NetIQ Advanced Authentication Framework

Universal Card Authentication Provider User's Guide

Version 5.1.0

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Introduction

About This Document

Purpose of the Document

This Universal Card 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 (enroll, re-enroll, test) Universal Card authentication provider.

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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1-N Interface

While using Universal Card authenticator, you are able to simplify the logon procedure due to the **1-N Interface**. To identify yourself, it is enough to place your card on the reader. The system detects automatically what user has enrolled the card placed on the reader and 1-N Interface **Logon** window is shown.

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Managing Universal Card Authenticator

Please select your operating system in the list below:

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

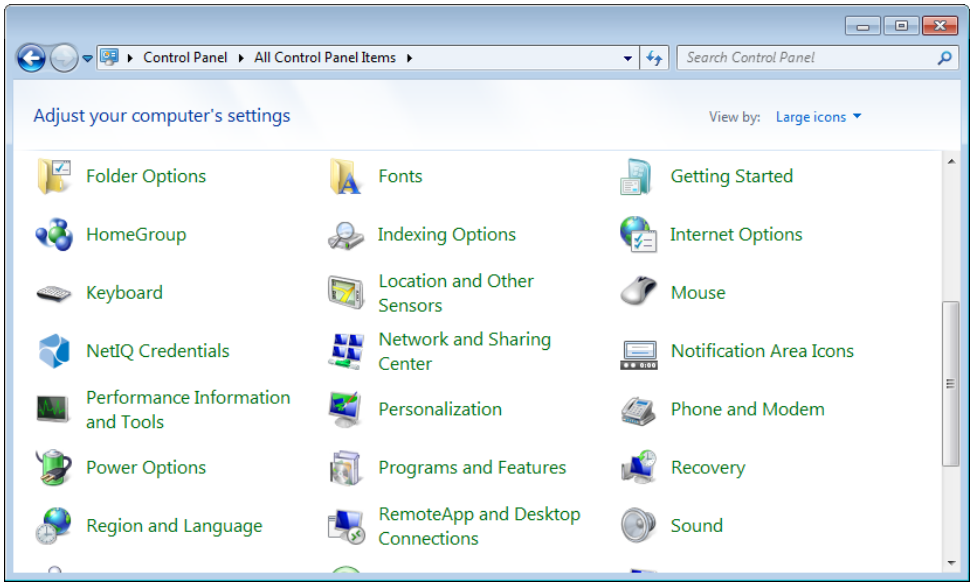
Microsoft Windows 7/Microsoft Windows Server 2008 R2

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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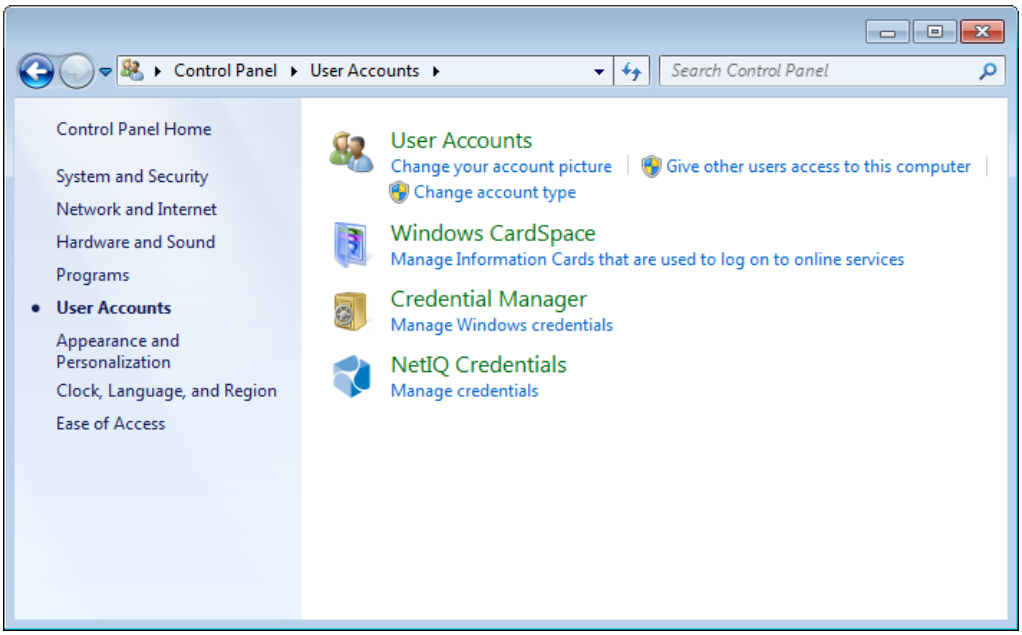
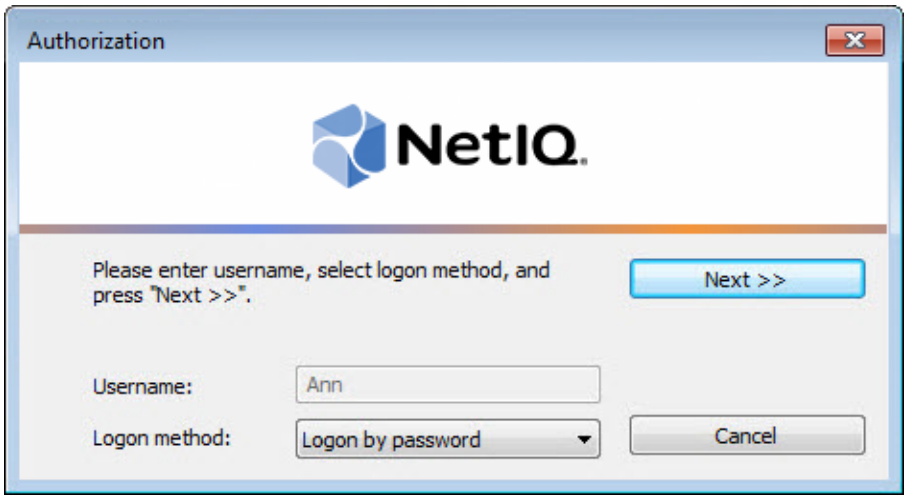


To open **Authenticators** window, user should undertake authorization procedure:

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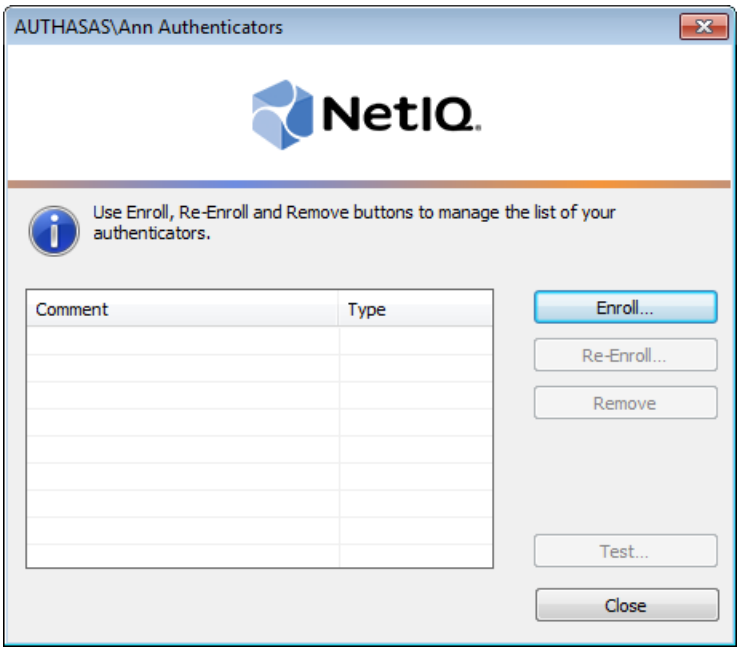
AUTHASAS\Ann Authenticators
NetIQ
Use Enroll, Re-Enroll and Remove buttons to manage the list of your authenticators.
Comment
Type
Enroll...
Re-Enroll...
Remove
Test...
Close

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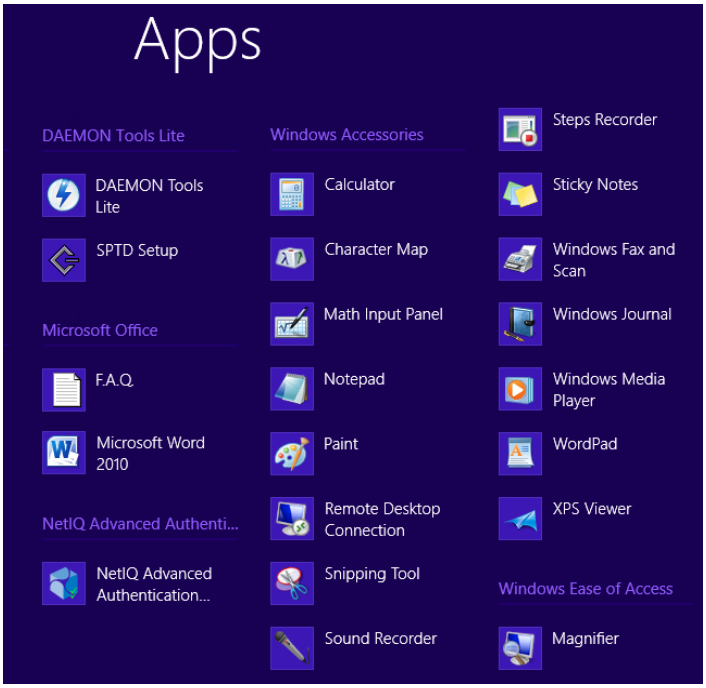
Microsoft Windows Server 2012

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** window, in the **Search** menu select **Apps > NetIQ Advanced Authentication Framework...**.



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).

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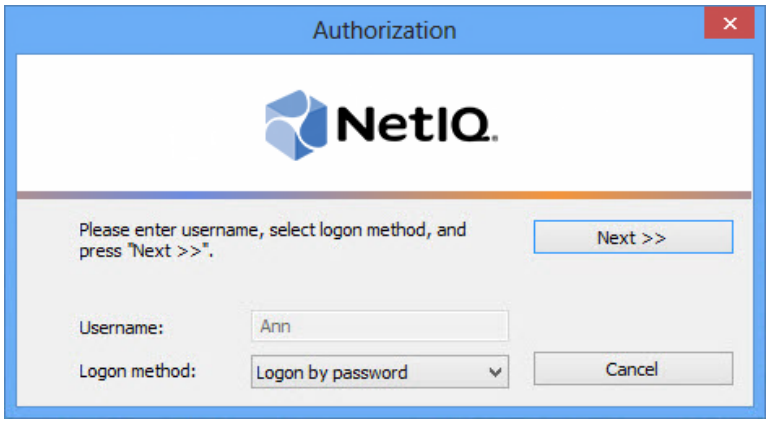
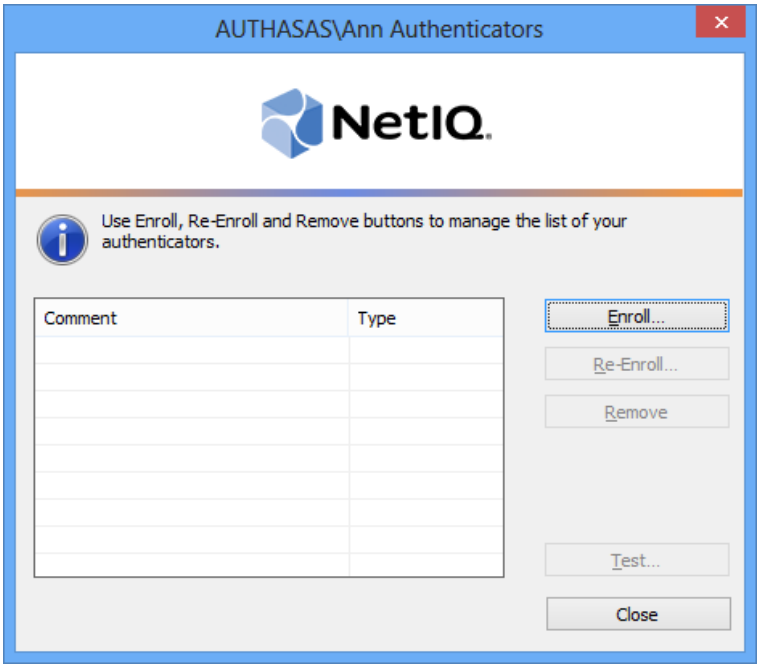


2. Get authenticated with the selected method.

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



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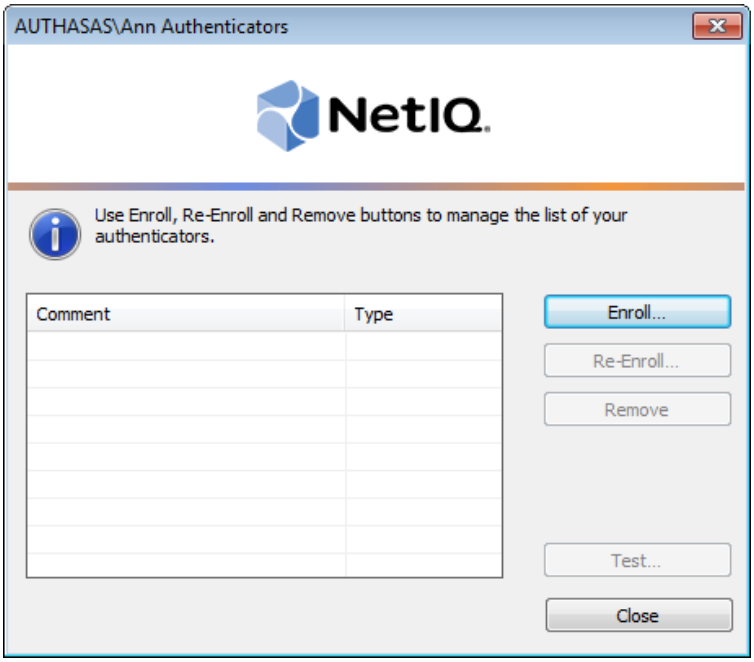
Enrolling Universal Card Authenticator

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 Universal Card authenticator:

1. Place the card on the reader.
2. Click the **Enroll** button in the **Authenticators** window.



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

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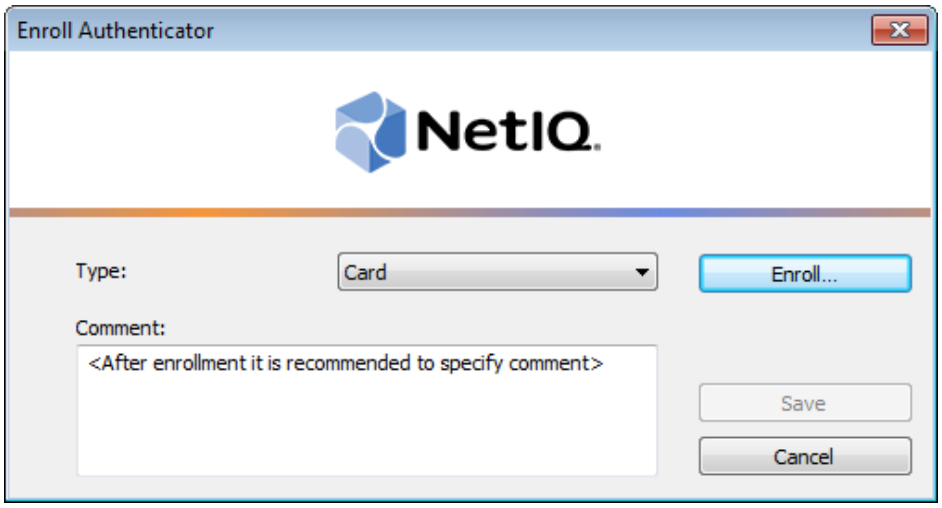
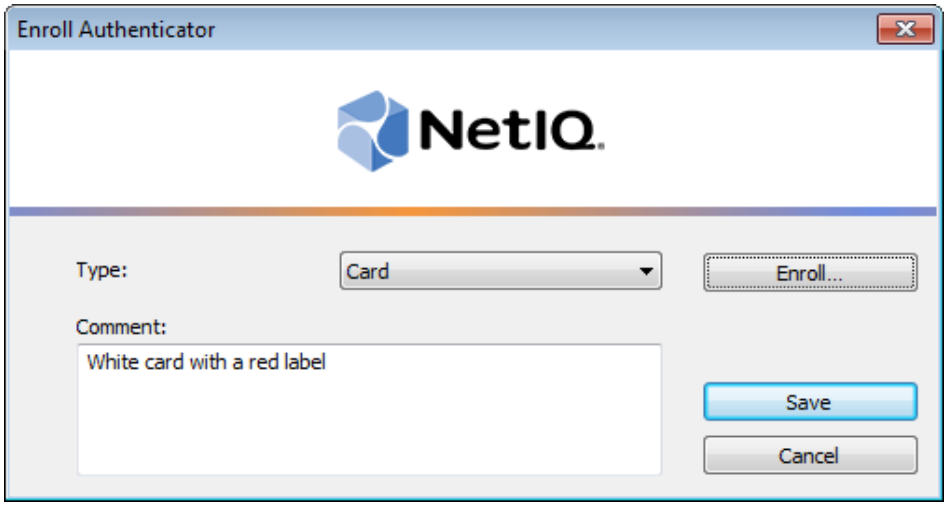


4. Enter **PIN-code** and its **Confirmation** in the **Enroll** window, click **OK**.

Minimal PIN-code consists of four characters (if it was not changed by the system administrator).

5. 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.

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

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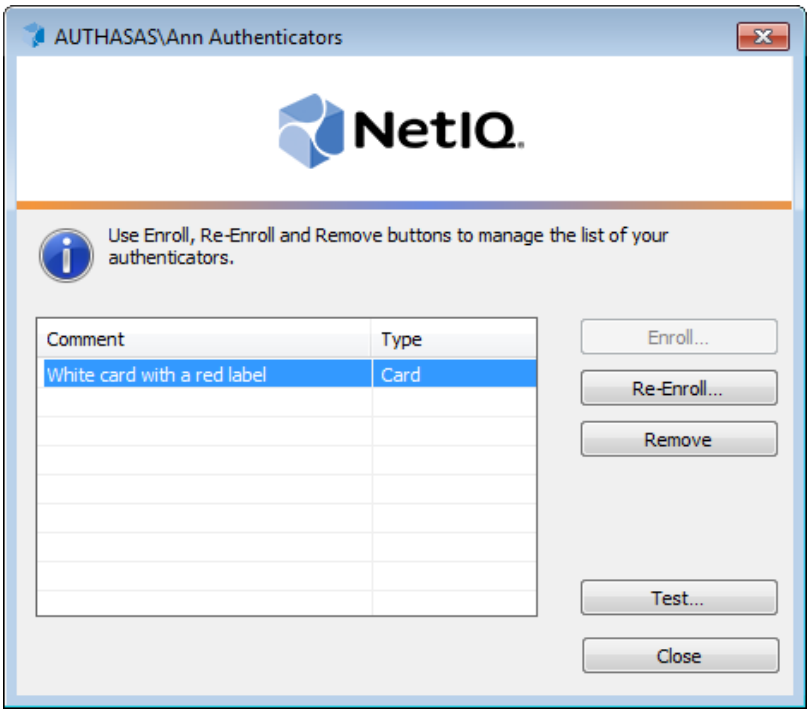
AUTHASAS\Ann Authenticators
NetIQ
Use Enroll, Re-Enroll and Remove buttons to manage the list of your authenticators.
Comment
Type
White card with a red label
Card
Enroll...
Re-Enroll...
Remove
Test...
Close

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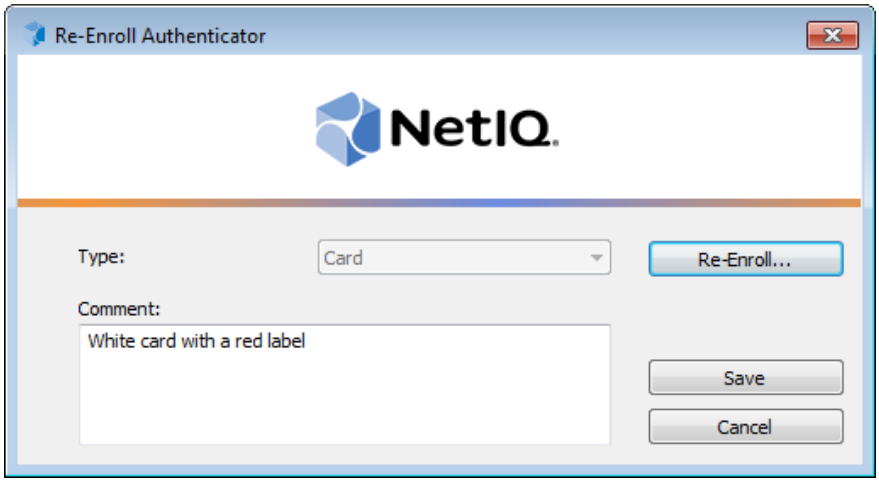
Re-enrolling Universal Card Authenticator

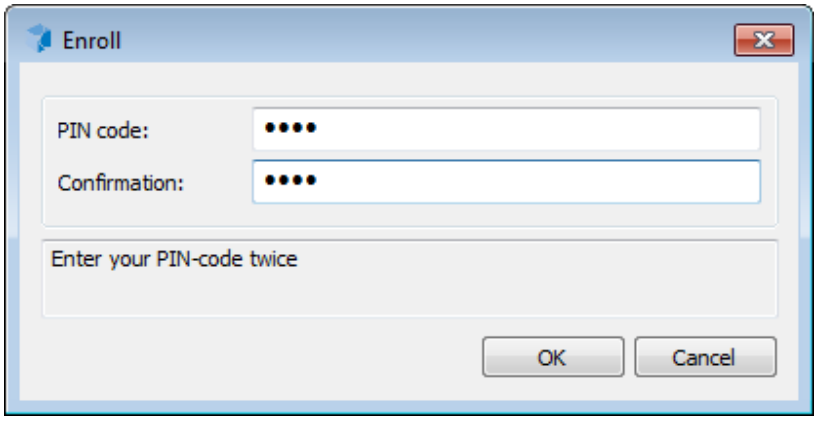
This operation may be forbidden by NetIQ administrator. In such cases the **Re-Enroll** button in the **Authenticators** window is greyed out.

To re-enroll the created Universal Card authenticator, follow the steps:

1. Select **Card** in the list of authenticators, click **Re-Enroll** in the **Authenticators** window.
2. Click **Re-Enroll** in the **Re-Enroll Authenticator** window.



3. Enter **PIN-code** and its **Confirmation** in the **Enroll** window, click **OK**.



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

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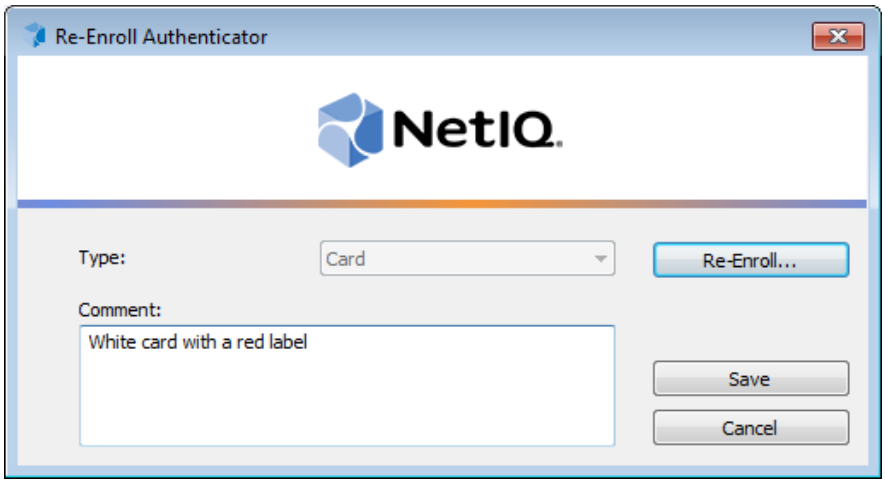
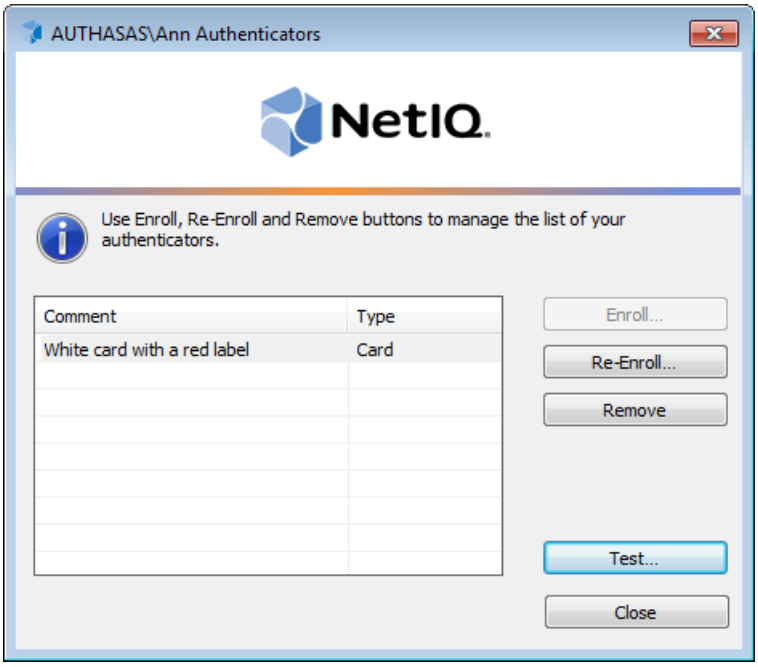

Re-Enroll Authenticator
NetIQ
Type:
Card
Re-Enroll...
Comment:
White card with a red label
Save
Cancel

© NetIQ

Testing Universal Card Authenticator

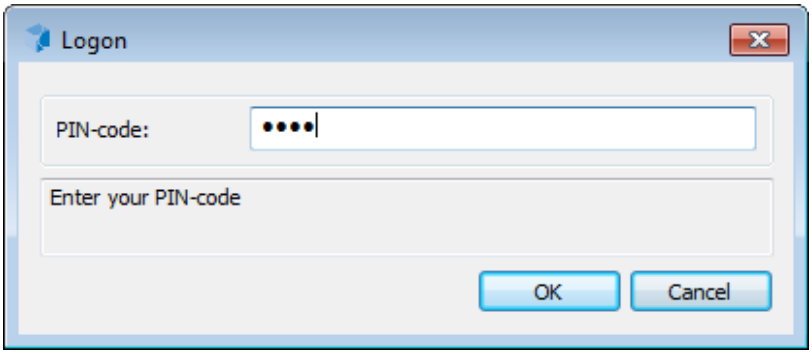
To test the created Universal Card authenticator:

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



Testing can also be performed in the **Enroll authenticator** and **Re-enroll authenticator** windows.

2. In the **Logon** window, enter **PIN-code**, click **OK**.



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

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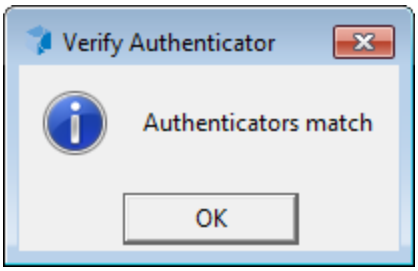

4. When authenticators do not match an error message appears. Click **OK**.

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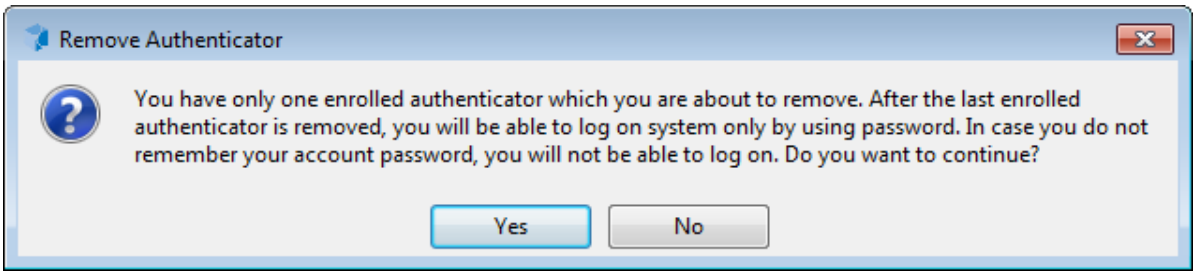
Removing Universal Card Authenticator

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, don't do this just because you don't like your current authenticator. Instead, you can re-enroll it.

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.

To remove an authenticator:

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

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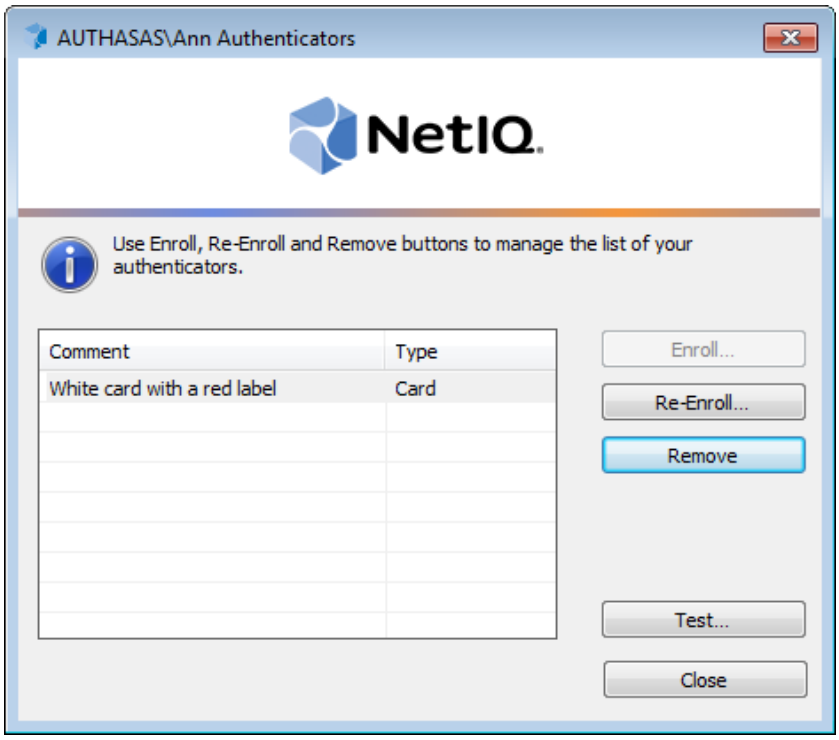

2. If you have two or more authenticators enrolled a dialog box saying: *"Are you sure you want to remove authentication?"* appears. Click **Yes**.

3. The authenticator will be removed from the list of your authenticators.

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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 will be 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 Authenticator

Description:

Authenticator is not enrolled because:

a. The authentication device is not functioning.
b. The **Type** list in the **Enroll Authenticators** window is empty or card authenticator type is absent.
c. The **Enroll** button in the **Authenticators** window is greyed out.
d. PIN-code field is greyed out in the process of enrollment.

Cause:

a. The device is unplugged, out of order or the proper drivers are not installed.
b. The card authenticator type is not supported (no proper authentication provider is installed).
c. The operation is forbidden or you have reached the limit on authenticators number.
d. The card is not placed on the reader.

Solution:

a. Make sure the card reader is plugged in. Refer to device manual. If the device seems out of order, contact NetIQ administrator.
b. Contact NetIQ administrator.
c. No authenticators can be added. For more information, contact NetIQ administrator.
d. Present card to the reader.

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Cannot Save Authenticator

Description:

Error message appears upon saving an authenticator.

Cause:

The device is write-protected.

Solution:

Remove write protection.

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