

NetIQ Client Login Extension 3.8 Release Notes

September 2014



NetIQ Client Login Extension 3.8 includes new features, improves usability, and resolves several previous issues. This document outlines why you should install this version.

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 [NetIQ Identity Manager forums \(https://forums.netiq.com/forumdisplay.php?f=19\)](https://forums.netiq.com/forumdisplay.php?f=19), our community Web site that also includes product notifications, blogs, and product user groups.

The documentation for this product is available on the NetIQ website in HTML and PDF formats on a page that does not require you to log in. 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 [Client Login Extension Documentation](#) page.

To download this product, see the [Client Login Extension Product](#) Web site.

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1 What's New?

The following outline the key features provided by this version, as well as issues resolved in this release:

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1.1 Changing Password Through Self Service Password Reset

Client Login Extension now facilitates changing the users' domain passwords through SSPR. When a user presses Ctrl-Alt-Del keys, he is presented with the Change a Password option using which he can initiate password change.

If the Change password through SSPR option is enabled in the Client Login Extension Configuration utility, the Client Login Extension routes the password change request to SSPR.

NOTE: SSPR integration features are only supported in the Active Directory environments.

1.2 Emergency Access

If a user forgets the login password to the directory, the Emergency Access feature uses the challenge-response information from SSPR to grant access even if the user is not connected to the network. If the answers to the challenge-response are correct, the user is allowed access to the workstation.

When the user clicks the **Forgotten Password** link, the Credential Provider checks the SSPR server availability. If the SSPR server is reachable, a Restricted Browser is displayed. If the SSPR server is not reachable, a set of challenge-response questions are displayed. When all the questions are answered, the user can login to the workstation for a specific time. For more information about Emergency Access feature see, [Emergency Access page \(https://www.netiq.com/documentation/client-login-extension/idm_cle/data/b195wc4y.html\)](https://www.netiq.com/documentation/client-login-extension/idm_cle/data/b195wc4y.html).

1.3 Support for New Windows Platforms

In addition to Windows 7 (32-bit and 64-bit), Client Login Extension now supports Windows 8 and Windows 8.1 both 32-bit and 64-bit.

1.4 Software Fixes

Client Login Extension 3.8 provides software fixes for the following issues:

- [Section 1.4.1, “Passing a Domain Name on the Other User Tile Returns Users to the Login \(Ctrl +Alt +Del\) Screen on Windows 7,” on page 2](#)
- [Section 1.4.2, “Emergency Access Feature Stops Working After Upgrading From Client Login Extension 3.7.2 Patch 3 to Client Login Extension 3.7.3,” on page 2](#)

1.4.1 Passing a Domain Name on the Other User Tile Returns Users to the Login (Ctrl +Alt +Del) Screen on Windows 7

Issue: When an anonymous domain user tries to log in through the **Other User** tile to a computer attached to a domain, Client Login Extension sends the user to the secure sign in screen (Ctrl +Alt +Del).

Fix: The issue is fixed. You can now log in by specifying the username in the **Other User** tile.

1.4.2 Emergency Access Feature Stops Working After Upgrading From Client Login Extension 3.7.2 Patch 3 to Client Login Extension 3.7.3

Issue: The Emergency Access feature does not work after you upgrade from Client Login Extension 3.7.2 Patch 3 to Client Login Extension 3.7.3.

Fix: The issue is fixed. You can now use the Client Login Extension Configuration Utility to install Client Login Extension with Emergency Access feature enabled.

2 System Requirements

For information about the system requirements, refer to *System Requirements* in the [Client Login Extension 3.8 Administration Guide \(https://www.netiq.com/documentation/client-login-extension/idm_cle/\)](https://www.netiq.com/documentation/client-login-extension/idm_cle/).

3 Installing Client Login Extension 3.8

For information about how to install Client Login Extension, refer to *Installing the Client Login Extension* in the *Client Login Extension 3.8 Administration Guide* (https://www.netiq.com/documentation/client-login-extension/idm_cle/).

4 Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issues are currently being researched. If you need further assistance with any issue, please contact [Technical Support](http://www.netiq.com/support) (<http://www.netiq.com/support>).

- ♦ [Section 4.1, “The NSL Emergency Access Feature Does Not Work When Deployed with Client Login Extension 3.8,” on page 3](#)
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- ♦ [Section 4.8, “Specifying System Name to Change Password for a Local User Makes a REST Call to SSPR,” on page 5](#)
- ♦ [Section 4.9, “Clicking Forgotten Password Link After Specifying an Incorrect Password Displays Blank Screen or Ctrl+Alt+Del Screen,” on page 5](#)
- ♦ [Section 4.10, “Zenworks CP Takes Precedence if Zenworks and Client Login Extension 3.8 are Both Installed on Windows 7,” on page 5](#)

4.1 The NSL Emergency Access Feature Does Not Work When Deployed with Client Login Extension 3.8

Issue: The Emergency Access feature of NSL stops working when it is deployed with Client Login Extension 3.8.

Workaround: To workaround this issue, install Client Login Extension 3.8 with Emergency Access feature enabled.

NOTE: User must configure Emergency Access through Client Login Extension Configuration utility for the workaround.

4.2 Enabling Emergency Access Displays Change Network Password Tile in the Change Password Screen

Issue: When you press Ctrl +Alt +Del keys, an extra tile, **Change a Network Password** is displayed in the Change Password window. This issue occurs only if you enabled Emergency Access feature provided with NSL.

Workaround: NetIQ recommends that you use Emergency Access feature provided with Client Login Extension 3.8.

4.3 Accessing a Computer Through Emergency Access Takes Long Time to Respond

Issue: If you install NSL with Emergency Access feature on a computer that already has Client Login Extension 3.8 with Emergency Access feature installed, NSL overwrites the Client Login Extension 3.8 Emergency Access feature. This takes you longer time to access the computer through Emergency Access feature.

Workaround: There is no workaround at this time.

4.4 Login to a Computer with Network Connectivity Fails After a Failed Emergency Access Session

Issue: Emergency access to a computer fails when the local cache is not updated with successive events of change password and clear responses from SSPR. If you attempt to log in to the computer with a network connection after a failed Emergency Access session, it logs off the computer automatically by taking the timer values from Emergency Access.

Workaround: There is no workaround at this time.

4.5 Specify the User Name in Windows CP When Emergency Access is Launched From the Other User Tile

Issue: If you attempt to launch Emergency Access from the **Other User** tile without providing the username in Windows CP, it fails to work because Emergency Access feature is designed to inject only password and not the username.

Workaround: To workaround this issue, make sure you specify the username in the **Other User** tile, even though the Emergency Access user interface prompts for the username again.

4.6 Additional Screen is Displayed If You Lock and Switch a User in a Computer Enabled with Client Login Extension on Windows 7

Issue: On a computer with Client Login Extension installed, when you lock a user session and click **Switch User**, an additional screen of last logon user profile is displayed.

Workaround: To workaround this issue, you need to click **Switch User** twice to change the user.

4.7 Client Login Extension and SSPR Integration Features Do Not Work with an HTTP Connection

Issue: SSPR integration features such as Force Challenge Responses Enrollment, Password Expiration Notification, and Change Password through SSPR do not work if you use an HTTP connection to make REST calls.

Workaround: To workaround this issue, use HTTPS (Hypertext Transfer Protocol Secure) connection instead of HTTP.

4.8 Specifying System Name to Change Password for a Local User Makes a REST Call to SSPR

Issue: When you are logged in as a domain user and if you press Ctrl+Alt+Del keys to change password and specify system name\user name in the **Username** field, Client Login Extension issues a REST call to SSPR.

Workaround: To workaround this issue, use .\ (dot followed by slash) instead of specifying the system name for username.

4.9 Clicking Forgotten Password Link After Specifying an Incorrect Password Displays Blank Screen or Ctrl+Alt+Del Screen

Issue: This occurs only on Windows 7 when the Emergency Access feature is enabled.

Workaround: Press Ctrl+Alt+Del keys and click the **Forgotten Password** link twice to launch the Restricted Browser. If the SSPR server is not reachable, the Emergency Access mode is triggered.

4.10 Zenworks CP Takes Precedence if Zenworks and Client Login Extension 3.8 are Both Installed on Windows 7

Issue: On a Windows 7 computer, only the Forgotten Password link URL will work.

On a Windows 8 or 8.1 computer, ZENworks Configuration Management (ZCM) doesn't display the Forgotten Password Link URL. As a result, users cannot use the Forgotten Password feature.

Workaround: There is no workaround at this time.

5 Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email Documentation-Feedback@netiq.com (<mailto: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](http://www.netiq.com/support/process.asp#phone) (<http://www.netiq.com/support/process.asp#phone>).

For general corporate and product information, see the [NetIQ Corporate website](http://www.netiq.com/) (<http://www.netiq.com/>).

For interactive conversations with your peers and NetIQ experts, become an active member of our [community](https://www.netiq.com/communities/) (<https://www.netiq.com/communities/>). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

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