

ISSUES IN A MOBILE AGENT-BASED MULTIMEDIA RETRIEVAL SCENARIO *

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Abstract

Mobile agents traverse the Internet, often on behalf of their users. Intelligent search agents access information in dynamic heterogeneous environments. The legal and technical implications of the use of agents in such situations are not fully understood. In this paper a scenario in which a mobile agent searches a multimedia database on behalf of its user, is used to provide a common ground for discussion of the legal and technical issues involved. Requirements related to identity management, integrity, traceability and availability are identified and discussed in the context of existing technology.

1 Introduction

Mobile agents traverse the Internet, moving to different sites with different characteristics. Mobile intelligent search agents access information in heterogeneous, often dynamic, environments. The legal implications of the use of agents in such situations are not fully understood. This paper discusses a number of issues related to identity management, integrity, traceability and availability, continuing the research done within the context of the ALIAS project phase I, in which legal implications of the use of agent systems are investigated from both a legal and a technological perspective [1].

Software agents themselves are assumed to have the following properties [2]: (1) autonomy (they have control over their own actions and state); (2) social ability (they can communicate with other agents); (3) reactivity (they react to changes in its environment); (4) pro-activeness (they make plans to reach their goals and can take initiative to pursue these). Additionally, agents are assumed to be intelligent (they can reason, learn and adapt) and mobile (they can move between network-connected computers). Klusch [4] defines "intelligent information agents" as "autonomous computational software entities that are especially meant to (1) provide a proactive resource discovery, (2) resolve information impedance of information consumers and providers, and (3) offer value-added information services and products." This definition suffices to define the types of software agents to which this paper refers.

In this paper, a scenario in which a mobile search agent searches a multimedia database on behalf of its user is used to illustrate the legal and technical issues involved, identifying a number of requirements. It is

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beyond the scope of this paper to provide an overview of all related research: literature on intelligent search agents (e.g. [4] and [30]) and personal assistant agents (e.g. [31]) clearly influences this work as does research on agent platforms and mobile agent security issues (e.g. work by Borselius [5], Cubillos [6] and Bellavista [7]). Protection of intellectual property (see for example [35] and [36]) is only briefly addressed.

2 A multimedia retrieval scenario

In this scenario, mobile agents are used to access information across the Internet: information stored in a remote multimedia database. Mobility has many potential benefits, which can be grouped into three categories: performance, resource access and security [3]. In this context, the most important advantage is that it provides the multimedia database service provider the option to exercise control over data returned to the users of mobile agents. This prevents possible misuse of the data, e.g. infringement of copyright.

The scenario is as follows. A user interacts with an intelligent search agent, which helps the user to find snippets of movies in multimedia databases. An example search task could be to find a snippet of a movie picturing a scene of a dog riding a bike. In this scenario the location of the multimedia database service provider is assumed to be trusted and the address known. Agents are also assumed to have appropriate credentials for access, e.g. have a login or signed certificates.

Next, an agent contacts the remote site to which it wishes to migrate. If the remote location is willing to host the agent and is willing and capable of providing the necessary resources (i.e., in this case, access to the multimedia database), the agent migrates to the remote location. The certification, authentication and search processes are not addressed in this paper.

Once the search task has been completed, this scenario assumes that the agent returns the results to its user, e.g. by contacting a guardian agent provided by the hosting location (as proposed by Noordende [9]). The guardian agent notifies the user and provides low-quality streams of the video snippets for preview purposes. Once the user has the information he/she was looking for, a next step is that final terms can be arranged, e.g. a high quality download or shipment can be arranged along with payment options.

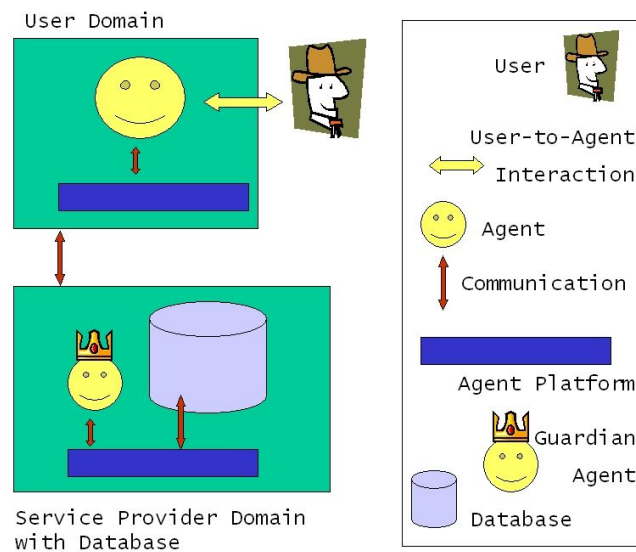


Figure 1: User and Service Provider

The scenario as described above is depicted in Figure 1. The desired information cannot be found in the user's domain, but is available at a remote location. Both the agent's original and the remote location have the necessary middleware, i.e. agent platform software, to host agents and perform services (e.g. migration and communication). In Figure 1 the remote location is in the domain of the multimedia database service provider. At the physical level a network connection, e.g. Internet or a mobile phone network, enables communication between the agent platform locations.

3 Legal and security issues

In the multimedia retrieval scenario, four types of entities are involved: the user, the search agent, the service provider and the agent platform. The service provider is represented by the platform (in the scenario we assume the service provider to be the platform owner but that is not necessarily the case) and an agent represents a user. Both forms of representation are aspects of identity management, which is elaborated upon in the next section. For a reliable service, the integrity of both the agent and the agent platform needs to be guaranteed. Integrity is treated in 3.2. From the moment the agent contacts the platform to negotiate, logs are kept of the activities engaged in by every agent on the platform. Issues of logging and tracing are addressed in section 3.3. Finally, availability of the platform is an essential part of the performance offered to the agent, which is covered in 3.4.

3.1 Identity management

Identity management in agent systems is important for various reasons. First of all for the purpose of administrating which entities (users, agents, services, locations) are in the system. Secondly, identity management is needed for the application of access policies to determine who is allowed to do what and with which credentials. Based on this information, access policies may be enforced, e.g. a migrating agent may need to provide details and proof of its affiliation to gain access to a specific location. Other information about agents may also be needed, such as the agent owner, user, company and programmer. For example in our scenario, a service provider may have special agreements with different categories of clients (e.g. with a large television company) in which the agreement states that agents of the client are to be run on a dedicated machine with a guaranteed quality of service and security. Thirdly, identity management is needed for logging and tracing purposes.

Note that there is an apparent discrepancy between a possible wish for anonymity of an agent user on the one hand and the service provider's possible need to know the exact identity of the user of the visiting agent on the other hand [11, 12]. For example, a user may want his/her agent to search the multimedia database without others knowing what (kind of) movie(s) the agent is searching. On the other hand, when an error has occurred, e.g. due to a malfunctioning agent, the service provider may need to trace which events happened and determine whose agent is responsible (and whether the user is liable). Thus, a balance between the user's need for anonymity and the interests of the service provider of the multimedia database service is needed.

Requirement 1: Agents and users need to be locally identifiable

In our scenario of an agent searching for movie snippets requested by his/her user, this implies that different levels of knowledge on the identity of both agent and user may be required in different phases of the agent's activities. Four different levels of knowledge on identities can be distinguished: untraceable anonymity, traceable anonymity, untraceable pseudonymity and traceable pseudonymity [1,12]. When searching the multimedia database, the real user's identity may not be needed and traceable pseudonymity would suffice. However, when buying a movie, a user's true identity may be needed to complete the transaction (e.g. for credit card payment, submitting a cardholders' name is required).

Requirement 2: Agent and user identity information need to be managed.

For users locally unique identifiers (LUIDs) or local names can function as pseudonyms in a specific environment. A user's real identity may only be known to a Trusted Third Party (TTP), the TTP also knows the mapping of real identities and local names. If needed, the TTP could provide more information about a user: reveal a user's identity or show links between various local names (e.g. for profiling purposes). Likewise, an agent can have a unique identity acquired upon creation that is known to a TTP but uses local names when deemed appropriate. An example of an approach to agent identity administration is described by Roth [10].

Managing these different levels of knowledge regarding identity information in different phases, termed "multi-phased identity management" is needed. How this should be done and who should be in

charge of the administration is still subject of research. Related research includes Privacy Enhancing Technologies (PET), for example the MASKs System [32], PRIME¹ and PISA [37].

3.2 Integrity

To ensure correct functioning of a multimedia database, the integrity of both an agent platform and visiting agents is essential. In other words, it is crucial that the data and transmissions are not “unduly altered, erased or supplemented and that the physical objects involved (...) are not damaged or destroyed.”²

Protection of entities

Current research in this matter concentrates on prevention of attacks on hosts of agent platforms [7]. However, a host in an agent platform could also modify the data and code of an agent, e.g. by changing a value of a variable and thereby causing the agent to recommend more expensive movies. Furthermore, agents can attack each other. For example, in our scenario a user agent could attack the guardian agent of the service provider. If the service provider disables direct communication between a user and its agent, a user has no means to verify whether its agent or its messages have been tampered with, until the agent leaves the remote location. Thus, as Yee points out as well, protection and detection measures to safeguard the integrity of the agent and its computation are needed [13].

Requirement 3: Protection and detection measures are needed to safeguard the integrity of the agent and agent platform.

Both Borselius [5] and Cubillos [6] give an overview of protection measures for agent platforms and agents. Example measures for platform protection are sandboxing or jailing of agents and the use of signed code [9, 14, 15]. Note that code signing is also useful for agent protection and detection of changes. Other measures for agent protection described include using trusted nodes, execution tracing [16] and encryption of code and functions [17]. Examples of other approaches are watermarking and fingerprinting of agents [18], code obfuscation [19], re-execution of agents [20], semantic encryption [21], and integrity based encryption [22].

Protection of agent data

A mobile agent carries data, which may be relatable to its user, e.g. the search request of the user, itinerary, passwords and usernames, etc. The host can observe any unencrypted agent data, however, confiscation and modification of these data is obviously undesirable [23].

Several types of data possessed by an agent can be distinguished, for example: assignment (search request), itinerary, credentials, internal logs, and gathered information. All of these data need protection and appropriate detection measures to safeguard their integrity.

Requirement 4: Protection and detection measures are needed to safeguard agent data.

Measures for agent protection, as listed above, can often be used to protect the agent data as well. Another technique for protecting the agent state (and detecting changes) is introduced in Ajanta: signed append-only containers for agent data [14]. This approach is followed in Mansion [9] and AgentScape [15]. Examples of other protection techniques are partial result protection [24] and detecting attempts of tampering [25].

Additionally, protection is needed for the data located in the domain of service provider, e.g. logs and identity administration of the agent platform and contents of the multimedia database. For example, in the scenario, a mobile agent interacts with the multimedia database and processes a number of items. Any one of the items could be confiscated or communicated (e.g. via covert channels) to a third party. This is obviously undesirable and should be prevented.

¹ <http://www.prime-project.eu/>

² The definition of integrity we use is cited from [1], p. 53 below.

Protection of host data

The multimedia database and its content are protected by intellectual property regulations. In the EU, if a multimedia database matches certain requirements, it may be protected under database law. If that is the case, searching the multimedia database requires the rightholders' consent.

Also, the contents of a multimedia database are likely to be protected by copyright. The copyright holder may want to keep as much control on the movie snippets as possible, in an effort to prevent future copyright infringement. Not only the copying of an entire copyrighted movie, but also the copying of parts of it could entail copyright infringement. Movie snippets can therefore not be extracted without the rightholders' consent. If the service provider is not the copyrights holder, he/she will need permission from the copyright holder to exploit the database and permit others to search the copyrighted items. If the agent copies items from the database without the rightholder's consent, the agent infringes copyright, for which its user is responsible.

Requirement 5: Protection and detection measures are needed to safeguard the data of the agent platform.

An option to safeguard content data is to inspect an agent before it leaves a platform and to disable communication. Another option is to agree in advance that an agent will terminate after handing a message transferring its desired items (or their identifiers) to a guardian agent. Noordende suggests the latter approach [9].

Protection of transmissions

Communications between entities in agent platforms need to be secured, e.g. to prevent reading or re-play by third parties. Communication needs to be secured if it takes place over unsafe or unreliable network connections, e.g. migration of the agent in the scenario from the user location to the service provider location. Depending on the application and architecture of the platform, agent-to-agent communication should be secured.

Requirement 6: Protection and detection measures are needed to safeguard the integrity of the transmissions.

Generally, standard encryption techniques and (public/private) cryptographic key architectures suffice. This is one of the basic security issues being covered in many agent systems. Related issues are non-repudiation (where it cannot be denied afterwards that a message has been sent), authenticity (guarantees the sender is the actual sender) and guaranteed delivery. Realization of secured agent-to-agent communication may be problematic if the agent platform cannot be trusted.

3.3 Logs and traceability

Logging communication and actions of entities in the system to reconstruct an agent's interactions is particularly useful if damage is incurred. For example, if and when a content provider discovers that a particular snippet from the multimedia database is circulating among Internet users without authorization, the content provider may want to know who was responsible. To find out who was responsible, the content provider will both need to have logged which agent accessed which movies and be able to identify the user of this particular agent. Secondly, logging is needed to trace errors in the system. If the platform logs show that one of the visiting agents is overusing the service, e.g. because it is consuming more resources than agreed before it was allowed on the system, the particular agent should be found and perhaps even killed (some issues which need to be considered in deciding whether or not to kill a mobile agent are discussed in [33]). Thirdly, logs can be used in the process of determining liability, e.g. when a denial of service has occurred which has caused much damage and the logs may show which specific agent was responsible. Fourthly, logs can be used to determine where and when an agent has been tampered with.

Requirement 7: Logging of communication and actions of entities is necessary.

Requirement 8: Agents need to be uniquely identifiable.

Because of the distributed nature of the system, there is no single solution for all situations. Who should log what, where and how? If logging is done locally, and/or by agents, logged information could be lost when a node or an agent fails. Updating information is complex and intricate, certainly when malicious hosts are possible. Notions and models of trust play a role in the update policies for distributed logging. Further research in this area is needed.

Requirement 9: Logs must be robust and should not disappear because of a failing node.

Among the data that is logged, there may be personal data that is reducible to the agent's user. If this is the case, privacy regulations play a vital role. For example, gathering information on a personal agent's searching habits could amount to a profile containing personal data of the agent's user. In the EU, any processing of personal data is subject to detailed regulations.³

Requirement 10: User privacy needs to be respected in accordance with privacy regulations.

In most cases, a user explicitly has to consent to the processing of any personal data. Therefore, an agent platform must either anonymise any user data to the extent that the data is not reducible to an individual user, or the user has to explicitly consent in use of personal data before the data is processed. In certain circumstances, anonymisation of logged data may conflict with the service provider's need for traceability. On the other hand, when explicit consent of the user is needed, the question arises whether it is possible for an agent to consent to the use of personal data of its user.

Additionally, both logs and the identity administration need to be safeguarded e.g. to prevent agents from maliciously changing logs. Unwanted access to the logs and other administration by users and agents should be prevented, also with regard to privacy issues as described above. It needs to be determined who is allowed to access which logging data and under which circumstances.

Requirement 11: Unauthorized access to the logs and administrative data should be prevented.

3.4 Availability

Before an agent can start searching the multimedia database, it will first try to negotiate an agreement with the agent platform that offers access to the multimedia database service. The platform and the visiting agent must use the same protocols to negotiate. An agreement is needed in which both the facilities provided by the platform (both resources and services) and the procedures on the platform (e.g. whether the agent can communicate with its user while the agent is on the platform and whether the agent's process is terminated after it has finished its search) are defined. In addition to the above agreement, an agent may want guarantees on the level of performance offered by an agent platform. An essential element of performance is availability. Availability is a hard requirement for an agent to be able to successfully complete its search in the multimedia database. The level of performance provided to the visiting agent, including availability, can be agreed upon in so-called Service Level agreements (SLAs) [27, 28, 29].

Whether an SLA that has been agreed upon by an agent and an agent platform can be regarded as a legally valid contract, is uncertain. To establish a legally valid contract, two persons have to perform corresponding acts of offer and acceptance. Since neither agents, nor agent platforms can as yet be considered to be legal entities, the offer and acceptance by an agent and an agent platform must be reduced to both the agent's user and the platform owner. Without two legal entities having the will to establish certain legal consequences, it is uncertain whether there can be a valid contract (see for an elaborate analysis [34]).

However, if an agent's user gives an agent a specific assignment (in our scenario: to find and buy a specific movie) and also a specific amount of e-cash the agent is allowed to spend, the question arises whether the user's will was not only directed at closing a contract concerning the purchase of that particular movie, but also at establishing an "underlying" contract between the agent and the platform. If this is the case, there may be a valid contract between the agent user and the platform owner.

Requirement 12: Clear and legally valid agreements are needed.

³ Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 regards any data that can be traced to an individual as personal data.

Further research in this area is needed, both to exactly determine the circumstances under which an SLA can be regarded as a valid contract, and to maintain a balance between the agents' autonomy and legal validity of the agreements it concludes.

4 Technical considerations

Often, agent applications and multi-agent systems are supported by agent platforms. Also the above-proposed scenario can be implemented in an agent platform. An agent platform is middleware (a software layer between the operating system and the application programs) that provides an execution environment for agents. Generally, an agent platform offers facilities and services to agents on the platform, for example facilities for communication and life-cycle support (starting, pausing, resuming, deleting agents) and services like a Directory Service (White and Yellow Pages to find agents and services). In addition, agent platforms can offer support for migration and security. Examples of agent platforms are AgentScape [15], SeMoa⁴, JADE⁵ and Cougaar⁶. A short description of JADE and Cougaar and a comparison of the platforms with AgentScape are given by Overeinder [15].

The scenario could for example be implemented in JADE or the AgentScape agent platform. Both platforms provide the necessary basic functionalities and features. Therefore, in relation with those platforms a further consideration of the requirements in relation to the features of the agent platforms is presented here.

JADE

JADE [38, 39, 40] stands for Java Agent Development Environment and is a FIPA-compliant agent platform. Each instance of the JADE run-time environment is called a container (since it “contains” agents). A group of connected containers is called a platform; multiple containers can run simultaneously on one single computer system or per container on multiple network-connected machines. The JADE agent platform provides a homogeneous layer that hides the complexity and the diversity of the underlying tiers (hardware, operating systems, types of network, JVM) from users and developers. JADE supports weak agent migration, from container to container within the platform, by means of Java-serialization.

JADE-S [39], the secured version of JADE, supports multiple users on the platform, user authentication, agent actions authorization and message signing and encryption. With respect to the requirements listed in this article the JADE-S agent platform is considered. Requirements 1 and 2 are satisfied due to the multi-user security additions. Furthermore, message signatures and encryption satisfies the requirement on safeguarding the integrity of transmissions. Logging facilities are available (on a per-container basis) and are based on the JAVA `java.util.logging` package. Hence requirements (7 and 9) on logging of communication and actions of entities may be satisfied if appropriate configuration settings are applied. Requirement 8 demands unique identifiability of agents, which is the case in JADE-S as every agent-name has to be unique within the platform.

However, very little is done to protect agents from being attacked once they run in a remote container. In fact, the guide for secure JADE [39] advises to turn of mobility in the platform as mobility related security permissions are still missing. Thus, requirements with respect to protection of entities, agents and host data are not satisfied. Further research in this area is needed, e.g. consideration of possible attacks. Also, it is questionable how unauthorized access to logs and administrative data could be prevented in JADE (requirement 11).

AgentScape

The scenario as proposed above can also be implemented in the AgentScape agent platform [15]. AgentScape is designed to support open, large-scale distributed agent systems in a secure environment with support for fault-tolerance, security, heterogeneity and interoperability. The concepts in AgentScape are agents, objects, services and locations. Locations provide a runtime environment for agents with mobility

⁴ <http://www.semoa.org/>

⁵ <http://jade.tilab.com/>

⁶ <http://www.cougaar.org/>

and communication facilities. Services, for example Directory Services, provide information and perform actions upon request of agents, other services and the AgentScape middleware.

In the multimedia scenario as proposed above, AgentScape provides the user and service provider each with their own locations and also offers support for multiple hosts within one location (specially useful for the service provider). Migration of agents between locations is supported and user locations can be dynamically connected and disconnected. The Web Service Gateway (WSG) for Internet and database interactions is another feature of AgentScape.

Various security features, which relate to requirements mentioned above, have been implemented in AgentScape. The use of global and local identities, leasing of resources, sandboxing of agents, signing agent's code and its state, and secure communication are the most prominent.

Within AgentScape agents have a globally unique identifier, and a locally unique identifier within the location in which they reside (satisfying requirements 1 and 8). The use of leases for resource access and monitoring of resource usage provides means to ensure availability [26]. To prevent unwanted interactions by agents with other entities, e.g. to protect the host on which the agent is running, agents are 'sandboxed' or 'jailed'.

For agent and agent state protection, e.g. to guarantee integrity of the agent's code and data, an agent and its data are stored in an Agent Container [14, 9]. The AgentScape platform implements an integrity verification mechanism based on signing of the Agent Containers. This fulfils the requirement concerning protection and detection measures to safeguard the integrity of the agent. Note that this Agent Container concept differs from the JADE Agent Container concept: in AgentScape, it is a storage medium, whereas in JADE it is a runtime environment for the agents.

Communication between hosts in AgentScape, e.g. for the purpose of agent migration, has been secured. Mutually authenticated, encrypted channels are set up using a key exchange protocol at the host-to-host level. Thus, the requirement of protection of transmissions is met.

Efforts to improve AgentScape and its security are still ongoing – in particular, policies for logging.

5 Summary and future research

This article describes a scenario in which a mobile agent moves to the location of the service provider and searches a multimedia database on behalf of its user. In this scenario, an intermediary (the guardian agent) is used to communicate the search results to the user and take care of final arrangements. A number of legal and technical issues are discussed in the context of an agent-based multimedia retrieval scenario.

Note that the various requirements are highly interrelated and that there is no 1-to-1 mapping of measures taken and requirement(s). For example, requirement 1, specifying the need for local identification of agents and users partly overlaps with requirement 8 on unique identifiability of agents and also requirement 1 more or less implies requirement 2 (which states that agent and user identity information needs to be managed). Furthermore, the requirement on privacy of information in the system, relates to (the implementation of) all the requirements on identity management, integrity and logs and traceability. Additionally, privacy may be covered in agreements on a privacy policy, thus also involving the last requirement on the need for clear and legally valid agreements.

A number of questions from section 3 still need to be addressed. Firstly, how to do identity management in mobile agent systems needs further research. Facilities are needed for identity administration. Entities, e.g. users and agents, should be able to operate anonymously or pseudo-anonymously. However, under certain circumstances, information may be needed with respect to the identity of the user, therefore information on the identities has to be managed and be accessible for entities with appropriate credentials. Another open issue regards identity management of possible agent's clones, children and helpers.

Secondly, there is the issue of logging in distributed mobile agent environments. Protocols need to be developed to propagate updates according to specific policies. These issues appear to be related to update propagation in distributed object systems. The theories and techniques developed for object systems may be applicable to agent systems as well, though complicated by agent mobility.

Thirdly, further research is needed in mobile agent and security issues, e.g. agents carrying and communicating confidential information. In case a mobile agent visits a variety of service providers, it may need to keep secret or prove possession of certain information, e.g. passwords and private keys, to others than its user. Protocols are needed to check the credentials or certificates of a migratory agent.

An example of an agent platform within which a number of these issues are addressed has been briefly discussed describing the technical feasibility of a number of the suggested solutions. It is clear that further research is needed.

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