NetIQ Advanced Authentication Framework

Lumidigm Authentication Provider User's Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This Lumidigm 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) fingerprint authenticators if you have Lumidigm reader.

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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Managing Lumidigm Fingerprint Authenticator

Please select your operating system in the list below:

- Microsoft Windows 7/Microsoft Windows Server 2008 R2
- Microsoft Windows 8.1

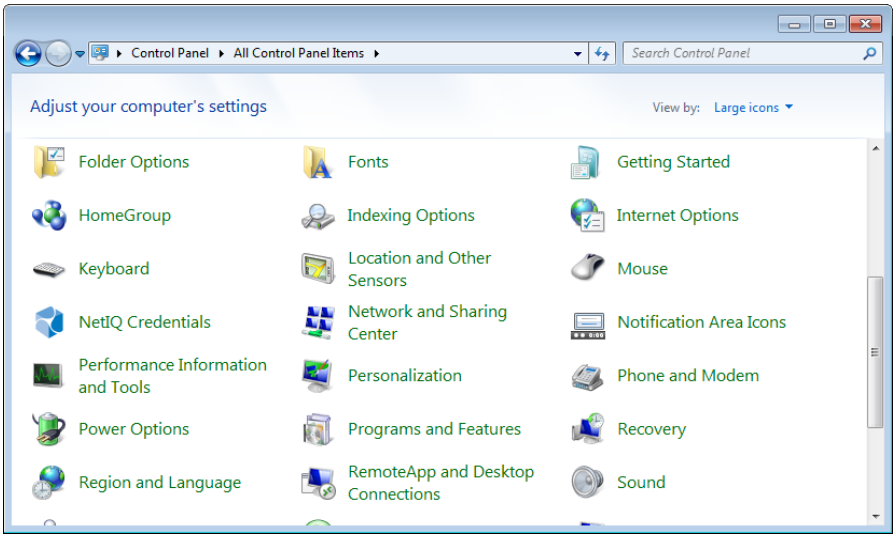
Microsoft Windows 7/Microsoft Windows Server 2008 R2

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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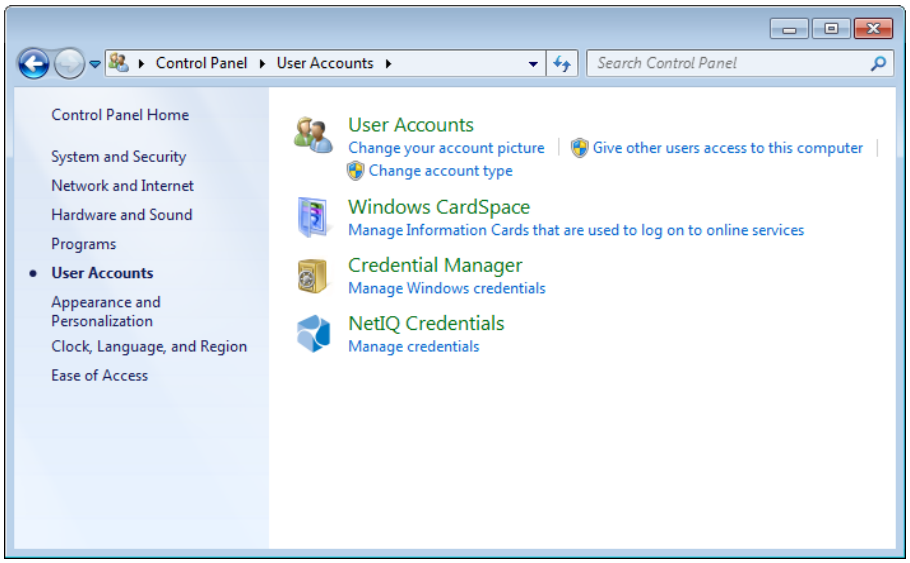
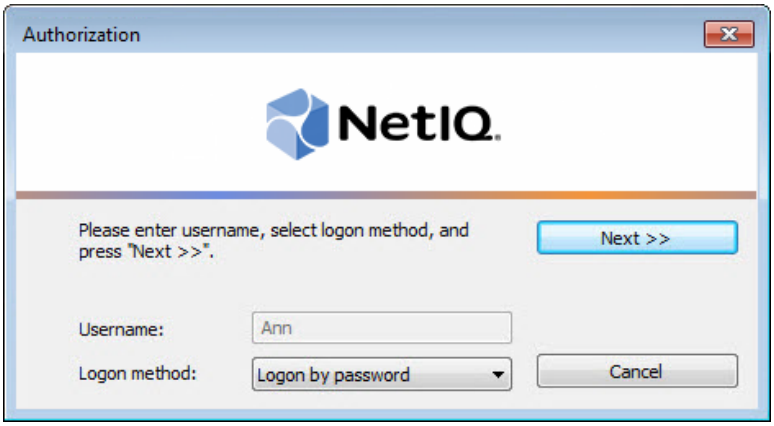


To open **Authenticators** window, user should undertake authorization procedure:

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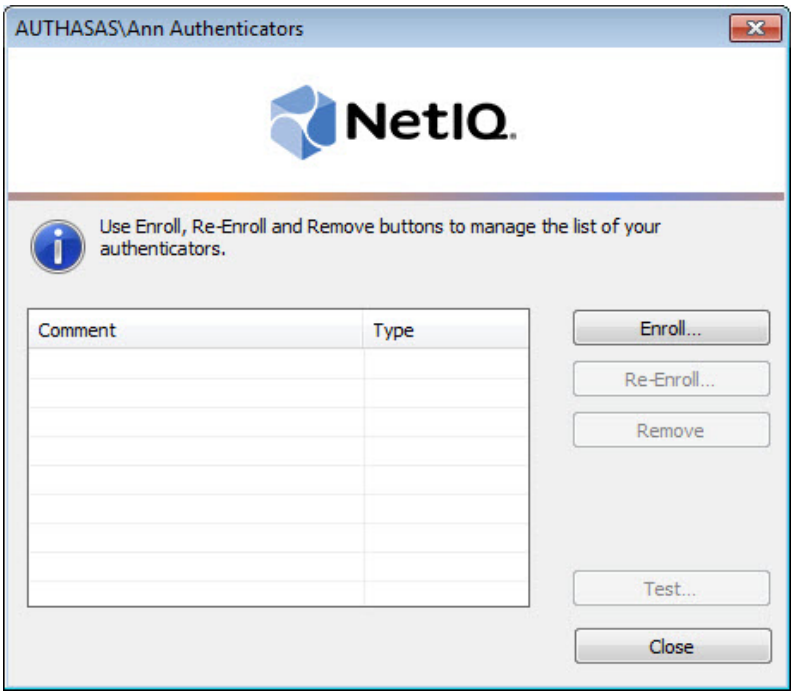
AUTHASAS\Ann Authenticators
NetIQ
Use Enroll, Re-Enroll and Remove buttons to manage the list of your authenticators.
Comment
Type
Enroll...
Re-Enroll...
Remove
Test...
Close

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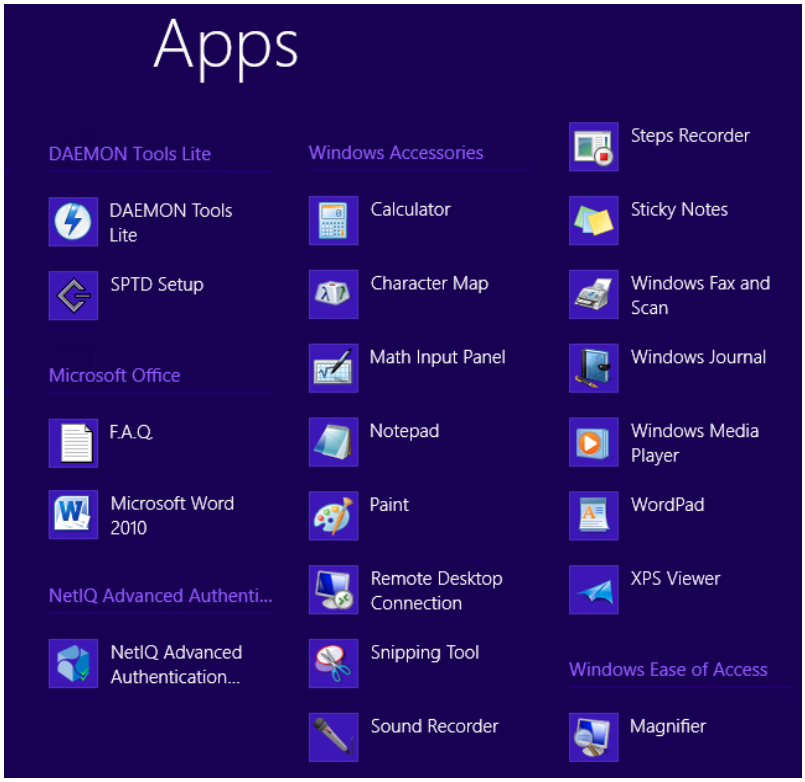
Microsoft Windows 8.1

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**, in the **Search** menu select **Apps > NetIQ Advanced Authentication Framework...**.



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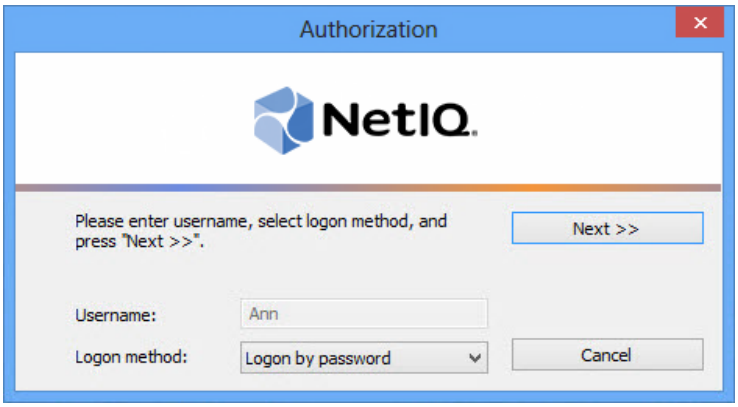

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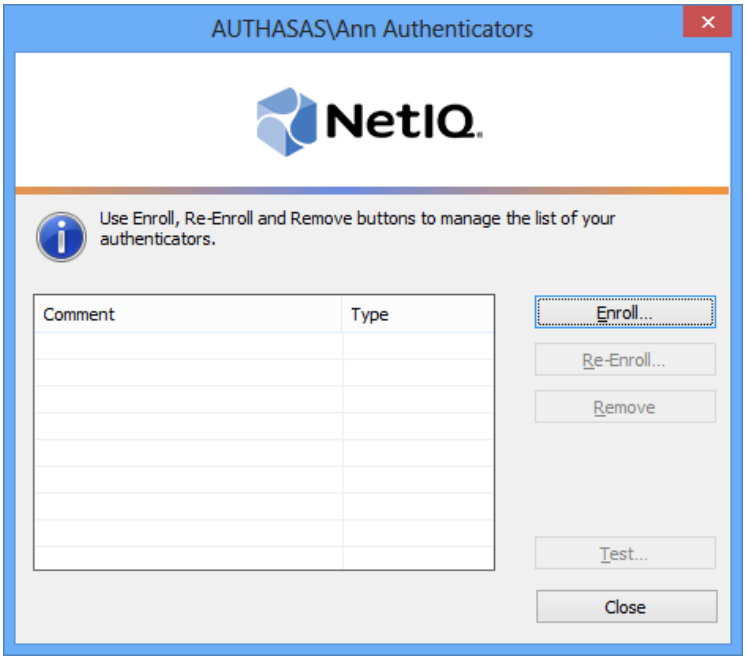

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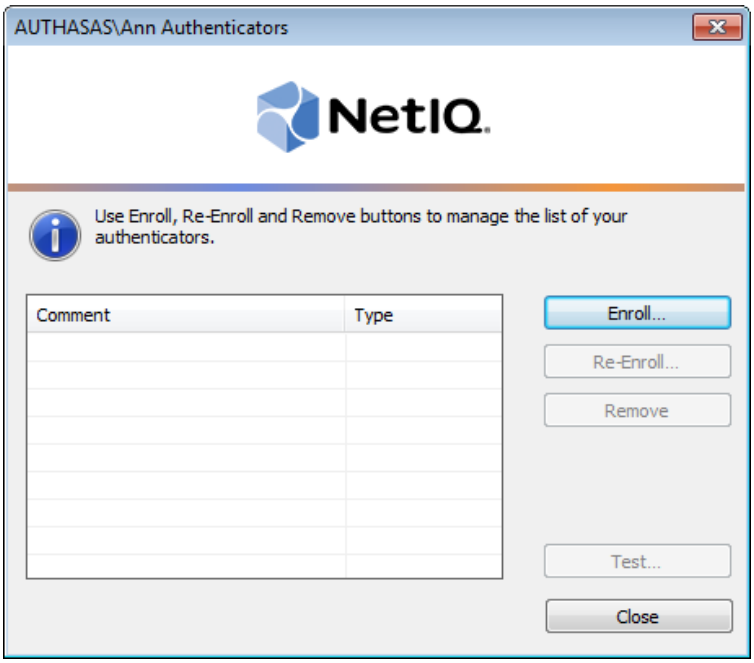
Enrolling Lumidigm Fingerprint Authenticator

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 Lumidigm fingerprint authenticator:

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



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

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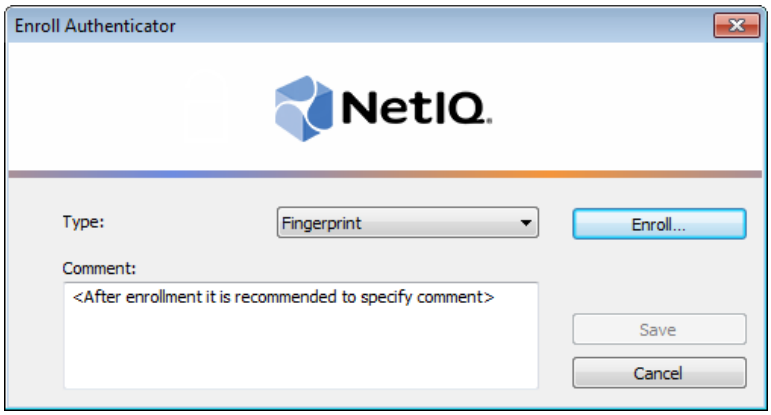
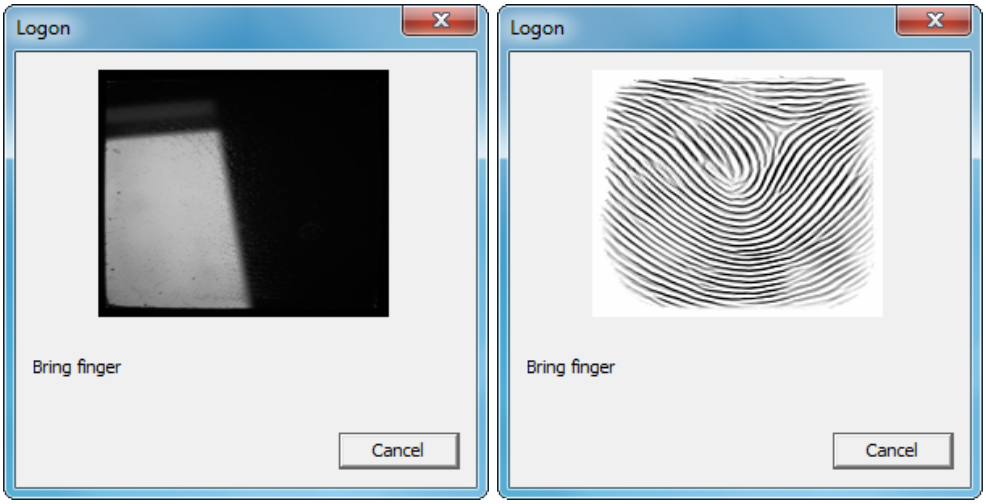


3. Select the finger to enroll. Place the finger you selected on the reader until the wizard gives you confirmation.



If the **PIN required** policy is enabled, it will be required to enter a PIN code/domain password besides your fingerprint (it depends on the configuration of the **Domain password as PIN** policy).

4. Finish the enrollment process.

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

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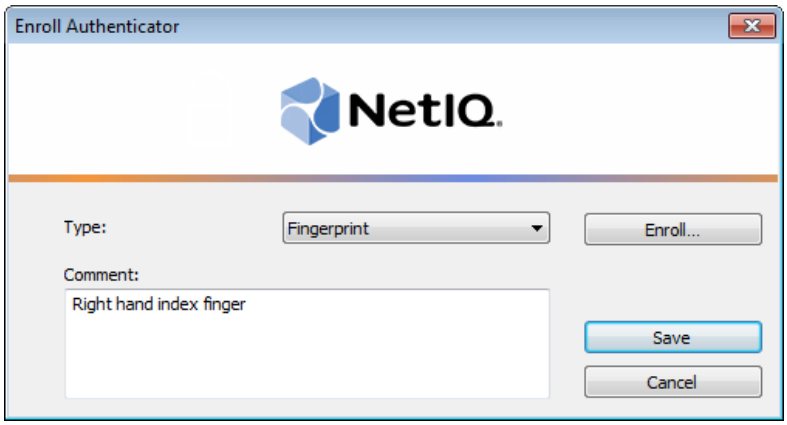
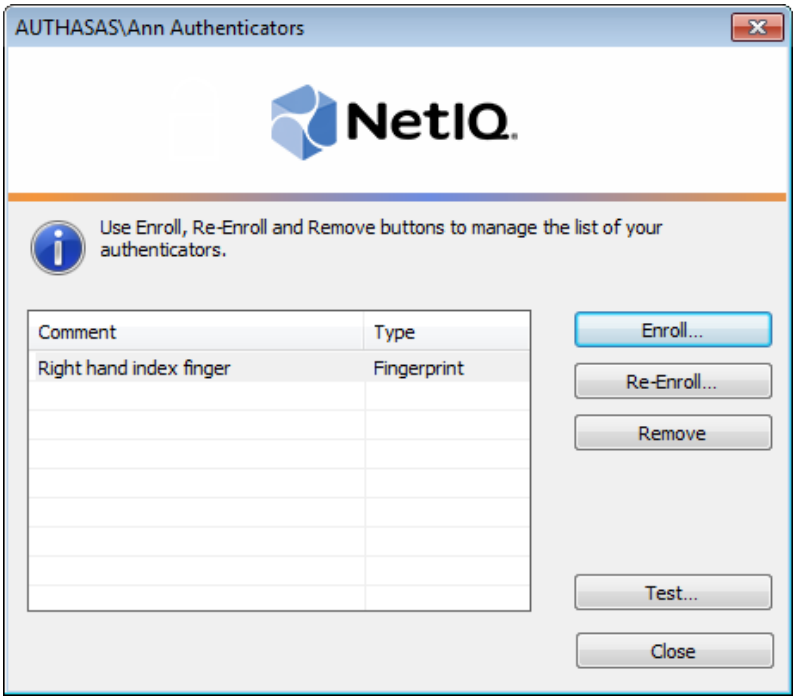


6. A new authenticator is created and is visible in the list of authenticators in the **Authenticators** window.



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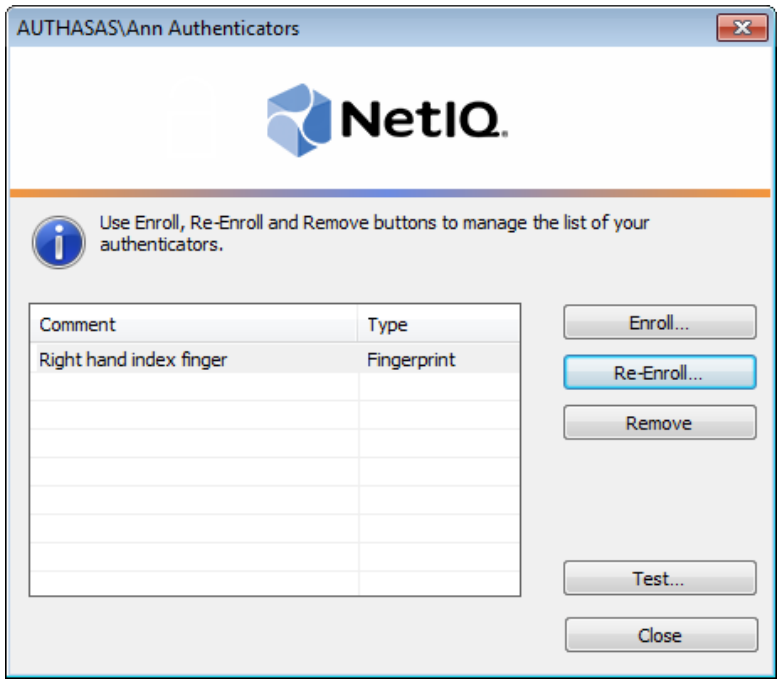
Re-enrolling Lumidigm Fingerprint Authenticator

If user has an enrolled Lumidigm fingerprint authenticator and then adds PIN (not domain password) as the second authentication factor, user will not be able to authenticate. Re-enrollment will be required.

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 Lumidigm fingerprint authenticator:

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



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

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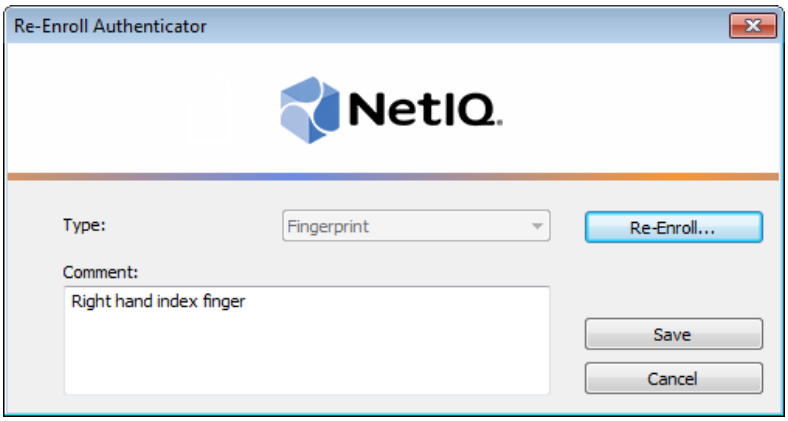

3. Fulfill the steps as during your initial enrollment process.

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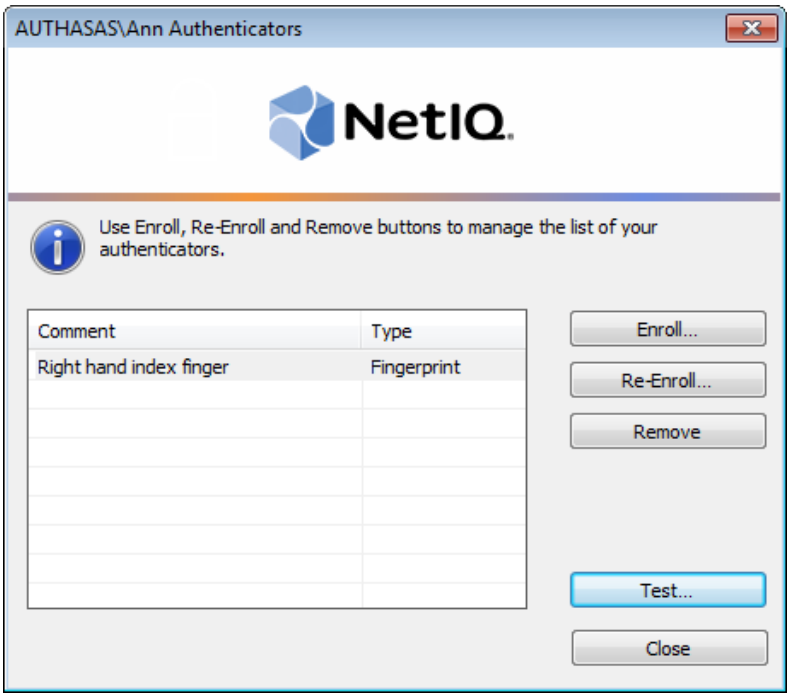
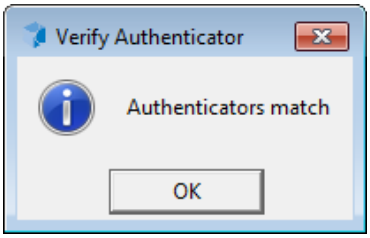
Testing Lumidigm Fingerprint Authenticator

To test a created Lumidigm fingerprint authenticator:

1. Click **Test** in the **Authenticators** window. Place finger on the reader.



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



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

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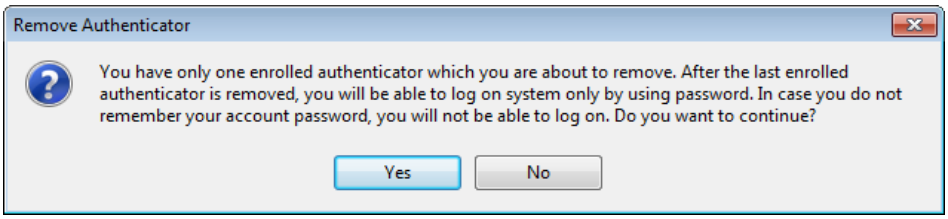
Removing Lumidigm Fingerprint Authenticator

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

If you are allowed to remove your authenticator, do not do this just because you do not like your current authenticator. Instead, you can re-enroll it (see Re-enrolling Lumidigm Fingerprint 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 NetIQ administrator.

To remove an authenticator:

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

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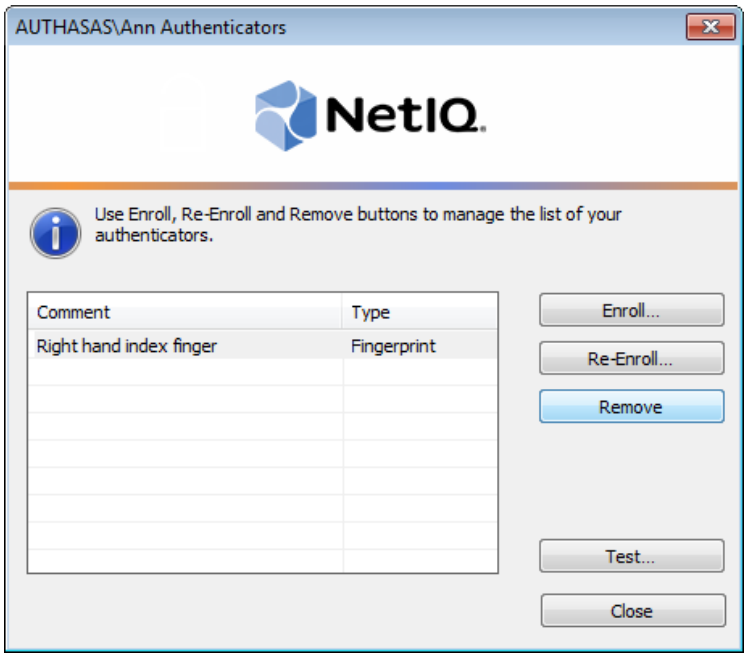
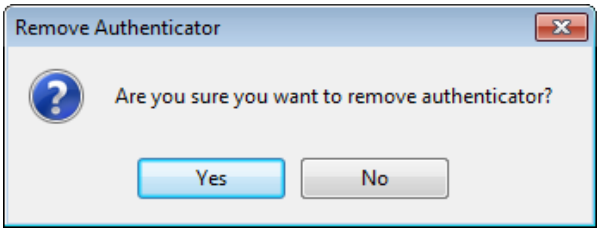


2. If you have two or more authenticators enrolled a dialog box saying: *"Are you sure you want to remove authentication?"* appears. Click **Yes**.



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 Lumidigm Fingerprint 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 fingerprint authenticator type is absent.
c. The **Enroll** button in the **Authenticators** window is greyed out.

Cause:

a. The reader is unplugged, out of order or the proper drivers are not installed.
b. The fingerprint authenticator type is not supported (no Lumidigm fingerprint authenticator provider is installed).
c. The operation is forbidden or you have reached the limit on authenticators' number.

Solution:

a. Make sure the 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.

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