NetIQ Advanced Authentication Framework

Card Authentication Provider User's Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This Card 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 (enroll, re-enroll, test) card 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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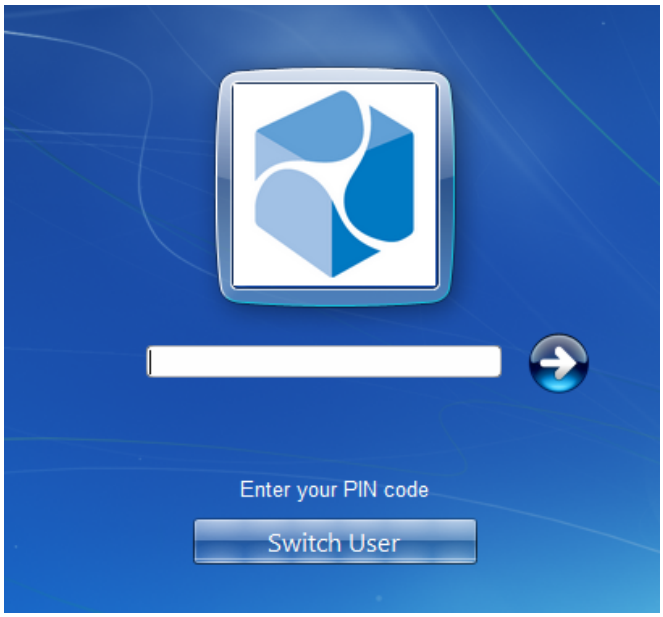
1-N Interface

When using a card authenticator, you are able to simplify the logon procedure due to the **1-N Interface**. To identify yourself, it is enough to place your card on the reader. The system automatically detects which user has enrolled the card placed on the reader and 1-N Interface **Logon** window is shown.

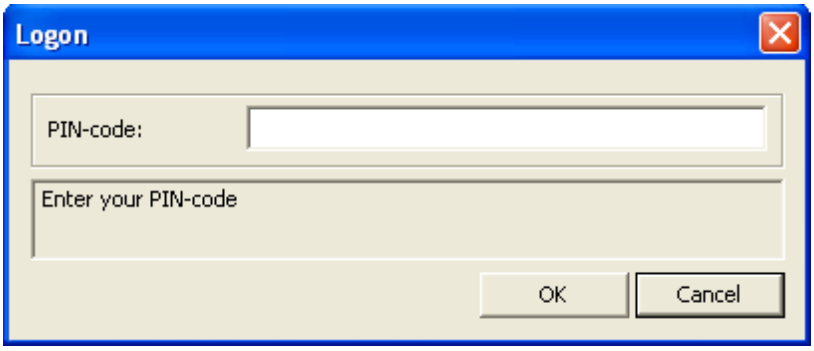
a) **For Microsoft Windows Vista/7/Microsoft Windows Server 2008/2008 R2:**

- Enter your PIN-code and click icon (or press Enter).



b) For Microsoft Windows XP/Microsoft Windows Server 2003:

- Enter your **PIN-code** and press **OK**.



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Managing Card Authenticator

Please select your operating system in the list below:

- Microsoft Windows Vista/Microsoft Windows 7/Microsoft Windows Server 2008/ Microsoft Windows Server 2008 R2
- Microsoft Windows XP/ Microsoft Windows Server 2003
- Microsoft Windows 8/ Microsoft Windows Server 2012

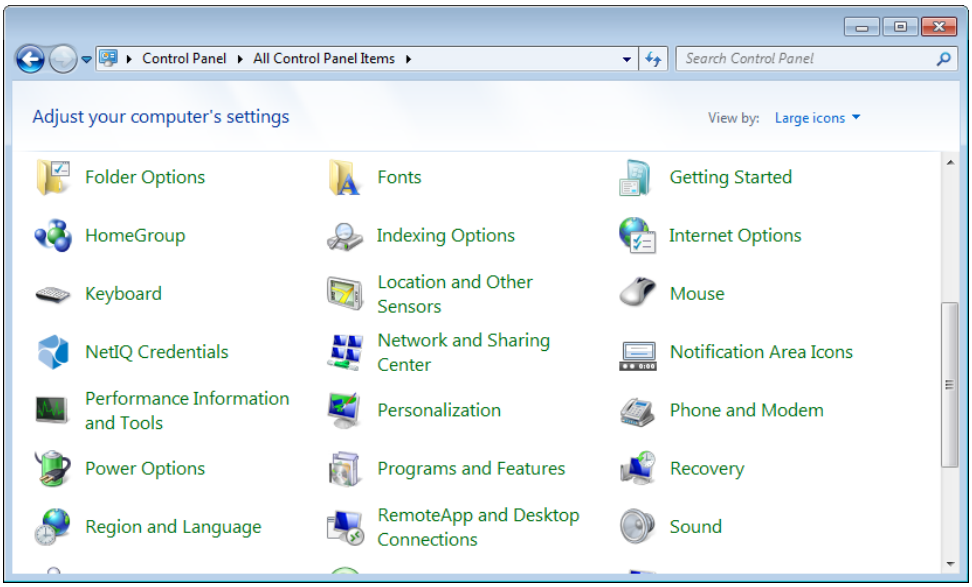
Microsoft Windows Vista/7/Microsoft Windows Server 2008/2008 R2

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 classic view of control panel select **NetIQ Credentials** item.



- In control panel by categories select **User Accounts** > **NetIQ Credentials.**

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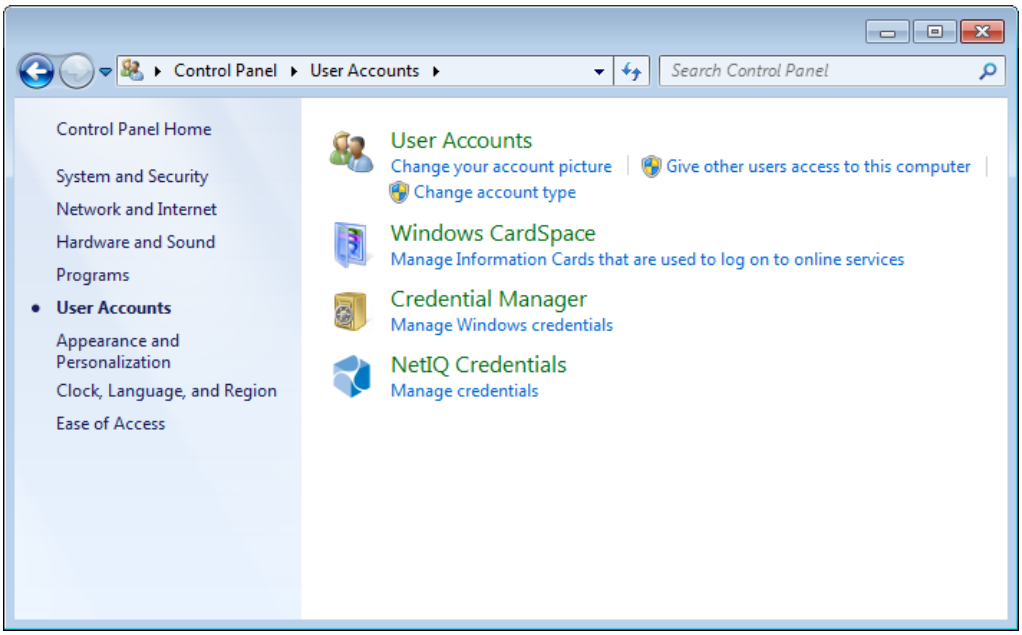
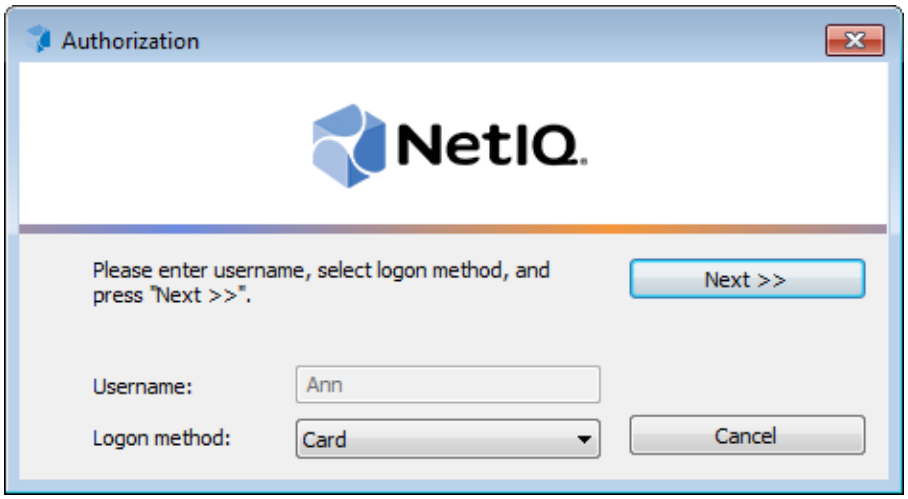


To open **Manage Authenticators** window, user must undertake authorization procedure:

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).



2. Get authenticated with the selected method.

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

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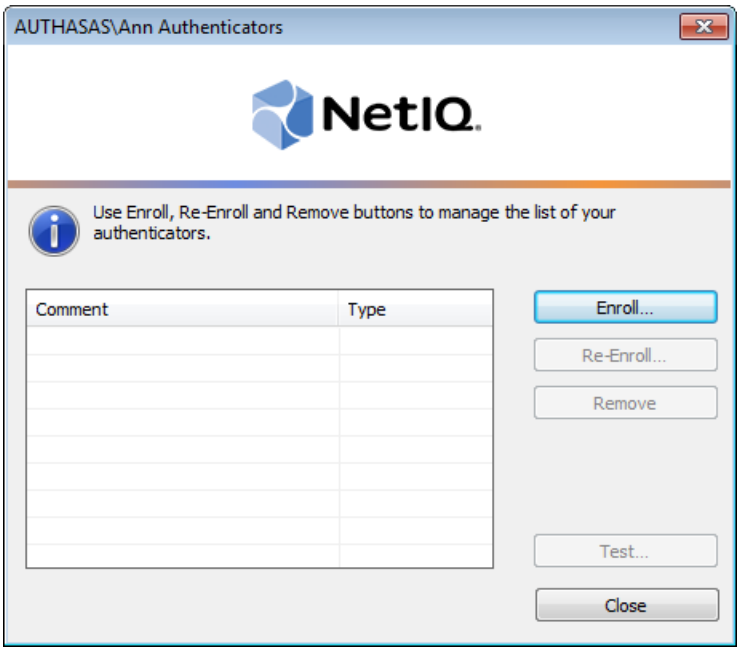

AUTHASAS\Ann Authenticators
NetIQ.
Use Enroll, Re-Enroll and Remove buttons to manage the list of your authenticators.
Comment
Type
Enroll...
Re-Enroll...
Remove
Test...
Close

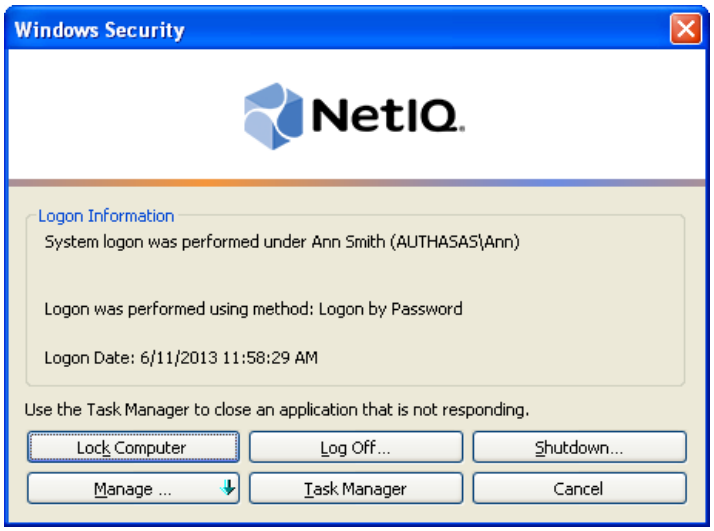
© NetIQ

Microsoft Windows XP/Microsoft Windows Server 2003

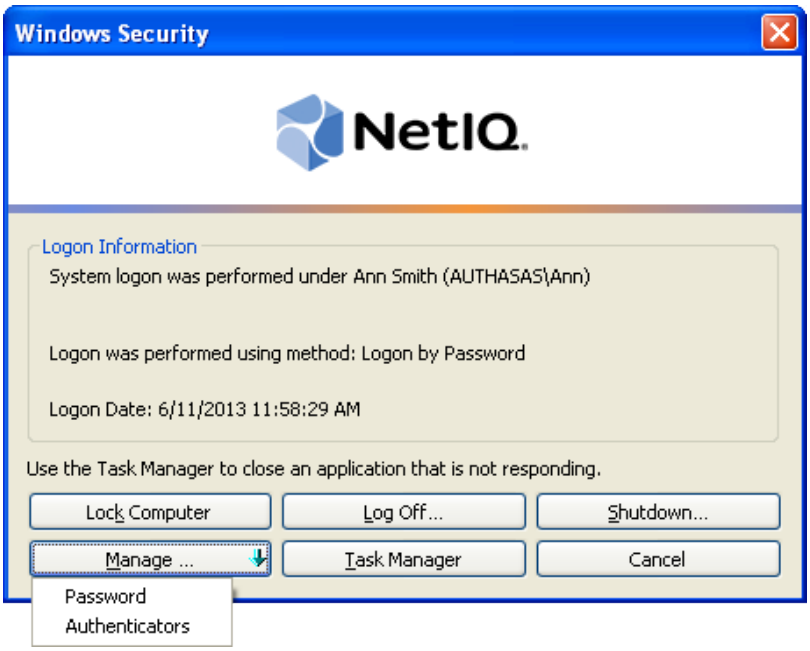
Authenticator management options are available in the Authenticators window.

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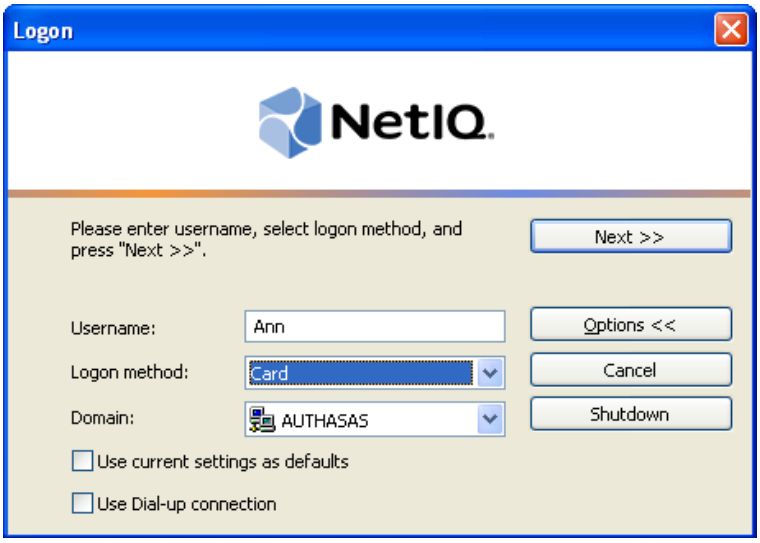
3. The **Authorization** window is displayed.



- • 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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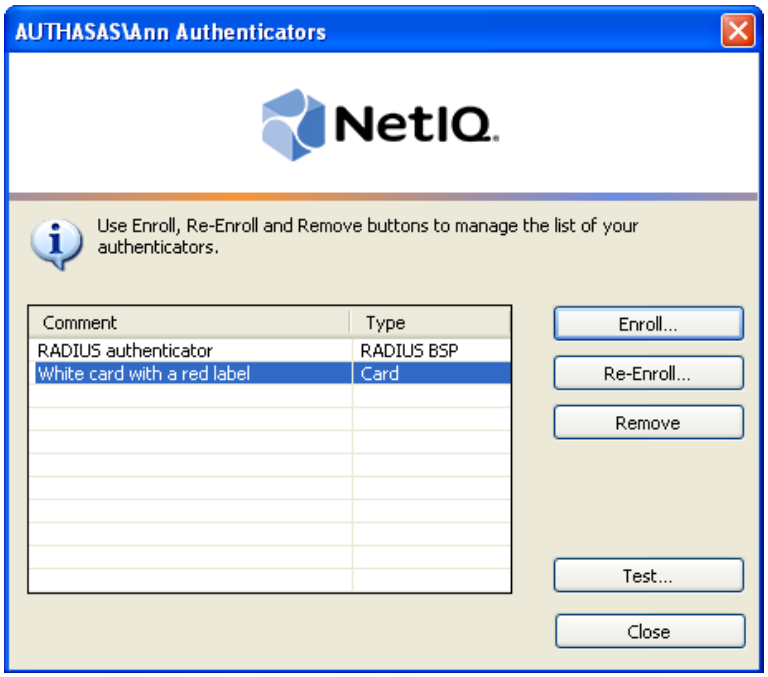

If you have one or more enrolled authenticators and log on to the Authenticators window with password, the Authenticators window displays the warning: '*Note! You gained access to "Authenticators" window by password. Being logged by password, you can't manage authenticators.*"'

Buttons **Enroll, Re-Enroll** and **Remove** may also be unavailable (greyed out) if these actions are not allowed by NetIQ administrator.

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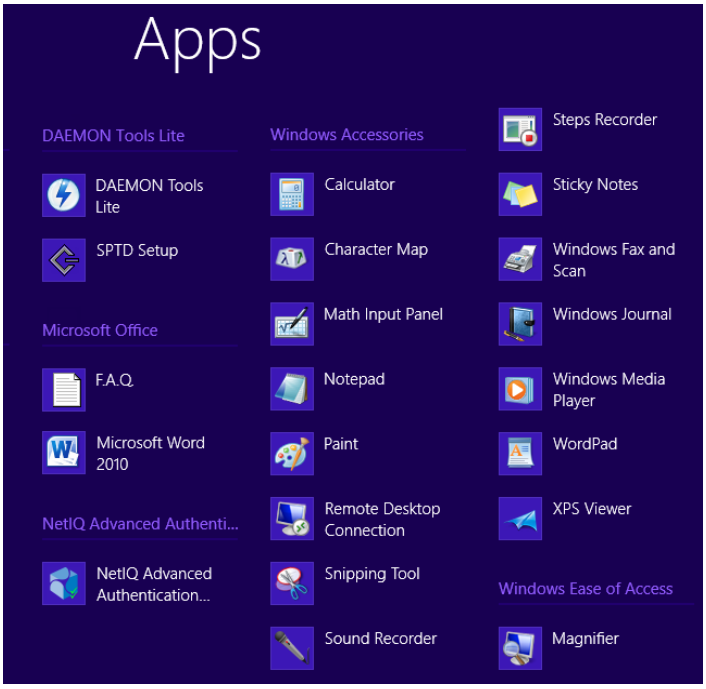
Microsoft Windows 8/Microsoft Windows Server 2012

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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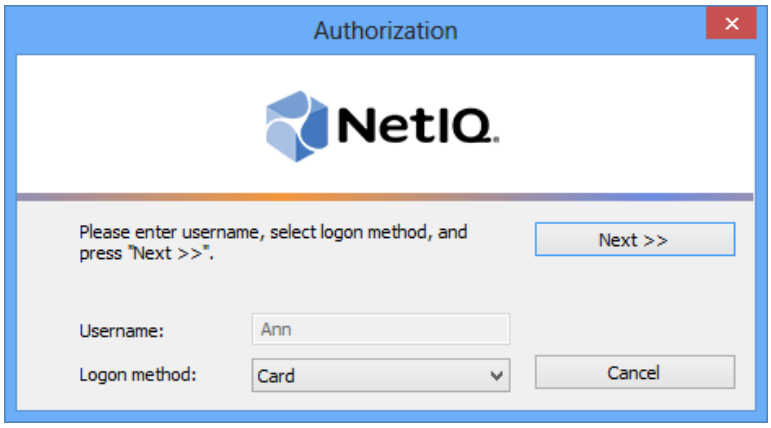
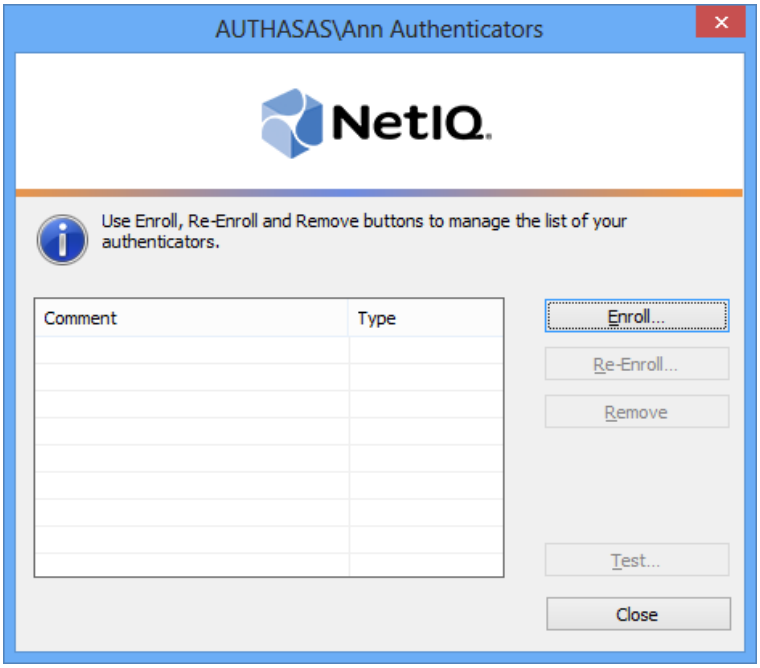


2. Get authenticated with the selected method.

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



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Enrolling Card Authenticator

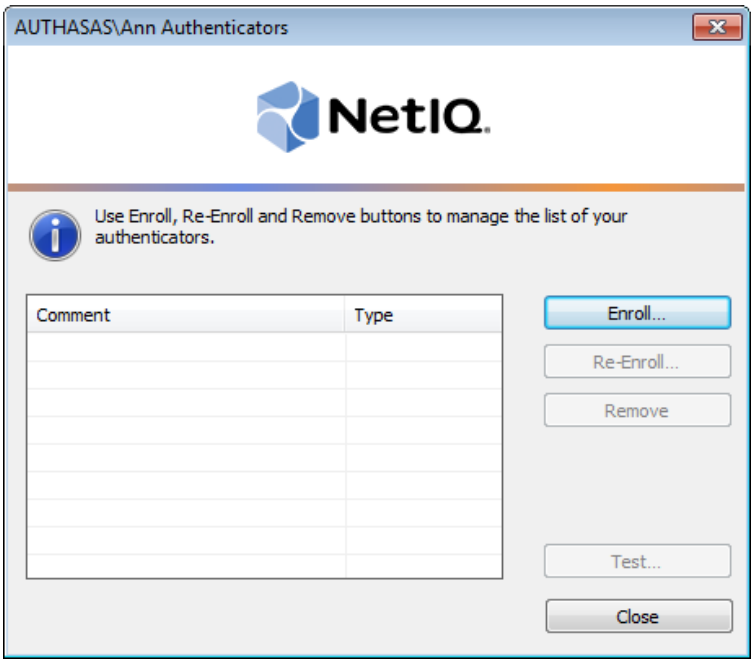
This operation may be forbidden by NetIQ administrator. In such cases the **Enroll** button in the **Authenticators** window is greyed out.

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 a card authenticator

1. Place the card on the reader.

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



3. When the **Enroll Authenticator** window appears, select **Card** from the **Type** drop-down menu, click **Enroll....**

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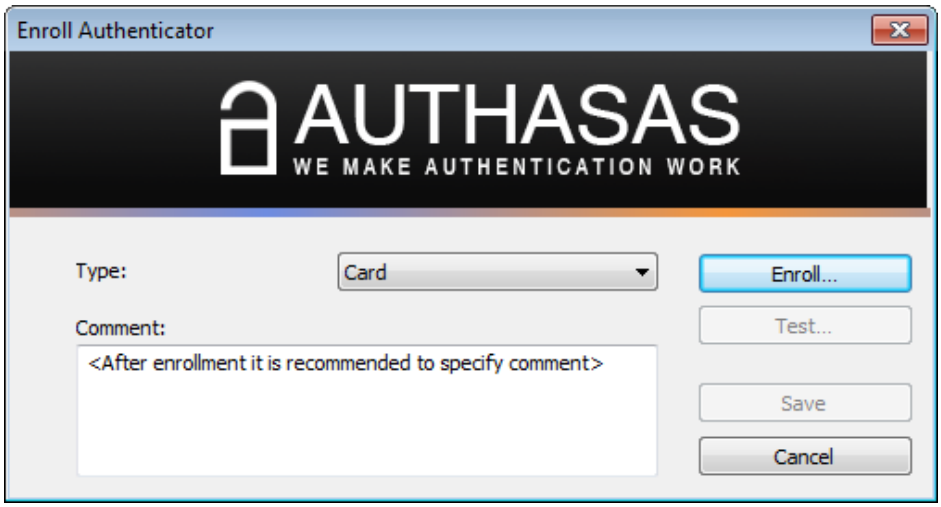

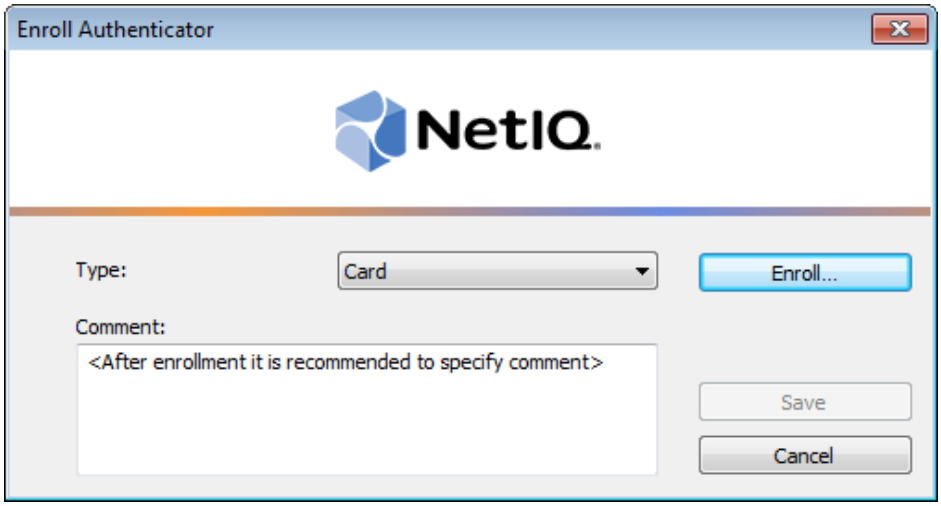

4. Enter **PIN-code** and its **Confirmation** in the **Enroll** window, click **OK**.

Minimal PIN-code consists of four characters (if it wasn't changed by the system administrator).

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

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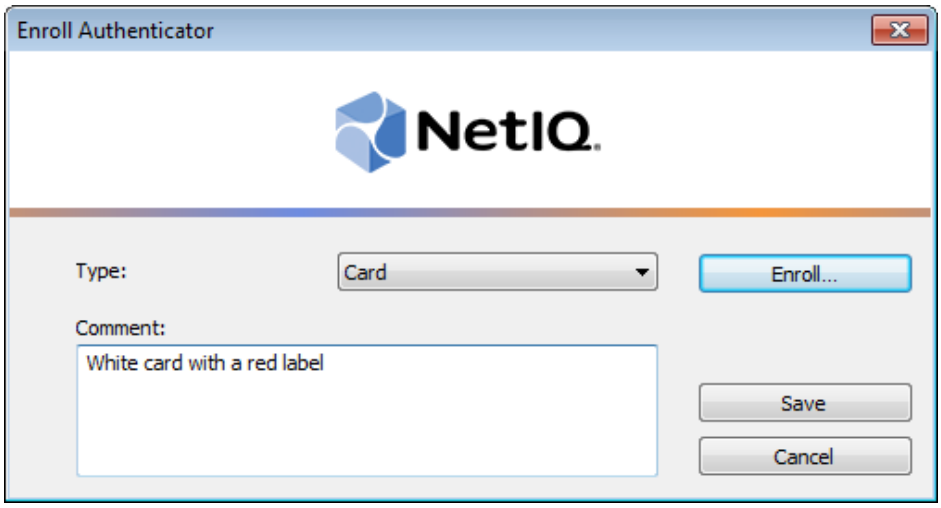
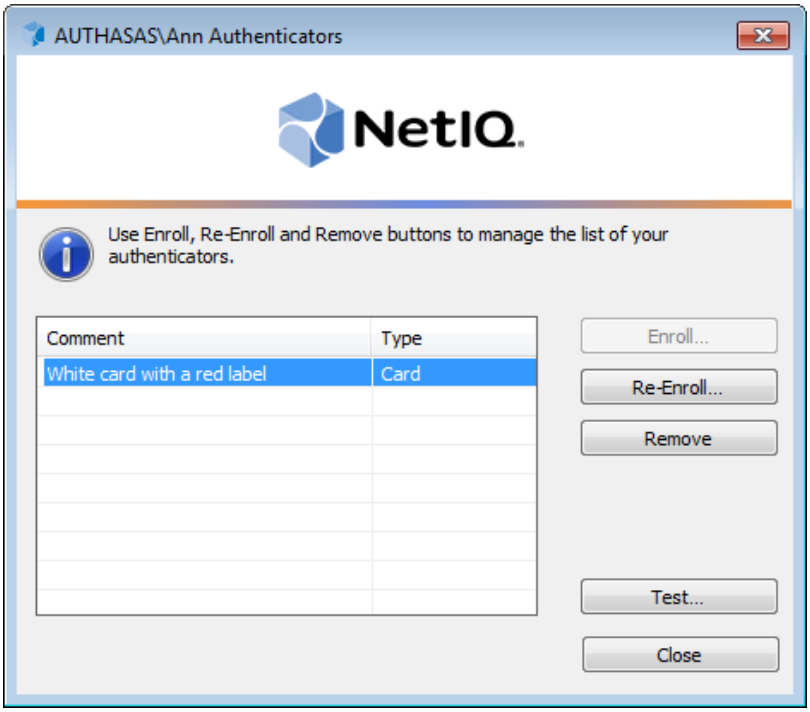


Entering and editing of comments may be forbidden by the system administrator.

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



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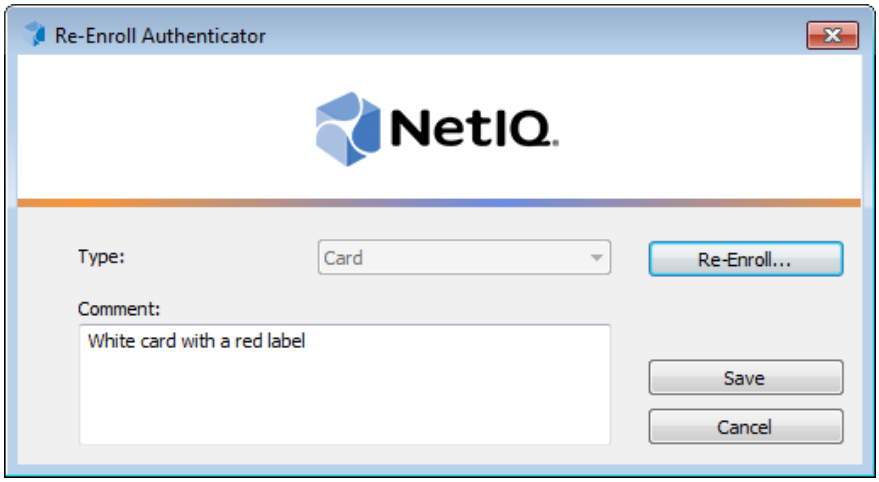
Re-enrolling Card Authenticator

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

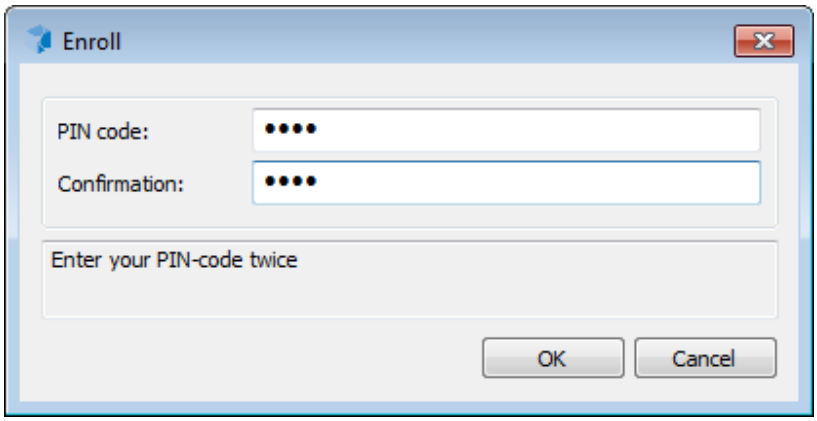
In order to re-enroll a created card authenticator

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

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



3. Enter **PIN-code** and its **Confirmation** in the **Enroll** window, click **OK**.



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

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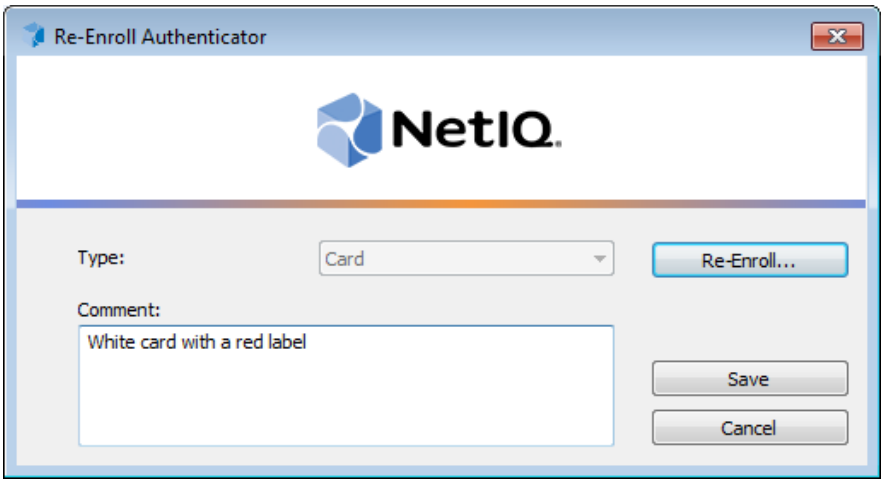
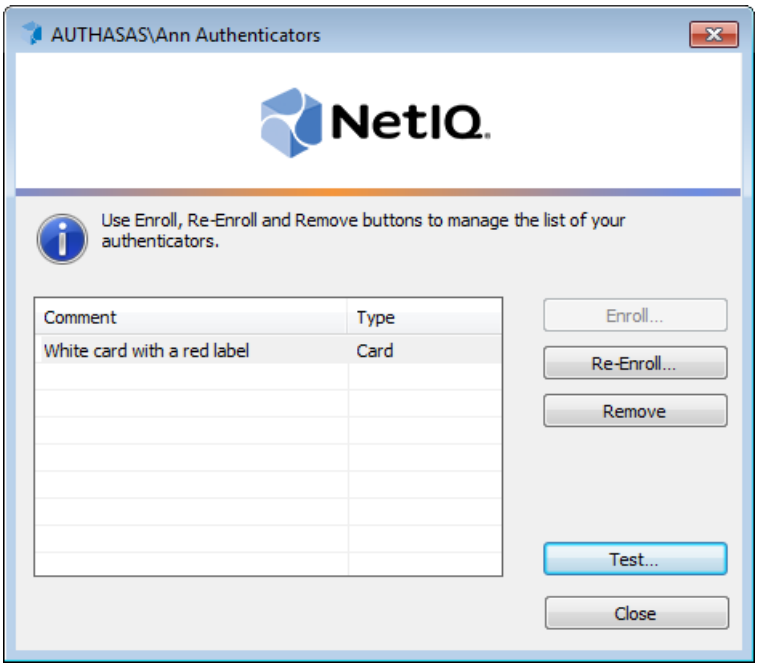

Re-Enroll Authenticator
NetIQ
Type:
Card
Re-Enroll...
Comment:
White card with a red label
Save
Cancel

© NetIQ

Testing Card Authenticator

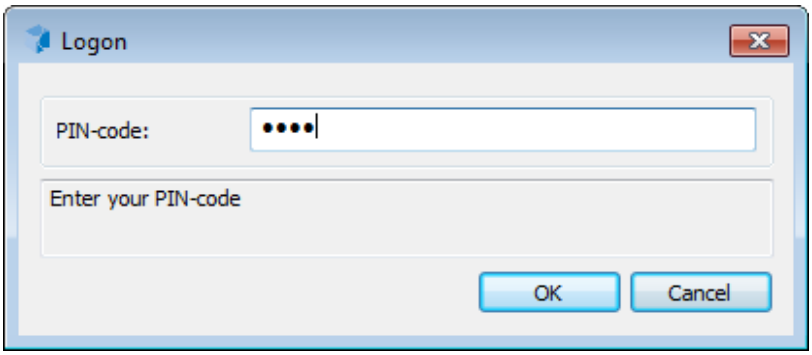
To test a created card authenticator

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 enter **PIN-code**, click **OK**.



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

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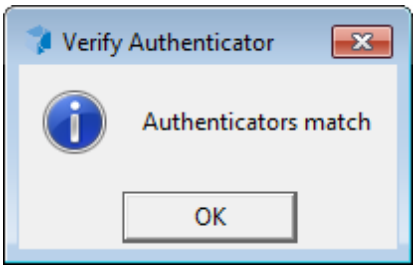

4. When authenticators do not match an error message appears. Click **OK**.

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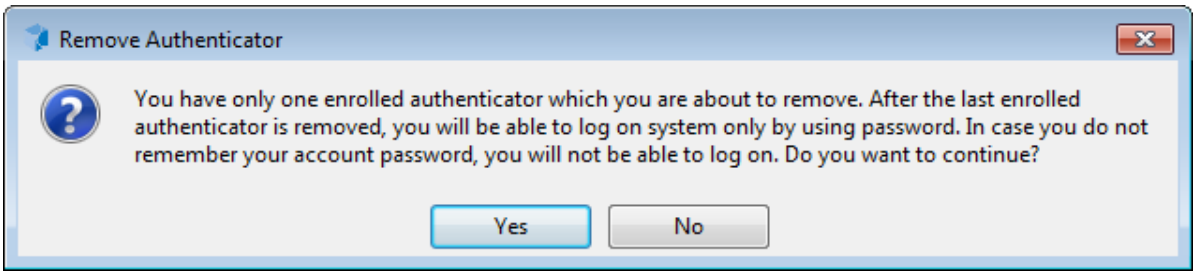
Removing Card Authenticator

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.

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.

To remove an authenticator:

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

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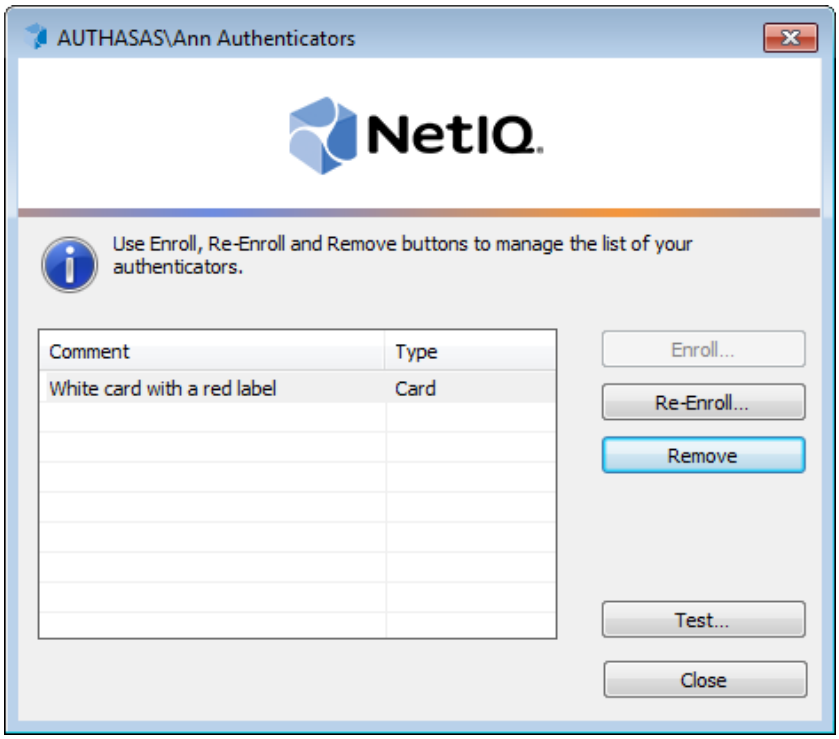

2. If you have two or more authenticators enrolled a dialog box saying: *"Are you sure you want to remove authentication?"* appears. Click **Yes**.

The authenticator will be removed from the list of your authenticators.

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Troubleshooting

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 authentication device is not functioning.

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

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

d) PIN-code field is greyed out in the process of enrollment.

Cause:

a) The device is unplugged, out of order or the proper drivers are not installed.

b) The card authenticator type is not supported (no proper authentication provider is installed).

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

d) The card is not placed on the reader.

Solution:

a) Make sure the card reader is plugged in. Refer to device manual. If the device seems out of order, contact NetIQ administrator.

b) Contact NetIQ administrator.

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

d) Present card to the reader.

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Cannot Save Authenticator

Description:

Error message appears upon saving an authenticator.

Cause:

The device is write-protected.

Solution:

Remove write protection.

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