NetIQ Advanced Authentication Framework

SMS Authentication Provider User's Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This SMS 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 SMS 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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Managing SMS Authenticator

In this chapter:

- Microsoft Windows 7/Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2003/2003 R2
- Microsoft Windows 8.1/Microsoft Windows Server 2012

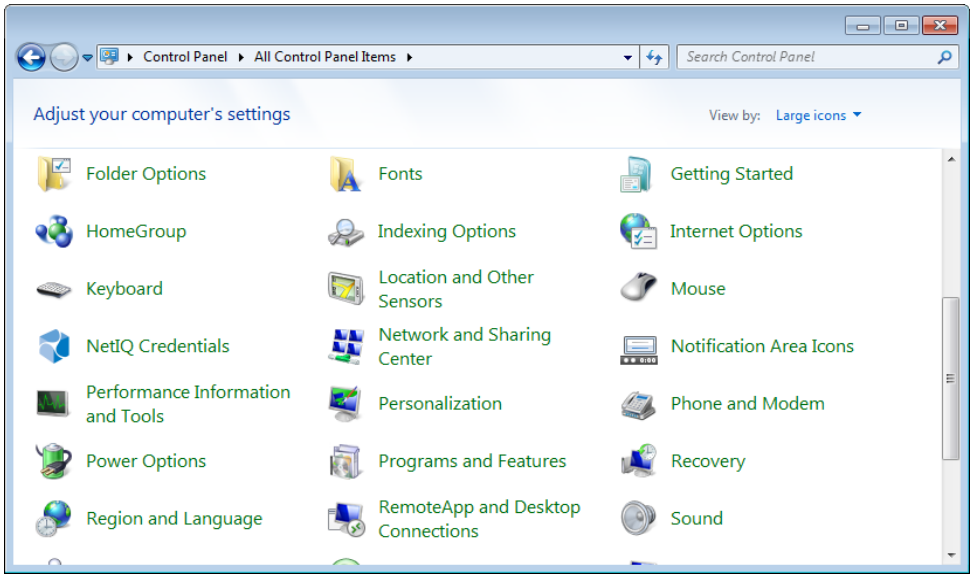
Microsoft Windows 7/Microsoft Windows Server 2008 R2

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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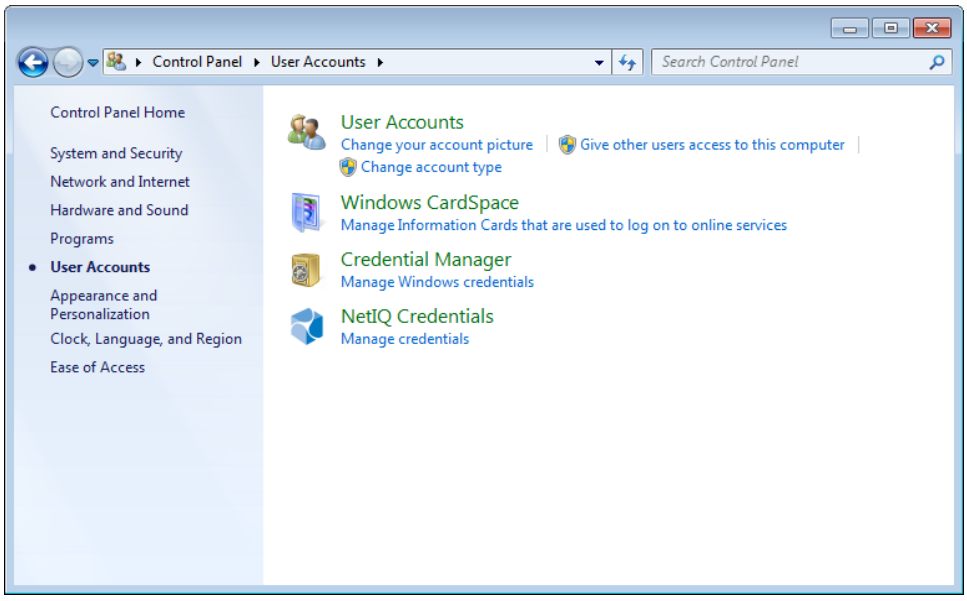
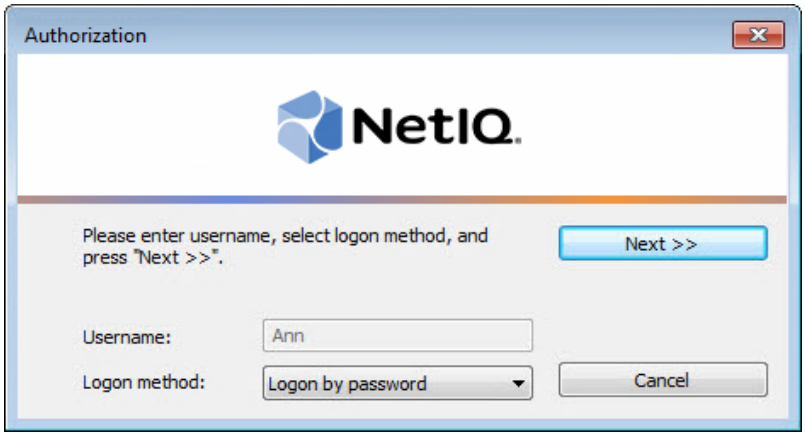


To open **Authenticators** window, user should undertake authorization procedure:

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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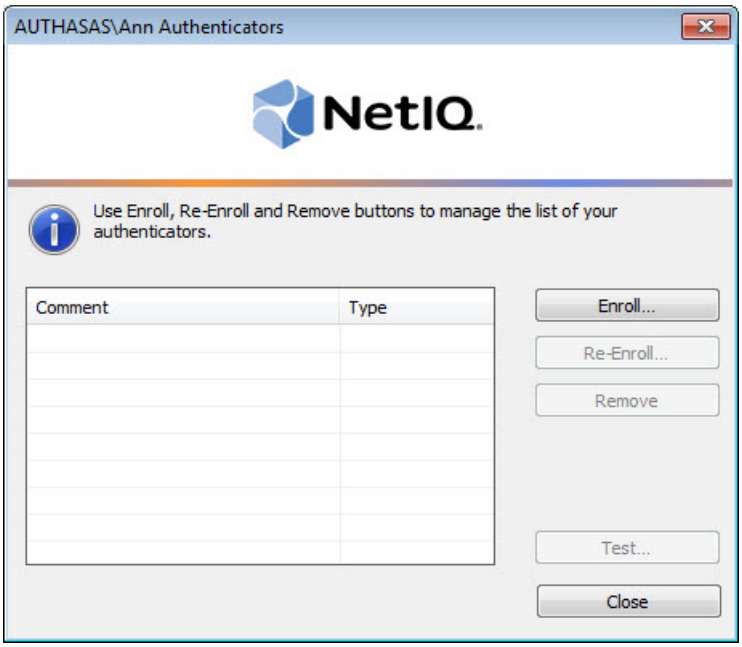

AUTHASAS\Ann Authenticators
NetIQ
Use Enroll, Re-Enroll and Remove buttons to manage the list of your authenticators.
Comment
Type
Enroll...
Re-Enroll...
Remove
Test...
Close

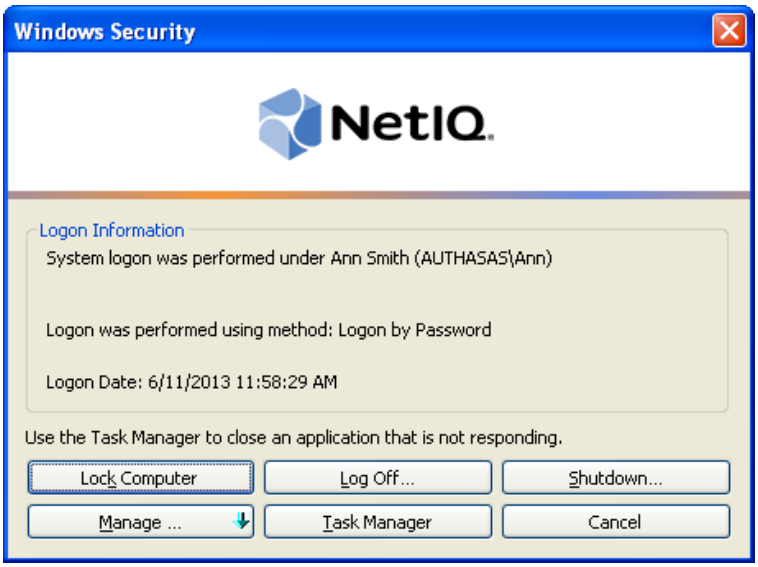
© NetIQ

Microsoft Windows Server 2003/2003 R2

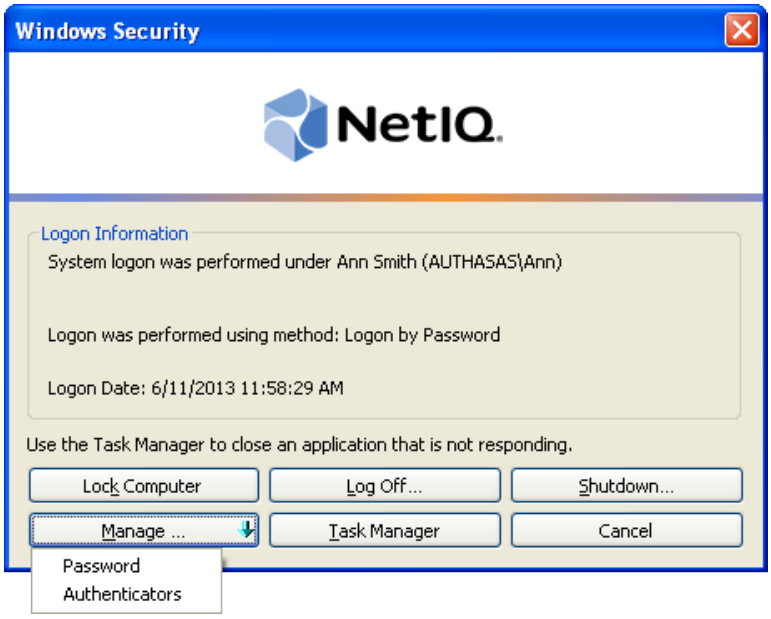
Authenticator management options are available in the **Authenticators** window.

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**.



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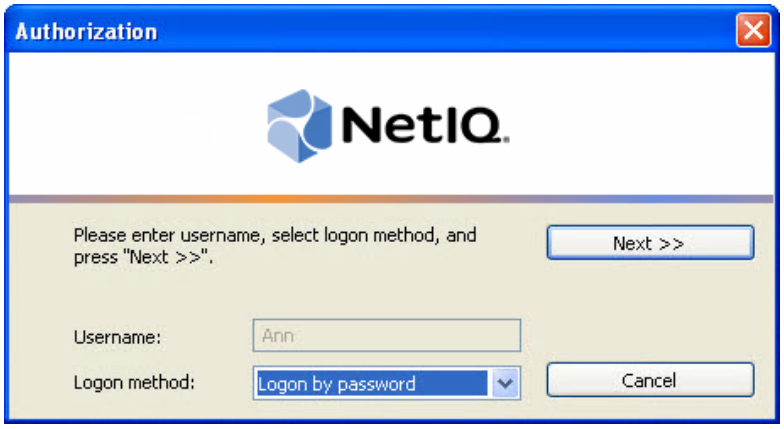
3. The **Authorization** window is displayed.

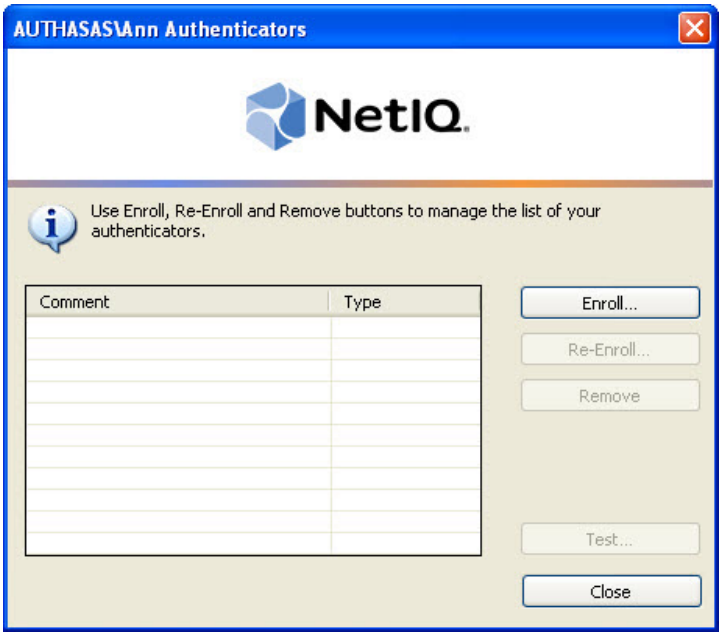


- From the **Logon method** list, select a logon method (an authenticator type or **Logon by password**).
- Click **Next**.

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



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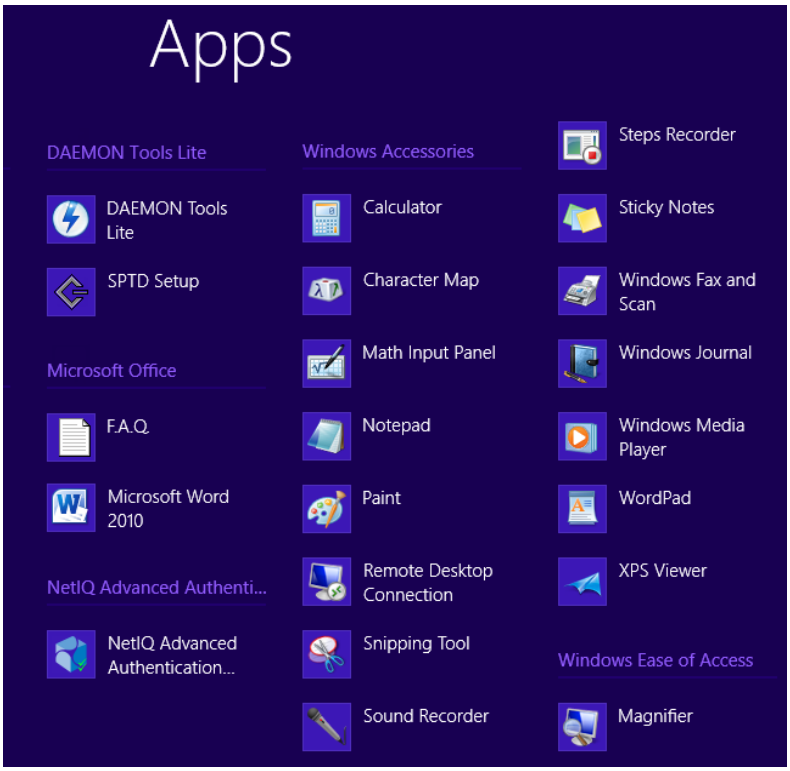
Microsoft Windows 8.1/Microsoft Windows Server 2012

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 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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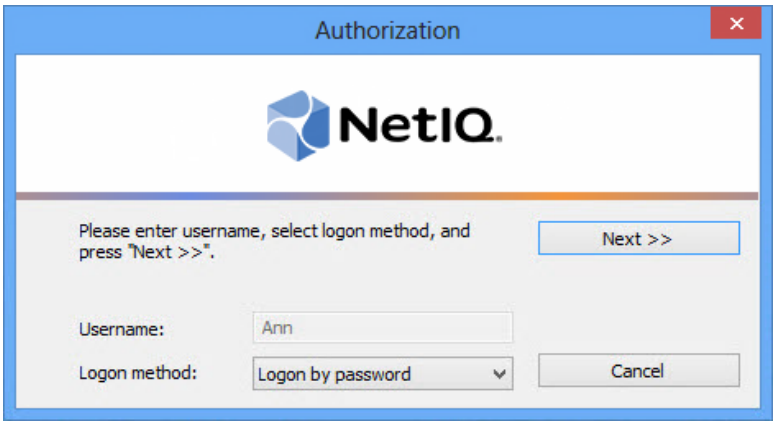
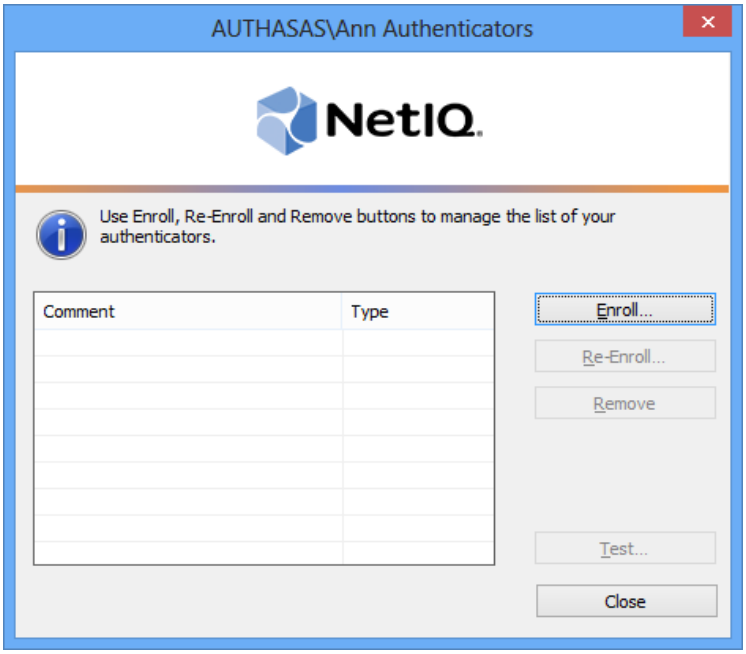


2. Get authenticated with the selected method.

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



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Enrolling SMS Authenticator

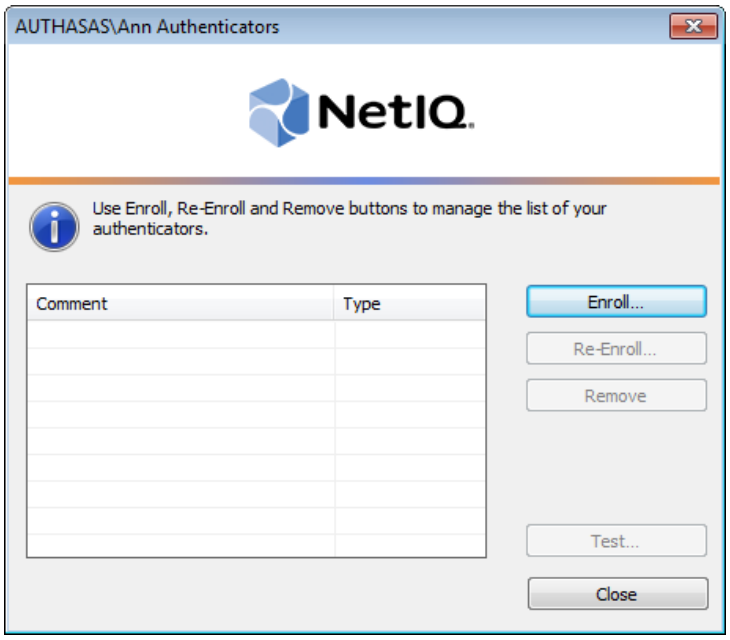
This operation may be forbidden by NetIQ administrator. In such cases the **Enroll** button in the **Authenticators** window is greyed out.

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.

SMS authentication provider's version 1.0.11 and earlier is not compatible with SMS authentication provider's version 1.0.12 and newer.

To enroll a SMS authenticator:

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



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

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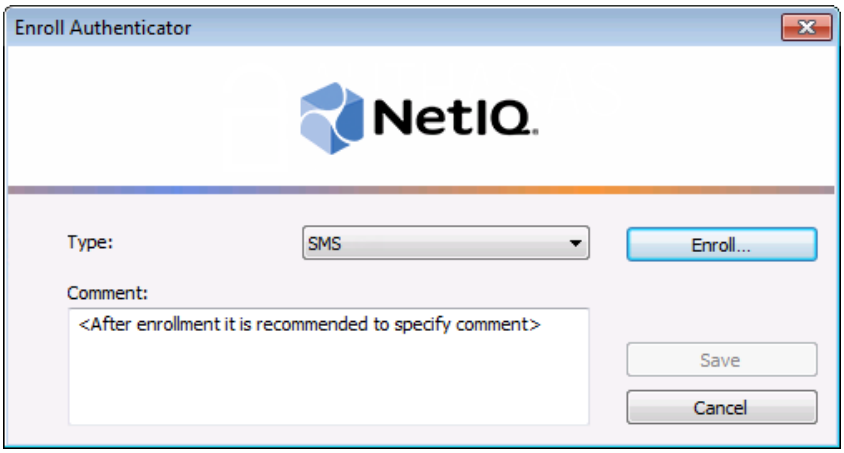
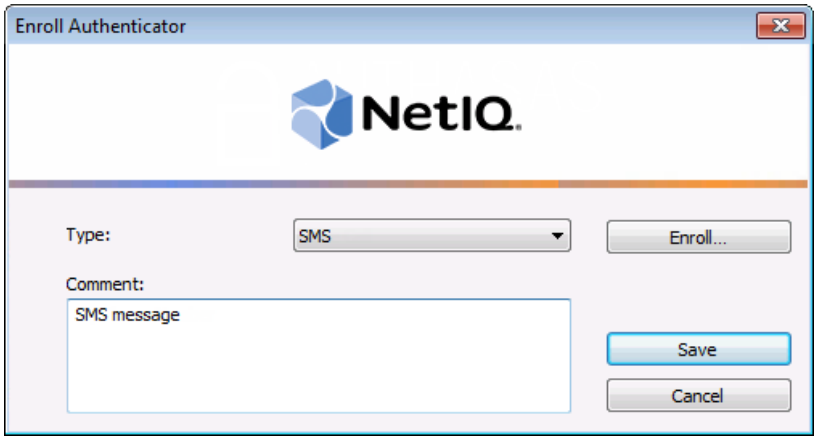


3. Control is passed to the **Enroll Authenticator** window. Entering commentary is optional. Click **Save**.



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

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

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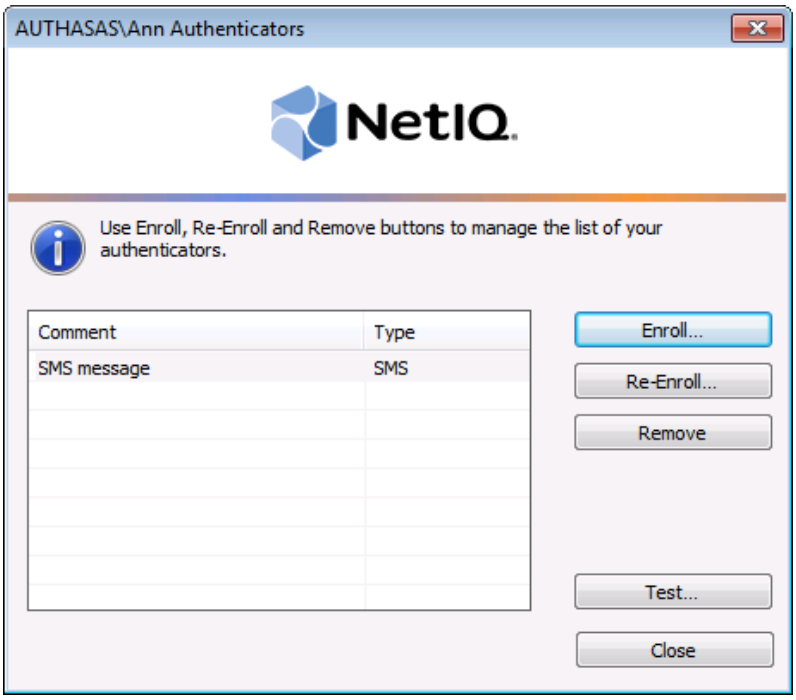

AUTHASAS\Ann Authenticators
NetIQ
Use Enroll, Re-Enroll and Remove buttons to manage the list of your authenticators.
Comment
Type
SMS message
SMS
Enroll...
Re-Enroll...
Remove
Test...
Close

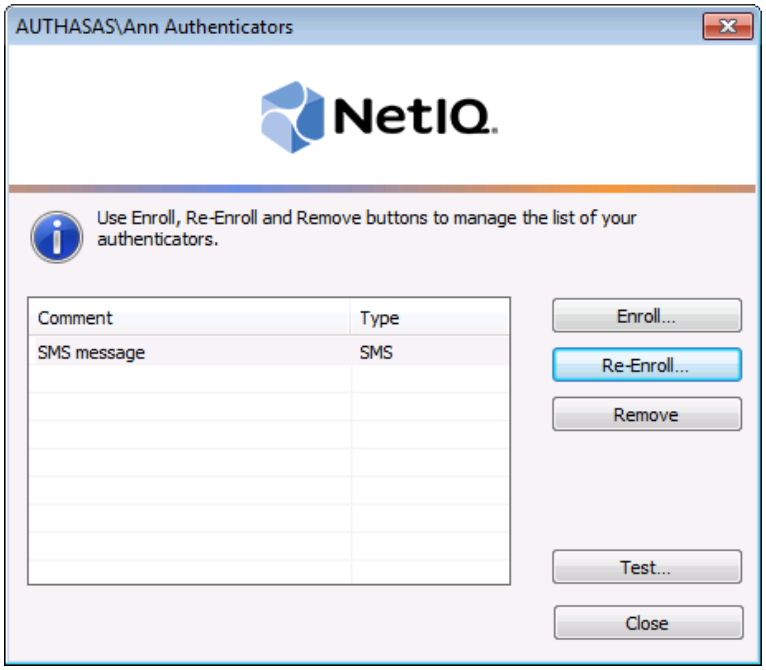
© NetIQ

Re-enrolling SMS Authenticator

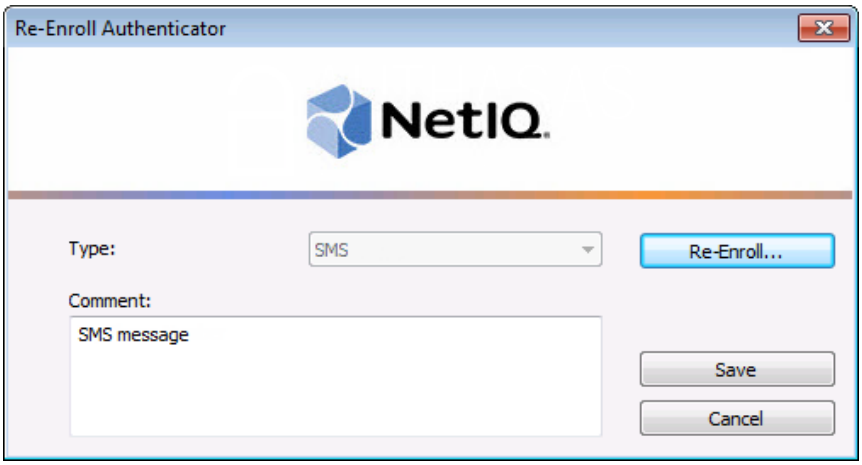
This operation may be forbidden by NetIQ administrator. In such cases the **Re-Enroll** button in the **Authenticators** window is greyed out.

In order to re-enroll a created SMS authenticator:

1. Select **SMS** 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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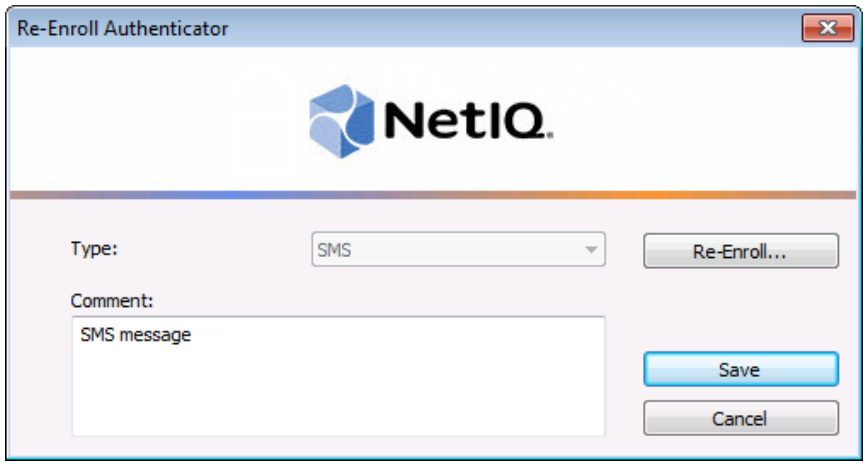
3. Click **Save** in the **Re-Enroll Authenticator** window.



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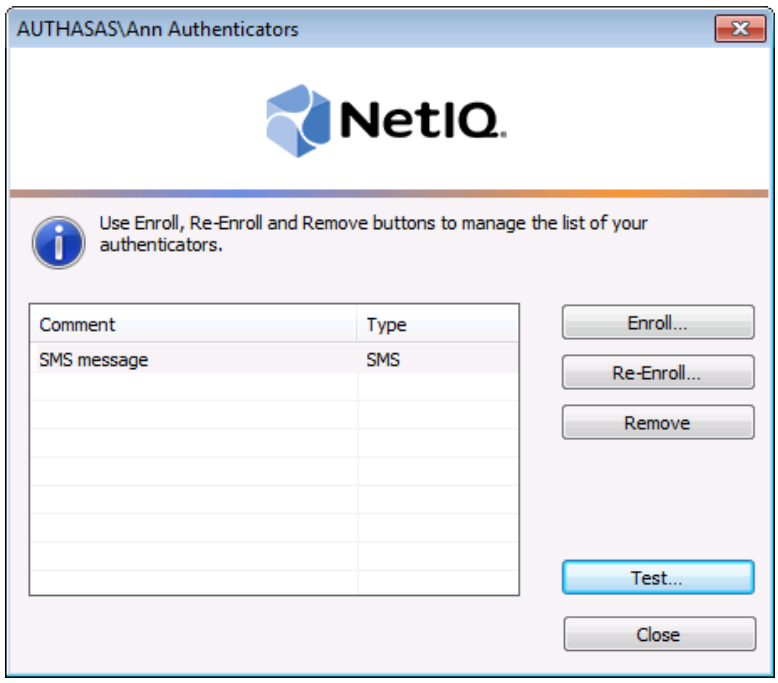
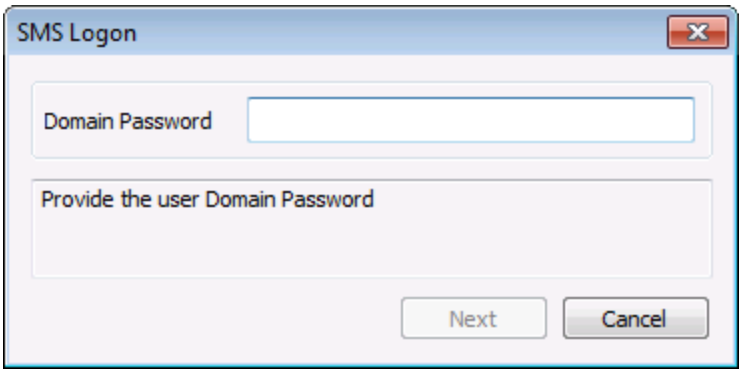
Testing SMS Authenticator

To test a created SMS authenticator:

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



2. The **SMS Logon** window will be displayed. Enter your domain password. Click **Next**.



3. Enter One-Time Password from a new SMS message that was sent to your phone. Click **Next**.

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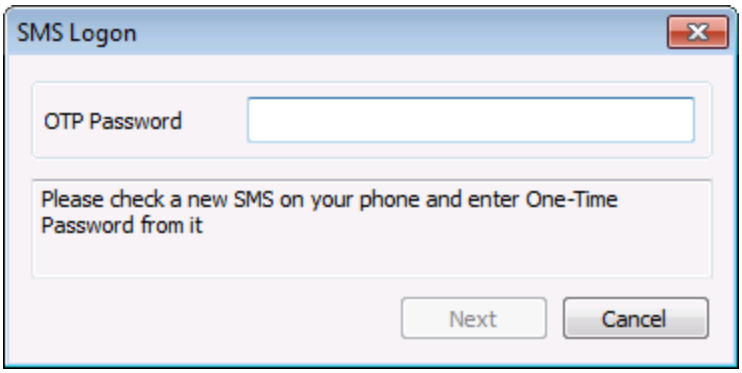
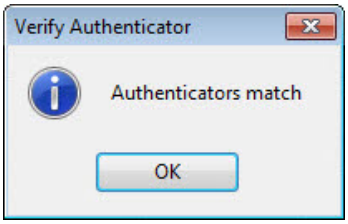


4. When a confirmation message saying: *"Authenticators match"* appears, click **OK**.



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

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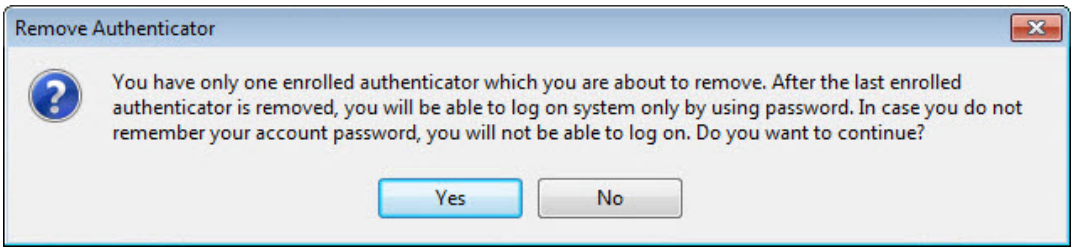
Removing SMS Authenticator

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 not like your current authenticator. Instead, you can re-enroll it (see Re-enrolling SMS 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 the system administrator.

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Logon with SMS Authenticator

To log on using SMS authentication provider:

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 **SMS** as a logon method.

6. Enter your domain password to the password text holder. Click icon or press **Enter** to continue.

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7. Enter One-Time Password (from a new SMS message that was sent to your mobile phone) to the password text holder. Click icon or press **Enter** to continue.

8. Authentication using SMS authentication provider will be executed.

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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.

In this chapter:

- Cannot Enroll SMS Authenticator
- Failed To Lookup User Phone Number from Active Directory Domain
- SMS Message Is Not Received While Trying To Authenticate Using SMS Authentication Provider

Cannot Enroll SMS Authenticator

Description:

Authenticator is not enrolled because:

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

Cause:

a. The SMS 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.

Solution:

a. Contact NetIQ administrator.
b. No authenticators can be added. For more information, contact NetIQ administrator.

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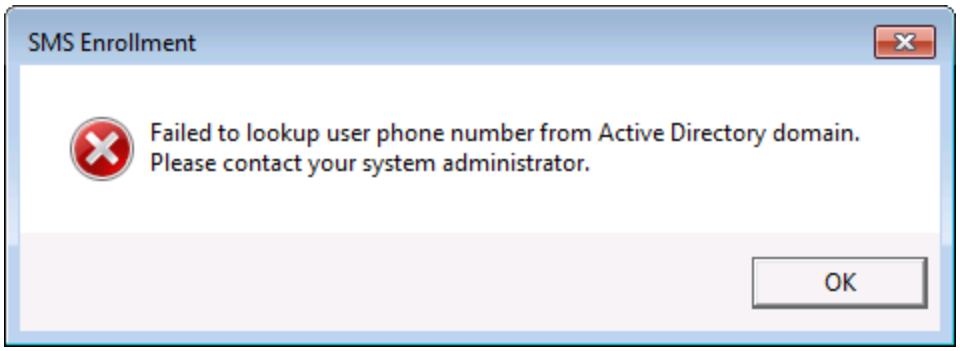
Failed To Lookup User Phone Number from Active Directory Domain

Description:

While enrolling SMS authenticator, the following SMS enrollment error stating that it has failed to it has failed to lookup user's telephone number from Active Directory domain is displayed:



Cause:

Telephone number is not specified in the user's profile.

Solution:

Please, ask NetIQ administrator to specify the correct user's telephone number.

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SMS Message Is Not Received While Trying To Authenticate Using SMS Authentication Provider

Description:

SMS authenticator is enrolled but SMS message containing One-Time Password is not received while trying to authenticate.

Cause:

Incorrect telephone number may be specified in user's profile.

Solution:

Please, ask NetIQ administrator to verify the correctness of the specified telephone number in user's profile in Active Directory Users and Computers.

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Glossary

M

My Term
My definition

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