



NetIQ Advanced Authentication Framework

Live Ensure Authentication Provider User's Guide

Version 5.1.0

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Introduction

About This Document


Purpose of the Document


This Live Ensure Authentication Provider User's 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 manage 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.

Managing Live Ensure Authenticator

In this chapter:

- [Microsoft Windows Vista/7/Microsoft Windows Server 2008/2008 R2](#)
- [Microsoft Windows 8/Microsoft Windows Server 2012](#)

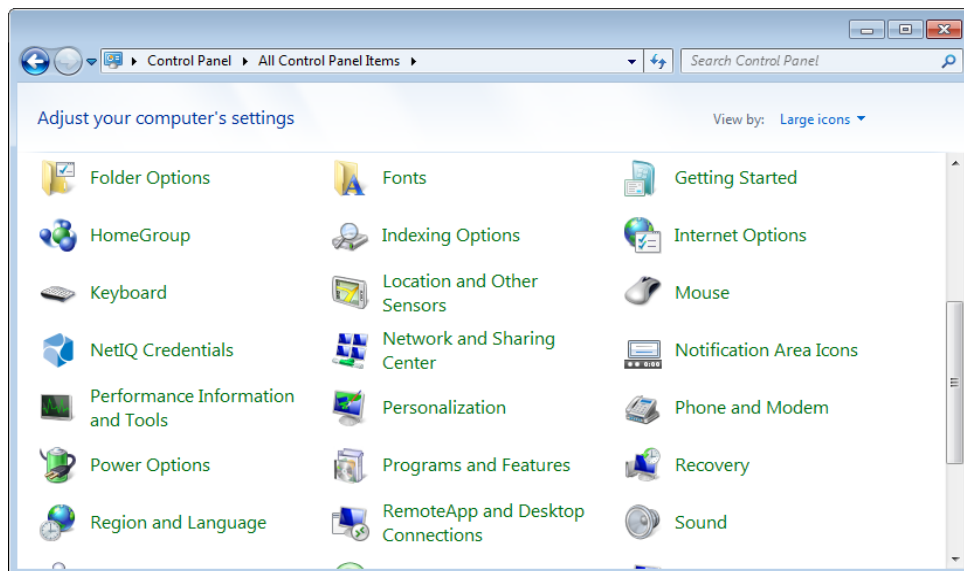
Microsoft Windows Vista/7/Microsoft Windows Server 2008/2008 R2

Authenticator management options are available in the **Authenticators** window.

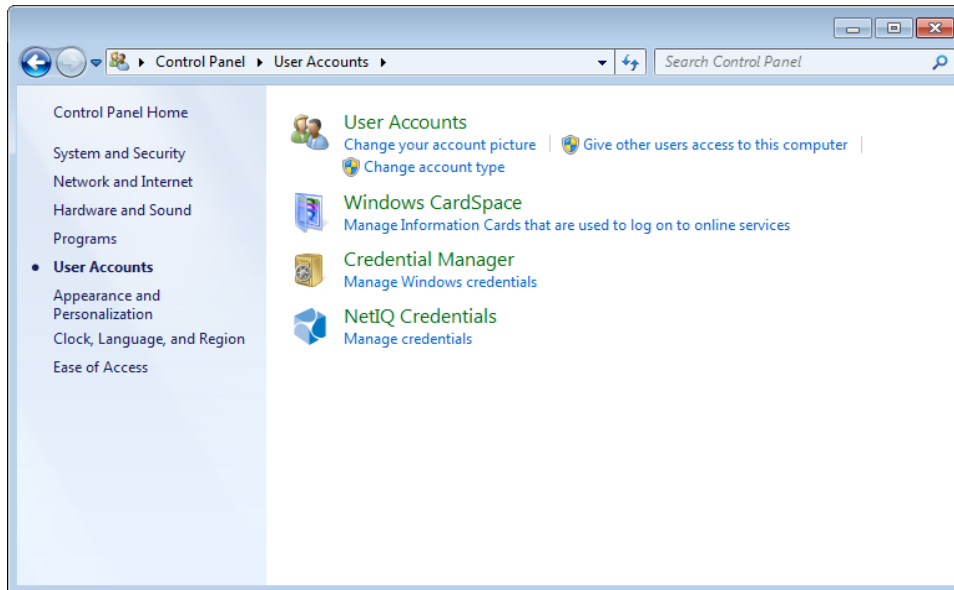
i The **Authentication Wizard** window is shown at system start if there are no enrolled authenticators.

To open the **Authenticators** window from **Control Panel**:

- In classic view of **Control Panel** select **NetIQ Credentials** item.




- In **Control Panel** by categories select **User Accounts > NetIQ Credentials**.



To open **Authenticators** window, user should undertake authorization procedure:

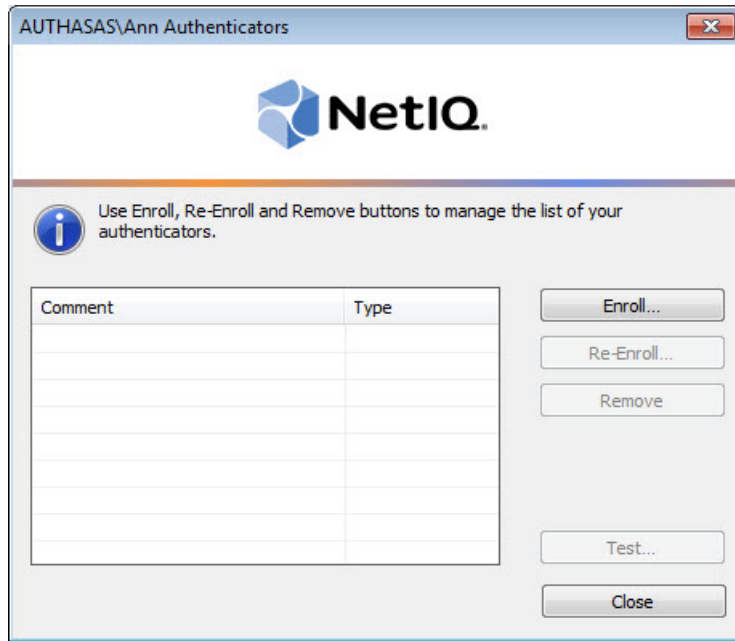
1. In the **Authorization** window, choose authentication method.

 If there are no enrolled authenticators, then the only way to get authorized is **By password**. Otherwise, authentication by password will make enrollment unavailable (i.e. the button **Enroll**, **Re-enroll** and **Remove** will be greyed out).



2. Get authenticated with the selected method.

3. Once you are authenticated, page for managing authenticators is opened.

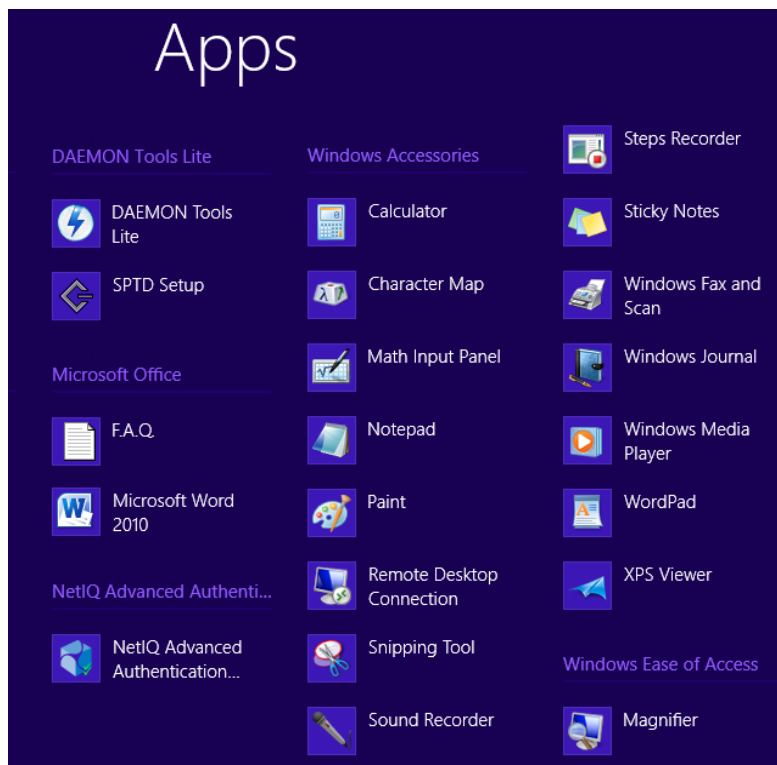


Microsoft Windows 8/Microsoft Windows Server 2012

Authenticator management options are available in the **Authenticators** window.


The **Authentication Wizard** window is shown at system start if there are no enrolled authenticators.

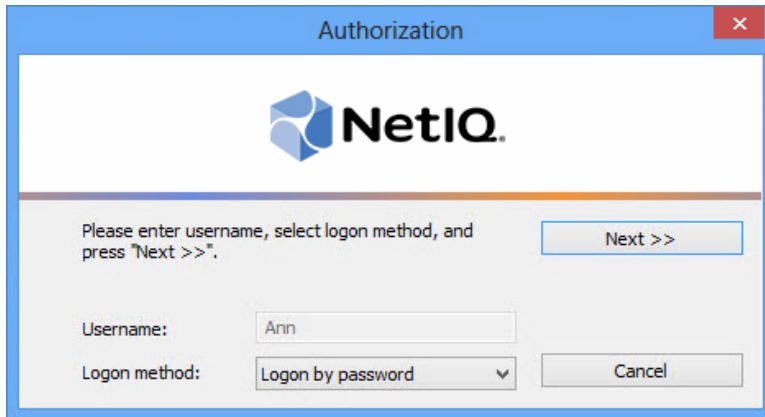
To open the **Authenticators**, in the **Search** menu select **Apps > NetIQ Advanced Authentication Framework...**



To open **Authenticators** window, user must undertake authorization procedure.

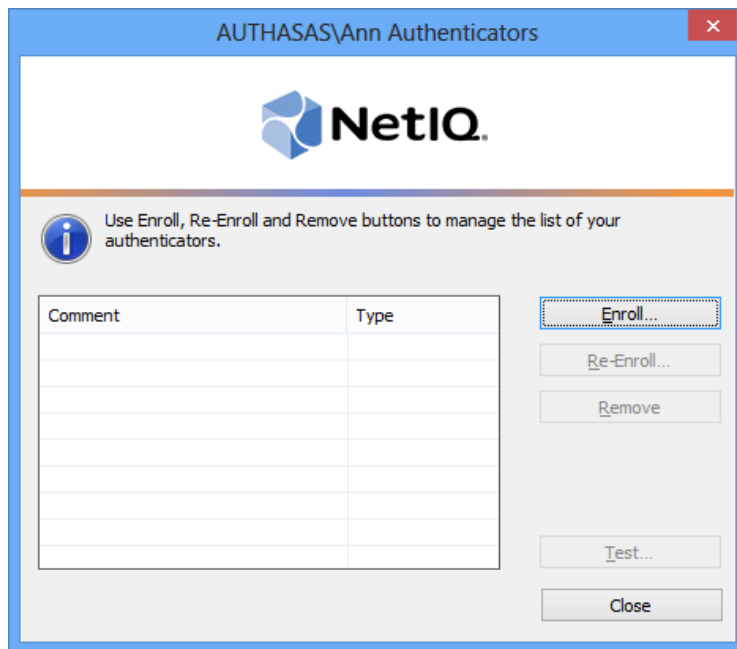
1. In the **Authorization** window, choose authentication method.

 If there are no enrolled authenticators, then the only way to get authorized is **By password**. Otherwise, authentication by password will make enrollment unavailable (i.e. the button **Enroll**, **Re-enroll** and **Remove** will be greyed out).



2. Get authenticated with the selected method.

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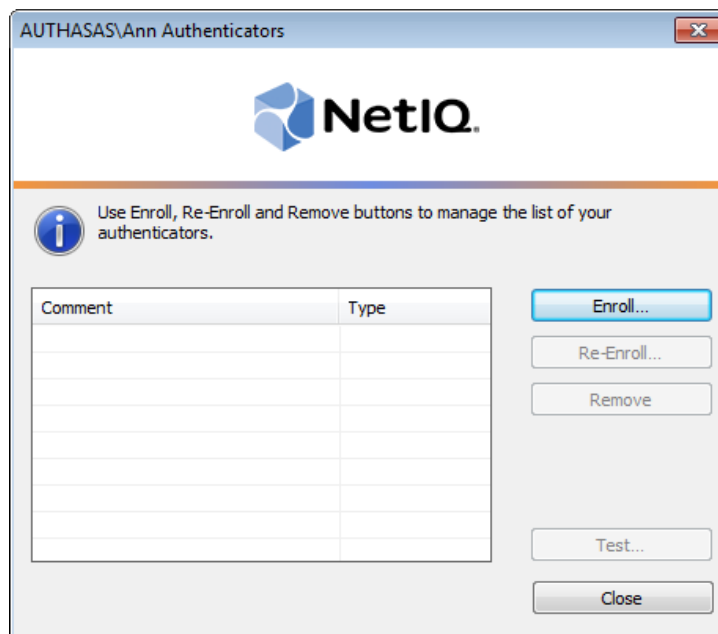
Enrolling Live Ensure Authenticator

* This operation may be forbidden by NetIQ administrator. In such cases the **Enroll** button in the **Authenticators** window is greyed out.

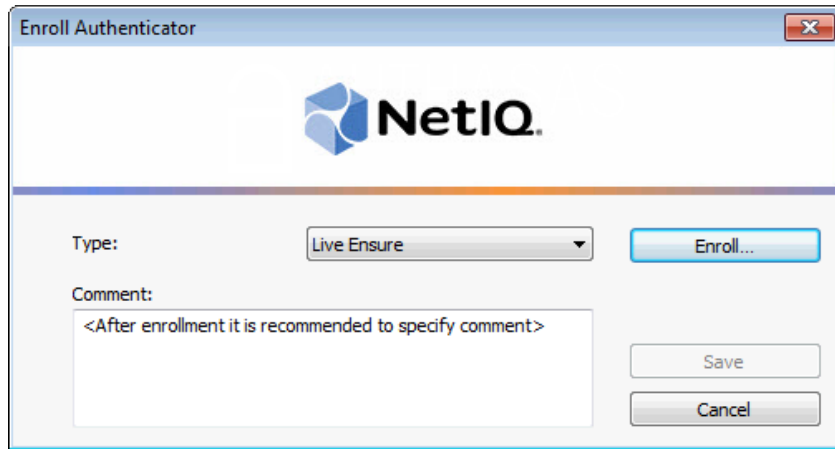
* NetIQ administrator defines the maximum number of authenticators you can have which means you cannot enroll any more authenticators once you have reached the limit.

To enroll a Live Ensure authenticator:

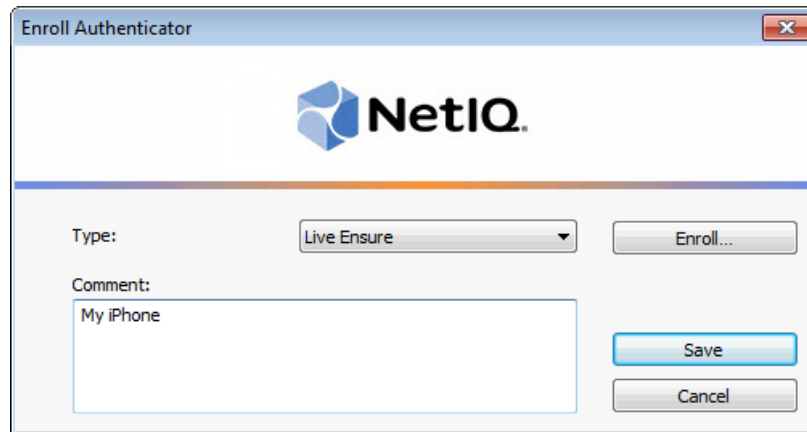
1. Click **Enroll...** button in the **Authenticators** window.




2. When the **Enroll Authenticator** window appears, select **Live Ensure** from the **Type** drop-down menu, click **Enroll...**

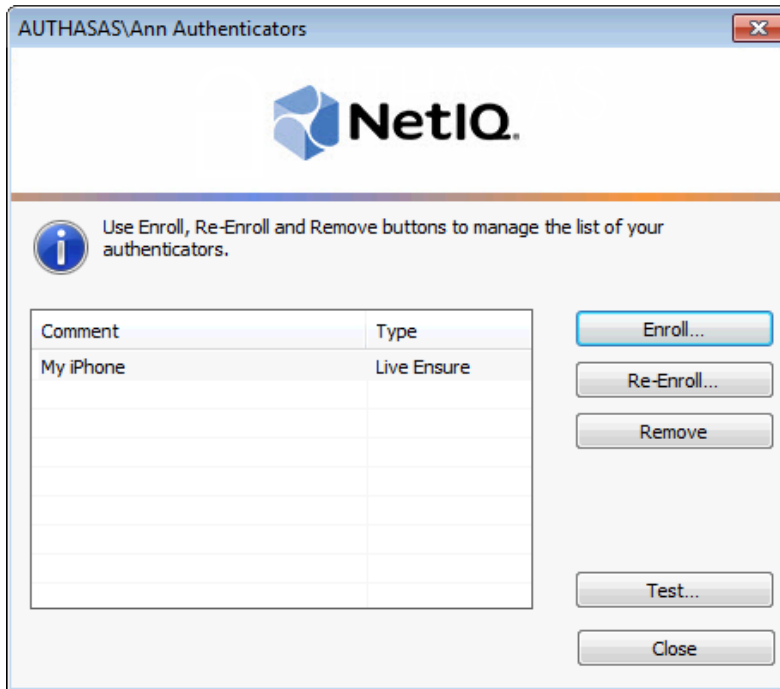


3. Control is passed to the **Enroll Authenticator** window. Entering commentary is optional. Click **Save**.




 Entering and editing comments may be forbidden by the system administrator.

4. A new authenticator is created and is visible in the list of authenticators in the **Authenticators** window.

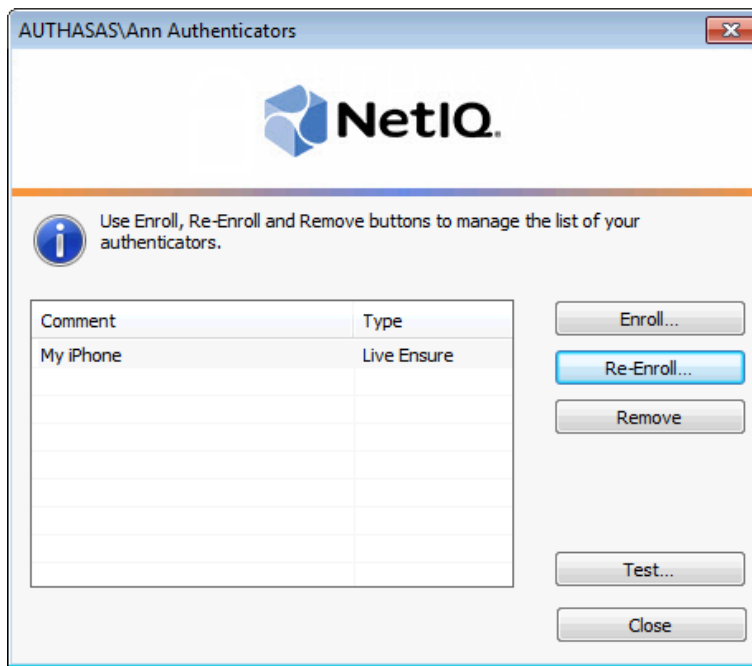


Re-enrolling Live Ensure Authenticator

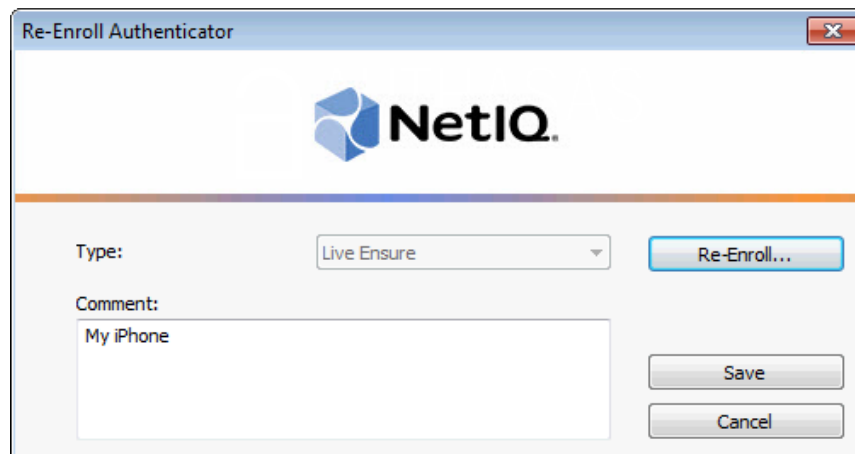
 This operation may be forbidden by NetIQ administrator. In such cases the **Re-Enroll** button in the **Authenticators** window is greyed out.

In order to re-enroll a created Live Ensure authenticator:

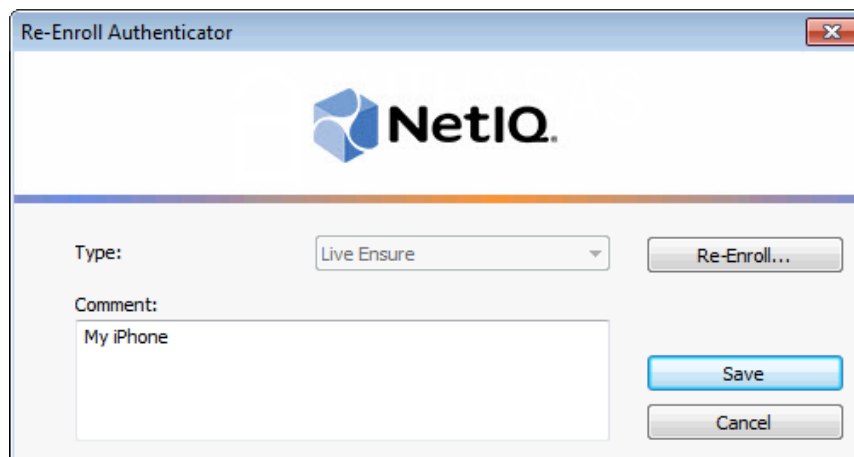
1. Select **Live Ensure** in the list of authenticators, click **Re-Enroll...** in the **Authenticators** window.



2. Click **Re-Enroll...** in the **Re-Enroll Authenticator** window.



3. Click **Save** in the **Re-Enroll Authenticator** window.

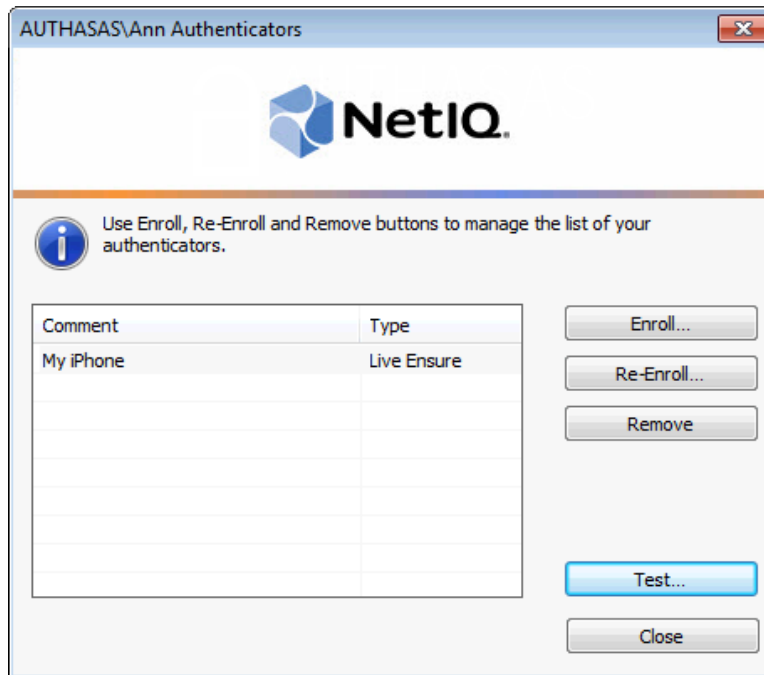


The screenshot shows a window titled "Re-Enroll Authenticator" with the NetIQ logo at the top. Below the logo, there is a "Type:" label followed by a dropdown menu currently showing "Live Ensure". To the right of the dropdown is a "Re-Enroll..." button. Below the dropdown is a "Comment:" label followed by a text input field containing the text "My iPhone". To the right of the text field are two buttons: "Save" and "Cancel".

Testing Live Ensure Authenticator

To test a created Live Ensure authenticator:

1. Click **Test...** in the **Authenticators** window.



2. The **Live Ensure Logon** window will be displayed.



3. Launch LiveEnsure app on your mobile phone and pass authentication on it.




4. When a confirmation message saying: "Authenticators match" appears, click **OK**.





5. When authenticators do not match an error message appears. Click **OK**.



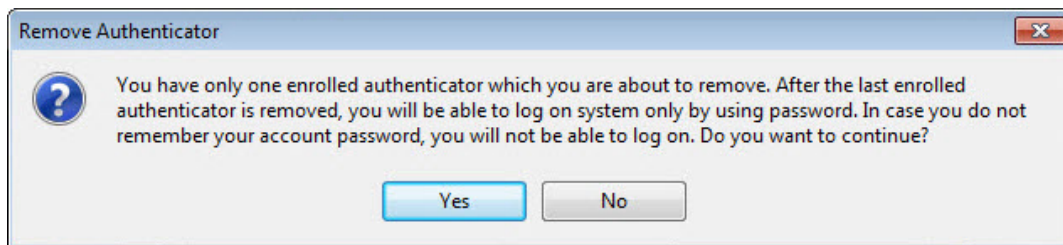
Removing Live Ensure Authenticator

 This operation may be forbidden by the NetIQ administrator. In such cases the **Remove** button in the **Authenticators** window is greyed out.

 If you are allowed to remove your authenticator, do not do this just because you do not like your current authenticator. Instead, you can re-enroll it (see [Re-enrolling Live Ensure Authenticator](#)).

 Do not remove the only authenticator you have. If you have no authenticators, you can log on with your password only. If a random password was generated for your account and you have removed the only authenticator, you cannot log on in any way.

NetIQ Advanced Authentication Framework™ prevents you from accidentally removing your only authenticator by showing the following dialog:



If you removed the only authenticator and do not know your password, contact the system administrator.

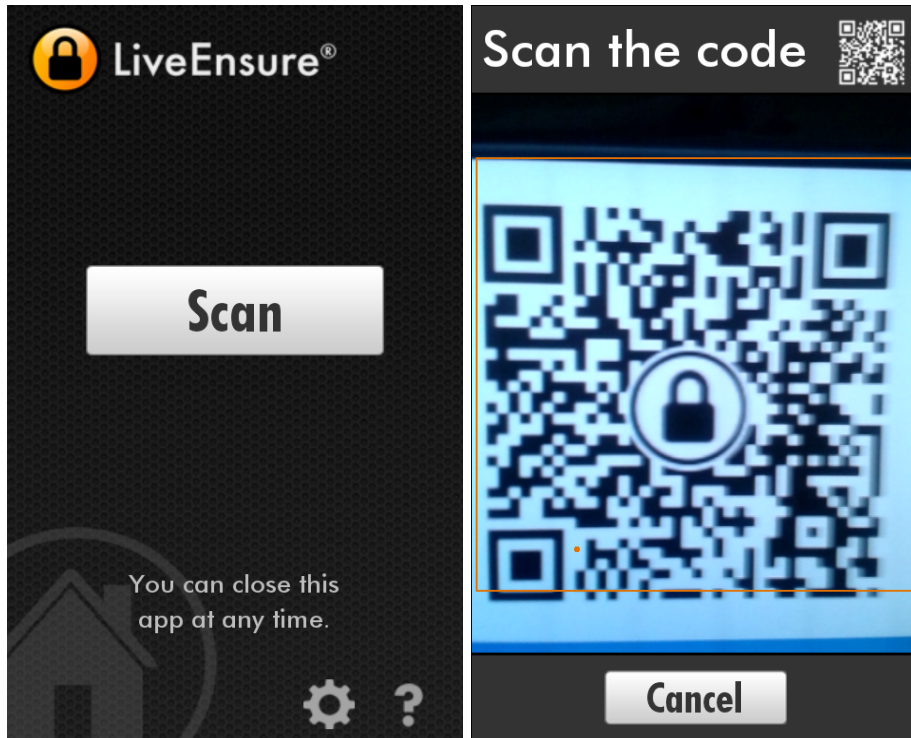
Logon with Live Ensure Authenticator

To log on using Live Ensure authentication provider:

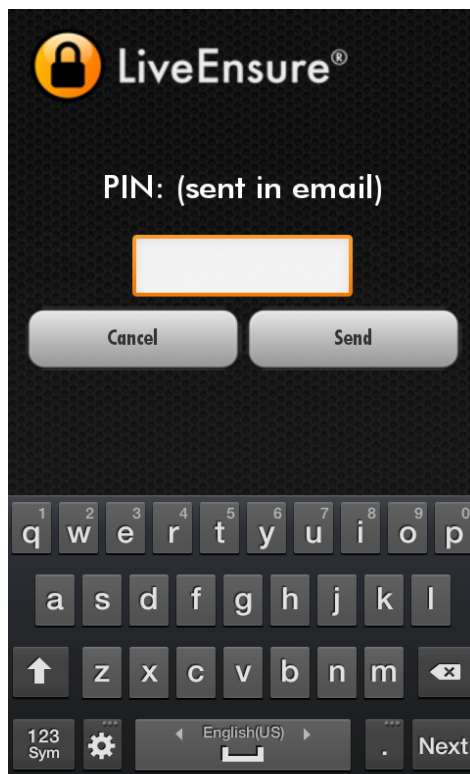
1. Start your computer. From logon screen, press **[Ctrl]+[Alt]+[Del]**.
2. If you want to select another user, click **Switch User**.
3. Select your user name if available or click **Other User**.
4. Type your user name (not needed unless **User** has been already selected).
5. Select **Live Ensure** as a logon method.



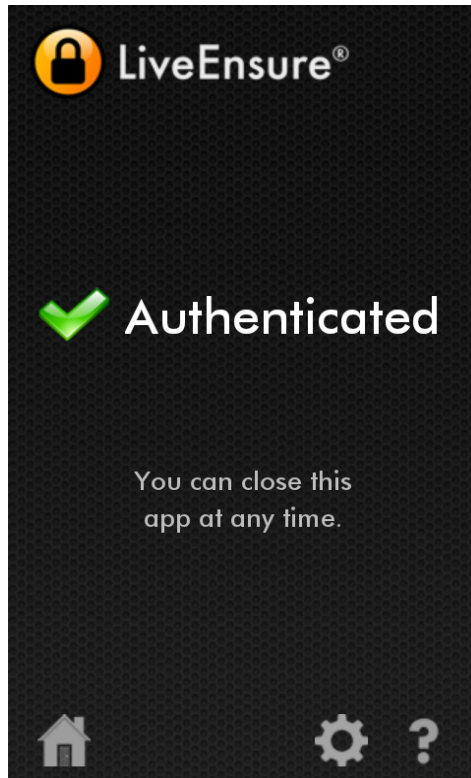
6. To scan the QR code containing the template data, run the LiveEnsure mobile application and press **Scan**.




7. Enter the PIN that is sent to your e-mail address. Press **Send** to continue authentication using Live Ensure authenticator.



8. The following confirmation window will be displayed on a mobile device:



Troubleshooting

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

Before contacting the support service:

We strongly request that you give a possibly detailed description of your problem to the support technicians and attach logs from the faulty computer. To obtain the logs, use the LogCollector.exe tool (\Tools\LogCollector). Follow the steps below:

1. Copy LogCollector.exe to the local C:\ disk on the faulty computer.

 The tool may not work from a network drive.

2. Run LogCollector.exe.

3. In the dialog that opens, click **Enable all**. As a result, all items in the **Debugged components** section are selected. Close the dialog.

4. Reproduce the steps that caused the problem.

5. Run LogCollector.exe. again and click **Save logs**.

6. Save the logs to archive.

Cannot Enroll Live Ensure Authenticator

Description:

Authenticator is not enrolled because

- a. The **Type** list in the **Enroll Authenticators** window is empty or Live Ensure authenticator type is absent.
- b. The **Enroll** button in the **Authenticators** window is greyed out.

Cause:

- a. The Live Ensure authenticator type is not supported (no proper authentication provider is installed).
- b. The operation is forbidden or you have reached the limit on authenticators number.

Solution:

- a. Contact NetIQ administrator.
- b. No authenticators can be added. For more information, contact NetIQ administrator.

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