



# NetIQ Advanced Authentication Framework

## **Voice Call Authentication Provider Server Installation Guide**

Version 5.1.0

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# Introduction

## About This Document


### Purpose of the Document


This Voice Call Authentication Provider Server 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 Voice Call Authentication Provider Server which is used for Voice Call 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 the installation of Voice Call Authentication Provider Server, the following system requirements should be fulfilled:

- Microsoft Windows 2008 Server R2 SP1/ Microsoft Windows Server 2012/ Microsoft Windows Server 2012 R2;
- Voice Call Authentication Provider Server should be installed on the computer with already installed NetIQ Advanced Authentication Framework.

# Installing and Removing Voice Call Authentication Provider Server

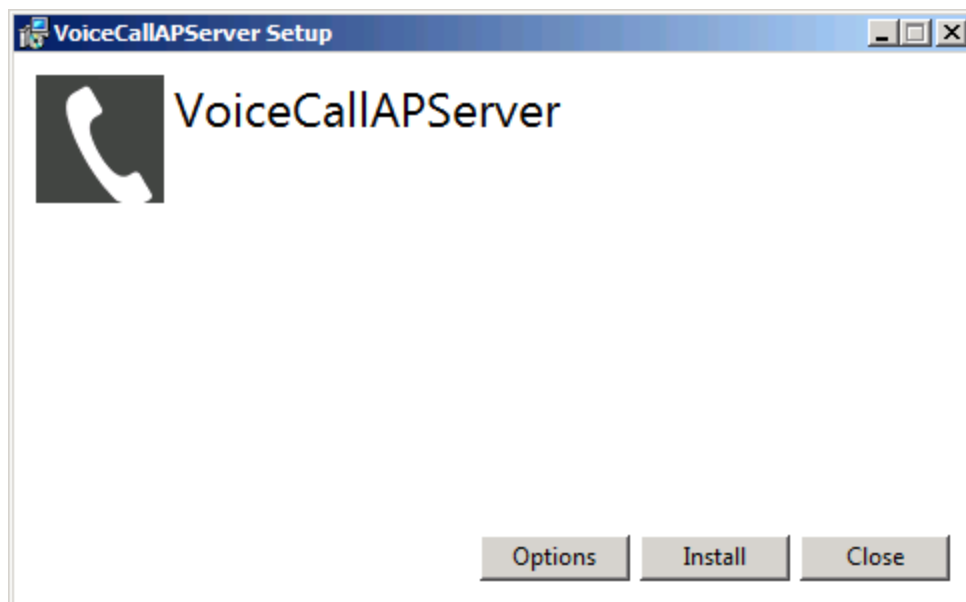
NetIQ Advanced Authentication Framework™ package includes Voice Call authentication provider, which allows you to control authentication with the help of personal or corporate phone. Voice Call Authentication Provider Server is a component that should be installed on a server with public IP address.

## Installing Voice Call Authentication Provider Server

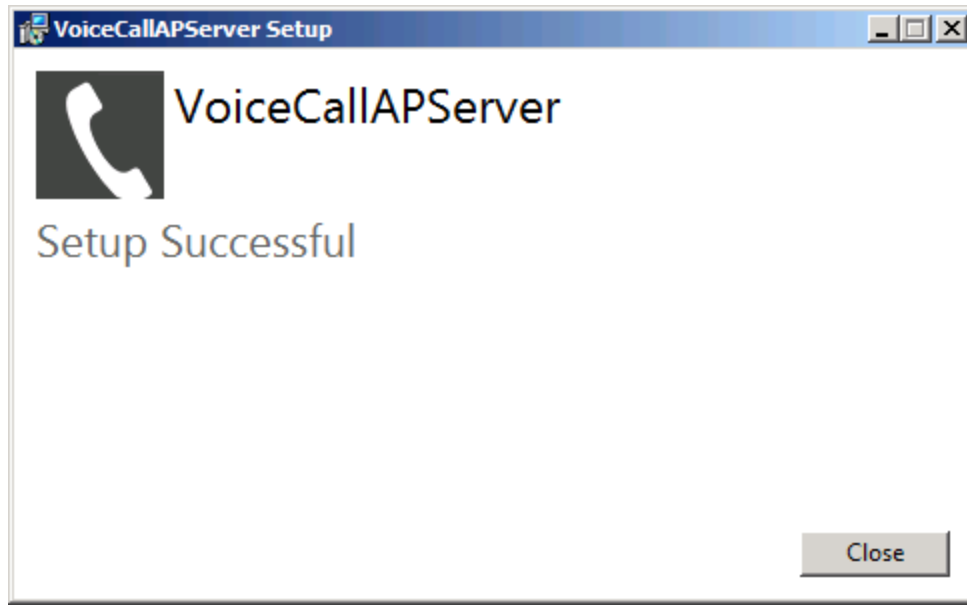
 The start of installation can be frozen for a time up to 1 minute in the case of offline mode. This delay occurs due to check of digital signature of component.

To install Voice Call Authentication Provider Server:

1. Run the .exe file. The **VoiceCallAPServer Setup** window will be displayed. Click **Install**.



2. Installation of Voice Call Authentication Provider Server will be started.
3. Click **Close** to close the wizard.



4. Specify Voice Call Authentication Provider Server port in the registry (the default port number is 8010).

5. It is required to check the correct functioning of Voice Call Authentication Provider Server.

To do it, enter the following URL in the browser's navigation bar:

`http://<server address>:<port>/` .

The following message should be displayed: "*Voice Call AP Server.*"

## Removing Voice Call Authentication Provider Server

In this chapter:

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

# Troubleshooting

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

In this chapter:

- [Cannot Install Voice Call Authentication Provider Server](#)
- [Test Page Is Not Loaded While Checking Voice Call Authentication Provider Server](#)

## Cannot Install Voice Call Authentication Provider Server

### Description:

Error appears when installing Voice Call Authentication Provider Server on your computer.

### Cause:

- a. You have no space left on the disk.
- b. You are installing Voice Call Authentication Provider Server on the OS with the wrong bitness.
- c. You are installing Voice Call Authentication Provider Server 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.



## Test Page Is Not Loaded While Checking Voice Call Authentication Provider Server

### **Description:**

The test page is not loaded while checking the functioning of Voice Call Authentication Provider Server.

### **Cause:**

- a. URL that is entered in the browser's navigation bar contains the Voice Call Authentication Provider Server port that doesn't correspond to the specified port in the registry.
- b. Installation of Web Server (IIS) server role and .NET Framework was performed incorrectly.

### **Solution:**

- a. Check whether URL that is entered in the browser's navigation bar contains the Voice Call Authentication Provider Server port that corresponds to the specified port in the registry.
- b. Ensure that Web Server (IIS) server role was installed before the installation of .NET Framework.

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