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# SECUREIDA

## SecureIDA™ Quick Start Guide Version 3.0

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*Published: March 2007*

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### **Abstract**

This guide will walk you through the steps required to register, access, and administer your SecureIDA environment. It is not intended as a comprehensive reference guide, but to assist you in getting acquainted the SecureIDA system.

Before beginning the walkthroughs, please review the System Requirements. If you experience any problems, refer to the Troubleshooting section.

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## System Requirements

### End User (Remote Client) System Requirements

#### Hardware

The SecureIDA client interfaces run as an ActiveX controls within the end user's Microsoft Internet Explorer web browser. We recommend the following for your remote end users:

- 700 MHz or higher Pentium-compatible CPU
- At least 128 megabytes (MB) of RAM. 256 MB recommended

#### Software

The SecureIDA client interfaces run as an ActiveX controls within the end user's Microsoft Internet Explorer web browser:

- Windows XP SP2 or higher, Windows 2000 SP3 or higher or Windows Server 2003 SP1 or higher
- Microsoft Internet Explorer 6.0 SP1 or higher.
- Internet Explorer options that allow signed Active X controls to be loaded. All SecureIDA ActiveX controls are digitally signed with our corporate certificates.
- POP-UP blocker must be turned off for your SecureIDA Web Portal address.
- If the Local Destination address of any of your IronDoor VPN tunnels will be a loopback address something other than 127.0.0.1 (e.g. 127.0.0.2), your Windows XP SP2 clients will require the Microsoft fix specified in Knowledge Base article KB884020.

#### Network

The SecureIDA client interfaces run as an ActiveX controls within the end user's Microsoft Internet Explorer web browser:

- An Internet connection to your SecureIDA Web Portal.
- A connection to your IronDoor Agent via either the Internet or internal LAN.
- Personal firewall definitions that allow outbound connections to the port range established in your IronDoor Agent definition within the WorldExtend Administrator.
- If any of your IronDoor VPN tunnels will be used for Windows File Sharing (i.e. port 139), you must add a Microsoft Loopback adapter to the client machine. SecureIDA can do this automatically, but with certain restrictions. Please refer to the WorldExtend Environment Preparation Guide for details.

## IronDoor Agent System Requirements

### Hardware

You can install the IronDoor Agent (IDA) on any Windows XP, Windows 2000 or Windows 2003 computer in your network (i.e. on the same subnet as the computers you want to remotely access).

The following are the minimum requirements to run the IDA.

- 800 MHz or higher Pentium-compatible CPU
- At least 256 megabytes (MB) of RAM. 512 MB recommended

### Software

SecureIDA currently requires the following operating systems and software:

- Windows XP SP2
- Windows 2000 Server with SP3 or higher
- Windows Server 2003 with SP1 or higher
- The Microsoft .NET Framework 2.0
- Microsoft Windows Installer 2.0

### Network

The IDA currently requires the following network and firewall configuration:

- An external TCP/IP address accessible over the public Internet. This does not have to be a “static” IP address.
- For an IDA configured as a Master or 0-Listener:
  - A firewall definition that makes “n” sequential ports available for the internal TCP/IP address assigned to the server that is hosting the IDA. The IDA will randomly select one of the “n” port numbers when establishing a SecureIDA connection.  
**Example:** *Open 6 ports in the firewall, with port numbers 9000 through 9005 for IP 192.168.3.2*
  - A firewall definition that NAT's the external TCP/IP address to the internal TCP/IP address for those ports.
- For an IDA configured as a Secondary, no firewall changes are required.

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## Registration Walkthrough

Follow these steps to register with SecureIDA.

1. Go to <http://www.secureida.com>
2. Click the **Get Started NOW!** button.
3. Enter your Company Name, User ID, Password, and Email Address.
4. Click the **GO!** button. The registration process will send a request to the SecureIDA Server to perform the following:
  - a. Create your Organizational Unit record.
  - b. Create your Web Portal Internet address (URL)
  - c. Create a User record with the entered User ID and Password.
  - d. Create an IronDoor Agent record in preparation for installation.
5. Once completed, you will be redirected to the **IronDoor Agent Installation** page. You may be prompted to install the SecureIDA Pre-Installation ActiveX Control. Follow the prompts and install the control.
6. Click the **Download IronDoor Agent** button.
7. You will be prompted to run **setup.exe**. Click **Run** (and click **Run**, again, when prompted).
8. The WorldExtend IronDoor Agent requires the Microsoft .NET Framework version 2.0. The installation may need to download the Framework and install it. Be patient, eventually, you will be prompted with WorldExtend panels to install the IronDoor Agent.
9. Click **Next** on each WorldExtend IronDoor Agent installation panel until the installation is complete (then click **Finish**).
10. Click the **I am finished installing** button on the IronDoor Installation page. You will be redirected to the **Access Your Web Portal** page.
11. By this time, your IronDoor Agent should be started. See if the IronDoor Agent icon, on your Windows taskbar notification area, is in a Started state (the little monitor windows will be a bluish-green).
12. Click the link for your web portal. It will open a new browser window with your new web portal login.

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## Web Portal Walkthrough

This section will guide you through logging into your Web Portal and launching your first connections.

1. Access your web portal by clicking the link on the **Access Your Web Portal** page, or clicking the link in your SecureIDA Welcome email or typing the address into your web browser.
2. You may be prompted to install the SecureIDA Initializer ActiveX Control. Follow the prompts and install the control. This control will set your web portal address as a Trusted Site within Internet Explorer and perform other initialization functions on your computer. **Note:** *If you are using Internet Explorer 7.0, you will need to close ALL browser windows and re-access your web portal address to complete the initialization process.*
3. When prompted with the login prompt, enter the User ID and Password you created during Registration.
4. You will be prompted to enter your Organizational Contact information. We require this information to better help you with support and service. WE WILL NOT SEND OR SELL THIS INFORMATION TO ANY THIRD-PARTY.
5. Click the **CLICK HERE** link and enter your contact information in the pop-up window.
6. Once the contact prompt is gone, you will see two (2) icons on your Web Launch Pad. The connections were automatically published when you started your IronDoor Agent for the first time.
7. Click the **Windows File Share** icon. It will establish a VPN tunnel with the computer you installed the IronDoor Agent onto (most likely, the computer you are currently logged into).
8. Once the VPN tunnel is in the “Started” status, click the **Open Network Folders** button. You now are accessing Windows file shares (assuming there are some shared folders) through an encrypted VPN tunnel.
9. Click the **Windows Desktop** icon. It will attempt to connect to the computer you installed the IronDoor Agent onto (most likely, the computer you are currently logged into).
10. A window will open with a Windows login prompt for the computer you are connecting to. If this computer is the one you are currently on, do not login, just click Cancel. If it is a different computer, enter valid Windows credentials and access the desktop.

Congratulations! You have just created your SecureIDA environment, connected to a VPN tunnel, and connected to a desktop!

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## Administration Walkthrough

The WorldExtend Administration system for SecureIDA has many features and functions for defining the connections used to access your computers and data. This section will walk you through the decisions and steps you must make for defining and accessing one of these connection types, a remote Windows desktop.

Since you are connecting to a Windows desktop, you will need to determine the following things before defining it to SecureIDA:

1. Determine which Windows desktop you want to access.
2. Is it accessible from your IronDoor Agent (i.e. is it in the same network)?
3. Is it setup for remote access and what is its address? To determine this:
  - a. Log into the computer you want to access.
  - b. Click Start -> Control Panel
  - c. Click the System icon within Control Panel
  - d. Click the Remote tab.
  - e. Under the Remote Desktop section, make sure the “Allow users to connect remotely...” or “Enable Remote Desktop...” check box is checked. If not, check it.
  - f. Write down the Full computer name value underneath the check box.
  - g. Click OK.
4. Determine which users you want to access this desktop.

Now that we have the specifics about the desktop, we will step through the process of defining it to SecureIDA and accessing it.

1. If you are not already, login to your Web Portal.
2. Click the **Administration** link in the left-side Controls list. It will open the WorldExtend Administration Main page in a new browser window.
3. Click the **Guided Setup** link.
4. After reviewing the web page, click the **Next** button link.
5. Under “What type of connection are you adding?”, select the **Windows Desktop** type and click the **Next** button.
6. Under “What is the name of this Windows desktop?” enter a name that is recognizable by those who will access the computer. If in doubt, enter the computer name you wrote down previously. Once completed, click the **Next** button.
7. Under “Which IronDoor Agent or Group is required?”, select your IronDoor Agent from the dropdown list and click the **Next** button.

8. Most likely the computer you want to access is not defined to SecureIDA. Under “Which Computer is required?”, click the **Add New Computer** button.
9. On the Add Computer page, enter a description for the computer into the Description text box (if in doubt, enter the computer name). In the Address text box, enter the computer name EXACTLY as you wrote it down. Once completed, click the **Next** button.
10. Back under “Which Computer is required?”, select your new computer from the dropdown list and click the **Next** button.
11. Under “What resources should be allowed?”, check the appropriate check boxes and click the **Next** button.
12. Under “Who can use this connection?” a list of your current users will be displayed. If all of the users requiring access to the desktop are listed, select them (and yourself), and click the **Next** button and go to step 15; otherwise, click the **Add New Users** button and go to the next step.
13. For each user you need to add, enter a User ID, Password and optional First Name and Last Name and click the **Next** button. When done adding users, click the **Cancel** button.
14. Back under “Who can use this connection?”, select all of your new users (including yourself) and click the **Next** button.
15. Congratulations! You have successfully added a new Windows Desktop connection. Click the **Manage Connections** button.
16. You will now be placed on the Connections Details page with your new desktop as the active connection. On the top menu, click **Close** to exit.
17. Now go back to the web browser window of your web portal (the Web Launch Pad). Click the **Refresh Launch Pad** link on the left side. The Windows Desktop you just added should appear. Click it. You now have access to another computer!

For comprehensive help on using the WorldExtend Administration system, access the online help.

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## Troubleshooting

Please review the System Requirements section before searching here. If you cannot find a solution to your problem in this section, please contact our Technical Support:

Email: [support@secureida.com](mailto:support@secureida.com)

Phone: 866–999–7750 (option 2)

### **General Troubleshooting**

**Problem:** The IronDoor Agent installation was previously cancelled, but I already registered. How do I install the agent?

**Action:** Go to <http://www.secureida.com>, click the **Get Started NOW** button, click the **CLICK HERE** link, and then enter the email address and password you registered with.

**Problem:** My computer will not let me install the IronDoor Agent.

**Action:** You must log into your computer as a user with Administrative rights and re-attempt the installation.

**Problem:** I somehow closed my browser and lost my web portal address and login credentials. How do I get them back?

**Action:** When you registered with us, we sent you email with this information. Check your email, possibly your junk email, and find the email sent from SecureIDA.

**Problem:** When I log into my web portal, I keep getting prompted to enter my contact information, but every time I click on the link, nothing happens.

**Action:** Most likely, you have a pop-up blocker that is preventing SecureIDA from displaying its pop-up windows. You must set your pop-up blocker to allow pop-ups from your web portal address.

**Problem:** When I log into my web portal, it states that I have no connections assigned to me. I thought two connections were automatically created when I registered.

**Action:** The first time you start your IronDoor Agent, the SecureIDA Server will automatically add a VPN Tunnel connection and Windows desktop connection (for access to the computer where the IDA is running). These connections will not be created if your IronDoor Agent has never started or cannot make the web connection to the SecureIDA Server. See the IronDoor Agent Troubleshooting section.

**Problem:** When I click the Windows Desktop icon, the system tells me it cannot connect to my IronDoor Agent.

**Action:** Make sure the remote Windows computer is it setup for remote. To determine this:

1. Log into the computer you want to access.
2. Click Start -> Control Panel
3. Click the System icon within Control Panel
4. Click the Remote tab.
5. Under the Remote Desktop section, make sure the “Allow users to connect remotely...” or “Enable Remote Desktop...” check box is checked. If not, check it.
6. Click OK.

If you still get the error message, see the IronDoor Agent Troubleshooting section.

**Problem:** When I click the Windows File Share icon, the system tells me it cannot connect to my IronDoor Agent.

**Action:** See the IronDoor Agent Troubleshooting section.

**Problem:** When I click the Windows File Share icon, the status never gets set to “Started”.

**Action:** In order to perform Windows file sharing, the SecureIDA VPN Tunnel must use a Microsoft Loopback Adapter. As a default, SecureIDA automatically attempts to install this loopback adapter whenever anyone logs into your web portal or launches a VPN Tunnel connection. This automatic installation may have failed. The user must have Administrative rights to have the installation work correctly.

For more details, click the Help & Support link in the Controls section of your Web Launch Pad. Reference the FAQs -> VPN Tunnels section for a complete description.

**Problem:** When I click the Windows File Share icon, the status gets set to “Started”, but when I click on the Open Network Folders button, the system tells me “path [\\10.99.99.99](#) does not exist...”.

**Action:** Click the Help & Support link in the Controls section of your Web Launch Pad. Reference the FAQs -> VPN Tunnels -> IronDoor Loopback section to verify your loopback adapter has the correct settings.

Make sure the computer, you are trying to connect to, has at least one folder that is shared for network access.

## **IronDoor Agent Troubleshooting**

A running IronDoor Agent (IDA) continuously looks for work to do by communicating with the SecureIDA Server over an outbound web connection. Once work is found, the IDA and Server perform a series of steps to start a session and make sure it is a valid SecureIDA session.

If you cannot get your connections to work, the first place to check is your installed IronDoor Agent. Here are the steps to troubleshoot IronDoor Agent problems.

### **Determine if the IronDoor Agent is installed:**

1. On the computer where you installed the IronDoor Agent, click Start -> Control Panel ->Administrative Tools -> Services
2. Find the WorldExtend IronDoor Agent service in the list. If the service is not listed, the installation did not occur.
3. Go to <http://www.secureida.com>, click the **Get Started NOW** button, click the **CLICK HERE** link, enter the email address and password you registered with, and re-install the IronDoor Agent

### **Determine if the IronDoor Agent service is running:**

1. On the computer where you installed the IronDoor Agent, click Start -> Control Panel ->Administrative Tools -> Services
2. Find the WorldExtend IronDoor Agent service in the list. Determine if it is started. If not, attempt to start the service using the Services console.
3. If the service will not start, check the Windows Event Log for error messages.
4. Many times, it will be an authorization issue. In the Services console, double-click the WorldExtend IronDoor Agent Service.
5. Click the **Log On** tab.
6. Click the **Local System account** radio button, then click **OK**.
7. Restart the service.

### **Determine if the IronDoor Agent is making a connection with the SecureIDA Server:**

1. On the computer where you installed the IronDoor Agent, click Start -> Control Panel ->Administrative Tools -> Event Viewer -> Applications
2. Find messages for WxIronDoorAgent.
3. If you found a message with the text:  
IronDoor Agent, Version 3.0.7081.1, started on cccccc (nnn.nnn.nnn.nnn)  
then the agent successfully started and communicated with the SecureIDA Server.
4. If you found repeated messages with the text:  
An error occurred communicating with the WorldExtend IronDoor Web Service. Waiting

30 seconds, then retrying. Please see IronDoor Agent log.  
the agent is not communicating with the SecureIDA Server.

5. If step 4 is true:
  - a. Click Start -> All Programs -> WorldExtend -> IronDoor Agent -> Configurator
  - b. Click the **Web Service** tab.
  - c. Verify the URL is <https://ws.secureida.com>. If not, change it, click **OK**, and restart the service.
6. If you are still getting the same error messages:
  - a. Click Start -> All Programs -> WorldExtend -> IronDoor Agent -> Log Files, open the latest IDA log file and look for error messages.
  - b. It is possible your Internet connection is down. Open a web browser and see if you can get to other websites.
  - c. It is possible you have a firewall or Internet proxy that is blocking traffic from the IronDoor Agent. Check Windows Firewall, Norton Internet Security or any other third-party software or hardware based firewalls.
  - d. Check with your system administrator.

**Determine if the IronDoor Agent is receiving TCP/IP traffic:**

1. It is possible your Internet connection is down. Open a web browser and see if you can get to other websites.
2. It is possible you have a firewall or Internet proxy that is blocking traffic from the IronDoor Agent. Check Windows Firewall, Norton Internet Security or any other third-party software or hardware based firewalls.
3. It is possible that your firewall and/or router is not routing traffic to the computer where the IDA is installed. Check with your network administrator about appropriate NAT rules or Port Forwarding rules.
4. Log into your SecureIDA web portal, access the Administration system, and make sure the IronDoor Agent definition as the correct address, port range, and Master/Secondary configuration.