

## Connection to the secured Arkoon Customer Space site



## Introduction

This procedure describes the different steps to connect to the secure (SSL encryption) Arkoon Customer Space web site.

This site puts at the disposal of our customers and partners complementary tools and documentation for optimal administration and working of the Arkoon security solutions.

Accessing the limited Arkoon Customer Space requires the use of a specific certificate delivered with the Arkoon license.

If you already have this certificate at your disposal, you can directly access to the Arkoon Customer Space.

On the contrary, this document describes the whole process for accessing the Arkoon Customer space.

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## Pre-requisite

The person carrying out this operation must previously and legally acquire an Arkoon product license in accordance with the general terms of sales.

The file concerned with the procedure described in this document is the Arkoon license file strictly speaking (with .akl filename extension).

Example: license.akl, default name of license files.

This file has been sent by email to the administrator of the Arkoon solution or to the Arkoon partner, following a licence request made on the web site <http://license.arkoon.net>.

## Extracting the p12 certificate

Connect to <http://client.arkoon.net/>

- Click Browse... to select the file (with akl filename extension) corresponding to your user license of Arkoon product
- Click then Send
- The Save as dialog box displays, permitting you to determine the folder in which you want to save the certificate you generated
- The certificate is downloaded on your computer.

### Note:

- the default name of the downloaded file is arkoonsupport.p12
- the validity of the certificate depends directly on the validity of the licence

By example: a certificate extract of a temporary license will be useful only 30 days and the certificate extract of a definitive license will be useful as long as the service contract of the appliance will be operational.



## Configuration of Internet Explorer

The example below shows the import of the certificate with Internet Explorer 6.

- Double-click on the file **arkoonsupport.p12**
- The dialog box to import the certificate displays
- Click on Next button
- The path of the certificate to import displays
- Click on Next button
- In the corresponding field, enter the password "**arkoon**", do not activate the available options.
- Click on Next button
- In the new windows, let the default option
- Click on Next button
- Click on Finish button
- A last windows dialog box displays, informing you that the import operation went off correctly.
- Click OK to complete the certificate import.

You can now connect to the Arkoon Customer Space secured web site.

## Configuration of Firefox

The example below shows the import of the certificate with Firefox 2.0 web browser.

- Go in Tools then Options menu
- Go in Advanced then Encryption tab
- Click on the View Certificates button
- In the Your Certificates tab, click on import Button
- Select the certificate file arkoonsupport.p12
- In the new windows, enter the password "arkoon" and click on OK button
- A last windows dialog box displays, informing you that the import operation went off correctly.
- Click on OK button to complete the certificate import.

You can now connect to the Arkoon Customer Space secured web site.



## Connecting to the Arkoon Customer Space site

To connect, enter URL: <http://client.arkoon.net/> and click on the web link to enter in the Arkoon Customer Space site.

With Internet Explorer, a client authentication dialog box displays, asking you to select the certificate to be used.

Select the previously imported certificate.

If your certificate is valid and authenticated, your browser will accept the connection and display the contents of the site.

**Note:** In case of connexion problem, you can check the certificate's validity in the property of the certificate...

