



NetIQ Advanced Authentication Framework - FIDO U2F Service

Installation Guide

Version 5.2.0

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Introduction

About This Document

Purpose of the Document

This Fido U2F 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 FIDO U2F Service and how to install the 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.

About FIDO U2F Service

FIDO U2F Service provides an ability to use FIDO U2F tokens for enrollment in NetIQ Self Service Portal and for the further authentication.

System Requirements

 Installing and removing FIDO U2F Service requires **Local Admins** (Windows)/ **root** (MacOS) 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)
- Apple MacOS X 10.10.5 (Yosemite)
- One of the following browsers:
 - Microsoft Internet Explorer 10-11
 - Microsoft Edge 20
 - Google Chrome 45 and newer
 - Mozilla Firefox 40 and newer
 - Apple Safari 8.0-9.0

Installing and Removing FIDO U2F Service

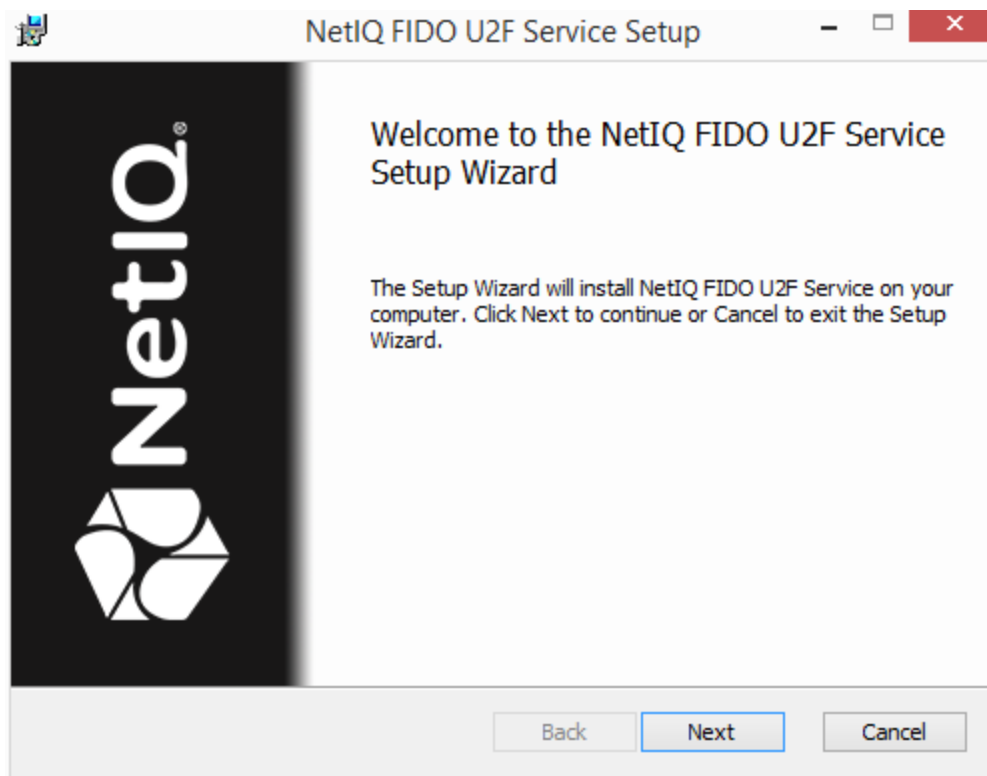
In this chapter:

- [Installing FIDO U2F Service for Windows](#)
- [Removing FIDO U2F Service for Windows](#)
- [Installing FIDO U2F Service for Mac](#)
- [Removing FIDO U2F Service for Mac](#)

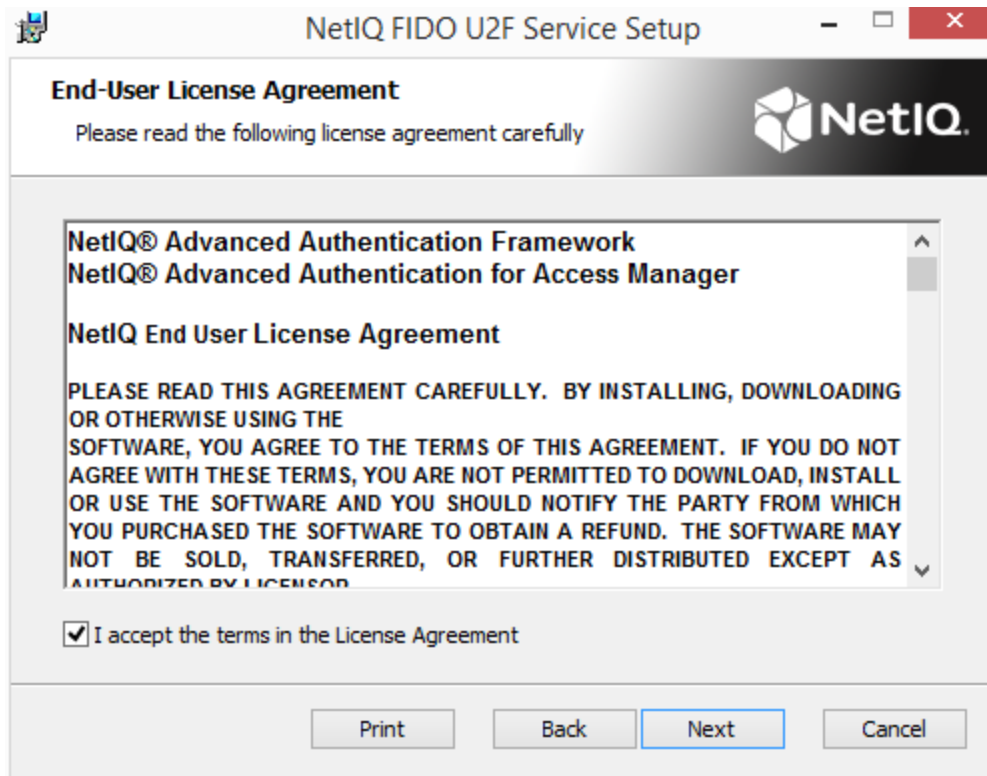
Installing FIDO U2F Service for Windows

To install FIDO U2F Service via Setup Wizard:

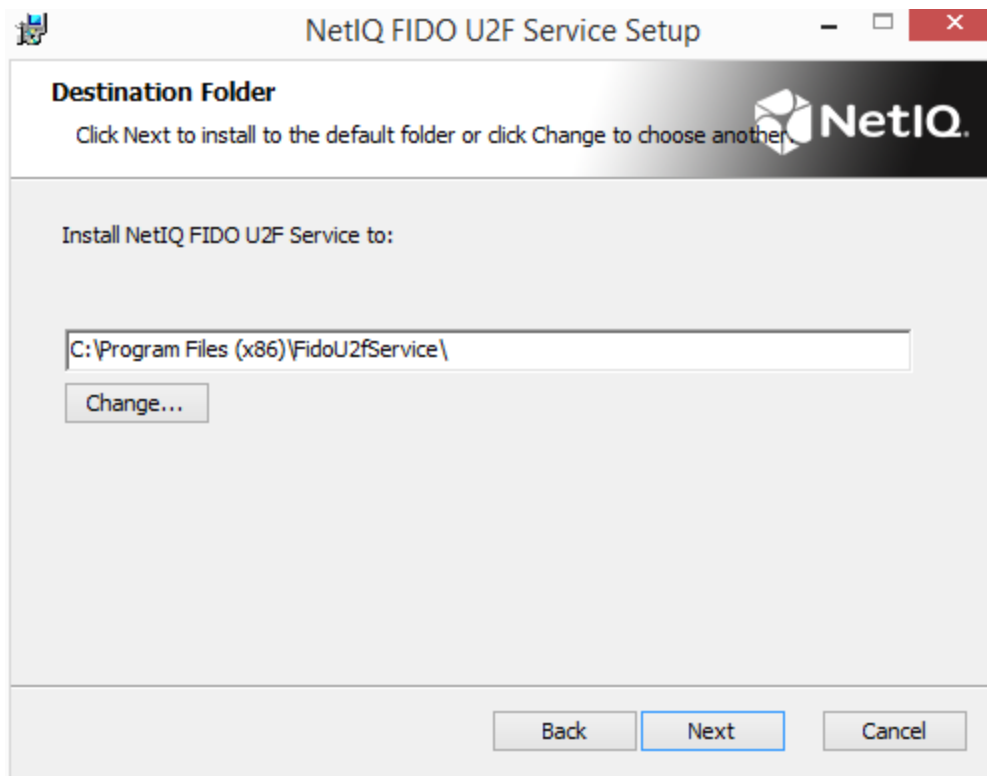
1. Run **NAAF-FidoU2fServiceSetup-Win32-Release- <version>.msi**.
2. Click **Next** to continue.



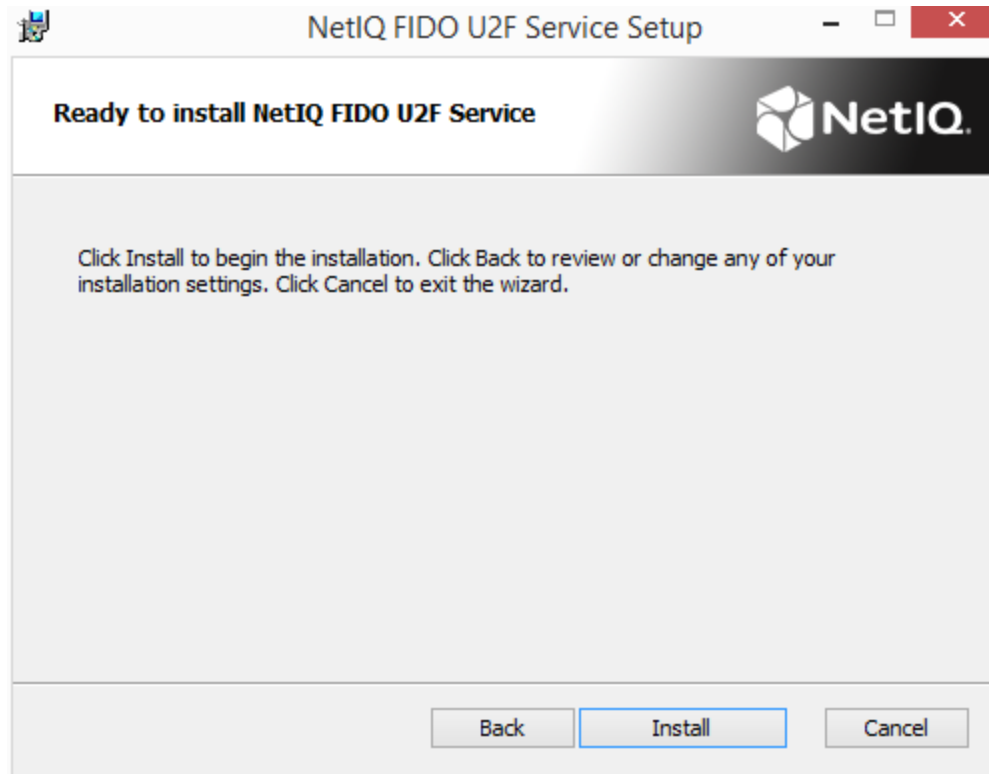
3. Read the **License Agreement**. Select the **I accept the terms in the license agreement** checkbox and click **Next**.

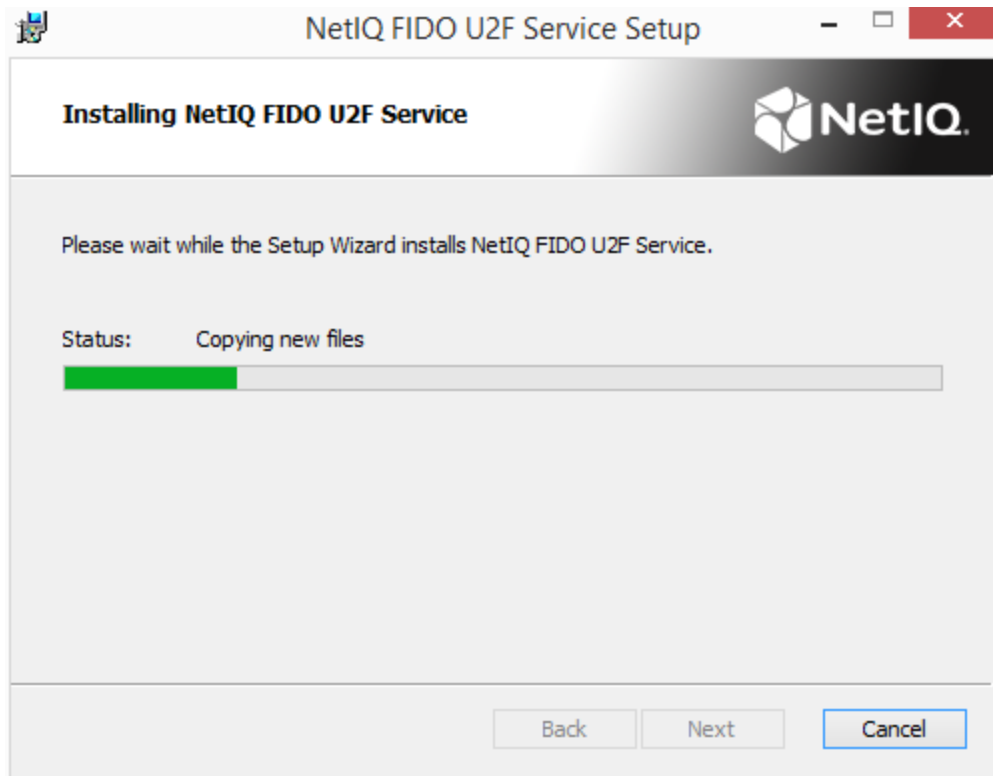


4. Click **Next** to install to the default folder or click **Browse** to choose another.

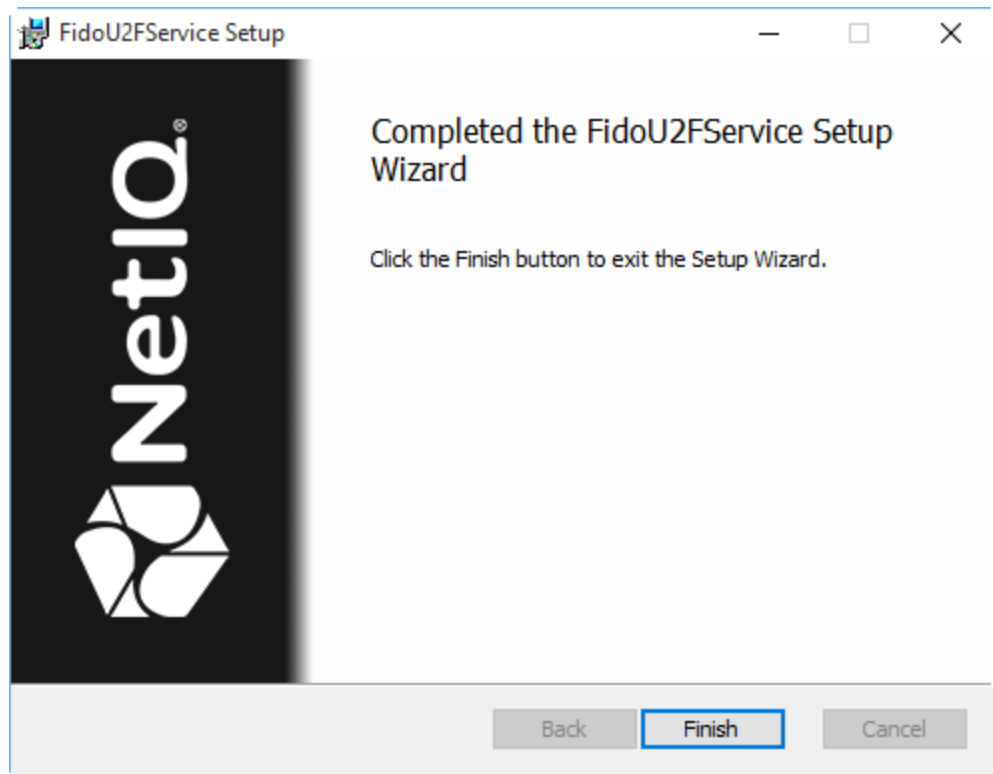


- To change the destination folder, click the **Change** button and select an applicable destination.
 - To continue, click **Next**.
5. Click **Install** and wait until the component is installed.





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



Removing FIDO U2F Service on Windows

FIDO U2F Service can be removed via Setup Wizard or Control Panel.

To remove FIDO U2F Service via Setup Wizard, follow the steps:

1. Run **NAAF-FidoU2fServiceSetup-Win32-Release- <version>.msi**.
2. Click **Next** to continue.
3. Select **Remove** as an applicable operation and click **Next** to remove FIDO U2F Service from your computer.
4. Click **Remove** to confirm removal.

To remove FIDO U2F 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](#)

Microsoft Windows 7

1. In the **Start** menu, select **Control panel** and then double-click **Programs and Features**.
2. Select **NetIQ Fido U2F 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 FIDO U2F Service** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

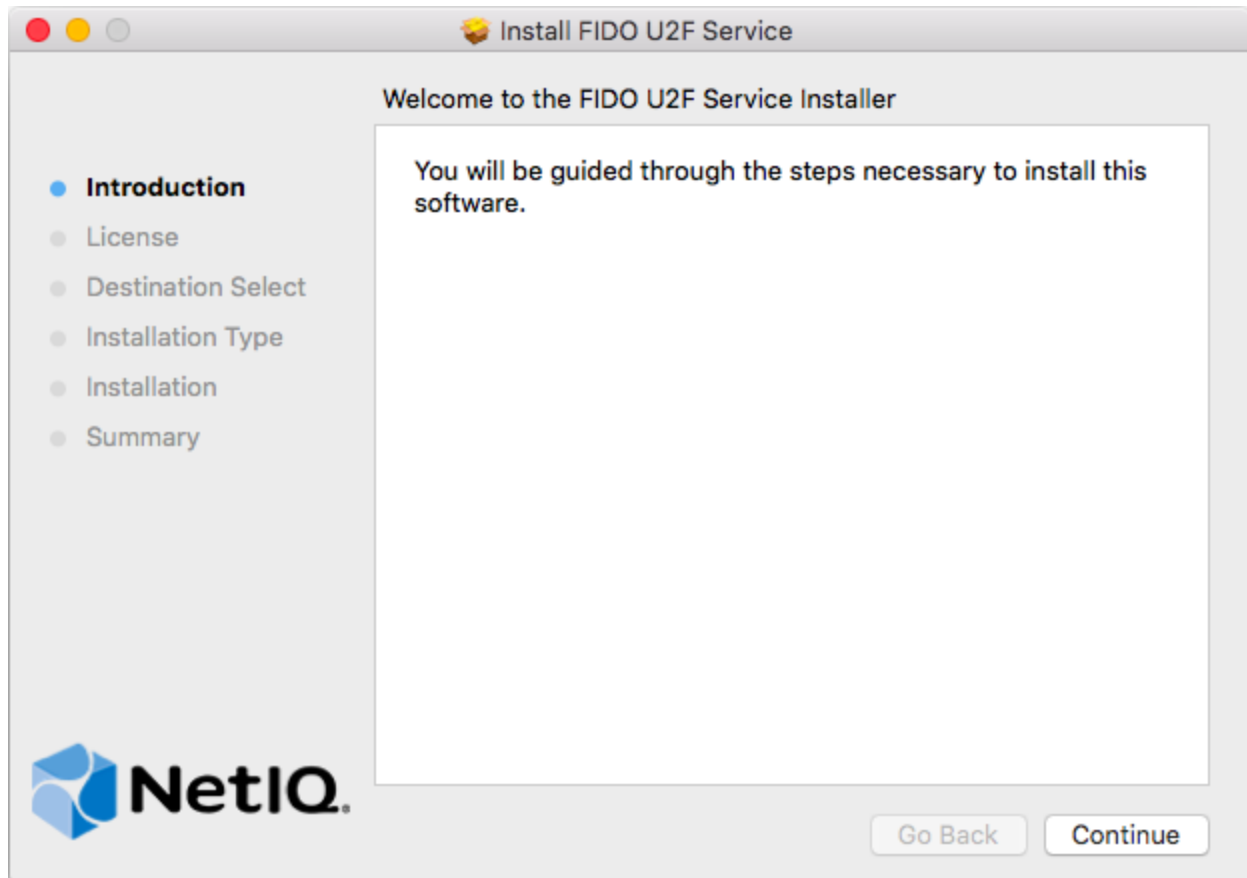
Microsoft Windows 10

1. Right-click the **Start** button and select **Control Panel > Programs > Programs and Features**.
2. Select **NetIQ FIDO U2F Service** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

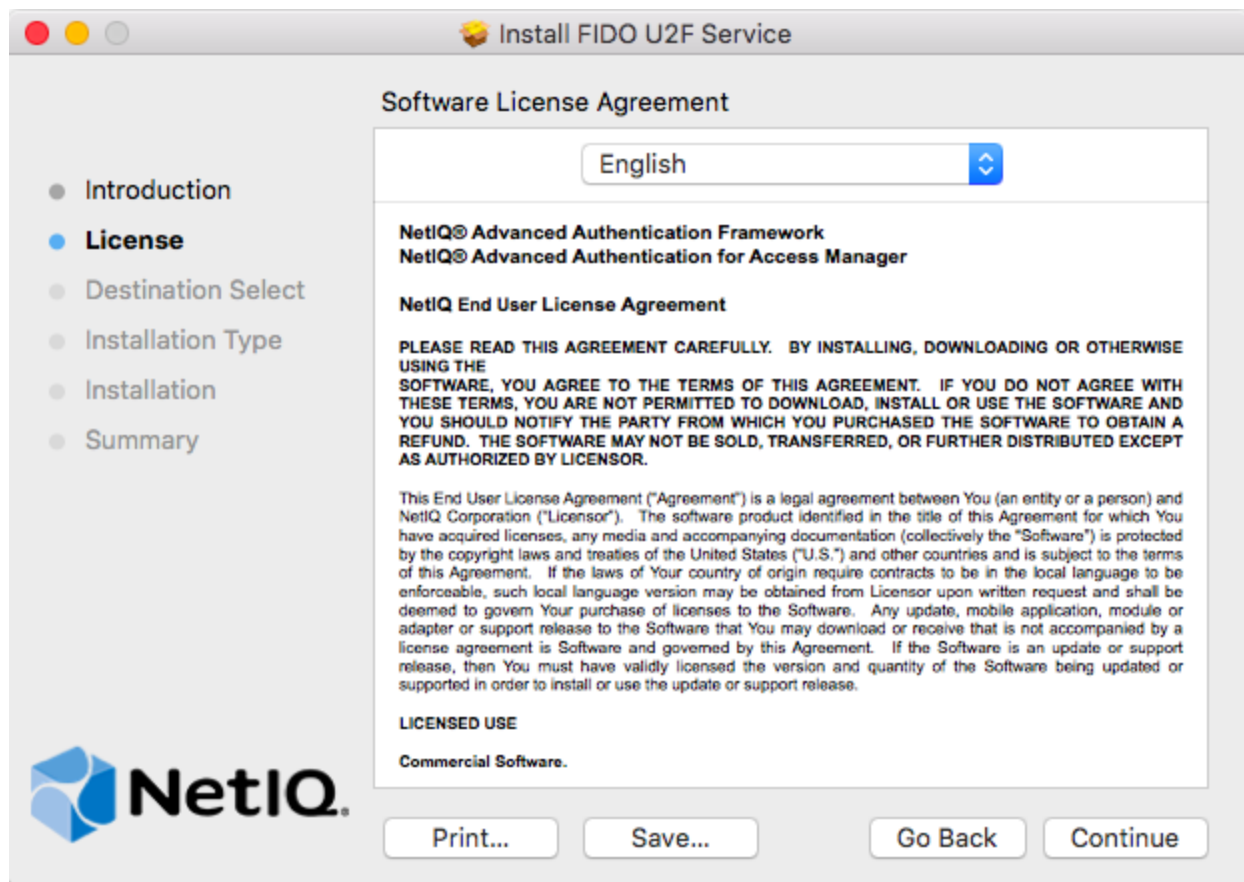
Installing FIDO U2F Service for Mac

To install FIDO U2F Service via Setup Wizard:

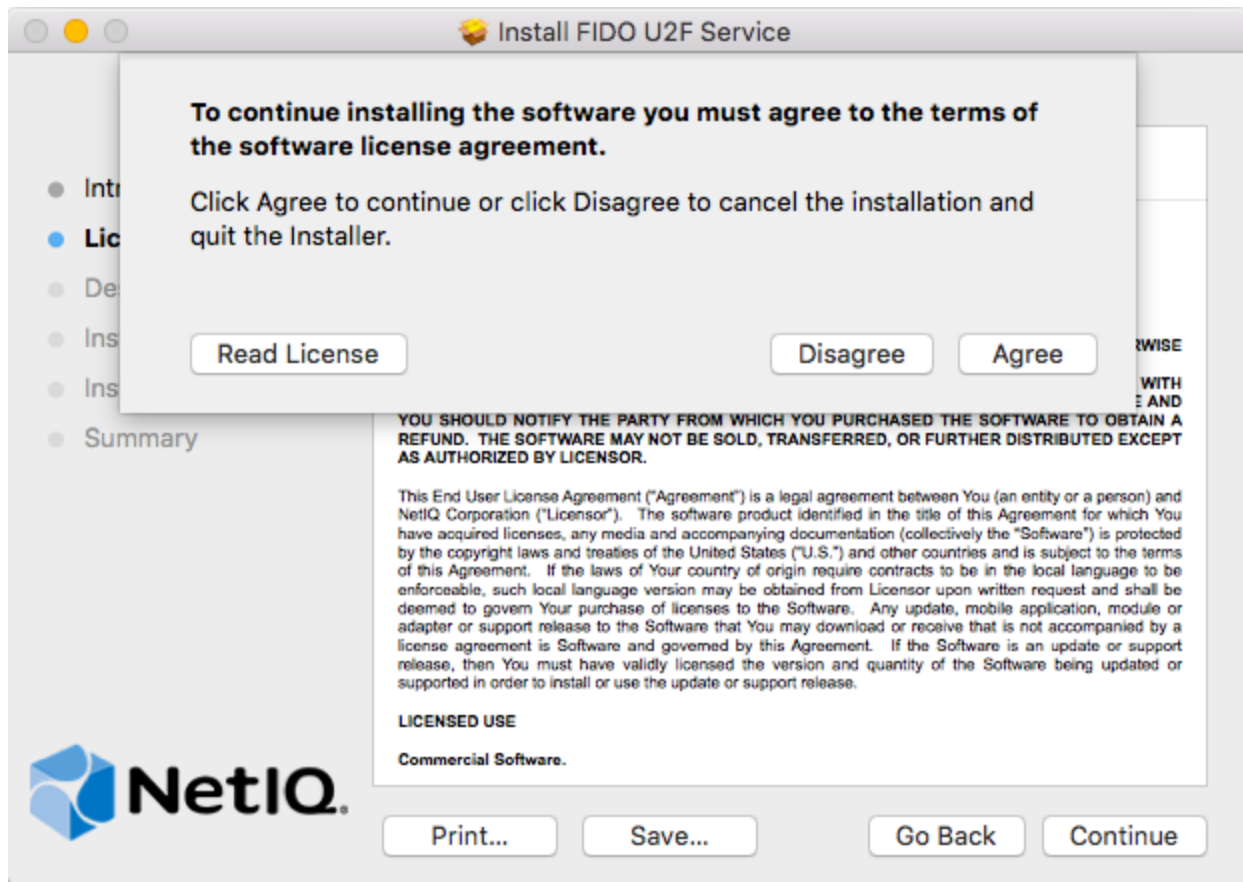
1. Run **NAAF-FidoU2fServiceSetup-Release- <version>.mpkg**.
2. Click **Continue**.



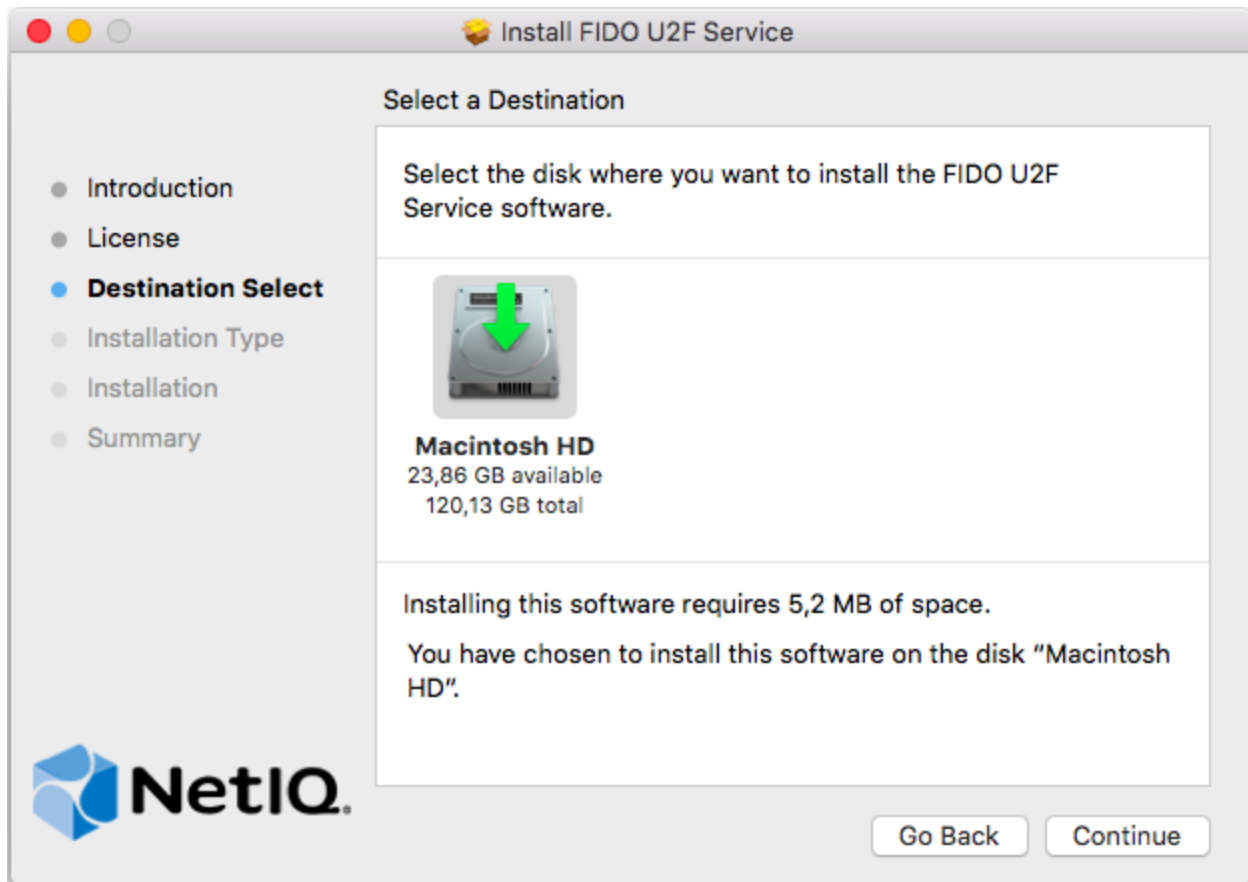
3. Read the **License Agreement**. Click **Continue**.



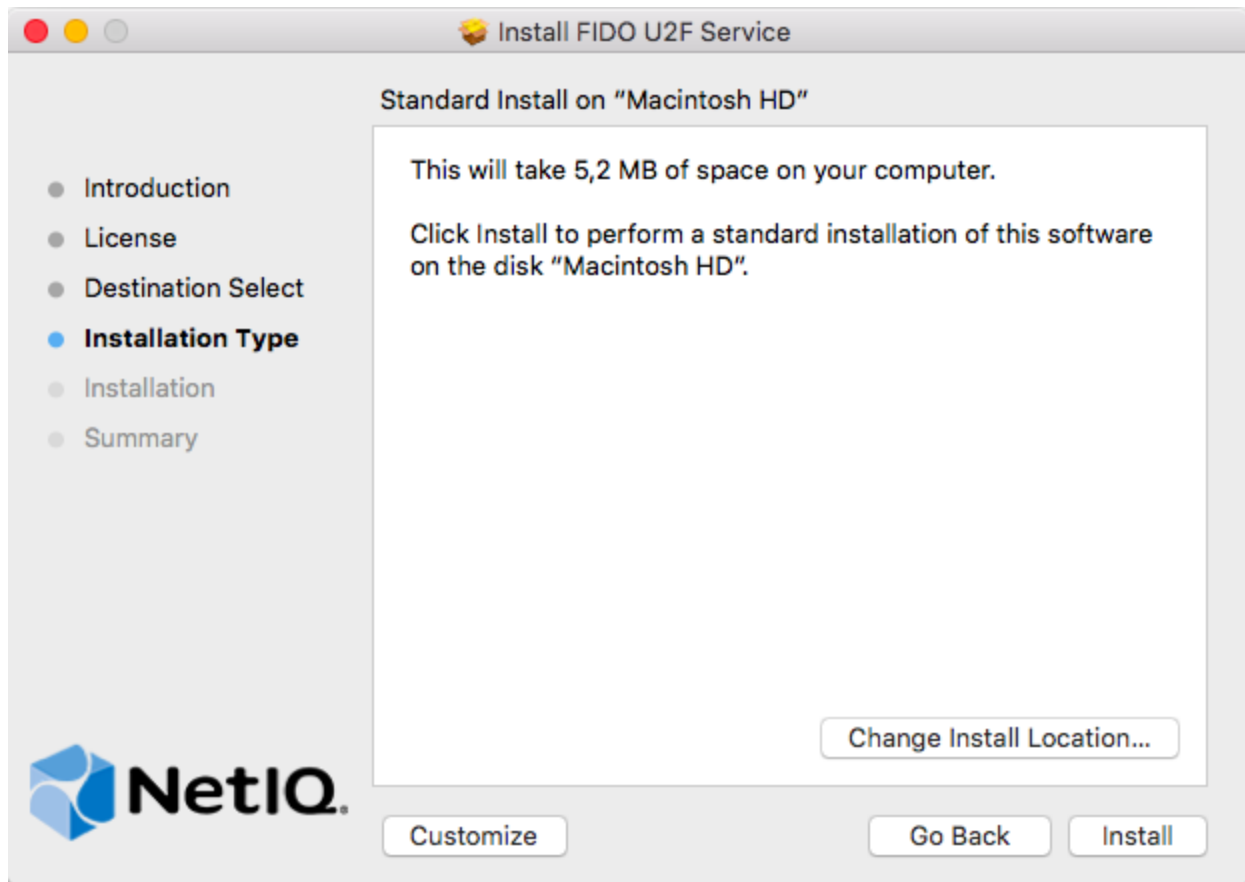
4. Click **Agree** if you agree the terms of the license agreement.



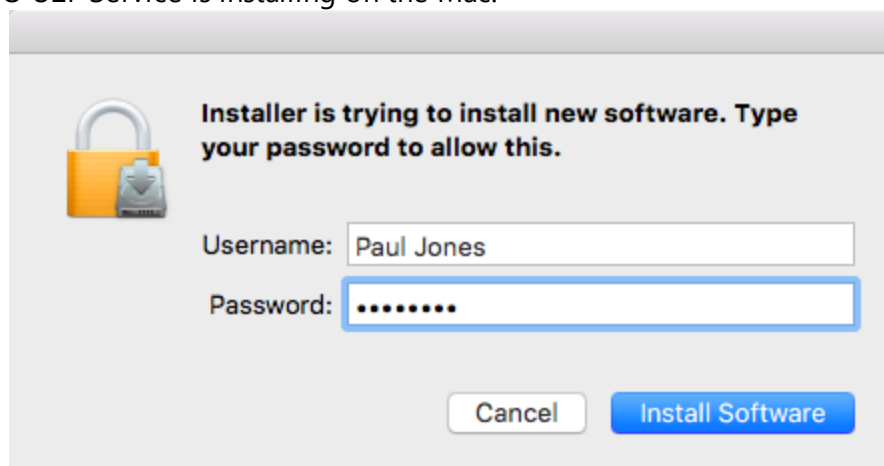
5. Select the disk where you want to install the FIDO U2F Service and click **Continue**.



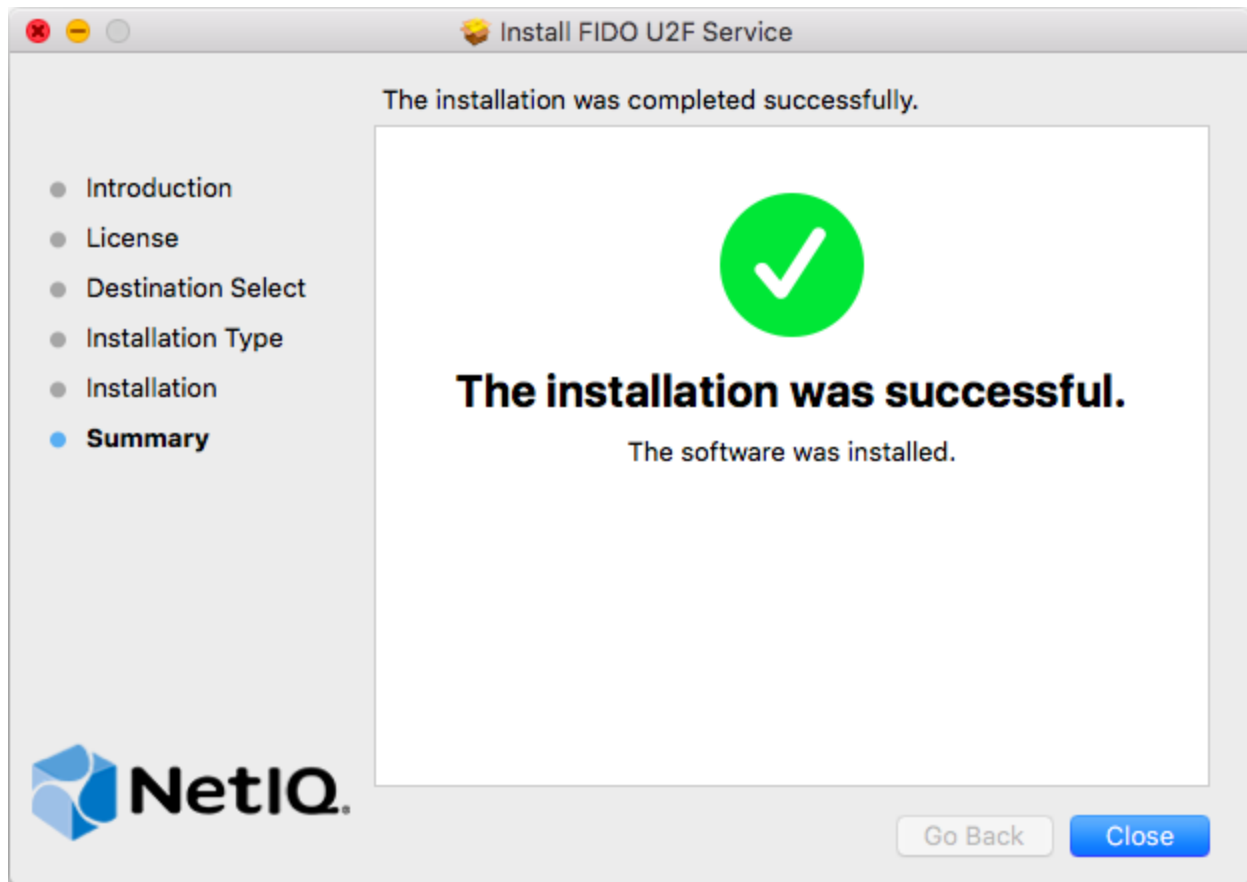
6. Click **Install** to confirm the installation configuration.



7. Provide the root account credentials and click **Install Software**. Wait some seconds while the FIDO U2F Service is installing on the Mac.



8. Click **Close** to close the Wizard.



Removing FIDO U2F Service on Mac

Delete the folder **FidoU2fService** in /Library/LaunchDaemons/ to uninstall the service.

Troubleshooting for Windows

To troubleshoot the issues regarding the FIDO U2F Service you can check the following URL:

<https://127.0.0.1:8441/api/v1/fidou2f/abort>

The service should return: { "result": "ok" } when a FIDO U2F token is connected.

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

1. Browse the *%ProgramData%\NetIQ\FIDO U2F 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 *NetIQFIDO U2F 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*.

Troubleshooting for Mac

To check the FIDO U2F Service use the following URL:
<https://127.0.0.1:8441/api/v1/fidou2f/abort>

The service should return: { "result": "ok" } when a FIDO U2F token is connected.

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

To enable debug logging for the FIDO U2F Service component, follow the steps:

- Open */Library/LaunchDaemons/FidoU2fService/bin* folder.
- Open the *FidoU2fService.properties* file in TextEdit.
- Remove # characters to uncomment the logging.
- Save changes in the file.
- Stop the service by executing the command in Terminal: `sudo launchctl unload /Library/LaunchDaemons/com.netiq.fidou2fservice.plist`
- Start the service: `sudo launchctl load /Library/LaunchDaemons/com.netiq.fidou2fservice.plist`

Reproduce the problem. Logs will be located in */Library/LaunchDaemons/FidoU2fService*.

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