know more information about what this cutting-edge technology is, and why Delta State is using it, please go to the following URL for DSU's Clean Access FAQ: http://www.deltastate.edu/pages/3395.asp

Clean Access Installation

Do I have to use the Clean Access Agent client?

Yes, all DSU Residence Hall computers and wireless devices are required to use the Clean Access Agent for network access.

I cannot install the Clean Access Agent, it warns me about administrative rights.

You must be logged onto your computer as a user with administrative rights or as the administrator. Contact the Help Desk if do not have administrative rights.

How do I know the Clean Access Agent is installed successfully?

Look for in the "System Tray" in the lower right corner near the time display. You may need to select the "<<" to expand and show the Clean Access Agent icon.

How do I know the Clean Access Agent is running?

Look for in the "System Tray" in the lower right corner near the time display. You may need to select the "<<" to expand and show the Clean Access Agent icon.

What happens if I uninstall the Clean Access Agent?

You will be required to reinstall the client to re-authenticate when your login expires.

I keep trying to install the Clean Access Agent but it tells me that I can either Modify/Repair or Remove the program.

The Clean Access Agent is currently installed on your machine. You do not need to install it again.

I do not see the Clean Access Agent icon in my system tray; what do I do?

There are a few possibilities:

Clean Access Agent has not been installed.

Please install Clean Access Agent to continue.

Clean Access Agent has been installed but you did not select "Launch" at the end of the installation.

From the "Start" menu, then "Programs", then "Cisco", then "Clean Access Agent", then "Clean Access Agent" to launch the program.

Clean Access Agent is "hidden" in the Systray.

Please click on "<<" to expand the system tray list and show Clean Access Agent, then login.

Your computer has a problem showing Systray icons.

You may be able to use "Task Manager" to halt Clean Access Agent and then launch it again.

Clean Access Agent is installed but not running.

From the "Start" menu, then "Programs", then "Cisco", then "Clean Access Agent", then "Clean Access Agent" to launch the program.

Login and Logout

How do I login?

After being re-directed to the login page and logging in on the web, download Cisco Clean Access Agent, log into the Agent. The Cisco Clean Access Agent will automatically display a popup when you connect the network wired or wirelessly. Enter your username and password to login.

When you enter a URL (www.google.com) on a browser window, you will be re-directed to a login webpage. Enter your username and password to login (your DSU online services credentials).

I see the message "Performing automatic login into Clean Access environment for remote user" then receive a "Security Alert" reading a "A secure connection with this site cannot be verified. Would you

still like to proceed?". If you click "Yes" you see the Login Window with [remote-user] as the username and the "Invalid provider name" on the bottom of the window.

You are seeing this message because you are connected to the wired network and the wireless network at the same time. Either disconnect one of the networks, or follow the directions in the wireless instructions and set your wired connection as a default.

Clean Access Agent gives error: "Network Error: SSL Certificate REV failed"

This can be fixed by following these steps:

- *Open up Internet Explorer*
- *Click on Tools->Internet Options*
- *Click on the Advanced Tab*
- *Scroll down towards the bottom to the Security section*
- *Uncheck "Check for server certificate revocation"*
- *Click Apply, and then click OK.*
- *Close Internet Explorer and the Clean Access Agent*
- *Start the Clean Access Agent and login*

I do not see the Clean Access Agent popup?

You can manually login by using the Clean Access Agent login feature. Right-click the Clean Access Agent icon in the system tray and choose "login."

I cannot access the login page. I get the redirection page but then my browser gives an error and stops.

Generally, this is caused by an encryption (SSL) problem with your browser. Encryption is required for authentication to complete. Try another browser if you are unable to correct the problem with the first browser. (If you were using IE try Firefox, or if you were using Firefox try IE). Usually, Firefox has fewer encryption problems.

I've opened my browser with a default blank page but I am not redirected to a login page.

Go to a non-Delta State site such as www.google.com.

I'm on a Windows machine. Sometimes I can login using the web page and at other times, the web page tells me that I must use Clean Access Agent, why?

It depends on when the last time your computer was "validated" to the network. You should always use the Clean Access Agent to access the network at Delta State.

How do I logout?

Currently, the only way to manually logout is to use the Clean Access Agent "logout" feature. Right-click the Clean Access Agent icon in the system tray and choose logout. The Clean Access Agent icon appears

as follows in the system tray:

I do not have a "logout" option in Clean Access Agent.

Once you login through the Clean Access Agent, you will have the "logout" feature.

I am able to access the internet but the Clean Access Agent still allows me to "login". Am I logged in?

Yes, the Clean Access Agent may not always detect your network status. If you can access normal internet sites such as www.google.com, then you are authenticated.

I am NOT able to access the internet but the Clean Access Agent only allows me to "logout". What's going on?

The Clean Access Agent may not always detect your network status. Please choose "logout" and then choose "login" again.

The Clean Access Agent client does not offer a "login," just a "logout," and the web page tells me that I must now use the Clean Access Agent to login; what do I do?

The Clean Access Agent does not always detect your network status. Please choose "logout", then you will have the "login" feature.

Validating and Updating

What am I allowed to access when Unauthenticated or Quarantined?

You can access remediation sites such as http://windowsupdate.microsoft.com, Antivirus sites, i.e., http://liveupdate.symantec.com, and the DSU Website. If you cannot get to a specific website of an antivirus company call the Helpdesk at 846-4444 and request that we add access to that site. We will review these requests on a case-by-case basis until we have a specific list of supported antivirus in the near future.

Can I update Windows before I login?

Yes, you should be able to go to http://windowsupdate.microsoft.com.

Can I update my Antivirus program before I have logged in?

Yes, you can update most antivirus products before you login.

When I run Windows Update, I get a message stating that the product key used to install windows is invalid. Why?

Windows Update will fail if your Windows Operating System is not properly licensed. You must have a legal copy of the operating system to connect to the Delta State University network. Please contact Microsoft or your PC manufacturer with these questions.

I'm on a Linux or other Non-Windows or Macintosh machine. I've opened my browser but I am not redirected to a login page. What do I do?

Call the Helpdesk at 846-4444 and request that we add your non-standard machine to the network. Currently we will investigate these on a case by case basis to determine if they are safe additions to Delta State's computing environment. If you have already been added by the Office of Information Technology, simply go to a non-Delta State site such as www.google.com.

I'm on a Macintosh machine. I've opened my browser but I am not redirected to a login page. What do I do?

You must try to go to a non-Delta State site such as www.google.com.

Do I have to use the Clean Access Agent client?

Yes. All computers connected to residence halls and the University wireless network, OkraNet are required to use Clean Access Agent for network access.

What happens if I uninstall the Clean Access Agent client?

You will be required to reinstall the client to re-authenticate when your login expires.

Miscellaneous

My network games don't work anymore.

If you have Windows XP you were required to install Service Pack 2. Service Pack 2 installs and enables a personal firewall. You may need to customize the firewall to allow these programs through. For instructions on how to configure the firewall go to http://www.microsoft.com/windowsxp/using/security/internet/sp2_wfintro.mspx.

How does the pop-up blocker installed with Windows XP SP2 work?

If you have Windows XP you were required to install Service Pack 2. Service Pack 2 installs and enables a popup blocker in Internet Explorer. You may need to customize the popup blocker to get to some sites. For instructions on how to configure the popup blocker go to http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.mspx.

How do I customize my firewall that was installed with Windows XP and Vista's latest service Packs or use a third-party firewall?

If you are using a third-party firewall, be sure to permit Clean Access as an allowed program and/or exception. You may need to refer to your vendor's website for instructions.

 If you have Windows XP or Vista, you were required to install the latest Service Pack. The latest Windows Service Packs install and enable a personal firewall. You may need to customize the firewall to allow certain programs through. For instructions on how to configure the firewall go to http://www.microsoft.com/windowsxp/using/security/internet/sp2_wfintro.mspx.

OR, use these instructions to make changes to Window's Firewall:

Windows XP:

- Start ---> Control panel ---> Windows Firewall
- Click on the 'Exceptions' tab
- Click 'Add Program'
- From the list of programs, select 'Cisco Clean Access' and then press OK
- Make sure the square box in the program list is checked for Cisco Clean Access

Windows Vista:

- Start ---> Control panel ---> Windows Firewall
- Click on 'Change settings'
- Click on the 'Exceptions' tab
- Click 'Add Program'
- From the list of programs, select 'Cisco Clean Access' and then press OK
- Make sure the square box in the program list is checked for Cisco Clean Access

I am unable to ping the default gateway address; shouldn't I be able to do this?

No, you will not be able to ping the default gateway. This is normal.

Game Consoles

Connecting to the Network with a Xbox 360, Playstation 3, Nintendo DS, Sony PSP, Nintendo Wii

We are currently adding gaming devices on a case by case basis. Please call the HelpDesk at 846-4444 and request that your console be added. We will need your Name, 900 number, dorm location, phone number, email address, type of device, and MAC-Address for your device. Please fill out the form at the following link (http://www.deltastate.edu/pages/3599.asp) and we will notify you once your device has been added. If you are unable to find your MAC-Address, please refer to your product manual or contact the manufacturer of the device. If you are unable to deliver this information to us, we will not support locating this information for you.

Connecting to the Secure Wireless Network, OKRAnet, with a PDA, smart phone or other wireless device:

Although PDAs, smart phones and other wireless devices _may_ connect to the Delta State University wireless network, OkraNet, they are currently not supported.

We are currently adding PDA's, Smart Phones and other wireless enabled devices on a case by case basis but do not offer troubleshooting support if you are unable to use them, as these types of devices are a constantly changing and dynamic technology that is near impossible to track efficiently and contain thousands of possible differences. Please call the HelpDesk at 846-4444 and request that your device be added. We will need your Name, 900 number, address or dorm location, phone number, email address, device type, and MAC-Address for your device. Please fill out the attached Device Registration Form and turn it in to the Office of Information Technology in Bailey Hall 102. If you are unable to find your MAC-Address, please refer to your product manual or contact the manufacturer of the device. If you are unable to deliver this information to us, we will not support locating this information for you.

The settings required for the wireless network are listed below. You should check your wireless device's manual to see how to setup the connection. Your wireless device will need to support 802.1X.

Network Name / SSID: OKRAnet

Authentication Type: OPEN

Encryption: NONE

Still having trouble?

If you are still experiencing issues, please refer to the OIT (Office of Information Technology) website and make sure that you have read the FAQ pertaining to your issue at http://oit.deltastate.edu

If you have additional questions or comments, please call the OIT Helpdesk.

Dial 4444 on campus, 846-4444 locally, or toll-free 1-866-264-1465
Hours: 24/7, 365 Days a Year

To better assist you, all support is centralized into a single system that all of our professional staff share, The Central Helpdesk (CHD). **Please do not come by our offices without speaking with our Tier I Central Helpdesk first, as this will delay how your case and other cases are resolved**. Tier I support, those staff members who man our technical support desk, are highly trained, certified professionals who have a diverse set of skills to allowing for a broad range of technology support . Tier I support members work hand-in-hand with the Office of Information Technology to resolve technical cases as quickly as possible. If the technical support desk is not able to resolve your issue on the initial call, he or she will have a Tier II technician contact you to help assist in resolving your technology support issue.
Your request will be logged into our Help Desk Online (HDO) system by one of our Technology Support Consultants (TSC) and you will receive an email to confirm your support issue.

 Please note, if you are experiencing access issues, please be in front of a computer when you call and have your DSU ID and your account information available. Thank you OIT.