NetIQ Advanced Authentication Framework

Lumidigm Authentication Provider Installation Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This Lumidigm 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 Lumidigm fingerprint 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

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.

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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 2008 Server R2 SP1/ Microsoft Windows 2003 Server (x64/x86) SP2/ Microsoft Windows 2003 Server R2 (x64/x86) SP2/ Microsoft Windows Server 2012;
- Lumidigm fingerprint 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 Lumidigm Authentication Provider

NetIQ Advanced Authentication Framework™ package includes Lumidigm Authentication Provider, which allows you to use Lumidigm hardware authentication devices.

Unlike NetIQ Advanced Authentication Framework components that may also be installed via Group Policy, Lumidigm Authentication Provider can only be installed through the Setup Wizard.

Pre-installation Procedure

Before installing Lumidigm Authentication Provider you should make preparations. Follow the steps below and complete all pre-installation activities:

1. Run the **Microsoft Visual C++ 2005 Redistributable Package** installation file. Follow the installation instructions to setup Microsoft Visual C++ on your computer.

Mind that you should run the file that corresponds to the bitness of your computer (either x64 or x86).

2. Download **Lumidigm Sensor Drivers** installation guide and follow the instructions to install **LumiDeviceService** on your computer.

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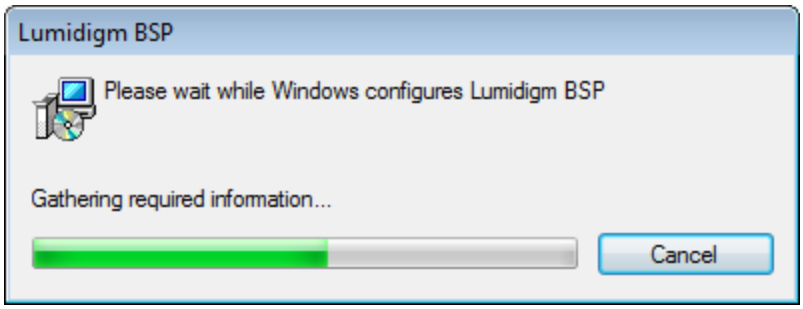
Installing Lumidigm Authentication Provider

To install Lumidigm Authentication Provider:

1. Run the .exe file. **Lumidigm 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.

For your Lumidigm fingerprint reader to work properly, you should install the corresponding driver. The driver should be installed on the client part.

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Removing Lumidigm Authentication Provider

Microsoft Windows Server 2008

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

2. Select **Lumidigm Authentication Provider** and click **Uninstall**.

3. Confirm the removal.

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

Microsoft Windows Server 2003

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

2. Select **Lumidigm Authentication Provider** and click **Remove**.

3. Confirm the removal.

Microsoft Windows Server 2012

1. In the **Search** menu, select **Apps** > **Control Panel** > **Programs** > **Programs and Features**.

2. Select **Lumidigm 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 Lumidigm Authentication Provider 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 work-stations 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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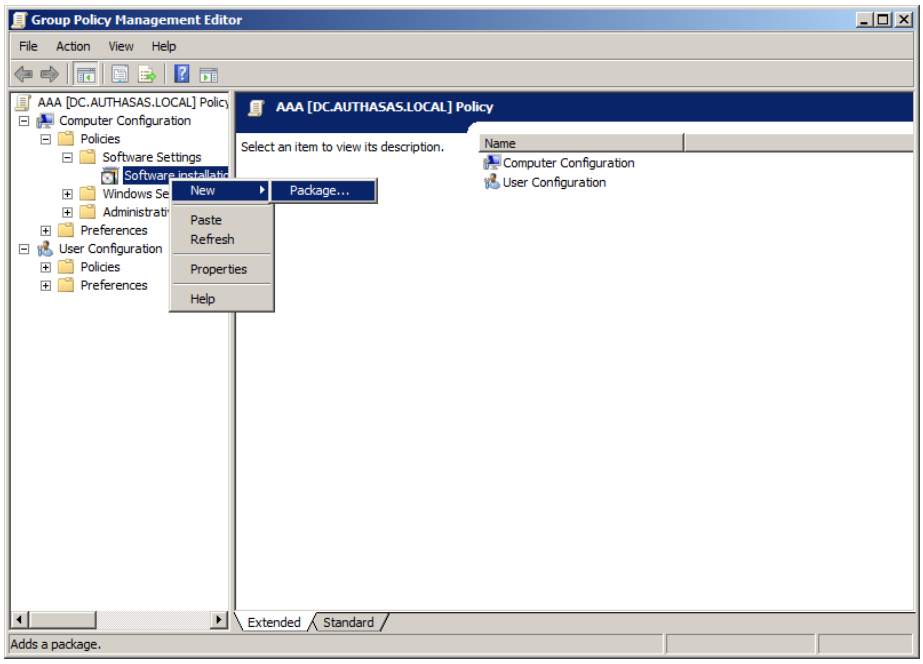
Installing Lumidigm Authentication Provider via Group Policy

To install an Lumidigm Authentication Provider using the group policy

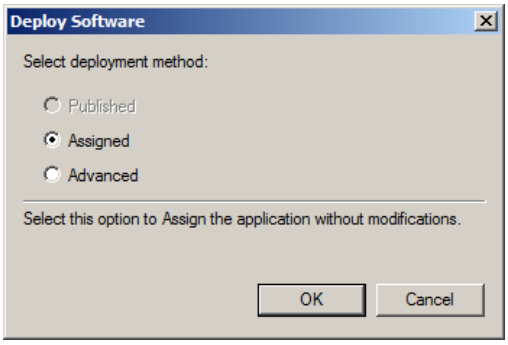
1. In GPME, in the selected GPO under **Computer configuration** > **Policies** > **Software Settings**, right-click **Software Installation** and select **New** > **Package**.



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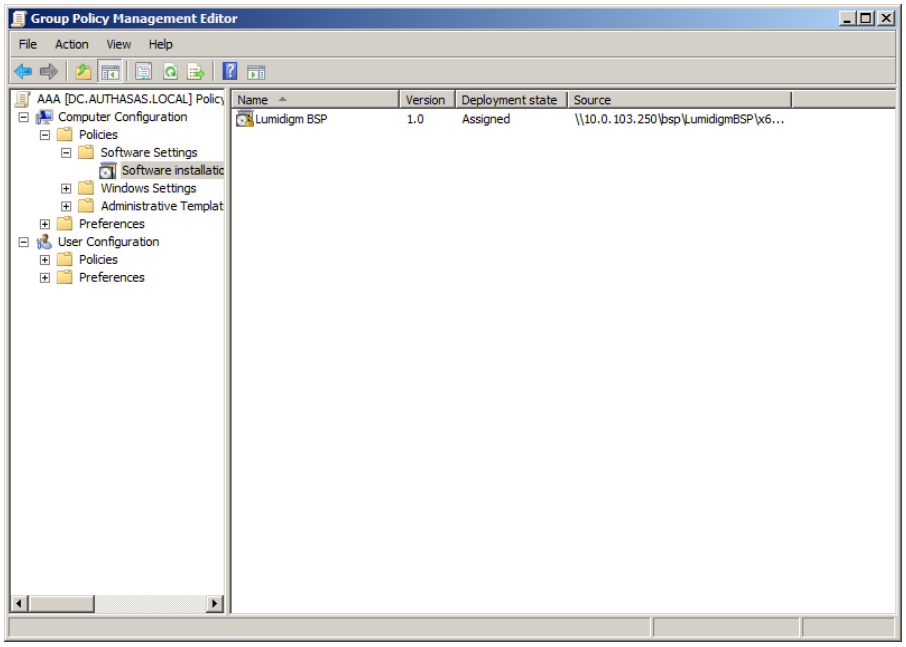
4. The installer package name, version, state and path are displayed in Group Policy Object Editor.



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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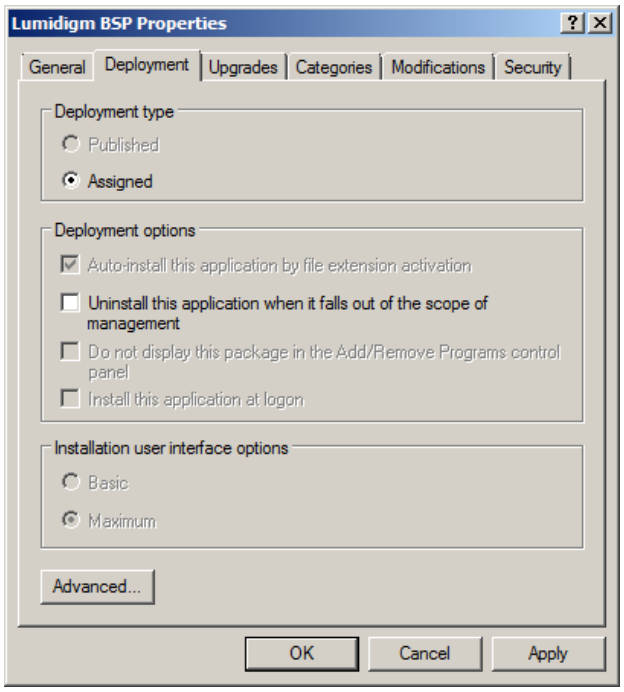
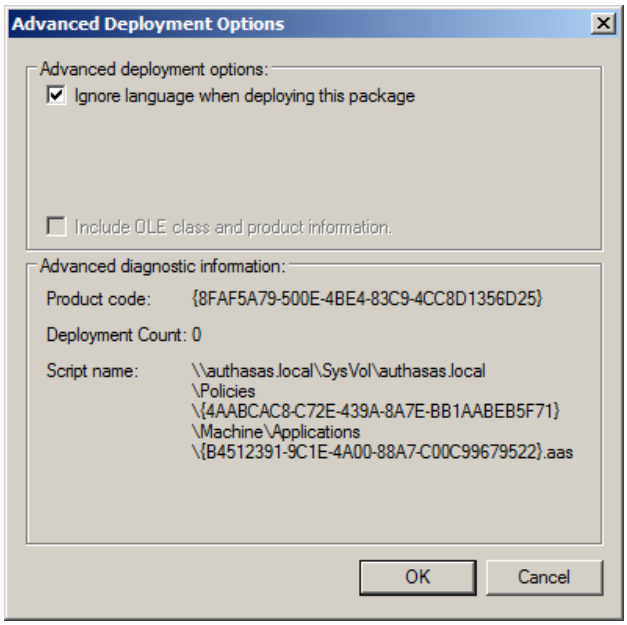


b) On **Deployment** tab press **Advanced** button: set option **Ignore language when deploying this package**. If you don't set this option the package will install only on OS with package's language.



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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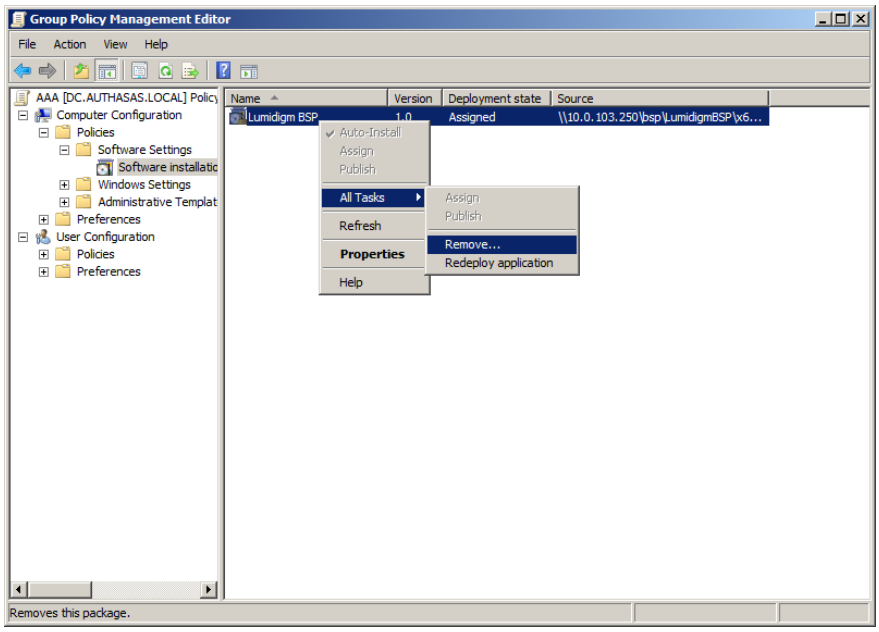
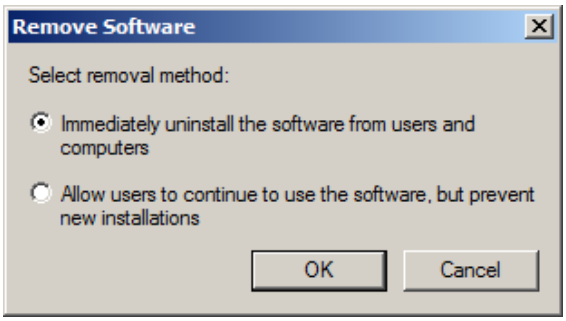
Removing Lumidigm Authentication Provider via Group Policy

To remove Lumidigm Authentication Provider 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.

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

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uninstall it via Programs and Features/Add or remove programs. See Removing Lumidigm Authentication Provider chapter.

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.

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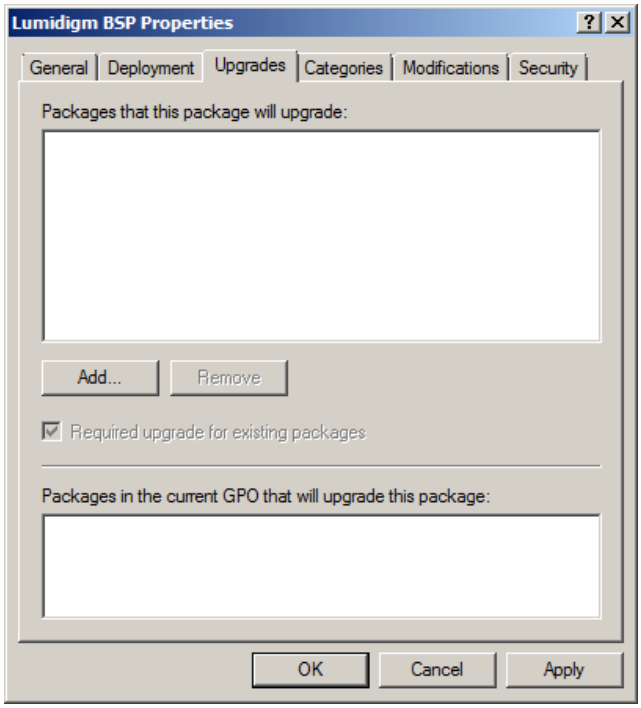
Upgrading Lumidigm Authentication Provider via Group Policy

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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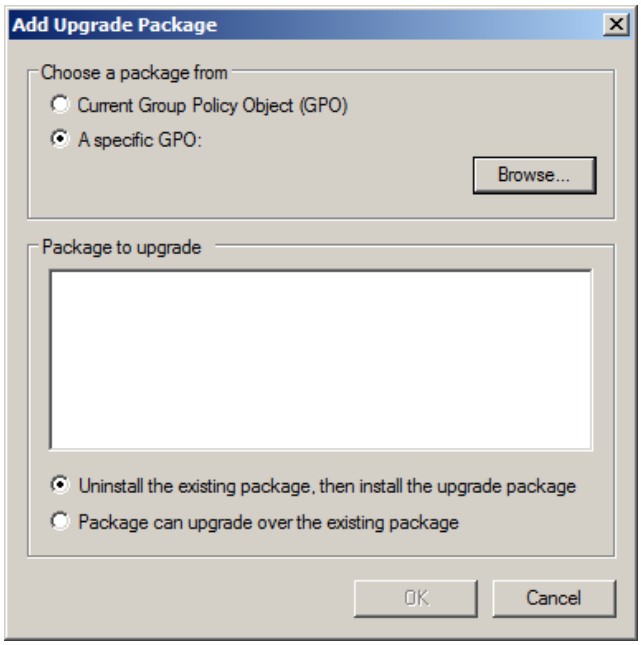

5. Select a GPO which was used for installation of previous NetIQ Advanced Authentication Framework version;

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 Lumidigm Authentication Provider

Description:

Error appears when installing Lumidigm fingerprint authentication provider on your computer.

Cause:

a) You are installing Lumidigm fingerprint authentication provider on the network drive.

b) You have no space left on the disk.

c) You are installing Lumidigm fingerprint authentication provider 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 your OS's bitness (x64/x86) and run the corresponding installer (x64/x86).

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