



NetIQ Advanced Authentication Framework - Web Enrollment Wizard

User's Guide

Version 5.1.0

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Introduction

About This Document


Purpose of the Document


This Web Enrollment Wizard 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 use Web Enrollment Wizard.

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.


Document Conventions

This document uses the following 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, and buttons are put in bold type, e.g.: the **Logon** window.

Supported Browsers

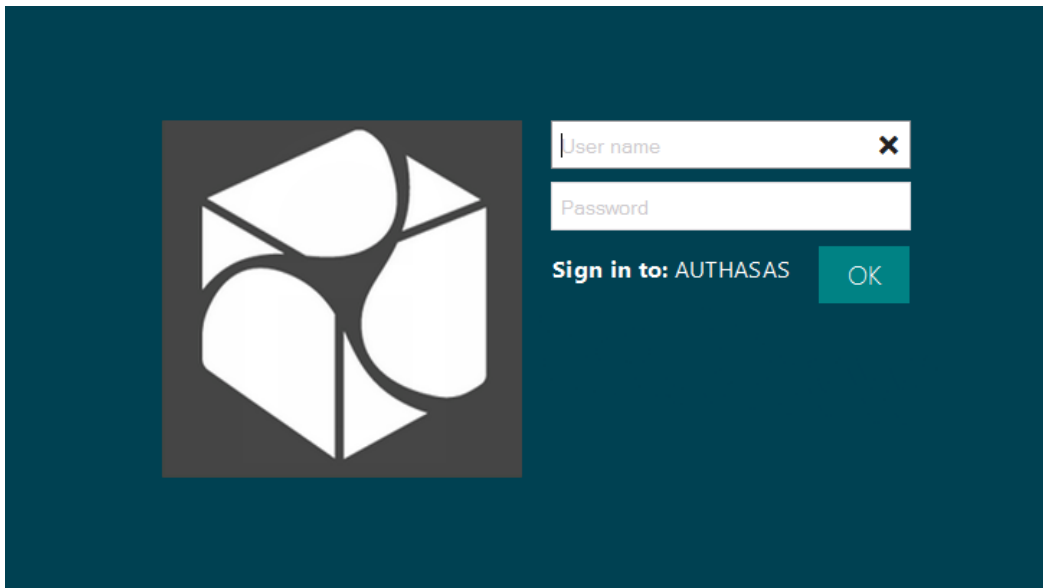
Web Enrollment Wizard is supported by the following browsers:

- Internet Explorer 10.0 and later
- Google Chrome 32.0 and later
- Mozilla Firefox 26.0 and later
- Opera 19.0 and later

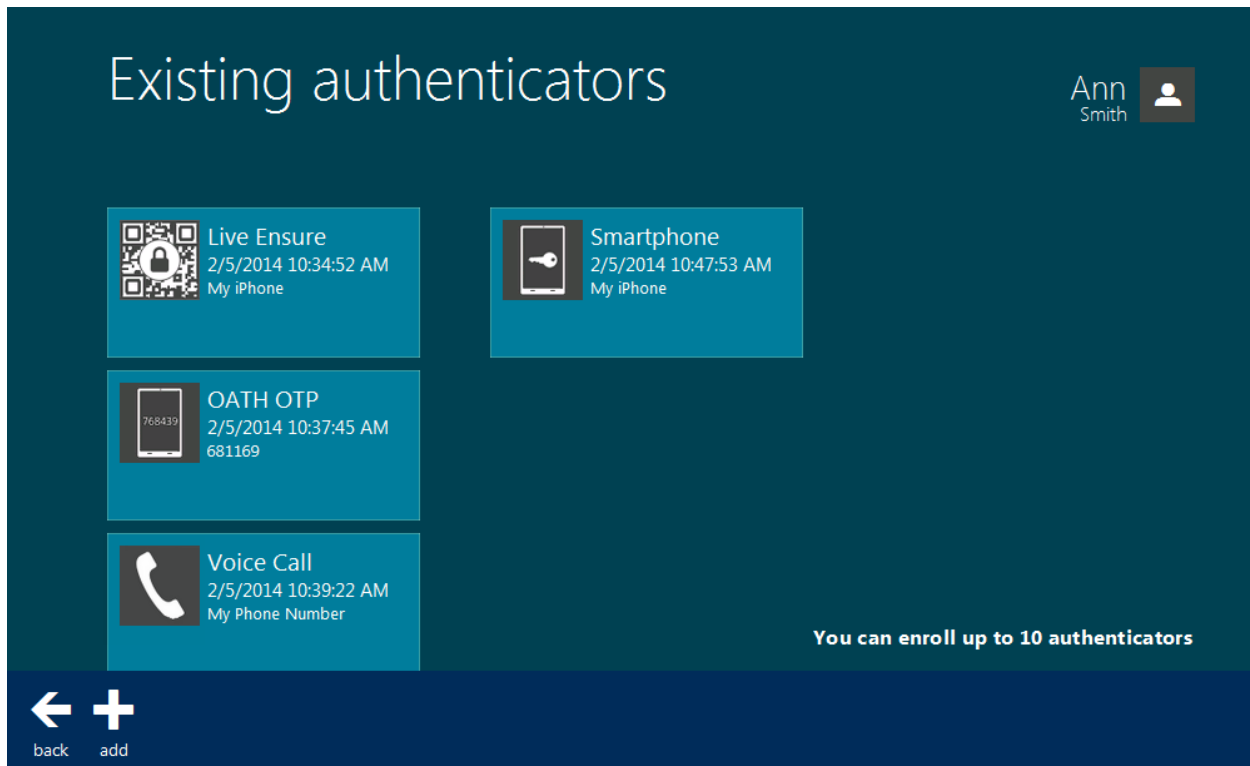
Managing NetIQ Web Enrollment Wizard

The NetIQ Web Enrollment Wizard allows users to enroll or manage authenticators from any place (workstation, laptop, tablet PC or smartphone) in the web browser, without necessity to install any software.

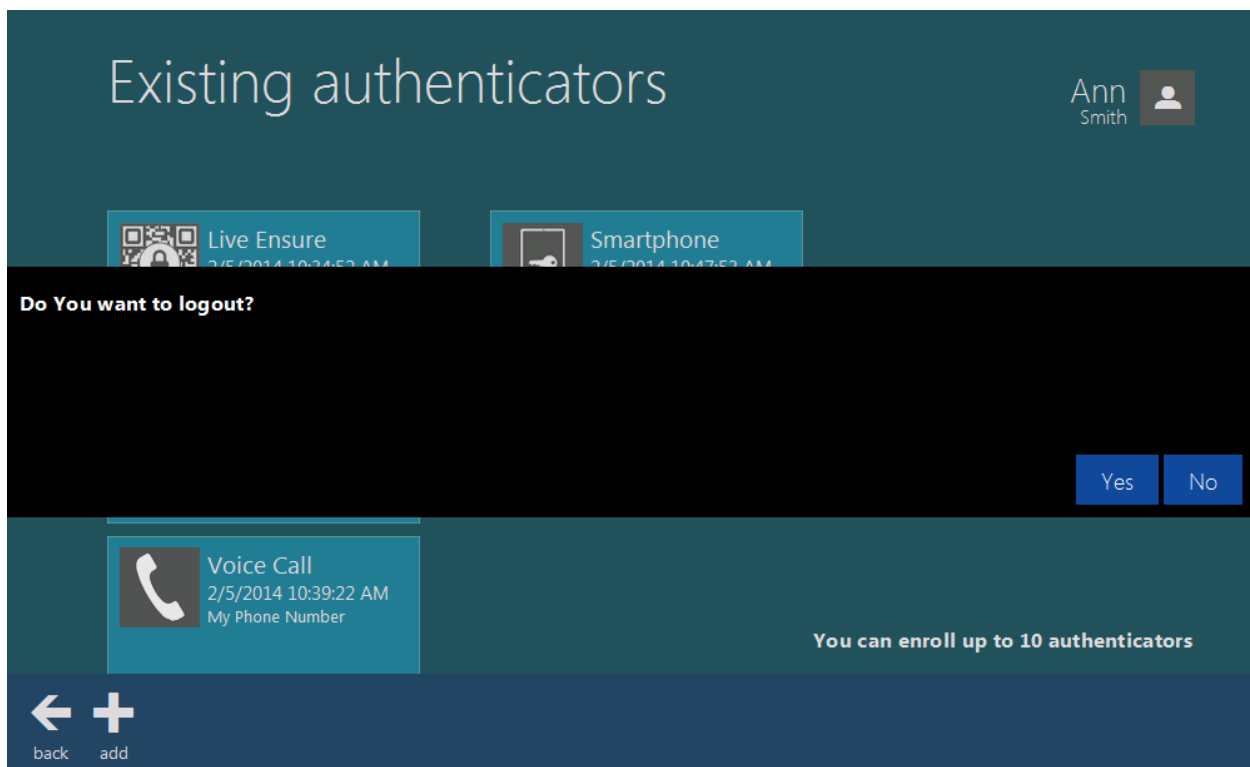
1. To open NetIQ Web Enrollment Wizard, go to `http://<domain name server or IP address>/WEW`.
2. Enter your user name and domain password. Click **OK**.



3. After the successful authentication, the list of enrolled authenticators will be displayed.



- To switch the user or to log out, click **Back** or click the user account picture and select **Logout**. Click **Yes**.



Authenticators Enrollment

NetIQ Web Enrollment Wizard allows you to enroll the following authenticators:

- [Live Ensure Authenticator](#)
- [OATH OTP Authenticator](#)
- [Smartphone Authenticator](#)
- [SMS Authenticator](#)
- [Voice Call Authenticator](#)
- [YubiKey OATH HOTP Authenticator](#)

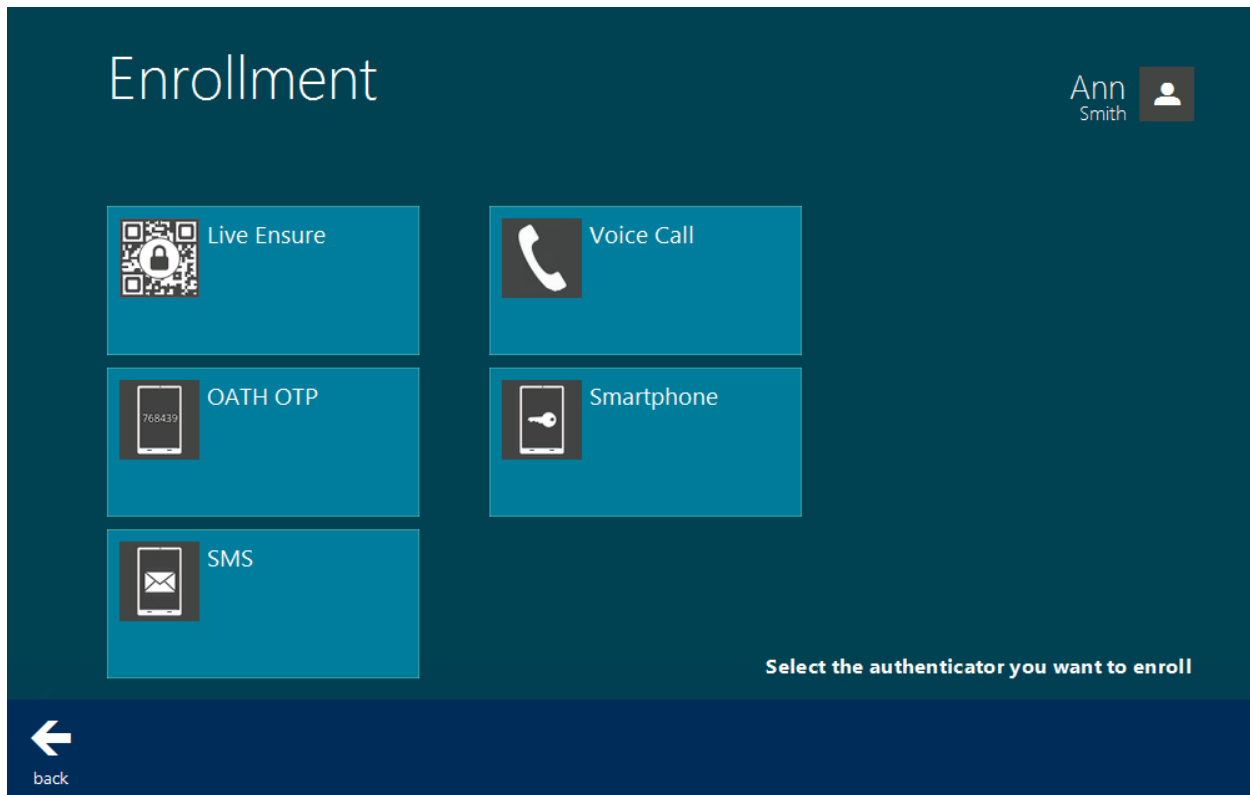
Live Ensure Authenticator



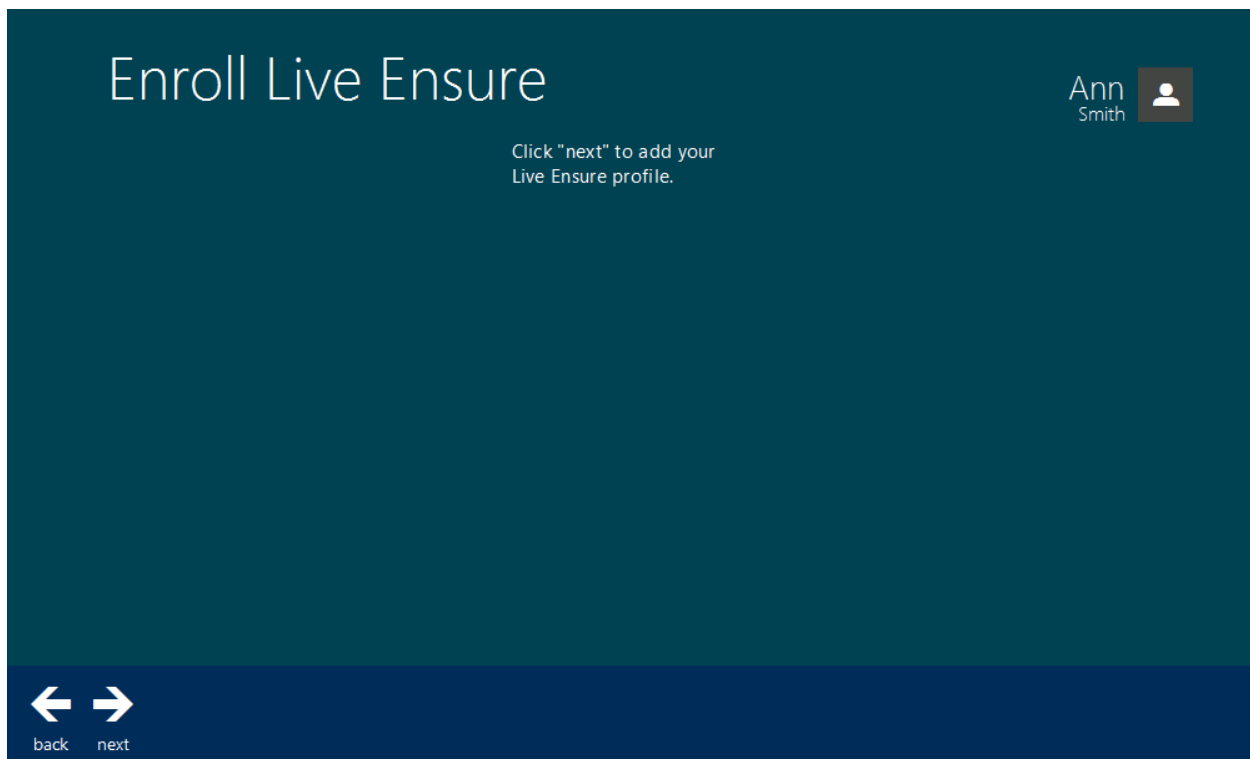
NetIQ administrator defines the maximum number of authenticators you can have which means you cannot enroll any more authenticators once you have reached the limit.

To enroll a Live Ensure authenticator:

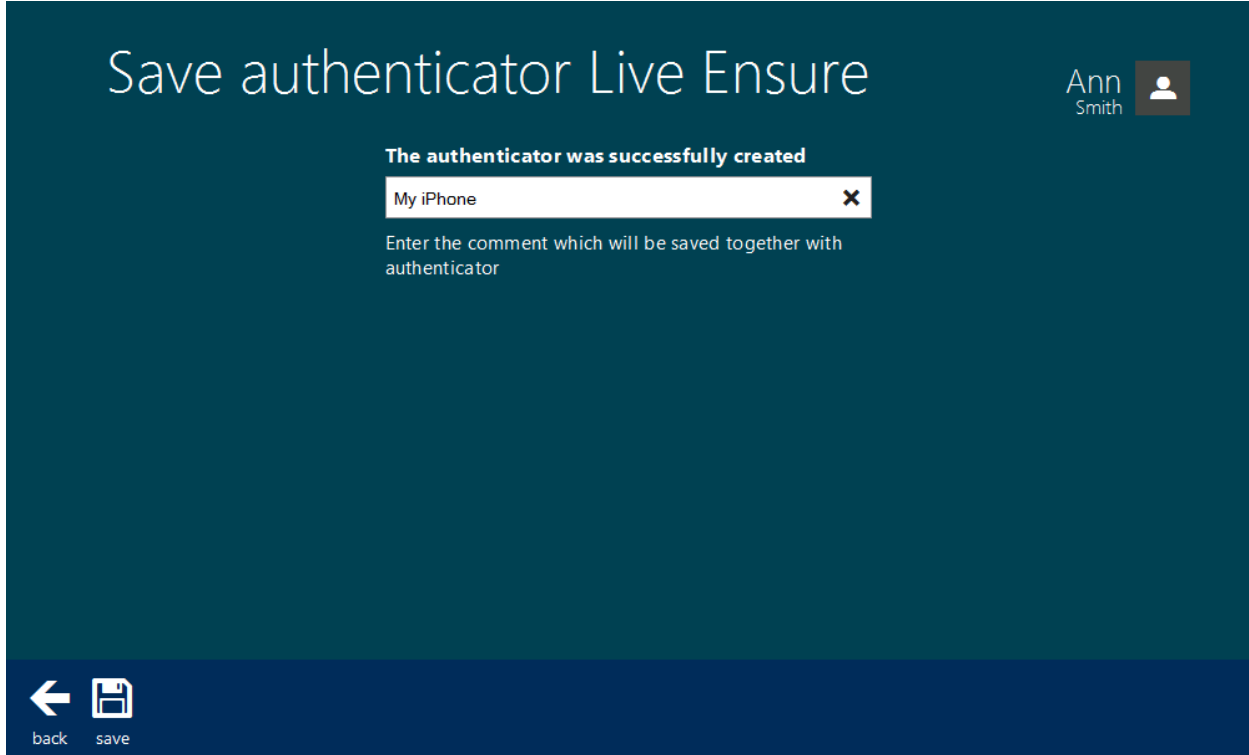
1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **Live Ensure** from the list of available authenticators.



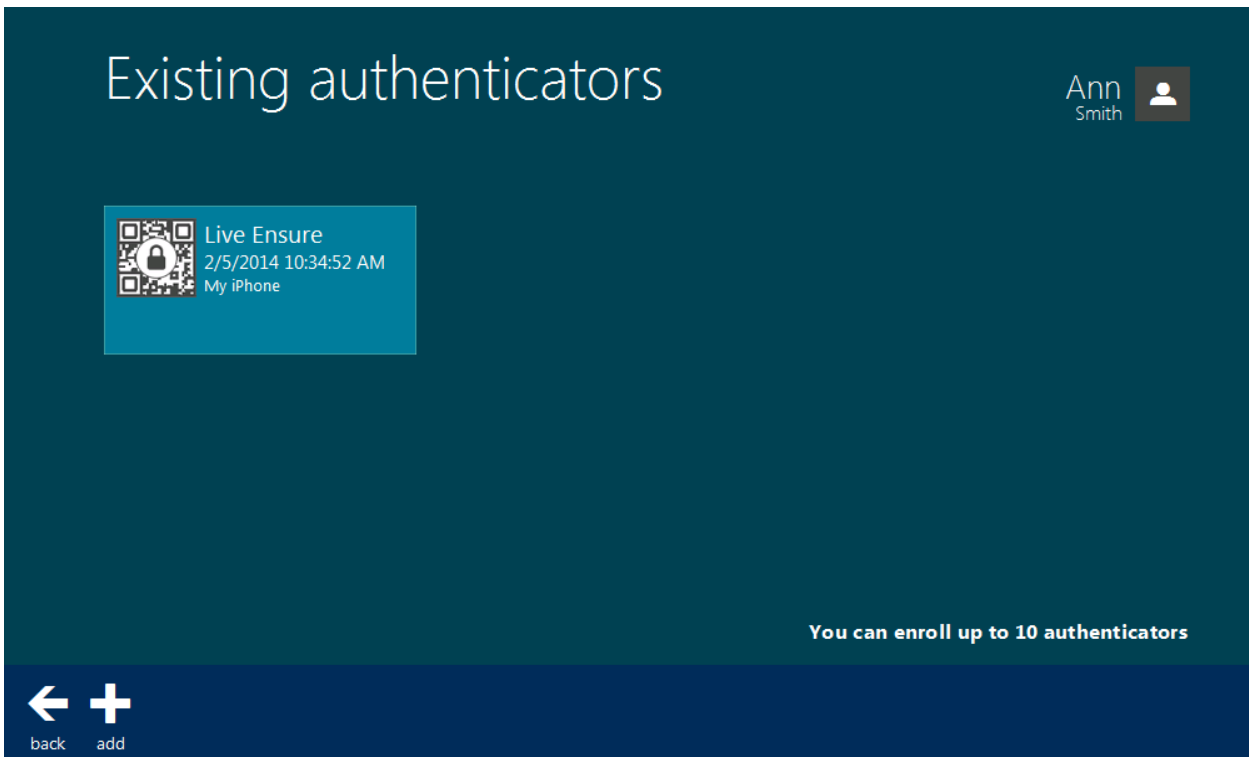
3. Click **Next** to add your Live Ensure profile.




4. Enter the comment which will be saved together with authenticator. Click **Save**.



5. Live Ensure authenticator is created and is visible in the list of enrolled authenticators.

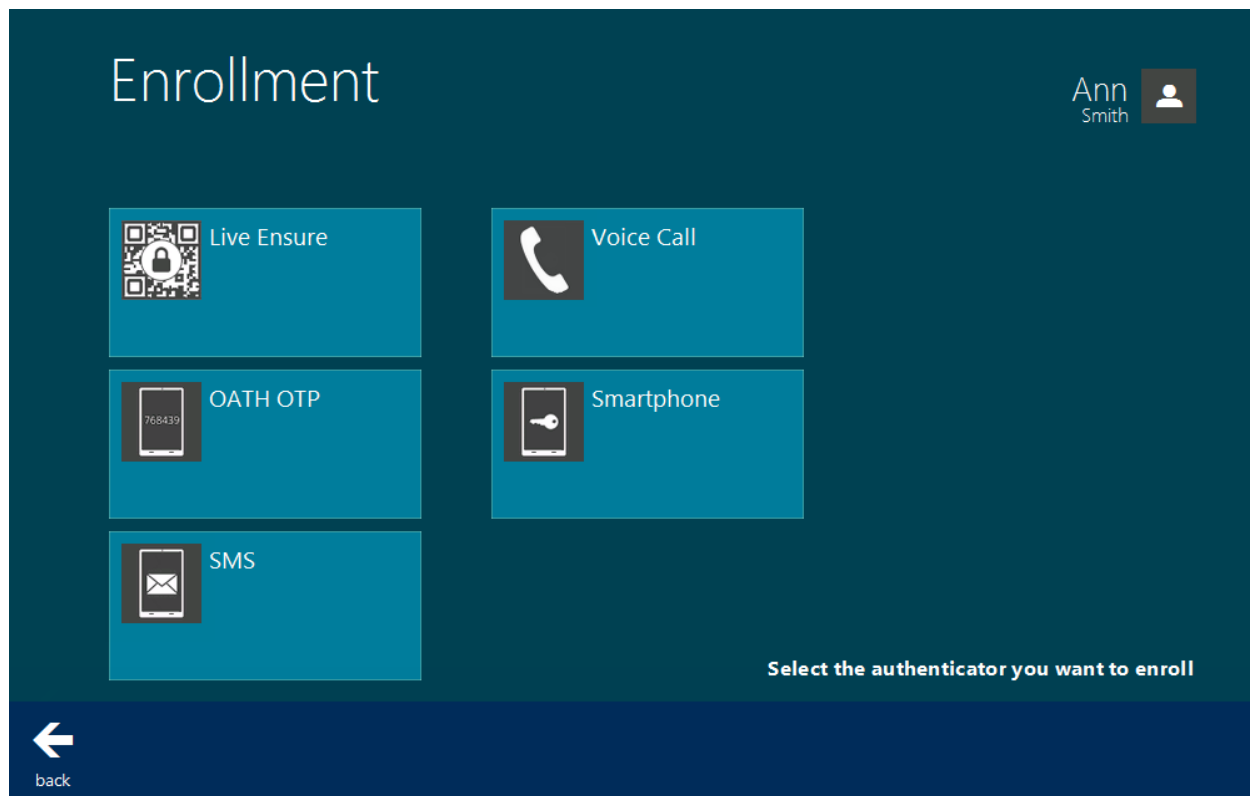


OATH OTP Authenticator

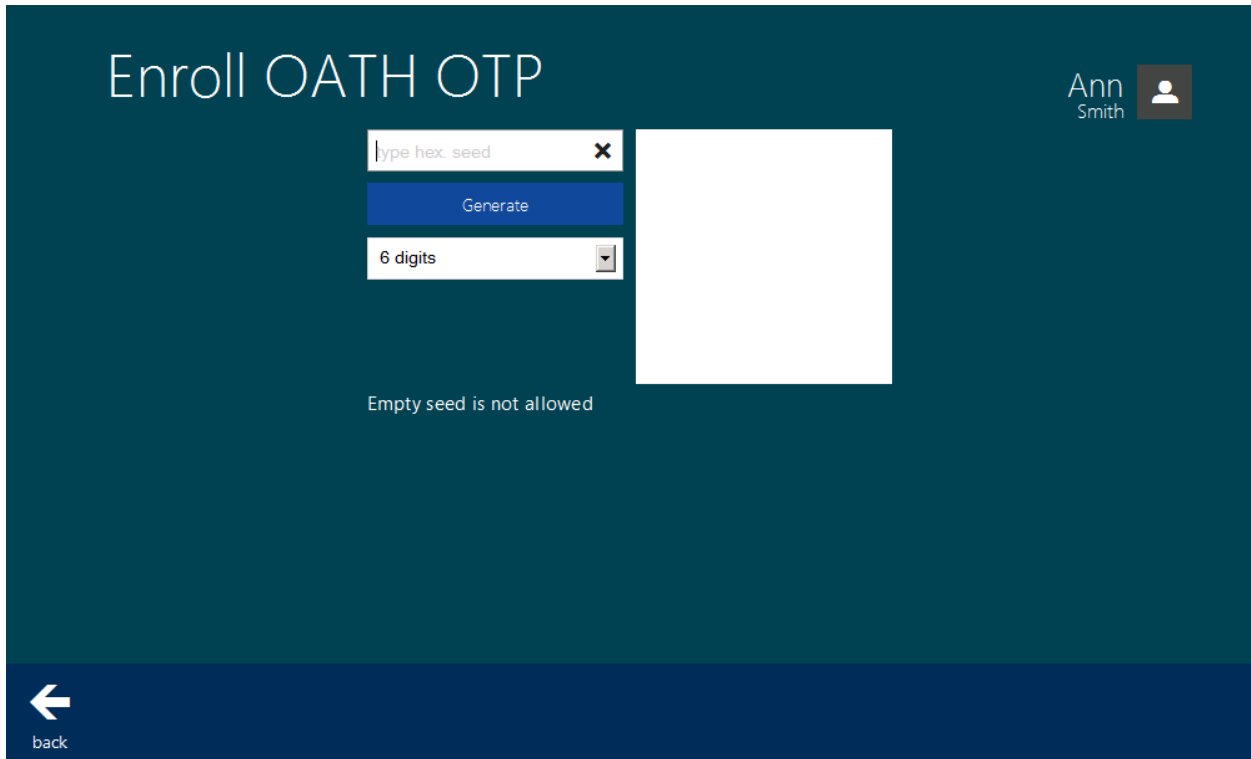
 NetIQ administrator defines the maximum number of authenticators you can have which means you cannot enroll any more authenticators once you have reached the limit.

To enroll an OATH OTP authenticator:

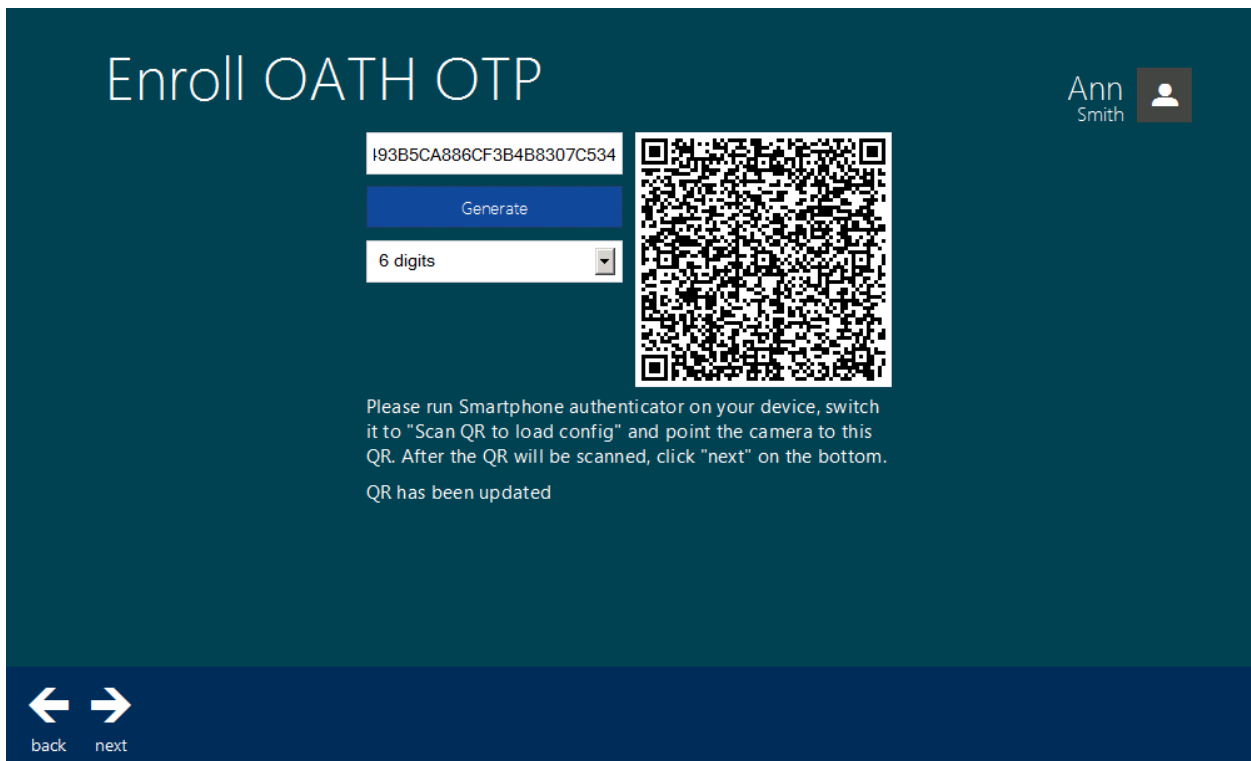
1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **OATH OTP** from the list of available authenticators.



3. Enter the seed to the text field. Select one of the following methods:
 - click the **Generate** button for automatic seed generation;
 - type it manually using the stated symbols.

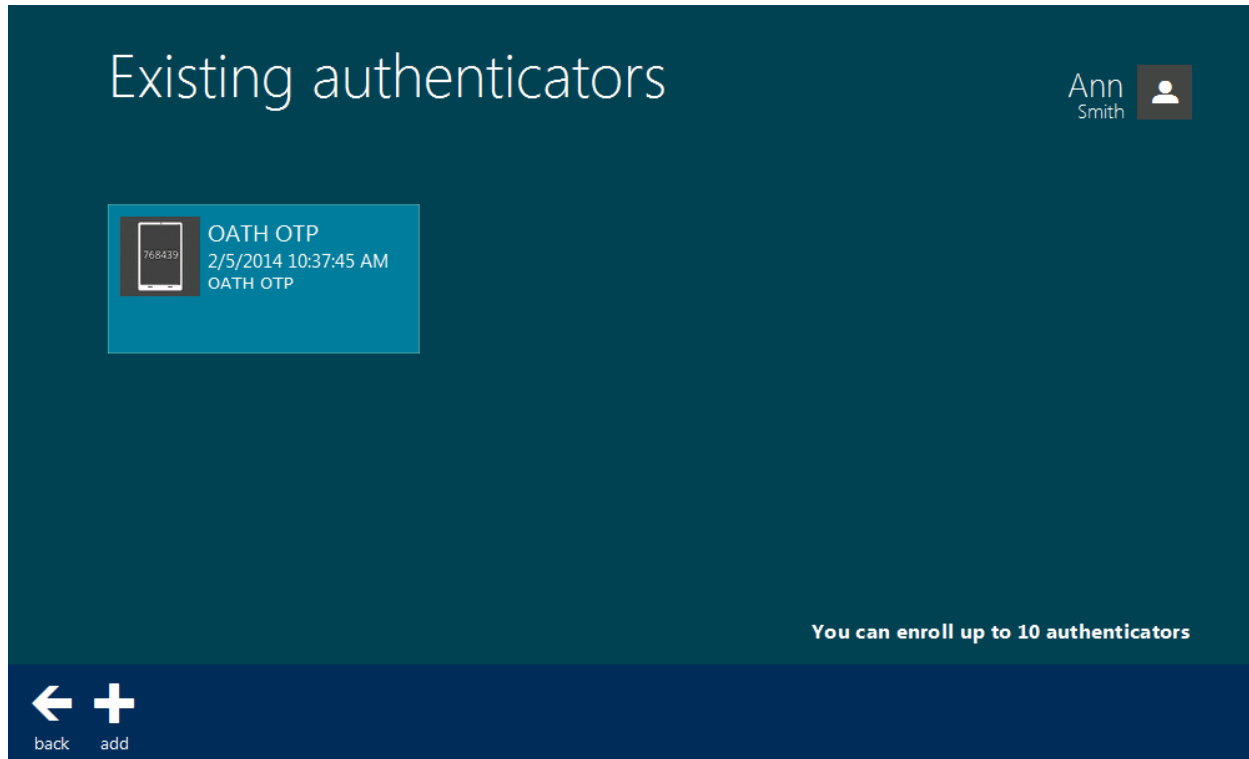


4. Run NetIQ Smartphone Authenticator, tap **Scan QR to load config** and point the camera to the QR.




Click **Next** to continue.

5. Enter the comment which will be saved together with authenticator. Click **Save**.
6. OATH OTP authenticator is created and is visible in the list of enrolled authenticators.

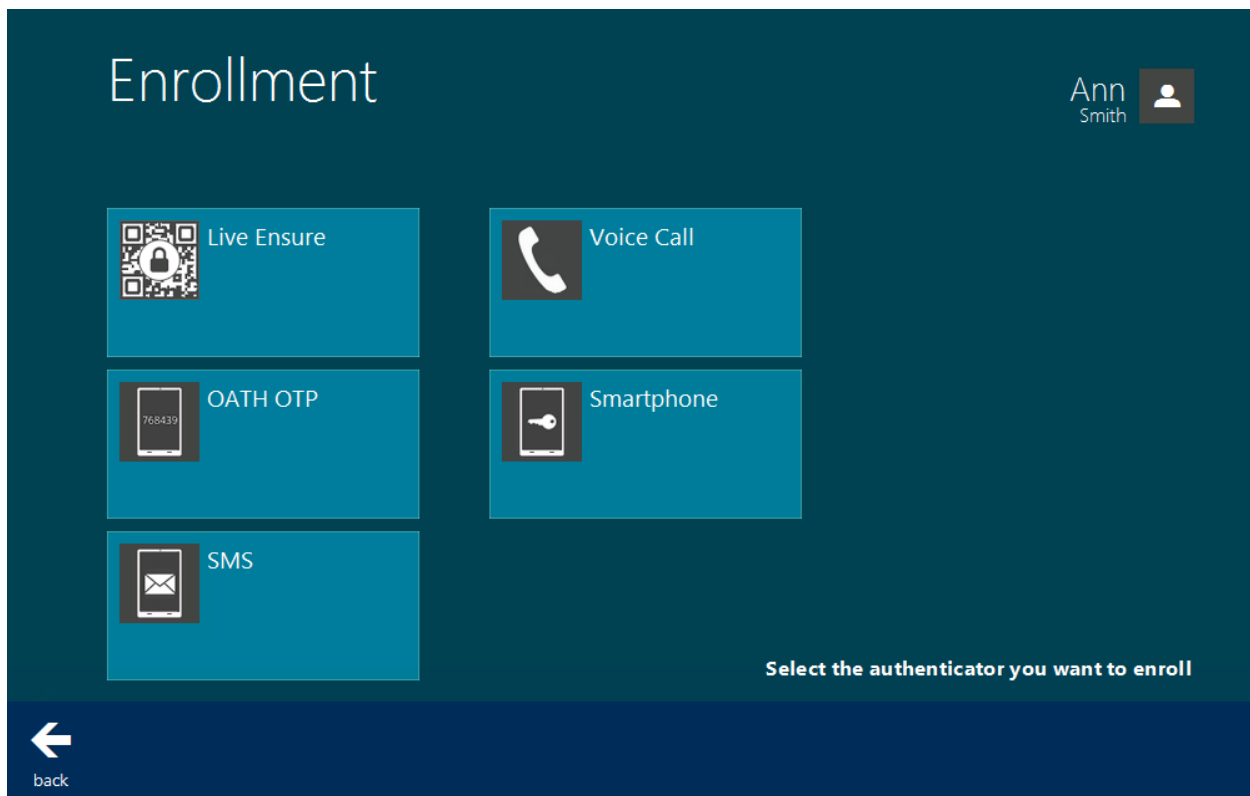


Smartphone Authenticator

 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 **Add** at the main menu of Web Enrollment Wizard.
2. Select **Smartphone** from the list of available authenticators.



3. Run NetIQ Smartphone Authenticator, tap **Scan QR to load config** and point the camera to the QR.

Enroll Smartphone

Ann
Smith 



Please run Smartphone authenticator on your device, switch it to "Scan QR to load config" and point the camera to this QR



back


Click **Next** to continue.

4. Enter the comment which will be saved together with authenticator. Click **Save**.

Save authenticator Smartphone

Ann
Smith 

The authenticator was successfully created

My iPhone 

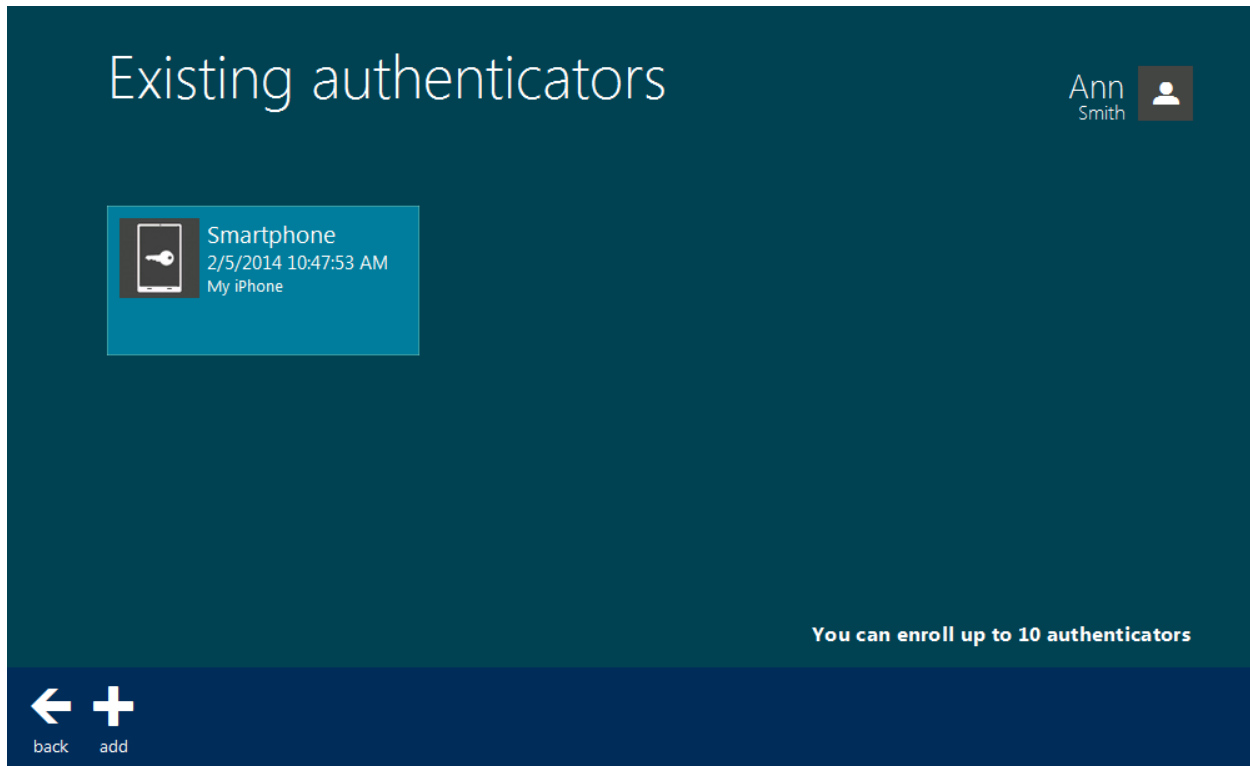
Enter the comment which will be saved together with authenticator




back

save

5. OATH OTP authenticator is created and is visible in the list of enrolled authenticators.

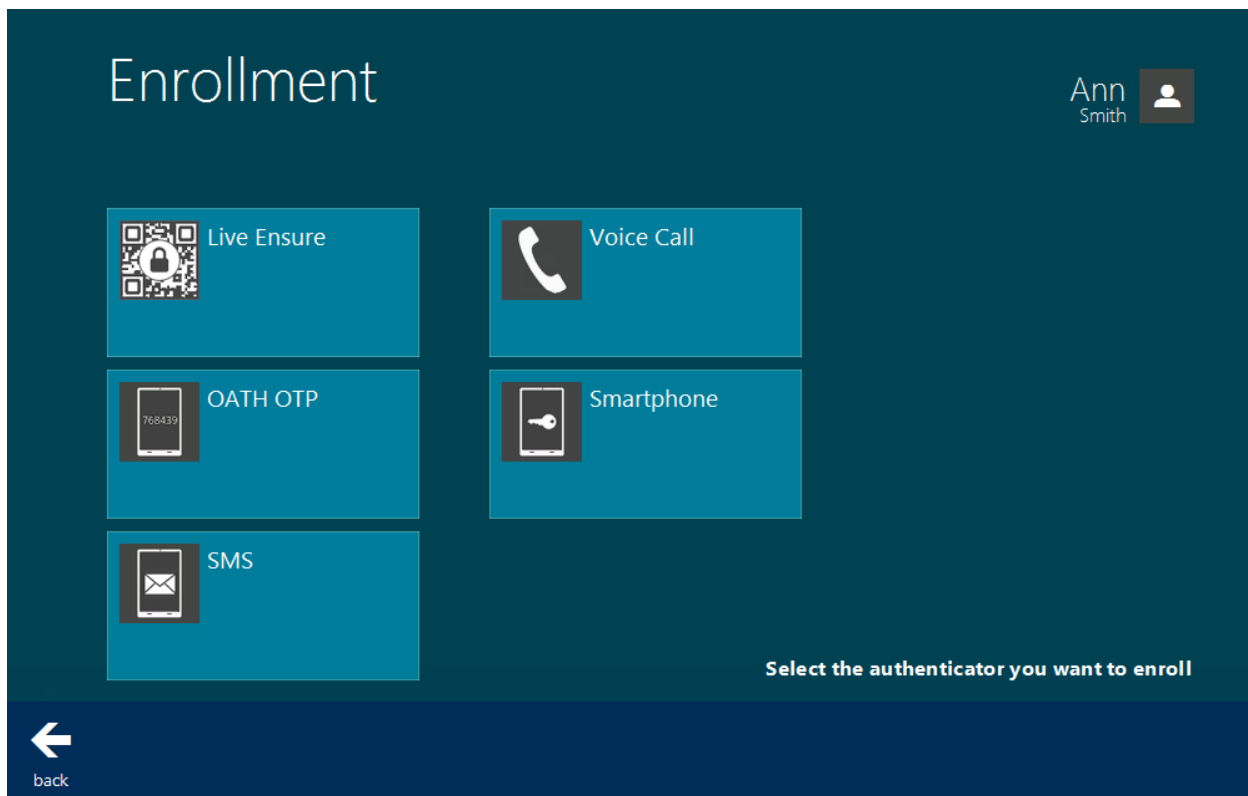


SMS Authenticator

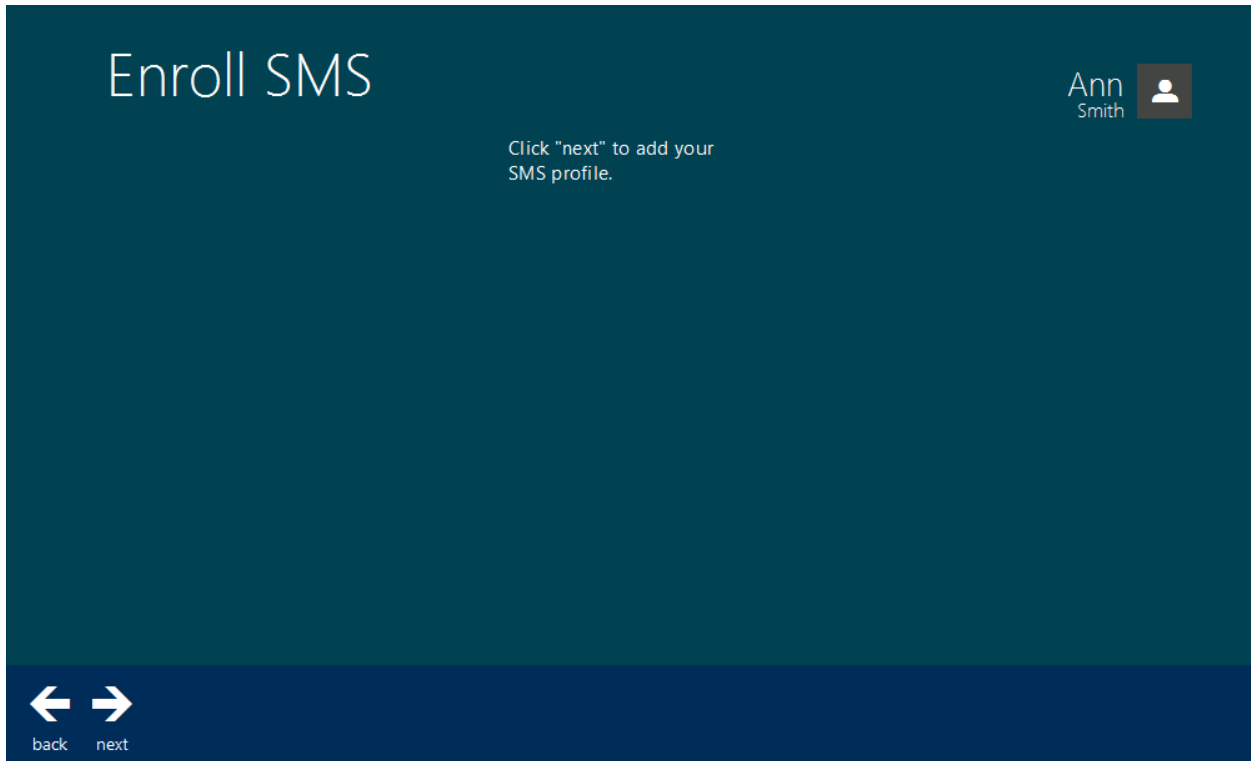
 NetIQ administrator defines the maximum number of authenticators you can have which means you cannot enroll any more authenticators once you have reached the limit.

To enroll a SMS authenticator:

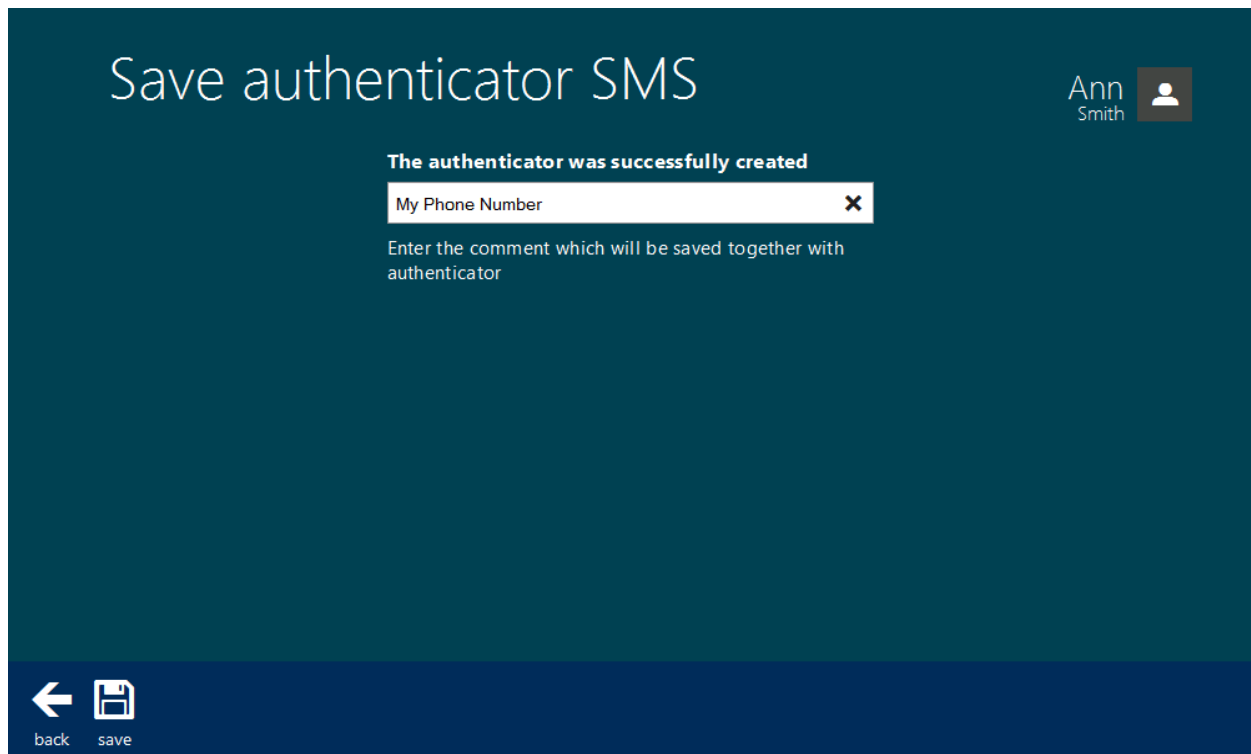
1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **SMS** from the list of available authenticators.



3. Click **Next** to add your SMS profile.




4. Enter the comment which will be saved together with authenticator. Click **Save**.



5. SMS authenticator is created and is visible in the list of enrolled authenticators.

Existing authenticators


Ann
Smith 

 SMS
2/5/2014 10:39:10 AM
My Phone Number

You can enroll up to 10 authenticators

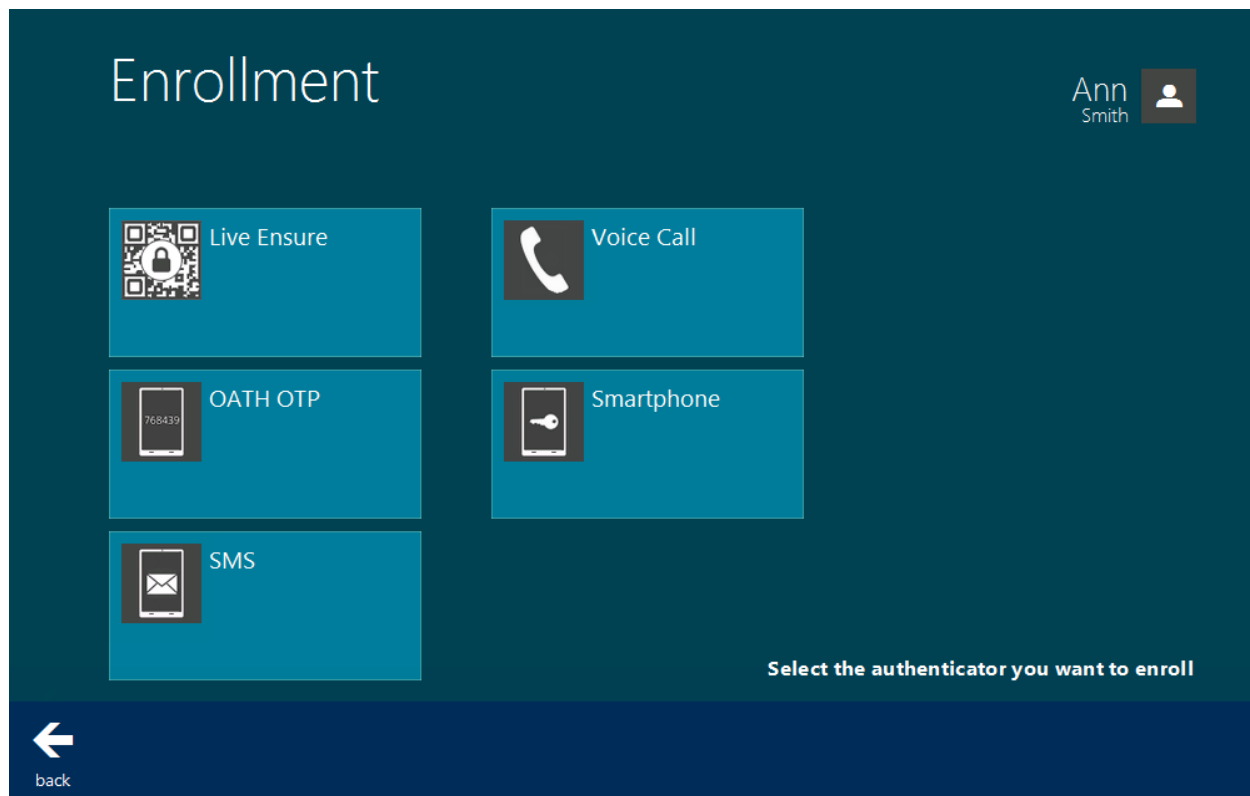


Voice Call Authenticator

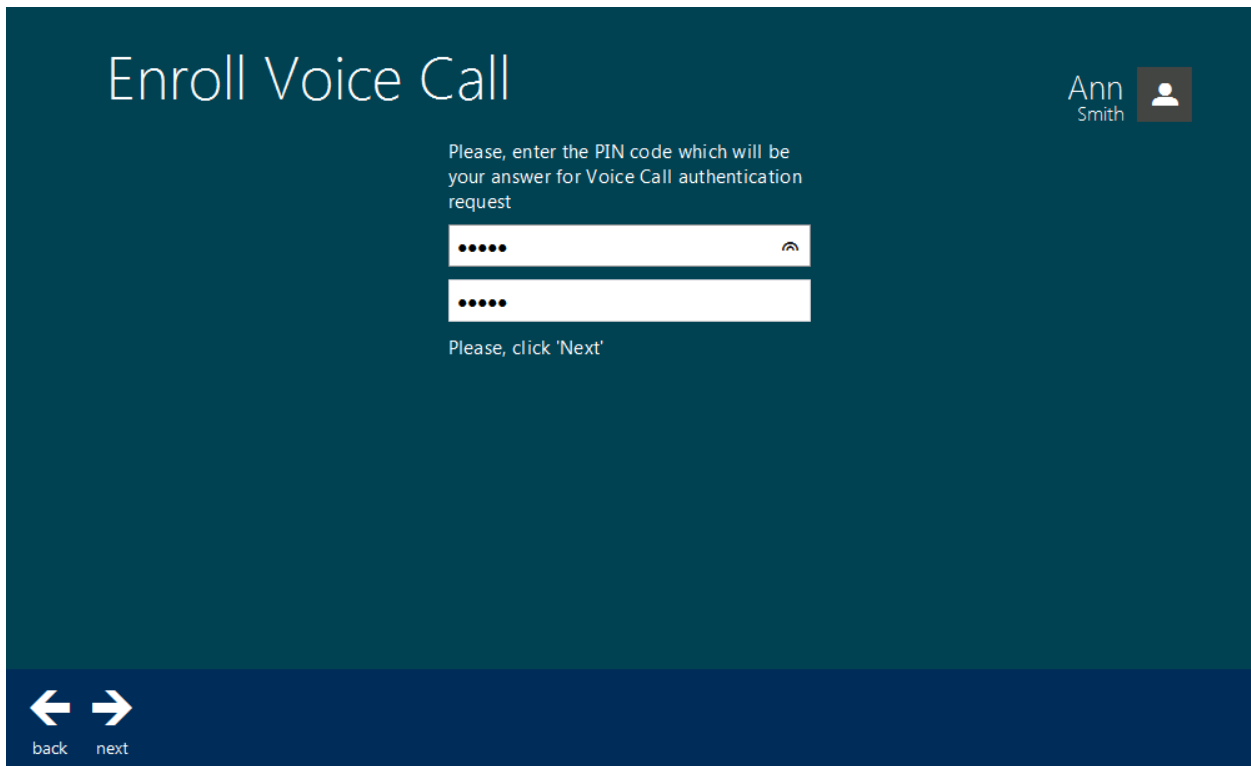
 NetIQ administrator defines the maximum number of authenticators you can have which means you cannot enroll any more authenticators once you have reached the limit.

To enroll a Voice Call authenticator:

1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **Voice Call** from the list of available authenticators.

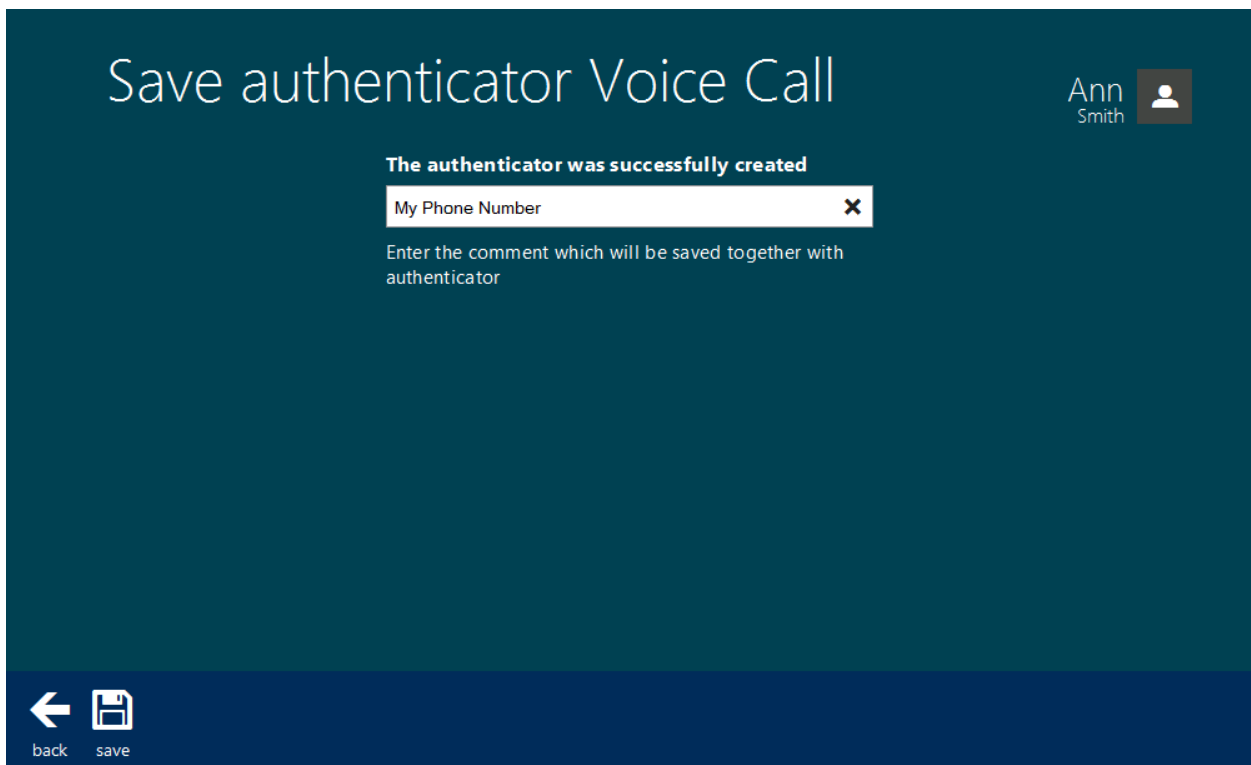


3. Enter the PIN code which will be your answer for Voice Call authentication request.

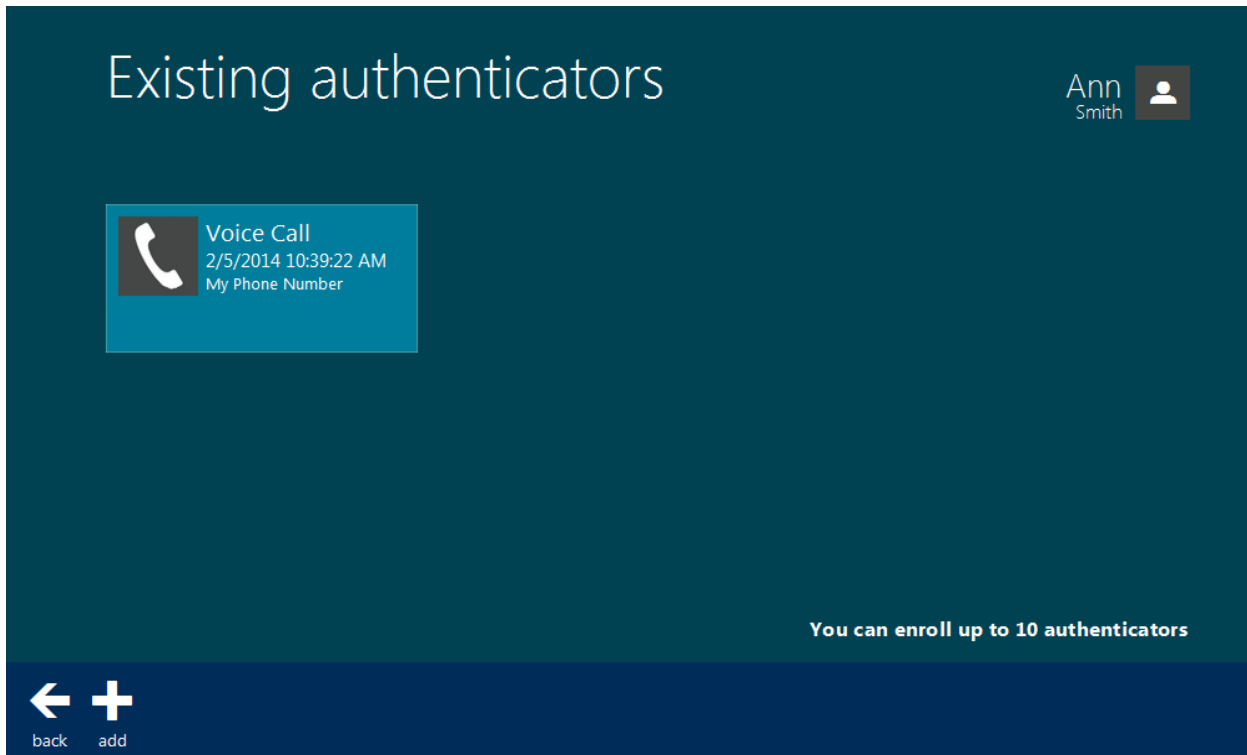


Click **Next**.


4. Enter the comment which will be saved together with authenticator. Click **Save**.



5. Voice Call authenticator is created and is visible in the list of enrolled authenticators.

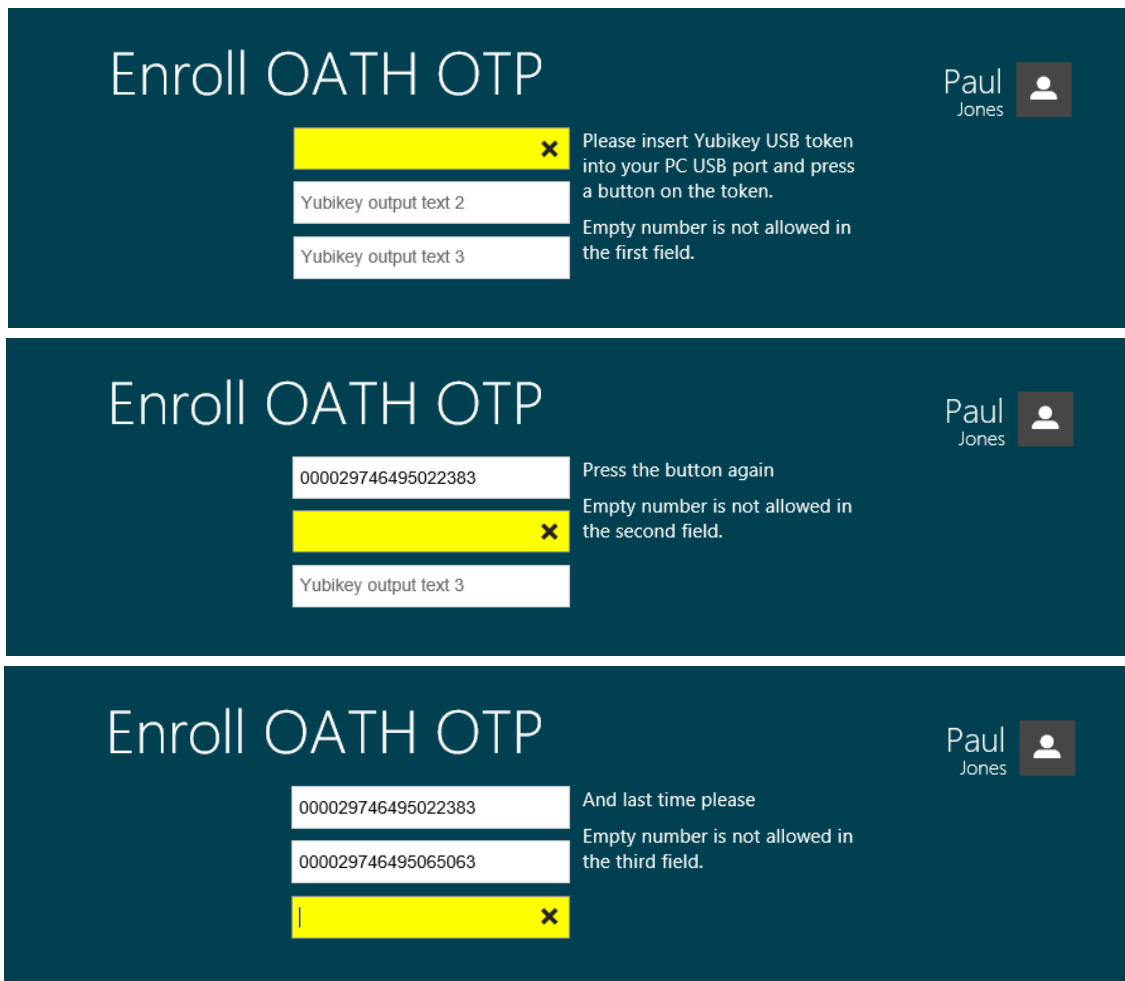


Yubikey OATH HOTP Authenticator

 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 YubiKey OATH HOTP authenticator:

1. Click **Add** at the main menu of Web Enrollment Wizard.
2. Select **YubiKey OATH HOTP** from the list of available authenticators.
3. Insert YubiKey USB token into your PC USB port.
4. Press a button on the token 3 times to enter 3 different OTPs.



The screenshots show the 'Enroll OATH OTP' wizard for user Paul Jones. The first screen shows a yellow error bar with an 'x' icon and the message 'Please insert Yubikey USB token into your PC USB port and press a button on the token.' Below are two input fields labeled 'Yubikey output text 2' and 'Yubikey output text 3'. The second screen shows the first input field containing '000029746495022383' and a yellow error bar with an 'x' icon and the message 'Empty number is not allowed in the second field.' The third screen shows the first two input fields containing '000029746495022383' and '000029746495065063' respectively, and a yellow error bar with an 'x' icon and the message 'Empty number is not allowed in the third field.'

5. Enter the comment which will be saved together with authenticator. Click **Save**.
6. YubiKey OATH HOTP authenticator is created and is visible in the list of enrolled authenticators.

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 enroll any authenticator](#)
- [Login was unsuccessful](#)

Cannot Enroll Any Authenticator

Description:

The Add button is not displayed at the main page of NetIQ Web Enrollment Wizard. It is impossible to enroll any authenticator.

Cause:

Authenticators enrollment is not allowed.

Solution:

Contact NetIQ administrator.

Login Was Unsuccessful

Description:

When logging on to NetIQ Web Enrollment Wizard, the following error is displayed: "*Login was unsuccessful*".

Cause:

Password logon is not allowed.

Solution:

Contact NetIQ administrator.

Cannot Synchronize HOTP Counter

Description:

When enrolling the YubiKey OATH HOTP authenticator, the following error is displayed: "*Can't synchronize HOTP Counter. Please try again.*"

Solution:

Try to enroll the YubiKey OATH HOTP authenticator once again. If it doesn't help, then:

- a. NetIQ administrator should check the value of the **Maximum value for HOTP counter** field of the **HOTP policy**. The recommended value is 3000.
- b. Ask NetIQ administrator to reset your token and to re-enroll it.

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PIN 19

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User 1