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Welcome

SafeWord’s Internet Authentication Service (IAS) Agent (referred to as the SafeWord IAS Agent and/or IAS Agent throughout the remainder of this guide) is an add-on that works with Microsoft’s IAS RADIUS solution. The IAS Agent provides SafeWord strong authenticated access through the Microsoft IAS RADIUS component. Once installed, users who access their network remotely will be prompted for a SafeWord token-generated passcode in order to access the network.

The SafeWord IAS Agent supports the following password protocols:

- PAP
- CHAP
- MS-CHAP v. 1, v.2

The SafeWord IAS Agent runs on Windows 2000/2003 Server platforms. It uses an administration tool for configuring authentication engine, group selection, and logging parameters. It installs on top of an existing IAS installation, or, if IAS is not already installed, it will be installed automatically.

About this guide

This guide is written specifically for the person who is assigned to administer SafeWord IAS and RADIUS. It includes the following sections:

- “Pre-installation requirements” on page 2
- “Installing the SafeWord IAS Agent” on page 3
- “Configuring the SafeWord IAS Agent” on page 7
- “Removing the SafeWord IAS Agent” on page 13

The next section describes the pre-installation requirements for the IAS Agent.
Pre-installation requirements

Before installing and running the SafeWord IAS Agent, your system environment must meet the following operational and system requirements:

- Microsoft Windows 2000 or 2003 Server edition with the latest available service pack installed
- 256 MB RAM (minimum); **512 MB** (recommended)
- 3 MB of disk space (minimum); **10 MB** (recommended)
- Internet Explorer version 5.5 or greater

When your system meets these requirements, you are ready to install the agent using the Deployment CD provided. You can install the agent on any server that meets the system environment requirements and has direct communication with a Premier Access Authentication Engine.

Figure 1 shows where the SafeWord IAS Agent will be installed in a typical RADIUS environment. Your organization’s environment may not look exactly like the one depicted in the graphic, but it must at least meet all the pre-installation requirements outlined in this guide.
Installing the SafeWord IAS Agent

The SafeWord IAS Agent is installed from the SafeWord PremierAccess Deployment CD. To install the Agent, do the following:

1. Insert the Deployment CD into the target computer’s CDROM drive.
2. When the Installer Main Window appears, click the Install Products link.
3. When the available products window appears, click the Agents for use with SafeWord® PremierAccess™ link.
   The installer window will display a list of all available agents.
4. Click the SafeWord® RemoteAccess Agents link.
   Several InstallShield windows will appear and disappear as the installer checks your system configuration.
5. When the Serial Number window appears, enter your product serial number, then click OK.

Figure 2. Serial Number prompt window

6. When the Welcome window appears, click Next.
7. When the License Agreement window appears, you must click Yes to continue with the installation.

   The Select Destination window appears.
8. Either accept the default installation destination, or use the Browse button to change the destination. When your choice has been made, click **Next**.

The Select Components window appears.

9. Select IAS (RADIUS) Agent, then click **Next**.

10. Review the information in the Program Folder window, then click **Next**.

11. Review the information in the Start Copying files window, then click **Next**.

The SafeWord Server Name window appears.
12. Enter the Host name (or IP address) and Port number for the SafeWord Authentication Engine location. The default location is localhost.

13. Click **Next** to complete the installation.

**If the IAS/RADIUS components were not previously installed**

- If the Microsoft IAS/RADIUS component was not installed prior to this point, the IAS agent installer will automatically install it. The Windows CD may be required during this process.

**If the IAS/RADIUS components were previously installed**

- If the Microsoft IAS/RADIUS component was previously installed prior to installing the IAS agent, a dialog box prompting a restart of the IAS service will appear.

  **Clicking Yes will restart the IAS service, and continue with the installation process.**

  **Proceed to step 15.**

**If IAS was not previously installed**

- If IAS was not installed prior to installing the IAS agent, a dialog box will appear prompting for adding RADIUS client information for the IAS server.
14. When finished adding clients, close the IAS configuration window to continue the installation.

15. In the InstallShield Wizard Complete window, click Finish to complete the installation.
When you install the SafeWord IAS Agent, its default configurations are set as follows:

- the Authentication Engine runs on the host machine that was chosen when the agent was installed
- logging is disabled
- the authentication group policy is set for all users to authenticate using SafeWord

The agent parameters listed above are configured using the administration tool. The sections that follow explain how to launch the administration tool and reconfigure these settings.

### Launching the administration tool

To launch the administration tool do the following:

**Important:** You must configure the SafeWord IAS Agent from the machine where it is installed. You cannot configure it remotely.

1. Go to the machine on which the agent is installed.
2. Select **Start -> Programs -> Secure Computing -> SafeWord RemoteAccess -> IAS Agent -> Configure IAS Agent.**

The Agent Configuration window appears.
Configuring the SafeWord IAS Agent

Configuring the Authentication Engine

1. Click the Authentication Engine button.
   The Authentication Engine window appears.

2. In the Host name/IP address field, enter the Host name or IP address of the machine to which the agent will send authentication requests.

3. In the Port field, enter the Port number on which the Authentication Engine will listen for requests.
   This port number must match the port number specified for the Authentication Engine.

4. Click the Save button. The server appears in the list of configured locations.

5. To remove servers from the Configured Locations list, select the server name from the list and click the Remove button.

6. Click OK.

**Important:** If you are configuring multiple servers, repeat the same steps for each server you are configuring. For more information about configuring multiple servers, refer to your Product Guide.
Changing default logging settings

Logging functions are enabled for errors by default. You can modify which events are logged, and where to log them. You may view and manage log records using Windows Event Viewer, or as text files.

Note: Errors are logged to the Windows Event Viewer, even if logging functions are disabled.

To configure logging, do the following:

1. Click the **Logging** button on the Agent Configuration window.

   The Configure Logging window appears.

   ![Figure 11. Configure Logging window](image)

2. Select the **Enable Logging** check box to activate the window.

3. In the **Logfile name** field, enter (or browse to) the file name and path where you want to store log files. Your file name and path should resemble the following:

   `x:\path\path...\file name.txt`

4. In the **Maximum size in KB per log file** field, enter the maximum size a log file can reach before it is archived and a new file is created.

5. Select the types of messages to log from the following options:
   - Errors
   - Errors and information
   - Errors, information, and diagnostics

   **Important:** Selecting to log diagnostic information may result in extremely voluminous output. There should be no reason to select this option unless you are troubleshooting a problem. You should disable diagnostic logging when you no longer need it.

6. Click **OK**.

7. Restart IAS service.

   **Note:** If Routing & Remote Access Server (RRAS) is on the same machine, stop the IAS service and RRAS, restart RRAS, then restart IAS.
Configuring the SafeWord IAS Agent

Configuring the Authentication Policy

The administration tool allows you to designate groups of users who will be required to log on using a SafeWord token. You can force all users to use tokens when logging in, or force only users belonging to a specific group to use tokens. To do this, use the Windows user and group management tools to create a global group (for example SAFEWORD_USERS) into which you can assign users requiring a SafeWord token to log in.

Once users are placed in the group that will use SafeWord tokens, you will need to tell the agent what the group is, and how to treat users in it. The following instructions describe how this is done.

1. Click the Groups button on the Agent Configuration window.

The Required Authentication Group Policy window appears.

Figure 12. Required Authentication Group Policy window

Important: Windows 2000 can be installed in either Windows 2000 native mode or pre-2000 compatibility mode. If the operating system was installed in Windows 2000 native mode, the group Domain Users must be added to the global group called pre-2000 Compatible Access in order for domain queries to be successful.

2. To require all users authenticate using SafeWord strong authentication, select All users authenticate using SafeWord then continue to step 4.

3. If the group’s domain is different from the one displayed in the Internet Domain field, enter the group’s domain in the from domain field, then
   • Select a Group from the Group list. This will most likely be the global group you created for this purpose.
   • Select either:
     — Only users in this group authenticate using SafeWord
     Or
     — Only users NOT in this group authenticate using SafeWord

4. Click OK.
Configuring alternative group policy settings

By default, SafeWord is configured so that the SafeWord IAS Agent for checks group membership and submits authentication requests to the authentication engine (Figure 13).

If computers in a network DMZ do not have anonymous access to your Active Directory installation, the IAS Agent is unable to contact Active Directory and read group membership information in order to determine which users require SafeWord authentication. Fortunately, you can configure SafeWord to handle such a scenario (see Figure 14).

In this configuration, group membership checking is done by the SafeWord server (rather than the agent). Since the server will typically be running inside the trusted network, it should have no difficulty obtaining the necessary information from Active Directory.
To configure the above topology, do the following:

1. On the computer in the DMZ running the SafeWord agent, use the group configuration screen to force **all users to authenticate using SafeWord**. This will forward ALL authentication requests to the SafeWord server.

2. On the computer inside the network running the SafeWord server, locate the file `<INSTALL_DIR>Servers\Shared\sscservers.ini`.

3. In that file, locate the line that starts with...

   `#GroupsAuthenticationRequiredClass=securecomputing.yellowstone...`

   ...remove the "#" sign from the beginning of that line.

4. Navigate to `<INSTALL_DIR>Servers\AAAServer\GroupDiscrimination`.

5. Locate and open the HTML file called `ConfigureGroupPolicy.html`. The Group Discrimination configuration page appears.

6. Change the logging and group policies as needed, then restart the SafeWord Authentication Engine service.

**Note:** Please note that in this topology it is vital that your SafeWord Authentication Engine service is up and running constantly; otherwise, neither the SafeWord nor the non-SafeWord users will be able to log on to your system.
Removing the SafeWord IAS Agent

You remove the SafeWord for IAS Agent using the standard Windows-based Add/Remove Programs tool.

To remove the agent, do the following:

1. Select Start -> Settings -> Control Panel -> Add/Remove Programs.
2. When the Add/Remove Programs window appears, select SafeWord RemoteAccess.
3. Click the Change/Remove button.
4. A RemoteAccess screen will appear prompting to Modify, Repair, or Remove the agent.
5. Select Remove.
   - If IAS was not installed prior to installing the IAS agent, the Windows CD may be required to uninstall Microsoft IAS/RADIUS.
   - If IAS was installed prior to installing the IAS agent, the installer will prompt for a restart of IAS.
6. Click Next to remove the installation.
   - The agent components will be stopped automatically and the uninstallation process will occur. If IAS was installed during installation, then it too is removed at this time.
   - Note: If shared files are detected, remove them by clicking Yes when prompted.
7. Click Finish in the Maintenance Complete window.
8. Close the Add/Remove Programs tool.
   - The uninstallation is complete. The installer may prompt to reboot the machine in the Maintenance Complete window after uninstallation is complete.
Removing the SafeWord IAS Agent