NetIQ Access Manager - Advanced Authentication Plugin

Installation Guide

Version 5.1.0

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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 install 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.

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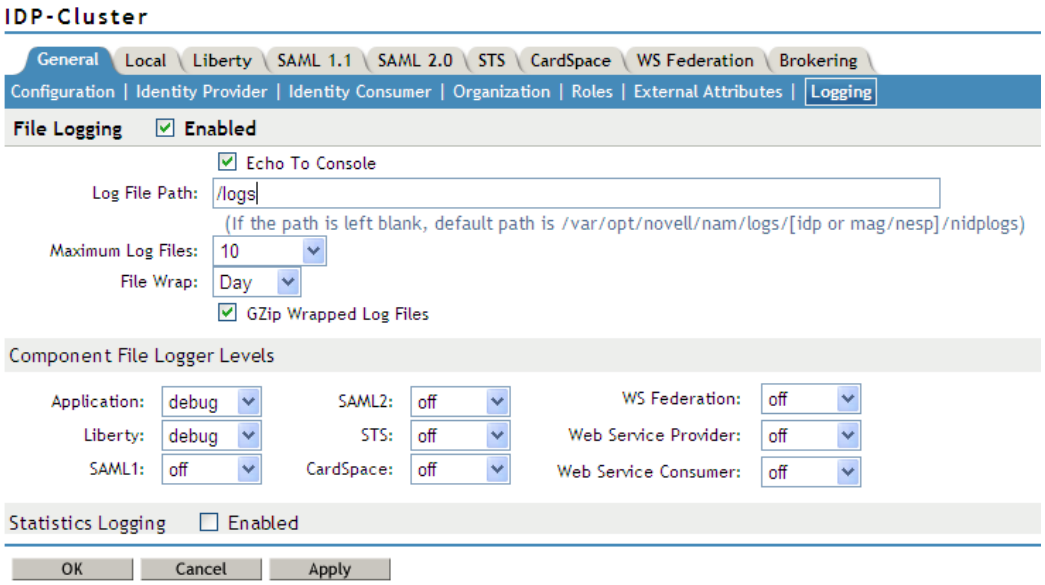
Environment

Components that are required for installation:

- NetIQ Access Manager 3.2 SP1/SP2 server/appliance.
- NetIQ Web Service 4.8 and higher (all necessary authentication providers should be installed together with Web Service).

Flash support is available on Linux only when libblkid is installed and udev rules are set. Udev rules allow access to usb-devices for non-superusers.

LogFile parameter should contain a full path to log file. If it contains only a file name without the actual path, it will be placed into a temporary folder by default. It will be possible to find a path only with "find / -name [logfilename]". Otherwise LogFile parameter will be placed to the folder that was created or chosen by the user.



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NetIQ Access Manager Advanced Authentication Plugin Installation

Install NAMAAPluginSetup.jar to the */opt/novell* folder on NetIQ Access Manager.

Root permissions are required for the installation of NetIQ Access Manager Advanced Authentication Plugin.

To install NetIQ Access Manager Advanced Authentication Plugin:

1. After the installation is started and the *"Welcome to the installation of NetIQ Access Manager – Advanced Authentication Plugin"* text is displayed, press 1 to continue.

2. After the *"Consider it as a license..."* text, press 1 to accept.

3. When you are suggested to select target path, enter *opt/novell*.

4. If the directory already exists and is not empty, press 1 to continue, if you confirm the installation and deleting all existing files.

5. Select the packs you want to install. Input 1 to select the required pack, 0 – to deselect the pack.

6. After the pack selection is done, press 1 to continue.

7. NetIQ Access Manager Advanced Authentication Plugin was installed successfully on /opt/novell.

The installation process looks like the following:

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```
NAM:/jre/bin # ./java -jar /flash/NAM_Plugin/1.0.28/NAMAAPluginSetup.jar
Welcome to the installation of NetIQ Access Manager - Advanced Authentication Plugin 06.10.2013!
 - NetIQ
The homepage is at: http://www.netiq.com/
press 1 to continue, 2 to quit, 3 to redisplay
1
Consider it as a licence...
press 1 to accept, 2 to reject, 3 to redisplay
1
Select target path [/jre/bin]
/opt/novell
The directory already exists and is not empty! Are you sure you want to install here and delete all existing files?
Press 1 to continue, 2 to quit, 3 to redisplay
1
press 1 to continue, 2 to quit, 3 to redisplay
1

Select the packs you want to install:

[<required>] NAM Authentication Plugin Core (NAM Authentication Plugin Core)
[x] OATH Authentication  (OATH Authentication Plugin)
input 1 to select, 0 to deselect:
1
[x] Flash Drive Authentication  (Flash Drive Authentication Plugin)
input 1 to select, 0 to deselect:
1
[x] Smart Card Authentication  (Smart Card Authentication Plugin)
input 1 to select, 0 to deselect:
1

...pack selection done.
press 1 to continue, 2 to quit, 3 to redisplay
1
[ Starting to unpack ]
[ Processing package: NAM Authentication Plugin Core (1/4) ]
[ Processing package: OATH Authentication  (2/4) ]
[ Processing package: Flash Drive Authentication  (3/4) ]
[ Processing package: Smart Card Authentication  (4/4) ]
[ Unpacking finished ]
Install was successful
application installed on /opt/novell
[ Console installation done ]
NAM:/jre/bin #
```


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NetIQ Access Manager Advanced Authentication Plugin Manual Installation

Unzip NAMAAPluginContent.zip into a temporary folder.

Plugin Core Files

Copy NAMAAPluginCore.jar (from the root of the temporary folder), webservices-rt.jar, webservices-api.jar (from the libs subfolder) to:

Linux: /opt/novell/nam/idp/webapps/nidp/WEB-INF/lib
Windows: C:\Program Files (x86)\Novell\Tomcat\webapps\nidp\WEB-INF\lib

Make sure that commons-codec-1.3.jar is presented in:

Linux: /opt/novell/nam/idp/webapps/nidp/WEB-INF/lib
Windows: C:\Program Files (x86)\Novell\Tomcat\webapps\nidp\WEB-INF\lib

Copy webservices-api.jar into the endorsed directory of Tomcat (if it doesn't exist, you have to create it):

Linux: /opt/novell/nam/idp/endorsed
Windows: C:\Program Files (x86)\Novell\Tomcat\endorsed

JSP Files

For OATH OTP Authentication Method Copy:

OathLogin.jsp (from OathMethod subfolder)

For Flash Drive Authentication Method Copy:

FlashDriveLogin.jsp (from FlashDriveMethod subfolder)

For Smart Card Authentication Method Copy:

SmartCardLogin.jsp (from SmartCardMethod subfolder)

To the destination folder:

Linux: /opt/novell/nids/lib/webapp/jsp
Windows: C:\Program Files (x86)\Novell\Tomcat\webapps\nidp\jsp

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Applet Files

Common Applet Files:

commons-codec-1.3.jar (from either FlashDriveMethod or the SmartCardMethod subfolders)

For Flash Drive Authentication Method Copy:

FlashDriveApplet.jar (from FlashDriveMethod subfolder)

For Smart Card Authentication Method Copy:

SmartCardApplet.jar (from SmartCardMethod subfolder)

To the destination folder:

Linux: /opt/novell/nam/idp/webapps/nidp/classUtils
Windows: C:\Program Files (x86)\Novell\Tomcat\webapps\nidp\classUtils

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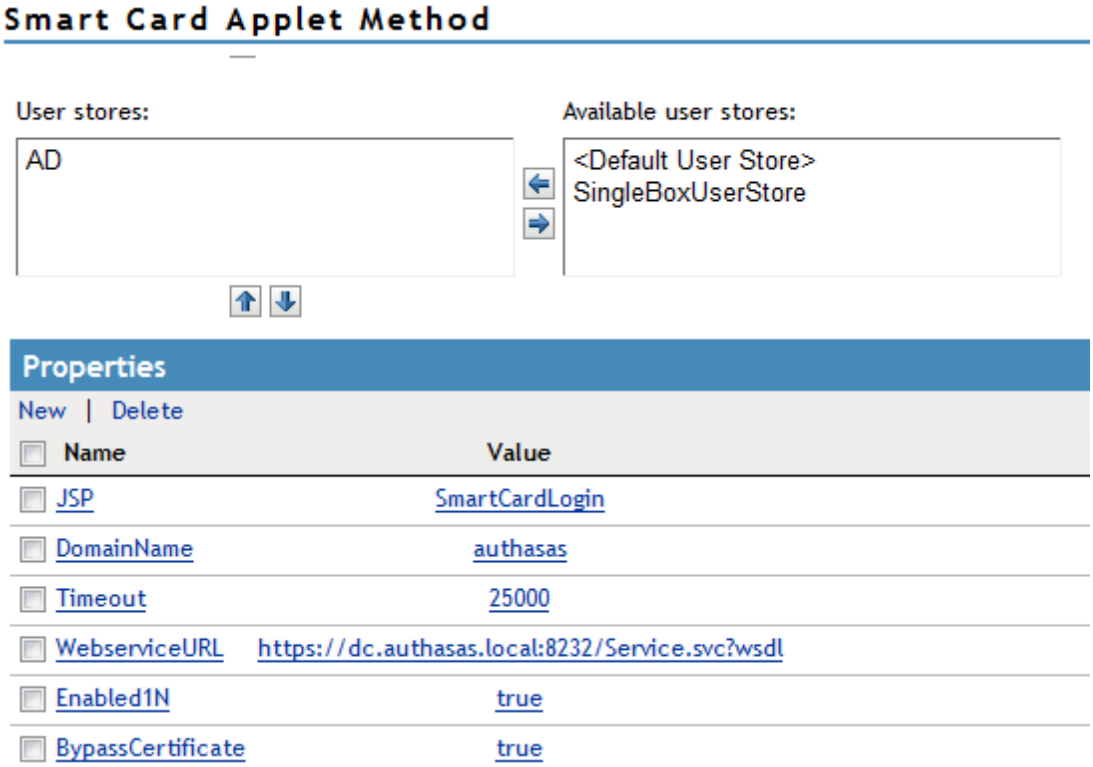
NetIQ Smartcard Authentication Support Configuration

1. Create a new authentication class with the following parameters:
   a. **Display name**: Smart Card Class;
   b. **Java class**: Other;
   c. **Java class path**: com.authasas.aaa.method.smartcard.CardClass.

2. Create a new authentication method for the class:
   a. **Display Name**: Smart Card Method;
   b. **Class**: Smart Card Class;
   c. Select Active Directory for **User Store**.



   d. Add the following properties (KEY/Value):

- **JSP**: SmartCardLogin (without jsp);
- **DomainName**: <NetBIOSDomainName>;
- **Timeout**: 25000;
- **WebserviceURL**: https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it);
- **Enabled1N**: true (to activate 1:N mode – no username required, it will be detected automatically);
- **BypassCertificate**: true;
- **LogFile**: SmartCardMethod.log;
- **OmnikeyCardEnabled**: true (for OMNIKEY-reader compatible contactless cards);

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- **RfideasCardEnabled**: true (for RfIdeas-reader compatible cards);
- **CspCardEnabled**: true (for CSP-compatible contact cards).

The attributes **OmnikeyCardEnabled**, **RfideasCardEnabled** and **CspCardEnabled** enable or disable search for cards of specific types. If the attribute for a specific card type is missing or set to false, these cards will be searched.

The attributes **OmnikeyCardEnabled**, **RfideasCardEnabled** and **CspCardEnable** are available only for NAMAA Plugin 1.0.34 and later.

3. Create a new authentication contract for the method:
   a. **Display name**: Smart Card Contract;
   b. **URI**: smartcard/uri;
   c. **Methods**: Smart Card Method;
   d. Click **Apply** and go to **Authentication Card** tab;
   e. **ID**: SMARTCARD_ID;
   f. **Text**: NetIQ Smartcard Authentication;
   g. **Image**: <Select Local Image>, then select **NetIQ_NAM_SmartCard.png.**

4. Update NAM Server configuration.

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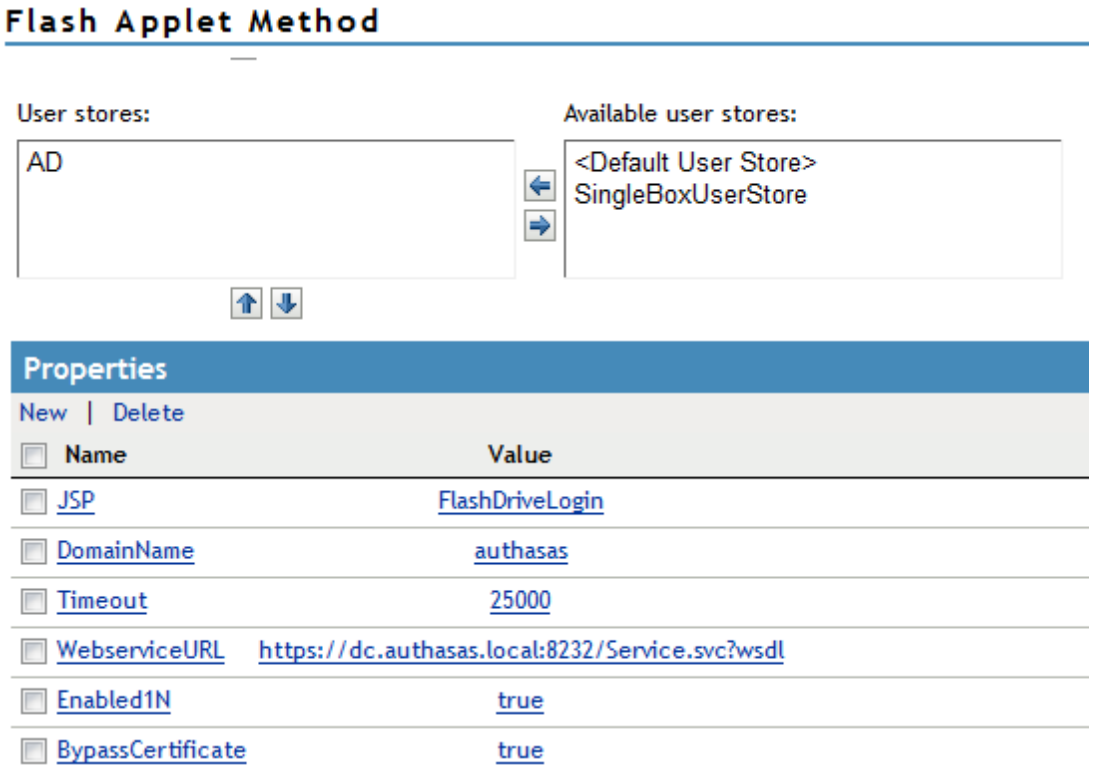
NetIQ Flash Drive Authentication Support Configuration

1. Create a new authentication class with the following parameters:
   a. **Display name**: Flash Drive Class;
   b. **Java class**: Other;
   c. **Java class path**: com.authasas.aaa.method.flashdrive.FlashClass.

2. Create a new authentication method for the class:
   a. **Display Name**: Flash Drive Method;
   b. **Class**: Flash Drive Class;
   c. Select Active Directory for **User Store**.



   d. Add the following properties (KEY/Value):
   - **JSP**: FlashDriveLogin (without jsp);
   - **DomainName**: <NetBIOSDomainName>;
   - **Timeout**: 25000;
   - **WebserviceURL**: https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it);
   - **Enabled1N**: true (to activate 1:N mode – no username required, it will be detected automatically);
   - **BypassCertificate**: true;
   - **LogFile**: FlashDriveMethod.log.

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3. Create a new authentication contract for the method:
   a. **Display name**: Flash Drive Contract;
   b. **URI**: flashdrive/uri;
   c. **Methods**: Flash Drive Method;
   d. Click **Apply** and go to **Authentication Card** tab;
   e. **ID**: FLASHDRIVE_ID;
   f. **Text**: NetIQ Flash Drive Authentication;
   g. **Image**: <Select Local Image>, then select **NetIQ_NAM_FlashDrive.png.**

4. Update NAM Server configuration.

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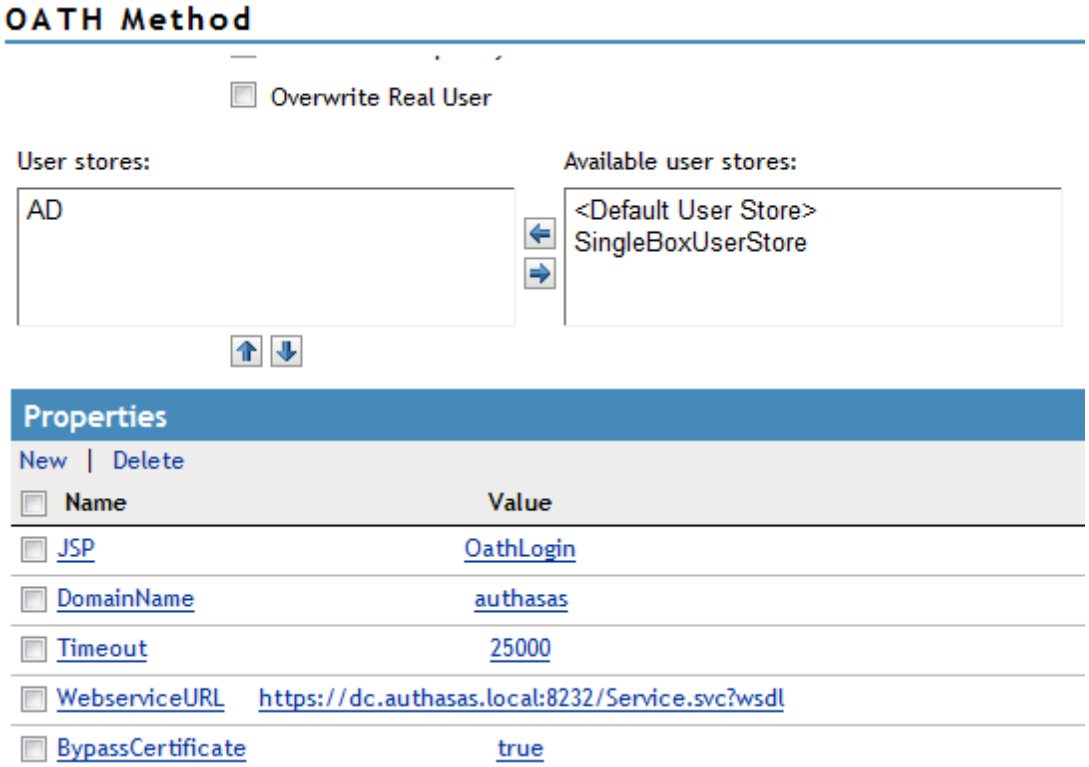
NetIQ OATH OTP Authentication Support Installation

1. Create a new authentication class with the following parameters:
   a. **Display name**: OATH Class;
   b. **Java class**: Other;
   c. **Java class path**: com.authasas.aaa.method.oath.OathClass.

2. Create a new authentication method for the class:
   a. **Display Name**: OATH Method;
   b. **Class**: OATH Class;
   c. Select Active Directory for **User Store**.



   d. Add the following properties (KEY/Value):
   - **JSP**: OathLogin (without jsp);
   - **DomainName**: <NetBIOSDomainName>;
   - **Timeout**: 25000;
   - **WebserviceURL**: https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it);
   - **BypassCertificate**: True;
   - **LogFile**: OathMethod.log.

3. Create a new authentication contract for the method:

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a. **Display name**: OATH Contract;
b. **URI**: oath/uri;
c. **Methods**: OATH Applet Method;
d. Click **Apply** and go to **Authentication Card** tab;
e. **ID**: OATH_ID;
f. **Text**: NetIQ OATH OTP Authentication;
g. **Image**: <Select Local Image>, then select **NetIQ_NAM_OATH.png.**

4. Update NAM Server configuration.

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Certificate Installation

1. Make sure that you are using the same certificate for the both client and server. If you are using the self-signed certificate, shipping with our web service, make sure that you are not using the certificate from the previous installation.

2. On a Windows PC where our web service is installed, add the certificate under *Trusted Root Certification* branch (using the *certmgr.msc* snap-in or via the IE certification dialog).

3. On a PC with a NAM Appliance add the same web service certificate to the following "cacerts" files:

/opt/novell/jdk1.6.0_30/jre/lib/security/cacerts
/jre/lib/security/cacerts

This path depends on the version of JDK.

the default password to the cacerts file is "*changeit*"
to add certificates use the keytool tool from the following location : */jre/bin/*

you can add the certificate by running the following commands:

./keytool -import -keystore /opt/novell/jdk1.6.0_30/jre/lib/security/cacerts -alias authasas -file PASS_TO_CERTIFICATE_FILE
./keytool -import -keystore /jre/lib/security/cacerts -alias authasas -file PASS_TO_CERTIFICATE_FILE

4. It is not necessary to add the certificate through the administration console UI, since it does not work.

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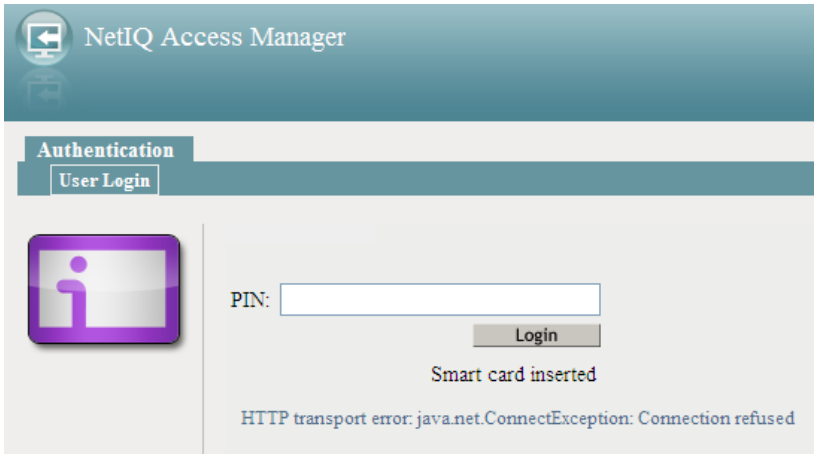
Troubleshooting

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

NetIQ Web Service Is Not Installed, Not Configured or Protected By Firewall

Description:

Errors appear when using the NetIQ Web Service. The following window is displayed:



Cause:

a) NetIQ Web Service is not installed.

b) NetIQ Web Service is not configured.

c) NetIQ Web Service is protected by firewall.

Solution:

a) Installation of NetIQ Web Service is required.

b) NetIQ Web Service should be configured correctly.

c) Firewall should be disabled for correct work of NetIQ Web Server.

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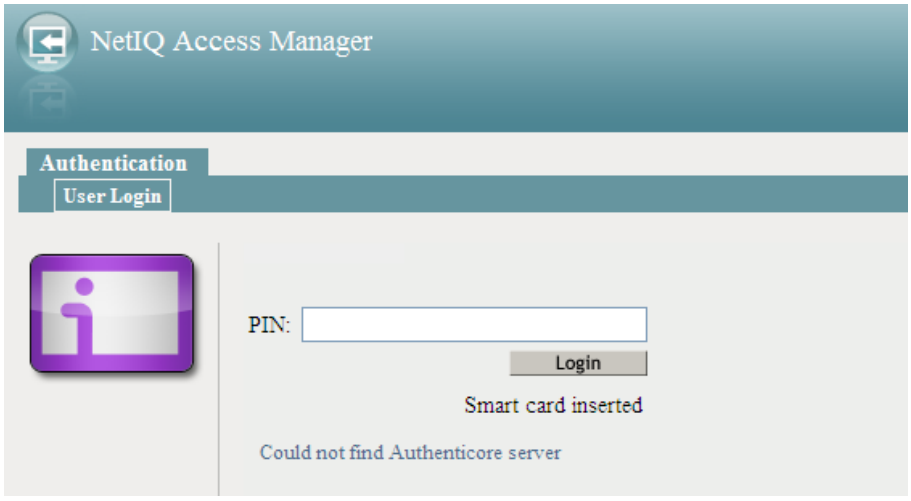
NetIQ Authenticore Server Is Not Installed, Not Configured or Protected By Firewall

Description:

NetIQ Authenticore Server cannot be found. The following window is displayed:



Cause:

a) NetIQ Authenticore Server is not installed.

b) NetIQ Authenticore Server is not configured correctly.

c) NetIQ Authenticore Server is protected by firewall.

Solution:

a) Installation of NetIQ Authenticore Server is required.

b) NetIQ Authenticore Server should be configured correctly.

c) Firewall should be disabled for correct work of NetIQ Authenticore Server.

NetIQ Access Manager Is Not Available

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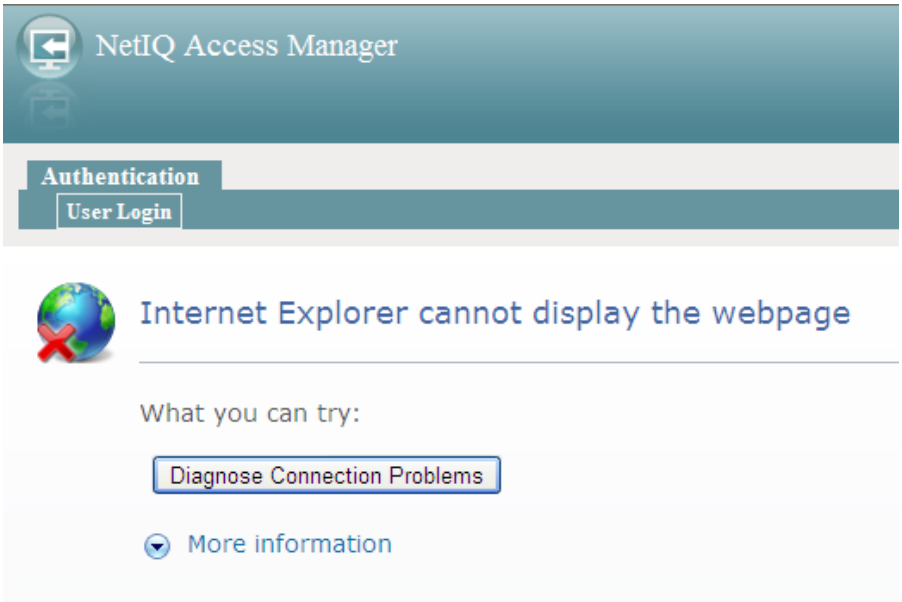
Description:

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.

Incorrect Password/Username of Active Directory Domain Administrator Was Set In NetIQ Access Manager

Description:

Password/username of Active Directory Domain Administrator is not acceptable. The following window is displayed:

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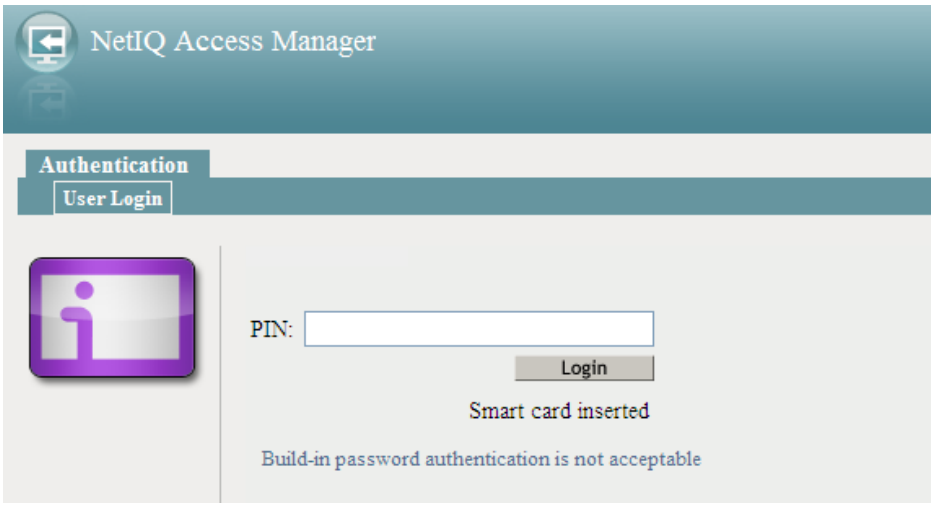

Cause:

a) Incorrect settings of the IDP-cluster.

b) Incorrect username and/or password.

Solution:

a) Check the settings of the IDP-cluster.

b) Enter correct username and/or password.

Active Directory Is Not Set In NetIQ Access Manager as a Default Type of Storage

Description:

Active Directory Domain Administrator is not used as a default type of storage in NetIQ Access Manager.

Cause:

a) Incorrect settings of the IDP-cluster;

b) Incorrect username and/or password of Active Directory Domain Administrator.

Solution:

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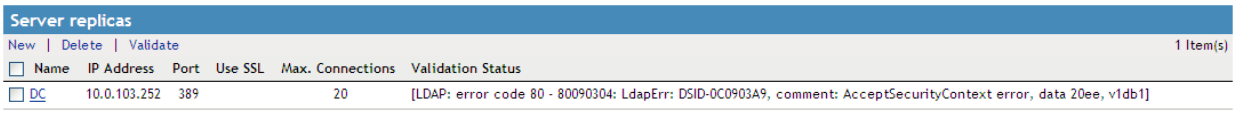
a) Check the settings of the IDP-cluster.

b) Enter correct username and/or password of Active Directory Domain Administrator.

Server Replicas Are Not Configured or Wrong Configured

Description:

There is a warning in the Health field and the error is the Validation Status field is displayed:



Cause:

Server Replicas are not configured or wrong configured.

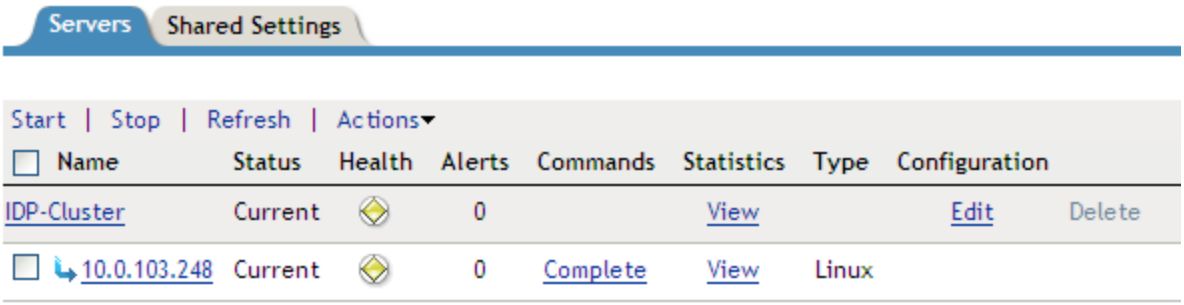
Description:

Configure correctly the Server Replicas menu.

Search Contexts Are Not Configured or Wrong Configured

Description:

There is a warning in the Health field which notifies of an error:



Solution:

Search Contexts are not configured or wrong configured.

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Description:

Configure correctly the Search Contexts menu.

Cannot Enroll Authenticator

Description:

Authenticator is not enrolled because

a) The **Type** list in the **Enroll Authenticators** window is empty or OATH authenticator type is absent.

b) The **Enroll** button in the **Authenticators** window is greyed out.

Cause:

a) The OATH authenticator type is not supported (no proper authentication provider is installed).

b) The operation is forbidden or you have reached the limit on authenticators number.

Solution:

a) Contact NetIQ administrator.

b) No authenticators can be added. For more information, contact NetIQ administrator.

One-Time Password Doesn't Work

Description:

The generated one-time password doesn't work.

Cause:

a) Group policy is set on the other password generating period.

b) The password time is out.

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c) Workstation time differs from time of Authenticore Server more than N minutes; N depends on **TOTP checking window** setting.

Solution:

a) Check group policy settings and make changes in your Mobile device token application.

b) Try another password.

c) Synchronize Workstation and Server time.

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