# Cisco Trust Agent Release Notes Version 1.0

**June 2004**

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# Introduction

Cisco Trust Agent is a component of the Cisco Network Admission Control (NAC) solution. It is a specialized application that runs on your network endpoints. Cisco Trust Agent collects security posture information from the NAC-compatible applications that are installed on the endpoint and reports that information to a posture validation server for processing. Based on the assessment of the security posture information, the network endpoint is then granted access to the network, granted access to a remediation server, or denied access to the network until the endpoint is brought into compliance with security policy.

# System Requirements

You can install Cisco Trust Agent on systems that meet the following requirements:

| Component | Requirement |
|---|---|
| **System** | ù Pentium-class processor<br>ù Network connection |
| **Operating System** | English-language version of:<br>ù Windows NT, Service Pack 6<br>ù Windows 2000, All Versions<br>ù Windows XP, Professional Edition |
| **Windows Installer** | Version 2.0 or later |
| **Hard Disk Space** | 20 MB |
| **Memory (RAM)** | ù 128 MB for Windows NT and Windows 2000<br>ù 256 MB for Windows XP |

Cisco Trust Agent is compatible with the following Cisco NAC components:

- Cisco IOS router running Cisco IOS Release 12.3(8)T or later.
- Cisco Secure Access Control Server (ACS) Version 3.3 or later.



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# Installation Notes

The Cisco Trust Agent installation uses the Microsoft Windows Installer. The Windows installer does not come pre-installed on all Windows platforms. If you are installing Cisco Trust Agent on Microsoft Windows NT SP 6, you need to download the Windows installer engine from the Microsoft website (http://www.microsoft.com). Go to the downloads page, search for Windows Installer, and click **Windows Installer 2.0 Redistributable for Windows NT 4.0 and 2000**.

**Note** You can include the redistributable installer in a custom Cisco Trust Agent installation package. If it is included in your Cisco Trust Agent installation package, Cisco Trust Agent will automatically install the Windows Installer update during the Cisco Trust Agent install process. Refer to the *Cisco Trust Agent Administrator Guide* for more information about creating a custom installation package.



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# Caveats

The following caveat applies to Cisco Trust Agent Version 1.0.

**Note** You can use Bug Toolkit on Cisco.com to view additional caveat information. Access the Bug Toolkit from the following website:

http://www.cisco.com/support/bugtools

**CSCed90878** Client PC failed to locate the Domain Controller before the login.

Description: On a compliant client, Windows occasionally fails to find the domain controller before the user logs in. In these cases, Windows uses locally cached credentials to log in the user.

Symptoms: On Windows NT 4.0, the user receives a dialog box that they are using cached credentials to log in. On all systems, any corporate logon scripts will not execute.

Conditions: This condition occurs when

- the network access device is configured to deny all access until posture validation is complete, and
- the user logs in before posture validation is complete.

Workaround: Configure the default ACL on your network access device to permit the following services until the posture validation process is complete:

- DNS
- NBNS (NetBIOS Name Service)
- NetLogon
- LDAP
- KRB5
- SMB



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# Related Documentation

Refer to the following documentation for more information about Cisco Trust Agent:

- *Cisco Trust Agent Administrator Guide*
- *Cisco Trust Agent Release Notes Version 1.0*

Refer to the following documentation for more information about the Cisco NAC components:

- *User Guide for Cisco Secure ACS for Windows Server, Version 3.3*
- *User Guide for Cisco Secure ACS Solution Engine, Version 3.3*
- *Network Admission Control* feature documentation for IOS Release 12.(8)T.

# Obtaining Documentation

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

## Cisco.com

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

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

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

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



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# Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

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

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

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

# Documentation Feedback

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

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

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

We appreciate your comments.

# Obtaining Technical Assistance

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



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## Cisco Technical Support Website

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

http://www.cisco.com/techsupport

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

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

## Submitting a Service Request

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

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

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

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

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

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

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



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## Definitions of Service Request Severity

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

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

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

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

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

# Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com



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- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

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

  http://www.cisco.com/ipj

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

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



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