

Advanced Authentication 5.3 Hotfix 1 Release Notes

June 2016



Advanced Authentication 5.3 Hotfix 1 resolves specific previous issues.

Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs. You can post feedback in the [Advanced Authentication forum](#) on NetIQ Communities, our online community that also includes product information, blogs, and links to helpful resources.

The documentation for this product is available on the NetIQ website in HTML and PDF formats. If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the documentation posted at the [Advanced Authentication NetIQ Documentation](#) page. To download this product, see the [Advanced Authentication Product](#) website.

- ♦ [Section 1, "Enhancements in the Reporting Portal," on page 1](#)
- ♦ [Section 2, "Software Fixes," on page 1](#)
- ♦ [Section 3, "Upgrading," on page 3](#)
- ♦ [Section 4, "Contact Information," on page 3](#)
- ♦ [Section 5, "Legal Notice," on page 3](#)

1 Enhancements in the Reporting Portal

Advanced Authentication 5.3 Hotfix 1 introduces new reports in the Advanced Authentication Reporting portal.

2 Software Fixes

Advanced Authentication 5.3 Hotfix 1 includes the following software fixes.

- ♦ [Section 2.1, "Cannot Single Sign-On to Advanced Authentication," on page 2](#)
- ♦ [Section 2.2, "Previous User Enrollments Are Displayed in the Helpdesk Module," on page 2](#)
- ♦ [Section 2.3, "Issue with Upgrade When One Card Is Enrolled for Multiple Users," on page 2](#)
- ♦ [Section 2.4, "Windows Is Locked When a User Logs in with the PKI Method," on page 2](#)
- ♦ [Section 2.5, "The 1:N Feature for PKI Method Does Not Work After a Windows Machine Is Booted," on page 2](#)
- ♦ [Section 2.6, "PKI Does Not Support the Interactive logon: Smart card removal behavior Policy," on page 2](#)
- ♦ [Section 2.7, "Issue with the Unlock Option in Mac," on page 2](#)
- ♦ [Section 2.8, "Issue with the Card Reader on Mac," on page 2](#)
- ♦ [Section 2.9, "Smartphone Does Not Work in the Access Manager Plug-in," on page 3](#)

2.1 Cannot Single Sign-On to Advanced Authentication

Issue: The Advanced Authentication Self-Service portal does not support single sign-on. Therefore, users cannot register to different methods without providing credentials. (Bug 944748)

Fix: The basic authentication feature, Authenticators Management event, has been introduced in the Advanced Authentication Self-Service portal. For more information, see “[Configuring Events](#)” section in the [Server Administrator](#) guide.

2.2 Previous User Enrollments Are Displayed in the Helpdesk Module

Issue: While accessing a user’s enrollments through the Helpdesk module, each time a security officer tries to access an additional user, the previous enrollments of the user, which must be hidden, are displayed before the current enrollments. (Bug 964054)

2.3 Issue with Upgrade When One Card Is Enrolled for Multiple Users

Issue: While upgrading from the Advanced Authentication 5.2 to 5.3, an error is displayed when one card is enrolled for multiple users.

Fix: One card enrollment for multiple users is no longer supported. The identifiers of the conflicting card authenticators are automatically removed during the upgrade from Advanced Authentication 5.2 to 5.3 Hotfix 1.

2.4 Windows Is Locked When a User Logs in with the PKI Method

Issue: Windows is locked automatically after a minute when users log in with the PKI method.

2.5 The 1:N Feature for PKI Method Does Not Work After a Windows Machine Is Booted

Issue: When the Windows machine is booted after a user provides a PKI card for logging in, the `No template for Card and specified unit_id` error is displayed. However, after a minute the 1:N feature begins to work.

2.6 PKI Does Not Support the Interactive logon: Smart card removal behavior Policy

Issue: When the [Interactive logon: Smart card removal behavior](#) policy is enabled, the system does not get locked after you provide a PKI card.

2.7 Issue with the Unlock Option in Mac

Issue: After resuming from the sleep mode on Mac, when a user tries to unlock by using Card or PKI methods with the domain account, the authentication window gets closed and reappears after a few seconds. However, when the user logs in with a local account, the unlock option works appropriately.

2.8 Issue with the Card Reader on Mac

Issue: Sometimes while enrolling on Mac, a user gets an error `Card reader not detected`, even though a card reader has been plugged in.

2.9 Smartphone Does Not Work in the Access Manager Plug-in

Issue: In the Access Manager plug-in, an empty page appears after you accept a push message, while authenticating on the smartphone.

3 Upgrading

You can upgrade to Advanced Authentication 5.3 Hotfix 1 from Advanced Authentication 5.2 and 5.3.

For more information about upgrading, see “[Advanced Authentication 5.2 to 5.3 and 5.2, 5.3 to 5.3 Hotfix 1 Upgrade](#)” in the *Advanced Authentication Server Administration Guide*.

NOTE: You must upgrade the plug-ins and client components along with the Advanced Authentication server.

After you upgrade the client components and then authenticate with the Card or PKI method on Windows, you must select a user and an authentication chain and then authenticate. The **1:N** feature does not work for the first time after upgrading.

4 Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email Documentation-Feedback@netiq.com. We value your input and look forward to hearing from you.

For detailed contact information, see the [Support Contact Information website](#).

For general corporate and product information, see the [NetIQ Corporate website](#).

For interactive conversations with your peers and NetIQ experts, become an active member of our [community](#). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

5 Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.netiq.com/company/legal/>.

Copyright © 2016 NetIQ Corporation, a Micro Focus company. All Rights Reserved.

