NetIQ Access Manager - Advanced Authentication Plugin

Maintenance Guide

Version 5.1.0

© NetIQ

Table of Contents

1

Table of Contents **2**

Introduction **3**

About This Document 3

Troubleshooting **4**

How to Get NetIQ Debug Logs 4

Obtaining of NetIQ Access Manager Debug Logs 5

Web Browser Doesn't Detect Device 6

Web Browser Executes On the Machine Outside of Corporate Network 6

NetIQ Access Manager Is Not Available 7

Java Runtime Environment Is Not Installed 7

Java Runtime Environment Was Set To Block Applets 8

Index **9**

© *NetIQ*

Introduction

About This Document

Purpose of the Document

This NetIQ Access Manager Advanced Authentication Plugin Installation Guide is intended for system administrators and describes how to maintain NetIQ Access Manager Advanced Authentication Plugin.

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*

Troubleshooting

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

How to Get NetIQ Debug Logs

To obtain the logs, use the LogCollector.exe tool (\Tools\LogCollector). Follow the steps below:

1. Copy LogCollector.exe to the local C:\ disk on the faulty computer.

The tool may not work from a network drive.

2. Run LogCollector.exe.

3. In the dialog that opens, click **Enable all**. As a result, all items in the **Debugged components** section are selected. Close the dialog.

4. Reproduce the steps that caused the problem.

5. Run LogCollector.exe. again and click **Save logs**.

6. Save the logs to archive.

The logs configured in NAM (LogFile parameters) will be useful.

© *NetIQ*

Obtaining of NetIQ Access Manager Debug Logs

To enable NetIQ Access Manager logs please do the following:

1. Open NetIQ Access Manager web console: https://<NAMServer-Path>:<NAMServerPort>/nps/.
2. Follow menu: **Devices - Identity Servers - IDP-Cluster**.
3. In **General** tab open menu **Logging**.
4. Set the following options:
File logging: Enabled
Echo to console: Enabled
Set **Application** and **Liberty** Component File Logger Levels to **debug**.
5. Press **Apply**, then **OK**.
6. Switch to menu: **Devices – Identity Servers**.
7. In **Identity Servers** list click **Update All** for **IDP-Cluster**.
8. Update all configurations. Wait until **Status** becomes **Current**.
9. Switch to menu: **Devices – Access Gateways**.
10. In **Access Gateways** list click **Update All** for **AG-Cluster**.

Then reproduce the issue again.

To obtain the logs:

1. Open NetIQ Access Manager web console: https://<NAMServer-Path>:<NAMServerPort>/nps/.
2. Follow menu: **Auditing- General Logging**.
3. Check log /var/opt/novell/nam/logs/idp/tomcat/catalina.out in Identity Servers group.
4. Also copy full URL string from browser.

© *NetIQ*

Web Browser Doesn't Detect Device

Description:

A message appears that a device is not detected by web browser.

Cause:

1. Java Runtime Environment is not installed.

2. BSP is not installed.

3. NAMAA plugin is not installed.

Solution:

1. Install Java Runtime Environment.

2. BSP should be installed.

3. Install NAMAA plugin.

4. Server should be rebooted after the installation of all these components.

Web Browser Executes On the Machine Outside of Corporate Network

Description:

Web Browser executes on the machine outside of corporate network.

Cause:

Java Runtime Environment is not installed.

Solution:

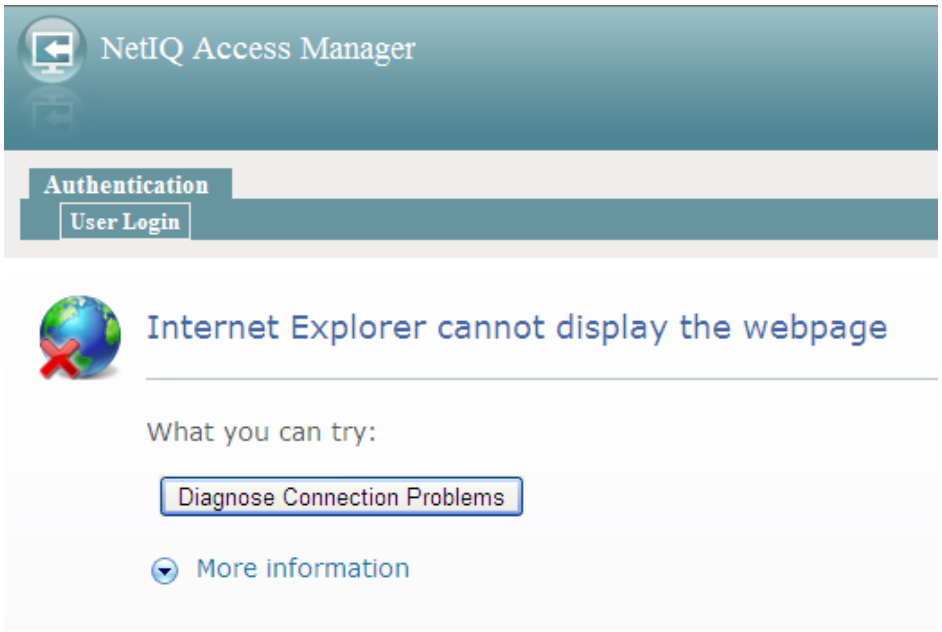
Install Java Runtime Environment.

© *NetIQ*

NetIQ Access Manager Is Not Available

Description:

There is no access to NetIQ Access Manager. The following window is displayed:



Cause:

a) There is no Internet access.

b) NetIQ Access Manager is disabled.

Solution:

a) Check the Internet access.

b) Check whether NetIQ Access Manager is enabled.

Java Runtime Environment Is Not Installed

Description:

The page cannot be viewed because it uses Java Runtime Environment.

© *NetIQ*

Cause:

Java Runtime Environment is not installed.

Solution:

Install Java Runtime Environment to use NetIQ Access Manager.

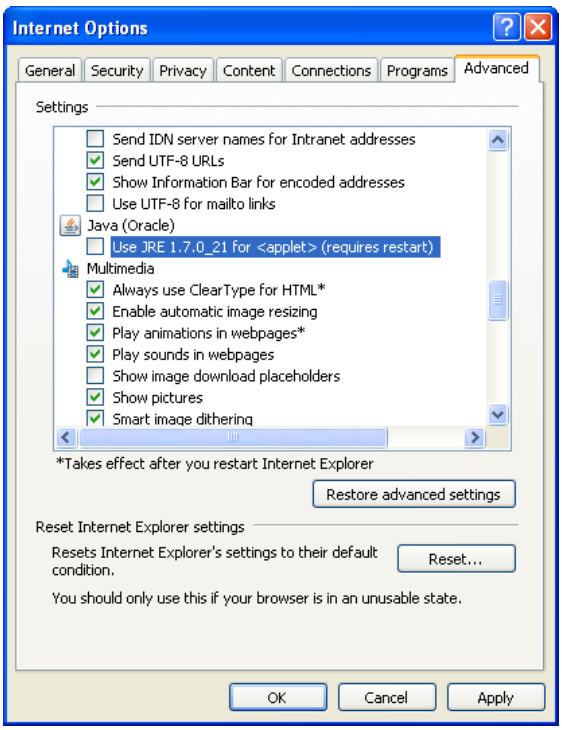
Java Runtime Environment Was Set To Block Applets

Description:

Information message reporting that Java Runtime Environment was set to block applets is displayed.

Cause:

Java Runtime Environment is disabled in the settings of the browser.



Solution:

Java Runtime Environment should be enabled in the settings of the browser.

© NetIQ

Index

A

Application 5
Authentication 1, 3
Authenticator 3

D

Device 6

F

File 5

L

Logon 3

N

Network 6

S

Server 6

© *NetIQ*