NetIQ Advanced Authentication Framework - Client

Installation Guide

Version 5.1.0

© NetIQ

Table of Contents

1

Table of Contents **2**

Introduction **3**

About This Document 3

NetIQ Advanced Authentication Framework™ Overview 4

About NetIQ Advanced Authentication Framework™ 4

NetIQ Advanced Authentication Framework™ Technology 5

NetIQ Advanced Authentication Framework™ Supported Features 5

Terms and Abbreviations **7**

Authenticator 7

Enroll Authenticator 7

Re-enroll Authenticator 7

User Authentication 7

User's Workstation 8

Installing and Removing NetIQ Advanced Authentication Framework Client Components **9**

Client 9

System Requirements 9

Installing Client 10

Removing Client 13

Microsoft Windows 7 13

Microsoft Windows XP 13

Microsoft Windows 8 ..... **14**

Upgrading Client 15

Installing and Removing NetIQ Advanced Authentication Framework Components via Group Policy **16**

Microsoft Windows Server 2008 16

Microsoft Windows Server 2003 16

Installing NetIQ Advanced Authentication Framework Components via Group Policy 18

Removing NetIQ Advanced Authentication Framework Components via Group Policy 22

Upgrading NetIQ Advanced Authentication Framework Components via Group Policy 24

Troubleshooting **26**

Cannot Install NetIQ Advanced Authentication Framework – Client 26

Index **27**

© NetIQ

Introduction

About This Document

Purpose of the Document

This Installation Guide is intended for all user categories and describes how to install the client part of NetIQ Advanced Authentication Framework solution. This document describes the installation used in corporate environment.

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

© NetIQ

NetIQ Advanced Authentication Framework™ Overview

About NetIQ Advanced Authentication Framework™

NetIQ Advanced Authentication Framework™ is a software solution that enhances the standard user authentication process by providing an opportunity to logon with various types of ***authenticators***.

Why choose NetIQ Advanced Authentication Framework™?

NetIQ Advanced Authentication Framework™...
• ...makes the authentication process easy and secure (no complex passwords, "secret words", etc.).
• ...prevents unauthorized use of your computer and mobile devices.
• ...protects you from fraud, phishing and similar illegal actions online.
• ...can be used to provide secure access to your office.

What is NetIQ Advanced Authentication Framework™?

NetIQ Advanced Authentication Framework™ is a system made up of 3 sets of components (Server components, Administrator components and Client components). Working together these components secure your access to data and allow you to forget about your account password.

What is going to happen to my password?

NetIQ Advanced Authentication Framework™ leaves NetIQ administrator a choice to determine whether to allow the use of account password or disable it. If the use of account password is enabled, you can log on with it just like you would without NetIQ Advanced Authentication Framework™.

If the use of account password is disabled, you can log on with an authenticator only. In this case your account password is changed automatically once you have enrolled an authenticator. Later on the complex random password is generated and changed at regular intervals specified by NetIQ administrator. Passwords are unknown to everyone, including NetIQ administrator.

© NetIQ

NetIQ Advanced Authentication Framework™ Technology

NetIQ Advanced Authentication Framework™ technology relies on authenticator.

Although password authentication is simple and the most common, it has a number of disadvantages:

- a simple password is both easy to remember and to obtain. They can easily be guessed or hacked;
- a complex password is both hard to obtain and to remember. However, users tend to write their long complex passwords down and keep then on their workplaces where anyone else can see them.
- a password can be communicated to anyone else.

Authenticators are better, because they do not complicate logon procedure, but allow users to give up passwords and thus keep access to their information secure. NetIQ Advanced Authentication Framework™ gives users an opportunity to use hardware authentication devices and retains an opportunity to log on by password (on permission from NetIQ administrator).

Authentication devices supported by NetIQ Advanced Authentication Framework™ include biometric scanners, smart cards, tokens, memory cards, etc.

- An authenticator can be enrolled (created) at first logon or at any time later.
- The number of authenticators you can have is defined by NetIQ administrator.
- NetIQ Advanced Authentication Framework™ allows you to manage your authenticators: enroll, re-enroll (edit), test, delete. All these actions require permission from NetIQ administrator.

NetIQ Advanced Authentication Framework™ Supported Features

Supported Authenticator Types

- NetIQ Advanced Authentication Framework™ supports a wide range of authenticator types (biometric authenticators, smart cards, tokens, and one-time passcodes).

NetIQ Advanced Authentication Framework™ Supported Features

- You can enroll authenticator right after your first logon after NetIQ Advanced Authentication Framework has been installed;
- You can use different authenticator types (from the available ones) for logging on or unlocking your operating system instead of using weak and unsafe password;

© NetIQ

- You can enroll several authenticators (depending on how much the administrator allows you to enroll), re-enroll or delete your authenticators (if you are permitted to);
- You can have your password changed (both, manual and on permission);
- You can execute files or run applications under another user's account using NetIQ Advanced Authentication Framework Run As tool;
- You can use authentication in the situation when you're outside of your corporate network or temporary work with network was planned (contact your NetIQ administrator in advance).

© *NetIQ*

Terms and Abbreviations

In this chapter:

- Authenticator;
- Enroll Authenticator;
- Re-enroll Authenticator;
- User Authentication;
- User's Workstation.

Authenticator

Authenticator is data submitted by a user for the purpose of his/her personality validation. Both common character strings (e.g. symbolic password) and data received from a hardware authentication device (e.g. digital fingerprint model, memory card ID) can appear as an authenticator.

Enroll Authenticator

Enroll authenticator means to create an authenticator, "train" the system to recognize it and save the result to the database.

Re-enroll Authenticator

Re-enroll authenticator means to change the authenticator and save the changes to the database.

User Authentication

With NetIQ Advanced Authentication Framework, user authentication process includes the following steps:

1. When authentication is required, the logon window is displayed and the user is prompted to submit an authenticator.
2. When the authenticators match, the user's identity is successfully proven.

© *NetIQ*

User's Workstation

User's workstation is a computer with installed "NetIQ Advanced Authentication Framework – Client" package and a hardware authentication device.

© *NetIQ*

Installing and Removing NetIQ Advanced Authentication Framework Client Components

In this chapter:

•Client;
•Terminal Client.

Client

Client is an application allowing users to log on using NetIQ Advanced Authentication Framework technology.

The NetIQ Advanced Authentication Framework Client component is formerly known as NetIQ Advanced Authentication Framework Workstation component.

Installing and removing Client requires Local Admins privileges.

Before installing Client check that the following requirements are fulfilled:

System Requirements

- Microsoft Windows XP (x86) SP3/ Microsoft Windows 7 (x64/x86) SP1/ Microsoft Windows 8 (x86/x64);
- 30 Mb free space on hard disk drive;
- In Windows XP (x86) SP3, there are no third-party components that register their own GINA (check that **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ Winlogon** sub-register contains no **GINADLL** key).

Other requirements:

- One or more Authenticore Servers configured in domain.

© NetIQ

Installing Client

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.

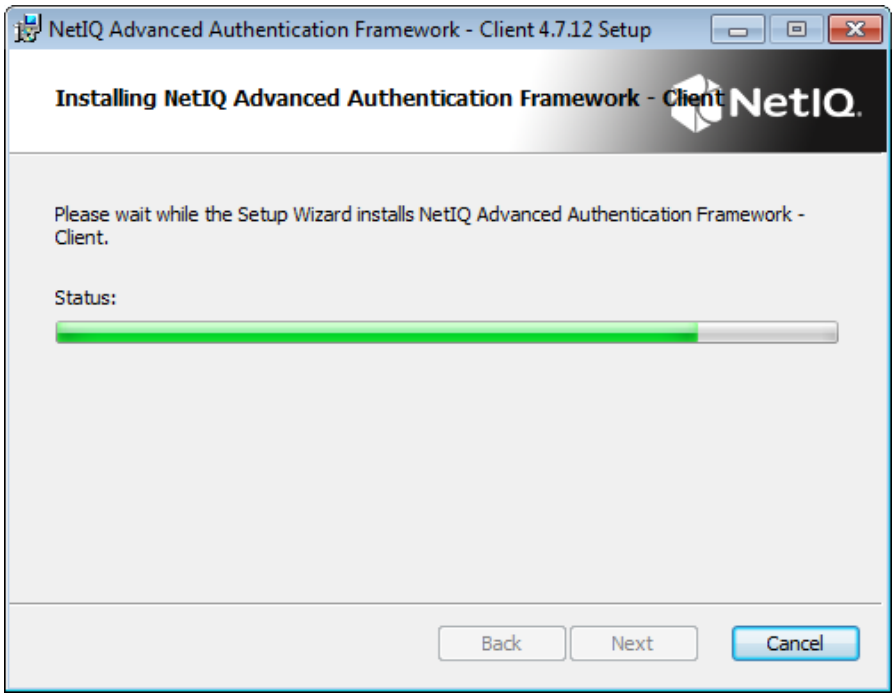
To install Client via Setup Wizard:

1. Run **Autorun.exe** from NetIQ Advanced Authentication Framework distribution kit. Tick **Client** in the list of components and click **Continue**.

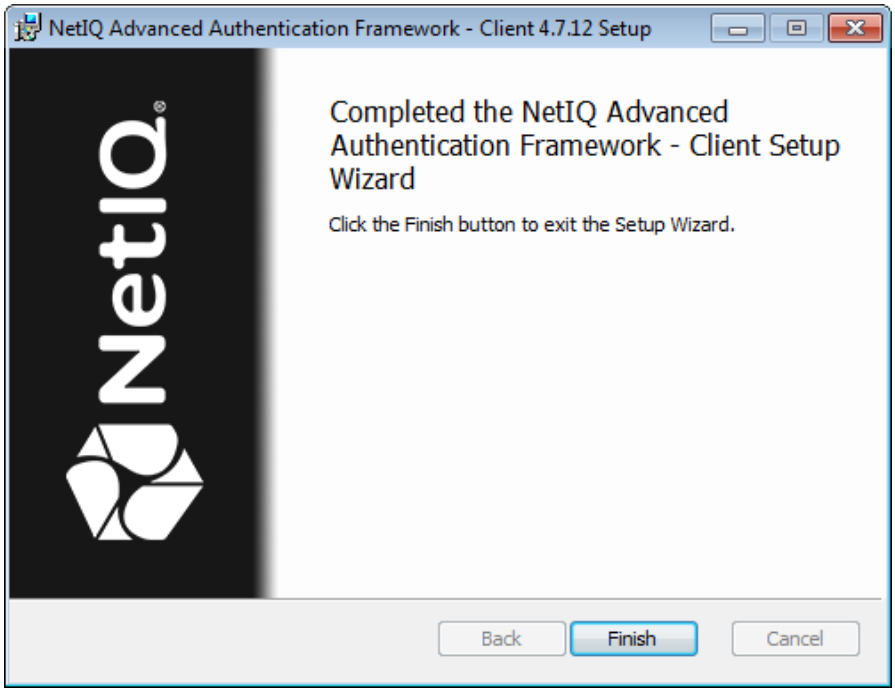
2. Read the License agreement. Click **I accept the terms in the license agreement** and then click Next.

- Click **Install** and wait until the component is installed.

© NetIQ

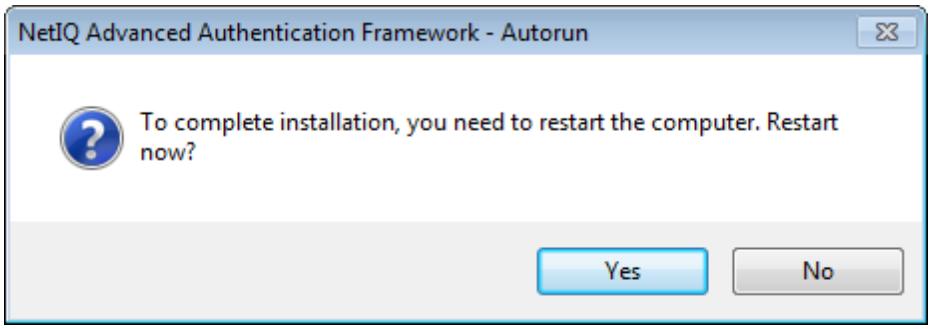


3. Click **Finish** to close the Wizard.



4. Click **Yes** to restart your computer:

© *NetIQ*


NetIQ Advanced Authentication Framework - Autorun
To complete installation, you need to restart the computer. Restart now?
Yes
No

© NetIQ

Removing Client

Microsoft Windows 7

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

2. Select NetIQ Advanced Authentication Framework – Client and click Uninstall.

3. Confirm the removal.

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

Microsoft Windows XP

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

2. Select **NetIQ Advanced Authentication Framework – Client** and click **Remove**.

3. Confirm the removal.

© *NetIQ*

Microsoft Windows 8

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

2. Select **NetIQ Advanced Authentication Framework - Client** and click **Uninstall**.

3. Confirm the removal.

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

© *NetIQ*

Upgrading Client

In order to upgrade NetIQ Advanced Authentication Framework Client, begin installing the new version. You will receive a notification about already existing previous version. Continue the standard installation procedure and your NetIQ Advanced Authentication Framework version will be automatically updated.

After upgrading is complete, the installer can ask you to restart a computer. Restarting is obligatory for NetIQ Advanced Authentication Framework Client Components upgrade.

You do not need to remove the previous NetIQ Advanced Authentication Framework version in order to upgrade Client.

© NetIQ

Installing and Removing NetIQ Advanced Authentication Framework Components via Group Policy

Please select your operating system from the list below:
• Microsoft Windows Server 2008 R2 SP1;
• Microsoft Windows Server 2003 (x64/x86) SP2/ Microsoft Windows Server 2003 R2 (x64/x86) SP2.

Microsoft Windows Server 2008

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.

Microsoft Windows Server 2003

To install/remove NetIQ Advanced Authentication Framework Components, use **Group Policy Object Editor (GPOE)**. GPOE can be opened from Active Directory Users and Computers, which is installed by default on a Domain Controller.

© NetIQ

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.

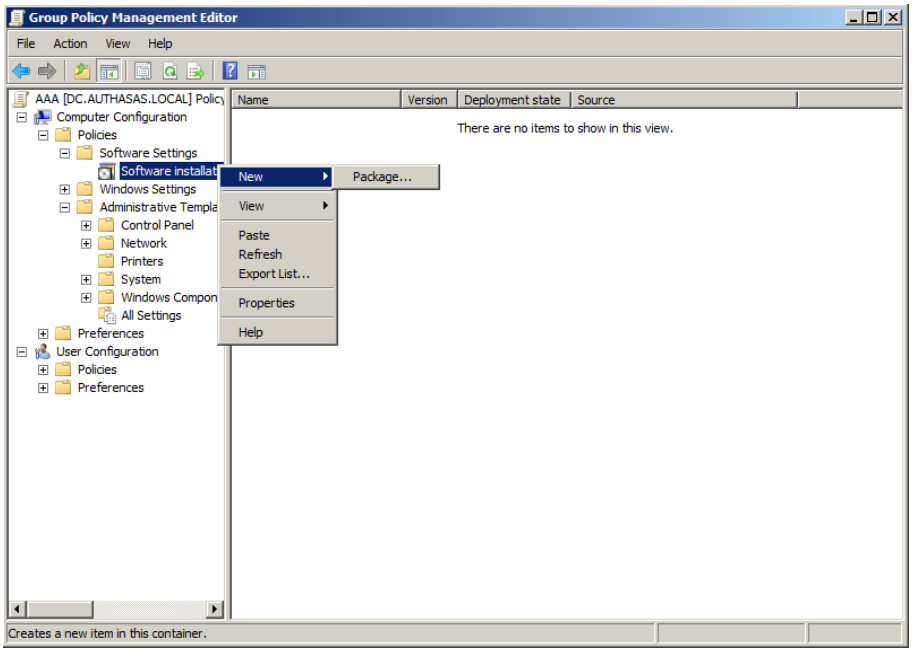
To open GPOE

© *NetIQ*

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**.

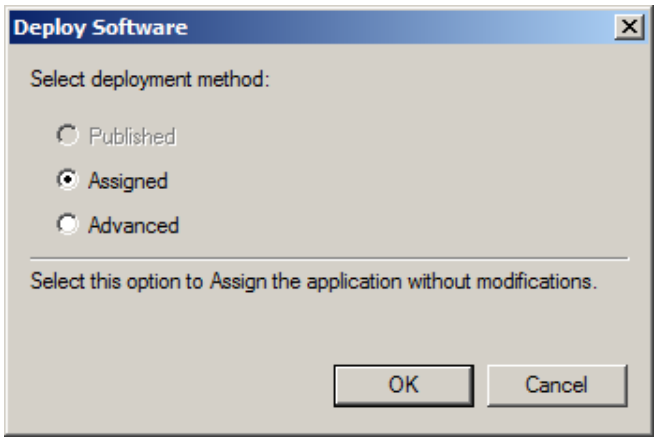


2. Specify the network path to the installer package.

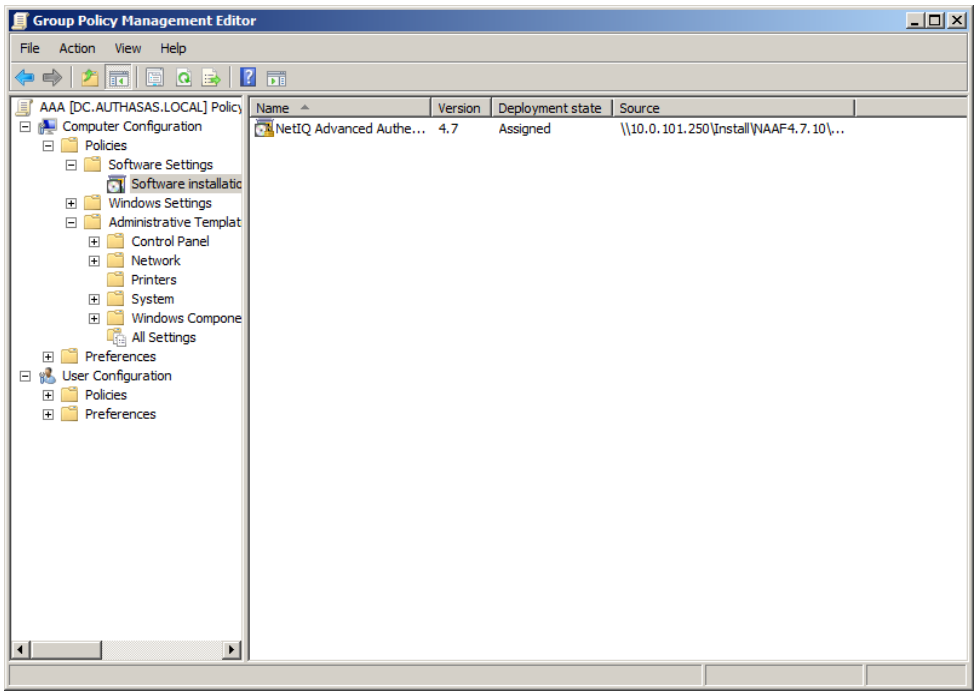
The directory you are willing to install should be located on network drive.

3. In the **Deploy Software** dialog, click **Assigned** and then click **OK.**

© NetIQ



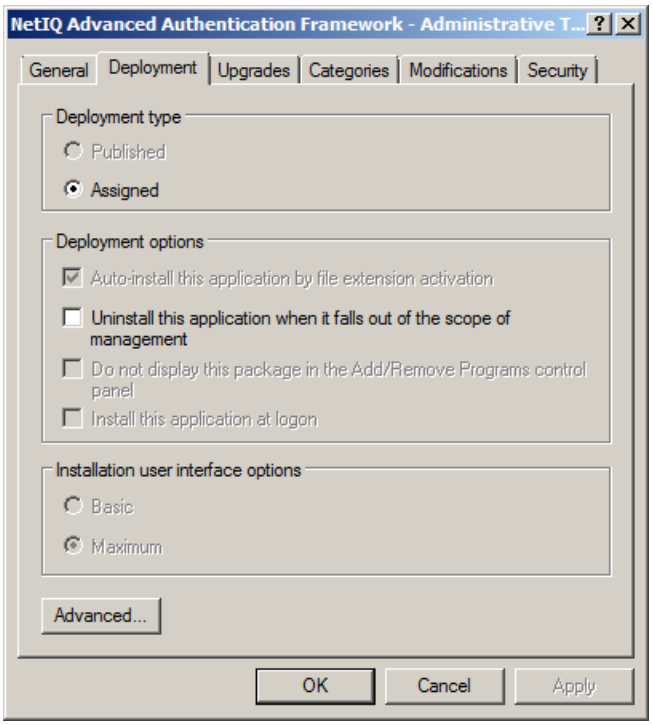
4. The installer package name, version, state and path are displayed in Group Policy Object Editor.



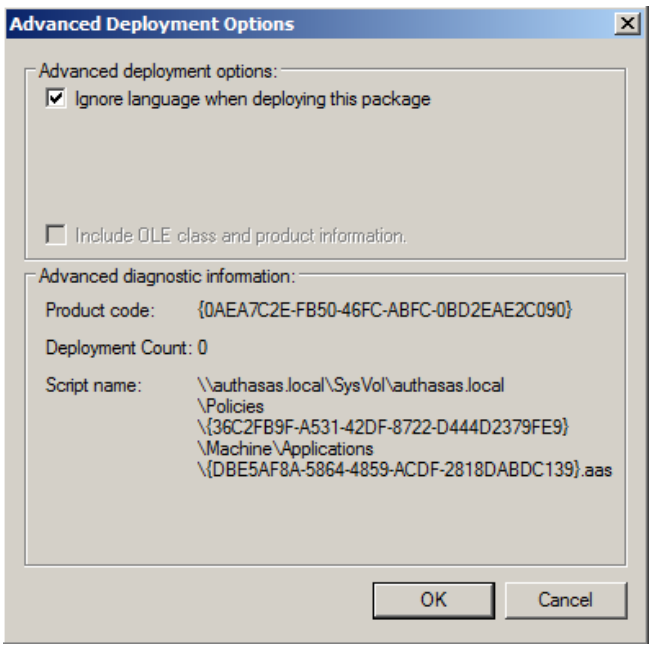
5. Open package properties:

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.

© *NetIQ*



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).

© *NetIQ*

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

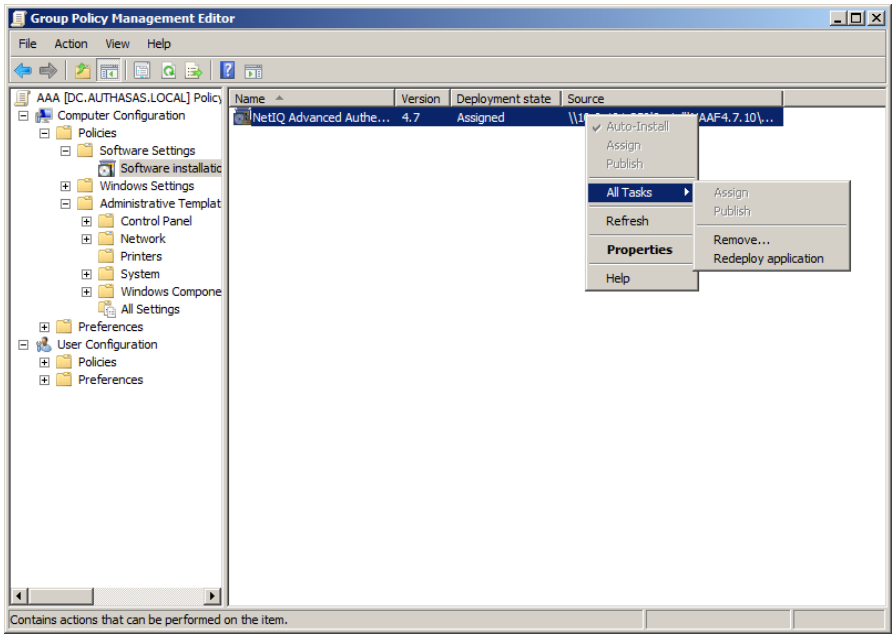
The assigned package is installed after you have updated the domain policy and restarted your computer. To update the domain policy immediately, use the gpupdate /force command.

© *NetIQ*

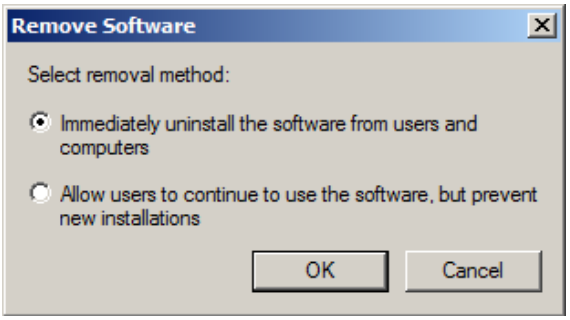
Removing NetIQ Advanced Authentication Framework Components via Group Policy

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.

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

© *NetIQ*

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.

© *NetIQ*

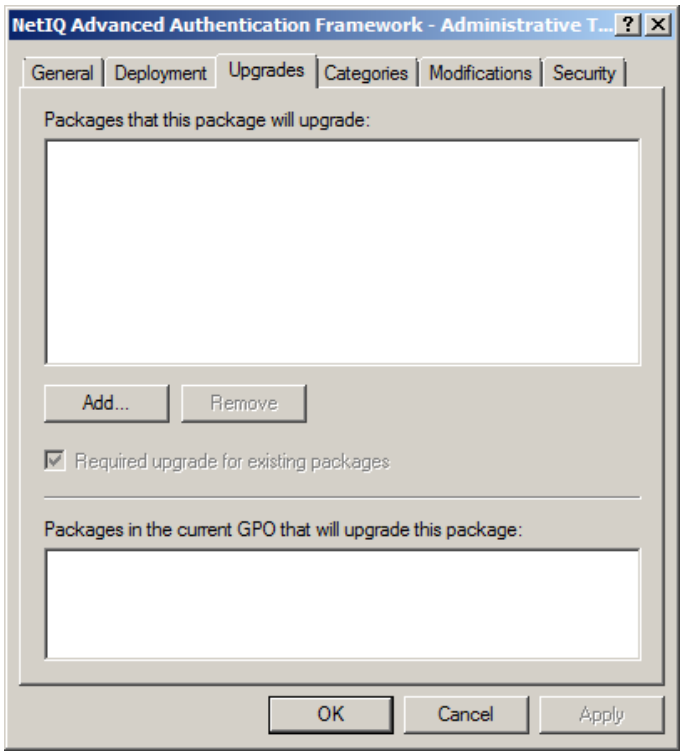
Upgrading NetIQ Advanced Authentication Framework Components via Group Policy

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;

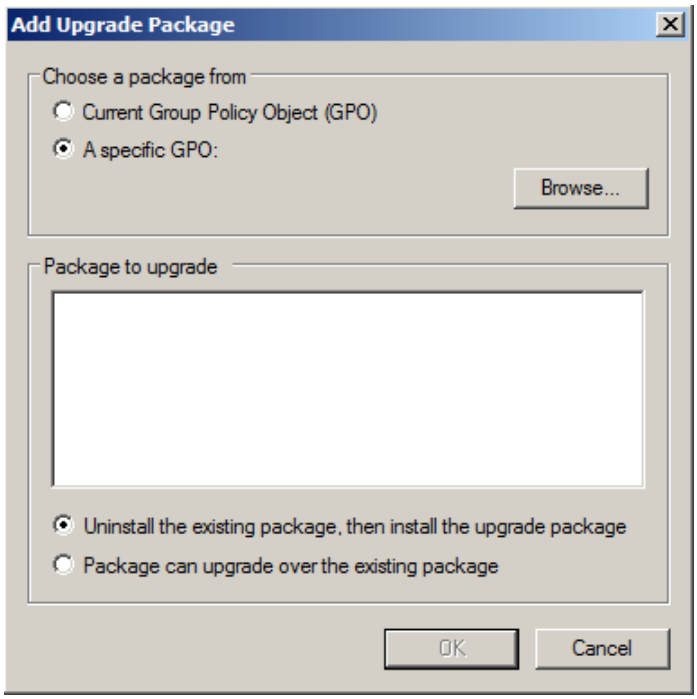
2. After having configured software installation, go to **Upgrades** tab of package properties;



3. Press **Add** button;

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

© *NetIQ*



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.

© *NetIQ*

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 NetIQ Advanced Authentication Framework – Client

Description:

Error appears when installing NetIQ Advanced Authentication Framework – Client on your computer.

Cause:

a) You are installing NetIQ Advanced Authentication Framework – Client on the network drive.

b) You have no space left on the disk.

c) You are installing Client on the unsupported OS.

d) You are installing Client 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 (x64/x86) and run the corresponding installer (x64/x86).

© *NetIQ*

Index

A

Active Directory 16
Authentication 1, 3-5, 7-10, 13-16, 18, 22, 24, 26
Authenticator 3, 5, 7

C

Client 1, 8-10, 13-15, 26
Control 14
Control panel 13
Create 16-17, 24

D

Default 16-17
Domain 16

E

enroll 7
Enroll 7
Error 26

G

GINA 9
GPMC 16
GPME 16, 18

L

License 10
Local 9
Logon 3

M

Microsoft Windows Server 2003 16
Microsoft Windows Server 2008 16

P

Package 18, 24
Policy 16, 18, 22, 24

© *NetIQ*

R

Re-enroll 7
Remove 13, 16-17, 20, 22
Run As 6

S

Security 16-17
Server 4
Settings 13
Software 18, 22
System 9

U

User 7-8
User's workstation 8

W

Windows 9
Windows 7 13
Windows 8 14
Windows XP 9, 13
Workstation 7, 9

© *NetIQ*