NetIQ Advanced Authentication Framework

Flash Drive Authentication Provider Installation Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This Flash Drive 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 flash drive type of authenticators.

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

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.

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System Requirements

Before installing the product, check that the following system requirements are fulfilled:

- Microsoft Windows XP (x86) SP3/ Microsoft Windows 7 (x64/x86) SP1/ Microsoft Windows 8 (x86/x64);
- Microsoft Windows Server 2008 R2 SP1/ Microsoft Windows Server 2003 (x64/x86) SP2/ Microsoft Windows Server 2003 R2 (x64/x86) SP2/ Microsoft Windows Server 2012;
- Flash drive 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.

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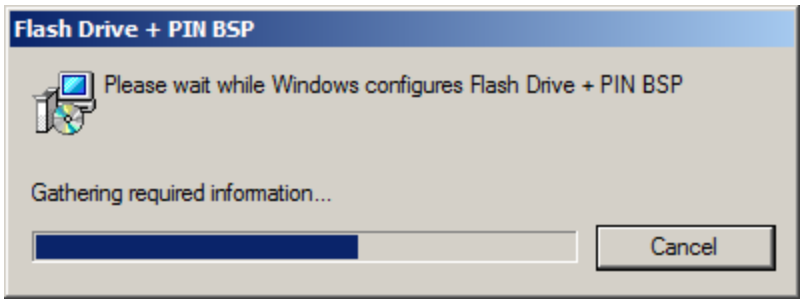
Installing and Removing Flash Drive Authentication Provider

NetIQ Advanced Authentication Framework™ package includes **Flash + PIN BSP**, which allows you to use a flash devices and PIN for authentication.

Installing Flash Drive Authentication Provider

To install Flash Drive Authentication Provider:

1. Run the .msi file. **Flash Drive Authentication Provider** will be automatically installed on your computer.



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

Removing Flash Drive Authentication Provider

Microsoft Windows 7/Microsoft Windows Server 2008

1. In the **Start** menu, select **Control panel** and then double-click **Programs and Features**.

2. Select **Flash Drive Authentication Provider** and click **Uninstall**.

3. Confirm the removal.

4. Wait a few seconds until the removal is completed.

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Microsoft Windows XP/Microsoft Windows Server 2003

1. In the **Start** menu, select **Settings** > **Control Panel** > **Add or Remove Programs**.

2. Select **Flash Drive 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 **Flash Drive Authentication Provider** and click **Uninstall**.

3. Confirm the removal.

4. Wait a few seconds until the removal is completed.

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Installing and Removing NetIQ Advanced Authentication Framework Components via Group Policy

It is recommended that Microsoft Windows Server 2003 users should 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's 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) Remove **Apply Group Policy** option for **Authenticated Users** group;

d) Add created group and mark **Apply Group Policy** option for it.

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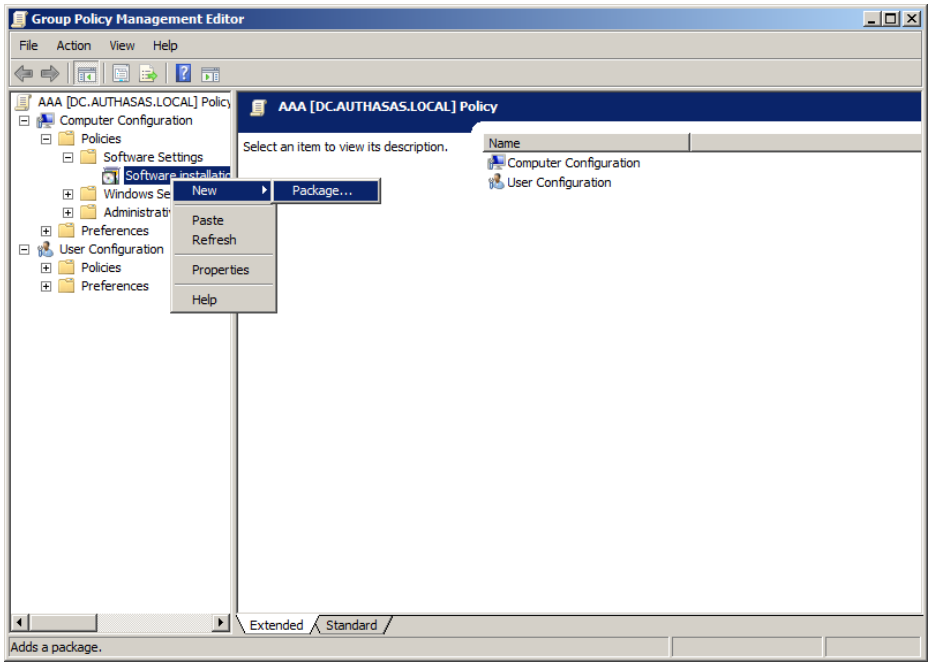
Installing NetIQ Advanced Authentication Framework Components via Group Policy

To install an NetIQ Advanced Authentication Framework package 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, click **Assigned** and then click **OK**.

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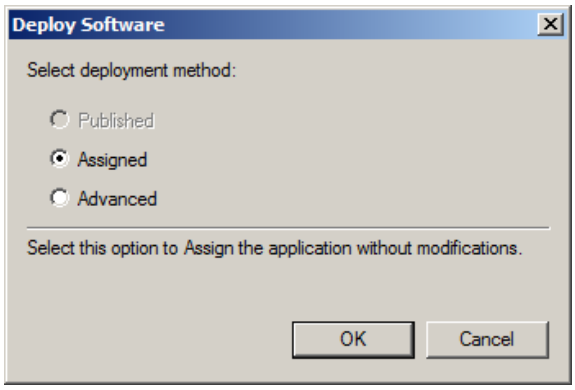
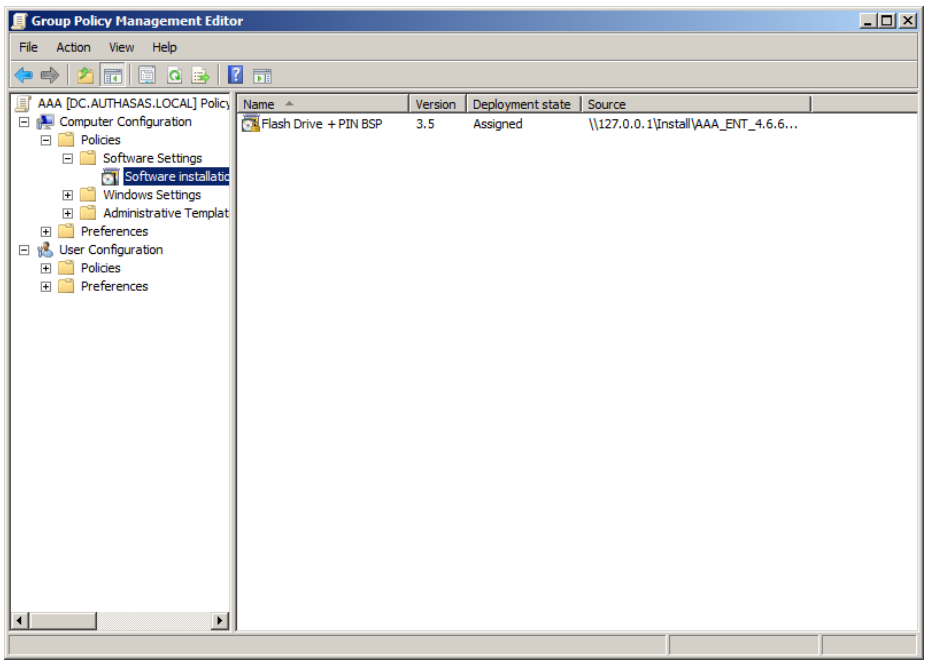


4. The installer package name, version, state and path are displayed in Group Policy Object Editor.



5. Open package properties:

a) On **Deployment** tab: remove option **Uninstall this application when it falls out of the scope of management.** It is done to prevent undesirable uninstallation in case of problems as well as for the upgrade to go properly.

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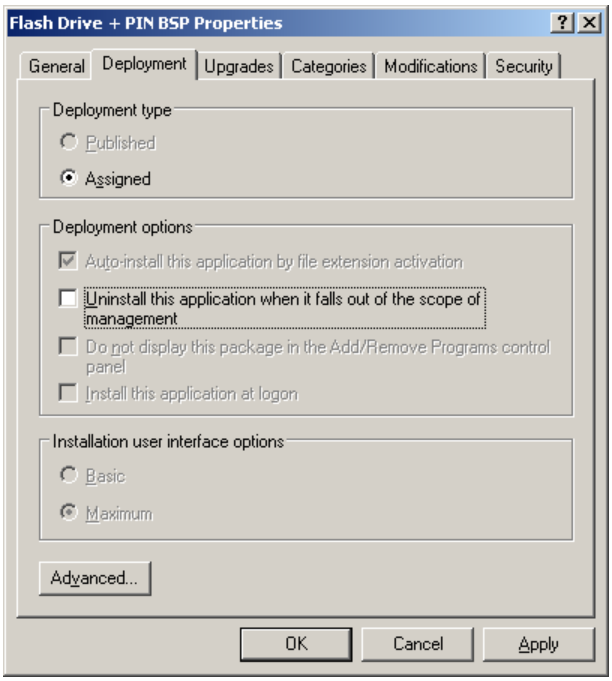
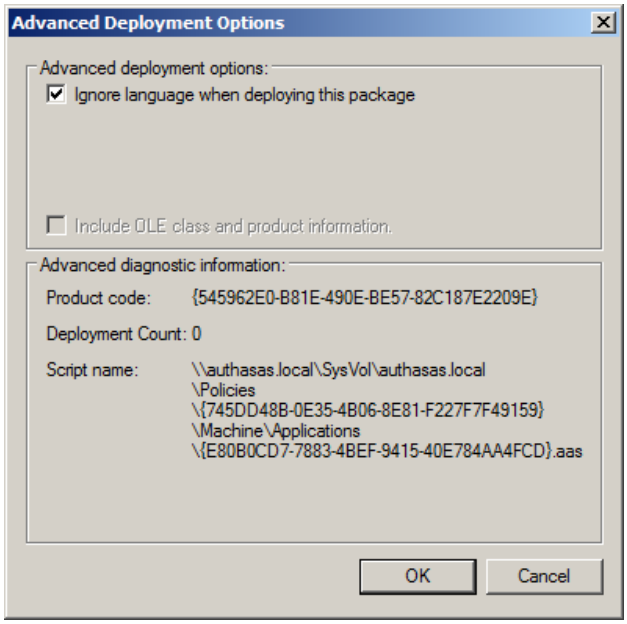


b) On **Deployment** tab press **Advanced** button: set option **Ignore language when deploying this package**. If you don't set this option the package will install only on OS with package's language.



c) Remove option **Make this 32-bit X86 application available to Win64 machines** (if this option is available).

6. Add appropriate 64-bit installer to this group policy object and use settings 5a)-5b).

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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.

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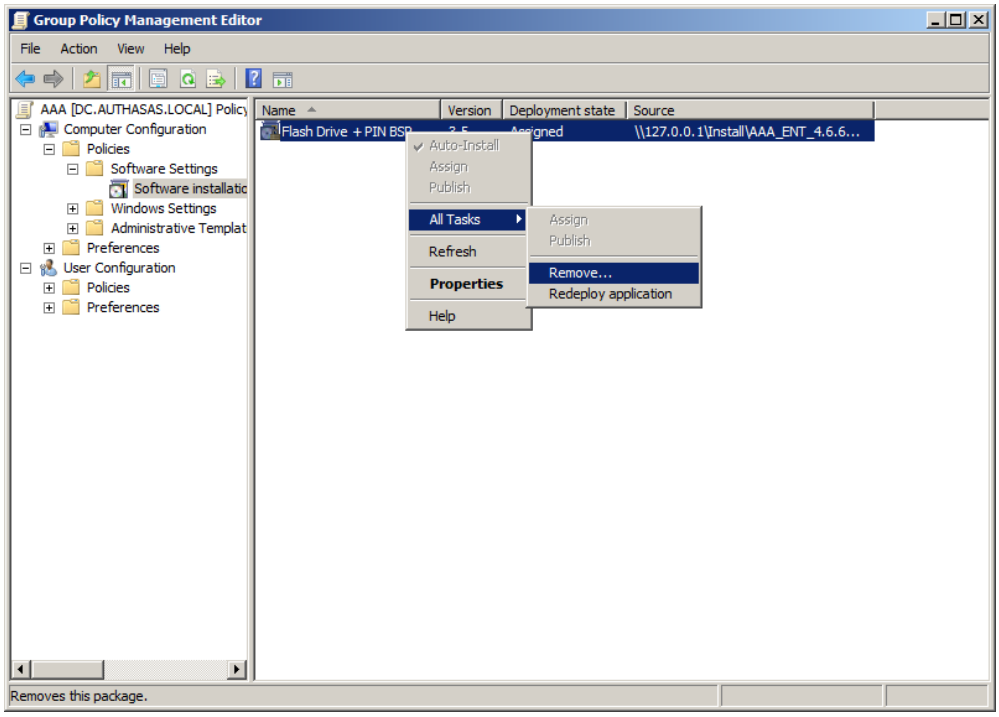
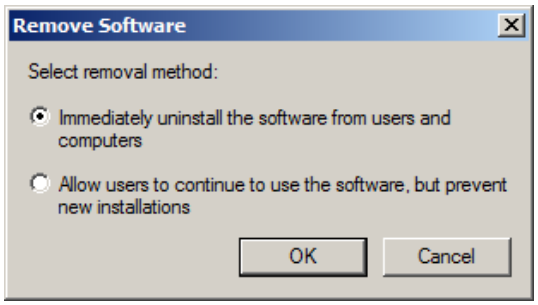
Removing NetIQ Advanced Authentication Framework Components via Group Policy

To remove NetIQ Advanced Authentication Framework Components using the group policy

1. In GPOE, under **Computer Configuration** > **Software Settings** > **Software installation**, right-click the deployed package and select **All tasks** > **Remove**.



2. In the **Remove Software** dialog, click **Immediately uninstall the software from users and computers** and then 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.

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If you have removed option **Uninstall this application when it falls out of the scope of management** 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 Removing Flash Drive Authentication Provider chapter.

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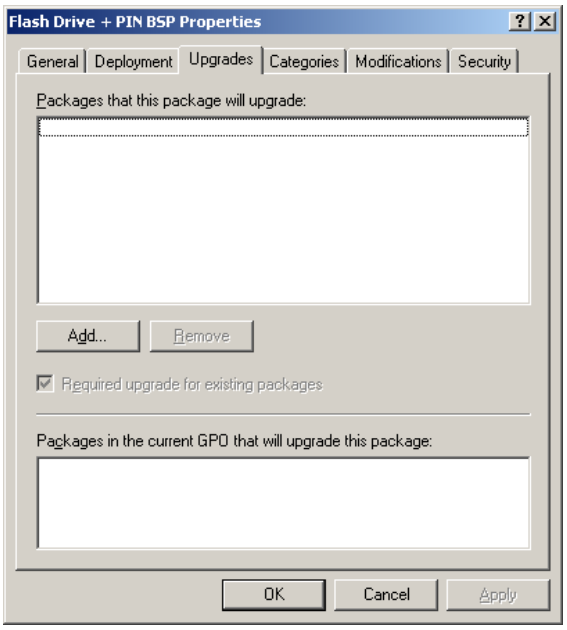
Upgrading NetIQ Advanced Authentication Framework Components via Group Policy

Option 1: You can add .msi package with new component version to an existing group policy object. However, this option doesn't 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 **Upgrades** tab of package properties;



3. Press **Add** button;

4. In **Add Upgrade Package** dialog please select **A specific GPO** option;

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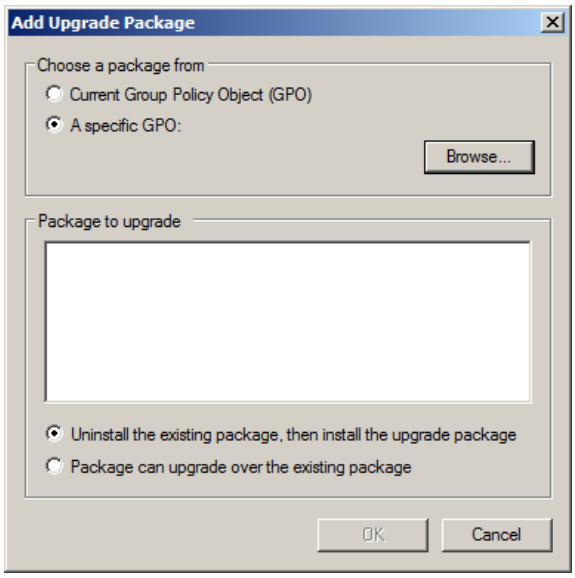

5. Select a GPO which was used for installation of previous NetIQ Advanced Authentication Framework version;

6. Select .msi package name;

7. Select option **Uninstall the existing package, then install the upgrade package**.

Make sure that your new GPO is above the old one in the GPO list.

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Troubleshooting

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

Cannot Install Flash Drive Authentication Provider

Description:

Error appears when installing flash drive authentication provider on your computer.

Cause:

a) You have no space left on the disk.

b) You are installing flash drive authentication provider on the OS with the wrong bitness.

c) You are installing card 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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