NetIQ Advanced Authentication Framework

Flash Drive Authentication Provider User's Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This Flash Drive Authentication Provider User's 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 manage Flash Drive type of authentication.

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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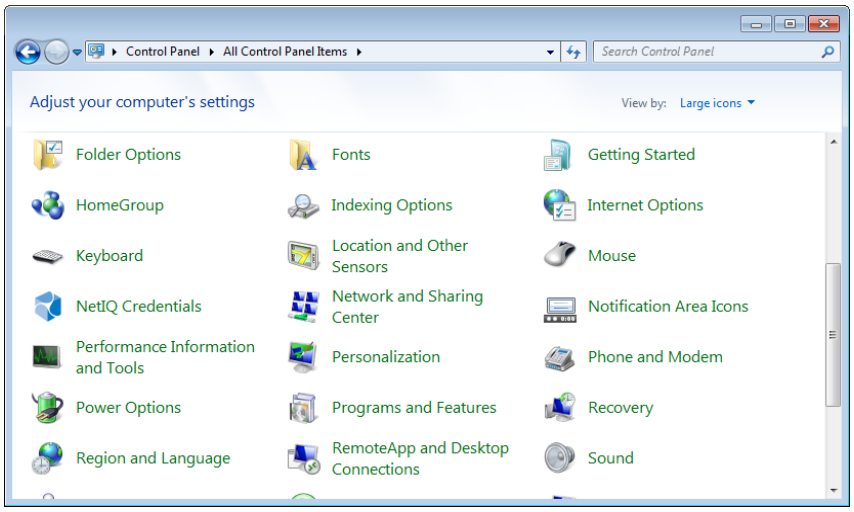
Managing Flash Driver Authenticator

Microsoft Windows Vista/7/Microsoft Windows Server 2008/2008 R2

Authenticator management options are available in the **Authenticators** window.

The Authentication Wizard window is shown at system start if there are no enrolled authenticators.

To open the **Authenticators** window from **Control Panel**, in control panel by categories select **User Accounts** > **NetIQ Credentials:**



To open **Manage Authenticators** window, user must undertake authorization procedure:

1. In the **Authorization** window, choose authentication method.

If there are no enrolled authenticators, then the only way to get authorized is **By password**. Otherwise, authentication by password will make enrollment unavailable (i.e. the button **Enroll**, **Re-enroll** and **Remove** will be greyed out).

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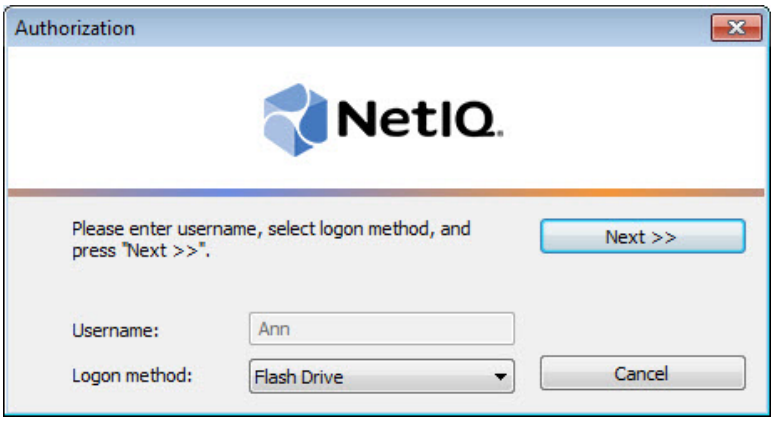
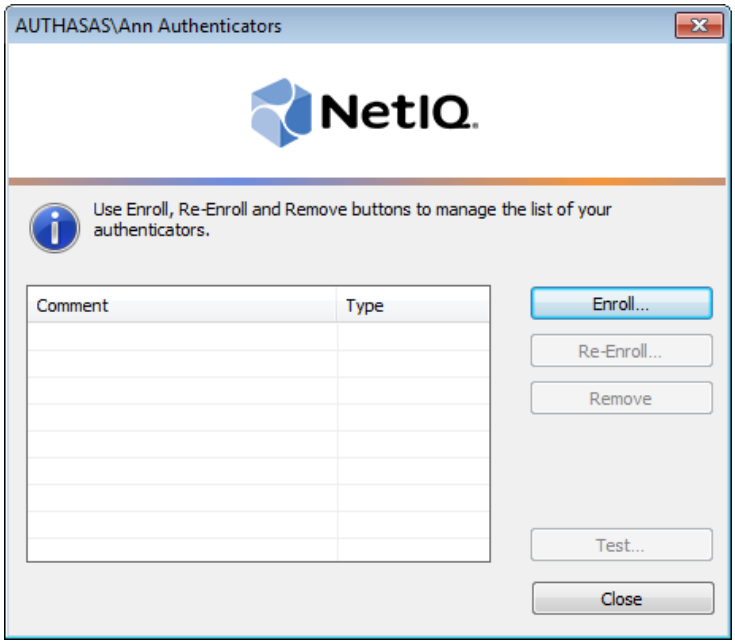


2. Get authenticated with the selected method.

3. Once you are authenticated, page for managing authenticators is opened.



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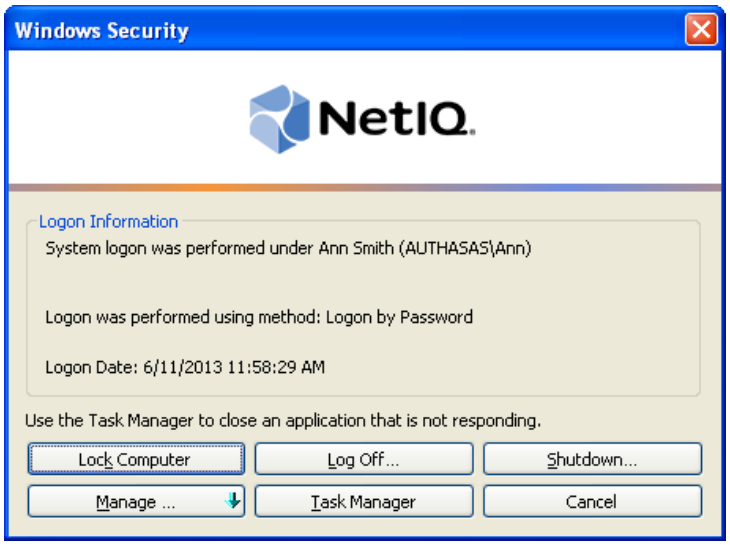
Microsoft Windows XP/Microsoft Windows Server 2003

Authenticator management options are available in the **Authenticators** window.

To open the **Authenticators** window

1. From your desktop, press **[Ctrl]+[Alt]+[Del]**. The **Windows Security** window is displayed.



2. Click **Manage** and select **Authenticators**.

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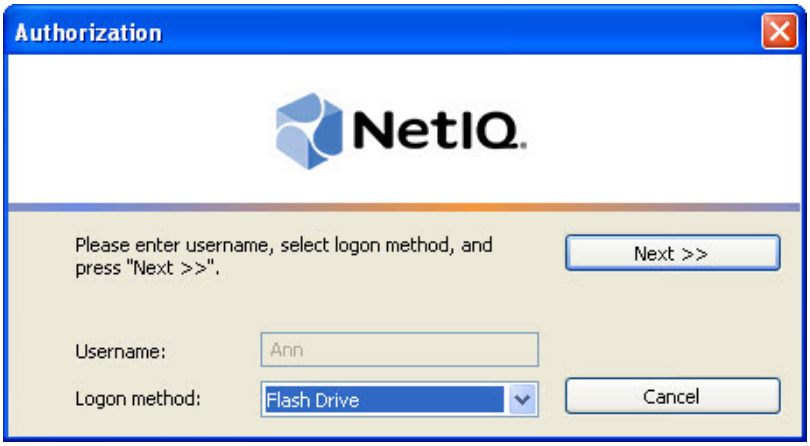
3. The **Authorization** window is displayed.



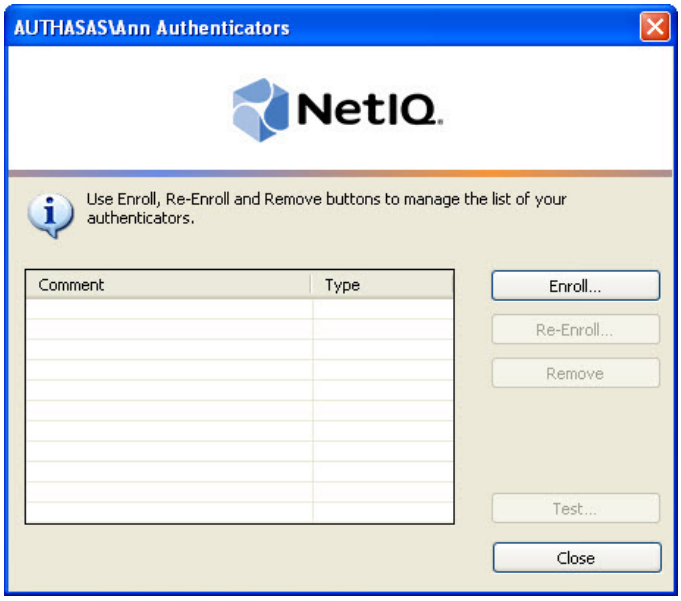
• From the **Logon method** list, select a logon method (an authenticator type or **Logon by password**).

• Click **Next**.

To be able to add, re-enroll or remove an authenticator, you must use an authenticator as logon method.

To be able to test an authenticator, you may use either authenticator or password as logon method.

After successful authentication the **Authenticators** window is displayed.



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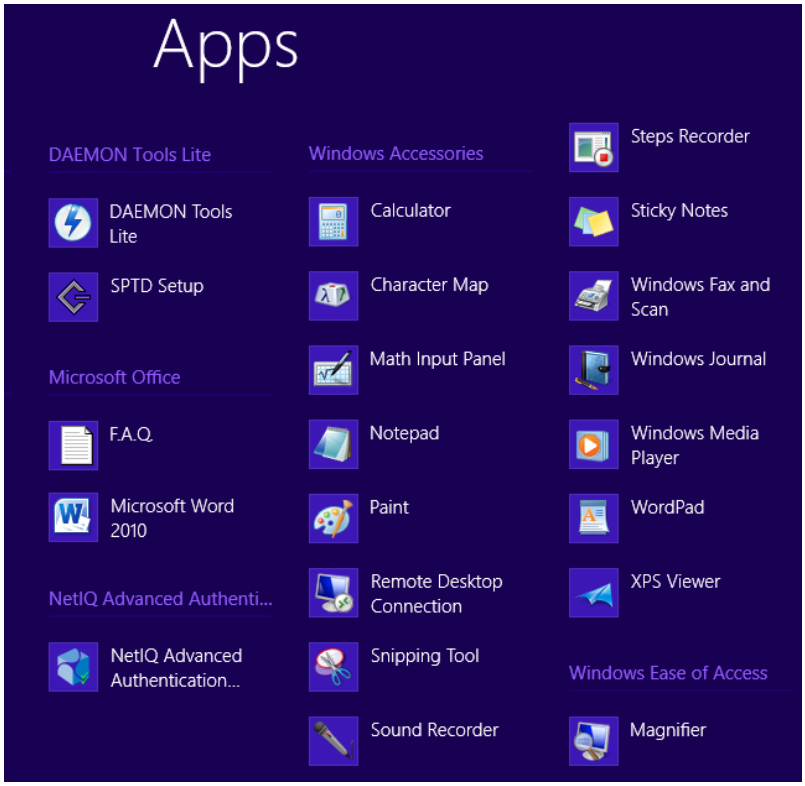
Microsoft Windows 8/Microsoft Windows Server 2012

Authenticator management options are available in the **Authenticators** window.

The Authentication Wizard window is shown at system start if there are no enrolled authenticators.

To open the **Authenticators** window, in the Search menu select **Apps > NetIQ Advanced Authentication Framework...**.



To open **Manage Authenticators** window, user must undertake authorization procedure:

1. In the **Authorization** window, choose authentication method.

If there are no enrolled authenticators, then the only way to get authorized is **By password**. Otherwise, authentication by password will make enrollment unavailable (i.e. the button **Enroll, Re-enroll** and **Remove** will be greyed out).

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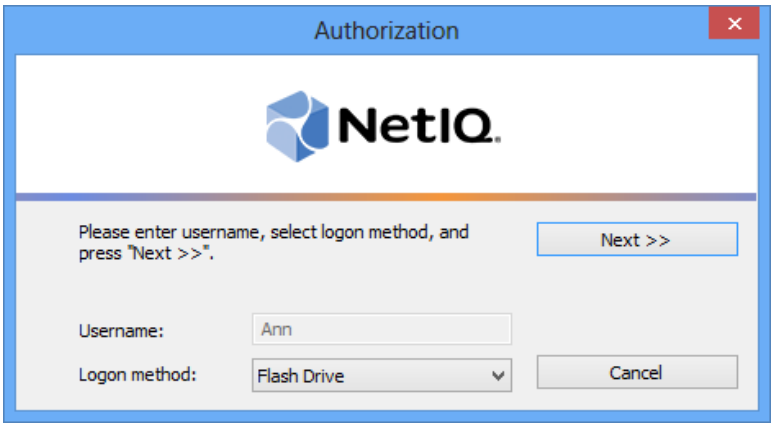
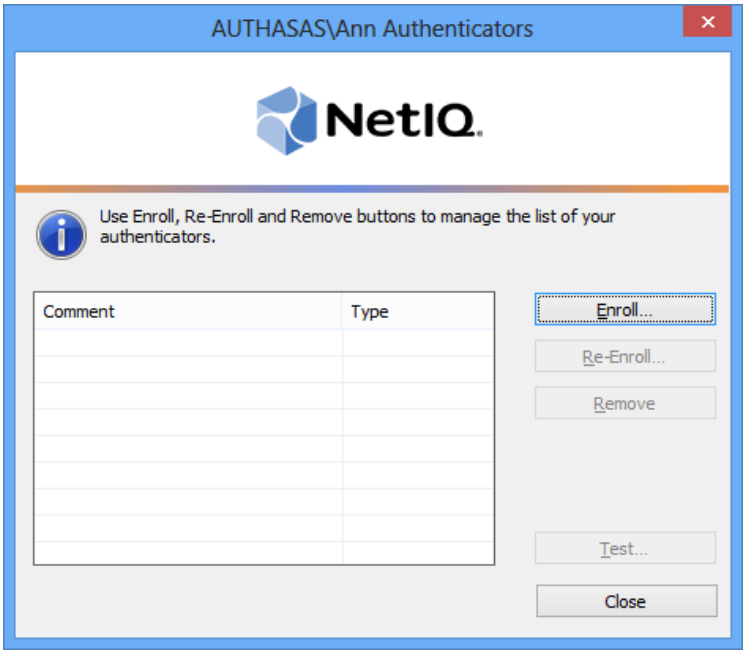


2. Get authenticated with the selected method.

3. Once you are authenticated, page for managing authenticators is opened.



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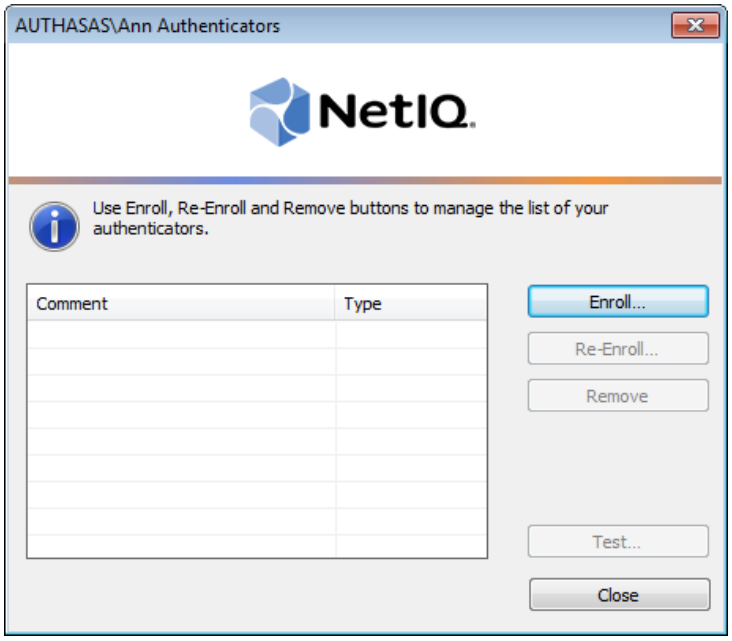
Enrolling Flash Driver Authenticator

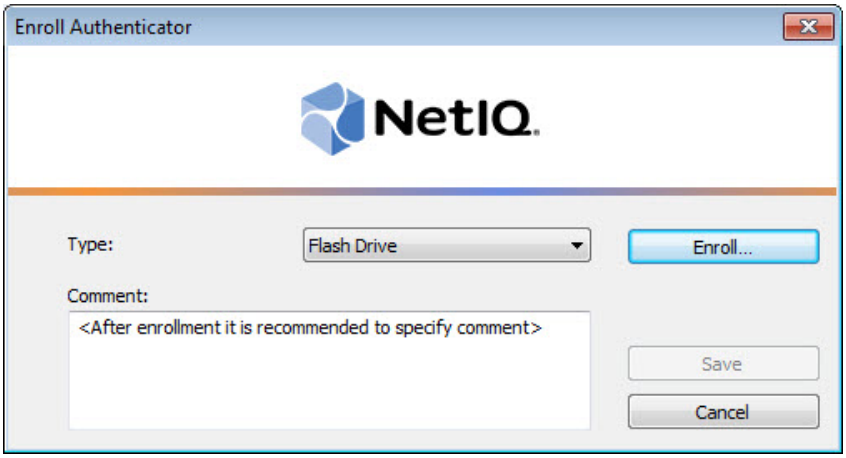
NetIQ administrator defines the maximum number of authenticators you can have which means you cannot enroll any more authenticators once you have reached the limit.

To enroll an Flash Driver authenticator:

1. Click **Enroll...** button in the **Authenticators** window.



2. When the **Enroll Authenticator** window appears, select **Flash Driver** from the **Type** drop-down menu, click **Enroll...**.



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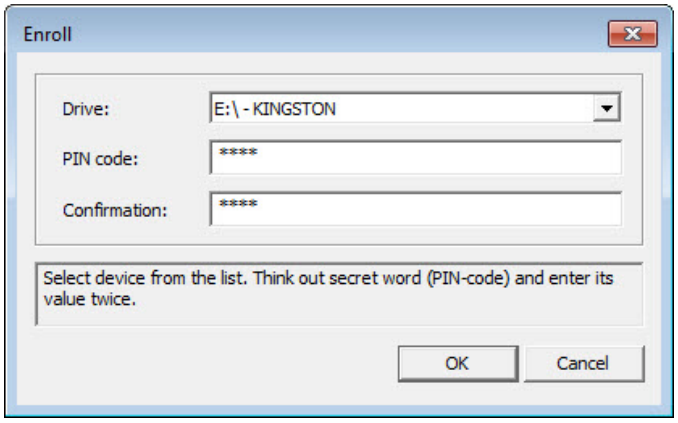
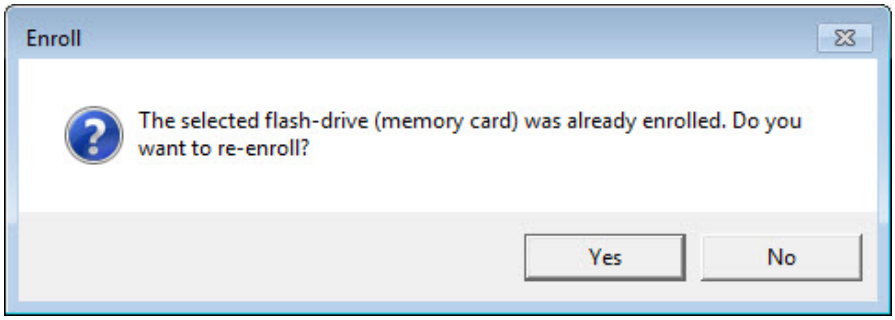
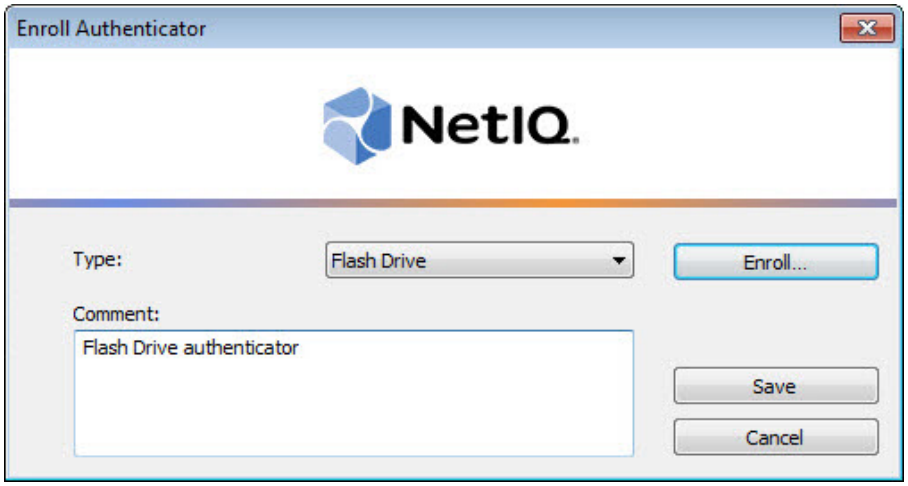
3. The **Enroll** window will open. Select device from the list. Think out secret word (PIN-code) and enter its value twice.



4. If the selected flash-drive was already enrolled, the it will be required to re-enroll it. Click **Yes** to continue.



5. Control is passed to the **Enroll Authenticator** window. Entering commentary is optional. Click **Save**.



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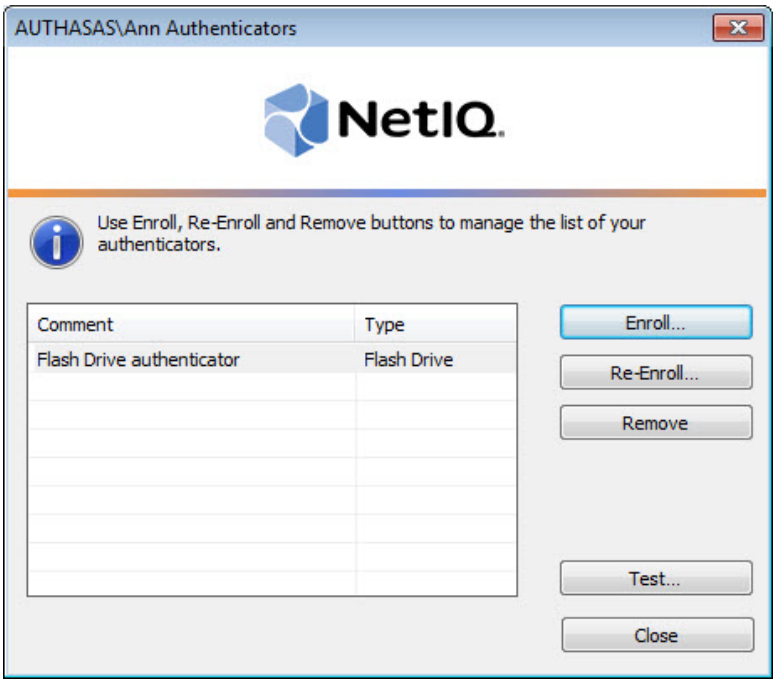
Entering and editing of comments may be forbidden by the system administrator.

5. A new authenticator is created and is visible in the list of authenticators in the **Authenticators** window.



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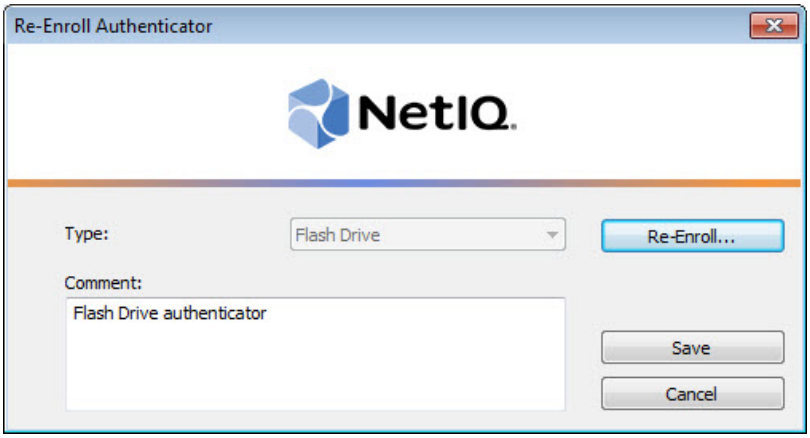
Re-enrolling Flash Drive Authenticator

This operation may be forbidden by NetIQ administrator. In such cases the **Re-Enroll** button in the **Authenticators** window is greyed out.

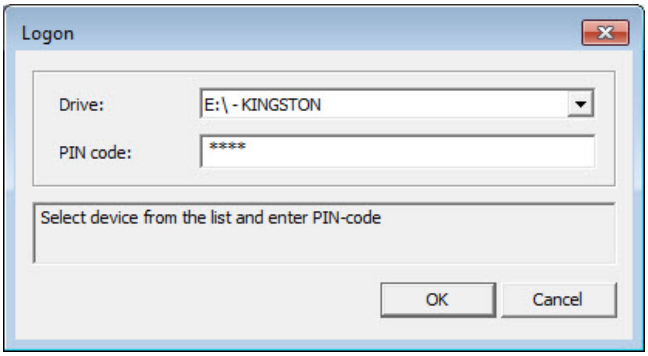
In order to re-enroll a created Flash Drive authenticator:

1. Select **Flash Drive** in the list of authenticators, click **Re-Enroll...** in the **Authenticators** window.

2. Click **Re-Enroll...** in the **Re-Enroll Authenticators** window.



3. Select device from the list and enter PIN-code.



4. Click **Save** in the **Re-Enroll Authenticator** window.

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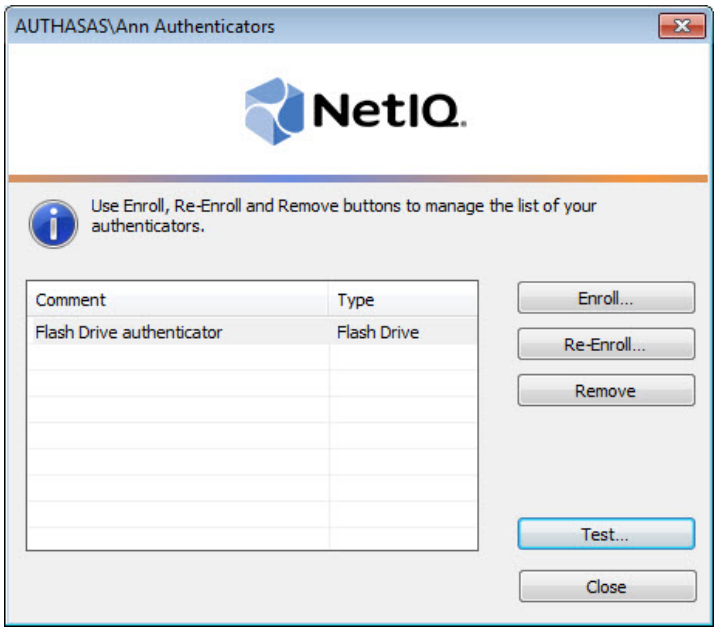
Testing Flash Driver Authenticator

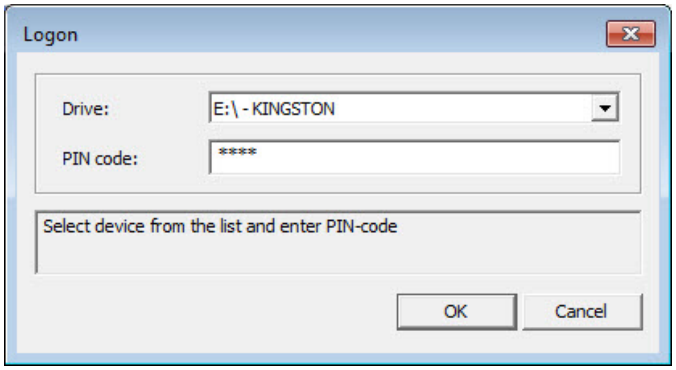
To test a created OATH authenticator:

1. Click **Test...** in the **Authenticators** window.



Testing can also be performed in the **Enroll authenticator** and **Re-enroll authenticator** windows.

2. In the **Logon** window select device from the list and enter PIN-code.



3. When a confirmation message saying: *"Authenticators match"* appears, click **OK**.

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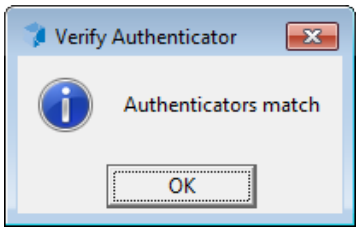

4. When authenticators do not match an error message appears. Click **OK**.

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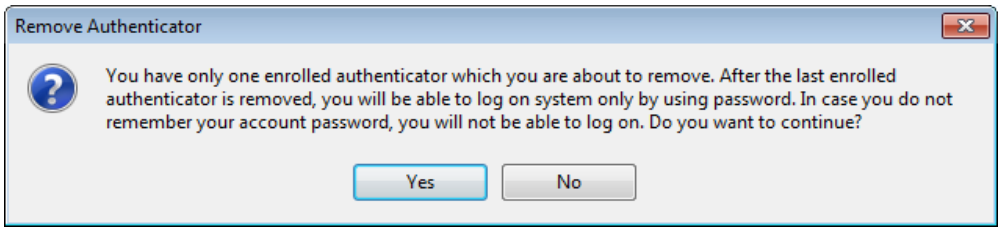
Removing Flash Drive Authenticator

This operation may be forbidden by the NetIQ administrator. In such cases the Remove button in the Authenticators window is greyed out.

If you are allowed to remove your authenticator, don't do this just because you don't like your current authenticator. Instead, you can re-enroll it (see Re-enrolling Flash Drive Authenticator).

Do not remove the only authenticator you have. If you have no authenticators, you can log on with your password only. If a random password was generated for your account and you have removed the only authenticator, you cannot log on in any way.

NetIQ Advanced Authentication Framework™ prevents you from accidentally removing your only authenticator by showing the following dialog:



If you removed the only authenticator and do not know your password, contact the system administrator.

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Troubleshooting

- Cannot Enroll Authenticator;

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

Before contacting the support service:

We strongly request that you give a possibly detailed description of your problem to the support technicians and attach logs from the faulty computer. 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**.

Save the logs to archive.

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Cannot Enroll Authenticator

Description:

Authenticator is not enrolled because

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

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

Cause:

a) The Flash Drive 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.

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