NetIQ Advanced Authentication Framework- Web Service

Installation Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This Web Service Installation Guide is intended for system administrators and describes how to install NetIQ Web Service.

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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System Requirements

Installing and removing this product requires Local Administrator privileges.

Before installing the product, check that the following system requirements are fulfilled:

- Microsoft Windows Server 2008 R2 SP1/Microsoft Windows Server 2012;
- Microsoft .NET Framework 3.5;
- Web Server (IIS) server role should be preliminary installed.

If Web Service is installed separately from Authenticore Server, all necessary authentication providers should be also installed on Web Service.

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Installing and Removing NetIQ Web Service

In this chapter:

• Installing Web Service;
• Removing Web service:
• Upgrading Web Service.

Installing Web Service

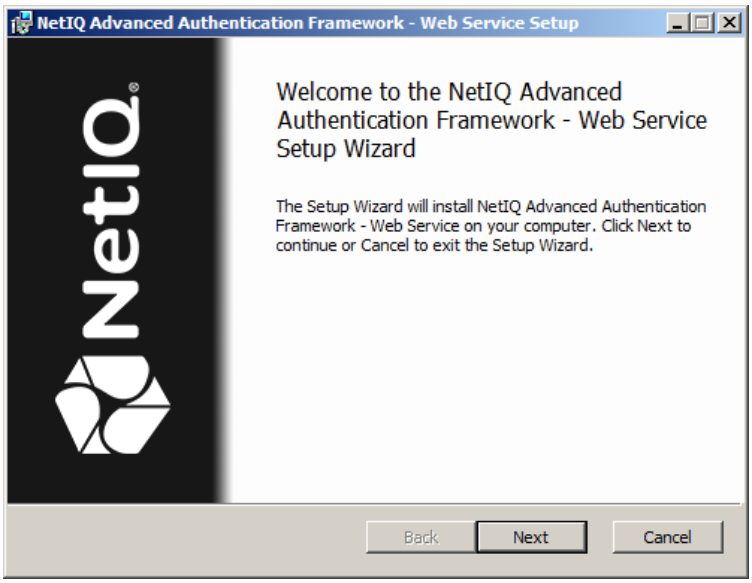
Please do not execute webservice.msi directly, because you can have a problem with necessary permissions. Please use **Autorun.exe** to install NetIQ Web Service.

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 Web Service via Setup Wizard:

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

2. Click **Next** to continue.



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

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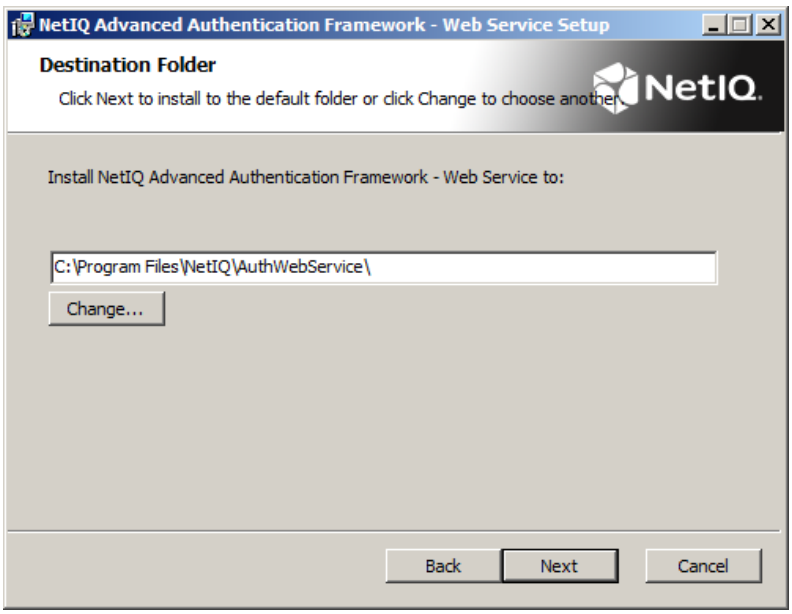
4. Check the destination folder and path.



- To change the destination folder, use the **Change...** button.
- To continue, click **Next**.

5. Choose the corresponding type of a certificate and write down the HTTPS port. Click **Next**.

By the time you start installing Web Service, the server certificate should already be created and signed in the corporate Certificate Authority (CA). Besides, it should contain **myfile.key** and

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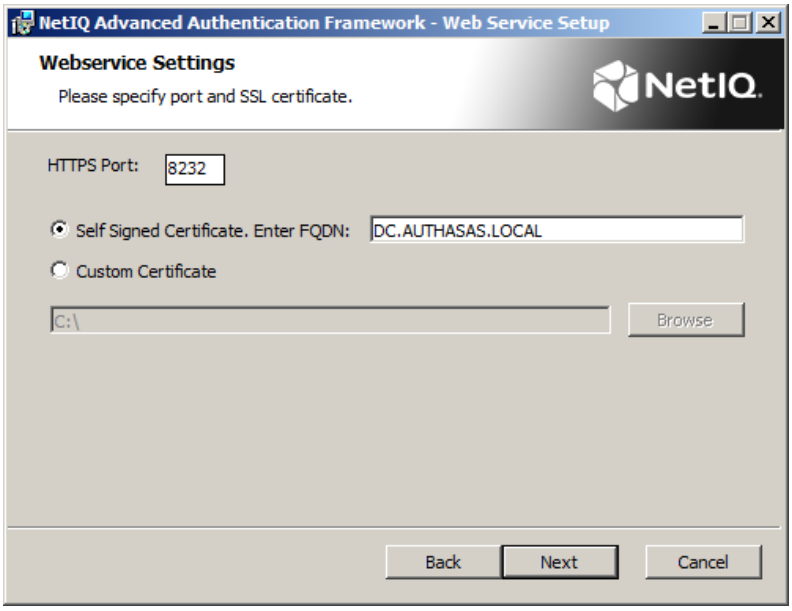
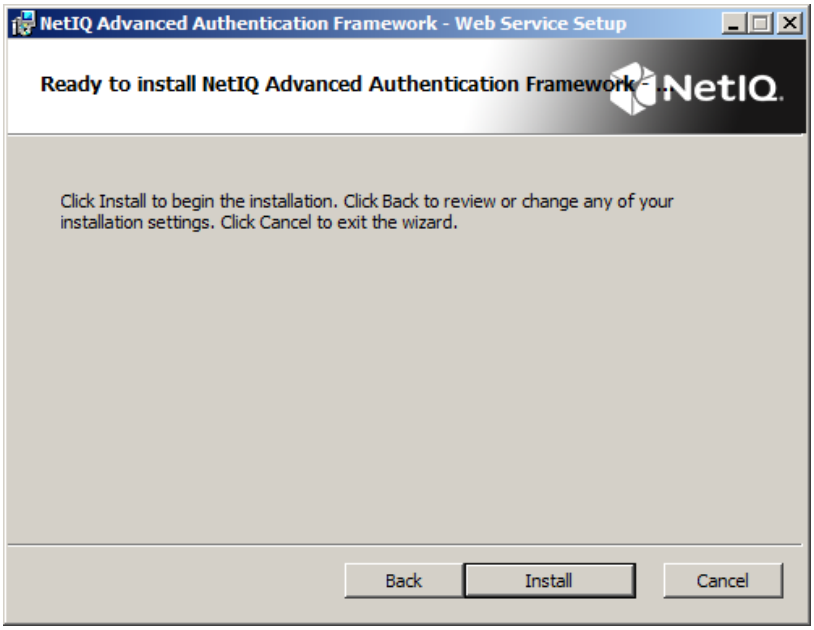
myfile.crt files that would correspond to the site's key and certificate. Then the stated files should be linked to Web Server through the configurational file of the virtual server/root site.



6. Click **Install** and wait until the components are installed.



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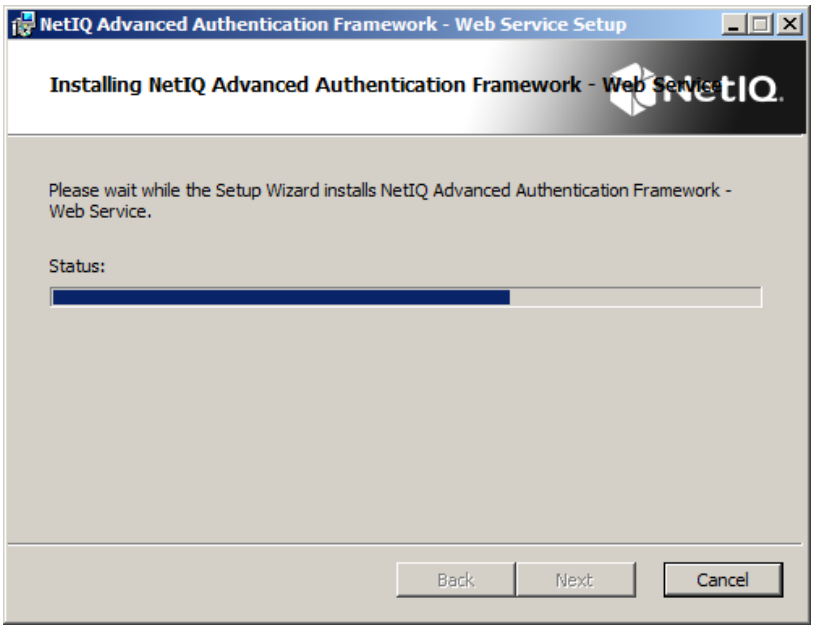

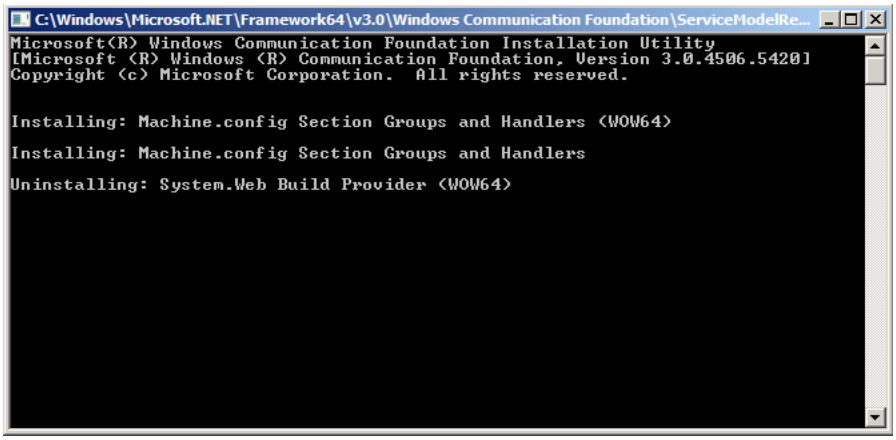

7. Click **Finish** to close the Wizard.

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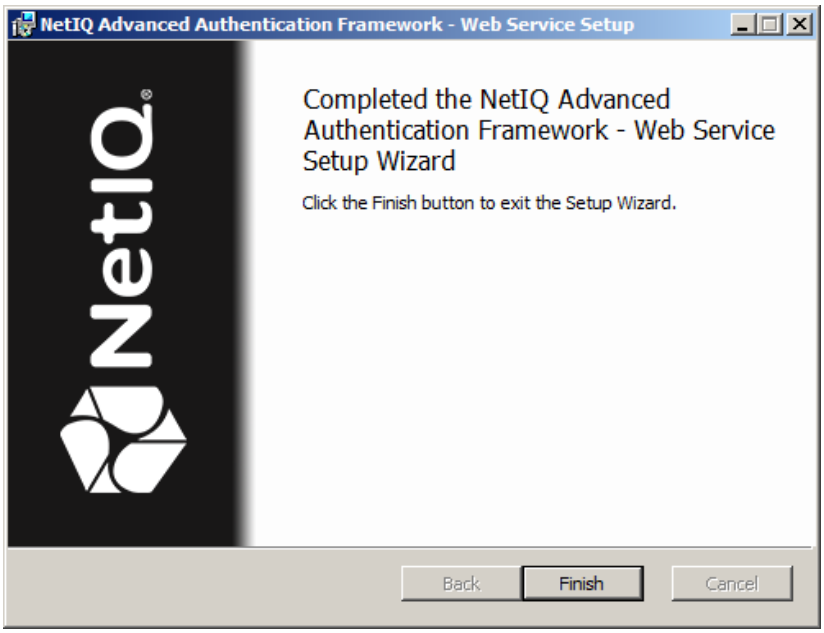
NetIQ Advanced Authentication Framework - Web Service Setup
NetIQ
Completed the NetIQ Advanced Authentication Framework - Web Service Setup Wizard
Click the Finish button to exit the Setup Wizard.
Back
Finish
Cancel

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Removing Web Service

Microsoft Windows Server 2008

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

2. Select **NetIQ Advanced Authentication Framework – Web Service** and click **Uninstall**.

3. Confirm the removal.

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

Microsoft Windows Server 2003

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

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

3. Confirm the removal.

Microsoft Windows Server 2012

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

2. Select **NetIQ Advanced Authentication Framework - Web Service** and click **Remove**.

3. Confirm removal.

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

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Upgrading Web Service

It is highly recommended that you close active Directory Users and Computers before upgrading your NetIQ Advanced Authentication Framework Web Service version.

In order to upgrade NetIQ Advanced Authentication Framework Web Service, 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.

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

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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 NetIQ Advanced Authentication Framework – Web Service

Description:

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

Cause:

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

b) You have no space left on the disk.

c) You are installing NetIQ Advanced Authentication Framework – Web Service on the unsupported OS.

d) You are installing NetIQ Advanced Authentication Framework – Web Service 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).

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