NetIQ Advanced Authentication Framework - Web Enrollment Wizard

User's Guide

Version 5.1.0

Table of Contents

1

Table of Contents **2**

Introduction **3**

About This Document 3

Supported Browsers **4**

Managing NetIQ Web Enrollment Wizard **5**

Authenticators Enrollment **7**

Live Ensure Authenticator 7

OATH OTP Authenticator 11

Smartphone Authenticator 14

SMS Authenticator 17

Voice Call Authenticator 20

Yubikey OATH HOTP Authenticator 23

Troubleshooting **24**

Cannot Enroll Any Authenticator 24

Login Was Unsuccessful 24

Index **25**

© NetIQ

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 use 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.

© NetIQ

Supported Browsers

Web Enrollment Wizard is supported by the following browsers:

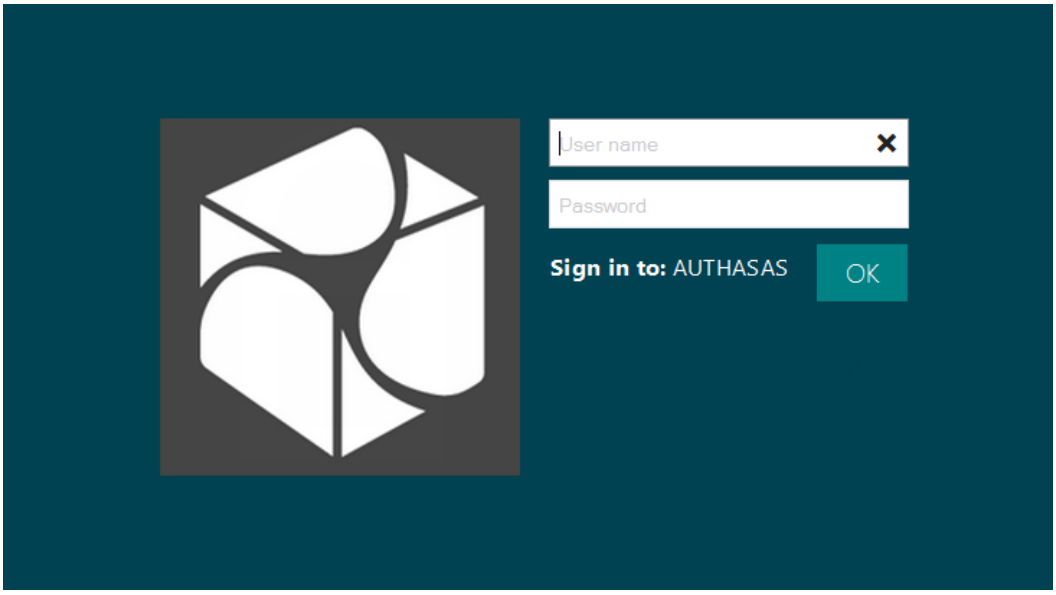
- Internet Explorer 9.0 and later;
- Google Chrome 32.0 and later;
- Mozilla Firefox 26.0 and later;
- Opera 19.0 and later.

© NetIQ

Managing NetIQ Web Enrollment Wizard

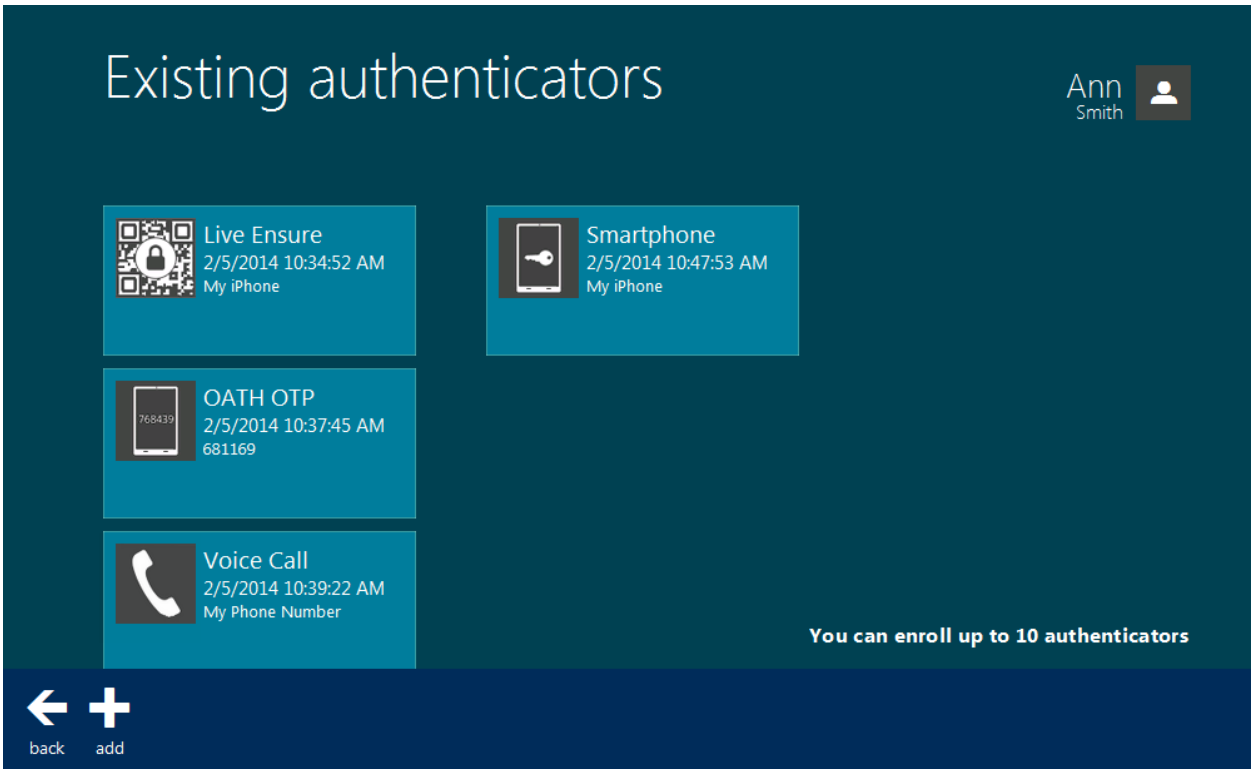
The NetIQ Web Enrollment Wizard allows users to enroll or manage authenticators from any place (workstation, laptop, tablet PC or smartphone) in the web browser, without necessity to install any software.

1. To open NetIQ Web Enrollment Wizard, go to http://<domain name server or IP address>/WEW .
2. Enter your user name and domain password. Click **OK**.

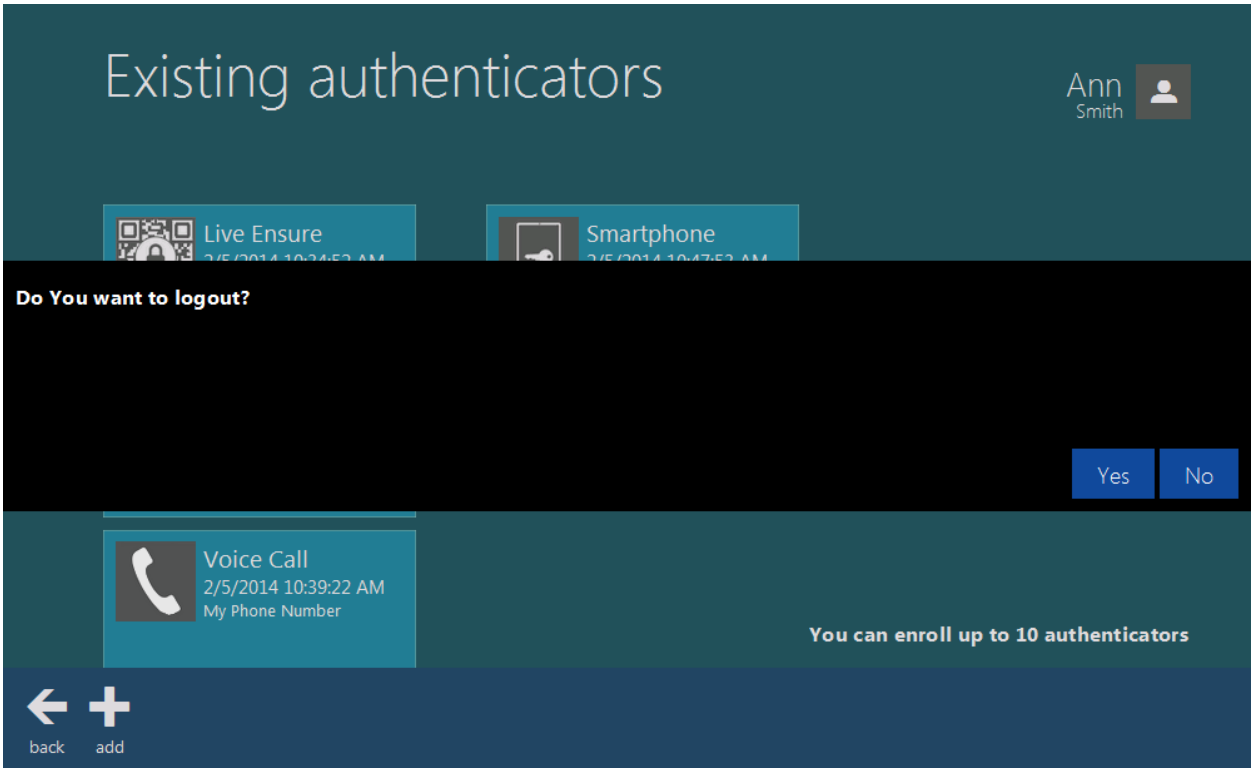


3. After the successful authentication, the list of enrolled authenticators will be displayed.

© NetIQ



4. To switch the user or to log out, click **Back** or click the user account picture and select **Logout**. Click **Yes**.



© NetIQ

Authenticators Enrollment

NetIQ Web Enrollment Website allows you to enroll the following authenticators:

- Live Ensure Authenticator
- OATH OTP Authenticator
- Smartphone Authenticator
- SMS Authenticator
- Voice Call Authenticator
- Yubikey OATH HOTP Authenticator

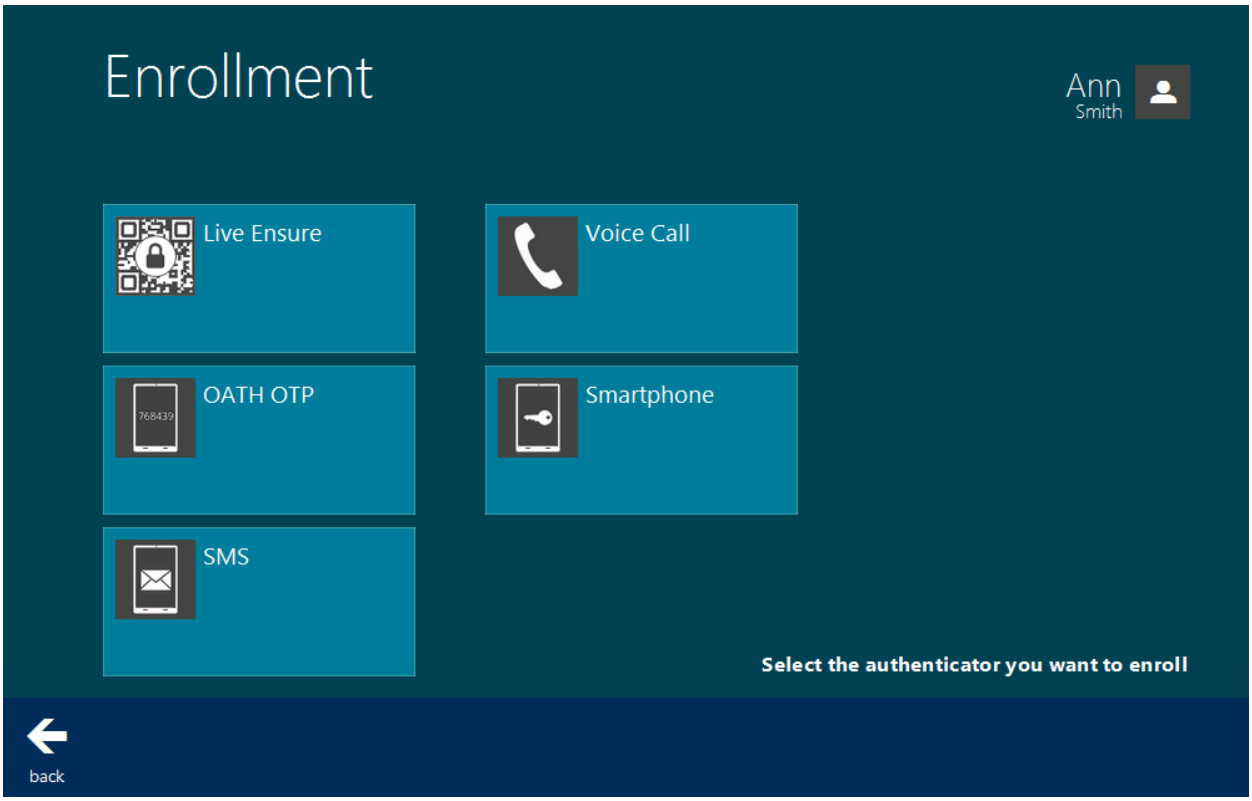
Live Ensure Authenticator

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.

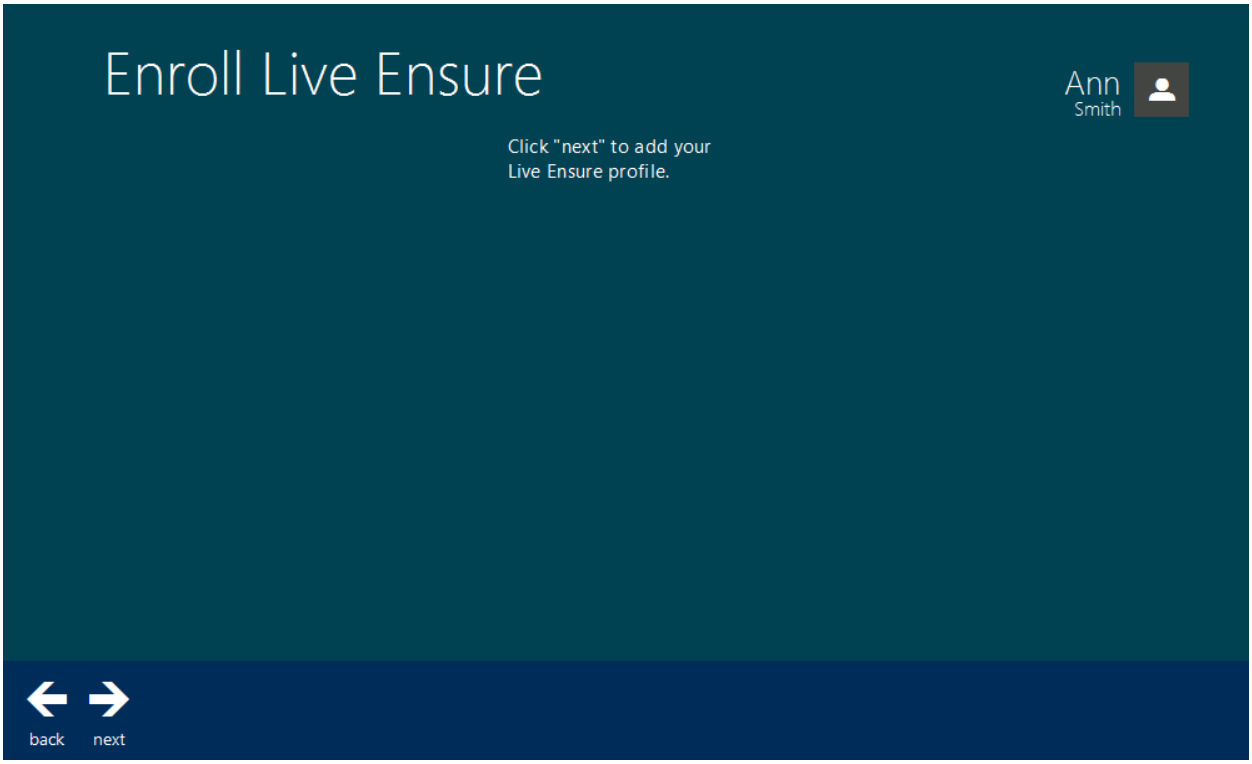
To enroll a Live Ensure authenticator:

1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **Live Ensure** from the list of available authenticators.

© NetIQ

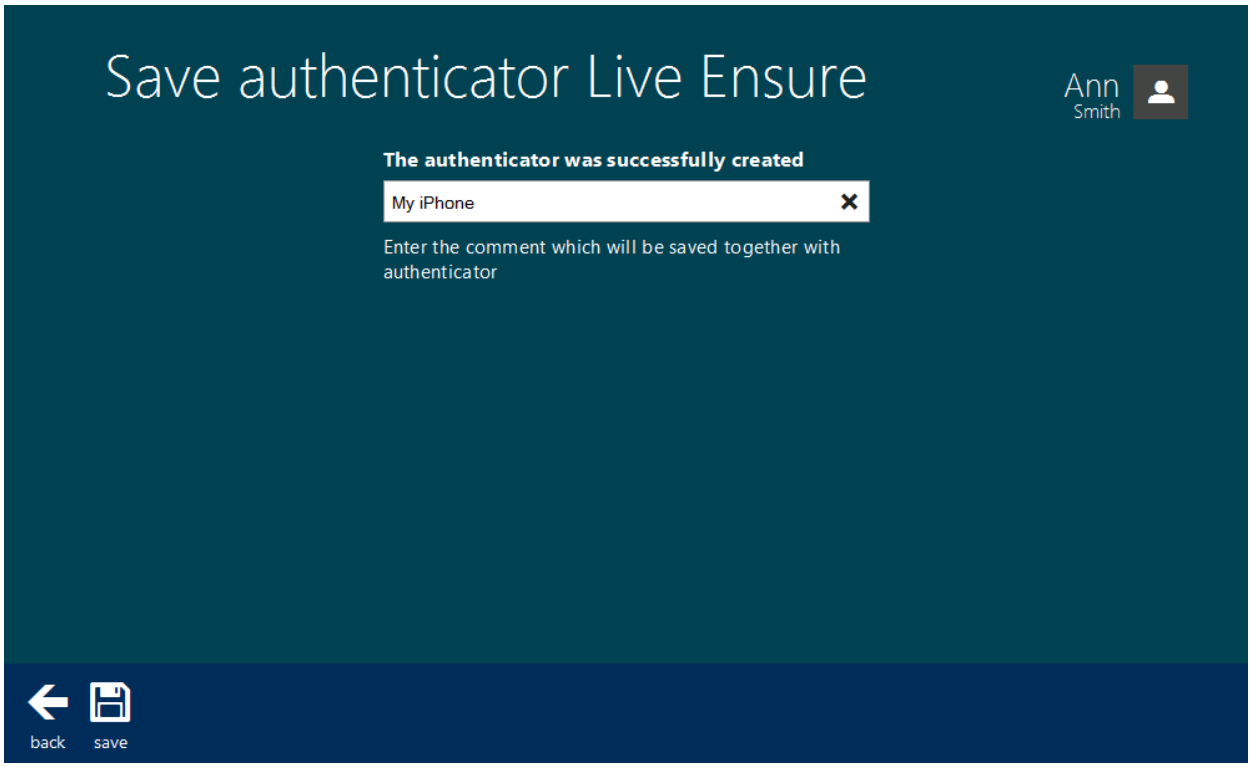


3. Click **Next** to add your Live Ensure profile.

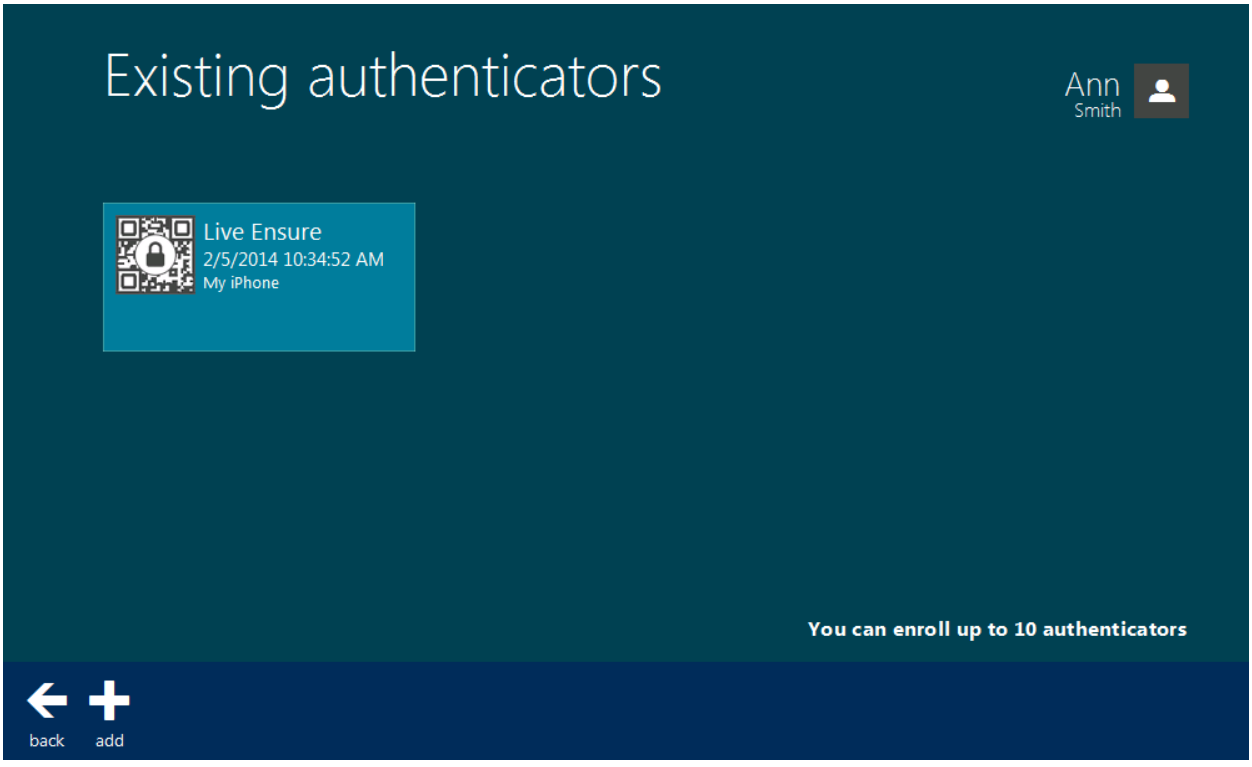


© NetIQ

4. Enter the comment which will be saved together with authenticator. Click **Save**.



5. Live Ensure authenticator is created and is visible in the list of enrolled authenticators.



© NetIQ

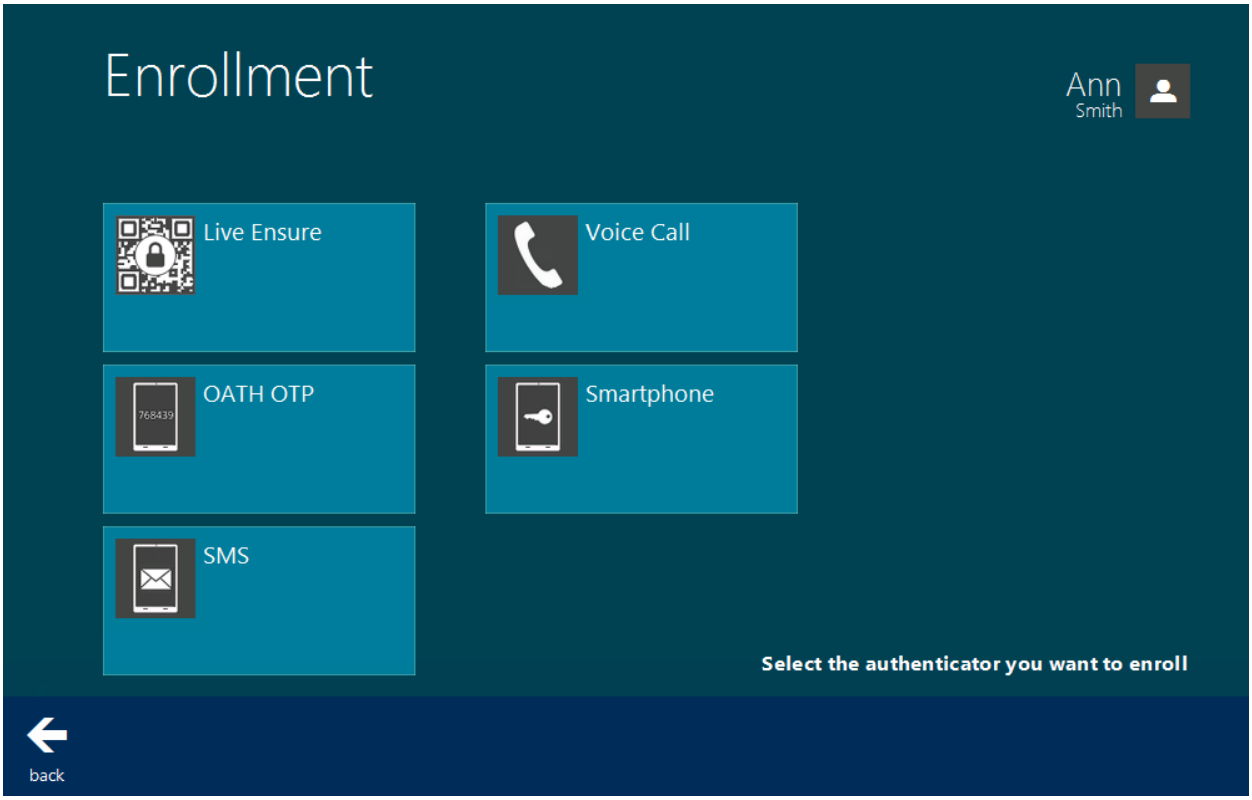
© NetIQ

OATH OTP Authenticator

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 an OATH OTP authenticator:

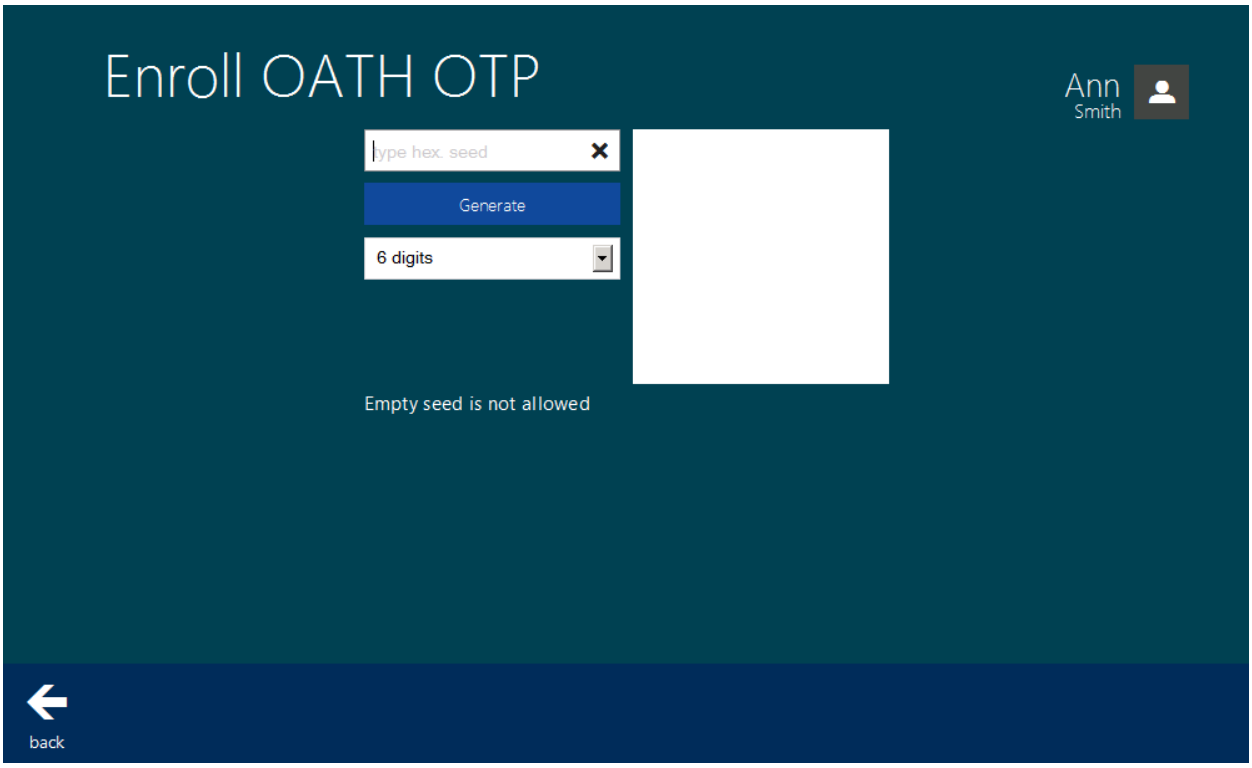
1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **OATH OTP** from the list of available authenticators.



3. Enter the seed to the text field. Select one of the following methods:

- click the **Generate** button for automatic seed generation;
- type it manually using the stated symbols.

© NetIQ

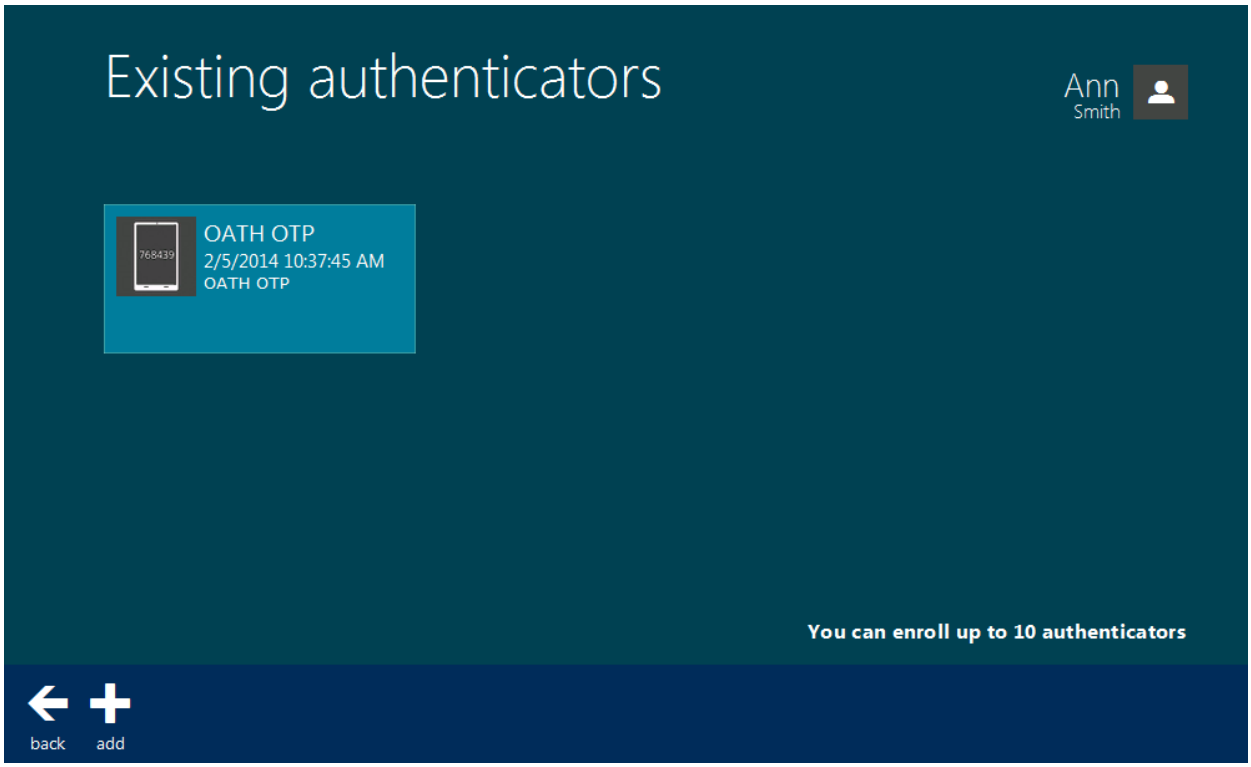


4. Run NetIQ Smartphone Authenticator, tap **Scan QR to load config** and point the camera to the QR.

© NetIQ

Click **Next** to continue.

5. Enter the comment which will be saved together with authenticator. Click **Save**.
6. OATH OTP authenticator is created and is visible in the list of enrolled authenticators.



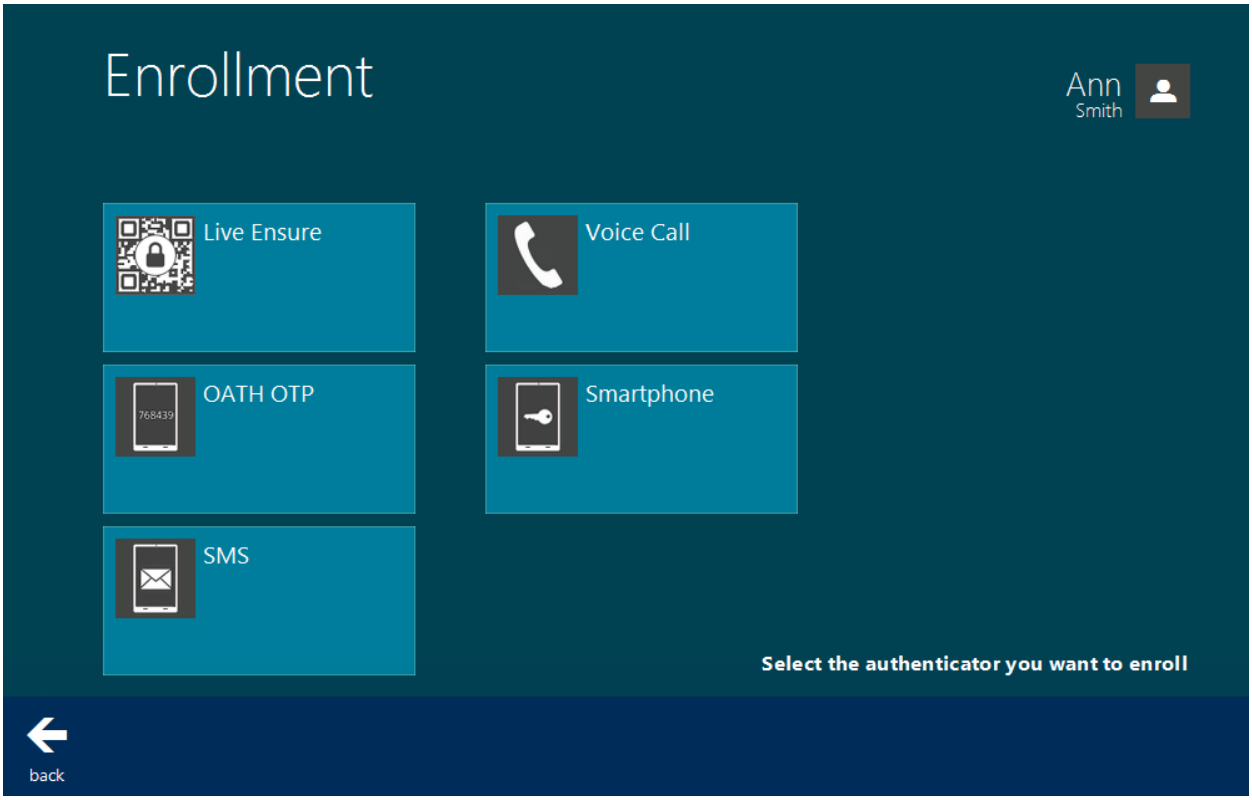
© *NetIQ*

Smartphone Authenticator

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.

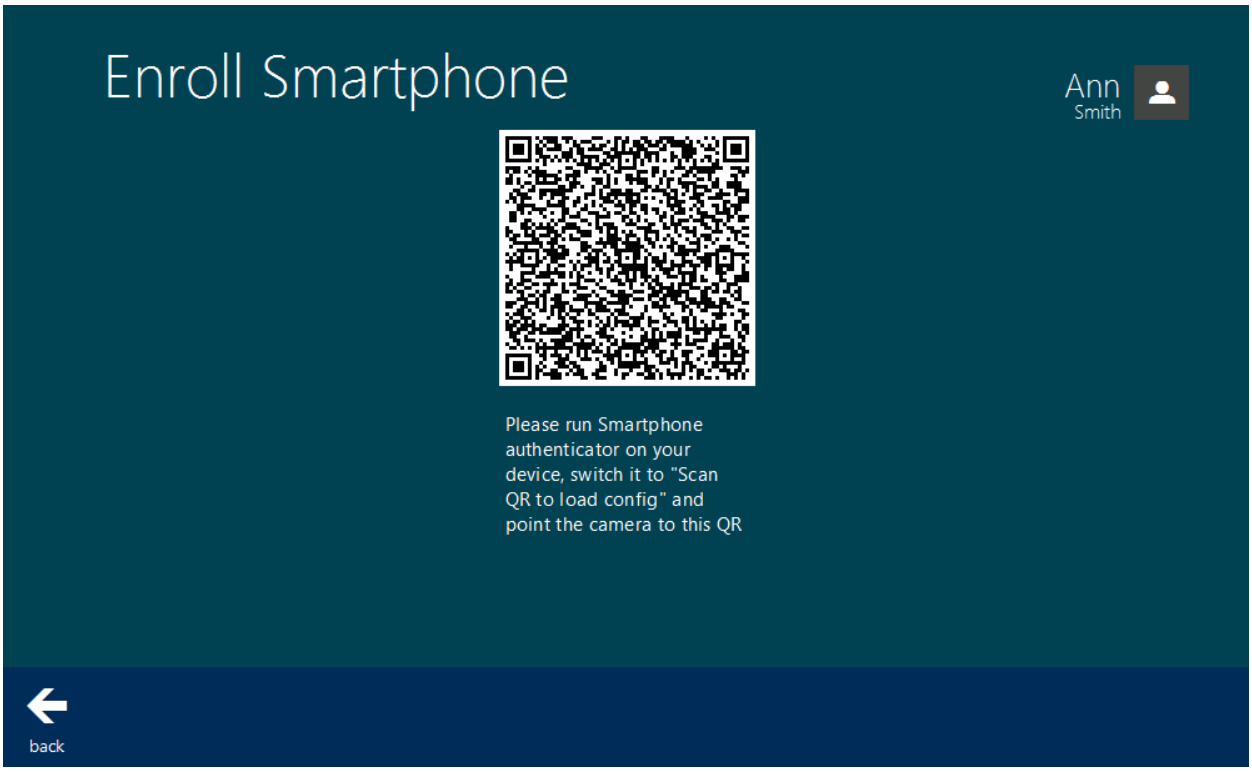
To enroll a Smartphone authenticator:

1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **Smartphone** from the list of available authenticators.



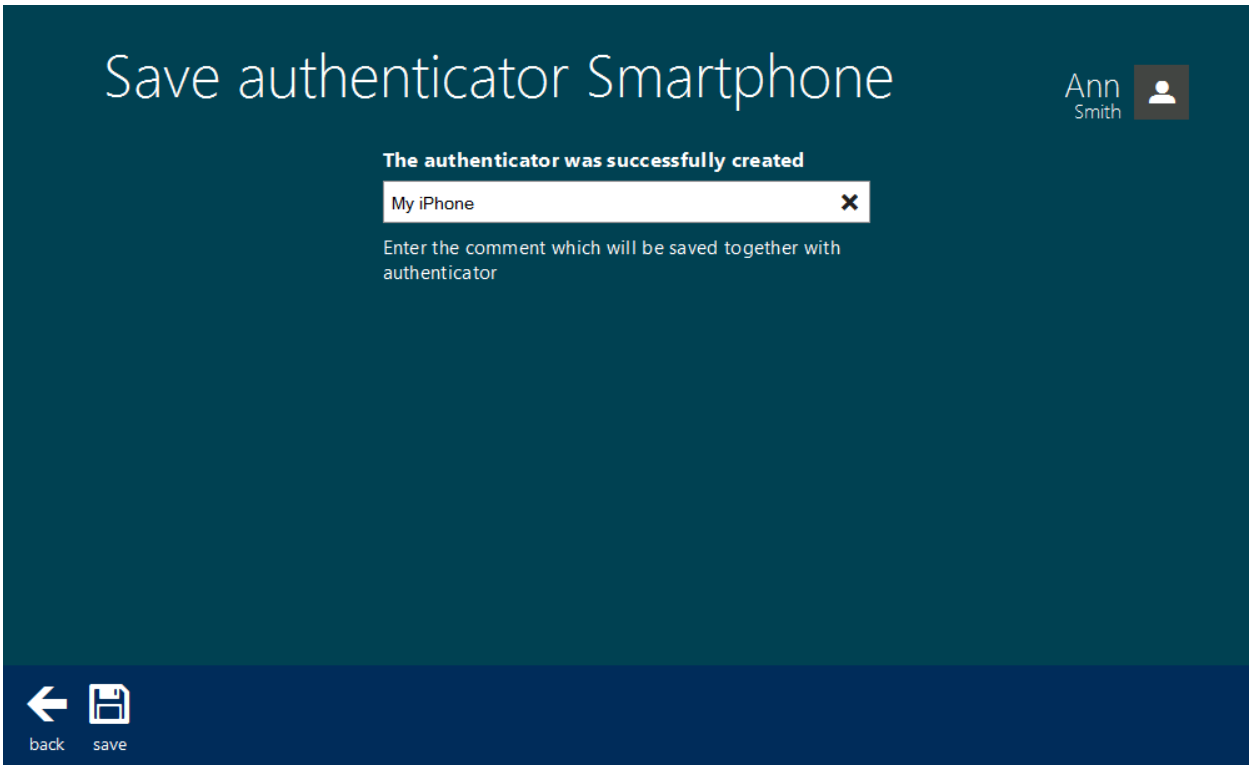
3. Run NetIQ Smartphone Authenticator, tap **Scan QR to load config** and point the camera to the QR.

© NetIQ



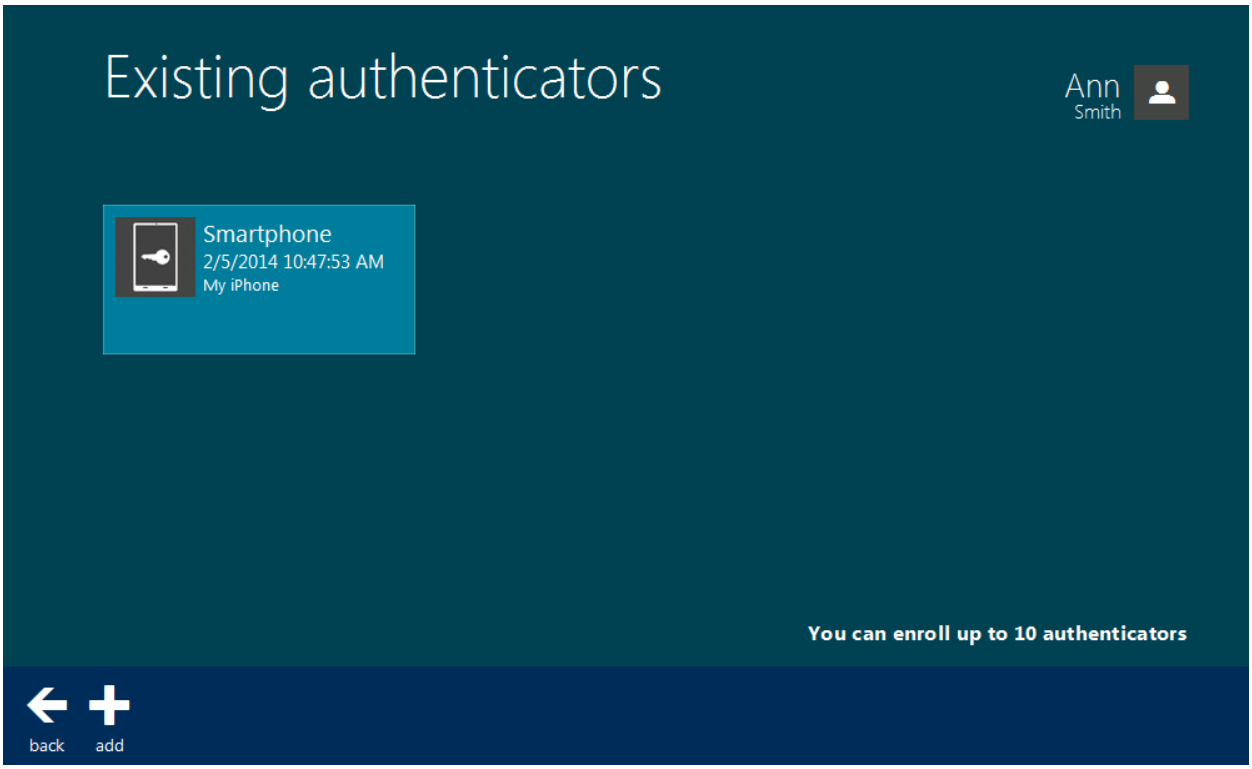
Click **Next** to continue.

4. Enter the comment which will be saved together with authenticator. Click **Save**.



© NetIQ

5. OATH OTP authenticator is created and is visible in the list of enrolled authenticators.



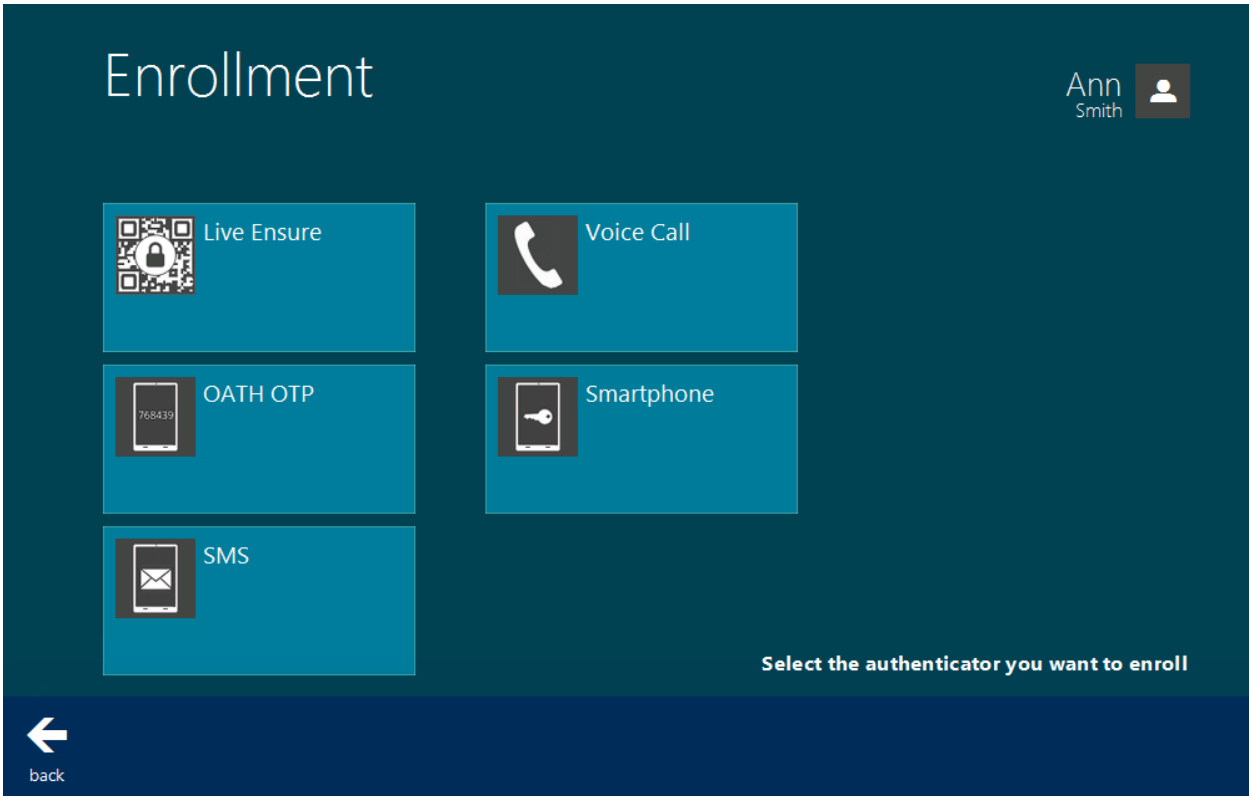
© NetIQ

SMS Authenticator

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.

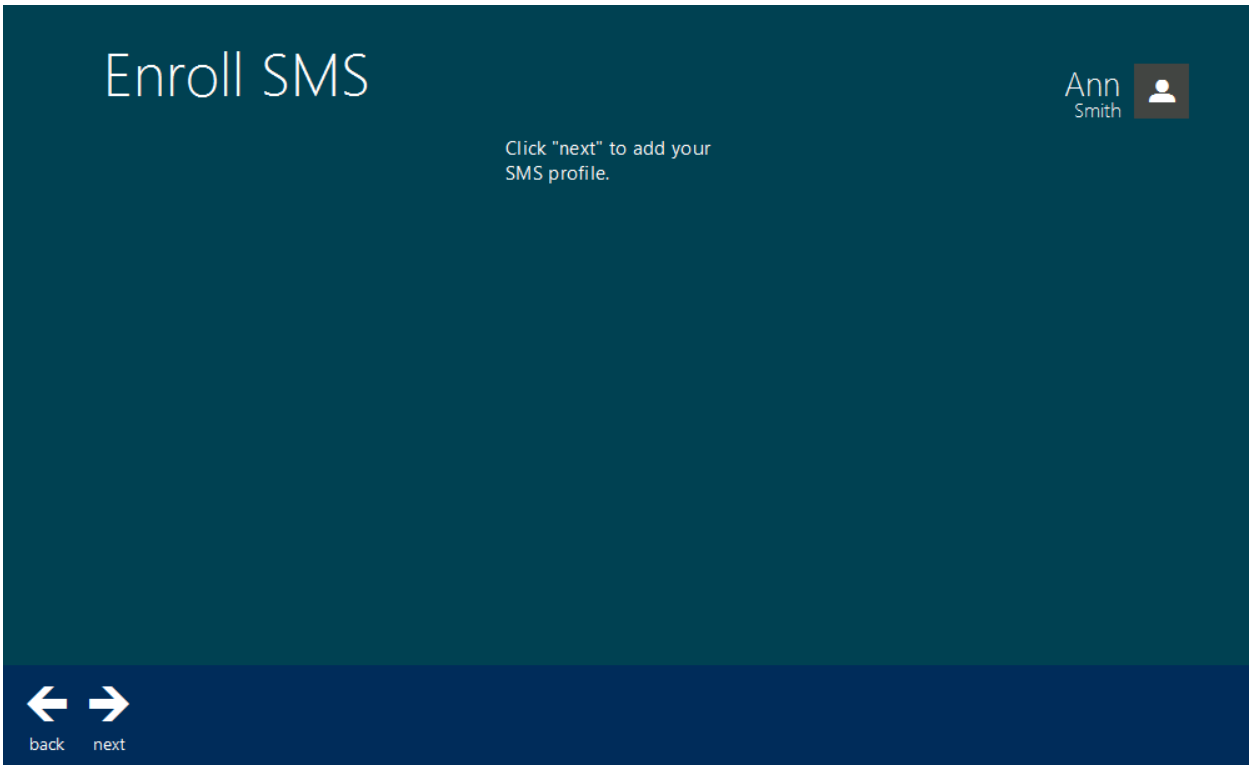
To enroll a SMS authenticator:

1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **SMS** from the list of available authenticators.

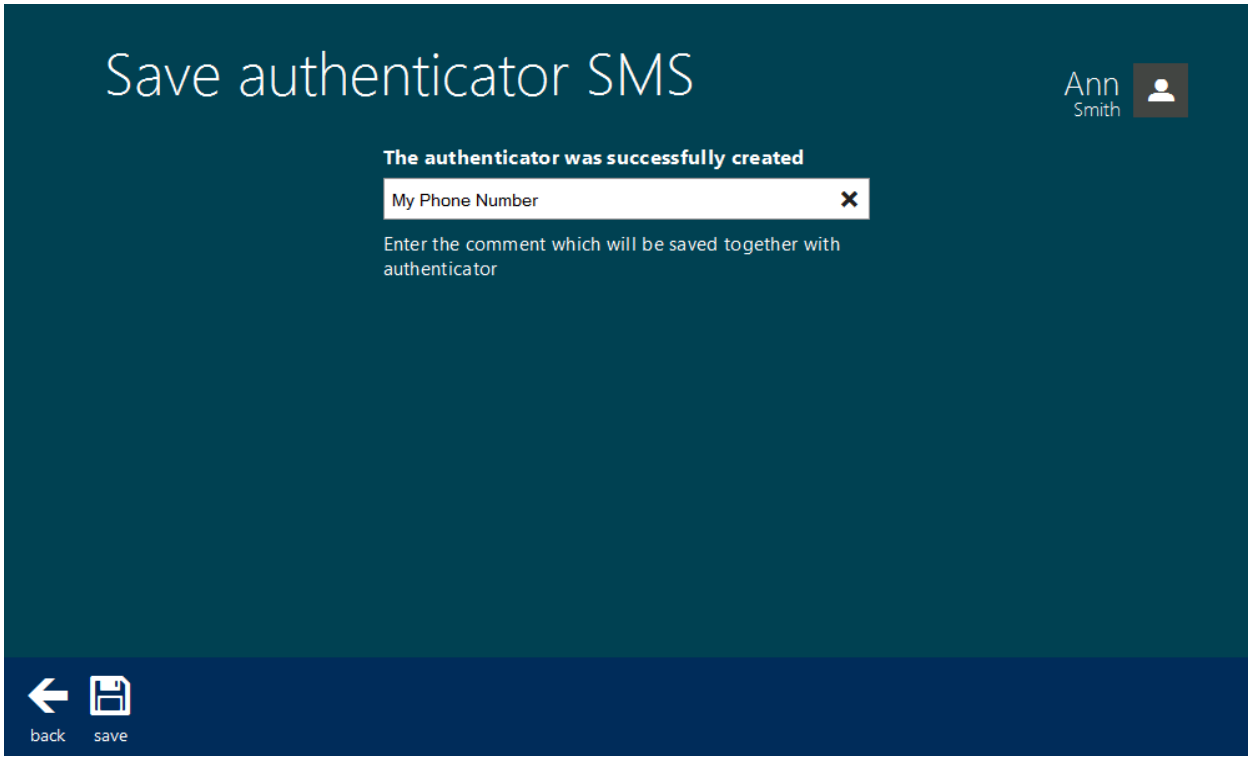


3. Click **Next** to add your SMS profile.

© NetIQ

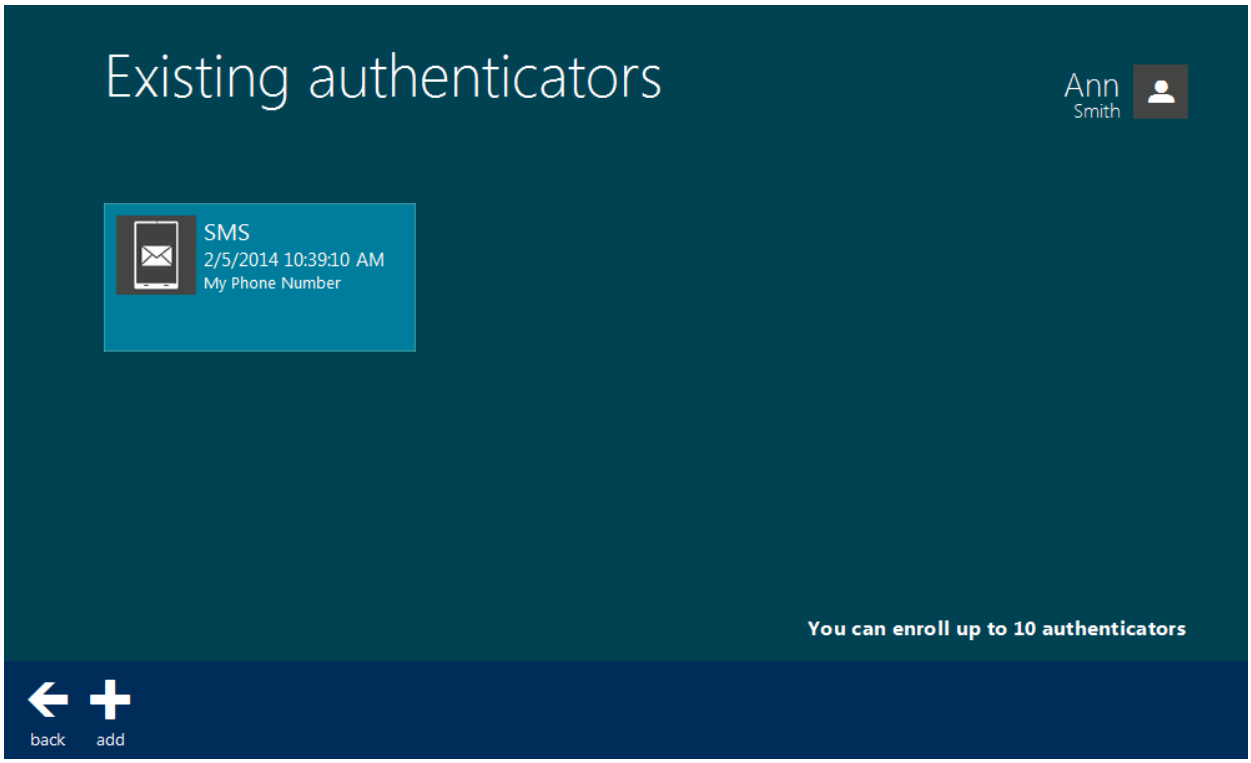


4. Enter the comment which will be saved together with authenticator. Click **Save**.



5. SMS authenticator is created and is visible in the list of enrolled authenticators.

© *NetIQ*


Existing authenticators
Ann
Smith
SMS
2/5/2014 10:39:10 AM
My Phone Number
You can enroll up to 10 authenticators
back
add

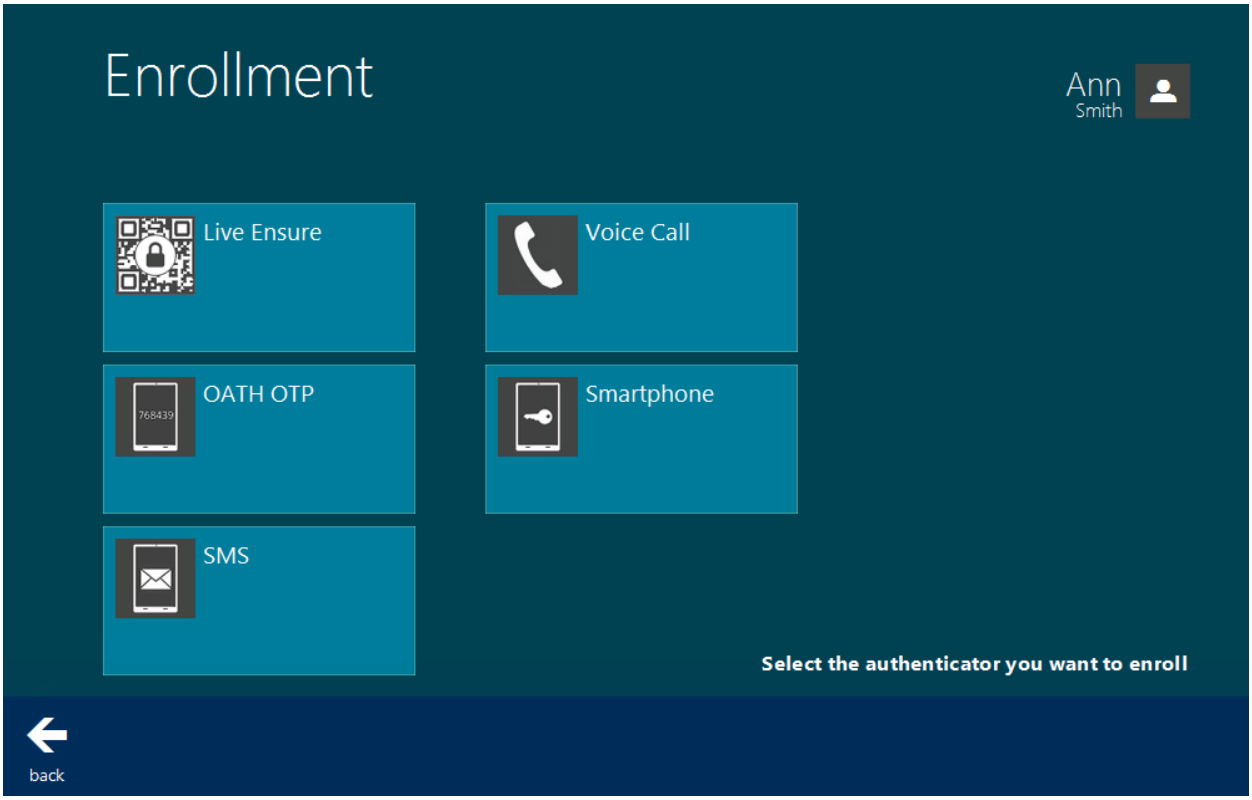
© NetIQ

Voice Call Authenticator

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.

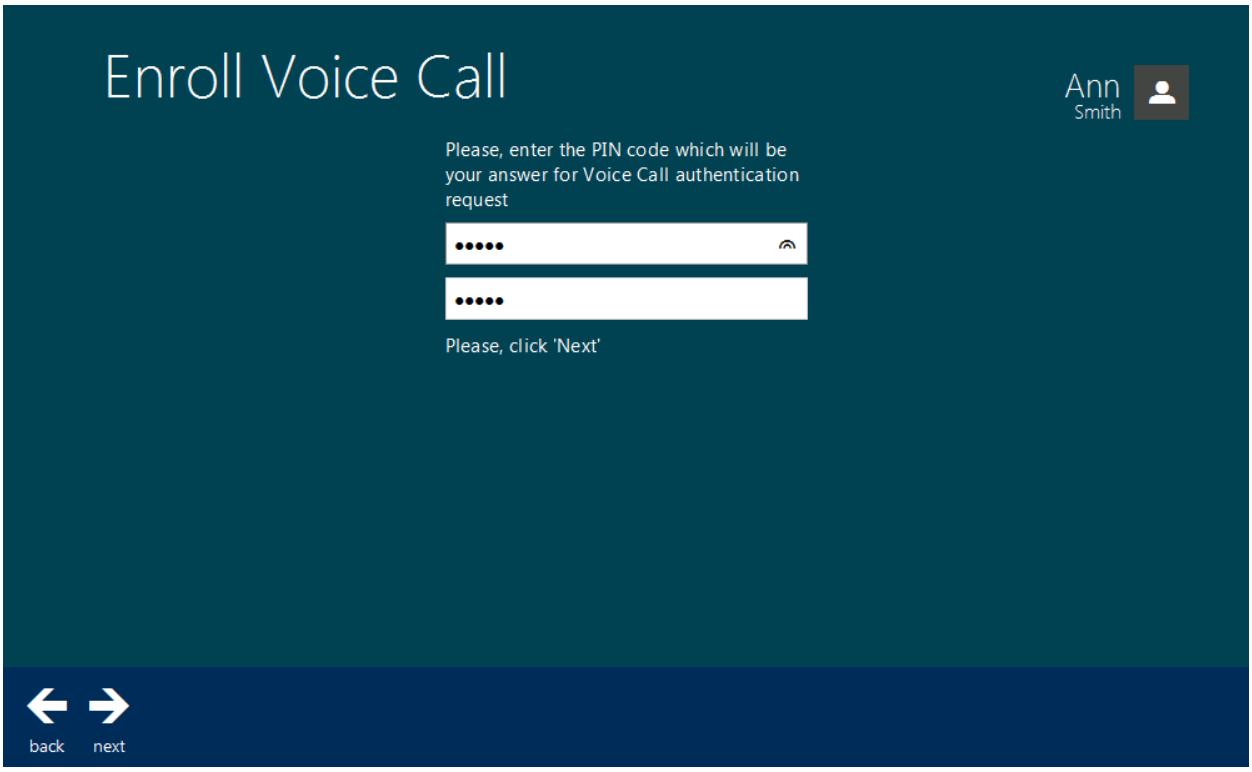
To enroll a Voice Call authenticator:

1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **Voice Call** from the list of available authenticators.



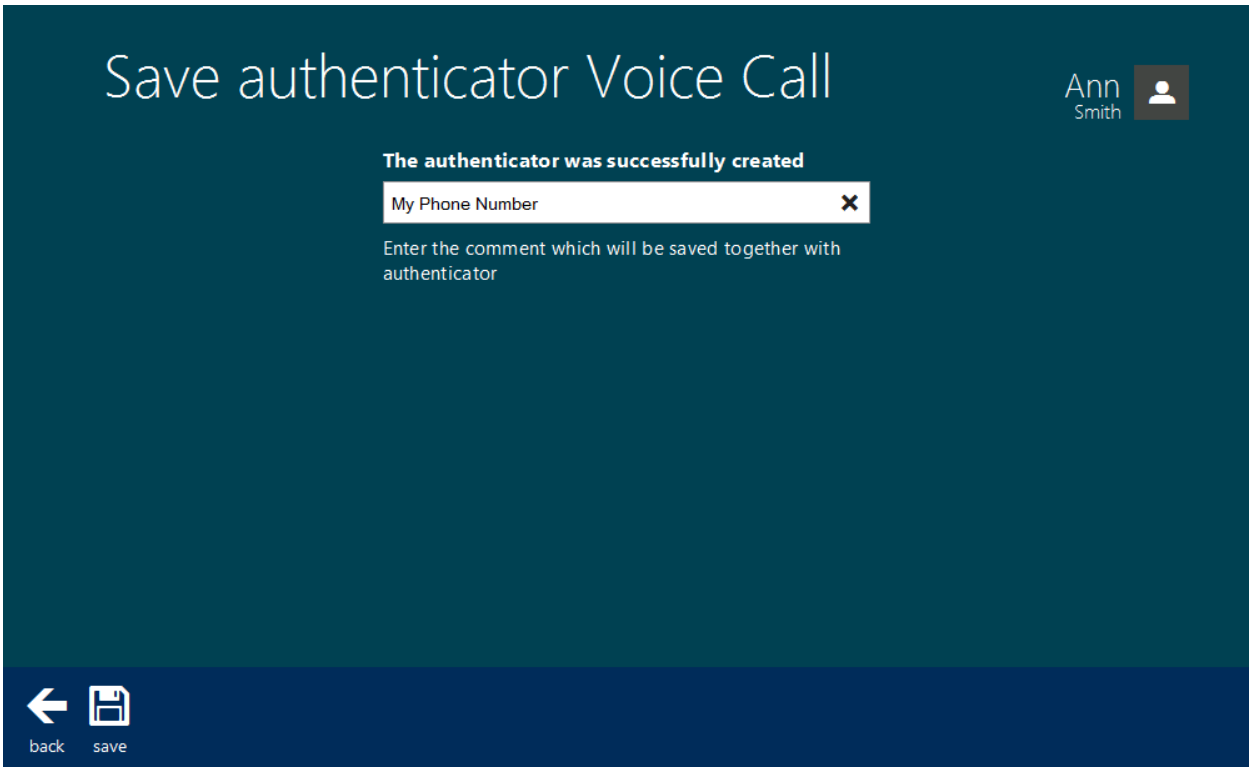
3. Enter the PIN code which will be your answer for Voice Call authentication request.

© NetIQ



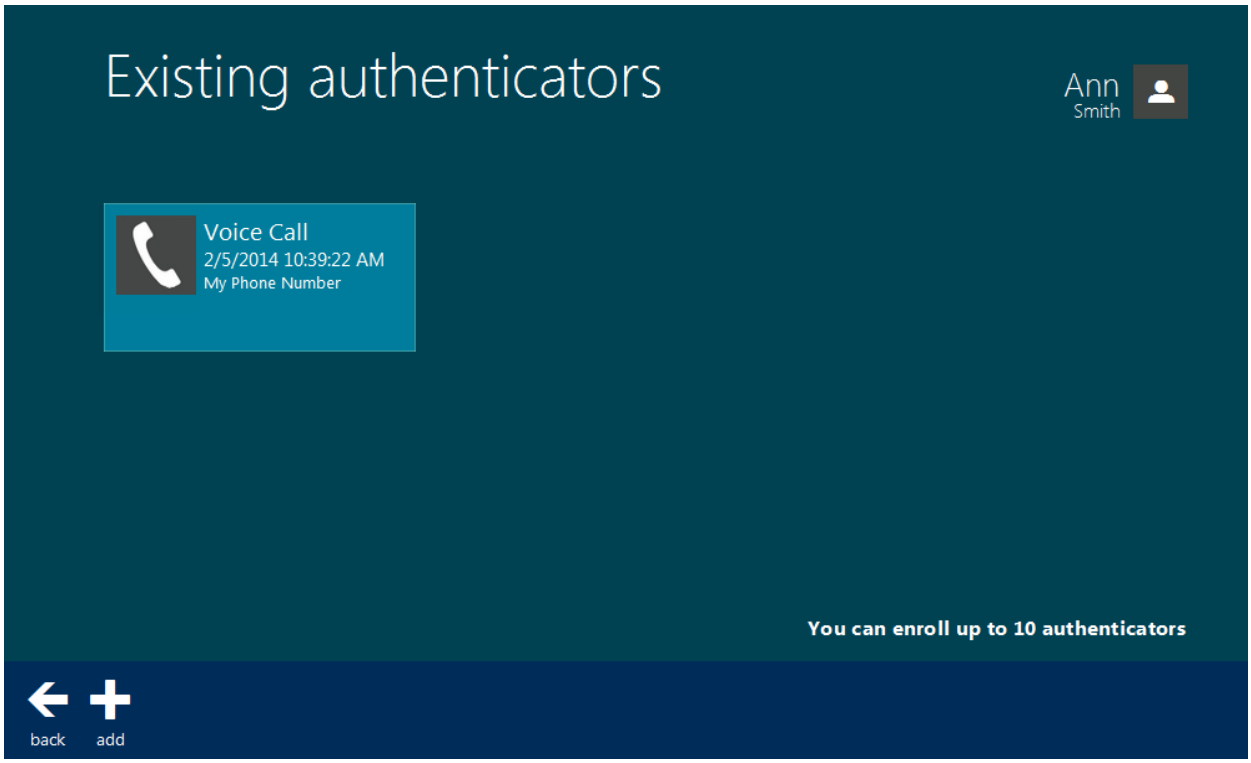
Click **Next**.

4. Enter the comment which will be saved together with authenticator. Click **Save**.



© NetIQ

5. Voice Call authenticator is created and is visible in the list of enrolled authenticators.



© NetIQ

Yubikey OATH HOTP Authenticator

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 Yubikey OATH HOTP authenticator:

1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **Yubikey OATH HOTP** from the list of available authenticators.
3. Enter the seed to the text field. Select one of the following methods:
    - click the **Generate** button for automatic seed generation;
    - type it manually using the stated symbols.
4. Run NetIQ Smartphone Authenticator, tap **Scan QR to load config** and point the camera to the QR. Click **Next** to continue.
5. Enter the comment which will be saved together with authenticator. Click **Save**.
6. Yubikey OATH HOTP authenticator is created and is visible in the list of enrolled authenticators.

© NetIQ

Troubleshooting

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 enroll any authenticator
- Login was unsuccessful

Cannot Enroll Any Authenticator

Description:

The Add button is not displayed at the main page of NetIQ Web Enrollment Wizard. It is impossible to enroll any authenticator.

Cause:

Authenticators enrollment is not allowed.

Solution:

Contact NetIQ administrator.

Login Was Unsuccessful

Description:

When logging on to NetIQ Web Enrollment Wizard, the following error is displayed: "Login was unsuccessful".

Cause:

Password logon is not allowed.

Solution:

Contact NetIQ administrator.

© NetIQ

Index

A

Authentication 1, 3
Authenticator 3, 7, 12, 14, 17, 20, 23

C

Client 3

E

Enroll 24

G

Generate 11, 23

L

Logon 3

O

OATH 7, 11, 16, 23
OTP 11

P

Password 24
PIN 20

U

User 1

© NetIQ