



# NetIQ Advanced Authentication Framework

## **Smartphone Authentication Provider User's Guide for Windows**

Version 5.1.0

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# Introduction

## About This Document


### Purpose of the Document


This Smartphone 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 Smartphone 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.

# Managing Smartphone Authenticator

In this chapter:

- [Microsoft Windows 7/Microsoft Windows Server 2008 R2](#)
- [Microsoft Windows Server 2003/2003 R2](#)
- [Microsoft Windows Server 2012](#)

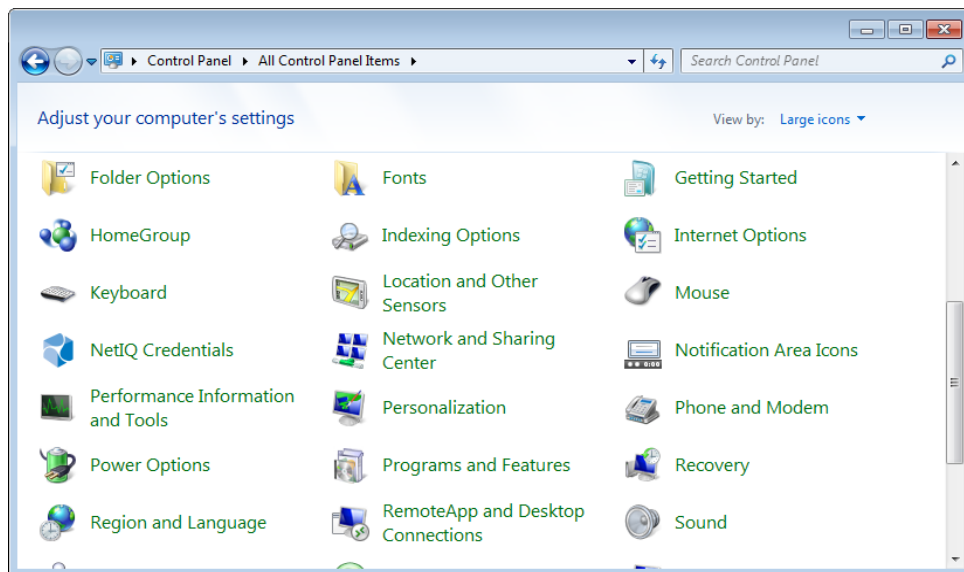
## Microsoft Windows 7/Microsoft Windows Server 2008 R2

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

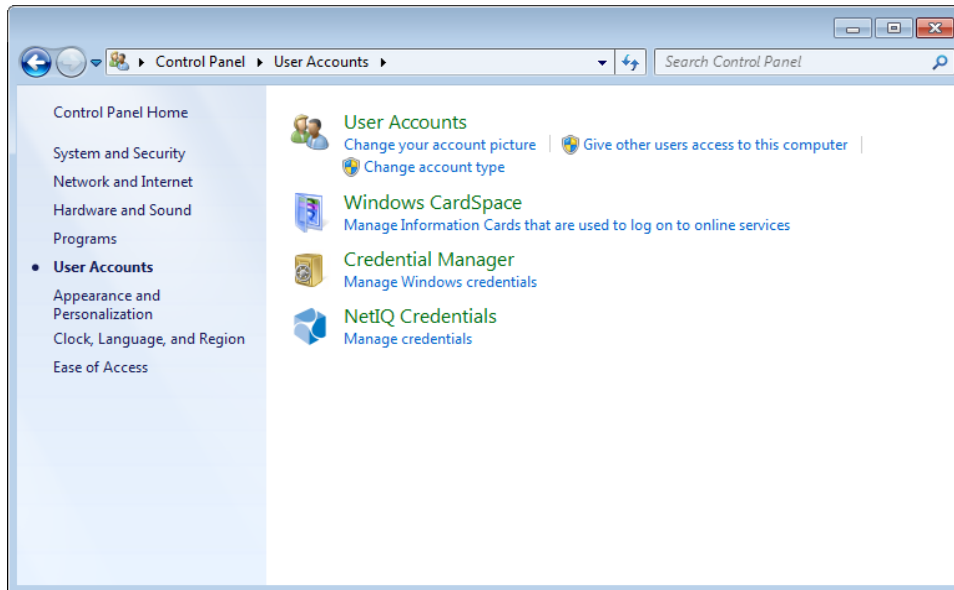
**i** The **Authentication Wizard** window is shown at system start if there are no enrolled authenticators.

To open the **Authenticators** window from **Control Panel**:

- In classic view of **Control Panel** select **NetIQ Credentials** item.




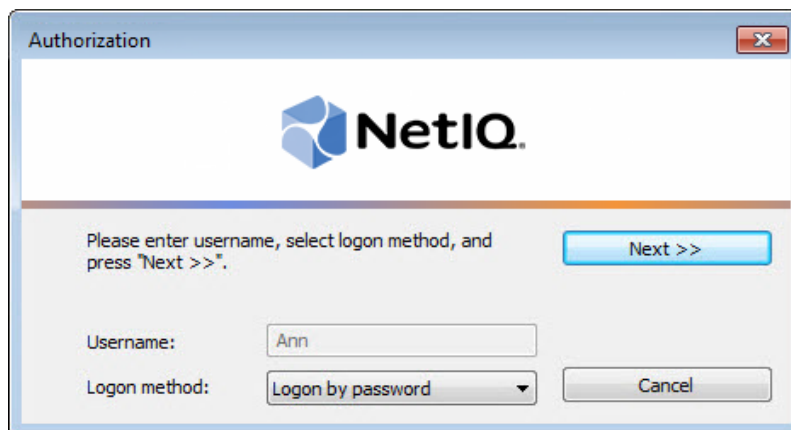
- In **Control Panel** by categories select **User Accounts > NetIQ Credentials**.



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

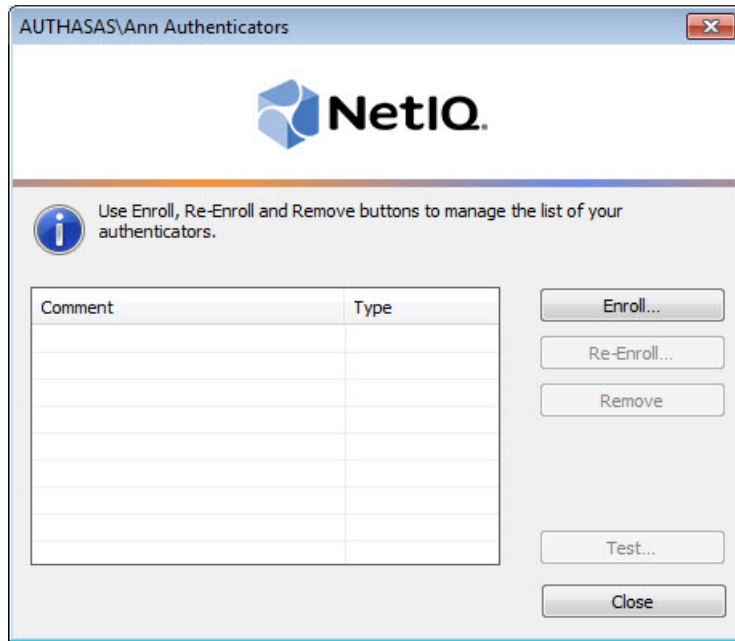
1. In the **Authorization** window, choose authentication method.

 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.

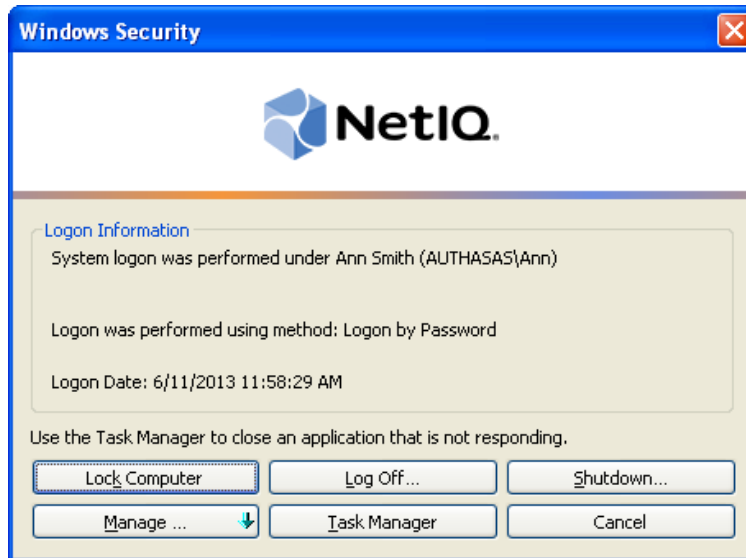


## Microsoft Windows Server 2003/2003 R2

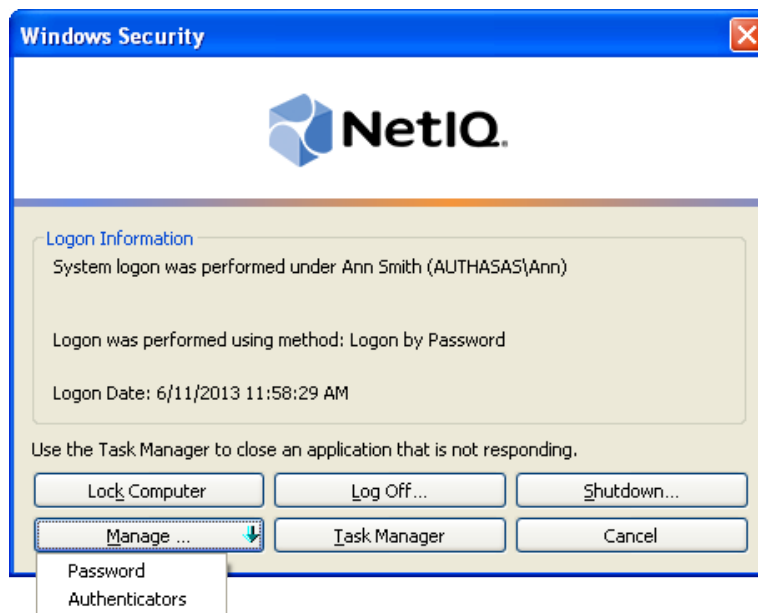
Authenticator management options are available in the **Authenticators** window.

To open the **Authenticators** window:

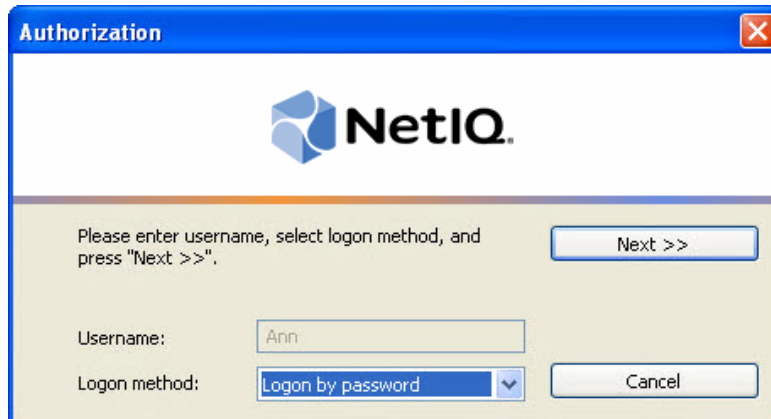
1. From your desktop, press **[Ctrl]+[Alt]+[Del]**. The **Windows Security** window is displayed.




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




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

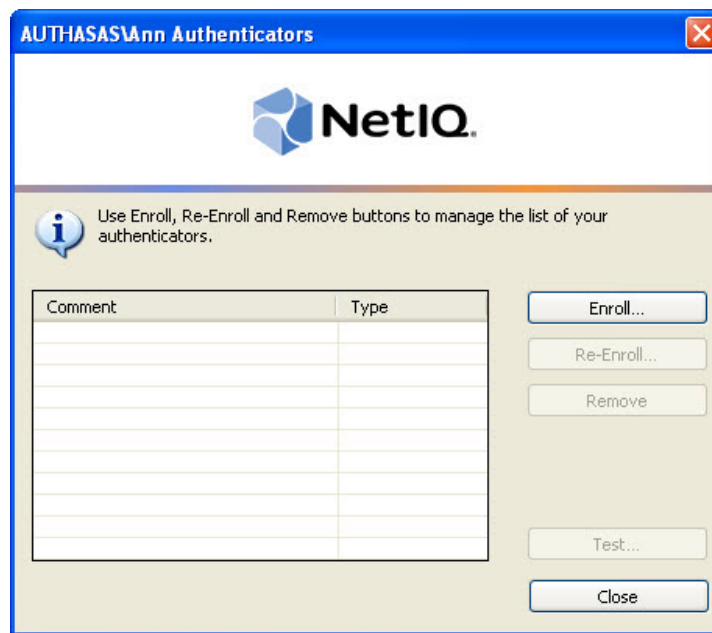


- From the **Logon method** list, select a logon method (an authenticator type or **Logon by password**).
- Click **Next**.

 To be able to add, re-enroll or remove an authenticator, you should 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.



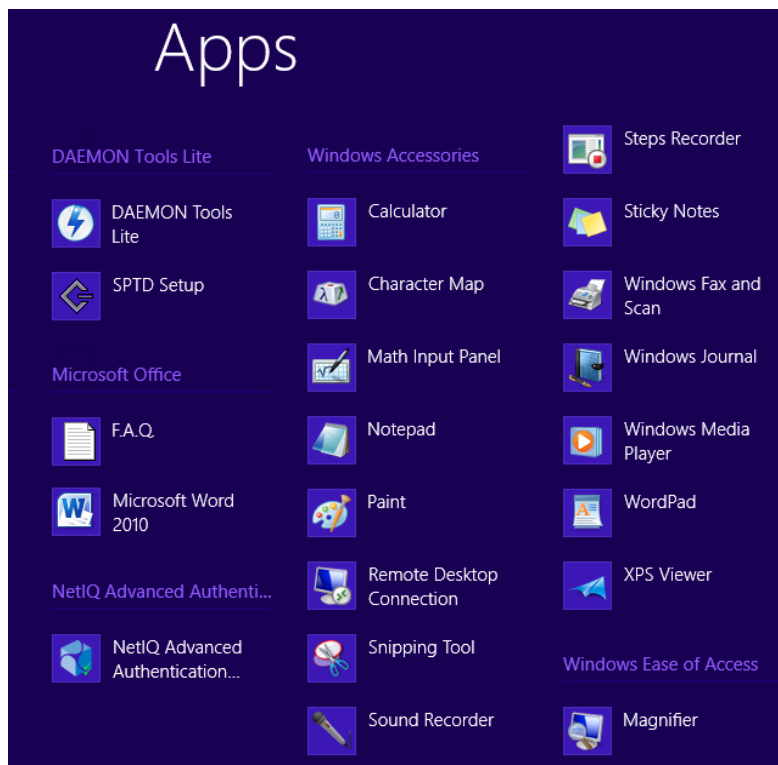


## Microsoft Windows Server 2012

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


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

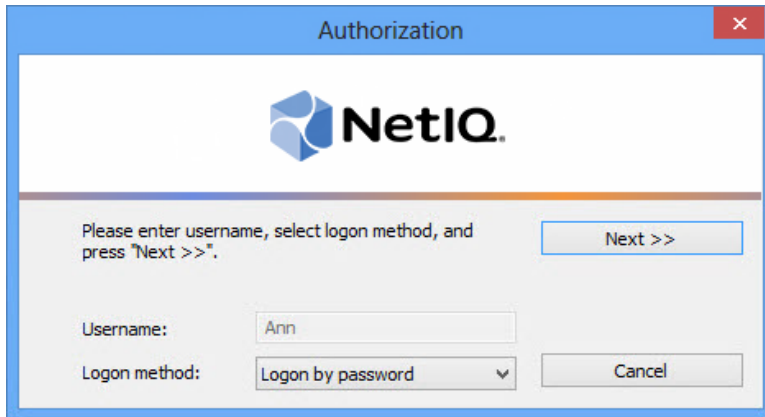
To open the **Authenticators**, in the **Search** menu select **Apps > NetIQ Advanced Authentication Framework...**



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

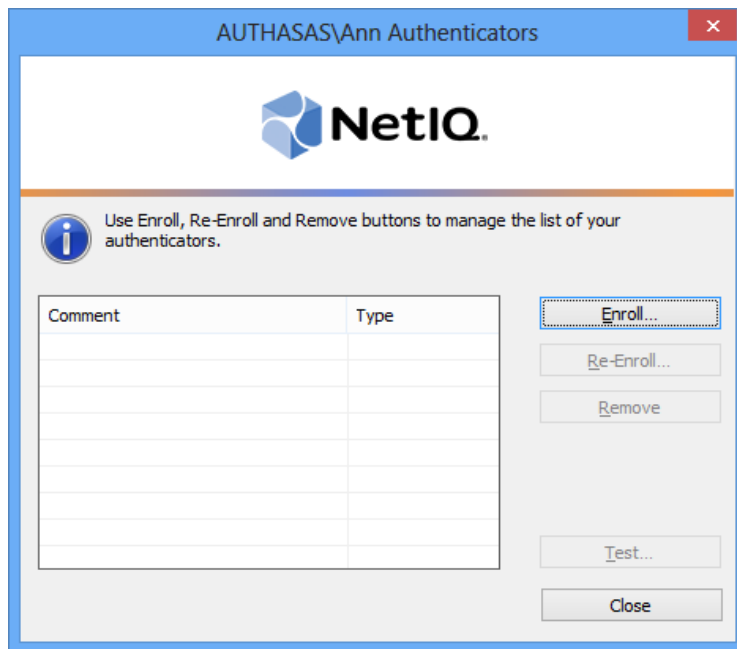
1. In the **Authorization** window, choose authentication method.

 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.



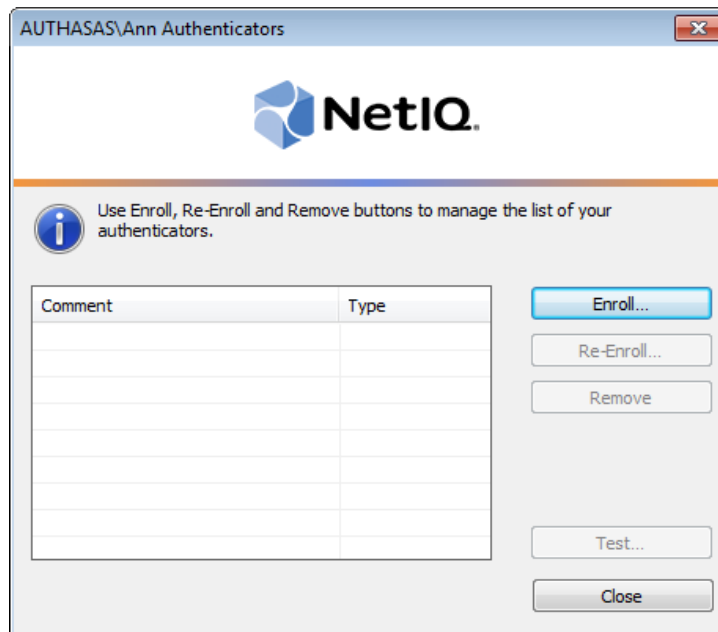
## Enrolling Smartphone Authenticator

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

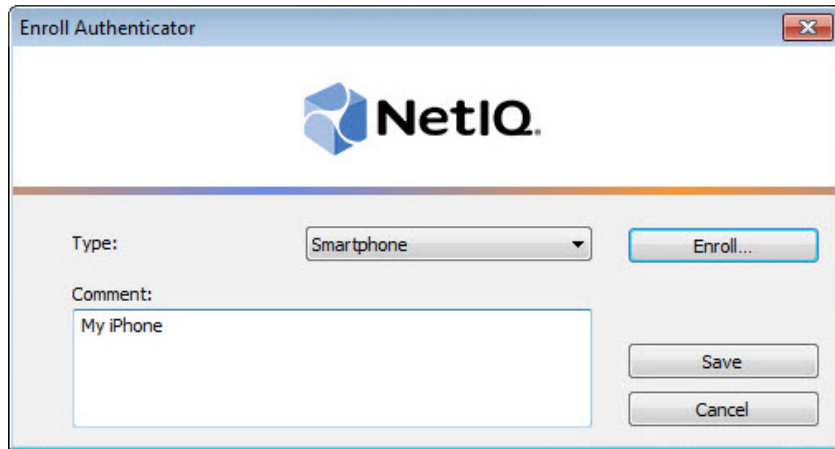
\* NetIQ administrator defines the maximum number of authenticators you can have which means you cannot enroll any more authenticators once you have reached the limit.

To enroll a Smartphone authenticator:

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



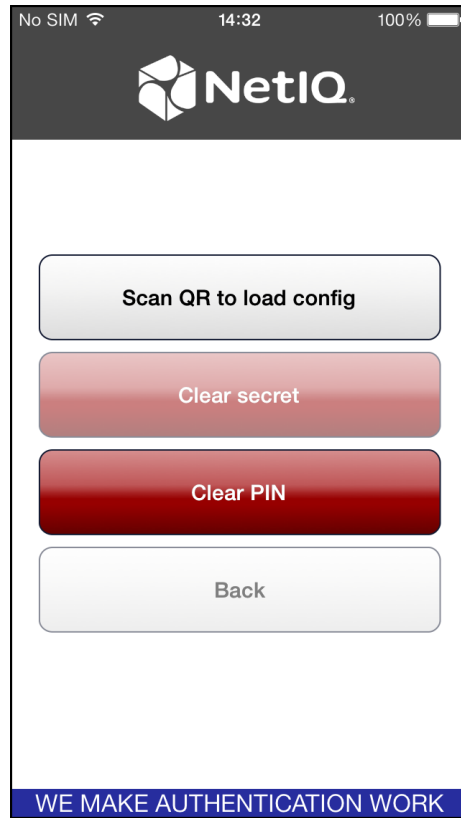
2. When the **Enroll Authenticator** window appears, select **Smartphone** from the **Type** drop-down menu, click **Enroll**.




3. The **Enroll smartphone** window will be displayed.



4. Scan the QR code containing the template data with NetIQ Smartphone Authenticator. Tap the **Scan QR to load config** button.



 QR code is valid for 30 seconds only.

5. The window is marked with green if the enrollment process has completed successfully. Click **OK**.




The window is marked with red if the QR code was not scanned within 30 seconds or connection between NetIQ Smartphone Authenticator and dispatcher was lost. Click **Repeat** to repeat the enrollment process once again.




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



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

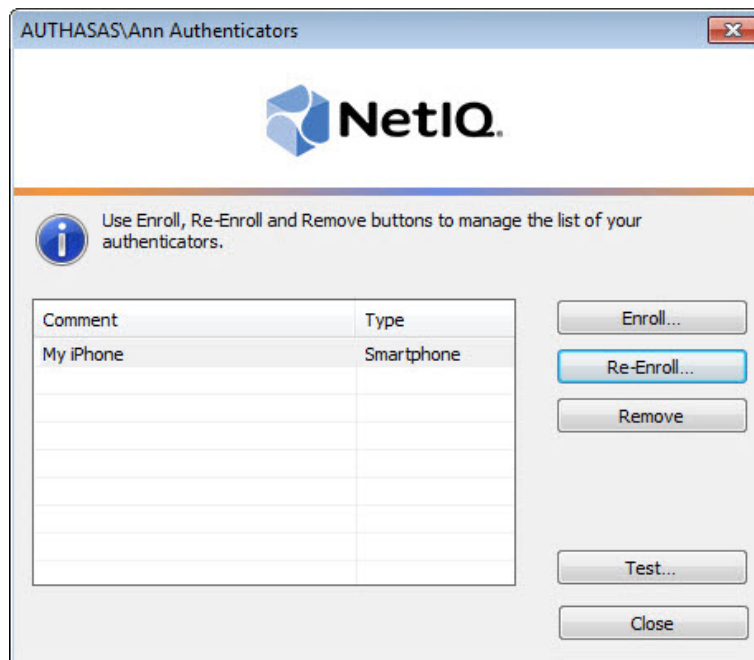
7. A new authenticator is created and is visible in the list of authenticators in the **Authenticators** window.

## Re-enrolling Smartphone Authenticator

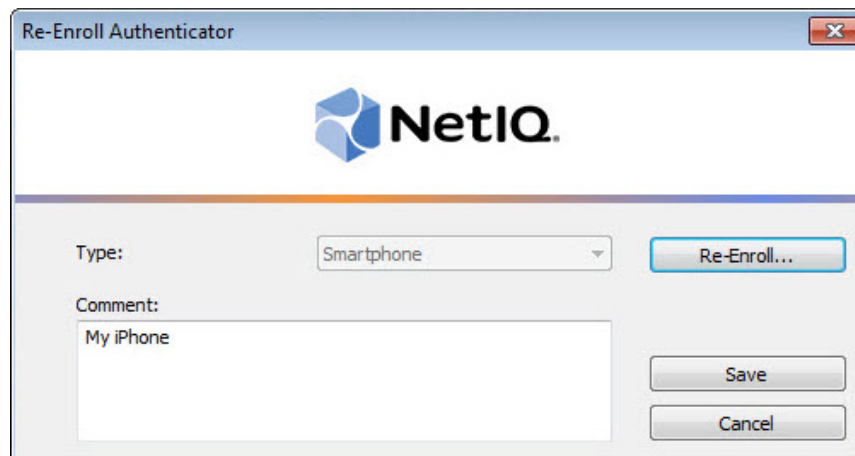
 This operation may be forbidden by NetIQ administrator. In such cases the **Re-Enroll** button in the **Authenticators** window is greyed out.

In order to re-enroll a created Smartphone authenticator:

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



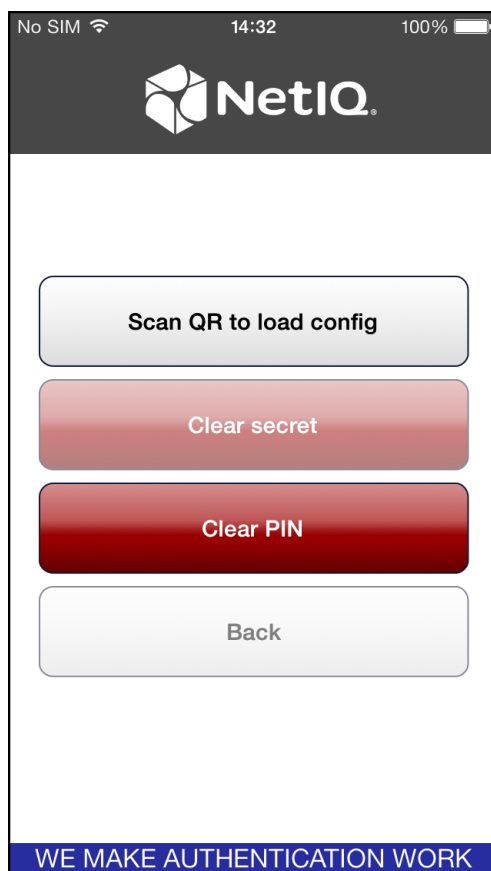
2. Click **Re-Enroll** in the **Re-Enroll Authenticator** window.




3. The **Enroll smartphone** window will be displayed.

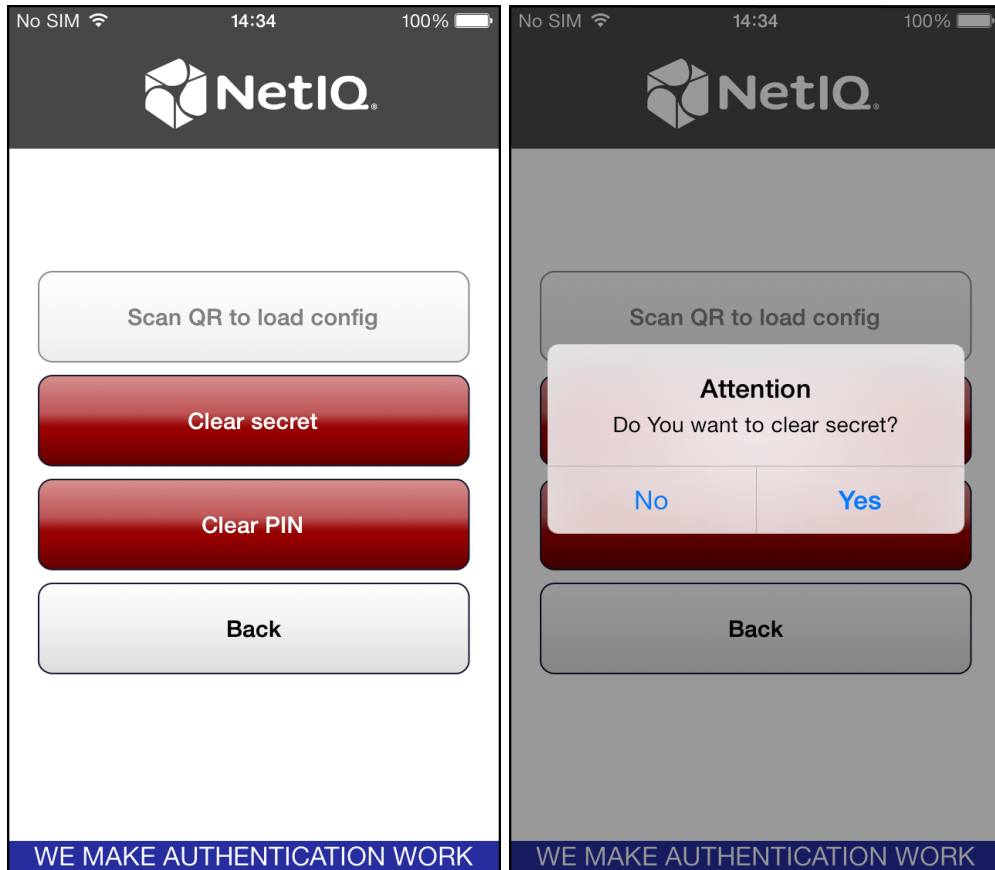


4. Scan the QR code containing the template data with NetIQ Smartphone Authenticator. Tap the **Scan QR to load config** button.





 Before scanning the QR code containing the template data, clear secret that is saved from the previous enrollment. Tap the **Clear secret** button to clear secret. Tap **Yes** in the confirmation window.

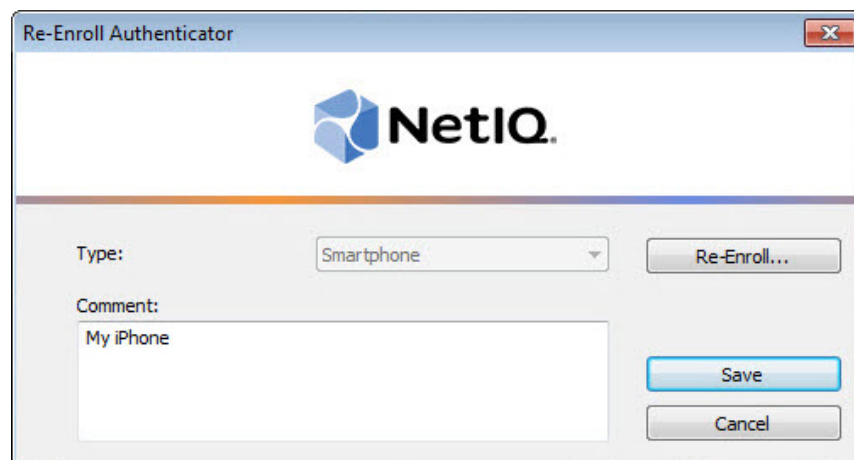


5. The window is marked with green if the enrollment process has completed successfully. Click **OK**.



The window is marked with red if the QR code was not scanned within 30 seconds or connection between NetIQ Smartphone Authenticator and dispatcher was lost.

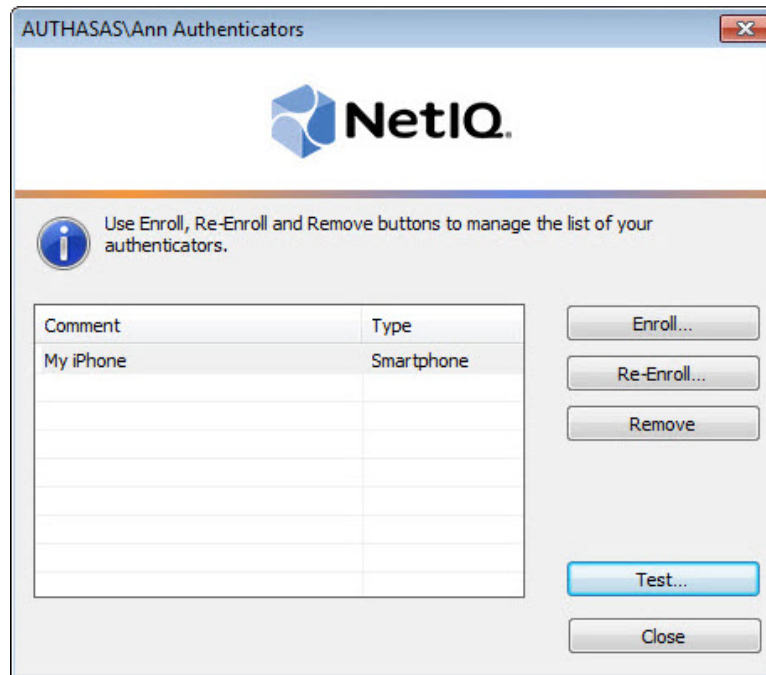
6. Click **Save** in the **Re-Enroll Authenticator** window.



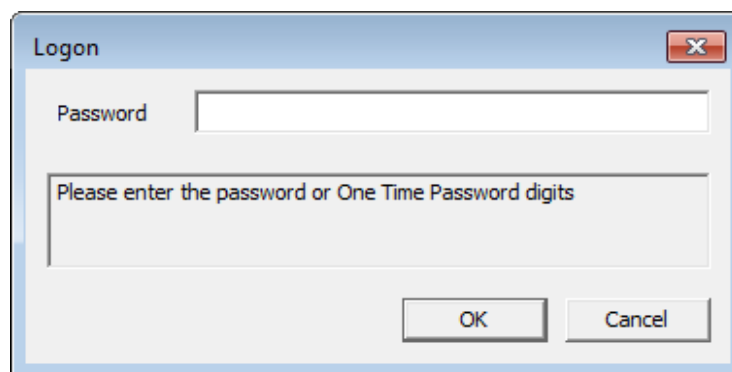
## Testing Smartphone Authenticator

To test a created Smartphone authenticator:

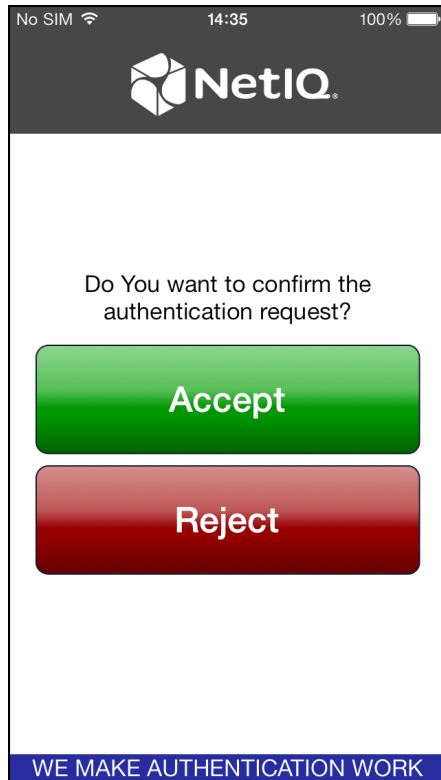
1. Click **Test** in the **Authenticators** window.




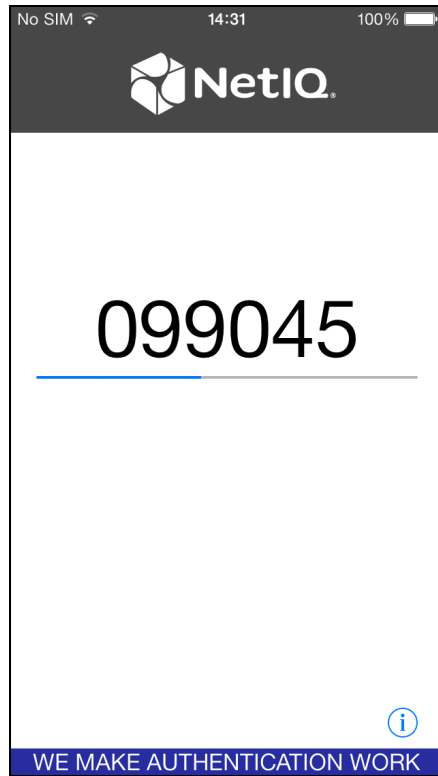
2. In the **Logon** window enter your password. Click **OK**.



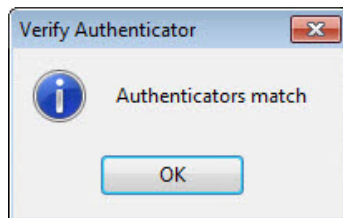
3. Tap **Accept** in the NetIQ Smartphone Authenticator.



 If there are network issues, you will be provided with the opportunity to use OTP. Run the mobile application and enter your PIN to access the app. OTP will be generated automatically. Enter OTP to the password text holder of the **Logon** window.




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





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



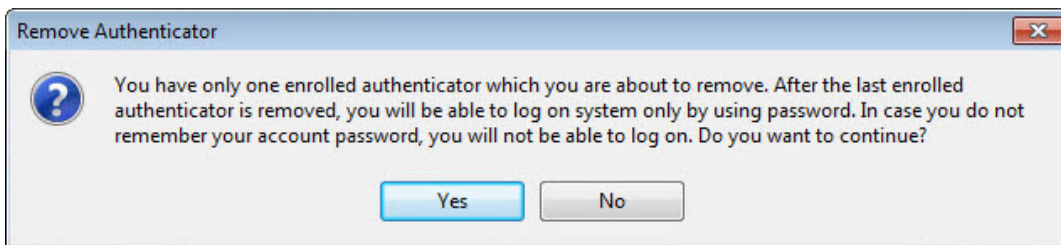
## Removing Smartphone Authenticator

 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, do not do this just because you do like your current authenticator. Instead, you can re-enroll it (see [Re-enrolling Smartphone 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 have removed the only authenticator and do not know your password, contact the system administrator.

# Logon with Smartphone Authenticator

There are two ways of logon with Smartphone authenticator:


- [Logon using domain password with confirmation on smartphone](#)
- [Logon with OTP](#)

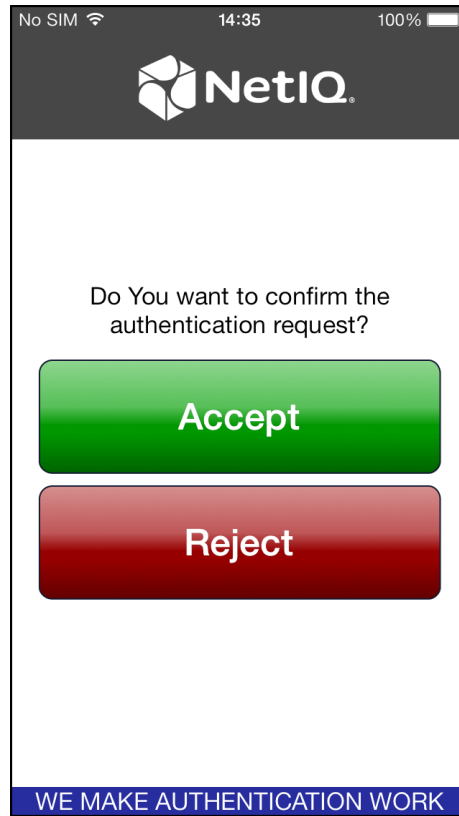
## Logon Using Domain Password with Confirmation on Smartphone


To log on using domain password with confirmation on smartphone:

1. Start your computer. From logon screen, press **[Ctrl ]+[Alt]+[Del]**.
2. If you want to select another user, click **Switch User**.
3. Select your user name if available or click **Other User**.
4. Type your user name (not needed unless **User** has been already selected).
5. Select **Smartphone** as a logon method and type your password.

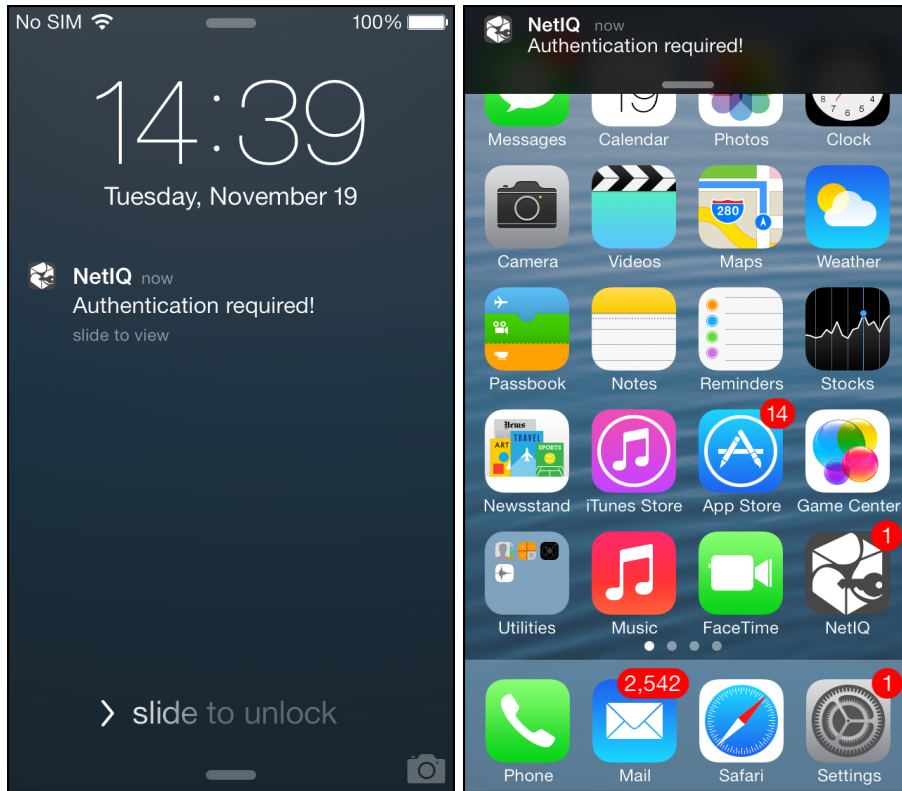


6. Click  icon or press **Enter** to continue.
7. The following confirmation window will be displayed on a mobile device:



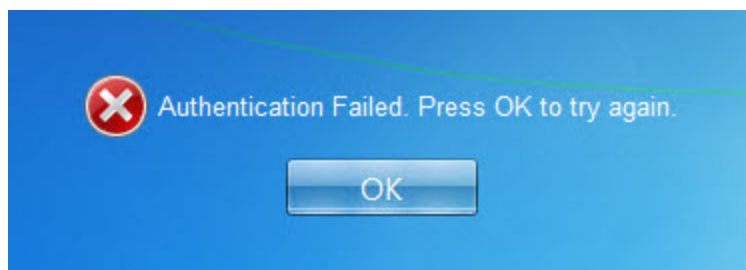
 You will be notified with a push notification "**Authentication required!**", if your mobile device is locked or the mobile application is closed. Run the application and confirm the authentication.





Tap **Accept**, if you want to authenticate with the selected method. You will be authenticated using Smartphone authentication provider.

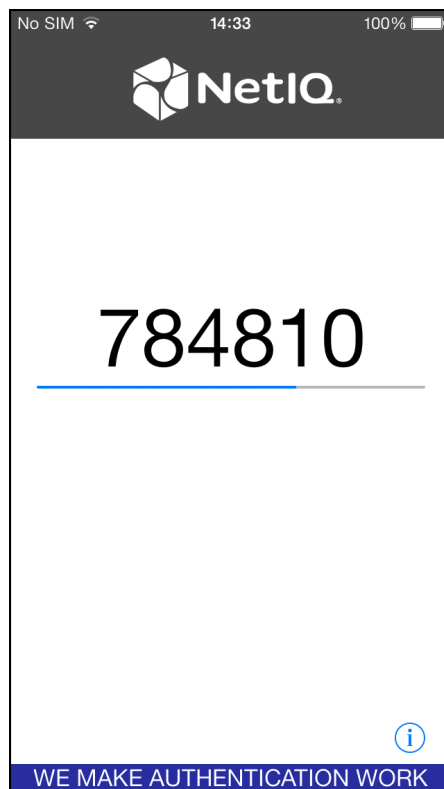
Tap **Reject**, if you want to cancel the authentication. The following window will be displayed:

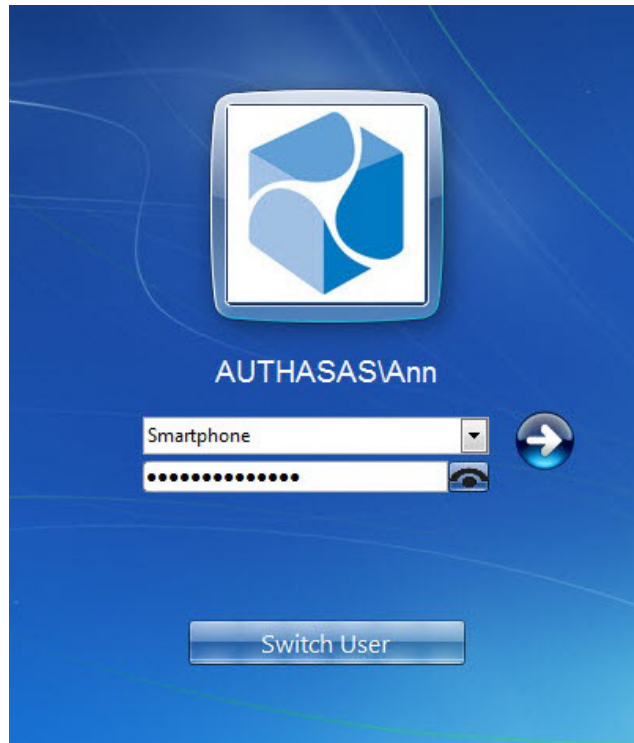



## Logon with OTP

To log on with OTP:

1. Start your computer. From logon screen, press **[Ctrl ]+[Alt]+[Del]**.
2. If you want to select another user, click **Switch User**.
3. Select your user name if available or click **Other User**.
4. Type your user name (not needed unless **User** has been already selected).
5. Select **Smartphone** as a logon method.
6. Enter OTP (generated automatically by NetIQ Smartphone Authenticator) and your domain password to the password text holder.






7. Click  icon or press **Enter** to continue.
8. Authentication using Smartphone authentication provider will be executed.

# Troubleshooting

In this chapter:

- [Cannot Enroll Authenticator](#)
- [Authentication with NetIQ Smartphone 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**.

6. Save the logs to archive.

## Cannot Enroll Smartphone Authenticator

### Description:

Authenticator is not enrolled because

- a. The **Type** list in the **Enroll Authenticators** window is empty or Smartphone authenticator type is absent.
- b. The **Enroll** button in the **Authenticators** window is greyed out.
- c. The **Enroll** button in the **Authenticators** window is inactive.

### Cause:

- a. The Smartphone 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.
- c. Smartphone Authentication Dispatcher policy is not applied.

### Solution:

- a. Contact NetIQ administrator.
- b. No authenticators can be added. For more information, contact NetIQ administrator.
- c. Configure and apply Smartphone Authentication Dispatcher policy.

## Authentication with NetIQ Smartphone Authenticator Fails

**Description:**

Authentication with NetIQ Smartphone Authenticator fails.

**Cause:**

There is no Internet connection on the Server with Smartphone authentication dispatcher.

**Solution:**

You can login with OTP that is automatically generated by NetIQ Smartphone Authenticator.

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