



## **Wi-Fi® Enterprise Security Update (ESU) for the Palm® T|X Handheld: Frequently Asked Questions**

### ***1. What is the Wi-Fi® Enterprise Security Update (ESU) for the Palm® T|X Handheld?***

With ESU on the Palm® T|X handheld, users can now access secure wireless enterprise LANs protected by 802.1x based security protocols.

ESU adds enhanced authentication and secure encryption—all in a single download. ESU supports mutual authentication protocols, encryption, WPA Enterprise and WPA2 Enterprise security methods, and the Wi-Fi security, WEP, and WPA Personal (PSK) typically used for home and SOHO (small office, home office) networks. Here are the details:

#### **Product features:**

- Supports WEP, WPA Personal (PSK), WPA Enterprise and WPA2 Enterprise
- Authentication Methods
  - EAP-TLS
  - EAP-TTLS
  - EAP-PEAP (both PEAPv0 and PEAPv1)
  - LEAP
- Encryption
  - WEP
  - TKIP
  - AES-CCMP
- Authentication Protocols with RADIUS Server
  - For EAP-TTLS:
    - PAP, CHAP, MSCHAP, MSCHAPv2, EAP-MSCHAPv2, EAP-MD5-Challenge
  - For EAP-PEAP:
    - EAP-MSCHAPv2, EAP-MD5-Challenge, EAP-GTC (password only)

### ***2. What are the system requirements?***

- A fully charged Palm® T|X handheld with at least 1.5MB free space
- Windows 2000 or Windows XP (with SP2)
- Empty 32MB (or more) SD Card and SD Card reader

### ***3. Where can I get the ESU?***

- Click here for information on installing and configuring ESU:  
<http://www.palm.com/us/products/handhelds/tx/esu.epl>
- Click here for information on Wi-Fi security:  
<http://www.wi-fi.org/OpenSection/secure.asp?TID=2>
- Click here for information on the Palm T|X handheld:  
<http://www.palm.com/us/products/handhelds/tx/>

#### ***4. How do I update the Palm T|X handheld?***

The ESU is installed on the handheld using an SD card. The update process requires that you hard reset the handheld, which erases all data on the device; so be sure to back up your data before beginning the update. The ESU updates the handheld with the 802.1x Enterprise security software and then restarts the device. During the update process approximately 1.5 MB of user memory is taken for the update.

#### ***5. I want to update a T|X handheld that is already in use. What do I do?***

First, synchronize the data on the handheld with the data in your desktop computer software, so you have a backup copy of the data. Then update the handheld using the SD card. After completing the ESU, synchronize the handheld; be sure to use the same username so that all the data is restored.

#### ***6. Does the ESU withstand subsequent hard resets of the T|X handheld?***

Yes, the update is protected from being erased during a hard reset.

#### ***7. How do I apply the new Enterprise Security settings?***

The ESU updates the Wi-Fi panel. You will see the new security options when you configure the Wi-Fi network under the security pop-up.

#### ***8. We are a large organization. Is there a tool we can use to configure our Wi-Fi security settings?***

Yes. Palm provides a Wi-Fi Profile Wizard that enables you to preconfigure your T|X handhelds with the ESU. For example, during the ESU process that uses the SD card, you can at the same time load your security certificate and settings. This makes it easier for your end-users, who thereby avoid having to set some of the more complicated settings and need only add their security ID and password.

For remote configurations, you can do this: Prepare the settings, send them to the individual end-users via email, and then have the end-users synchronize their handheld to transfer the settings to the device.

#### ***9. Does the Palm Wi-Fi Profile Wizard run on a Macintosh?***

No, currently the Wi-Fi Profile Wizard does not run on a Macintosh.

### **10. What authentication methods does the ESU support?**

The ESU adds the following Enterprise methods: EAP-TLS, EAP-TTLS, EAP-PEAP (both PEAPv0 and PEAPv1), and LEAP (No CKIP or AES inside LEAP, TKIP and WEP encryption only).

### **11. What tunneling protocols does the ESU support?**

The ESU adds the following enterprise tunneling methods: EAP-TTLS (PAP, CHAP, MSCHAP, MSCHAPv2, EAP-MSCHAPv2, EAP-GTC (password only)), EAP-PEAP (EAP-MSCHAPv2, EAP-MD5-Challenge, EAP-GTC (password only)).

### **12. What encryption methods does the ESU support?**

The ESU adds the following enterprise encryption methods: WEP (Dynamic), TKIP, and AES-CCMP