

# Internet Access System Desktop Client User Guide

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## Overview

The Internet Access System (IAS) at CSU requires users to authenticate prior to accessing the Internet. This is similar to the proxy server or Netdirect.

There are three ways in which clients can connect to the Internet, (the first 2 will occur in the background without user intervention). They are:

1. **The Internet Access System Desktop Client (IAClient)** will use your CSU credentials on your CSU PC, allowing you to be granted access to the internet simply by logging in. This application runs in the background on your PC and will pop up when authentication to the internet has been successful. This will be the primary method of access for staff at CSU. These sessions will be shown on the IAS user portal as 'AD Integration'
2. **Wireless login credentials** (CSU username and password). The credentials you use to authenticate to the wireless network are automatically used to authenticate you the internet access system. When connecting to the wireless network, it automatically sets up your internet access for you. These sessions will be shown on the IAS user portal as 'dot1x'.
3. For those not able to run the IAS client and as a backup, a **web page authentication page** is used, like at a hotel or other internet provider. This method will redirect the user's web browser automatically to the login page before access is granted, once you have logged in you can access the internet normally, as long as the 'keep alive' popup window remains open (similar to the old Netdirect page) These sessions will be shown on the IAS user portal as 'Web Login'.

IAS web Authentication page



IAS 'Keep alive' window



## OS Platforms

The Internet Access System Desktop Client (IAClient) is currently supported under the following OS platforms: Windows & MAC.

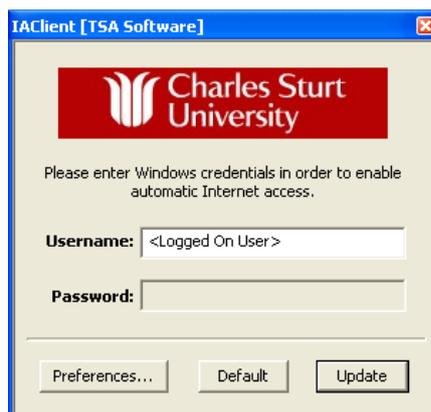
## Windows OS

The Windows platform allows the IAClient to operate in the background (ie. no user interface is seen by the user). When on the CSU staff network, the IAClient will automatically authenticate to the IAS system using the currently logged in user's credentials.

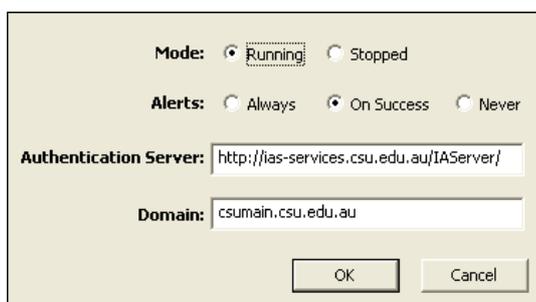
To login as a different user from the one logged onto the computer or to change settings (usually only at the request of and IT staff member), the IAS configuration options can be viewed via the IAClient shortcut located in the Start menu under:

Programs > IAClient –XP

All Programs > IAClient – Windows 7



- **Username** – Client Username
- **Password** – Client password
  - Preferences – displays the preferences dialog box as shown below.
  - Default – resets the username/password to that of the currently logged in user.
  - Update – updates the username/password within the IAClient.



- **Preferences**
  - **Authentication Server** – URL to the IAServer where the IAClient will authenticate.
  - **Domain** – the CSU domain name

Once authentication is successful you will see the window below pop up briefly.

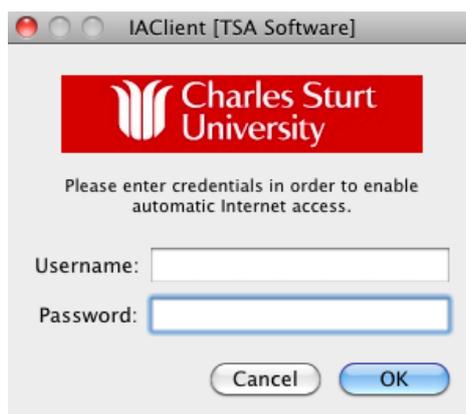


## MAC OS

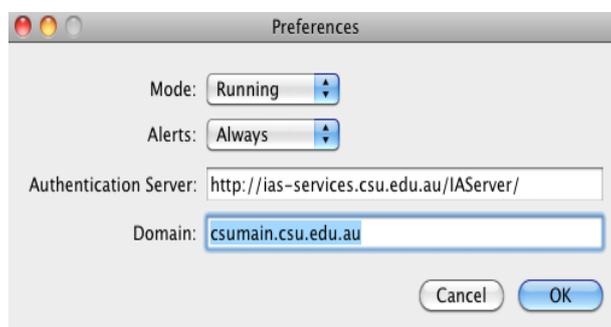
The MAC platform allows the IAClient to operate in the background (ie. no user interface is seen by the user). When on the CSU staff network, the IAClient will automatically authenticate to the IAS system using the credentials entered into the authentication dialog.

When these credentials do not match against the IAS service, a basic user interface appears to allow the user to specify a valid credential set.

To change settings manually (usually only at the request of an IT staff member), the IAS configuration options can be viewed under Applications > IAClient Configuration > Update Credentials



- **Username** – Client Username
- **Password** – Client password



Applications > IAClient Configuration > Update Credentials

- **Preferences** – displays the preferences dialog box as shown above.
- **Authentication Server** – URL to the IAServer where the IAClient will authenticate.
- **Domain** – where the client username/password is stored

Once authentication is successful you will see the window below pop up briefly.



## Frequently Asked Questions

### Windows OS

#### ***How can I check if the IAClient is installed?***

Windows XP: Start > Programs > IAClient will appear in the list

Windows 7: Start > All Programs > IAClient will appear in the list

#### ***I cannot access the Internet, or I am being redirected to the web authentication page.***

The IAClient periodically contacts the authentication server to refresh your authentication session. If the messages cannot get through to the server for more than 30 minutes, the Internet Access System will timeout the session. This should only happen if your computer has been turned off, logged out, or entered a sleep state, but could happen from time to time for other reasons.

To force your client to wake up and authenticate you, restart the IAClient by clicking the shortcut in Programs > IAClient on the Start menu. This will automatically terminate any existing IAClient session and start a fresh session.

#### ***My computer has just woken up or the IP address has just changed, and I am being redirected to the web authentication page.***

It takes the IAClient a short amount of time to detect these events, and therefore requires re-authentication with the Internet Access System (IAS). Generally for a wake-up this time is less than 10 seconds and for an IP address change around 30 seconds. If you try to access a web page within these times re-authentication may not yet have completed so the fallback of web authentication is enacted. Just wait a little longer then refresh the URL and everything should work fine.

### MAC OS

#### ***How can I check if the IAClient is installed?***

MAC Disk: > Applications > IAClient will appear in the list

#### ***How can I download the IAClient software for MAC OS?***

Go to the [Software Download Page](#)

#### ***I cannot access the Internet, or I am being redirected to the web authentication page.***

The IAClient periodically contacts the authentication server to refresh your authentication session. If the messages cannot get through to the server for more than 30 minutes, the Internet Access

System will timeout the session. This should only happen if your computer has been turned off, logged out, or entered a sleep state, but could happen from time to time for other reasons. To force your client to wake up and authenticate you, restart the IAClient by double-clicking the IAClient icon in the installed directory. This will automatically terminate any existing IAClients and start a fresh session.

***My computer has just woken up or the IP address has just changed, and I am being redirected to the web authentication page.***

It takes the IAClient a short amount of time to detect these events, and therefore requires re-authentication with the Internet Access System (IAS). Generally for a wake-up this time is less than 10 seconds and for an IP address change around 30 seconds. If you try to access a web page within these times re-authentication may not yet have completed so the fallback of web authentication is enacted. Just wait a little longer then refresh the URL and everything should work fine.