
Advanced Authentication 6.2

Desktop OTP Tool Installation Guide

February 2019

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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.

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- ◆ Access Management
- ◆ Security Management
- ◆ Systems & Application Management
- ◆ Workload Management
- ◆ Service Management

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About this Book

The Advanced Authentication Desktop OTP Tool Guide provides an introduction to OTP tool and explains how to install the OTP tool.

Intended Audience

This guide is intended for the Advanced Authentication administrators to configure the Desktop OTP tool for Windows.

About Desktop OTP Tool

Desktop OTP tool is a Windows based tool that generates time based one-time password (TOTP) in configured length (by default 6 digits) at the configured interval (by default every 30 seconds). The tool is used for enrolling TOTP authenticator in the Self-Service portal and for authenticating to any device and service that is secured with TOTP method of Advanced Authentication.

1 System Requirements

You must have the administrator privileges to install and uninstall Desktop OTP tool.

Ensure that you have installed one of the following operating systems:

- ◆ Microsoft Windows 7 (32-bit and 64-bit)
- ◆ Microsoft Windows 8.1 (32-bit and 64-bit)
- ◆ Microsoft Windows 10 (v1709, v1803, v1809 or v1903 32-bit or 64-bit)
- ◆ Microsoft Windows Server 2012 R2
- ◆ Microsoft Windows Server 2016

2 Installing and Uninstalling the Desktop OTP Tool

This chapter contains the following sections:

- ♦ [Installing the Desktop OTP Tool](#)
- ♦ [Uninstalling the Desktop OTP Tool](#)

Installing the Desktop OTP Tool

- 1 Run `naaf-desktopotptool-x86-release-<version>.msi`.
- 2 Accept the **License Agreement** and click **Install**.
- 3 Click **Finish**.

Uninstalling the Desktop OTP Tool

You can uninstall the Desktop OTP tool in one of the following ways:

- ♦ [Using the Setup Wizard](#)
- ♦ [Using Control Panel](#)

Using the Setup Wizard

- 1 Run `naaf-desktopotptool-x86-release-<version>.msi`.
- 2 Click **Next**.
- 3 Select **Remove**.
- 4 Click **Remove** to confirm.

Using Control Panel

To uninstall Desktop OTP tool using control panel, perform the following steps:

- 1 Click **Start** menu > **Control Panel** > **Programs and Features**.
- 2 Right click **NetIQ OTP Desktop Tool** and select **Uninstall**.
- 3 Click **Yes** to confirm.

3 Troubleshooting

This chapter contains the following topics:

- ◆ [Debugging Logs for Advanced Authentication](#)

Debugging Logs for Advanced Authentication

Advanced Authentication provides a Diagnostic Tool that allows you to collect the debug logs for all NetIQ components installed on Windows. The Debug logs helps the Support team with the following: To investigate the possible issues you may be asked to collect the debug logs.

- ◆ Investigate issues with NetIQ components.
- ◆ Verify connection issues between a Windows Client and DNS server.
- ◆ Identify a list of the Advanced Authentication servers on the domain.

You can collect the debug logs in two ways:

- ◆ [Using Diagnostic Tool](#)
- ◆ [Manual](#)

Using Diagnostic Tool

To collect the debug logs using the Diagnostic Tool, perform the following steps:

- 1 Run `DiagTool.exe` (the tool must have Microsoft .NET Framework 3.5 installed).
- 2 Click **Clear All** (if applicable) in the **Debug logs** tab.
- 3 Click **Enable**.
- 4 Restart the system.
- 5 Reproduce your problem.
- 6 Run `DiagTool.exe`.
- 7 Click **Save logs** in the **Debug logs** tab.
- 8 Specify a file name and path. Click **Save** to save the logs.
- 9 Click **Disable** to disable the logging.
- 10 Click **Clear All**.

Manual

If you do not have the Diagnostic Tool, you can collect the debug logs manually. To collect the debug logs manually, perform the following steps:

- 1 Create a text file `C:\ProgramData\NetIQ\Logging\config.properties`.
- 2 Add a string to the file: `logEnabled=True` that ends by a line break.
- 3 Create a directory: `C:\ProgramData\NetIQ\Logging\Logs\`.

- 4 Restart the system.
- 5 Reproduce your problem.
- 6 Pack the logs located in `C:\ProgramData\NetIQ\Logging\Logs\` into a zip file.
- 7 Change `logEnabled=True` to `logEnabled=False` in the folder,
`C:\ProgramData\NetIQ\Logging\config.properties`.

With the Diagnostic Tool, you can check the network problems on a workstation, issues in connection between a workstation and DNS Server, and to get a list of the Advanced Authentication Servers that can be discovered. To identify Advanced Authentication server, perform the following steps:

NOTE: As a prerequisite, ensure that `DiagTool.exe` file is available with the following files in the same directory:

- ◆ `DiagTool.exe.config`
- ◆ `Ionic.Zip.dll`
- ◆ `JHSoftware.DNSClient.dll`

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- 1 Run `DiagTool.exe` (the tool must have Microsoft .NET Framework 3.5 installed).
 - 2 Click **Servers**.
 - 3 In the **Search settings**, specify the domain name in **Domain** to find a list of Advanced Authentication servers in the specified domain.
If you want to find particular server then clear **Use system DNS server** and specify the IP address of the DNS server in DNS server.
 - 4 Select **Use v6 DNS lookup** to allow the Diagnostic Tool to find the Advanced Authentication server using `_aav6` records.
If you want to find the Advanced Authentication server using `_aaa` records then clear **Use v6 DNS lookup**.
 - 5 Click **Search**.

NOTE: If you configure IP address of the Advanced Authentication server in the DNS service record, the Diagnostic tool cannot find and retrieve the respective record. Ensure that you configure the DNS service record with Fully Qualified Domain Name (FQDN) to enable the Diagnostic tool to find and retrieve the respective record.
