Introduction to the eduroam(UK) Support Server

Using eduroam Support site; Connecting to the NRPS; User on-boarding – CAT
Introduction to the eduroam(UK) Support site

- https://newsupport.eduroam.uk
  - It’s your portal for interacting with the eduroam(UK) infrastructure
  - Enables your RADIUS server to join the eduroam RADIUS trust fabric
  - Provides tests, access to logs and diagnostics

- Provides information about services provided by other members
Find out about service provided by other members

» Before you log in – information available to any visitor

Enter the name of the organisation you want to find out about

What service types are available

Link to the service info web page of the organisation

Alert that there may be ‘issues’ – not necessarily too bad though!

Integrated membership application form
Loggong onto the eduroam(UK) Support site

» After joining eduroam(UK) – account is created for you on Support
» https://newsupport.eduroam.uk

Enter your credentials

Login screen

Login to access your institution's eduroam management portal

Enter your username

Enter your passphrase

Sign in

Apply for eduroam UK membership

If you want to connect your device to eduroam, please search for your home institution in the box to the right or contact your local IT helpdesk.

To find out more about eligibility and rules of membership, please see How does an organisation join the service?

If you are familiar with the requirements, authorised and ready to apply, please fill in the application form.

Apply for membership

Search eduroam UK members

Enter organisation name

Service type

No organisation specified

Home service allows members of the institution to use eduroam whenever it is offered.

Visited service allows eduroam users to connect at that institution's premises.

Service description

eduroam service page

The eduroam service page provides details of how you can connect and where you can get support, specific to the current organisation.

Service status

No organisation specified
Using the eduroam(UK) Support site

» Overview of **status of your service**

» Portal provides access to:
  › Configure your service in eduroam(UK)
  › Register your RADIUS servers
  › Membership assertions
  › Various interaction parameters - CAT
  › Your eduroam realms
  › Support Accounts
  › Location and service information
  › Troubleshooting – view of NRPS logs
  › Troubleshooting – view of monitoring

Status Overview screen
Use the Support Portal to prepare for implementing a Visited Service

- Register your ORPS
Connecting to the NRPS – Visited Service

» Register your RADIUS server(s)
» Add a server

Add RADIUS Proxy Server popup box

Configuration screen
Connecting to the NRPS – Visited Service

» Parameters required:

» Fully Qualified Domain Name of ORPS ①

» (Publicly accessible IP address; registered in DNS)

» Authentication port is (nearly) always 1812 (UDP) ②

» Shared secrets with the 3 NRPS auto generated ③

» Copy these to your ORPS’s RADIUS clients config

» Supports same set of secrets for multiple ORPS ④

» Select role of your ORPS ⑤

» Proxy-only (only sends Access-Requests)

» Authenticator (sends and receives Access-Requests)

» Information about ORPS to aid supporting you ⑥
Connecting to the NRPS – Visited Service

» After completing the information fields
» Save the OPRS registration
» Added to the NRPS clients table at hourly refresh
End of section - Registering your ORPS to enable connection to NRPS

- You can now peer your ORPS with the NRPS!
You are now ready to implement your Visited eduroam service:

- eduroam SSID on Wi-Fi
- 802.1X / WPA2 Enterprise configuration on WLC/APs
- Point to your ORPS for authentication
- Set up eduroam VLAN/network with access to the internet
- Configure WLC/APs to connect authenticated eduroam users to eduroam VLAN
- Configure your ORPS to forward auth requests to the NRPS

Having done all that...
Tell the World about your service – eduroam service information web page:

Guidance at https://community.jisc.ac.uk/library/janet-services-documentation/content-eduroam-service-information-web-page-guide

Make your service type and service level assertions on Support Server
Tell the World about your – Visited Service

» Having created your eduroam service information web page

» Register the URL via Support Server

Configuration screen
Make your Service Assertions – Visited Service

» Service Type
  › Click ‘Visited’

» Save your update
» And your Deployment Status
  › Click ‘Deployment complete’

› Save your update
Your service will now be advertised on:

- eduroam.org (Geant) maps
- Jisc eduroam member listings
- eduroam Companion App

https://monitor.eduroam.org/eduroam_map.php?type=uk
End of Advertising URL and Making your Service Assertions
End of section – Visited Service
Use the Support Portal to enable implementation of a ‘Home’ service for your users to roam and connect elsewhere

- Your realm (e.g. @camford.ac.uk)
In order for the NRPS to send auths to your RADIUS server you need a realm:

- Your primary realm will be created when you join eduroam(UK)
- You can define further sub-realms if you wish. For additional top level realms – send us a request
You are now ready to implement your Home eduroam service:

- Decide on EAP method (PEAP/MSCHAPv2)
- and username format (fred.smith@camford.ac.uk)
- Configure your ORPS to work with your user database for your own users
- Configure your ORPS to accept authentication requests from the NRPS for your users roaming to other eduroam service locations

Having done all that...
Make your service type and service level assertions
Update your Service Assertions – Home and Visited

» Service Type

› Click ‘Home and Visited’

Please select the type of service you are currently offering.

- Not available
- Home only
- Visited only
- Home and Visited

› Save your update

Add RADIUS Proxy Server popup box

16/07/2018 Introduction to the eduroam(UK) Support Server
Final steps to implement your Home eduroam service:

- Implement mechanism for user awareness (credentials) and user device setup
- Implement a system to get your user devices properly set up to use eduroam e.g. implement eduroam CAT or commercial solutions such as Aruba Clearpass, Ruckus Cloudpath ES
» Supporting your users ‘on-boarding’ with the eduroam CAT
Each member organisation is responsible for helping its own users set up the eduroam profile on devices and ongoing support.

And it’s a requirement of the Technical Specification that members publish an ‘eduroam service information web page’ for all users.

Guidance on service page contents:

- https://community.jisc.ac.uk/library/janet-services-documentation/content-eduroam-service-information-web-page-guide
- Content can include instructions for manual setup of devices and/or links to CAT / CAT installers
- Hint – check out the info pages at other eduroam member organisations!

The eduroam Configuration Assistant Tool (CAT) automates user device setup though use of installers – highly recommended.
Why do you need an auto-on-boarding tool such as the CAT?

- Manual setup by users has many drawbacks
- Manual configuration instructions need to be produced
- These instructions need to be updated with each new release of OS
- IT time absorbed in helping users complete or correct their setups

Solution: CAT generates installers for all platforms in one go (automatically)

- The only input from your IT is a one-time entry of key parameters: (organisation, EAP types supported, certificate uploads and realm details)
- Supports multiple profiles per organisation to support different user groups
CAT information on the Jisc Technologies Community website:
https://community.jisc.ac.uk/library/janet-services-documentation/eduroam-cat-configuration-assistance-tool

CAT site URL: https://cat.eduroam.org

Developed and run by Geant

Request CAT account setup via Support server

Token will be e-mailed to you

Use within 24 hours
» CAT – the User Experience

› Nb. User needs local admin rights to run the .exe!
eduroam CAT – User Experience

Welcome to eduroam CAT
eduroam Configuration Assistant Tool

eduroam installation made easy:
Chrome OS

Custom built for your home institution

eduroam user: download your eduroam installer
Welcome to eduroam CAT
eduroam Configuration Assistant Tool

View this page in:
- Greek (el)
- Chinese (zh)
- Italian (it)
- French (fr)
- Spanish (es)
- Norwegian (no)
- Danish (da)
- Dutch (nl)
- English (en)
- Portuguese (pt)

eduroam installation made easy:

Apple OS X

10.7+

Custom built for your institution

Digitally signed by the organisation that coordinates eduroam: GEANT Association

Home institution
Select your institution

- Royal Veterinary College
  - United Kingdom
  - 6 km

- Richmond and Hillcroft Adult and Community College
  - United Kingdom
  - 13 km

- Chesham College
  - United Kingdom
  - 14 km

- Barnfield College
  - United Kingdom
  - 69 km

- Chichester College
  - United Kingdom
  - 87 km

- Barton Peveril College
  - United Kingdom
  - 105 km

- Richard Taunton Sixth Form College
  - United Kingdom

- Local education authority
  - 36 km

- University of Oxford
  - United Kingdom
  - 17 km

- University of Cambridge
  - United Kingdom
  - 17 km

Choose your institution from the list above.

Show institutions in
- United Kingdom
- Show all countries

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Introduction to the eduroam(UK) Support Server
Introduction to the eduroam(UK) Support Server
Welcome to eduroam CAT
eduroam Configuration Assistant Tool

View this page in: En Español Catalán Čeština Deutsch Eesti Nederlands English (UK) Español Euskara Français Galego Hrvatski Italiano Latviešu Norsk Polski SlovenČina Српски Suomi Magyar Português Slovenčina

Selected Institution: Chichester College

If you encounter problems, then you can obtain direct assistance from your home organisation at:

WWW: http://www.chichester.ac.uk/About-Us/Corporate-Information/EDURGM/
email: helpdesk@chichester.ac.uk
tel: 01243 812220

Welcome aboard the eduroam user community!

Your download will start shortly. In case of problems with the automatic download please use this direct link.

Dear user from Chichester College,

we would like to warmly welcome you among the several million users of eduroam and other places all over the globe. All of this completely free of charge!

Now that you have downloaded and installed a client configurator, all you need is the 'username and password' or 'personal certificate' - and be online!

Should you have any problems using this service, please always contact the people shown above.

Open File - Security Warning

Do you want to run this file?

Name: - downloads/eduroam-W7-Chichester_College.exe
Publisher: GÉANT Association
Type: Application
From: C:\Users\mat.miszamony\ISC\Downloads\eduroam...

[Yes, run this file] [Open it, then run] [Cancel]

Always ask before opening this file

While files from the internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?

Back to downloads
End of eduroam CAT Users Section
Optional CAT Administrators Section Follows
eduroam Support  https://newsupport.eduroam.uk/configure/xxx

» Request CAT account setup via Support server
  › Token will be e-mailed to you
  › Use within 24 hours
Hello,

an eduroam operator has invited you to manage the future IdP "eVA(UK)"
(UK). **This invitation is valid for 24 hours from now**, i.e. until 
11/10/17 18:23:19. To enlist as an administrator for that IdP, please 
click on the following link:

https://cat.eduroam.org/admin/action_enrollment.php?token=76a68cdb9ca6fb78d7c05d4b0c1951bdcb2e4be2473296ad24d9d7fbb8d5bf770641

If clicking the link doesn't work, you can also go to the eduroam CAT 
Administrator Interface at

https://cat.eduroam.org/admin/

and enter the invitation token

76a68cdb9ca6fb78d7c05d4b0c1951bdcb2e4be2473296ad24d9d7fbb8d5bf770641

manually. Please do not reply to this email, it is a send-only address.

Do NOT forward the mail before the token has expired - or the recipients may be able to consume the token on your behalf!

We wish you a lot of fun with the eduroam CAT.

Sincerely,

Your friendly folks from eduroam Operations
CAT start page: https://cat.eduroam.org

Your admin login

(eduroam user’s button)
Login. First time login/account creation, use account setup token e-mailed to you
Federated access management supported: UKAMF/eduGAIN

Also social media such as: Facebook/Twitter
» CAT IdP Administrator Manual (recommended!)

» Click on your institution

https://wiki.geant.org/display/H2eduroam/A+guide+to+eduroam+CAT+for+institution+administrators
Your Institution

- Edit IdP-wide settings, add helpdesk info, t&cs etc
- A couple of tests (handy for checking you have uploaded certs correctly to CAT)
» Edit IdP-wide settings
» Add new option
» Add helpdesk info, t&cs
  web page URL
Your Institution

Existing profile (if any)

Create a new profile
You select the EAP types your IdP system supports

e.g. PEAP/MSCHAPv2 (most common)

User group this profile is for (if applicable)

Realm this profile is for

Anonymous outer ID if required

RADIUS server - CA Cert file(s) root/inters; URL of CA Certificate location; CN of cert

Save data (off screenshot)
You select the EAP types your IdP system supports

- e.g. PEAP/MSCHAPv2 (most common)

- RADIUS server - CA Cert file; URL of CA Certificate; CN of cert
From CAT Home page click on the User Button

Platform is automatically detected and installer offered

However, click on ‘All platforms’

Tip: This screenshot provides an example of multiple top level realm names per organisation.
Go to users’ installer download page and click on ‘All platforms’

Alternative to users going to CAT - You download the installers and distribute to your users via:

- your own web site
- or on-boarding walled garden VLAN
End of eduroam CAT Administrator Section