

An abstract background image featuring a wireframe hand reaching out, a smartphone, and a network of glowing nodes and lines, all in shades of blue and white against a dark blue background.

MyID MFA and PSM

Version 5.2

Palo Alto Integration Guide

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Conventions used in this document

- Lists:
 - Numbered lists are used to show the steps involved in completing a task when the order is important.
 - Bulleted lists are used when the order is unimportant or to show alternatives.
- **Bold** is used for menu items and for labels.

For example:

 - Record a valid email address in '**From**' email address.
 - Select **Save** from the **File** menu.
- *Italic* is used for emphasis:

For example:

 - Copy the file *before* starting the installation.
 - Do *not* remove the files before you have backed them up.
- ***Bold and italic*** hyperlinks are used to identify the titles of other documents.

For example: "See the ***Release Notes*** for further information."

Unless otherwise explicitly stated, all referenced documentation is available on the product installation media.
- A `fixed width` font is used where the identification of spaces is important, including filenames, example SQL queries and any entries made directly into configuration files or the database.
- **Notes** are used to provide further information, including any prerequisites or configuration additional to the standard specifications.

For example:

Note: This issue only occurs if updating from a previous version.
- Warnings are used to indicate where failure to follow a particular instruction may result in either loss of data or the need to manually configure elements of the system.

For example:

Warning: You must take a backup of your database before making any changes to it.

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1 Introduction

Note: MyID MFA and MyID PSM were previously known as Authlogics products. Authlogics is now an Intercede Group company and the products have been rebranded accordingly. The term 'Authlogics' may still appear in certain areas of the product.

MyID Authentication Server is a multi-factor authentication system which is pre-integrated with a RADIUS server that can process authentication requests from RADIUS-aware technologies including Palo Alto firewall and VPN servers.

This guide outlines the basic prerequisites to complete a successful setup of integrating MyID with Palo Alto servers using RADIUS.

For step-by-step setup instructions, see the *Adding a RADIUS client* section of the [MyID Authentication Server Installation and Configuration Guide](#).

1.1 Considerations

1.1.1 Prerequisites

You must deploy and configure the Palo Alto device *and* deploy and configure the MyID Authentication Server using the standard username and password authentication mechanism before you configure integration through RADIUS.

1.1.2 Language

MyID Authentication Server is available only in English. Product support and documentation are available only in English.

2 MyID Authentication Server configuration

You must configure the MyID Authentication Server for use with the Palo Alto device. The Palo Alto device sends authentication requests to the MyID Authentication Server through RADIUS; you must therefore configure the MyID Authentication Server to accept RADIUS requests from the Palo Alto device.

You must:

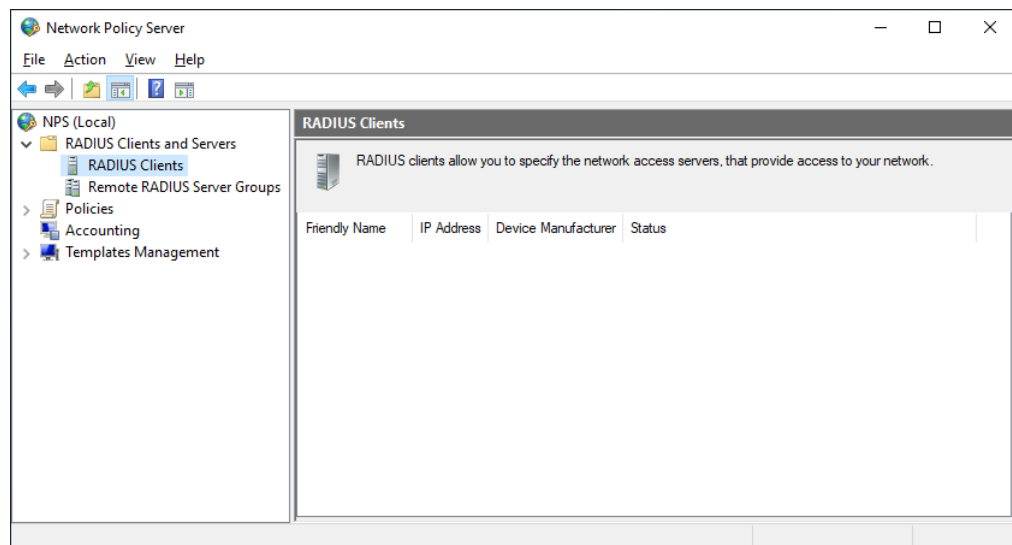
- Add the Palo Alto device as a RADIUS client to the MyID Authentication Server.
See section [2.1, Adding a RADIUS client on the MyID Authentication Server](#).
- Configure the Palo Alto device for the MyID Authentication Server.
See section [2.2, Palo Alto device configuration](#).

2.1 Adding a RADIUS client on the MyID Authentication Server

Carry out this procedure on the MyID Authentication Server.

Note: This section of the installation process requires Local Administrator rights on the server. You do not require domain rights at this stage.

1. From the Administrative Tools start menu group, open the **Network Policy Server**.
2. Select **RADIUS Clients and Servers**, then **RADIUS Clients**.



3. Right-click **RADIUS Clients** and select **New**.

New RADIUS Client

Settings Advanced

☒ Enable this RADIUS client

☐ Select an existing template:

Name and Address

Friendly name:
VPN Server

Address (IP or DNS):
vpn.authlogicsdemo.com [Verify...](#)

Shared Secret

Select an existing Shared Secrets template:
None

To manually type a shared secret, click Manual. To automatically generate a shared secret, click Generate. You must configure the RADIUS client with the same shared secret entered here. Shared secrets are case-sensitive.

☒ Manual ☐ Generate

Shared secret:
.....

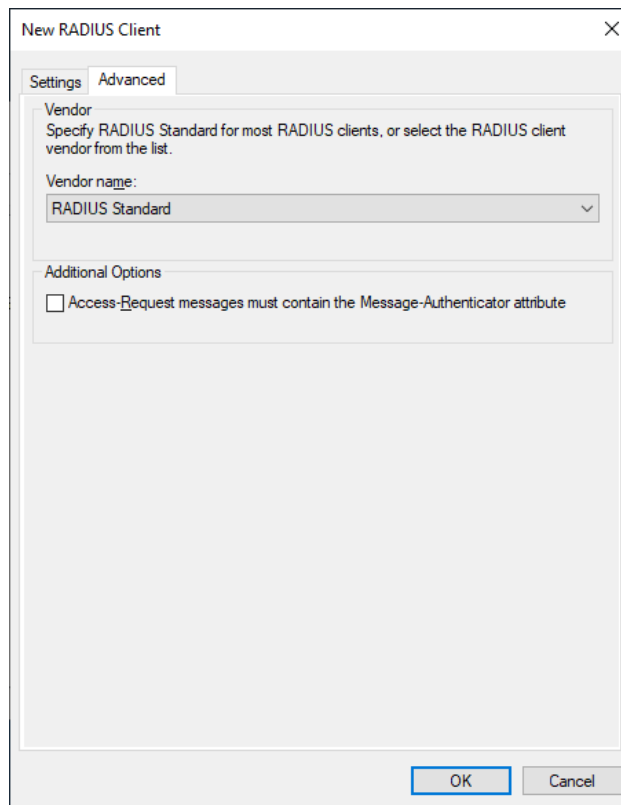
Confirm shared secret:
.....

OK Cancel

4. On the **Settings** tab, enter values for:
 - **Friendly name** – type the friendly name of the Palo Alto device.
 - **Address (IP address or DNS)** – type the IP address or DNS of the Palo Alto device. Click **Verify** to ensure that entered IP address or DNS name is valid.
 - **Shared Secret** – select a template, then either provide a **Manual** shared secret or use the **Generate** option to generate a highly secure random secret.

Note: Make sure that the shared secret matches the secret you enter later on the Palo Alto device.
5. Ensure that the **Enable this RADIUS client** option is selected.

6. Click the **Advanced** tab.



The screenshot shows a dialog box titled "New RADIUS Client" with a close button (X) in the top right corner. It has two tabs: "Settings" and "Advanced", with "Advanced" currently selected. The "Advanced" tab contains the following elements:

- Vendor**
Specify RADIUS Standard for most RADIUS clients, or select the RADIUS client vendor from the list.
- Vendor name:**
A dropdown menu showing "RADIUS Standard".
- Additional Options**
A checkbox labeled "Access-Request messages must contain the Message-Authenticator attribute", which is currently unchecked.
- At the bottom right, there are "OK" and "Cancel" buttons.

7. Set the following:

- **Vendor name** – make sure this is set to `RADIUS Standard`.
- **Access-Request messages must contain the Message-Authenticator attribute**
– this is optional, but you must make sure it is the same as on the RADIUS client device.

8. Click **OK**.

You can add as many Palo Alto RADIUS clients as required.

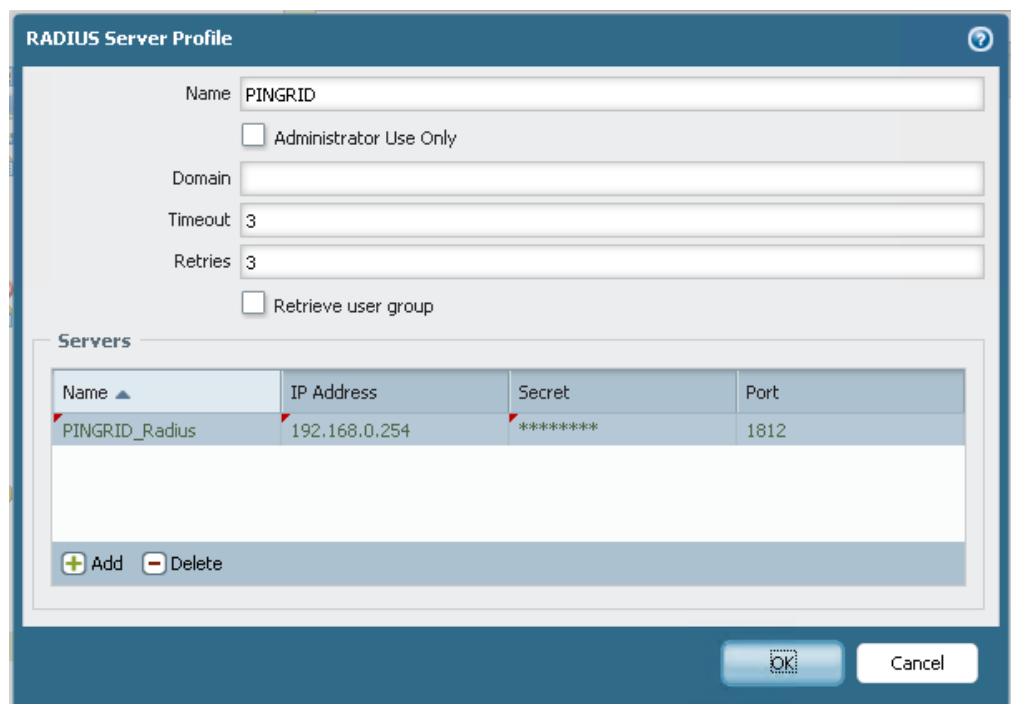
2.2 Palo Alto device configuration

You must configure the Palo Alto device for use with MyID Authentication Server. Follow the instructions in this section after you have fully configured and tested the MyID Authentication Server.

2.2.1 Configuring the RADIUS server

On the Palo Alto device, carry out the following.

1. Start the Palo Alto Networks Administration console.
2. On the **Device** tab, select **Server Profiles > RADIUS**.
3. Click **Add**.



RADIUS Server Profile

Name: PINGRID

☐ Administrator Use Only

Domain:

Timeout: 3

Retries: 3

☐ Retrieve user group

Servers

Name	IP Address	Secret	Port
PINGRID_Radius	192.168.0.254	*****	1812

+ Add - Delete

OK Cancel

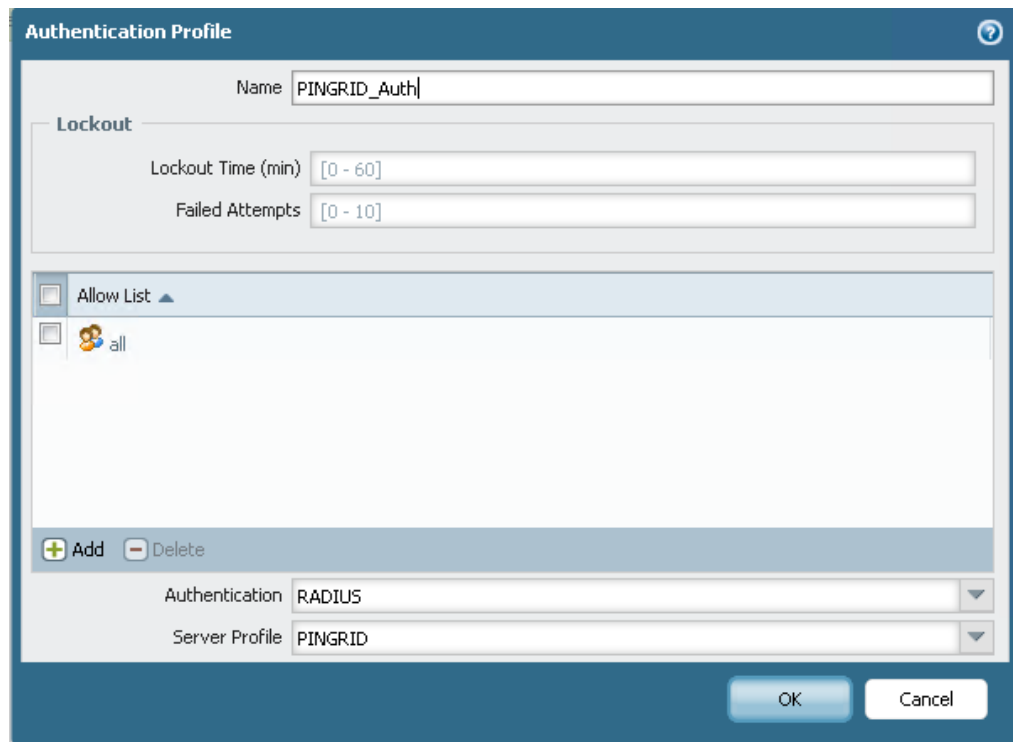
4. Set the following options:

- **Name** – Provide a descriptive name for the MyID Authentication Server.
For example:
`PINGrid`
- **Domain** – Optionally, provide a domain name to be appended to the authentication server.
- **IP Address or hostname** – Provide the IP Address or FQDN of the MyID Authentication Server.
For example:
`192.168.0.254`
- **Shared secret** – Enter the shared secret as specified in the RADIUS Client.
For example:
`Thisisasecret`
- **Port** – Provide the port number on which RADIUS is operating.
For example:
`1812`

5. Click **OK**.

6. Create an Authentication Profile.

In the Palo Alto Networks Administration console, select **Device > Authentication Profiles**, then click **New**.



The screenshot shows the 'Authentication Profile' configuration window in the Palo Alto Networks Administration console. The window has a dark blue header with the title 'Authentication Profile' and a help icon. Below the header, there is a 'Name' field with the value 'PINGRID_Auth'. Under the 'Lockout' section, there are two fields: 'Lockout Time (min)' with a range of '[0 - 60]' and 'Failed Attempts' with a range of '[0 - 10]'. Below these is an 'Allow List' section with a list of items, currently showing 'all' with a user icon. At the bottom of the window, there are two dropdown menus: 'Authentication' set to 'RADIUS' and 'Server Profile' set to 'PINGRID'. There are also '+ Add' and '- Delete' buttons for the list. At the very bottom right, there are 'OK' and 'Cancel' buttons.

7. Set the following options:

- **Name** – Provide a descriptive name for the MyID Authentication Server Profile.

For example:

PINGrid_Auth

- **Authentication** – Select the authentication type.

For example:

RADIUS

- **Server Profile** – Select the MyID Authentication Server Profile created above.

For example:

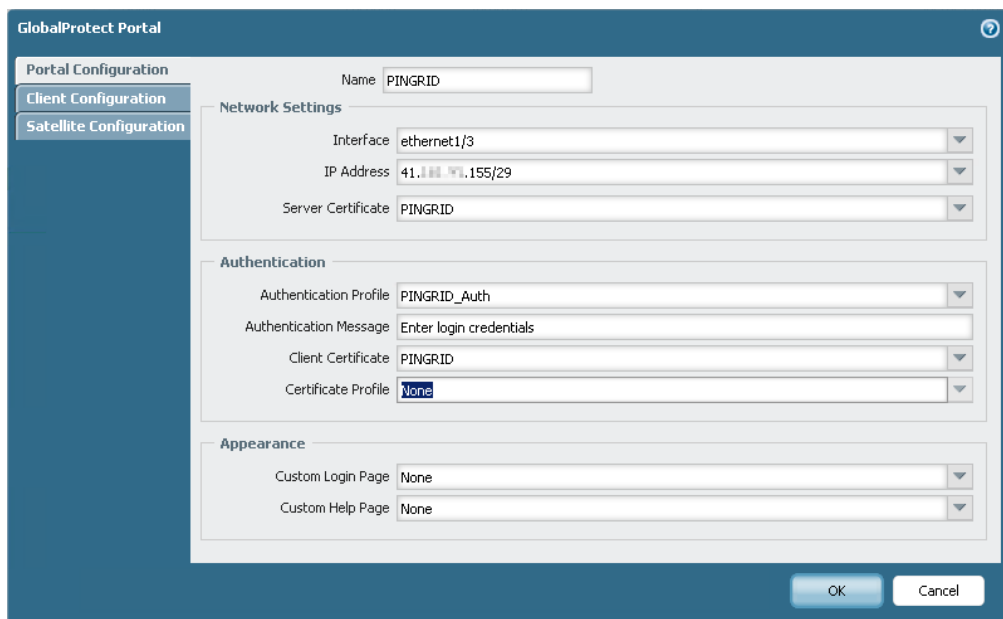
PINGrid

8. Click **OK**.

2.2.2 Configuring the GlobalProtect Portal

To configure the Palo Alto Networks Administration console to use the above created MyID Authentication Server Authentication Profile for authentication, carry out the following:

1. Start the Palo Alto Networks Administration console.
2. On the **Network** tab, select **Global Protect**.
3. Either select an existing GlobalProtect Portal, or click **New** to create a new one.



4. From the **Authentication Profile** drop-down list, select the MyID Authentication Server Authentication Profile that you created.

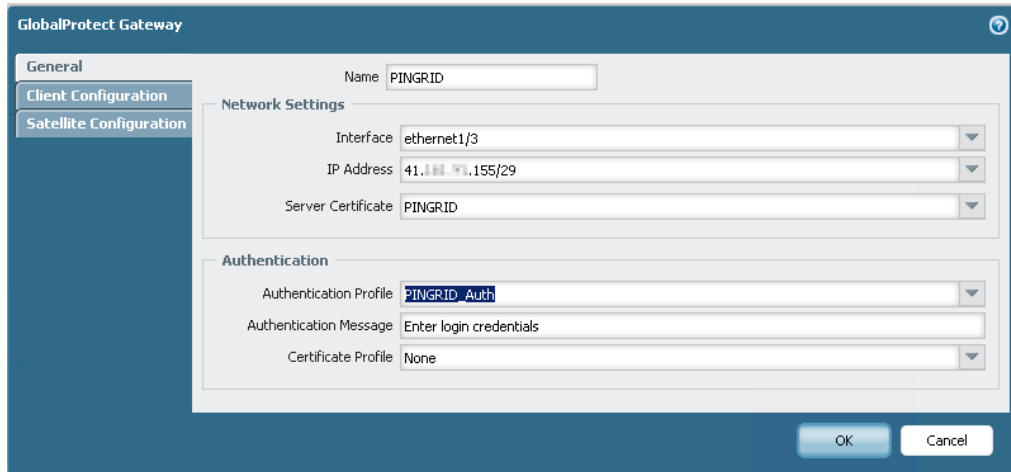
See section [2.2.1, Configuring the RADIUS server](#) for details.

5. Click **OK**.

2.2.3 Configuring GlobalProtect Gateway

To configure the Palo Alto GlobalProtect Gateway to use the above created MyID Authentication Server Authentication Profile for authentication, perform the following steps:

1. Open the Palo Alto Networks Administration console.
2. Select the **Network** tab, then select **Global Protect**.
3. Either select an existing GlobalProtect Gateway, or click **New** to create a new one.



4. From the **Authentication Profile** drop-down list, select the MyID Authentication Server Authentication Profile that you created.
See section [2.2.1, Configuring the RADIUS server](#) for details.
5. Click **OK**.

3 Testing your authentication profile

To test your Palo Alto Authentication Profile:

1. Log in to the Palo Alto Server and run the following PAN-OS CLI command:

```
test authentication authentication-profile "<RADIUS Profile name>"
username "<username>" password
```

Where:

- `<RADIUS Profile name>` – the name you set for the RADIUS Server Profile.
- `<username>` – the username of an MFA user.

2. Enter authentication credentials for the MFA user.

This may be the Active Directory password or an OTP, depending on how you have set up your RADIUS client. MyID MFA and PSM supports the standard RADIUS return Access-Challenge response. For more information, see the *2-step logons (Access-Challenge)* section in the [MyID Authentication Server Installation and Configuration Guide](#).

If you provide valid credentials and you have set up your RADIUS client to take only one form of authentication credential, the return from the `test` CLI command includes:

```
Authentication succeeded for user "<username>"
```

While MyID MFA and PSM supports RADIUS Access-Challenge response, the `test` CLI command does support this feature. If you have set up your RADIUS client for this, the return from the `test` CLI command includes:

```
Got challenge response, which is regarded as failed auth since "test auth
..." CLI command does not support it.
```

This is a successful test.