NetIQ Advanced Authentication Framework

Smartphone Authentication Provider User's Guide for Windows

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This Smartphone 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 Smartphone 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 Smartphone Authenticator

In this chapter:

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

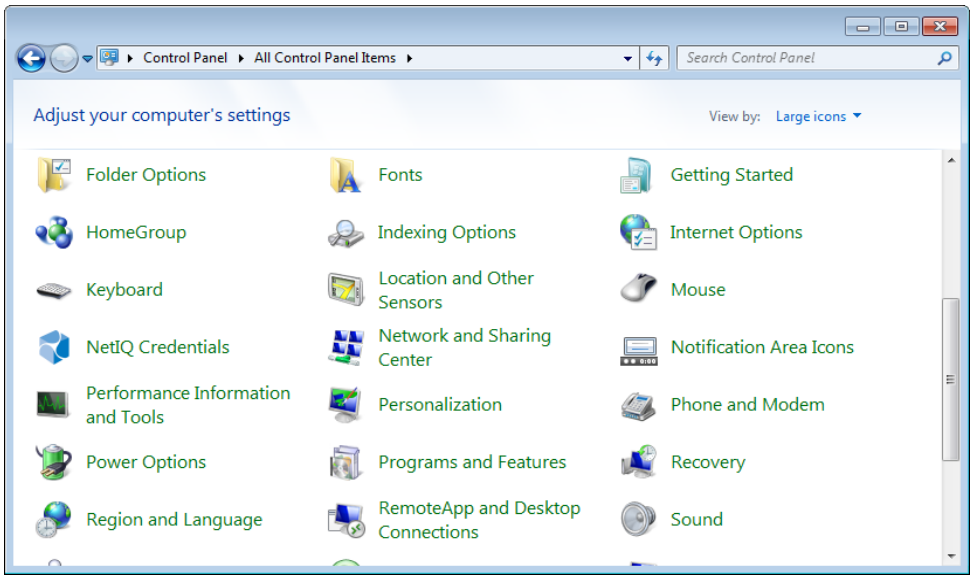
Microsoft Windows 7/Microsoft Windows Server 2008 R2

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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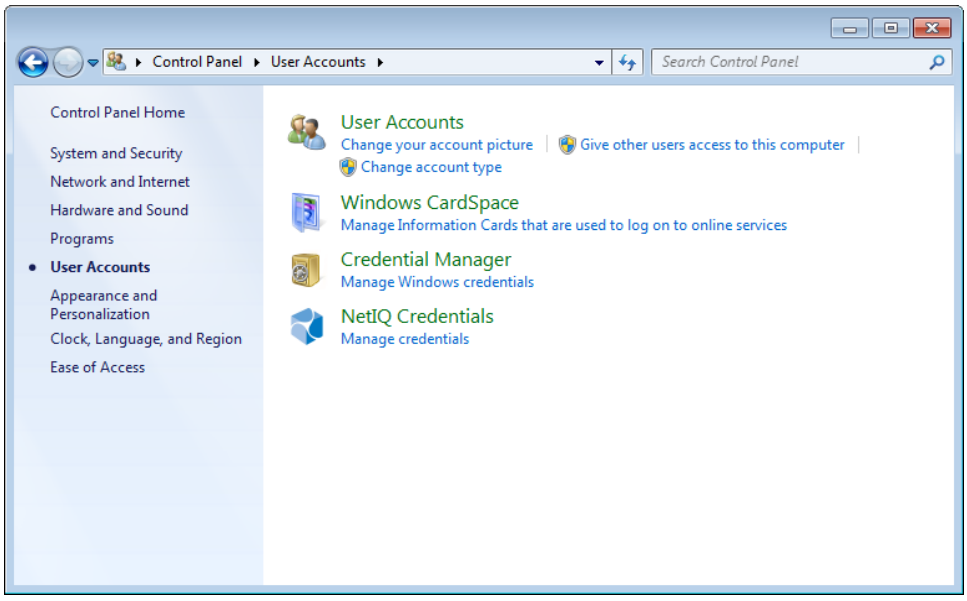
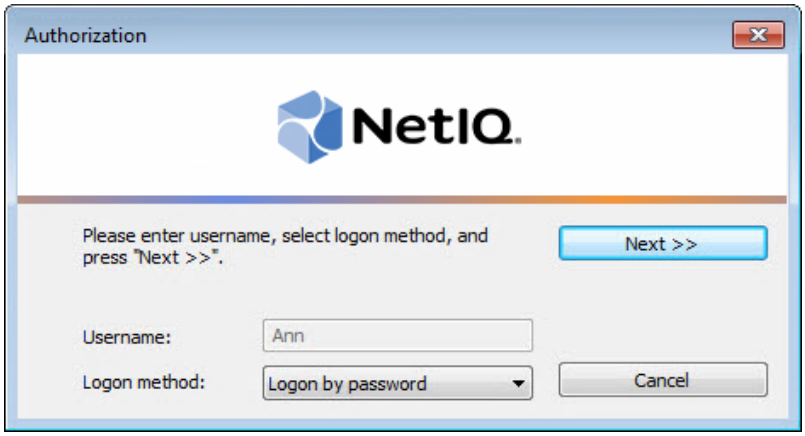


To open **Authenticators** window, user should undertake authorization procedure:

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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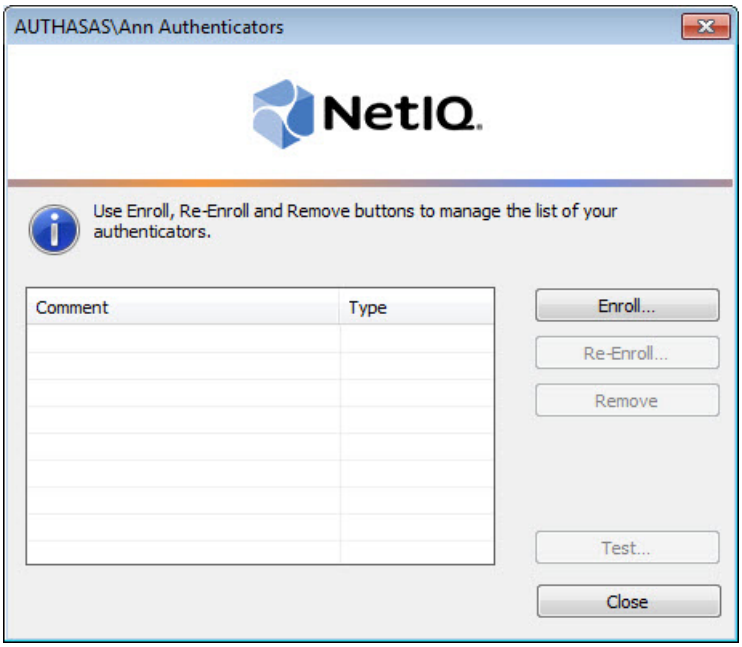

AUTHASAS\Ann Authenticators
NetIQ
Use Enroll, Re-Enroll and Remove buttons to manage the list of your authenticators.
Comment
Type
Enroll...
Re-Enroll...
Remove
Test...
Close

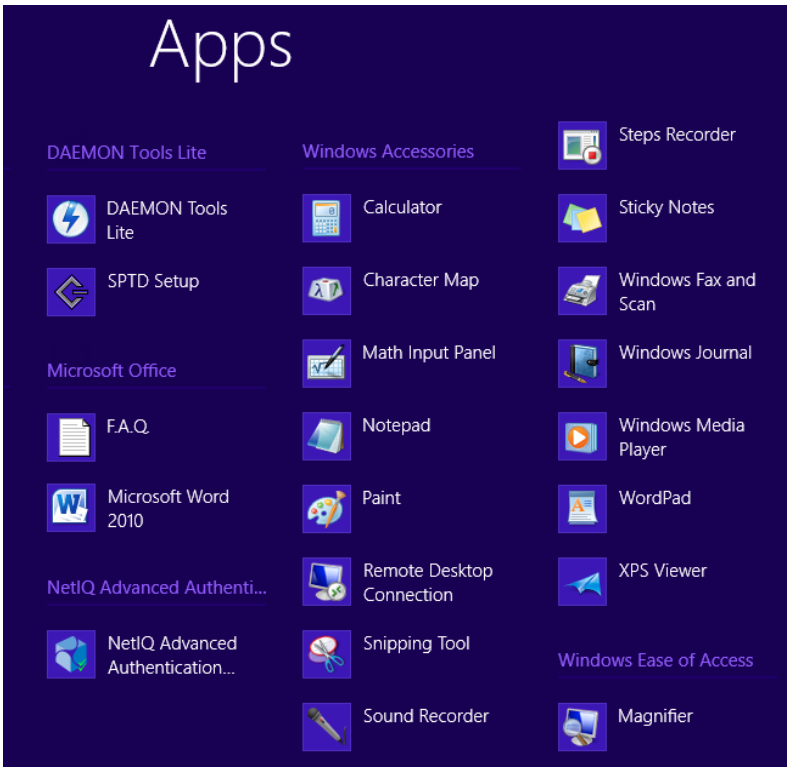
© NetIQ

Microsoft Windows Server 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...**.



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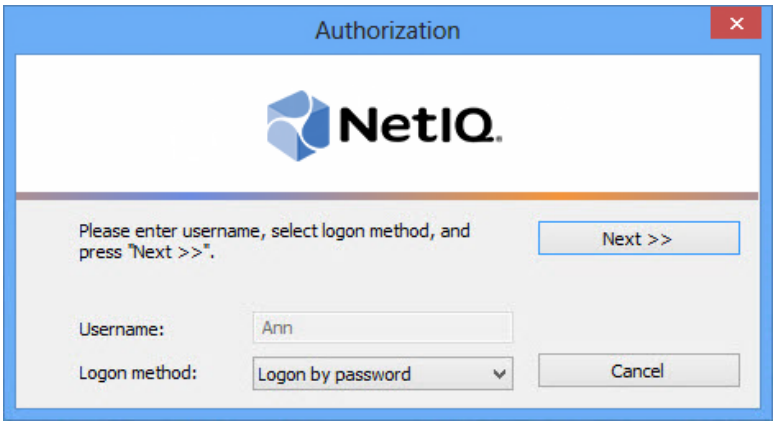

2. Get authenticated with the selected method.

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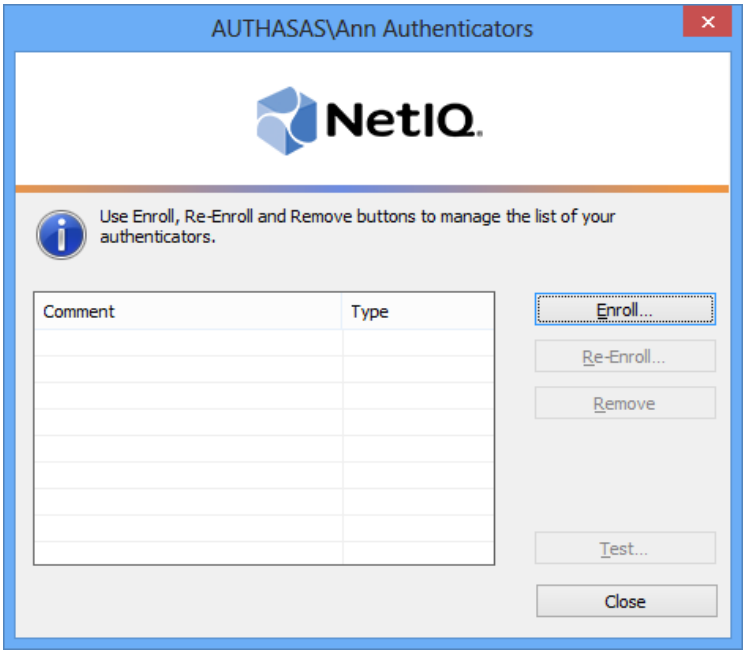

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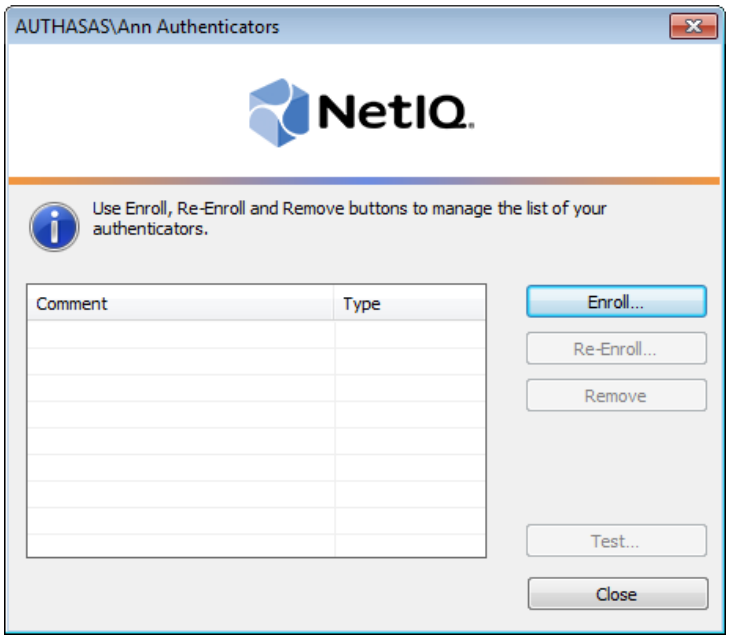
Enrolling Smartphone Authenticator

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 Smartphone authenticator:

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



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

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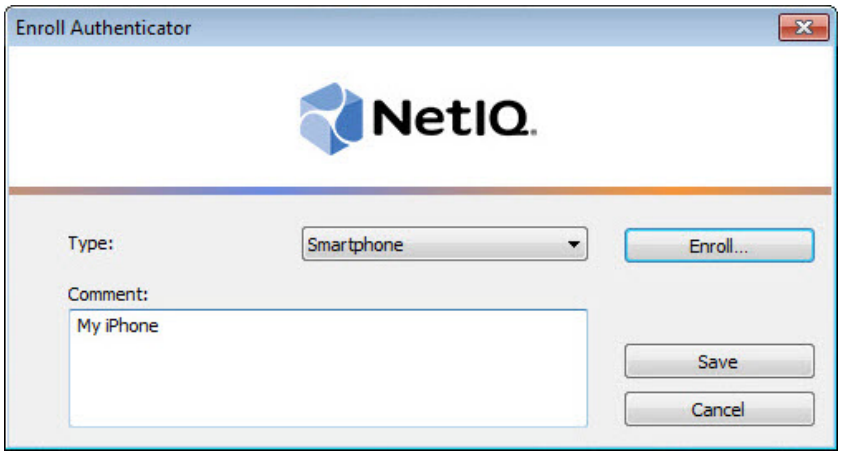

3. The **Enroll smartphone** window will be displayed.

4. Scan the QR code using the NetIQ Smartphone Authenticator app.

QR code is valid for 30 seconds only.

5. The window is marked with green if the enrollment process has completed successfully. Click **OK**.

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The window is marked with red if the QR code was not scanned within 30 seconds or connection between NetIQ Smartphone Authenticator and dispatcher was lost. Click **Repeat** to repeat the enrollment process once again.

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

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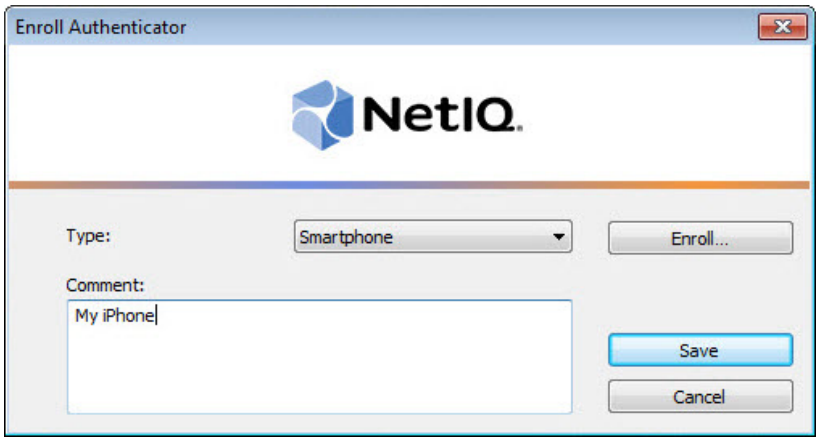

Entering and editing comments may be forbidden by the system administrator.

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

8. Save the authenticator in the smartphone app.

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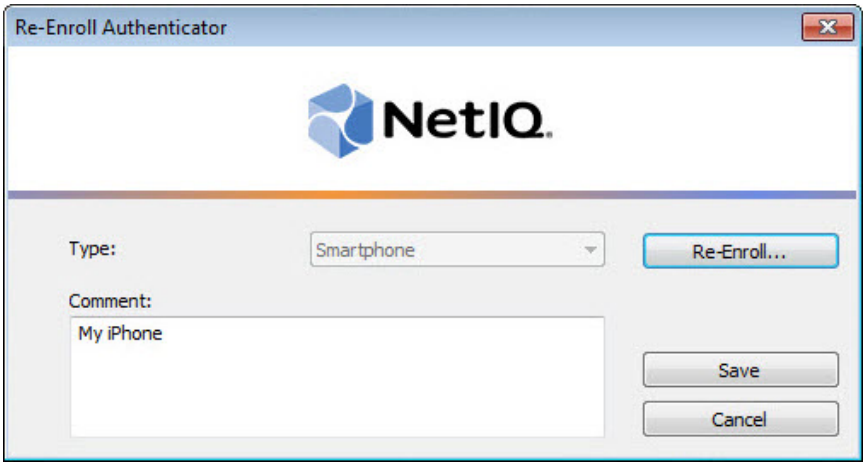
Re-enrolling Smartphone Authenticator

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 Smartphone authenticator:

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

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



© NetIQ

3. The **Enroll smartphone** window will be displayed.

4. Scan the QR code using the NetIQ Smartphone Authenticator app.

5. The window is marked with green if the enrollment process has completed successfully. Click **OK**.

The window is marked with red if the QR code was not scanned within 30 seconds or connection between NetIQ Smartphone Authenticator and dispatcher was lost.

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

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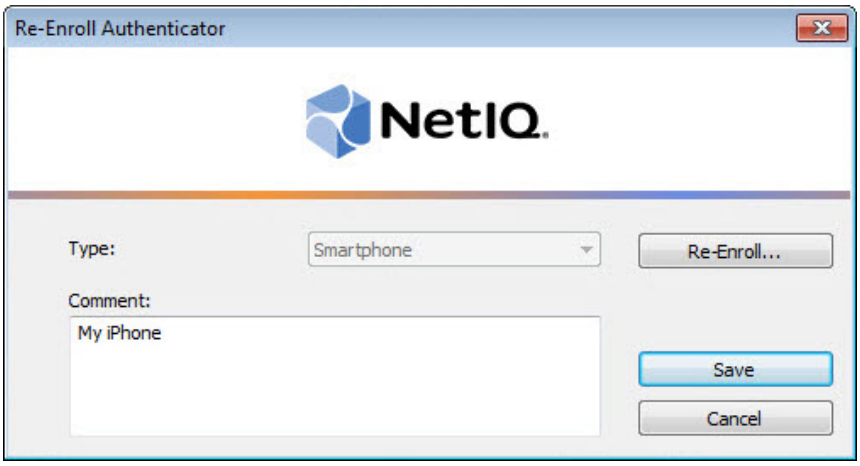

7. Save the enrolled authenticator in the smartphone app. Remove the previously enrolled authenticator if needed.

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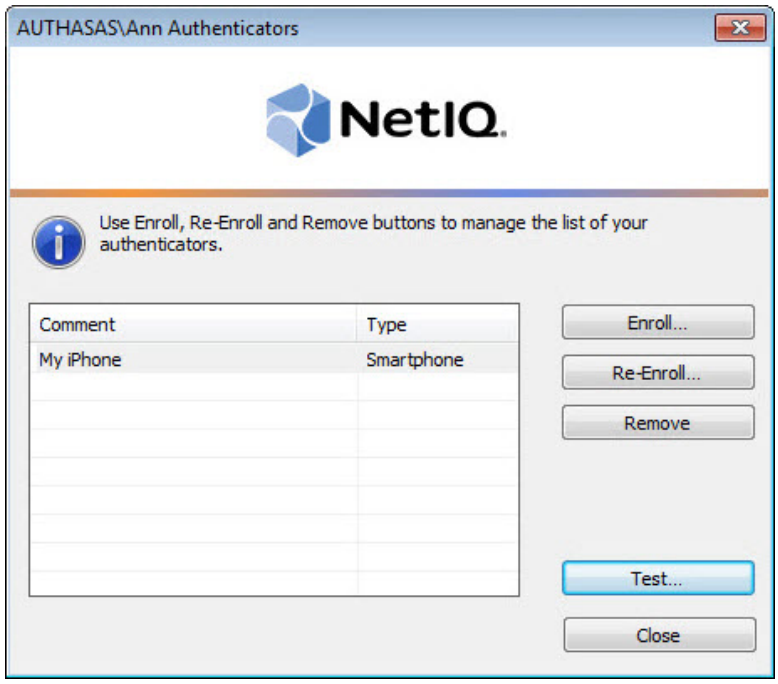
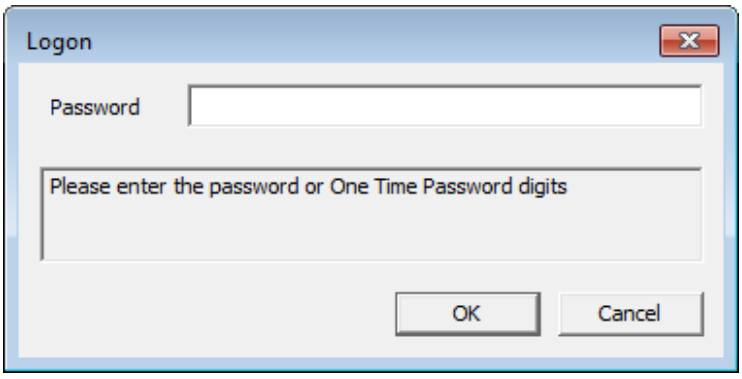
Testing Smartphone Authenticator

To test a created Smartphone authenticator:

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



2. In the **Logon** window enter your password. Click **OK**.



3. Open the NetIQ Smartphone Authenticator app and tap **Accept** to accept the authentication request.

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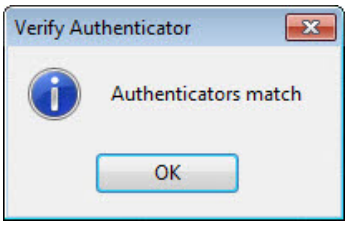
If there are no network connection, you have an opportunity to use a one-time password (OTP) for the test. Run the smartphone application and tap **Offline authentication** to see the OTPs. Enter your domain password with OTP to the Password field of the **Logon** window.

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



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

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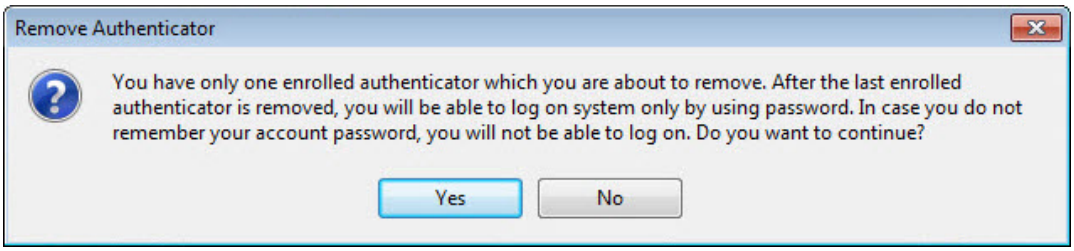
Removing Smartphone Authenticator

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 like your current authenticator. Instead, you can re-enroll it (see Re-enrolling Smartphone 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 have removed the only authenticator and do not know your password, contact the system administrator.

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Logon with Smartphone Authenticator

There are two ways of logon with Smartphone authenticator:

- Logon using domain password with confirmation on smartphone
- Logon with OTP

Logon Using Domain Password with Confirmation on Smartphone

To log on using domain password with confirmation on smartphone:

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 **Smartphone** as a logon method and type your password.

6. Click icon or press **Enter** to continue.
7. Open NetIQ Smartphone Authenticator app on your smartphone. You will be notified with a push notification **"Authentication required!"**

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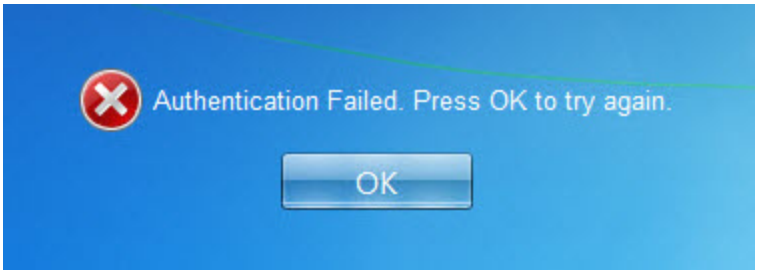
Tap **Accept**, if you want to authenticate with the selected method. You will be authenticated using Smartphone authentication provider.
Tap **Reject**, if you want to cancel the authentication. The following window will be displayed:



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Logon with OTP

To log on with OTP:

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 **Smartphone** as a logon method.
6. Enter OTP (generated by NetIQ Smartphone Authenticator app) and your domain password to the password text holder.

7. Click icon or press **Enter** to continue.
8. Authentication using Smartphone authentication provider will be executed.

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Troubleshooting

In this chapter:

- Cannot Enroll Authenticator
- Authentication with NetIQ Smartphone Authenticator

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.

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Cannot Enroll Smartphone Authenticator

Description:

Authenticator is not enrolled because

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

Cause:

a. The Smartphone 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.
c. Smartphone Authentication Dispatcher policy is not applied.

Solution:

a. Contact NetIQ administrator.
b. No authenticators can be added. For more information, contact NetIQ administrator.
c. Configure and apply Smartphone Authentication Dispatcher policy.

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Authentication with NetIQ Smartphone Authenticator Fails

Description:

Authentication with NetIQ Smartphone Authenticator fails.

Cause:

There is no Internet connection on the Server with Smartphone authentication dispatcher.

Solution:

You can login with OTP that is automatically generated by NetIQ Smartphone Authenticator.

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