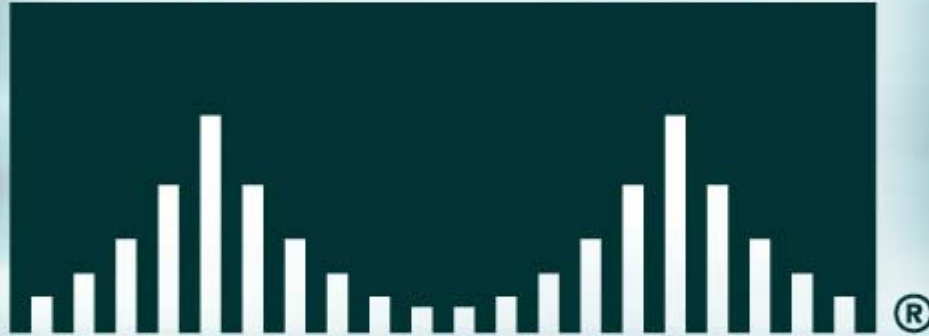


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• NETWORKERS

# CISCO SYSTEMS



# Securing 802.11 Wireless Networks

Session ACC-232

# Session Information

- **Basic understanding of components of 802.11 networks**
- **Please save questions until the end**

# Agenda

- **Drivers for Wireless Security**
- **Wireless Security in 802.11**
- **Vulnerabilities in 802.11 Wireless Security**
- **Technologies for Secure Wireless LANs**
- **Deploying Secure Wireless LANs**
- **What Lies Ahead**

# Agenda

- **Drivers for Wireless Security**
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# Key Markets for Wireless

- **Enterprise/Mid Market**
- **Education**
- **Manufacturing/Warehousing**
- **Retail**
- **Healthcare**

# Enterprise/Mid Market

- **Employees want wireless**
- **ROI—Up to 70 minutes more productivity per day**
- **If IT doesn't roll out wireless, employees will**

**Low end APs at the local computer reseller shop**





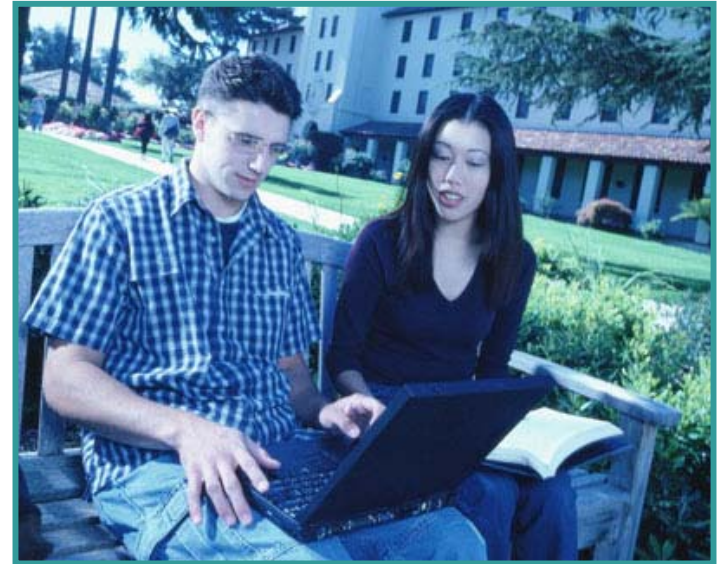
- **Rogue deployments expose corporate network**
- **IT should provide WLANs and secure them**

- **Collaborative learning applications aid students and teachers**
- **An unsecured WLAN leaves the following vulnerable**

**Student records**

**Administrative DBs**

**Proprietary learning materials**



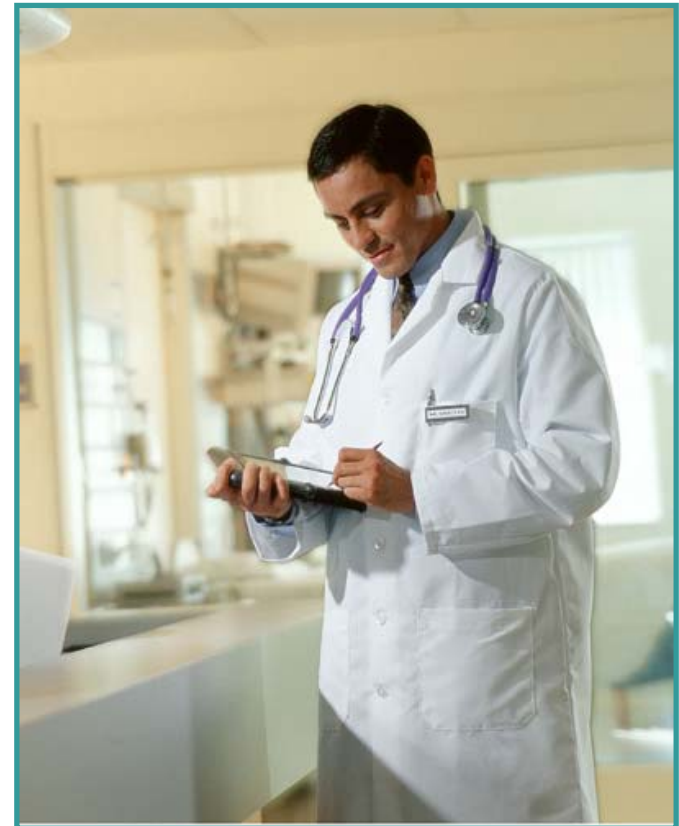
# Manufacturing/Warehousing/Retail

- **Barcode readers and POS terminals very common**
- **Many wireless appliances only support static WEP, or don't use any security!**
- **If connected to corporate network, network is vulnerable**



- **Wireless enabled patient management applications and devices becoming pervasive**
- **Insecure deployments leave patient data vulnerable**

**Secure wireless LANS  
are an enabler  
for HIPAA compliance**



# Agenda

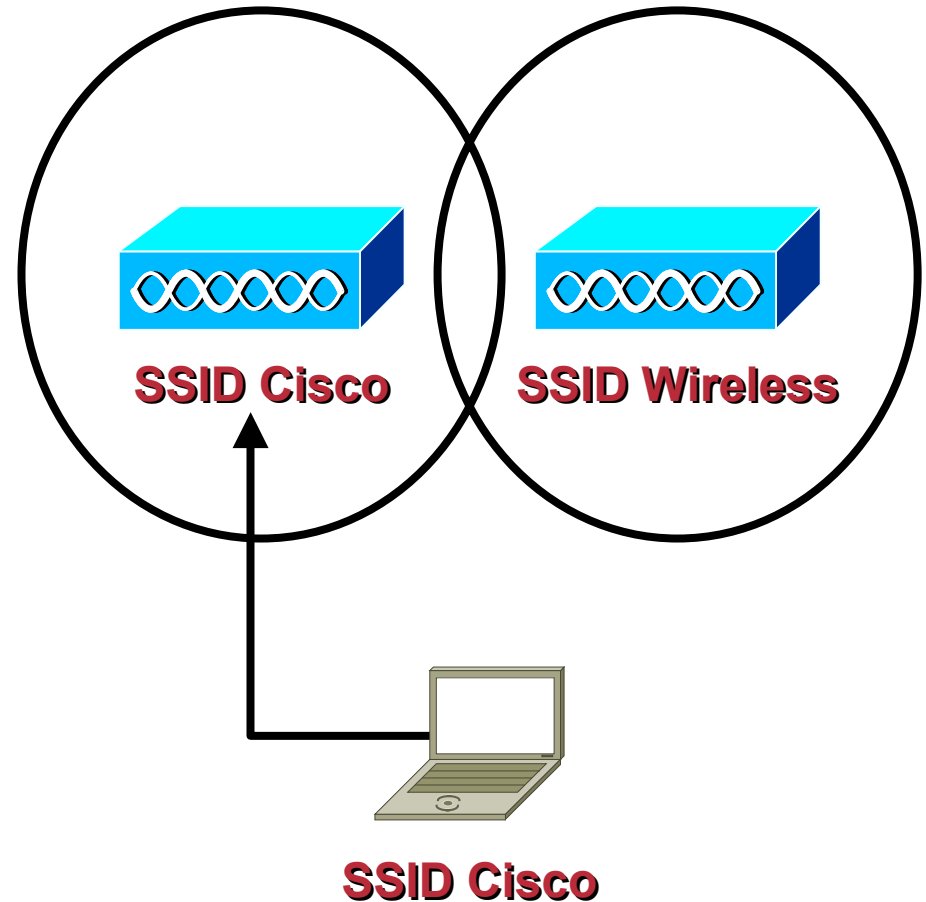
- **Drivers for Wireless Security**
- **Wireless Security in 802.11**
- **Vulnerabilities in 802.11 Wireless Security**
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# 802.11 Wireless Security

- **Service Set Identifier (SSID)**
- **Wired Equivalent Privacy (WEP)**
- **Open Authentication**
- **Shared Key Authentication**
- **MAC Address Authentication**

# The Service Set Identifier (SSID)

- **Used to logically separate wireless LANs**



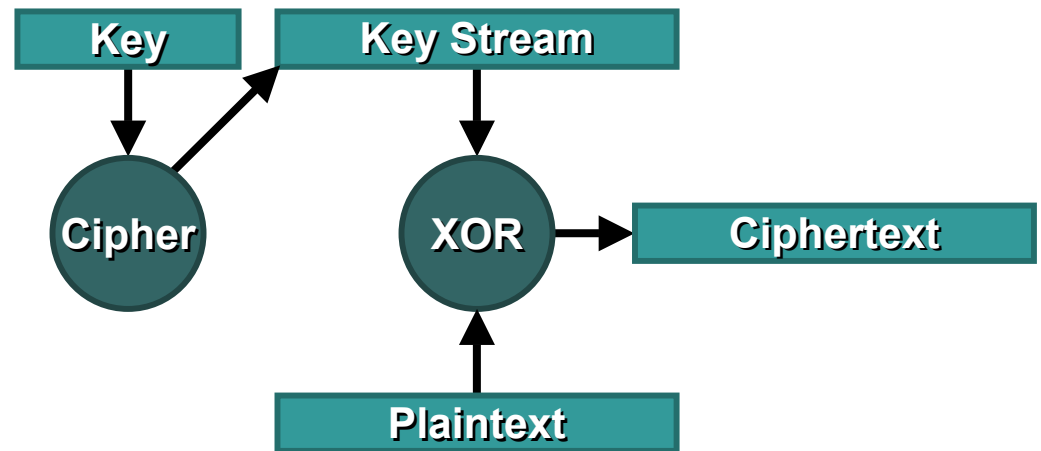
# WEP Encryption

- **Wired Equivalent Privacy**
- **Based on the RC4 symmetric stream cipher**
- **Static, pre-shared, 40 bit or 104 bit keys on client and access point**



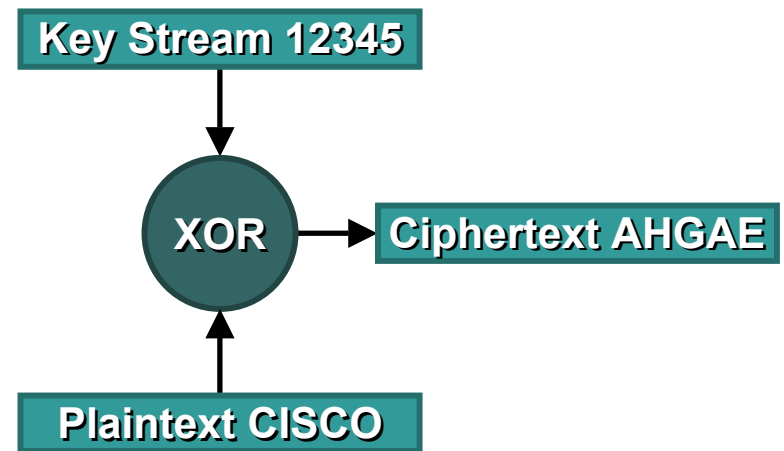
# What Is a Stream Cipher?

- **Generates a key stream of a desired length from the key**
- **The key stream is mixed with the plaintext data**
- **The result is ciphertext data**



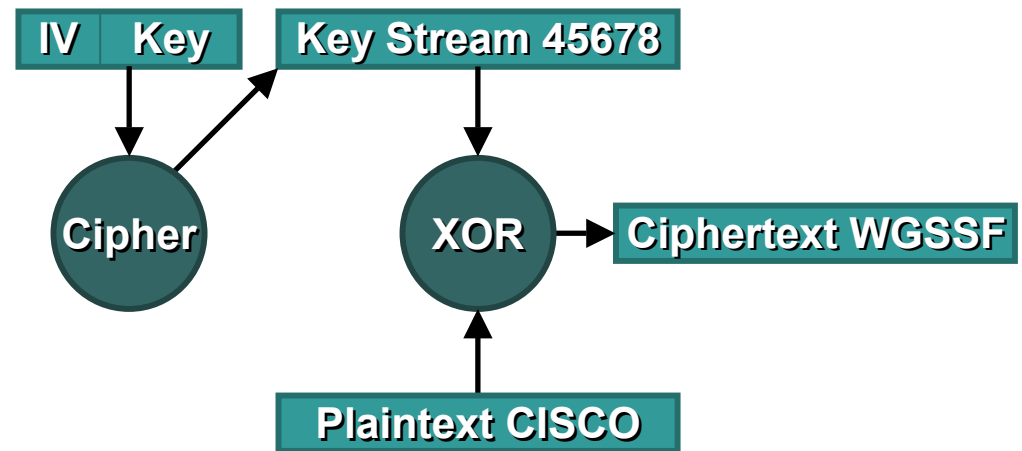
# What Is a Stream Cipher?

- Ciphers, like math equations, always produce the same output, given the same input
- This allows eavesdroppers to make educated guesses, and notices changes in the plaintext



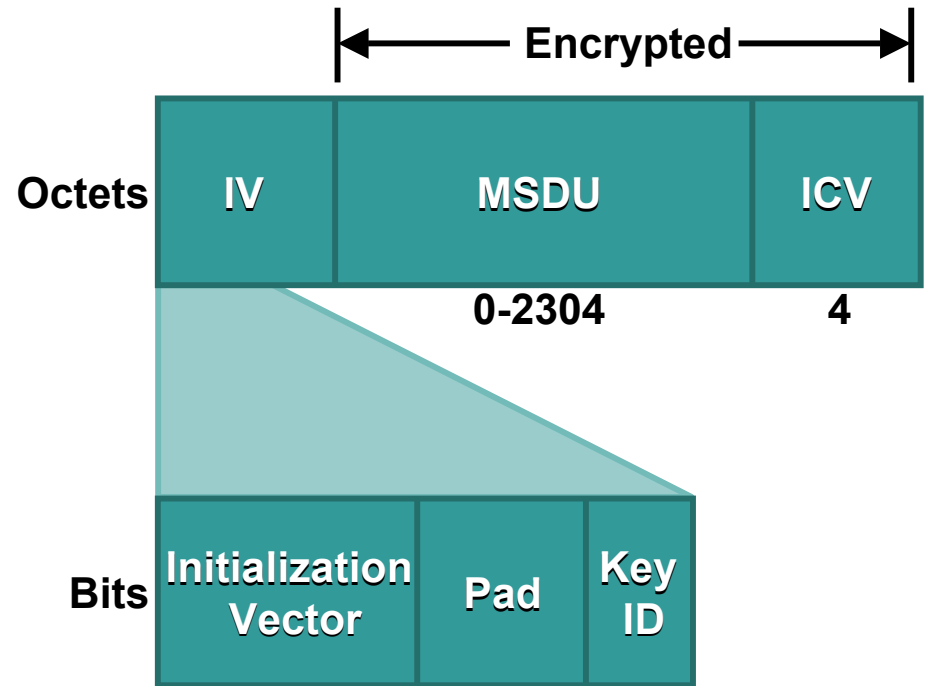
# What Is an Initialization Vector?

- An initialization vector (IV) is value that alters the key stream
- It augments the key to generate a new key stream
- As the IV changes, so does the key stream



# IVs in 802.11 Wireless Security

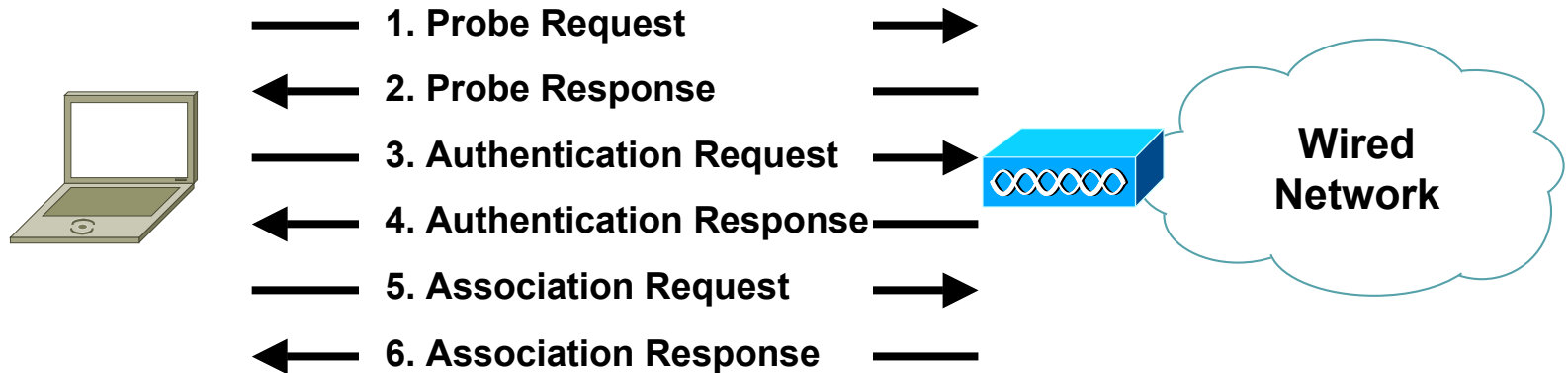
- 802.11 IVs are 24 bit integer values
- Augment 40 bit keys to 64 bits
- Augment 104 bit keys to 128 bits
- Sent in the clear



```

} DLC: WEP (Wired Equivalent Privacy) Header
✓ } DLC: ... Initialization Vector #(1-3)= D200F8
} DLC: ... Initialization Vector #4 = C0
} DLC: ... 11... = 3 (Key ID 4)
} DLC: ... 00 0000 = Pad
} DLC: ... [68 byte(s) of encrypted MSDU]
} DLC: ... Encrypted Integrity Check Value = F9E3F873
```

# 802.11 Authentication

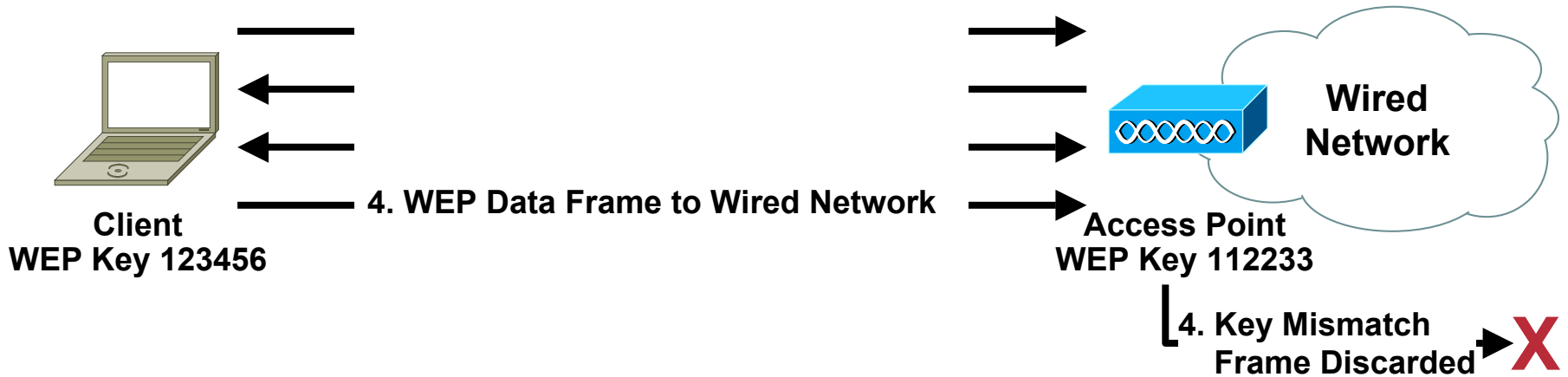


- **Client probes for an AP**
- **Client requests authentication**
- **Client requests association**
- **Client can begin data exchange**

# 802.11 Open Authentication

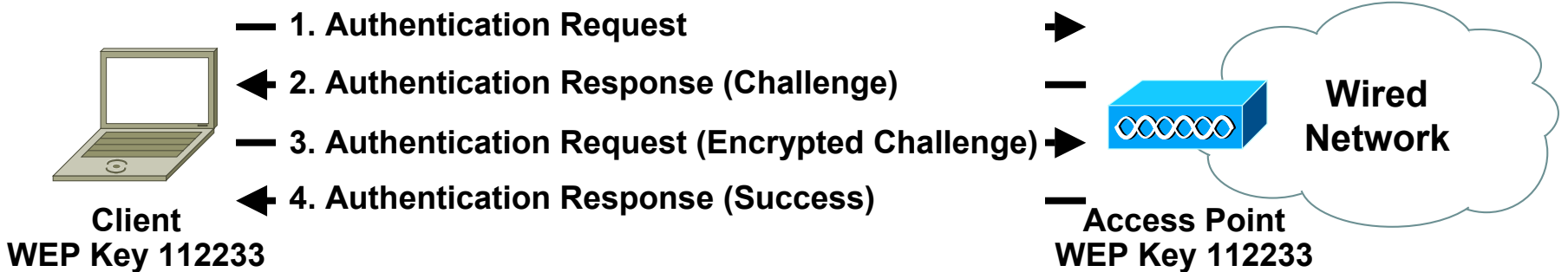
- **Device oriented authentication**
- **Uses null authentication—All requests are granted**
- **With no WEP, network is wide open to any user**
- **If WEP encryption is enabled, WEP key becomes indirect authenticator**

# 802.11 Open Authentication



- Client send authentication request
- AP sends Success response
- WEP keys must match for data to traverse AP

# 802.11 Shared Key Authentication



- **Client and AP must use WEP with pre-shared keys**
- **Client requests shared key authentication**
- **AP sends plaintext challenge**
- **Client encrypts challenge with WEP key and responds**
- **If the AP can decrypt the response, client is valid**

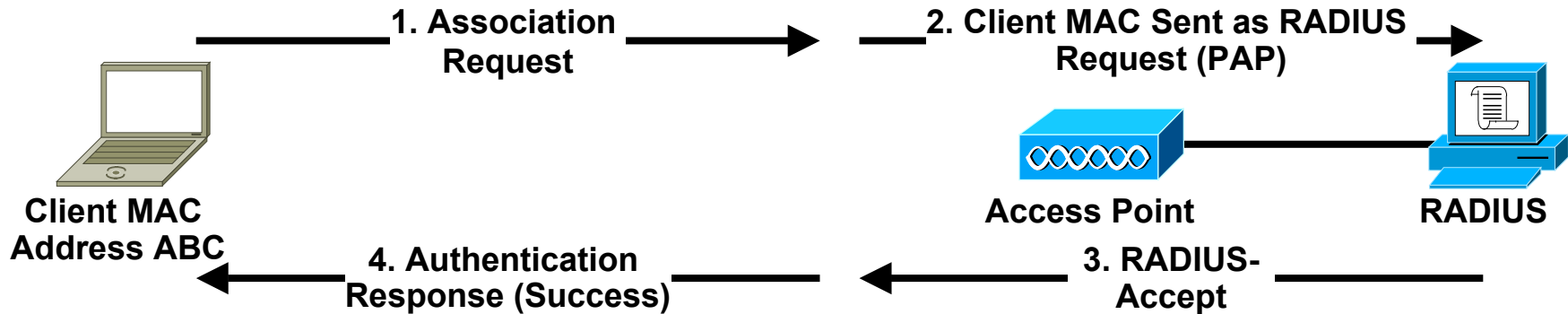


# 802.11 MAC Address Authentication

- **Not part of 802.11 specification**
- **Vendor specific implementation**
- **Used to augment Open or Shared Key Authentication**

# 802.11 MAC Address Authentication

Cisco.com



- **Client requests authentication**
- **Client requests association**
- **AP check MAC against:**
  - 1) **Local allowed list**
  - 2) **Forward to AAA server**
- **Accept Association**

# Wireless Security in 802.11 Summary

- **Authentication is device oriented**
- **Static, pre-shared WEP for encryption**
- **No key management specified**

# Agenda

- **Drivers for Wireless Security**
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# Vulnerabilities in 802.11 Wireless Security

Cisco.com

- **Authentication Vulnerabilities**
- **Statistical WEP Key Derivation**
- **Inductive WEP Key Derivation**

# Authentication Vulnerabilities

- **SSID is not a security mechanism!**
- **Disabling SSID broadcast in the beacons does not prevent an attacker from seeing them**
- **Disabling SSID broadcasts may impact WiFi compliance**

# SSID for Authentication

The screenshot shows the Sniffer Wireless interface. The title bar reads "Sniffer Wireless - Local, 802.11 Wireless LAN DS Channel 1 - Signal Level 79% - [Sniff2: Decode, 195/336 802.11 LANs Frames]". The menu bar includes File, Monitor, Capture, Display, Tools, Database, Window, and Help. The toolbar contains various icons for file operations and analysis. Below the toolbar is a table with columns: No., Status, Source Address, Dest Address, Summary, Len (B), Rel. Time, and Delta Time. The first row (No. 195) shows a frame from source Aironet31669C to destination Aironet500292, with a summary of "802.11: 1.0 Mbps, Signal=100%, Probe response". Below the table is a tree view of the frame's structure. The "DLC: ... Service Set Identity" entry is highlighted in blue and contains the value "LINC5". Other entries include "DLC: Element ID = 0 (Service Set Identifier)", "DLC: ... Length = 5 octet(s)", "DLC: Element ID = 1 (Supported Rates)", and "DLC: ... Supported Rates information field = 82". At the bottom, a hex dump shows the raw data of the frame, with the ASCII column displaying "P...@IP...@lf" and "d...LINC5...". The status bar at the bottom indicates "Expert Decode Matrix Host Table Protocol Dist. Statistics" and "For Help, press F1".

No.	Status	Source Address	Dest Address	Summary	Len (B)	Rel. Time	Delta Time
195	[1]	Aironet31669C	Aironet500292	802.11: 1.0 Mbps, Signal=100%, Probe response	52	0:00:08.434	0.000.649

```
DLC: ... ..0. = Independent Basic Service Set is off
DLC: ... 00.. = No point coordinator at Access Point
DLC: ...1 .... = Privacy
DLC: ...0. .... = Short Preamble option is not allowed
DLC: ...0... .... = Packet Binary Convolutional Coding Modulation mode option is not allowed
DLC: 0... .. = Channel agility is not in use
DLC: Capability information field #2 = 00
DLC: 0000 0000 = Reserved
DLC:
DLC: Element ID = 0 (Service Set Identifier)
DLC: ... Length = 5 octet(s)
DLC: ... Service Set Identity = "LINC5"
DLC:
DLC: Element ID = 1 (Supported Rates)
DLC: ... Length = 4 octet(s)
DLC: ... Supported Rates information field = 82
DLC: 1... .. = Basic Service Set Basic Rate
```

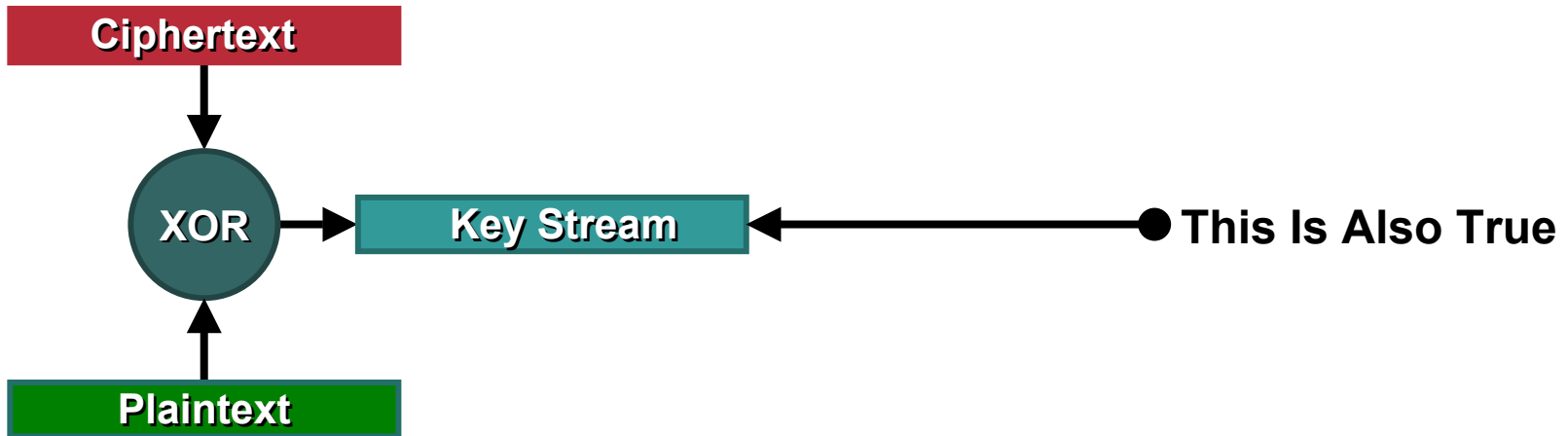
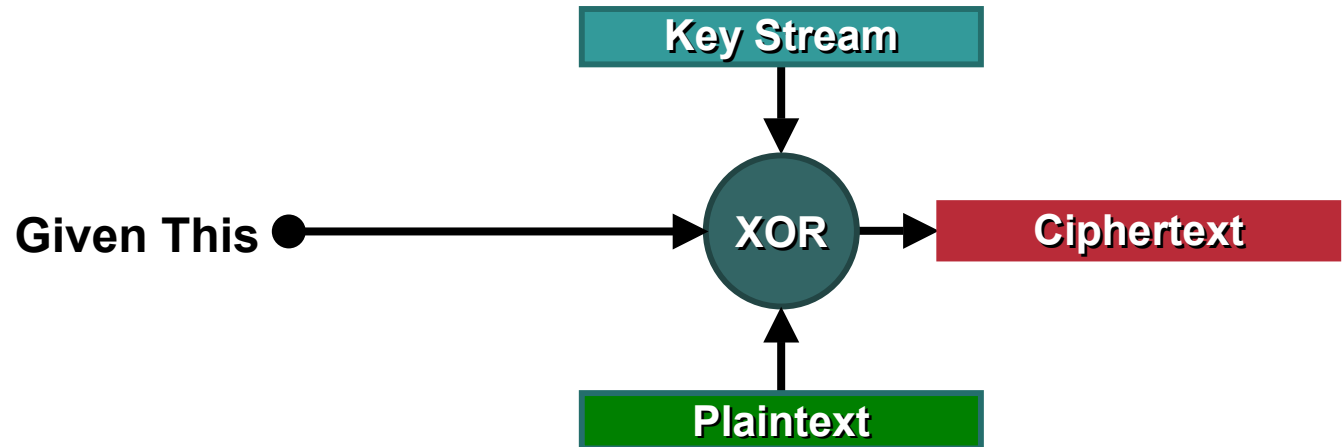
```
00000000: 50 00 3a 01 00 40 96 50 02 92 00 40 96 31 66 9c P...@IP...@lf
00000010: 00 40 96 31 66 9c a0 17 c7 46 39 22 cc 00 00 00 .@lf...CF9"l...
00000020: 64 00 11 00 00 05 4c 49 4e 43 35 01 04 82 84 8b d...LINC5...
00000030: 96 03 01 01
```

# Authentication Vulnerabilities

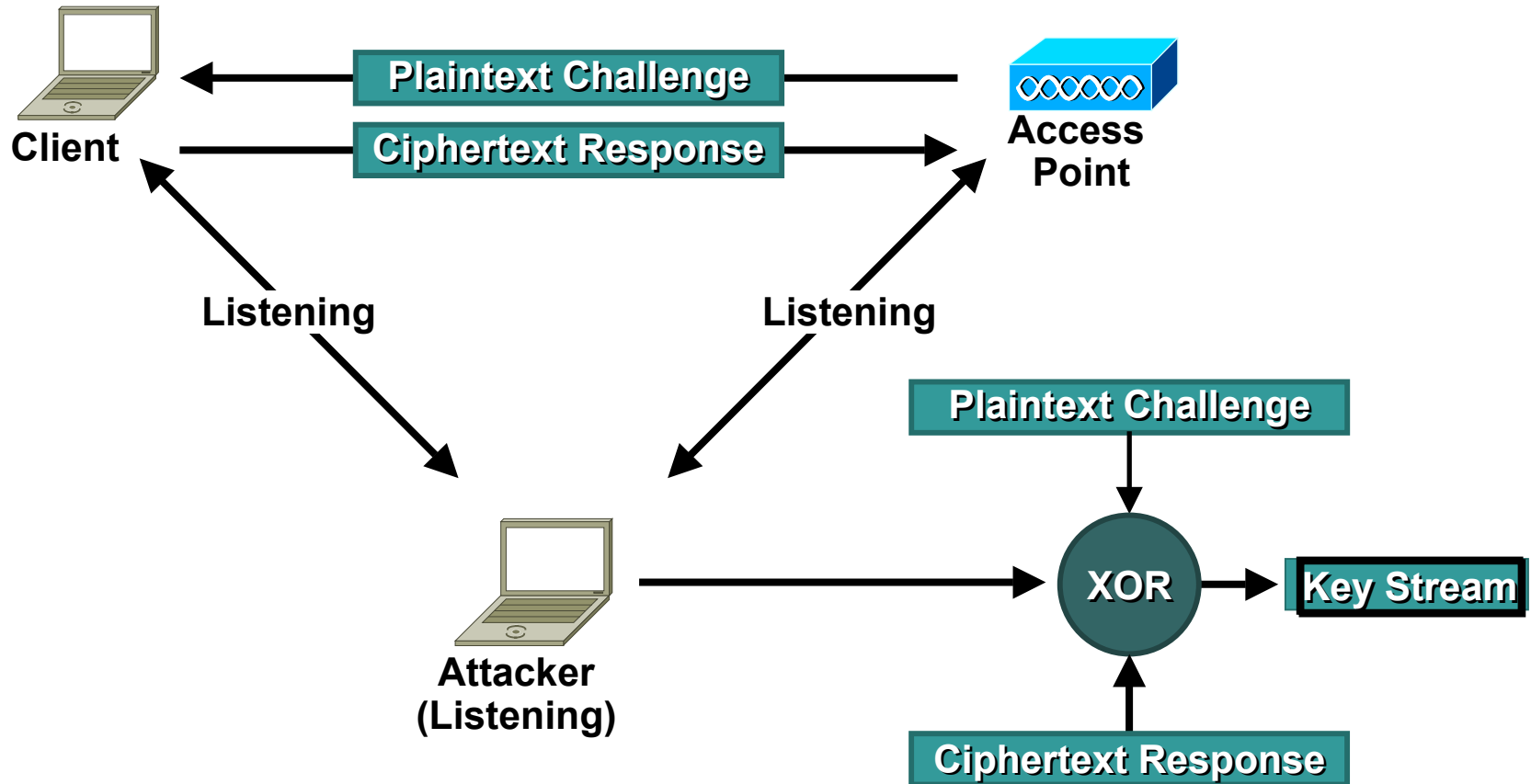
- **Wireless NIC is authenticated, not the user**
- **Unauthorized users can use authorized devices**
  - **Lost or stolen laptop**
  - **Disgruntled Employees**



# Authentication Vulnerabilities



# Authentication Vulnerabilities



- **Shared Key is vulnerable to Man in the Middle Attack**

# Authentication Vulnerabilities

- **MAC Authentication is weak**
- **MAC addresses are sent in the clear**
- **MAC addresses can be sniffed and spoofed**

# Statistical Key Derivation

- **802.11 WEP is flawed**
- **A WEP key can be derived in 1M to 4M frames using statistical analysis**
- **Attacker is passive, and 'listens' to wireless LAN**
- **Implemented in the AirSnort application**

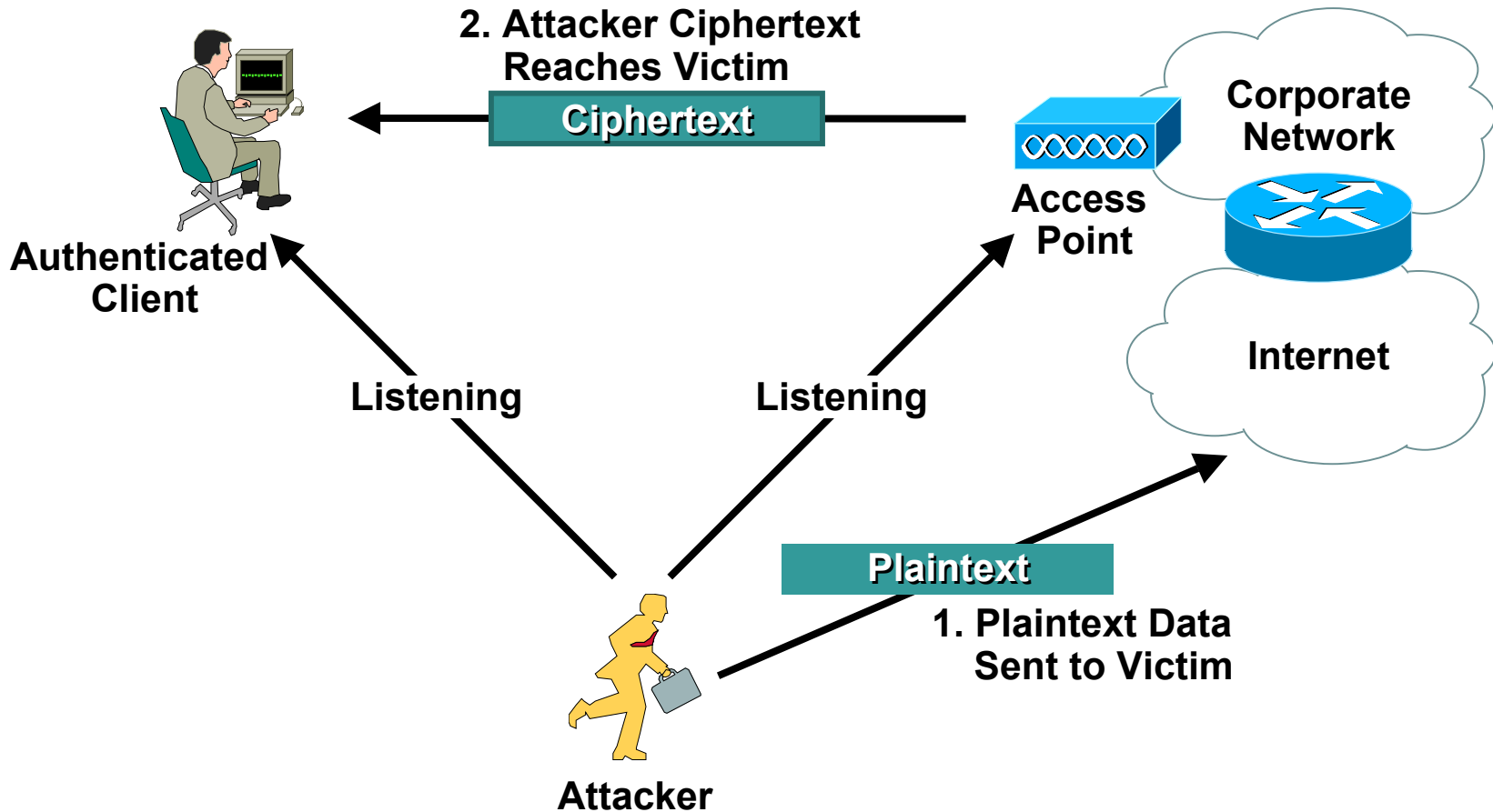
# Inductive Key Derivation

- **An attacker can derive the key by soliciting info from a wireless LAN**
- **Common Methods**
  - IV/WEP Key Replay**
  - Frame Bit Flipping**

# IV/WEP Key Reuse Vulnerability

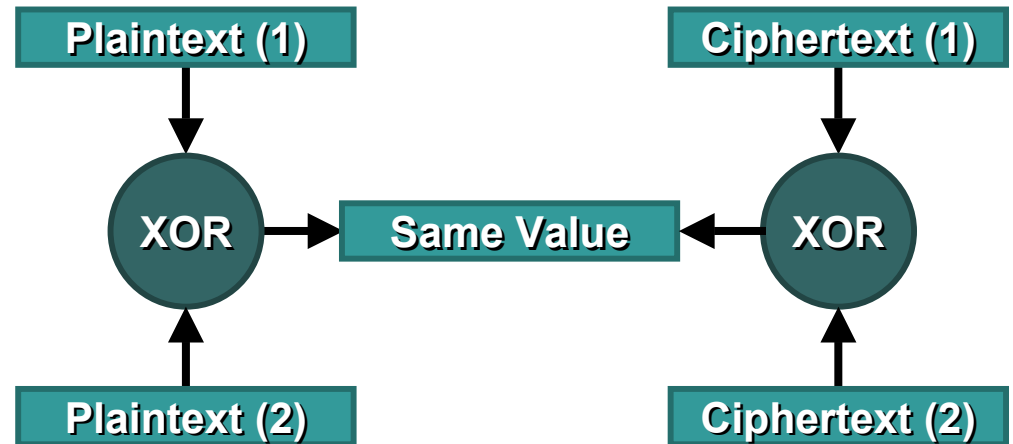
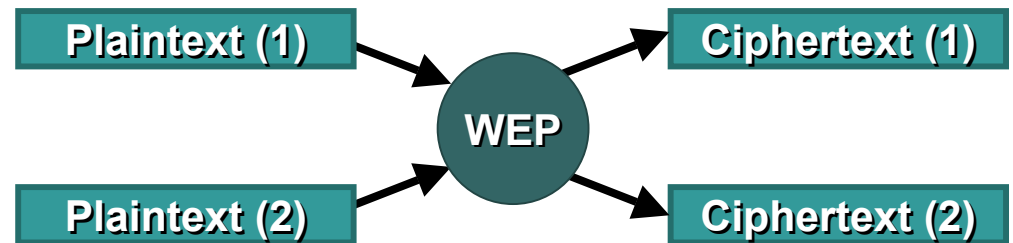
- **Attacker can send a known plaintext to an observable wireless client (i.e. via email)**
- **Attacker will 'listen' to wireless LAN, waiting to see predicted ciphertext**
- **Once attacker 'sees' the ciphertext, key stream is derived**
- **Key stream is valid only for the specific IV**

# IV/WEAP Key Reuse Vulnerability



# IV/WEP Key Reuse Vulnerability

- Two plaintexts XORed have the same output as their ciphertexts XORed
- This enhances a snoopers chances of predicting the plaintext





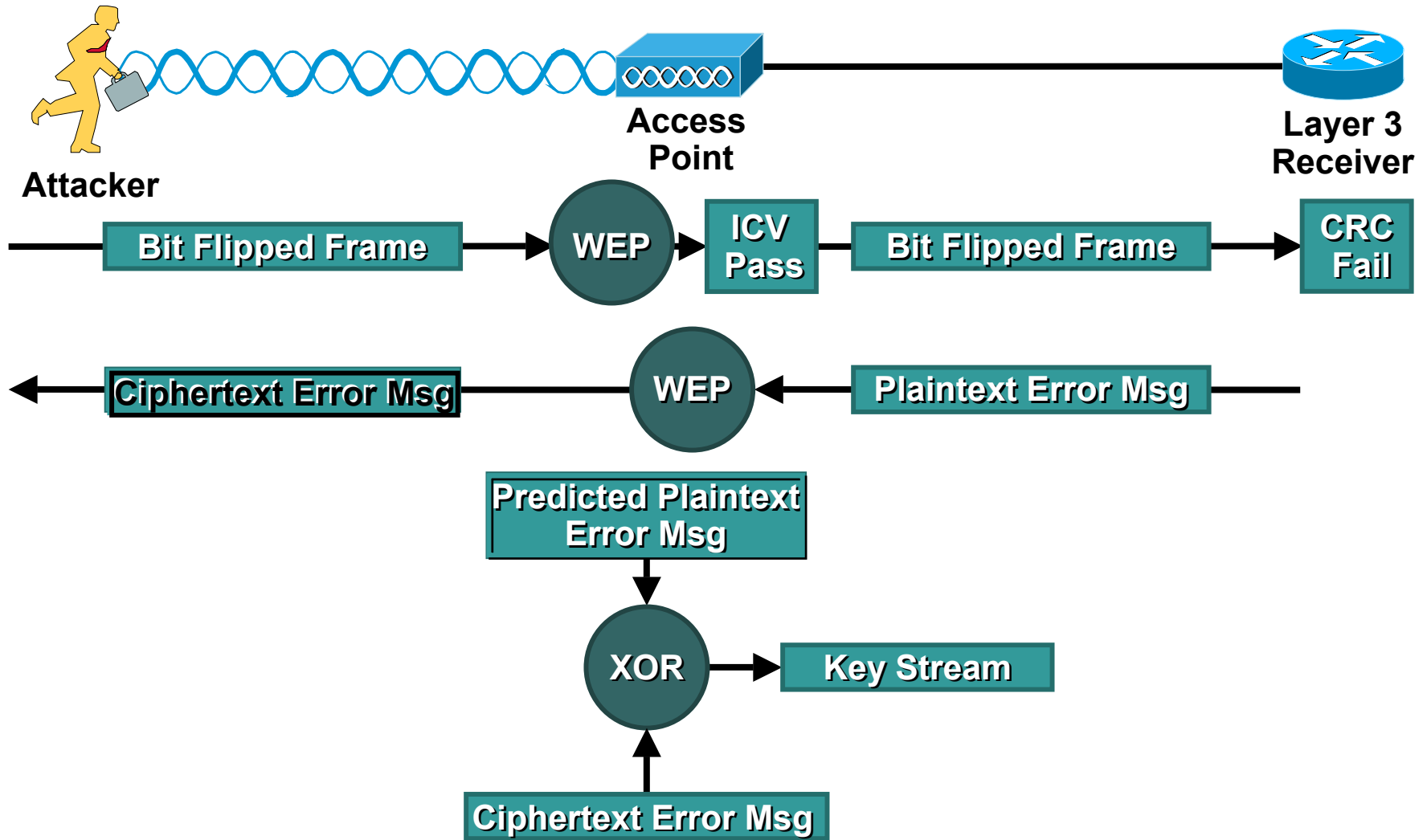
# Bit Flipping Vulnerability

- **Attacker captures a frame from a wireless LAN**
- **The frame is modified by flipping bits**
- **Attacker predicts a high layer error**
- **Attacker waits for predicted error ciphertext**
- **The key stream is derived upon ‘seeing’ predicted ciphertext**

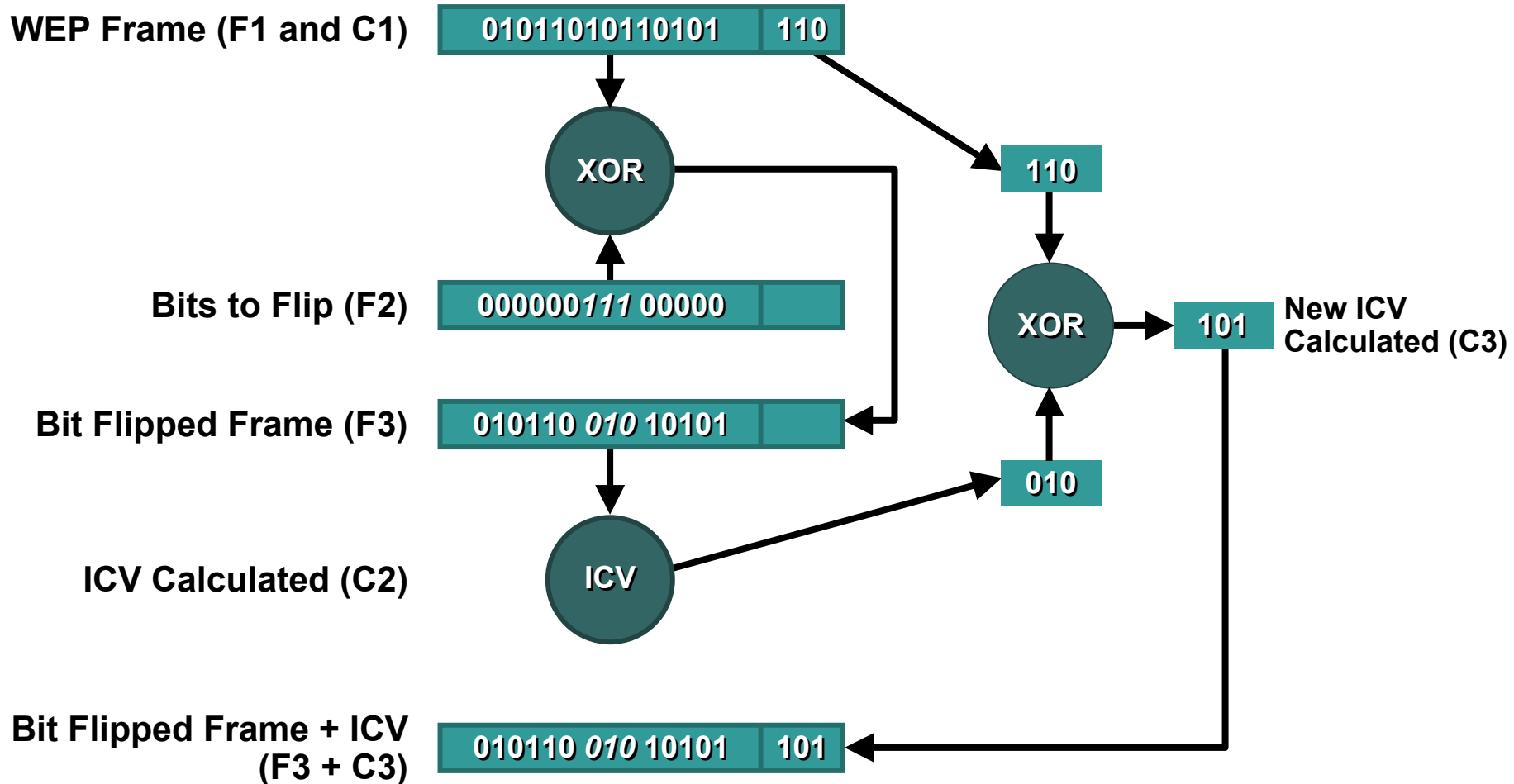
# Bit Flipping Vulnerability

- **Integrity Check Value (ICV) based on CRC-32 polynomial**
- **Known mathematical flaw with ICV allows changes to the encrypted frame and ICV**
- **AP and or client will accept the frame as valid due to this flaw**

# Bit Flipping Vulnerability



# Bit Flipping Process



# 802.11 Security Summary

- **The security mechanisms in the 1997 802.11 specification are flawed**
  - Open authentication**
  - Shared Key authentication**
  - WEP**
- **These will **NOT** secure your wireless LAN!!**

# 802.11 Security Summary

- **Requirements for wireless authentication**
  - User-based, centralized, strong authentication**
  - Mutual authentication of client and network**
- **Requirements for wireless privacy**
  - Strong, effective encryption**
  - Effective message integrity check**
  - Centralized, dynamic WEP key management**

# Agenda

- **Drivers for Wireless Security**
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- **Deploying Secure Wireless LANs**
- **What Lies Ahead**

# Secure Wireless LANs

## User Considerations

- **Single sign on**
- **Extensible authentication support**
- **Minimal security overhead**



# Secure Wireless LANs Infrastructure Considerations

- **Cost**
  - Additional Server Hardware**
  - Additional Network Infrastructure**
- **Rapid Deployment**
- **Maintenance and Support**
  - Impact to client and infrastructure**
- **Future 802.11 Enhancements**
  - Interoperability with enhancements**

# Technologies for Secure Wireless LANs

- **VPN**
- **802.1X with TKIP encryption**

# Secure Authentication Requirements

- **Centralized authentication via AAA server**
- **Mutual authentication of client and network**
- **Support for dynamic, user-based encryption keys**
  - Optional capability to change keys**

- **Two phase authentication**
  - Device authentication via pre-shared key or PKI**
  - User authentication via AAA server**
- **Mutual authentication**
- **Extensible user authentication types**

# 802.1x Standard

## Port-Based Network Access Control

- Falls under 802.1 **not** 802.11
- This is a **network** standard, not a wireless standard
- Is part of the 802.11i draft
- Provides network authentication, **not** encryption
- Incorporated as part of LEAP

# 802.1x Overview

- Standard set by the IEEE 802.1 working group
- Describes a standard **link layer protocol** used for transporting higher-level authentication protocols
- Works between the **supplicant** (client) and the **authenticator** (network device)
- Maintains backend communication to an **authentication (RADIUS) server**

# EAP Overview

- **EAP—The Extensible Authentication Protocol**
- **A flexible protocol used to carry arbitrary authentication information**
- **Typically rides on top of another protocol such as 802.1x or RADIUS (could be TACACS+, etc.)**
- **Specified in RFC 2284**
- **Support multiple “authentication” types:**
  - Plain password hash (MD5) (not mutual)**
  - OTP Tokens (not mutual)**
  - TLS (based on X.509 certificates)**
  - And EAP-Cisco Wireless!!**

# 802.1x and EAP

- **802.1x Transport authentication information in the form of Extensible Authentication Protocol (EAP) payloads**
- **The authenticator (AP or switch) becomes the middleman for relaying EAP received in 802.1x packets to an authentication server by using RADIUS to carry the EAP information**
- **Three forms of EAP are specified in the 802.1x standard**
  - EAP-MD5—MD5 Hashed Username/Password**
  - EAP-OTP—One-Time Passwords**
  - EAP-TLS—Strong PKI Authenticated Transport Layer Security (TLS)**

***802.1x Header***

***EAP Payload***



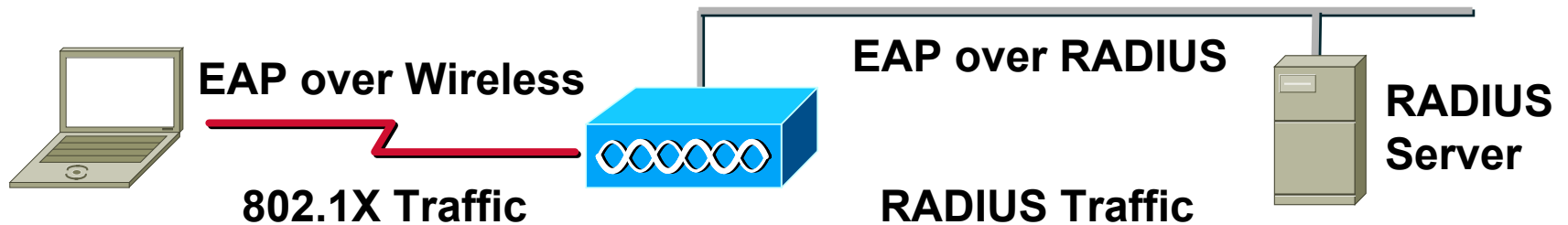
# 802.1x, EAP and RADIUS

- **RADIUS—The Remote Authentication Dial In User Service**
- **A protocol used to communicate between a network device and an authentication server or database**
- **Allows the communication of login and authentication information; i.e., username/password, OTP, etc.**
- **Allows the communication of arbitrary value pairs using “Vendor Specific Attributes” (VSAs)**
- **Can also act as a transport for EAP messages**

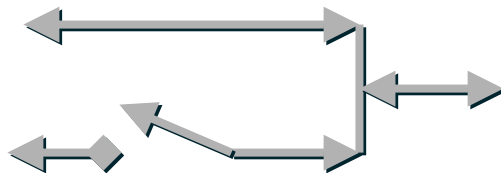


# 802.1x / EAP Authentication

## 802.11 Association Complete; Data Blocked by AP



### Authentication Traffic

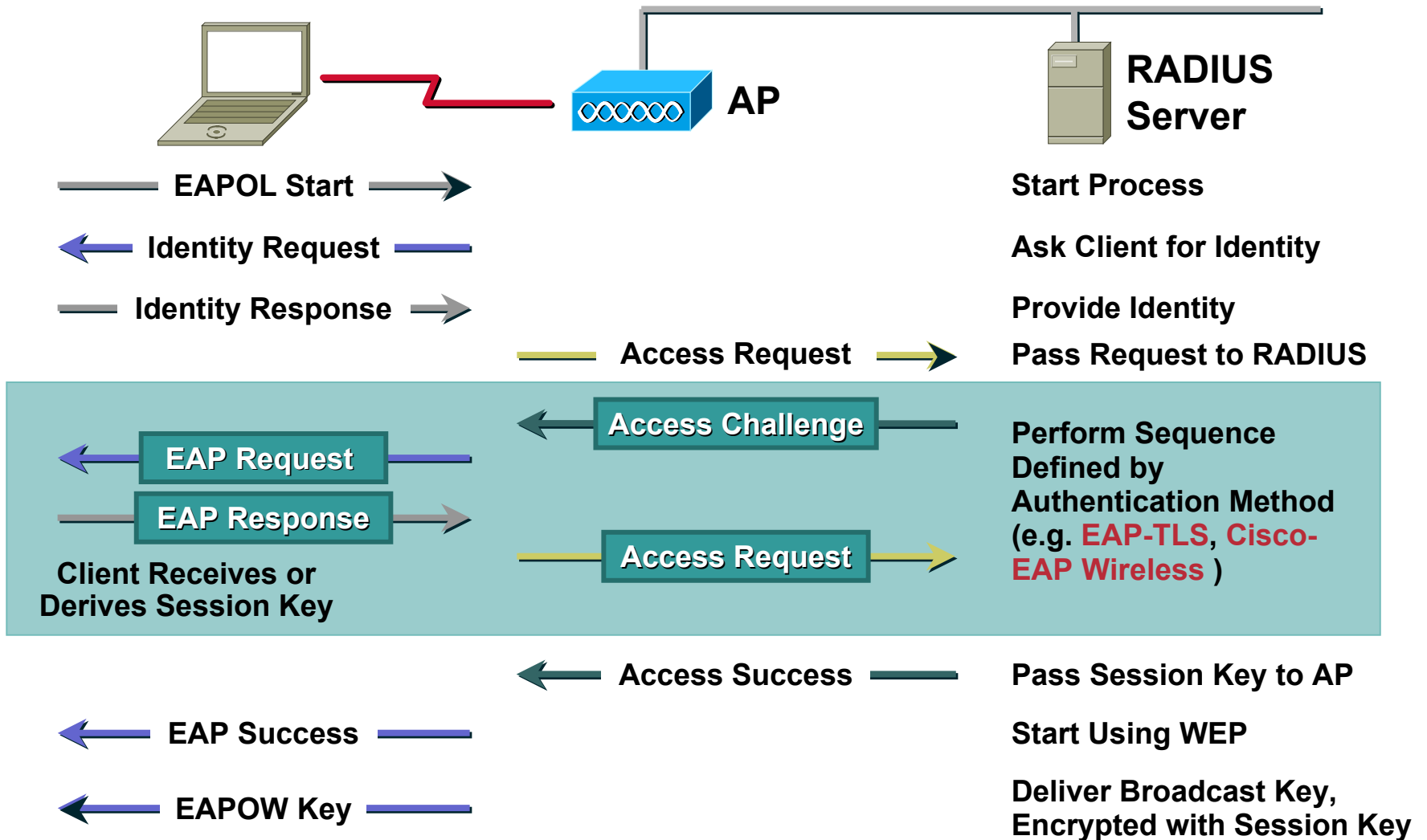


### Normal Data

AP "Encapsulates" 802.1x Traffic into RADIUS Traffic, and Visa Versa

AP Blocks Everything but 802.1x-to-RADIUS Authentication Traffic

# 802.1x / EAP Authentication Steps



# 802.1x for Wireless LANs

- Cisco has led the way with EAP-Cisco Wireless (LEAP)
- Multiple wireless vendors have adopted 802.1x for WLANs
- 802.1X authentication protocols include EAP-Cisco Wireless, EAP-TLS, EAP-MD5, TTLS, and PEAP
- Microsoft has integrated support for EAP-TLS and EAP-MD5 into Windows XP operating system

Also has announced support for EAP on native platforms (Windows 2000, Windows NT 4, Windows 98 and Windows ME)

# EAP Authentication Types for Wireless LANs

- **EAP-Cisco (aka LEAP)**  
Password-based
- **EAP-TLS (Transport Layer Security)**  
Certificates-based
- **EAP-PEAP (Protected EAP)**  
Hybrid—Certificate/Password
- **EAP-TTLS (Tunneled TLS)**  
Hybrid—Certificate/Password
- **EAP-SIM (SIM Card)**  
Authentication by SIM Cards

# EAP-Cisco Authentication

- **Client Support**

**Windows 95-XP**

**Windows CE**

**Macintosh OS 9.X and 10.X**

**Linux**

- **Device Support**

**Workgroup Bridges (WGB 340 and 350)**

**Point to Point Bridges (BR350 series)**

# EAP-Cisco Authentication

- **RADIUS Server**

  - Cisco ACS**

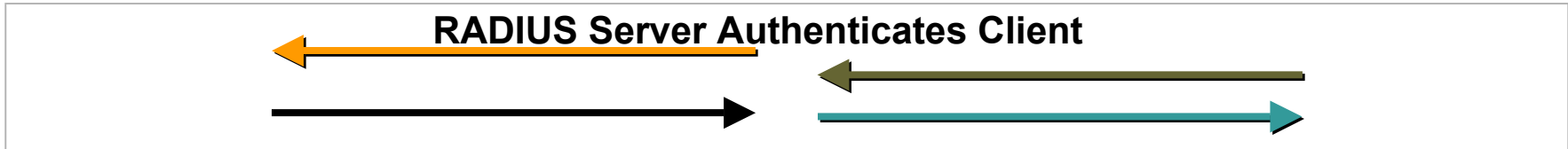
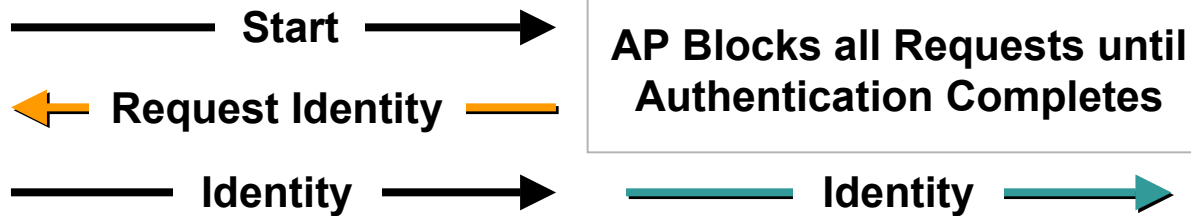
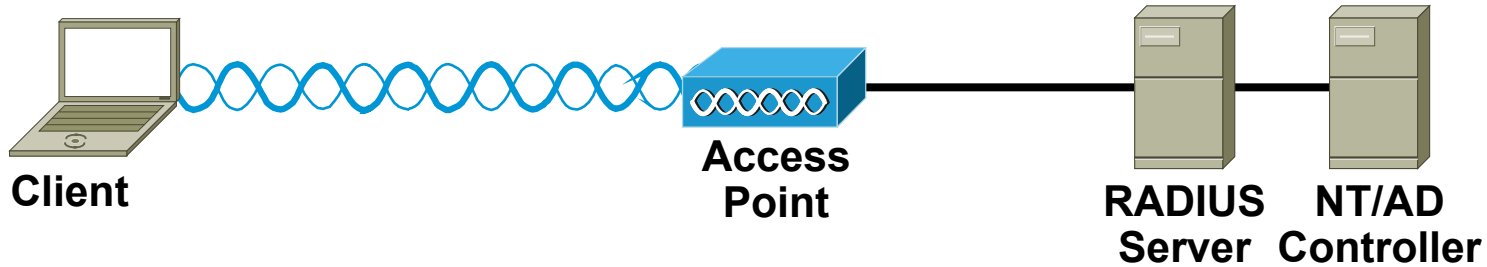
  - Cisco AR**

  - Funk Steel Belted RADIUS**

  - Interlink Merit**

- **Microsoft Domain or Active Directory (optional) for back end authentication**

# EAP-Cisco Authentication





# EAP-TLS Authentication

- **Client Support**

**Windows 2000, XP**

**Clients require a local user or machine certificate**

- **Infrastructure Requirements**

**EAP-TLS supported RADIUS server**

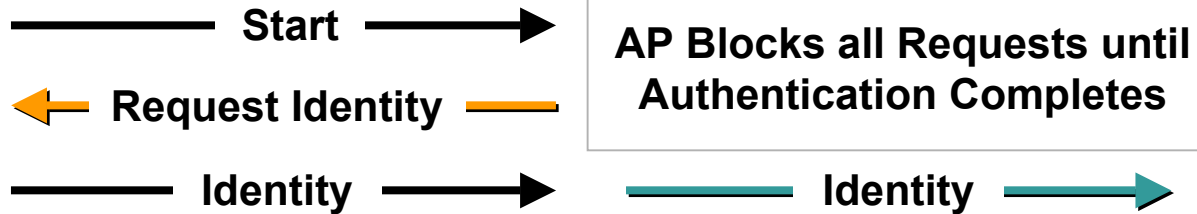
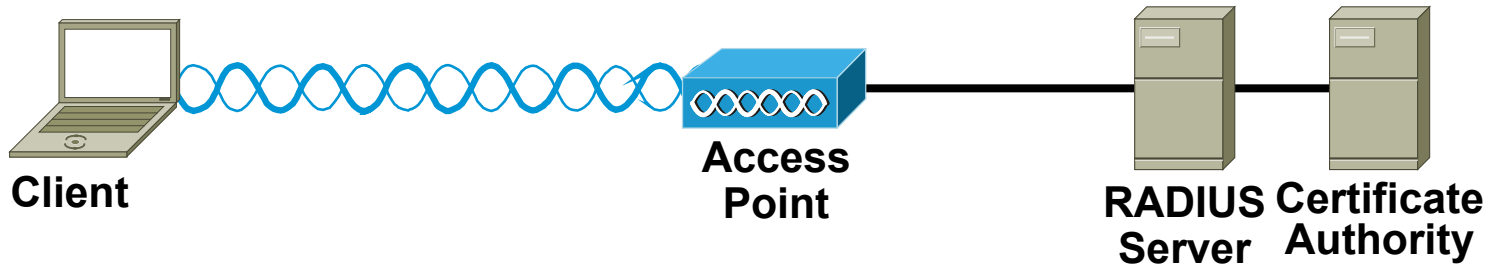
**Cisco ACS, Cisco AR, MS IAS**

**RADIUS server requires a server certificate**

**Certificate Authority Server**

**Windows 2000 Server**

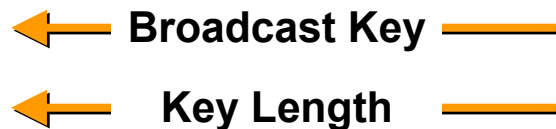
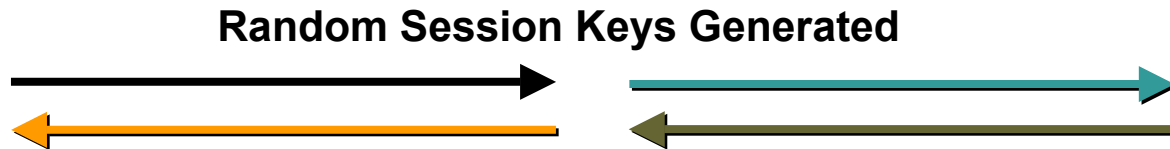
# EAP-TLS Authentication



AP Blocks all Requests until Authentication Completes



Encrypted Exchange



AP Sends Client Broadcast key, Encrypted with Session Key

- **EAP-TTLS**

**Server side authentication with TLS**

**Client side authentication with legacy authentication types (CHAP, PAP, etc)**

- **EAP-PEAP**

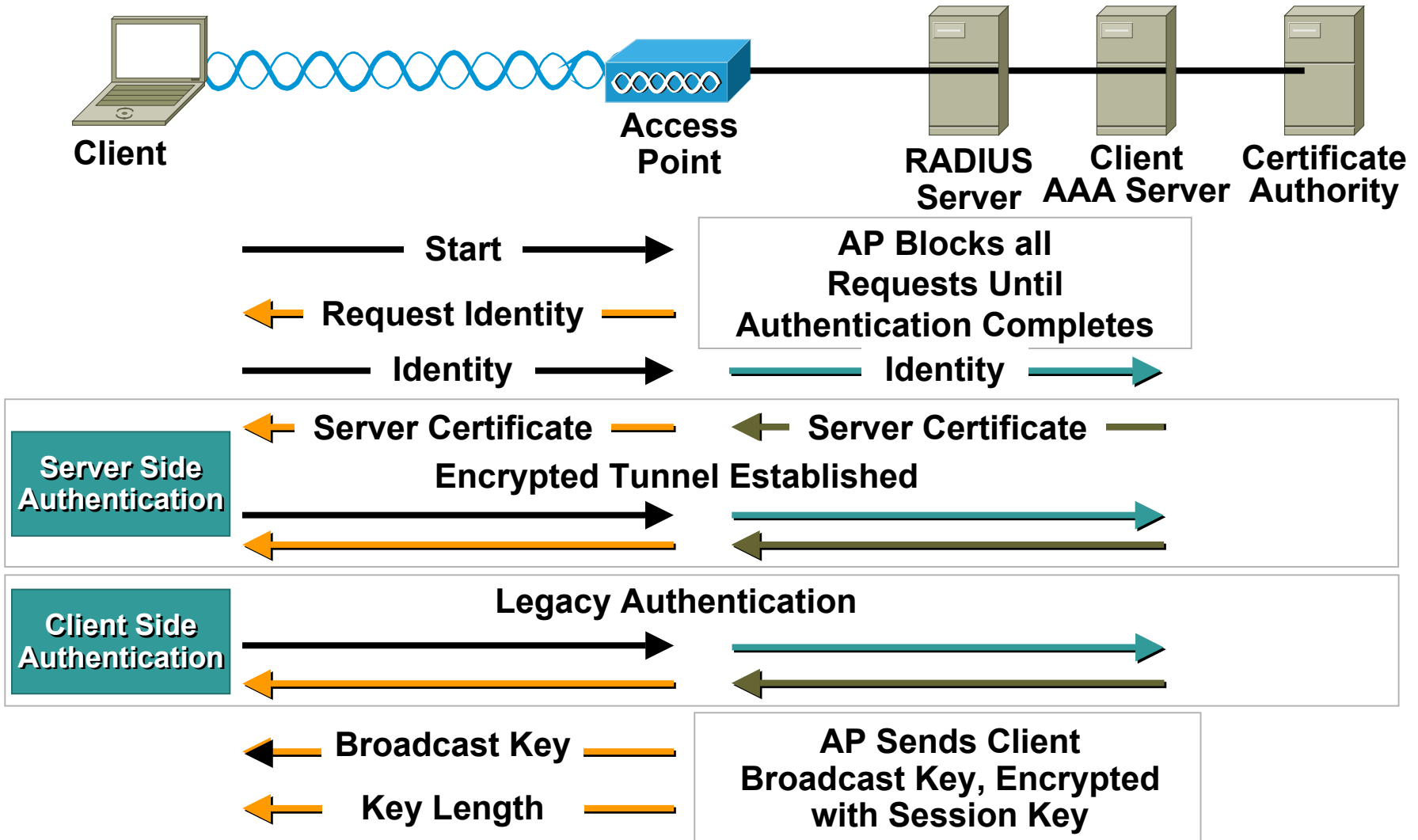
**Server side authentication with TLS**

**Client side authentication with EAP authentication types (EAP-GTC, EAP-MD5, etc)**

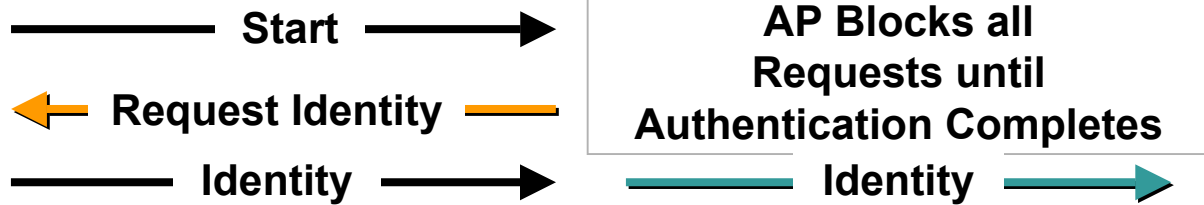
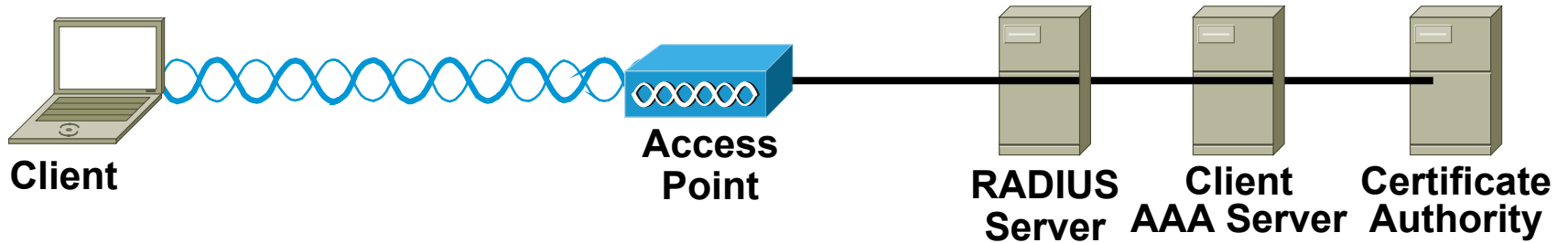
# Hybrid Authentication

- **Both require CA, as with EAP-TLS**
- **Clients do not require certificates**
  - Simplifies end user/device management**
- **Allows for one way authentication types to be used**
  - One Time Passwords**
  - Proxy to LDAP, Unix, NT/AD, Kerberos, etc**

# EAP-TTLS Authentication



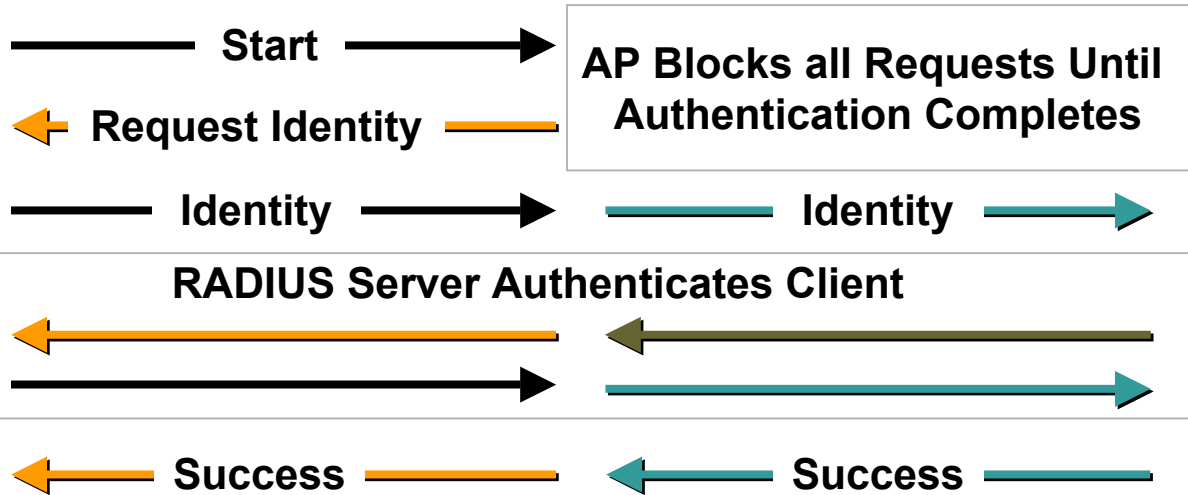
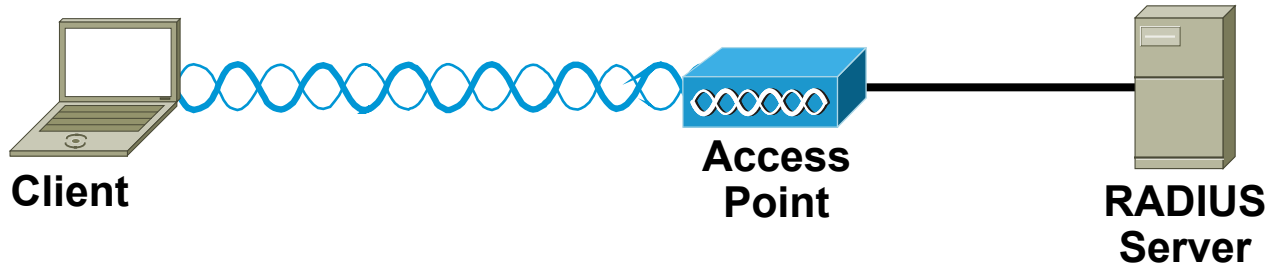
# EAP-PEAP Authentication



# EAP-MD5 Authentication

- An example of what **NOT** to use in a WLAN
- One way authentication
  - Network authenticates client
- No support for dynamic keys

# EAP-MD5 Authentication

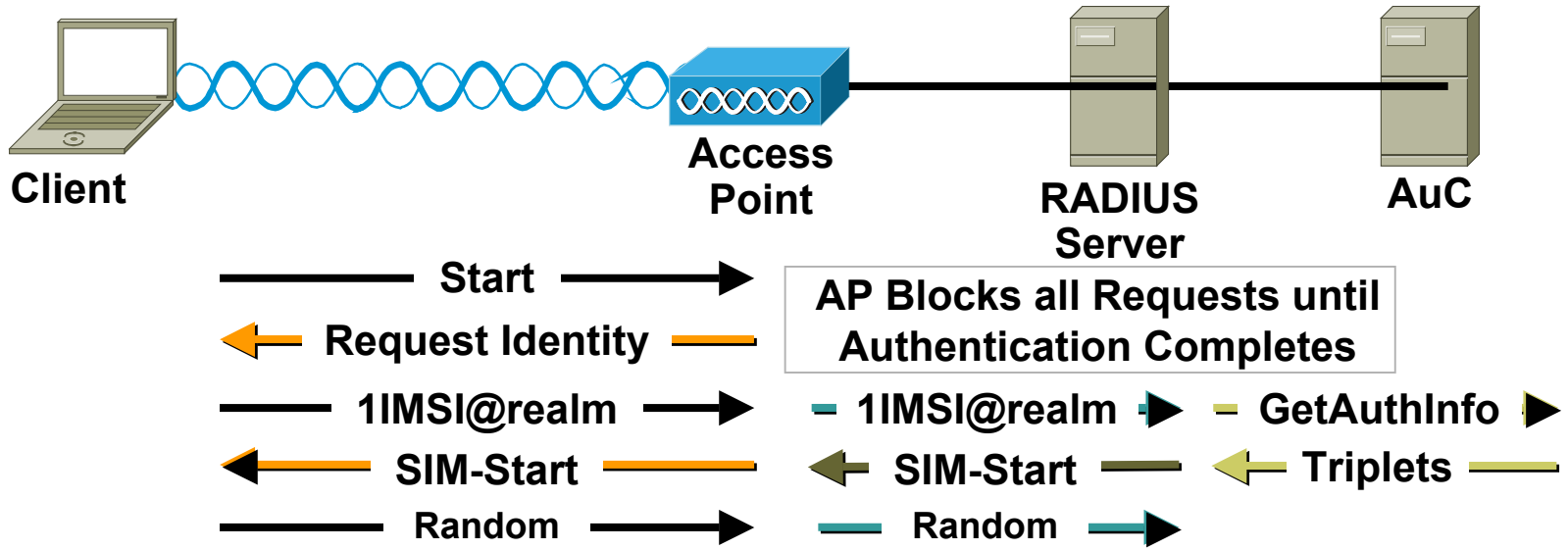




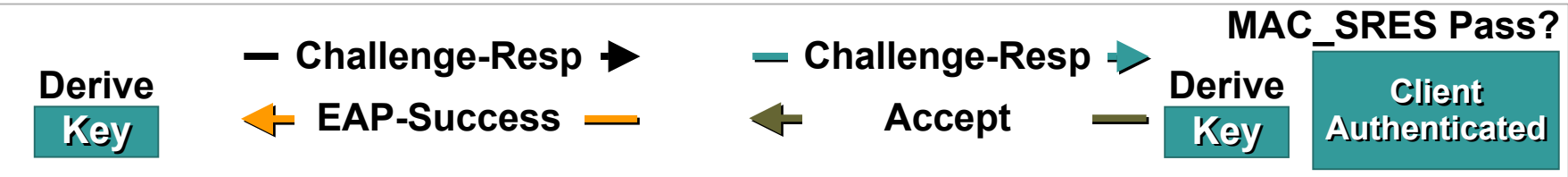
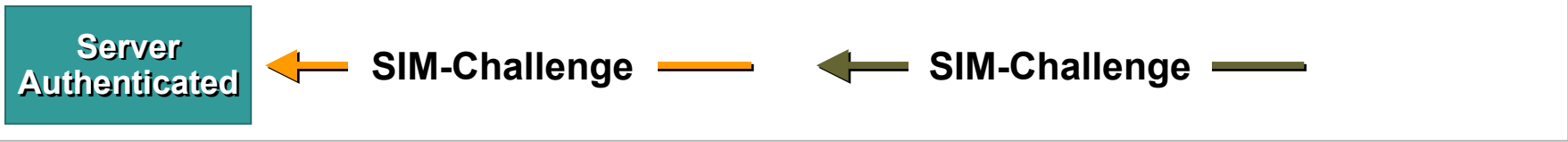
# EAP-SIM Authentication Overview

- **User authentication performed based on an IMSI in the SIM card which is used to authenticate GSM phones today**
- **Strong Authentication Using 802.1x**
  - Mutual authentication (not currently implemented)**
  - One time password algorithm**
  - Dynamic WEP keys**
- **Back-end Integration**
  - Uses existing GSM operator provisioning chain**
  - Leverage existing roaming agreements**
  - Leverage existing authentication and billing infrastructure**

# EAP-SIM Authentication



## MAC\_RAND Pass?



# Authentication Attack Mitigation

	EAP-MD5	EAP-Cisco	EAP-TLS	EAP-TTLS/PEAP	VPN
Rogue APs		X			
Session Hijacking		X			
Man in the Middle		X			
Dictionary Attack	X*	X*			

**X: Mitigates Vulnerability**

**\*Requires the Use of Strong Passwords**

# Strong Encryption Requirements

- **Cryptographically sound encryption algorithm**
- **Effective message integrity**

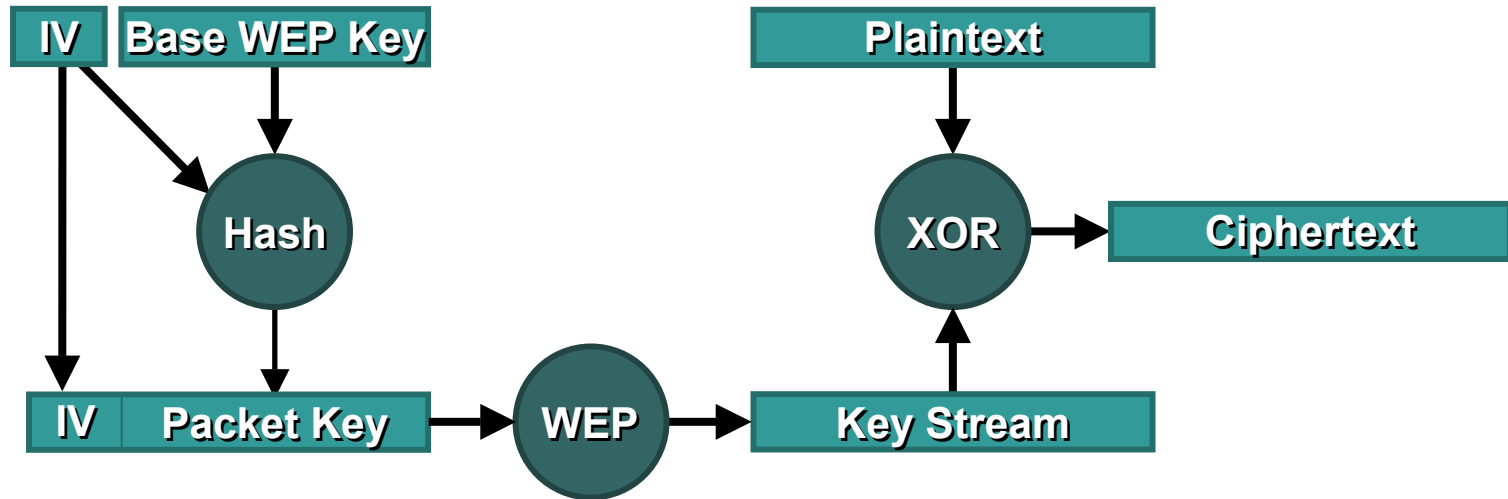
# Strong Encryption

- **Temporal Key Integrity Protocol (TKIP)**
  - Enhances WEP encryption**
  - Per Packet Keying**
  - Message Integrity Check**
- **VPN over Wireless**
  - 3DES encryption—Tried and true**
  - HMAC-SHA1 or HMAC-MD5 message authentication**

# TKIP Encryption

- **Cisco offers a pre-standards implementation**
- **Per Packet Keying**
- **Message Integrity Check**
- **Broadcast Key Rotation**

# Per Packet Keying Operation



- **IV Sequencing—IVs increment by one**
- **Per Packet IV is hashed with base WEP key**
- **Result is a new ‘Packet’ WEP key**
- **The Packet WEP key changes per IV**

# Per Packet Keying Caveats

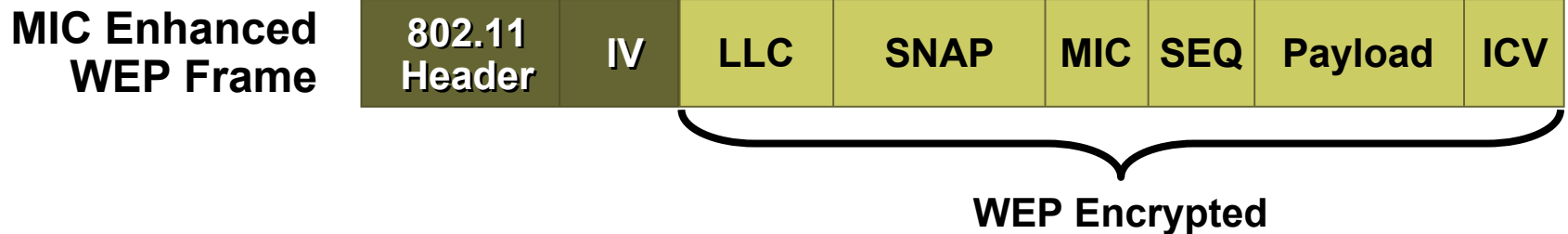
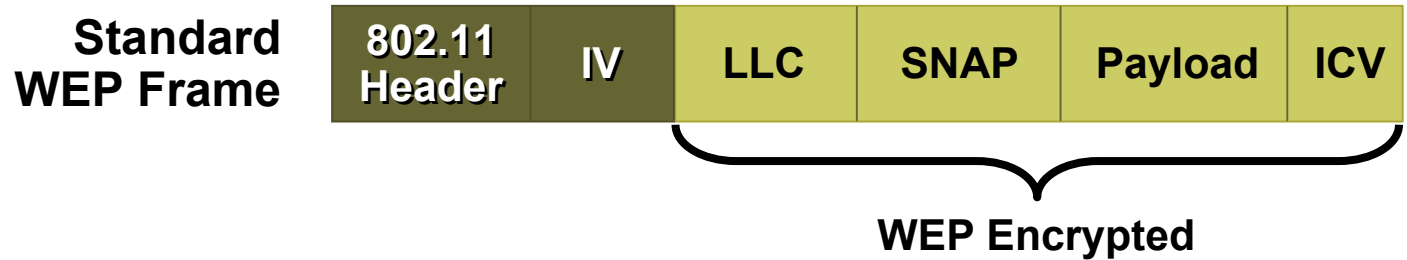
- **Packet key remains unique as long as IV is unique**
- **802.11 IV has  $2^{24}$  possible integers (roughly 0 to 16.7M)**
- **Base WEP key must be changed via 802.1X in order to avoid IV/Packet key stream derivation**



# Message Integrity Check (MIC)

- **Prevents IV/WEP key reuse**
- **Prevents frame tampering**

# Message Integrity Check (MIC)



# Message Integrity Check (MIC)

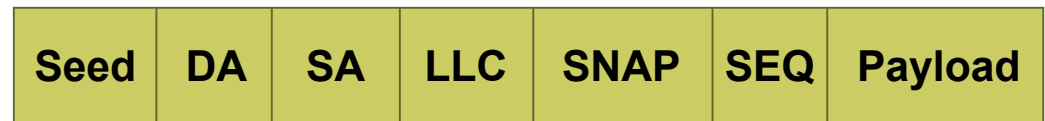
- **MIC is calculated from**

**Random Seed Value**

**MAC Header**

**Sequence Number**

**Data Payload**



- **Components are hashed to derive a 32 bit MIC**
- **SEQ number must be in order, or frame is dropped**

# Broadcast Key Rotation

- **Broadcast key is required in 802.1X environments**
- **Broadcast key is vulnerable to same attacks as static WEP key**
- **Broadcast key needs to rotate, as with unicast key**

# Encryption Attack Mitigation

	WEP	TKIP	VPN
Bit Flipping			X
IV Reuse			X
AirSnort			X

# Agenda

- **Drivers for Wireless Security**
- **Wireless Security in 802.11**
- **Vulnerabilities in 802.11 Wireless Security**
- **Technologies for Secure Wireless LANs**
- **Deploying Secure Wireless LANs**
- **What Lies Ahead**

# Deploying Secure Wireless LANs

- **VPN over 802.11**
- **802.1X w/TKIP Encryption**

# VPN over 802.11—Client

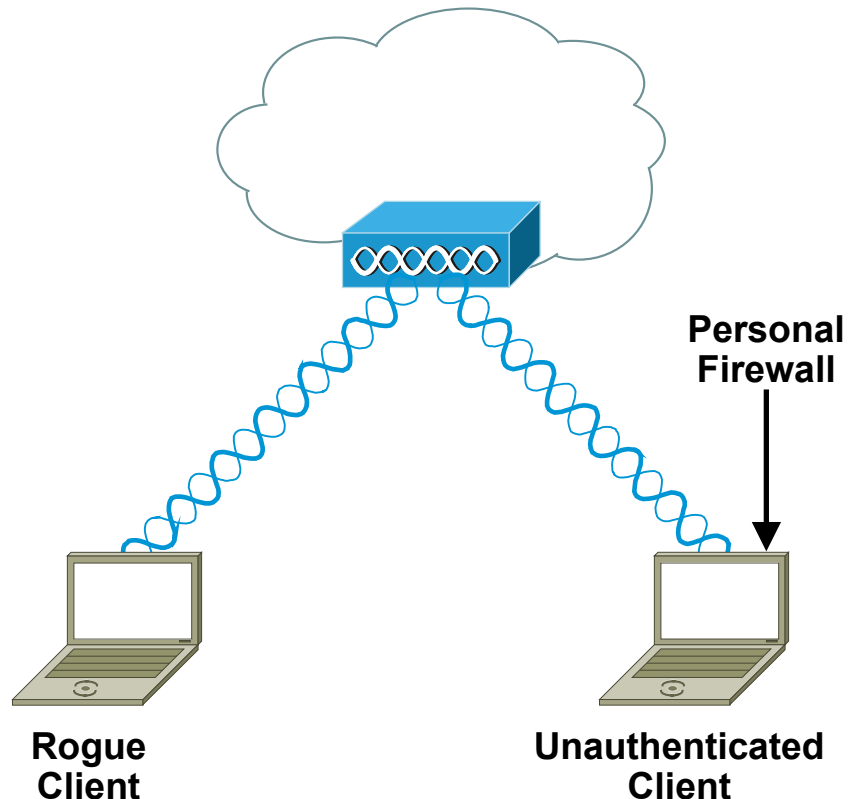
- Requires a separate logon for VPN





# VPN over 802.11—Client

- **Before VPN authentication client is on unprotected WLAN**
- **Personal Firewall can mitigate attacks on these clients**



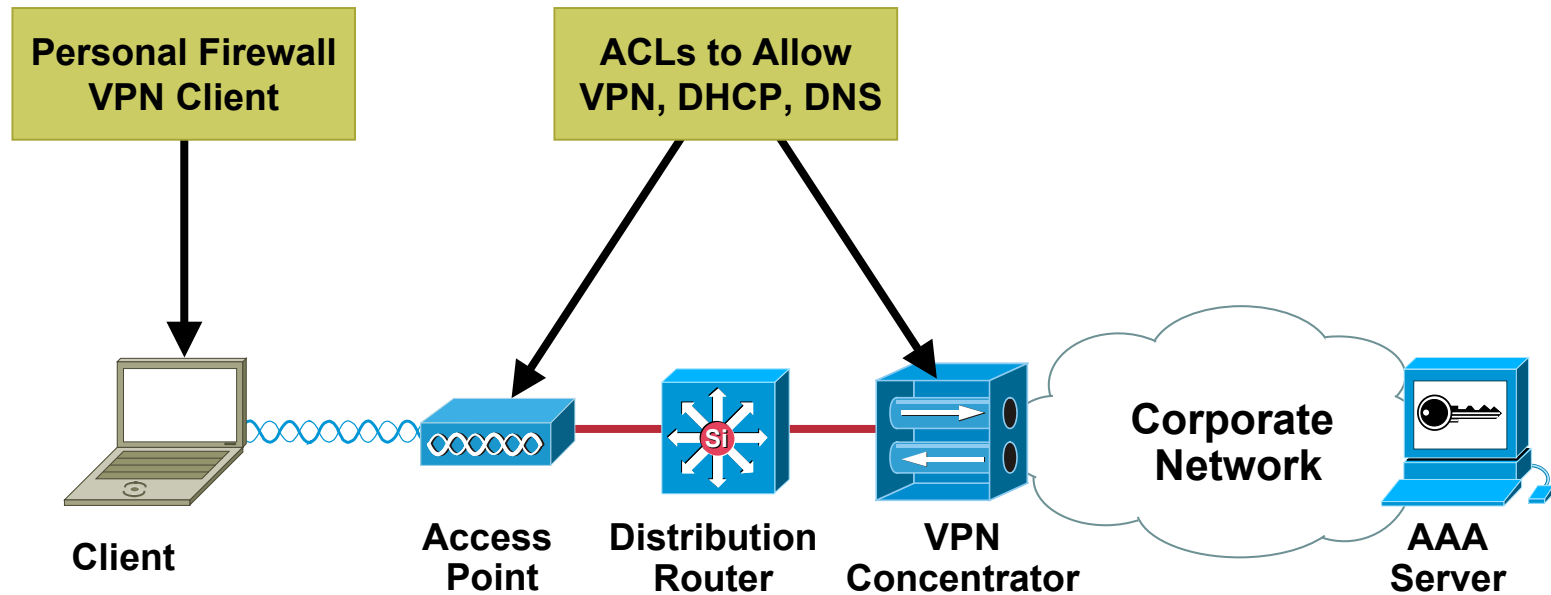
# VPN over 802.11— Filters & Access Lists

Cisco.com

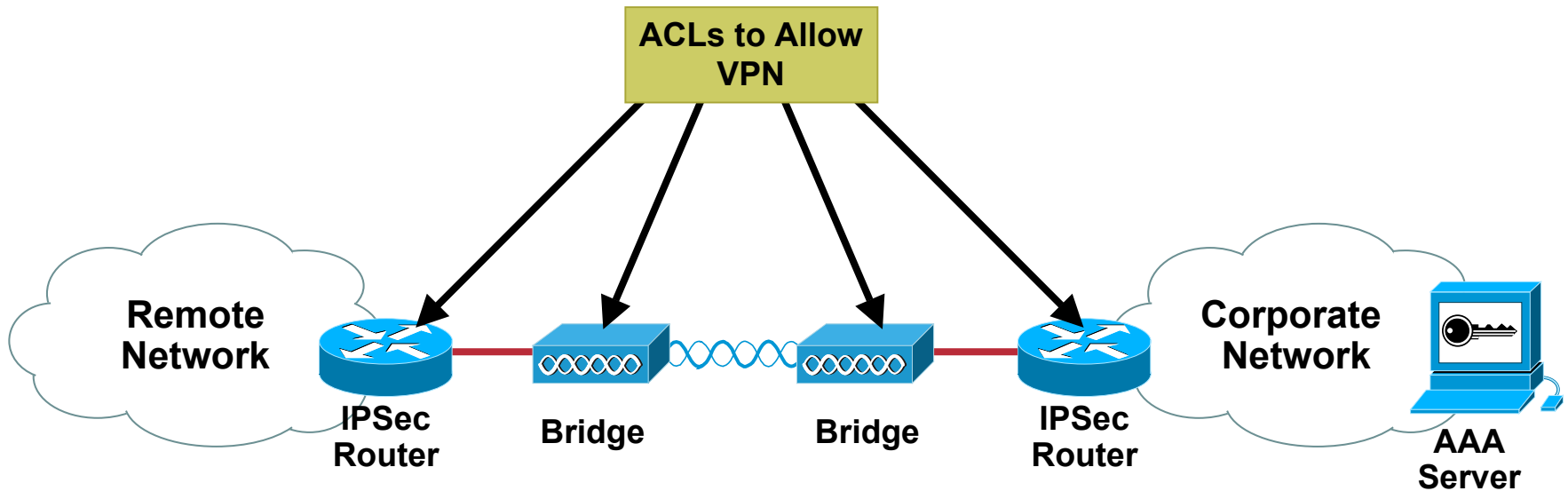


- **Protect as much as we can the open WLAN :**
- **Filters on the Access Points**
- **Access Lists on the L3 switches/routers**

# VPN Logical Topology



# VPN over 802.11 Bridging Scenarios



# VPN over 802.11—Performance

- **All message authenticity and encryption done in software**
- **Average of 30% to 40% performance impact**

# VPN over 802.11—Issues

- **Client throughput may require multiple concentrators**
- **Support for IP unicast exclusively**
  - No support for IPX, AppleTalk**
  - No support for multicast**
- **802.11e QoS enhancements useless for VPN WLAN clients**
  - All traffic is IP/ESP encapsulated**

# VPN over 802.11—Issues

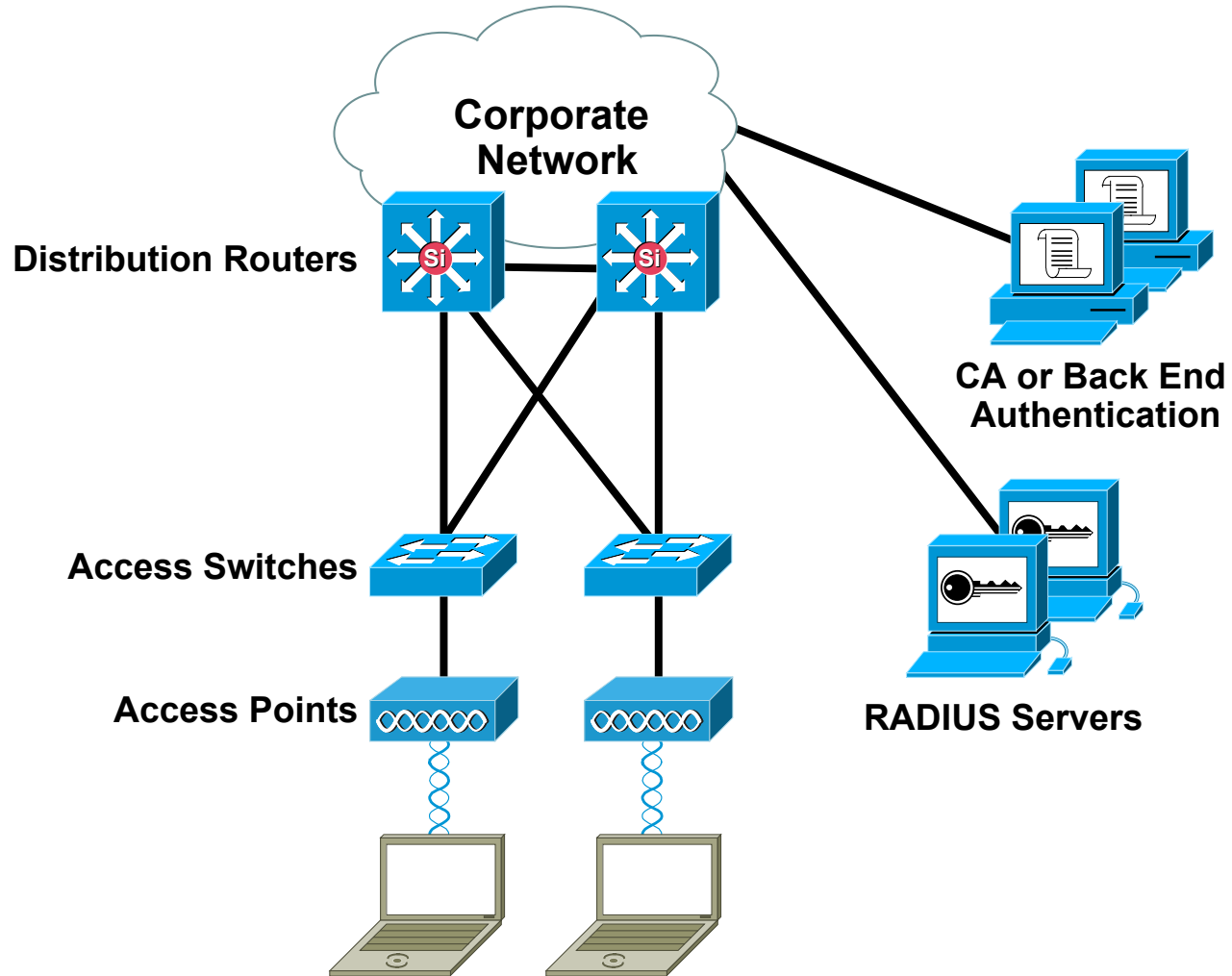
- **No support for WLAN appliances**  
**Barcode readers, 802.11 phones**
- **Roaming Issues**  
**Layer 2—ESP session timeout**  
**Layer 3—Interoperability with Mobile IP**

# 802.1X w/TKIP—Configurations

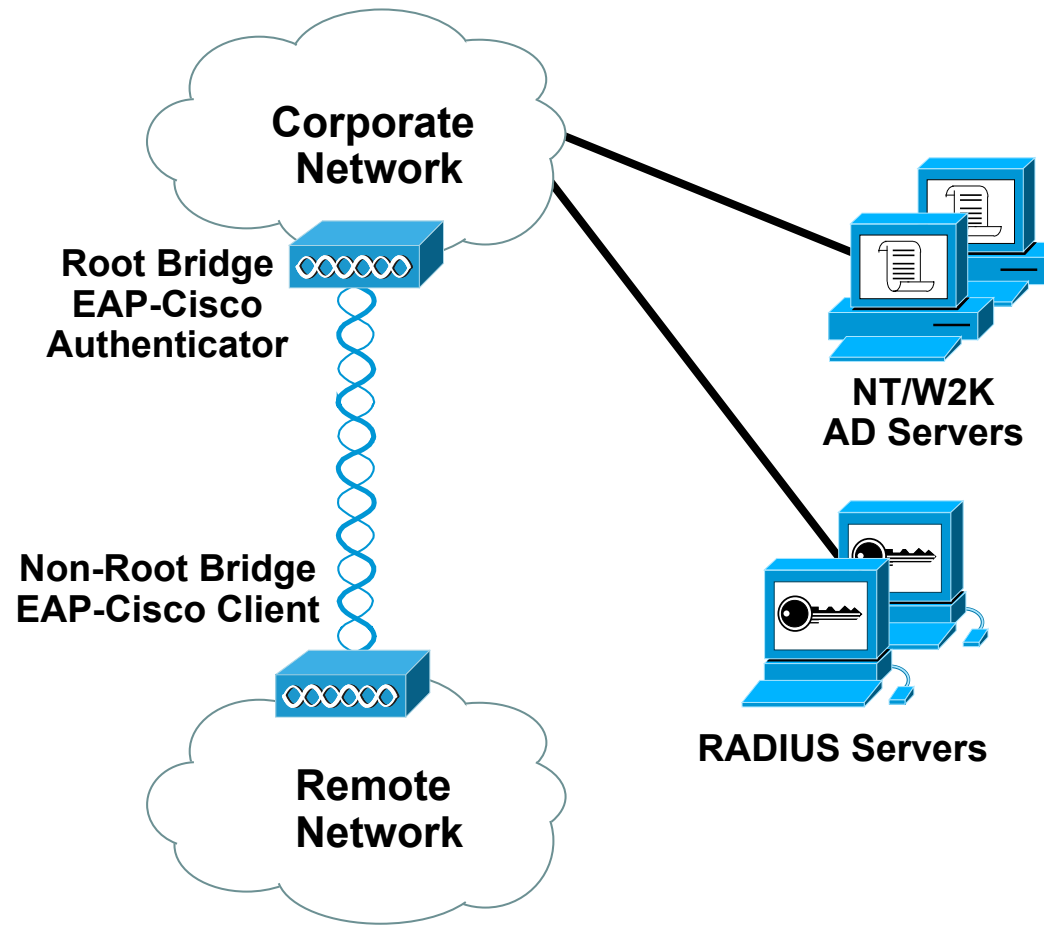
- **EAP-Cisco**
- **EAP-TLS**
- **Both require Cisco clients and APs**



# 802.1X w/TKIP—Topology

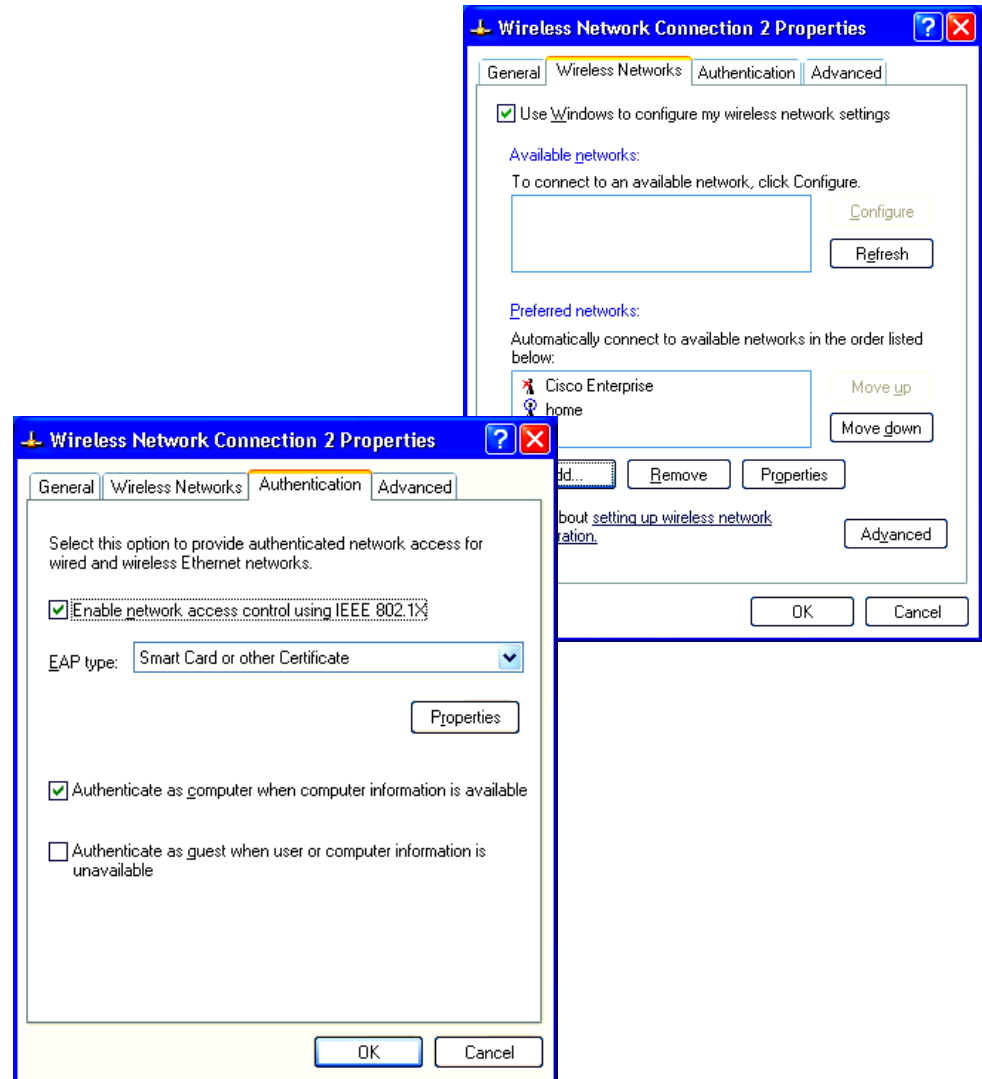


# EAP-Cisco w/TKIP—Bridging Scenario



# EAP-TLS w/TKIP—Client

- Included in WinXP OS release
- Configure multiple network profiles
- Client displays all known networks with broadcast SSID enabled



# 802.1X w/TKIP—General Issues

Cisco.com



- **New cryptographic techniques**  
Proven in IEEE, but only time will tell...
- **802.11 standard is evolving**  
Changes should be expected  
802.11 task groups E, F, H, and I

# 802.1X w/TKIP—Performance

- **WEP encryption done in hardware**
- **MIC and per packet keying done in software**
- **Depending on traffic type, throughput hit of 5% to 15% with enhancements enabled**

# 802.1X w/TKIP—General Issues

- **Authentication types not pervasive (yet...)**
  - No one scheme satisfies every scenario or requirement**
- **Roaming**
  - RADIUS request adds ~ 300–600 ms to roam time**
  - A pre-authentication mechanism is needed to expedite roaming process**

# Other Security Features

- **RADIUS Accounting**
- **Publicly Secure Packet Forwarding (PSPF)**

# RADIUS Accounting

- **AP will log client associations and disassociations using RFC2866 RADIUS accounting**
- **No client upgrade required; AP only enhancement**
- **Vendor Neutral**



# RADIUS Accounting Overview

- **AP will send a start message to the accounting server after client association**
- **AP will send update messages at configurable intervals**
- **AP will send a stop message when client disassociates**

# RADIUS Accounting Overview

- **Accounting can be configured for EAP clients, Non-EAP clients, or both**
- **Non-EAP refers to standard Open/Shared Key authentication and/or MAC authentication**

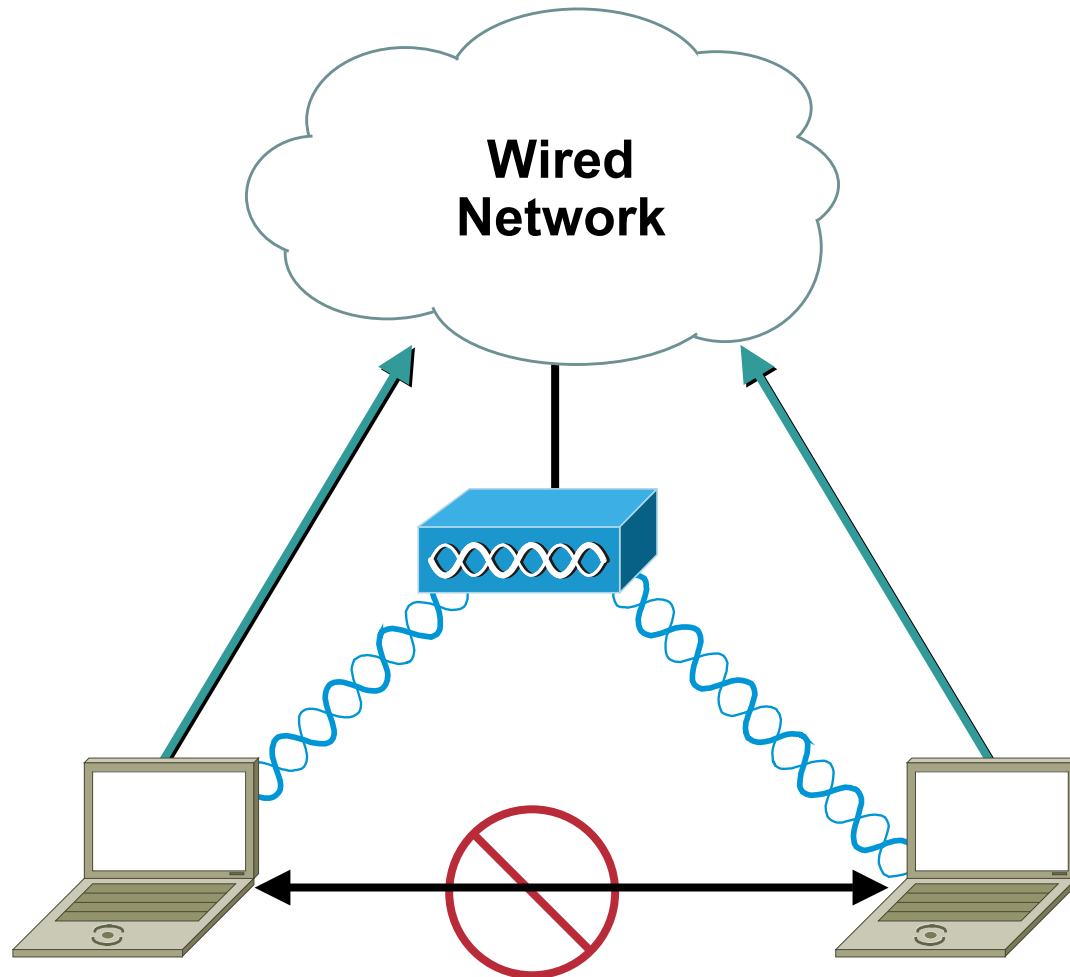
# RADIUS Accounting Overview

- **What info does RADIUS accounting provide?**
  - Input/Output bytes**
  - Input/Output packets**
  - Session duration**
  - Association ID**
  - NAS (Access Point) IP Address**
- **These values are on a per client basis**

# Publicly Secure Packet Forwarding

- **Prevents WLAN inter-client communication**
- **Client can communicate out through the AP**
- **Clients cannot communicate to other stations in the BSS**

# PSPF—Blocking Inter-client Communication



# Agenda

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# What Lies Ahead

- **Ratification of IEEE 802.11i**
- **Adoption of TKIP encryption**  
**Certiifiable vendor interoperability (WiFi)**
- **AES encryption**  
**3DES successor**

# Securing 802.11 Wireless Networks

Session ACC-232

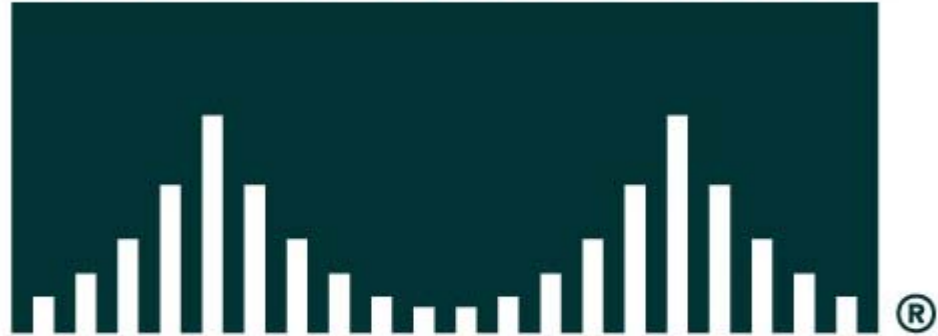


# Please Complete Your Evaluation Form

**Session ACC-232**

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# CISCO SYSTEMS



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