NetIQ Advanced Authentication Framework - Card Service

Installation Guide

Version 5.2.0

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Introduction

About This Document

Purpose of the Document

This Card Service Installation Guide is intended for all user categories and describes system requirements that should be fulfilled before the installation of NetIQ Advanced Authentication Framework Smartcard Service.

Document Conventions

This document uses the following conventions:

Warning. This sign indicates requirements or restrictions that should be observed to prevent undesirable effects.

Important notes. This sign indicates important information you need to know to use the product successfully.

Notes. This sign indicates supplementary information you may need in some cases.

Tips. This sign indicates recommendations.

- Terms are italicized, e.g.: ***Authenticator***.
- Names of GUI elements such as dialogs, menu items, and buttons are put in bold type, e.g.: the **Logon** window.

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About Card Service

Card Service provides an ability to use contact and contactless cards for enrollment in NetIQ Self Service Portal and for the further authentication.

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System Requirements

Installing and removing Card Service requires **Local Admins** privileges.

The following system requirements should be fulfilled:

- Microsoft Windows 7 (x64/x86) SP1/Microsoft Windows 8.1 (x64/x86)/Microsoft Windows 10 (x64/x86)

- One of the following browsers:
  - Microsoft Internet Explorer 10-11
  - Microsoft Edge 20
  - Google Chrome 45 and newer
  - Mozilla Firefox 40 and newer

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Installing and Removing Card Service

In this chapter:

- Installing Card Service
- Removing Card Service

Installing Card Service

To install Card Service via Setup Wizard:

1. Run **NAAF-CardServiceSetup-Win32-Release-<version>.msi**.
2. Click **Next** to continue.

3. Read the **License Agreement**. Select the **I accept the terms in the license agreement** checkbox and click **Next**.

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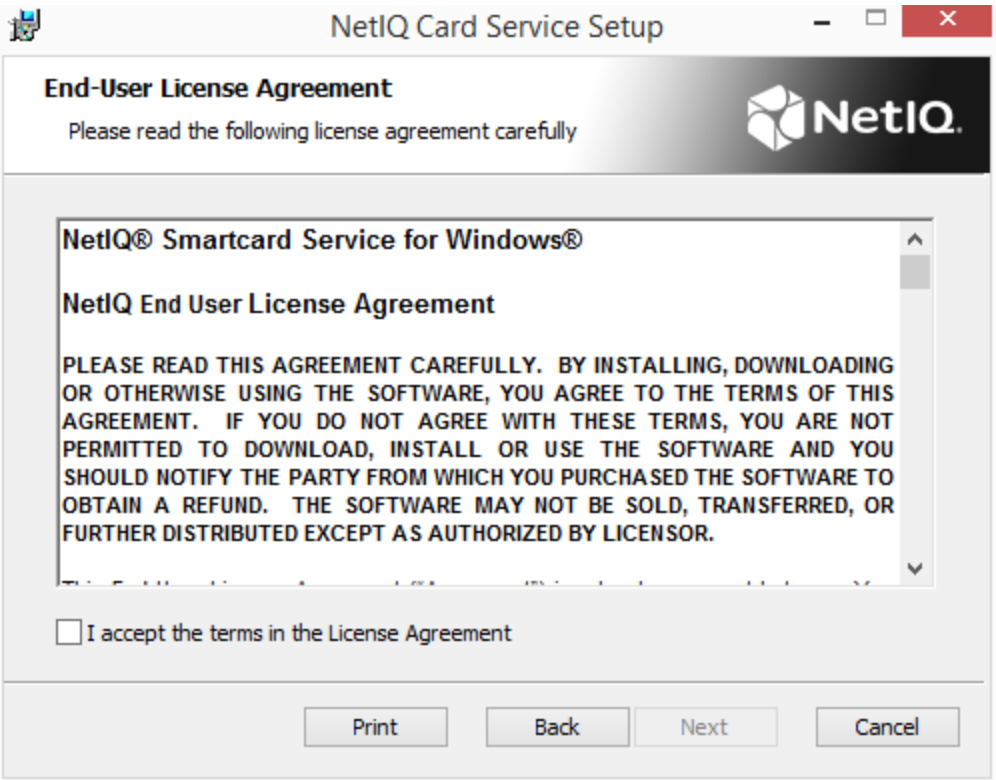
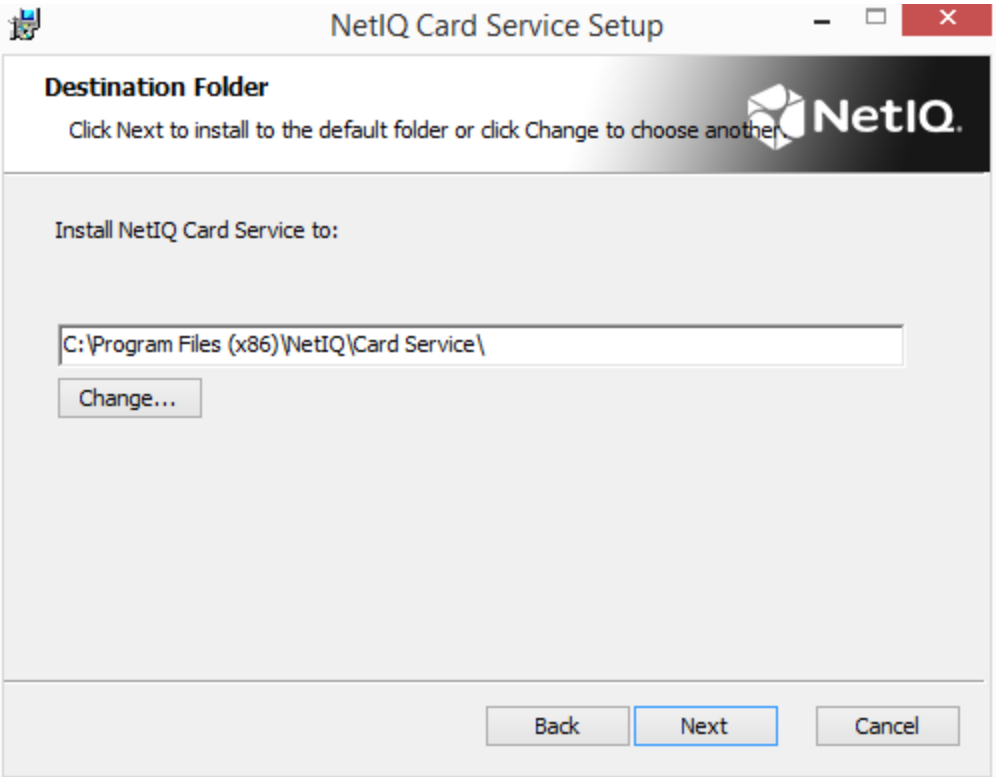


4. Click **Next** to install to the default folder or click **Browse** to choose another.



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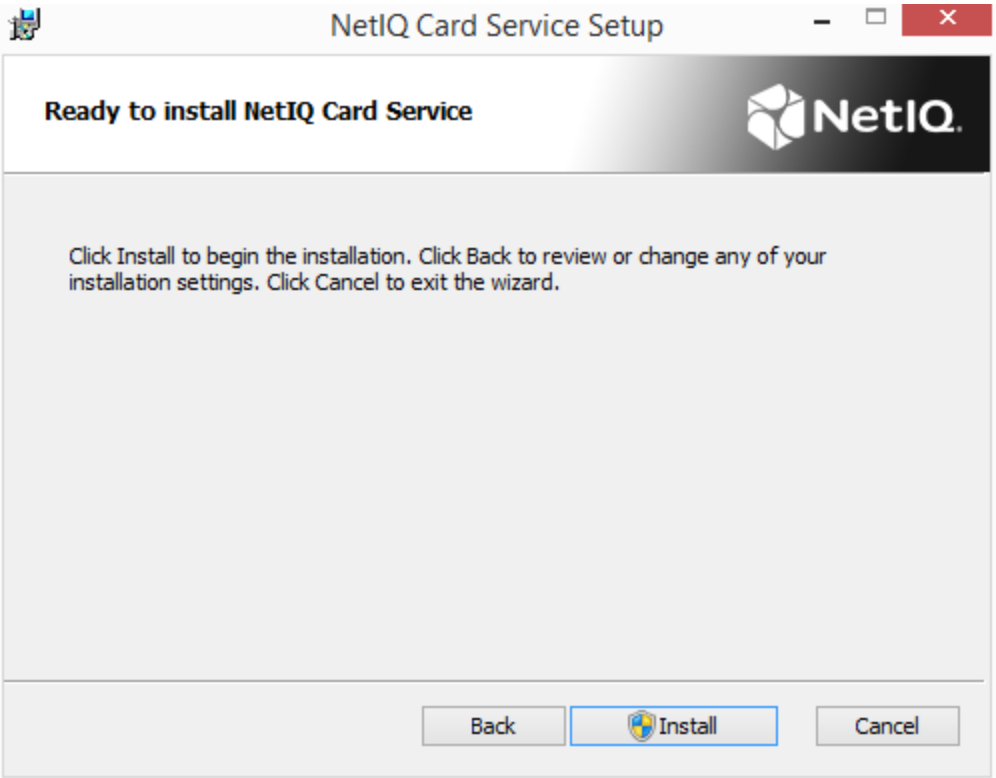
- To change the destination folder, click the **Change** button and select an applicable destination.
- To continue, click **Next**.

5. Click **Install** and wait until the component is installed.



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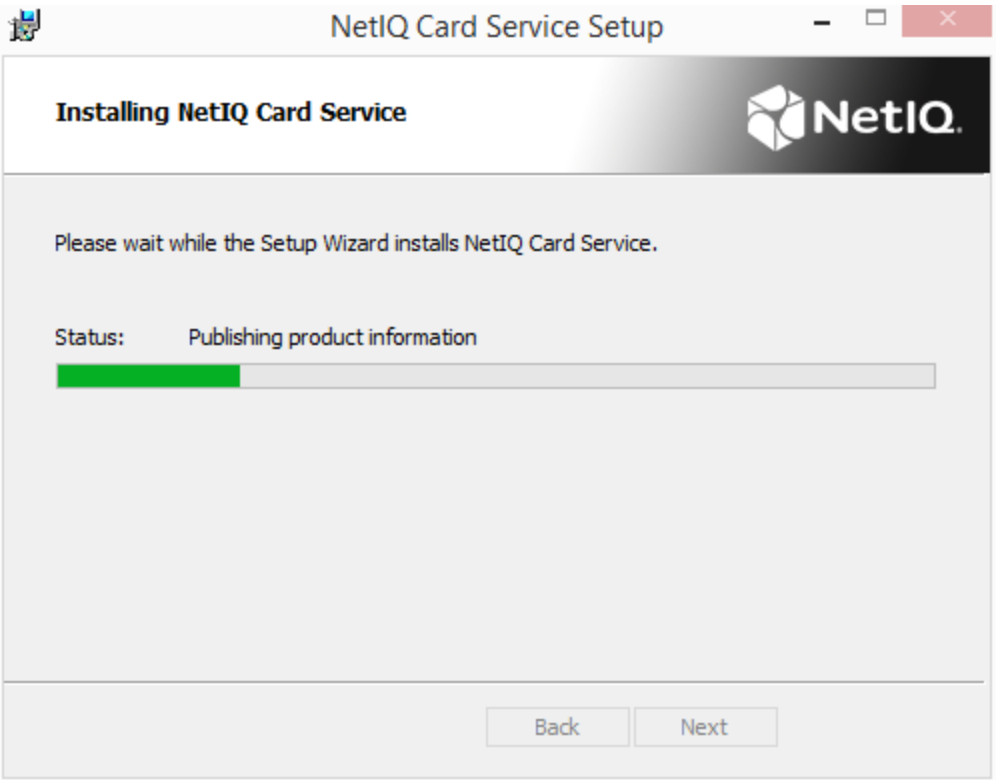
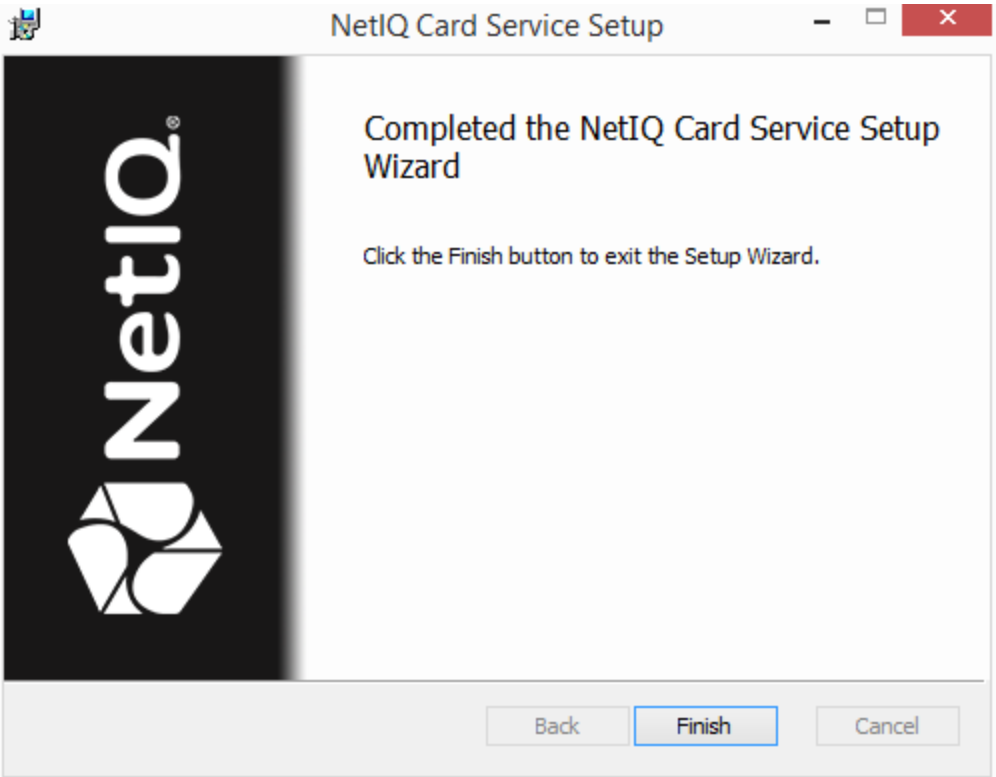


6. Click **Finish** to close the Wizard.



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Removing Card Service

Card Service can be removed via Setup Wizard or Control Panel.

To remove Card Service via Setup Wizard, follow the steps:

1. Run **NAAF-CardServiceSetup-Win32-Release-<version>.msi**.
2. Click **Next** to continue.
3. Select **Remove** as an applicable operation and click **Next** to remove Card Service from your computer.
4. Click **Remove** to confirm removal.

To remove Card Service via Control Panel, select one of the links that corresponds to your operating system:

- Microsoft Windows 7
- Microsoft Windows 8.1
- Microsoft Windows 10

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Microsoft Windows 7

1. In the **Start** menu, select **Control panel** and then double-click **Programs and Features**.
2. Select **NetIQ Card Service** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

Microsoft Windows 8.1

1. In the **Search** menu, select **Apps > Control Panel > Programs > Programs and Features**.
2. Select **NetIQ Card Service** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

Microsoft Windows 10

1. Right-click the **Start** button and select **Control Panel > Programs > Programs and Features**.
2. Select **NetIQ Card Service** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

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Locking User Session

NetIQ Advanced Authentication supports the Microsoft policy Interactive logon: Smart card removal behavior, which allows to select an action on card event. It can be configured to perform a force log off or lock a user session when user presents card to the reader.

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Troubleshooting

To troubleshoot the issues regarding the Card Service you can check the following URL: https://127.0.0.1:8440/api/v1/card/getmessage?nowait

The response format:
{
result: [<status>],
cardid: <card id>,
readerid: <reader id>
}

The following statuses are implemented:

- NO_READER means that the Card service didn't detect a card reader connected,
- READER_ON means that the Card service detected a card reader connected,
- NO_CARD means that there is no card on the reader,
- CARD_ON means that a card is presented to the reader.

cardid is used only with CARD_ON and NO_CARD statuses.

To change the default port number, follow the next steps:

1. Browse the *%ProgramData%\NetIQ\Card Service*.
2. Open *config.properties* file in Notepad.
3. Add a string `port=<portnumber>` to the file, specify your port number instead of the <portnumber>.
4. Save the changes.
5. Restart the *NetIQCard Service*.

To investigate the possible issues you may be asked to collect the debug logs.

To enable debug logging for all Client components, follow the steps:

- Create a text file *C:\ProgramData\NetIQ\Logging\config.properties*
- Add a string to the file: *logEnabled=True* which ends by line break
- Create directory: *C:\ProgramData\NetIQ\Logging\Logs*
- Restart the workstation

Reproduce the problem. Logs will be located in *C:\ProgramData\NetIQ\Logging\Logs*.

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