



# NetIQ Advanced Authentication Framework

## **Voice Call Server Installation Guide**

Version 5.1.0

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# Introduction

## About This Document


### Purpose of the Document


This Voice Call Server Installation 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 install Voice Call Server which is used for 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.

# System Requirements


Before the installation of Voice Call Server, the following system requirements should be fulfilled:

- Microsoft Windows 2008 Server R2 SP1/Microsoft Windows Server 2012/Microsoft Windows Server 2012 R2

## Installing and Removing Voice Call Server

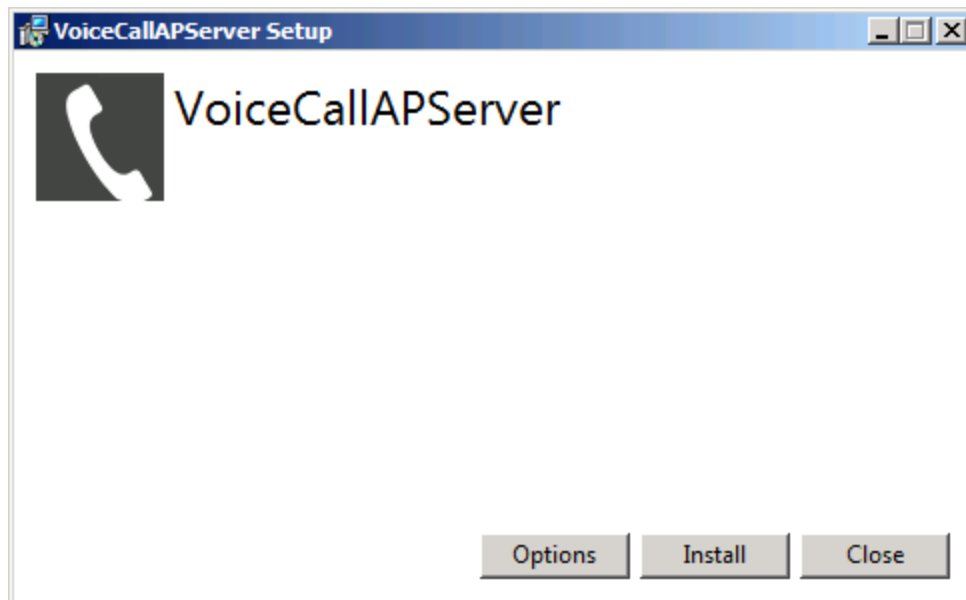
NetIQ Advanced Authentication Framework™ package includes Voice Call authentication provider, which allows you to control authentication with the help of personal or corporate phone. Voice Call Server is a component that should be installed on a server with public IP address.

### Installing Voice Call Server

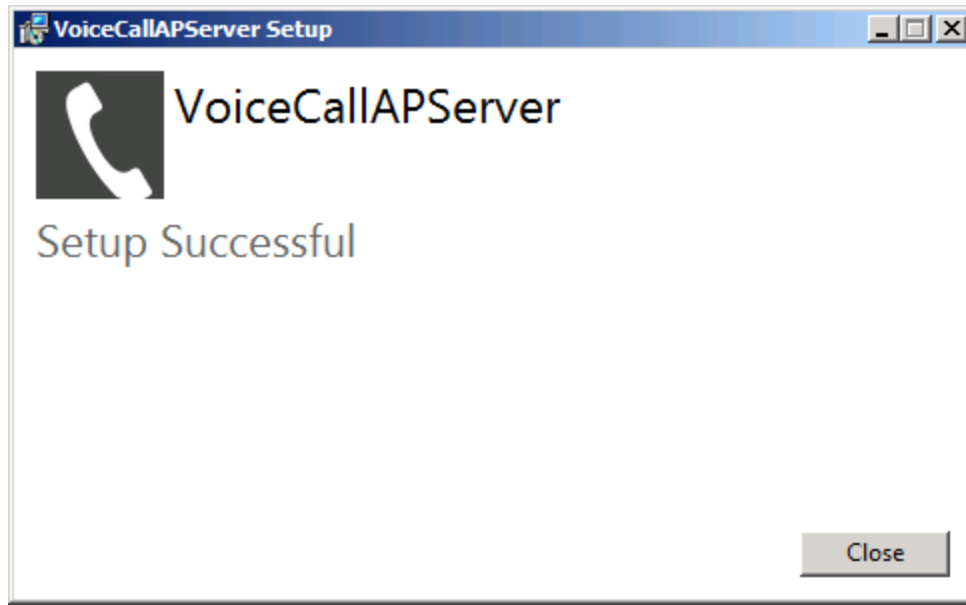
 The start of installation can be frozen for a time up to 1 minute in the case of offline mode. This delay occurs due to check of digital signature of component.

To install Voice Call Server:

1. Run the .exe file. The **VoiceCallAPServer Setup** window will be displayed. Click **Install**.



2. Installation of Voice Call Server will be started.
3. Click **Close** to close the wizard.



4. Open the registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\BSP\{AAD4287A-8741-8745-B6C5-9FB056A56CE1} and specify parameter for Voice Call Server:

**Port:** type: REG\_SZ; value: <Voice Call AP Server port (default port number is 8010)>

5. It is required to check the correct functioning of Voice Call Server. To do it, enter the following URL in the browser's navigation bar:

<http://<server address>:<port>/> .

The message translated in five languages (Russian, English, Dutch, Japanese and Chinese) should be displayed.

6. Open Voice Call Server port and Twilio port in Windows Firewall:

- Open **Windows Firewall** by clicking **Start -> Control Panel -> System and Security -> Windows Firewall**.
- Click **Advanced settings** in the left pane.
- Click **Inbound Rules** in the **Windows Firewall with Advanced Security** dialog box.
- Click **New Rule** in the left pane.
- In the **New Inbound Rule Wizard** dialog box, select the **Port** option.
- Specify all required parameters for Voice Call Server port (Voice Call Server default port number is 8010).
- After filling in all required fields, click **Finish**.
- Click **Outbound Rules** in the **Windows Firewall with Advanced Security** dialog box.
- Click **New Rule** in the left pane.
- In the **New Outbound Rule Wizard** dialog box, select the **Port** option.
- Specify all required parameters for Twilio port (Twilio port number is 433).

- After filling in all required fields, click **Finish**.
- Both ports will be successfully open in Windows Firewall.

## Configuring Voice Call Server to Work Through HTTP Proxy

To configure Voice Call Server to work through HTTP proxy, follow the steps:

1. Open the **web.config** file that is located in **C:\inetpub\wwwroot\VoiceCallAPServer**.
2. Add **proxyAddress="<IP address of http proxy> <port>"** and **useDefaultProxy="false"** attributes to the **<binding>** tag. E.g.:

```
<system.serviceModel>
<bindings>
<basicHttpBinding>
<binding name="BasicHttpsBinding_IPushSenderProxy"
closeTimeout="00:00:05" openTimeout="00:00:05" receiveTimeout="00:00:05" sendTimeout="00:00:05"
proxyAddress="http://<IP Address>:<port>" useDefaultWebProxy="false">
<security mode="Transport"/>
</binding>
</basicHttpBinding>
</bindings>
<client>
<endpoint address="https://proxy.athas.com/OobProxy/Service.svc" binding="basicHttpBinding" bindingConfiguration="BasicHttpsBinding_IPushSenderProxy" contract="IPushSenderProxy" name="BasicHttpsBinding_IPushSenderProxy"/>
</client>
</system.serviceModel>
```



## Removing Voice Call Server

In this chapter:

- [Microsoft Windows Server 2008](#)
- [Microsoft Windows Server 2012](#)

### Microsoft Windows Server 2008

1. In the **Start** menu, select **Control panel** and then double-click **Programs and Features**.
2. Select **Voice Call Server** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

### Microsoft Windows Server 2012/2012 R2

1. In the **Search** menu, select **Apps > Control Panel > Programs > Programs and Features**.
2. Select **Voice Call Server** and click **Uninstall**.
3. Confirm the removal.
4. Wait a few seconds until the removal is completed.

# Troubleshooting

**i** This chapter provides solutions for known issues. If you encounter any problems that are not mentioned here, please contact the support service.

In this chapter:

- [Cannot Install Voice Call Server](#)
- [Test Page Is Not Loaded While Checking Voice Call Server](#)

## Cannot Install Voice Call Server

### Description:

Error appears when installing Voice Call Server on your computer.

### Cause:

- a. You have no space left on the disk.
- b. You are installing Voice Call Server on the OS with the wrong bitness.
- c. You are installing Voice Call Server before installing NetIQ Advanced Authentication Framework.

### Solution:

- a. Free the amount of disk space needed for installation.
- b. Check your OS's bitness (x64/x86) and run the corresponding installer (x64/x86).
- c. Install NetIQ Advanced Authentication Framework first.

## Test Page Is Not Loaded While Checking Voice Call Server

### **Description:**

The test page is not loaded while checking the functioning of Voice Call Server.

### **Cause:**

- a. URL that is entered in the browser's navigation bar contains the Voice Call Server port that doesn't correspond to the specified port in the registry.
- b. Installation of Web Server (IIS) server role and .NET Framework was performed incorrectly.

### **Solution:**

- a. Check whether URL that is entered in the browser's navigation bar contains the Voice Call Server port that corresponds to the specified port in the registry.
- b. Ensure that Web Server (IIS) server role was installed before the installation of .NET Framework.

## Taking Logs from Voice Call Server

1. Open **Internet Information Services (IIS) Manager**.
2. Right-click **NetIQ Voice Call Authentication Provider Server** from the list of available connections and click **Edit Permissions. VoiceCallAPServer Properties** will be displayed.
3. Go to the **Security** tab. Click the **Edit** button. Permissions for **VoiceCallAPServer** will be displayed.
4. Click the **Add** button. Enter ***IIS AppPool\VoiceCallAPServerAppPool*** as the object name in the **Select Users or Groups** dialog box and click the **Check Names** button.
5. The entered object names is underlined. Click **OK**.
6. Add **Full control** permission for an applicable object name in the **VoiceCallAPServer** dialog box and click **OK**.
7. Logs will be located in **C:\inetpub\wwwroot\VoiceCallAPServer\Content\logs\**.

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