NetIQ Advanced Authentication Framework

Smartphone Authentication Provider User's Guide for Android

Version 5.1.0

Table of Contents

1

Table of Contents **2**

Introduction **3**

About This Document 3

Managing NetIQ Smartphone Authenticator **4**

First Launch of NetIQ Smartphone Authenticator 5

Next Launches of NetIQ Smartphone Authenticator 8

Re-enrolling Authenticator 11

Logon with NetIQ Smartphone Authenticator **12**

Logon Using Domain Password with Confirmation on Smartphone 13

Logon with OTP 16

Troubleshooting **17**

Authentication with NetIQ Smartphone Authenticator Fails 17

Index **18**

© NetIQ

Introduction

About This Document

Purpose of the Document

This Smartphone Authenticator Provider User's Guide for Android 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 NetIQ Smartphone Authenticator.

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.

© NetIQ

Managing NetIQ Smartphone Authenticator

NetIQ Smartphone Authenticator gives you access to the NetIQ system from your phone with the help of domain password or OTP. NetIQ Smartphone Authenticator requires Android 2.3.x, 4.x and 3 megapixel camera with the function of focusing.

In this chapter:

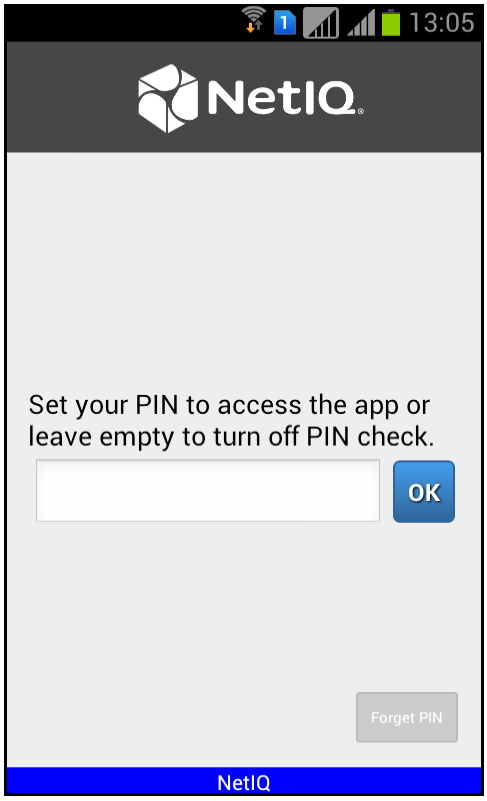
- First launch of NetIQ Smartphone Authenticator
- Next launches of NetIQ Smartphone Authenticator
- Re-enrolling authenticator

© NetIQ

First Launch of NetIQ Smartphone Authenticator

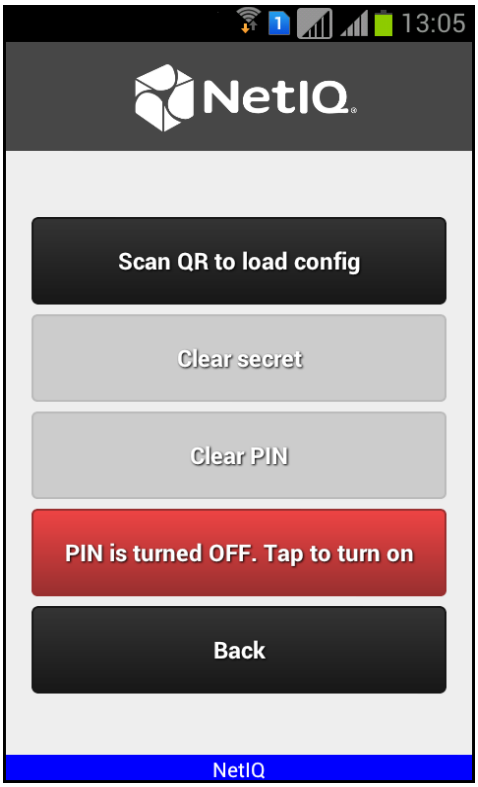
1. Install NetIQ Smartphone Authenticator. You can download it from the Google Play Store.

2. Run NetIQ Smartphone Authenticator. The authorization window will be displayed. Tap **OK**.



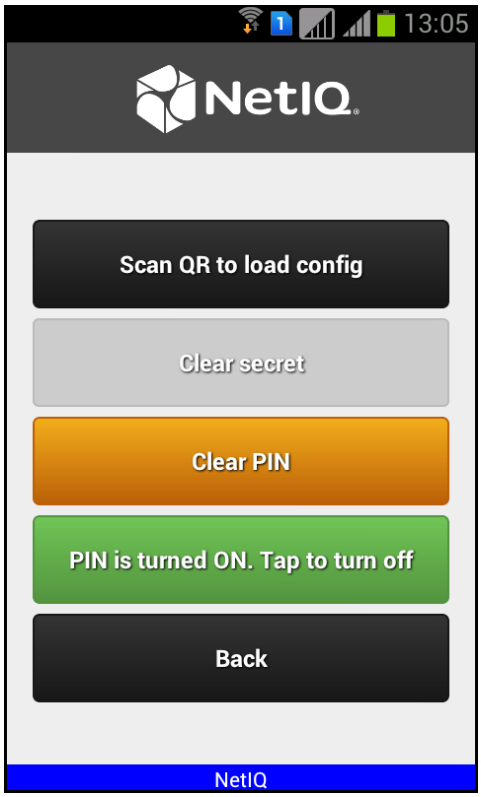
3. The main menu of NetIQ Smartphone Authenticator will be displayed:

© *NetIQ*

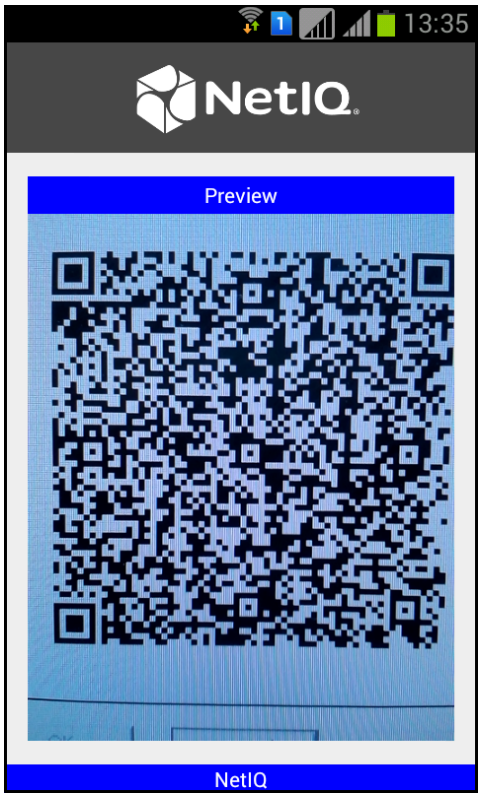


To turn on the PIN, tap the **PIN is turned OFF. Tap to turn on** button at the main window of NetIQ Smartphone Authenticator. Tap the **Clear PIN** button to specify your PIN. Enter your PIN and tap **OK** to save it.

© NetIQ



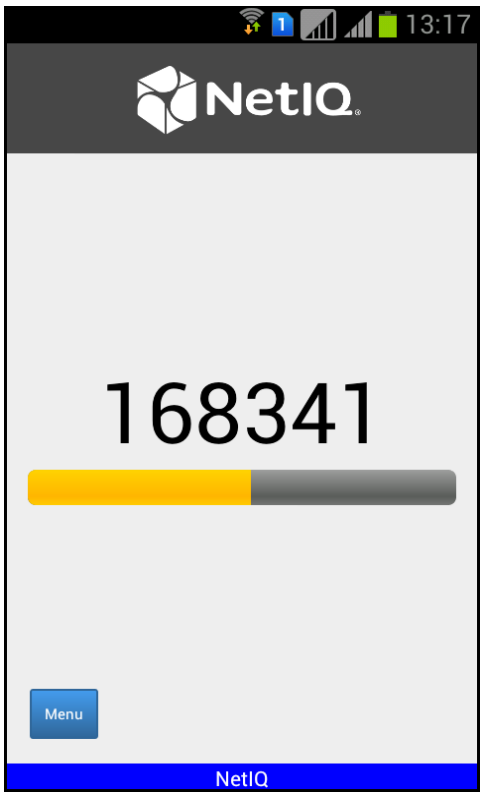
4. Tap the **Scan QR to load config** button to scan the QR code containing the template data.



© NetIQ

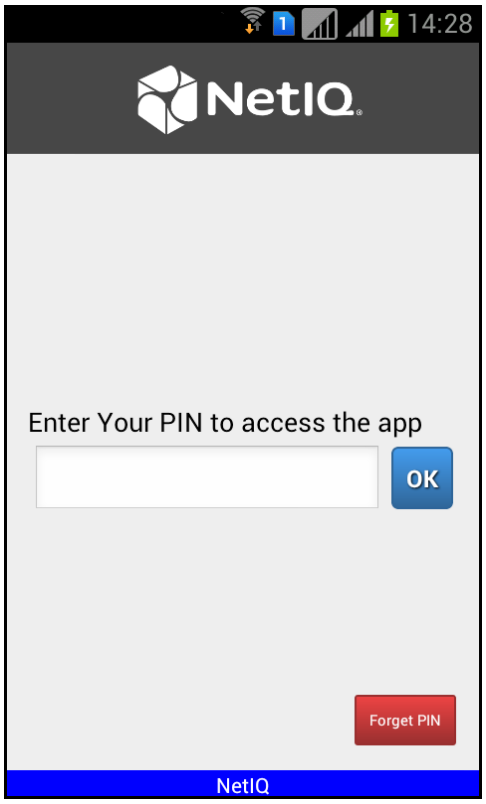
Next Launches of NetIQ Smartphone Authenticator

1. Run NetIQ Smartphone Authenticator. The automatically generated OTP will be displayed:



If you have turned on your PIN, the authorization window will be displayed:

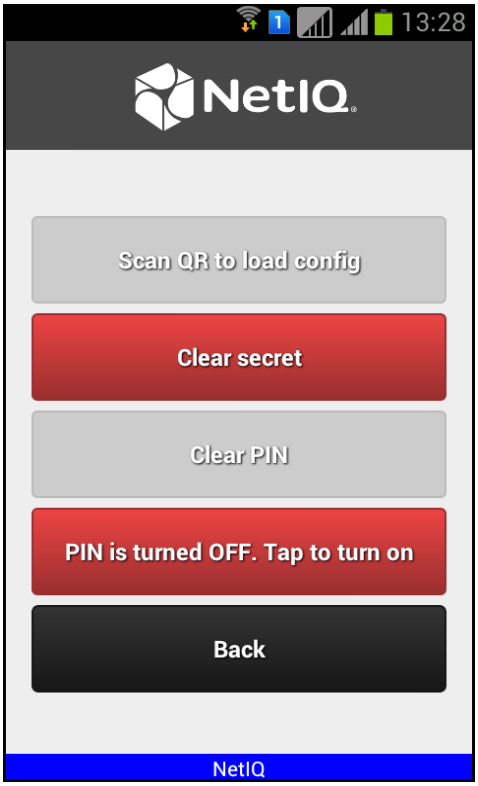
© NetIQ



Enter your PIN to access the application and tap **OK**. The automatically generated OTP will be displayed. If you have forgotten your PIN, tap the **Forget PIN** button. The following window will be displayed:

© *NetIQ*

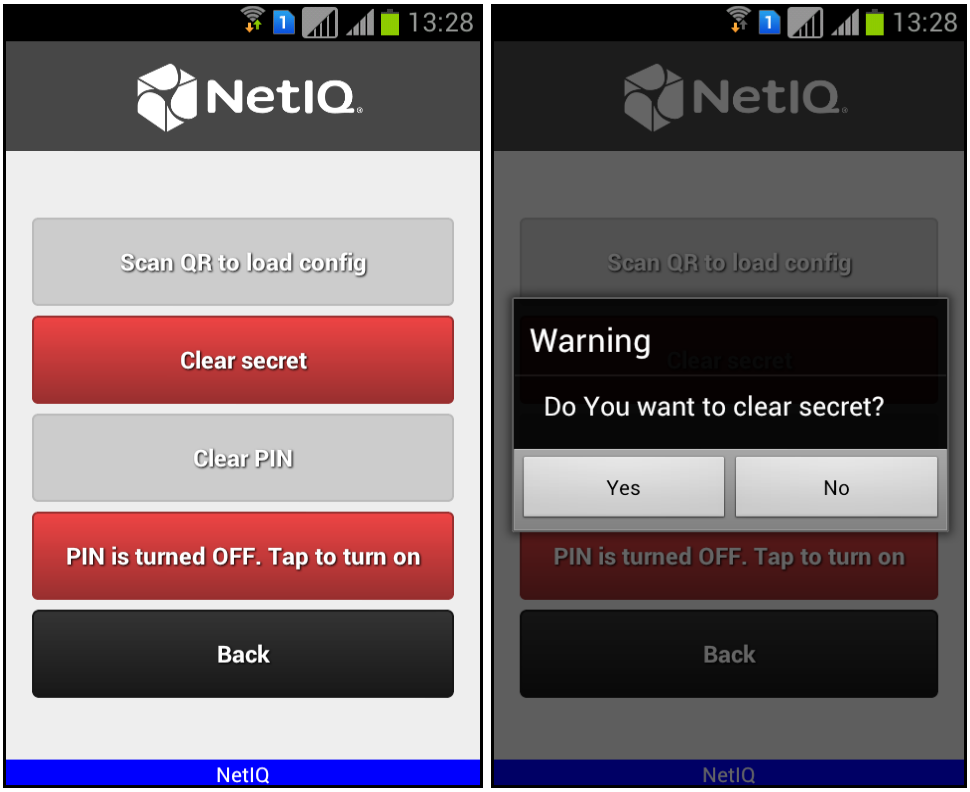
2. Tap the **Menu** button to open the main menu of NetIQ Smartphone Authenticator.



© NetIQ

Re-enrolling Authenticator

It is possible to enroll authenticator with NetIQ Smartphone Authenticator only one time. To re-enroll authenticator, it is required to clear secret. To do it, tap the **Clear secret** button at the main window of NetIQ Smartphone Authenticator. Tap **Yes** to confirm that you want to clear secret.



When the secret is cleared, the **Scan QR to load config** button will become active. Tap it to scan the QR code containing the template data.

© NetIQ

Logon with NetIQ Smartphone Authenticator

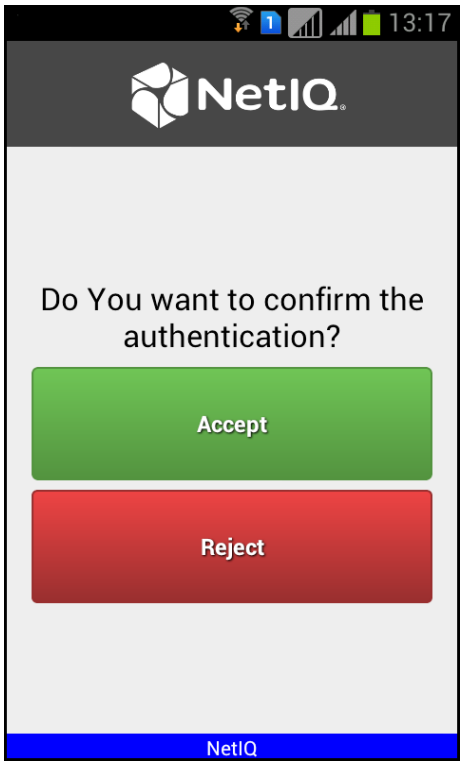
There are two ways of logon with NetIQ Smartphone Authenticator:

- Logon using domain password with confirmation on smartphone
- Logon with OTP

© NetIQ

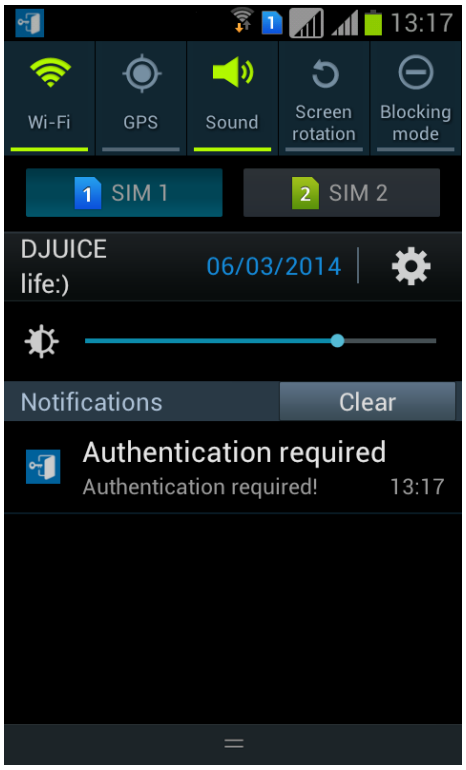
Logon Using Domain Password with Confirmation on Smartphone

To log in the system using Smartphone authentication provider, enter domain password and click **Enter** on the computer. The following confirmation window will be displayed on a mobile device:



You will be notified with a push notification **"Authentication required!"**, if your mobile device is locked or the mobile application is closed. Run the application and confirm the authentication.

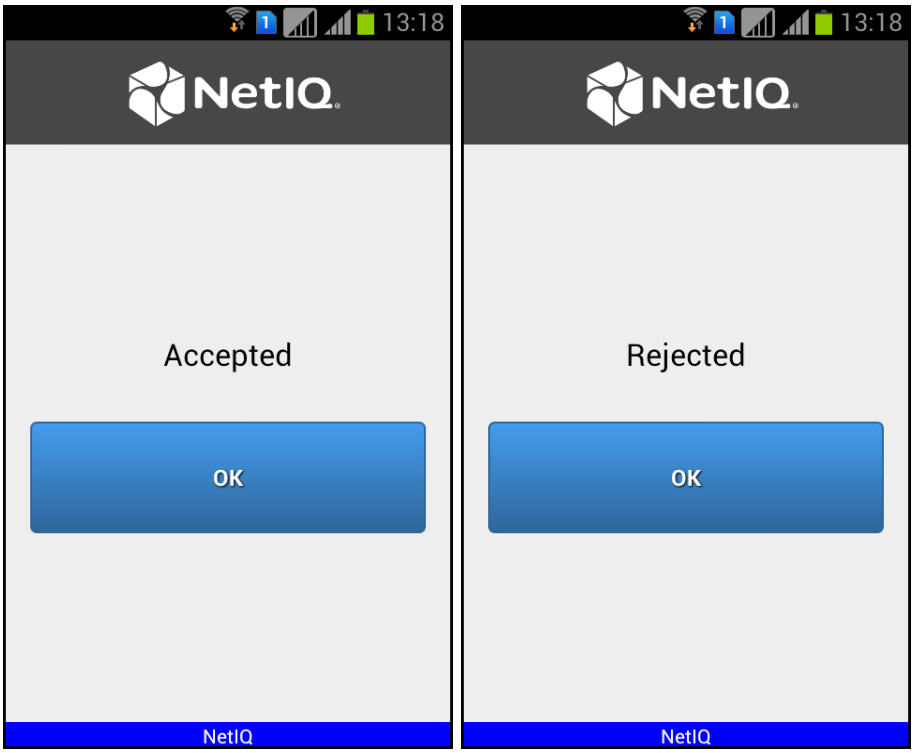
© NetIQ



If push notification wasn't received within several seconds, run NetIQ Smartphone Authenticator manually and enter your PIN. Temporary troubles with push notifications may occur not because of NetIQ.

Tap **Accept**, if you want to authenticate with the selected method. You will be authenticated using Smartphone authentication provider. Tap **Reject**, if you want to cancel the authentication.

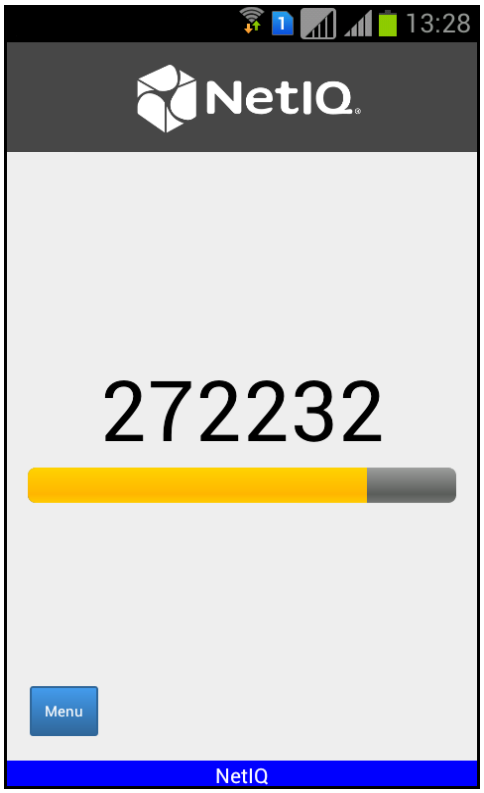
© *NetIQ*



© NetIQ

Logon with OTP

To log in the system using OATH authentication provider, run NetIQ Smartphone Authenticator and enter your PIN. The automatically generated OTP will be displayed. Enter OTP and domain password to the password text holder to log in using OATH authentication provider.



© NetIQ

Troubleshooting

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

Authentication with NetIQ Smartphone Authenticator Fails

Description:

Authentication using with NetIQ Smartphone Authenticator fails.

Cause:

There is no Internet connection on the Server with Smartphone authentication dispatcher.

Solution:

You can login with OTP that is automatically generated by NetIQ Smartphone Authenticator.

© NetIQ

Index

A

Authentication 1, 3, 13, 17
Authenticator 3-5, 8, 11-12, 14, 16-17

C

Client 3

L

Logon 3, 12-13, 16

M

Menu 10

O

OATH 16
OTP 4, 8, 12, 17

P

PIN 6, 8

S

Server 17

U

User 1

© *NetIQ*