NetIQ Advanced Authentication Framework - Web Enrollment Wizard

User's Guide

Version 5.1.0

Table of Contents

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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.

ℹ️ **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.
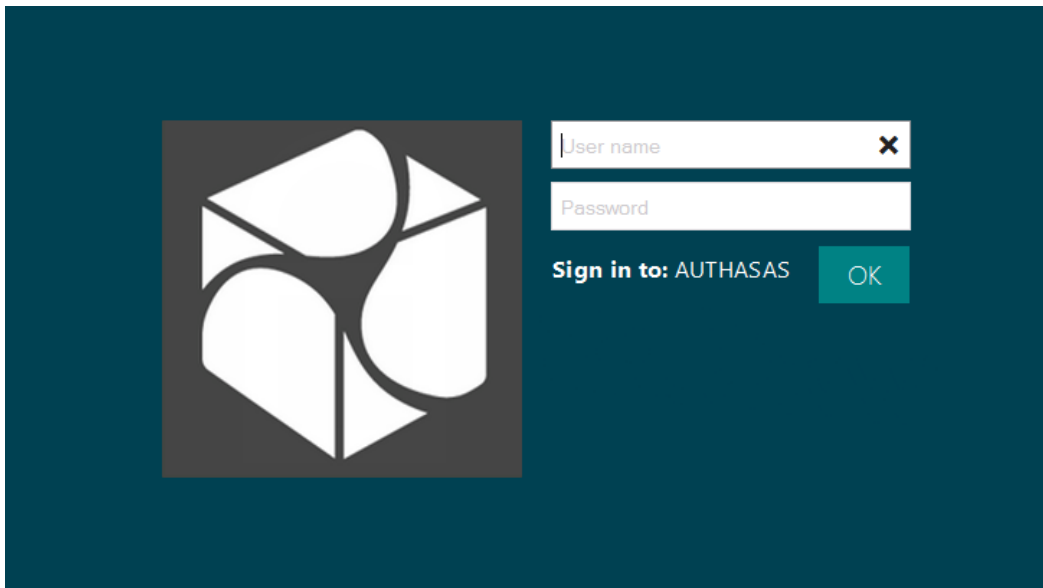
Supported Browsers

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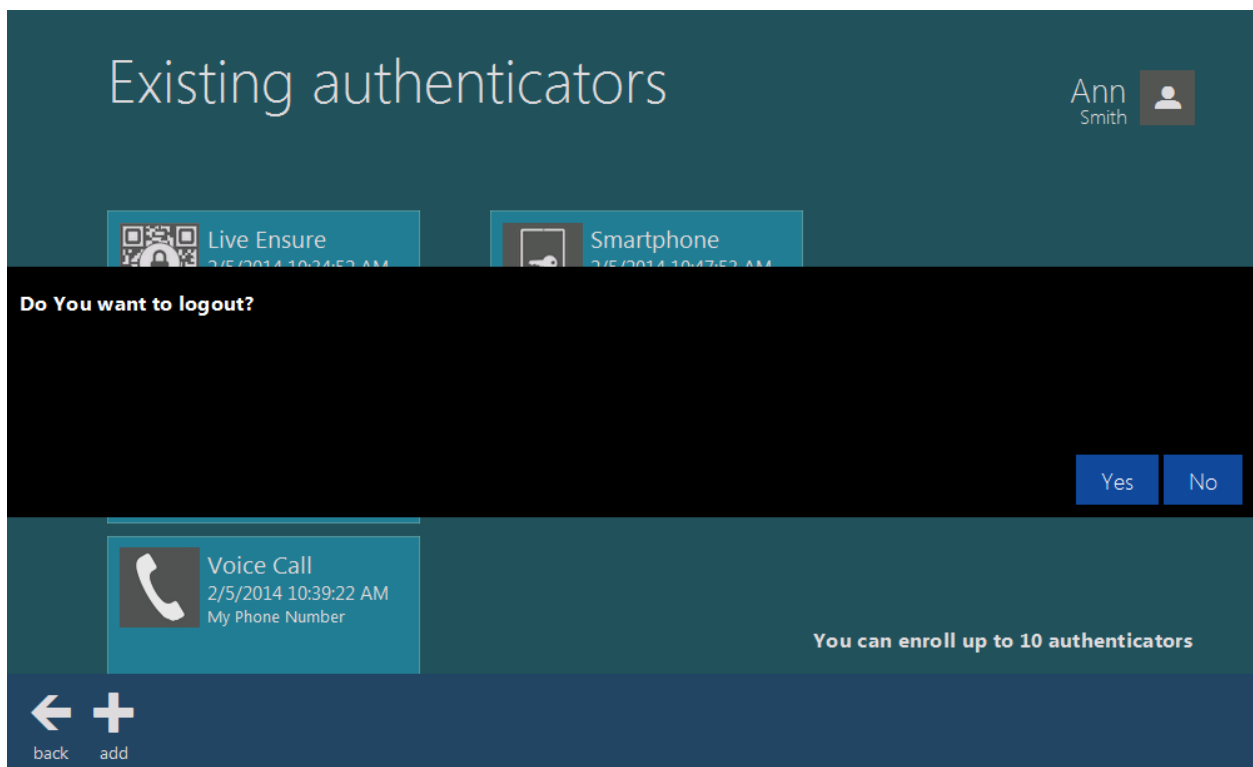
1. To open NetIQ Web Enrollment Wizard, go to http://<domain name server or IP address>/WEW .
2. Enter your user name and domain password. Click **OK**.

3. After the successful authentication, the list of enrolled authenticators will be displayed.
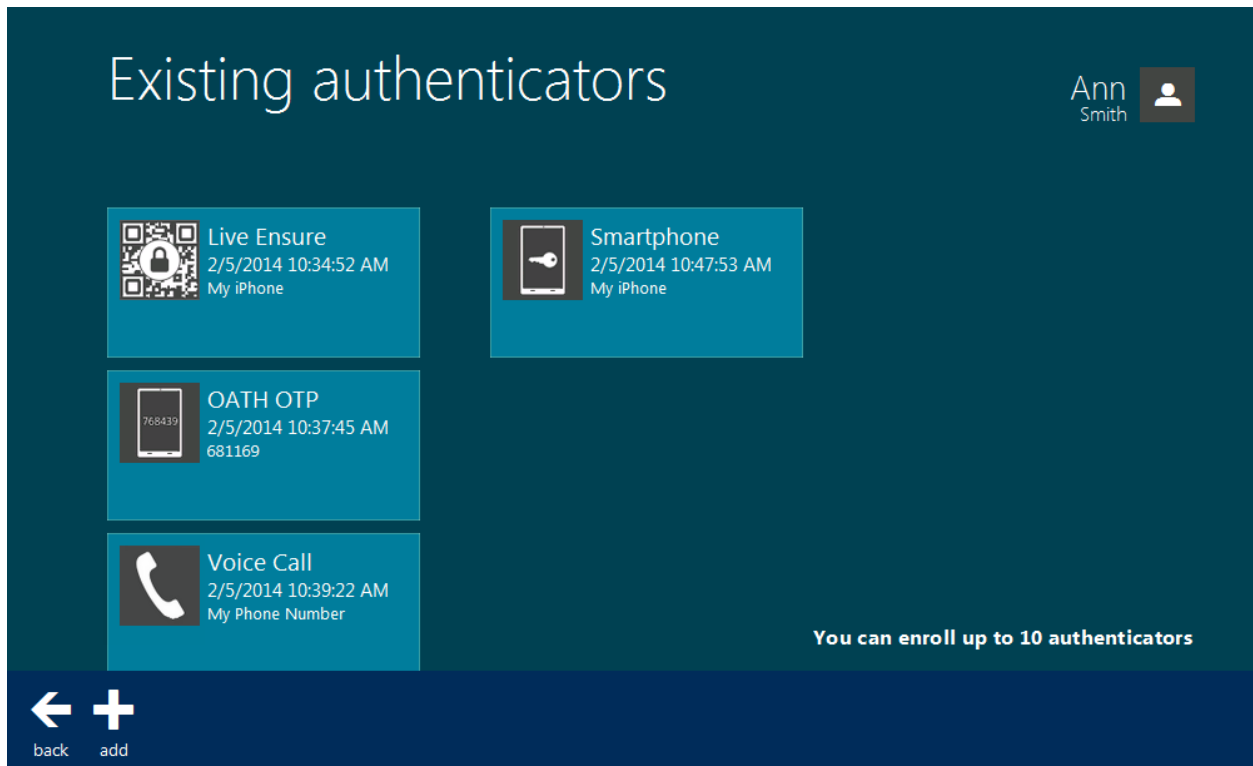
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4. To switch the user or to log out, click **Back** or click the user account picture and select **Logout**. Click **Yes**.

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

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.

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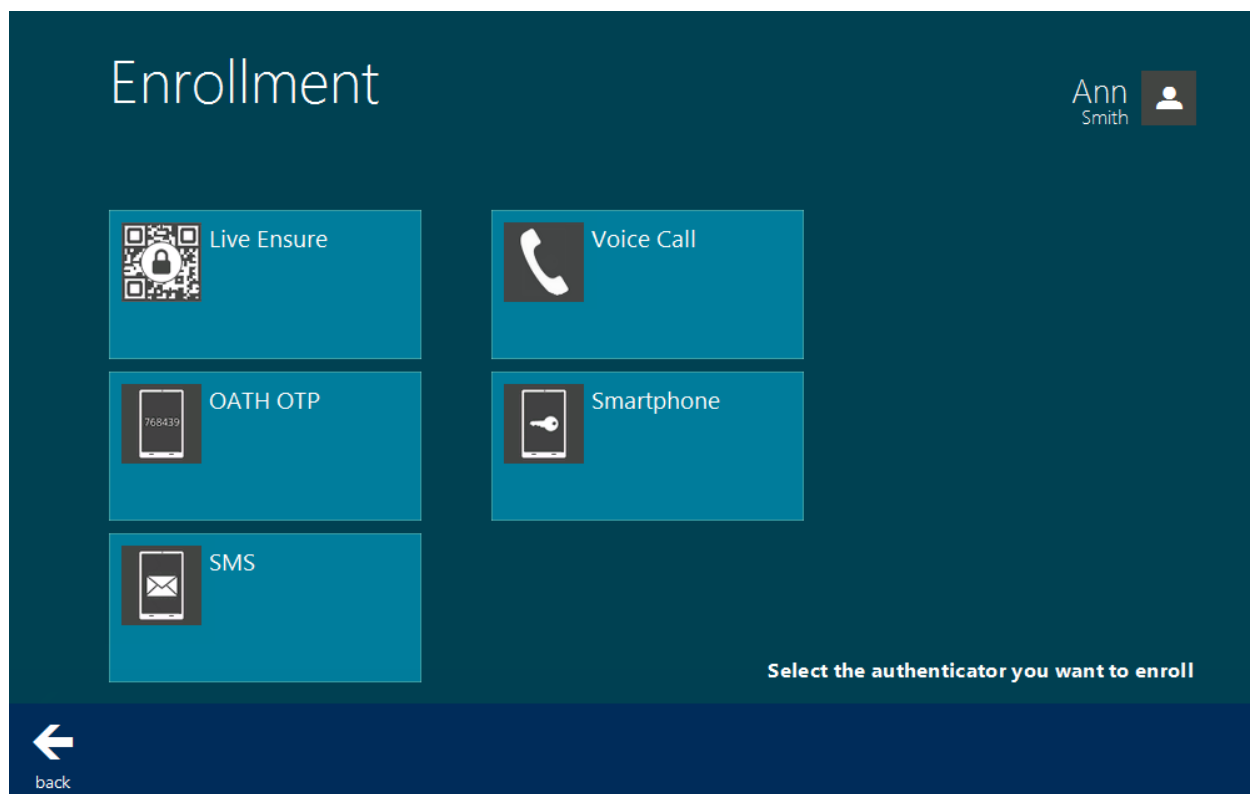
3. Click **Next** to add your Live Ensure profile.

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

Save authenticator Live Ensure

Ann
Smith

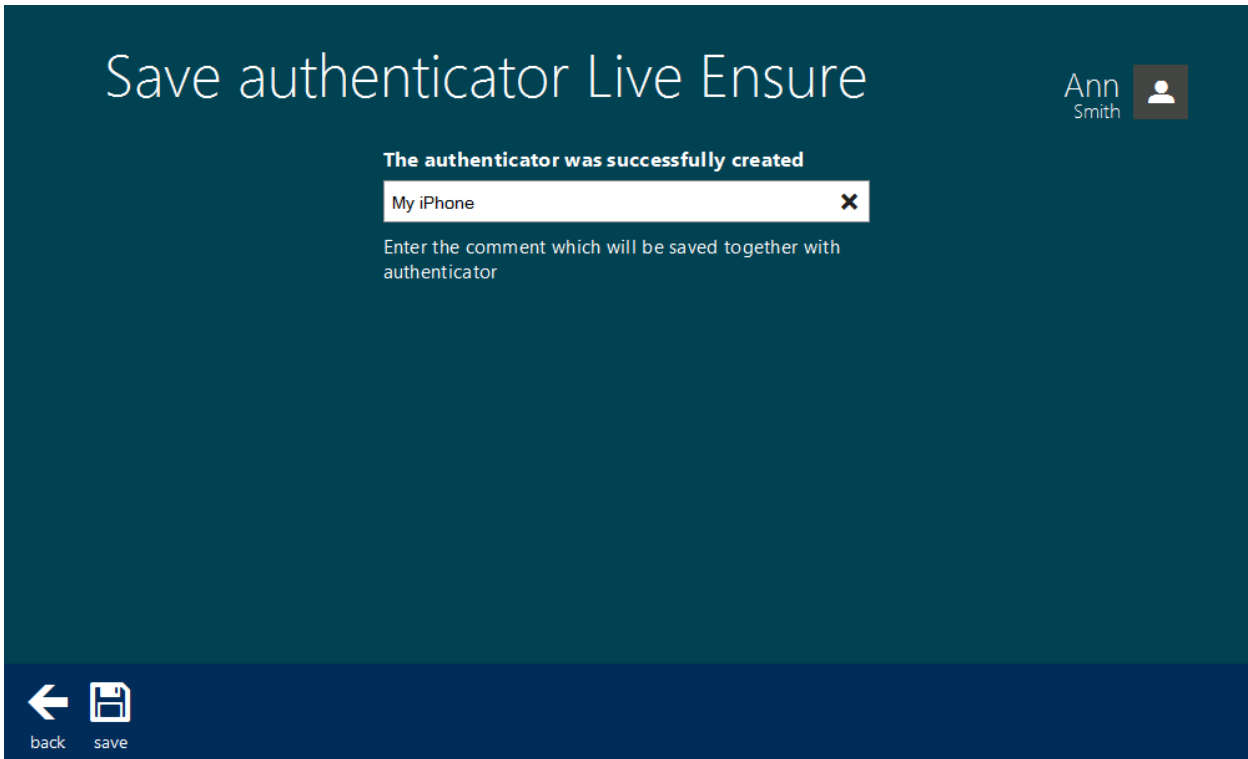**The authenticator was successfully created**

My iPhone ✕

Enter the comment which will be saved together with authenticator

← back 💾 save

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

Existing authenticators

Ann
Smith

Live Ensure
2/5/2014 10:34:52 AM
My iPhone

You can enroll up to 10 authenticators

← back ✚ add

9
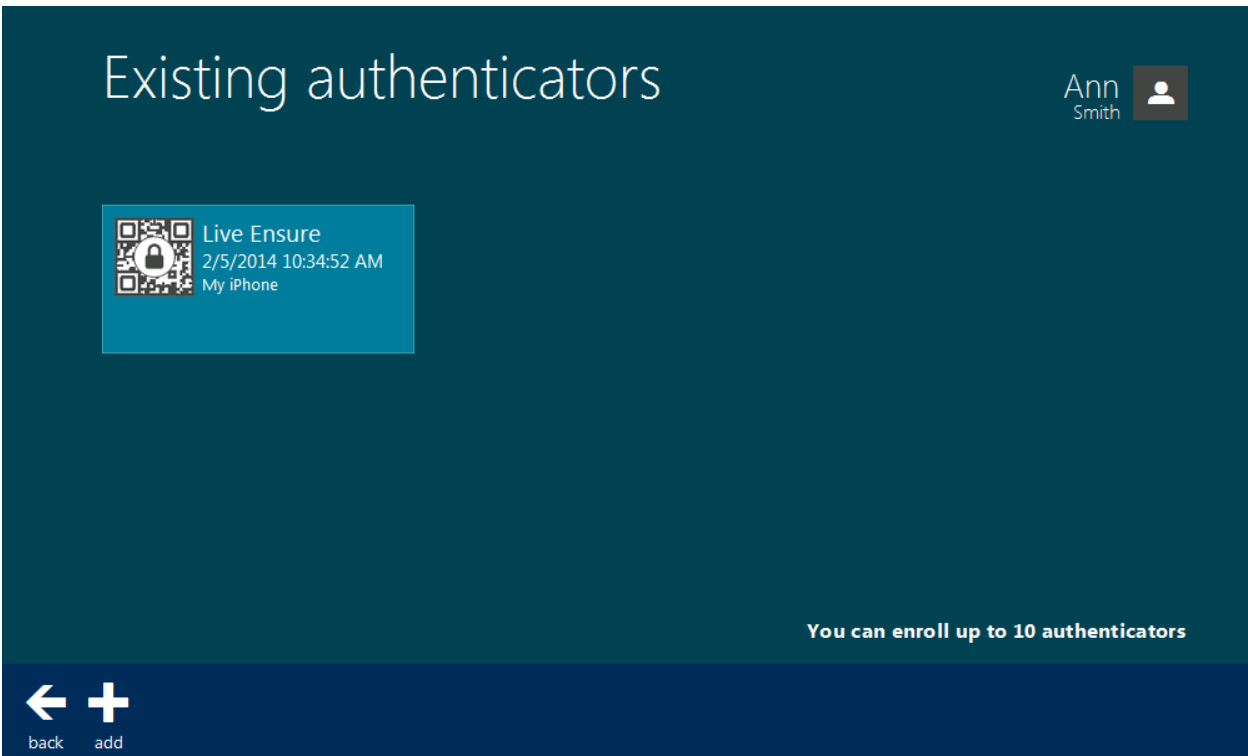
OATH OTP Authenticator

In this chapter:

- [Enrolling OATH TOTP Authenticator with NetIQ Smartphone App](#)
- [Enrolling OATH TOTP Compliant Software Token](#)
- [Enrolling OATH TOTP Compliant Hardware Token](#)
- [Enrolling OATH HOTP Compliant Software Token](#)
- [Enrolling OATH HOTP Compliant Hardware Token](#)

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Enrolling OATH TOTP Authenticator with NetIQ Smartphone App

To enroll an OATH TOTP authenticator with NetIQ Smartphone app:

1. Click **Add** in the main menu of Web Enrollment Wizard.
2. Select **OATH OTP Smartphone TOTP** from the list of available authenticators.
3. Click the **Generate** button for automatic seed generation.

ℹ The seed consists of 40 hex-digits.

4. The QR code containing the template data will be launched.
5. Select the required OTP length. The value should be between 4 and 8.
6. Select the **TOTP** authentication type.
7. Leave the **Token ID** text field empty.

8. Run NetIQ Smartphone app, tap **Scan QR to load config** and point the camera to the QR.
9. After the QR will be scanned, click **Next** at the bottom of the **Enroll OATH OTP** view to continue.
10. Enter the comment which will be saved together with authenticator. Entering commentary is optional. Click **Save**.
11. OATH OTP authenticator is created and is visible in the list of enrolled authenticators.

Enrolling OATH TOTP Compliant Software Token

To enroll an OATH TOTP compliant software token, follow the steps:

1. Click **Add** in the main menu of Web Enrollment Wizard.
2. Select **OATH OTP Smartphone TOTP** from the list of available authenticators.
3. Enter seed to the **Seed** text field. Select one of the following options:

   - Click the **Generate** button for automatic seed generation. Run any third-party OATH compliant software token and authorize (if applicable). Enter the generated seed to an applicable text field of the token.
   - Generate seed on any third-party OATH compliant software and enter it to an applicable text field of the **Enroll OATH OTP** view.

ℹ️ The seed should consist of 40 hex-digits.

4. Select the required OTP length. The value should be between 4 and 8.
5. Select the **TOTP** authentication type.
6. Leave the **Token ID** text field empty.

7. Click **Next** at the bottom of the **Enroll OATH OTP** view to continue.
8. Enter the comment which will be saved together with authenticator. Entering commentary is optional. Click **Save**.
9. OATH OTP authenticator is created and is visible in the list of enrolled authenticators.

Enrolling OATH TOTP Compliant Hardware Token

⚹ This type of enrollment is supported only by ActivIdentity/HID OATH TOTP compliant tokens.

To enroll an OATH TOTP compliant hardware token, follow the steps:

1. Click **Add** in the main menu of Web Enrollment Wizard.
2. Select **OATH OTP Token TOTP (by serial number)** from the list of available authenticators.
3. Enter serial number of your token.

4. Click **Next** at the bottom of the **Enroll OATH OTP** view to continue.
5. Enter the comment which will be saved together with authenticator. Entering commentary is optional. Click **Save**.
6. OATH OTP authenticator is created and is visible in the list of enrolled authenticators.

Enrolling OATH HOTP Compliant Software Token

To enroll an OATH HOTP compliant software token, follow the steps:

1. Click **Add** in the main menu of Web Enrollment Wizard.
2. Select **OATH OTP Smartphone TOTP** from the list of available authenticators.
3. Enter seed to the **Seed** text field. Select one of the following options:

   - Click the **Generate** button for automatic seed generation. Run any third-party OATH compliant software token and authorize (if applicable). Enter the generated seed to an applicable text field of the token.
   - Generate seed on any third-party OATH compliant software and enter it to an applicable text field of the **Enroll OATH OTP** view.

The seed should consist of 40 hex-digits.

4. Select the required OTP length. The value should be between 4 and 8.
5. Select the **HOTP** authentication type.
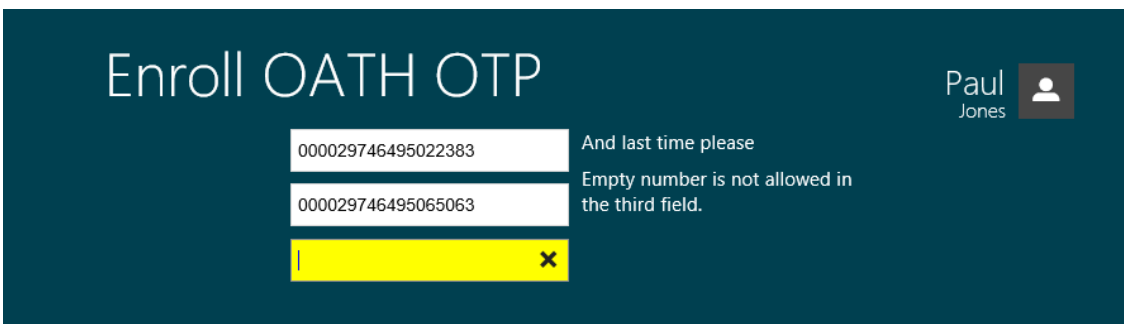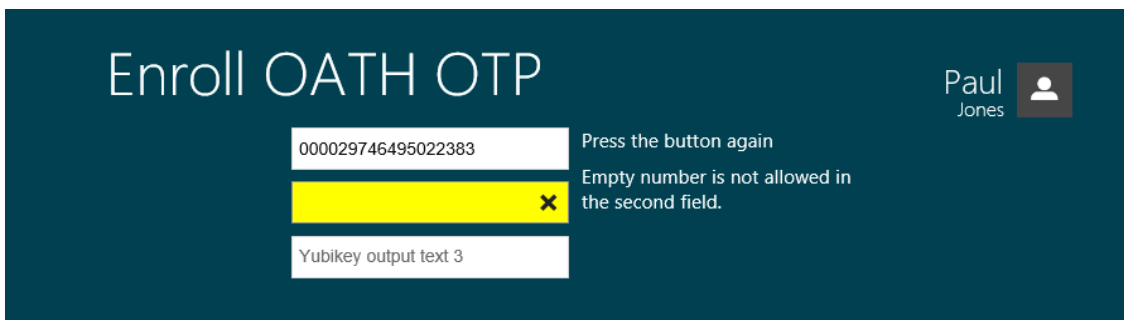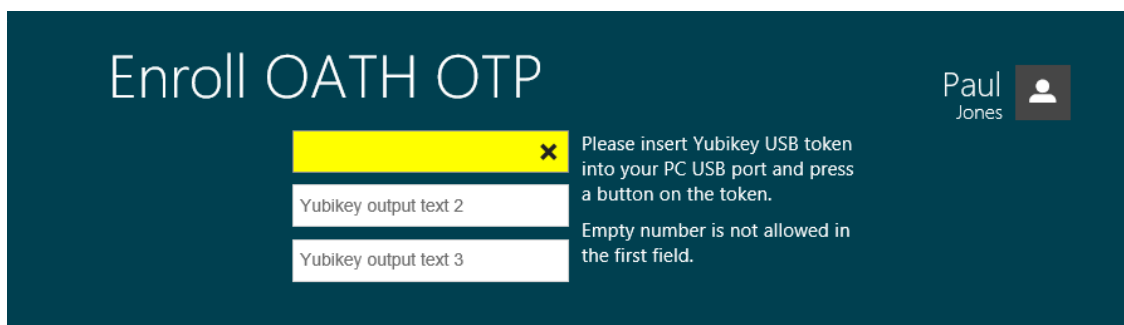6. Leave the **Token ID** text field empty.

7. Click **Next** at the bottom of the **Enroll OATH OTP** view to continue.
8. Enter the comment which will be saved together with authenticator. Entering commentary is optional. Click **Save**.
9. OATH OTP authenticator is created and is visible in the list of enrolled authenticators.

Enrolling OATH HOTP Compliant Hardware Token

⊗ This type of enrollment is supported only by YubiKey Standard/NEO compliant tokens.

To enroll OATH HOTP compliant software token, follow the steps:

1. Click **Add** in the main menu of Web Enrollment Wizard.
2. Select **OATH OTP Yubiley 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.

5. Click **Next** at the bottom of the **Enroll OATH OTP** view to continue.
6. Enter the comment which will be saved together with authenticator. Entering commentary is optional. Click **Save**.
7. 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.
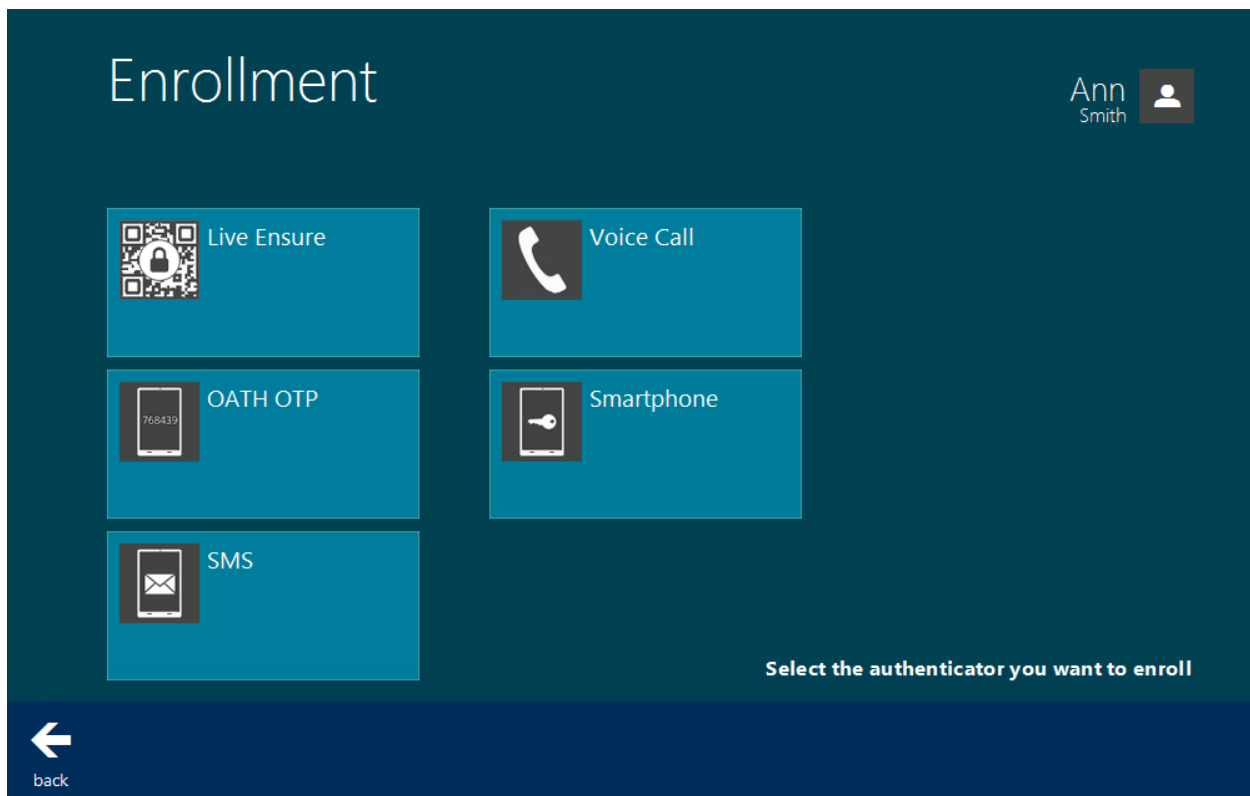
3. Run NetIQ Smartphone Authenticator, tap **Scan QR to load config** and point the camera to the QR.

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
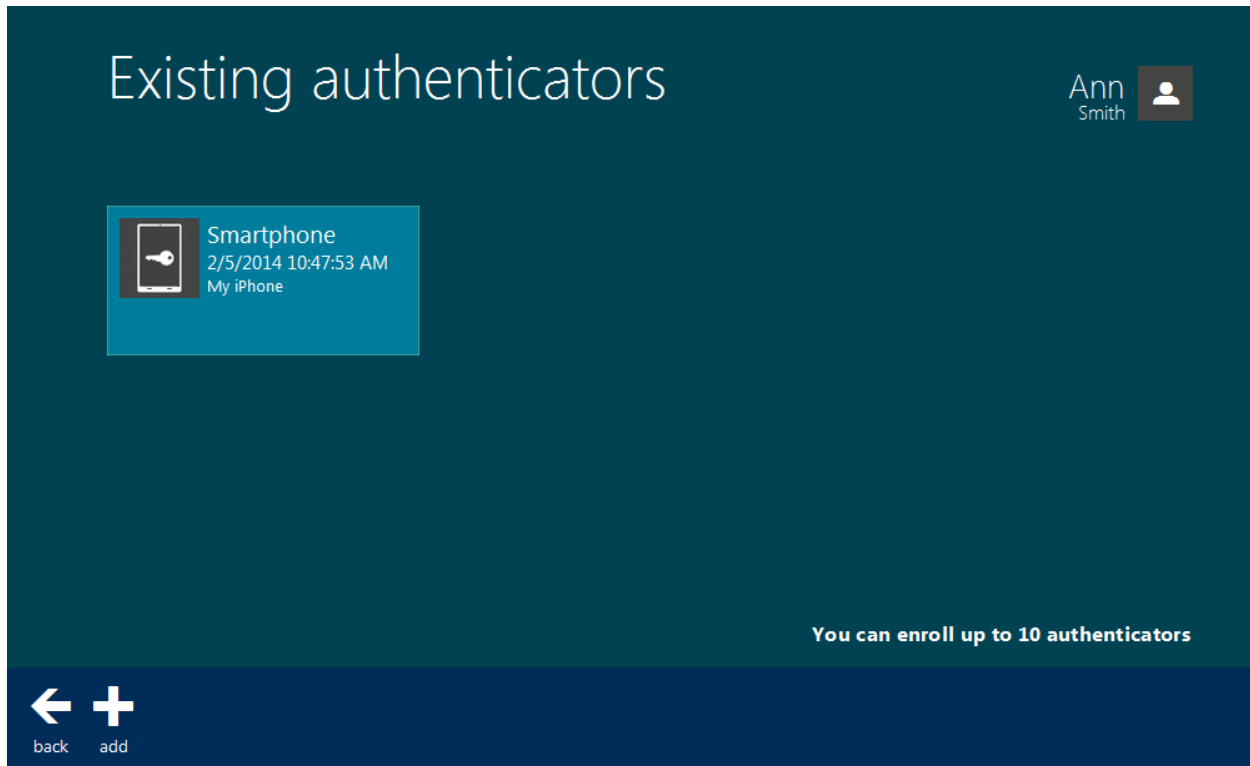
My iPhone ✕

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.
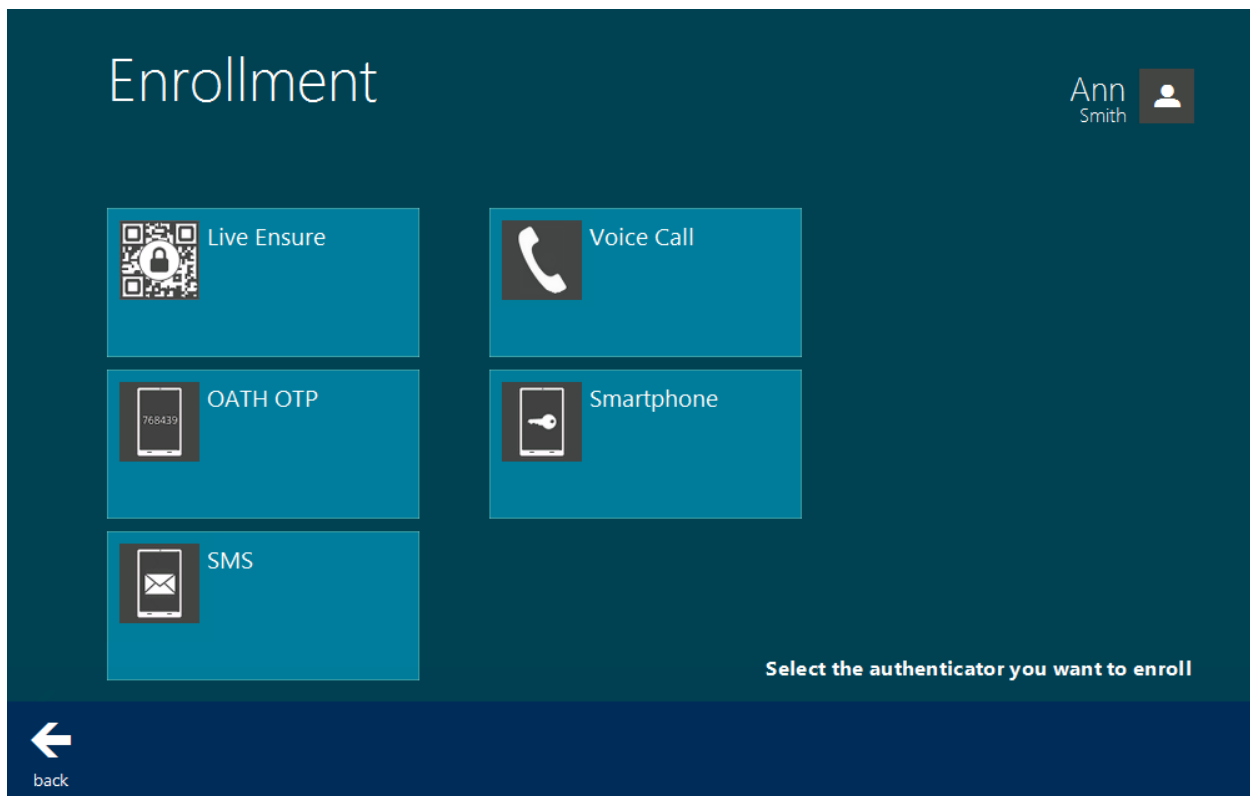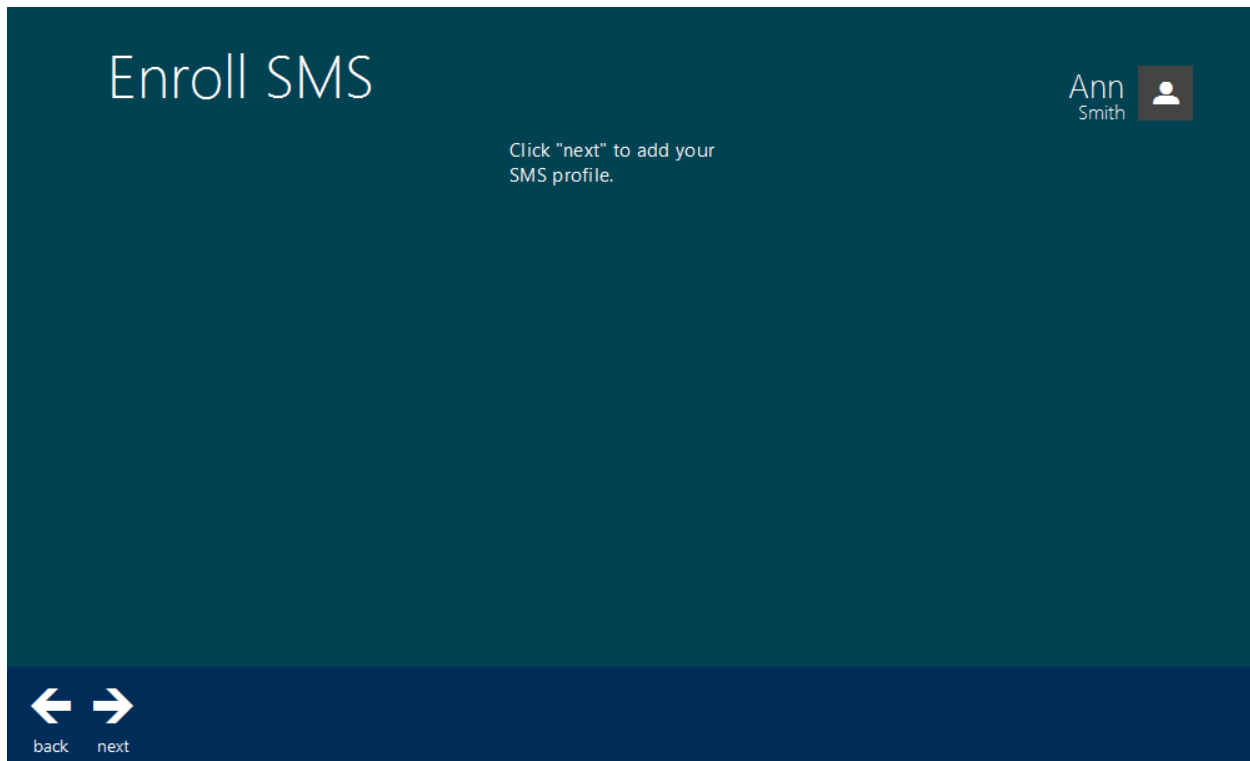
SMS Authenticator

⊛ 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.
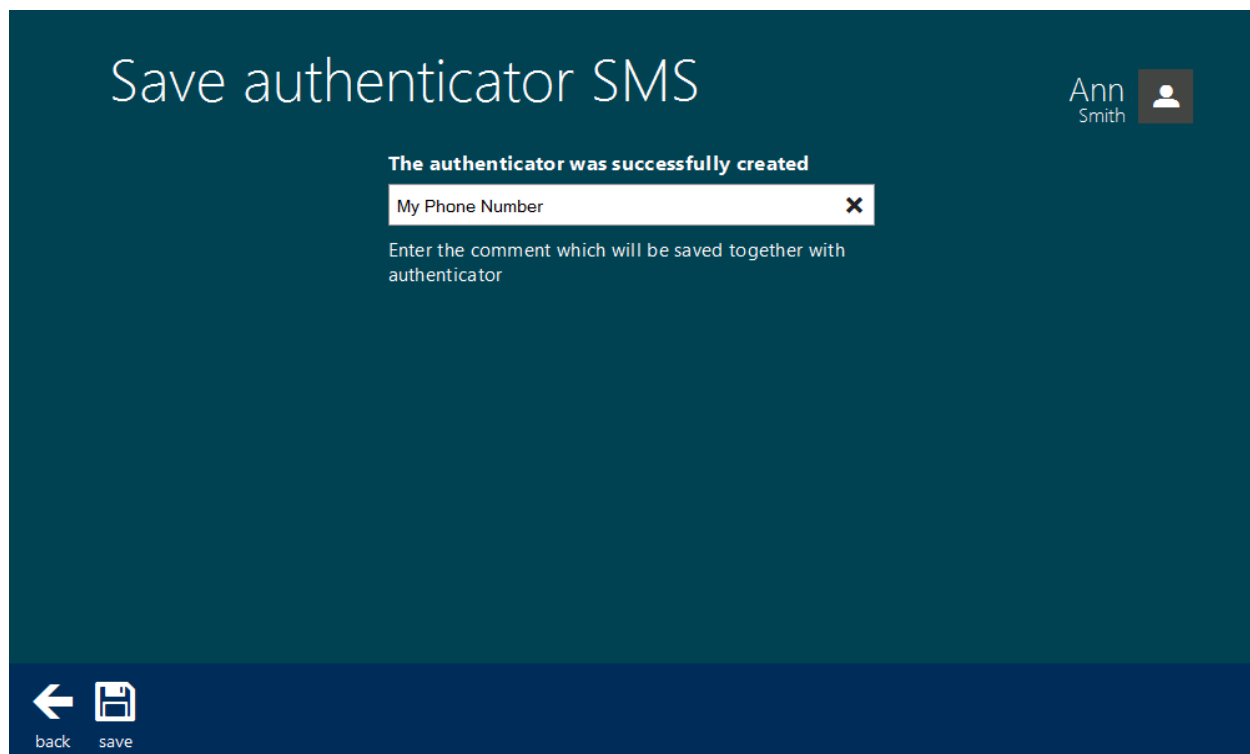
To enroll a SMS authenticator:

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.

© *NetIQ*

Enroll SMS

Ann
Smith

Click "next" to add your
SMS profile.

← back   → next

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

Save authenticator SMS

Ann
Smith

The authenticator was successfully created

My Phone Number ✕

Enter the comment which will be saved together with
authenticator

← back   💾 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**

← back
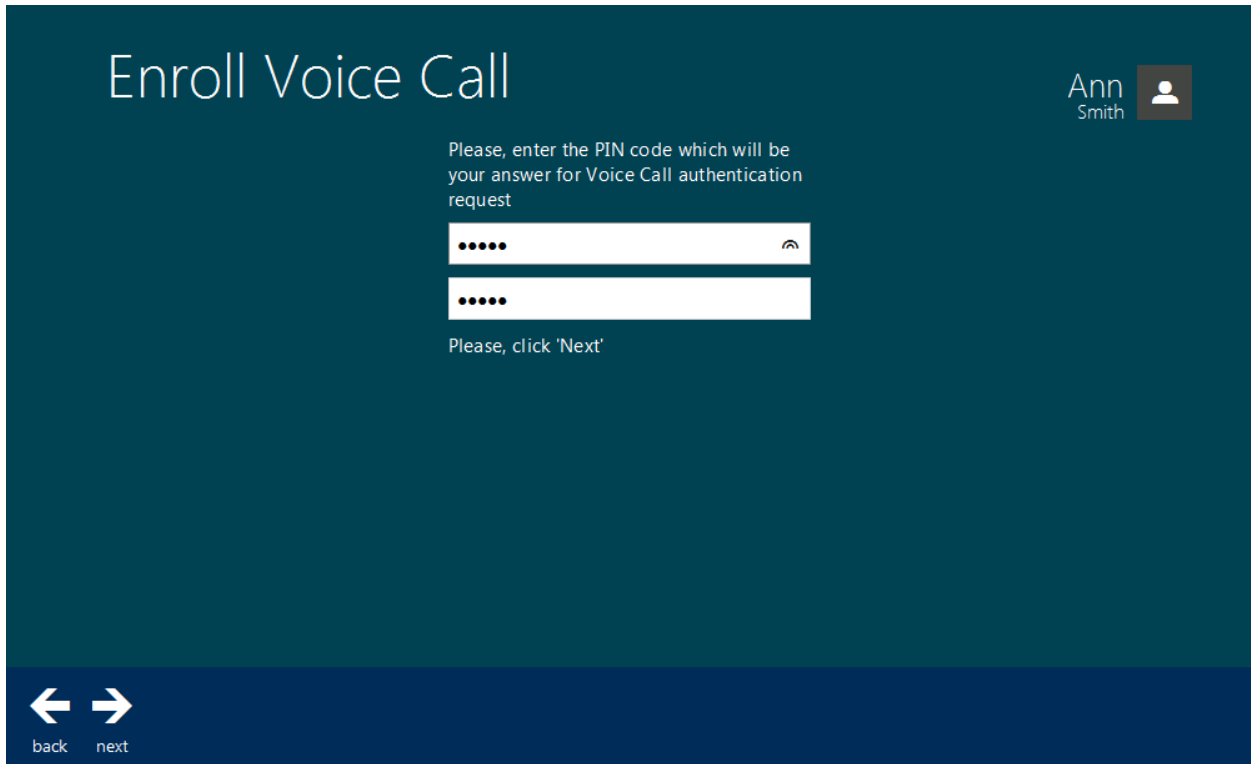+ add

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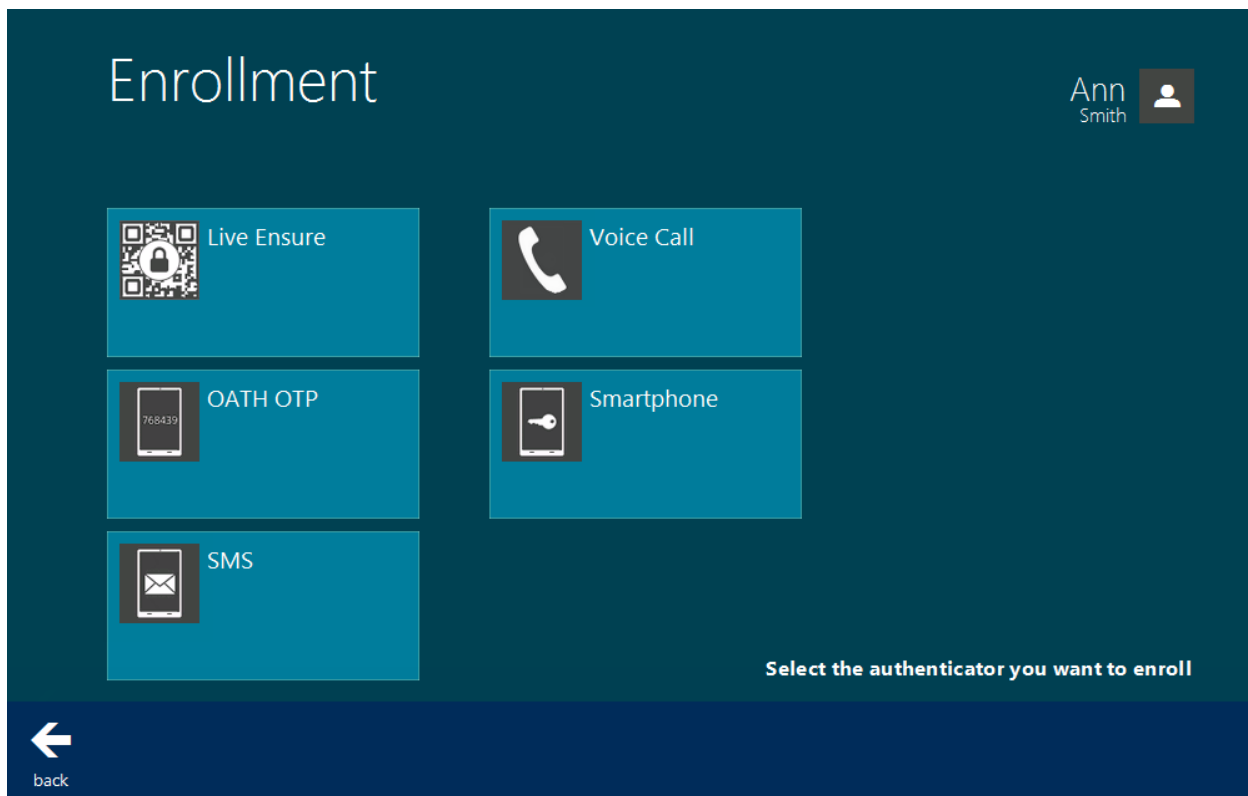
3. Enter the PIN code which will be your answer for Voice Call authentication request.

© *NetIQ*

Enroll Voice Call

Ann Smith

Please, enter the PIN code which will be your answer for Voice Call authentication request

• • • • •

• • • • •

Please, click 'Next'

← back   → next

Click **Next**.

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

Save authenticator Voice Call

Ann Smith

The authenticator was successfully created

My Phone Number   ✖
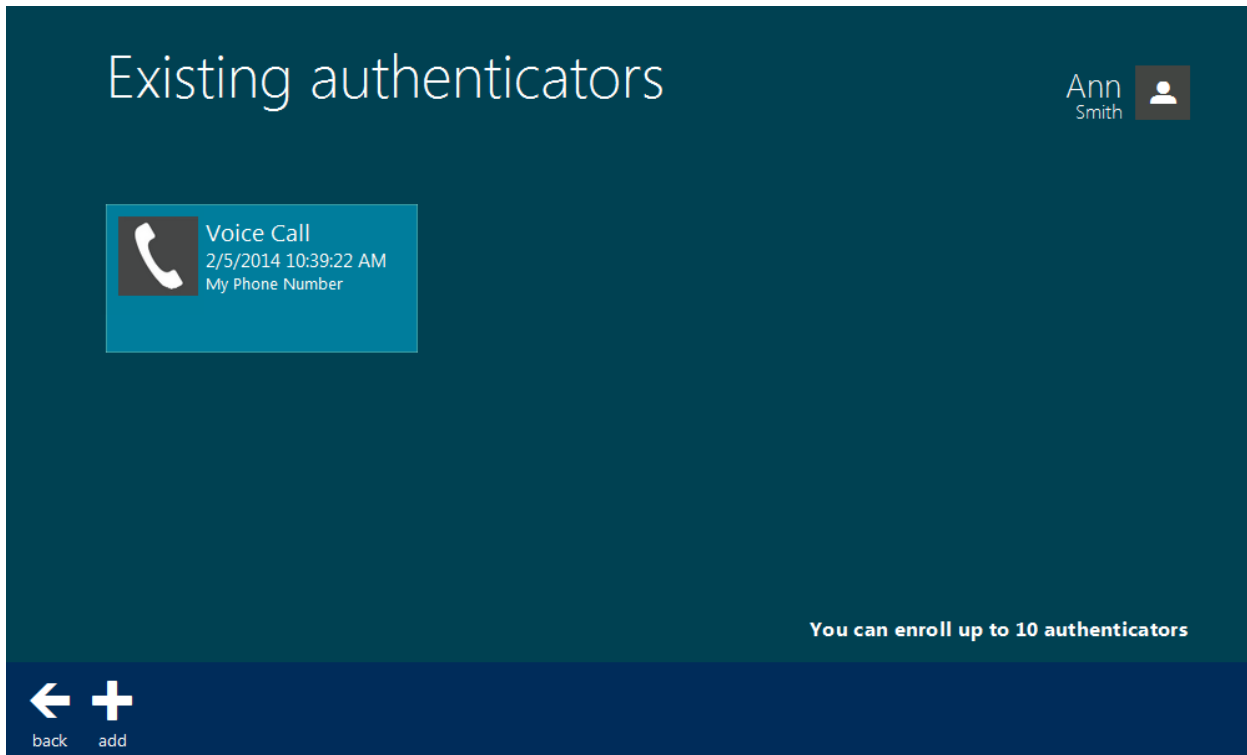
Enter the comment which will be saved together with authenticator

← back   💾 save
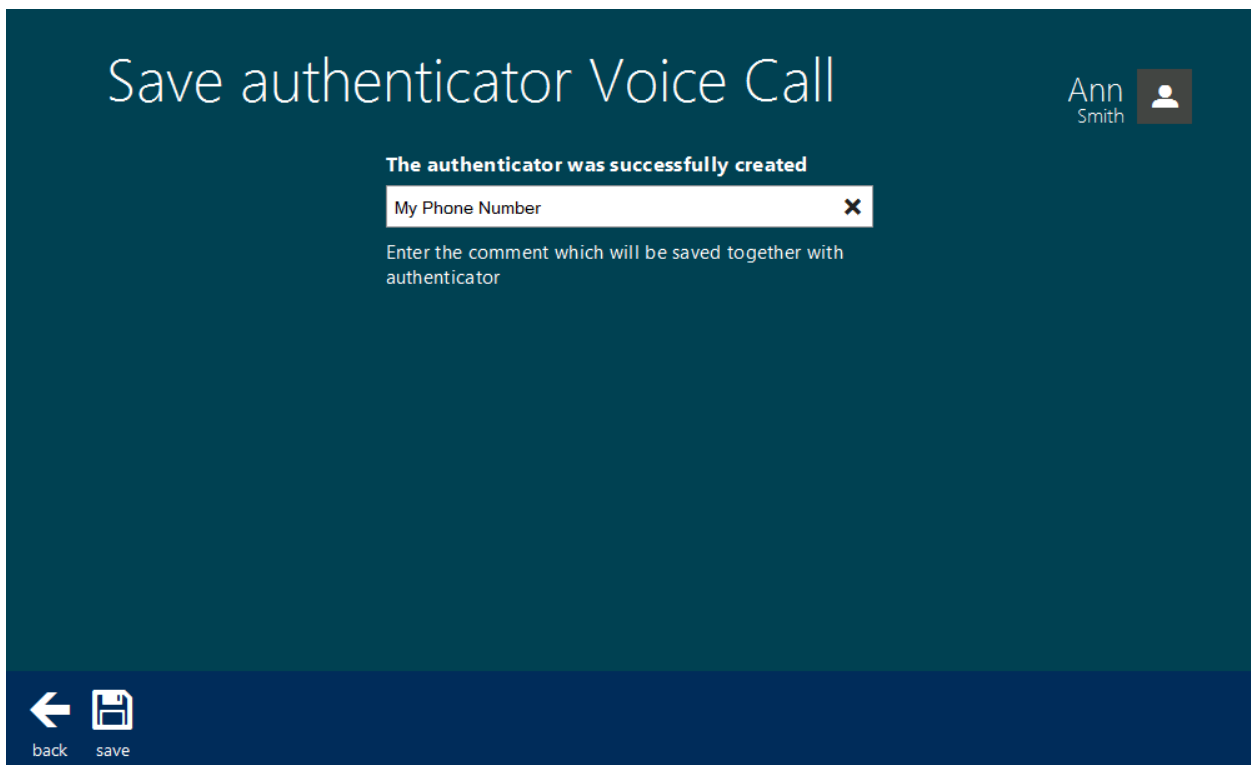
5. Voice Call authenticator is created and is visible in the list of enrolled authenticators.

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Troubleshooting

ℹ️ 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.

Index