



Advanced Authentication 6.3

Desktop OTP Tool Installation Guide

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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 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.

For system requirements of Desktop OTP Tool, see [Desktop OTP Tool](#).

2 Installing Desktop OTP Tool

This chapter contains the following sections:

- ♦ [Installing Desktop OTP Tool on Windows](#)
- ♦ [Installing Desktop OTP Tool on Mac](#)

For more information about generating an enrollment link on the Desktop OTP tool, see [Generating an Enrollment Link](#).

To view the sample configuration of the Desktop OTP tool, see [Configuring TOTP from Desktop OTP Tool as One of the Factors to Access a Corporate Portal](#).

Installing Desktop OTP Tool on Windows

NOTE: Ensure to generate and share the enrollment link to allow users to enroll the TOTP authenticator with the OTP generated using the Desktop OTP tool.

For more information, see [Generating an Enrollment Link](#).

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

Installing Desktop OTP Tool on Mac

- 1 Double click the file `naaf-otptool-macos-release-<version>.dmg`.
The `naaf-otptool.pkg` and `uninstall` files are displayed.
- 2 Double click the file `naaf-otptool.pkg`.
- 3 Click **Continue**.
- 4 Read and accept the license agreement.
- 5 Select the disk where you want to install Desktop OTP tool and click **Continue**.
- 6 Click **Install**.
A prompt to specify the local administrator credentials is displayed.
- 7 Specify **User name** and **Password**.
- 8 Click **Install**.

3 Uninstalling Desktop OTP Tool

This chapter contains the following sections:

- ♦ [Uninstalling the Desktop OTP Tool on Windows](#)
- ♦ [Uninstalling Desktop OTP Tool on Mac](#)

Uninstalling the Desktop OTP Tool on Windows

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.

Uninstalling Desktop OTP Tool on Mac

- 1 Double click the file `naaf-otptool-macos-release-<version>.dmg`.
The `naaf-otptool.pkg` and `uninstall` files are displayed.
- 2 Click the `uninstall` file.
- 3 Specify the local administrator credentials.

4 Troubleshooting

This section describes procedure to collect the logs for Desktop OTP Tool on the following platforms:

- ♦ [“Debugging Logs on Windows” on page 13](#)
- ♦ [“Debugging Logs on Mac OS” on page 14](#)
- ♦ [“Desktop OTP Tool Displays an Error after the Authentication Attempt” on page 15](#)

Debugging Logs on Windows

On Windows, you can collect the logs for Advanced Authentication Desktop OTP Tool in one of the following 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`

- 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.

Debugging Logs on Mac OS

On Mac OS, you can collect the logs for Advanced Authentication Desktop OTP Tool in one of the following ways:

- ♦ [“Using the Diagnostic Tool” on page 15](#)
- ♦ [“Manual” on page 15](#)

NOTE: You can find the Diagnostic Tool component in the Advanced Authentication appliance distributive package.

Using the Diagnostic Tool

To collect the logs using the Diagnostic tool, perform the following steps:

- 1 Run the file `DiagTool.app`.
- 2 Click **Enable**.
- 3 Restart your system.
- 4 Reproduce the issue.
- 5 Run the file `DiagTool.app`.
- 6 Click **Save** in the **Debug logs** tab.

The logs file is saved in the `logs-year-month-date-hour:minute:seconds.zip` format in the `/tmp` directory.

For example, logs file is saved as `logs-2017-10-23-15:30:20.zip`.

- 7 Click **Save**.

You can perform the following actions in the **Debug logs** tab:

- ♦ **Disable** to disable the logging.
- ♦ **Refresh** to update the logs list.
- ♦ **Open** to open any specific log.
- ♦ **Clear All** to delete the existing logs.

Manual

- 1 Create a text file `config.properties` in the directory `/Library/Logs/NetIQ/`.
- 2 Add a string to the file `logEnabled=True` that ends with a line break.
- 3 Create a directory named `Logs` in the path `/Library/Logs/NetIQ/`.
- 4 Restart the system.
- 5 Reproduce the issue.
- 6 Compress the logs located in the path `/Library/Logs/NetIQ/Logs/` into a zip file.
- 7 Change `logEnabled=True` to `logEnabled=False` in the file `/Library/Logs/NetIQ/config.properties`.

Desktop OTP Tool Displays an Error after the Authentication Attempt

Issue: After users specify user name and password to log in to the Desktop OTP tool, an error message `Exception: Welcome. Continue with the new login method` is displayed. This issue occurs if the administrator assigns unsupported chains to the Desktop OTP Tool event in the Administrator portal.

Workaround: Ensure to assign only the chain with the LDAP Password or Password method as single factor authenticator.

For more information, see “[Desktop OTP Tool Event](#)” in the *Advanced Authentication - Administration* guide.