



NetIQ Advanced Authentication  
Framework - Web Enrollment Wizard  
**Installation Guide**

Version 5.1.0

# Table of Contents

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	<b>1</b>
<b>Table of Contents</b> .....	<b>2</b>
<b>Introduction</b> .....	<b>3</b>
About This Document .....	3
<b>System Requirements</b> .....	<b>4</b>
<b>Installing and Removing Web Enrollment Wizard</b> .....	<b>5</b>
Installing Web Enrollment Wizard .....	5
Configuring Web Enrollment Wizard .....	6
Removing Web Enrollment Wizard .....	8
Microsoft Windows Server 2008 .....	8
Microsoft Windows Server 2012 .....	8
<b>Troubleshooting</b> .....	<b>9</b>
Cannot Install Web Enrollment Wizard .....	9
Authenticore Server Was Not Found While Web Enrollment Wizard Authentication .....	10
<b>Index</b> .....	<b>11</b>

# Introduction

## About This Document

### Purpose of the Document

This Web Enrollment Wizard 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 Web Enrollment Wizard.

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.

### Document Conventions

This document uses the following 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, and buttons are put in bold type, e.g.: the **Logon** window.

# System Requirements

 Installing and removing Web Enrollment Wizard requires **Local Admins** privileges.

The following system requirements should be fulfilled:

- Microsoft Windows 2008 Server R2 SP1/ Microsoft Windows Server 2012/ Microsoft Windows Server 2012 R2;
- Web Server (IIS) role should be preliminary installed.


# Installing and Removing Web Enrollment Wizard


The NetIQ Web Enrollment Wizard allows users to enroll or manage authenticators from any place (workstation, laptop, tablet PC or smartphone) in the web browser, without necessity to install any software.

In this chapter:

- [Installing Web Enrollment Wizard](#)
- [Configuring Web Enrollment Wizard](#)
- [Removing Web Enrollment Wizard](#)

## Installing Web Enrollment Wizard

 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.

 Before the start of installation, make sure that the following IIS services are installed on the selected server: Web Service Role, Common HTTP Features, ASP.NET 4.5 (4.0.30319), .NET Extensibility, ISAPI Extensions, ISAPI Filter and Request Filtering.

To install Web Enrollment Wizard:

1. Run the .exe file. **Web Enrollment Wizard** will be automatically installed on your computer.
2. You must restart your system for the configuration changes made to Web Enrollment Wizard to take effect. Click **Yes** to restart the system immediately or **No** if you plan to restart it later manually.

## Configuring Web Enrollment Wizard

1. During the installation of Web Enrollment Wizard, domain of the server, where Web Enrollment Wizard is being installed, will be set by default.

If domain was not detected or another domain should be set, open **web.config** file that is located in C:\Program Files\NetIQ\NetIQ Advanced Authentication Framework\WEW. Uncomment the code and replace **DOMAIN** with the correct domain name. If the option is commented, current domain name will be used by default.

2. It is also possible to configure style.css file that is located in C:\Program Files\NetIQ\NetIQ Advanced Authentication Framework\WEW\Content. The style.css file should be configured accurately.
3. The required authentication provider should be installed on the server. Otherwise it will not be displayed in the list of available authenticators.
4. To enroll Live Ensure authentication provider using NetIQ Web Enrollment Wizard, the user's e-mail address that is linked to LiveEnsure account should be specified in the **General** tab of the **User Properties** in Active Directory Users and Computers and Live Ensure authentication provider should be configured in accordance with Live Ensure AP - Installation Guide.
5. To enroll OATH OTP authentication provider using NetIQ Web Enrollment Wizard, OATH OTP authentication provider should be configured in accordance with OATH OTP AP - Configuration Guide.
6. To enroll SMS authentication provider using NetIQ Web Enrollment Wizard, the user's telephone number that will be used for authentication should be specified in the **General** tab of the **User Properties** in Active Directory Users and Computers and SMS authentication provider should be configured in accordance with SMS AP - Installation Guide.



It is required to specify an equal **TelephoneNumberAttribute** parameter's value in the following registry key HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\BSP\{6D890379-EC8E-483F-A927-F3489303B37A}\SMS Service on Web Enrollment Wizard server.

7. To enroll Voice Call authentication provider using NetIQ Web Enrollment Wizard, the user's telephone number that will be used for authentication should be specified in the **General** tab of the **User Properties** in Active Directory Users and Computers and Voice Call authentication provider should be configured in accordance with Voice Call AP - Installation Guide.

8. To enroll Smartphone authentication provider using NetIQ Web Enrollment Wizard, Dispatcher API interfaces should be configured in accordance with Smartphone AP - Installation Guide.

## Removing Web Enrollment Wizard

In this chapter:

- [Microsoft Windows Server 2008](#)
- [Microsoft Windows Server 2012](#)

### Microsoft Windows Server 2008

1. In the **Start** menu, select **Control panel** and then double-click **Programs and Features**.
2. Select **Web Enrollment Wizard** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

### Microsoft Windows Server 2012

1. In the **Search** menu, select **Apps > Control Panel > Programs > Programs and Features**.
2. Select **Web Enrollment Wizard** 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 Web Enrollment Wizard](#)
- [Authenticore Server Was Not Found While Web Enrollment Wizard Authentication](#)

## Cannot Install Web Enrollment Wizard

### Description:

Error appears while installing Web Enrollment Wizard on your computer.

### Cause:

- a. You are installing Web Enrollment Wizard on the network drive.
- b. You have no space left on the disk.
- c. You are installing Web Enrollment Wizard on the unsupported OS.
- d. You are installing Web Enrollment Wizard on the OS with the wrong bitness.

### Solution:

- a. Change the installation path.
- b. Free the amount of disk space needed for installation.
- c. Check the list of supported OS.
- d. Check your OS's bitness and run the installer.

## Authenticore Server Was Not Found While Web Enrollment Wizard Authentication

### Description:

During authentication using Web Enrollment Wizard the following error occurs: "*Could not find Authenticore Server*".

### Cause:

None of Authenticore Servers could be accessed.

### Solution:

- a. Check whether at least one Authenticore Server (from the Authenticore Server group in CN=Users in Active Directory) is running and firewall tools don't block an interaction.
- b. Open the following folder at the Authenticore Server:  
%ProgramFiles%\NetIQ\NetIQ Advanced Authentication Framework\  
Then execute: `schemaadmin.exe -import DefaultSchema`.

# Index

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## A

Active Directory 6, 10  
Authentication 1, 3, 6, 10  
Authenticator 3

## C

Client 3  
Control 8  
Control panel 8

## E

Error 9

## L

Local 4  
Logon 3

## M

Microsoft Windows Server 2008 8  
Microsoft Windows Server 2012 8

## O

OATH 6  
OTP 6

## P

Properties 6

## S

Server 4, 9-10  
Software 6  
System 4

## U

User 6

---

**W**

Windows 4