

## **Cisco Clean Access Agent Help Document**

*For Windows XP (Service Pack 3), Windows Vista (Service Pack 2), and Windows 7, using Internet Explorer (updated 8/4/2010)*

### **Get Connected**

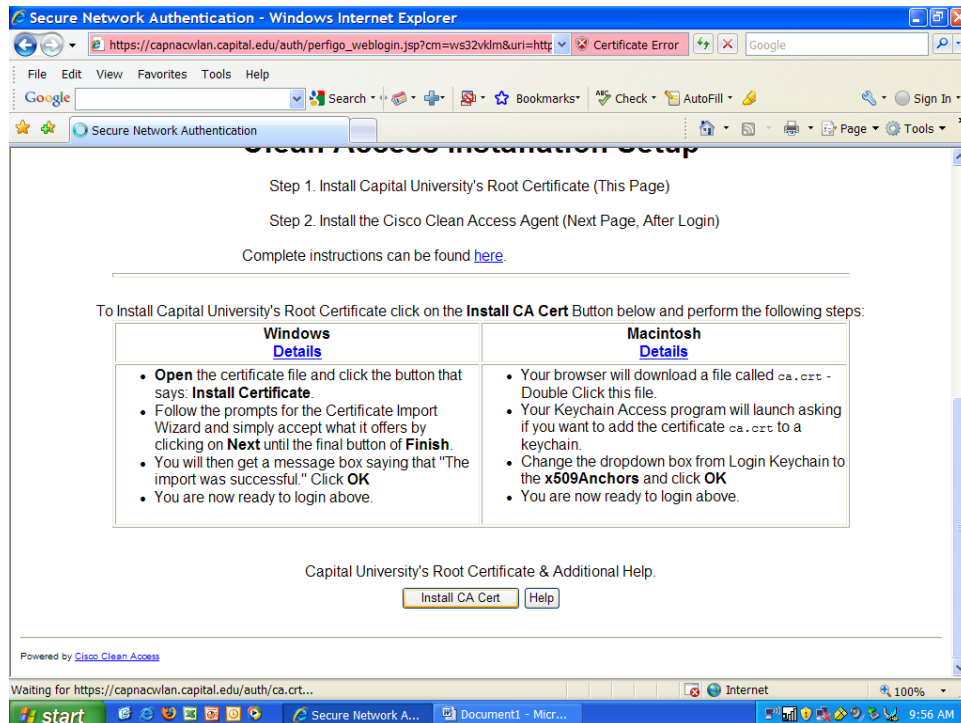
- Connect to the network either wirelessly or via an Ethernet cable.
  - If connecting wirelessly you need to connect to the network that fits your role at Capital University (i.e. Cap-Student if you're a student and Cap-FacStaff if you're faculty or staff).
    - To do that turn on your wireless connection. Sometimes there is a button on your computer to do that. You may also turn it on by going to:  
*Start >>Settings >> Control Panel >> Network Connections*. If the icon for Wireless Network Connection says disabled, double click the icon to enable it.
  - If connecting via cable, connect an Ethernet cable between the green, blue, or grey network jack and the Ethernet port on your computer.

#### **Important Notes:**

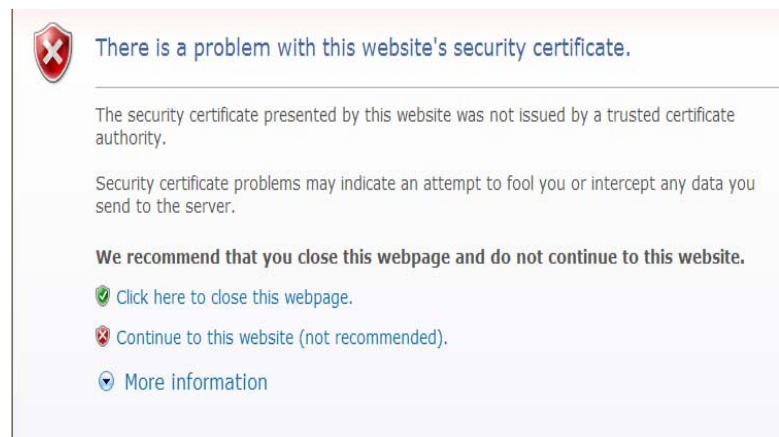
- Do **not** connect any routers, switches, hardware firewalls, hubs, splitters or other networking hardware.
- You **cannot** have both the wired and wireless connections active at the same time.
  - If you want wireless, unplug your wired connection. If you want wired, then turn off the wireless.
- Not following these notes will cause your network access to **stop working!**

## Install Capital University's Root Certificate

- Then open up an Internet Explorer window.
  - You should be redirected to:



- If you get a screen saying, "There is a problem with this website's security certificate," that's OK for now. You're about to fix this problem. Click the link that says "Continue to this website (not recommended)".



***DO NOT LOGIN YET.***

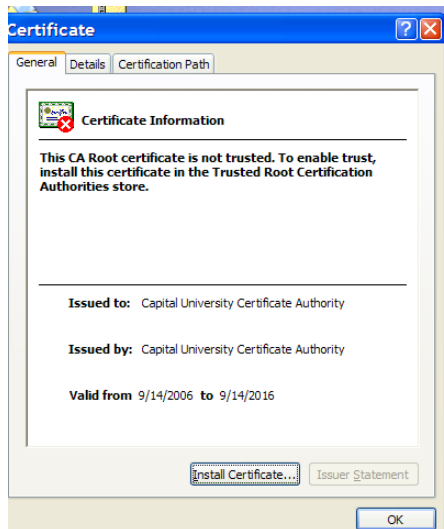
- Read the instructions on this page. At the bottom of the page you will need to click the button that says, “Install CA Cert.”

Capital University's Root Certificate & Additional Help.

[Install CA Cert](#)

[Help](#)

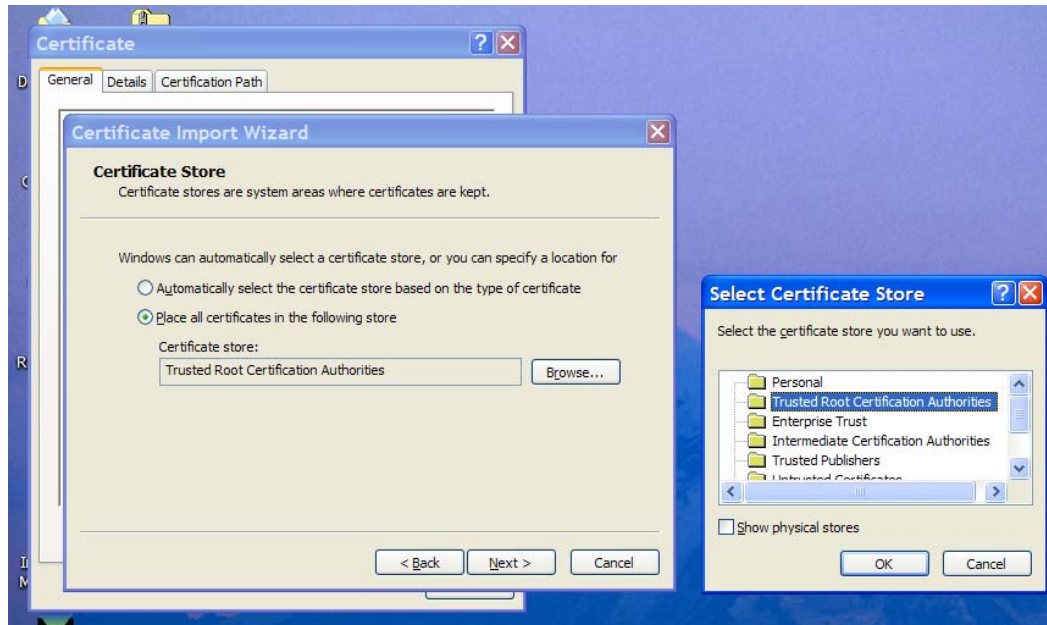
- A “File Download – Security Warning” box will appear. Click the button that says, “Open.”
- Once it is downloaded a “Certificate” window will appear. Click “Install Certificate...”



- Click “Next >” on the first screen.



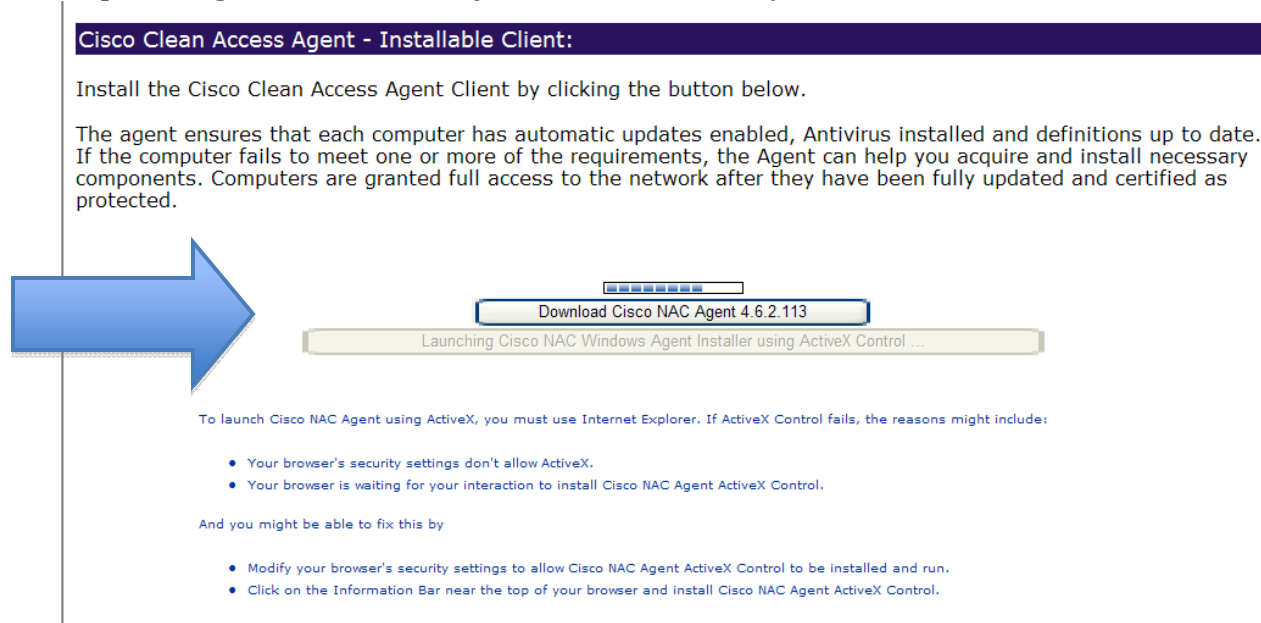
- On the second screen click the circle next to “Place all certificates in the following store.” Then press, “Browse...”
- Click the folder “Trusted Root Certification Authorities” and then hit “OK.”



- It will take you to the previous screen again. Hit “Next >” and then “Finish” on the last screen.
- A “Security Warning” screen will appear. Hit “Yes.”
- You can now exit out of all those windows, except for Internet Explorer.

## Authenticate and Install the Clean Access Agent

- Scroll to the top of the page and login using your Capital University username and password. Make sure that the “Provider” is set to “CapitalLDAP.”
- Scroll down to where the heading says “Cisco Clean Access Agent – Installable Client:” and click “Launch Cisco NAC Windows Agent 4.6.2.113” (This number may vary, depending on the version you have installed.)



**Cisco Clean Access Agent - Installable Client:**

Install the Cisco Clean Access Agent Client by clicking the button below.

The agent ensures that each computer has automatic updates enabled, Antivirus installed and definitions up to date. If the computer fails to meet one or more of the requirements, the Agent can help you acquire and install necessary components. Computers are granted full access to the network after they have been fully updated and certified as protected.

**Download Cisco NAC Agent 4.6.2.113**

Launching Cisco NAC Windows Agent Installer using ActiveX Control ...

To launch Cisco NAC Agent using ActiveX, you must use Internet Explorer. If ActiveX Control fails, the reasons might include:

- Your browser's security settings don't allow ActiveX.
- Your browser is waiting for your interaction to install Cisco NAC Agent ActiveX Control.

And you might be able to fix this by

- Modify your browser's security settings to allow Cisco NAC Agent ActiveX Control to be installed and run.
- Click on the Information Bar near the top of your browser and install Cisco NAC Agent ActiveX Control.

- If you don't get a “File Download” window, then you will need to scroll down again and click “Download Cisco NAC Agent 4.6.113” (Or appropriate version)
- Once you get the “File Download – Security Warning” window click “Run.”
- Then when the “Internet Explorer – Security Warning” window appears click “Run.”
- Once the installation is complete the “Cisco NAC Agent” window should appear.

- This is the screen that should appear every time you login to the campus network. There an icon on the screen for it that looks like a gold key in front of a globe. When this program is active there will also be the same icon in the bottom right hand of your screen in your tray.
- You will log into this using your Capital University username and password.

