
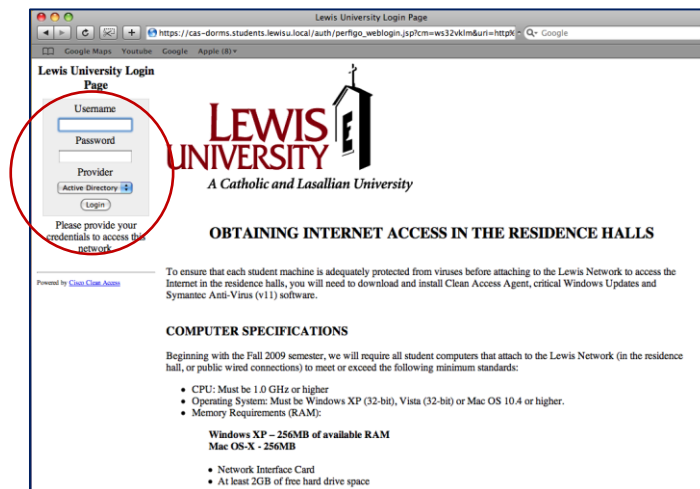


## INSTALLING CISCO CLEAN ACCESS ON A MAC

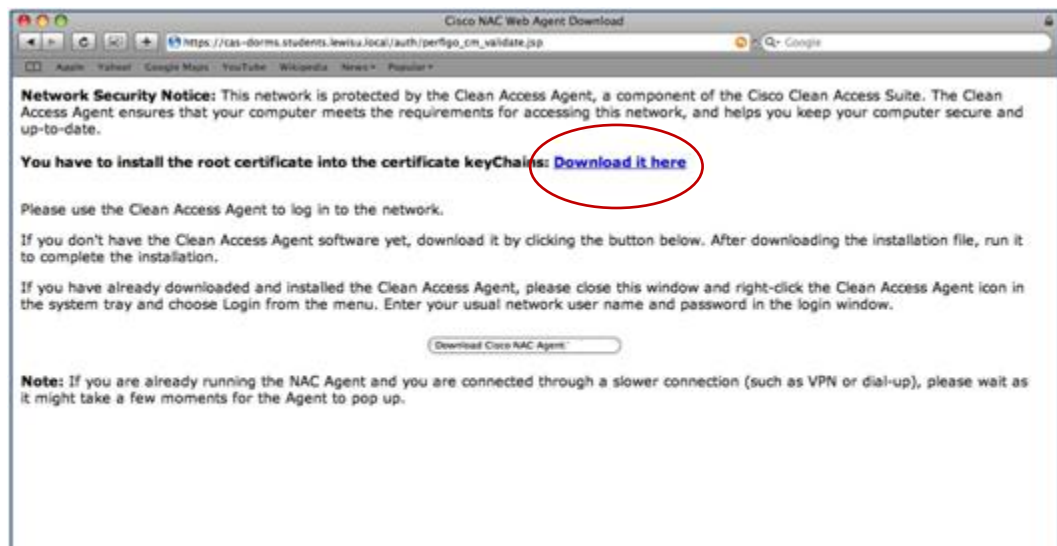
1. Double click on **Safari** . (If your homepage is set to “**Blank**,” please enter a website to be redirected to the login page).
2. Click **Continue** on the “*Safari can't verify the identity of the website*” window.



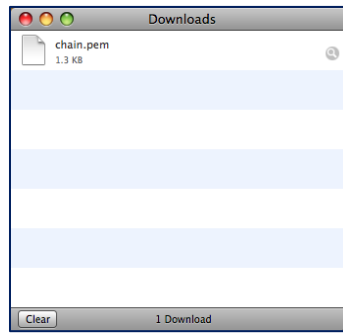
3. Enter your **e-mail address** and **e-mail password** in the correct fields and click on **Login**.



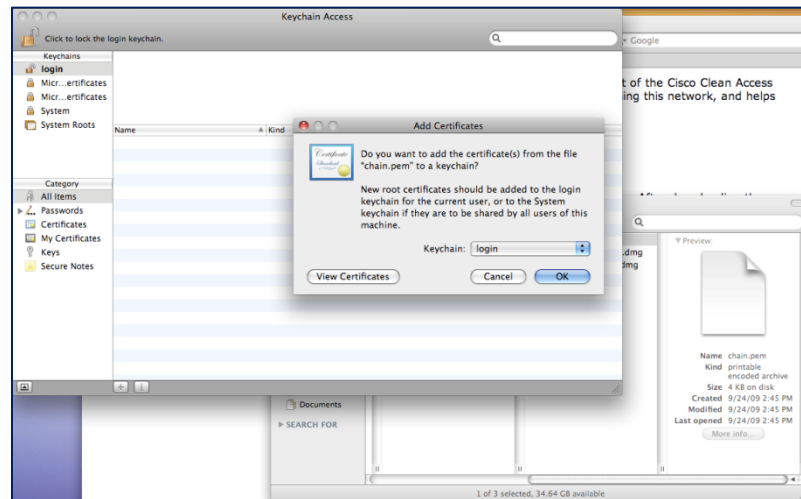
4. Click on the **Download it here** link to begin the process to download and install the root certificate.



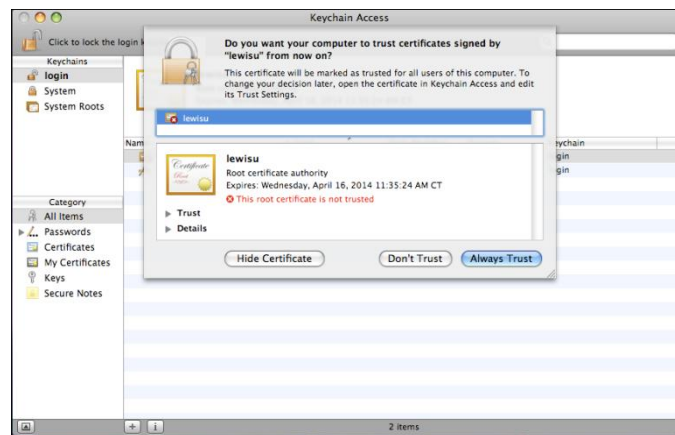
- Once the download is complete for the file **chain.pem**, click on the **Clear** button.  
**Note:** Each download destination folder will be different for each user. Please be aware of the download destination. (To view the destination folder, right click on the chain.pem file and select **Show in Finder**).



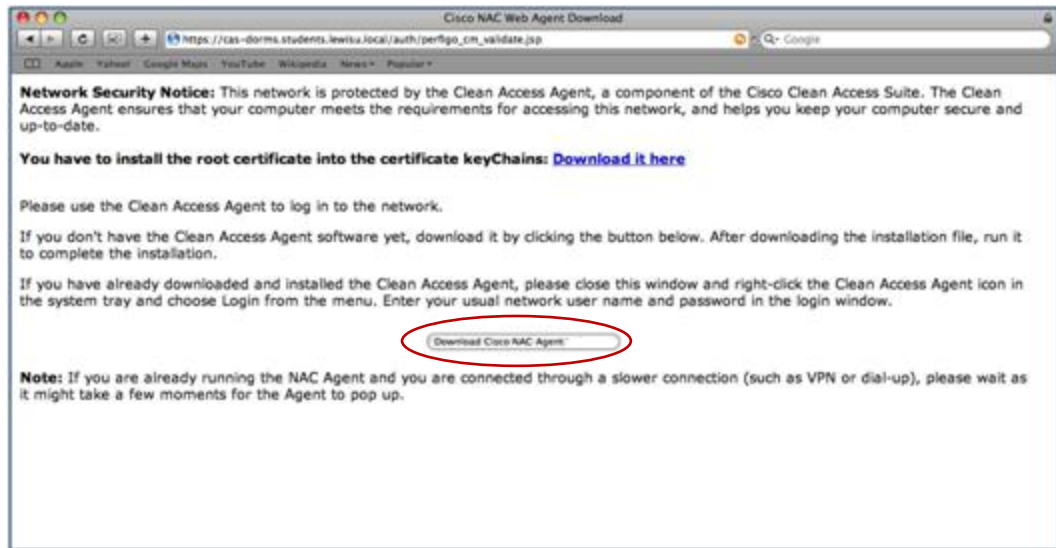
- Go to the file download location and **double click** on the **chain.pem** add the certificate. Click on **OK** when asked: “Do you want to add the certificate from the file chain.pem to the keychain?” (You may be prompted for the Administrator login information/authorization).



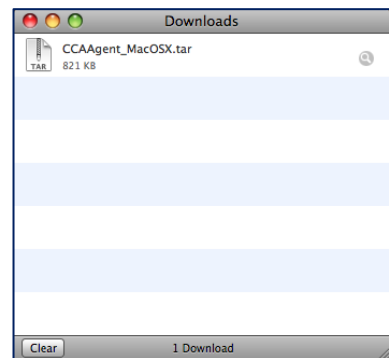
- Select to **Always Trust** the certificate. (You may be prompted for the Administrator login information/authorization).



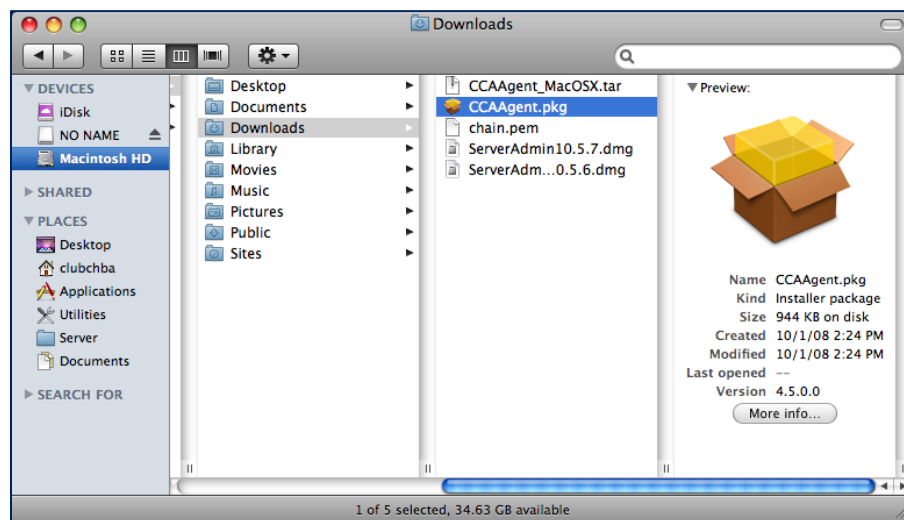
- After you have installed the certificate, go back to the installation page and double click on the **Download Clean Access Agent** button.



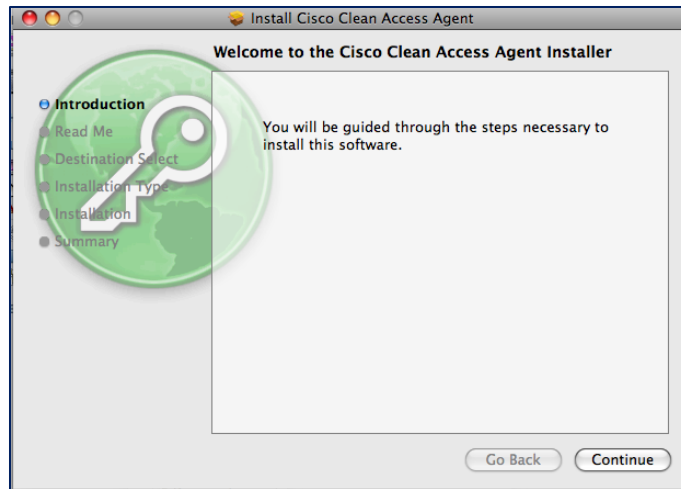
9. Once the download is complete for the file **CCAagent\_MacOSX.tar**, click on the **Clear** button.  
**Note:** Each download destination folder will be different for each user. Please be aware of the download destination. (To view the destination folder, right click on the chain.pem file and select **Show in Finder**).



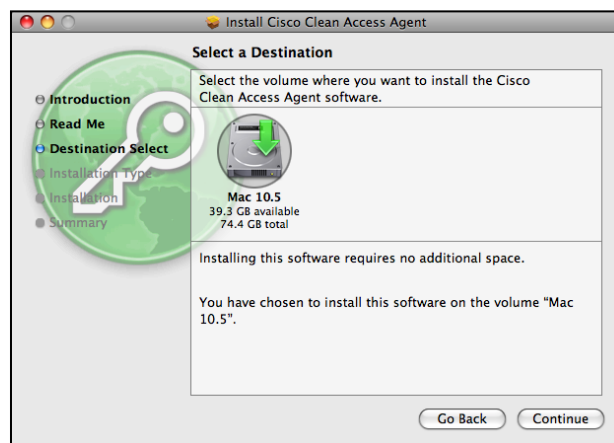
10. Go to the file download location and **double click** on the **CCAagent\_MacOSX.tar** to unzip the **CCAagent.pkg** file. Once unzipped, double click on the **CCAagent.pkg** file to begin the installation of Clean Access.



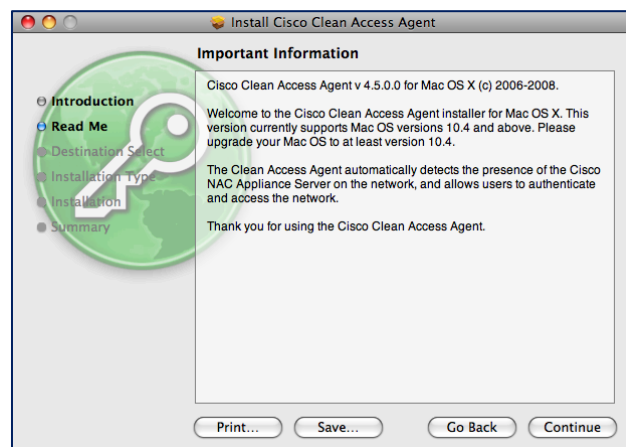
11. Click **Continue** on the “Welcome to the Cisco Clean Access Agent Installer” window.



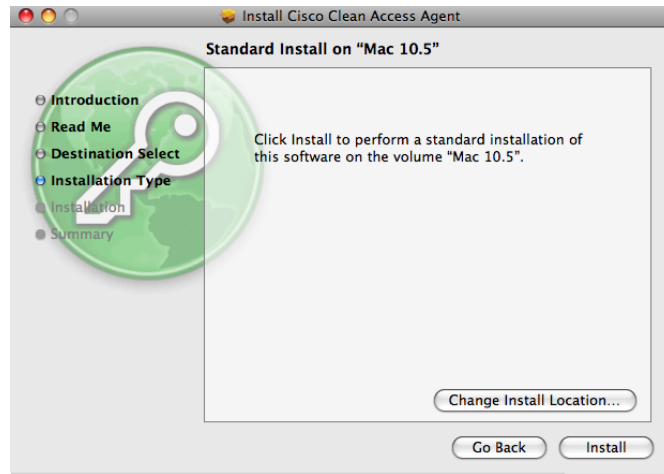
12. Select the destination to install Clean Access on the “*Select Destination*” window and click **Continue**.



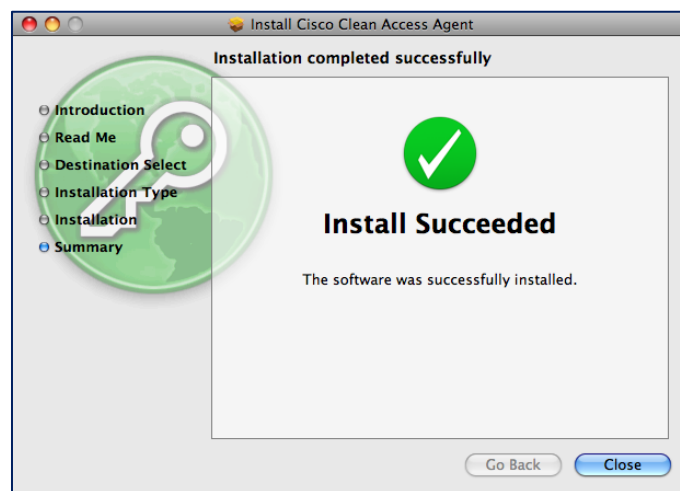
13. Click **Continue** on the “*Important Information*” window.



14. Click **Install** on the “*Standard Install on Macintosh HD*” window. (You may be prompted for your Administrator login information/authorization).



15. Click **Close** on the “*Installation completed successfully*” window.

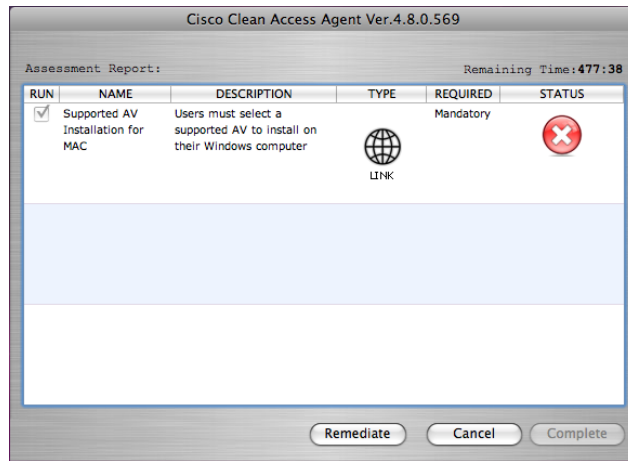


16. The log in screen will appear. Enter your **full e-mail address** for the **User Name** and your **e-mail password** for the **Password**. Select **Remember Me** and click on **Login**.

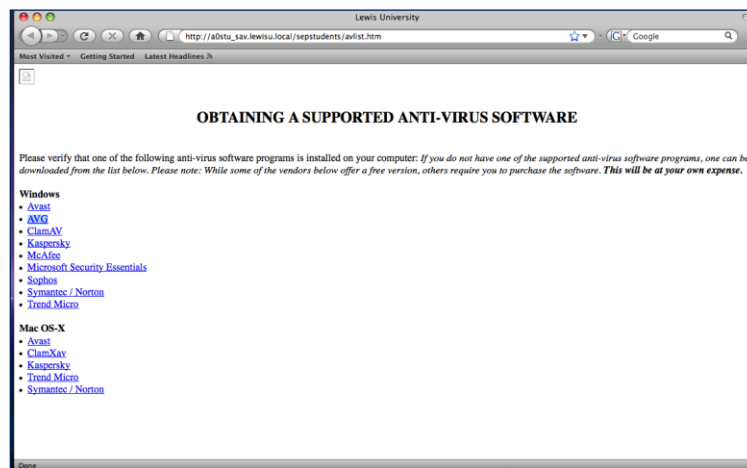


17. After you have installed Clean Access and logged for the first time, you will be prompted to download and install Antivirus software.

18. If you receive temporary access, click on **Remediate** to be redirected to the list of Clean Access supported antivirus software.



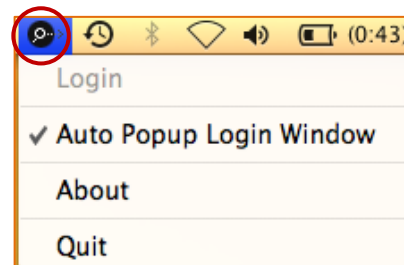
- To install one of the Clean Access supported Antivirus programs on the list, click on a link and follow the instructions. Please note that some of the programs are free and some require purchase at your own expense.
- To update the definitions of one Clean Access supported Antivirus programs on the list, please see vendor specific instructions.



19. Once you have successfully installed one of the Clean Access supported Antivirus programs, click on **Complete, OK**.

**Note:**

After you have successfully installed Clean Access, you will notice the Clean Access icon on your **Menu Bar**. You will be able to set the **Auto Popup Login Window, Log-in** and **Quit** Clean Access from this menu.



## INSTALLING CISCO CLEAN ACCESS ON A MAC CERTIFICATE ERROR

If you are getting the error message “*Cisco Clean Access Agent is having problem communicating with NAC appliance server*” after logging into the network or the login screen continues to pop-up, please have follow steps 4-7 again. This should resolve the issue. This error message means one of the following:

- The new certificate is not set as “Always Trusted,”
- The new certificate is not installed, or
- The old certificate from a previous installation is the only certificate installed and set to “Always Trusted.” A newer certificate needs to be installed and set to “Always Trusted.”

