

NetIQ Client Login Extension 3.8 Service Pack 1 Release Notes

January 2015



NetIQ Client Login Extension (CLE) 3.8 Service Pack 1 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.

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.

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IMPORTANT: Ensure that you install Novell Client before installing CLE. Else, Self Service Password Reset (SSPR) fails to launch.

1 What's New?

The following enhancement is introduced and an issue is fixed in this release:

- ♦ [Section 1.1, "Enabling CLE Tile for Biometric Devices," on page 1](#)
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1.1 Enabling CLE Tile for Biometric Devices

This service pack introduces the **Enable CLE tile on the login screen** option to prevent creation of duplicate tiles in the Client Login Extension Configuration Utility window.

NOTE: Select this option only if a biometric device is installed on the computer.

To configure this option, perform the following steps:

- 1 In the Client Login Extension Utility window, select the **Enable CLE tile on the login screen** option.
- 2 Specify the text to be displayed in the **CLE Tile Large Text** field.

- 3 Specify the path to the logo file. Ensure that the format of the file is .bmp.
- 4 Click **Configure Installer** to continue with the installation.

1.2 Fixed Issue

The following fixed issue is included in this release:

1.2.1 Emergency Access Fails When No Cache File is Created

Issue: The emergency access fails when the CLE cache file is not created. This is a random issue.

Fix: This release creates CLE cache files and hence emergency access does not fail.

2 System Requirements

For information about the system requirements, refer to *System Requirements* in the [Client Login Extension 3.8 Administration Guide](#).

3 Installing Client Login Extension 3.8 SP1

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](#).

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).

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- [Section 4.12, “Zenworks CP Takes Precedence if Zenworks and Client Login Extension 3.8 are Both Installed on Windows 7,” on page 5](#)

4.1 CLE Tile Does Not Allow Change Password on a Windows Machine

Issue: The windows change password feature does not work when SSPR is not configured with CLE.

Workaround: To workaround this issue, it is recommended that you configure SSPR after installing CLE. To configure SSPR, refer to Configuring SSPR in the [Client Login Extension 3.8 Administration Guide](#).

4.2 CLE Displays Password Expiry Message If SSPR SSL Certificate is Expired or Invalid

Issue: When a user tries to login with an expired or invalid SSPR SSL certificate, Emergency Access displays an expired password message.

Workaround: To workaround this issue, ensure that the SSPR SSL certificate is still valid.

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

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

Workaround: To workaround this issue, it is recommended that you install the latest version of Emergency Access feature provided with Client Login Extension 3.8.

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

4.4 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: To workaround this issue, it is recommended that you install the latest version of Emergency Access feature provided with Client Login Extension 3.8.

4.5 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.

4.6 Unable to Log in Using Network Connectivity After a Failed Emergency Access Session

Issue: Logging in using Emergency Access feature fails when the local cache is not updated with event details of change password attempts and also when local cache is not updated with challenge / responses from SSPR. If you attempt to login with a network connection after a failed Emergency Access session, you are logged off after lapse of the duration specified in the on-inactivitytimer attribute.

Workaround: There is no workaround at this time.

4.7 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.

4.8 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.

4.9 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.

4.10 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.

4.11 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.

4.12 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.

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