

Identity Assurance Solution 3.1.0.0 Readme

November 2013



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1 Documentation

Identity Assurance Solution by NetIQ (IAS) enables federal agencies to comply with the credential issuance, physical and logical access requirements of Homeland Security Presidential Directive 12 (HSPD-12). This solution provides convenient yet controlled access to disparate logical IT systems and physical facilities by using combinations of biometrics, passwords, personal identification numbers, smart cards, X.509 digital certificates, and other forms of advanced authentication.

It is fully integrated with NetIQ Identity Manager and meets FIPS 201 workflow, identity management, and card life cycle requirements. Personal Identity Verification (PIV) cards issued using this solution enable users to have physical and logical access to facilities and IT systems. This solution enables convergence of IT and physical systems to provide a complete end-to-end and seamless control system.

The following sources provide information about the Identity Assurance Solution:

- ◆ Installation: *NetIQ Enhanced Smart Card Method 3.1.0.0 Installation and Administration Guide* (https://www.netiq.com/documentation/iasclient3/nescm_install/data/bookinfo.html)
- ◆ Online product documentation:
For Identity Assurance Solution documentation, see the [Identity Assurance Solution Documentation Web site](https://www.netiq.com/documentation/iasclient3/) (<https://www.netiq.com/documentation/iasclient3/>).
For NetIQ product documentation, see the [NetIQ Documentation Web site](http://www.netiq.com/documentation) (<http://www.netiq.com/documentation>).
- ◆ Third-party documentation:
For documentation about third-party software included in this solution, see the documentation provided by the vendor.

2 Known Issues

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2.1 Dealing with the Client Login Module Not Found NMAS Error

The smart card based login with enhanced smart card method fails with NMAS and displays the client login module not found error message. For a successful login, install [Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package ATL Security Update](http://www.microsoft.com/download/en/details.aspx?id=14431) (<http://www.microsoft.com/download/en/details.aspx?id=14431>).

2.2 NЕСSM iManager Plug-in Does Not Work on Windows Server 2008

NЕСSM iManager plug-in fails if the Windows Server machine where the iManager server is running does not have a particular version of Microsoft Visual C++ redistributable installed.

To workaroud this issue, install [Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package ATL Security Update](http://www.microsoft.com/download/en/details.aspx?id=14431) (<http://www.microsoft.com/download/en/details.aspx?id=14431>).

2.3 Login Issues When the Automatically Look Up User Account and Use First Account Returned Options are Selected When NЕСSM is Installed

On a system that has Identity plug-in configured for *Automatically Look Up User Account* and *Use First Account Returned* options, if you log in by right clicking the **N** icon in the notification area of the taskbar, the Identity plug-in returns user(s) associated with the smart card. To change the user, press the Shift key and specify other login details such as Password (or pin), Tree, Context, and Server.

2.4 Issue with Ceres Card on Internet Explorer

When trying to read certificates that are on a Ceres smart card through Internet Explorer using the NetIQ Enhanced Smart Card iManager plug-in, a blank page appears.

2.5 Unattended Installation of IASC Not Supported

You cannot install IASC in silent mode. Instead, use the individual installers of the Novell Client and NЕСSM as follows:

- 1 Launch the Novell Client installer using `setup.exe` from the `NovellClient\Vista\` location.
- 2 Launch the NЕСSM installer from the `NMASMethods\EnhancedSmartCard\client` location.

Ensure that appropriate NЕСSM installer `setup.exe` or `setup_64.exe` is launched. For more information, see the installation instructions from the [Silent Installation](#) section of the NЕСSM Installation Guide.

Following are the examples of batch scripts for installing the Novell Client and NЕСSM:

For Windows 7, run the following script:

```
start /wait NovellClient\Vista\setup.exe
start /wait NMASMethods\EnhancedSmartCard\client\setup_64.exe /S /v"/qn"
```

2.6 NЕСM Installation Fails on Windows 8

Sometimes while installing NЕСM on Windows 8, the installation may fail. This is because the Microsoft Visual C++ Redistributable Package that is provided as part of the installer requires restarting the computer even though it is successfully installed.

After restarting the computer, NЕСM is installed successfully.

2.7 Uninstalling Novell Client Removes Configuration Information for NМAS Methods

Uninstalling the Novell Client does not remove the NМAS methods from a system, it only removes the configuration information. When NМAS client is reinstalled on a system that has NМAS methods installed on it, the NМAS Client looks for the configuration information required to load the appropriate login client module, which causes eDirectory login failure and displays the following error:

```
"client login module not found".
```

To avoid this error, run the installation in the following order:

- 1 Install the Novell Client and NМAS Client.
- 2 Install NМAS method (LCM).

For the smart card login to work, reinstall the Novell Client and then reinstall NЕСM or add NЕСM by using NCC.

Instead of uninstalling and reinstalling the Novell Client, you can repair it by running the `setup.exe` file for the same version or upgrade it by running the `setup.exe` file of the new version.

2.8 NЕСM Fails to Login to Windows eDirectory 8.8 SP7 Server

When you login to eDirectory 8.8 SP7 server using NЕСM, the login fails because of a SidebySide error, displaying the following error message:

```
NМAS: invalid requested sequence
```

NЕСM 3.1.0.0 requires some runtime libraries that are installed by NСI 2.7.7, which are not available in eDirectory 8.8 SP7 because it includes NСI 2.7.6.

To avoid this error, you must manually install the runtime libraries from this link: (<http://www.microsoft.com/en-in/download/details.aspx?id=26347>).

2.9 NESCM Fails to Read the Certificates When Two Cards From Different Vendors are Inserted Simultaneously

If you have two card readers from different vendors connected to the computer simultaneously, NESCM fails to read the certificates. For example, if you have a Gemalto Cyberflex card inserted in a ActivCard reader and a Gemplus card reader with Gemalto .NET card connected to the computer, then NESCM fails to read the certificates.

However, NESCM works as expected if two card readers from the same vendor and with the same cards are connected to the computer. In this case, NESCM reads certificates from both the cards. The following are some examples where two card readers from the same vendor with same cards are connected to the computer:

- ♦ Two ActivCard USB Reader V3 readers, each with Gemalto Cyberflex Access 64K V2c card in them.
- ♦ Two Gemplus USB Reader readers, each with Gemalto .NET card in them.

3 Additional Documentation

- ♦ [Section 3.1, “iManager,” on page 4](#)
- ♦ [Section 3.2, “NMAS,” on page 4](#)
- ♦ [Section 3.3, “Password Management,” on page 4](#)
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- ♦ [Section 3.5, “Novell International Cryptographic Infrastructure \(NICI\),” on page 5](#)
- ♦ [Section 3.6, “eDirectory,” on page 5](#)

3.1 iManager

For iManager information, refer to the [iManager online documentation \(https://www.netiq.com/documentation/imanager/\)](https://www.netiq.com/documentation/imanager/).

3.2 NMAS

For NMAS information, refer to the [eDirectory online documentation \(https://www.netiq.com/documentation/edir88/\)](https://www.netiq.com/documentation/edir88/) page. This documentation is available as a zip file at the end of this page.

3.3 Password Management

For Password Management information, refer to the [eDirectory online documentation \(https://www.netiq.com/documentation/edir88/\)](https://www.netiq.com/documentation/edir88/) page. This documentation is available as a zip file at the end of this page.

3.4 Certificate Server

For Certificate Server information, refer to the [eDirectory online documentation \(https://www.netiq.com/documentation/edir88/\)](https://www.netiq.com/documentation/edir88/) page. This documentation is available as a zip file at the end of this page.

3.5 Novell International Cryptographic Infrastructure (NICI)

For NICI information, refer to the [NICI online documentation \(https://www.netiq.com/documentation/nici27x/\)](https://www.netiq.com/documentation/nici27x/).

3.6 eDirectory

For more information on eDirectory, refer to the [eDirectory online documentation \(https://www.netiq.com/documentation/edir88/\)](https://www.netiq.com/documentation/edir88/).

4 Legal Notices

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