



# CHAPTER 15

## Sponsor Documentation

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This chapter provides example user documentation for sponsor users who create guest accounts. It contains the following sections:

- [Introduction to Cisco NAC Guest Server](#)
- [Connecting to the Guest Server](#)
- [Creating Guest User Accounts](#)
- [Multiple Guest Accounts](#)
- [Editing Guest Accounts](#)
- [Suspending Guest Accounts](#)
- [Viewing Active Accounts and Resending Details](#)
- [Reporting on Guest Users](#)

### Introduction to Cisco NAC Guest Server

Cisco NAC Guest Server allows you to create temporary network access accounts for your guests, visitors, contractors or anyone who needs temporary network access. You can easily create guest accounts by browsing to the Cisco Guest Server web interface, logging in with your corporate credentials, and entering the guest's details. Cisco NAC Guest Server creates the temporary account and allows you to provide the account details to the guest via printout, email or SMS text message.

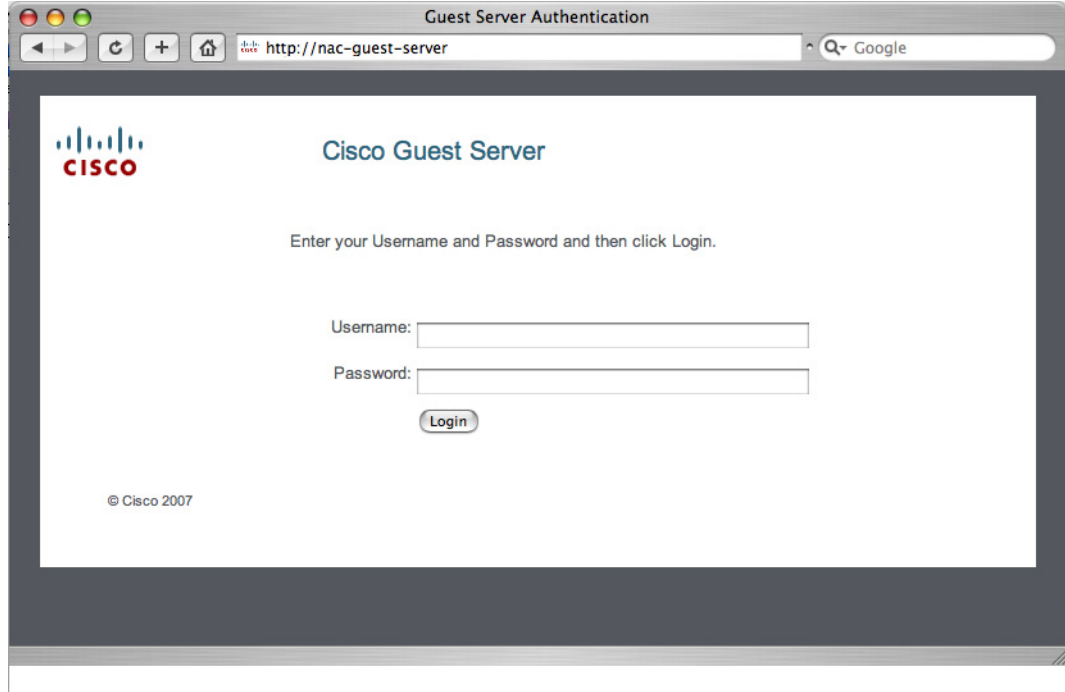
In addition to being able to create guest accounts, you can also view and amend the accounts to which you have access, or run reporting on accounts for auditing purposes.

### Connecting to the Guest Server

All connections to the Cisco NAC Guest Server are through a web interface. To connect to the Cisco NAC Guest Server, open a web browser and enter its address into the URL or address field as provided by your network administrator.

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- Step 1** Enter the address of the Cisco NAC Guest Server into the URL fields of a web browser, for example, <http://nac-guest-server> ([Figure 15-1](#)).

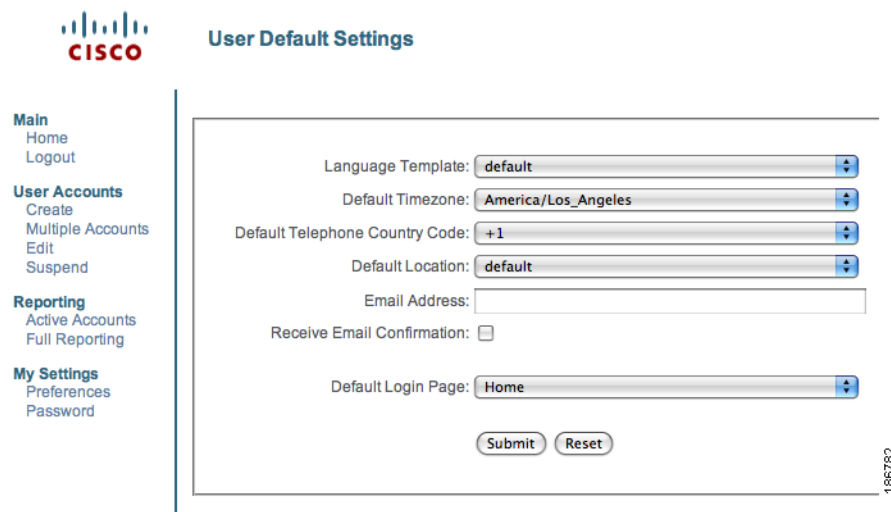
Figure 15-1 Authentication Screen



- Step 2** In the Cisco Guest Server login page, enter your **Username** and **Password** and click the **Login** button (Figure 15-1). Use the login credentials specified by your network administrator.
- Step 3** On your first successful login you may see the User Default Setting page (Figure 15-2) where you can change default settings like the language template, time zone, and telephone country code as described in Step 4.

Otherwise, the “Welcome to the Cisco NAC Guest Server” page (Figure 15-3) likely appears. If so, and you would like to change the default settings, select the **My Settings > Preferences** link using the left hand menu and proceed to Step 4.

Figure 15-2 Default Settings Page



- Step 4** In the default settings you can customize the settings for the following:
- **Language Template**—If your administrator has added additional templates, you can select the one that you want to use. This may include the application or guest printout/email/sms in a different language.
  - **Default Timezone**—You can specify the default setting for the time zone where guests user accounts are created. You can override this at creation of the guest if you like.
  - **Default Telephone Country Code**—Specify the default for the telephone country code. This is used when sending the guest details by SMS, or for recording the guests phone number.
  - **Default Location**—The only option currently available is the Default Location.
  - **Email Address**—Enter your email address here. This is needed if you want to receive a copy of the guests account details by email.
  - **Receive Email Confirmation**—Check this box if you would like the Cisco NAC Guest Server to send a copy of the guests account details by email when you create a guest account.
  - **Default Login Page**—Select the page that you would like the Cisco NAC Guest Server to take you to immediately after you login.

**Step 5** Click the **Submit** button when you are happy with your default settings.

On successful login or after saving the default settings, you will see the “Welcome to the Cisco NAC Guest Server” page (Figure 15-3).

**Figure 15-3** *Main Screen*



# Creating Guest User Accounts

If you are assigned the appropriate permissions, you can create temporary guest user accounts.

- Step 1** From the Main page, either click **Create a Guest User Account** or select **User Accounts > Create** from the left hand menu.
- Step 2** The Create a Guest User Account page appears ([Figure 15-4](#)).

**Figure 15-4** Create a Guest User Account

Enter the guest users details below and then click Add User.

The screenshot shows a web form for creating a guest user account. The form contains the following fields and controls:

- First Name:
- Last Name:
- Company:
- Email Address:
- Mobile Phone Number:  +1
- Guest Role:
- Account Start: Time  :  ; Date
- Account End: Time  :  ; Date
- Timezone:
- Buttons:

- Step 3** Enter the **First Name** of your guest.
- Step 4** Enter the **Last Name** of your guest.
- Step 5** Enter the **Company** or organization of your guest.
- Step 6** Enter the **Mobile Phone Number** of your guest.
- Step 7** Choose the **Role** you would like to assign the guest to.
- Step 8** Enter the **Email Address** of your guest.
- Step 9** From the **Account Start Time** and **Account Start Date** dropdown lists, choose the time and date from which you want the account to be valid.
- Step 10** From the **Account End Time** and **Account End Date** dropdown lists, choose the time and date you want the account to end.
- Step 11** Choose the **Timezone** relevant to the time and date.
- Step 12** If the Guest Server administrator as configured any additional required account attributes, specify the appropriate information for those settings in this form. (For example, the administrator may require the guest user's contact **Mobile Phone Number**.)
- Step 13** Click the **Add User** button. The account is created and the details are displayed at the top of the page ([Figure 15-5](#)).

**Figure 15-5** Guest User Created

<b>Username:</b> email@company.com1 <b>Password:</b> S9bZFAM6 Account Start: 2008-02-18 00:00:00 Account End: 2008-02-18 23:59:00 Timezone: America/Los_Angeles	<input type="button" value="Print Account"/> <input type="button" value="Email Account"/> <input type="button" value="Send SMS Message"/>
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Enter the guest users details below and then click Add User.

First Name: <input type="text"/> Last Name: <input type="text"/> Company: <input type="text"/> Email Address: <input type="text"/> Mobile Phone Number: +1 <input type="text"/>
Account Start: Time <input type="text" value="00"/> : <input type="text" value="00"/> Date <input type="text" value="18"/> <input type="text" value="Feb"/> <input type="text" value="2008"/>
Account End: Time <input type="text" value="23"/> : <input type="text" value="59"/> Date <input type="text" value="18"/> <input type="text" value="Feb"/> <input type="text" value="2008"/>
Timezone: <input type="text" value="America/Los_Angeles"/>
<input type="button" value="Add User"/> <input type="button" value="Reset Form"/>

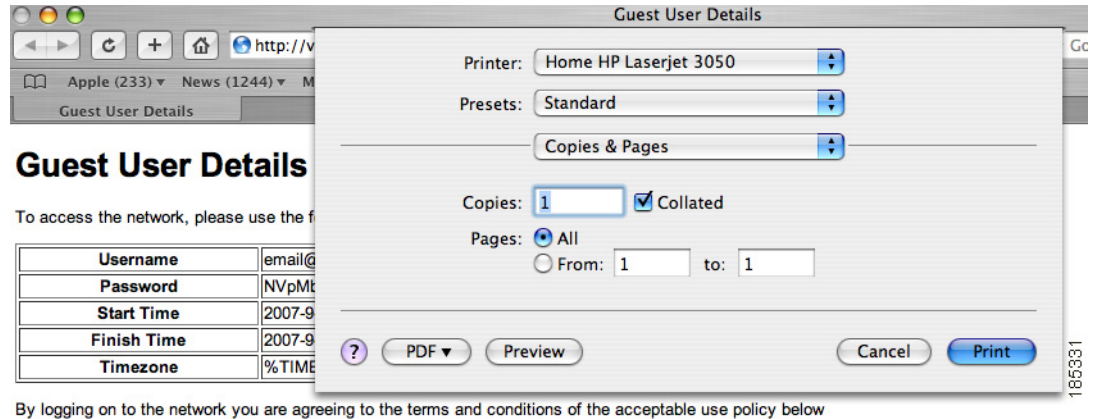
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- Step 14** Depending on your permissions, you can perform one or all of the following actions on the same page where the new account details are displayed:
- **Print Account Details**—Clicking the **Print Account** button lets you print the account details to your printer to hand to the guest. These details commonly include guest access instructions and usage policies.
  - **Email Account Details**—Clicking the **Email Account** button emails the account details to the email address you entered for the guest.
  - **Text Message Account Details (SMS)**—Clicking the **Send SMS Message** button sends the account details to the guest's mobile phone via SMS text message.
- Step 15** You can also continue directly to create another account by entering another guests details and clicking the **Add User** button at the bottom of the page.

## Print Account Details

**Step 1** Click the **Print Account** button.

**Figure 15-6** *Print Account Details*



A new Printer window opens and you can print out the guest user details.

## Email Account Details

**Step 1** Click the **Email Account** button.

The Cisco NAC Guest Server sends an email to the email address specified when you created the account.

## Text Message Account Details (SMS)

**Step 1** Click the **Send SMS Message** button.

The Cisco NAC Guest Server sends a text message to the phone number specified in the account creation screen.

# Multiple Guest Accounts

The Cisco NAC Guest Server allows you to create multiple accounts at the same time. You can create multiple accounts by pasting the details into the interface, importing a Comma Separated Values (CSV) file, or by creating random accounts to be assigned to guest users (with the details recorded on paper) for input at a later time. The options that will be available to you are configured by your administrator.

**Figure 15-7 Multiple Accounts**

## Select Multiple Account Option

- **Create Multiple Accounts**  
Create multiple accounts from a comma separated text field.
- **Import Accounts from File**  
Import accounts from a CSV file.
- **Create Accounts with Random Username/Password**  
Create multiple random Username/Password accounts.
- **Show Multiple Account Groups**  
List all multiple account groups
- **Search for multiple account group from Username**  
Enter Username:

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## Creating Multiple Accounts from Text Entry

- Step 1** Select **User Accounts > Multiple Accounts** from the left hand menu (Figure 15-7).
- Step 2** Select **Create Multiple Accounts** (Figure 15-8).

**Figure 15-8 Multiple Accounts from text entry**

Input is comma separated text in the format:  
First Name:,Last Name:,Company:,Email Address:,Country Code,Mobile Phone Number:

first,last,company,email@company.com,+1,55555555

Account Start  
Time  :   
Date

Account End  
Time  :   
Date

Timezone

Note: Mobile phone country codes and Account timezone information will be taken from your preferences settings.

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- Step 3** Enter the details in the text field as requested with a comma separating the values.
- Step 4** Select the **Account Start** time, **Account End** time, and **Timezone** for the account.
- Step 5** Click the **Create Bulk Accounts** button.

## Creating Multiple Accounts from CSV File

- Step 1** Select **User Accounts > Multiple Accounts** from the left hand menu (Figure 15-7).
- Step 2** Select **Import Accounts from File** (Figure 15-9).

**Figure 15-9** Multiple Accounts from CSV File

Input is comma separated text in the format:  
First Name:,Last Name:,Company:,Email Address:,Country Code,Mobile Phone Number:

[Download CSV Template File](#)

Select CSV File  no file selected

Account Start

Time  :

Date

Account End

Time  :

Date

Timezone

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- Step 3** Download the CSV Template file.
- Step 4** Fill out the CSV Template file using a program such as Microsoft Excel.
- Step 5** Save the CSV Template file in CSV format.
- Step 6** Click **Choose File** or **Browse** and select the CSV file.
- Step 7** Select the **Account Start** time, **Account End** time, and **Timezone** for the account.
- Step 8** Click the **Upload CSV** button.

## Creating Multiple Random Accounts

You can create random accounts when you want to hand out details to visitors and then record the details on paper for recording in the system, or storing for correlation at a later date. This is useful when you don't have access to a computer to create accounts when you need to provide guest accounts.

- Step 1** Select **User Accounts > Multiple Accounts** from the left hand menu (Figure 15-7).
- Step 2** Select **Create Accounts with Random Username/Password** (Figure 15-10).



**Figure 15-10 Create Random Accounts**

- Step 3** Enter the amount of accounts that you want to generate.
- Step 4** Specify the **Account Start** time, **Account End** time, and **Timezone**.
- Step 5** Click the **Submit** button.

## Printing/Email/SMS Multiple Accounts

When you have created accounts using one of the multiple account creation methods the screen for the users details is slightly different to the single user.

**Figure 15-11 Print/Email/SMS for text/csv creation methods**

### Bulk User Accounts

Created By	Username	Password	Full Name	Start Time	End Time	
username	jdoe@cisco.com	k5zb2NYu	Full Name: john doe Company: cisco Email Address: jdoe@cisco.com	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Print Email SMS
username	pjones@cisco.com	D9rp6XP	Full Name: peter jones Company: cisco Email Address: pjones@cisco.com	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Print Email SMS

Figure 15-12 Print for random account creation

## Create Random Accounts

Created By	Username	Password		Account Start	Account End	
username	gOZJB57Q19	ydCu6yA1	Full Name: Company: Email Address:	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Print
username	DzY7M1eg86	M2fwEBJ4	Full Name: Company: Email Address:	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Print
username	b9m1zLwo16	ROgO8pi0	Full Name: Company: Email Address:	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Print
username	A20KiZbk51	mq3kzvH0	Full Name: Company: Email Address:	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Print
username	J00REJtb10	SA33qJnB	Full Name: Company: Email Address:	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Print

Print All

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When creating accounts with preset details (by either importing text or creating a CSV file), you can print, email, or transmit via SMS the guest account details (Figure 15-11). When you create random accounts, however, you can only use the print option (Figure 15-12).

The additional options to both of these is the ability to perform the required action for all accounts at the same time by clicking the *<action>* All button at the top right of the table.

For the random accounts it is also useful to print the table out so that you can write down the corresponding guests details for later input in to the Cisco NAC Guest Server.

## Viewing Multiple Account Groups

When you create multiple accounts you may want to find the batch of accounts that were created at the same time. You can accomplish this using one of the following three methods:

- [Viewing Multiple Account Groups](#)
- [Finding Multiple Account Groups by username](#)
- [Finding Multiple Account Groups on the Active Accounts Report.](#)

## Viewing Multiple Account Groups

This option allows you to select the batch of accounts that you created.

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- Step 1** Select **User Accounts > Multiple Accounts** from the left hand menu (Figure 15-7).
- Step 2** Select **Show Multiple Account Groups**.

**Figure 15-13 Multiple Account Groups****Show Multiple Groups**

Created By	Time/Date Created	No. of Accounts	Account Start	Account End	
username	18th Feb 2008 07:34:13	1	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	<input type="button" value="Edit"/>
username	18th Feb 2008 07:34:40	1	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	<input type="button" value="Edit"/>
username	18th Feb 2008 07:49:05	2	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	<input type="button" value="Edit"/>
username	18th Feb 2008 07:51:19	5	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	<input type="button" value="Edit"/>

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**Step 3** Click the **Edit** button to edit the bulk accounts.

## Finding Multiple Account Groups by username

This option allows you to find the batch of accounts by entering one username of the batch.

- Step 1** Select **User Accounts > Multiple Accounts** from the left hand menu (Figure 15-7 on page 15-7).
- Step 2** Enter a username that belongs to a batch of accounts in the username field and click the **Submit** button. The batch of accounts that were created in the same operation as the username submitted will be shown, if found.

## Finding Multiple Account Groups on the Active Accounts Report.

This option allows you to jump to the batch of accounts from the Active Accounts Report.

- Step 1** Select **Reports > Active Accounts** from the left hand menu.
- Step 2** Any user account that is part of a multiple account creation operation will have a Bulk Account link next to the username. Click this link to jump to the rest of the accounts for editing.

**Figure 15-14 Bulk Accounts on the Active Accounts Report.**

username	J00REJTb10 <a href="#">Bulk Account</a>	SA33qJnB	186727
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## Editing Guest Accounts

If you create an account for a guest and you need to extend their account access, you can change the expiry date and time of the account.

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- Step 1** From the Main page, either click the link for **Edit Guest User Account end time** or select **User Accounts > Edit** from the left hand menu.
- Step 2** In the Edit User Accounts page or any of the multiple account reports ([Figure 15-15](#)), you can view a list of the accounts that you are able to edit.

**Figure 15-15** *Edit Guest User Accounts List*

Username	Created By	Full Name	Company	Account Expires	
email@company.com	username	first last	company	30th Sep 2007 23:59:00	<input type="button" value="Edit"/>

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- Step 3** Click the **Edit** button next to the account you want to change.

**Figure 15-16** *Edit Guest Account*

Username email@company.com

First Name

Last Name

Company

Email

Mobile Phone Number:

Account Starts Time 00:00:00  
Date 18-Feb-2008

Account Expires Time  :   
Date

Timezone: America/Los\_Angeles

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- Step 4** Change the Account details as desired.
- Step 5** Click the **Submit** button to update the account with the new details.
- 

## Suspending Guest Accounts

You can terminate an account so that a guest can no longer login. To do this, you will also need to contact your network administrator to make sure that the user has been removed from the network. Depending on the access method this may happen automatically.

- 
- Step 1** From the Main page, either click **Suspend Guest User Accounts** or select **User Accounts > Suspend** from the left hand menu.

**Figure 15-17 Suspend Accounts**

Username	Created By	Full Name	Company	Start Time	End Time	
email@company.com	username	first last	company	1st Sep 2007 00:00:00	30th Sep 2007 23:59:00	Suspend

- Step 2** In the Suspend User Accounts page (Figure 15-17), you can view a list of the accounts that you are able to suspend.
- Step 3** Click the **Suspend** button for the account you want to terminate. The account is removed from the list and the guest will not be able to login anymore.

## Viewing Active Accounts and Resending Details

Cisco NAC Guest Server provides an Active Accounts page that lets you view the active accounts you created or have permissions to see. This page allows you to view, print, email or text message (SMS) the account access details to guests if they have lost or forgotten them.

- Step 1** From the Main page, either click **Report on Guest User Accounts** or select **Reporting > Active Accounts** from the left hand menu.

**Figure 15-18 Active Accounts**

Created By	Username	Full Name	Company	Email	Start Time	End Time	
username	email@company.com	first last	company	email@company.com	1st Sep 2007 00:00:00	30th Sep 2007 23:59:00	Print Email SMS

- Step 2** In the Cisco NAC Guest Server Reporting page (Figure 15-18), click the **Print**, **Email**, or **SMS** button next to the account to bring up the details for that account. Clicking the **Email** button will email the account details to the guest. Clicking **SMS** will send a text message with the account details to the guest.

## Reporting on Guest Users

If you have the appropriate permissions, you can generate full reporting on guest user accounts. You can run reports to view who created guest accounts, when they were created, and access details for the guests themselves, such login time, logout time, and IP address used.

- Step 1** From the Main page, select **Reporting > Full Reporting** from the left hand menu.

**Figure 15-19 Full Reporting**

Created By

First Name

Last Name

Company

Email

IP Address

Start Time Between

End Time Between

Locale

Created By	Username	Password	Full Name	Email	Start Time	End Time	Status	
username	email@company.com	h6Y8bMKT	first last	email@company.com	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Active	<input type="button" value="Details"/>
username	email@company.com1	S9bZFAM6	first last	email@company.com	18th Feb 2008 00:00:00 America/Los_Angeles	18th Feb 2008 23:59:00 America/Los_Angeles	Active	<input type="button" value="Details"/>

- Step 2** The Cisco NAC Guest Server Reporting page (Figure 15-19) initially displays the complete report for your user permissions. To shorten or filter the report, modify the dropdown menus at the top of the screen then click the **Submit** button. If you want to search for a specific First Name, Last Name, Company, Email address or by IP Address of the guest then by typing the full or partial text in the corresponding text field and clicking the **Submit** button you will be able to get a more focuses report.
- Step 3** If you want to export the full report for the new query, click the **Download CSV** button to download the report in CSV format.
- Step 4** Click the **Submit** button. The report displays the bottom of the screen (Figure 15-20).

**Figure 15-20 Example Details for Guest Account**

Cisco NAC Guest Server Detailed Report

Detailed Login Report for: d1

NAS IP Address	Users IP Address	Logged In	Logged Out	Duration
10.1.60.86	10.1.60.78	1st Oct 2007 09:06:48 America/Los_Angeles	1st Oct 2007 09:45:06 America/Los_Angeles	0:38:19

- Step 5** To see usage details for a particular account, click the **Details** button next to the account. The Detailed Login report opens in the same screen and lists the following details:
- User IP Address for the guest
  - Logged In time (date, time, and timezone)
  - Logged Out time (date, time, and timezone)
  - Duration of session (in hh:mm:ss format)
  - Details of all modifications to the guest account and by which sponsor.

This information can be useful for auditing purposes.