NetIQ Advanced Authentication Framework

RADIUS Authentication Provider Installation Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This RADIUS 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 RADIUS 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

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;
- RADIUS 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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Pre-installation Procedure

Before running the installer you should first configure it. Please follow the steps below:

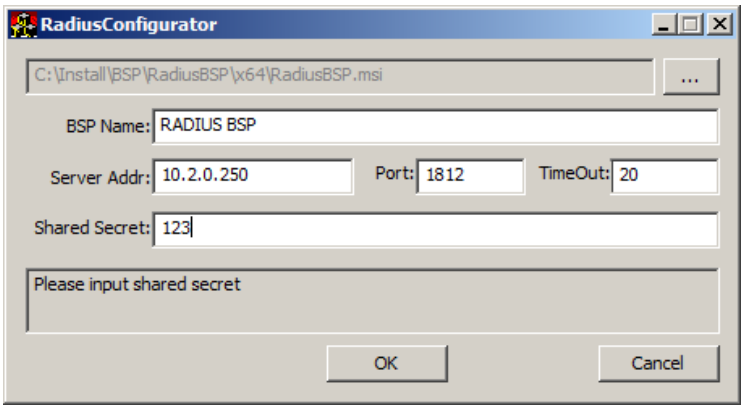
1. Run **RadiusConfigurator.exe** file.

2. Use the **Browse** button (...) and choose the **RadiusBSP.msi** file.

3. In the **Server Address** field type in RADIUS server address (either IP or DNS name).

Please do not use localhost or 127.0.0.1.

4. Type in the shared secret and press **OK**.



The **Port** field indicates the port through which RADIUS authentication provider will connect to the RADIUS Server.

The **Shared Secret** field corresponds to the password that we configure on the server when creating RADIUS client.

The **BSP Name** (which is the name of the authentication provider being configured) will be displayed automatically after you choose the .msi file.

Now you can proceed with installation.

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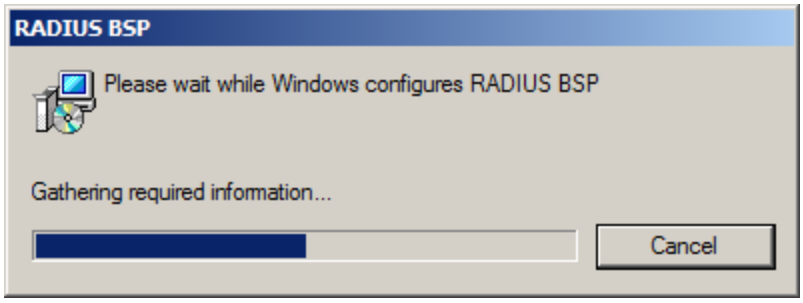
Installing and Removing RADIUS Authentication Provider

NetIQ Advanced Authentication Framework™ package includes **RADIUS authentication provider**, which allows you to use RADIUS protocol for authentication.

Installing RADIUS Authentication Provider

To install RADIUS Authentication Provider:

1. Run the .msi file. **RADIUS 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.

Removing RADIUS Authentication Provider

Microsoft Windows 7/Microsoft Windows Server 2008

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

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

3. Confirm the removal.

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

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Microsoft Windows XP/Microsoft Windows Server 2003

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

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

3. Confirm the removal.

Microsoft Windows 8/Microsoft Windows Server 2012

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

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

3. Confirm the removal.

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

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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 RADIUS Authentication Provider

Description:

Error appears when installing RADIUS authentication provider on your computer.

Cause:

a) You have no space left on the disk.

b) You are installing RADIUS authentication provider before installing NetIQ Advanced Authentication Framework.

Solution:

a) Free the amount of disk space needed for installation.

b) Install NetIQ Advanced Authentication Framework first.

Cannot Install RADIUS Authentication Provider after Configuration

Description:

Error message (**File open error**) appears when opening RadiusBSP.msi file after having executed RadiusConfigurator on the host PC.

Cause:

Your installer is broken.

Solution:

Download the installer once again.

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Invalid Configuration Data Input Error

Description:

You receive **Authenticators don't match** notification when testing your authenticator on either a client part (before saving the authenticator) or server part (after having saved it) or both of them. Your authenticator is not working properly.

Cause:

You have input the wrong data in Radius Configurator. The configurator will not indicate it.

Solution:

Run the Configurator and type in the correct data.

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