Copyright

© 2004 Secure Computing Corporation. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form or by any means without the written permission of Secure Computing Corporation.

Trademarks

Secure Computing, SafeWord, Sidewinder, SmartFilter, SofToken, Type Enforcement, and Strikeback are trademarks of Secure Computing Corporation, registered in the U.S. Patent and Trademark Office and in other countries. PremierAccess, G2 Firewall, G2 Enterprise Manager, Gauntlet, SecureOS, and MobilePass are trademarks of Secure Computing Corporation. All other trademarks, tradenames, service marks, service names, product names, and images mentioned and/or used herein belong to their respective owners.

SafeWord Software License Agreement

The following is a copy of the Software License Agreement as shown in the software:

CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE LOADING THE SOFTWARE. BY CLICKING “I ACCEPT” BELOW, OR BY INSTALLING, COPYING, OR OTHERWISE USING THE SOFTWARE, YOU ARE SIGNING THIS AGREEMENT, THEREBY BECOMING BOUND BY ITS TERMS. IF YOU DO NOT AGREE WITH THIS AGREEMENT, THEN CLICK “I DO NOT ACCEPT” BELOW AND RETURN ALL COPIES OF THE SOFTWARE AND DOCUMENTATION TO SECURE COMPUTING CORPORATION (“SECURE COMPUTING”) OR THE RESELLER FROM WHOM YOU OBTAINED THE SOFTWARE.

Secure Computing Corporation (“Secure Computing”) provides its software and licenses its use either directly or through authorized dealers. You assume responsibility for the selection of the programs to achieve your intended results, and for the installation (unless installation is purchased from Secure Computing or an authorized dealer), use and results obtained form the programs.

1. Grant of License. Secure Computing grants to you, and you accept, a non-exclusive, and non-transferable license (without right to sub-license) to use the Software Products as defined herein on a single SafeWord system.

2. Software Products. “Software Product(s)” means (i) the machine-readable object-code versions of SafeWord contained in the media (the “Software”), (ii) the published user manuals and documentation that is made available for the Software (the “Documentation”) and (iii) any updates or revisions of the Software or Documentation that you may receive (the “Update”). Under no circumstances will you receive any source code of the Software. Software Products provided for use as “backup” in the event of failure of a primary unit may be used only to replace the primary unit after a failure in fact occurs. They may not be used to provide any capability in addition to the functioning primary system that they backup.

3. Limitation of Use. You may not: 1) copy, except to make one copy of the Software solely for back-up or archival purposes; 2) transfer, distribute, rent lease or sublicense all or any portion of the Software Product to any third party; 3) translate, modify, adapt, decompile, disassemble, or reverse engineer any Software Product in whole or in part; or 4) modify or prepare derivative works of the Software Products.

4. Limited Warranty and Remedies. Secure Computing warrants that the disk(s) or tape(s) on which its Software is recorded is/are free from defects in material and workmanship under normal use and service for a period of ninety (90) days from the date of shipment to you.

Secure Computing does not warrant that the functions contained in the Software will meet your requirements or that operation of the program will be uninterrupted or error-free. The Software is furnished “AS IS” and without warranty as to the performance or results you may obtain by using the Software. The entire risk as to the results and performance of the Software is assumed by you. If you do not receive media which is free from defects in materials and workmanship during the 90-day warranty period, you will receive a refund for the amount paid for the Software Product returned.

5. Hardware Warranty. Secure Computing agrees to assign to You all supplier warranties, remedies and software licenses for hardware supplied hereunder to the extent permitted by the applicable supplier. You agree to pursue warranty claims directly with the manufacturer where possible.

For a period of three (3) years from date of shipment, Secure warrants to You that the SafeWord tokens will be free from defects in material and workmanship under normal use.
6. Limitation Of Warranty And Remedies. The warranties stated herein are in lieu of all other warranties, express or implied, including any warranties of merchantability or fitness for a particular purpose. Some states and countries do not allow the exclusion of implied warranties, so the above exclusion may not apply to you. This warranty gives you specific legal rights. You may have other rights which vary by state or country.

SECURE COMPUTING’S AND ITS LICENSORS ENTIRE LIABILITY UNDER, FOR BREACH OF, OR ARISING OUT OF THIS AGREEMENT, IS LIMITED TO A REFUND OF THE PURCHASE PRICE OF THE PRODUCT OR SERVICE THAT GAVE RISE TO THE CLAIM. IN NO EVENT SHALL SECURE COMPUTING OR ITS LICENSORS BE LIABLE FOR YOUR COST OF PROCURING SUBSTITUTE GOODS. IN NO EVENT WILL SECURE COMPUTING OR ITS LICENSORS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR OTHER DAMAGES WHETHER OR NOT SECURE COMPUTING HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

7. Term and Termination. This license is effective until terminated. You may terminate it at any time by destroying the Software Product, including all computer programs and documentation, and erasing any copies residing on computer equipment. This Agreement also will automatically terminate if you do not comply with any terms or conditions of this Agreement. Upon such termination you agree to destroy the Software Product and erase all copies residing on computer equipment.

8. Ownership. This Software is licensed (not sold) to you. All intellectual property rights including trademarks, service marks, patents, copyrights, trade secrets and other proprietary rights in or related to the Software Products are and will remain the property of Secure Computing or its licensors, whether or not specifically recognized or protected under local law. You will not remove any product identification, copyright notices or other legends set forth on the Software Product.

9. Export Restrictions. You agree to comply with all applicable United States export control laws and regulations, including without limitation, the laws and regulations administered by the United States Department of Commerce and the United States Department of State.

10. U.S. Government Rights. Software Products furnished to the U.S. Government are provided on these commercial terms and conditions as set forth in DFARS 227.7202-1(a).

11. General. Any waiver of or modification to the terms of this Agreement will not be effective unless executed in writing and signed by Secure Computing. If any provision of this Agreement is held to be unenforceable, in whole or in part, such holding shall not affect the validity of the other provisions of this Agreement. In the event of any inconsistency between this Agreement and any other related agreements between you and Secure Computing, the terms of this Agreement shall prevail. You may not assign this License or any associated transactions without the written consent of Secure Computing. This License shall be governed by and construed in accordance with the laws of California, without regard to its conflicts of laws provisions.

Technical Support information
Secure Computing works closely with our Channel Partners to offer worldwide Technical Support services. If you purchased this product through a Secure Computing Channel Partner, please contact your reseller directly for support needs.

To contact Secure Computing Technical Support directly, telephone +1.800.700.8328 or +1.651.628.1500. If you prefer, send an e-mail to support@securecomputing.com. To inquire about obtaining a support contract, refer to our “Contact Secure” Web page for the latest information at www.securecomputing.com.

Customer Advocate information
To suggest enhancements in a product or service, or to request assistance in resolving a problem, please contact a Customer Advocate at +1.877.851.9080. If you prefer, send an e-mail to customer_advocate@securecomputing.com.

If you have comments or suggestions you would like to make regarding this document or any other Secure Computing document, please send an e-mail to techpubs@securecomputing.com.
## Printing history

<table>
<thead>
<tr>
<th>Date</th>
<th>Part number</th>
<th>Software Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2000</td>
<td>86-0933995-A</td>
<td>SafeWord Service for NT RAS, Version 2x15</td>
</tr>
<tr>
<td>June 2000</td>
<td>86-0933995-B</td>
<td>SafeWord Service for NT RAS, Version 2x15</td>
</tr>
<tr>
<td>February 2001</td>
<td>86-0933995-C</td>
<td>SafeWord Agent for NT RAS, Version 2.2</td>
</tr>
<tr>
<td>September 2001</td>
<td>86-0933995-D</td>
<td>SafeWord Agent for NT RAS, Version 2.2</td>
</tr>
<tr>
<td>May 2002</td>
<td>86-0933995-E</td>
<td>SafeWord Agent for RAS, Version 2.3</td>
</tr>
<tr>
<td>September 2004</td>
<td>86-0933995-F</td>
<td>SafeWord Agent for RAS, Version 2.4</td>
</tr>
</tbody>
</table>
# Table of Contents

**Introduction to SafeWord Agent for RAS** .......................... 2  
**Requirements** ................................................................. 3  
**Installing the SafeWord Agent for RAS** .............................. 4  
**Configuring users for dialing in** ...................................... 7  
**Troubleshooting the installation process** ............................ 8  
**Using the SafeWord Agent for RAS** .................................... 9  
**Setting up the configuration file** ............................... 10  
  - The EDRASSEC utility .................................................. 12  
**Error messages & troubleshooting** ................................... 13  
**Uninstalling the SafeWord Agent for RAS software** ......... 15
Table of Contents
About this document

This document describes how to set up and use the SafeWord Agent for Remote Access Server (RAS). It is intended for use by the person responsible for administering their organization’s network and its users.

This document contains the following topics:

- “Introduction to SafeWord Agent for RAS” on page 2
- “Requirements” on page 3
- “Installing the SafeWord Agent for RAS” on page 4
- “Configuring users for dialing in” on page 7
- “Troubleshooting the installation process” on page 8
- “Using the SafeWord Agent for RAS” on page 9
- “Setting up the configuration file” on page 10
- “Error messages & troubleshooting” on page 13
- “Uninstalling the SafeWord Agent for RAS software” on page 15

**Note 1:** Throughout this manual, the term “SafeWord” is used as a blanket term that refers to SafeWord products. Areas of the documentation that are specific only to one version (i.e., SafeWord RemoteAccess or SafeWord PremierAccess) will be specified as such.

**Note 2:** Throughout this manual, the term “RAS” is used as a blanket term that refers to Remote Access Server and Routing and Remote Access.
Introduction to SafeWord Agent for RAS

SafeWord Agent for RAS protects access to Microsoft RAS dial up connections by authenticating users via the PremierAccess authentication server. Once SafeWord Agent for RAS and the PremierAccess authentication server are installed, dial-up RAS users will need to supply a PremierAccess password to gain access.

SafeWord Agent for RAS software has been designed to obtain a user ID and associated password (dynamic, fixed, or both) and authenticate the user using a PremierAccess authentication server. The software is dependent upon a TCP/IP network, the PremierAccess Authentication server, and the PremierAccess database. Licensing and technical restrictions prevent its use with any other type of authentication server.
Requirements

SafeWord Agent for RAS has the following requirements:

- The SafeWord Agent for RAS must be installed and run on a computer with Windows 2000 or 2003.
- Microsoft RAS or Routing and Remote Access must be installed, configured, and running.
- TCP/IP must be available to the SafeWord Agent for RAS software because it uses TCP/IP to communicate with the PremierAccess authentication server.
- A SafeWord PremierAccess 3.1.1 or later server must be used.
Installing the SafeWord Agent for RAS

To install SafeWord Agent for RAS, you must have administrator privileges, since files are written into the \winnt\system32 directory, and the registry is modified.

1. Insert the SafeWord Deployment CD into the CD-ROM drive. The Main installer window will launch automatically.

2. Click Install Products.

3. When the list of installable software appears, click Agents for use with SafeWord® PremierAccess™.

4. When the window displaying the list of available software appears, select SafeWord Agent for RAS.

   Files needed for this installation will be extracted. This will take a moment. When finished, the Welcome Wizard window appears.

5. Click Next.

   The next window to display varies depending upon whether or not the user has administrator privileges.

   - If you have administrator privileges, skip to “Continuing the installation” on page 4.
   - If you do not have administrator privileges, a Severe window appears explaining that installation of the RAS agent adds a component that requires a user be logged on as an administrator.

   **Figure 1. Severe window**

   If you see this window, click OK to terminate the installation.

Continuing the installation

6. When the License Agreement window appears, read the License Agreement carefully, then click Yes to accept the terms.

   **Note:** You must accept this agreement to install the SafeWord Agent for RAS.

   The Choose Destination Location window appears.
Installing the SafeWord Agent for RAS

Figure 2. Choose Destination window

7. You may accept the default destination folder or select a different location where you want to install the SafeWord Agent for RAS. Do one of the following:

- Click Next to accept the default destination folder, or
- Click Browse and navigate to the folder where you want to install the SafeWord Agent for RAS, then click Next.

The Select Program Folder window appears.

Figure 3. Select Program Folder window

8. Click Next to add program icons to the program folder that is currently selected. To install the program icons in a different folder, either:

- Enter a new folder name in the Program Folders box, then click Next, or
- Highlight an existing folder from the Existing Folders list, then click Next.

The SafeWord Agent for RAS Configuration window appears.
Adding a host

9. To add a host, do the following:

   a. Enter the server name or TCP/IP address in the Server name or TCP/IP address box.

   b. Enter the port number of the machine that will host the PremierAccess server in the Port box.

   c. Click Add.

   **Note:** If the SafeWord Agent for RAS will authenticate against a PremierAccess server, specify port 5031.

   d. When the server name or TCP/IP address appears in the PremierAccess server and port pairs box, click Next.

Removing a host

10. To remove a host, do the following:

   a. Locate its server name or TCP/IP address in the PremierAccess server and port pairs list.

   b. Highlight the desired server name or TCP/IP address.

   c. Click Delete.

   d. When the host no longer displays in the list, click Next.

11. When the InstallShield Wizard Complete window appears (indicateing a successful installation), click Finish to complete the setup.
Configuring users for dialing in

For each RAS user protected by PremierAccess, there must be a PremierAccess user configured with the same name in the database. Set up the user ID in the database with the same Windows user name.

**Note 1:** PremierAccess allows a maximum of 128 characters in the user ID. RAS is more restrictive and limits the RAS user name to 20 characters.

**Note 2:** PremierAccess allows any printable characters except $\$\$ (dollar dollar) in a user name. RAS is more restrictive. The following characters may NOT be used in the user name for users who will be using the SafeWord Agent for RAS software:

\ (Back slash) = (Equal sign)
/ (Forward slash) , (Comma)
[ (Starting bracket) * (Asterisk)
] (Ending bracket) ? (Question Mark)
: (Colon) < (Left angle bracket)
; (Semicolon) > (Right angle bracket)
| (Vertical bar)

1. Set up the user dial-in permissions using one of the following methods:
   - **User Manager for Domains**—There is a button on the User Properties screen that brings up a dialog box where dial-in permission can be granted and configured.
   - **Remote Access Admin**—There is a selection on the toolbar that invokes a dialog box showing all users in the domain, and allows granting and configuring dial-in access.

2. Set up a network connection on the user’s PC.
   This varies according to operating system.
   a. If applicable, edit the phone book entry used for dialing the server installed above.
   b. Make a selection to bring up the terminal window after dialing.
   c. When you have completed the configuration, the user’s computer is ready to dial the RAS client in the RAS server.
Troubleshooting the installation process

If you encountered problems during the installation process, do the following:

1. Make sure that RAS is configured and working properly with your modems before installing the SafeWord Agent for RAS software.

   The SafeWord Agent for RAS software will not work if RAS is not working or if your modems are not working properly.

2. View the Windows Application Event Log for errors encountered during the PremierAccess authentication process.

   Authentication requests will not be processed if the SafeWord Agent for RAS software is unable to communicate with the PremierAccess authentication server. The error messages are displayed on the remote user’s post dialup terminal window.

3. Make sure TCP/IP is installed and configured properly.

   A DNS (Domain Name System) should be configured in the Network/Protocols/TCP configuration area. If you cannot ping the machine with the PremierAccess authentication server, the SafeWord Agent for RAS software will not work.

   If you suspect a problem with DNS, edit the `\winnt\system32\saferas.cfg` file to include the PremierAccess authentication server’s IP address instead of the host name.

4. Verify that the PremierAccess TCP port number is correct.

5. Check the `saferas.cfg` file. Make sure it exists in the `\winnt\system32\` directory, and that it is accurate.

6. Make sure the PremierAccess AAA server is running.

7. Edit the `saferas.cfg` file and set the level of debugging for the status messages (entry 17) to DEBUG. Restart RAS, re-run test, then view the contents of the log file (specified in entry 18 in `saferas.cfg`).
You can dial into the SafeWord Agent for RAS with a properly configured Windows 2000 or 2003 machine. There is an icon for Dial-Up Networking under Accessories.

1. Select the correct connection.
2. Enter your Windows user name and password.
3. To start the connection, click dial.
4. The Post-dial Terminal window appears. Enter your PremierAccess user name and password. (PremierAccess waits 60 seconds for user input, after which RAS hangs up.)
   - If the user ID is a challenge-response user, a challenge is displayed.
   - If PremierAccess expects a dynamic password, the password is echoed back to the terminal window.
   - If PremierAccess expects a memorized password, nothing is echoed back to the window.
   - If you enter an incorrect password, you can try two more times.

   **Note:** The Dial Up Networking terminal window does not accept backspacing. The SafeWord Agent for RAS software works around this by inserting a carriage return and again displaying the prompt (user ID or password) and the text entered up to that point. If the user was entering a memorized password, “***” is echoed to the window instead of the password.

5. After the user successfully enters the PremierAccess user ID and password, the window displays:
   Authentication successful, click Done to continue.

   **Note:** Depending on your version of the dial-up networking, the buttons on the terminal window could be Done, Cancel, or Continue.

6. Do one of the following:
   - If you successfully authenticated, click Done.
   - If you did not pass the PremierAccess authentication, the window displays “Authentication Failed.” RAS hangs up the modem, but does not close the dial-up terminal window. Click Done. RAS informs you that there is no connection and requests a redial. You do not have to enter the Windows password again.

7. If you successfully authenticated and clicked Done, password authentication takes place.
The SafeWord Agent for RAS software configuration data is stored in `saferas.cfg` (located in `\winnt\system32`), or by selecting **Start -> Programs -> Secure Computing -> SafeWord Agent for RAS -> Edit SafeRas.cfg**. This file contains several lines of text, including the name of the PremierAccess authentication server(s) and the name of the PremierAccess database to use. These parameters are configured during installation; you do not need to change them unless you have added, removed, renamed, or assigned a new address to the PremierAccess authentication servers.

The `saferas.cfg` file is a text file that you can edit to set the parameters you need. The file consists of a number of lines of text, each line specifying one parameter after the colon, such as:

**Figure 5. SafeRAS.cfg parameters**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value/Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>02 SafeWord Authen. Server:</td>
<td>Tom 0 0 5031</td>
</tr>
<tr>
<td>10 Server’s System Name:</td>
<td>STANDARD</td>
</tr>
<tr>
<td>15 Send Status Messages to User:</td>
<td>NONE</td>
</tr>
<tr>
<td>16 Send Status Messages to Console:</td>
<td>NONE</td>
</tr>
<tr>
<td>17 Send Status Messages to Log File:</td>
<td>NONE</td>
</tr>
<tr>
<td>18 Status Message Log Filename:</td>
<td>SafeRAS.log</td>
</tr>
<tr>
<td>23 Status message label:</td>
<td>SafeRAS</td>
</tr>
<tr>
<td>55 Eassp Version:</td>
<td>201</td>
</tr>
<tr>
<td>1000 Device Authentication:</td>
<td>OFF</td>
</tr>
<tr>
<td>1002 Client CSP Name:</td>
<td>Phoenix Technologies CSP</td>
</tr>
</tbody>
</table>

The parameters are:

- **02 PremierAccess Authen. Server: Tom 0 0 5031**
  
  This parameter tells the SafeWord Agent for RAS software the DNS name or IP address of the primary PremierAccess authentication server to be used. If more than one PremierAccess authentication server exists, the SafeWord Agent for RAS software will attempt to connect to this server first.

  **Note:** If the SafeWord Agent for RAS will authenticate against a PremierAccess server, specify port 5031.
Setting up the configuration file

- **17 Send Status Messages to Log File: NONE**
  This parameter tells the SafeWord Agent for RAS software what status messages should be logged in the `saferas.log` file.

- **18 Status Message Log Filename: SafeRAS.LOG**
  This parameter tells the SafeWord Agent for RAS software what the name of that file should be.

- **23 Status Message label: SafeRAS**
  This name appears in the title area of any message boxes that pop up while you are using RAS. This is also the Client name that appears in the userlog.

- **55 Eassp Version: 201**
  This is the version of EASSP that is currently being used.
The EDRASSEC utility

When you installed the SafeWord Agent for RAS, the EDRASSEC utility was also installed. This utility allows administrators to temporarily disable and re-enable the SafeWord or PremierAccess authentication of RAS sessions without uninstalling and reinstalling the SafeWord Agent for RAS.

Requirements

To use the EDRASSEC utility, the following requirements must be met:

- The SafeWord Agent for RAS must already be installed.
- The EDRASSEC utility must be run in the context of an administrator account.

Launching and using the EDRASSEC utility

To launch the EDRASSEC utility and temporarily disable the RAS Agent on a Windows desktop, from the Start menu, select

Programs -> Secure Computing -> SafeWord Agent for RAS -> Disable RAS Agent. To re-enable it, from the Start menu, select

Programs -> Secure Computing -> SafeWord Agent for RAS -> Enable RAS Agent.

To launch the EDRASSEC utility and disable the RAS Agent from a command prompt (<install_dir>\SafeWord Agent for RAS\EdRasSec), then run EDRASSEC DISABLE from a command shell. To re-enable it, run EDRASSEC ENABLE from a command shell.

Note: When disabled, the RAS agent will only use the native authentication mechanisms to authenticate sessions.
The following table contains some PremierAccess RAS error messages with explanations.

<table>
<thead>
<tr>
<th>Error message</th>
<th>Explanation</th>
</tr>
</thead>
</table>
| Connecting to server: connection refused | The SafeWord Agent for RAS software prints this message when it fails to connect with a PremierAccess authentication server. This is probably caused by one of the following:  
  - The SafeWord PremierAccess AAA server is not running.  
  - The server machine is down.  
  - The server is unreachable due to a network failure. |
| The RAS client: failed MAC check on message | The RAS agent checks the server to verify it is communicating with a valid PremierAccess server. If the check fails, the RAS agent prints the following: RAS: Failed MAC check on message.  
The following can cause the server authentication check to fail:  
  - The Server Key has changed in the swec.dat file read by the server. If so, delete the swec.dat file (and the swec.md5 if this is protocol 201), which is located in the \winnt\system32 directory, and used by the SafeWord Agent for RAS software. The RAS program automatically creates a new key and corrects the swec.dat file the first time it authenticates a user with a dynamic password.  
  - An unauthorized server has been introduced into the network and is attempting to respond to the SafeWord Agent for RAS software’s authentication request.  
An error occurs in network communications (very rare and usually harmless). If this error appears every time you run the SafeWord Agent for RAS software, it is likely due to a failed server check. |
### Error messages & troubleshooting

<table>
<thead>
<tr>
<th>Error message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No server challenge available</strong></td>
<td>This error requires two conditions: a login requiring no PremierAccess authentication and a missing or not yet created <code>swec.dat</code> file.</td>
</tr>
<tr>
<td></td>
<td>You can waive PremierAccess authentication if the terminal or port appears in the <code>chk_ttys</code> file or if the user’s database record does not require authentication.</td>
</tr>
<tr>
<td></td>
<td>To solve this problem, run the SafeWord Agent for RAS software from a terminal and user account that requires PremierAccess authentication. This causes the PremierAccess RAS software to create the <code>swec.dat</code> file. If the login originates at the console, modify the <code>chk_ttys</code> file to remove “console” from the file. The SafeWord Agent for RAS software requires authentication even when the console is being used. The SafeWord Agent for RAS software creates <code>swec.dat</code> the first time it authenticates a user with a dynamic password, and then, if you wish, you can restore “console” in the <code>chk_ttys</code> file.</td>
</tr>
<tr>
<td><strong>Connection timed out</strong></td>
<td>This happens when a login action is started using the SafeWord Agent for RAS software, but too much time elapses before authentication is complete. If this is not because of a delay in completing the login, it could be caused by a problem with the server.</td>
</tr>
<tr>
<td></td>
<td>For instance, if the PremierAccess server on the network runs out of disk space, the PremierAccess RAS software will get a response when it checks the server. It will then send your authentication request to the server with the ID and password, but because the disk is full, the server cannot respond. The SafeWord Agent for RAS software waits for the response that is not coming, and eventually gives this message.</td>
</tr>
</tbody>
</table>
Uninstalling the SafeWord Agent for RAS software

To uninstall the SafeWord Agent for RAS software, follow the steps below:

1. From the Windows Start menu, select Settings -> Control Panel.
2. Double-click the Add/Remove icon.
3. Select SafeWord Agent for RAS and click Change/Remove.
4. Click Yes to verify your selection.
5. Click OK.

Note: Uninstalling the SafeWord Agent for RAS software removes all files and registry entries made during the install process.
Uninstalling the SafeWord Agent for RAS software