



NetIQ Advanced Authentication Framework

Live Ensure Authentication Provider Installation Guide

Version 5.1.0

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Introduction

About This Document


Purpose of the Document


This Live Ensure 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 Live Ensure type of authentication.

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

 **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, buttons are put in bold type, e.g.: the **Logon** window.

System Requirements

Live Ensure Authentication Provider

The following system requirements should be fulfilled:

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



Live Ensure authentication provider should be installed on **every** Authenticore Server.

LiveEnsure Mobile Application

Android: Android 2.2 or later;

iOS: iOS 4.3 or later;

Windows Phone: Windows Phone 7.5, Windows 8.

Configuration

To configure Live Ensure authentication method, follow these steps:

1. Create account on [LiveEnsure](#) website and get ApiKey, ApiPassword, AgentId from LiveEnsure. Specify them in registry to get Live Ensure authentication provider working.

2. Specify the registry key and set the following values there:

- for 32-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\BSP\ {CEDD3611- 5142- 4A92- BC98- 58A968F2BE32}\ApiInfo
- for 64- bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\BSP\ {CEDD3611- 5142-4A92-BC98-58A968F2BE32}\ApiInfo



These settings should be applied on every Authenticore Server.

3. Specify the user's e-mail address that is linked to LiveEnsure account in the **General** tab of the **User Properties** window.

The image shows a Windows dialog box titled "Ann Properties". It has a tabbed interface with the following tabs: Dial-in, Environment, Sessions, Remote control, Remote Desktop Services Profile, Personal Virtual Desktop, COM+, and NetIQ Advanced Authentication Framework Users. The "General" tab is currently selected. Below the tabs, there is a user icon and the name "Ann". The form contains the following fields:

- First name: Initials:
- Last name:
- Display name:
- Description:
- Office:
- Telephone number: Other...
- E-mail:
- Web page: Other...


At the bottom of the dialog box are four buttons: OK, Cancel, Apply, and Help.

4. Make sure that all Authenticore Servers have access to *.liveensure.com (HTTPS, port 443). Request for the QR-code is sent to app.liveensure.com proxy that redirects the call to other addresses within *.liveensure.com.

Installing and Removing Live Ensure Authentication Provider

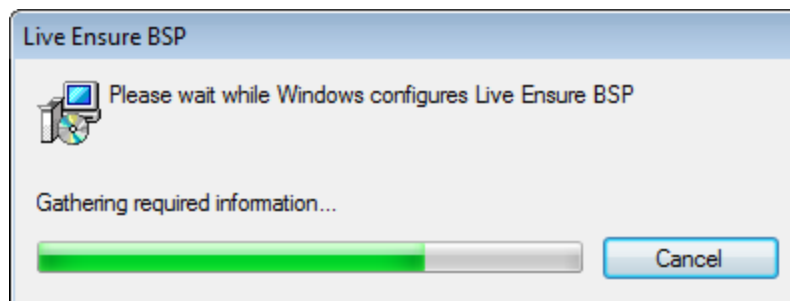
NetIQ Advanced Authentication Framework™ package includes Live Ensure authentication provider, which allows you to control authentication with the help of LiveEnsure mobile application.

Installing Live Ensure Authentication Provider

 The start of installation can 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.

To install Live Ensure authentication provider:

1. Run the .exe file. **Live Ensure Authentication Provider** will be automatically installed on your computer.



2. You must restart your system for the configuration changes made to Live Ensure authentication provider to take effect. Click **Yes** to restart the system immediately or **No** if you plan to restart it later manually.

Removing Live Ensure Authentication Provider

In this chapter:

- [Microsoft Windows 7/Microsoft Windows Server 2008](#)
- [Microsoft Windows 8/Microsoft Windows Server 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 **Live Ensure Authentication Provider** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

Microsoft Windows 8/Microsoft Windows Server 2012


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

Installing and Removing Live Ensure 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.

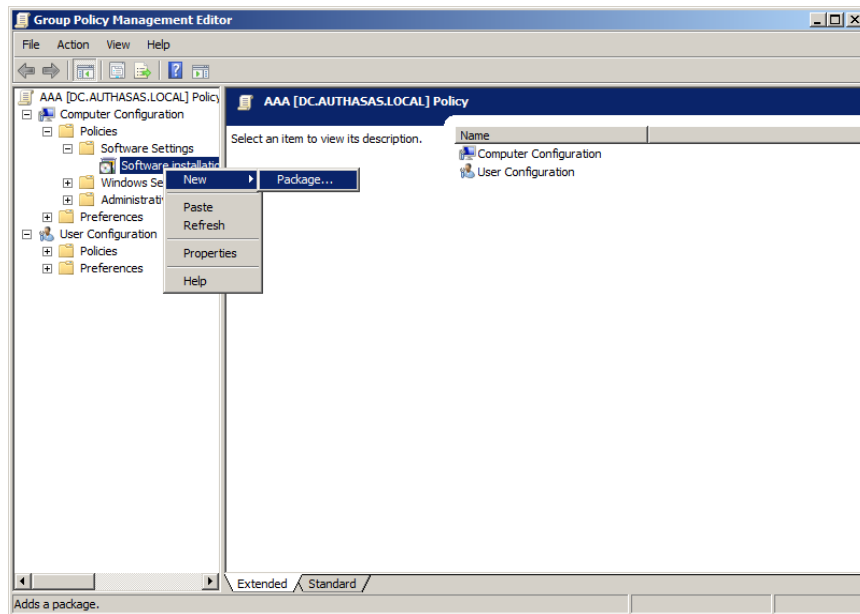
To create new **Group Policy** and configure it:

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 Live Ensure Authentication Provider via Group Policy

To install Live Ensure 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**.



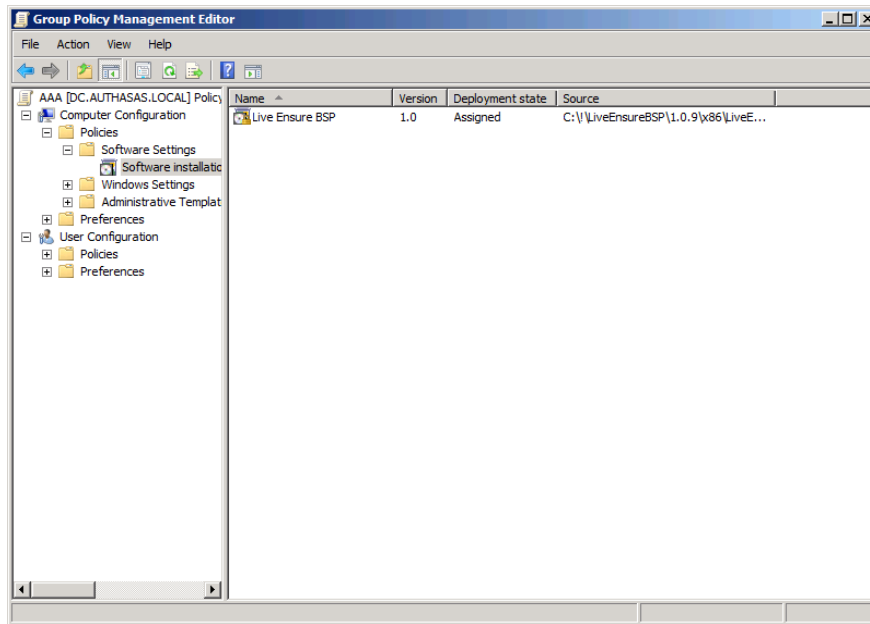
2. Specify the network path to the installer package.



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

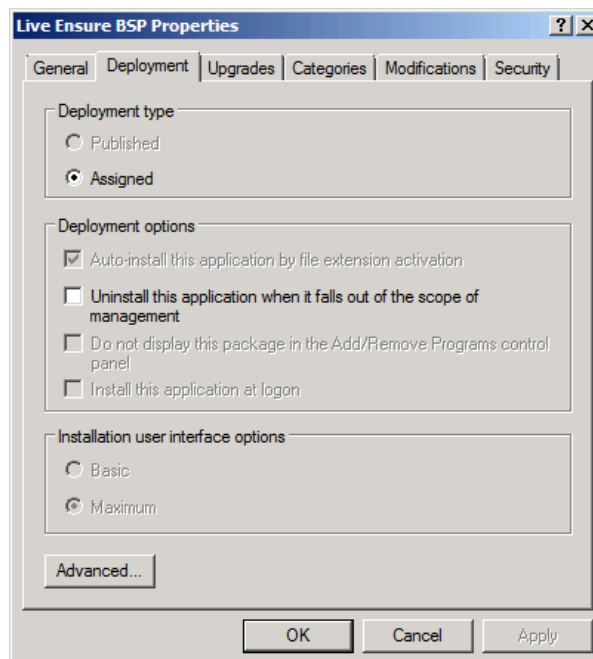
3. In the **Deploy Software** dialog, select the **Assigned** option and click **OK**.

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

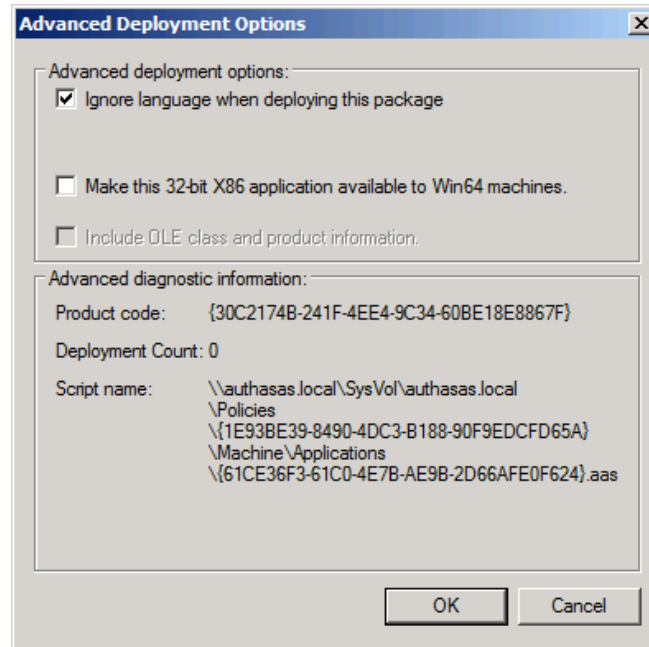


5. Open package properties:

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).



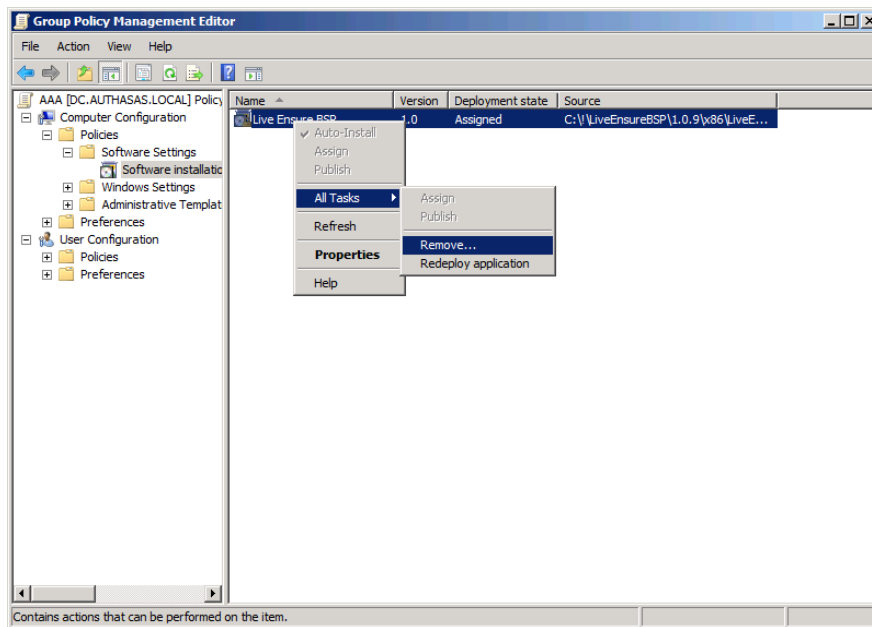
The assigned package is installed after you have updated the domain policy and restarted your computer. To update the domain policy immediately, use the `gpupdate /force` command.

Removing Live Ensure Authentication Provider Components via Group Policy

To remove Live Ensure 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.



3. In the **Remove Software** dialog, select the **Immediately uninstall the software from users and computers** option and click **OK**.

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

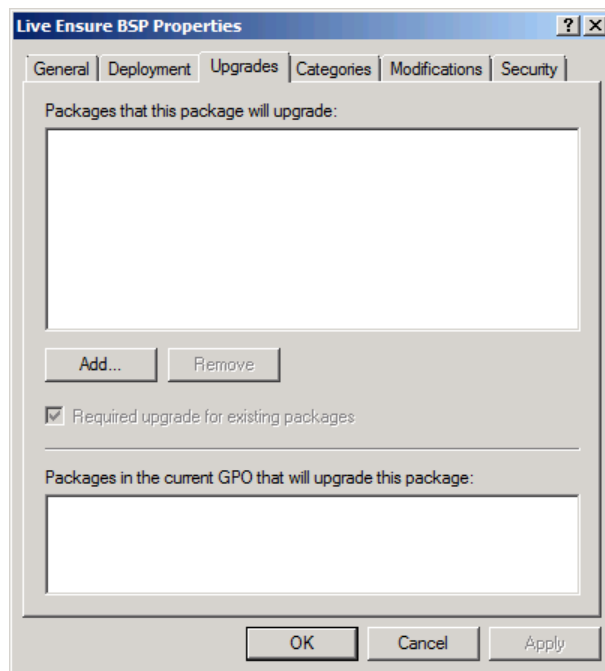
* If you have cleared the **Uninstall this application when it falls out of the scope of management** check box as it was recommended, software will not be uninstalled after selecting the **Immediately uninstall the software from users and computers** option. In this case, you will need to uninstall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

Upgrading Live Ensure Authentication Provider Components via Group Policy

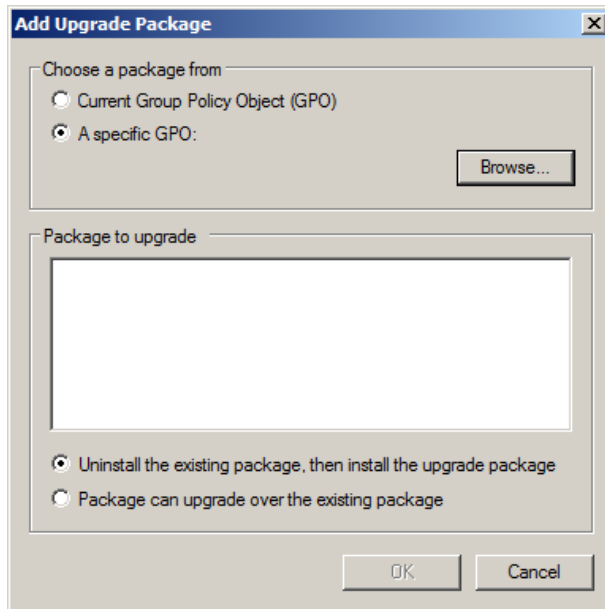
Option 1: You can add .msi package with new component version to an existing group policy object. However, this option does not prove to be good, because in case of any problems in new version of component, these problems spread on all computers in installation group.

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 the **Upgrades** tab of package properties.




3. Click the **Add** button.
4. In the **Add Upgrade Package** dialog, select the **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 the **Uninstall the existing package, then install the upgrade package** option.

 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 Live Ensure Authentication Provider

Description:

Error appears when installing Live Ensure authentication provider on your computer.

Cause:

- a) You have no space left on the disk.
- b) You are installing Live Ensure authentication provider on the OS with the wrong bitness.
- c) You are installing Live Ensure 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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