



NetIQ Advanced Authentication Framework

Security Questions Authentication Provider Installation Guide

Version 5.1.0

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Introduction

About This Document


Purpose of the Document


This Security Questions 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 Security Questions 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

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 2008 Server R2 SP1/ Microsoft Windows 2003 Server (x64/x86) SP2/ Microsoft Windows 2003 Server R2 (x64/x86) SP2/ Microsoft Windows Server 2012;
- Security Questions 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.

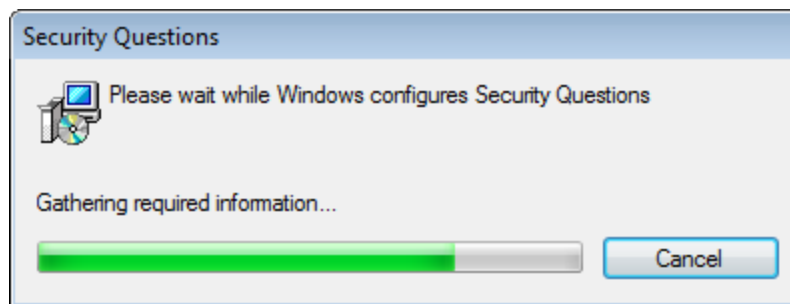
Installing and Removing Security Questions Authentication Provider


NetIQ Advanced Authentication Framework™ package includes **Security Questions authentication provider**, which allows you to use security questions for authentication.

Installing Security Questions Authentication Provider

To install Security Questions Authentication Provider:

1. Run the .msi file. **Security Questions 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.

Configuration of Client Component

After the installation of Security Questions authentication provider, it is necessary to configure it using **Security Questions** policies.

The Security Questions section includes security policies that allow to configure **Security Questions** method of authentication.

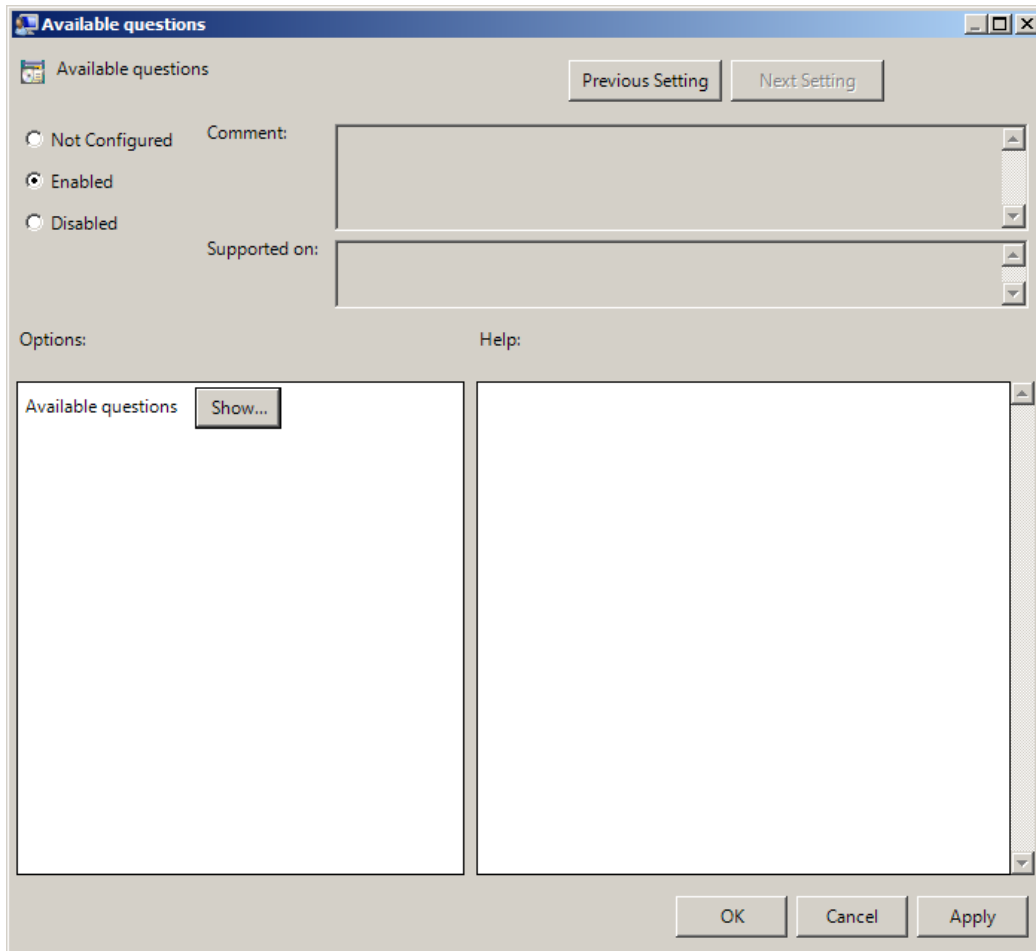
It includes:

- [Available questions](#)
- [Correct questions for logon](#)

- [Min answer length](#)
- [Total questions for logon](#)

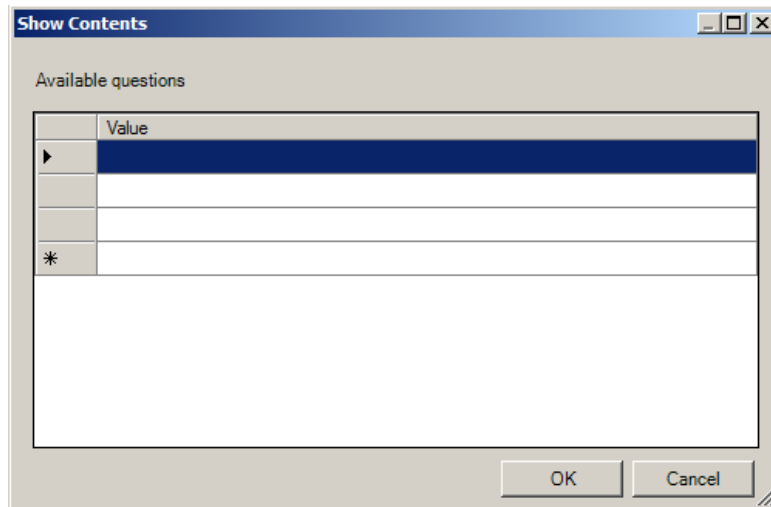
Available Questions

The **Available Questions** policy allows the system administrator to specify questions that will be used during the enrollment of Security Questions authenticator.

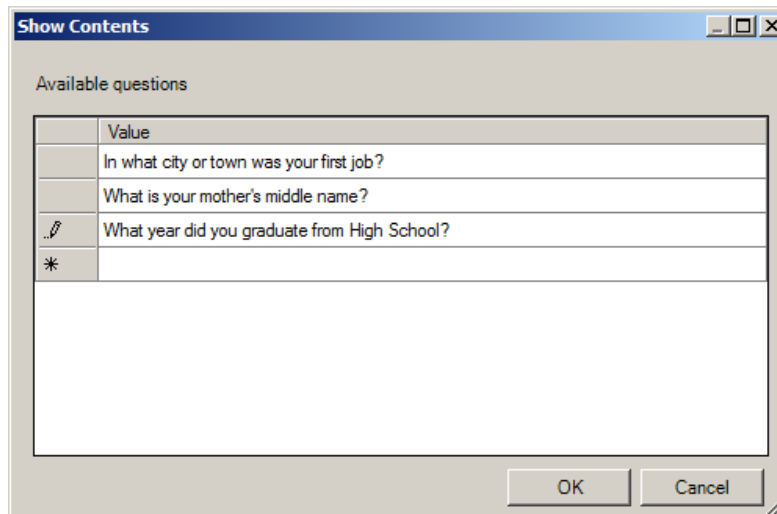


The screenshot shows a Windows-style dialog box titled "Available questions". At the top right, there are "Previous Setting" and "Next Setting" buttons. On the left, there are three radio buttons: "Not Configured", "Enabled" (which is selected), and "Disabled". To the right of these is a "Comment:" text box. Below the radio buttons is a "Supported on:" text box. At the bottom left, there is an "Options:" section with a "Show..." button. To the right of "Options:" is a "Help:" section. At the bottom right of the dialog are "OK", "Cancel", and "Apply" buttons.

Click **Show** to add security questions. The following window will be displayed.



Type the required questions and click **OK** to save them.

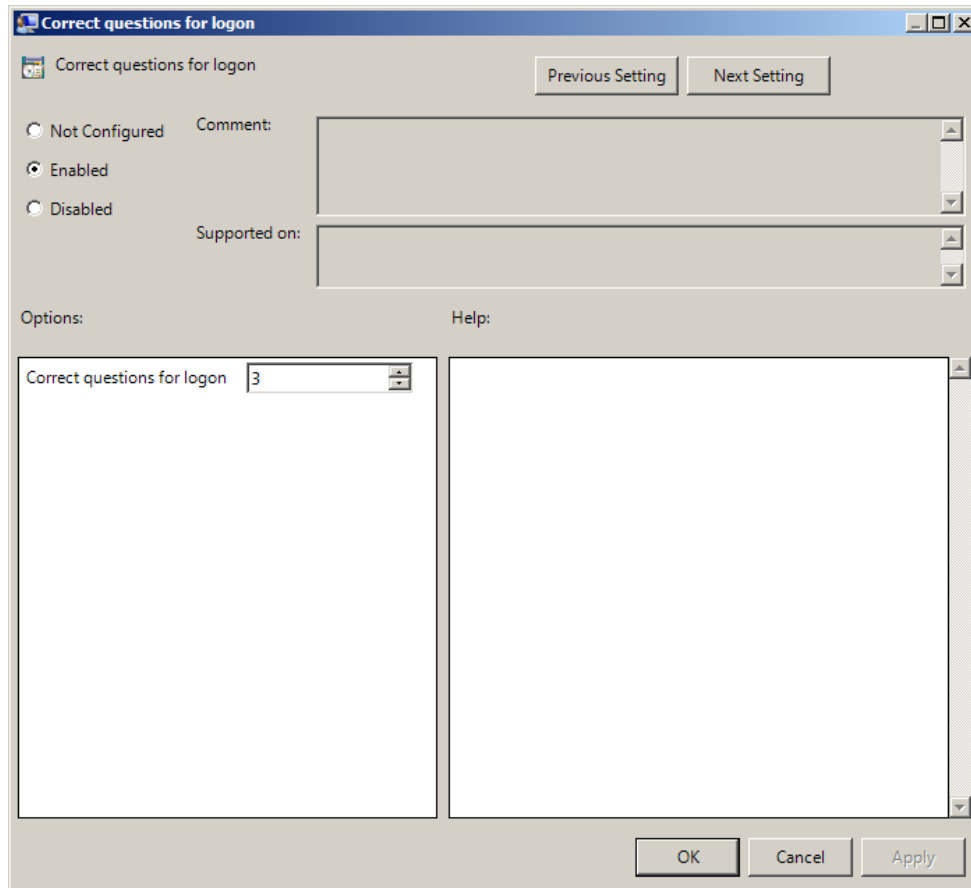


To save changes, use the **Apply** button. While switching between the policies, the changes are saved automatically.

- ✖ The changes take effect after group policy refresh.
- ✖ To refresh group policy immediately, in the command line enter `gpupdate /force`.

Correct Questions For Logon

The **Correct questions for logon** policy allows the system administrator to specify the number of correct questions that are required for logon.



To save changes, click the **Apply** button. While switching between the policies, the changes are saved automatically.

- * The changes take effect after group policy refresh.
- * To refresh group policy immediately, in the command line enter `gpupdate /force`.

Min Answer Length

The **Min answer length** policy allows the system administrator to specify the min length of the answer to the security question (in symbols).

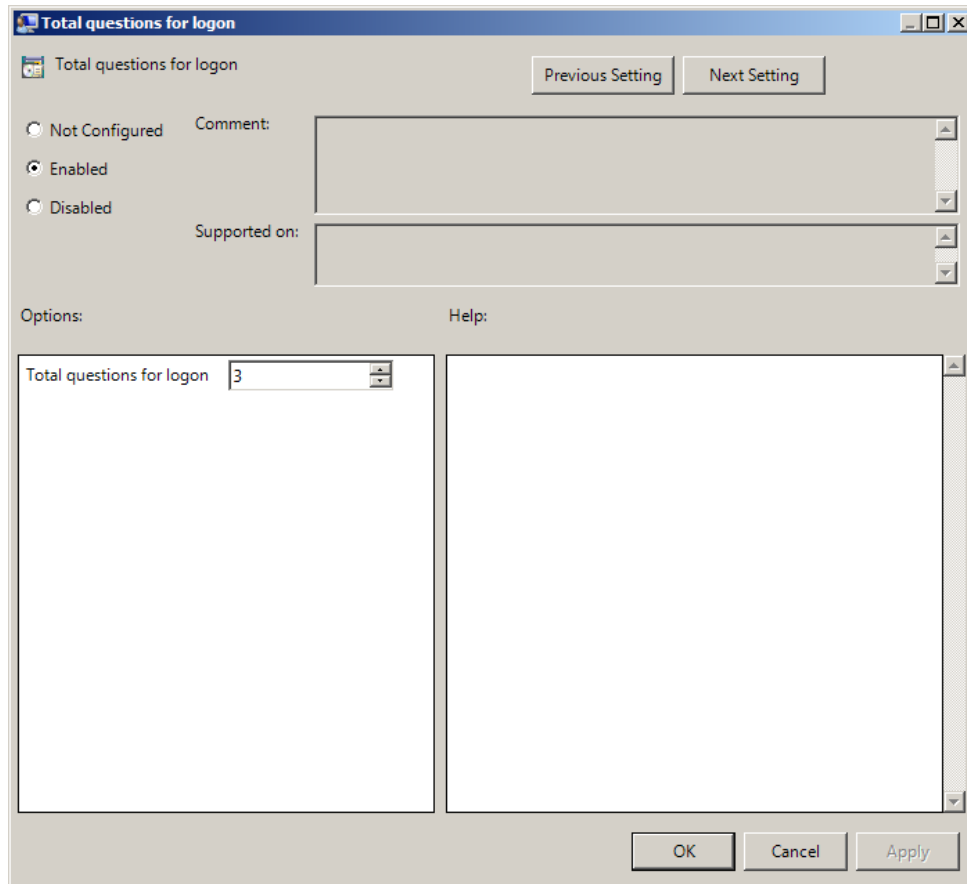
The screenshot shows a Windows-style dialog box titled "Min answer length". At the top right, there are "Previous Setting" and "Next Setting" buttons. On the left, there are three radio buttons: "Not Configured", "Enabled" (which is selected), and "Disabled". To the right of these is a "Comment:" text area. Below the radio buttons is a "Supported on:" dropdown menu. Underneath, there are two sections: "Options:" and "Help:". The "Options:" section contains a "Min answer length" dropdown menu with the value "2" selected. The "Help:" section is empty. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

To save changes, click the **Apply** button. While switching between the policies, the changes are saved automatically.

- ✖ The changes take effect after group policy refresh.
- ✖ To refresh group policy immediately, in the command line enter `gpupdate /force`.

Total Questions For Logon

The **Total questions for logon** policy allows the system administrator to specify the minimum length of the answer to the security question (in symbols).



To save changes, use the **Apply** button. When switching between the policies, the changes are saved automatically.

- * The changes take effect after group policy refresh.
- * To refresh group policy immediately, in the command line enter `gpupdate /force`.

Removing Security Questions Authentication Provider

In this chapter:

- [Microsoft Windows 7/Microsoft Windows Server 2008](#)
- [Microsoft Windows Server 2003](#)
- [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 **Security Questions 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 **Security Questions 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 **Security Questions Authentication Provider** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

Installing and Removing Security Questions 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.

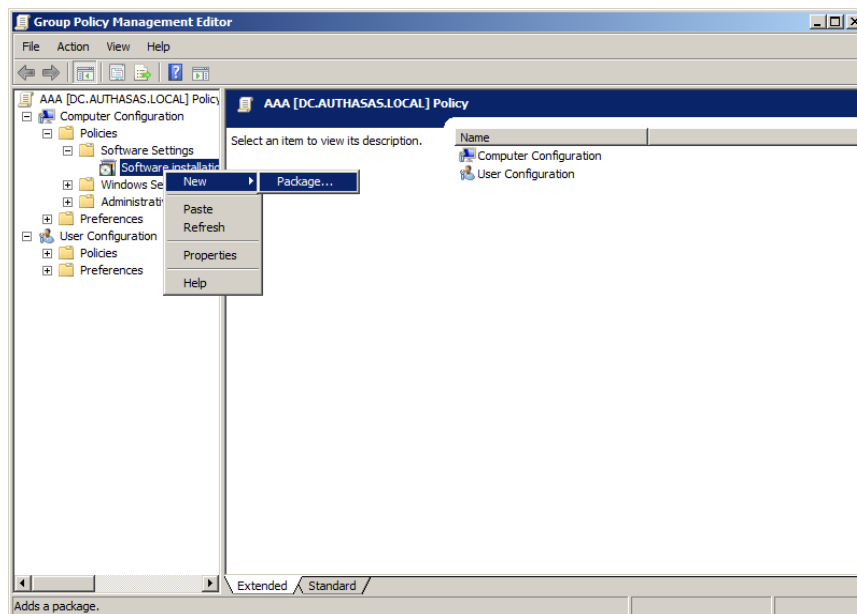
To create new **Group Policy** and configure it:

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 Security Questions Authentication Provider via Group Policy

To install Security Questions 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**.

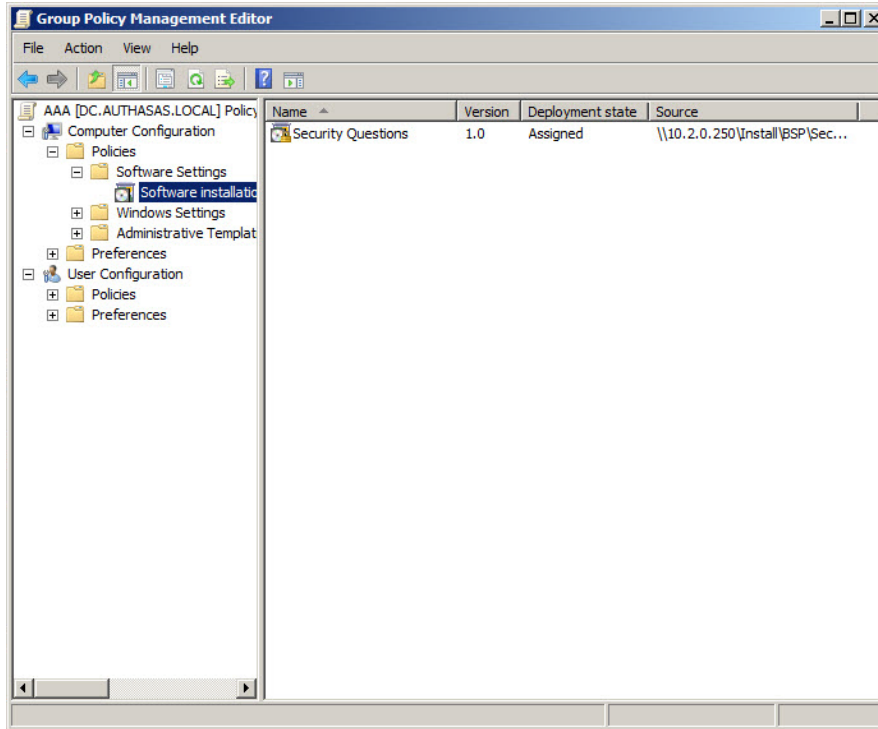


2. Specify the network path to the installer package.

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

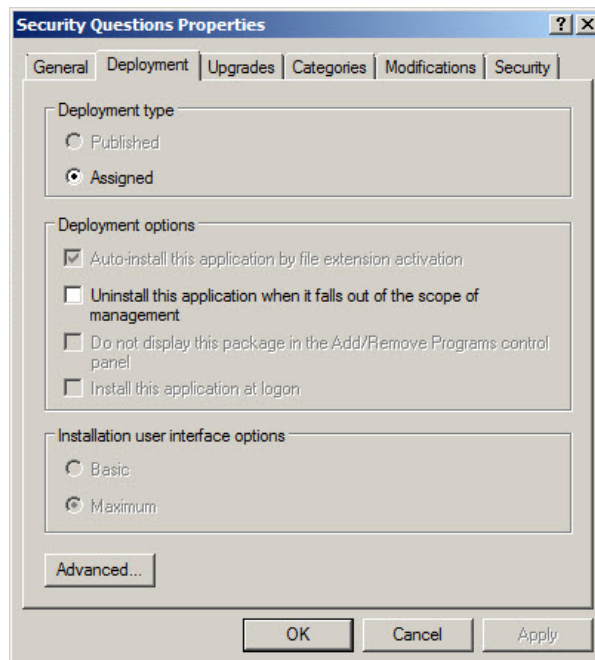
3. In the **Deploy Software** dialog, select **Assigned** and click **OK**.

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

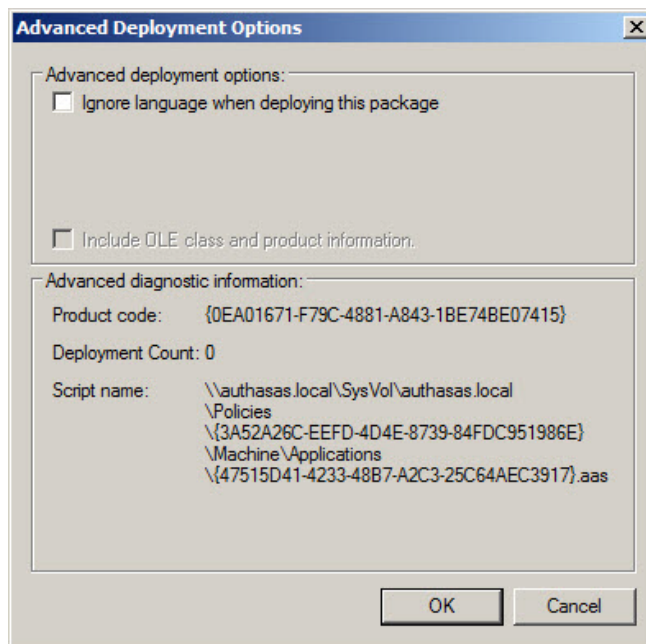


5. Open package properties:

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 don't 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).

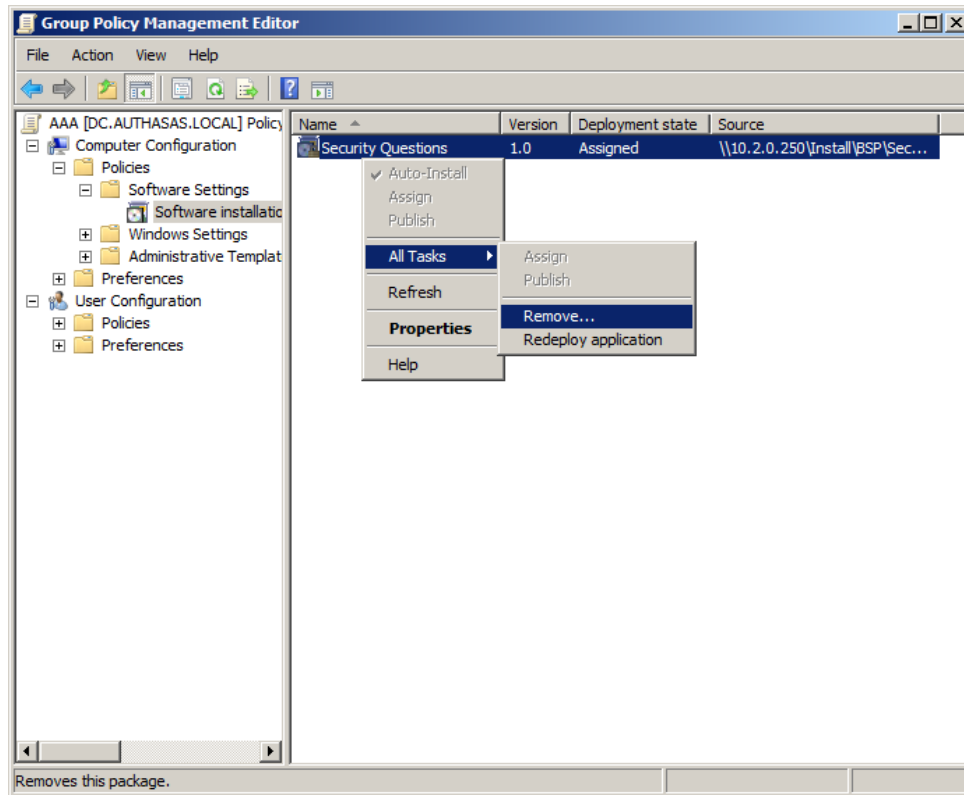
 The assigned package is installed after you have updated the domain policy and restarted your computer. To update the domain policy immediately, use the `gpupdate /force` command.

Removing Security Questions Authentication Provider via Group Policy

To remove Security Questions 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 **Immediately uninstall the software from users and computers** and 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.

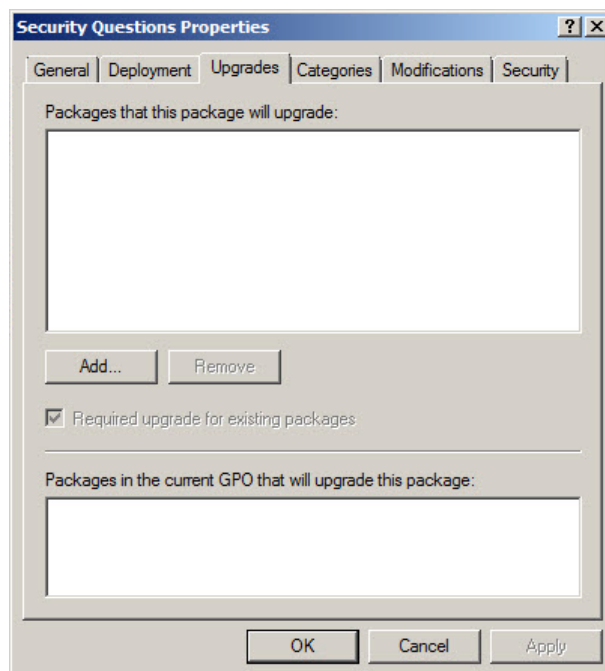
* If you have cleared the **Uninstall this application when it falls out of the scope of management** check box as it was recommended, software will not be uninstalled after selecting **Immediately uninstall the software from users and computers**. In this case, you will need to uninstall it via **Programs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

Upgrading Security Questions Authentication Provider via Group Policy

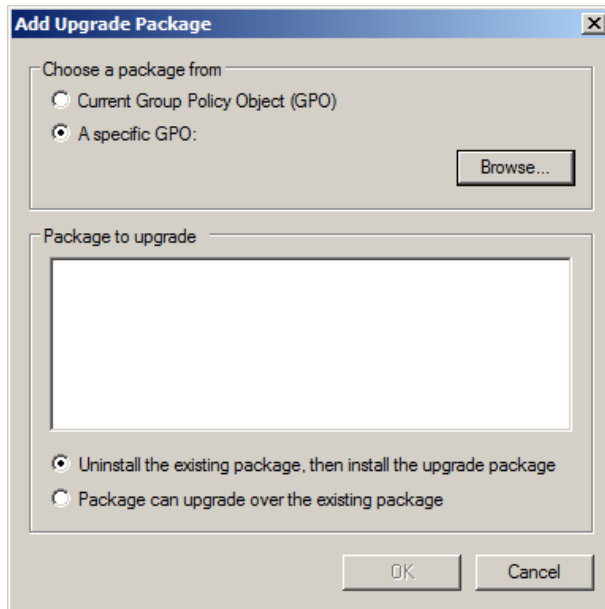
Option 1: You can add .msi package with new component version to an existing group policy object. However, this option does not prove to be good, because in case of any problems in new version of component, these problems spread on all computers in installation group.

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 **A specific GPO**.



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

6. Select .msi package name;

7. Select **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 Security Questions Authentication Provider

Description:

Error appears when installing Security Questions authentication provider on your computer.

Cause:

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