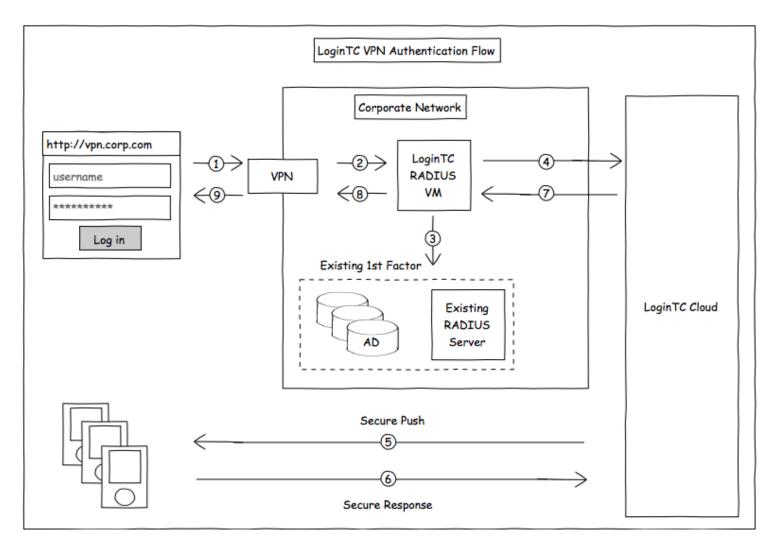
www.logintc.com/docs/connectors/cisco-asa.html

# Introduction

The LoginTC RADIUS Connector is a complete two-factor authentication virtual machine packaged to run within your corporate network. The LoginTC RADIUS Connector enables Cisco ASA to use LoginTC for the most secure two-factor authentication.



# Compatibility

Cisco ASA appliance compatibility:

- Cisco ASA 5505
- Cisco ASA 5506 Series
- Cisco ASA 5508-X
- Cisco ASA 5512-X
- Cisco ASA 5515-X
- Cisco ASA 5516-X

- Cisco ASA 5525-X
- Cisco ASA 5545-X
- Cisco ASA 5555-X
- Cisco ASA 5585-X Series
- Cisco appliance supporting RADIUS authentication

# **Compatibility Guide**

Any other Cisco appliance which have configurable RADIUS authentication are supported.

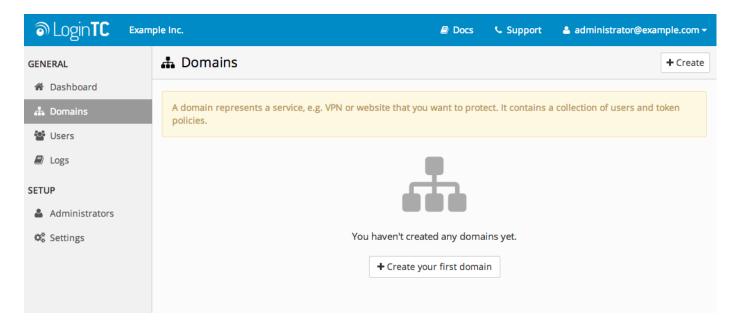
# **Prerequisites**

Before proceeding, please ensure you have the following:

#### **RADIUS Domain Creation**

If you have already created a LoginTC Admin domain for your LoginTC RADIUS Connector, then you may skip this section and proceed to Installation.

- 1. Log in to LoginTC Admin
- 2. Click Domains:
- 3. Click Add Domain:



4. Enter domain information:

ာ Login <b>TC</b> Exam	ple Inc.		Docs	support	💄 administrator@example.com 🗸
GENERAL	🔒 Domains / Create	Domain			Cancel
A Dashboard	Name	Name			
A Domains	The domain name will appear on authentication requests (e.g. Office VPN)				
🖉 Logs	lcon	Default     Oustom			
SETUP Administrators Settings	The domain icon (e.g. your organization logo) will appear on authentication requests	• Default O Custom			
	<b>Connector</b> How you will connect your infrastructure to this domain	RADIUS API OP     RADIU     Use the RADIUS Connector	JS	_	pal 🔾 WordPress 🔾 Joomla
	Key Policy Specify how your users will unlock their token to authenticate Note: if you are already using passwords for the first factor, we recommend PIN	• PIN 🔾 Passcode			
		Create			

#### Name

Choose a name to identify your LoginTC Admin domain to you and your users

Connector

RADIUS

# Installation

The LoginTC RADIUS Connector runs CentOS 6.5 with SELinux. A firewall runs with the following open ports:

22	TCP	SSH access
1812	UDP	RADIUS authentication
1813	UDP	RADIUS accounting
8888	TCP	Web interface
80	TCP	Package updates (outgoing)

### Note: Username and Password

logintc-user is used for SSH and web access. The default password is logintcradius. You will be asked to change the default password on first boot of the appliance and will not be able to access the **web interface** unless it is changed.

The logintc-user has sudo privileges.

### Configuration

Configuration describes how the appliance will authenticate your RADIUS-speaking device with an optional first factor and LoginTC as a second factor. Each configuration has **4 Sections**:

#### 1. LoginTC

This section describes how the appliance itself authenticates against LoginTC Admin with your LoginTC organization and domain. Only users that are part of your organization and added to the domain configured will be able to authenticate.

#### 2. First Factor

This section describes how the appliance will conduct an optional first factor. Either against an existing LDAP, Active Directory or RADIUS server. If no first factor is selected, then only LoginTC will be used for authentication (since there are 4-digit PIN and Passcode options that unlock the tokens to access your domains, LoginTC-only authentication this still provides two-factor authentication).

#### 3. Passthrough

This section describes whether the appliance will perform a LoginTC challenge for an authenticating user. The default is to challenge all users. However with either a static list or Active Directory / LDAP Group you can control whom gets challenged to facilitate seamless testing and rollout.

#### 4. Client and Encryption

This section describes which RADIUS-speaking device will be connecting to the appliance and whether to encrypt API Key, password and secret parameters.

#### **Data Encryption**

It is strongly recommended to enable encryption of all sensitive fields for both PCI compliance and as a general best practice.

The **web interface** makes setting up a configuration simple and straightforward. Each section has a **Test** feature, which validates each input value and reports all potential errors. Section specific validation simplifies troubleshooting and gets your infrastructure protected correctly faster.

# **First Configuration**

Close the console and navigate to your appliance web interface URL. Use username logintc-user and the

password you set upon initial launch of the appliance. You will now configure the LoginTC RADIUS Connector.

Create a new configuration file by clicking + Create your first configuration:

ခာ Login <b>TC</b>	Login	TC RADIUS Connector 2.1.0		Docs	Support	🛎 log	gintc-user <del>-</del>
GENERAL		🛔 Configurations		[	Restart RADIUS Se	erver	+ Create
Logs			-				
APPLIANCE							
Status		You	naven't created any configurations	s yet.			
🌣 Settings							
┛ Upgrade			+ Create your first configuration				

# LoginTC Settings

Configure which LoginTC organization and domain to use:

ခာ Login <b>TC</b> မ	oginTC RADIUS Connector 2.1.0	🗐 Docs 🕓 Support 🕹 logintc-user 🗸
GENERAL	击 New Configuration	n / LoginTC Settings Step 1 of 4 Cancel
<ul> <li>Configurations</li> <li>Logs</li> <li>APPLIANCE</li> <li>Status</li> <li>Settings</li> </ul>	LoginTC Settings Values which will dictate how the LoginTC RADIUS Connector will identify itself to the LoginTC cloud service.	API Key The 64-character organization API key is found on the LoginTC Admin Panel Settings page. Domain ID The 40-character domain ID is found on the LoginTC Admin Panel domain settings page.
Upgrade		Test Next Click Test before continuing

#### Configuration values:

api_key	The 64-character organization API key
domain_id	The 40-character domain ID

The API key is found on the LoginTC Admin Settings page. The Domain ID is found on your domain settings page.

Click Test to validate the values and then click Next:

ا Login <b>TC</b>	LoginTC RADIUS Connector 2.1.0	🗐 Docs 💪 Support 📤 logintc-user 🗸
GENERAL	🚠 New Configuration	n / LoginTC Settings Step 1 of 4 Cancel
📥 Configurations	LoginTC Settings	API Key
Logs	Values which will dictate how	vZkDw7l6Z3tApwZJXERseKdR0s5RNNqjMxXlwvxpWwJOa9oJXi9b5tdvPyFsqzwJ
APPLIANCE	the LoginTC RADIUS Connector will identify itself to the LoginTC cloud service.	The 64-character organization API key is found on the LoginTC Admin Panel Settings page.
🍘 Status		Domain ID
📽 Settings		9120580e94f134cb7c9f27cd1e43dbc82980e152
Upgrade		The 40-character domain ID is found on the LoginTC Admin Panel domain settings page.
		Test Next
		Test successful, click Next to continue
		Test successful, click <b>Next</b> to continue

# **First Authentication Factor**

Configure the first authentication factor to be used in conjunction with LoginTC. You may use Active Directory / LDAP or an existing RADIUS server. You may also opt not to use a first factor, in which case LoginTC will be the only authentication factor.

S Login <b>TC</b> Login	TC RADIUS Connector 2.1.0	🗐 Docs 🕓 Support 🛔 logintc-user 🗸			
GENERAL	📥 New Configuratio	n / First Factor Step 2 of 4 Cancel			
<ul> <li>Configurations</li> <li>Logs</li> </ul>	First Factor Select the first way users will authenticate prior to LoginTC.	• LDAP			
APPLIANCE Status Settings Upgrade	LDAP Server Details The LDAP host and port information.	Host Host name or IP address of the LDAP server. Examples: Idap.example.com or 192.168.1.42 Port (optional) 389			
	Bind Details	Port if LDAP server uses non-standard port.     Bind with credentials      Anonymous			

# **Active Directory / LDAP Option**

Select **Active Directory** if you have an AD Server. For all other LDAP-speaking directory services, such as OpenDJ or OpenLDAP, select **LDAP**:

ි Login <b>TC</b>	LoginTC RADIUS Connector 2.1.0	🗐 Docs 🕓 Support 🛔 logintc-user 🗸
GENERAL	🛔 New Configuratio	n / First Factor Step 2 of 4 Cancel
Configurations Configurations Configurations Configurations	First Factor Select the first way users will authenticate prior to LoginTC.	○ LDAP
<ul> <li>B Status</li> <li>Settings</li> <li>Upgrade</li> </ul>	AD Server Details The Active Directory host and port information.	Host Host name or IP address of the LDAP server. Examples: ad.example.com or 192.168.1.42 Port (optional) 389 Port if Active Directory server uses non-standard port.
	Bind Details	<ul> <li>Bind with credentials</li></ul>

# Configuration values:

host	Host or IP address of the LDAP server	ldap.example.com <b>or</b> 192.168.1.42
port (optional)	Port if LDAP server uses non-standard (i.e., 389/ 636)	4000
bind_dn	DN of a user with read access to the directory	<pre>cn=admin,dc=example,dc=com</pre>
bind_password	The password for the above bind_dn account	password
base_dn	The top-level DN that you wish to query from	dc=example,dc=com
attr_username	The attribute containing the user's username	sAMAccountName <b>or</b> uid
attr_name	The attribute containing the user's real name	displayName <b>or</b> cn
attr_email	The attribute containing the user's email address	mail <b>or</b> email
Group Attribute (optional)	Specify an additional user group attribute to be returned the authenticating server.	4000
RADIUS Group Attribute (optional)	Name of RADIUS attribute to send back	Filter-Id
LDAP Group (optional)	The name of the LDAP group to be sent back to the authenticating server.	SSLVPN-Users
encryption (optional)	Encryption mechanism	ssl <b>or</b> startTLS
cacert (optional)	CA certificate file (PEM format)	/opt/logintc/cacert.pem

Click Test to validate the values and then click Next.

# **Existing RADIUS Server Option**

If you want to use your existing RADIUS server, select **RADIUS**:

ຈ Login <b>TC</b>	LoginTC RADIUS Connector 2.1.0	🖻 Docs 🍾 Support 🔮 logintc-user 🗸
GENERAL	🚠 New Configuratio	on / First Factor Step 2 of 4 Cancel
Logs	First Factor Select the first way users will authenticate prior to LoginTC.	○ LDAP ○ Active Directory
<ul> <li>Status</li> <li>Settings</li> <li>Upgrade</li> </ul>	RADIUS Server Details The RADIUS host and secret.	Host Host name or IP address of the RADIUS server. Examples: ldap.example.com or 192.168.1.42 Port (optional)
		1812         Port if the RADIUS server uses non-standard port.         Secret

#### Configuration values:

host	Host or IP address of the RADIUS server	radius.example.com <b>or</b> 192.168.1.43
port (optional)	Port if the RADIUS server uses non-standard (i.e., 1812)	6812
secret	The secret shared between the RADIUS server and the LoginTC RADIUS Connector	testing123

#### **RADIUS Vendor-Specific Attributes**

Common Vendor-Specific Attributes (VSAs) found in the FreeRADIUS dictionary files will be relayed.

Click Test to validate the values and then click Next.

#### Passthrough

Configure which users will be challenged with LoginTC. This allows you to control how LoginTC will be phased in for your users. This flexibility allows for seamless testing and roll out.

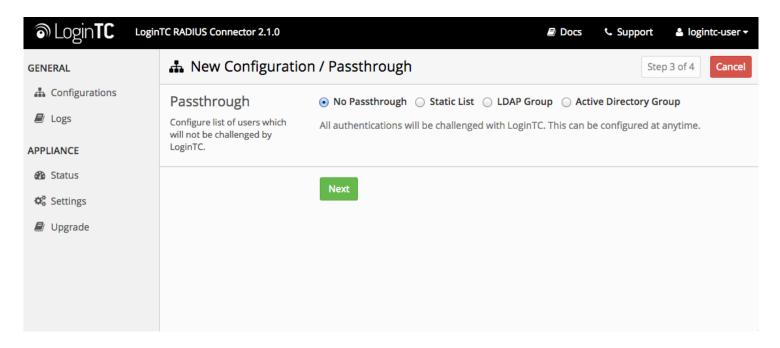
For example, with smaller or proof of concept deployments select the Static List option. Users on the static list will be challenged with LoginTC, while those not on the list will only be challenged with the configured First Authentication Factor. That means you will be able to test LoginTC without affecting existing users accessing your VPN.

For larger deployments you can elect to use the Active Directory or LDAP Group option. Only users part of a particular LDAP or Active Directory Group will be challenged with LoginTC. As your users are migrating to LoginTC

your LDAP and Active Directory group policy will ensure that they will be challenged with LoginTC. Users not part of the group will only be challenged with the configured First Authentication Factor.

# No Passthrough (default)

Select this option if you wish every user to be challenged with LoginTC.



# **Static List**

Select this option if you wish to have a static list of users that will be challenged with LoginTC. Good for small number of users.

ခာ Login <b>TC</b> မ	oginTC RADIUS Connector 2.1.0	🗐 Docs 💪 Support 🔮 logintc-user 🗸
GENERAL	🛔 New Configuratio	on / Passthrough Step 3 of 4 Cancel
🚠 Configurations	Passthrough	No Passthrough  Static List  LDAP Group  Active Directory Group
🖻 Logs	Configure list of users which will not be challenged by	Store static list of users that will be challenged with LoginTC. Good for small number of users.
APPLIANCE	LoginTC.	
Status	Static List	LoginTC challenge users
📽 Settings	Only users in this list will be challenged with LoginTC. All	
🗐 Upgrade	other users will be challenged with configured first factor only.	

LoginTC challenge users: a new line separated list of usernames. For example:

# **Active Directory / LDAP Group**

Select this option if you wish to have only users part of a particular Active Directory or LDAP group to be challenged with LoginTC. Good for medium and large number of users.

ခါ Login <b>TC</b> Login	TC RADIUS Connector 2.1.0	🗐 Docs 🌜 Support 📤 logintc-user 🗸
GENERAL	📥 New Configuratio	n / Passthrough Step 3 of 4 Cancel
Configurations  Logs  APPLIANCE	Passthrough Configure list of users which will not be challenged by LoginTC.	<ul> <li>No Passthrough Static List LDAP Group Active Directory Group</li> <li>Connect to an existing Active Directory server for group membership verification. Good for large number of users.</li> </ul>
<ul> <li>Status</li> <li>Settings</li> <li>Upgrade</li> </ul>	Auth Groups Only users which are members of one or more of the specified groups will be challenged with LoginTC. All other users will be challenged with configured first factor only.	LoginTC challenge Auth Groups Comma separated list of groups membership for which users will be challenged with LoginTC. Example: logintc_users, operations
	AD Server Details The Active Directory host and port information.	Host

### Configuration values:

LoginTC challenge auth groups	Comma separated list of groups for which users will be challenged with LoginTC	SSLVPN-Users <b>Or</b> two-factor-users
host	Host or IP address of the LDAP server	ldap.example.com <b>Or</b> 192.168.1.42
port (optional)	Port if LDAP server uses non-standard (i.e., 389 /636)	4000
bind_dn	DN of a user with read access to the directory	cn=admin,dc=example,dc=com
bind_password	The password for the above bind_dn account	password
base_dn	The top-level DN that you wish to query from	dc=example,dc=com
attr_username	The attribute containing the user's username	sAMAccountName <b>or</b> uid
attr_name	The attribute containing the user's real name	displayName <b>or</b> cn
attr_email	The attribute containing the user's email address	mail <b>or</b> email

encryption (optional)	Encryption mechanism	ssl or startTLS
cacert (optional)	CA certificate file (PEM format)	/opt/logintc/cacert.pem

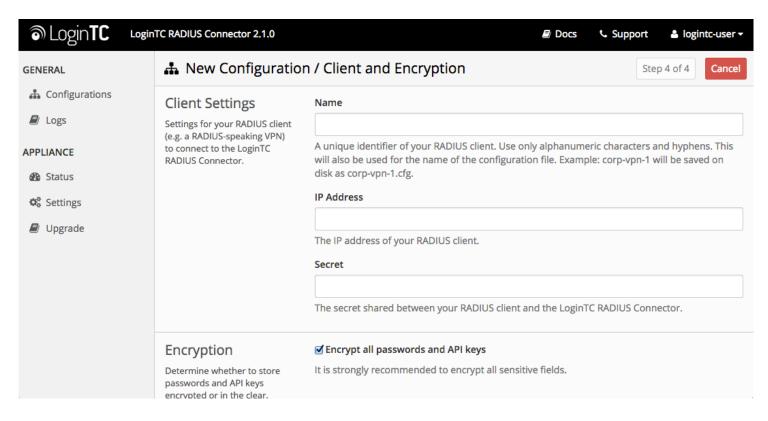
# **Configuration Simplified**

If Active Directory / LDAP Option was selected in First Authentication Factor the non-sensitive values will be prepopulated to avoid retyping and potential typos.

Click Test to validate the values and then click Next.

# **Client and Encryption**

Configure RADIUS client (e.g. your RADIUS-speaking VPN):



#### Client configuration values:

name	A unique identifier of your RADIUS client	CorporateVPN
ip	The IP address of your RADIUS client (e.g. your RADIUS-speaking VPN)	192.168.1.44
secret	The secret shared between the LoginTC RADIUS Connector and its client	bigsecret

# **Data Encryption**

It is strongly recommended to enable encryption of all sensitive fields for both PCI compliance and as a general best practice.

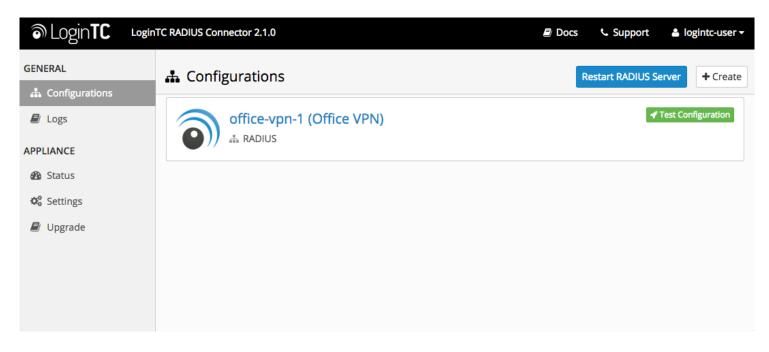
Click Test to validate the values and then click Save.

ခါ Login <b>TC</b> ၊ ဖ	nTC RADIUS Connector 2.1.0	🗐 Docs 💪 Support 🚢 logintc-user 🗸
GENERAL	🚓 Configurations	Restart RADIUS Server + Create
Logs	Configuration office-vpn-1 created	
APPLIANCE	office-vpn-1 (Office VPN)	✓ Test Configuration

# Testing

When you are ready to test your configuration, create a LoginTC user (if you haven't already done so). The username should match your existing user. Provision a token by following the steps:

When you have loaded a token for your new user and domain, navigate to your appliance web interface URL:



Click Test Configuration:

ه Login <b>TC</b> ا	inTC RADI <u>US Connector 2.1.0 B</u> Docs & Support 🔒 logintc-user -	
GENERAL	Test Configuration     ×       A     Restart RADIUS Server	Ŋ
Configurations     Logs	Test the first and second factor authentication by simulating an actual RADIUS request. The resulting test LoginTC request will look identical to what a user would receive in a real authentication scenario.	J
APPLIANCE	If the authenticating user is configured to passthrough then only the first factor challenge will apply.	
🚳 Status		
🕸 Settings		
┛ Upgrade	Username	
	Enter username	
	Password	
	Password	
	For LoginTC only authentication leave Password field blank.	
	Close Test Configuration	

Enter a valid username and password; if there is no password leave it blank. A simulated authentication request will be sent to the mobile or desktop device with the user token loaded. Approve the request to continue:

ခာ Login <b>TC</b>	LoginTC RADIUS Connector 2.1.0	s 🌜 Support 🛔	logintc-user <del>-</del>
GENERAL	✓ Test Configuration ×	Restart RADIUS Server	+ Create
📥 Configurations			
┛ Logs		Test C	onfiguration
APPLIANCE	The request has been APPROVED See logs		
Status			
📽 Settings	Close Test Configuration		
💋 Upgrade			

Congratulations! Your appliance can successfully broker first and second factor authentication. The only remaining step is to configure your RADIUS device!

If there was an error during testing, the following will appear:

ခာ Login <b>TC</b>	LoginTC RADIUS Connector 2.1.0	📞 Support 🛛 🛔 le	ogintc-user 🗸
GENERAL	✓ Test Configuration ×	Restart RADIUS Server	+ Create
📥 Configurations			
Logs		📌 Test Co	nfiguration
APPLIANCE	The request has FAILED See logs		
🍘 Status			
Settings	Close Test Configuration		
┛ Upgrade			

In this case, click **See logs** and then click the /var/log/logintc/authenticate.log tab to view the log file and troubleshoot:

ຈ Login <b>TC</b>	LoginTC RADIUS Connector 2.1.0 🖉 Docs 🕓 Support 🕹 logintc-user 🗸
GENERAL	Logs
📥 Configurations	
🗐 Logs	/var/log/logintc/authenticate.log /var/log/radius/radius.log /var/log/logintc/tornado.log
APPLIANCE	2015-04-28 17:10:15,818 - INFO - 304 GET / (10.0.10.178) 2.42ms 2015-04-28 17:10:17,633 - INFO - 304 GET /logs (10.0.10.178) 2.59ms
🚯 Status	2015-04-28 17:10:18,082 - INFO - 304 GET /configurations (10.0.10.178) 2.43ms
🏟 Settings	2015-04-28 17:10:18,353 - INFO - 304 GET / (10.0.10.178) 2.43ms 2015-04-28 17:10:21,624 - INFO - 304 GET /status (10.0.10.178) 2.45ms 2015-04-28 17:10:21,806 - INFO - 304 GET /configurations (10.0.10.178) 2.40ms
┛ Upgrade	2015-04-28 17:10:22,004 - INFO - 304 GET /configurations (10.0.10.178) 2.19ms 2015-04-28 17:10:22,162 - INFO - 304 GET /logs (10.0.10.178) 2.22ms 2015 04 28 17:10:22,162 - INFO - 204 GET /logs (10.0.10.178) 2.22ms
	2015-04-28 17:12:03,539 - INFO - 304 GET /logs (10.0.10.178) 3.00ms
	Displaying last 1000 lines, refreshes automatically every 1 second.
	O Download -

# **Cisco ASA Configuration - Quick Guide**

Once you are satisfied with your setup, configure your Cisco ASA client to use the LoginTC RADIUS Connector.

For your reference, the appliance **web interface Settings** page displays the appliance IP address and RADIUS ports:

0	Login <b>TC</b>	Login	TC RADIUS Connector 2.1.0			Docs	📞 Support	🛎 logintc-user <del>-</del>
GEN	ERAL		📽 Settings					
*	Configurations Confi							
	Logs		Appliance					
APPL	IANCE		IP Address	10.0.10.116				
2	Status		RADIUS Authentication Port	1812				
00	Settings							
	Upgrade		RADIUS Accounting Port	1813				

The following are quick steps to protect your clientless and AnyConnect VPN setups with LoginTC. The instructions (tailored for Cisco ASA AnyConnect 2.5) can be used for existing setups as well.

- 1. Launch your Cisco ASA ASDM
- 2. Click AAA Local Users:

🔂 Cisco ASDM 6.4 for ASA - 192.168.1.1					<u>- 0 ×</u>
File View Tools Wizards Window Help			Look For:	Go	ahaha
Home 🖧 Configuration 🔯 Monitoring 🔚 Save	e 🔇 Refresh 🔇 Back	🕥 Forward 💡 Help			cisco
Remote Access VPN 🗗 🕂 🖸	figuration > Remote Acce	ss VPN > AAA/Local Users	> AAA Server Groups		
Introduction	AA Server Groups				
📄 💭 Network (Client) Access		rotocol Accounting Mode	Reactivation Mode   Dead Tim	e Max Failed Attempts	Add
AnyConnect Connection Profiles	OCAL LOCAL		Reactivation mode Dead nin	e Maxir alled Accempts	
	oginTC RADIL		Depletion 10	1	Edit
AnyConnect Client Settings					Delete
- Dynamic Access Policies					
Group Policies					
IPsec(IKEv1) Connection Profiles					
🗄 📑 Clientless SSL VPN Access					
Easy VPN Remote					
AAA/Local Users					
Se LDOD Otherbucke Man		0 0 =			
Local Users	ind:	🗇  🖸 Match Case			
🗄 🕀 🔏 Secure Desktop Manager					
	rvers in the Selected Group				
- Bunguage Localization	Server Name or IP Address	Interface Timeout			Add
B DNS	92.168.1.7 in	side 60			Edit
Advanced				-	
Connection Gateway					Delete
					Move Up
HTTP Redirect				-	Move op
Maximum SSL VPN Sessions					Move Down
🗄 🖼 E-mail Proxy					Test
				-	1650
A Device Setup					
🗊 Firewall					
Remote Access VPN					
Site-to-Site VPN	ind:	🗇  🖸 Match Case			
Device Management	.DAP Attribute Map				¥
×		Apply	Reset		
Configuration changes saved successfully.		<admin></admin>	15 🗔 🍰	<b>v</b> 🔒 5/5	5/14 6:26:42 AM UTC

3. Under AAA Server Groups click Add:

薩 Edit AAA Server	Group X	1					
AAA Server Group: Protocol:	LoginTC RADIUS						
Accounting Mode:	C Simultaneous 💿 Single						
Reactivation Mode:	• Depletion • Timed						
Dead Time:	10 minutes						
Max Failed Attempts:	1						
🥅 Enable interim ac	counting update						
VPN3K Compatibi	lity Option 🛛 🕹						
ОК	Cancel Help						

- 4. Select Protocol: RADIUS
- 5. Click Add
- 6. Select the newly created group
- 7. Under Servers in the Selected Group click Add:

🔂 Edit AAA Server	×
Server Group: LoginTC	
Interface Name: inside 💌	
Server Name or IP Address: 192.168.1.7	
Timeout: 60 seconds	
RADIUS Parameters	
Server Authentication Port: 1812	
Server Accounting Port: 1813	
Retry Interval: 5 seconds	
Server Secret Key: *******	
Common Password: *******	
ACL Netmask Convert: Standard	
Microsoft CHAPv2 Capable: 🔲	
SDI Messages	
Message Table 🛛 🕹	
OK Cancel Help	

Interface Name	Name of protected Cisco interface	inside
Server name or IP Address	Address of your LoginTC RADIUS Connector	192.168.1.7
Timeout	Authentication timeout period. Recommend 60s.	60
Server Authentication Port	RADIUS authentication port. Must be 1812.	1812
Server Accounting Port	RADIUS accounting port. Must be 1813	1813
Retry Interval	Length of time between retries	5
Server Secret Key	The secret shared between the LoginTC RADIUS Connector and its client	bigsecret

- 8. Click Clientless SSL VPN Access:
- 9. Click Connection Profiles:
- 10. Select DefaultWEBVPNGroup, click Edit:

Ī	Edit Clientless SSL VPN Co	nnection Profile: any	yconnect	×
	Basic ⊕-Advanced	Name:	anyconnect	
		Aliases:	AnyConnect	
		Authentication		
		Method:	● AAA C Certificate C Both	
		AAA Server Group:	LoginTC	Manage
			Use LOCAL if Server Group fails	
		DNS		
		Server Group:	DefaultDNS	Manage
			(Following fields are attributes of the DNS server group selected above.)	
			Servers:	
			Domain Name: cisco	
		Default Group Policy -		
		Group Policy:	DfltGrpPolicy	Manage
			(Following field is an attribute of the group policy selected above.)	
			Enable clientless SSL VPN protocol	
	Find:		Next O Previous	
			OK Cancel Help	

- 11. For the AAA Server Group select group made in steps 3-5
- 12. Click **OK**

# **Configure Timeout**

By default, the Cisco AnyConnect client will timeout after 12 seconds on Windows and after 30 seconds on Mac OS X. Your users may require more time to authenticate, so the following steps will guide you in creating a profile to override the default timeout.

To test, navigate to your Cisco ASA clientless VPN portal and attempt access.

### Warning: Connection Timeouts

The new profile will be downloaded and applied only after you have sucessfully connected the first time. If you are

having trouble with timeouts, we recommend that you connect using the clientless interface and clicking on the **Start AnyConnect** link to redownload the client. Also ensure that the FQDN and IP Address is correct in the **Server List**.

# **User Management**

There are several options for managing your users within LoginTC:

- Individual users can be added manually in LoginTC Admin
- Bulk operations in LoginTC Admin
- Programmatically manage user lifecycle with the REST API
- One-way user synchronization of users to the LoginTC Admin is performed using User Sync Tool.

### Troubleshooting

### **Connection Times Out After 12 Seconds**

Ensure that you have configured the AnyConnect Client Profile. Also ensure that the profile Hostname is the same hostname that your end-users use to connect to the VPN.

### **Receiving Multiple Requests**

Ensure that you have configured the AnyConnect Client Profile. Also ensure that the profile Hostname is the same hostname that your end-users use to connect to the VPN.

#### **Not Authenticating**

If you are unable to authenticate, navigate to your appliance web interface URL and click Status:

ම Login <b>TC</b> ය	pginTC RADIUS Connector 2.1.0	Docs	Support	💄 logintc-user 🕶
GENERAL	🚯 Status			
🖧 Configurations				
🗐 Logs	All status checks have passed.			
APPLIANCE	✓ Ping cloud.logintc.com			
<ul> <li>Status</li> <li>Settings</li> </ul>				
	✓ RADIUS Process			
🗐 Upgrade	✓ CPU Usage			
	✓ RAM Usage			
	✓ Disk Usage			
	✓ Version check			

Ensure that all the status checks pass. For additional troubleshooting, click Logs:

ခါ Login <b>TC</b> မား	nTC RADIUS Connector 2.1.0 🗐 Docs 🕓 Support 🛎 logintc-user 🗸
GENERAL	🛢 Logs
La Configurations	
🗐 Logs	/var/log/logintc/authenticate.log /var/log/radius/radius.log /var/log/logintc/tornado.log
APPLIANCE	2015-04-28 17:10:15,818 - INFO - 304 GET / (10.0.10.178) 2.42ms
🚳 Status	2015-04-28 17:10:17,633 - INFO - 304 GET /logs (10.0.10.178) 2.59ms 2015-04-28 17:10:18,082 - INFO - 304 GET /configurations (10.0.10.178) 2.43ms 2015-04-28 17:10:18,353 - INFO - 304 GET / (10.0.10.178) 2.43ms
🎎 Settings	2015-04-28 17:10:21,624 - INFO - 304 GET /status (10.0.10.178) 2.45ms 2015-04-28 17:10:21,806 - INFO - 304 GET /configurations (10.0.10.178) 2.40ms
🗐 Upgrade	2015-04-28 17:10:22,004 - INFO - 304 GET /configurations (10.0.10.178) 2.19ms 2015-04-28 17:10:22,162 - INFO - 304 GET /logs (10.0.10.178) 2.22ms
	2015-04-28 17:12:03,539 - INFO - 304 GET /logs (10.0.10.178) 3.00ms
	Displaying last 1000 lines, refreshes automatically every 1 second.
	O Download -

# Email Support

For any additional help please email support@cyphercor.com. Expect a speedy reply.