



# NetIQ Advanced Authentication Framework

## **Voice Call Authentication Provider User's Guide**

Version 5.1.0

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# Introduction

## About This Document


### Purpose of the Document


This Voice Call 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 Voice Call 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 Voice Call 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](#)

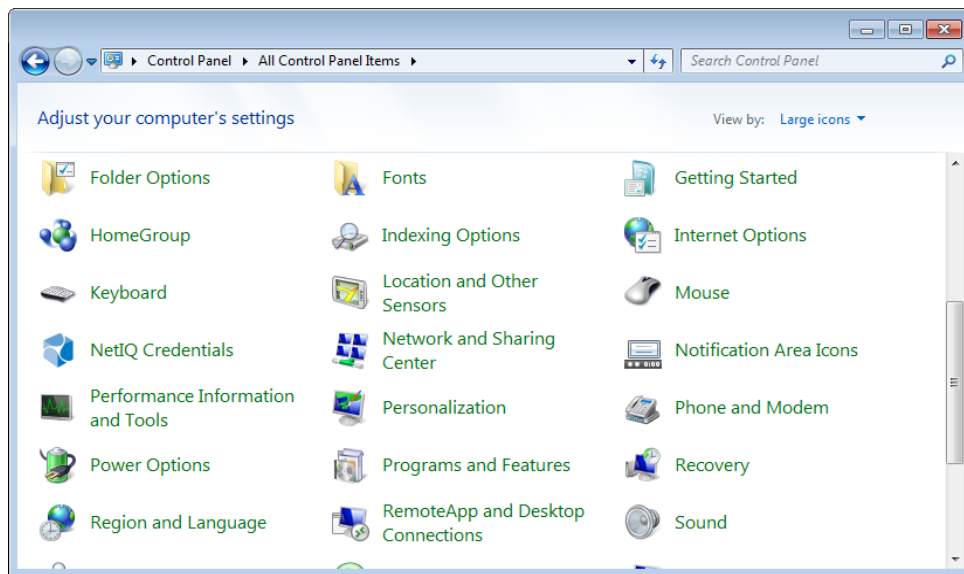
## Microsoft Windows 7/Microsoft Windows Server 2008 R2

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

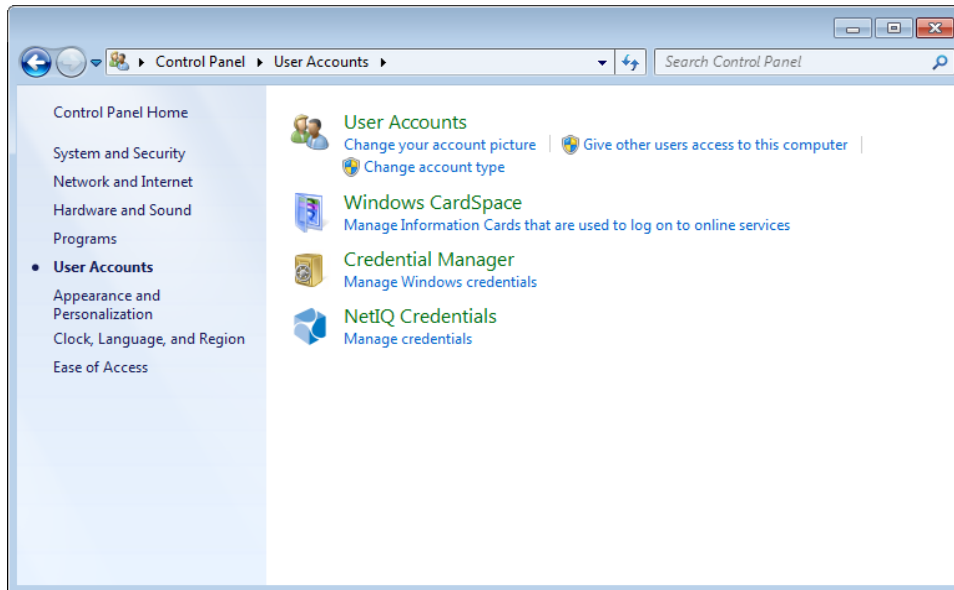
**i** The **Authentication Wizard** window is shown at system start if there are no enrolled authenticators.

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

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




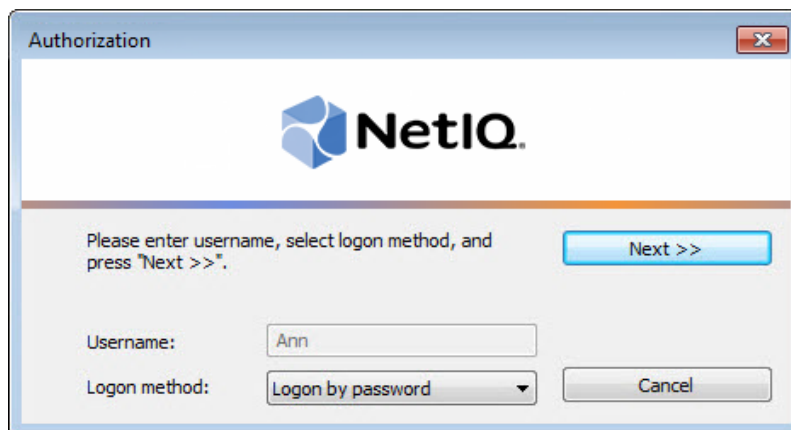
- In **Control Panel** by categories select **User Accounts > NetIQ Credentials**.



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

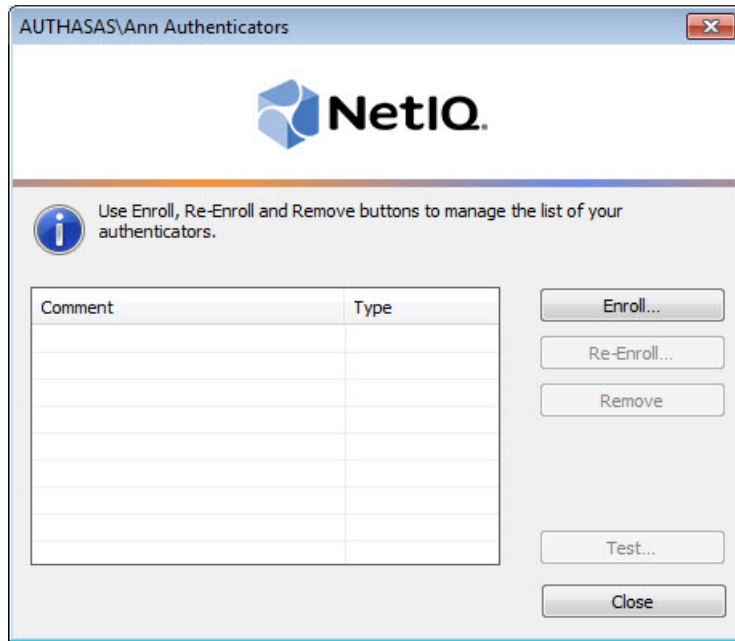
1. In the **Authorization** window, choose authentication method.

 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.

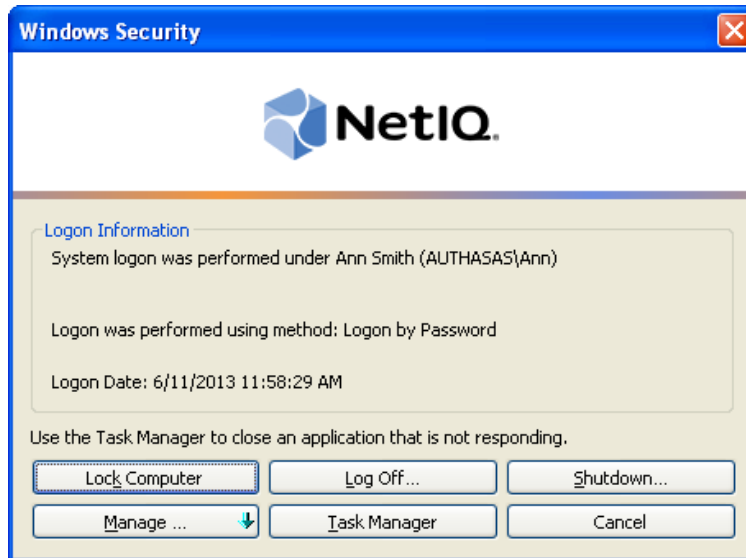


## Microsoft Windows Server 2003/2003 R2

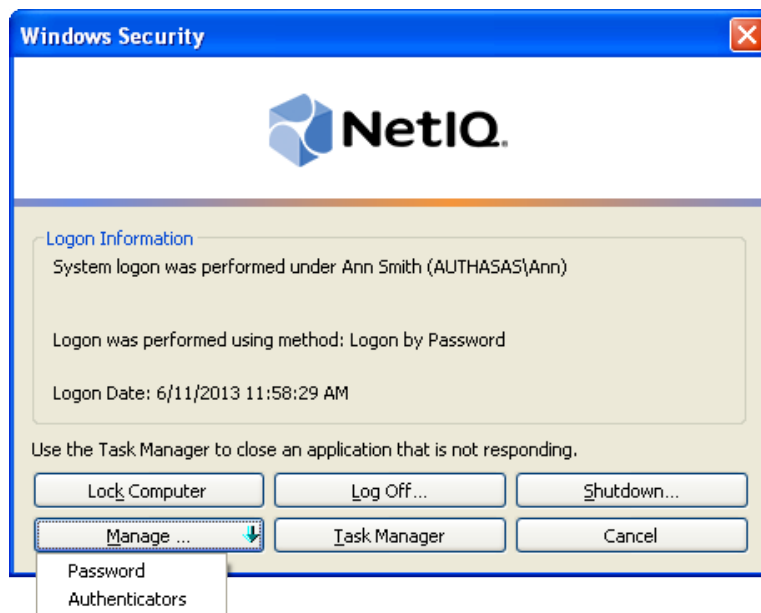
Authenticator management options are available in the **Authenticators** window.

To open the **Authenticators** window:

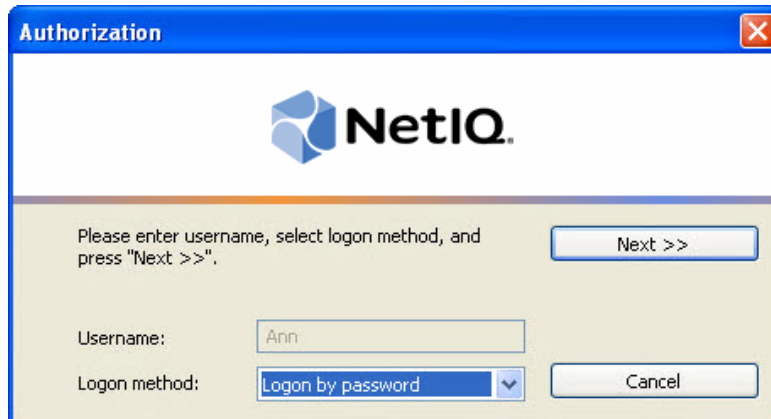
1. From your desktop, press **[Ctrl]+[Alt]+[Del]**. The **Windows Security** window is displayed.




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




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

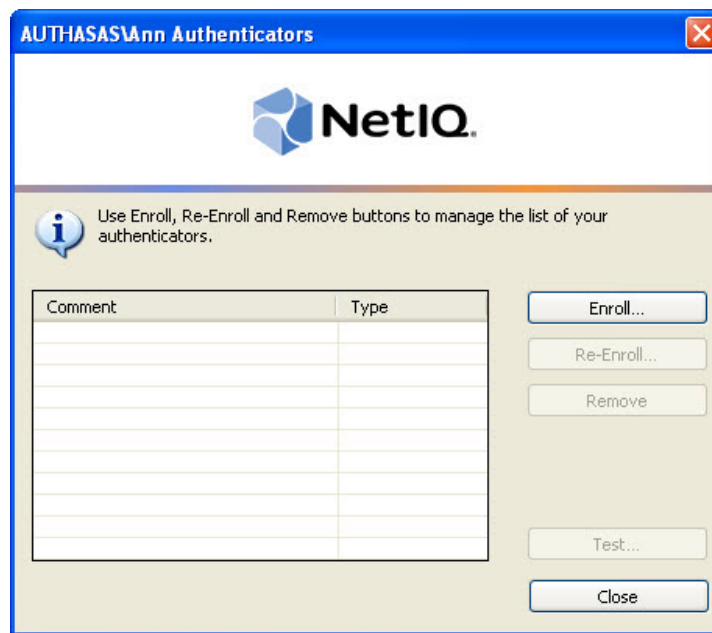


- From the **Logon method** list, select a logon method (an authenticator type or **Logon by password**).
- Click **Next**.

 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.



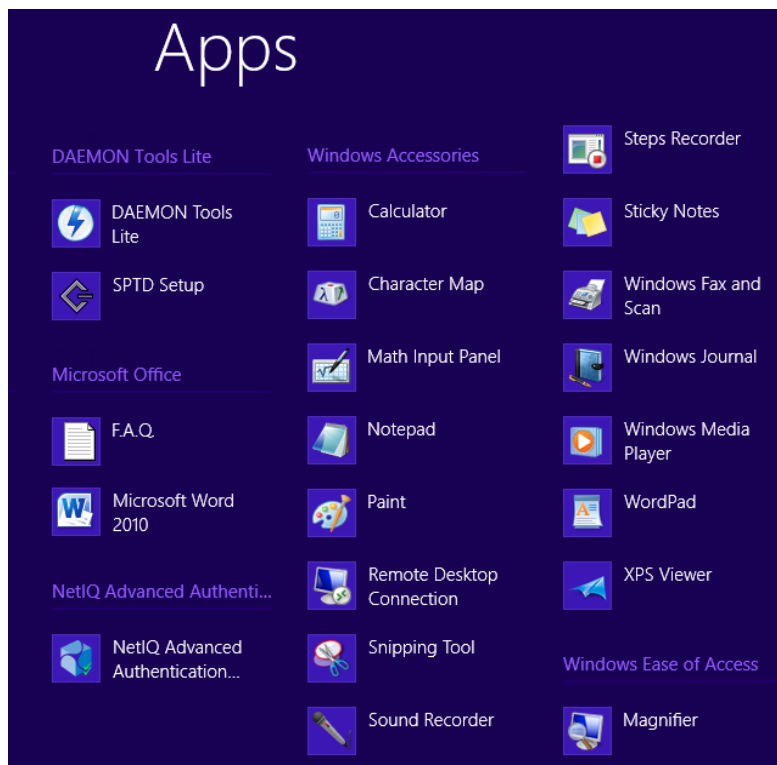


## Microsoft Windows 8.1/Microsoft Windows Server 2012

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


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

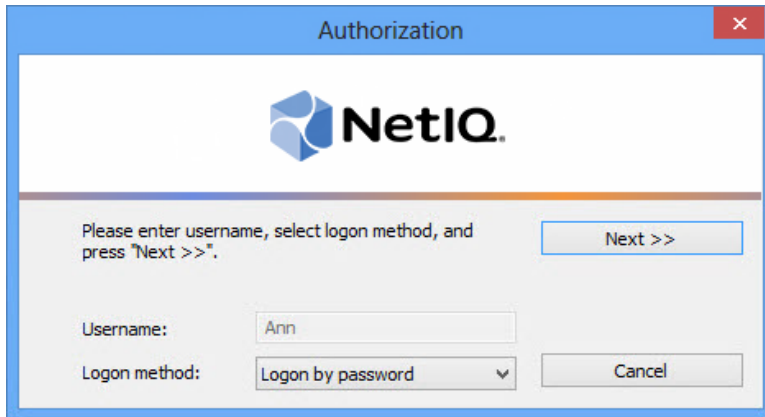
To open the **Authenticators**, in the **Search** menu select **Apps > NetIQ Advanced Authentication Framework...**



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

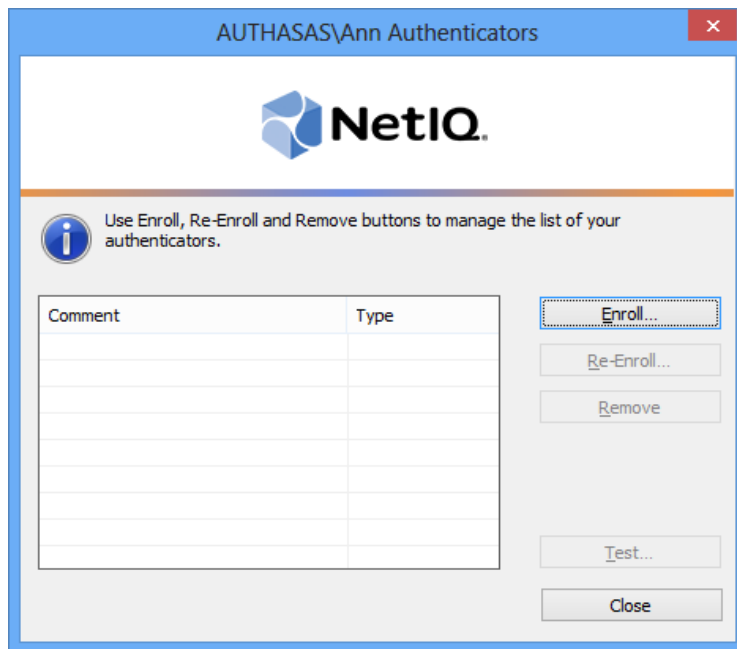
1. In the **Authorization** window, choose authentication method.

 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).



2. Get authenticated with the selected method.

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



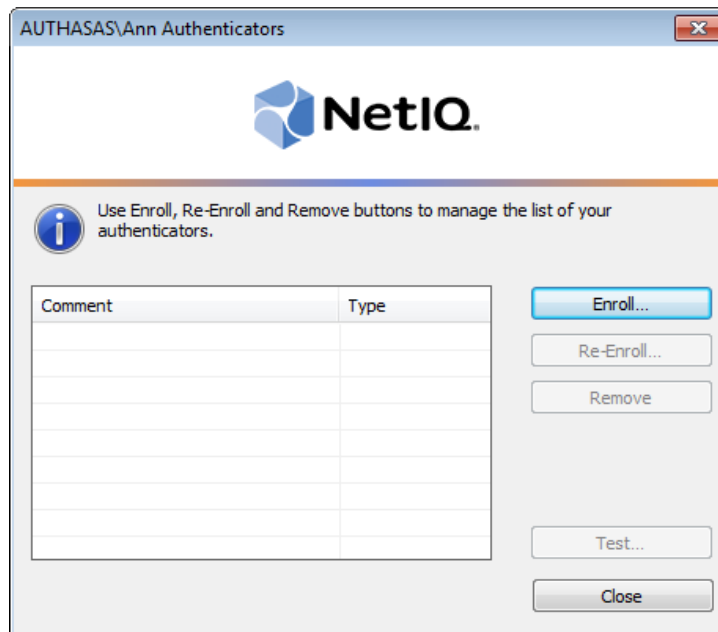
## Enrolling Voice Call Authenticator

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

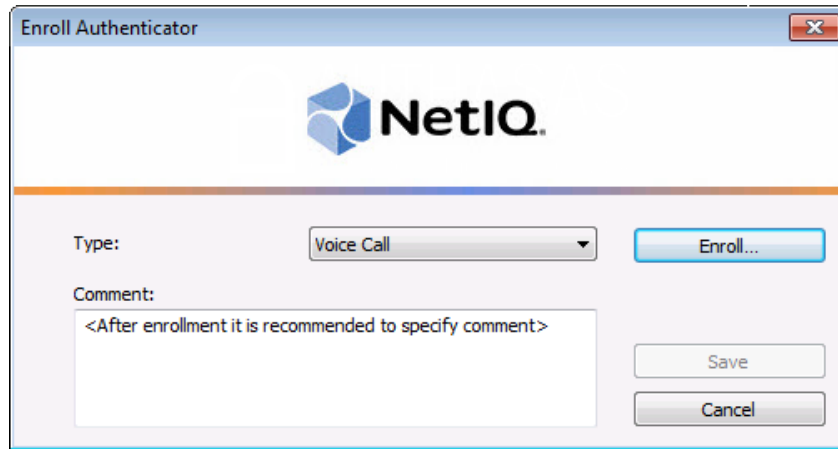
\* NetIQ administrator defines the maximum number of authenticators you can have which means you cannot enroll any more authenticators once you have reached the limit.

To enroll a Voice Call authenticator:

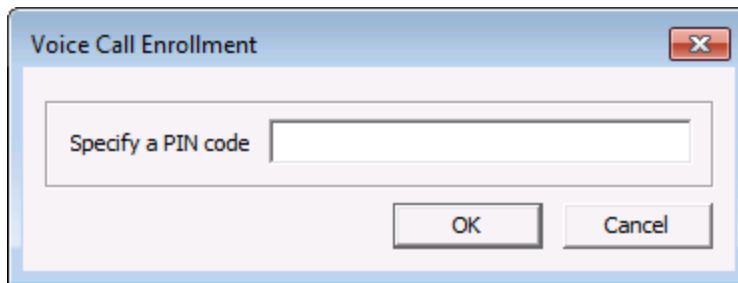
1. Click the **Enroll** button in the **Authenticators** window.



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

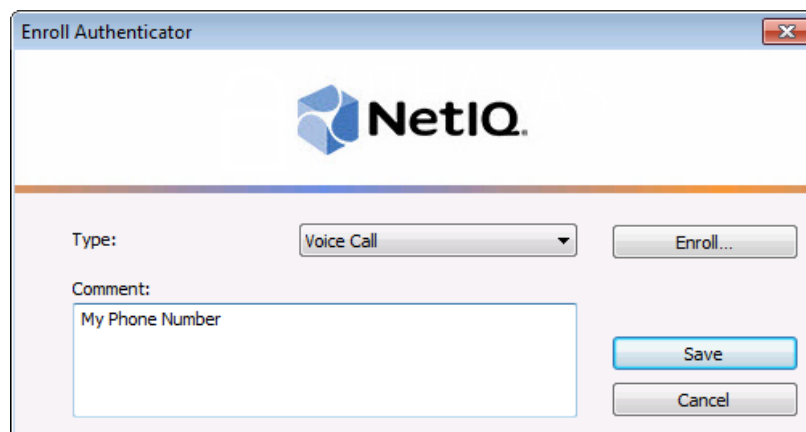



3. Specify a PIN code. Click **OK** to continue.



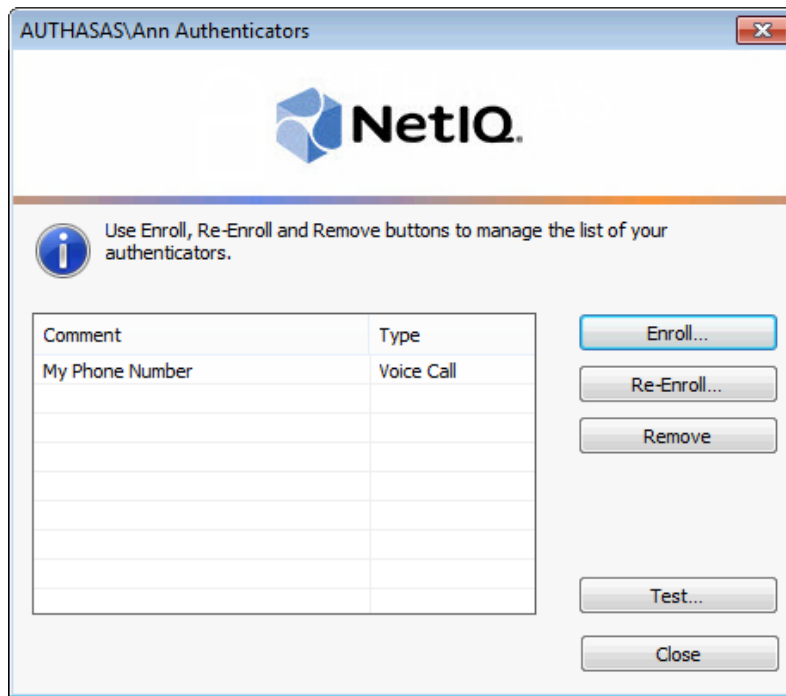
If the length of the PIN code is within the limits that are specified by administrator, the enrollment will succeed.

4. 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.

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

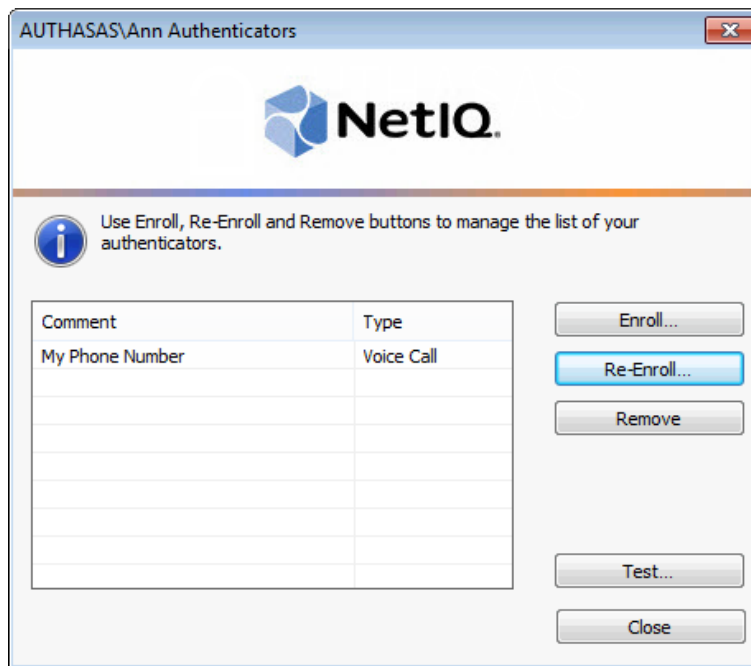


## Re-enrolling Voice Call Authenticator

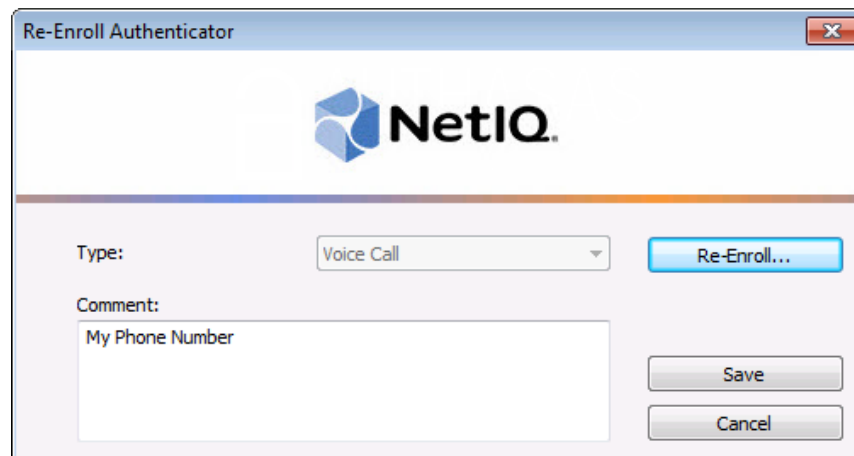
 This operation may be forbidden by NetIQ administrator. In such cases the **Re-Enroll** button in the **Authenticators** window is greyed out.

In order to re-enroll a created Voice Call authenticator:

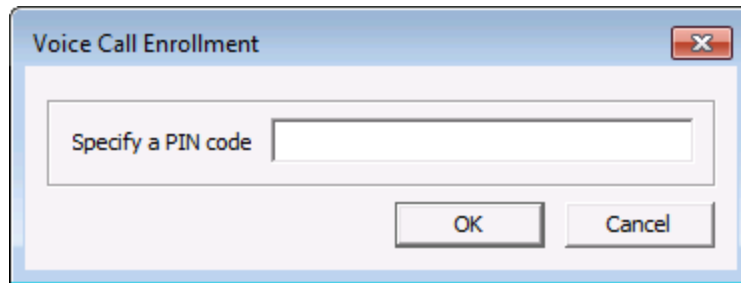
1. Select **Voice Call** in the list of authenticators, click **Re-Enroll...** in the **Authenticators** window.



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



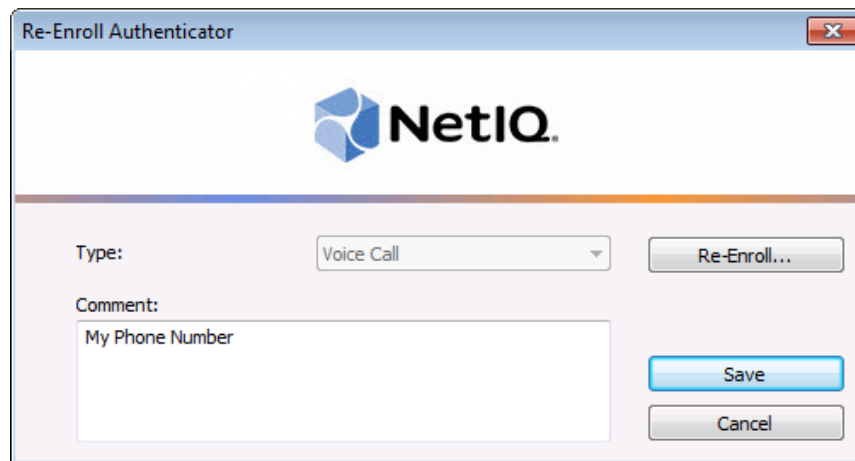
3. Specify a PIN code. Click **OK** to continue.



A dialog box titled "Voice Call Enrollment" with a close button (X) in the top right corner. Inside the dialog, there is a text input field with the placeholder text "Specify a PIN code". Below the input field are two buttons: "OK" and "Cancel".

If the length of the PIN code is within the limits that are specified by administrator, the enrollment will succeed.

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

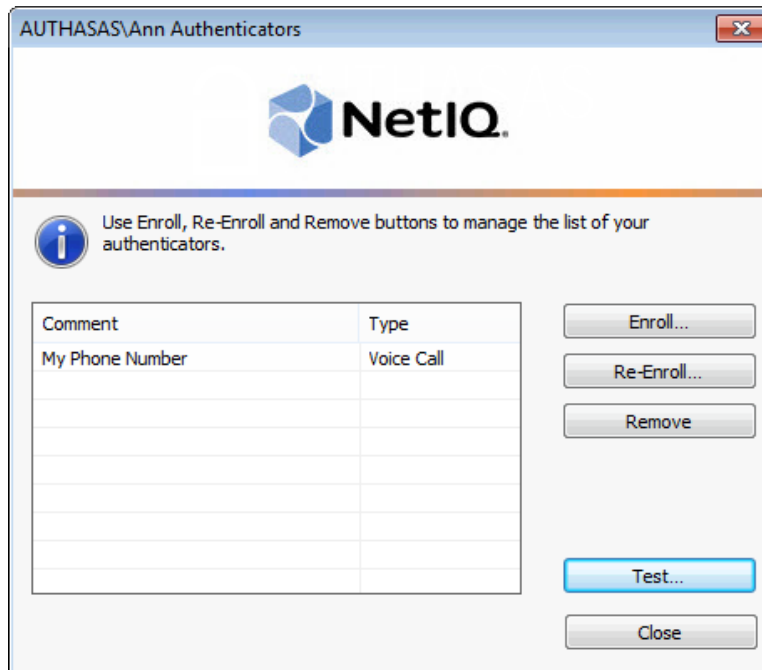


A window titled "Re-Enroll Authenticator" with a close button (X) in the top right corner. The window features the NetIQ logo at the top center. Below the logo, there is a "Type:" label followed by a dropdown menu showing "Voice Call". To the right of the dropdown is a "Re-Enroll..." button. Below the "Type:" field is a "Comment:" label followed by a text input field containing "My Phone Number". To the right of the comment field are two buttons: "Save" and "Cancel".

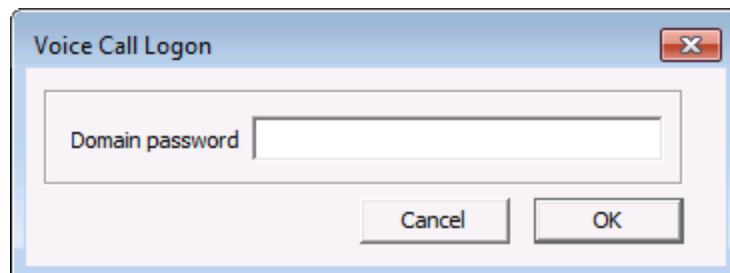
## Testing Voice Call Authenticator

To test a created Voice Call authenticator:

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



2. The **Voice Call Logon** window will be displayed. Enter your domain password. Click **OK**.



3. You will get a call on your phone. Input the specified PIN.
4. When a confirmation message saying: *"Authenticators match"* appears, click **OK**.





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



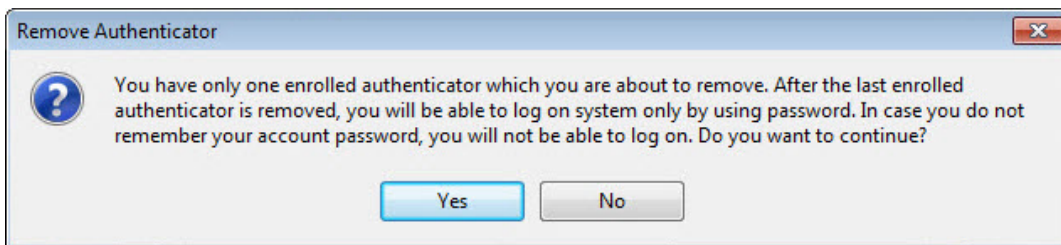
## Removing Voice Call Authenticator

\* 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 Voice Call 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.

## Logon with Voice Call Authenticator


To log on using Voice Call 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 **Voice Call** as a logon method.
6. Enter your domain password.



7. You will get a call on your phone. Input the specified PIN to accept authentication.
8. If the PIN code matches the enrolled one, you will log on successfully.

## 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**.

6. Save the logs to archive.

## Cannot Enroll Voice Call Authenticator

### Description:

Authenticator is not enrolled because

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

### Cause:

- a. The Voice Call 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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