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About NetIQ Corporation

We are a global, enterprise software company, with a focus on the three persistent challenges in your environment: Change, complexity and risk—and how we can help you control them.

Our Viewpoint

Adapting to change and managing complexity and risk are nothing new
In fact, of all the challenges you face, these are perhaps the most prominent variables that deny you the control you need to securely measure, monitor, and manage your physical, virtual, and cloud computing environments.

Enabling critical business services, better and faster
We believe that providing as much control as possible to IT organizations is the only way to enable timelier and cost effective delivery of services. Persistent pressures like change and complexity will only continue to increase as organizations continue to change and the technologies needed to manage them become inherently more complex.

Our Philosophy

Selling intelligent solutions, not just software
In order to provide reliable control, we first make sure we understand the real-world scenarios in which IT organizations like yours operate—day in and day out. That's the only way we can develop practical, intelligent IT solutions that successfully yield proven, measurable results. And that's so much more rewarding than simply selling software.

Driving your success is our passion
We place your success at the heart of how we do business. From product inception to deployment, we understand that you need IT solutions that work well and integrate seamlessly with your existing investments; you need ongoing support and training post-deployment; and you need someone that is truly easy to work with—for a change. Ultimately, when you succeed, we all succeed.

Our Solutions

- Identity & Access Governance
- Access Management
- Security Management
- Systems & Application Management
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- Service Management
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About this Book

Advanced Authentication User Documentation is designed for all users and describes how to enroll authenticators and use the assigned authentication chains for different endpoints (Linux Client, Windows Client, and MacOS Client).

Intended Audience

This book provides information for individuals responsible for understanding administration concepts and implementing a secure, distributed administration model.
Advanced Authentication provides the Self-Service portal where you can enroll and test the authenticators. You can use the enrolled authenticator to get authorized access to any device and service that is secured with Advanced Authentication.

To access the Self-Service portal, specify `<https://<hostname>/account>` in your browser. Contact your system administrator for the URL.

1. Open the URL `<https://<hostname>/account>` in the browser.
2. Specify the User name.
3. If the administrator has configured the Google reCAPTCHA option in the server configurations, you will be prompted to go through the reCAPTCHA to prove that you are a human and not a robot. A series of images are displayed based on a specific criteria and you must select the appropriate images.
4. Click Next.
5. Select the preferred language from the list on the upper right corner of the login page.
   You can also change the language from the list on the upper right corner of the Self-Service portal. The languages supported are: Arabic, Canadian French, Chinese Simplified, Chinese Traditional, Danish, Dutch, English, French, German, Italian, Japanese, Polish, Portuguese (Brazilin), Russian, Spanish, and Swedish.

**NOTE:** In the Add Authenticator section, if you do not see a method that you need to enroll, contact your system administrator.

6. Select a method to enroll and test.
To log out from the Self-Service portal, click your user name in the upper-right corner and click Log Out.
Managing Authenticators

To perform authentication with Advanced Authentication, you must enroll all methods of an authentication chain which you can use for authentication. An authenticator is a set of encrypted data that contains your authentication information. You can use authenticators to log in to different operating systems such as Linux, Mac OS, and Windows. With these authenticators, you can also log in to VPN and web portals such as Citrix NetScaler, Office 365, SalesForce, and so on. Some of the authenticators such as SMS, Email, Voice OTP, Swisscom Mobile ID, LDAP Password, and RADIUS are enrolled automatically.

Advanced Authentication provides the following authenticators:

- Bluetooth
- Card
- Email OTP
- Facial Recognition
- FIDO 2.0
- Fingerprint
- HOTP
- LDAP Password
- Password
- PKI
- RADIUS Client
- Security Questions
- Smartphone
- Swedish BankID
- Swisscom Mobile ID
- SMS OTP
- TOTP
- FIDO U2F
- Voice
- Web Authentication Method
- Windows Hello

The following authenticators are enrolled by default:

- Email OTP
- LDAP Password
- RADIUS Client
- SMS OTP
- Swisscom Mobile ID
- Voice OTP
Editing an Authenticator

1. Click the enrolled method in the Enrolled Authenticators section.
2. Change the settings and click Save.

Deleting an Authenticator

1. Click the enrolled method in the Enrolled Authenticators section.
2. Click Delete.

Deleting All Enrolled Authenticators

1. Click the user name in the upper-right corner of the Self-Service portal.
2. Click Delete me.
3. Click OK.

NOTE: An administrator has the privilege to hide the Delete me option in the Self-Service portal.

Bluetooth

The Bluetooth method enables you to authenticate using any Bluetooth enabled device that is within the range. When you initiate authentication, the Advanced Authentication server searches for the enrolled Bluetooth device. If the enrolled device is within the range, you are authenticated successfully.

For example, Susanne, who is a doctor, attends many in-patients in the hospital. She accesses the computer located in each room to monitor and update the health status of the patient. In this case, Susanne can specify her first-factor authentication details and use her Bluetooth enabled mobile phone to log in to the computer automatically when she is within range of a particular room. When she exits the room, she is logged out of that computer automatically.

NOTE: To use this method, you must install the Advanced Authentication Device Service. For more information about Device Service, see Advanced Authentication - Device Service guide.

Enrolling the Bluetooth Authenticator

1. Click the Bluetooth icon in Add Authenticator.
2. (Optional) Specify a comment related to the Bluetooth authenticator in Comment.
3. (Optional) Select the preferred category from Category.
4. Turn on the Bluetooth in your device and ensure that it is discoverable to the other Bluetooth devices.
5. Select your Bluetooth enabled device from the list in the Add Bluetooth authenticator page.

NOTE: If your device is not listed, click Refresh list to reload the Bluetooth enabled devices.

6. Click Save.

A message Authenticator "Bluetooth" has been added is displayed.
Testing the Bluetooth Authenticator

NOTE: During authentication, ensure that your mobile device is discoverable.

1. Click the Bluetooth icon in **Enrolled Authenticators**.
2. Click **Test**.
   
   A message *Waiting for the Bluetooth service* is displayed. If the enrolled Bluetooth device is within the range, a message *Authenticator "Bluetooth" passed the test* is displayed.

If the Advanced Authentication Device Service is not installed on the system where you want to authenticate, an error message *Bluetooth service is not available* is displayed. Install the Device Service and try to authenticate again.

Card

The Card method enables you to authenticate using the contactless smart card (with the card serial number). When you try to authenticate on any device, the recorded serial number of the card is compared with the actual serial number. If the card serial numbers are identical, you are authenticated successfully.

**TIP:** Ensure to install the Advanced Authentication Device Service before you enroll a card. For more information about the Device Service, see the *Advanced Authentication - Device Service* guide.

Some card readers are supported only for Microsoft Windows. For more information about the list of supported card readers, see *Supported Card Readers and Cards*.

Enrolling the Card Authenticator

Before enrolling the Card authenticator, ensure that the card reader is connected to the computer.

1. Click the Card icon in **Add Authenticator**.
   
   A message *Click "Save" to begin* is displayed.
2. (Optional) Specify a comment related to the Card authenticator in **Comment**.
3. (Optional) Select the preferred category from the **Category**.
4. Click **Save**.
   
   A message *Waiting for the card* is displayed.
5. Tap a card on the reader.
   
   A message *Authenticator "Card" has been added* is displayed.

Testing the Card Authenticator

1. Click the Card icon in **Enrolled Authenticators**.
2. Click **Test**.
   
   A message *Waiting for the card is displayed.*
3. Tap a card on the reader.

A message Card has been detected is displayed for a moment. If the provided card passes the test, a message Authenticator "Card" passed the test is displayed. If the card is invalid, a message Incorrect Card is displayed.

The following table describes the possible error messages along with the workarounds for the Card authentication.

Table 2-1 Card authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Service unavailable</td>
<td>The Advanced Authentication Device Service is not installed on the system. Install the Device Service and try authenticating again.</td>
</tr>
<tr>
<td>Card reader has not been detected</td>
<td>The card reader is not connected properly or reader is not available in the Device Manager. Check the card reader connection settings and then try authenticating again.</td>
</tr>
<tr>
<td>Card reader detected</td>
<td>Due to an improper functioning of a system service pcscd in the Mac OS X. To fix this issue, open Terminal application and run the following commands: kill pcscd kill pcscdlite Then reconnect the reader and try to enroll again.</td>
</tr>
</tbody>
</table>

Email OTP

The Email OTP method enables you to authenticate using the one-time password (OTP) that is sent to the registered email address. When you try to authenticate on any device, the server sends an email to the registered email address with the OTP. You can use this OTP for single authentication within a short time frame.

NOTE: If an email address is not registered in the repository for a user profile, then the Email OTP method is not enrolled automatically. However, you can specify the email address in the Add Authenticator section and click Save to enroll manually.

Enrolling the Email OTP Authenticator

This authenticator is enrolled automatically and you cannot remove it.

1. Click the Email OTP icon in Add Authenticator.
2. (Optional) Specify a comment related to Email OTP authenticator in Comment.
3. (Optional) Select the preferred category from Category.
4. Specify the email address in Email.
5 Click Save.
A message Authenticator "Email OTP" has been added is displayed.

NOTE: An administrator has the privilege to hide the Email to prevent users from providing new email address that is not registered in the repository.

Testing the Email OTP Authenticator

1 Click the Email OTP icon in Enrolled Authenticators.
2 Ensure that your email address (specified after the text The email address to which the OTP is sent to is) is valid. If the set email address in invalid, update the email address.
3 Click Test.
A message OTP password sent, please specify is displayed.
4 Check your email. You must have received an email with the OTP.
5 Specify the OTP in Password.
6 Click Next.
A message Authenticator "Email OTP" passed the test is displayed. If the provided OTP is invalid, a message Incorrect OTP password is displayed.

Facial Recognition

The Facial Recognition method enables you to get automatically authenticated by presenting your face. You need to register your facial image using the web camera. When you try to authenticate on an application, the recorded image is compared with the actual image. If the images match, you are successfully authenticated.

The Facial Recognition method works with both integrated and external web cameras.

Enrolling the Face Authenticator

1 Click the Face icon in Add Authenticator.
2 Click Save to start enrolling the face.
A message Face Detecting is displayed.
3 Your face will be captured by the camera and enrolled.
A message Authenticator "Facial Recognition" has been added is displayed.

NOTE: Facial recognition authentication method works with or without the Device Service installed. If the Device Service is not installed, then the browser support is used for capturing the face.

Testing the Face Authenticator

1 Click the Face icon in Enrolled Authenticators.
2 Click Test.
3 Present your face in front of the camera.
   If your face matches with the enrolled face, the facial authentication is successful and a message Authenticator "Facial Recognition" passed the test is displayed.

The following table describes the possible error messages along with the workaround for the Face authentication.

Table 2-2 Facial Recognition authenticator- error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capture Device cannot be opened</td>
<td>The camera is not connected properly. Check your camera settings and try again.</td>
</tr>
<tr>
<td>Mismatch</td>
<td>The enrolled face and presented face does not match. You must present your face again for the authentication.</td>
</tr>
<tr>
<td>Timeout</td>
<td>The session has timed out. You must present your face again for the authentication.</td>
</tr>
</tbody>
</table>

**FIDO 2.0**

The FIDO 2.0 method facilitates you to use any FIDO compliant device either in-built or connected through USB to register and authenticate to the web environment. When you try to authenticate, FIDO compliant device and user gesture, such as tap on token and swipe fingerprint on reader are validated.

**Enrolling the FIDO 2.0 Authenticator**

1 Click the FIDO 2.0 icon in Add Authenticator.
2 (Optional) Specify a comment related to FIDO 2.0 in Comment.
3 (Optional) Select the preferred category from Category.
4 Click Save.
   A message Waiting for Web Authentication data is displayed.
5 Connect the device that complies with FIDO standards.
6 Perform the action associated to the device.
   For example, if you use the FIDO U2F device, connect it to the computer and touch the device when you see a flash.
7 Click Save.
   A message Authenticator "FIDO 2.0" enrolled is displayed.

**Testing the FIDO 2.0 Authenticator**

1 Click the FIDO 2.0 icon in Enrolled Authenticators.
2 Click Test.
A message Waiting for Web Authentication data is displayed.

3 Perform the action associated to the enrolled device.

A message Authenticator "FIDO 2.0" passed the test is displayed.

FIDO U2F

The FIDO U2F method facilitates you to connect the FIDO U2F compliant token to the computer or laptop and touch the flashing token to authenticate. When you try to authenticate on any device, token connected to the device is compared with the enrolled token. If the token details match, you are authenticated successfully.

**TIP:** While you enroll and test the FIDO U2F authentication on any browser except Google Chrome, ensure to install the Advanced Authentication Device Service on the system. The Google Chrome contains a built-in module.

Enrolling the FIDO U2F Authenticator

1 Click the U2F icon in Add Authenticator.

   A message Press button "Save" to begin enrolling. is displayed.

2 (Optional) Specify a comment related to U2F in Comment.

3 (Optional) Select the preferred category from Category.

4 Click Save.

   A message Please touch the flashing U2F device now is displayed. You may be prompted to allow the site permissions to access your security keys.

5 Touch the FIDO U2F button when there is a flash on the device.

   A message Authenticator "U2F" enrolled is displayed. If there is no flash for more than 10 seconds, reconnect your token and repeat the steps.

**NOTE:** To use U2F in Google Chrome on Linux, you must perform the following steps:

1 Download or create a copy of the file 70-u2f.rules in the Linux directory: /etc/udev/rules.d/ from https://github.com/Yubico/libu2f-host/blob/master/70-u2f.rules.

   If the file is already available, ensure that the content is similar to that specified in https://github.com/Yubico/libu2f-host/blob/master/70-u2f.rules.

   **NOTE:** If your version of UDEV is lower than 188, use the rules specified at https://github.com/Yubico/libu2f-host/blob/master/70-old-u2f.rules.

2 Save the file 70-u2f.rules and reboot the system.

Testing the FIDO U2F Authenticator

1 Click the U2F icon in Enrolled Authenticators.

2 Click Test.

   A message Please touch the flashing U2F device now is displayed. You may be prompted to allow the site permissions to access the security keys in U2F device.
3 Touch the FIDO U2F button when there is a flash on the device.

A message Authenticator "U2F" passed the test is displayed. If the connected token is invalid, a message Token is not registered is displayed.

The following table describes the possible error messages along with the workaround for the FIDO U2F authentication.

Table 2-3 FIDO U2F authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot reach local FIDO U2F Service. Ask your admin to enable it. You may use Google Chrome browser, it has a built-in U2F support</td>
<td>The FIDO U2F service is not installed properly. Install the U2F service and try again.</td>
</tr>
<tr>
<td>Timeout. Press &quot;Save&quot; to start again</td>
<td>The session has timed out. Click Save and enroll again.</td>
</tr>
<tr>
<td>Enroll failed: Device not attested. Ask your administrator to upload your token attestation certificate</td>
<td>The token does not contain attested certificate. Contact your administrator to add the attestation certificate to your token.</td>
</tr>
<tr>
<td>Unexpected error: U2F token error: The visited URL does not match the application ID or it is not in use</td>
<td>The Facets are not configured appropriately. Contact your administration to check the Facets settings.</td>
</tr>
</tbody>
</table>

**Fingerprint**

The Fingerprint authentication method enables you to authenticate using your fingerprint. The fingerprint scanner captures the fingerprint. When you try to authenticate on any device, the recorded fingerprint is compared with the actual fingerprint. If the fingerprints are identical, you are authenticated successfully.

**TIP:** Fingerprint enrollment is supported only on Microsoft Windows. You must install Advanced Authentication Device Service.

**Enrolling the Fingerprint Authenticator**

1 Click the Fingerprint icon in Add Authenticator.
2 (Optional) Specify a comment related to the Fingerprint authenticator in Comment.
3 (Optional) Select the preferred category from Category.
4 Select the preferred finger for enrollment and place or swipe the finger on the reader.

**NOTE:** Number of fingers to be enrolled and the number of scans performed for each finger are mentioned on the Add Fingerprint authenticator page.

5 Repeat Step 4 to add more fingers for authentication.
6 Click Save.

A message Authenticator "Fingerprint" has been added is displayed.
**IMPORTANT:** It is recommended to test the authenticator after enrollment. If the test fails, delete the authenticator and enroll it again.

### Testing the Fingerprint Authenticator

1. Click the Fingerprint icon in Enrolled Authenticators.
2. Click Test.
3. Place or swipe your finger on the reader.

   A message **Authenticator "Fingerprint" passed the test** is displayed. If the fingerprints are not identical, a message **Fingerprint Mismatch** is displayed.

The following table describes the possible error message along with the workarounds for the Fingerprint authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fingerprint Service unavailable</td>
<td>The Advanced Authentication Device Service is not installed. Ensure to install Advanced Authentication Device Service and try authenticating again.</td>
</tr>
<tr>
<td>Fingerprint reader is not connected</td>
<td>The fingerprint reader or vendor specific drivers are not connected properly. Ensure that the fingerprint reader and vendor specific drivers are connected properly to the machine.</td>
</tr>
</tbody>
</table>

### HOTP

HOTP is a counter-based one-time password. This method enables you to authenticate using the counter-based one-time password generated on the HOTP token. The counter on the token must be in sync with the server. You can use generic HOTP tokens that adhere to RFC 4226. You must use the static secret key and three consequent OTP generated from the token to enroll. When you try to authenticate on any device, the OTP in the token is compared with the OTP generated in the server. If the OTPs are identical, you are authenticated successfully.

### Enrolling the HOTP Authenticator

To enroll the HOTP authenticator, you must follow the recommendations of your system administrator. You can enroll HOTP in one of the following ways:

- Using YubiKey Hardware token
- Using Software token (DS3 OATH)
- Synchronizing Existing Token with HOTP Counter
- Assigning a Token Serial To an Account

**NOTE:** If a token is already assigned to your account, enrollment is not required.
Using YubiKey Hardware Token

To enroll HOTP using YubiKey hardware token, perform the following steps:

1. Click the HOTP icon in Add Authenticator.
2. (Optional) Specify a comment related to HOTP authenticator in Comment.
3. Specify the token serial number in OATH Token Serial.
4. Specify YubiKeyToken Key ID.
5. Place the cursor in HOTP 1 and touch the button on YubiKey.
   OTP from YubiKey is inserted in HOTP 1 automatically.
6. Repeat step 2 in HOTP 2 and HOTP 3 to insert consequent OTPs.
7. Click Save.
   A message Authenticator "HOTP" has been added is displayed.

Using Software Token

To enroll HOTP using RFC 4226 compliant software token, perform the following steps:

1. Click the HOTP icon in Add Authenticator.
2. Specify first OTP that generated on the token in HOTP 1.
3. Specify consequent OTPs from the token in HOTP 2 and HOTP 3.
4. Specify 40 characters hexadecimal secret code in Secret (If you know).
5. Click Save.
   A message Authenticator "HOTP" has been added is displayed.

Synchronizing Existing Token with HOTP Counter

If an existing token is assigned to your account, perform the following steps to synchronize the HOTP counter:

1. Click the HOTP icon in Enrolled Authenticators.
2. Specify first OTP in HOTP 1 that generated on the token. In case of YubiKey token, connect the hardware token to the system and perform the following steps:
   2a. Place cursor in HOTP 1.
   2b. Touch button on the token.
3. Specify the consequent OTPs from the token in HOTP 2 and HOTP 3. In case of YubiKey token, repeat the steps 2a and 2b.
4. Click Save.
Assigning a Token Serial To an Account

If administrator has uploaded the token details on the Advanced Authentication server and you have got the serial number of a token, perform the following steps to assign serial number to your account:

1. Click the HOTP icon in **Enrolled Authenticators**.
2. (Optional) Specify a comment related to HOTP authenticator in **Comment**.
3. Specify the token's serial number in **OATH Token Serial**.
4. Specify the three consequent OTPs in **HOTP 1**, **HOTP 2**, and **HOTP 3** respectively.
5. Click **Save**.

Testing the HOTP Authenticator

1. Click the HOTP icon in **Enrolled Authenticators**.
2. Click **Test**.
3. Specify the OTP in **Password**.

   If the OTP is valid, a message **Authenticator "HOTP" passed the test** is displayed.

The following table describes the possible error message along with the workarounds for the HOTP authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorrect OTP password</td>
<td>If the specified OTP is incorrect or the counter on the token and server are not in sync. Specify a valid OTP and try to authenticate again</td>
</tr>
<tr>
<td>Cannot derive the counter. Check your three OTPs.</td>
<td>If one of the specified OTP is incorrect during the enrollment. Try to enroll again with the new OTPs.</td>
</tr>
</tbody>
</table>

LDAP Password

The LDAP password method enables you to authenticate using the password of your corporate account. When you try to authenticate on an application, the submitted password is compared with the actual password in the corporate directory. If both the passwords are identical, you are authenticated successfully.

Enrolling the LDAP Password Authenticator

This authenticator enrolls automatically and you cannot remove it.

Testing the LDAP Password Authenticator

1. Click the LDAP password icon in **Enrolled Authenticators**.
2. Click **Test**.
3. Specify the valid password in **Password**.
4 Click Next.

If the password is valid, a message Authenticator "LDAP password" passed the test is displayed. If the provided password is invalid, a message Invalid credentials is displayed.

Password

The Password method enables you to authenticate using a secret string. The enrolled password is stored locally in the Advanced Authentication. When you try to authenticate on any device, the specified password is compared with the actual password. If the passwords are identical, you are authenticated successfully.

Enrolling the Password Authenticator

1 Click the Password icon in Add Authenticator.
2 (Optional) Specify a comment related to Password authenticator in Comment.
3 (Optional) Select the preferred category from Category.
4 Specify Password and Confirmation.

NOTE: Ensure that the password must contain minimum 5 characters, by default. An administrator has the privilege to change the password length.

5 Click Save.

A message Authenticator "Password" has been added is displayed.

WARNING: You will not receive any notification about the password expiration. The password expiration value is 42 days, by default. Ensure to sign in to the Self-Service portal and change the password before it expires.

Testing the Password Authenticator

1 Click the Password icon in Enrolled Authenticators.
2 Click Test.
3 Specify Password and Confirmation.
4 Click Next.

If the test is successful, a message Authenticator "Password" passed the test is displayed. If the provided authenticator is invalid, a message Incorrect password is displayed.

PKI

The PKI method enables you to authenticate using any one of the following ways:

- PKI Device
- Virtual Smartcard
PKI Device

PKI device is a hardware device such as a contact card and USB token that contains the digital certificate. The PKI reader validates the digital certificate and the identity of users. When you try to authenticate on any device, the certificate in the device is compared with the actual certificate. If the certificates are identical, you are authenticated successfully.

NOTE: You must install Advanced Authentication Device Service for enrolling the PKI method using PKI device.

Virtual Smartcard

You can also enroll and authenticate the PKI method using a virtual smartcard. Virtual smartcard supports authentication to any web environment and makes use of client SSL certificate to authenticate users. In client certificate authentication, the client browser provides its client certificate to the server to confirm the identity of a user.

A client SSL certificate is a file that contains information, such as digital signature, expiration date, name of user, and name of CA (Certificate Authority). When you try to authenticate on the web environment, authenticity of the client SSL certificate is validated based on the settings that are configured by the administrator.

Enrolling the PKI Authenticator Using PKI Device

1. Click the PKI icon in Add Authenticator.
2. (Optional) Specify a comment in the Comment.
3. (Optional) Select the preferred category from the Category.
   A message Waiting for the card is displayed.
4. Click Save.
5. Insert the card in reader or connect the token to the machine.
   A message Use an existing certificate or generate a key pair is displayed.
6. Select a key from Key.
   If you have connected the token or card reader, the certificate type and expiry date of certificate is populated in Key automatically.
7. Specify PIN code of the device.
   NOTE: While using the Yubikey PKI in the Generate a key pair mode, you must specify 010203040506070801020304050607080102030405060708 as a PIN. For subsequent authentication, you must specify a different PIN (default: 123456).
8. Click Save.
   A message Authenticator "PKI" has been added is displayed.

Enrolling the PKI Authenticator Using Virtual Smartcard

1. Try to access the third party website from the browser where your administrator has imported a valid SSL certificate.
   The Certificate dialog box is displayed.
2 Select the preferred client SSL certificate that is issued by the administrator. You get auto-enrolled to PKI method using virtual smartcard.

**NOTE:** An administrator has the privilege to disable auto-enrollment of the PKI method using virtual smartcard.

### Testing the PKI Authenticator

1. Click the PKI icon in **Enrolled methods**.
2. Click **Test**. A message *Waiting for card...* is displayed.
3. Insert your card or connect your token to the machine, if you are using a PKI device. If you are using a virtual smartcard, the client SSL certificate is detected automatically.
4. Specify the PIN of the PKI device in **PIN**. If the test is successful, a message *Authenticator "PKI" passed the test* is displayed. If the card is invalid, a message *Wrong card* is displayed. If the specified PIN is invalid, a message *Incorrect PIN* is displayed.

The following table describes the possible error message along with the workarounds for the PKI authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card reader connected</td>
<td>When a card is not inserted to the reader or the token is not connected to the machine. Insert the card to the reader or connect token to the machine.</td>
</tr>
<tr>
<td>Enroll failed: Cannot check revocation status for ...</td>
<td>When the certificate on your device does not contain information about the revocation status location or if the information is inserted, but the Certificate Authority is not available to verify the revocation status.</td>
</tr>
<tr>
<td>PKI service is not available</td>
<td>The Advanced Authentication Device Service is not installed on the system. Install the Device Service and try authenticating again.</td>
</tr>
<tr>
<td>Key not found. Wrong Card?</td>
<td>You have enrolled the PKI authenticator in the RDP session. Enroll the authenticator again in normal session.</td>
</tr>
<tr>
<td>PIN is expired</td>
<td>The PIN assigned to your token has expired. Contact your administrator for the new PIN.</td>
</tr>
<tr>
<td>PIN is locked</td>
<td>After certain number of attempts with the incorrect PIN, the PIN is locked. Contact your administrator to reset the PIN.</td>
</tr>
<tr>
<td>Token is not present</td>
<td>Token is not connected to the system. Connect the token and try authenticating again.</td>
</tr>
<tr>
<td>Token is not recognized</td>
<td>The Device Service is unable to detect the DLL to recognize the token.</td>
</tr>
</tbody>
</table>
The following table describes the unexpected error codes that are displayed from a PKCS#11 module.

Table 2-7: Unexpected Error codes

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CKR_DEVICE_ERROR</td>
<td>The token or USB slot is broken. Try to use a different USB slot.</td>
</tr>
<tr>
<td>CKR_DEVICE_MEMORY</td>
<td>There is no space available in the memory of token or there may be some other issue with the memory.</td>
</tr>
<tr>
<td>CKR_MECHANISM_INVALID</td>
<td>An invalid mechanism was specified to the cryptographic operation.</td>
</tr>
<tr>
<td>CKR_PIN_EXPIRED</td>
<td>Ensure that the card has been initialized or do not use the default PIN and the PIN has expired.</td>
</tr>
<tr>
<td>CKR_PIN_LOCKED</td>
<td>The user PIN is locked.</td>
</tr>
<tr>
<td>CKR_TOKEN_NOT_RECOGNIZED</td>
<td>The token has not been recognized.</td>
</tr>
<tr>
<td>OPERATION FAILED</td>
<td>Contact your system administrator to analyze the debug logs.</td>
</tr>
</tbody>
</table>

RADIUS Client

The RADIUS Client method enables Advanced Authentication to forward the authentication request to a third-party RADIUS server. This can be any RADIUS server.

For example, you can use the RADIUS Client as an authentication method for token solutions such as RSA or Vasco.

Enrolling the RADIUS Client Authenticator

This authenticator is enrolled automatically and you cannot delete it.

By default, a user name from your corporate directory is set. You can change the required user name in User name and click Save.

Testing the RADIUS Client Authenticator

1. Click the RADIUS Client icon in Enrolled Authenticators.
2. Specify a user name in User name.
3. Click Test.
4. Specify the password of the RADIUS Client in Password.
5. Click Next.
   A message Authenticator "RADIUS Client" passed the test is displayed.
The following table describes the possible error message along with the workarounds for the RADIUS Client authentication.

**Table 2-8 RADIUS Client - error message**

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorrect password</td>
<td>If the specified RADIUS Client password is invalid. Specify a valid password to test the authenticator.</td>
</tr>
<tr>
<td>RADIUS server does not reply</td>
<td>If the administrator has not configured RADIUS Client method appropriately. Contact your administrator and report the error message.</td>
</tr>
</tbody>
</table>

## Security Questions

Security Questions method enables you to enroll answers to a pre-defined set of security questions. When you authenticate using security questions, Advanced Authentication prompts you the configured security questions or a subset of the security questions. You must answer the appropriate questions and based on the correctness of the answers, you are authenticated successfully.

**Enrolling the Security Questions Authenticator**

1. Click the Security Questions icon in Add Authenticator.
2. (Optional) Specify an optional comment in Comment.
3. (Optional) Select the preferred category from Category.
4. Specify the answers to the security questions that have been set by the administrator.
   - Ensure that each answer contains at least one character.
5. Click Save.
   - A message Authenticator "Security Questions" added is displayed.

**Testing the Security Questions Authenticator**

1. Click the Security Questions icon in Enrolled Authenticators.
2. Click Test.
3. Specify the answers to the security questions.
4. Click Next.
   - A message Authenticator "Security Questions" passed the test is displayed.
   - If one of the specified answer is invalid, a message Wrong answers is displayed.
Managing Authenticators

Smartphone

The Smartphone method facilitates you to enroll and authenticate using the smartphone app. When you initiate the authentication, a push notification is sent to the app. You can accept the request and get authenticated.

Pre-requisite:

To enroll the Smartphone authenticator, you must install the NetIQ Auth application on your smartphone.

For more information about downloading and installing the smartphone app, see Installing the Smartphone Application.

Enrolling the Smartphone Authenticator

You can enroll the Smartphone method in one of the following ways:

- Enrolling with a QR code
- Enrolling with a link in the email

Enrolling With a QR Code

During the enrollment, you must scan a QR code that creates an authenticator on your mobile app. When you initiate the authentication, a push notification is sent to the app. You can accept the request and get authenticated.

To enroll the Smartphone method with a QR code, perform the following steps:

1. Click the Smartphone icon in Add Authenticator.
2. (Optional) Specify a comment related to the Smartphone authenticator.
3. (Optional) Select the required category from Category.
4. Click Save.
   A QR code is displayed.
5. Scan the QR code with the Advanced Authentication smartphone app. To do this, perform the following steps:
   5a. Open the Advanced Authentication smartphone app.
   5b. Specify a PIN if applicable.
   5c. Click the + (plus) icon in the Enrolled Authenticators screen.
   5d. The camera of your smartphone is launched.
   5e. Scan the QR code with the camera.
      A message Authenticator "Smartphone" added is displayed.
   5f. Specify your user name and an optional comment in the app.
   5g. Tap Save.
      The smartphone authenticator is created.

If you do not enroll the Smartphone authenticator within few minutes, an error message Enroll failed: Enroll timeout is displayed. Refresh the browser and try to enroll again.
**TIP:** If you are not able to scan the QR code with the Advanced Authentication app, try to do the following:

1. Zoom the page to 125-150% and scan the zoomed QR code.
2. Ensure that nothing overlaps the QR code (mouse cursor, text).

---

**Enrolling Through a Link**

An administrator will send you the link to your email or via SMS. You must click on the link on your smartphone where the NetIQ Auth app is installed and you will be redirected to the smartphone app where you can enroll and an authenticator is created.

To enroll the Smartphone method through a link, perform the following steps:

1. Check your phone for a new email or SMS. You will receive a link sent by the administrator.
2. Click on the link. You will be redirected to the smartphone app.
   - If you have not installed the smartphone app, you will be redirected to the Google Play or AppStore from where you can install the app.

**NOTE:** In some instances, when you click on the enroll link, you will be redirected to page where the following two links are displayed:

- Click to enroll.
- Click to download and install Smartphone authenticator for Android.

If you have the app installed on your phone, use Click to enroll link. If you do not have the app then use Click to download link.

3. Specify a PIN or a Touch ID if applicable.
4. Specify your username and password in the **Enroll new authenticator** screen.
5. Tap **Sign In**.
6. Specify an optional comment in the app.
7. Tap **Save**.

The smartphone authenticator is created.

---

**Testing the Smartphone Authenticator**

1. Click the Smartphone icon in **Enrolled Authenticators**.
2. Click **Test**.
3. Open the Advanced Authentication smartphone app.
   - A push notification is sent to your smartphone.
4. Tap **Accept** to accept the authentication request.
   - A message **Authenticator "Smartphone" passed the test is displayed**.
   - If you tap **Reject**, the authentication is declined and a message **Auth rejected** is displayed.
   - If you ignore the authentication request, after few minutes a message **Auth confirmation timeout** is displayed.
The SMS OTP method facilitates you to generate a single-use password or OTP and send it to the registered mobile number for authentication. You can use this OTP to authenticate within a short time frame.

**NOTE:** The OTP period is set to 120 seconds by default. An administrator has the privilege to change the OTP period.

**NOTE:** If a phone number is not registered in the repository for a user profile, then the SMS OTP method is not enrolled automatically. However, you can manually enroll the SMS OTP method from the Add Authenticator section, by specifying the phone number and clicking Save.

### Enrolling the SMS OTP Authenticator

1. Click the SMS OTP icon in Add Authenticator.
2. (Optional) Specify a comment related to SMS OTP authenticator in Comment.
3. (Optional) Select the preferred category from Category.
4. Specify the mobile number in Phone number.
5. Click Save.

   A message Authenticator "SMS OTP" has been added is displayed.

**NOTE:** An administrator has the privilege to hide the Phone number to prevent users from providing new phone number that is not registered in the repository.

### Testing the SMS OTP Authenticator

1. Click the SMS OTP icon in Enrolled Authenticators.
   Ensure that your mobile phone number is valid.
2. Click Test.
3. You will receive an SMS with an OTP.
4. Specify the OTP in Password.
5. Click Next.

   A message Authenticator "SMS OTP" passed the test is displayed.

The following table describes the possible error message along with the workarounds for the SMS OTP authentication.
Table 2-9  SMS OTP authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorrect OTP password</td>
<td>The specified OTP is invalid. Specify a valid OTP and try again.</td>
</tr>
<tr>
<td>You do not have a phone number. Contact administrator or Helpdesk and register your phone</td>
<td>If your phone number is not registered in the repository. Contact administrator or helpdesk to register phone number.</td>
</tr>
</tbody>
</table>

**Swedish BankID**

The Swedish BankID method enables you to authenticate using your Swedish Personal Identification Number. To enroll the Swedish BankID authenticator, you must have the BankID app either on your computer or mobile device. When you try to authenticate any device a request is sent to the BankID app, specify the security code to unlock the app. The recorded personal identification number is compared with actual identification number on the BankID app. If the identification numbers match, you are authenticated successfully.

**Enrolling the Swedish BankID Authenticator**

Before enrolling, ensure that you have the following prerequisites:

- Social Security Number (SSN)
- BankID app (either desktop or mobile version).

For more information about the BankID app, see BankID.

**NOTE:** While you set up the security code for the BankID app, ensure that the code must contain six digits in non-sequential format (for example: 221144).

To enroll the Swedish BankID, perform the following steps:

1. Click the BankID icon in Add Authenticator.
2. (Optional) Specify a comment related to BankID authenticator in Comment.
3. (Optional) Select the preferred category from Category.
4. Specify the personal identification number in Personal ID (SSN).
5. Click Save.

A message Authenticator "BankID" added is displayed.

**Testing the Swedish BankID Authenticator**

1. Click the BankID icon in Enrolled Authenticators.
2. Click Test.

A message Start your BankID app is displayed.
3. Open the BankID app.
4 Specify Security Code.
   • (Conditional) Click Identify on the mobile app.
   • (Conditional) Click Verify my identity on the desktop app.
   If the test is successful, a message Authenticator "BankID" passed the test is displayed.

Swisscom Mobile ID

The Swisscom Mobile ID authentication method uses the phone number from your profile of the repository. The authenticator sends an authentication request to your mobile phone. You need to accept it.

This authenticator is enrolled automatically and you cannot remove it.

Testing the Swisscom Mobile ID Authenticator

1 Click the Swisscom Mobile ID icon in Enrolled Authenticators.
2 Click Test.
   A message is displayed indicating that you must accept the request on the mobile phone.
3 Accept the request.
   A message Authenticator "Swisscom Mobile ID" passed the test is displayed.

TOTP

The TOTP method enables you to authenticate using the time-based-one-time password. TOTP is generated on the hardware token, Desktop OTP tool, or the mobile app, such as NetIQ Advanced Authentication app or Google Authenticator app. The TOTP is valid for a short duration. This method uses a predefined period. The default value is 30 seconds.

You can enroll the TOTP authenticator using the Desktop OTP tool. To initiate the tool, use the link that is sent from your administrator. You must click on the link and the Desktop OTP tool is prompted where you can enroll and create an account. While authenticating to any service, you must copy the OTP from the tool and use the OTP to get authenticated.

Enrolling the TOTP Authenticator

To enroll the TOTP authenticator, you must follow the recommendations of your system administrator. You can enroll TOTP method using any one of the following ways:

• NetIQ Advanced Authentication App
• Google Authenticator App
• OATH Compliant Hardware Token
• Enrolling TOTP Manually
• Desktop OTP Tool

WARNING: The QR code format in the Advanced Authentication and Google Authenticator apps are different. Contact your system administrator to confirm the app recommended for enrollment.
NetIQ Advanced Authentication App

To enroll the TOTP authenticator using Advanced Authentication smartphone app, perform the following steps:

1. Click the TOTP icon in Add Authenticator.
2. (Optional) Specify a comment related to TOTP authenticator in Comment.
3. (Optional) Select the preferred category from Category.
4. Open the Advanced Authentication app on your phone.
5. Tap Offline authentication.
6. Tap + to add a new authenticator.
7. Scan the QR code using the camera on your phone.
8. Click Save in the Add TOTP authenticator page.
   A message Authenticator "TOTP" has been added is displayed.
9. Tap the new authenticator and specify account name and additional details in Account and Additional info respectively in the app.
10. Click Save.

TIP: If you are unable to scan the QR code with Advanced Authentication app, perform the following steps:
   1. Zoom the page to 125 - 150%.
   2. Scan the zoomed QR code using Google Authenticator app.
      Ensure that the mouse cursor is not overlapping the QR code.
If you are still unable to scan the QR code, contact your system administrator.

Google Authenticator App

To enroll the TOTP authenticator using Google Authenticator app, perform the following steps:

1. Click the TOTP icon in Add Authenticator.
2. (Optional) Specify a comment to TOTP authenticator in Comment.
3. (Optional) Select the preferred category from Category.
4. Open the Google Authenticator app on your phone.
5. Tap BEGIN SETUP in the app.
6. Tap Scan barcode to add a new authenticator in the app.
7. Scan the QR code using the camera on your phone.
8. Click Save.
   A message Authenticator "TOTP" has been added is displayed.

TIP: If you scan Advanced Authentication app compatible QR code with Google Authenticator app, a message Invalid barcode is displayed.
Managing Authenticators

OATH Compliant Hardware Token

To enroll the TOTP authenticator using OATH compliant hardware token, perform the following steps:

1. Click the TOTP icon in Add Authenticator.
2. (Optional) Specify a comment related to TOTP authenticator in Comment.
3. (Optional) Select the preferred category from Category.
4. Specify the token's serial number in OATH Token Serial.
   You can find the serial number behind the token.
5. Press the button on the token and specify the one-time password in OTP.
6. Click Save.
   A message Authenticator "TOTP" has been added is displayed.

Enrolling TOTP Manually

1. Click the TOTP icon in Add Authenticator.
2. (Optional) Specify a comment related to TOTP authenticator in Comment.
3. (Optional) Select the preferred category from Category.
4. Click + adjacent to Specify the TOTP secret manually.
5. Specify 40 hexadecimal characters in Secret.
6. Set Google Authenticator format of secret (Base32) to ON to display the Google Authenticator app compatible QR code.
   By default, Google Authenticator format of secret (Base32) is set to OFF and Advanced Authentication app compatible QR code is displayed.

   **NOTE:** The administrator has privilege to configure the Google Authenticator format of secret (Base32) option in the Administration portal. But you can override the administrator configured setting.

7. Set the preferred value in Period. 30 seconds is set by default.
8. Click Save.
   A message Authenticator "TOTP" has been added is displayed.

   **NOTE:** If the administrator has disabled the manual enrollment of TOTP in the Administration portal, then the Specify the TOTP secret manually section is not displayed.

Desktop OTP Tool

Before enrolling the TOTP authenticator using the link, ensure that NetIQ Desktop OTP tool is installed on your system.

1. Check your registered email or phone for the enrollment link.
2. Click on the link.
   You are directed to the Desktop OTP tool.
3 Specify your LDAP repository or local username, password and optional comment in the NetIQ Advanced Authentication OTP Tool window.

4 Click OK.

The TOTP authenticator is created in the Desktop OTP tool and enrolled in the Self-Service portal.

**Testing the TOTP Authenticator**

1 Click the TOTP icon in Enrolled Authenticators.
2 Click Test.
3 Specify one-time password in Password.
4 Click Next.

If the test is successful, a message **Authenticator "TOTP" passed the test** is displayed. If the one-time password is invalid or the server time is not in sync, a message **Incorrect OTP password** is displayed.

**Voice**

The Voice method initiates a call to your registered phone number. The phone call requests you to specify the PIN in the dial pad of your mobile to authenticate. When you try to authenticate on any device, the recorded PIN is compared with the actual PIN. If both PINs are identical, you are authenticated successfully.

**NOTE:** If a phone number is not registered in the repository for a user profile, then the Voice method is not enrolled automatically. However, you can specify the phone number in the Add Authenticator section and click Save to enroll manually.

**Enrolling the Voice Authenticator**

1 Click the Voice icon in Add Authenticator.
2 Check whether a valid phone number is specified in Phone number.
3 (Optional) Specify a comment related to Voice authenticator in Comment.
4 (Optional) Select the preferred category from Category.
5 Specify your PIN in PIN.

The PIN must contain minimum 3 digits, by default.
6 Click Save.

A message **Authenticator "Voice" added** is displayed.

**NOTE:** An administrator has the privilege to hide Phone number to prevent users from providing new phone number that is not registered in the repository.
Testing the Voice Authenticator

1. Click the Voice icon in Enrolled Authenticators.
2. Click Test.
   A message Call has been initiated is displayed.
3. Answer the call on your phone.
4. Specify your PIN followed by a hash symbol (#) in the dial pad of your mobile phone.
   A message Authenticator "Voice" passed the test is displayed. If the specified PIN is invalid, a message Incorrect PIN is displayed.

**WARNING:** You will not receive any notification about the PIN expiration. The PIN expiration is set as 42 days, by default. You must sign in to the Self-Service Portal and change the PIN before it expires.

**Voice OTP**

The Voice OTP method enables you to authenticate using the OTP that is sent through the phone call to your registered phone number. You can use this OTP for authentication within a short duration. When you try to authenticate on any device, the specified OTP is compared with the OTP generated on the server. If both the OTPs are identical, you are authenticated successfully.

**NOTE:** If a phone number is not registered in the repository for a user profile, then the Voice OTP method is not enrolled automatically. However, you can manually enroll the Voice OTP method from the Add Authenticator section, specify the phone number and click Save.

**Enrolling the Voice OTP Authenticator**

This authenticator enrolls automatically and you cannot remove it.

1. Click the Voice OTP icon in Add Authenticator.
2. Check whether a valid phone number is specified in Phone number.
3. (Optional) Specify a comment related to voice OTP authenticator in Comment.
4. (Optional) Select the preferred category from Category.
5. Receive the call on your phone and listen to the voice OTP.
6. Specify the OTP in Password.
7. Click Save.
   A message Authenticator "Voice OTP" added is displayed.

**NOTE:** An administrator has the privilege to hide Phone number to prevent users from providing new phone number that is not registered in the repository.

**Testing the Voice OTP Authenticator**

1. Click the Voice OTP icon in Enrolled Authenticators.
2. Click **Test**.
3. Receive the call on your phone and listen to the voice OTP.
4. Specify the OTP in **Password**.
5. Click **Next**.

A message **Authenticator "Voice OTP" passed the test** is displayed. If the specified OTP is invalid, a message **Incorrect answer, try again** is displayed.

### Web Authentication Method

Advanced Authentication enables you to use authorization on the third-party websites (Identity Providers) to access the Advanced Authentication portals.

#### Enrolling the Web Authentication Authenticator

1. Click the Web Authentication icon in **Add Authenticator**.
2. (Optional) Specify something related to the authenticator in **Comment**.
3. Select the **Identity Provider**.
4. (Optional) Specify a hint for the user in **Username hint**.
5. Click **Save**.

   The enrollment is redirected to the Identity Provider page that you have selected. Specify your credentials. You will be redirected to the Enrollment page with your enrolled authenticator.

An error **Web Authentication failed** might be displayed after the authorization on third-party websites during enrollment. Contact your administrator to verify the Web Authentication method settings.

#### Testing the Web Authentication Authenticator

1. Click the Web Authentication icon in **Enrolled Authenticators**.
2. Click **Test**.

   You will be automatically authenticated by the enrolled Identity Provider.

### Windows Hello

The Windows Hello method facilitates you to use your Windows Hello fingerprint and facial recognition authentication to log in to the Windows 10 operating system. Advanced Authentication supports the Windows Hello fingerprint and facial recognition.

**NOTE:** To use Windows Hello for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the *Advanced Authentication - Device Service* guide.
This method supports all the devices that Windows Hello works with. For example, the Windows Hello facial recognition works with only the infrared cameras. Therefore, the Advanced Authentication Windows Hello method also supports only the infrared camera for facial recognition.

### Configuring the System Settings for Windows Hello

Before enrolling Windows Hello, you must configure the system settings.

- “Configuring Settings for Windows Hello Fingerprint” on page 39
- “Configuring Settings for Windows Hello Face Recognition” on page 39

**NOTE:** You cannot enroll the Windows Hello authentication on an RDP session.

### Configuring Settings for Windows Hello Fingerprint

1. Click **Start > Settings > Accounts > Sign-in options**.
   Under **Windows Hello**, the options for fingerprint is displayed if your PC has a fingerprint reader.
2. Click **Set up under Fingerprint**.
3. Click **Get started**.
4. Specify your PIN.

**NOTE:** If you do not have a PIN, you must create one to set up the fingerprint.

5. To enroll fingerprint, scan your finger on the fingerprint reader.
   You will have to place your finger multiple times to provide the scanner a good picture of your fingerprints.
6. Click **Add Another** if you want to add another fingerprint.

### Configuring Settings for Windows Hello Face Recognition

1. Click **Start > Settings > Accounts > Sign-in options**.
   Under **Windows Hello**, the option for face recognition is displayed if your computer has an external camera.
2. Click **Set up under Face Recognition**.
3. Click **Get started**.
4. Specify your PIN.

**NOTE:** If you do not have a PIN, you must create one to set up the face recognition.

5. To enroll the face, present your face to the camera. Scan your face by following the on-screen instructions.
6. Select **Finish** to complete scanning or choose **Improve Recognition** to continue scanning.

**NOTE:** It is recommended that you select to improve recognition if you change your appearance often. Scanning your face again does not erase the earlier scans. It just helps Windows Hello get better at recognizing you.
For more information about Windows Hello, see the Microsoft Windows website https://support.microsoft.com/en-in/help/17215/windows-10-what-is-hello.

**NOTE:** To enable Windows Hello for all domain-joined Windows 10 workstations and for Windows 10 Enterprise, see https://community.spiceworks.com/topic/1840001-windows-10-fingerprint-some-settings-are-managed-by-your-organization.

Enrolling the Windows Hello Authenticator

1. Click the Windows Hello 😎 icon.
2. (Optional) Specify a **Comment** in **Add Windows Hello authenticator**.
3. Select the preferred category from **Category**.
   - The **Category** option is displayed only if the administrator has set the **Event Categories** option in the Administration portal.
4. Specify your username for which Windows Hello is enrolled.
   - **NOTE:** If you have enrolled Windows Hello for a local account, you must specify the `<workstationname>\<username>`.
   - If you want to enroll Windows Hello that is set for a Microsoft account, you can specify `microsoftaccount\user@outlook.com` as the user name. This is helpful if you must login to the Windows operating system using your Microsoft account.
5. Click **Save**.

Testing the Windows Hello Authenticator

1. Click the Windows Hello 😎 icon in **Enrolled authenticators**.
2. Click **Test**.
3. Place your finger on the reader or swipe your finger on the swipe sensor for the fingerprint authentication. Present your face for the facial recognition.
   - An appropriate message is displayed indicating the result of the test.
Logging In to Authentication Agent

Authentication Agent enables you to perform multi-factor authentication on one computer to get authorized access to another computer, where it is not possible to display the user interface or connect any external authentication device. You can install the Authentication Agent on a workstation or a laptop. When an authentication is initiated from a computer using the Authentication Agent chain, the Authentication Agent on another computer prompts a restricted browser where you must perform the authentication.

Scenario 1: Authenticating to Linux computer using the Authentication Agent

Mark uses the SSH to access Linux computer. But, the external devices such as FIDO U2F token and card reader are not supported in SSH. He cannot get authenticated to Linux computer because it is not possible to redirect the external devices. In this case, Mark can use Authentication Agent to perform authentication on Windows computer and get seamless access to Linux computer.

Consider the following setup:

- Windows computer is installed with the Authentication Agent and is connected with the external devices such as FIDO U2F token and card reader.
- Linux computer is where the Authentication Agent chain is enabled and is not connected with the external devices.

Following sequence describes the authentication process using Authentication Agent:

1. Specify user name and select the Authentication Agent chain in Linux computer.
2. Authentication Agent on Windows computer launches a restricted browser.
3. Select the preferred chain to log in to Linux computer in the restricted browser.
4. Perform the authentication using the FIDO U2F token and card reader in the restricted browser.
   Mark is logged in to Linux computer automatically.

Scenario 2: Authenticating to Windows computer using the Authentication Agent

Thomas works on two Windows computers simultaneously. However, the external devices such as FIDO U2F token and card reader are connected to one Windows computer. He cannot get authenticated to the other computer because there are no external devices connected to this computer and cannot redirect the external devices. In this case, Thomas can use Authentication Agent to perform authentication on one Windows computer and get seamless access to another Windows computer that does not have external devices.

Consider the following setup:

- Windows A is a computer with the Authentication Agent installed and is connected with the external devices such as FIDO U2F token and card reader.
- Windows B is computer without the external devices and where the Authentication Agent chain is enabled.
The following sequence describes the authentication process using the Authentication Agent:

1. Specify **user name** and select the **Authentication Agent** chain in Windows B computer.
2. The Authentication Agent on Windows A computer launches a restricted browser.
3. Select the chain mapped to Windows log on in the restricted browser.
4. Perform the authentication using the FIDO U2F token and card reader in the restricted browser.
   Thomas is logged in to Windows B computer automatically.

**Logging In to Authentication Agent**

You can log in to the Authentication Agent in one of the following ways:

- Single Sign-on Login
- Manual Login

Ensure that you have installed the Authentication Agent on a Windows workstation as a pre-requisite.

**Single Sign-on Login**

If Windows Client is installed along with the Authentication Agent and when you authenticate to Windows you are automatically logged in to the Authentication Agent. Else, when Windows is loading, you are prompted with an authentication request to log in manually. You must log in to authorize the Authentication Agent to receive any authentication request.

**Manual Login**

To log in to the Authentication Agent manually, perform the following steps:

1. Right-click on the Authentication Agent icon in the System Tray.
2. Select **Log on**.
3. Authenticate using the available chain in Windows.

Advanced Authentication provides the following authenticators for logging in to Authentication Agent:

- Bluetooth
- Card
- Email OTP
- Emergency Password
- Facial Recognition
- Fingerprint
- HOTP
- LDAP Password
- Password
- PKI
- RADIUS Client
- Security Questions
- Smartphone
- SMS OTP
- Swisscom Mobile ID
**Bluetooth**

The Bluetooth method enables you to authenticate using any Bluetooth enabled device that is within the range. When you initiate authentication, the Advanced Authentication server searches for the enrolled Bluetooth device. If the enrolled device is within the range, you are authenticated successfully.

For example, Susanne, who is a doctor, attends many in-patients in the hospital. She accesses the computer located in each room to monitor and update the health status of the patient. In this case, Susanne can specify her first-factor authentication details and use her Bluetooth enabled mobile phone to log in to the computer automatically when she is within range of a particular room. When she exits the room, she is logged out of that computer automatically.

**NOTE:** To use the Bluetooth method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the Advanced Authentication - Device Service guide.

To authenticate using the Bluetooth method, perform the following steps:

1. Ensure that Bluetooth is turned on in your device and is discoverable to the paired devices.
2. The Device Service detects your Bluetooth device and authenticates.
   
   If the paired Bluetooth device is within the range, the Bluetooth authentication is successful.

**NOTE:** If the administrator has set Enable reaction on device removal option to ON for Bluetooth method then the operating system automatically locks, if one of the following is true:

- The Bluetooth device is disabled.
- The Bluetooth device is out of range.

**Card**

The Card method enables you to authenticate using the contactless smart card (with the card serial number). When you try to authenticate on any device, the recorded serial number of the card is compared with the actual serial number. If the card serial numbers are identical, you are authenticated successfully.

**NOTE:** To use the Card method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the Advanced Authentication - Device Service guide.

To authenticate using the Card method, perform the following steps:

1. Ensure that the card reader is connected to your system.
2 Tap your card on the reader or insert a smart card in the reader.

If the Card Serial Number in the card matches with enrolled card, the card authentication is successful.

**IMPORTANT:** The Card method supports the 1:N feature that Advanced Authentication to detect the user name automatically. You can press CTRL+ALT+DEL then place a card to the reader to authenticate.

The following table describes the possible error messages along with the workarounds for the Card authentication.

**Table 3-1 Card authenticator - error messages**

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong card</td>
<td>The card you have placed on the reader is incorrect. Try again with another card or re-enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Connect reader</td>
<td>The reader is not connected properly. Try to connect it to a different USB slot and try again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Card</td>
<td>You have not enrolled the card method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>No template for Card</td>
<td>The card is not enrolled or you are trying to log in with the non-cached authenticator in the offline mode.</td>
</tr>
</tbody>
</table>

**IMPORTANT:** An administrator has the privilege to configure an automatic session lock or log off for the events with Card authentication method. In such a scenario, you must:

- When Tap&Go is disabled, you must place your card on the reader during login. After login you can remove the card from the reader to lock the operating system or log off automatically.
  
  Or

- When Tap&Go is enabled, you must tap a card on the reader to log in and to lock, unlock, or log off.

**Email OTP**

The Email OTP method enables you to authenticate using the one-time password (OTP) that is sent to the registered email address. When you try to authenticate on any device, the server sends an email to the registered email address with the OTP. You can use this OTP for single authentication within a short time frame.

**To authenticate using the Email method, perform the following steps:**

1. Check your email. You will receive an email with an OTP.
2. Specify the OTP from email in Password.
3. Click Next.

   If the OTP matches with the server generated OTP, the Email OTP authentication is successful.
The following table describes the possible error messages along with the workarounds for the Email OTP authentication.

**Table 3-2 Email authenticator - error messages**

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The specified OTP is incorrect or is expired. Try to specify a valid OTP within the time frame.</td>
</tr>
<tr>
<td>Cannot send OTP. User does not have an email</td>
<td>Your email address is not set in the profile of the repository. Contact your system administrator to add your email address to the profile.</td>
</tr>
</tbody>
</table>

**Emergency Password**

The Emergency Password method enables you to authenticate using a temporary password with the help of helpdesk administrator if you have lost a smart card or forgot your smart phone. The emergency password is valid for certain days and is set to 3 days by default. When you try to authenticate on any device, the submitted emergency password is compared with the enrolled password in the appliance. If the emergency passwords are identical, you are authenticated successfully.

**To authenticate using the Emergency Password method, perform the following steps:**

1. Specify the emergency password.
2. Click Next.

   If the emergency password matches with the enrolled password, the emergency password authentication is successful.

The following table describes the possible error message along with the workarounds for the Emergency Password authentication.

**Table 3-3 Emergency Password authenticator - error messages**

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong password</td>
<td>The specified emergency password is incorrect. Specify a valid emergency password and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Emergency Password</td>
<td>You have not enrolled for Emergency Password method. Enroll the authenticator on the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

**Facial Recognition**

The Facial Recognition method enables you to get automatically authenticated by presenting your face. You need to register your face image using the web camera. When you try to authenticate on an application, the recorded image is compared with the actual image. If the images match, you will be successfully authenticated.

The Facial Recognition method works with both integrated and external web cameras.
NOTE: To use the Facial Recognition method for authentication, you must install the Advanced Authentication Device Service. For more information about the Device Service, see the “Advanced Authentication - Device Service” guide.

To authenticate using the Facial Recognition method, perform the following steps:

1. Ensure that a camera is connected to your device.
2. Present your face to the camera.

   If your face matches with the enrolled face, the face authentication is successful.

The following table describes the possible error message along with the workarounds for the Facial Recognition authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failed to open camera</td>
<td>If the camera is not connected properly. Check your camera settings and try again.</td>
</tr>
<tr>
<td>Mismatch</td>
<td>The enrolled face and presented face does not match. You must present your face again for the authentication.</td>
</tr>
<tr>
<td>Face service is not available</td>
<td>The Device Service is not available. Ensure that the Device Service is installed.</td>
</tr>
</tbody>
</table>

Fingerprint

The Fingerprint authentication method enables you to authenticate using your fingerprint. The fingerprint scanner captures the fingerprint. When you try to authenticate on any device, the recorded fingerprint is compared with the actual fingerprint. If the fingerprints are identical, you are authenticated successfully.

NOTE: To use the Fingerprint method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the Advanced Authentication - Device Service guide.

To authenticate using the Fingerprint method, perform the following steps:

1. Ensure that a fingerprint reader is connected to the computer.
2. Place your finger on the reader when using a touch sensor or swipe your finger when using a swipe sensor.

   If the fingerprint matches with the enrolled fingerprint, the authentication is successful.

NOTE: Ensure to enroll the required fingers that are highlighted in the Add Fingerprint Authenticator page.

The following table describes the possible error message along with the workarounds for the Fingerprint authentication.
Table 3-5  Fingerprint authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please connect a scanner</td>
<td>The reader is not connected properly. Ensure that the reader is properly connected or try to connect it to a different USB slot.</td>
</tr>
<tr>
<td>Mismatch</td>
<td>If there is a mismatch in the fingerprints. Ensure that you are using the same fingerprint that was enrolled and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Fingerprint</td>
<td>You have not enrolled for Fingerprint. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

**HOTP**

HOTP is a counter-based one-time password. This method enables you to authenticate using the counter-based one-time password generated on the HOTP token. The counter on the token must be in sync with the server. You can use generic HOTP tokens that adhere to RFC 4226. You must use the static secret key and three consequent OTP generated from the token to enroll. When you try to authenticate on any device, the OTP in the token is compared with the OTP generated in the server. If the OTPs are identical, you are authenticated successfully.

To authenticate using the HOTP method, perform the following steps:

1. Specify the OTP when using software token or some kind of hardware tokens or connect the USB token, press button on the token.
2. Click Next.
   - If the OTP on the token and the server generated OTP are identical, the HOTP authentication is successful.

The following table describes the possible error message along with the workarounds for the HOTP authentication.

Table 3-6  HOTP authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The OTP you have provided is incorrect. Specify a valid OTP and try again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for HOTP</td>
<td>You have not enrolled for HOTP method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

**LDAP Password**

The LDAP password method enables you to authenticate using the password of your corporate account. When you try to authenticate on any device, the specified password is compared with the actual password in the corporate directory. If both the passwords are identical, you are authenticated successfully.
To authenticate using the LDAP Password method, perform the following steps:

1. Specify your domain password.
2. Click Next.

   If the LDAP Password matches with the password on the directory, the LDAP Password authentication is successful.

If the specified domain password is incorrect, an error message **Invalid credentials** is displayed. Specify a valid password and try to authenticate again.

### Password

The Password method enables you to authenticate using a secret string. The enrolled password is stored locally in the Advanced Authentication. When you try to authenticate on any device, the specified password is compared with the actual password. If the passwords are identical, you are authenticated successfully.

#### To authenticate using the Password method, perform the following steps:

1. Specify the password of your Advanced Authentication account.
2. Click Next.

   If the password matches with the enrolled password, the Password authentication is successful.

The following table describes the possible error message along with the workarounds for the Password authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong password</td>
<td>The password you have specified is incorrect. Specify a valid password and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Password</td>
<td>You have not enrolled for Password method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

### PKI

The PKI method enables you authenticate using any PKI device, such as a contact card and USB token that contains the digital certificate. The PKI reader validates the digital certificate and the identity of users. When you try to authenticate on an application, the certificate in the device is compared with the actual certificate. If the certificates match, you are authenticated successfully.

**NOTE:** To use the PKI method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the *Advanced Authentication - Device Service* guide.

#### To authenticate using the PKI method, perform the following steps:

1. Insert a card or plug the token to your machine.
2 Specify the PIN.

If the digital certificate in the card or token and enrolled certificate are identical, the PKI authentication is successful.

**IMPORTANT:** The PKI method supports the 1:N feature. The user name is detected automatically by the Advanced Authentication. You can authenticate by pressing **CTRL+ALT+DEL** and then plugging in your PKI device.

The following table describes the possible error message along with the workarounds for the PKI authentication.

### Table 3-8 PKI authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong card</td>
<td>The card that is used is incorrect. Try authenticating with another valid card or token. Enroll the authenticator again in Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Present card</td>
<td>The PKI device is not connected properly. Try to connect it to a different USB slot and authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for PKI</td>
<td>You have not enrolled for PKI method. You must enroll the authenticator in the Self-Service portal or contact the helpdesk administrator.</td>
</tr>
<tr>
<td>No template for Card</td>
<td>The card is not enrolled or you are trying to log in with the non-cached authenticator in the offline mode.</td>
</tr>
</tbody>
</table>

**NOTE:** To log in to a computer using the PKI authenticator, you must place the card on the reader or connect a token to the computer. After the login, you can remove the card from the reader or disconnect the token to lock the computer automatically.

Advanced Authentication does not support the tapping of a card to lock or unlock a computer.

### RADIUS Client

The RADIUS Client method enables Advanced Authentication to forward the authentication request to a third-party RADIUS server. This can be any RADIUS server.

For example, you can use the RADIUS Client as an authentication method for token solutions such as RSA or Vasco.

**To authenticate using the RADIUS Client method, perform the following steps:**

1 Specify the RADIUS password.
2 Click Next.

If you get an error Wrong answer, it could be an incorrect RADIUS password.
Security Questions

Security Questions method enables you to enroll answers to a pre-defined set of security questions. When you authenticate using security questions, Advanced Authentication prompts you the configured security questions or a subset of the security questions. You must answer the appropriate questions and based on the correctness of the answers, you are authenticated successfully.

To authenticate with the Security Questions method, perform the following steps:

1. Specify your answer for the displayed security question.
2. Click Next.
3. Repeat steps 1 to 2 for all the security questions.
   - If all the specified answers match with enrolled answers, the Security Questions authentication is successful.

The following table describes the possible error messages along with the workaround for the Security Questions authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The specified answer is incorrect. Specify the valid answer and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Security Questions</td>
<td>You have not enrolled for Security Questions method. Enroll the authenticator on the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

Smartphone

The Smartphone method facilitates you to enroll and authenticate using the smartphone app. When you initiate the authentication, a push notification is sent to the app. You can accept the request and get authenticated.

To authenticate with the Smartphone method, perform the following steps:

When you select the Smartphone method from the Chains list, a message Accept on smartphone or enter the one-time password is displayed on your computer.

1. Open the Advanced Authentication smartphone app.
   - A push notification is sent to your smartphone.
2. Tap Accept.
   - If the smartphone matches with the enrolled smartphone, the authentication is successful.

To authenticate with the Smartphone method using the offline authentication, perform the following steps:

1. Open the Advanced Authentication smartphone app.
2. Click Enrolled Authenticators in the menu of the smartphone app.
3. Specify the OTP from the smartphone app in Password.
4 Click Next.

If the OTP on the smartphone app matches with server generated OTP, the authentication is successful.

The following table describes the possible error messages along with the workaround for the Smartphone authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auth rejected</td>
<td>The authentication request is declined in the smartphone app. Initiate the authentication and accept the request to authenticate again.</td>
</tr>
<tr>
<td>Wrong TOTP password</td>
<td>Specified OTP for the offline authentication is incorrect or the time on your smartphone is not synchronized. Specify the valid OTP and try authenticating again.</td>
</tr>
<tr>
<td>TOTP login is disabled</td>
<td>If the administrator has disabled TOTP login or when the geo-fencing is enabled. Contact your administrator for further assistance.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for smartphone</td>
<td>You have not enrolled for Smartphone method. Enroll the authenticator on the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

**SMS OTP**

The SMS OTP method facilitates you to generate a single-use password or OTP and send it to the registered mobile number for authentication. You can use this OTP to authenticate within a short time frame.

**NOTE:** The OTP period is set to 120 seconds by default. An administrator has the privilege to change the OTP period.

**To authenticate with the SMS method, perform the following steps:**

1. Check your phone.
   - An SMS message with an OTP is sent to your phone.
2. Specify the OTP in **Password**.
3. Click **Next**.
   - If the OTP matches with the server generated OTP, the SMS OTP authentication is successful.

The following table describes the possible error messages along with the workaround for the SMS OTP authentication.
Swisscom Mobile ID

The Swisscom Mobile ID authentication method uses the phone number from your profile of the repository. The authenticator sends an authentication request to your mobile phone. You need to accept it.

To authenticate with the Swisscom Mobile ID method, perform the following steps:

1. Check your mobile phone.
   A request message is displayed on your mobile phone.
2. Accept the request.
   If the Mobile ID matches with the enrolled Mobile ID, the Swisscom Mobile ID authentication is successful.

**NOTE:** To authenticate with Swisscom Mobile ID method, you must activate the Mobile ID service for your Swisscom SIM card.

TOTP

The TOTP method enables you to authenticate using the time-based-one-time password. TOTP is generated on the hardware token or the mobile app, such as NetIQ Advanced Authentication app or Google Authenticator app. The TOTP is valid for a short duration. This method uses a predefined period. The default value is 30 seconds.

To authenticate using the TOTP method, perform the following steps:

1. Specify the TOTP from your hardware or software token.
2. Click Next.
   If the OTP on the token matches with the server generated OTP, the TOTP authentication is successful.

The following table describes the possible error message along with the workaround for the TOTP authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The specified OTP is incorrect or is expired.</td>
</tr>
<tr>
<td></td>
<td>Specify a valid OTP within the time frame.</td>
</tr>
<tr>
<td>Cannot send OTP. User does not have a cell phone</td>
<td>Your email address is not set in the profile of the repository.</td>
</tr>
<tr>
<td></td>
<td>Contact your system administrator to add your phone number to the profile.</td>
</tr>
</tbody>
</table>
Table 3-12  TOTP authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorrect OTP password</td>
<td>The OTP you have provided is incorrect or the server time is not in sync. Specify a valid OTP and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for TOTP</td>
<td>You have not enrolled for TOTP method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

FIDO U2F

The FIDO U2F facilitates method enables you connect the FIDO U2F compliant token to the computer or laptop and touch the flashing token to authenticate. When you try to authenticate on any device, token connected to the device is compared with the actual device. If the device details match, you are authenticated successfully.

**NOTE:** To use the FIDO U2F method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the Advanced Authentication - Device Service guide.

**To authenticate using the FIDO U2F method, perform the following steps:**

1. Ensure that the FIDO U2F token is connected to the workstation.
   
   A message Please touch the flashing U2F device now is displayed.

2. Touch the button on the token when you see a blink.
   
   If the token and attestation certificate in the token matches with the enrolled U2F token, the FIDO U2F authentication is successful.
   
   If the device does not blink, wait for few seconds. If you do not see the blink for more than a minute, try to reconnect your token and repeat the steps.

**NOTE:** Administrator can configure an automatic session lock or log off on the U2F events. When a user returns to the workstation, the user must connect the U2F device to the workstation to unlock.

The following table describes the possible error messages along with the workaround for the FIDO U2F authentication.
Table 3-13  FIDO U2F authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong token. Try another one</td>
<td>The token that you have connected is incorrect. Try to authenticate with another token or re-enroll the authenticator in Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Connect a token</td>
<td>The token is not connected properly. Try to connect it to a different USB slot and authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for U2F</td>
<td>You have not enrolled for U2F method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

Voice

The Voice authenticator initiates a call to your registered phone number. The phone call requests you to specify the PIN for authentication. When you try to authenticate on an application, the recorded PIN is compared with the actual PIN. If both the PINs match, you are successfully authenticated.

To authenticate using the Voice method, perform the following steps:

1. Answer the phone call on your phone and listen to the request.
2. Specify your PIN code followed by the hash symbol (#) in the dial pad of your mobile phone.
   - If the PIN matches with enrolled PIN, the Voice authentication is successful.

Voice OTP

The Voice OTP authenticator initiates a phone call to your registered phone number. You will receive the voice OTP in the phone call. You can use this OTP for authentication within a short time frame.

To authenticate using the Voice OTP method, perform the following steps:

1. Answer the phone call on your phone and listen to the voice OTP.
2. Specify the OTP in Password.
3. Click Next.

   - If the OTP matches with the server generated OTP, the Voice OTP authentication is successful.

Windows Hello

The Windows Hello method facilitates you to use your Windows Hello fingerprint and facial recognition authentication to log in to the Windows 10 operating system. Advanced Authentication supports the Windows Hello fingerprint and facial recognition.
To authenticate using the Windows Hello, perform the following steps:

1 For fingerprint authentication: Ensure that a fingerprint reader is connected to the required device.
   1a Place your enrolled finger on the reader when using a touch sensor or swipe your finger when using a swipe sensor.
   If the fingerprint matches with the fingerprint enrolled on Windows 10 operating system, Windows Hello authentication is successful.

2 For facial recognition: Ensure that an external camera is connected to your computer.

NOTE: This method supports all the devices that Windows Hello works with. For example, the Windows Hello facial recognition works with only the infrared cameras. Therefore, the Advanced Authentication Windows Hello method also supports only the infrared camera for facial recognition.

2a Present your face to the camera.
   If the face matches with the facial image enrolled on Windows 10 operating system, Windows Hello authentication is successful.
Logging In to Linux

You can use the enrolled authenticators to log in to the Linux operating system. You must pass through the authenticators in the chain to get authenticated.

To log in to Linux with the Advanced Authentication, perform the following steps:

1. Specify the username in the format: `repositoryname\username` (e.g. `company\pjones`) and click Next.
2. Specify the number of the chain to select preferred authentication chain.
3. Authenticate with the preferred authentication method(s) of the chain.

**NOTE:** In case of a password change you are prompted to specify a (Current) NT password. In this case, you must specify your old domain password.

**NOTE:** If you log in to a non-domain joined workstation for the first time, you are prompted to provide credentials for your local account to map the domain account to the local account. In the **Enter a standalone user name**, specify the username of local account. In the next step, specify the local account's password.

Advanced Authentication provides the following authenticators for logging in to Linux computer:

- Bluetooth
- Authentication Agent
- Card
- Email OTP
- Emergency Password
- Facial Recognition
- HOTP
- LDAP Password
- Password
- PKI
- RADIUS Client
- Security Questions
- Smartphone
- SMS OTP
- TOTP
- FIDO U2F
- Voice
- Voice OTP
NOTE: On SUSE Linux Enterprise, do not specify anything until a message Please wait is displayed, else you will not be able to unlock the operating system.

NOTE: When you log in to SLES 12 Service Pack 3 as a domain user and pass all the authentication methods in the chain, if you are prompted with an error message Sorry that didn't work then see Domain Users Unable to Log In Even After Authenticating All the Methods In a Chain to resolve the issue and login to the machine successfully.

NOTE: Sometimes in Ubuntu 18.04 LTS, a current logged in user is unable to login as another user with Log in as another user option in the locked screen or after performing the following steps:

1. Click System Menu on the upper-right corner.
2. Click user name > Switch User.

This issue occurs even when the Linux PAM Client is not installed on Ubuntu 18.04.

Bluetooth

The Bluetooth method enables you to authenticate using any Bluetooth enabled device that is within the range. When you initiate authentication, the Advanced Authentication server searches for the enrolled Bluetooth device. If the enrolled device is within the range, you are authenticated successfully.

For example, Susanne, who is a doctor, attends many in-patients in the hospital. She accesses the computer located in each room to monitor and update the health status of the patient. In this case, Susane can specify her first-factor authentication details and use her Bluetooth enabled mobile phone to log in to the computer automatically when she is within range of a particular room.

NOTE: To use the Bluetooth method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the Advanced Authentication - Device Service guide.

To authenticate using the Bluetooth method, perform the following steps:

1. Ensure that Bluetooth is turned on in your device and is discoverable to the paired devices.
2. The Device Service detects your bluetooth device and authenticates.
   - If the paired bluetooth device is within the range, the bluetooth authentication is successful.

Authentication Agent

Authentication Agent enables you to perform multi-factor authentication on one computer to get authorized access to another computer, where it is not possible to display the user interface or connect any external authentication devices. You can install the Authentication Agent on Windows system. When an authentication is initiated from a computer using the Authentication Agent chain, the Authentication Agent on another computer prompts a restricted browser where you must perform the authentication.

NOTE: You can install the Authentication Agent only on Windows workstation.
**IMPORTANT:** If both the Windows Client and Authentication Agent are installed on the same workstation, the Authentication Agent is logged in automatically through the SSO feature. If the Windows Client is not installed, you must log in to the Authentication Agent manually.

**To log in to Linux using the Authentication Agent on Windows, perform the following steps:**

1. Specify **User name** in the Linux computer.
2. Click **Next** and specify the chain number corresponding to the **Authentication Agent** in the list. For more information about enabling the Authentication Agent chain in the Linux computer, see Configuring to Enable the Authentication Agent Chain.
3. The Authentication Agent that is active on a Windows computer launches a restricted browser. **IMPORTANT:** If a restricted browser is not launched automatically, place the cursor on the Authentication Agent icon in System tray and ensure that the agent is logged in. If the agent is not logged in, double click the Authentication Agent icon to log in.

   The restricted browser prompts the login page. The user name that you have specified in the Linux computer is set in the login page by default.

   4. Click **Next**.

   5. Select and authenticate the preferred chain to log in to Linux computer in the restricted browser. For more information, see Logging In to Authentication Agent.

   6. After the successful authentication in the restricted browser, you are logged in to the Linux computer automatically.

**Card**

The Card method enables you to authenticate using the contactless smart card (with the card serial number). When you try to authenticate on any device, the recorded serial number of the card is compared with the actual serial number. If the card serial numbers are identical, you are authenticated successfully.

**NOTE:** To use the card for authentication, you must install the Advanced Authentication Device Service.

**To authenticate using the Card method, perform the following steps:**

1. Ensure that the card reader is connected to your machine.
   A message *Waiting for card* is displayed.

2. Tap your card on the reader.
   If the Card Serial Number in the card matches with enrolled card, the card authentication is successful.

The following table describes the possible error messages along with the workaround for the Card authentication.
Table 4-1  Card authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong card</td>
<td>The card you have placed on the reader is incorrect. Try again with another card or re-enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Connect reader</td>
<td>The reader is not connected properly. Try to connect it to a different USB slot and authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Card</td>
<td>You have not enrolled the card method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

Using Card Method on Ubuntu LightDM

**NOTE:** When you specify the chain number corresponding to the Card method and try to authenticate to Ubuntu LightDM, the hints are not prompted. Tap your card on the reader to continue authentication.

1. Ensure that the card reader is connected to your machine.
2. Tap your card on the reader.
   - A message *Waiting for card* is displayed.
   - If the Card Serial Number in the card matches with enrolled card, the card authentication is successful.

Email OTP

The Email OTP method enables you to authenticate using the one-time password (OTP) that is sent to the registered email address. When you try to authenticate on any device, the server sends an email to the registered email address with the OTP. You can use this OTP for single authentication within a short time frame.

**To authenticate using the Email method, perform the following steps:**

1. Check your email. You must receive an email with OTP.
2. Specify the OTP from Email in Password.
3. Click Next.
   - If the OTP matches with the server generated OTP, the Email OTP authentication is successful.

The following table describes the possible error messages along with the workarounds for the Email OTP authentication.

Table 4-2  Email OTP authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The specified OTP is incorrect or is expired. Specify a valid OTP within the time frame.</td>
</tr>
</tbody>
</table>
Emergency Password

The Emergency Password method enables you to authenticate using a temporary password with the help of helpdesk administrator if you have lost a smart card or forgot your smart phone. The emergency password is valid for certain days and is set to 3 days by default. When you try to authenticate on any device, the submitted emergency password is compared with the enrolled password in the appliance. If the emergency passwords are identical, you are authenticated successfully.

To authenticate by using the Emergency Password method, perform the following steps:

1. Specify the Emergency Password.
2. Click Next.

   If the Emergency Password matches with the enrolled password, the Emergency Password authentication is successful.

The following table describes the possible error messages along with the workaround for the Emergency Password authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot send OTP. User does not have an email</td>
<td>Your email address is not set in the profile of the repository. Contact your system administrator to add your email address to the profile.</td>
</tr>
</tbody>
</table>

Facial Recognition

The Facial Recognition method enables you to get automatically authenticated by presenting your face. You need to register your facial image using the web camera. When you try to authenticate on an application, the recorded image is compared with the actual image. If the images match, you are successfully authenticated.

The Facial Recognition method works with both integrated and external web cameras.

NOTE: To use the Facial Recognition method for authentication, you must install the Advanced Authentication Device Service. For more information about the Device Service, see the "Advanced Authentication - Device Service" guide.
To authenticate by using the Facial Recognition method, perform the following steps:

1. Ensure that a camera is connected to your device.
2. Present your face to the camera.

   If your face matches with the enrolled face, the face authentication is successful.

The following table describes the possible error messages along with the workaround for the Facial Recognition authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failed to open camera</td>
<td>The camera is not connected properly. Check your camera settings and try again.</td>
</tr>
<tr>
<td>Mismatch</td>
<td>The enrolled face and presented face does not match. You must present your face again for the authentication.</td>
</tr>
<tr>
<td>Face service is not available</td>
<td>The Device Service is not installed. Ensure that the Device Service is installed.</td>
</tr>
</tbody>
</table>

Using Facial Recognition Method on Ubuntu LightDM

**NOTE:** When you specify the chain number corresponding to the Facial Recognition method and try to authenticate to Ubuntu LightDM, the hints are not prompted. Present your face to the camera to continue authentication.

1. Ensure that a camera is connected to your device.
2. Present your face to the camera.

   A message **Detecting a face** is displayed.

   If your face matches with the enrolled face, the face authentication is successful.

HOTP

HOTP is a counter-based one-time password. This method enables you to authenticate using the counter-based one-time password generated on the HOTP token. The counter on the token must be in sync with the server. You can use generic HOTP tokens that adhere to RFC 4226. You can use the static secret key and three consequent OTP generated from the token to enroll. When you try to authenticate on any device, the OTP in the token is compared with the OTP generated in the server. If both the OTPs are identical, you are authenticated successfully.

To authenticate by using the HOTP method, perform the following steps:

1. Specify the HOTP when using software token or connect the USB token, press button on the token.
2. Click **Next**.

   If the OTP on the token matches with the server generated OTP, the HOTP authentication is successful.
The following table describes the possible errors along with the workaround for the HOTP authentication.

**Table 4-5  HOTP - error messages**

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The OTP you have provided is incorrect or the OTP on the token and server are out of sync.</td>
</tr>
<tr>
<td></td>
<td>Specify a valid OTP and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for HOTP</td>
<td>You have not enrolled for HOTP method.</td>
</tr>
<tr>
<td></td>
<td>You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

**LDAP Password**

The LDAP password method enables you to authenticate using the password of your corporate account. When you try to authenticate on an application, the submitted password is compared with the actual password in the corporate directory. If both passwords are same, you are authenticated successfully.

To authenticate by using the LDAP Password method, perform the following steps:

1. Specify your domain password.
2. Click Next.
   - If the LDAP Password matches with the password on the directory, the LDAP Password authentication is successful.

If the specified domain password is incorrect an error message *Invalid credentials* is displayed. Specify a valid password and try to authenticate again.

**Password**

The Password method enables you to authenticate using a secret string. The enrolled password is stored locally in the Advanced Authentication. When you try to authenticate on any device, the specified password is compared with the actual password. If the passwords are identical, you are authenticated successfully.

To authenticate by using the Password (PIN) method, perform the following steps:

1. Specify the password for your Advanced Authentication account.
2. Click Next.
   - If the password matches with the enrolled password, the Password authentication is successful.

The following table describes the possible error messages along with the workaround for the Password authentication.
PKI

The PKI method enables you to authenticate using any PKI device, such as a contact card and USB token that contains the digital certificate. The PKI reader validates the digital certificate and the identity of users. When you try to authenticate on any device, the certificate in the device is compared with the actual certificate. If the certificates match, you are authenticated successfully.

**NOTE:** You must install the Advanced Authentication Device Service for the PKI method enrollment.

To authenticate by using the PKI method, perform the following steps:

1. Insert the card in the reader or connect token to your machine.
2. Specify the PIN.
   
   If the digital certificate in the card or token and enrolled certificate are identical, the PKI authentication is successful.

The following table describes the possible error messages along with the workaround for the PKI authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong password</td>
<td>The password you have provided is incorrect. Specify a valid password and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Password</td>
<td>You have not enrolled for Password method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

RADIUS Client

The RADIUS Client method enables Advanced Authentication to forward the authentication request to a third-party RADIUS server. This can be any RADIUS server.

For example, you can use the RADIUS Client as an authentication method for token solutions such as RSA or Vasco.
To authenticate using the RADIUS Client method, perform the following steps:

1. Specify the RADIUS password.
2. Click Next.

If you get an error Wrong answer, it could be an incorrect RADIUS password.

Security Questions

Security Questions method enables you to enroll answers to a pre-defined set of security questions. When you authenticate using security questions, Advanced Authentication prompts you the configured security questions or a subset of the security questions. You must answer the appropriate questions and based on the correctness of the answers, you are authenticated successfully.

To authenticate using the Security Questions method, perform the following steps:

1. Specify the answer for the security question.
2. Click Next.
3. Repeat steps 1 to 2 for all the required security questions.

The following table describes the possible error messages along with the workaround for the Security Questions authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The answer that you have provided is incorrect. Specify the correct answer and try to authenticate again.</td>
</tr>
<tr>
<td>{Your user name} has no authenticator for TOTP</td>
<td>You have not enrolled the Security Questions method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

Smartphone

The Smartphone method facilitates you to enroll and authenticate using the smartphone app. When you initiate the authentication, a push notification is sent to the app. You can accept the request and get authenticated.

To authenticate with the Smartphone method, perform the following steps:

When you specify the chain number corresponding to the Smartphone method, a message Accept on smartphone or enter the one-time password is displayed on your computer.

1. Open the Advanced Authentication smartphone app.
   A push notification is displayed to your smartphone.
2. Tap Accept.
   If the smartphone matches with the enrolled smartphone, the authentication is successful.
To authenticate with the Smartphone method using the offline authentication, perform the following steps:

1. Open the Advanced Authentication smartphone app.
2. Click Enrolled Authenticators from Menu in the smartphone app.
3. Specify the OTP from the smartphone app in Password.
4. Click Next.

If the OTP on the smartphone app matches with server generated OTP, the authentication is successful.

The following table describes the possible error messages along with the workaround for the Smartphone authentication.

### Table 4-9 Smartphone authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auth rejected</td>
<td>You have declined the authentication request.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for TOTP</td>
<td>You have not enrolled for the Smartphone method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

---

**SMS OTP**

The SMS OTP method facilitates you to generate a single-use password or OTP and send it to the registered mobile number for authentication. You can use this OTP to authenticate within a short time frame.

**NOTE:** The OTP period is set to 120 seconds by default. An administrator has the privilege to change the OTP period.

To perform authentication using the SMS OTP method, perform the following steps:

1. You will receive an SMS message with an OTP on your phone.
2. Specify the OTP from the SMS.
3. Click Next.

The following table describes the possible error messages along with the workaround for the SMS OTP authentication.

### Table 4-10 SMS OTP authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot send OTP. User does not have a cell phone</td>
<td>Your phone number is not registered in the repository. Contact your system administrator to add your mobile phone number to the account properties.</td>
</tr>
<tr>
<td>Login failed</td>
<td>Either the OTP that you have specified is incorrect or you have specified the expired OTP. Try to authenticate again.</td>
</tr>
</tbody>
</table>
**TOTP**

The TOTP method enables you to authenticate using the time-based-one-time password. TOTP is generated on the hardware token or the mobile app, such as NetIQ Advanced Authentication app or Google Authenticator app. The TOTP is valid for a short duration. This method uses a predefined period. The default value is 30 seconds.

**To authenticate using the TOTP method, perform the following steps:**

1. Specify the TOTP from your hardware or software token.
2. Click Next.
   - If the OTP on the token matches with the server generated OTP, the TOTP authentication is successful.

The following table describes the possible error messages along with the workaround for the TOTP authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The OTP you have provided is incorrect. Specify a valid OTP and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for TOTP</td>
<td>You have not enrolled for TOTP method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

**FIDO U2F**

The FIDO U2F authentication method facilitates you to connect the FIDO U2F compliant token to the computer or laptop and touch the flashing token to authenticate. When you try to authenticate on any device, token connected to the device is compared with the actual device. If the device details match, you are authenticated successfully.

**NOTE:** You must install the Advanced Authentication Device Service for the FIDO U2F authentication.

**To authenticate using the FIDO U2F method, perform the following steps:**

1. Ensure that the FIDO U2F token is connected to your computer.
   - A message Please connect a U2F token. Please touch the flashing U2F device now is displayed.
2. Touch the button on the token when there is a flash.
   - If the token and attestation certificate in the token matches with the enrolled U2F token, the FIDO U2F authentication is successful.
   - If there is no flash, wait for few seconds. If there is no flash for more than a minute then try to reconnect your token and repeat the steps.

The following table describes the possible error messages along with the workaround for the FIDO U2F authentication.
NOTE: To use U2F on Google Chrome, you must perform the following steps:

   
   If the file is already available, ensure that the content is similar to that specified in https://github.com/Yubico/libu2f-host/blob/master/70-u2f.rules.
   
   **NOTE:** If your version of UDEV is lower than 188, use the rules specified at https://github.com/Yubico/libu2f-host/blob/master/70-old-u2f.rules.

2. Save the `70-u2f.rules` file and reboot the system.

### Using FIDO U2F on Ubuntu LightDM

**NOTE:** When you specify the chain number corresponding to the FIDO U2F method and try to authenticate to Ubuntu LightDM, the hints are not prompted. Connect the U2F token to the computer and touch the button when there is a flash on the token.

1. Ensure that the FIDO U2F token is connected to your computer.

2. Touch the button on the token when there is a flash.
   
   A message **Please connect a U2F token. Please touch the flashing U2F device now** is displayed.
   
   If the token and attestation certificate in the token matches with the enrolled U2F token, the FIDO U2F authentication is successful.

### Voice

The Voice method initiates a call to your registered phone number. The phone call requests you to specify the PIN in the dial pad of your mobile to authenticate. When you try to authenticate on any device, the recorded PIN is compared with the actual PIN. If both PINs are identical, you are authenticated successfully.
To authenticate using the Voice method, perform the following steps:

When you specify the chain number corresponding to the Voice method, a message "Wait a phone call" is displayed on your computer.

1. Check your mobile phone.
   You will receive a phone call.
2. Answer the phone call, listen to the request on the phone.
3. Specify your PIN code followed by the hash symbol (#) in the dial pad of your mobile phone.
   If the PIN matches with enrolled PIN, the Voice authentication is successful.

Using Voice Method on Ubuntu LightDM

NOTE: When you specify the chain number corresponding to the Voice method and try to authenticate to Ubuntu LightDM, the hints are not prompted. Receive the phone call and specify your PIN followed by hash symbol in the dial pad to continue authentication.

1. Check your mobile phone.
   You will receive a phone call.
2. Answer the phone call, listen to the request on the phone.
3. Specify your PIN code followed by the hash symbol (#) in the dial pad of your mobile phone.
   A message "Wait a phone call" is displayed on your computer.
   If the PIN matches with enrolled PIN, the Voice authentication is successful.

Voice OTP

The Voice OTP method enables you to authenticate using the OTP that is sent through the phone call to your registered phone number. You can use this OTP for authentication within a short time frame. When you try to authenticate on any device, the specified OTP is compared with the OTP generated on the server. If both the OTPs are identical, you are authenticated successfully.

To authenticate using Voice OTP method, perform the following steps:

When you specify the chain number corresponding to the Voice OTP method, a message "Wait a phone call" is displayed on your computer.

1. Check your mobile phone.
   You will receive a phone call.
2. Answer the call on your phone and listen to the voice OTP.
3. Specify the OTP in Password.
4. Click Next.
   If the OTP matches with the server generated OTP, the Voice OTP authentication is successful.
The Linux operating system gets locked, when the session remains inactive more than the set value (time in minutes) or when you lock manually using the Lock option. You can unlock Linux on the following platforms:

- Unlocking Linux on Cent OS 7 KDE
- Unlocking Linux on SUSE 11

**NOTE:** When you try to unlock the screen on SLES 12 with Linux Client by specifying the password, the screen is stuck. For more information, see "Issue While Unlocking the Screen" in the Advanced Authentication- Linux PAM Client guide.

### Unlocking Linux on Cent OS 7 KDE

Following are the scenarios on Cent OS 7 with KDE environment, when you want to unlock Linux operating system:

**Scenario 1: Multiple Chains**

As a domain user, when you are locked on Cent OS 7 (KDE) and there are multiple chains, PAM selects the first chain based on the following criteria:

<table>
<thead>
<tr>
<th>Table 5-1 Multiple Chains - Criteria and required action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria</strong></td>
</tr>
<tr>
<td>Criterion 1: The chain consists of one of the following</td>
</tr>
<tr>
<td>methods as the first method:</td>
</tr>
<tr>
<td>• Password</td>
</tr>
<tr>
<td>• LDAP Password</td>
</tr>
<tr>
<td>• TOTP</td>
</tr>
<tr>
<td>• HOTP</td>
</tr>
<tr>
<td>Criteria</td>
</tr>
<tr>
<td>----------</td>
</tr>
</tbody>
</table>
| **Criterion 2:** There are two chains that contain one of the following methods as the first method: | PAM selects the top chain of the used list that meets the condition listed in criterion 2. You must perform the following steps:  
1. Specify the password.  
2. Click Unlock.  
3. Specify valid data for other methods to pass the chain.  
For example: Assume that there are two chains as follows:  
- **Chain 1:** This chain consists of methods: TOTP, FIDO U2F and Voice OTP.  
- **Chain 2:** This chain consists of methods: Password, Card and SMS OTP. |
| • Password  
• LDAP Password  
• TOTP  
• HOTP |  
| **Criterion 3:** The chain consists of any Advanced Authentication methods (except Password, LDAP, HOTP, and TOTP methods) as the first method. | PAM selects the top chain of the used list, you must follow the chain and specify valid data to pass the chain.  
For example: Assume that there are two chains as follows:  
- **Chain 1:** This chain consists of methods: Card, Email OTP, and FIDO U2F.  
- **Chain 2:** This chain consists methods: Fingerprint, PKI and SMS OTP.  
PAM selects Chain 1 that is on top of the used list, you must perform the following to pass authentication:  
1. Click Unlock without specifying the password.  
2. Tap valid card on the reader.  
3. Specify OTP received from email.  
4. Tap finger on the FIDO U2F device. |

**NOTE:** In the authentication chain, irrespective of the position of Email OTP, SMS OTP, or Voice OTP method, if you specify invalid OTP, the authentication cannot be continued or initiated again. You can perform one of the following to continue or initiate the authentication:  
• Specify a valid OTP.  
• Wait till the login session expires.

**NOTE:** If you select the authentication chain that contains Password, LDAP Password, TOTP, or HOTP as the second method (for example, Smartphone+Password, Card+TOTP, or U2F+HOTP), then ensure to specify the Password, LDAP Password, TOTP, or HOTP in **Password**. Later, accept authentication request on smartphone, swipe the card or touch the U2F token.
**Scenario 2: First or Single Method in Chain**

Below table describes the behavior of the chain that consists of each method, when the method is first or single in an authentication chain:

**Table 5-2  Method behavior and required action**

<table>
<thead>
<tr>
<th>Method</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>LDAP password</td>
<td>You must perform the following steps:</td>
</tr>
<tr>
<td></td>
<td>1. Specify the LDAP password.</td>
</tr>
<tr>
<td></td>
<td>2. Click Unlock.</td>
</tr>
<tr>
<td>Password</td>
<td>1. Specify the password.</td>
</tr>
<tr>
<td></td>
<td>2. Click Unlock.</td>
</tr>
<tr>
<td>HOTP</td>
<td>1. Specify the HOTP.</td>
</tr>
<tr>
<td></td>
<td>2. Click Unlock.</td>
</tr>
<tr>
<td>TOTP</td>
<td>1. Specify the TOTP.</td>
</tr>
<tr>
<td></td>
<td>2. Click Unlock.</td>
</tr>
<tr>
<td>RADIUS</td>
<td>1. Specify the RADIUS password.</td>
</tr>
<tr>
<td></td>
<td>2. Click Unlock.</td>
</tr>
<tr>
<td>SMS OTP</td>
<td>1. Click Unlock.</td>
</tr>
<tr>
<td></td>
<td>2. Specify the SMS OTP.</td>
</tr>
<tr>
<td>Email OTP</td>
<td>1. Click Unlock.</td>
</tr>
<tr>
<td></td>
<td>2. Specify the Email OTP.</td>
</tr>
<tr>
<td>Voice OTP</td>
<td>1. Click Unlock.</td>
</tr>
<tr>
<td></td>
<td>2. Specify the Voice OTP.</td>
</tr>
<tr>
<td></td>
<td>2. Click Unlock.</td>
</tr>
<tr>
<td>Voice</td>
<td>1. Click Unlock to initiate phone call.</td>
</tr>
<tr>
<td></td>
<td>2. Specify the PIN.</td>
</tr>
<tr>
<td>Security questions</td>
<td>With Security questions as a first or single method in the chain, you cannot unlock operating system.</td>
</tr>
<tr>
<td>Smartphone</td>
<td>1. Click Unlock to initiate an authentication request.</td>
</tr>
<tr>
<td></td>
<td>2. Open the Advanced Authentication smartphone app and tap Accept.</td>
</tr>
</tbody>
</table>

**NOTE:** When there is no mobile data on your smartphone, you cannot unlock operating system with smartphone OTP. If you tap Reject, login fails.

| FIDO U2F             | 1. Click Unlock.                                                      |
|                      | 2. Touch U2F device when you see a flash.                             |

**NOTE:** If you touch incorrect U2F device that is not enrolled, a new authentication session appears.
Unlocking Linux on SUSE 11

Following are the scenarios on SUSE 11, to unlock Linux operating system:

- **Scenario 1: Multiple Chains**
- **Scenario 2: Single Chain**

### Scenario 1: Multiple Chains

As a domain user, when you are locked on SUSE 11 and there are multiple authentication chains, PAM selects the first chain based on the following criteria:

#### Table 5-3  Criteria and required action

<table>
<thead>
<tr>
<th>Method</th>
<th>Action</th>
</tr>
</thead>
</table>
| Card      | 1. Click Unlock.  
|           | 2. Tap card on the reader.  
| Bluetooth | With Bluetooth as a first or single method in the chain, you cannot unlock operating system. |
| PKI       | With PKI as a first or single method in the chain, you cannot unlock operating system. |

**NOTE:** If you tap an invalid card, a new login session appears.

#### Criterion 1:
The chain consists of a single method and the method is one of the following:

- Password
- LDAP Password
- TOTP
- HOTP

If PAM selects the chain with a single method as first chain, you must perform the following steps to unlock the account:

1. Specify the password.
2. Click Unlock.

#### Criterion 2:
The chain consists of the following two methods (irrespective of the order of the methods):

- Password, LDAP Password, TOTP or HOTP
- Out-of-band (Smartphone or Voice Call)

If PAM selects the chain with two methods as first chain, you perform the following steps to unlock the account:

1. Specify the password.

**NOTE:** When the smartphone does not have network connection, user cannot unlock the operating system with chain that consists of Smartphone method. Therefore, click **Switch User** and try to log in using preferred authentication chain.

#### Criterion 3:
The chain consists of more than two methods that are any of the Advanced Authentication methods.

Click **Switch User** and try to log in again using the same authentication chain.
Scenario 2: Single Chain

When a domain user is locked on SUSE 11 and there is a single chain, PAM selects this single chain for authentication. The chain can consist of one or more of the following methods:

Table 5-4  Criteria and required action

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criterion 1:</strong> The chain consists of a single method and the method is one of the following:</td>
<td>If the chain consists of a single method, user must perform the following:</td>
</tr>
<tr>
<td>• Password</td>
<td>1. Specify the password.</td>
</tr>
<tr>
<td>• LDAP Password</td>
<td>2. Click Unlock.</td>
</tr>
<tr>
<td>• TOTP</td>
<td></td>
</tr>
<tr>
<td>• HOTP</td>
<td></td>
</tr>
<tr>
<td><strong>Criterion 2:</strong> The chain consists of the following two methods (irrespective of the order of the methods):</td>
<td>With two methods in the chain, PAM prompts the user to perform the following:</td>
</tr>
<tr>
<td>• Password, LDAP Password, TOTP or HOTP.</td>
<td>1. Specify the password.</td>
</tr>
<tr>
<td>• Out-of-band (Smartphone or Voice Call).</td>
<td>2. Accept Out-of-band method (For example: Push message on the smartphone).</td>
</tr>
<tr>
<td><strong>Criterion 3:</strong> The chain consists of more than two methods that are any of the Advanced Authentication methods.</td>
<td>The user must click Switch User and try to log in again using the same authentication chain.</td>
</tr>
<tr>
<td>Criteria</td>
<td>Action</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
</tr>
<tr>
<td><strong>Criterion 4:</strong> The chain consists of following methods (except Password, LDAP, HOTP, TOTP, Smartphone, and Voice Call methods):</td>
<td>The user must click <strong>Switch User</strong> and try to log in again using the same authentication chain.</td>
</tr>
<tr>
<td>• Card</td>
<td>If user specifies any text in the password, a error message <strong>Unable to authenticate user</strong> is displayed.</td>
</tr>
<tr>
<td>• Email OTP</td>
<td></td>
</tr>
<tr>
<td>• FIDO U2F</td>
<td></td>
</tr>
<tr>
<td>• Fingerprint</td>
<td></td>
</tr>
<tr>
<td>• PKI</td>
<td></td>
</tr>
<tr>
<td>• SMS OTP</td>
<td></td>
</tr>
<tr>
<td>• Swiss Mobile ID</td>
<td></td>
</tr>
<tr>
<td>• Voice OTP</td>
<td></td>
</tr>
</tbody>
</table>
Logging In to Mac

You can use the enrolled authenticators to log in to the Mac operating system. You must pass through the authenticators in the chain to get authenticated.

To log in to Mac with the Advanced Authentication, perform the following steps:

1. Select a user from the Mac login screen or specify the user name in the Other user screen.

   NOTE: You can switch between languages by clicking the flag icon beside the text box.

2. Click Next.
3. Select an authentication chain from the list.
4. Authenticate with the preferred authentication method(s) of the chain.

   NOTE: If you log in to a non-domain joined workstation for the first time, you will be asked to provide credentials for your local account to map the domain account to the local account. In username, specify the username of local account. In the next step, specify the local account's password.

   A domain user cannot log in, if a local user with the same username exist. For example, Mac OS has a local user Bob and a domain user mycompany\bob. Mac OS is joined to the domain Mycompany. After specifying the username of the domain user mycompany\bob, selecting a chain, an error Network account name cannot be the same as local account name is displayed.

Advanced Authentication provides the following authenticators for logging in to Mac computer:

- Bluetooth
- Authentication Agent
- Card
- Email OTP
- Emergency Password
- Facial Recognition
- HOTP
- LDAP Password
- Password
- PKI
- RADIUS Client
- Security Questions
- Smartphone
- SMS OTP
- TOTP
- FIDO U2F
- Voice
- Voice OTP
Bluetooth

The Bluetooth method enables you to authenticate using any Bluetooth enabled device that is within the range. When you initiate authentication, the Advanced Authentication server searches for the enrolled Bluetooth device. If the enrolled device is within the range, you are authenticated successfully.

For example, Susanne, who is a doctor, attends many in-patients in the hospital. She accesses the computer located in each room to monitor and update the health status of the patient. In this case, Susanne can specify her first-factor authentication details and use her Bluetooth enabled mobile phone to log in to the computer automatically when she is within range of a particular room.

NOTE: To use the Bluetooth method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the Advanced Authentication - Device Service guide.

To authenticate using the Bluetooth method, perform the following steps:

1. Ensure that Bluetooth is turned on in your device and is discoverable to the paired devices.
2. The Device Service detects your bluetooth device and authenticates.
   - If the paired bluetooth device is within the range, the bluetooth authentication is successful.

Authentication Agent

Authentication Agent enables you to perform multi-factor authentication on one computer to get authorized access to another computer, where it is not possible to display the user interface or connect any external authentication devices. You can install the Authentication Agent on a workstation or a laptop. When an authentication is initiated from a computer using Authentication Agent chain, the Authentication Agent on another computer prompts a restricted browser where you must perform the authentication.

NOTE: You can install the Authentication Agent only on the Windows workstation.

IMPORTANT: If both the Windows Client and Authentication Agent are installed on the same workstation, the Authentication Agent is logged in automatically through the SSO feature. If the Windows Client is not installed, you must log in to the Authentication Agent manually.

To log in to Mac using the Authentication Agent on Windows, perform the following steps:

1. Specify User name in the Mac computer.
2. Click Next and select Authentication Agent from the Chains list.
   - For more information about enabling the Authentication Agent chain in the Mac computer, see Configuration to Enable the Authentication Agent Chain.
3. The Authentication Agent that is active on a Windows computer launches a restricted browser.

IMPORTANT: If a restricted browser is not launched automatically, place the cursor on the Authentication Agent icon in System tray and ensure that the agent is logged in. If the agent is not logged in, double click the Authentication Agent icon to log in.
The restricted browser prompts the login page. The user name that you have specified in the Mac computer is set in the login page by default.

4. Click Next.

5. Select the preferred chain to log in to Mac computer in the restricted browser.

For more information, see Logging In to Authentication Agent.

6. After Successful authentication in the restricted browser, you are logged in to the Mac computer automatically.

Card

The Card method enables you to authenticate using the contactless smart card (with the card serial number). When you try to authenticate on any device, the recorded serial number of the card is compared with the actual serial number. If the card serial numbers are identical, you are authenticated successfully.

NOTE: You must install the Advanced Authentication Device Service for the Card authentication.

To authenticate by using the Card method, perform the following steps:

1. Ensure that the card reader is connected to your machine.
2. Tap your card on the reader or insert a smart card to the reader.
   - If the Card Serial Number in the card matches with enrolled card, the card authentication is successful.

The following table describes the possible error messages along with the workaround for the Card authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong card</td>
<td>The card you have placed on the reader is incorrect. Try again with another card or re-enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Connect reader</td>
<td>The reader is not connected properly. Try to connect it to a different USB slot and authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Card</td>
<td>You have not enrolled the card method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

Email OTP

The Email OTP method enables you to authenticate using the one-time password (OTP) that is sent to the registered email address. When you try to authenticate on any device, the server sends an email to the registered email address with the OTP. You can use this OTP for single authentication within a short time frame.
To authenticate by using the Email method, perform the following steps:

1. Check your email. You must receive an email with OTP.
2. Specify the OTP from email in **Password**.
3. Click **Next**.

   If the OTP matches with the server generated OTP, the Email OTP authentication is successful.

The following table describes the possible error messages along with the workarounds for the Email OTP authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The specified OTP is incorrect or is expired.</td>
</tr>
<tr>
<td></td>
<td>Specify a valid OTP within the time frame.</td>
</tr>
<tr>
<td>Cannot send OTP. User does not have an email</td>
<td>Your email address is not set in the profile of the repository.</td>
</tr>
<tr>
<td></td>
<td>Contact your system administrator to add your email address to the profile.</td>
</tr>
</tbody>
</table>

### Emergency Password

The Emergency Password method enables you to authenticate using a temporary password with the help of helpdesk administrator if you have lost a smart card or forgot your smart phone. The emergency password is valid for certain days and is set to 3 days by default. When you try to authenticate on any device, the submitted emergency password is compared with the enrolled password in the appliance. If the emergency passwords are identical, you are authenticated successfully.

To authenticate by using the Emergency Password method, perform the following steps:

1. Specify the Emergency Password.
2. Click **Next**.

   If the Emergency Password matches with the enrolled password, the Emergency Password authentication is successful.

The following table describes the possible error messages along with the workaround for the Emergency Password authentication.
Table 6-3  Emergency Password authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong password</td>
<td>The specified emergency password is incorrect. Specify a valid emergency password and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Emergency Password</td>
<td>You have not enrolled for Emergency Password method. Enroll the authenticator on the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

Facial Recognition

The Facial Recognition method enables you to get automatically authenticated by presenting your face. You need to register your facial image using the web camera. When you try to authenticate on an application, the recorded image is compared with the actual image. If the images match, you are authenticated successfully.

The Facial Recognition method works with both an integrated and external web camera.

NOTE: To use the Facial Recognition method for authentication, you must install the Advanced Authentication Device Service. For more information about the Device Service, see the “Advanced Authentication - Device Service” guide.

To authenticate by using the Facial Recognition method, perform the following steps:

1. Ensure that a camera is connected to your device.
2. Present your face to the camera.
   - If your face matches with the enrolled face, the face authentication is successful.

The following table describes the possible error messages along with the workarounds for the Facial Recognition authentication.

Table 6-4  Facial Recognition - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failed to open camera</td>
<td>The camera is not connected properly. Check your camera settings and try again.</td>
</tr>
<tr>
<td>Mismatch</td>
<td>There is a mismatch in the faces. You must present your face again for the authentication.</td>
</tr>
<tr>
<td>Face service is not available</td>
<td>Device Service is not available. Ensure that the Device Service is connected.</td>
</tr>
</tbody>
</table>
HOTP

HOTP is a counter-based one-time password. This method enables you to authenticate using the counter-based one-time password generated on the HOTP token. The counter on the token must be in sync with the server. You can use generic HOTP tokens that adhere to RFC 4226. You can use the static secret key and three consequent OTP generated from the token to enroll. When you try to authenticate on any device, the OTP in the token is compared with the OTP generated in the server. If both OTPs are identical, you are authenticated successfully.

To authenticate by using the HOTP method, perform the following steps:

1. Specify the HOTP when using software token or connect the USB token, press button on the token.
2. Click Next.
   
   If the OTP on the token matches with the server generated OTP, the HOTP authentication is successful.

The following table describes the possible error messages along with the workaround for the HOTP authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The OTP you have provided is incorrect. Specify a valid OTP and try again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for HOTP</td>
<td>The HOTP authenticator is not enrolled. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

LDAP Password

The LDAP password method enables you to authenticate using the password of your corporate account. When you try to authenticate on any device, the specified password is compared with the actual password in the corporate directory. If the passwords match, you are authenticated successfully.

To authenticate by using the LDAP Password method, perform the following steps:

1. Specify your domain password.
2. Click Next.
   
   If the LDAP Password matches with the password on the directory, the LDAP Password authentication is successful.

If the specified domain password is incorrect, an error message Invalid credentials is displayed. Specify a valid password and try to authenticate again.
Password

The Password method enables you to authenticate using a secret string. The enrolled password is stored locally in the Advanced Authentication. When you try to authenticate on any device, the specified password is compared with the actual password. If the passwords are identical, you are authenticated successfully.

To authenticate by using the Password method, perform the following steps

1. Enter the password for your Advanced Authentication account.
2. Click **Next**.

   If the password matches with the enrolled password, the Password authentication is successful.

The following table describes the possible error messages along with the workaround for the Password authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong password</td>
<td>The password you have specified is incorrect. Specify a valid password and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Password</td>
<td>You have not enrolled for the Password method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

PKI

The PKI method enables you to authenticate using any PKI device such as a contact card and USB token that contains the digital certificate. The PKI reader validates the digital certificate and the identity of users. When you try to authenticate on any device, the certificate in the device is compared with the actual certificate. If the certificates match, you are authenticated successfully.

**NOTE:** You must install the Device Service for the PKI method enrollment.

To authenticate by using the PKI method, perform the following steps:

1. Insert the card in the reader or connect token to your machine.
2. Specify the PIN.

   If the digital certificate in the card or token and enrolled certificate are identical, the PKI authentication is successful.

The following table describes the possible error messages along with the workaround for the PKI authentication.
Table 6-7 PKI authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong card</td>
<td>The card that is used is incorrect.</td>
</tr>
<tr>
<td></td>
<td>Try authenticating with another valid card or token. You can enroll the authenticator again</td>
</tr>
<tr>
<td></td>
<td>in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Present card</td>
<td>The PKI device is not connected properly.</td>
</tr>
<tr>
<td></td>
<td>Try to connect it to a different USB slot and authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for</td>
<td>You have not enrolled for PKI method.</td>
</tr>
<tr>
<td>PKI</td>
<td>You must enroll the authenticator in the Self-Service portal or contact the helpdesk</td>
</tr>
<tr>
<td></td>
<td>administrator.</td>
</tr>
</tbody>
</table>

RADIUS Client

The RADIUS Client method enables Advanced Authentication to forward the authentication request to a third-party RADIUS server. This can be any RADIUS server.

For example, you can use the RADIUS Client as an authentication method for token solutions such as RSA or Vasco.

**To authenticate using the RADIUS Client method, perform the following steps:**

1. Specify the RADIUS password.
2. Click Next.

If you get an error Wrong answer, it could be an incorrect RADIUS password.

Security Questions

Security Questions method enables you to enroll answers to a pre-defined set of security questions. When you authenticate using security questions, Advanced Authentication prompts you the configured security questions or a subset of the security questions. You must answer the appropriate questions and based on the correctness of the answers, you are authenticated successfully.

**To authenticate using the Security Questions method, perform the following steps:**

1. Specify the answer for the security question.
2. Click Next.
3. Repeat steps 1 to 2 for all the required security questions.

The following table describes the possible error messages along with the workaround for the Security Questions authentication.
The Smartphone method facilitates you to enroll and authenticate using the smartphone app. When you initiate the authentication, a push notification is sent to the app. You can accept the request and get authenticated.

To authenticate using the Smartphone method, perform the following steps:

1. If there is internet connection on your smartphone, open the smartphone app and accept the authentication request.
2. If there is no internet connection on your smartphone, perform the following steps:
   2a. Open the smartphone app.
   2b. Specify the OTP that you received on your smartphone app.
   2c. Click Next.

To authenticate with the Smartphone method using the offline authentication, perform the following steps:

1. Open the Advanced Authentication smartphone app.
2. Click Enrolled Authenticators from Menu in the smartphone app.
3. Specify the OTP from the smartphone app in Password.
4. Click Next.

   If the OTP on the smartphone app matches with the server generated OTP, the authentication is successful.

The following table describes the possible error messages along with the workaround for the Smartphone authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The answer that you have provided is incorrect. Specify the correct answer and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for security questions</td>
<td>You have not enrolled the Security Questions method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>
Table 6-9  Smartphone authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auth rejected</td>
<td>You have declined the authentication request.</td>
</tr>
<tr>
<td>Wrong TOTP password</td>
<td>You are using offline authentication and specified an incorrect TOTP password or the time on your smartphone is not synchronized.</td>
</tr>
<tr>
<td>TOTP login is disabled</td>
<td>You are using offline authentication and Geo-fencing is enabled.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for smartphone</td>
<td>You have not enrolled the smartphone method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

**SMS OTP**

The SMS OTP method facilitates you to generate a single-use password or OTP and send it to the registered mobile number for authentication. You can use this OTP to authenticate within a short time frame.

**NOTE:** The OTP period is set to 120 seconds by default. An administrator has the privilege to change the OTP period.

To perform authentication using the SMS OTP method, perform the following steps:

1. You will receive an SMS message with an OTP on your phone.
2. Specify the OTP from the SMS.
3. Click Next.

If you get the error **Cannot send OTP. User does not have a cell phone**, contact your system administrator to add your mobile phone number to the profile of the repository.

**TOTP**

The TOTP method enables you to authenticate using the time-based-one-time password. TOTP is generated on the hardware token or the mobile app, such as NetIQ Advanced Authentication app or Google Authenticator app. The TOTP is valid for a short duration. This method uses a predefined period. The default value is 30 seconds.

To authenticate by using the TOTP method, perform the following steps:

1. Enter the TOTP from your hardware or software token.
2. Click Next.

   If the OTP on the token matches with the server generated OTP, the TOTP authentication is successful.

The following table describes the possible error messages along with the workaround for the TOTP authentication.
The FIDO U2F authentication method facilitates you connect the FIDO U2F compliant token to the computer or laptop and touch the flashing token for authentication. When you try to authenticate on any device, token connected to the device is compared with the actual device. If the device details match, you are authenticated successfully.

NOTE: You must install the Advanced Authentication Device Service for all browsers except Google Chrome. It contains a built-in module.

To authenticate using the FIDO U2F method, perform the following steps:

1. Ensure that the FIDO U2F token is connected to the workstation.
   
   A message Please touch the flashing U2F device now is displayed.

2. Touch button on the token when there is a flash.
   
   If the token matches with the enrolled U2F token, the FIDO U2F authentication is successful.
   
   If there is no flash, wait for few seconds. If there is no flash for more than a minute then try to reconnect your token and repeat the steps.

The following table describes the possible error messages along with the workaround for the FIDO U2F authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The OTP you have provided is incorrect. Specify a valid OTP and try to authenticate again.</td>
</tr>
<tr>
<td>Your user name has no authenticator for TOTP</td>
<td>You have not enrolled for TOTP method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Error</td>
<td>Possible Cause and Workaround</td>
</tr>
<tr>
<td>Wrong token. Try another one</td>
<td>The token that you have connected is incorrect. Try to authenticate with another token or re-enroll the authenticator in Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Connect a token</td>
<td>The token is not connected properly. Try to connect it to a different USB slot and authenticate again.</td>
</tr>
<tr>
<td>Your user name has no authenticator for U2F</td>
<td>You have not enrolled for U2F method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>
**Voice**

The Voice authenticator initiates a call to your registered phone number. The phone call requests you to specify the PIN for authentication. When you try to authenticate on an application, the recorded PIN is compared with the actual PIN. If both PINs match, you are authenticated successfully.

**To authenticate using the Voice method, perform the following steps:**
1. Check your mobile phone. You must receive a phone call.
2. Answer the phone call, listen to the request.
3. Specify your PIN followed by the hash symbol (#) in the dial pad of your mobile phone.
   - If the PIN matches with the enrolled PIN, the Voice authentication is successful.

**Voice OTP**

The Voice OTP method enables you to authenticate using the OTP that is sent through the phone call to your registered phone number. You can use this OTP for authentication within a short time frame. When you try to authenticate on any device, the specified OTP is compared with the OTP generated on the server. If both the OTPs are identical, you are authenticated successfully.

**To authenticate using Voice OTP method, perform the following steps:**
1. Answer the phone call on your phone and listen to the voice OTP.
2. Specify the OTP in Password.
3. Click Next.
   - If the OTP matches with the server generated OTP, the Voice OTP authentication is successful.
Logging In to Windows

You can use the enrolled authenticators to log in to the Windows operating system. You must pass through the authenticators in the chain to get authenticated.

To log in to Windows with Advanced Authentication, perform the following steps:

1. Specify the user name in the Other user screen.

   **NOTE:** To log in to the local account, enter `<computer name>\<Username of local account>` or `\<Username of local account>`.

2. Press Enter or click Next.
3. Select an authentication chain from the list.
4. Authenticate with the required authentication method(s) of the chain.

   **NOTE:** If you log in to a non-domain joined workstation for the first time, you are prompted to provide credentials of your local account to map the domain account to the local account. Specify `<computer name>\<Username of local account>` or `\<Username of local account>` in user name then specify the password of your local account and click Next.

Advanced Authentication provides the following authenticators for logging in to Windows:

- Authentication Agent
- Bluetooth
- Card
- Email OTP
- Emergency Password
- Facial Recognition
- Fingerprint
- HOTP
- LDAP Password
- Password
- PKI
- RADIUS Client
- Security Questions
- Smartphone
- SMS OTP
- Swisscom Mobile ID
- TOTP
- FIDO U2F
- Voice
• Voice OTP
• Windows Hello

Authentication Agent

Authentication Agent enables you to perform multi-factor authentication on one computer to get authorized access to another computer, where it is not possible to display the user interface or connect any external authentication devices. You can install the Authentication Agent on a workstation or a laptop. When an authentication is initiated from a computer using Authentication Agent chain, the Authentication Agent on another computer prompts a restricted browser where you must perform authentication.

NOTE: You can install the Authentication Agent only on the Windows workstation.

IMPORTANT: If both the Windows Client and Authentication Agent are installed on the same workstation, the Authentication Agent is logged in automatically through the SSO feature. If the Windows Client is not installed, user must log in to the Authentication Agent manually.

Consider the following setup:

• Windows 1 is computer without the devices required for authentication and where the Authentication Agent chain is enabled.
• Windows 2 is Windows computer with the Authentication Agent installed and is connected with the devices used for authentication such as, FIDO U2F token and card reader.

To log in to Windows 1 using the Authentication Agent on Windows 2, perform the following steps:

1 Specify User name in Windows 1.
2 Click Next and select Authentication Agent from the Chains list.
   For more information about enabling the Authentication Agent chain in Windows computer, see Configuration to Enable the Authentication Agent Chain.
3 The Authentication Agent that is active on Windows 2 launches a restricted browser.

IMPORTANT: If a restricted browser is not launched automatically, place the cursor on the Authentication Agent icon in System tray and ensure that the agent is logged in. If the agent is not logged in, double click the Authentication Agent icon to log in.

The restricted browser prompts the login page. The user name that you have specified in the Windows 1 is set in the login page by default.

4 Click Next.
5 Select and authenticate the preferred chain to log in to Windows 1 in the restricted browser.
   For more information, see Logging In to Authentication Agent.
6 After successful authentication in the restricted browser, you are logged in to the Windows 1 automatically.
## Bluetooth

The Bluetooth method enables you to authenticate using any Bluetooth enabled device that is within the range. When you initiate authentication, the Advanced Authentication server searches for the enrolled Bluetooth device. If the enrolled device is within the range, you are authenticated successfully.

For example, Susanne, who is a doctor, attends many in-patients in the hospital. She accesses the computer located in each room to monitor and update the health status of the patient. In this case, Susanne can specify her first-factor authentication details and use her Bluetooth enabled mobile phone to log in to the computer automatically when she is within range of a particular room. When she exits the room, she is logged out of that computer automatically.

**NOTE:** To use the Bluetooth method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the [Advanced Authentication - Device Service](#) guide.

To authenticate using the Bluetooth method, perform the following steps:

1. Ensure that Bluetooth is turned on in your device and is discoverable to the paired devices.
2. The Device Service detects your Bluetooth device and authenticates.

   If the paired Bluetooth device is within the range, the Bluetooth authentication is successful.

**NOTE:** If the administrator has set *Enable reaction on device removal* option to ON for Bluetooth method then the operating system automatically locks, if one of the following is true:

- The Bluetooth device is disabled.
- The Bluetooth device is out of range.

## Card

The Card method enables you to authenticate using the contactless smart card (with Card Serial Number). When you try to authenticate on any device, the recorded serial number of the card is compared with the actual serial number. If the card serial numbers are identical, you are authenticated successfully.

**NOTE:** To use the Card method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the [Advanced Authentication - Device Service](#) guide.

To authenticate with the Card method, perform the following steps:

1. Ensure that the card reader is connected to your machine.
2. Tap your card on the reader or insert a smart card in the reader.

   If the Card Serial Number in the card matches with enrolled card, the card authentication is successful.

**IMPORTANT:** The Card method supports the 1:N feature that indicates that Advanced Authentication automatically detects the user name. You can authenticate by pressing `CTRL+ALT+DEL` and then placing a card to the reader.
The following table describes the possible error messages along with the workaround for the Card authentication.

**Table 7-1  Card authenticator - error messages**

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong card</td>
<td>The card placed on the reader is incorrect. Try again with another card or re-enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>Connect reader</td>
<td>The reader is not connected properly. Try to connect it to a different USB slot and try again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Card</td>
<td>You have not enrolled the card method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
<tr>
<td>No template for Card</td>
<td>The card is not enrolled or you are trying to log in with the non-cached authenticator in the offline mode.</td>
</tr>
</tbody>
</table>

**IMPORTANT:** An administrator can configure an automatic session lock or log off on card events. In such a scenario, you must perform one of the following:

- When **Tap&Go** is disabled, you must place your card on the reader during login. After login you can remove the card from the reader to lock the operating system or log off automatically.
- When **Tap&Go** is enabled, you must tap a card on the reader to log in and to lock, unlock, or log off.

### Email OTP

The Email OTP method enables you to authenticate using the one-time password (OTP) that is sent to the registered email address. When you try to authenticate on any device, the server sends an email to the registered email address with the OTP. You can use this OTP for single authentication within a short time frame.

**To authenticate with the Email method, perform the following steps:**

1. Check your email. You will receive an email with an OTP.
2. Specify the OTP from Email in **Password**.
3. Click **Next**.

If the OTP matches with the server generated OTP, the Email OTP authentication is successful.

The following table describes the possible error messages along with the workaround for the Email OTP authentication.
The Emergency Password method enables you to authenticate using a temporary password with the help of helpdesk administrator if you have lost a smart card or forgot your smart phone. The emergency password is valid for certain days and is set to 3 days by default. When you try to authenticate on any device, the submitted emergency password is compared with the enrolled password in the appliance. If the emergency passwords are identical, you are authenticated successfully.

To authenticate with the Emergency Password method, perform the following steps:

1. Specify the Emergency Password.
2. Click Next.

   If the Emergency Password matches with the enrolled password, the Emergency Password authentication is successful.

The following table describes the possible error messages along with the workaround for the Emergency Password authentication.

**Table 7-3 Emergency Password authenticator - error messages**

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong password</td>
<td>The specified emergency password is incorrect. Specify a valid emergency password and try to authenticate again.</td>
</tr>
<tr>
<td>Cannot send OTP. User does not have an email</td>
<td>Your email address is not set in the profile of the repository. Contact your system administrator to add your email address to the profile.</td>
</tr>
</tbody>
</table>

**Facial Recognition**

The Facial Recognition method enables you to get automatically authenticated by presenting your face. You need to register your facial image using the web camera. When you try to authenticate on an application, the recorded image is compared with the actual image. If the images match, you will be successfully authenticated.

The Facial Recognition method works with both integrated and external web cameras.
NOTE: To use the Facial Recognition method for authentication, you must install the Advanced Authentication Device Service. For more information about the Device Service, see the "Advanced Authentication - Device Service" guide.

To authenticate by using the Facial Recognition method, perform the following steps:

1. Ensure that a camera is connected to your device.
2. Present your face to the camera.

   If your face matches with the enrolled face, the face authentication is successful.

The following table describes the possible error messages along with the workaround for the Facial Recognition authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failed to open camera</td>
<td>The camera is not connected properly.</td>
</tr>
<tr>
<td></td>
<td>Check your camera settings and try again.</td>
</tr>
<tr>
<td>Mismatch</td>
<td>There is a mismatch in the faces.</td>
</tr>
<tr>
<td></td>
<td>You must present your face again for the authentication.</td>
</tr>
<tr>
<td>Face service is not available</td>
<td>Device Service is not available.</td>
</tr>
<tr>
<td></td>
<td>Ensure that the Device Service is connected.</td>
</tr>
</tbody>
</table>

**Fingerprint**

The Fingerprint method enables you authenticate using your finger print. The fingerprint scanner captures the fingerprint. When you try to authenticate on an application, the recorded fingerprint is compared with the actual fingerprint. If the fingerprints match, you are authenticated successfully.

NOTE: To use the Fingerprint method for authentication, you must install the Advanced Authentication Device Service. For more information on Device Service, see the Advanced Authentication - Device Service guide.

To authenticate with the Fingerprint method, perform the following steps:

1. Ensure that a fingerprint reader is connected to the required device.
2. Place your finger on the reader when using a touch sensor or swipe your finger when using a swipe sensor.

   If the fingerprint matches with the enrolled fingerprint, the authentication is successful.

NOTE: Ensure to enroll the required fingers that are highlighted on the Add Fingerprint Authenticator page.

The following table describes the possible error messages along with the workaround for the Fingerprint authentication.
Table 7-5  Fingerprint authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please connect a scanner</td>
<td>The reader is not connected properly.</td>
</tr>
<tr>
<td></td>
<td>Ensure that the reader is properly connected or try to connect it to a different USB slot.</td>
</tr>
<tr>
<td>Mismatch</td>
<td>There might be a mismatch in the fingerprints.</td>
</tr>
<tr>
<td></td>
<td>Ensure that you are using the same fingerprint that was enrolled and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Fingerprint</td>
<td>You have not enrolled for Fingerprint.</td>
</tr>
<tr>
<td></td>
<td>You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

HOTP

HOTP is a counter-based one-time password. This method enables you to authenticate using the counter-based one-time password generated on the HOTP token. The counter on the token must be in sync with the server. You can use generic HOTP tokens that adhere to RFC 4226. You can use the static secret key and three consequent OTP generated from the token to enroll. When you try to authenticate on any device, the OTP in the token is compared with the OTP generated in the server. If both OTPs are identical, you are authenticated successfully.

To authenticate using the HOTP method, perform the following steps:

1. Specify the HOTP when using software token or connect the USB token, press button on the token.
2. Click Next.
   
   If the OTP on the token and the server generated OTP are identical, the HOTP authentication is successful.

The following table describes the possible error messages along with the workaround for the HOTP authentication.

Table 7-6  HOTP authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The OTP you have provided is incorrect.</td>
</tr>
<tr>
<td></td>
<td>Specify a valid OTP and try again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for HOTP</td>
<td>You have not enrolled for the HOTP authenticator.</td>
</tr>
<tr>
<td></td>
<td>You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>
LDAP Password

The LDAP password method enables you to authenticate using the password of your corporate account. When you try to authenticate on any device, the specified password is compared with the actual password in the corporate directory. If the passwords match, you are authenticated successfully.

To authenticate using the LDAP Password method, perform the following steps:

1. Specify your domain password.
2. Click Next.

   If the LDAP Password matches with the password on the directory, the LDAP Password authentication is successful.

   If the specified domain password is incorrect, an error message Invalid credentials is displayed. Specify a valid password and try to authenticate again.

Password

The Password method enables you to authenticate using a secret string. The enrolled password is stored locally in the Advanced Authentication. When you try to authenticate on any device, the specified password is compared with the actual password. If the passwords are identical, you are authenticated successfully.

To authenticate using the Password method, perform the following steps:

1. Specify the password of your Advanced Authentication account.
2. Click Next.

   If the password matches with the enrolled password, the Password authentication is successful.

The following table describes the possible error messages along with the workaround for the Password authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong password</td>
<td>The password you have specified is incorrect.</td>
</tr>
<tr>
<td></td>
<td>Specify a valid password and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for Password</td>
<td>You have not enrolled for the Password authenticator.</td>
</tr>
<tr>
<td></td>
<td>You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

PKI

The PKI method enables you to authenticate using any PKI device such as a contact card or USB token that contains the digital certificate. The PKI reader validates the digital certificate and the identity of users. When you try to authenticate on an application, the certificate in the device is compared with the actual certificate. If the certificates match, you are authenticated successfully.
To use the PKI method for authentication, you must install the Advanced Authentication Device Service. For more information about the Device Service, see the Advanced Authentication - Device Service guide.

To authenticate using the PKI method, perform the following steps:

1. Insert a card or plug the token to your machine.
2. Specify the PIN.

   If the digital certificate in the card or token and enrolled certificate are identical, the PKI authentication is successful.

**IMPORTANT:** The PKI method supports the 1:N feature. The user name is detected automatically by the Advanced Authentication. You can authenticate by pressing **CTRL+ALT+DEL** and then plugging in your PKI device.

The following table describes the possible error messages along with the workaround for the PKI authentication.

**Table 7-8 PKI authenticator - error messages**

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
</table>
| Wrong card                         | The card you have used for authentication is incorrect.  
                                       | Try authenticating with another valid card or token.  
                                       | Enroll the authenticator again in the Self-Service portal or contact your helpdesk administrator. |
| Present card                       | The PKI device is not connected properly.  
                                       | Try to connect it to a different USB slot and authenticate again. |
| <Your user name> has no authenticator for PKI | You have not enrolled for the PKI authenticator.  
                                       | You must enroll the authenticator in the Self-Service portal or contact the helpdesk administrator. |
| No template for Card               | The card is not enrolled or you are trying to log in with the non-cached authenticator in the offline mode. |

**NOTE:** To log in to a computer using the PKI authenticator, you must place the card on the reader or connect token to the computer. After log in, you can remove the card from the reader or disconnect token to lock the computer automatically.

Advanced Authentication does not support the tapping of a card to lock or unlock a computer.

**RADIUS Client**

The RADIUS Client method enables Advanced Authentication to forward the authentication request to a third-party RADIUS server. This can be any RADIUS server.

For example, you can use RADIUS Client as an authentication method for token solutions such as RSA or Vasco.
To authenticate using the RADIUS Client method, perform the following steps:

1. Specify the RADIUS password.
2. Click Next.

If you get an error Wrong answer, it could be an incorrect RADIUS password.

Security Questions

Security Questions method enables you to enroll answers to a pre-defined set of security questions. When you authenticate using security questions, Advanced Authentication prompts you the configured security questions or a subset of the security questions. You must answer the appropriate questions and based on the correctness of the answers, you are authenticated successfully.

To authenticate using the Security Questions method, perform the following steps:

1. Specify the answer for the security question.
2. Click Next.
3. Repeat steps 1 to 2 for all the required security questions.

The following table describes the possible error messages along with the workaround for the Security Questions authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The answer that you have provided is incorrect. Specify the correct answer and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for TOTP</td>
<td>You have not enrolled the Security Questions method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

Smartphone

The Smartphone method facilitates you to enroll and authenticate using the smartphone app. When you initiate the authentication, a push notification is sent to the app. You can accept the request and get authenticated.

To authenticate using the Smartphone method, perform the following steps:

1. Open the smartphone app.
   Ensure that you have the internet connection on your phone.
2. Accept the authentication request.

To authenticate with the Smartphone method using the offline authentication, perform the following steps:

1. Open the Advanced Authentication smartphone app.
2. Click Enrolled Authenticators from Menu in the smartphone app.
3. Specify the OTP from the smartphone app in Password.
4 Click Next.

If the OTP on the smartphone app matches with server generated OTP, the authentication is successful.

The following table describes the possible error messages along with the workaround for the Smartphone authentication.

### Table 7-10  Smartphone authenticator - error messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auth rejected</td>
<td>You have declined the authentication request.</td>
</tr>
<tr>
<td>Wrong TOTP password</td>
<td>You are using offline authentication and specified an incorrect TOTP password, or the time on your smartphone is not synchronized.</td>
</tr>
<tr>
<td>TOTP login is disabled</td>
<td>You are using offline authentication and Geo-fencing is enabled. Contact the administrator for further assistance.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for smartphone</td>
<td>You have not enrolled the smartphone method. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

### SMS OTP

The SMS OTP method facilitates you to generate a single-use password or OTP and send it to the registered mobile number for authentication. You can use this OTP to authenticate within a short time frame.

**NOTE:** The OTP period is set to 120 seconds by default. An administrator has the privilege to change the OTP period.

To perform authentication using the SMS OTP method, perform the following steps:

1. You will receive an SMS message with an OTP on your phone.
2. Specify the OTP from the SMS.
3. Click Next.

If you get the error `Cannot send OTP. User does not have a cell phone`, contact your system administrator to add your mobile phone number to the profile of the repository.

### Swisscom Mobile ID

The Swisscom Mobile ID authentication method uses the phone number from your profile of the repository. The authenticator sends an authentication request to your mobile phone. You need to accept it.

To authenticate with the Swisscom Mobile ID method, perform the following steps:

1. Check your mobile phone.
A request message is displayed on your mobile phone.

2 Accept the request.

If the Mobile ID matches with the enrolled Mobile ID, the Swisscom Mobile ID authentication is successful.

**NOTE:** To authenticate with the Swisscom Mobile ID authenticator, you must activate the Mobile ID service of your Swisscom SIM card.

## TOTP

The TOTP method enables you to authenticate using the time-based-one-time password. TOTP is generated on the hardware token or the mobile app, such as NetIQ Advanced Authentication app or Google Authenticator app. The TOTP is valid for a short duration. This method uses a predefined period. The default value is 30 seconds.

To authenticate using the TOTP method, perform the following steps:

1. Specify the TOTP from your hardware or software token.
2. Click Next.

If the OTP on the token matches with the server generated OTP, the TOTP authentication is successful.

The following table describes the possible error messages along with the workaround for the TOTP authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong answer</td>
<td>The OTP that you have specified is incorrect. Specify a valid OTP and try to authenticate again.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for TOTP</td>
<td>You have not enrolled for the TOTP authenticator. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

## FIDO U2F

This authentication method facilitates you to connect the FIDO U2F compliant token to the computer or laptop and touch the flashing token for authentication. When you try to authenticate on any device, token connected to the device is compared with the enrolled token. If the token details match, you are authenticated successfully.

**TIP:** To use the FIDO U2F method for authentication, you must install the Advanced Authentication Device Service. For more information about the Device Service, see the “Advanced Authentication - Device Service” guide.
To authenticate with the FIDO U2F method, perform the following steps:

Ensure that the FIDO U2F token is connected to your workstation.

A message Please touch the flashing U2F device now is displayed.

1. You will be able to view a blink on the token. Touch the token’s button. If the token does not blink, reconnect your token.

**NOTE:** An administrator can configure an automatic session lock or log off on the U2F event. When a user returns to his workstation, the user needs to insert the U2F device into the computer and unlock the workstation.

The following table describes the possible error messages along with the workaround for the FIDO U2F authentication.

<table>
<thead>
<tr>
<th>Error</th>
<th>Possible Cause and Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong token. Try another one</td>
<td>The token is incorrect. Repeat with another token, or re-enroll the authenticator in the Self-Service portal, or contact the helpdesk administrator.</td>
</tr>
<tr>
<td>Connect a token</td>
<td>Ensure that the token is connected to the workstation.</td>
</tr>
<tr>
<td>&lt;Your user name&gt; has no authenticator for U2F</td>
<td>You have not enrolled for the FIDO U2F authenticator. You must enroll the authenticator in the Self-Service portal or contact your helpdesk administrator.</td>
</tr>
</tbody>
</table>

**Voice**

The Voice method initiates a call to your registered phone number. The phone call requests you to specify the PIN in the dial pad of your mobile to authenticate. When you try to authenticate on any device, the recorded PIN is compared with the actual PIN. If both PINs are identical, you are authenticated successfully.

**To authenticate using the Voice method, perform the following steps:**

1. Answer the phone call on your phone and listen to the request.
2. Specify your PIN code followed by the hash symbol (#) in the dial pad of your mobile phone.
   - If the PIN matches with enrolled PIN, the Voice authentication is successful.

**Voice OTP**

The Voice OTP method enables you to authenticate using the OTP that is sent through the phone call to your registered phone number. You can use this OTP for authentication within a short time frame. When you try to authenticate on any device, the specified OTP is compared with the OTP generated on the server. If both the OTPs are identical, you are authenticated successfully.
To authenticate using the Voice OTP method, perform the following steps:

1. Answer the phone call on your phone and listen to the voice OTP.
2. Specify the OTP in Password.
3. Click Next.

If the OTP matches with the server generated OTP, the Voice OTP authentication is successful.

### Windows Hello

The Windows Hello method facilitates you to use your Windows Hello fingerprint and facial recognition authentication to log in to Windows 10 operating system. Advanced Authentication supports the Windows Hello fingerprint and facial recognition.

To authenticate using the Windows Hello, perform the following steps:

1. **For fingerprint authentication:** Ensure that a fingerprint reader is connected to the required device.
   
   1a. Place your enrolled finger on the reader when using a touch sensor or swipe your finger when using a swipe sensor.

   If the fingerprint matches with the fingerprint enrolled on Windows 10 operating system, Windows Hello authentication is successful.

2. **For facial recognition:** Ensure that an external camera is connected to your computer.

   **NOTE:** This method supports all the devices that Windows Hello works with. For example, the Windows Hello facial recognition works with only the infrared cameras. Therefore, the Advanced Authentication Windows Hello method also supports only the infrared camera for facial recognition.

   2a. Present your face to the camera.

   If the face matches with the facial image enrolled on Windows 10 operating system, Windows Hello authentication is successful.