



# NetIQ Advanced Authentication Framework

## **Flash Drive Authentication Provider Installation Guide**

Version 5.1.0

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# Introduction

## About This Document

### Purpose of the Document


This Flash Drive Authentication Provider Installation Guide is intended for all user categories and describes how to use the client part of NetIQ Advanced Authentication Framework solution. In particular, it gives instructions as for how to install flash drive type of authenticators.


For more general information on NetIQ Advanced Authentication Framework™ and the authentication software you are about to use, see NetIQ Advanced Authentication Framework – Client User's Guide.

Information on managing other types of authenticators is given in separate guides.


### 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.

## System Requirements

Before installing the product, check that the following system requirements are fulfilled:

- Microsoft Windows 7 (x64/x86) SP1/ Microsoft Windows 8 (x86/x64);
- Microsoft Windows Server 2008 R2 SP1/ Microsoft Windows Server 2003 (x64/x86) SP2/ Microsoft Windows Server 2003 R2 (x64/x86) SP2/ Microsoft Windows Server 2012;
- Flash drive authentication provider should be installed on the computer with already installed NetIQ Advanced Authentication Framework.



This authentication provider should be installed on **every** Authenticore Server.

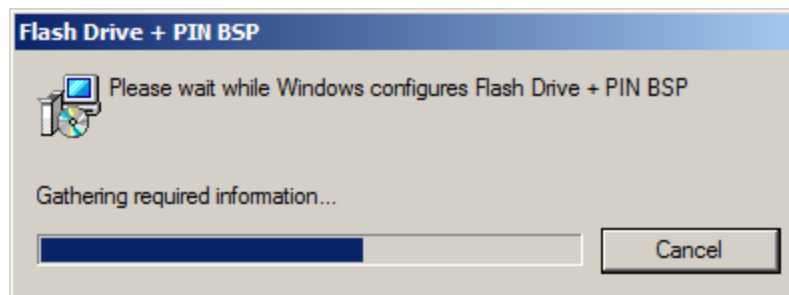
# Installing and Removing Flash Drive Authentication Provider

NetIQ Advanced Authentication Framework™ package includes **Flash + PIN BSP**, which allows you to use a flash devices and PIN for authentication.

## Installing Flash Drive Authentication Provider

To install Flash Drive Authentication Provider:

1. Run the .msi file. **Flash Drive Authentication Provider** will be automatically installed on your computer.



- ❌ The start of installation may be frozen for a time up to 1 minute in the case of offline mode. This delay occurs due to check of digital signature of component.

## Removing Flash Drive Authentication Provider

In this chapter:

- [Microsoft Windows 7/Microsoft Windows Server 2008](#)
- [Microsoft Windows Server 2003](#)
- [Microsoft Windows 8/Microsoft Windows 2012](#)

### Microsoft Windows 7/Microsoft Windows Server 2008

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


### Microsoft Windows Server 2003

1. In the **Start** menu, select **Settings > Control Panel > Add or Remove Programs**.
2. Select **Flash Drive Authentication Provider** and click **Remove**.
3. Confirm the removal.

### Microsoft Windows 8/Microsoft Windows Server 2012


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

# Installing and Removing Flash Drive Authentication Provider via Group Policy

 It is recommended for Microsoft Windows Server 2003 users to install **Group Policy Management Console**.

To install/remove **NetIQ Advanced Authentication Framework Modules**, use:

- **Group Policy Management Console (GPMC)**, which is installed by default on a Domain Controller. To open GPMC, click **Start** and select **Administrative Tools > Group Policy Management**.
- **Group Policy Management Editor (GPME)**, which can be opened from GPMC. To open GPME, under domain right-click the group policy object (GPO) you are using to install the software and select **Edit**.

 It is highly recommended that you do not use **Default Group Policy**, because it is applicable to entire domain. It is not recommended to install/upgrade client components for all workstations at the same time.

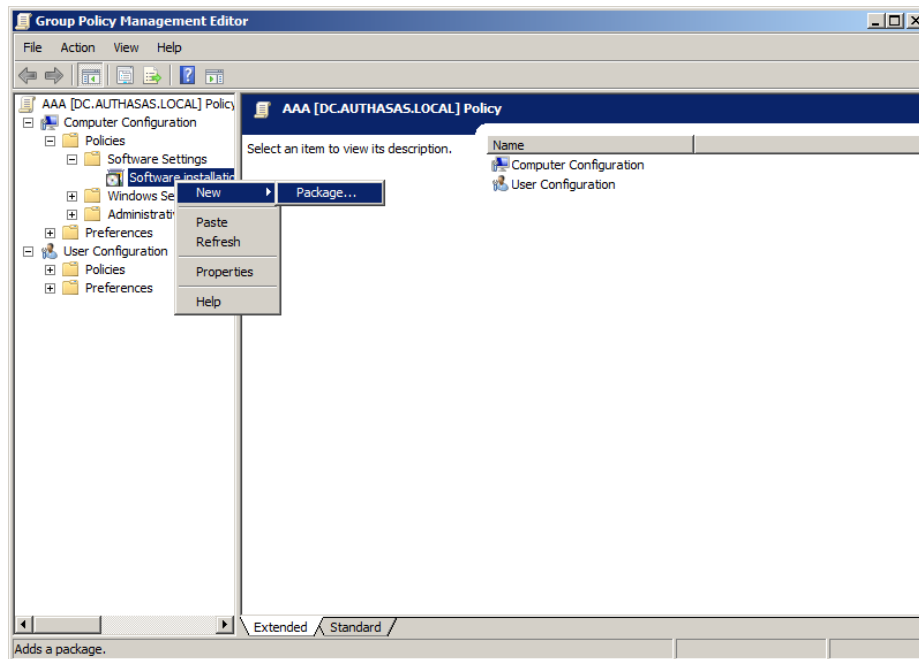
To create new **Group Policy** and configure it:

1. Create new global security group and new group policy object.
2. Connect them:
  - a. Open created group policy object properties;
  - b. Go to the **Security** tab;
  - c. Clear the **Apply Group Policy** check box for the **Authenticated Users** group;
  - d. Add created group and select the **Apply Group Policy** check box for it.

## Installing Flash Drive Authentication Provider via Group Policy

To install Flash Drive authentication provider using the group policy:

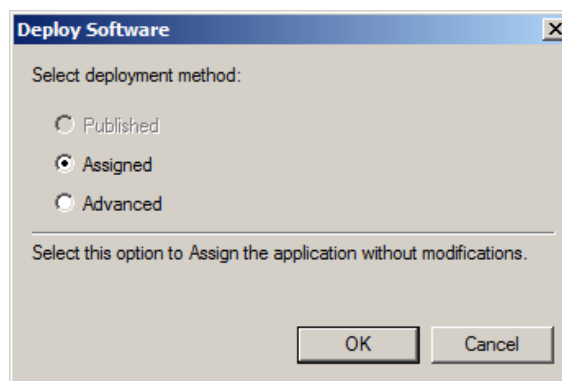
1. In GPME, in the selected GPO under **Computer configuration > Policies > Software Settings**, right-click **Software Installation** and select **New > Package**.



2. Specify the network path to the installer package.

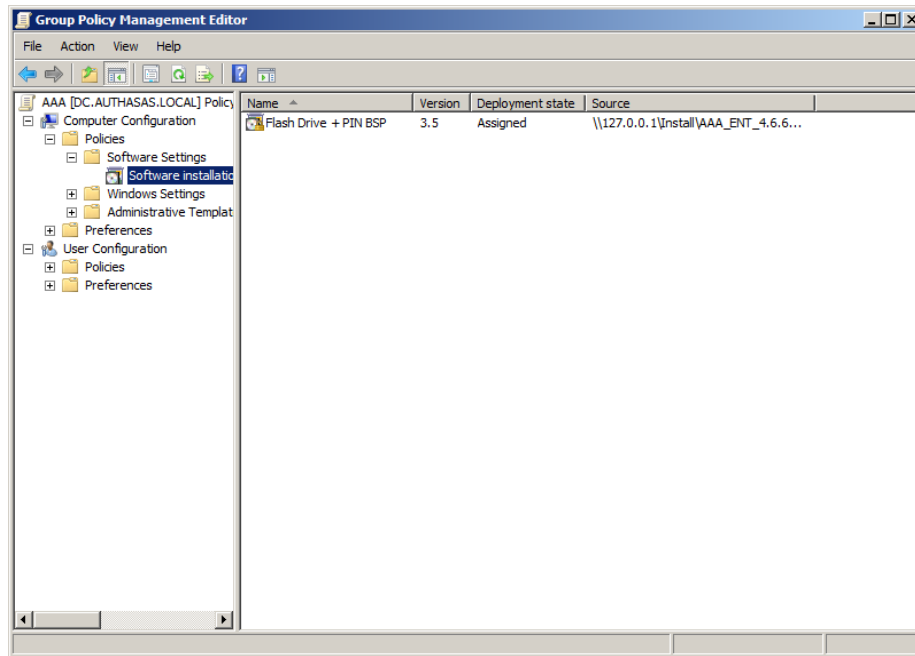
 The directory you are willing to install should be located on network drive.

3. In the **Deploy Software** dialog, select the **Assigned** option and click **OK**.



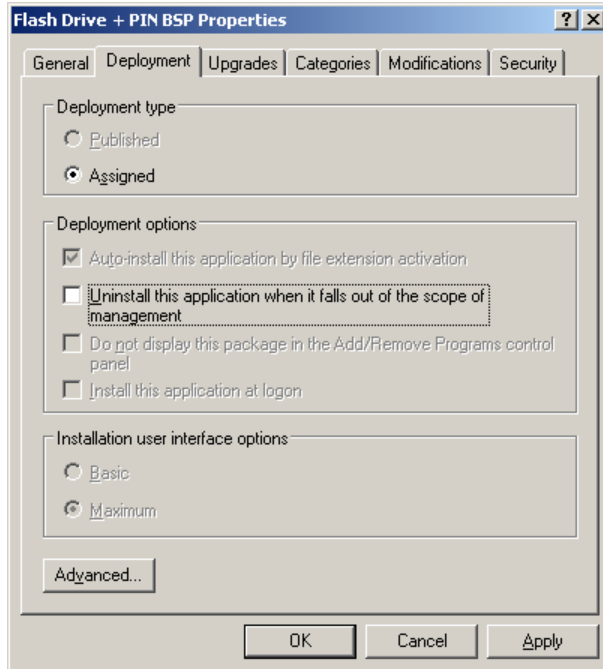


4. The installer package name, version, state and path are displayed in **Group Policy Management Editor**.

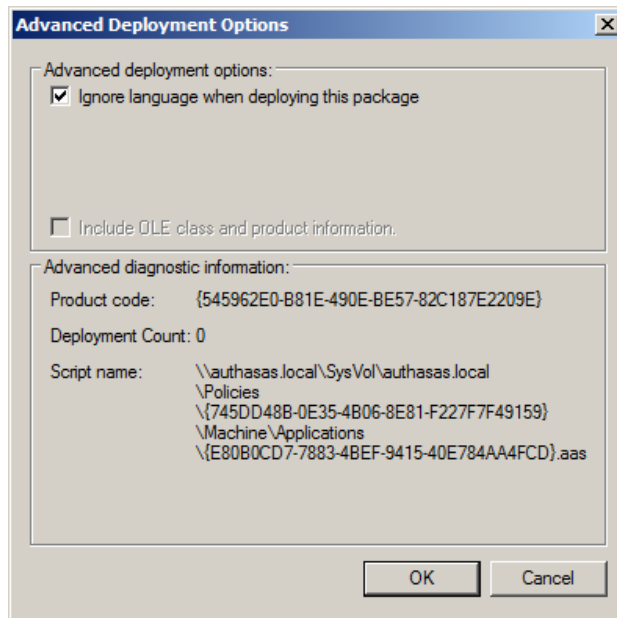


5. Open package properties:

a) On the **Deployment** tab: clear the **Uninstall this application when it falls out of the scope of management** check box. It is done to prevent undesirable uninstallation in case of problems as well as for the upgrade to go properly.




b) On the **Deployment** tab: click the **Advanced** button and select the **Ignore language when deploying this package** check box. If you do not select this check box, the package will be installed only on OS with package's language.



c) Clear the **Make this 32-bit X86 application available to Win64 machines** check box (if this option is available).

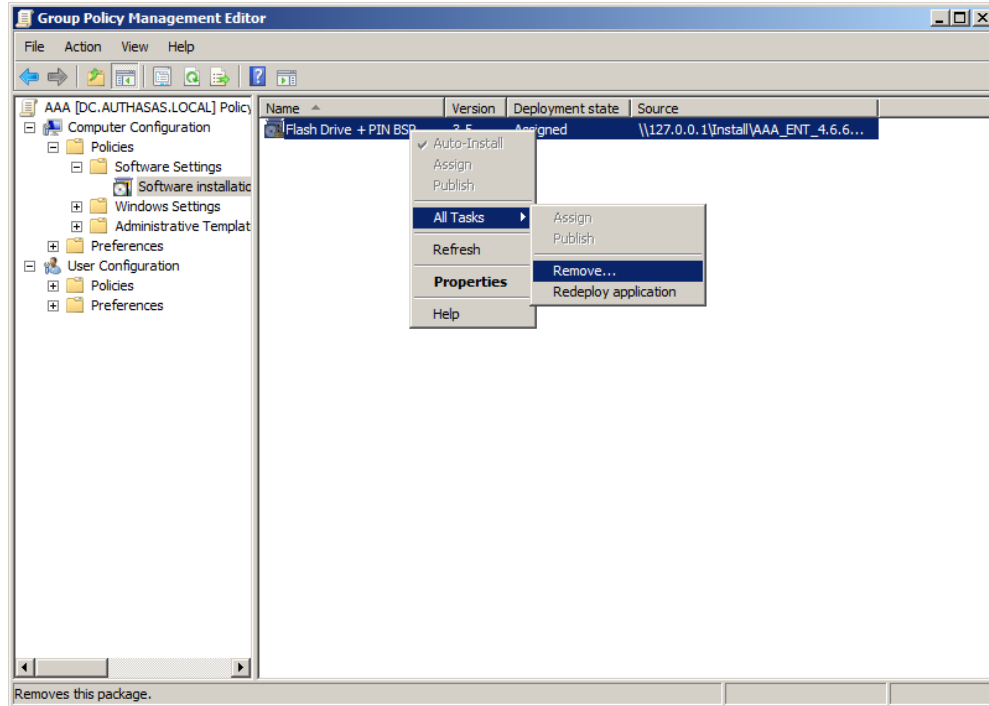
6. Add appropriate 64-bit installer to this group policy object and use settings 5a)-5b).

 The assigned package is installed after you have updated the domain policy and restarted your computer. To update the domain policy immediately, use the `gpupdate /force` command.

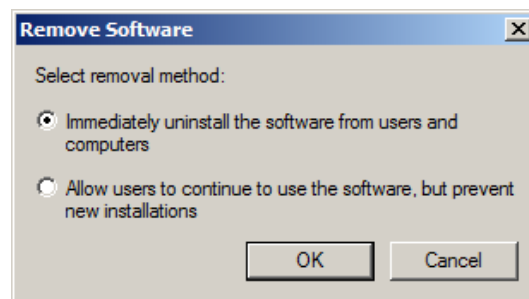
## Removing Flash Drive Authentication Provider via Group Policy


To remove Flash Drive authentication provider using the group policy:


1. In GPME, under **Computer Configuration > Software Settings > Software installation**, right-click the deployed package and select **All tasks > Remove**.



2. In the **Remove Software** dialog, click **Immediately uninstall the software from users and computers** and then click **OK**.



 The package is removed after you have updated the domain policy and restarted your computer. To update the domain policy immediately, use the `gpupdate /force` command.

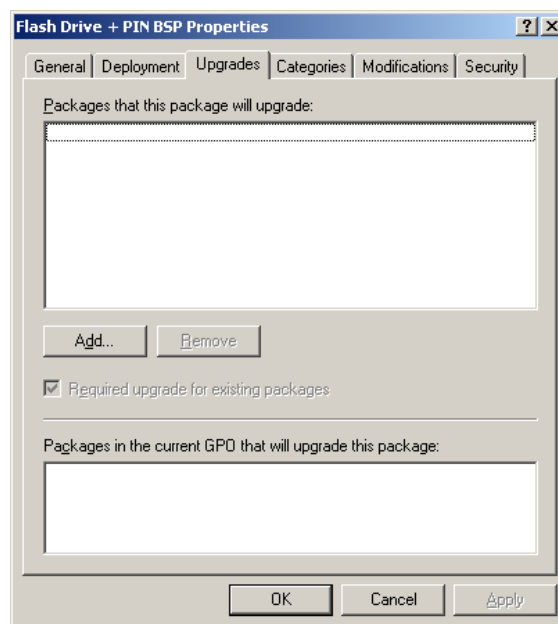
 If you have removed option **Uninstall this application when it falls out of the scope of management** as it was recommended, software will not be uninstalled after selecting **Immediately uninstall the software from users and computers**. In this case, you will need to uninstall it via **Programs and Features/Add or remove programs**. Also see [Removing Flash Drive Authentication Provider](#) chapter.

## Upgrading Flash Drive Authentication Provider Components via Group Policy

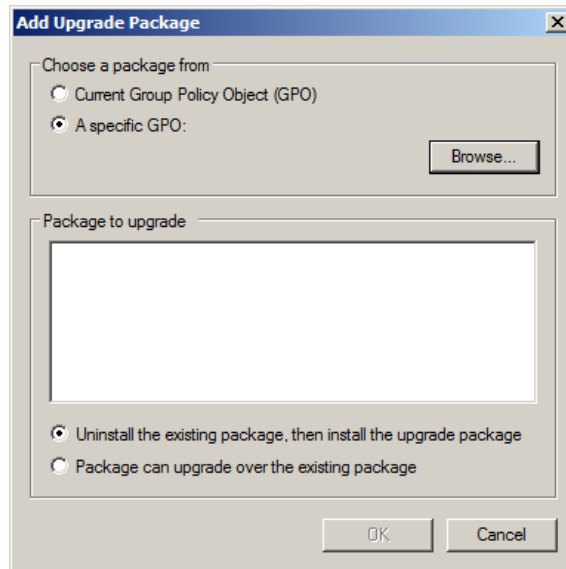
**Option 1:** You can add .msi package with new component version to an existing group policy object. However, this option does not prove to be good, because in case of any problems in new version of component, these problems spread on all computers in installation group.

**Option 2:** The more reliable upgrading procedure implies creating new group policy object for new installers:

1. Create new installation group and new Group Policy Object (GPO), add a new .msi package in it.
2. After having configured software installation, go to **Upgrades** tab of package properties.




3. Press **Add** button.
4. In **Add Upgrade Package** dialog please select **A specific GPO** option.



5. Select a GPO which was used for installation of previous NetIQ Advanced Authentication Framework version.

6. Select .msi package name.

7. Select option **Uninstall the existing package, then install the upgrade package.**

 Make sure that your new GPO is above the old one in the GPO list.

## Troubleshooting

**i** This chapter provides solutions for known issues. If you encounter any problems that are not mentioned here, please contact the support service.

### Cannot Install Flash Drive Authentication Provider

**Description:**

Error appears when installing flash drive authentication provider on your computer.

**Cause:**

- a. You have no space left on the disk.
- b. You are installing flash drive authentication provider on the OS with the wrong bitness.
- c. You are installing card authentication provider before installing NetIQ Advanced Authentication Framework.

**Solution:**

- a. Free the amount of disk space needed for installation.
- b. Check your OS's bitness (x64/x86) and run the corresponding installer (x64/x86).
- c. Install NetIQ Advanced Authentication Framework first.



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