



NetIQ Access Manager - Advanced Authentication Plugin

Installation Guide

Version 5.1.0

Table of Contents

Table of Contents	1
Table of Contents	2
Introduction	3
About This Document	3
Environment	4
NetIQ Access Manager Advanced Authentication Plugin Installation	5
NetIQ Access Manager Advanced Authentication Plugin Manual Installation	7
Plugin Core Files	7
JSP Files	8
Applet Files	9
NetIQ Authentication Support Configuration	11
NetIQ Email Authentication Support Configuration	12
NetIQ Flash Drive Authentication Support Configuration	13
NetIQ OATH OTP Authentication Support Configuration	14
NetIQ RADIUS Authentication Support Configuration	15
NetIQ RTE Authentication Support Configuration	16
NetIQ Security Questions Authentication Support Configuration	17
NetIQ Smartcard Authentication Support Configuration	18
NetIQ Smartphone Authentication Support Configuration	20
NetIQ SMS Authentication Support Configuration	21
NetIQ Voice Call Authentication Support Configuration	22
Certificate Installation	23
Localization	24
Troubleshooting	25
NetIQ Web Service Is Not Installed, Not Configured or Protected By Firewall	25
NetIQ Authenticore Server Is Not Installed, Not Configured or Protected By Firewall	26
NetIQ Access Manager Is Not Available	27
Incorrect Password/Username of Active Directory Domain Administrator Was Set In NetIQ Access Manager	28
Active Directory Is Not Set In NetIQ Access Manager as a Default Type of Storage	29
Server Replicas Are Not Configured or Wrong Configured	30
Search Contexts Are Not Configured or Wrong Configured	31
Cannot Enroll Authenticator	32
One-Time Password Doesn't Work	33
Index	34

Introduction


About This Document


Purpose of the Document

This NetIQ Access Manager Advanced Authentication Plugin Installation Guide is intended for system administrators and describes how to install NetIQ Access Manager Advanced Authentication Plugin.


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.

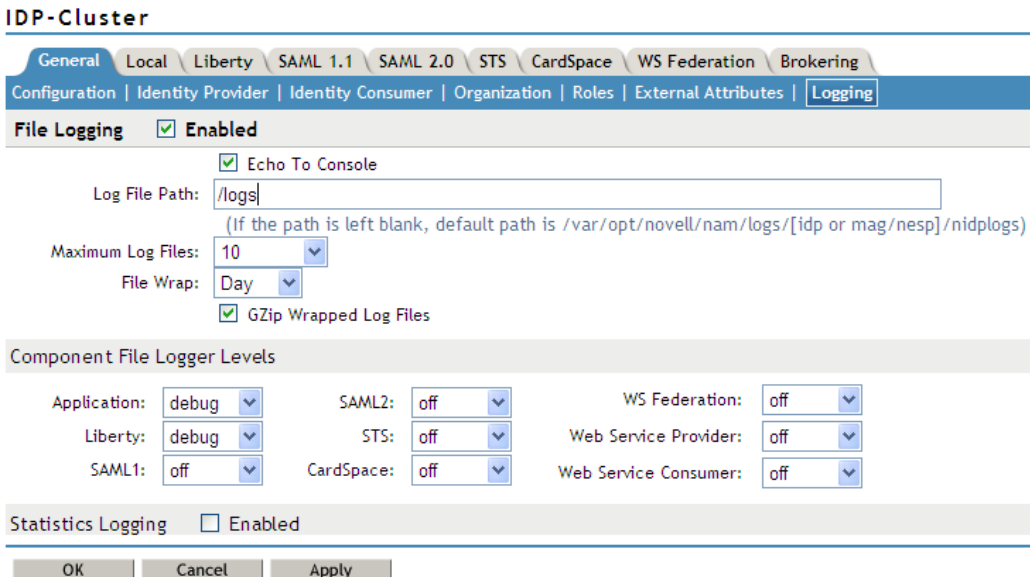
Environment

Components that are required for installation:

- NetIQ Access Manager 4.0.1/NetIQ Access Manager 4.1
- NetIQ Web Service 4.8 and later (all necessary authentication providers should be installed together with Web Service)
- NetIQ Password Filter should be obligatory installed on all Domain Controllers in the domain

 Flash support is available on Linux only when liblkid is installed and udev rules are set. Udev rules allow access to usb-devices for non-superusers.

 LogFile parameter should contain a full path to log file. If it contains only a file name without the actual path, it will be placed into a temporary folder by default. It will be possible to find a path only with "find / -name [logfile]". Otherwise LogFile parameter will be placed to the folder that was created or chosen by the user.



IDP-Cluster

General Local Liberty SAML 1.1 SAML 2.0 STS CardSpace WS Federation Brokering

Configuration | Identity Provider | Identity Consumer | Organization | Roles | External Attributes | **Logging**

File Logging Enabled

Echo To Console

Log File Path:

(If the path is left blank, default path is /var/opt/novell/nam/logs/[idp or mag/nesp]/nidplogs)

Maximum Log Files:

File Wrap:

GZip Wrapped Log Files

Component File Logger Levels

Application:	<input type="text" value="debug"/>	SAML2:	<input type="text" value="off"/>	WS Federation:	<input type="text" value="off"/>
Liberty:	<input type="text" value="debug"/>	STS:	<input type="text" value="off"/>	Web Service Provider:	<input type="text" value="off"/>
SAML1:	<input type="text" value="off"/>	CardSpace:	<input type="text" value="off"/>	Web Service Consumer:	<input type="text" value="off"/>

Statistics Logging Enabled

OK Cancel Apply

NetIQ Access Manager Advanced Authentication Plugin Installation

Install NAMAPluginSetup.jar to the */opt/novell* folder on NetIQ Access Manager.

Root permissions are required for the installation of NetIQ Access Manager Advanced Authentication Plugin.

To install NetIQ Access Manager Advanced Authentication Plugin:

1. After the installation is started and the *"Welcome to the installation of NetIQ Access Manager – Advanced Authentication Plugin"*, the text is displayed. Press 1 to continue.
2. After the *"Consider it as a license..."* text, press 1 to accept.
3. When you are suggested to select target path, enter *opt/novell*.
4. If the directory already exists and is not empty, press 1 to continue, if you confirm the installation and deleting of all existing files.
5. Select the packs you want to install. Input 1 to select the required pack, 0 – to deselect the pack.
6. After the pack selection is done, press 1 to continue.
7. NetIQ Access Manager Advanced Authentication Plugin was installed successfully on */opt/novell*.

The installation process looks like the following:

```
NAM:~/jre/bin # ./java -jar /flash/NAM_Plugin/1.0.2B/NAMAAPPluginSetup.jar
Welcome to the installation of NetIQ Access Manager - Advanced Authentication Plugin 06.10.2013!
- NetIQ
The homepage is at: http://www.netiq.com/
press 1 to continue, 2 to quit, 3 to redisplay
1
Consider it as a licence...
press 1 to accept, 2 to reject, 3 to redisplay
1
Select target path [/jre/bin]
/opt/novell
The directory already exists and is not empty! Are you sure you want to install here and delete all existing files?
Press 1 to continue, 2 to quit, 3 to redisplay
1
press 1 to continue, 2 to quit, 3 to redisplay
1

Select the packs you want to install:

[<required>] NAM Authentication Plugin Core (NAM Authentication Plugin Core)
[x] OATH Authentication (OATH Authentication Plugin)
input 1 to select, 0 to deselect:
1
[x] Flash Drive Authentication (Flash Drive Authentication Plugin)
input 1 to select, 0 to deselect:
1
[x] Smart Card Authentication (Smart Card Authentication Plugin)
input 1 to select, 0 to deselect:
1

...pack selection done.
press 1 to continue, 2 to quit, 3 to redisplay
1
[ Starting to unpack ]
[ Processing package: NAM Authentication Plugin Core (1/4) ]
[ Processing package: OATH Authentication (2/4) ]
[ Processing package: Flash Drive Authentication (3/4) ]
[ Processing package: Smart Card Authentication (4/4) ]
[ Unpacking finished ]
Install was successful
application installed on /opt/novell
[ Console installation done ]
NAM:~/jre/bin #
```

NetIQ Access Manager Advanced Authentication Plugin Manual Installation

Unzip NAMAAPuginContent.zip into a temporary folder.

Plugin Core Files

Copy NAMAAPuginCore.jar (from the root of the temporary folder), webservices-rt.jar, webservices-api.jar (from the libs subfolder) to:

Linux: /opt/novell/nam/idp/webapps/nidp/WEB-INF/lib

Windows: C:\Program Files (x86)\Novell\Tomcat\webapps\nidp\WEB-INF\lib

Make sure that commons-codec-1.3.jar is presented in:

Linux: /opt/novell/nam/idp/webapps/nidp/WEB-INF/lib

Windows: C:\Program Files (x86)\Novell\Tomcat\webapps\nidp\WEB-INF\lib

Copy webservices-api.jar into the endorsed directory of Tomcat (if it doesn't exist, you have to create it):

Linux: /opt/novell/nam/idp/endorsed

Windows: C:\Program Files (x86)\Novell\Tomcat\endorsed

JSP Files

For Email Authentication Method Copy:

EmailLogin.jsp (from the EmailMethod subfolder).

For Flash Drive Authentication Method Copy:

FlashDriveLogin.jsp (from the FlashDriveMethod subfolder).

For OATH OTP Authentication Method Copy:

OathLogin.jsp (from the OathMethod subfolder).

For RADIUS Authentication Method Copy:

RadiusLogin.jsp (from the RadiusMethod subfolder).

For RTE Authentication Method Copy:

RteLogin.jsp (from the RteMethod subfolder).

For Security Questions Authentication Method Copy:

SecurityQuestionsLogin.jsp (from the SecurityQuestionsMethod subfolder).

For Smartcard Authentication Method Copy:

SmartCardLogin.jsp (from the SmartCardMethod subfolder).

For Smartphone Authentication Method Copy:

SmartphoneLogin.jsp (from the SmartphoneMethod subfolder).

For SMS Authentication Method Copy:

SmsLogin.jsp (from the SmsMethod subfolder).

For Voice Call Authentication Method Copy:

VoiceCallLogin.jsp (from the VoiceCallMethod subfolder).

To the destination folder:

Linux: /opt/novell/nids/lib/webapp/jsp

Windows: C:\Program Files (x86)\Novell\Tomcat\webapps\nidp\jsp

Applet Files

Common Applet Files:

commons-codec-1.3.jar (from either the FlashDriveMethod or the SmartCardMethod subfolders).

For Email Authentication Method Copy:

EmailApplet.jar (from the EmailMethod subfolder).

For Flash Drive Authentication Method Copy:

FlashDriveApplet.jar (from the FlashDriveMethod subfolder).

For OATH OTP Authentication Method Copy:

OathApplet.jar (from the OathMethod subfolder).

For RADIUS Authentication Method Copy:

RadiusApplet.jar (from the RadiusMethod subfolder).

For RTE Authentication Method Copy:

RteApplet.jar (from the RteMethod subfolder).

For Security Questions Authentication Method Copy:

SecurityQuestionsApplet.jar (from the SecurityQuestionsMethod subfolder).

For Smartcard Authentication Method Copy:

SmartCardApplet.jar (from the SmartCardMethod subfolder).

For Smartphone Authentication Method Copy:

SmartphoneApplet.jar (from the SmartphoneMethod subfolder).

For SMS Authentication Method Copy:

SmsApplet.jar (from the SmsMethod subfolder).

For Voice Call Authentication Method Copy:

VoiceCallApplet.jar (from the VoiceCallMethod subfolder).

To the destination folder:

Linux: /opt/novell/nam/idp/webapps/nidp/classUtils

Windows: C:\Program Files (x86)\Novell\Tomcat\webapps\nidp\classUtils

NetIQ Authentication Support Configuration


In this chapter:

- [NetIQ Email Authentication Support Configuration](#)
- [NetIQ Flash Drive Authentication Support Configuration](#)
- [NetIQ OATH OTP Authentication Support Configuration](#)
- [NetIQ RADIUS Authentication Support Configuration](#)
- [NetIQ RTE Authentication Support Configuration](#)
- [NetIQ Security Questions Authentication Support Configuration](#)
- [NetIQ Smartcard Authentication Support Configuration](#)
- [NetIQ Smartphone Authentication Support Configuration](#)
- [NetIQ SMS Authentication Support Configuration](#)
- [NetIQ Voice Call Authentication Support Configuration](#)

NetIQ Email Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** Email Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.email.EmailClass


2. Create a new authentication method for the class:
 - a. **Display Name:** Email Method
 - b. **Class:** Email Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** EmailLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 80000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **BypassCertificate:** True
 - **LogFile:** EmailMethod.log

 The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.

3. Create a new authentication contract for the method:
 - a. **Display name:** Email Contract
 - b. **URI:** email/uri
 - c. **Methods:** Email Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** EMAIL_ID
 - f. **Text:** NetIQ Email Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_Email.png**

4. Update NAM Server configuration.


NetIQ Flash Drive Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** Flash Drive Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.flashdrive.FlashClass
 2. Create a new authentication method for the class:
 - a. **Display Name:** Flash Drive Method
 - b. **Class:** Flash Drive Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** FlashDriveLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 25000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **Enabled1N:** true (to activate 1:N mode – no username required, it will be detected automatically)
 - **BypassCertificate:** true
 - **LogFile:** FlashDriveMethod.log
-  The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.
3. Create a new authentication contract for the method:
 - a. **Display name:** Flash Drive Contract
 - b. **URI:** flashdrive/uri
 - c. **Methods:** Flash Drive Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** FLASHDRIVE_ID
 - f. **Text:** NetIQ Flash Drive Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_FlashDrive.png**
 4. Update NAM Server configuration.

NetIQ OATH OTP Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** OATH Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.oath.OathClass

2. Create a new authentication method for the class:
 - a. **Display Name:** OATH Method
 - b. **Class:** OATH Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** OathLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 25000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **BypassCertificate:** True
 - **LogFile:** OathMethod.log

 The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.


3. Create a new authentication contract for the method:
 - a. **Display name:** OATH Contract
 - b. **URI:** oath/uri
 - c. **Methods:** OATH Applet Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** OATH_ID
 - f. **Text:** NetIQ OATH OTP Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_OATH.png**

4. Update NAM Server configuration.

NetIQ RADIUS Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** RADIUS Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.sms.RadiusClass

2. Create a new authentication method for the class:
 - a. **Display Name:** RADIUS Method
 - b. **Class:** RADIUS Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** RadiusLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 60000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **BypassCertificate:** True
 - **LogFile:** RadiusMethod.log

 The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.

3. Create a new authentication contract for the method:
 - a. **Display name:** RADIUS Contract
 - b. **URI:** radius/uri
 - c. **Methods:** RADIUS Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** RADIUS_ID
 - f. **Text:** NetIQ RADIUS Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_RADIUS.png**

4. Update NAM Server configuration.

NetIQ RTE Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** RTE Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.rte.RteClass

2. Create a new authentication method for the class:
 - a. **Display Name:** RTE Method
 - b. **Class:** RTE Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** RteLogin (without jsp)
 - **WebserviceUsed:** true (if the **WebserviceUsed** parameter is set to true, RTE will work through NetIQ Web Service instead of Authenticore Server)
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc/bsc (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **LogFile:** RteLogin.log


3. Create a new authentication contract for the method:
 - a. **Display name:** RTE Contract
 - b. **URI:** rte/uri
 - c. **Methods:** RTE Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** RTE_ID
 - f. **Text:** NetIQ RTE Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_RTE.png**

4. Update NAM Server configuration.

NetIQ Security Questions Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** Security Questions Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.questions.SecurityQuestionsClass

2. Create a new authentication method for the class:
 - a. **Display Name:** Security Questions Method
 - b. **Class:** Security Questions Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** SecurityQuestionsLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 25000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **BypassCertificate:** True
 - **LogFile:** SecurityQuestions.log

 The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.


3. Create a new authentication contract for the method:
 - a. **Display name:** Security Questions Contract
 - b. **URI:** securityquestions/uri
 - c. **Methods:** Security Questions Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** SECURITY_QUESTIONS_ID
 - f. **Text:** NetIQ Security Questions Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_SecurityQuestions.png**


4. Update NAM Server configuration.


NetIQ Smartcard Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** Smart Card Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.smartcard.CardClass

2. Create a new authentication method for the class:
 - a. **Display Name:** Smart Card Method
 - b. **Class:** Smart Card Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** SmartCardLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 25000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **Enabled1N:** true (to activate 1:N mode – no username required, it will be detected automatically)
 - **BypassCertificate:** true
 - **LogFile:** SmartCardMethod.log
 - **OmnikeyCardEnabled:** true (for OMNIKEY-reader compatible contactless cards)
 - **RfideasCardEnabled:** true (for RfIdeas-reader compatible cards)
 - **CspCardEnabled:** true (for CSP-compatible contact cards)

 The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.

 The attributes **OmnikeyCardEnabled**, **RfideasCardEnabled** and **CspCardEnabled** enable or disable search for cards of specific types. If the attribute for a specific card type is missing or set to false, these cards will be searched.

 The attributes **OmnikeyCardEnabled**, **RfideasCardEnabled** and **CspCardEnabled** are available only for NMAAA Plugin 1.0.34 and later.

3. Create a new authentication contract for the method:
 - a. **Display name:** Smart Card Contract
 - b. **URI:** smartcard/uri
 - c. **Methods:** Smart Card Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** SMARTCARD_ID

f. **Text:** NetIQ Smartcard Authentication


g. **Image:** <Select Local Image>, then select **NAM_SmartCard.png**

4. Update NAM Server configuration.

NetIQ Smartphone Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** Smartphone Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.smartphone.SmartphoneClass

2. Create a new authentication method for the class:
 - a. **Display Name:** Smartphone Method
 - b. **Class:** Smartphone Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** SmartphoneLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 90000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **BypassCertificate:** True
 - **LogFile:** Smartphone.log

 The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.


3. Create a new authentication contract for the method:
 - a. **Display name:** Smartphone Contract
 - b. **URI:** smartphone/uri
 - c. **Methods:** Smartphone Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** SMARTPHONE_ID
 - f. **Text:** NetIQ Smartphone Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_Smartphone.png**

4. Update NAM Server configuration.

NetIQ SMS Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** SMS Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.sms.SmsClass

2. Create a new authentication method for the class:
 - a. **Display Name:** SMS Method
 - b. **Class:** SMS Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** SmsLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 300000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **BypassCertificate:** True
 - **LogFile:** SmsMethod.log

 The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.


3. Create a new authentication contract for the method:
 - a. **Display name:** SMS Contract
 - b. **URI:** sms/uri
 - c. **Methods:** SMS Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** SMS_ID
 - f. **Text:** NetIQ SMS Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_SMS.png**

4. Update NAM Server configuration.

NetIQ Voice Call Authentication Support Configuration

1. Create a new authentication class with the following parameters:
 - a. **Display name:** Voice Call Class
 - b. **Java class:** Other
 - c. **Java class path:** com.authasas.aaa.method.voicecall.VoiceCallClass

2. Create a new authentication method for the class:
 - a. **Display Name:** Voice Call Method
 - b. **Class:** Voice Call Class
 - c. Select Active Directory for **User stores**.
 - d. Add the following properties (KEY/Value):
 - **JSP:** VoiceCallLogin (without jsp)
 - **DomainName:** <NetBIOSDomainName>
 - **Timeout:** 90000
 - **WebserviceURL:** https://<hostname>:<port>/Service.svc?wsdl (name and port must correspond to the web service configuration and certificate, which was installed with it)
 - **BypassCertificate:** True
 - **LogFile:** VoiceCallMethod.log

 The **Timeout** value defines time period (in milliseconds) during which the NAM waits for an authentication response from the Authenticore Server.

3. Create a new authentication contract for the method:
 - a. **Display name:** Voice Call Contract
 - b. **URI:** voicecall/uri
 - c. **Methods:** Voice Call Method
 - d. Click **Apply** and go to the **Authentication Card** tab.
 - e. **ID:** VOICE_CALL_ID
 - f. **Text:** NetIQ Voice Call Authentication
 - g. **Image:** <Select Local Image>, then select **NAM_VoiceCall.png**

4. Update NAM Server configuration.

Certificate Installation

1. Make sure that you are using the same certificate for the both client and server. If you are using the self-signed certificate, shipping with our web service, make sure that you are not using the certificate from the previous installation.
2. On a Windows PC where our web service is installed, add the certificate under *Trusted Root Certification* branch (using the *certmgr.msc* snap-in or via the IE certification dialog).
3. On a PC with a NAM Appliance add the same web service certificate to the following "cacerts" files:

```
/opt/novell/jdk1.6.0_30/jre/lib/security/cacerts  
/jre/lib/security/cacerts
```



This path depends on the version of JDK.

the default password to the cacerts file is "*changeit*"

to add certificates use the keytool tool from the following location : */jre/bin/*

you can add the certificate by running the following commands:

```
./keytool -import -keystore /opt/novell/jdk1.6.0_30/jre/lib/security/cacerts -alias authasas -file  
PASS_TO_CERTIFICATE_FILE  
./keytool -import -keystore /jre/lib/security/cacerts -alias authasas -file PASS_TO_CERTIFICATE_  
FILE
```

4. It is not necessary to add the certificate through the administration console UI, since it does not work.

Localization

NetQ Access Manager provides with an opportunity to translate any available string resources into other languages. To configure the display of text in another language, unpack an optional NAMAAResources.jar file and change its localization strings. Currently it consists 2 files. It is possible to create localization for any required language or to change an existing one.

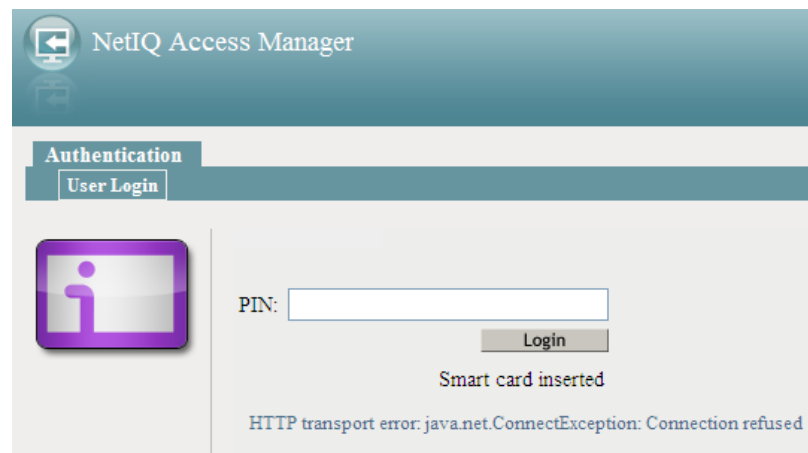
Troubleshooting

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

NetIQ Web Service Is Not Installed, Not Configured or Protected By Firewall

Description:

Errors appear when using the NetIQ Web Service. The following window is displayed:



Cause:

- NetIQ Web Service is not installed.
- NetIQ Web Service is not configured.
- NetIQ Web Service is protected by firewall.

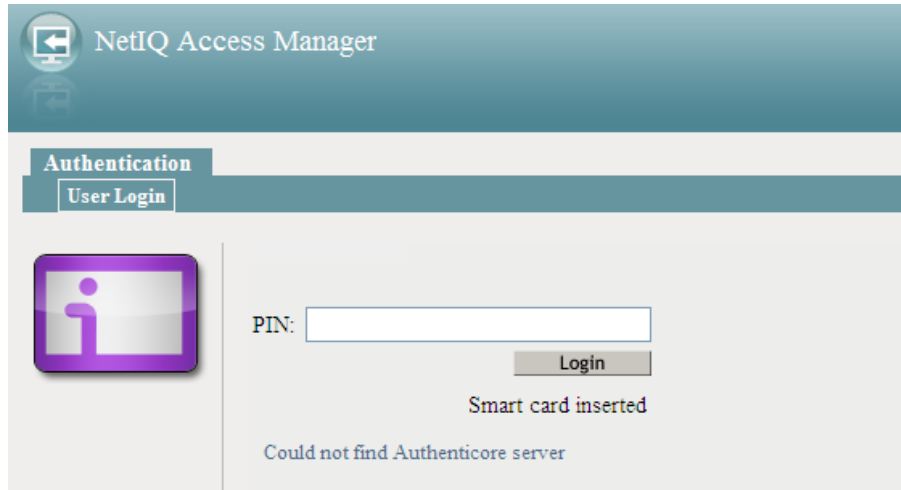
Solution:

- Installation of NetIQ Web Service is required.
- NetIQ Web Service should be configured correctly.
- Firewall should be disabled for correct work of NetIQ Web Server.

NetIQ Authenticore Server Is Not Installed, Not Configured or Protected By Firewall

Description:

NetIQ Authenticore Server cannot be found. The following window is displayed:



Cause:

- a. NetIQ Authenticore Server is not installed.
- b. NetIQ Authenticore Server is not configured correctly.
- c. NetIQ Authenticore Server is protected by firewall.

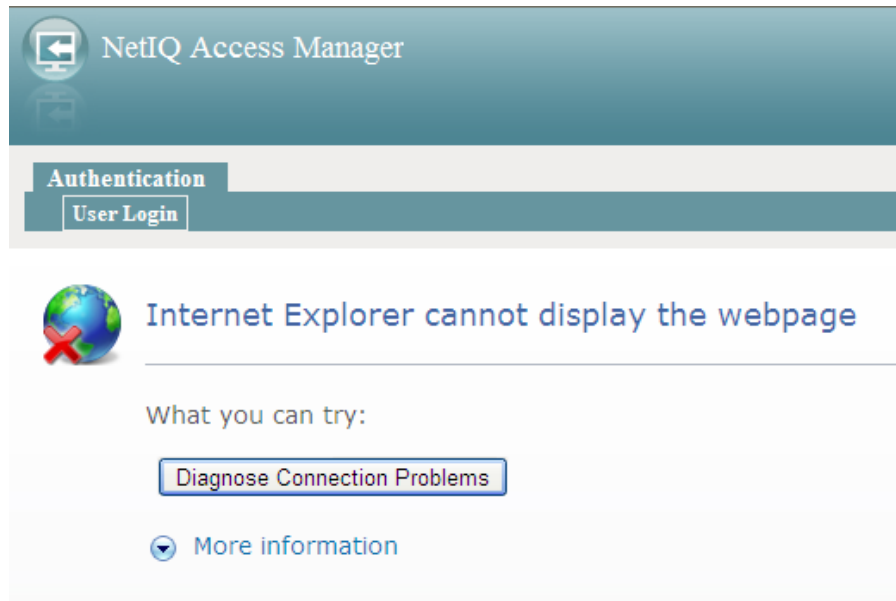
Solution:

- a. Installation of NetIQ Authenticore Server is required.
- b. NetIQ Authenticore Server should be configured correctly.
- c. Firewall should be disabled for correct work of NetIQ Authenticore Server.

NetIQ Access Manager Is Not Available

Description:

There is no access to NetIQ Access Manager. The following window is displayed:



Cause:

- a. There is no Internet access.
- b. NetIQ Access Manager is disabled.

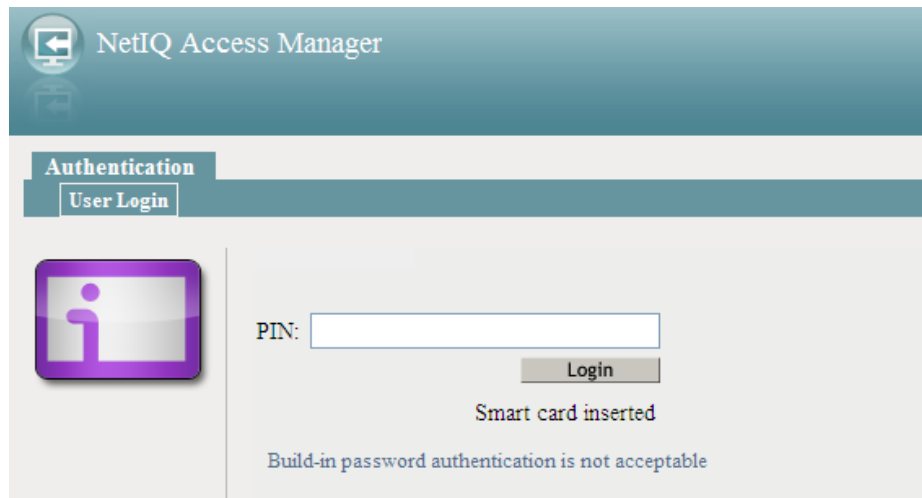
Solution:

- a. Check the Internet access.
- b. Check whether NetIQ Access Manager is enabled.

Incorrect Password/Username of Active Directory Domain Administrator Was Set In NetIQ Access Manager

Description:

Password/username of Active Directory Domain Administrator is not acceptable. The following window is displayed:



Cause:

- a. Incorrect settings of the IDP-cluster.
- b. Incorrect username and/or password.

Solution:

- a. Check the settings of the IDP-cluster.
- b. Enter correct username and/or password.

Active Directory Is Not Set In NetIQ Access Manager as a Default Type of Storage

Description:

Active Directory Domain Administrator is not used as a default type of storage in NetIQ Access Manager.

Cause:

- a. Incorrect settings of the IDP-cluster;
- b. Incorrect username and/or password of Active Directory Domain Administrator.

Solution:

- a. Check the settings of the IDP-cluster.
- b. Enter correct username and/or password of Active Directory Domain Administrator.

Server Replicas Are Not Configured or Wrong Configured

Description:

There is a warning in the Health field and the error is the Validation Status field is displayed:

Server replicas						
New Delete Validate						1 Item(s)
<input type="checkbox"/>	Name	IP Address	Port	Use SSL	Max. Connections	Validation Status
<input type="checkbox"/>	DC	10.0.103.252	389		20	[LDAP: error code 80 - 80090304: LdapErr: DSID-0C0903A9, comment: AcceptSecurityContext error, data 20ee, v1db1]

Cause:

Server Replicas are not configured or wrong configured.

Solution:

Configure correctly the Server Replicas menu.

Search Contexts Are Not Configured or Wrong Configured

Description:

There is a warning in the Health field which notifies of an error:

Start Stop Refresh Actions▼							
<input type="checkbox"/> Name	Status	Health	Alerts	Commands	Statistics	Type	Configuration
IDP-Cluster	Current		0		View		Edit Delete
<input type="checkbox"/> 10.0.103.248	Current		0	Complete	View	Linux	

Cause:

Search Contexts are not configured or wrong configured.

Solution:

Configure correctly the Search Contexts menu.

Cannot Enroll Authenticator

Description:

Authenticator is not enrolled because:

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

Cause:

- a. The OATH 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.

One-Time Password Doesn't Work

Description:

The generated one-time password doesn't work.

Cause:

- a. Group policy is set on the other password generating period.
- b. The password time is out.
- c. Workstation time differs from time of Authenticore Server more than N minutes; N depends on **TOTP checking window** setting.

Solution:

- a. Check group policy settings and make changes in your Mobile device token application.
- b. Try another password.
- c. Synchronize Workstation and Server time.

Index

A

Active Directory 12-18, 20-22, 28-29
Administrator 29
Authentication 1, 3, 5, 7-9, 11-18, 20-22
Authenticator 3, 32

C

Card 12-13, 18, 20-22
Create 12-18, 20-22

D

Domain 29

E

Enroll 32

L

Local 12-17, 19-22
Logon 3

O

OATH 8-9, 11, 14, 32
OTP 14

P

Password 4, 28, 33

R

RADIUS 8-9, 11, 15
RTE 8-9, 11, 16

S

Security 8-9, 11, 17
Server 12-18, 20-22, 25-26, 30, 33
Support 11

TOTP 33

T

User 12-18, 20-22

U

Validation 30

V

Windows 7-8, 10, 23

W

Workstation 33