



Preface

This guide explains the roles of Cisco Secure Access Control Server (ACS) Remote Agents and provides procedures for installing and configuring the remote agents for Microsoft Windows and Solaris.

Audience

This guide is written for network administrators who need to understand how Cisco Secure ACS Remote Agent works and how to install and configure it for use with Cisco Secure ACS Solution Engine.

Organization

This document contains the following chapters:

- **Chapter 1, “Overview of Cisco Secure ACS Remote Agent”**—Introduces remote agent concepts and features.
- **Chapter 2, “Installation of Cisco Secure ACS Remote Agent for Windows”**—Provides installation information for Cisco Secure ACS Remote Agent for Windows Server, plus additional configuration information if the Windows authentication service is installed.

- **Chapter 3, “Installation of Cisco Secure ACS Remote Agent for Solaris”**—Provides installation information for Cisco Secure ACS Remote Agent for Solaris.
- **Chapter 4, “Configuring and Maintaining a Remote Agent”**—Provides information about configuring and maintaining remote agents, including debugging information.

Conventions

This document uses the following conventions:

Item	Convention
Commands, keywords, special terminology, and options that should be selected during procedures	boldface font
Variables for which you supply values and new or important terminology	<i>italic</i> font
Displayed session and system information, paths and file names	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen</i> font
Menu items and button names	boldface font
Indicates menu items to select, in the order you select them.	Option > Network Preferences



Tip

Identifies information to help you get the most benefit from your product.



Note

Means *reader take note*. Notes identify important information that you should reflect upon before continuing, contain helpful suggestions, or provide references to materials not contained in the document.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage, loss of data, or a potential breach in your network security.

**Warning**

Identifies information that you must heed to prevent damaging yourself, the state of software, or equipment. Warnings identify definite security breaches that will result if the information presented is not followed carefully.

Product Documentation

**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 1](#) describes the product documentation that is available.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>Release Notes for Cisco Secure ACS Solution Engine</i>	<ul style="list-style-type: none"> Printed document that was included with the product. On Cisco.com.
<i>Installation and Setup Guide for Cisco Secure ACS Solution Engine</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. On Cisco.com. Printed document available by order (part number DOC-7816532).¹
<i>User Guide for Cisco Secure ACS Solution Engine</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. On Cisco.com. Printed document available by order (part number DOC-7816534=).¹

Table 1 Product Documentation (Continued)

Document Title	Available Formats
<i>Installation and User Guide for Cisco Secure ACS User-Changeable Passwords</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM. • On Cisco.com.
<i>Regulatory Compliance and Safety Information for Cisco Secure ACS Solution Engine</i>	<ul style="list-style-type: none"> • Printed document that was included with the product. • PDF on the product CD-ROM. • On Cisco.com.
<i>Supported and Interoperable Devices and Software Tables for Cisco Secure ACS Solution Engine</i>	On Cisco.com .
<i>Recommended Resources for the Cisco Secure ACS User</i>	On Cisco.com .
Online Documentation	In the Cisco Secure ACS HTML interface, click Online Documentation.

1. See [Obtaining Documentation](#), page xii.

Related Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on [Cisco.com](#) for any updates.

Table 2 describes a set of white papers about Cisco Secure ACS for Windows Server; however, much of the information contained in these papers is applicable to Cisco Secure ACS Solution Engine. All white papers are available on Cisco.com. To view them, go to the following URL:

<http://www.cisco.com/warp/public/cc/pd/sqsw/sq/tech/index.shtml>

Table 2 **Related Documentation**

Document Title	Description and Available Formats
<i>Building a Scalable TACACS+ Device Management Framework</i>	This document discusses the key benefits of and how to deploy Cisco Secure ACS Shell Authorization Command sets, which provide the facilities for constructing a scalable network device management system using familiar and efficient TCP/IP protocols and utilities supported by Cisco devices.
<i>Catalyst Switching and ACS Deployment Guide</i>	This document presents planning, design, and implementation practices for deploying Cisco Secure ACS for Windows Server in support of Cisco Catalyst Switch networks. It discusses network topology regarding AAA, user database choices, password protocol choices, access requirements, and capabilities of Cisco Secure ACS.
<i>Deploying Cisco Secure ACS for Windows in a Cisco Aironet Environment</i>	This paper discusses guidelines for wireless network design and deployment with Cisco Secure ACS.
<i>EAP-TLS Deployment Guide for Wireless LAN Networks</i>	This document discusses the Extensible Authentication Protocol Transport Layer Security (EAP-TLS) authentication protocol deployment in wireless networks. It introduces the EAP-TLS architecture and then discusses deployment issues.
<i>Guidelines for Placing ACS in the Network</i>	This document discusses planning, design, and implementation practices for deploying Cisco Secure ACS for Windows Server in an enterprise network. It discusses network topology, user database choices, access requirements, integration of external databases, and capabilities of Cisco Secure ACS.
<i>Initializing MC Authorization on ACS 3.1</i>	This application note explains how to initialize Management Center authorization on Cisco Secure ACS.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication

identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>