



# **3Com Network Access Manager**

## User Guide

Version 1.1

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**3Com Corporation**  
**350 Campus Drive**  
**Marlborough, MA USA**  
**01752-3064**

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# ABOUT THIS GUIDE

This guide describes how to install and configure the 3Com Network Access Manager.

This guide is intended for use by network administrators who are responsible for installing and setting up network equipment, and who are already familiar with configuring Microsoft's Active Directory and IAS RADIUS servers. Certain sections of the guide may also be useful to non-IT staff responsible for the day-to-day routine of administering network access.



*If a release note is shipped with the 3Com Network Access Manager and contains information that differs from the information in this guide, follow the information in the release note.*

Most 3Com user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) on the 3Com World Wide Web site:

<http://www.3com.com>

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## **Naming Conventions**

This guide refers to Microsoft Active Directory domain controllers as Active Directory servers.

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## **Screen Shots**

With the exception of Appendix A, all screen shots in this User Guide are for Windows Server 2003. However, Appendix A shows screen shots for both Windows 2000 Server and Windows Server 2003 in their respective sections.

## Conventions

Table 1 and Table 2 list conventions that are used throughout this guide.

**Table 1** Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, or device
	Warning	Information that alerts you to potential personal injury

**Table 2** Text Conventions

Convention	Description
Screen displays	This typeface represents information as it appears on the screen.
Words in <i>italics</i>	<p>Italics are used to:</p> <ul style="list-style-type: none"> <li>■ Emphasize a point.</li> <li>■ Denote a new term at the place where it is defined in the text.</li> <li>■ Identify menu names, menu commands, and software button names. Examples: From the <i>Help</i> menu, select <i>Contents</i>. Click <i>OK</i>.</li> </ul>
<b>User entry</b>	This typeface represents information that you must enter
The words "enter" and "type"	When you see the word "enter" in this guide, you must type something, and then press Return or Enter. Do not press Return or Enter when an instruction simply says "type."

## Related Documentation

In addition to this guide, each 3Com Network Access Manager provides on-line help which can be accessed through the application. This guide contains the instructions you need to install and configure your 3Com Network Access Manager.



# 1

## INTRODUCTION

This chapter provides:

- an overview of how 3Com Network Access Manager integrates with Microsoft's IAS and Active Directory,
- an explanation of Rules, Rule Priority and RADIUS response,
- an explanation of 3Com Network Access Manager's role in authentication and authorization,
- a list of 3Com devices supported by 3Com Network Access Manager,
- advice on configuring edge port security.

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### **3Com Network Access Manager Overview**

3Com Network Access Manager is designed for network administrators responsible for networks using Microsoft Active Directory and Microsoft's Internet Authentication Service (IAS). 3Com Network Access Manager simplifies the task of controlling who connects to the network using either IEEE 802.1X (also known as Network Login ) or MAC-address based authentication (for example RADA). Today this task can be very complex to install and configure, particularly if using some of the more advanced security features.

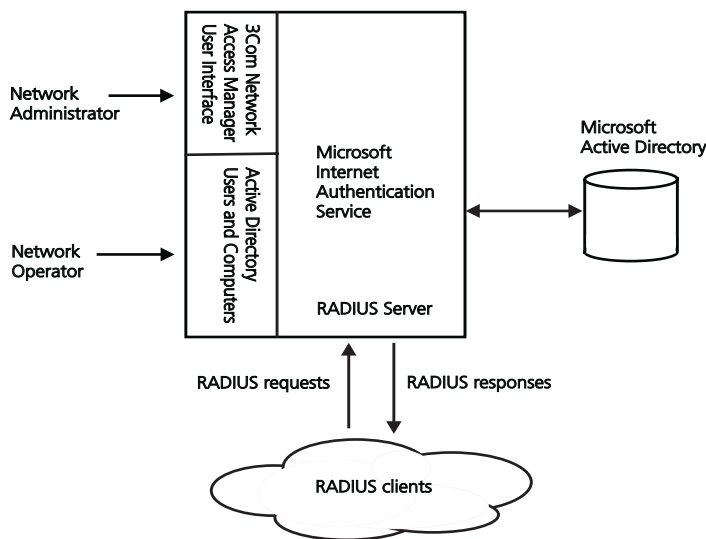
In summary, 3Com Network Access Manager simplifies the administration of:

- Network access for users via IEEE 802.1X.
- Network access for computers via MAC-address based authentication.
- Automatic VLAN assignment when a user or computer connects.
- Automatic QoS configuration when a user or computer connects.
- Automatic EFW policy configuration when an EFW user connects.
- Preventing specific users or computers from connecting to the network.

- Moving specific users or computers (e.g. a PC infected with a virus) into an isolated network.

Figure 1 illustrates the integration of 3Com Network Access Manager with Microsoft's Internet Authentication Service (IAS) and Microsoft's Active Directory.

**Figure 1** 3Com Network Access Manager Integrated with IAS and Active Directory



*3Com Network Access Manager is not a standalone RADIUS server.*

3Com Network Access Manager is a rule based application that extends the RADIUS response from the IAS RADIUS server to include the VLAN and QoS profile associated with the rule, if the rule is obeyed. Network administrators create rules through the 3Com Network Access Manager Network Administration interface, and apply them to the users, groups and computers configured within the domain. Network operators, if assigned permission by the network administrator, can apply rules to users, groups and computers, see "Selecting Appropriate Permissions For An Operator" in Chapter 3.

3Com Network Access Manager can be used to extend the security on a network by setting up a self-protecting network. Creating a "Restricted Access" user group and corresponding "Isolation" VLAN and QoS settings will enable the network administrator to keep separate otherwise

authorized computers or users that represent a security threat to the network. For example, a PC infected with a virus or a worm, or a user launching a DoS attack on the network. Further examples of how 3Com Network Access Manager can be used to improve the security on a network are given in chapter 4.

In addition, 3Com Network Access Manager provides facilities for the configuration of Active Directory based information for use by a 3Com EFW Policy Server, see "3Com EFW Policy Support".

### **3Com Network Access Manager User Interfaces**

3Com Network Access Manager provides two interfaces: an Administration interface and an Operator interface, see Figure 1.

The Administration interface is a Microsoft Management Console (MMC) snap-in that enables the user to quickly configure Active Directory/IAS to provide user and device authentication, with VLAN and QoS configuration. It is an extension of the existing Active Directory database so the list of users, groups and computers already set up in Active Directory are used to authenticate users. The administrator can also configure a safe network, to isolate PCs identified as being infected with a virus or worm.

The Operator interface is a simple extension to the current Active Directory Users and Computers interface, through the addition of an extra tab added to the Properties pages for users and computers. This allows non IT staff, granted with appropriate permissions, to apply rules that have already been setup by the network administrator.

### **Users of 3Com Network Access Manager**

The 3Com Network Access Manager interfaces enables two different types of users to control and apply rules on a network: Network Administrators and Network Operators. This enables network administrators to delegate much of the day-to-day routine of administering network access to non technical staff.

#### **Network Administrators**

3Com Network Access Manager assumes network administrators are responsible for:

- setting up the RADIUS server and edge-port security, including the VLAN, QoS profiles and EFW policies across the network,
- creating the user group structure within Active Directory,

and are familiar with MAC addresses and IEEE 802.1X authentication.

Typical tasks for a network administrator using 3Com Network Access Manager include:

- editing security profiles for users, groups and computers to include VLAN, QoS profile and EFW policy information,
- adding computer MAC addresses,
- setting up appropriate rules to control access to the network, to ensure an appropriate level of security and protection for the network,
- setting appropriate administration privileges for network operators.

### **Network Operators**

Network operators are allocated some limited administration privileges by network administrators, the extent of the privileges being specific to the individual and their role. For example, one operator may be limited to blocking access for specific users, whereas another operator may be allowed to move users between arbitrary groups.

Typical tasks for a network operator include specifying:

- if a user is allowed access to the network,
- if a computer (defined by the MAC address) is allowed access to the network,
- if allowed access, which VLAN should the user or computer connect to, and using which QoS configuration,
- if a computer should be isolated from the main network,
- if a user should be isolated from the main network,
- the EFW Policy for each user when they log into a PC with an EFW NIC installed.

Network operators using 3Com Network Access Manager, do not need to understand the complexities of the network or the technicalities of VLANs, QoS, EFW or RADIUS.

## 3Com EFW Policy Support

3Com Network Access Manager provides support for 3Com EFW Policy Server v2.5, which adds the concept of user-based Embedded Firewall (EFW) policies rather than just NIC-based EFW policies. For example, the policy which is downloaded to the EFW can be specific to the user logged into the PC and not just the PC itself. 3Com Network Access Manager enables the network administrator to define an EFW Policy for each user in Active Directory. The EFW Policy Server then queries Active Directory to determine the profile for each user and replies to the EFW with the relevant configuration.

Through 3Com Network Access Manager, the network administrator can change an EFW policy at the same time as the port security settings, speeding up the configuration of the network. The EFW policy is not returned in any RADIUS response.

To ensure that 3Com Network Access Manager and the 3Com EFW Policy Server operate together, the following steps must be followed using 3Com Network Access Manager:

- Define each EFW policy in 3Com Network Access Manager, see “Creating A New EFW Policy” in Chapter 3. 3Com Network Access Manager creates the EFW policy as an Active Directory object.
- Associate the EFW policy with rules created in 3Com Network Access Manager. This can be done during the creation of a new rule, or after a rule has been created, see “Creating A New Rule” and “Changing Rule Properties” in Chapter 3.
- Make sure that appropriate users and groups have been associated with each rule associated with the EFW policy, see “Displaying Members Of A Rule” in Chapter 3.



*Any changes to EFW policy associations must be made through the 3Com Network Access Manager user interface. 3Com Network Access Manager will not recognize any externally made changes.*

After making any change that might affect the EFW policy of a user, the EFW group associations must be recalculated for the user, this is done by clicking the *Recalculate EFW membership* button on the Tool bar at the top of the Administration Interface window, see Figure 14 in Chapter 3. Examples of changes that might affect the EFW policy of a user are:

- if a user's properties are changed, the correct rule association has to be re-established. Clicking on the *Recalculate EFW membership* button will cause 3Com Network Access Manager to find the highest

priority rule associated with the user, the EFW Policy from that rule is then associated with the user, all other associations are removed.

- if a rule priority or group is changed, the correct associations have to be re-established. Clicking on the *Recalculate EFW membership* button will cause 3Com Network Access Manager to find all users that are members of that rule or group, and then finding the authorization rules applied for each. In a large network this can take a considerable time.

### **Backing up 3Com Network Access Manager Data**

Data from 3Com Network Access Manager is stored in Active Directory, via an LDAP interface. Your normal methods for backing up/restoring of data from Active Directory will also cover 3Com Network Access Manager data. No special backup/restore is required for 3Com Network Access Manager data.

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## **Concepts and Terminology**

This section provides descriptions of concepts and terminology that you will need to be familiar with in order to use 3Com Network Access Manager.

### **Active Directory**

Active Directory is the distributed directory service included with Microsoft Windows Server 2003 and Microsoft Windows 2000 Server operating systems. Active Directory enables centralized, secure management of an entire network, which might span a building, a city, or multiple locations throughout the world. Active Directory stores information about objects on the computer network and makes this information easy for administrators and users to find and apply. With Active Directory, users can access resources anywhere in the network with a single logon, and administrators have a single point of administration for all objects in the network. When interfaced to IAS, Active Directory provides secure single login for users, and administrators.

### **Users/Groups/Computers**

Users, groups and computers are standard Active Directory objects, membership of a group is managed using normal Active Directory management tools.

### **Internet Authentication Service (IAS)**

IAS is Microsoft's implementation of a RADIUS server, providing authentication and authorization of users. IAS is included with Microsoft Windows Server 2003 and Microsoft Windows 2000 Server operating

systems. As a RADIUS server, IAS performs centralized connection authentication, authorization, and accounting for network access servers (desktop switches and wireless access points acting as radius clients), see Figure 2.

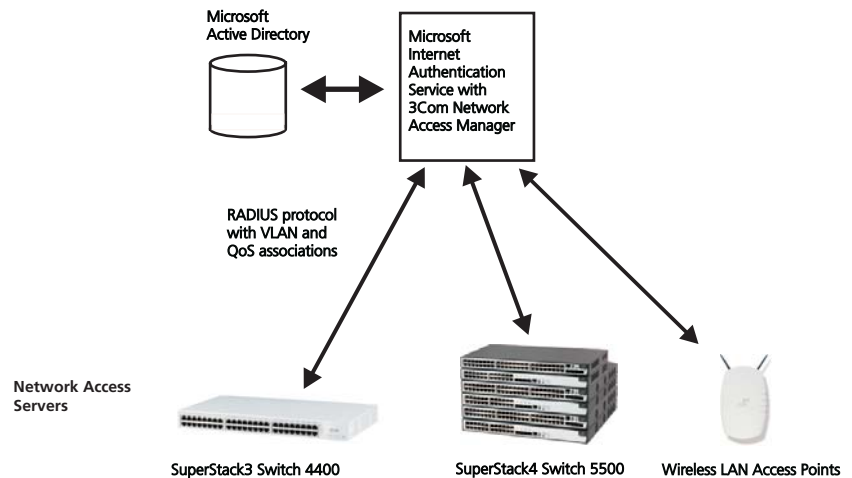
### Remote Access Policy

For 3Com Network Access Manager to authenticate users and computers accessing the network, an IAS Remote Access Policy must be created. Appendix A provides step by step instructions on how to create a Remote Access Policy.



*In a mixed-vendor network where only 3Com switches are to be authenticated through 3Com Network Access Manager, the Remote Access Policy needs to be adjusted to only match 3Com devices.*

**Figure 2** Network Access Servers within a Domain



**Rules** 3Com Network Access Manager provides its functionality through a set of rules implemented in Active Directory. Each rule comprises a priority, a Network Access setting (allow/deny), an optional authorization response (VLAN and QoS), and an optional EFW policy name.

Users, groups and computers (through the MAC address of the PC) are associated with rules. When multiple rules are associated with a user, group or computer then the rule with the highest priority takes precedence.

Only one pre-defined rule, the Default Rule, is supplied as standard. The Default Rule is used whenever an authentication finds that a user, group or computer is not a member of any other rule. Further rules are added by the Network Administrator to implement the required network security policies, see “Creating A New Rule” in Chapter 3.

### **Rule Priority**

Each rule has a priority associated with it. The rule with priority 1 has the highest priority, and will take precedence over all other rules. Whenever a RADIUS request is authenticated, all associated rules will be found, but only the rule with the highest priority will be used. No two rules can have the same priority. It is the network administrator's responsibility to ensure that each rule has a unique priority.

The Default Rule always has the lowest priority.

### **Network Access Setting**

A rule defines the Network Access as either:

- Allow - The authentication is valid, or
- Deny - The authentication is refused

If the Network Access for a rule is set to Allow, and the rule is selected, then the RADIUS response will be Accept and will contain the VLAN and QoS profile associated with the rule. If the Network Access for a rule is set to Deny, and the rule is selected, then the RADIUS response will be Reject.

To understand the effect that the Network Access setting has in a network, the Network Administrator needs to be aware of how the edge port security has been set up. In some port modes, the setting may appear counter-intuitive, for example Allow can be used to implement a blacklist. For more information on edge port security modes, see “Configuring Edge Port Security”.

## **RADIUS Authentication and Authorization**

Authentication/ authorization DLLs for IAS are provided as part of the 3Com Network Access Manager installation. The Authentication DLL is used to verify the identity of the user or computer being authenticated through 3Com Network Access Manager. The Authorization DLL is responsible for sending the RADIUS response for a user or computer that is recognized by 3Com Network Access Manager.



The two forms of RADIUS authentication supported by 3Com Network Access Manager are:

- MAC-address based authentication, for example RADA (RADIUS Authenticated Device Access).
- IEEE 802.1X authentication, also known as dot1X, 802.1X and Network Login.

### **MAC-address based Authentication**

3Com Network Access Manager relies on the RADIUS server to perform MAC-address based authentication through a single authentication user name (as opposed to the MAC address as a user name).

When 3Com Network Access Manager receives an authentication request to the MAC authentication user name, it also authenticates the MAC address of the computer against the 3Com Network Access Manager rules to determine the authentication outcome, as follows:

- 1 Look up the MAC address against all Computers configured, to find all associated rules.
- 2 If rules are found, select the highest priority rule.
- 3 If no rules are found, select the Default Rule.
- 4 Return the authentication result from the selected rule.

### **IEEE 802.1X Authentication**

When a switch performs IEEE 802.1X authentication, the process is similar to the MAC-address based authentication, but 3Com Network Access Manager also checks the user requested, as follows:

- 1 Look up the IEEE 802.1X username against all Users configured, to find all associated rules.
- 2 Look up the MAC address against all Computers configured, to find all associated rules.
- 3 If rules are found, select the highest priority rule.
- 4 If no rules are found, select the Default Rule.
- 5 Return the authentication result from the selected rule.

Checking the MAC address ensures that network policies such as blocked hosts can be maintained, regardless of edge port security mode.

## Authorization

Once a user has successfully authenticated, the authorization process determines which VLANs and QoS to return to the switch, as follows:

- 1 From the authentication rule selected, if any VLAN has been specified, return the VLAN ID in the RADIUS response.
- 2 From the authentication rule selected, if a QoS profile has been specified, return the QoS Profile ID in the RADIUS response.

---

## Devices Supported

The following 3Com devices are supported by 3Com Network Access Manager v1.1:

**Table 3** 3Com Devices Supported By 3Com Network Access Manager

Device Type	Minimum Agent Version or other requirement
SuperStack3 Switch 4400	v5.0
SuperStack3 Switch 4400 SE	v5.0
SuperStack4 Switch 5500	v1.0
Wireless LAN Access Point 8250	v3.2 supporting RADIUS and VSA
Wireless LAN Access Point 8750	v3.2 supporting RADIUS and VSA
Wireless LAN Access Point 7250	v3.2 supporting RADIUS and VSA



*Ensure that the configurations of the devices on your network are consistent with the security policy to be set up using 3Com Network Access Manager.*

## Configuring Edge Port Security

If VLANs are to be configured in 3Com Network Access Manager then edge ports on switches across the network need to be set to a security mode that supports auto-VLANs. If VLANs are not to be set up in 3Com Network Access Manager, then the devices do not need to support auto-VLANs.

In addition, the edge ports on switches must be set to consistent modes, otherwise the same RADIUS response will yield different actions on different ports. For example, *RADA And Network Login* only allows user login if the RADIUS server returns Accept. *RADA-Else-Network Login* only allows user login if the RADIUS server returns Reject.

Table 4 lists suitable edge port security modes and their typical use within a network. The case studies in Chapter 4 explain how these port security modes operate to control network access.

**Table 4** Edge Port Security Modes Compatible With 3Com Network Access Manager

Port Security Mode	Typical Use	Supported By
RADA-Else-Network Login	<p>Primarily used for blocking unwanted hosts, as the RADA authorization overrides the ability for the user to log-in.</p> <p>This is the recommended edge port security mode, if the devices on your network support it. All users have to be authorised before being allowed access. Any computer or device can access the network as long as that they have not been identified as infected. This allows a network administrator to easily add host filtering to an existing IEEE 802.1X network.</p>	<p>SuperStack3 Switch4400 v5.0</p> <p>SuperStack3 Switch4400SE v5.0 (does not support QoS profiles)</p>
RADA And Network Login	<p>Both the computer and the user need to be authorized to gain access to the network.</p> <p>It is primarily used for "White-list" style of security, where all known computers have to be first configured before a user can log-in from one of these computers.</p>	<p>SuperStack3 Switch4400 v6.0</p> <p>SuperStack3 Switch4400SE v6.0 (does not support QoS profiles)</p>
RADA Or Network Login	<p>Access to the network is granted if either the computer or the user is authorised. This mode is flexible for environments where not every device has a IEEE 802.1X client</p>	<p>SuperStack3 Switch4400 v5.0</p> <p>SuperStack3 Switch4400SE v5.0 (does not support QoS profiles)</p>
RADA (MAC-address based Authentication)	<p>Use to control computer access to the network.</p>	<p>SuperStack3 Switch4400 v5.0</p> <p>SuperStack3 Switch4400SE v5.0 (does not support QoS profiles)</p> <p>SuperStack4 Switch 5500 v1.0</p>
Network Login (IEEE 802.1X)	<p>Use to control user access and manage QoS and VLAN configuration.</p>	<p>SuperStack3 Switch4400 v4.0</p> <p>SuperStack3 Switch4400SE v5.0 (does not support QoS profiles)</p> <p>SuperStack4 Switch 5500 v1.0</p> <p>Wireless LAN Access Point 8250 v3.2</p> <p>Wireless LAN Access Point 8750 v3.2</p> <p>Wireless LAN Access Point 7250 v3.2</p>



# 2

## INSTALLING 3COM NETWORK ACCESS MANAGER

This chapter covers:

- the operating systems and required PC configurations that are compatible with the 3Com Network Access Manager components,
- the tasks that need to be performed before installing and running 3Com Network Access Manager,
- how to install 3Com Network Access Manager,
- how to modify and repair an existing 3Com Network Access Manager installation,
- how to uninstall 3Com Network Access Manager.

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### System Requirements

Table 5 lists the Microsoft Windows operating systems compatible with installing and running the 3Com Network Access Manager components. For more information about the different 3Com Network Access Manager components see "Installing 3Com Network Access Manager".

**Table 5** Microsoft Windows Operating Systems Supported By 3Com Network Access Manager

<b>3Com Network Access Manager Component</b>	<b>Windows 2000 Server SP4</b>	<b>Windows Server 2003 SP1, standard and enterprise editions</b>	<b>Windows 2000 client</b>	<b>Windows XP Professional</b>
IAS component	yes	yes	no	no
Active Directory component	yes	yes	no	no
Network Administrator User Interface	yes	yes	yes	yes
Network Operator User Interface	yes	yes	yes	yes
User Guide	yes	yes	yes	yes

Table 6 lists the configuration requirements of PCs that will have 3Com Network Access Manager components installed.

**Table 6** PC Configuration Requirements

<b>3Com Network Access Manager Component</b>	<b>For each PC that will have 3Com Network Access Manager component installed:</b>
IAS component	<p>Ensure IAS is installed on PC.</p> <p>Ensure the PC is a member of the required domain.</p> <p>Ensure .NET Framework version 1.1 or later, is installed on the PC.</p>
Active Directory component	<p>Only install on one domain controller. This must become the schema master (schema FSMO) to perform the install.</p> <p>You will need to have Schema Administrator privileges to install the Active Directory component.</p>
Network Administrator User Interface	<p>Ensure the PC is a member of the required domain.</p> <p>Ensure .NET Framework version 1.1 or later, is installed on the PC.</p> <p>Install Active Directory Users and Computers, if not already installed.</p>
Network Operator User Interface	<p>Ensure the PC is a member of the required domain.</p> <p>Ensure .NET Framework version 1.1 or later, is installed on the PC.</p> <p>Install Active Directory Users and Computers, if not already installed.</p>
User Guide	<p>Adobe Acrobat Reader is required on each PC used to view the 3Com Network Access Manager user guide (this guide). Obtain a free download of Adobe Acrobat Reader from <a href="http://www.adobe.com/">http://www.adobe.com/</a></p>



*.NET Framework v1.1 is included as part of Windows Server 2003. For Windows 2000 and Windows XP Professional, you can check if .NET Framework v1.1 is installed using the Add/Remove Programs utility on the Control Panel. Download the .NET Framework version 1.1 files from [www.microsoft.com/download](http://www.microsoft.com/download)*

## Before Installation

You must perform the following tasks on your network before installing and setting up 3Com Network Access Manager:

- 1 Install and configure Microsoft Internet Authentication Service (IAS),
  - a Install IAS on one or more Windows 2000 servers or Windows 2003 servers in the network. IAS is included as part of the operating system. For information on setting up IAS, refer to the Microsoft documentation supplied with IAS.
  - b Ensure all 3Com devices in the network that will use IAS are configured in IAS as RADIUS clients with client-vendor set to '3Com'.
  - c Setup an IAS Remote Access Policy that 3Com Network Access Manager will be required to use to authenticate users and computers. Refer to Appendix A for details on how to create an IAS Remote Access Policy.



*For 3Com Network Access Manager to operate correctly with IAS, do not specify a VLAN list or QoS profile as part of the Remote Access Policy.*

- 2 Ensure all Users, Groups and Computers have been added to Microsoft Active Directory for your network domain, refer to the user documentation supplied with Active Directory for details.
- 3 Configure the 3Com switches and wireless access points on your network
  - a Configure the 3Com switches with consistent VLAN and QoS settings throughout the network.
  - b Configure all edge ports on 3Com switches with a suitable and consistent edge port security mode and Intrusion Action setting. For information on edge port security modes suitable for use with 3Com Network Access Manager, see "Configuring Edge Port Security" in Chapter 1.



**CAUTION: Using different security modes on switch edge ports on your network, will result in different meanings for RADIUS responses across the network.**



*Use 3Com Network Director or 3Com Enterprise Management Suite to make the VLAN, QoS and port security mode settings, or else configure each switch through its web or command line interface. Refer to the user documentation accompanying the management application or switch for details.*

---

## Installing 3Com Network Access Manager

Follow the instructions in this section to install 3Com Network Access Manager.

### Overview

3Com Network Access Manager comprises five components:

- Internet Authentication Server component consisting of authorization/authentication DLLs,
- Active Directory Server component, this component will make changes to your Active Directory schema configuration which cannot be deleted from AD,
- Network Administrator User Interface,
- Network Operator User Interface,
- this user guide.

Each component is installed through the 3Com Network Access Manager installer.



*You will need to have Schema Administrator privileges to install the Active Directory component.*

### New Installation

The Internet Authentication Server component needs to be installed on each IAS in the network. However, the Active Directory Server component should only be installed on one Active Directory server (also known as a domain controller) which should be the schema master on your network. The changes that the Active Directory Server component makes to the Active Directory server will be replicated across all of the Active Directory servers on your network.



**CAUTION:** *The changes that the Active Directory Server component makes to the Active Directory schema configuration cannot be deleted. The 3Com Network Access Manager uninstaller will not affect or remove these Active Directory changes.*

Install the Network Administrator User Interface and Network Operator User Interface on the PCs that will be used by the network administrators and operators using 3Com Network Access Manager. Before installing, check that the operating system and configuration of the PC complies with Table 5 and Table 6.



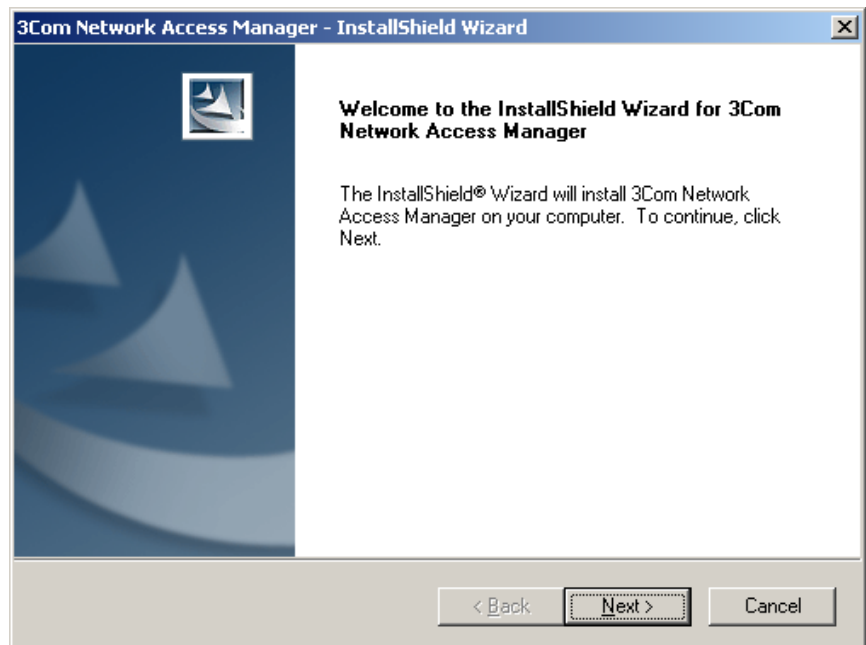
Follow these steps to install the 3Com Network Access Manager components:

- 1 Insert the 3Com Network Access Manager CD in the PC's CDROM drive. If Autorun is enabled on the PC, the installation starts automatically and you can skip steps 2 and 3.
- 2 From the *Start* menu, select *Run*.
- 3 Type **D:\setup** (substitute the appropriate letter of your CD-ROM drive for D), and click *OK*.
- 4 A splash screen will display and the installer will check that:
  - .NET Framework version 1.1 or later is installed on the PC,
  - a supported version of Windows is installed on the PC, as shown in Table 5,
  - the PC is a member of a domain,

if any of the checks fail, an error message will display indicating the problem and the installer will abort. You need to correct the problem before restarting the installer.

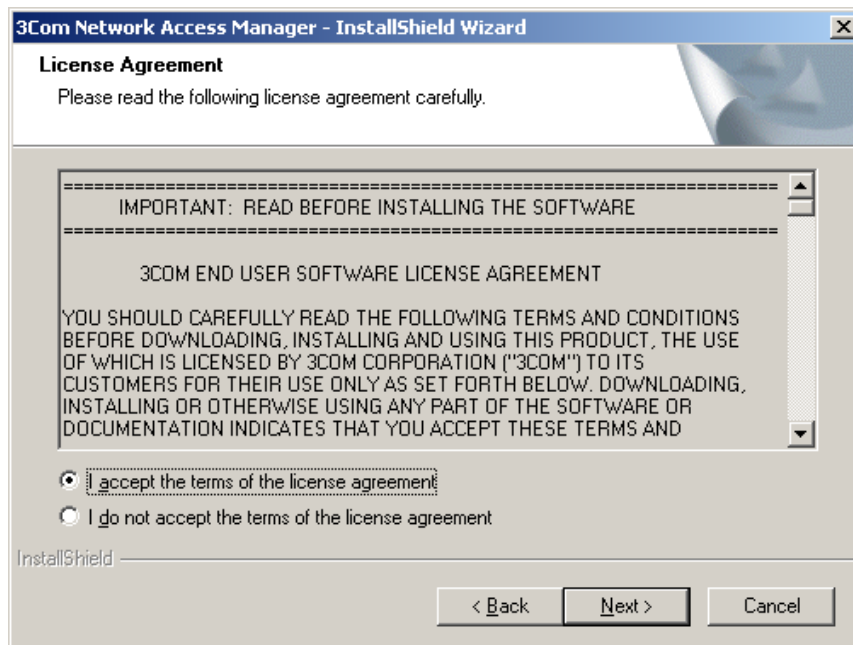
If the checks are successful, the *Welcome* dialog is displayed, Figure 3.

**Figure 3** InstallShield Wizard



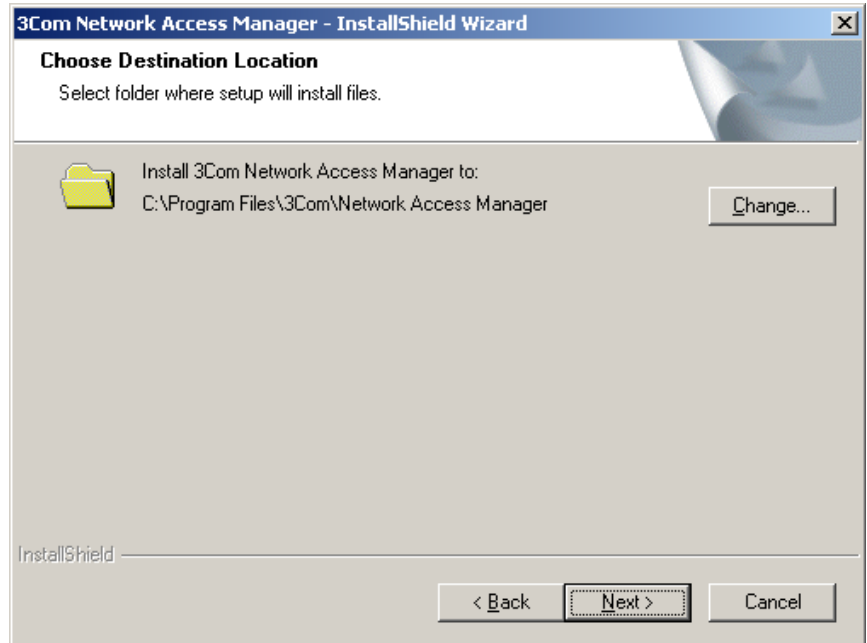
- 5 Select *Next*, the *End User License Agreement* will display, Figure 4.

**Figure 4** End User Licence Agreement dialog



To continue the installation select *I accept the terms of the license agreement*, and press the *Next* button. Otherwise, select *Back* to move to the previous dialog or *Cancel* to end the installation.

- 6 On the next dialog, Figure 5, either select the destination location for the 3Com Network Access Manager files using the *Change* button or else use the default location *Program Files\3Com\Network Access Manager*. Press *Next*.

**Figure 5** Choose Destination Location

- 7** On the next dialog, Figure 6, select the 3Com Network Access Manager components to install on the PC. Ticked components will be installed. Un-ticked components will not be installed. The *Next* button will be grayed out until a component has been ticked.



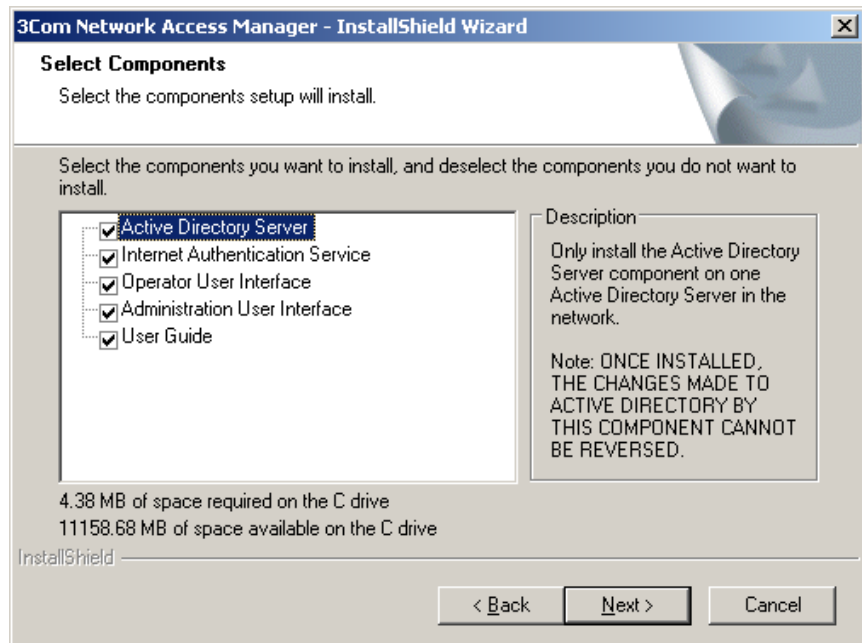
*Any combination of components is permitted on a PC providing they are supported by the PC's operating system, see Table 5.*



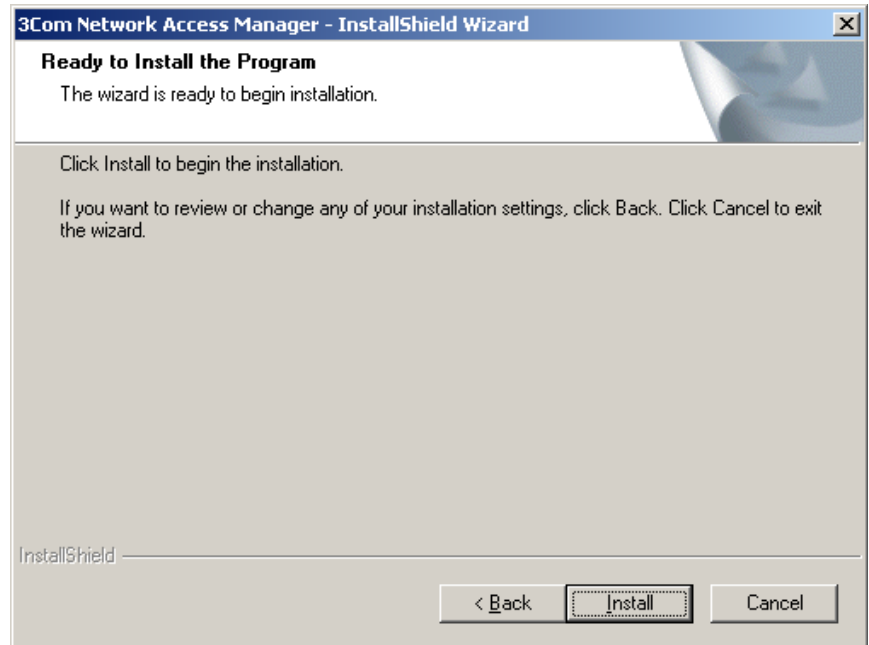
**CAUTION:** *The changes that the Active Directory Server component makes to the Active Directory schema configuration cannot be deleted.*



*You will need to have Schema Administrator privileges to install the Active Directory component.*

**Figure 6** Component Selection

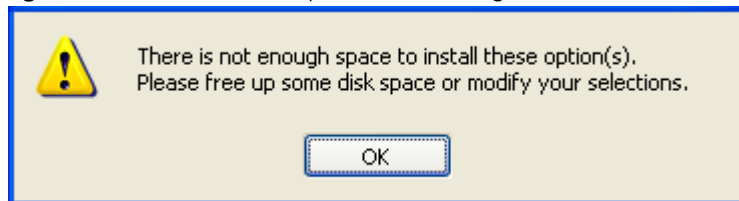
- 8 On the next dialog, Figure 7, select *Install* to start the installation, or *Back* to return to the previous dialog.

**Figure 7** Confirmation of Installation

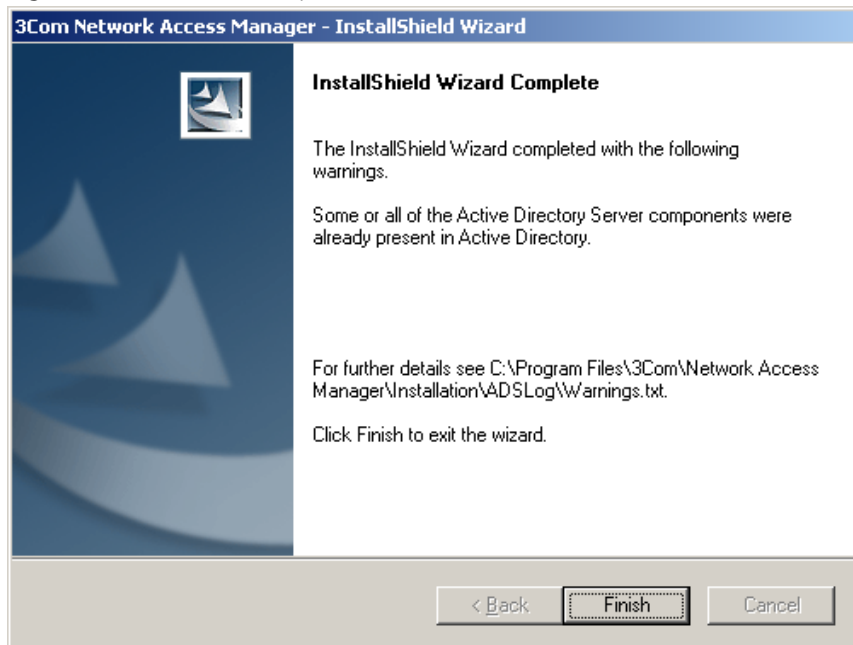
- 9 The Installer will check the hard disk space available on the PC. If sufficient disk space is available, the installer will install the components selected.



*If insufficient disk space is available, an error message is displayed, see Figure 8, the installation will stop until sufficient space is made available.*

**Figure 8** Insufficient Disk Space Error Message

- 10 Once each of the selected components have been successfully installed, the Installer displays a *Wizard Complete* dialog, see Figure 9. If the Internet Authentication Server component was installed, then the IAS server will need to be restarted.

**Figure 9** Installation Complete

*With the exception of installing the Active Directory component, any problems encountered during installation will result in an error message being displayed and the installation aborted. You will need to manually fix the problem before restarting the installation.*

*If the installer encounters problems during installation of the Active Directory component, a warnings.txt file will be created and the Wizard Complete dialog will show its location.*

- 11** Repeat steps 1 to 8 for any other PC being used for RADIUS, Administrator or Operator users.

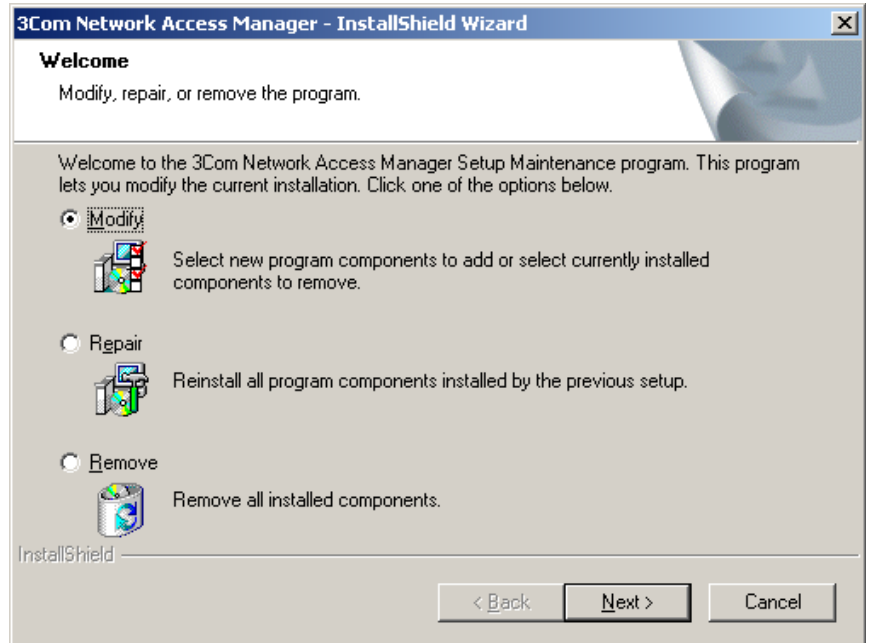
### **Modifying and Repairing An Installation**

To change the 3Com Network Access Manager components installed on a PC or repair an existing installation, follow these steps:

- 1** Insert the 3Com Network Access Manager CD in the PC's CDROM drive. If Autorun is enabled on the PC, the installation starts automatically and you can skip steps 2 and 3.
- 2** From the *Start* menu, select *Run*.
- 3** Type `D:\setup` (substitute the appropriate letter of your CD-ROM drive for D), and click *OK*.

- 4 The splash screen will display followed by the *Maintenance* dialog, see Figure 10.

**Figure 10** Maintenance dialog



- 5 Click on the *Modify* button to change the components installed on the PC.
- The *Select Components* dialog will display.
  - Tick the components to be installed.
  - Any unticked components will be removed if already installed on the PC.
  - Click *Next*. The Installer will check the hard disk space available on the PC. If sufficient disk space is available, the installer will install the components selected.



*If insufficient disk space is available, an error message is displayed, and the installation will stop until sufficient space is made available.*

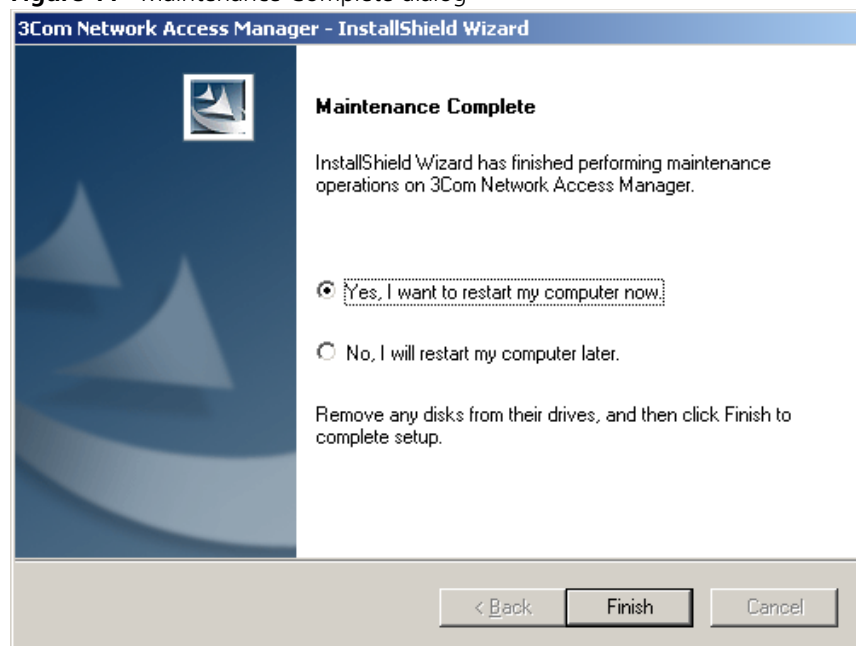
- 6 Click on the *Repair* button to repair an existing 3Com Network Access Manager installation on a PC. All of the currently installed 3Com Network Access Manager components will be reinstalled on the PC.



*If the original installation included the Active Directory Server component, then repairing the installation will give a warning message*

on the *Maintenance Complete* dialog that the Active Directory components are already present in Active Directory. This will not affect Active Directory.

**Figure 11** Maintenance Complete dialog



- 7 Click *Finish* to exit the Maintenance program. If the Internet Authentication Server component was installed, then the IAS server will need to be restarted.

### Uninstalling 3Com Network Access Manager

To uninstall the 3Com Network Access Manager components from a PC, follow these steps:



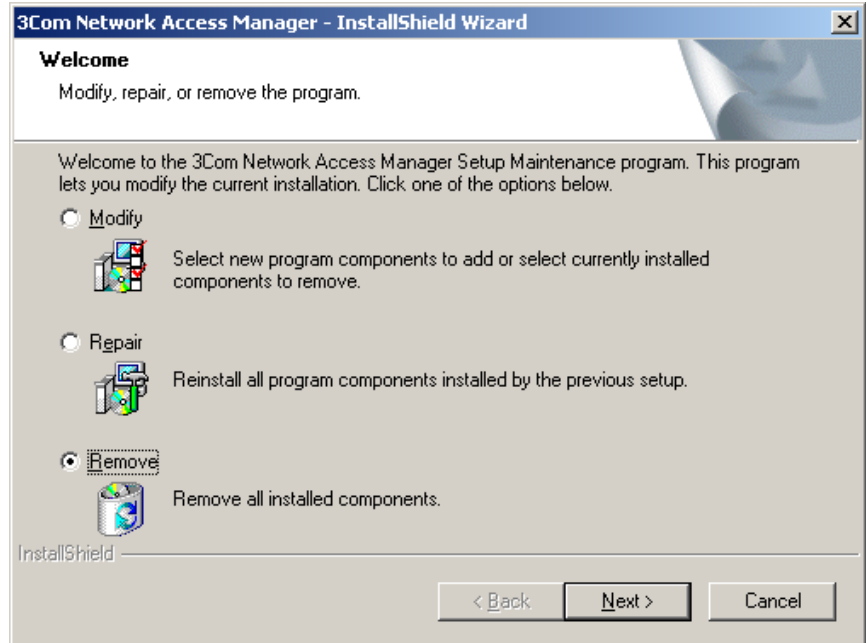
**CAUTION:** *The configuration changes made by the Active Directory Server component to the Active Directory schema cannot be deleted.*

- 1 Insert the 3Com Network Access Manager CD in the PC's CDROM drive. If Autorun is enabled on the PC, the installation starts automatically and you can skip steps 2 and 3.
- 2 From the *Start* menu, select *Run*.
- 3 Type `D:\setup` (substitute the appropriate letter of your CD-ROM drive for D), and click *OK*.



- 4 The splash screen will display followed by the *Maintenance* dialog, see Figure 12.

**Figure 12** Maintenance dialog



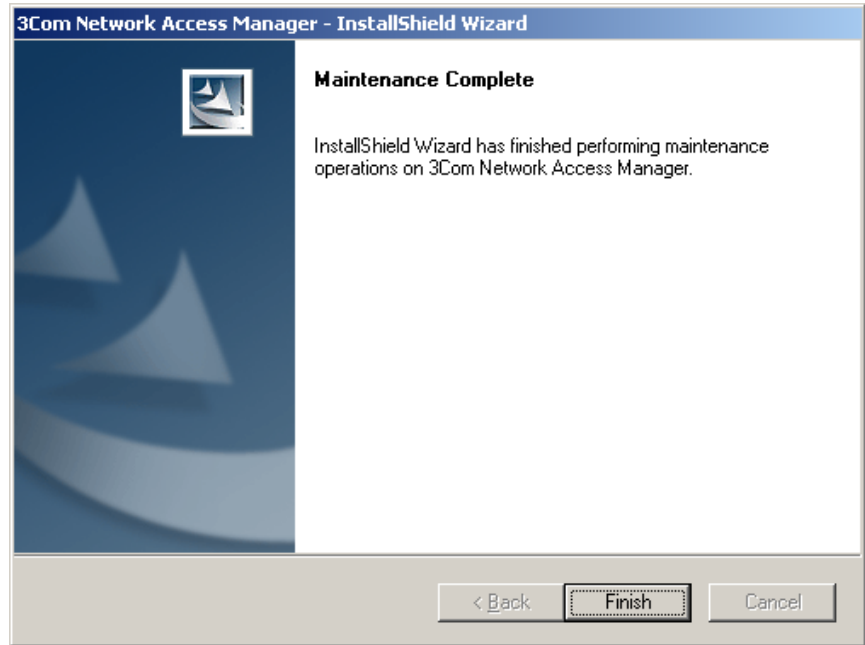
- 5 Click on the *Remove* button. On the next dialog, click *Yes* to remove the 3Com Network Access Manager components installed on the PC, click *No* to stop the uninstall and return to the *Maintenance* dialog.



*The changes made to Active Directory by the Active Directory Server component cannot be removed.*

- 6 After the 3Com Network Access Manager components have been removed from the PC, the *Maintenance Complete* dialog will display, see Figure 13. Click on the *Finish* button.

**Figure 13** Maintenance Complete dialog



# 3

## GETTING STARTED

This chapter describes:

- how to configure 3Com Network Access Manager after installation, using the Network Administrator User Interface,
- how to configure the User Interface for Network Operators.



*Before configuring 3Com Network Access Manager, make sure you have created a Remote Access Policy in IAS that 3Com Network Access Manager will use to authenticate users and computers accessing the network, see Appendix A.*

---

### Using The Network Administrator User Interface

As a Network Administrator on a network that already employs Microsoft's Active Directory and Internet Authentication Service (IAS) you will be familiar with managing Users, Groups and Computers through the Active Directory MMC console. 3Com Network Access Manager extends these capabilities by providing facilities to:

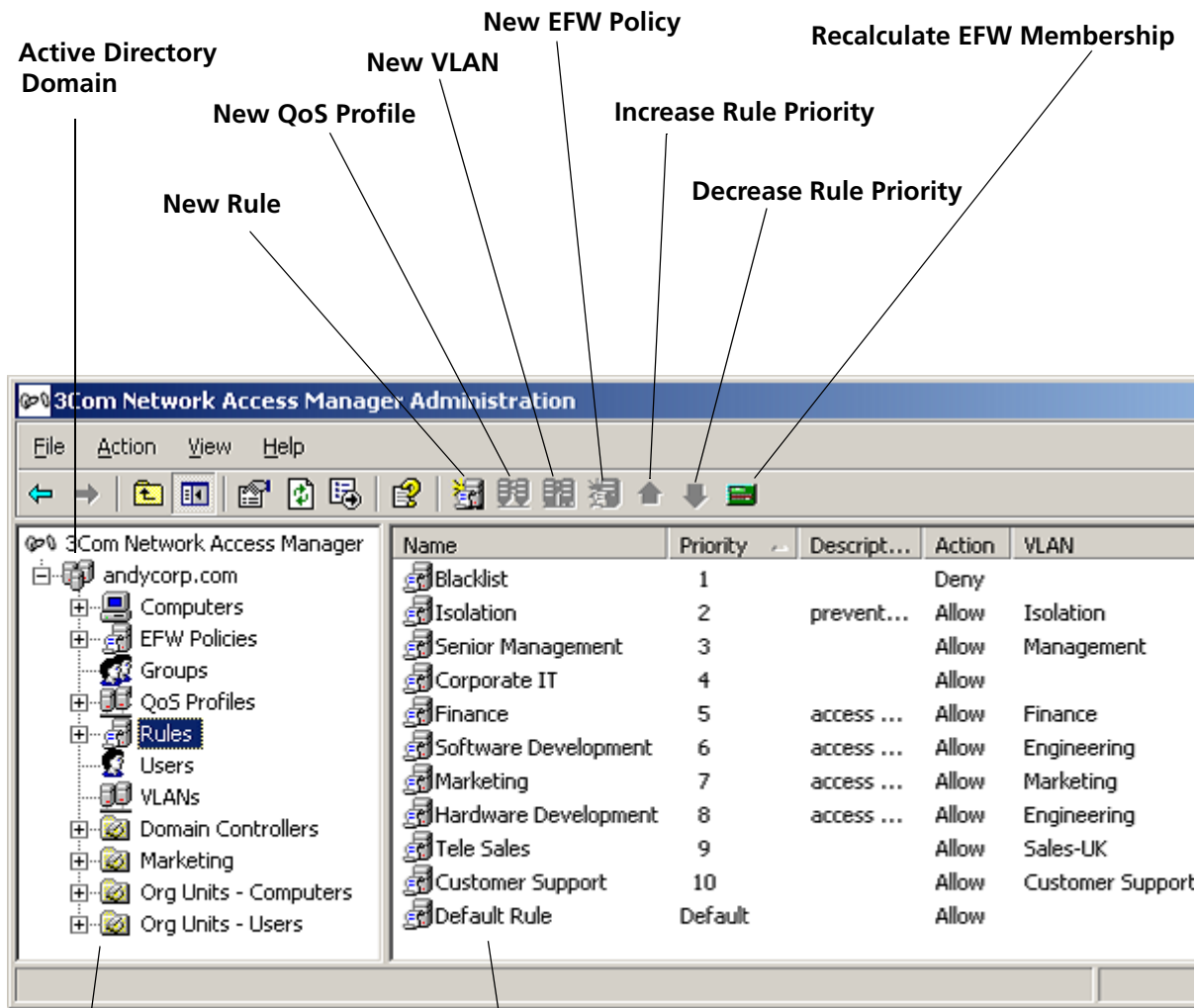
- set up rules on how VLANs, QoS profiles and EFW policies are applied,
- edit security profiles for users, groups and computers to include VLAN, QoS profile and EFW policy information.

#### User Interface

To display the Network Administrator's User Interface, select *Start>Control Panel> Administrative Tools >3Com Network Access Manager Admin*

The User Interface is a Microsoft Management Console (MMC) console consisting of a window divided into two panes, see Figure 14. The left pane, called the Tree pane in this guide, displays the console tree and the items that can be configured within the console. The right pane, called the Details pane, shows information about the item selected in the Tree pane.

**Figure 14** Network Administrator User Interface



**The Tree pane.**  
Click on an object in the tree to display a list of items known to the system in the Details pane

**The Details pane.**  
Lists the items known to the system for the object selected in the Tree pane

## Setting Up 3Com Network Access Manager

To configure 3Com Network Access Manager after installation, follow these steps:

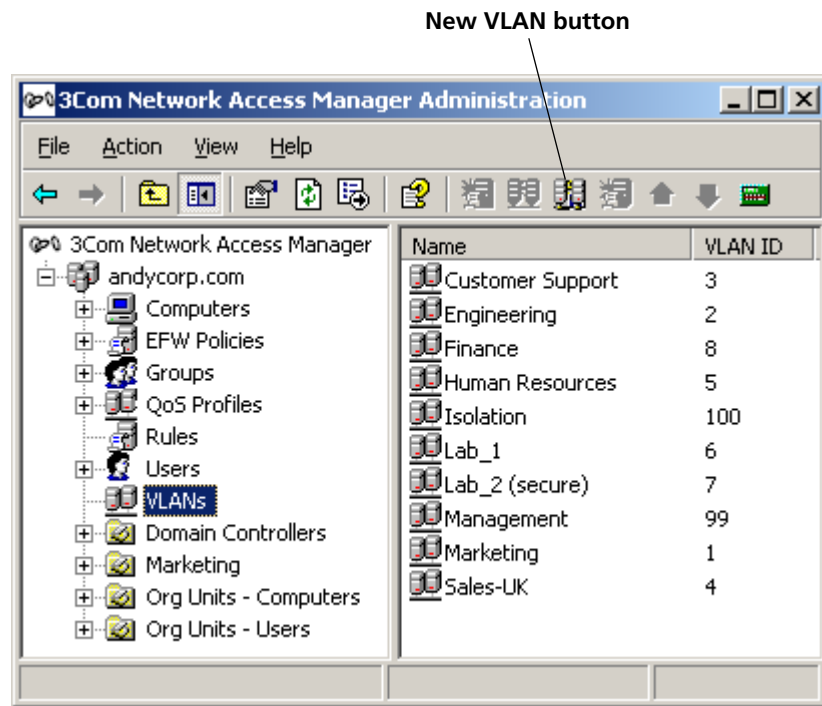


*Before adding entries for VLANs, QoS profiles and EFW policies in 3Com Network Access Manager make sure that the VLANs, QoS profiles and EFW policies have already been set up in the network access devices in the network. These settings must be consistent throughout the entire network.*

- 1 Create VLANs, see "Creating A New VLAN".
- 2 Create QoS profiles, see "Creating A New QoS Profile".
- 3 Create EFW policies, see "Creating A New EFW Policy".
- 4 Specify the MAC address(es) for the computers in the domain, see "Entering MAC Addresses For A Computer".
- 5 Create rules and assign attributes to the rules, see "Creating A New Rule".
- 6 Ensure the appropriate permissions for each network operator who will use 3Com Network Access Manager have been set, see "Selecting Appropriate Permissions For An Operator".
- 7 Associate the rules with the users, groups, and computers in the network domain.

## VLANs View

Clicking on VLANs in the Tree pane displays in the Detail pane a list of VLANs already entered into 3Com Network Access Manager. Initially the Detail pane will be empty, until one or more VLAN entries have been created, see "Creating A New VLAN". After a VLAN entry has been created in 3Com Network Access Manager, the Detail pane will show the VLAN Name and ID, see Figure 15.

**Figure 15** VLANs View Detail Pane.

### Creating A New VLAN

To create a new VLAN entry in 3Com Network Access Manager, follow these steps:

- 1 Either click VLANs in the Tree pane and click the *New VLAN* button on the Tool bar, or right-click VLANs in the Tree pane and select *New> VLAN*
- 2 In the dialog box enter the name of the new VLAN and the VLAN ID.



*The VLAN ID should be a string of characters that match the ID assigned to the VLAN in the network access device (switch or wireless access point). For maximum compatibility with supported devices use numeric IDs.*

- 3 Click *OK* to create the VLAN.

The VLAN name will be checked to ensure it is valid and unique, and the new VLAN name and ID will be added to the list of VLANs shown in the Detail pane of the VLAN view.

This completes creating a new VLAN entry in 3Com Network Access Manager.

You can now:

- associate rules with this VLAN if the rules have already been created, see “Changing Rule Properties”.

### Deleting An Existing VLAN

To delete an existing VLAN entry in 3Com Network Access Manager, follow these steps:

- 1 Click on VLANs in the Tree pane. The Details pane on the right will list all of the VLANs in 3Com Network Access Manager.
- 2 Select the VLAN to delete and right-click. Select *Delete*.
- 3 Click *Yes* to confirm deleting the VLAN from 3Com Network Access Manager.



*If you delete a VLAN which is associated with one or more rules, then the rules are updated to have a VLAN assignment of 'Unspecified'.*

### Renaming A VLAN And Changing The VLAN ID

To rename an existing VLAN entry in 3Com Network Access Manager, follow these steps:

- 1 Click on VLANs in the Tree pane. The Details pane on the right will list all of the VLANs in 3Com Network Access Manager.
- 2 Select the VLAN to rename and right-click. Select *Rename*.
- 3 Enter the new name for the VLAN and press Return.

This completes renaming the VLAN entry in 3Com Network Access Manager.

To change the VLAN ID of an existing VLAN entry in 3Com Network Access Manager, follow these steps:

- 1 Click on VLANs in the Tree pane. The Details pane on the right will list all of the VLANs in 3Com Network Access Manager.
- 2 Select the VLAN to change and right-click. Select *Properties*.

The Properties dialog window will appear.

- 3 Select the *VLAN* tab and change the ID for the VLAN.



*The ID should be a string of characters, for example a number, that matches the ID assigned to the VLAN during configuration of the network access device (switch or wireless access point)*

**4** Click *OK*

This completes changing the ID for an existing VLAN entry in 3Com Network Access Manager.

**Displaying Rules Associated With A VLAN**

To display the rules associated with a VLAN, follow these steps:

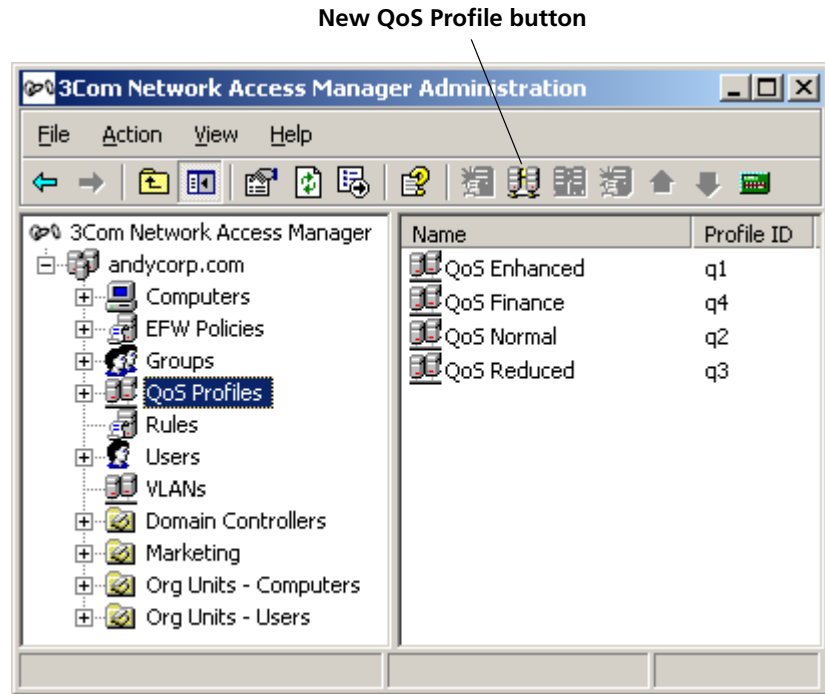
- 1** Click on VLANs in the Tree pane. The Details pane on the right will list all of the VLANs in 3Com Network Access Manager.
- 2** Select the VLAN to view and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3** Select the *Members* tab, a list of rules associated with the VLAN will be displayed in the window.
- 4** Click *OK* or *Cancel*.

This completes displaying the rules associated with a VLAN.

**QoS Profiles View**

Clicking on QoS Profiles in the Tree pane displays in the Detail pane a list of QoS profiles already entered into 3Com Network Access Manager. Initially the Detail pane will be empty, until one or more QoS profile entries have been created, see "Creating A New QoS Profile". After a QoS profile entry has been created in 3Com Network Access Manager, the Detail pane will show the QoS Profile Name and Profile ID, see Figure 16.



**Figure 16** QoS Profiles View Detail Pane

### Creating A New QoS Profile

To create a new QoS profile entry in 3Com Network Access Manager, follow these steps:

- 1 Either click QoS Profiles in the Tree pane and click the *New QoS Profile* button on the Tool bar, or right-click QoS Profiles in the Tree pane and select *New>QoS Profile*
- 2 In the dialog box enter the name of the new QoS profile and the QoS profile ID.



*The QoS profile ID should be a string of characters (with no spaces) that match the ID assigned to the QoS profile in the network access device (switch or wireless access point), otherwise the device may not accept the RADIUS response.*

- 3 Click *OK* to create the QoS profile. The new QoS profile name and ID will be added to the list of QoS profiles displayed in the Detail pane of the QoS Profile View.

This completes creating a new QoS profile entry in 3Com Network Access Manager.

You can now:

- associate rules with this QoS profile if the rules have already been created, see “Changing Rule Properties”.

### Deleting An Existing QoS Profile

To delete an existing QoS profile in 3Com Network Access Manager, follow these steps:

- 1 Click on QoS Profiles in the Tree pane. The Details pane on the right will list all of the QoS profiles in 3Com Network Access Manager.
- 2 Select the QoS profile to delete and right-click. Select *Delete*.
- 3 Click *Yes* to confirm deleting the QoS profile from 3Com Network Access Manager.



*If you delete a QoS profile which is associated with one or more rules, then the rules are updated to have a QoS profile assignment of 'Unspecified'.*

### Renaming A QoS Profile And Changing The QoS Profile ID

To rename an existing QoS profile entry in 3Com Network Access Manager, follow these steps:

- 1 Click on QoS Profiles in the Tree pane. The Details pane on the right will list all of the QoS profiles in 3Com Network Access Manager.
- 2 Select the QoS profile to rename and right-click. Select *Rename*.
- 3 Enter the new name for the QoS profile and press Return.

This completes renaming the QoS profile entry in 3Com Network Access Manager.

To change the ID of an existing QoS profile entry in 3Com Network Access Manager, follow these steps:

- 1 Click on QoS Profiles in the Tree pane. The Details pane on the right will list all of the QoS profiles in 3Com Network Access Manager.
- 2 Select the QoS profile to change and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3 Select the *Profile* tab and change the ID for the QoS profile.



The ID should be a string of characters that match the ID assigned to the QoS profile in the network access device (switch or wireless access point).

- 4 Click *OK* or *Cancel*.

This completes changing the ID for an existing QoS profile entry in 3Com Network Access Manager.

### Displaying Rules Associated With A QoS Profile

To display the rules associated with a QoS profile, follow these steps:

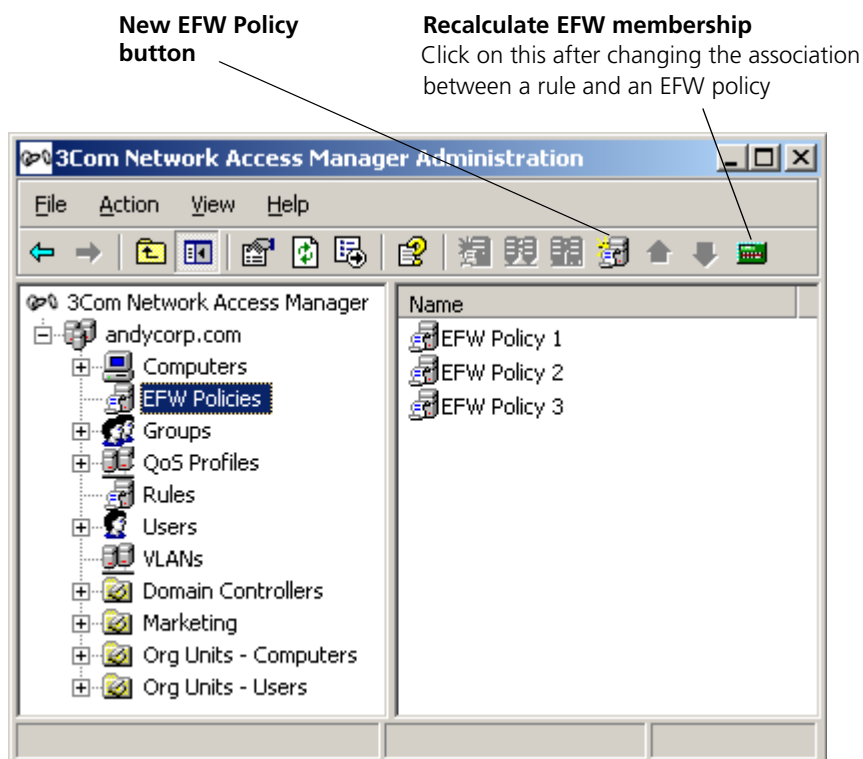
- 1 Click on QoS Profiles in the Tree pane. The Details pane on the right will list all of the QoS profiles in 3Com Network Access Manager.
- 2 Select the QoS profile to view and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3 Select the *Members* tab, a list of rules associated with the QoS profile will be displayed in the window.
- 4 Click *OK* or *Cancel*.

This completes displaying the rules associated with a QoS profile.

### EFW Policies View

Clicking on EFW Policies in the Tree pane displays in the Detail pane a list of EFW policies already entered into 3Com Network Access Manager. Initially the Detail pane will be empty, until one or more EFW policy entries have been created, see "Creating A New EFW Policy". After an EFW policy entry has been created in 3Com Network Access Manager, the Detail pane will show the EFW policy name, see Figure 17.

EFW policies are only required if your network includes a 3Com EFW Policy Server.

**Figure 17** EFW Policies View Detail Pane

### Creating A New EFW Policy

Before creating an EFW policy in 3Com Network Access Manager make sure that the EFW policy has already been created in the EFW Policy Server.

To create a new EFW policy entry in 3Com Network Access Manager, follow these steps:

- 1 Either click EFW Policies in the Tree pane and click the *New EFW Policy* button on the Tool bar, or right-click EFW Policies in the Tree pane and select *New> EFW Policy*.
- 2 In the dialog box enter the name of the new EFW policy. The name must be the same as the name assigned to the policy in the EFW Policy Server.
- 3 Click *OK* to create the EFW policy. The new EFW policy name will be added to the list of EFW policies shown in the Detail pane of the EFW Policy view.

This completes creating a new EFW policy entry in 3Com Network Access Manager.

You can now:

- associate rules with this EFW policy if the rules have already been created, see “Changing Rule Properties”.

### Deleting An Existing EFW Policy

To delete an existing EFW policy in 3Com Network Access Manager, follow these steps:

- 1 Click on EFW Policies in the Tree pane. The Details pane on the right will list all of the EFW policies in 3Com Network Access Manager.
- 2 Select the EFW policy to delete and right-click. Select *Delete*.
- 3 Click on *Yes* to confirm deleting the EFW policy from 3Com Network Access Manager.



*If you delete an EFW policy which is associated with one or more rules, then the rules are updated to have an EFW policy assignment of 'Unspecified'.*

### Renaming An EFW Policy

To rename an existing EFW policy entry in 3Com Network Access Manager, follow these steps:

- 1 Click on EFW Policies in the Tree pane. The Details pane on the right will list all of the EFW policies in 3Com Network Access Manager.
- 2 Select the EFW policy to rename and right-click. Select *Rename*.
- 3 Enter the new name for the EFW policy and press Return.

This completes renaming the EFW policy entry in 3Com Network Access Manager.

### Displaying Rules Associated With An EFW Policy

To display the rules associated with an EFW policy, follow these steps:

- 1 Click on EFW Policies in the Tree pane. The Details pane on the right will list all of the EFW policies in 3Com Network Access Manager.
- 2 Select the EFW policy to view and right-click. Select *Properties*.

The Properties dialog window will appear.

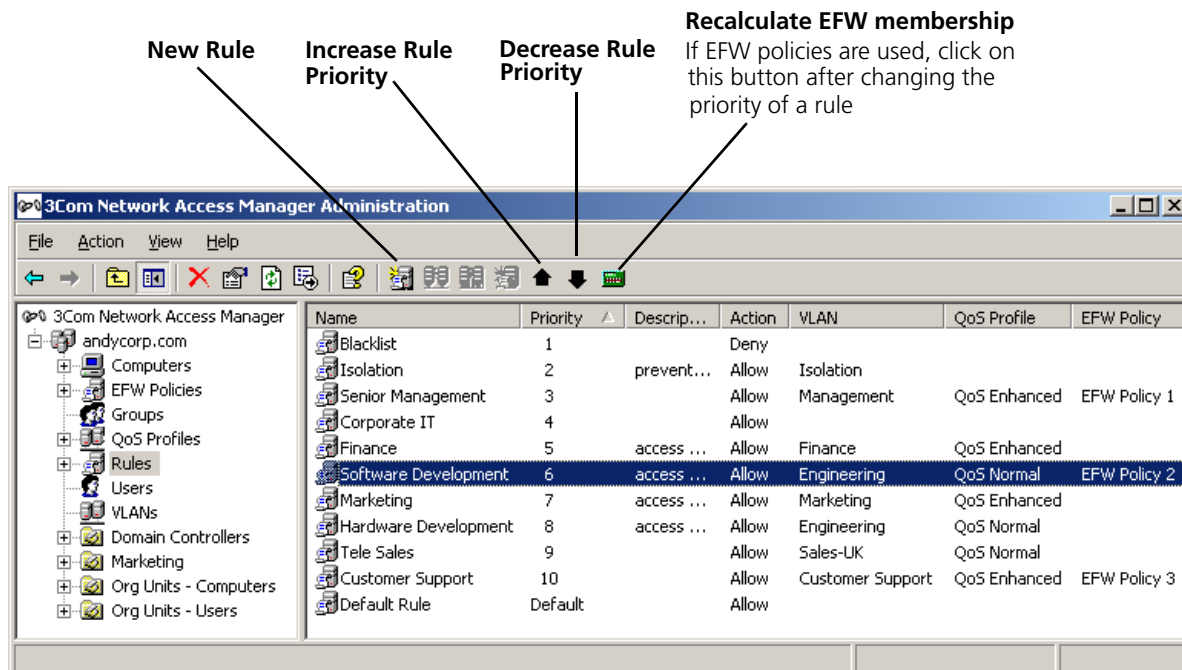
- 3 Select the *Members* tab, a list of rules associated with the EFW policy will be displayed in the window.
- 4 Click *OK* or *Cancel*.

This completes displaying the rules associated with an EFW policy.

### Rules View

Clicking on Rules in the Tree pane displays in the Detail pane a list of rules already entered into 3Com Network Access Manager. Initially the Detail pane will be empty, until one or more rules have been created, see “Creating A New Rule”. After a rule has been created in 3Com Network Access Manager, the Detail pane will show the Priority of the rule, the Rule Name and Description, its Action and the VLANs, QoS Profile and EFW Policy applied to the rule, see Figure 18.

**Figure 18** Rules View Detail Pane.



## Creating A New Rule

To create a new rule, assign a priority and network access response to the rule, follow these steps:

- 1 Either click Rules in the Tree pane and click the *New Rule* button on the Tool bar, or right-click Rules in the Tree pane and select *New>Rule*
- 2 In the dialog box enter the name of the new rule.
- 3 Click *OK* to create the rule.

You now need to set the priority for the rule, which must be unique. The priority determines the order in which rules are examined when a RADIUS request is received. The rule with priority 1 has the highest priority, and will take precedence over all other rules. The new rule will have been assigned the current lowest priority, for example if the lowest priority was 10 before creating the rule, then the new rule will have priority 11.

- 4 Click Rules in the Tree pane. The Details pane on the right will list all of the rules.
- 5 Select the newly created rule and use the  $\updownarrow$  buttons on the Tool bar to increase or decrease the priority of the rule to match your network security requirements. Ensure the rule has a unique priority.

Now set the other attributes for the rule.

- 6 Select the new rule from the list of rules shown in the Detail pane, and right-click, select *Properties*.

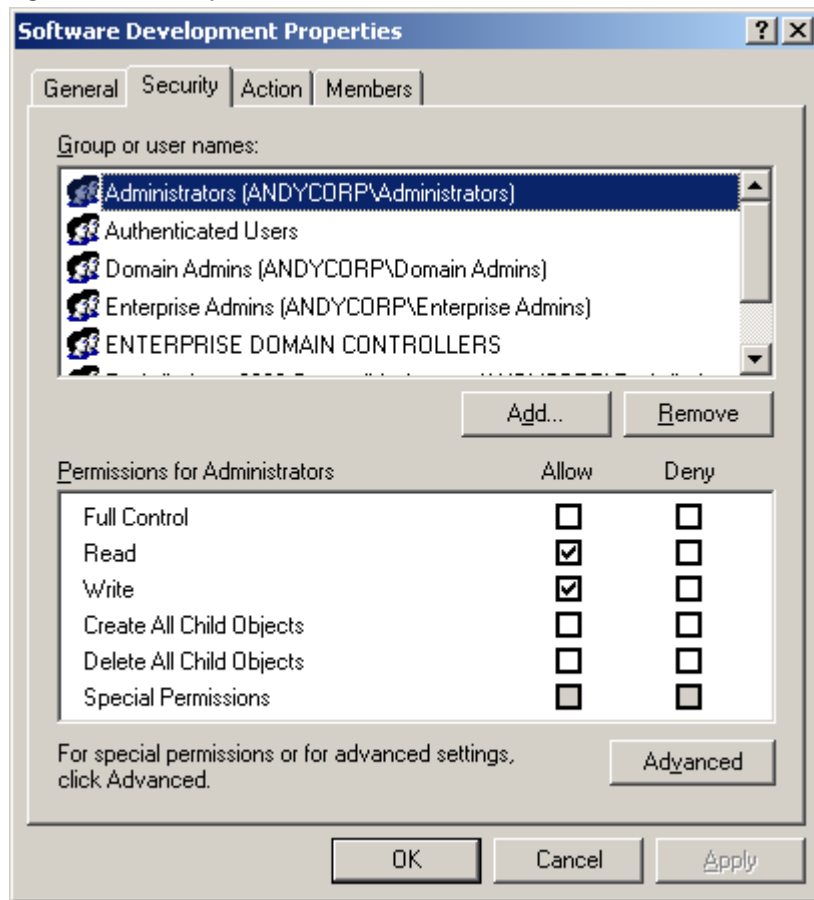
The Properties dialog window will appear.

- 7 Select the *Security* tab to assign security permissions to network administrators and operators who are permitted to apply the rule to users, groups and computers, see Figure 19.
  - a Select a group or user from the list of names in the window and click *Add*.
  - b Select the appropriate security permission to match the role of the group or user, see Table 7.



*All Network Administrators must have Read permission for ALL rules to ensure that they can see how rules have been applied, and enable them to troubleshoot access difficulties in the network.*

**Figure 19** Security Tab For A Rule



**Table 7** Selecting Appropriate Rule Permissions

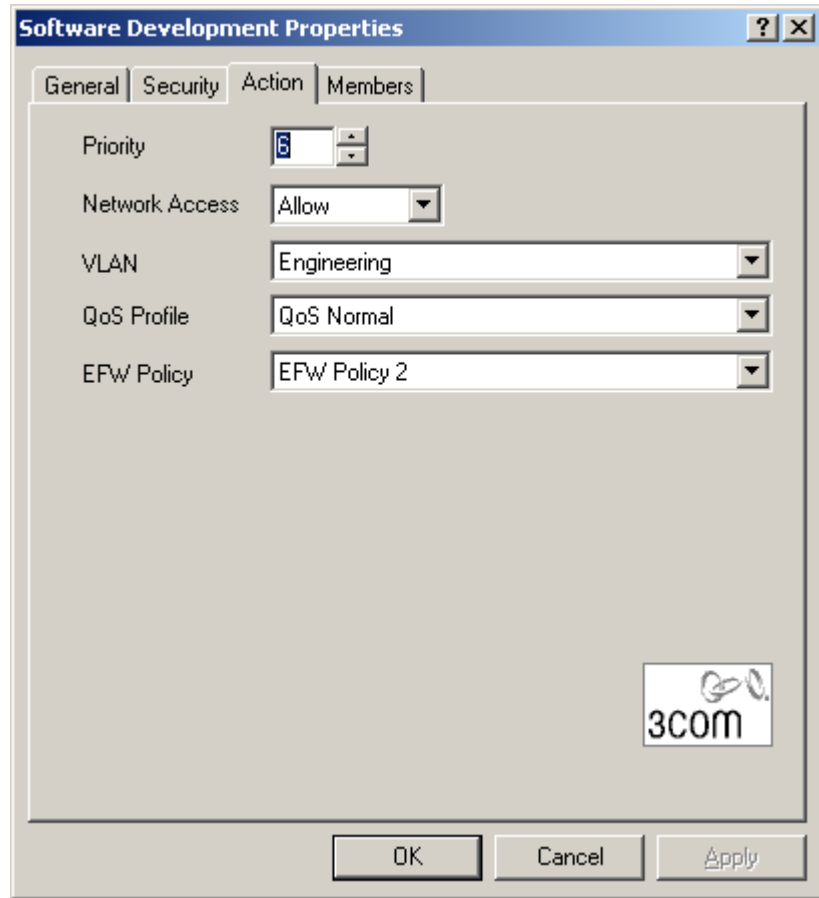
Role	Rule Permissions
Network Administrator(s) or Network Operator(s) allowed to associate the rule with a user, group, or computer	Tick Allow for Read and Write permissions.
Network Administrator(s) not allowed to associate the rule with a user, group, or computer	Tick Allow for Read permission.
Network Operator not allowed to associate the rule with a user, group, or computer	Do not tick any boxes.

- c Repeat steps 7a and 7b for each group and user permitted to assign the rule.



- 8 Select the *Action* tab and configure the action attributes for the rule, Figure 20.

**Figure 20** Action Tab For A Rule



- a You changed the Priority setting for the rule in step 5. There is no need to change it again unless you need to assign a different unique priority.
- b Select the Network Access setting that the RADIUS server will return in the RADIUS response, on the rule being obeyed. *Allow* indicates authentication is valid. *Deny* indicates authentication is refused. If you select *Deny* all attributes below Network Access will be grayed out, go to step 9.



*To understand the effect of this action, you need to be aware of how the edge port security is set up on the network. In some port modes, the response may appear illogical, for instance, Allow can be used to implement a blacklist.*

**c** If Network Access is set to *Allow*, select the VLAN from the drop down list, this VLAN will be included in the RADIUS response if the rule is obeyed. Select the (*Unspecified*) option to prevent a VLAN from being included in the RADIUS response.



*The network access device may interpret the VLAN as a tagged or untagged VLAN depending upon the switch or wireless access point type and configuration.*

**d** Select the QoS profile (if any) associated with the rule. The QoS profile will be included in the RADIUS response if the rule is obeyed. If you do not wish to associate a QoS profile with the rule, select the (*Unspecified*) setting.

**e** Select the EFW policy (if any) associated with the rule. If you do not wish to associate an EFW policy with the rule, select the (*Unspecified*) setting.



*EFW policy information is NOT returned in a RADIUS response*

**9** Select the *Members* tab to display a list of members (users, groups or computers) associated with the rule. At this stage the list will be empty.

**10** Click *OK*

This completes creating a new rule in 3Com Network Access Manager, you now need to associate users, groups and computers with the rule. Follow the steps in “Associating Rules With A User”, “Associating Rules With A Group”, “Associating Rules With A Computer” as appropriate.

### **Deleting An Existing Rule**

To delete an existing rule in 3Com Network Access Manager, follow these steps:

- 1** Click on Rules in the Tree pane. The Details pane on the right will list all of the rules in 3Com Network Access Manager.
- 2** Select the rule to delete and right-click. Select *Delete*.
- 3** Click Yes to confirm deleting the rule from 3Com Network Access Manager.

### Controlling Permission To Apply A Rule

Selecting who has permission to apply a rule, is performed when the rule is created. Permissions can be changed after a rule is created, providing the user or group making the change has write permission for the rule.

To change permissions on a rule, follow these steps:

- 1 Click on Rules in the Tree pane. The Details pane on the right will list all of the rules in 3Com Network Access Manager.
- 2 Select the rule to change and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3 Select the Security tab. Follow the instructions in step 7 of "Creating A New Rule" to re-assign permissions for the rule.

### Changing Rule Priorities

Setting the priority of a rule, is performed when the rule is created. The rule priority can be changed after a rule is created, providing the user or group making the change has write permission for the rule. Priority 1 is the highest priority, a rule assigned priority 1 will take precedence over all other rules. A rule assigned priority 2 will take precedence over rules assigned a priority of 3, 4...The Default Rule has the lowest priority.

To change the priority of a rule, follow these steps:

Either:

- 1 Click on Rules in the Tree pane. The Details pane on the right will list all of the rules in 3Com Network Access Manager.
- 2 Select the rule to change and use the  $\updownarrow$  buttons on the Tool bar to increase or decrease the priority of the rule to match your network security requirements. Ensure the rule has a unique priority.
- 3 If EFW policies are used, click on the Recalculate EFW Membership button in the Tool bar after changing the rule priorities.

Or:

- 1 Click Rules in the Tree pane. The Details pane on the right will list all of the rules in 3Com Network Access Manager.
- 2 Select the rule to change and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3 Select the *Action* tab and select the Priority for the rule. Ensure the priority for the rule is unique.

- 4 Click *OK*.
- 5 If EFW policies are used, click on the Recalculate EFW Membership button in the Tool bar after changing the rule priorities.

### Changing Rule Properties

Selecting the properties for a rule is performed when the rule is created. Rule properties can be changed after a rule is created, providing the user or group making the change has write permission for the rule.

To change properties for a rule, follow these steps:

- 1 Click on Rules in the Tree pane. The Details pane on the right will list all of the rules in 3Com Network Access Manager.
- 2 Select the rule to change and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3 Select the *Action* tab. Follow the instructions in step 8 of “Creating A New Rule” to select different properties for the rule.



*If EFW policies are used, click on the Recalculate EFW Membership button in the Tool bar after changing the rule properties.*

### Displaying Members Of A Rule

To display all of the members (users, groups and computers) associated with a rule, follow these steps:

- 1 Click on Rules in the Tree pane. The Details pane on the right will list all of the rules in 3Com Network Access Manager.
- 2 Select the rule to view and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3 Select the *Members* tab. The members associated with the rules will be listed in the window.
- 4 Click *OK*

### Changing Members Of A Rule

To add or remove users associated with a rule, refer to “Displaying And Changing Rules Associated With A User”.

To add or remove groups associated with a rule, refer to “Displaying And Changing Rules Associated With A Group”.

To add or remove computers associated with a rule, refer to “Displaying And Changing The Rules And MAC Address Associated With A Computer” .

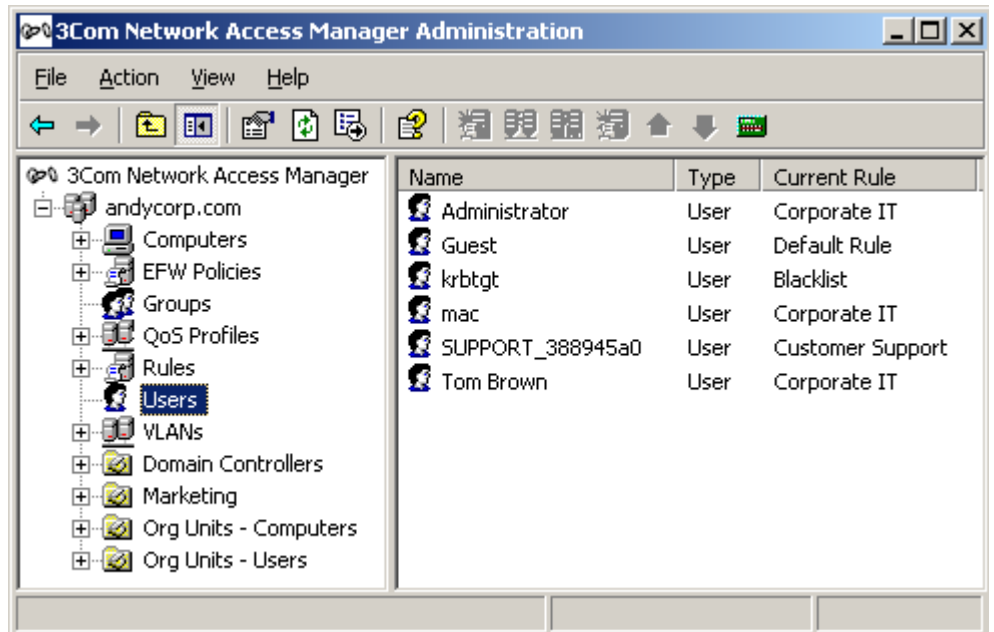
**Users View** Clicking on Users in the Tree pane displays in the Detail pane a list of Users which already exist in the domain, see Figure 21. Alternatively if you have created Organizational Units to structure your users, click on the organizational units subfolders until you reach the desired unit holding the user.

In the Detail pane, the Current Rule column indicates the rule with the highest priority that is associated with a user, and which is used for authorization of the user. A new user without specific rules applied, will have the Default Rule in the Current Rule column.



*The current rule for a user may be overridden by MAC address related settings, for example, if the MAC address of a user's PC was blocked because the PC was infected, it would usually be set to override the user's own allocations.*

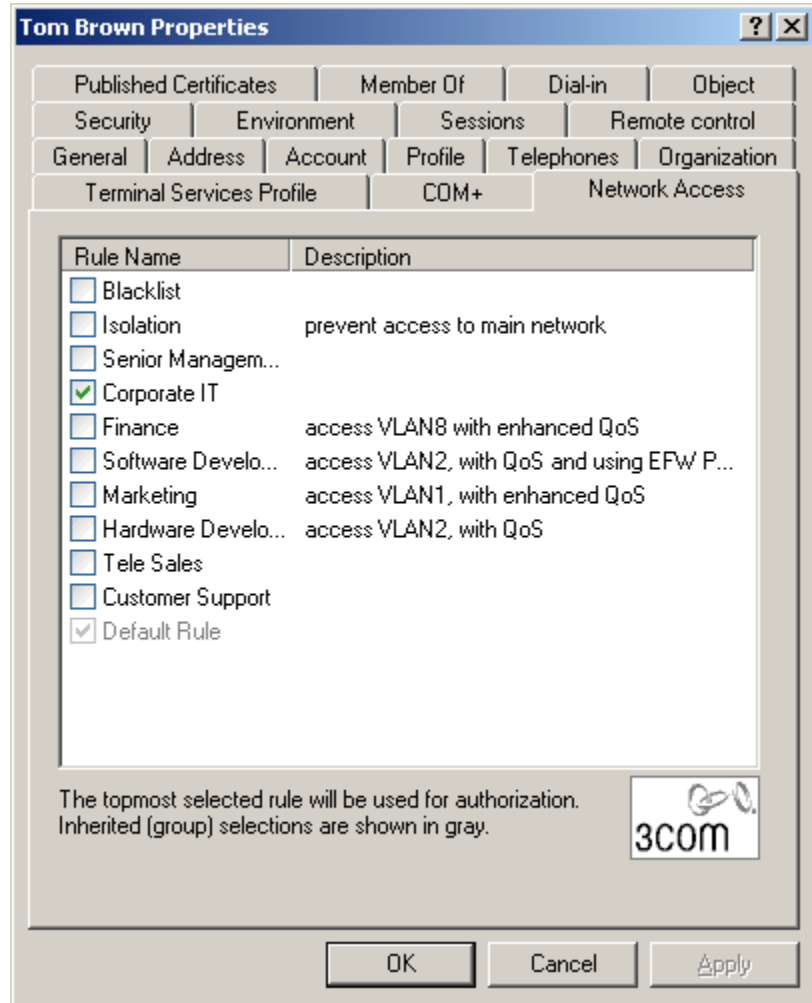
**Figure 21** Users View Detail Pane.



### Associating Rules With A User

All users in the domain will have the Default Rule applied until they are associated with other rules created with 3Com Network Access Manager. To associate a rule(s) with a user, follow these steps:

- 1 Either click on Users in the Tree pane or if you have created Organizational Units to structure your users, click on the organizational units subfolders until you reach the desired unit holding the user.
- 2 Select the user in the Details pane and right-click. Select *Properties*. The Properties dialog window will appear.
- 3 Select the *Network Access* tab, a list of rules created with 3Com Network Access Manager and for which you have read permission will be displayed in the window, see Figure 22.

**Figure 22** Network Access Tab

- 4 Tick the box beside each rule that is to be associated with the user. If the rule is grayed out then the user is a member of a group which is already associated with the rule.



*A user can be associated with multiple rules, however only the highest priority rule associated with the user will be used for the RADIUS authorization.*

- 5 Click OK  
This completes associating rules with a user.

### Displaying And Changing Rules Associated With A User

To display and change the rules associated with a user, follow these steps:

- 1 Either click on Users in the Tree pane or if you have created Organizational Units to structure your users, click on the organizational units subfolders until you reach the desired unit holding the user.
- 2 Select the user in the Details pane and right-click. Select *Properties*. The Properties dialog window will appear.
- 3 Select the *Network Access* tab, a list of rules created with 3Com Network Access Manager and for which you have read permission will be displayed in the window, see Figure 22. The tick box indicates how the rule is to be applied to the user, see Table 8.

**Table 8** Rules Tick Box For A User

Tick Box Setting	Meaning
Black, not ticked	The rule does not apply to this user
Black, ticked	The rule is applied to this user
Grey, ticked	The rule is applied to this user indirectly through the user's membership of one or more groups that have the rule specifically applied

- 4 You can change which of these rules are applied to a user by either ticking or removing the tick from rules that are black. To change a rule that is applied indirectly through a group, see "Displaying And Changing Rules Associated With A Group".



*A user can be associated with multiple rules, however only the highest priority rule associated with the user will be used for the RADIUS authorization.*

- 5 Click *OK*

This completes displaying and changing the rules associated with a user.



DO NOT change rule membership using the *Members Of* tab.

### Creating A New User

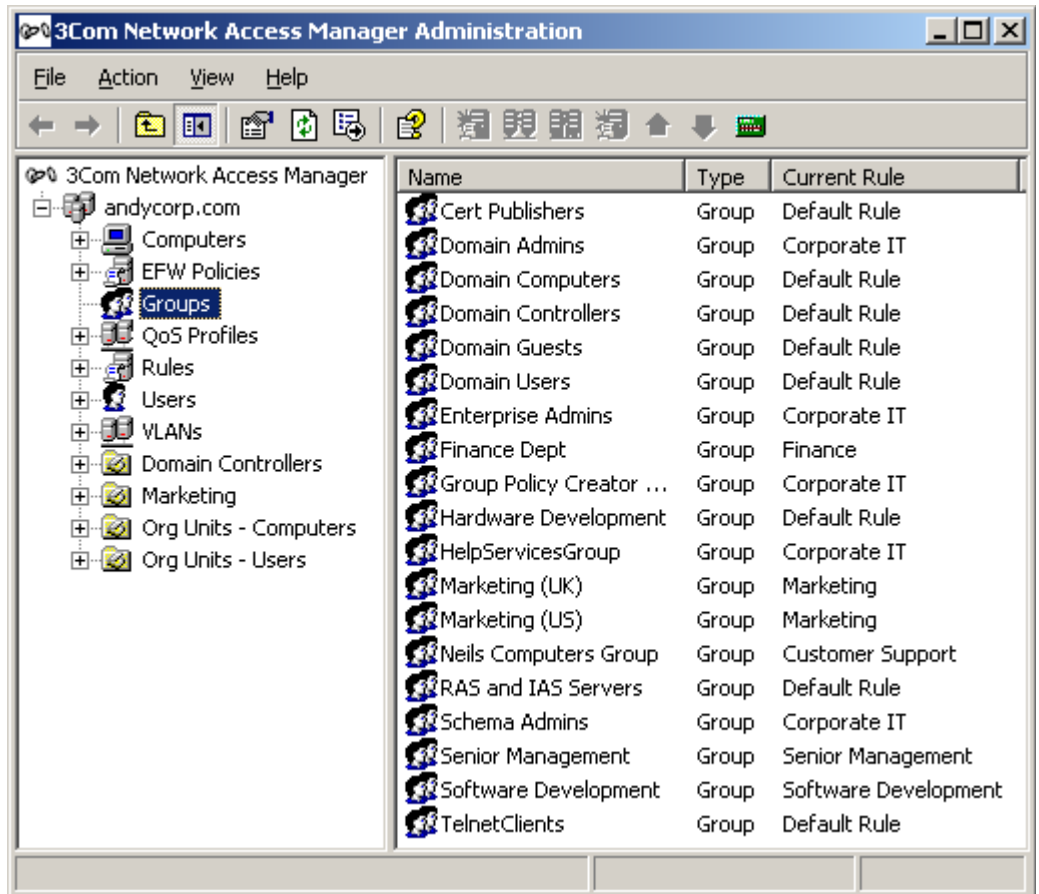
To create a new user in the system, you will need to use a tool such as the "Active Directory Users and Computers" administration tool. You cannot create users through 3Com Network Access Manager. Follow the instructions given in the user documentation shipped with Microsoft Active Directory.



**Groups View** Clicking on Groups in the Tree pane displays in the Detail pane a list of Groups which already exist in the domain, see Figure 23. Alternatively if you have created Organizational Units to structure your groups, click on the organizational units subfolders until you reach the desired unit holding the group.

The Current Rule column indicates the rule with the highest priority that is associated with a group, and which is used for authorization of the group. A new group without specific rules applied, will have the Default Rule in the Current Rule column.

**Figure 23** Groups View Detail Pane

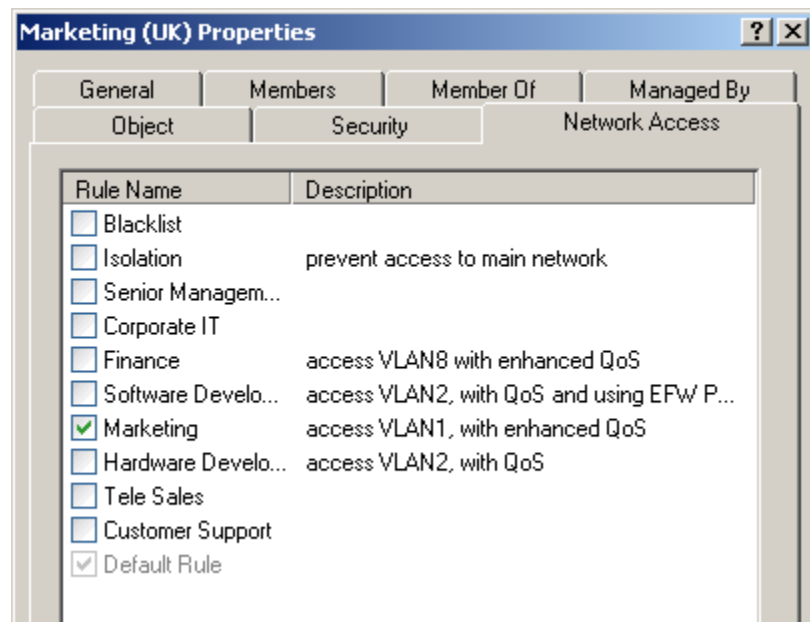


### Associating Rules With A Group

All groups in the domain will have the Default Rule applied until they are associated with other rules created with 3Com Network Access Manager. To associate a rule(s) with a group, follow these steps:

- 1 Either click on Groups in the Tree pane or if you have created Organizational Units to structure your groups, click on the organizational units subfolders until you reach the desired unit holding the group.
- 2 Select the group in the Details pane and right-click. Select *Properties*. The Properties dialog window will appear.
- 3 Select the *Network Access* tab, a list of rules created with 3Com Network Access Manager and for which you have read permission will be displayed in the window, see Figure 24.

**Figure 24** Network Access Tab



- 4 Tick the box beside each rule that is to be associated with the group. If the rule is grayed out then the group is a member of a group which is already associated with the rule.



*A group can be associated with multiple rules, however only the highest priority rule associated with the group will be used for the RADIUS authorization.*

## 5 Click OK

This completes associating rules with a group.

### Displaying And Changing Rules Associated With A Group

To display and change the rules associated with a group, follow these steps:

- 1 Either click on Groups in the Tree pane or if you have created Organizational Units to structure your groups, click on the organizational units subfolders until you reach the desired unit holding the group.
- 2 Select the group in the Details pane and right-click. Select *Properties*. The Properties dialog window will appear.
- 3 Select the *Network Access* tab, a list of rules created with 3Com Network Access Manager and for which you have read permission will be displayed in the window, see Figure 24. The tick box indicates how the rule is to be applied to the group, see Table 9.

**Table 9** Rules Tick Box for A Group

Tick Box Setting	Meaning
Black, not ticked	The rule does not apply to this group
Black, ticked	The rule is applied to this group
Grey, ticked	The rule is applied to this group indirectly through the group's membership of one or more groups that have the rule specifically applied

- 4 You can change which of these rules are applied to a group by either ticking or removing the tick from rules that are black.



*To change the rules applied indirectly through being a member of another group, select the other group from the Detail pane and apply steps 1 to 4 above on the other group.*



*A group can be associated with multiple rules, however only the highest priority rule associated with the group will be used for the RADIUS authorization.*

## 5 Click OK

- 6 If EFW policies are used, click on the *Recalculate EFW Membership* button.

This completes displaying and changing the rules associated with a group.



*DO NOT change rule membership using the Members Of tab.*

### **Creating A New Group**

To create a new group in the system, you will need to use a tool such as the “Active Directory Users and Computers” administration tool. You cannot create groups through 3Com Network Access Manager. Follow the instructions given in the user documentation shipped with Microsoft Active Directory.

### **Computers View**

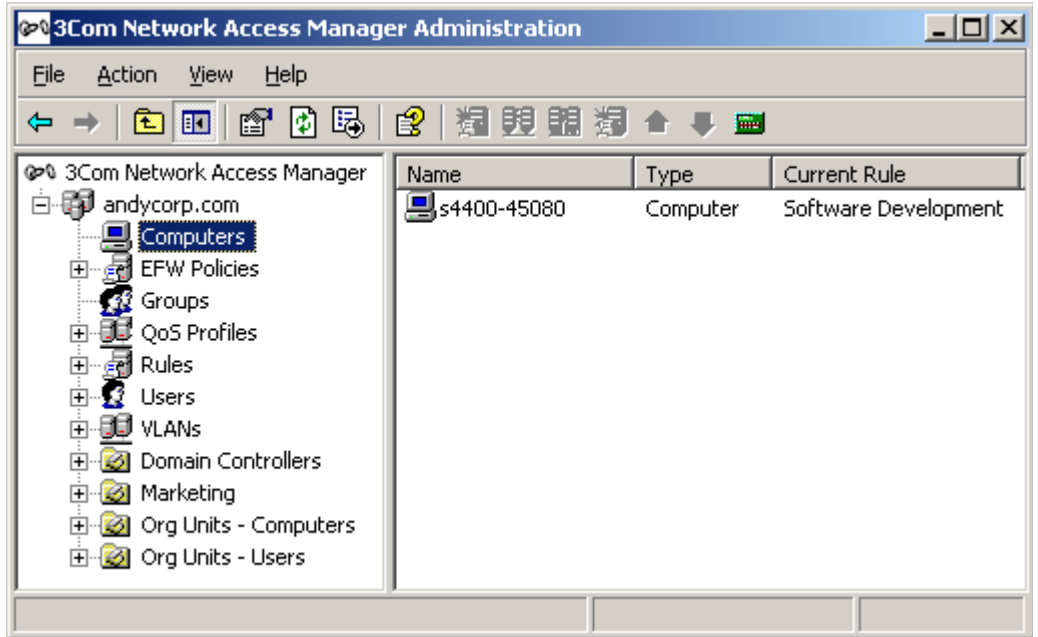
Clicking on Computers in the Tree pane displays in the Detail pane a list of Computers known to the domain, see Figure 25. Alternatively if you have created Organizational Units to structure your computers, click on the organizational units subfolders until you reach the desired unit holding the computer.

The Current Rule column indicates the rule with the highest priority that is associated with a computer, and which is used for authorization of the computer. A computer without specific rules applied, will have the Default Rule in the Current Rule column.



*The current rule for a computer may be overridden by user related settings on an IEEE 802.1X request.*

Figure 25 Computers View Detail Pane



### Entering MAC Addresses For A Computer

To use MAC-address based authentication, the computers in the domain need to have their MAC addresses entered into 3Com Network Access Manager. To enter the MAC address(es) for a computer follow these steps:

- 1 Either click on Computers in the Tree pane or if you have created Organizational Units to structure your computers, click on the organizational units subfolders until you reach the desired unit holding the computer.
- 2 Select the computer in the Details pane and right-click. Select *Properties*. The Properties dialog window will appear.
- 3 Select the *MAC Address* tab. Enter the MAC address of the computer, if the computer has two MAC addresses enter the second MAC address in the field provided.
- 4 Click *OK*

This completes entering a MAC address for a computer.

### Associating Rules With A Computer

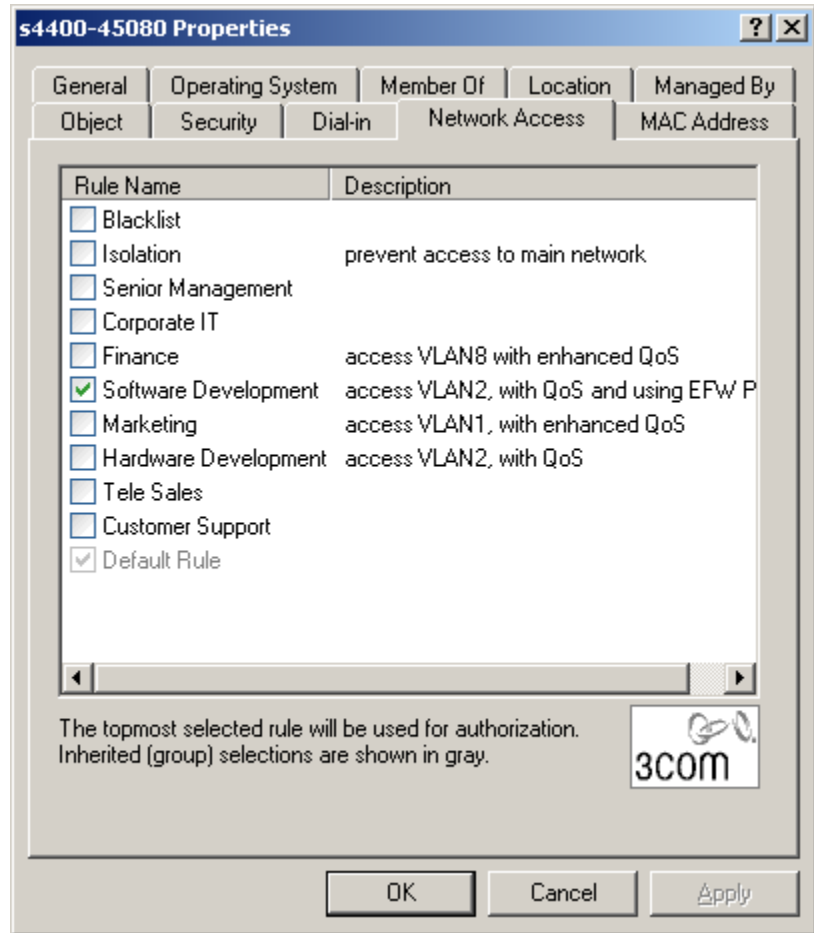


*Ensure you have entered the MAC address of the computer in your network, before associating rules with the computer. 3Com Network Access Manager will only apply a rule to the computer if the RADIUS request includes the MAC address as the Calling-Station-Id.*

All computers in the domain will have the Default Rule applied until they are associated with other rules created with 3Com Network Access Manager. To associate a rule(s) with a computer, follow these steps:

- 1** Either click on Computers in the Tree pane or if you have created Organizational Units to structure your computers, click on the organizational units subfolders until you reach the desired unit holding the computer.
- 2** Select the computer in the Details pane and right-click. Select *Properties*. The Properties dialog window will appear.
- 3** Select the *Network Access* tab, a list of rules created with 3Com Network Access Manager and for which you have read permission will be displayed in the window, see Figure 26.

Figure 26 Network Access Tab



- 4 Tick the box beside each rule that is to be associated with the computer. If the rule is grayed out then the computer is a member of a group which is already associated with the rule.



*A computer can be associated with multiple rules, however only the highest priority rule associated with the computer will be used for the RADIUS authorization.*

- 5 Click OK  
This completes associating rules with a computer.

## Displaying And Changing The Rules And MAC Address Associated With A Computer

To display and change the rules and MAC addresses associated with a computer, follow these steps:

- 1 Either click on Computers in the Tree pane or if you have created Organizational Units to structure your computers, click on the organizational units subfolders until you reach the desired unit holding the computer.
- 2 Select the computer in the Details pane and right-click. Select *Properties*. The Properties dialog window will appear.
- 3 Select the *Network Access* tab, a list of rules created with 3Com Network Access Manager and for which you have read permission will be displayed in the window, see Figure 26. The tick box indicates how the rule is to be applied to the computer, see Table 10.

**Table 10** Rules Tick Box for A Computer

Tick Box Setting	Meaning
Black, not ticked	The rule does not apply to this computer
Black, ticked	The rule is applied to this computer
Grey, ticked	The rule is applied to this computer indirectly through the computer's membership of one or more groups that have the rule specifically applied

- 4 You can change which of these rules are applied to a computer by either ticking or removing the tick from rules that are black. To change a rule that is applied indirectly through a group, see "Displaying And Changing Rules Associated With A Group".



*A computer can be associated with multiple rules, however only the highest priority rule associated with the computer will be used for the RADIUS authorization.*

- 5 Click *Apply* to apply the changes.
- 6 Select the MAC Address tab. Enter the 12 digit MAC address of the computer in the format XX-XX-XX-XX-XX-XX. You can enter up to two MAC addresses in the fields provided.



*To find the MAC address of a PC running Windows, open a command prompt window (for example click Start>Run then type `cmd`) and enter `ipconfig /all` at the prompt. The MAC address is shown as the 12-digit Physical Address.*



**7** Click OK.

This completes displaying and changing the rules and MAC addresses associated with a computer.

**Creating A New Computer**

To add a computer to the system, you will need to use a tool such as the "Active Directory Users and Computers" administration tool. You cannot add computers through 3Com Network Access Manager. Follow the instructions given in the user documentation shipped with Microsoft Active Directory.

**Selecting Appropriate Permissions For An Operator**

The rules that a Network Operator can apply, can be individually selected for the operator. For example, one operator may be restricted to blocking access for specific users, whereas another operator may be allowed to move users between arbitrary groups.

Selecting the rules that an operator can apply, is achieved through the securities permission of the rule, see step 7 of "Creating A New Rule" on page 47. By selecting the name of the operator from the *Group or User name* list and ticking the *Allow* box for both read and write, enables the network operator to apply the rule. Not ticking the *Allow* box for read and write permission will prevent the network operator from applying the rule.

By using the permissions model, network administrators can decide who is permitted to apply rules to users, groups and computers to control network access. In some organizations it may not be appropriate to let operators have this responsibility.



*Security permissions on a rule do not affect the security permissions on individual users. If a network operator does not have security permission for particular individuals or groups, for example directors of a company, then the operator will not be able to apply a rule to that user or group.*

---

## Using The Operator User Interface

Network Operators use the standard Active Directory Users and Computers interface, accessed from *Programs>Administrative Tools>Active Directory Users and Computers*. 3Com Network Access Manager adds a new tab, named *Network Access*, to the *Properties* pages for Users, Groups and Computers. The *Network Access* tab shows the network operator each rule that they can apply, if the network operator does not have permission to apply a rule then it is not displayed.

### Operator Tasks

Providing a network operator has been granted appropriate permissions by the network administrator setting up 3Com Network Access Manager, a network operator can specify:

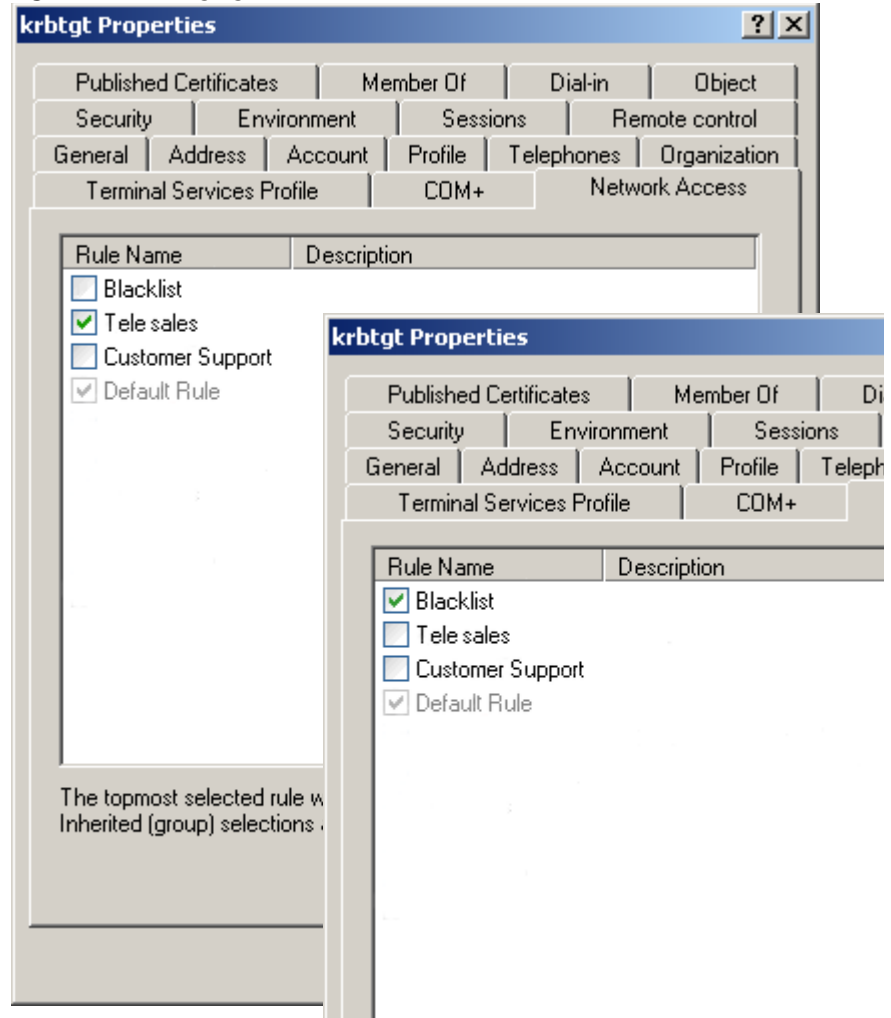
- if a user is allowed access to the network,
- if a group is allowed access to the network,
- if a computer (defined by its MAC address) is allowed access to the network,
- if a user and/or group and/or computer are allowed access, which VLAN should they connect to, and what QoS configuration should they have,
- if a computer should be isolated from the main network,
- if a user should be isolated from the main network,
- if a group should be isolated from the main network,
- the EFW profile for each user logging into a PC with an EFW installed.

### Displaying And Changing Rules Associated With A User

To display and change the rules associated with a user, follow these steps:

- 1 Click on Users in the Tree pane. The Details pane on the right will list the users that the Network Operator can manage.
- 2 Select a user to view and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3 Select the *Network Access* tab, a list of rules associated with the user will be displayed in the window, see Figure 27. The tick box indicates how the rule is to be applied to the user, see Table 11.

**Figure 27** Changing Rules Associated With A User



**Table 11** Rules Tick Box For A User

Tick Box Setting	Meaning
Black, not ticked	The rule does not apply to this user
Black, ticked	The rule is applied to this user
Grey, ticked	The rule is applied to this user indirectly through the user's membership of one or more groups that have the rule specifically applied

- 4 Change the rules applied to a user by either ticking or removing the tick from rules that are black. To change a rule that is applied indirectly through a group, see “Displaying And Changing Rules Associated With A Group”.
- 5 Click *OK*  
This completes displaying and changing the rules associated with a user.

### Displaying And Changing Rules Associated With A Group

To display and change the rules associated with a group, follow these steps:

- 1 Click on Groups in the Tree pane. The Details pane on the right will list all of the groups that the Network Operator can manage.
- 2 Select a group to view and right-click. Select *Properties*.  
The Properties dialog window will appear.
- 3 Select the *Network Access* tab, a list of rules associated with the group will be displayed in the window similar to Figure 27. The tick box indicates how the rule is to be applied to the group, see Table 12.

**Table 12** Rules Tick Box for A Group

Tick Box Setting	Meaning
Black, not ticked	The rule does not apply to this group
Black, ticked	The rule is applied to this group
Grey, ticked	The rule is applied to this group indirectly through the group's membership of one or more groups that have the rule specifically applied

- 4 Change the rules applied to a group by either ticking or removing the tick from rules that are black.



*To change the rules applied indirectly through being a member of another group, select the other group from the Detail pane and apply steps 1 to 4 above on the other group.*

- 5 Click *OK*  
This completes displaying and changing the rules associated with a group.

## Displaying And Changing The Rule Associated With A Computer

To display and change the rules associated with a computer, follow these steps:

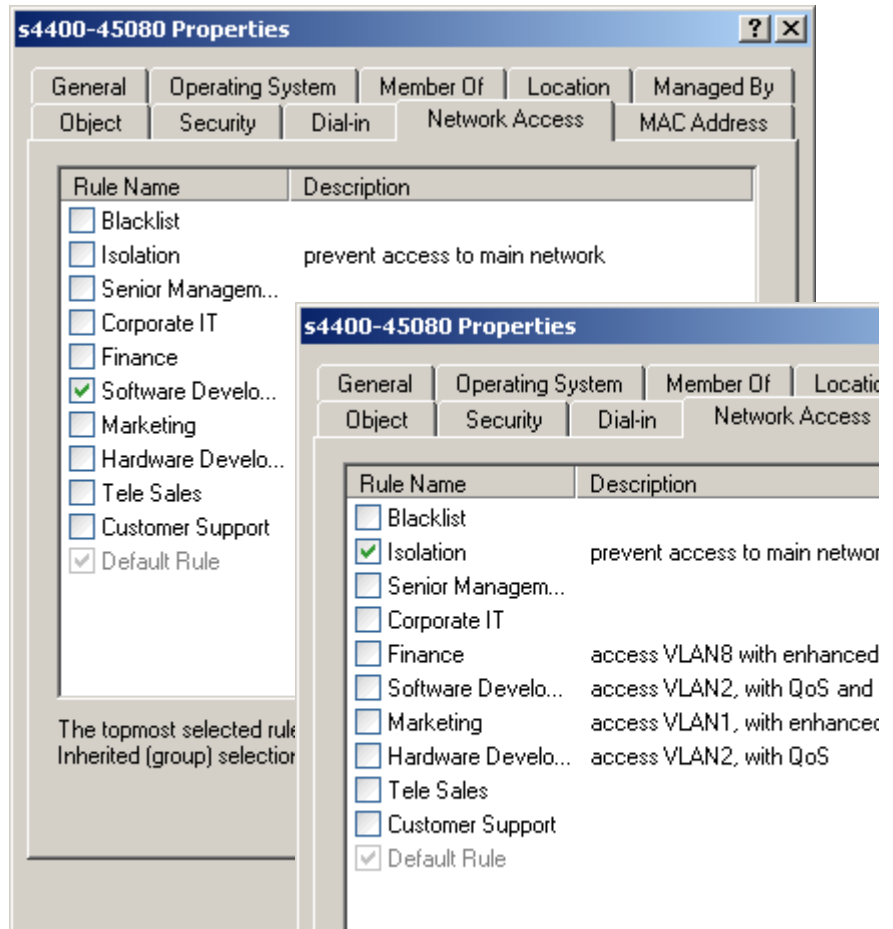
- 1 Click on Computers in the Tree pane. The Details pane on the right will list all of the computers that the Network Operator can manage.

- 2 Select a computer to view and right-click. Select *Properties*.

The Properties dialog window will appear.

- 3 Select the *Network Access* tab, a list of rules associated with the computer will be displayed in the window, see Figure 28. The tick box indicates how the rule is to be applied to the group, see Table 13.

**Figure 28** Network Access Tab



**Table 13** Rules Tick Box for A Computer

<b>Tick Box Setting</b>	<b>Meaning</b>
Black, not ticked	The rule does not apply to this computer
Black, ticked	The rule is applied to this computer
Grey, ticked	The rule is applied to this computer indirectly through the computer's membership of one or more groups that have the rule specifically applied

- 4** You can change which of these rules are applied to a computer by either ticking or removing the tick from rules that are black. To change a rule that is applied indirectly through a group, see "Displaying And Changing Rules Associated With A Group".
- 5** Click *OK*

This completes displaying and changing the rules associated with a computer.

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## **Using The Online Help**

Press the F1 key to display the 3Com Network Access Manager online help from the network administrator interface.

# 4

## USING 3COM NETWORK ACCESS MANAGER WITHIN A NETWORK

This chapter provides:

- six case studies on how 3Com Network Access Manager can be setup to provide different levels of security on a network.

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### Case Study Assumptions

All of the case studies described in this chapter assume the following:

- Microsoft's Active Directory working with Microsoft's Internet Authentication Service (IAS) and 3Com Network Access Manager to provide RADIUS authentication of users and computers in the network.
- All authorized users are listed in Active Directory.
- All users and computers are allocated into their relevant organizational group, for example Marketing, or Students.
- The network operator has access to a PC with Windows 2000 Professional or Windows XP Professional installed, and the PC has Active Directory Users and Computers installed (from the Windows Server Admin Pack).

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## Case Study 1 - Controlling User Access To The Network

This case study describes the tasks that need to be performed in order to control user access to the network using IEEE 802.1X. This method of authentication is based on the user, and does not perform authentication of the PC (or other client device) being used.

### Network Administrator Tasks

The following provides an overview of the tasks for a network administrator responsible for the domain on the network.

- 1 Ensure edge port security is set to IEEE 802.1X on edge ports in the domain.



*Edge ports are called 'access ports' on the Switch 5500.*

Using 3Com Network Access Manager:

- 2 Select the Default Rule and set the *Network Access* to Deny, see "Changing Rule Properties" in Chapter 3.
- 3 Create an Authorized Users rule which will allow network access, see "Creating A New Rule" in Chapter 3.
  - a Set security permissions for the rule. Grant READ and WRITE access to the users/groups permitted to apply the rule, grant READ access to all Network Administrators in the domain to ensure they can see that the rule exists even if they are not permitted to apply the rule.
  - b Set the Actions for the rule: select the rule priority, and set Network Access to *Allow*, if appropriate select the VLAN, QoS profile and EFW policy for the rule.
- 4 Associate the Authorized Users rule with users and groups already listed in Active Directory
- 5 Ensure the network operators or those individuals responsible for applying the Authorized Users rule have the Network Operator component of 3Com Network Access Manager installed on their PC.



## Network Operator Tasks

The following provides an overview of the tasks for a network operator responsible for controlling user access to the network domain.

On being informed that a specific user or group needs to be granted access to the network, use the Active Directory Users and Computers interface to perform the following:

- 1 Either:  
click on Users in the Tree pane, or  
if Organizational Units have been created, click on the organizational units subfolders until you reach the desired unit holding the user or group.
- 2 Highlight the specific user or group in the Details pane, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.  
A list of rules that the operator has permission to apply will be displayed
- 4 Tick the Authorized Users rule to apply it to the user.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.

On being informed that a specific user or group needs to be denied access to the network, use the Active Directory Users and Computers interface to perform the following:

- 1 Either:  
click on Users in the Tree pane, or  
if Organizational Units have been created, click on the organizational units subfolders until you reach the desired unit holding the user or group.
- 2 Highlight the specific user or group in the Details pane, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.  
A list of rules that the operator has permission to apply will be displayed
- 4 Untick the Authorized Users rule.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.

**What Happens When  
A User Logs In**

The following takes place when a user connects and logs into the network domain.

- 1** The user's PC connects to the network and the user logs in with a username.
- 2** The IEEE 802.1X client on the PC sends the user's ID and credentials to the switch. At this stage, the port on the switch is blocked and the PC cannot connect to the rest of the network.
- 3** The switch sends the user's details via RADIUS to IAS.
  - a** If the user is listed in Active Directory, and the Authorized Users rule has been applied to the user (or a group that the user is a member of), IAS replies Accept and the switch enables the port.
  - b** If the user is listed in Active Directory, but the Authorized Users rule has not been applied to the user (or a group that the user is a member of), then the Default Rule will be applied, IAS replies Reject and the switch disables the port.
  - c** If the user is not listed in Active Directory, IAS replies Reject and the switch disables the port.

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## Case Study 2 - Restricting Network Access To Known Computers

This case study describes the tasks that need to be performed in order to restrict network access to known computers, using MAC-address based authentication.

It is an example of “block-by-default” or a white-list mode, where the device needs to be listed in the RADIUS server before it is allowed access to the network. This mode relies solely on authenticating the MAC address of each attached device. Non-user devices (for example printers and servers) can still connect to the network, while the network blocks rogue devices, such as unknown wireless access devices. This mode does not require user authentication and hence does not provide any network protection against unauthorized user login.

### Network Administrator Tasks

The following provides an overview of the tasks for a network administrator responsible for the domain on the network.

- 1 Ensure edge port security is set to MAC-address based authentication (or RADA) on edge ports in the domain.



*Edge ports are called ‘access ports’ on the Switch 5500.*

Using 3Com Network Access Manager:

- 2 Select the Default Rule and set the *Network Access* to Deny, see “Changing Rule Properties” in Chapter 3.
- 3 Create an Authorized Computers rule which will allow network access, see “Creating A New Rule” in Chapter 3.
  - a Set security permissions for the rule. Grant READ and WRITE access to the users/groups permitted to apply the rule, grant READ access to all Network Administrators in the domain to ensure they can see that the rule exists even if they are not permitted to apply the rule.
  - b Set the Actions for the rule: select the rule priority, and set Network Access to *Allow*, if appropriate select the VLAN, QoS profile and EFW policy for the rule.
- 4 Enter the MAC addresses for all devices in the domain. For information on entering MAC addresses, see “Entering MAC Addresses For A Computer”.
- 5 Create a new group which will hold the computers that are allowed access, see “Creating A New Group” in Chapter 3.

- 6 Associate the Authorized Computers rule created in step 3 with the group created in step 5.
  - a Highlight the specific group in the Details pane, and right-click. Select *Properties*.
  - b Select the *Network Access* tab from the Properties dialog window.
  - c Tick the Authorized Computers rule. Click *OK*.
- 7 Associate the computers that are permitted network access with the group created in step 5.
- 8 If required, create an Unauthorized Computers rule to deny network access, which a network operator can apply to specific computers when necessary. Ensure the network operator responsible for applying this rule has the Network Operator component of 3Com Network Access Manager installed on their PC.



*An Unauthorized Computers rule must have a higher priority than the Authorized Computers rule in order to override the Authorized Computers rule.*

- 9 Maintain the list of computers in Active Directory, ensuring all known computers are listed in Active Directory with their MAC addresses specified.

### Network Operator Tasks

The network operator cannot enter the MAC address for a computer. However, once the computer's MAC address has been entered, the operator can apply any rules to the computer or change the rules applied to the computer if they have been given write permission for the rule.

On being informed that a specific PC can be granted network access, use the Active Directory Users and Computers interface to perform the following:

- 1 Either:
  - click on Computers in the Tree pane, or
  - if Organizational Units have been created, click on the organizational units subfolders until you reach the desired unit holding the PC.
- 2 Highlight the specific PC, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.
  - A list of rules that the operator has permission to apply will be displayed
- 4 Tick the Authorized Computers rule to apply it to the PC.

- 5 Click *OK* and exit the Active Directory Users and Computers interface.

On being informed that a specific PC needs to be denied access to the network, use the Active Directory Users and Computers interface to perform the following:

- 1 Either:  
click on Computers in the Tree pane, or  
if Organizational Units have been created, click on the organizational units subfolders until you reach the desired unit holding the PC.
- 2 Highlight the specific PC in the Details pane, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.  
A list of rules that the operator has permission to apply will be displayed
- 4 Tick the Unauthorized Computers rule.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.

**What Happens** The following takes place when a device connects to the network.

- 1 The PC connects to the network
- 2 The switch sends the MAC address of the PC via RADIUS to IAS
  - a If the PC is listed in Active Directory, and the Authorized Computers rule has been applied to the PC, IAS replies Accept and the switch enables the port.
  - b If the PC is listed in Active Directory, but either the Default Rule or the Unauthorized Computers rule is applied to the PC, IAS replies Reject and the switch disables the port.
  - c If the PC is not listed in Active Directory, IAS replies Reject and the switch disables the port.

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### Case Study 3 - Blocking A Specific PC From The Network

This case study describes the tasks that need to be performed in order to block a specific PC from the network, using MAC-address based authentication. It is an example of a Blacklist mode in which all devices are allowed network access unless the device is on the blacklist. This is useful in very large networks where you just want to block access to specific PCs.

#### Network Administrator Tasks

The following provides an overview of the tasks for a network administrator responsible for the domain on the network.

- 1 Ensure edge port security is set to MAC-address based authentication on edge ports in the domain.



*Edge ports are called 'access ports' on the Switch 5500.*

Using 3Com Network Access Manager:

- 2 Select the Default Rule and set the *Network Access* to Allow, see "Changing Rule Properties" in Chapter 3.
- 3 Create a Blacklist rule which can be used to deny network access to specific computers.
  - a Set security permissions for the Blacklist rule. Grant READ and WRITE access to the users/groups permitted to apply the rule, grant READ access to all Network Administrators in the domain to ensure they can see that the rule exists even if they are not permitted to apply the rule.
  - b Set the Actions for the rule:  
select the rule priority, a Blacklist rule should be assigned a high priority to ensure it takes precedence over other rules  
set *Network Access* for the Blacklist rule to *Deny* to block network access,
- 4 Ensure the network operators or those individuals responsible for applying the Blacklist rule have the Network Operator component of 3Com Network Access Manager installed on their PC.

**When a PC needs to be blacklisted:**

- 1 Enter the MAC address for the computer that needs to be blacklisted. For information on entering MAC addresses, see “Entering MAC Addresses For A Computer” in Chapter 3.
- 2 Associate the Blacklist rule with the computer, see “Associating Rules With A Computer” in Chapter 3.

**Network Operator Tasks**

The network operator cannot enter the MAC address for a computer. However, the operator can apply the Blacklist rule to a specific computer once the computer’s MAC address has been entered. The operator can also remove the computer from the blacklist if circumstances require it.

On being informed that a specific PC needs to be denied access to the network, use the Active Directory Users and Computers interface to perform the following:

- 1 Either:
  - click on Computers in the Tree pane, or
  - if Organizational Units have been created, click on the organizational units subfolders until you reach the desired unit holding the computer.
- 2 Highlight the specific device in the Details pane, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.
  - A list of rules that the operator has permission to apply will be displayed.
- 4 Tick the Blacklist rule to apply it to the PC.
- 5 Click *OK* and exit the Active Directory Users and Computers interface

On being informed that a specific PC can be removed from the Blacklist, use the Active Directory Users and Computers interface to perform the following:

- 1 Either:
  - click on Computers in the Tree pane, or
  - if Organizational Units have been created, click on the organizational units subfolders until you reach the desired unit holding the computer.
- 2 Highlight the specific device, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.

A list of rules that the operator has permission to apply will be displayed.

- 4 Untick the Blacklist rule applied to the PC.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.

**What Happens** The following takes place when a PC connects to the network.

- 1 The PC connects to the network.
- 2 The switch sends the MAC address of the PC via RADIUS to IAS,
  - a If the PC is on the Blacklist, IAS replies Reject and the switch disables the port,
  - b If the PC is not on the Blacklist and the Default Rule was set to Allow network access, IAS replies Accept and the switch enables the port.



## Case Study 4 - Hot Desking

Combining Auto VLAN with IEEE 802.1X enables users to login anywhere on the network, and always have access to their network (for example, the Engineering VLAN, or Marketing VLAN). This makes hot-desking viable, as users can change desks and still gain access to their network.

### Network Administrator Tasks

The following provides an overview of the tasks for a network administrator responsible for the domain on the network.

- 1 Ensure edge port security is set to IEEE 802.1X and Auto VLAN is enabled, on edge ports in the domain.



*Edge ports are called 'access ports' on the Switch 5500.*

Using 3Com Network Access Manager:

- 2 Decide how you want to apply the Default Rule. You can use the Default Rule to either:
  - deny access to unspecified users, or
  - allow access to users who are not hot desking and who do not require VLAN and QoS assignments.
- 3 Select the Default Rule and set the *Network Access* to either Deny or Allow, according to your decision in step 2
- 4 Create VLANs and QoS profiles. Use the same VLAN IDs and QoS profile IDs as set up in the network access device (switch or wireless access point), otherwise the network access device may not accept the RADIUS response.
- 5 Create rules to support the assignment of a VLAN and QoS profile to those users and groups permitted to log in. For example, in a school the following rules could be created: Staff, Student, SysAdmin.
  - a Set security permissions for each rule. Grant READ and WRITE access to the users/groups permitted to apply the rule, grant READ access to all Network Administrators in the domain to ensure they can see that the rule exists even if they are not permitted to apply the rule.
  - b Set the Actions for each rule:
    - select the rule priority,
    - set *Network Access* for the rule, to *Allow* to permit access to the network,

select the VLAN ID, QoS profile and EFW policy (if appropriate) for each rule.

- 6 Associate the new rules with users and groups already listed in Active Directory.
- 7 Ensure the network operators or those individuals responsible for applying the rules have the Network Operator component of 3Com Network Access Manager installed on their PC.

### **Network Operator Tasks**

The following provides an overview of the tasks for a network operator responsible for controlling user access to the network domain.

On being informed that a user or group needs to be granted access to a particular VLAN on the network, use the Active Directory Users and Computers interface to perform the following:

- 1 Either:
  - click on Users in the Tree pane, or
  - if Organizational Units have been created, click on the organizational units subfolders until you reach the desired unit holding the user or group.
- 2 Highlight the user or group, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.
  - A list of rules that the operator has permission to apply will be displayed.
- 4 Identify the rule that will enable the user to access the particular VLAN, and tick the rule to apply it to the user.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.

### **What Happens When A User Logs In**

The following takes place when a user connects and logs into the network domain.

- 1 The user's PC connects to the network and the user logs in with a username.
- 2 The IEEE 802.1X client on the PC sends the user's ID and credentials to the switch. At this stage, the port on the switch is blocked and the PC cannot connect to the rest of the network.
- 3 The switch sends the user's details via RADIUS to IAS.

- a** If the user is listed in Active Directory, and the new rule allowing access and assigning VLAN and QoS profile has been applied to the user (or a group that the user is a member of), IAS replies Accept with the VLAN ID and QoS profile for that user. The switch enables the port and configures the VLAN and QoS profile of the port as specified.
- b** If the user is listed in Active Directory, but the new rule was not applied, then if the Default Rule was set to Allow, IAS replies Accept and the switch enables the port, otherwise if the Default Rule was set to Deny, IAS replies Reject and the switch disables the port.
- c** If the user is not listed in Active Directory, IAS replies Reject and the switch disables the port.

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## Case Study 5 - Removing Infected Devices From The Network

Combining Auto VLAN with MAC-address based authentication enables infected PCs to be moved to a separate network, until the network administrator has removed any viruses or worms.

### Network Administrator Tasks

The following provides an overview of the tasks for a network administrator responsible for the domain on the network.

- 1 Ensure edge port security is set to MAC-address based authentication (for example RADA-Else-Network Login) and Auto VLAN is enabled, on edge ports in the domain.



*Edge ports are called 'access ports' on the Switch 5500.*

Using 3Com Network Access Manager:

- 2 Select the Default Rule and set the *Network Access* to Allow, see "Changing Rule Properties" in Chapter 3.
- 3 Create VLANs and QoS profiles. Use the same VLAN IDs and QoS profile IDs as set up in the network access device (switch or wireless access point), otherwise the network access device may not accept the RADIUS response.
- 4 Decide which VLAN will be the Isolation VLAN.
- 5 Create an Isolation rule.
  - a Set security permissions for the Isolation rule. Grant READ and WRITE access to the users/groups permitted to apply the rule, grant READ access to all Network Administrators in the domain to ensure they can see that the rule exists even if they are not permitted to apply the rule.
  - b Set the Actions for the Isolation rule:
    - select the rule priority, an Isolation rule should have a high priority to ensure it takes precedence over other rules,
    - set *Network Access* to *Allow*,
    - select the VLAN ID of the Isolation VLAN.
- 6 Ensure the network operators or those individuals responsible for applying the rule have the Network Operator component of 3Com Network Access Manager installed on their PC.

**When a PC needs to be isolated for the first time:**

- 1 Enter the MAC address for the computer that needs to be removed from the network. For information on entering MAC addresses, see “Entering MAC Addresses For A Computer” in Chapter 3.
- 2 Associate the Isolation rule with the computer, see “Associating Rules With A Computer” in Chapter 3.

**Network Operator Tasks**

The network operator cannot enter the MAC address for a computer. However, once the computer’s MAC address has been entered, the operator can apply the Isolation rule to the computer if they have been given write permission for the rule. The operator can also reconnect the computer to the main network once the network administrator has removed any viruses or worms.

On being informed that a specific PC needs to be isolated again, use the Active Directory Users and Computers interface to perform the following:

- 1 Click on Computers in the Tree pane,
- 2 Highlight the specific PC, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.  
A list of rules that the operator has permission to apply will be displayed.
- 4 Tick the Isolation rule to apply it to the PC.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.

On being informed that a specific PC can be returned to the normal network, use the Active Directory Users and Computers interface to perform the following:

- 1 Click on Computers in the Tree pane,
- 2 Highlight the specific PC, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.  
A list of rules that the operator has permission to apply will be displayed
- 4 Untick the Isolation rule applied to the PC.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.

**What Happens** The following takes place when a PC connects to the network.

- 1** The switch checks the MAC address of the PC with Active Directory.
  - a** If the PC is on the Isolation list, IAS replies Accept with the VLAN ID of the Isolation Network. The switch enables the port and configures the VLAN of the port to be in the Isolation Network.
  - b** If the PC is unknown the Default Rule is applied, IAS replies Accept and the switch enables the port.

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## Case Study 6 - Combining Hot Desking With Host Filtering

This case study describes the tasks that need to be performed in order to set up hot desking with the ability to filter out specific hosts. This configuration allows infected PCs to be isolated regardless of where the user has connected to the network in a hot desking office environment. The method combines MAC-address based authentication with IEEE 802.1X authentication and Auto VLAN.

### Network Administrator Tasks

The following provides an overview of the tasks for a network administrator responsible for the domain on the network.

- 1 Ensure edge port security is set to MAC-address based authentication (or RADA) And IEEE 802.1X, and Auto VLAN is enabled.



*Edge ports are called 'access ports' on the Switch 5500.*

Using 3Com Network Access Manager:

- 2 Create VLANs and QoS profiles. Use the same VLAN IDs and QoS profile IDs as set up in the network access device (switch or wireless access point), otherwise the network access device may not accept the RADIUS response.
- 3 Decide which VLAN will be the Isolation VLAN.
- 4 Create an Isolation rule.
  - a Set security permissions for the Isolation rule. Grant READ and WRITE access to the users/groups permitted to apply the rule, grant READ access to all Network Administrators in the domain to ensure they can see that the rule exists even if they are not permitted to apply the rule.
  - b Set the Actions for the Isolation rule:
    - select the rule priority, an Isolation rule should have a high priority to ensure it takes precedence over other rules,
    - set *Network Access* to *Allow*,  
select the VLAN ID of the Isolation VLAN.
- 5 Ensure the network operators or those individuals responsible for applying the rules have the Network Operator component of 3Com Network Access Manager installed on their PC.

**When a PC needs to be isolated for the first time:**

- 1 Enter the MAC address for the computer that needs to be removed from the network. For information on entering MAC addresses, see “Entering MAC Addresses For A Computer” in Chapter 3.
- 2 Associate the Isolation rule with the computer, see “Associating Rules With A Computer” in Chapter 3.

**Network Operator Tasks**

The network operator cannot enter the MAC address for a computer. However, once the computer’s MAC address has been entered, the operator can apply the Isolation rule to the computer if they have been given write permission for the rule. The operator can also reconnect the computer to the main network once the network administrator has removed any viruses or worms.

On being informed that a specific PC needs to be isolated again, use the Active Directory Users and Computers interface to perform the following:

- 1 Click on Computers in the Tree pane,
- 2 Highlight the specific PC, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.  
A list of rules that the operator has permission to apply will be displayed.
- 4 Tick the Isolation rule to apply it to the PC.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.

On being informed that a specific PC can be returned to the normal network, use the Active Directory Users and Computers interface to perform the following:

- 1 Click on Computers in the Tree pane,
- 2 Highlight the specific PC, and right-click. Select *Properties*.
- 3 Select the *Network Access* tab from the Properties dialog window.  
A list of rules that the operator has permission to apply will be displayed.
- 4 Untick the Isolation rule applied to the PC.
- 5 Click *OK* and exit the Active Directory Users and Computers interface.



**What Happens When  
A User Logs In**

The following takes place when a user connects and logs into the network domain.

- 1** The switch checks both the PC and the user with Active Directory.
- 2** If the Isolation rule has been applied to the PC, IAS replies Accept with the VLAN ID of the Isolation Network. The switch enables the port and configures the VLAN of the port as specified.
- 3** Otherwise, if the user is listed, IAS replies Accept with the VLAN ID for that user (determined by the current rule applied to the user, or if the user is assigned to a group then the current rule applied to the group). The switch enables the port and configures the VLAN of the port as specified.
- 4** Else, if the user is not listed, IAS replies Reject and the switch disables the port.



# 5

## PROBLEM SOLVING

This chapter covers:

- checking the Windows Event Viewer for obvious problems,
- resolving problems related to setting up 3Com Network Access Manager.

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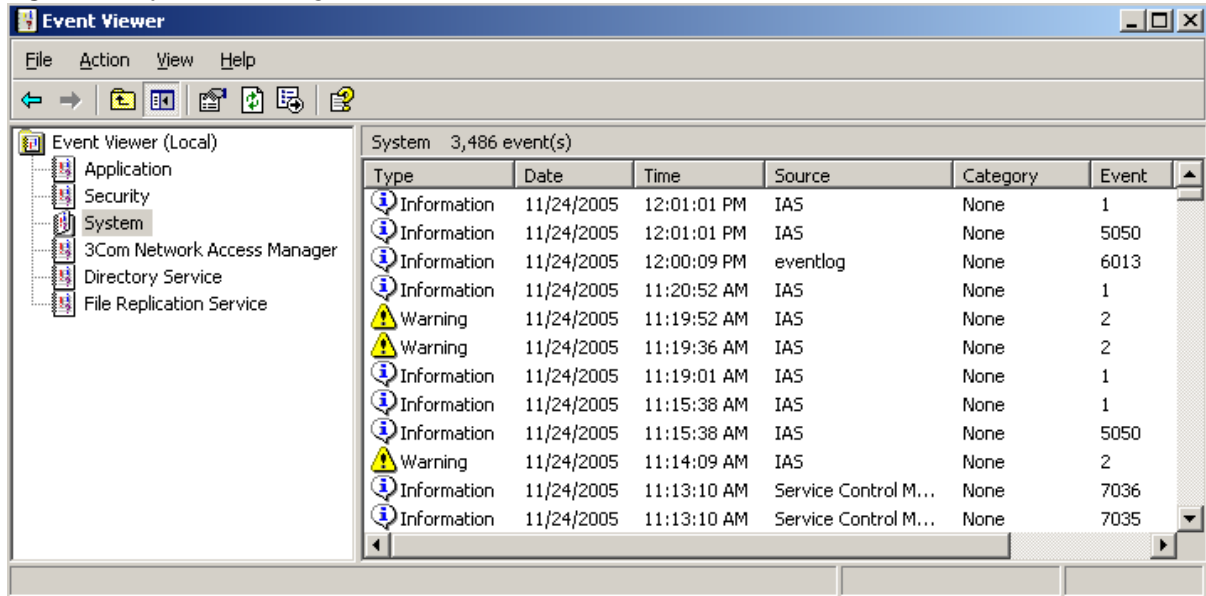
### Checking the Event Viewer

If you experience network access or RADIUS authentication problems on your network, first check the Windows Event Viewer to see whether the problem can be readily identified and corrected.

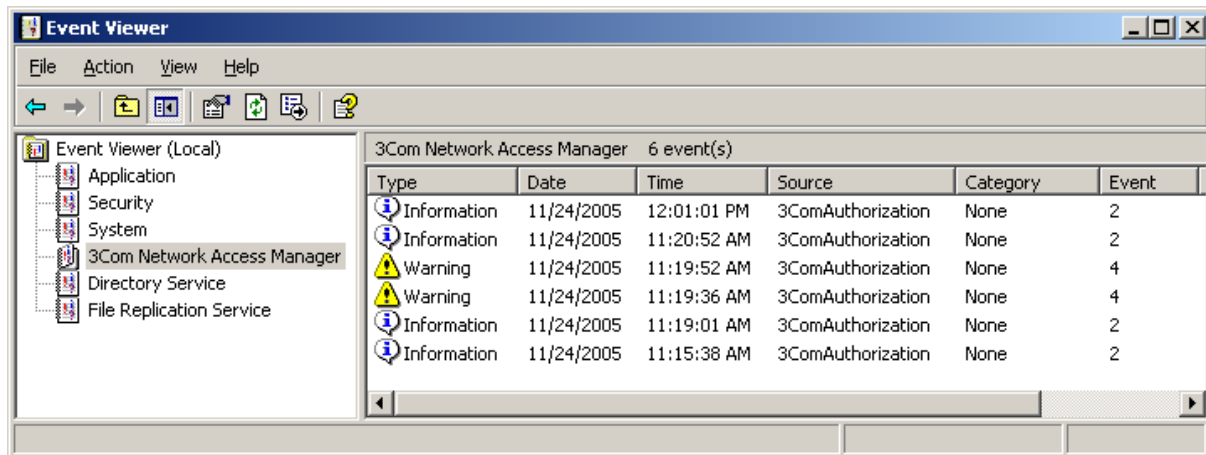
Follow these steps:

- 1** Select *Control Panel>Administrative Tools>Event Viewer*.
- 2** Select *System* from the Tree pane, and review the events in the log in the right hand pane, see Figure 29. IAS in the Source column indicates an event was generated by IAS. Use the information in the log to determine the reason an IAS connection attempt was either rejected or discarded. Click on any event to display more information about the event.
- 3** Select *3Com Network Access Manager* from the Tree pane, see Figure 30. Review the events in the 3Com Network Access Manager log to determine whether 3Com Network Access Manager has been set up correctly. Click on any event to display more information about that event, Figure 31 shows computer 'S4400-45080' granted network access to VLAN 2 with QoS Profile ID q2.

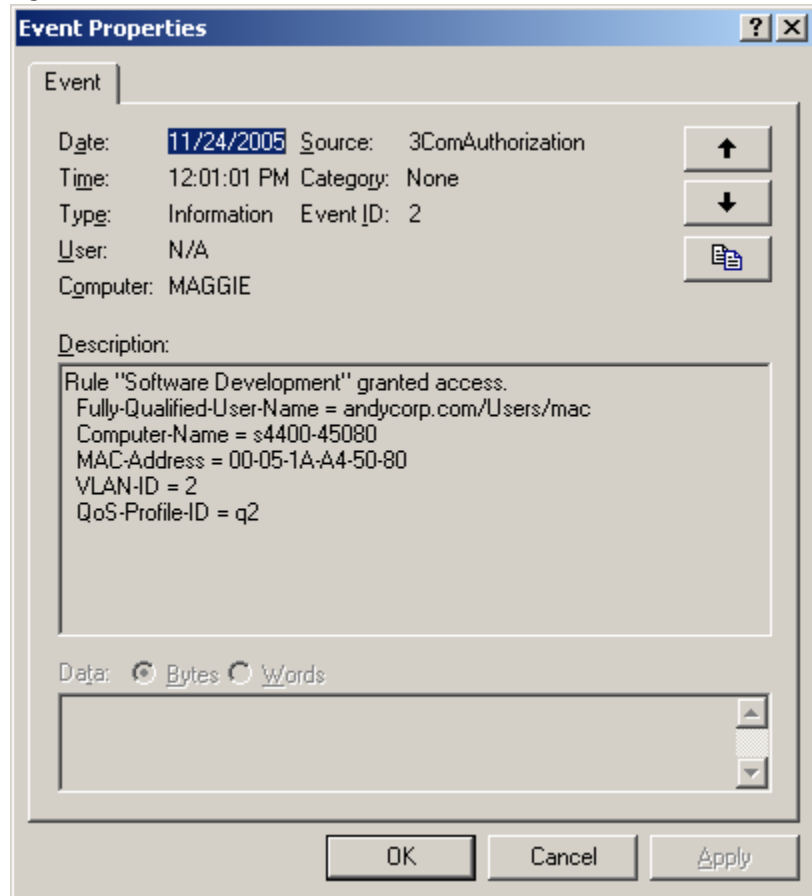
**Figure 29** System Event Log



**Figure 30** 3Com Network Access Manager Authorization Log



**Figure 31** Event detail



**Identifying Where The Problem Lies**

3Com Network Access Manager is dependent on IAS. A problem with 3Com Network Access Manager may be caused by an underlying issue with IAS. If that is the case then it will be IAS that logs an event and not 3Com Network Access Manager. In these instances you should view the event detail in the system event log, determine the cause of the problem and then resolve the issue.

## Problems Related to Setting Up

This section details possible problems that you might experience when setting up and using 3Com Network Access Manager. Each problem is described by a symptom, an explanation of the cause of the problem and a suggestion on what to do to remedy the problem.

The problems are listed in two tables: Table 14 covers problems that you may experience when initially setting up 3Com Network Access Manager, Table 15 lists possible problems related to network access.

**Table 14** Problems That May Be Encountered When Setting Up

Symptom	Cause	Remedy
Cannot find <i>3Com Network Access Manager Admin</i> on the PC used by a Network Administrator.	The Administration User Interface component has not been installed on the Network Administrator's PC.	Check that the Network Administrator's PC meets the specifications in Table 5 and Table 6, in Chapter 2, install the Administration User Interface component on the PC.
3Com Network Access Manager does not allow you to create rules/ VLANs/QoS Profiles/ EFW Policies.  When trying to create a rule/ VLAN/ QoS Profile/ EFW Policy the following message is displayed: "Unable to create item. This may be because an item with this name already exists or because of security permission".	Either:  You do not have Administrator privileges or are not using the 3Com Network Access Manager Admin tool.  Or:  The Active Directory component for 3Com Network Access Manager has not been installed on an Active Directory server in the network domain.  Or:  Changes to the Active Directory schema have not replicated to all Active Directory servers in the domain.	Use the <i>3Com Network Access Manager Admin</i> tool to access the Network Administrator User Interface.  Ensure you have appropriate Administrator permissions.  Ensure the Active Directory component is installed on one Active Directory server in the domain.  If you have already installed the Active directory component on an Active Directory server in the domain, then you may need to wait for the schema changes to replicate to the other Active Directory servers in the domain.
The <i>Network Access</i> tab, accessible by right-clicking <i>Users</i> or <i>Groups</i> or <i>Computers</i> in the Tree pane and selecting <i>Properties</i> , does not display all rules created in 3Com Network Access Manager	You have not been granted read permission for the rules which are not displayed.	Ask the network administrator who created the rules in 3Com Network Access Manager to grant you read permission for the specific rules.

**Table 14** Problems That May Be Encountered When Setting Up (continued)

Symptom	Cause	Remedy
<p>Clicking on <i>Rules</i> in the Tree pane displays an empty Display pane.</p> <p>Note: After correct installation the Default Rule will always be shown in the Display pane</p>	<p>Either:</p> <p>The Active Directory component for 3Com Network Access Manager has not been installed on an Active Directory server in the network domain.</p> <p>Or:</p> <p>Changes to the Active Directory schema have not replicated to all Active Directory servers in the domain.</p>	<p>Ensure the Active Directory component for 3Com Network Access Manager is installed on one Active Directory server in the domain.</p> <p>If you have already installed the Active directory component on an Active Directory server in the domain, then you may need to wait for the schema changes to replicate to the other Active Directory servers in the domain, this may take some time. Alternatively, you can 'force' replication between Active Directory servers, consult the Microsoft documentation for further information.</p>
<p>Using the Network Administrator user interface, right-clicking <i>Users</i> or <i>Groups</i> or <i>Computers</i> in the Tree pane and selecting <i>Properties</i> does not display a <i>Network Access</i> tab.</p> <p>The Current Rule column in the Details pane for <i>Users</i>, <i>Group</i> or <i>Computers</i>, shows "Not specified" for all entries</p>	<p>The Active Directory component for 3Com Network Access Manager has either not been installed on an Active Directory server in the network domain, or else has not yet replicated to all of the Active Directory servers in the domain</p>	<p>If you have not installed the Active Directory component for 3Com Network Access Manager, then install the component on one Active Directory server in the domain. The schema changes made by the component will be replicated to all of the Active Directory servers in the domain.</p> <p>If you have already installed the Active directory component on an Active Directory server in the domain, then you may need to wait for the schema changes to replicate to the other Active Directory servers in the domain. Alternatively, you can 'force' replication between Active Directory servers, consult the Microsoft documentation for further information.</p>
<p>"Computer-name = &lt;unknown&gt;" is logged in the 3Com Network Access Manager event log following an authentication attempt from this computer.</p>	<p>This is probably due to the computer's MAC address not having been entered into 3Com Network Access Manager.</p>	<p>Follow the steps in "Entering MAC Addresses For A Computer" in Chapter 3.</p>

**Table 14** Problems That May Be Encountered When Setting Up (continued)

Symptom	Cause	Remedy
On a PC used by a Network Operator, selecting <i>Active Directory Users and Computers</i> , then right-clicking <i>Users</i> or <i>Computers</i> in the Tree pane and selecting <i>Properties</i> does not display a <i>Network Access</i> tab	The Operator User Interface component has not been installed on the Network Operator's PC.	Check that the Network Operator's PC meets the specifications in Table 5 and Table 6 in Chapter 2, install the Operator User Interface component on the PC

**Table 15** Possible Problems With Network Access

Symptom	Cause	Remedy
Incorrect RADIUS authorizations within the network domain	<p>Either:</p> <p>You have not installed the IAS component for 3Com Network Access Manager on all of the IAS servers in the domain, or else you have not restarted the servers after installation of the component.</p> <p>Or:</p> <p>You have not correctly set up a Remote Access Policy.</p>	<p>Identify the IAS server(s) issuing the incorrect RADIUS authorizations.</p> <p>For each IAS server suspected of issuing incorrect RADIUS authorizations use the Event Viewer to check for correct functionality of the server.</p> <p>From the Tree pane of Event Viewer, select <i>System Log</i> and look at the IAS responses in the Display pane, this will show the Policy that was used for each authorization from the server.</p> <p>From the Tree pane, select <i>3Com Network Access Manager Log</i>.</p> <p>If <i>3Com Network Access Manager Log</i> is not displayed in the Tree pane, then 3Com Network Access Manager has not been installed on the specific IAS server, or the IAS server has not been restarted after installation. Rectify as appropriate.</p> <p>If clicking on <i>3Com Network Access Manager Log</i> shows an empty Display pane, then 3Com Network Access Manager is installed on the server but the Remote Access Policy is not configured correctly. Refer to Appendix A for step by step instructions on correctly setting up a Remote Access policy.</p>



**Table 15** Possible Problems With Network Access (continued)

Symptom	Cause	Remedy
The expected rules for a computer are not applied.	The computer's MAC address has not been entered correctly into 3Com Network Access Manager.	Follow the steps in "Entering MAC Addresses For A Computer" in Chapter 3.
An event shown in the System event log displays the message: "Computer-Name = <unknown>"	The computer's MAC address has not been entered correctly into 3Com Network Access Manager	Follow the steps in "Entering MAC Addresses For A Computer" in Chapter 3.
Unpredictable RADIUS authentication of a user, group or computer.	The authentication mode enabled on the network access device may be incompatible with the settings on the Action tab for the rule associated with the user, group or computer	Ensure the authentication mode selected on the network access device matches how the rule has been setup. Either change the rule setting or else select a different authentication mode on the network access device
A user, group or computer associated with a specific rule cannot gain network access.	<p>Either:</p> <p>The rule may be set to Deny network access.</p> <p>Or:</p> <p>The VLAN ID applied to the rule may not match the VLAN ID in the network access device (switch or wireless access point).</p> <p>Or:</p> <p>The user or computer does not have remote access permission enabled.</p> <p>Or:</p> <p>The user's password is not stored using reversible encryption.</p>	<p>Select the <i>Action</i> tab for the rule and check the network access setting.</p> <p>The network access setting may be set to Deny for a purpose, for example to blacklist a user or group and prevent network access.</p> <p>Ensure the VLAN ID set for the rule, matches the ID assigned to the VLAN in the network access device. Refer to the user documentation shipped with the network access device for information on determining the VLAN ID assigned in the network access device.</p> <p>From the Dial-in tab (accessible by right-clicking Users or Groups or Computers in the Tree pane and selecting Properties) under Remote Access Permission, select "Allow access".</p> <p>From the Account tab (accessible by right-clicking Users or Groups or Computers in the Tree pane and selecting Account) under Account options, enable "Store password using reversible encryption".</p>

**Table 15** Possible Problems With Network Access (continued)

Symptom	Cause	Remedy
The <i>Network Access</i> tab, accessible by right-clicking <i>Users</i> or <i>Groups</i> or <i>Computers</i> in the Tree pane and selecting <i>Properties</i> does not show the actual rule being applied to the user, group or computer.	<p>You may not have been granted read permission for the rule which is actually being applied to the user, group or computer. In which case the rule will not be listed for you.</p> <p>It is important that network administrators responsible for resolving network access problems are given read access on all rules created in 3Com Network Access Manager.</p>	Ask the network administrator who created the rules in 3Com Network Access Manager to grant you read permission for all rules.
The Current Rule column for User View, and Computer View does not show the actual rule being applied to the user or computer.	<p>You may not have been granted read permission for the rule which is actually being applied to the user, group or computer. In which case the rule will not be listed for you.</p> <p>It is important that network administrators responsible for resolving network access problems are given read access on all rules created in 3Com Network Access Manager</p>	Ask the network administrator who created the rules in 3Com Network Access Manager to grant you read permission for all rules.
The 3Com Network Access Manager Log shows a request as being accepted (displays 3ComAuthorization in the Source column), but user cannot gain network access.	<p>Either:</p> <p>The VLAN ID applied to the rule associated with the user may not match the VLAN ID in the network access device that the user connects to.</p> <p>Or:</p> <p>The authentication mode enabled on the network access device may be incompatible with the settings on the Action tab for the rule associated with the user, group or computer.</p>	<p>Ensure the VLAN ID set for the rule, matches the ID assigned to the VLAN in the network access device. Refer to the user documentation shipped with the network access device for information on determining the VLAN ID assigned in the network access device.</p> <p>Ensure the authentication mode selected on the network access device matches how the rule has been setup. Either change the rule setting or else select a different authentication mode on the network access device.</p>
Entry in system event log displays message: "A RADIUS message was received from invalid RADIUS client IP address xx.xx.xx.xx", and no response is returned to the device.  There may be a delay before the user is informed of a log-in failure.	A network access device (switch or wireless access point) has not been added to IAS.	Add the network access device to IAS as a radius client with the client-vendor parameter set to '3Com'.

**Table 15** Possible Problems With Network Access (continued)

Symptom	Cause	Remedy
Incorrect EFW Policy is used for an EFW user	<p data-bbox="419 322 486 348">Either:</p> <p data-bbox="419 362 855 440">Active Directory has not been updated with changes which affect the EFW Policy applied to the user.</p> <p data-bbox="419 456 454 482">Or:</p> <p data-bbox="419 496 811 574">There is a mismatch in configuration between Active Directory and the EFW Policy Server,</p> <p data-bbox="419 590 454 616">Or:</p> <p data-bbox="419 630 843 708">The EFW Policy has not been entered into 3Com Network Access Manager, or the EFW policy is not being used by a rule.</p>	<p data-bbox="886 357 1243 409">Press Recalculate EFW Membership button.</p> <p data-bbox="886 491 1310 569">Verify that the EFW Policy entered into 3Com Network Access Manager exists on the EFW Policy Server.</p> <p data-bbox="886 624 1265 678">Enter the EFW Policy information and assign to appropriate rule(s).</p>



# A

## CREATING A REMOTE ACCESS POLICY

For 3Com Network Access Manager to authenticate users and computers accessing the network, an IAS Remote Access Policy must first be created.

This appendix provides step by step instructions on creating an IAS remote policy, refer to section:

- Using Microsoft Windows 2000 Server Operating System
- Using Microsoft Windows Server 2003 Operating System according to the operating system you are using.

---

### Using Microsoft Windows 2000 Server Operating System

Follow these steps to create a new remote access policy within IAS using Microsoft Windows 2000 Server Operating System.

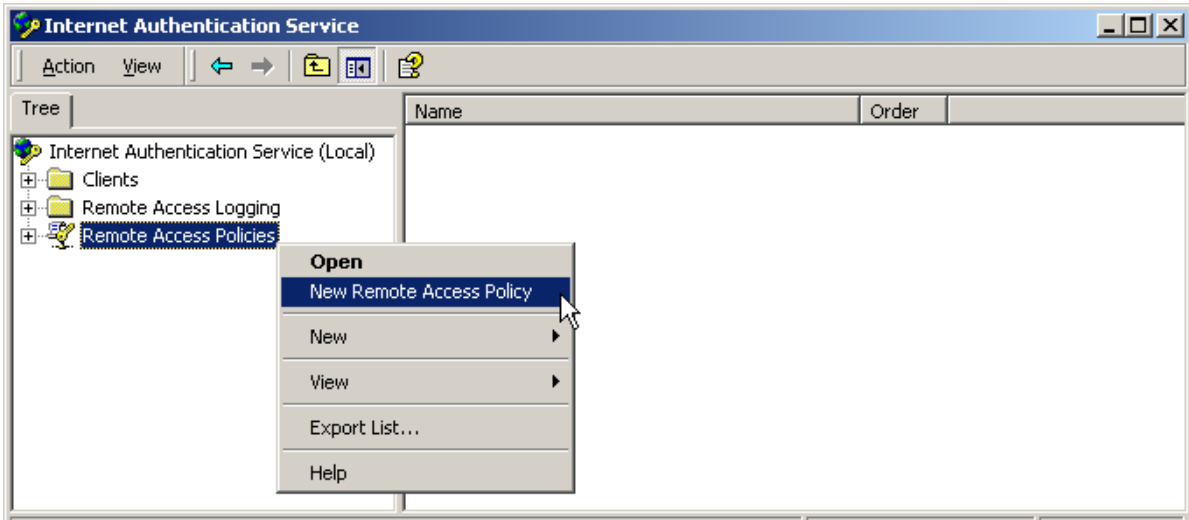
- 1 Select *Programs>Administrative Tools>Internet Authentication Service*

Figure 32 IAS Main Window



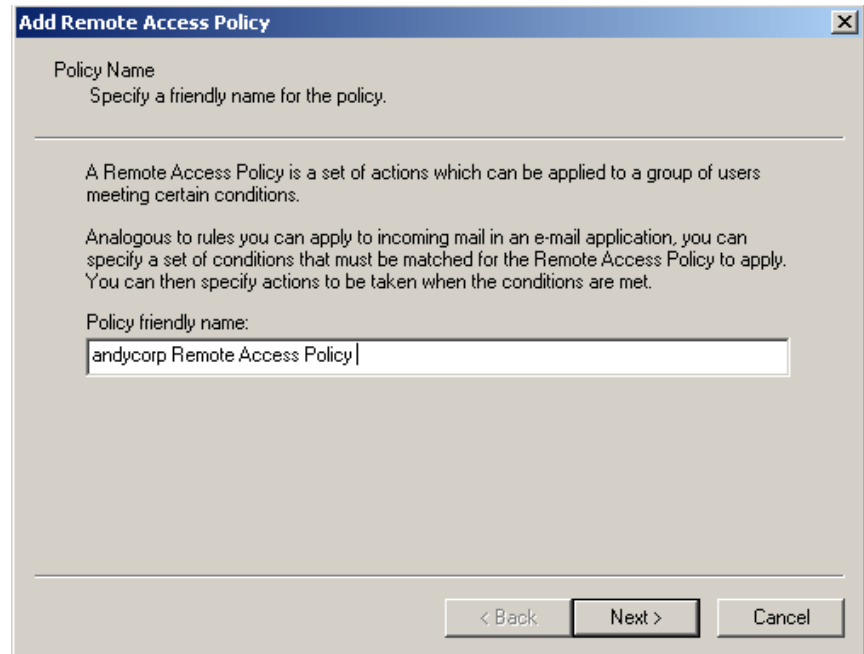
- 2 Right-click *Remote Access Policies* in the Tree pane and select *New Remote Access Policy*, see Figure 33.

**Figure 33** New Remote Access Policy



- 3 Type the name of the new policy, see Figure 34. Click *Next*.

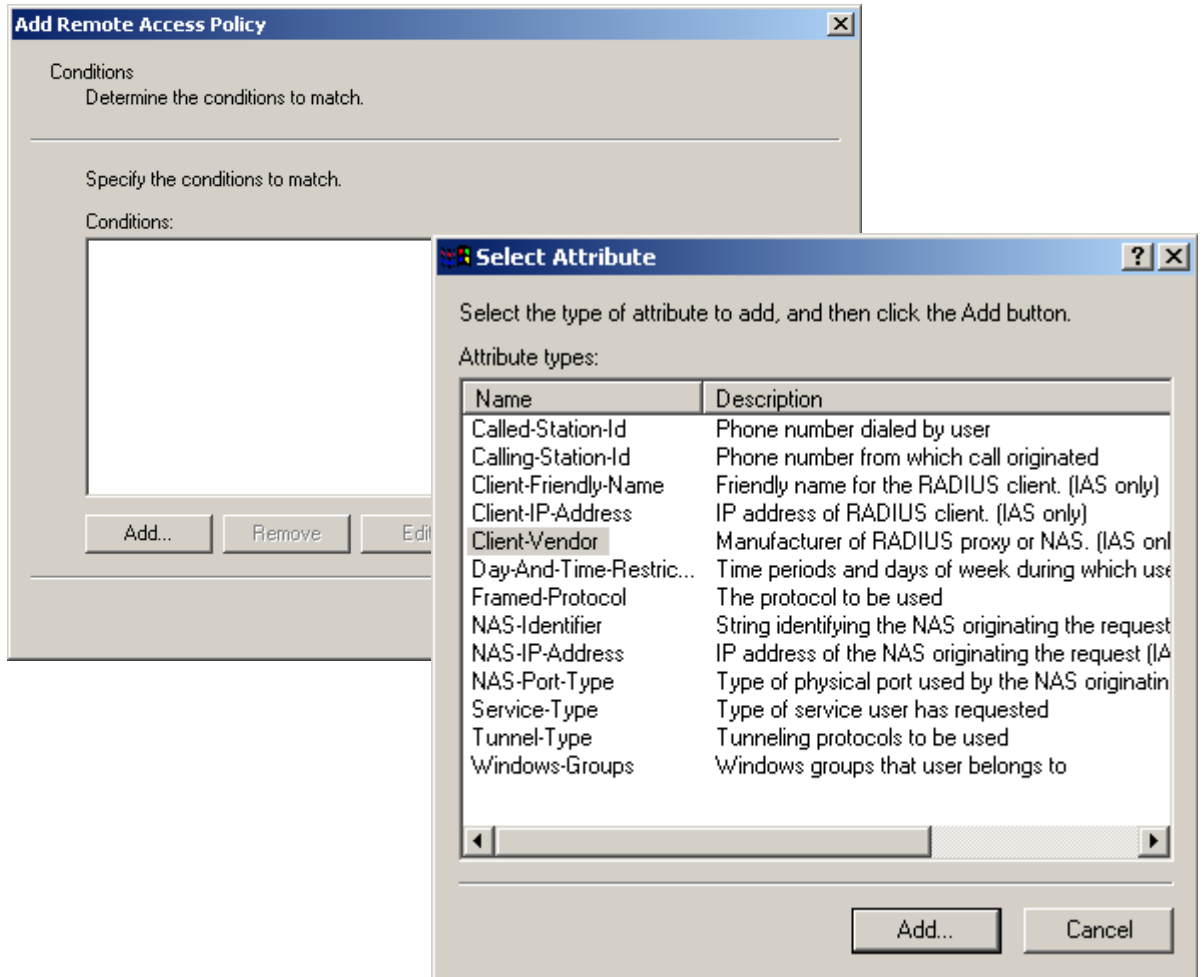
**Figure 34** Add A New Remote Access Policy



You now need to add a condition that will cause the Remote Access Policy to run.

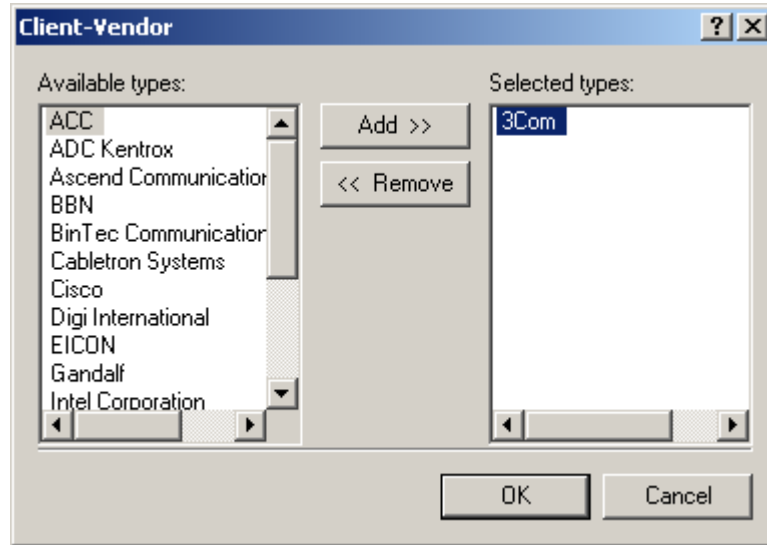
- 4 On the *Conditions* dialog, click *Add*. On the *Select Attribute* dialog select `client vendor` and click *Add*, see Figure 35.

**Figure 35** Selecting Attributes for Remote Access Policy



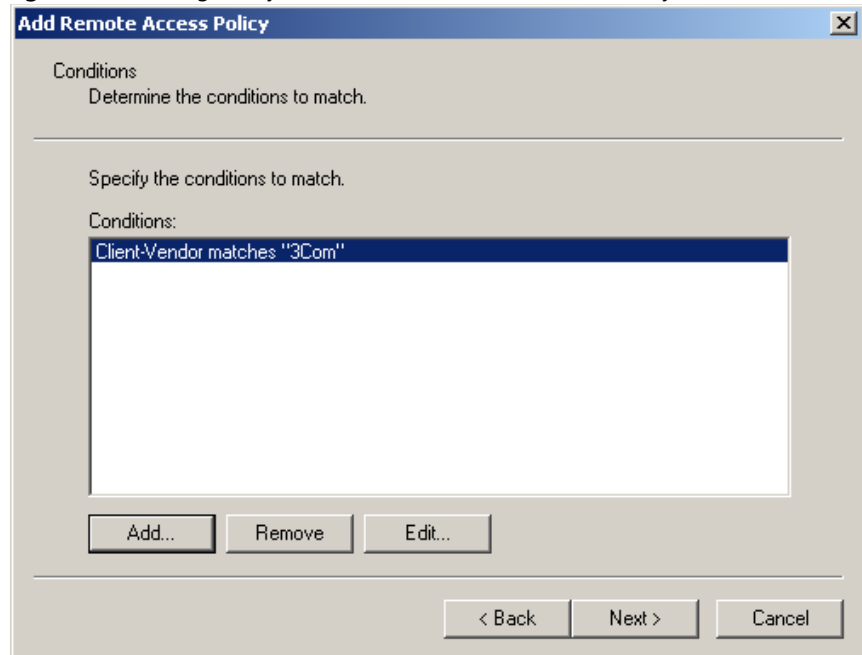
- 5 Highlight `3com` in the *Available types* list and use the *Add>>* button to move `3com` to the *Selected types* list, see Figure 36. Click *OK*.

**Figure 36** Selecting 3Com as Client-Vendor for Remote Access Policy



6 On the *Conditions* dialog, Figure 37, click *Next*

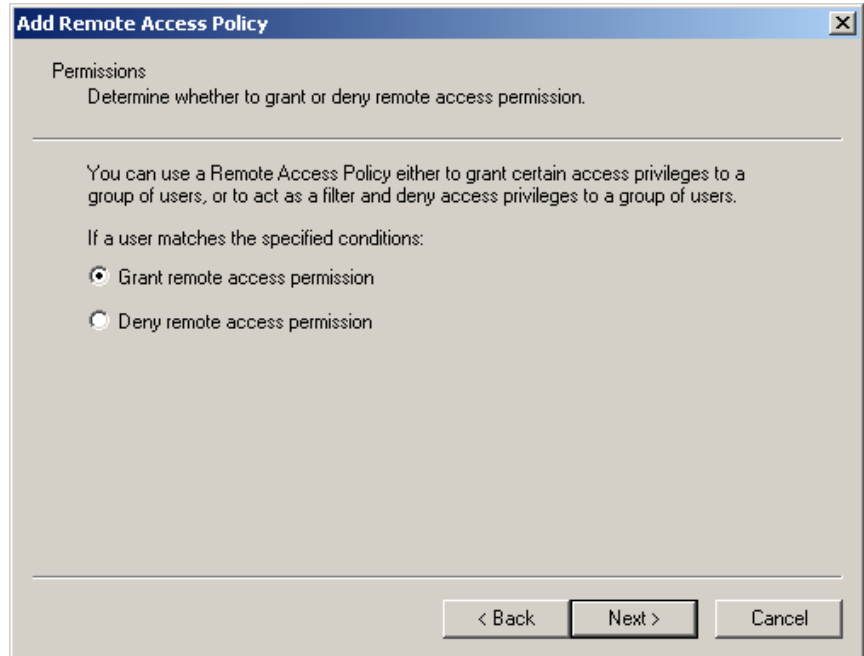
**Figure 37** Setting Policy Conditions on Remote Access Policy





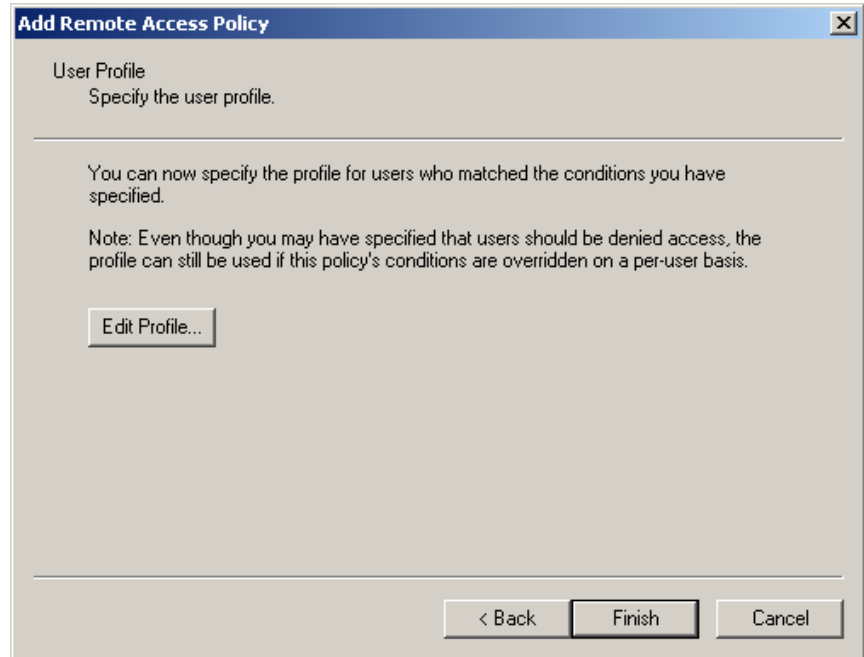
- 7 On the *Permissions* dialog, Figure 38, select *Grant remote access permission* and click *Next*.

**Figure 38** Granting Remote Access Permission



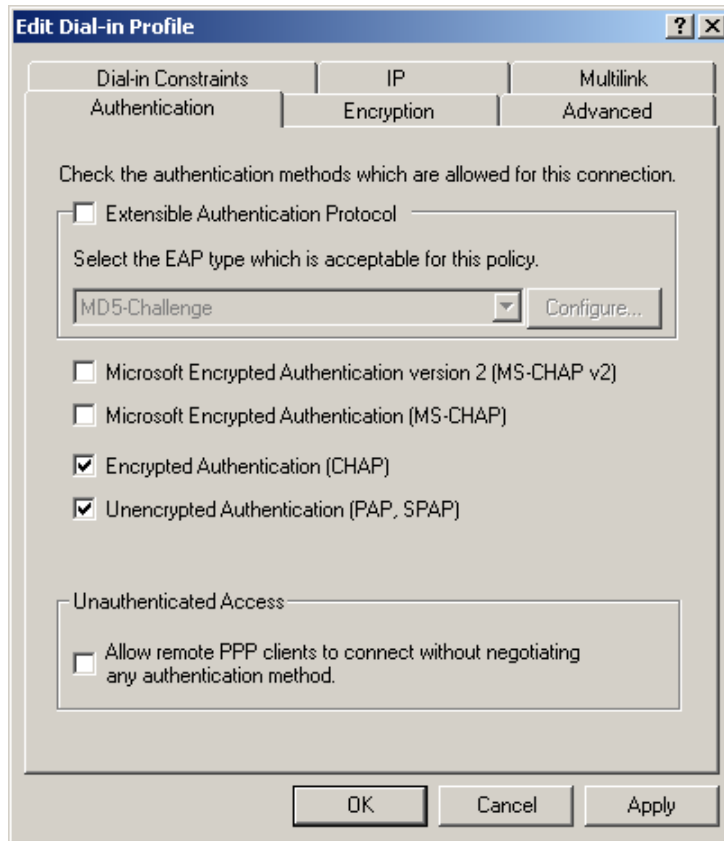
- 8 You now need to specify the profiles of the users who match the condition you have specified. Click the *Edit Profile* button, see Figure 39.

**Figure 39** Editing the Profile



- 9 Select the *Authentication* tab, and select Encrypted authentication (CHAP) and Unencrypted authentication (PAP, SPAP), see Figure 40, according to your network security policy and the devices on your network.

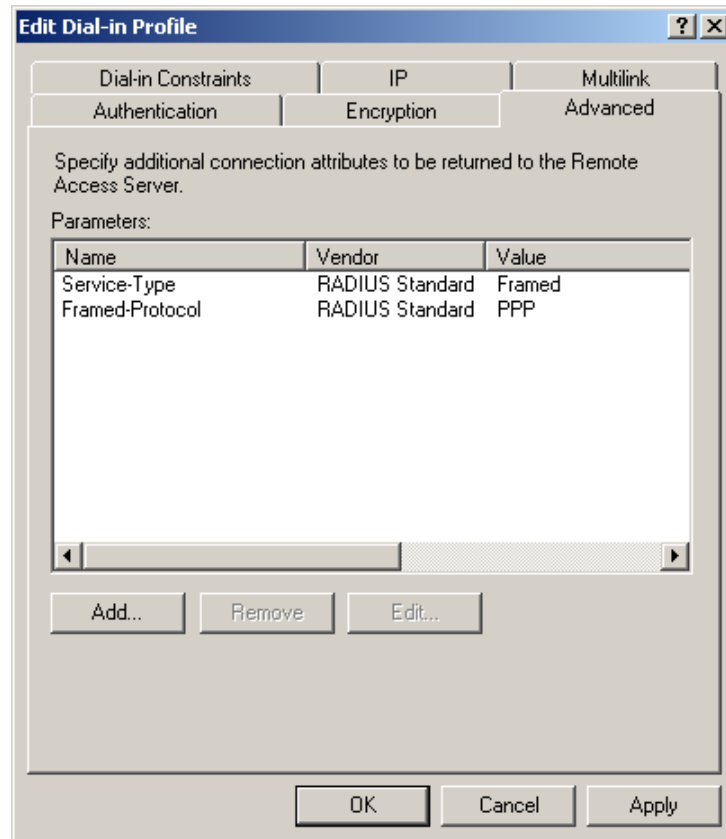
**Figure 40** Selecting Encryption Methods



Ensure that the EAP type selected for the policy is consistent with the IEEE802.1X client settings.

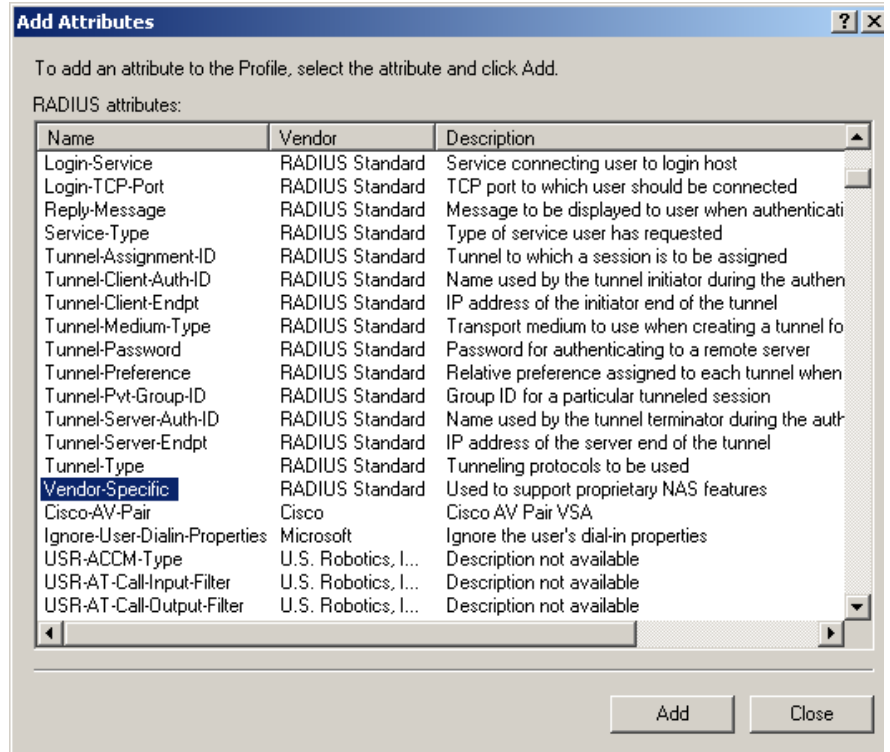
- 10 Select the *Advanced* tab and click *Add*, see Figure 41.

**Figure 41** Editing the Dial-in Profile



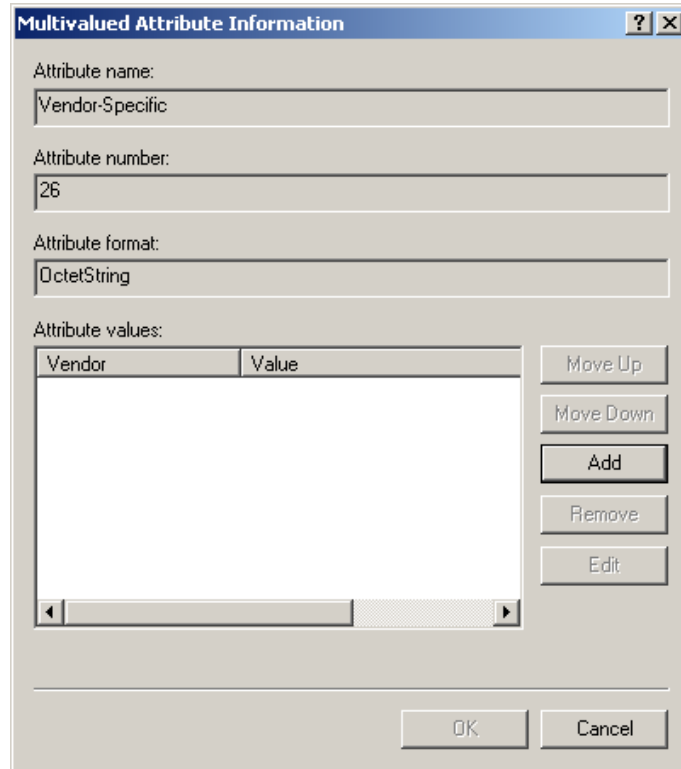
- 11 Select `vendor specific` from the list of RADIUS attributes and click *Add*, see Figure 42.

**Figure 42** Adding Vendor-Specific Attributes



- 12 On the *Multivalued Attribute Information* dialog, see Figure 43, click *Add*

**Figure 43** Multivalued Attribute Information Dialog



- 13 Select 3Com from the pull down list, click *YES. It conforms* and click *Configure Attribute*, see Figure 44

**Figure 44** Configuring Vendor-Specific Attribute

**Vendor-Specific Attribute Information** [?] [X]

Attribute name:  
Vendor-Specific

Specify network access server vendor.

Select from list: 3Com

Enter Vendor Code:

Specify whether the attribute conforms to the RADIUS RFC specification for vendor specific attributes.

Yes. It conforms.

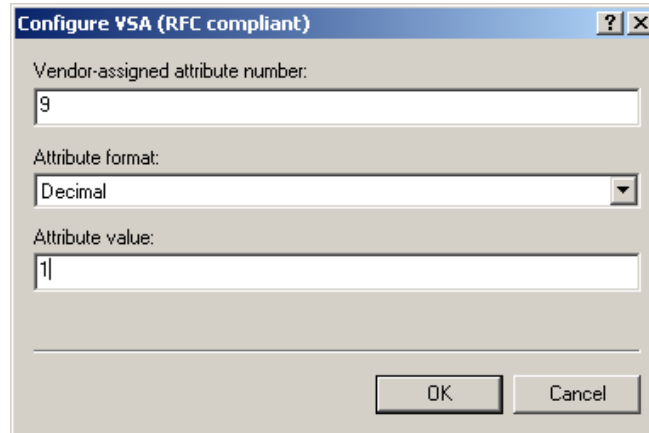
No. It does not conform.

Configure Attribute...

OK Cancel

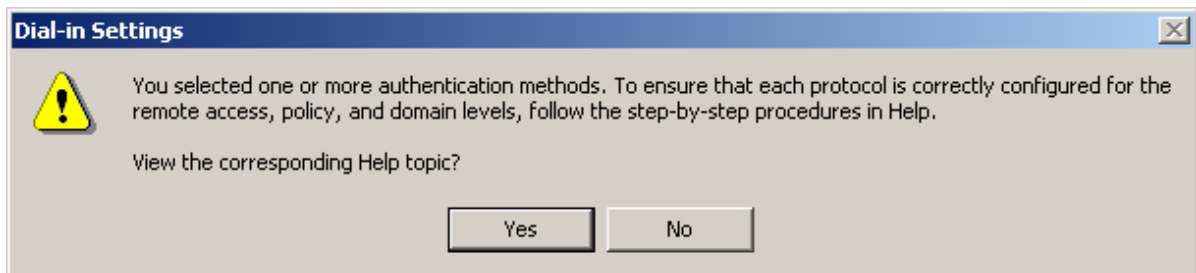
- 14 Type **9** as the vendor assigned value, select **Decimal** as the Attribute format, and type **1** as the Attribute value. See Figure 45. Click **OK**

**Figure 45** Vendor Assigned Attributes for 3Com



- 15 Click **OK** to close the *Vendor-Specific Attribute Information* dialog.
- 16 Click **OK** to close the *Multivalued Attribute Information* dialog.
- 17 Click **Close** to close the *Add Attributes* dialog.
- 18 Click **OK** to close the *Edit Dial-In Profile* dialog.
- 19 If you selected authentication method(s) in step 9, you will be given the opportunity to view the IAS Online Help to check that you have configured the protocol correctly, see Figure 46.

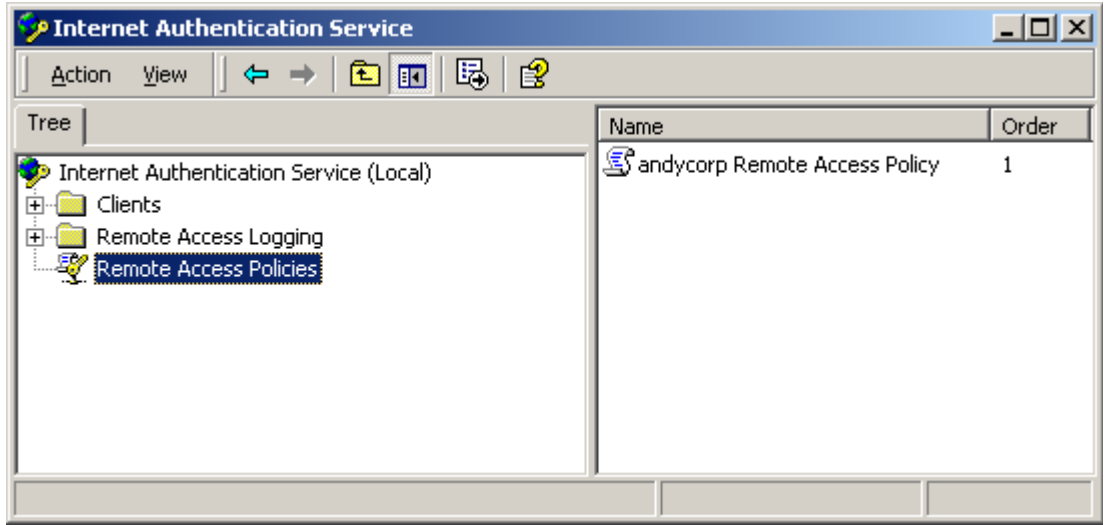
**Figure 46** View Protocol Help Topic.





- 20 After viewing the Online Help, click *Finish*. The remote access policy that you have just created will be added to the list of policies, see Figure 47

**Figure 47** New Remote Access Policy Added to List



- 21 Select the new remote access policy from the list in the Detail pane. Use the  $\updownarrow$  buttons on the tool bar at the top of the window to increase or decrease the priority of the new remote access policy with respect to other specific policies that you have created, and to match your network security requirements.
- 22 This completes creating a new remote access policy using Microsoft Windows 2000 Server Operating System.



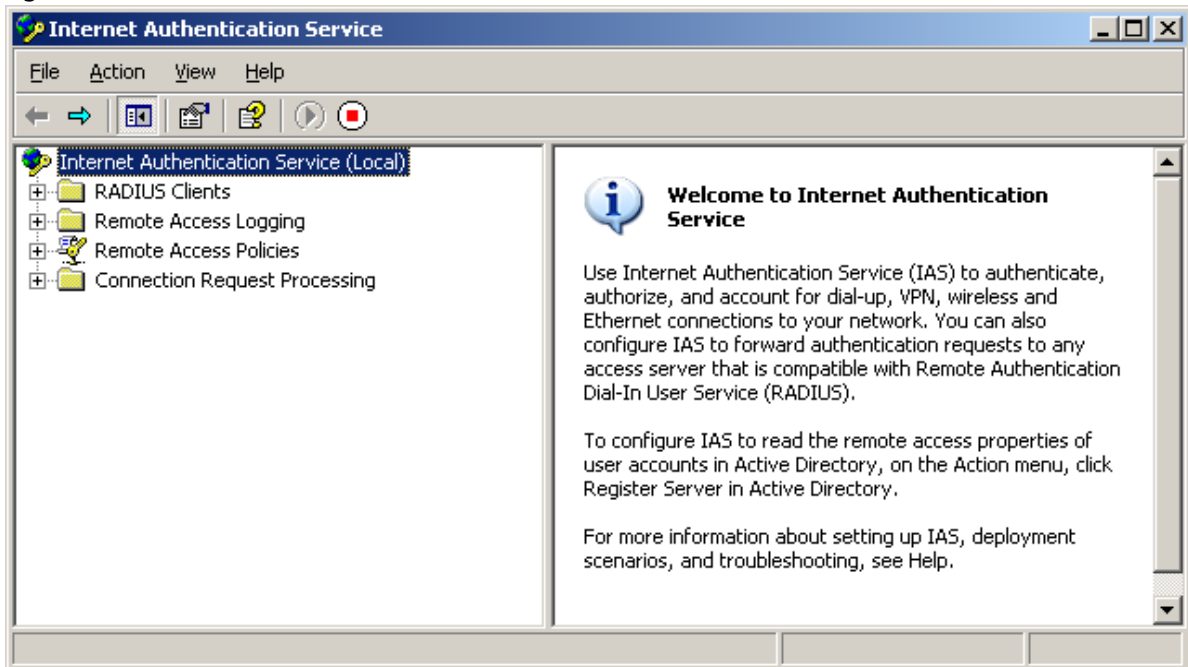
*In a mixed-vendor network where only 3Com switches are to be authenticated through 3Com Network Access Manager, the Remote Access Policy needs to be adjusted to only match 3Com devices. This should only be undertaken by a network administrator familiar with the process.*

## Using Microsoft Windows Server 2003 Operating System

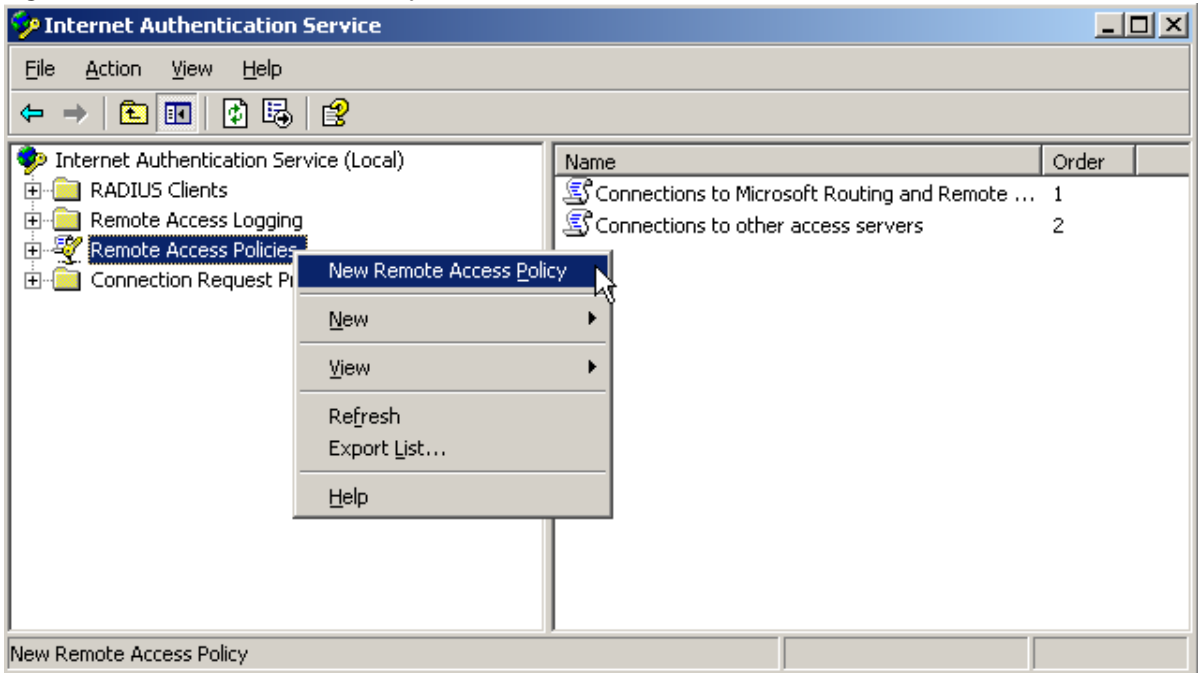
Follow these steps to create a new remote access policy within IAS using Microsoft Windows Server 2003 Operating System.

- 1 Select *Programs>Administrative Tools>Internet Authentication Service*

Figure 48 IAS Main Window

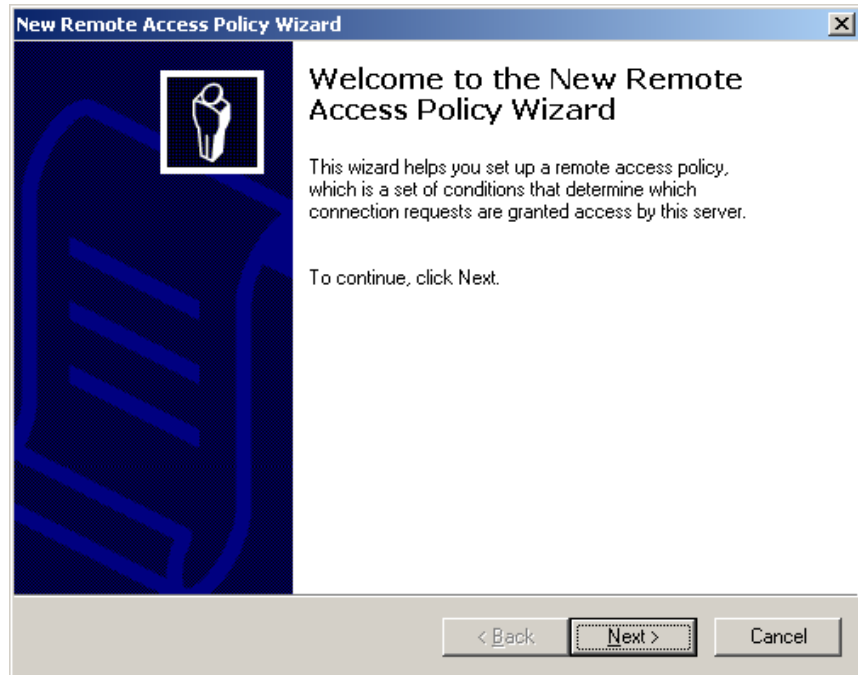


- 2 Right-click *Remote Access Policies* in the Tree pane and select *New Remote Access Policy*, see Figure 49.

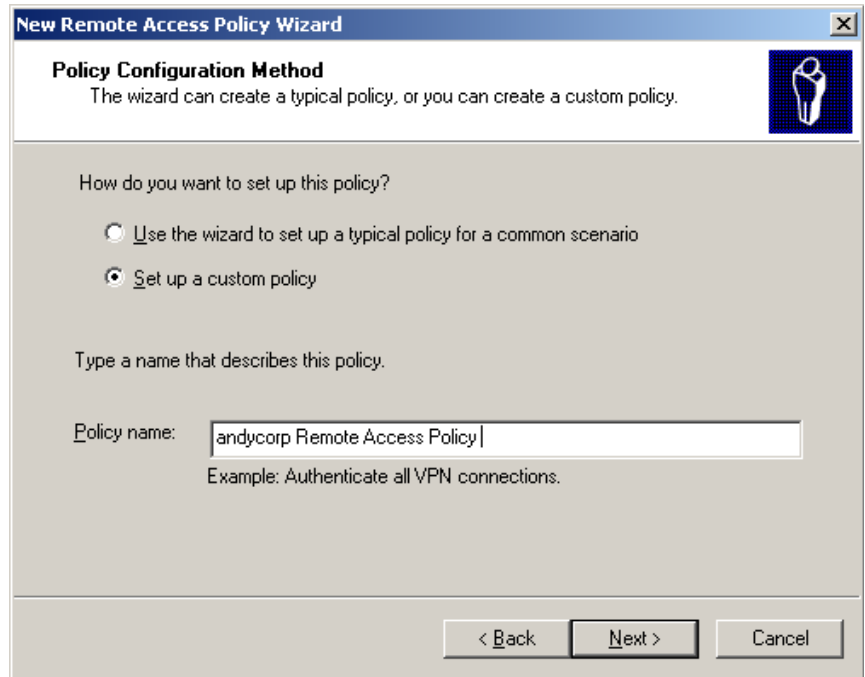
**Figure 49** New Remote Access Policy

- 3 The New Remote Access Policy Wizard will be displayed, Figure 50. Select *Next*.

**Figure 50** New Remote Access Policy Wizard.

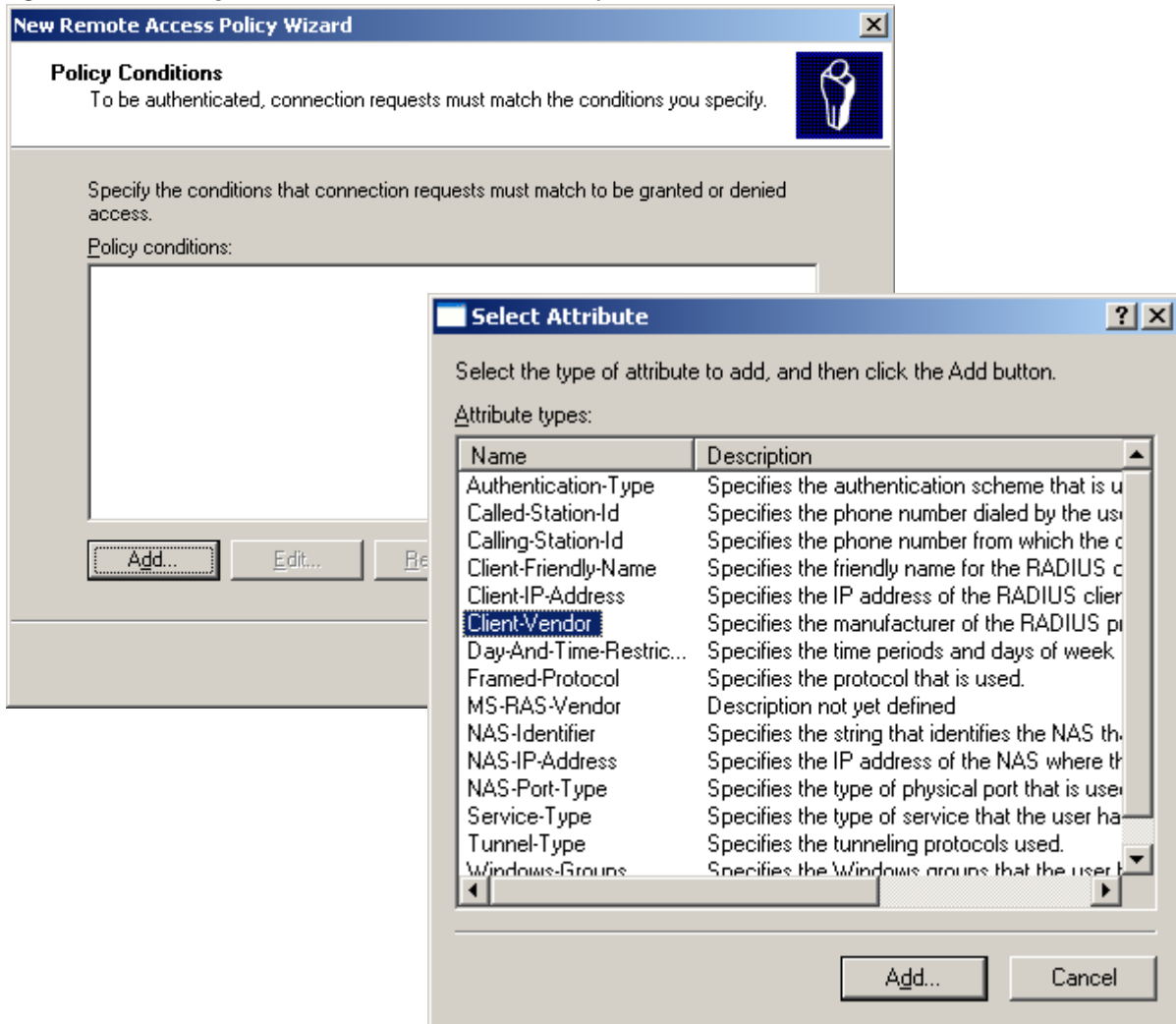


- 4 Select *Set up a custom policy* and type the name of the policy. Click *Next*.

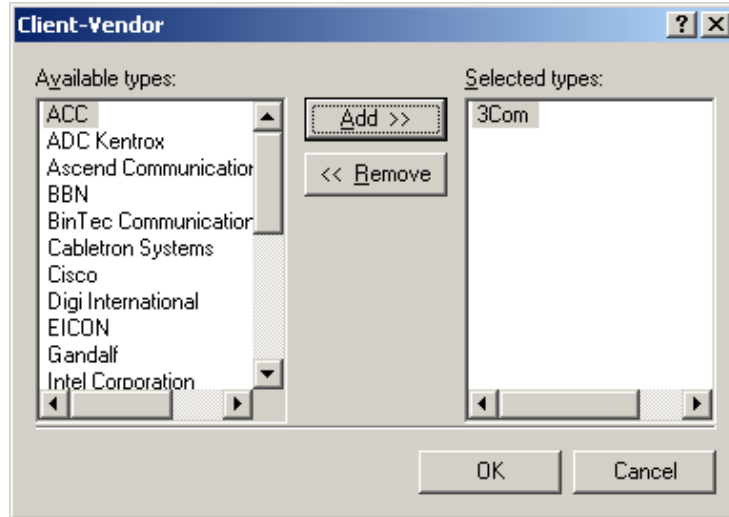
**Figure 51** Set Up A Custom Policy

You now need to add a condition that will cause the Remote Access Policy to run.

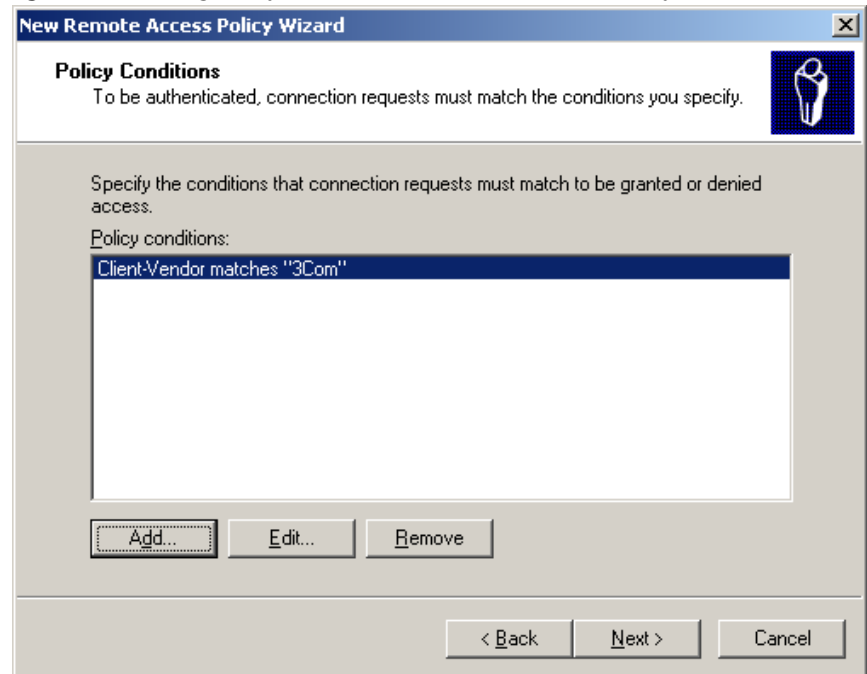
- 5 On the *Policy Conditions* dialog, click *Add*. On the *Select Attribute* dialog select `client_vendor` and click *Add*, see Figure 52.

**Figure 52** Selecting Attributes for Remote Access Policy

- 6 Highlight `3com` in the *Available types* list and use the *Add>>* button to move `3com` to the *Selected types* list, see Figure 53. Click *OK*.

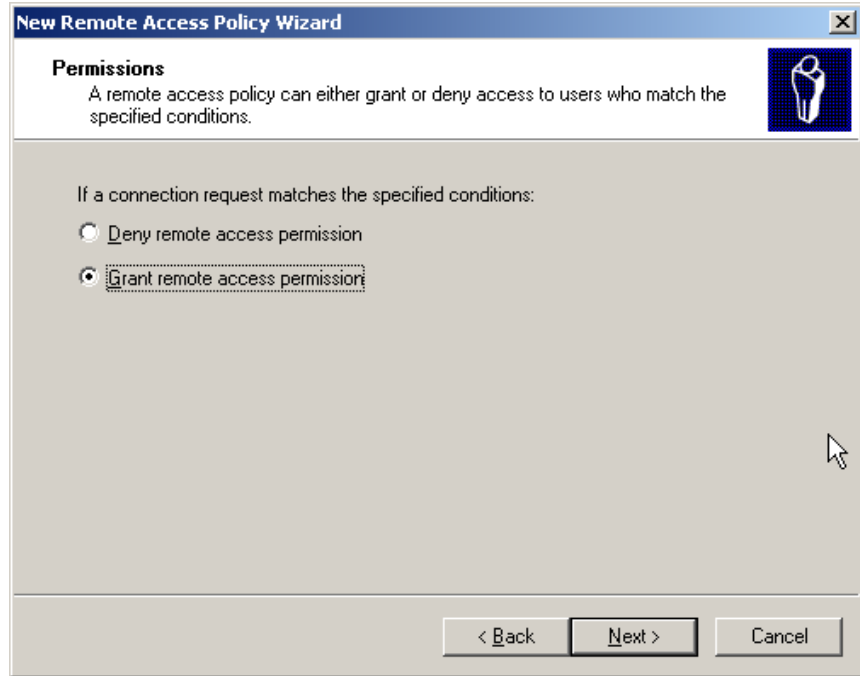
**Figure 53** Selecting 3Com as Client-Vendor for Remote Access Policy

7 On the *Policy Conditions* dialog, Figure 54, click *Next*

**Figure 54** Setting Policy Conditions on Remote Access Policy

- 8 On the *Permissions* dialog, Figure 55, select *Grant remote access permission* and click *Next*.

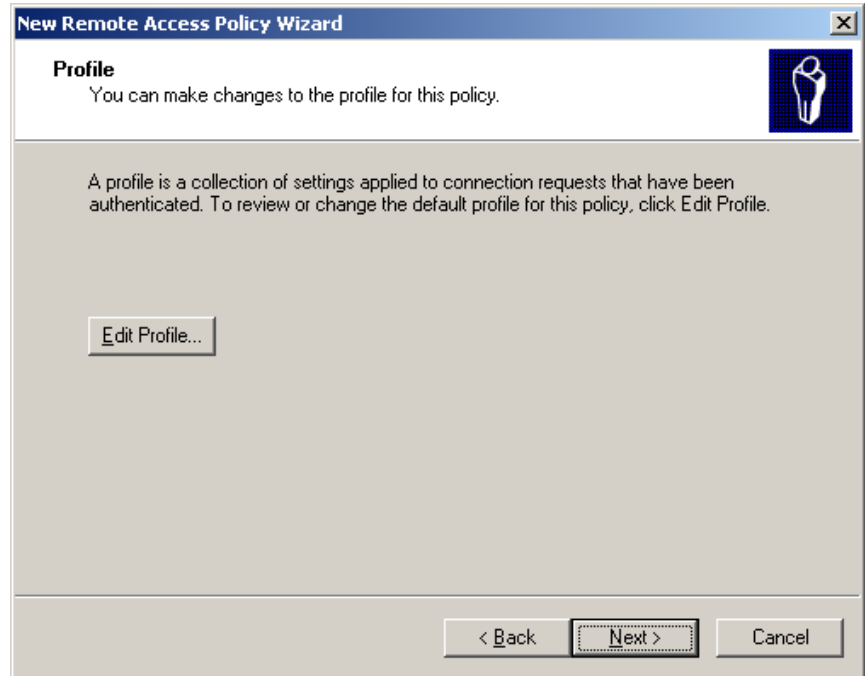
**Figure 55** Granting Remote Access Permission





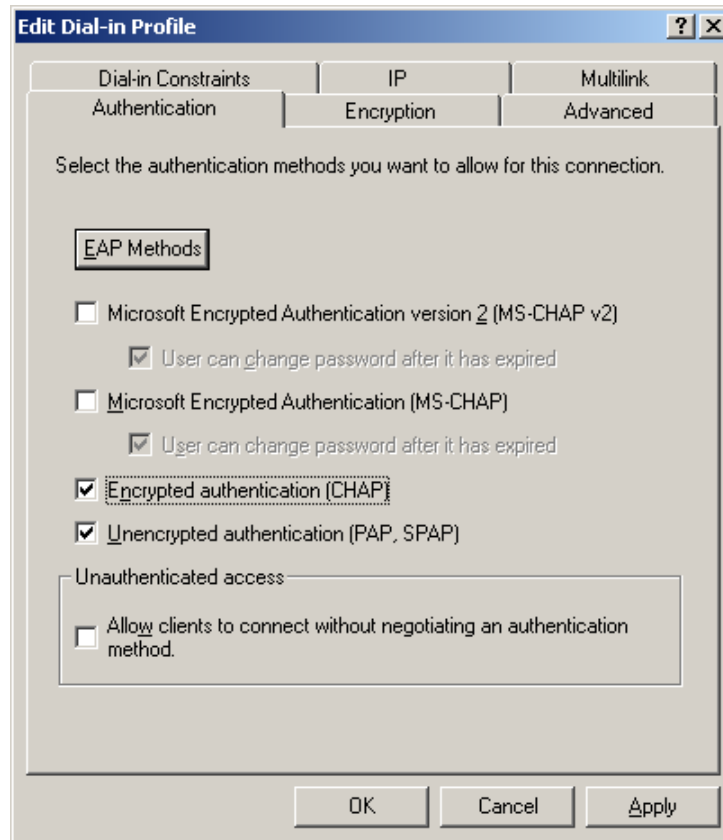
- 9 You now need to specify the profiles of the users who match the condition you have specified. Click the *Edit Profile* button, see Figure 56.

**Figure 56** Editing the Profile



- 10 Select the *Authentication* tab, and select both *Encrypted authentication (CHAP)* and *Unencrypted authentication (PAP, SPAP)*, see Figure 57, according to your network security policy and the devices on your network.

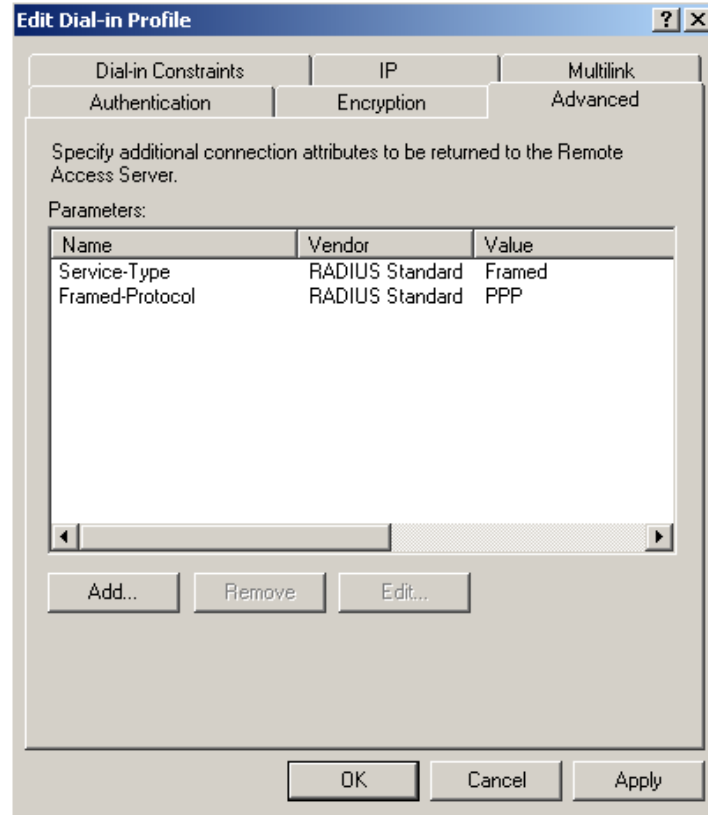
**Figure 57** Selecting Encryption Methods



*Ensure that the EAP type selected for the policy is consistent with the IEEE802.1X client settings.*

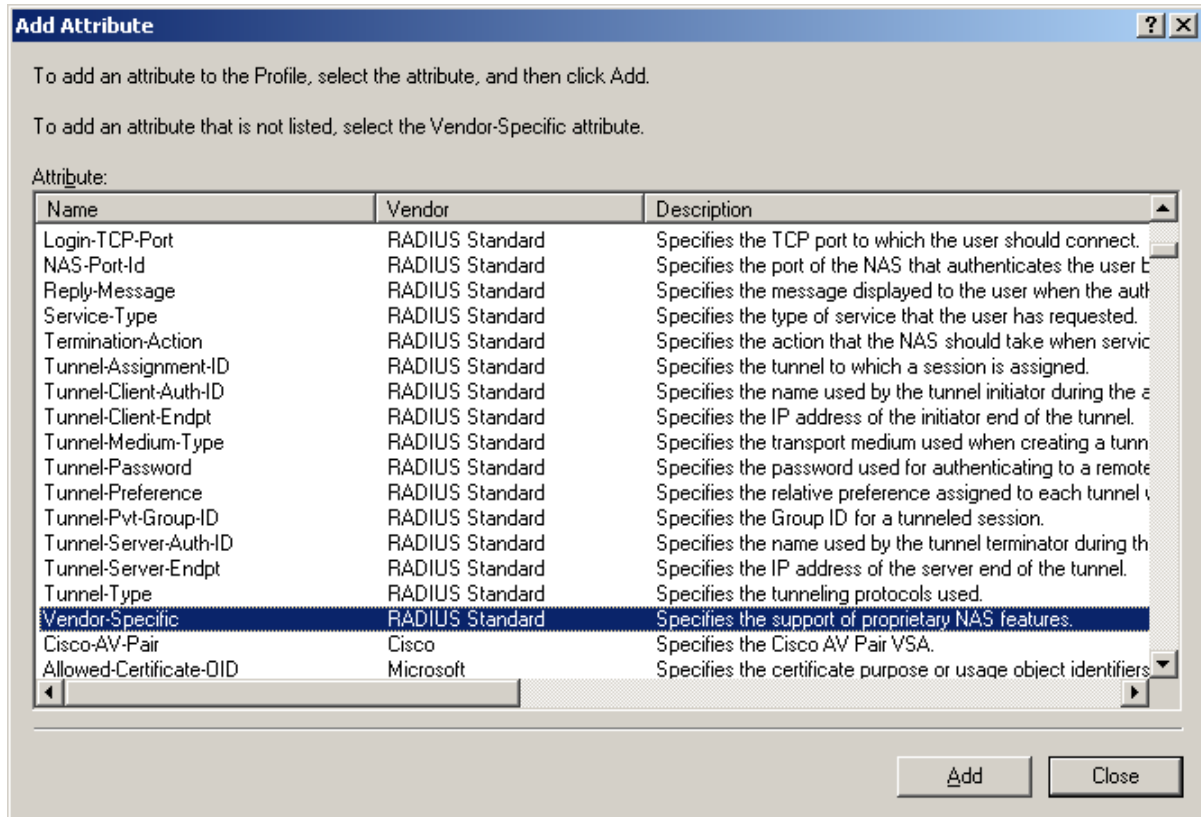
- 11 Select the *Advanced* tab and click *Add*, see Figure 58.

**Figure 58** Editing the Dial-in Profile



- 12 Select `vendor specific` from the list of RADIUS attributes and click *Add*, see Figure 59.

**Figure 59** Adding Vendor-Specific Attributes



- 13 On the *Multivalued Attribute Information* dialog, see Figure 60, click *Add*

**Figure 60** Multivalued Attribute Information Dialog

Multivalued Attribute Information

Attribute name:  
Vendor-Specific

Attribute number:  
26

Attribute format:  
OctetString

Attribute values:

Vendor	Value
--------	-------

Move Up  
Move Down  
Add  
Remove  
Edit

OK Cancel

- 14 Select 3Com from the pull down list, click *YES. It conforms* and click *Configure Attribute*, see Figure 61

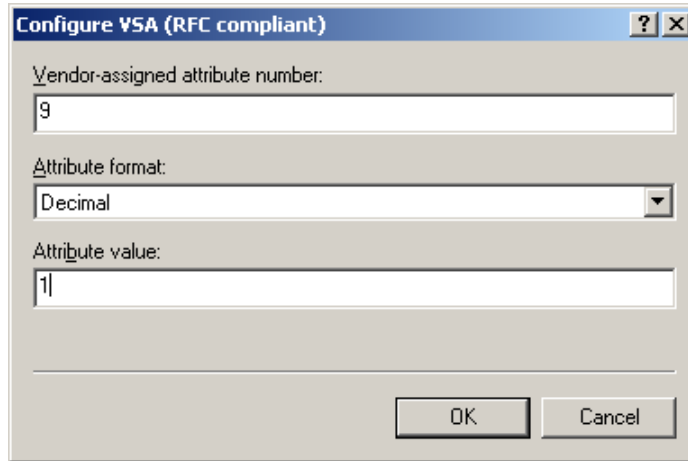
**Figure 61** Configuring Vendor-Specific Attribute

The screenshot shows a dialog box titled "Vendor-Specific Attribute Information". It contains the following fields and options:

- Attribute name:** A text box containing "Vendor-Specific".
- Specify network access server vendor:** Two radio buttons. The first, "Select from list:", is selected and is followed by a dropdown menu showing "3Com". The second, "Enter Vendor Code:", is unselected and followed by an empty text box.
- Specify whether the attribute conforms to the RADIUS RFC specification for vendor specific attributes:** Two radio buttons. The first, "Yes. It conforms.", is selected. The second, "No. It does not conform.", is unselected.
- Buttons:** A "Configure Attribute..." button is located below the second set of radio buttons. At the bottom right of the dialog are "OK" and "Cancel" buttons.

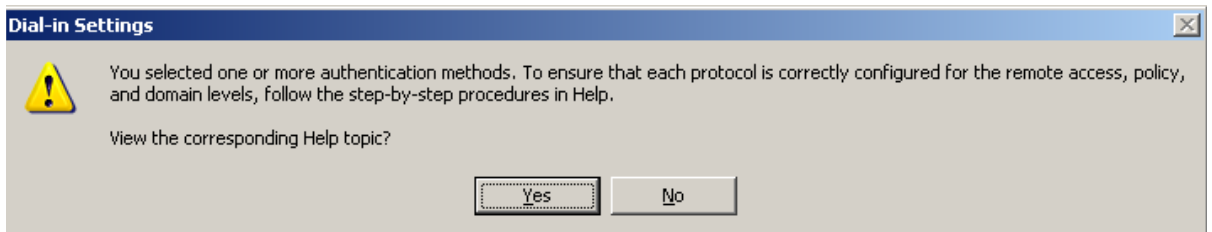
- 15 Type **9** as the **Vendor assigned value**, select **Decimal** as the **Attribute format**, and type **1** as the **Attribute value**. See Figure 62. Click **OK**

**Figure 62** Vendor Assigned Attributes for 3Com



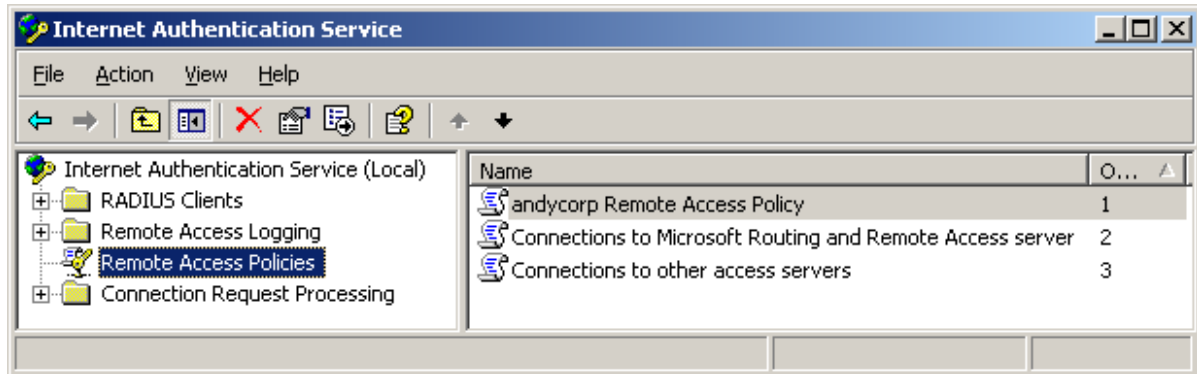
- 16 Click **OK** to close the *Vendor-Specific Attribute Information* dialog
- 17 Click **OK** to close the *Multivalued Attribute Information* dialog
- 18 Click **Close** to close the *Add Attributes* dialog
- 19 Click **OK** to close the *Edit Dial-In Profile* dialog
- 20 If you selected authentication method(s) in step 10, you will be given the opportunity to view the IAS Online Help to check that you have configured the protocol correctly, see Figure 63.

**Figure 63** View Protocol Help Topic.



- 21 After viewing the Online Help, click *Finish*. The remote access policy that you have just created will be added to the list of policies, see Figure 64

**Figure 64** New Remote Access Policy Added to List



- 22 Select the new remote access policy from the list in the Detail pane. Use the  $\updownarrow$  buttons on the tool bar at the top of the window to increase or decrease the priority of the new remote access policy with respect to other specific policies that you have created, and to match your network security requirements.
- 23 This completes creating a new remote access policy using Microsoft Windows Server 2003 Operating System.



*In a mixed-vendor network where only 3Com switches are to be authenticated through 3Com Network Access Manager, the Remote Access Policy needs to be adjusted to only match 3Com devices. This should only be undertaken by a network administrator familiar with the process.*



# B

## OBTAINING SUPPORT FOR YOUR 3COM PRODUCTS

3Com offers product registration, case management, and repair services through [eSupport.3com.com](http://eSupport.3com.com). You must have a user name and password to access these services, which are described in this appendix.

---

### Register Your Product to Gain Service Benefits

To take advantage of warranty and other service benefits, you must first register your product at:

<http://eSupport.3com.com/>

3Com eSupport services are based on accounts that are created or that you are authorized to access.

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### Solve Problems Online

3Com offers these support tools:

- **3Com Knowledgebase** — Helps you to troubleshoot 3Com products. This query-based interactive tool is located at:

<http://knowledgebase.3com.com>

It contains thousands of technical solutions written by 3Com support engineers.

- **Connection Assistant** — Helps you to install, configure, and troubleshoot 3Com desktop and server network interface cards (NICs), wireless cards, and Bluetooth devices. This diagnostic software is located at:

<http://www.3com.com/connectionassistant>

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### **Purchase Extended Warranty and Professional Services**

To enhance response times or extend your warranty benefits, you can purchase value-added services such as 24x7 telephone technical support, software upgrades, onsite assistance, or advanced hardware replacement.

Experienced engineers are available to manage your installation with minimal disruption to your network. Expert assessment and implementation services are offered to fill resource gaps and ensure the success of your networking projects. For more information on 3Com Extended Warranty and Professional Services, see:

<http://www.3com.com/>

Contact your authorized 3Com reseller or 3Com for additional product and support information. See the table of access numbers later in this appendix.

---

### **Access Software Downloads**

You are entitled to *bug fix / maintenance releases* for the version of software that you initially purchased with your 3Com product. To obtain access to this software, you need to register your product and then use the Serial Number as your login. Restricted Software is available at:

<http://eSupport.3com.com/>

To obtain software releases that *follow* the software version that you originally purchased, 3Com recommends that you buy an Express or Guardian contract, a Software Upgrades contract, or an equivalent support contract from 3Com or your reseller. Support contracts that include software upgrades cover feature enhancements, incremental functionality, and bug fixes, but they do not include software that is released by 3Com as a separately ordered product. Separately orderable software releases and licenses are listed in the 3Com Price List and are available for purchase from your 3Com reseller.

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### **Contact Us**

3Com offers telephone, internet, and e-mail access to technical support and repair services. To access these services for your region, use the appropriate telephone number, URL, or e-mail address from the table in the next section.

## Telephone Technical Support and Repair

To obtain telephone support as part of your warranty and other service benefits, you must first register your product at:

<http://eSupport.3com.com/>

When you contact 3Com for assistance, please have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision level
- Diagnostic error messages
- Details about recent configuration changes, if applicable

To send a product directly to 3Com for repair, you must first obtain a return materials authorization number (RMA). Products sent to 3Com without authorization numbers clearly marked on the outside of the package will be returned to the sender unopened, at the sender's expense. If your product is registered and under warranty, you can obtain an RMA number online at <http://eSupport.3com.com/>. First-time users must apply for a user name and password.

Telephone numbers are correct at the time of publication. Find a current directory of 3Com resources by region at:

<http://csoweb4.3com.com/contactus/>

Country	Telephone Number	Country	Telephone Number
<b>Asia, Pacific Rim — Telephone Technical Support and Repair</b>			
Australia	1 800 678 515	Pakistan	+61 2 9937 5083
Hong Kong	800 933 486	Philippines	1235 61 266 2602 or 1800 1 888 9469
India	+61 2 9424 5179 or 000800 650 1111	P.R. of China	800 810 3033
Indonesia	001 803 61009	Singapore	800 6161 463
Japan	00531 616 439 or 03 5977 7991	S. Korea	080 333 3308
Malaysia	1800 801 777	Taiwan	00801 611 261
New Zealand	0800 446 398	Thailand	001 800 611 2000

You can also obtain support in this region at this e-mail address: [apr\\_technical\\_support@3com.com](mailto:apr_technical_support@3com.com)

Or request a return material authorization number (RMA) by FAX using this number: +61 2 9937 5048

Country	Telephone Number	Country	Telephone Number
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### Europe, Middle East, and Africa — Telephone Technical Support and Repair

From anywhere in these regions, call: +44 (0)1442 435529

From the following countries, call the appropriate number:

Austria	01 7956 7124	Luxembourg	342 0808128
Belgium	070 700 770	Netherlands	0900 777 7737
Denmark	7010 7289	Norway	815 33 047
Finland	01080 2783	Poland	00800 441 1357
France	0825 809 622	Portugal	707 200 123
Germany	01805 404 747	South Africa	0800 995 014
Hungary	06800 12813	Spain	9 021 60455
Ireland	01407 3387	Sweden	07711 14453
Israel	1800 945 3794	Switzerland	08488 50112
Italy	199 161346	U.K.	0870 909 3266

You can also obtain support in this region using this URL: <http://emea.3com.com/support/email.html>

### Latin America — Telephone Technical Support and Repair

Antigua	1 800 988 2112	Guatemala	AT&T +800 998 2112
Argentina	0 810 444 3COM	Haiti	57 1 657 0888
Aruba	1 800 998 2112	Honduras	AT&T +800 998 2112
Bahamas	1 800 998 2112	Jamaica	1 800 998 2112
Barbados	1 800 998 2112	Martinique	571 657 0888
Belize	52 5 201 0010	Mexico	01 800 849CARE
Bermuda	1 800 998 2112	Nicaragua	AT&T +800 998 2112
Bonaire	1 800 998 2112	Panama	AT&T +800 998 2112
Brazil	0800 13 3COM	Paraguay	54 11 4894 1888
Cayman	1 800 998 2112	Peru	AT&T +800 998 2112
Chile	AT&T +800 998 2112	Puerto Rico	1 800 998 2112
Colombia	AT&T +800 998 2112	Salvador	AT&T +800 998 2112
Costa Rica	AT&T +800 998 2112	Trinidad and	1 800 998 2112
Curacao	1 800 998 2112	Tobago	AT&T +800 998 2112
Ecuador	AT&T +800 998 2112	Uruguay	AT&T +800 998 2112
Dominican Republic	AT&T +800 998 2112	Venezuela	57 1 657 0888
		Virgin Islands	

You can also obtain support in this region in the following ways:

- Spanish speakers, enter the URL: <http://lat.3com.com/lat/support/form.html>
- Portuguese speakers, enter the URL: <http://lat.3com.com/br/support/form.html>
- English speakers in Latin America, send e-mail to: [lat\\_support\\_anc@3com.com](mailto:lat_support_anc@3com.com)

### US and Canada — Telephone Technical Support and Repair

All locations:	Network Jacks; Wired or Wireless Network Interface Cards:	1 847-262-0070
	All other 3Com products:	1 800 876 3266

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