Unable to Login to *Cisco Clean Access Agent*?
Check Your Firewall & IP Settings

Students of Coastal Carolina University connect to the network through *Cisco Clean Access Agent* (CCAA) for authentication and validation. Please ensure that your Ethernet cable is securely connected to the Ethernet jack in the wall and the Ethernet port in your computer or that you are properly connected to the wireless network.

**Am I logged in?**

If CCAA is running on the computer, then its icon (a green square with a white key) will be in the System Tray next to the clock in the bottom-right corner of the screen. Hover the pointer over this icon and a tool-tip displaying the name of the application (*Cisco Clean Access Agent*) and your login status will show up (Figure 1). [Logged-In] will be displayed if you are currently logged in. [Quarantined] will be displayed if the computer does not meet the validation requirements. You are not logged in if nothing is displayed after *Cisco Clean Access Agent*.

**How do I log in?**

By default, CCAA prompts you to login whenever the computer is not logged in and CCAA can communicate with the network. If CCAA does not prompt you, right-click on the CCAA icon in the System Tray and select “Login” from the menu. If “Login” is gray and not selectable, then CCAA cannot communicate with the network. The computer's firewall and the network connection being set to a static IP address most commonly prevent you from logging in to CCAA!

**Firewall Settings**

The Firewall is a software application which filters network traffic entering or leaving a single computer. It must be configured to allow CCAA to communicate with the network. To do this:

1. Open the Firewall's configuration
2. Find the Program or Application Control List (may all be called Exceptions)
3. Add *Cisco Clean Access Agent* (C:\Program Files\Cisco Systems\Clean Access Agent\CCAAgent.exe) to the Allowed Applications or Exceptions List
   - OR -
   Find the entry for *Cisco Clean Access Agent* (CCAAgent.exe) and modify it to Allow or Permit All network traffic.

The firewall is now configured to allow CCAA to communicate with the network.

*NOTE: Every firewall is a little different. The generic instructions above are intended to guide you, not be exact steps. Consult your firewall's documentation for specific instructions.*

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Static IP Address Configuration

A Static IP Address is used by some Internet Service Providers (ISPs) to provide internet access to clients. Coastal Carolina University uses Dynamic IP Addressing to provide services and the internet to faculty, staff, and students. Your network connection must be configured to obtain an IP address automatically in order for CCAA to communicate with the network. To do this:

1. Open the “Control Panel” (Start → Control Panel)
2. Open “Network & Internet Connections” (If you do not see this icon, go on to the next step)
3. Open “Network Connections”
4. Right-click on “Local Area Connection” and select “Properties” from the menu. (Use “Wireless Network Connection if you are configuring your wireless connection)
5. Select “Internet Protocol (TCP/IP)” from the list in the center of the window that opened and click the “Properties” button below the list (Figure 2)
6. Select “Obtain an IP address automatically” and “Obtain DNS server address automatically” (Figure 3)

The network connection is now set to use Dynamic IP Addressing.

NOTE: These instructions are for Microsoft Windows XP. The process is similar in other Microsoft Operating Systems and Macintosh OS X.