NetIQ Client Login Extension

Administration Guide

January 2016

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About this Book and the Library

The *Client Login Extension Administrator Guide* provides information about using the Client Login Extension to provide password self-service functionality.

Intended Audience

This guide is intended for administrators, consultants, and network engineers who require a high-level introduction to Identity Manager business solutions, technologies, and tools.

Contents

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We are a global, enterprise software company, with a focus on the three persistent challenges in your environment: Change, complexity and risk—and how we can help you control them.

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Adapting to change and managing complexity and risk are nothing new

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1 Understanding the Client Login Extension

The Client Login Extension facilitates password self-service by adding a link to the Windows login screen. When users click the **Forgot Password** link in their login client, the Client Login Extension launches a restricted browser to access the Password Self-Service feature on the login clients. This feature assists in reducing help desk calls from people who forget their passwords.

Credential Provider Support

Password recovery support is available for graphical authentication interfaces such as Credential Provider for LDAP clients and the Novell Client. In the absence of these clients, the password recovery support is provided by the default Microsoft Credential Provider implemented by the Client Login Extension.

The Client Login Extension provides a credential provider filter component to filter out any existing credential provider in the user system. If the Novell Client or SecureLogin credential provider is present, then Client Login Extension filters the credential provider provided by the Client Login Extension.

Desktop Automation Services

Password recovery support through the Client Login Extension tool is also available for locked workstations and for workstations in which user operations are controlled by Desktop Automation Services (DAS).

Configuring the Password Self-Service Feature

The Administrator runs the Client Login Extension Configuration Utility and provides registry entries for the MSI file. The registry entries for the MSI file include a welcome note, text to be shown as a link, URL of the target server, and other required options. The entered values are displayed as fields on the restricted password self-service browser. The user who forgot the password should provide the required values in the self-service browser and retrieve the forgotten password.

The Client Login Extension supports the Self Service Password Reset (SSPR) application. For information on installing and configuring the SSPR application, see NetIQ Self Service Password Reset 3.1 Administration Guide.

Running the Configuration Utility of the Client Login Extension configures the Client Login Extension MSI file, which you then install on client workstations running the Novell Client software, NetIQ SecureLogin 8.0.1 and Microsoft Credential Provider.

The Client Login Extension MSI files are available in a number of different languages. You must configure the Client Login Extension file for each language, including English, before it can be used.

The Client Login Extension Configuration utility allows the system administrator to specify the following configuration information for the Client Login Extension MSI file:

- You can set the URL for password self-service.

- Specify a customized message for Emergency access page.
- For NetIQ SecureLogin 8.0.1, you can include text (such as “Forgotten Password”) for the link to password self-services.

NOTE: The Client Login Extension for NetIQ Identity Manager works with NetIQ SecureLogin 8.0.1 and the Novell Client 4.91 SP3 or later. This utility does not work with any application that alters Microsoft Credential Provider, except the Novell Client 4.91 SP3 or later. The Client Login Extension has been tested for use on licensed NetIQ Identity Manager 3.5 and later systems.

The remaining sections in this guide step you through installing and using the Client Login Extension Configuration utility to configure the Client Login Extension MSI files. The instructions for using the Client Login Extension MSI files are also included.

2 System Requirements

Ensure that the following requirements are met by the system where you will install the Client Login Extension.

2.1 Supported Client Login Programs

The Client Login Extension works with the native Microsoft Credential Provider, and the Novell Client 4.91 SP3 or later. This utility does not work with any application that alters the Microsoft Credential Provider, except the Novell Client 4.91 SP3 or later.

2.2 Supported Windows Client Versions

You can use the Client Login Extension with the following Windows version:

- Windows 10 (32-bit and 64-bit)
- Windows 8, 8.1 (32-bit and 64-bit)
- Windows 7 (32-bit and 64-bit)

2.3 Supported Windows Server Versions

You can use the Client login Extension with the following Windows server:

- Windows 2012 R2

2.4 Supported Identity Manager Versions

You can use the Client Login Extension with the following Identity Manager versions:

- Identity Manager 3.5 and 3.5.1
- Identity Manager 3.6 and 3.6.1
- Identity Manager 4.0, 4.0.1, 4.0.2, and 4.5

2.5 Supported .NET Framework Versions

You can use the Client Login Extension with the following .NET Framework versions:

- .NET 2.0
- .NET 3.5

NOTE: ClientLoginExtensionConfigurationUtilitySetup.msi bundles `Client Login Extension Configuration Utility.exe` and `IdentityManagerClientLoginExtension_en.msi`. `IdentityManagerClientLoginExtension_en.msi` does not have any dependency on .NET framework whereas `Client Login Extension Configuration Utility.exe` file is dependent on the .NET 3.5 framework for its operation.

2.6 Supported NetIQ SecureLogin Versions

You can use the Client Login Extension with the following SecureLogin versions:

- Novell SecureLogin 7.0.3 Hotfix 1 and later versions of Novell SecureLogin 7.0.3.
- NetIQ SecureLogin 8.0 and later

2.7 Supported NetIQ Self Service Password Reset Versions

You can use the Client Login Extension with the following Self Service Password Reset versions:

- NetIQ Self Service Password Reset 3.2 and later.

3 Preliminary Tasks

Before running the NetIQ Client Login Extension, you must install Self Service Password Reset. For the supported versions of Self Service Password Reset refer the Section 2.7, “Supported NetIQ Self Service Password Reset Versions,” on page 12. If you are using Identity Manager (IDM) you require a working Identity Manager application (for example, Identity Manager 3.5 or later) system and have the user application configured correctly to enable the Password Self-Service feature. For information on installing Identity Manager and the User Application, see the Identity Manager Setup Guide (https://www.netiq.com/documentation/idm45/setup_guide/data/front.html).

3.1 Enabling the Password Self-Service Feature for IDM Users

To enable the Password Self-Service feature, perform the following:

- Enable Universal Password.
- Create a password policy or select an existing password policy.
- Enable and configure the **Forgotten Password** option.
- Assign the password policy to the appropriate users, groups, or container.
- Enable SSL.

You initially set up the Password Self-Service feature through iManager by using the **Passwords > Password Policies > Forgotten Password** and **Policy Assignment** options. For more information on the Password Self-Service feature, see “Managing Passwords by Using Password Policies” and “Password Self-Service” in the Password Management 3.2 Administration Guide.

Use the Identity Manager User Application to complete the password configuration. For information about configuring Password Self-Service through the Identity Manager User Application, see “Forgot Password Web Service” in the User Application: Administration Guide.

NOTE: After completing the Password Self-Service, restart the operating system in the LDAP CP mode to effect password recovery assistance.

You also need to turn on SSL in JBoss. See “Enabling SSL” in the User Application: Administration Guide. The Client Login Extension does not work without SSL.

You must enable the URL rewriting when the User Application is deployed on the IBM WebSphere Application Server.

1. Log in to the Administration Console.
2. Go to the **Server > Application Servers > Select your server** (for example, server1), then select **Session Management** on the Configuration tab.
3. Select the **Enable URL Rewriting** check box and click **Apply**, then click **Save**.
4. Restart the WebSphere Application Server.

With the Forgotten Password feature enabled and the password policy assigned, you now have a valid HTML link for the restricted browser to use. This link needs to be configured for HTTPS, for example, `https://hostname:8443/IDM/jsps/pwdmgt/ForgotPassword.jsf`. Use this URL when running the Client Login Extension Configuration utility.

3.2 Configuring NetIQ Self Service Password Reset (SSPR)

You must configure the following settings in SSPR to enable the Challenge Response Force Enrollment and the Password Expiration Notification features.

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

3.2.1 Configuring SSPR for the Client Login Extension Integration

Launch SSPR, in the Configuration Editor page, click **Settings** > **Web Services** > **REST Services**. For information about configuring the settings for **REST Services**, refer Configuring Extensions. You must configure all the settings that are available for **REST Services**.

3.2.2 Configuring SSPR for Enabling Password Expiration Warning

Launch SSPR, in the Configuration Editor page, click **LDAP** > **Active Directory** > **Allow Authentication When Password Expired**.

4 Installing the Client Login Extension

The NetIQ Client Login Extension interacts with NetIQ Identity Manager and NetIQ SecureLogin applications for the user to log in to all the defined applications, and benefit from the password self-service for the NetIQ, Microsoft, and LDAP clients. The service is also available for DAS-enabled workstations.

However, availability of the service is based on the authentication interface of the clients.

Table 4-1 *Password Self-Service Support for Clients*

Authentication Interface	During Operating System Login	During Operating System Lock	For DAS-Enabled Workstations
Microsoft CP	Available	Available	Available
Novell Client CP	Available	Not available	Available
LDAP CP	Available	Available	Available

You install the Client Login Extension, SecureLogin applications, Emergency Access on the systems in which the password self-service feature is required.

NOTE: In order to set up the password self-service for Novell Client, install Novell Client before installing the Client Login Extension. For other clients, you can follow any installation sequence.

The Client Login Extension Configuration utility is available in the `<CD_ROOT>/CLE` folder. Here, CD_ROOT refers to the location where the Identity Manager files are extracted.

To install the Client Login Extension:

1. From the `cle` directory, run `ClientLoginExtensionConfigurationUtilitySetup.msi` to launch the Client Login Extension Configuration Utility installer. Select the executable for your platform. For instance, if you are on a 64-bit platform, select the executable inside the `win64` folder.

   The installer checks to see if .NET platform is installed on the computer. If it is not installed, the installer prompts you for installing it. After the installation is complete, the Client Login Extension Setup Wizard is launched.
2. Read the information on the initial wizard pages, then click **Next**.
3. On the License Agreement page, read the license agreement. If you agree, select **I Agree**, then click **Next**.
4. On the Select Installation Folder page, use the default directory selection or click **Browse** to select a different directory.

   The default directory is `C:\Users\<username>\Documents\Client Login Extension Configuration Utility Setup 3.9.1`.
5. Click **Next**.
6. On the Confirm Installation page, click **Next** to install the Client Login Extension Configuration utility and Client Login Extension files.

7 When the installation completes, click **Close**.

The installation process creates two shortcuts to `ClientLoginExtensionConfigurationUtility.exe`, one for the desktop and one for the **Programs** menu. The process installs the following folders and files in the installation folder:

- `ClientLoginExtensionConfigurationUtility.exe`
- ClientLoginExtensionConfigurationUtility.exe configuration file
- `license.rtf`
- `Installer/`
  - `IdentityManagerClientLoginExtension_en.msi` (English--default)
  - `IdentityManagerClientLoginExtension_de.msi` (German)
  - `IdentityManagerClientLoginExtension_es.msi` (Spanish)
  - `IdentityManagerClientLoginExtension_fr.msi` (French)
  - `IdentityManagerClientLoginExtension_it.msi` (Italian)
  - `IdentityManagerClientLoginExtension_ja.msi` (Japanese)
  - `IdentityManagerClientLoginExtension_zh_CN.msi` (Chinese Mandarin)
  - `IdentityManagerClientLoginExtension_zh_TW.msi` (Chinese Traditional)

8 Continue with Chapter 6, “Configuring the Client Login Extension MSI Files,” on page 19.

5 Using Emergency Access

The Emergency Access feature helps a user who has forgotten the directory password to access the system. If a user forgets the login password to the directory, the Emergency Access feature uses the **challenge-response** information from NetIQ SSPR (Self Service Password Reset) to validate, and grant access to the user 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.

To use the Emergency Access feature, the user should be part of an ActiveDirectory domain.

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, see Self Service Password Reset documentation (https://www.netiq.com/documentation/self-service-password-reset/).

5.1 Prerequisites

- ❒ Ensure that the user is part of Active Directory domain.
- ❒ (Conditional) If you are using SecureLogin, VC++ Redistributable - Install this component if you are on Windows 8 or Windows 2012 server, install. To download, go to Microsoft Download Center (http://www.microsoft.com/en-in/download/details.aspx?id=30679). While downloading, select the executable based on your platform. For instance, for a 64-bit platform select to download `vcredist_x64.exe`.

  NOTE: `vcredist_arm.exe` is not supported on SecureLogin.

- ❒ .NET Framework version 3.5 - To download, go to Microsoft Download Center (http://www.microsoft.com/en-in/download/details.aspx?id=25150). For instructions on installing .NET Framework version 3.5, see Section 5.2, “Installing .NET Framework 3.5,” on page 18. This framework will be needed only if you are using the `ClientLoginExtensionConfigurationUtilitySetup.msi` setup to configure the `IdentityManagerClientLoginExtension_en.msi`, which is dependent on the .NET 3.5 framework for its operation.
- ❒ Ensure that SSPR is installed and the challenge-response information is setup for the user. For information on configuring challenge-response information, see Configuring Challenge Response Authentication (https://www.netiq.com/documentation/self-service-password-reset-33/adminguide/data/b14go6pf.html)

- ❒ The user must log in to the online mode at least once before attempting to connect by using the Emergency Access feature.

  Logging in the online mode ensures that any changes to the challenge-response questions are updated in the local cache.

5.2 Installing .NET Framework 3.5

(Conditional) Execute this procedure if you are on a Windows 8 or Windows 2012 server. For other versions of Windows, you can download and install the .NET Framework without executing any additional steps.

1. Execute the following command:

   ```
   Dism /online /enable-feature /featurename:NetFx3 /All /LimitAccess /
   Source:<drive>:\sources\sxs
   ```

2. Replace `<drive>` with the location of the Windows Installation media.

   For example, if your Windows Installation media is in drive D, the command is:

   ```
   Dism /online /enable-feature /featurename:NetFx3 /All /Source:D:\sources\sxs /
   LimitAccess
   ```

NOTE: `ClientLoginExtensionConfigurationUtilitySetup.msi` bundles `Client Login Extension Configuration Utility.exe` and `IdentityManagerClientLoginExtension_en.msi`. `IdentityManagerClientLoginExtension_en.msi` does not have any dependency on .NET framework whereas `Client Login Extension Configuration Utility.exe` file is dependent on the .NET 3.5 framework for its operation.

5.3 Configuring Emergency Access

1. Login to the SSPR server using the domain username and password.
2. Select Setup Password Responses from Main Menu.
3. Specify the challenge questions.
4. Save the password responses.

5.4 Using the Emergency Access Feature

1. Click **Forgotten Password** on the Windows logon page.

   The Credential Provider checks the availability of the SSPR server. If the SSPR server is reachable, a Restricted Browser window is launched. If the SSPR server is not reachable, the challenge-response dialog is displayed.

2. If the challenge questions are answered, the user can log in using Emergency Access feature for a specified time.

   After expiry of the specified duration, the user is logged out automatically.

6 Configuring the Client Login Extension MSI Files

Launching the Client Login Extension Configuration utility will configure MSI files for installing the Extension and save them to the local workstation. These MSI files are used to install the Client Login Extension on Windows workstations.

If you have not already installed the utility, see Chapter 4, “Installing the Client Login Extension,” on page 15.

The Client Login Extension MSI files are available in a number of different languages. You must configure the Client Login Extension file for each language, including English, before it can be used.

To configure the MSI files:

1. Click the **Client Login Extension Configuration Utility 3.9.1** shortcut to launch the Client Login Extension Configuration utility.

   or

   Double-click the `ClientLoginExtensionConfigurationUtility.exe` file to launch the utility.

   The **Path to Installer to Configure** option shows the path to the English version of the Client Login Extension installer file that is being configured. Whenever this text box contains a path to a valid MSI file, the utility automatically opens the file, populates the other controls with the information it contains, and enables the **Configure Installer** button.

   If you want to select another language, click the **Browse** button to select the Client Login Extension installer file in a different language. By default, the **Browse** button opens in the `Installer` subfolder in the `installation` folder and displays all files that match with the Client Login Extension Installer pattern.

   NOTE: In Windows 7, sometimes the **Path to Installer to Configure** field does not take you to the Client Login Extension installer file location. It displays the following error message:

   ```
   Location is not available
   ```

   To workaround this issue, you must manually browse and select the correct folder. The default location for the installer files is `C:\Users\<username>\Documents\Client Login Extension Configuration Utility Setup 3.9.1`.

   ---

2. **Welcome Text for Installer**: Modify the information in the Welcome text or keep the information as it is presented.

   The information in the text box is displayed on the Welcome screen of the Client Login Extension. The string **[ProductName]** displays as **Client Login Extension 3.9.1**.

3. **Link URL**: Specify the URL that the Client Login Extension- restricted browser uses to connect to the SSPR Forgotten Password page. You can use either a DNS name or an IP address. An example of a URL using a DNS name that links to the Forgotten Password page is:

   ```
   https://<server>:<port>/sspr/public/ForgottenPassword
   ```

IMPORTANT: You must have a valid URL pointing to the SSPR's Forgotten Password page; otherwise, the client connection might fail and you might not be able to log in through the workstation. For more information, see Section 11.1, "Using Forgotten Password," on page 35.

4 **Link Text:** Specify the text to be displayed on the link to the restricted browser that the Client Login Extension uses.

The default text is **Forgotten Password**. The text for the button in the Novell Client is provided by the Novell Client and cannot be changed here.

5 (Optional) **Enable SSPR Configurations**: This option allows you to enable the configurations for Self Service password Reset and Emergency Access.

If you select this option, **Change Password through SSPR**, **Challenge Response**, **Emergency Access** and **EA Custom Message** options are enabled.

NOTE: To enable this feature, you must have already configured SSPR, as described in Section 3.2.1, "Configuring SSPR for the Client Login Extension Integration," on page 14 and Section 3.2.2, "Configuring SSPR for Enabling Password Expiration Warning," on page 14.

6 **REST URI**: Specify the URI that the Client Login Extension- restricted browser uses to connect to the SSPR server by using the REST calls. You can use either a DNS name or an IP address. An example of a URI using a DNS name is:

```
https://<server>:<port>/sspr/public/rest
```

7 (Optional) **Change Password through SSPR**: Select this option to enable users to change the password through SSPR. If you do not select this option, the user can change the password through the default Windows password change mechanism.

NOTE: Users can change the password by using SSPR or Windows password change mechanism before or after logging in to the computer.

8 **Password Policy Link Text**: Specify the link that the Client Login Extension- restricted browser uses to connect to the SSPR Password Policy page. The default text is **Password Policy**.

9 **Challenge Response**: Select the **Force user for challenge response enrollment** option to prompt the users to answer their challenge responses before logging into the computer. However, if you do not select this option, the user can bypass the Force user for challenge responses prompt and proceed to log in. If you do not select this option, they can skip the challenge response prompt and proceed to log in.

NOTE: If **SSPR configurations** is enabled for the users who have not yet enrolled in SSPR, they will be prompted to answer their challenge questions regardless of the value of this

setting.

Force challenge response enrollment warning message: This option is enabled only if you select **Force user for challenge response enrollment**. Specify the message that you want to display when the user is prompted for force enrollment.

10 **Emergency Access**: Select the **Enable Emergency Access** option to enable the users with a temporary access to the desktop when network is not available by providing the challenge responses configured in SSPR. You can specify the other details for emergency access after you enable the **Enable Emergency Access** option such as the following:

1. **Maximum Retry Count**: A numerical value that indicates the maximum number of attempts a user is allowed for answering the **challenge-response** questions, before getting locked out. After the maximum number of attempts are exhausted, the Emergency Access feature is not accessible. The default number of attempts are 3.

If you have configured a higher number of **challenge-response** questions for the user, specify a higher number for the retry attempts. This helps in a situation where the user forgets some of the answers to the **challenge-response** questions.

2. **System Logout Time**: A numerical value that indicates the number of minutes the user is allowed to use the system in the Emergency Access mode. The time allocated for the session should be configured to ensure that the user does not use the system in the emergency access mode for extended durations. The default time allowed is 30 minutes.

   When lockout is imminent, a warning is displayed on the system tray. After the session time is exhausted, the user is automatically locked out of the system

3. **System Logout Warn time**: A numerical value that indicates the number of seconds the

   User gets the warning before session expires. The default time allowed is 30 seconds.

4. **Emergency Access Login Message**: This message is displayed in system tray for the users who logged into desktop.

11 **EA Custom message**: Type a message in the **EA Challenge Response Dialog Message** field. If network is unavailable, the text that you mention in this setting is displayed when you click on Forgotten password. This message gets displayed on all the Emergency Access dialog boxes.

12 **Advance Settings**: In the **CLE/ Proxy settings** option, you can enable the following settings:

- **Enable CLE tile on the logon screen**: You can specify the text that you want to display on the CLE tile and also specify the path of the image that you want to set as a logo for that tile. If you have enabled this setting, then the forgotten password link will be available only on the CLE tile.
- **Enable Proxy**: In an environment where Internet is not directly accessible and the Client Login Extension needs to access it, you need to connect the Client Login Extension to a proxy server. To connect to the proxy server, select the Enable Proxy check-box and provide the IP address and the port number of the proxy server in the Proxy Server text-box. When you do not enable the proxy server, CLE retrieves information directly from SSPR server and does not go through the proxy server.

In the **Security Settings** option, you can select the following settings:

- **Allow URL redirection and forwarding:** When you select this setting, the **Configure** button gets enabled and you can add the list of sites that are available for whitelist.

  NOTE: You can add only the secured web sites to the list. To configure CLE for the Google captcha, you must update the URL Redirection list to with the URL https://www.google.com.

- **Add site to trusted zone**: When you select this setting, all the sites mentioned in the URL redirection list and the site mentioned in **Link URL** are added to the Internet Explorer trusted zones.
- **Enable TLS 1.2**: This setting is enabled by default.

13 After all of the information is in place, click **Ok** on the **Advance Settings** page.

14 Click **Configure Installer** to write the new configuration settings to the selected Client Login Extension file.

15 Click **OK** to close the confirmation message.

The Client Login Extension Configuration utility remains open, allowing you to configure another Client Login Extension MSI file in a different language. To do so, click the **Browse** button to the right of the **Path to the Installer to Configure** option, select another language, and configure another `.msi` file by following Step 3 through Step 15.

The localized Client Login Extension MSI files for the more common languages are delivered with the configuration utility in the `Installers` folder. You must configure each localized installer individually.

To localize the Client Login Extension MSI files for languages other than those delivered with the Client Login Extension, see Section 6.2, “Localizing Client Login Extension Files for Other Languages,” on page 22.

16 Click **Configure Installer**.

17 To close the Client Login Extension Configuration utility window, click **Exit**.

6.1 Enrolling Challenge Responses in SSPR

To enroll Challenge Responses in SSPR,

1. Login to the SSPR server by using the domain username and password.
2. Select **Setup Password Responses** from the main menu and specify the challenge questions.
3. Save the password responses.

6.2 Localizing Client Login Extension Files for Other Languages

To localize the Client Login Extension for languages other than those delivered with the Client Login Extension Configuration utility, you can use Orca to directly edit the content of the MSI database (`IdentityManagerClientLoginExtension.msi`).

Orca (`Orca.exe`) (http://msdn2.microsoft.com/en-us/library/aa370557.aspx) is a database table editor used for creating and editing Windows Installer packages. It is available in the Windows SDK Components for Windows Installer Developers (http://msdn2.microsoft.com/en-us/library/aa370834.aspx).

The text to be localized for `IdentityManagerClientLoginExtension.msi` is located in the following table:

Table 6-1 *Text You Need to Localize*

Table	Column	Comments
Control	Text	
Dialog	Title	
Directory	DefaultDir	Put text after “|”.
Launch Condition	Description	
Property	Value	Only ProductName, Manufacturer, ARPCONTACT, and VSDVERSIONMSG.
Radio Button	Text	
Registry	Value	Set LogFile, LinkURL, LinkText, PasswordComplexityText, and LoginExtDesc to the defaults for the configuration utility.
Shortcut	Name	Name
Shortcut	Description	If not Null

Table	Column	Comments
UIText	Text	Put text after “|”

WARNING: Translate only the user interface text. For example, do not translate text surrounded by square brackets ([xxxx])or is in mixed case (XxxXxxXxx). Modifying these property names and identifiers breaks the installer.

Use the following procedure to localize the Client Login Extension MSI file to a new language:

1. Copy `IdentityManagerClientLoginExtension.msi` to `IdentityManagerClientLoginExtension_xx.msi`, where *xx* identifies the new language (locale).
2. Open `IdentityManagerClientLoginExtension_xx.msi` in `Orca.exe`, edit the tables and columns to insert the localized text, as listed in Table 6-1 on page 22, then save and close the file.
3. Open `IdentityManagerClientLoginExtension_xx.msi` with the Client Login Extension Configuration utility (`ClientLoginExtensionConfigurationUtility.exe`), review the default values, make any modifications if needed, then click **Configure Installer**.

NOTE: Step 3 is required, even if the default values that you set in the Registry table do not need modification. The Client Login Extension Configuration utility makes additional changes that enable the Client Login Extension MSI file.

7 Installing the Client Login Extension MSI File

The following sections provide information to help you distribute the Client Login Extension MSI file to users:

7.1 Installing the Extension

With the Client Login Extension MSI file configured, you can distribute the `IdentityManagerClientLoginExtension_xx.msi` file (or its distribution name) to users or to a distribution mechanism. The *xx* identifies the language (locale).

The `IdentityManagerClientLoginExtension_xx.msi` file created by running the Client Login Extension Configuration Utility Setup is located in the `Installer` folder. By default, the Installer folder is located in the `C:\Users\<username>\Documents\Client Login Extension Configuration Utility Setup 3.9.1` folder.

1. Double-click the `IdentityManagerClientLoginExtension_xx.msi` file to launch the Client Login Extension welcome page.

   For startup options, you can use when launching the Client Login Extension MSI file, see Section 7.2, “Using the Client Login Extension Installer Command Line Options,” on page 25.

   The welcome message is the same text that you provided in the Client Login Extension Configuration utility.
2. Click **Next** to start the installation.
3. After the Client Login Extension is installed, click **Close**.

7.2 Using the Client Login Extension Installer Command Line Options

The Client Login Extension MSI file is a standard MSI installer. It can be used with any of the standard `Msiexec.exe` command line options, which you can find at msdn (http://msdn2.microsoft.com/en-us/library/aa367988.aspx). Some examples are shown below.

To install the Client Login Extension MSI file with no user interface, specify the following at the command line:

```
msiexec /i IdentityManagerClientLoginExtension_en.msi /q
```

or

```
IdentityManagerClientLoginExtension_en.msi /q
```

To install with no user interface except for a modal dialog box displayed at the end, specify:

```
msiexec /i IdentityManagerClientLoginExtension_en.msi /qn+
```

or

```
IdentityManagerClientLoginExtension_en.msi /qn+
```

To uninstall with no user interface, specify:

```
msiexec /x IdentityManagerClientLoginExtension_en.msi /q
```

To uninstall with no user interface except for a model dialog box displayed at the end, specify:

```
msiexec /x IdentityManagerClientLoginExtension_en.msi /qn+
```

8 Using the Forgotten Password Feature

The following sections explain how to use the Forgotten Password feature in the Novell Client:

8.1 Configuring SSPR for Forgotten Password

You can allow users to use challenge response or one time password during forgotten password process. To use any of these verification methods, you need to configure the SSPR settings. For more information about configuring forgotten password settings refer, Configuring Forgotten password and Configuring Forgotten Password for a Profile.

Client Login Extension now supports more secured hashing method. The responses are stored in PBKDF2 hashing method. By default SSPR 3.3 uses the PBKDF2 hashing method.

8.2 Accessing the Forgotten Password

You can access the forgotten password link after running the Client Login Extension MSI file on a supported Windows version, or on workstations running the Novell Client 4.91 SP3. See Chapter 3, “Preliminary Tasks,” on page 13 to ensure that you have all the information in place for Password Self-Service to work.

NOTE: The integration features of Self Service Password Reset are not supported in the Novell Client environment.

The users, who have Novell client running on their computer, need to perform the following to access the forgotten password:

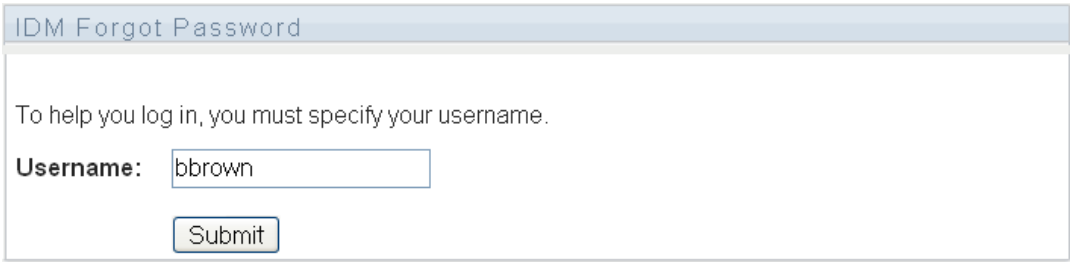
1 If you forget your password, click the **Did you forget your password?** link in the Novell Client.

  Clicking the **Did you forget your password?** link launches a restricted browser that can only go to the URL designated in the Client Login Extension Configuration utility. The restricted browser performs the following tasks:

  - Verifies that the protocol is HTTPS
  - Validates the hostname
  - Verifies that the target Web site is operating in the Internet Explorer restricted sites zone
  - Disables hotkeys
  - Disables tabs
  - Disables right-clicking
  - Disables ActiveX

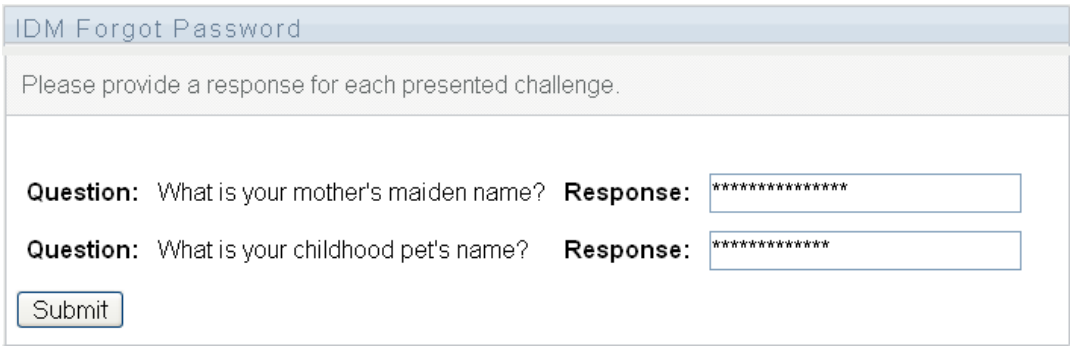
- Disables scripts
- Runs on its own process, separate from the Winlogon process.

2 After the restricted browser connects to the Forgotten Password page, you see the Identity Manager Forgot Password dialog box. Type your login name, then click **Submit**.



What you see in the Identity Manager Forgot Password dialog box depends on how the system administrator has set up the Forgotten Password option. You can see a hint, have your hint and password sent as an e-mail to you, or you can be allowed to change your password. You can also be provided with challenge questions.

For this example, the user is provided with a challenge question and hint.

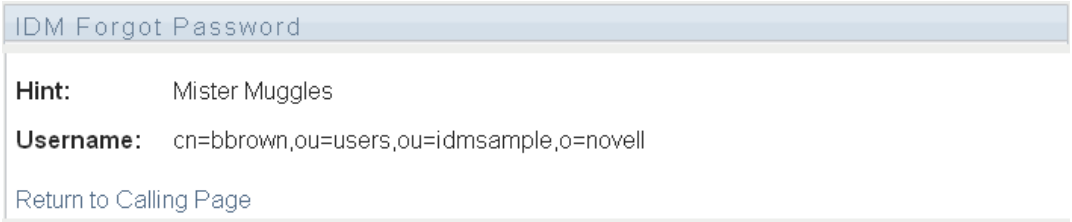


3 Type your response to the questions, then click **Submit**.

The number of response questions and what they say is configurable by the system administrator.

If you do not answer the questions correctly, you see a **Challenge Response failed** message and are presented with the questions again.

4 After the response questions are answered correctly, you are presented with the password hint, depending on how the system administrator has configured password self-service.



Use the hint to remember your password. If you still cannot remember your password, contact your system administrator.

5 Close the browser window.

The users who do not have Novell client running on their computer are redirected directly to the SSPR page where they require to answer the challenge responses to retrieve their password. For more information about Forgotten Password feature in SSPR refer Configuring Forgotten Password in the SSPR Administration guide.

8.3 Troubleshooting the Forgotten Password feature

For information about troubleshooting Forgotten Password, see Section 11.1, “Using Forgotten Password,” on page 35.

8.4 Changing Password Through SSPR

Client Login Extension 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.

9 Upgrading the Client Login Extension

There is no version upgrade supported for the Client Login Extension. You need to uninstall the existing version before installing a newer version of it. If you try to install a new version on top of an existing version, you are presented with an option of repairing or removing the existing version. The **Repair** option is same as the Microsoft Windows **Repair** option. If you select it, it troubleshoots the installation issues, such as missing file or configuration issues. You can use the **Repair** option to return to the normal state. The **Remove** option uninstalls the existing version of Client Login Extension.

If you make changes to the MSI installation file, remove the existing version of the Client Login Extension before running the MSI install program again.

10 Uninstalling the Client Login Configuration Utility

Refer to the following sections to uninstall the configuration utility:

10.1 Using Add or Remove Programs to Uninstall the Configuration Utility

1. Open the Add or Remove Programs dialog box in the Control Panel, select **Client Login Extension Configuration Utility Setup 3.9.1**, then click **Remove**.

10.2 Using the Setup Wizard to Uninstall the Configuration Utility

1. Re-run `ClientLoginExtensionConfigurationUtilitySetup.msi` to relaunch the Client Login Extension Setup Wizard.
2. Select the option **Remove Client Login Extension 3.9.1**, then click **Finish**.

11 Troubleshooting

This chapter includes the following sections:

11.1 Using Forgotten Password

Keep in mind the following information as you use the Forgotten Password feature:

- If your system administrator allows you to change your password through this process, it can take up to 15 minutes or longer before all changes are in place throughout the network. Be patient before contacting your system administrator.
- For those using the Novell Client and already logged in to the network, if you right-click the red N in the taskbar, select **NetWare Login**, then select the **Did you forget your password?** link, the restricted browser is not launched. The Client Login Extension applies only when you have not logged in.
- If the server running the Identity Manager User Application is down and you select the **Did you forget your password?** link, you receive the message **An error has occurred** in red on the initial page of the restricted browser. Contact your system administrator.
- If the server running the Identity Manager external WAR is down and you select the **Did you forget your password?** link, you receive the message **Page Not Found** on the initial page of the restricted browser. Contact your system administrator.
- If the URL to the Identity Manager Forgot Password page is incorrectly configured and you select the **Did you forget your password?** link, you receive the message **Page Not Found** on the initial page of the restricted browser. Contact your system administrator.

11.2 Generating Log Files

1. On the Windows **Start** menu, click **Start > Run** to display the Run dialog box.
2. Type regedit, then click **OK** to open the Registry Editor.
3. Browse to the `HKEY_LOCAL_MACHINE\SOFTWARE\Novell`.
4. Create a new key PSS.
5. Create a new string value in the PSS folder and name the string value as LogDir.
6. Right-click LogDir and select **Modify**. The Edit String dialog box appears.

   Value Data: Enter the directory name in which you want the log files to be created.

Example: C:\

7 Exit the Registry Editor.

8 The following log files will be generated in the specified directory:

- `RestrictedBrowserDLL.log`
- `RestrictedBrowserEXE.log`
- `CLECredentialProviderdll.log`
- `NclePwmManager.log` (If SSPR integration is enabled)
- `eadebug.log` (If EmergencyAccess is enabled)

11.3 Connecting to the Internet on Windows 7 (32-bit) Through a Proxy Server

When you attempt to connect to the Internet on Windows 7 (32-bit) through a proxy server, you are prompted for a security certificate. This is because Client Login Extension uses System profile along with the Winlogon service. For more information about this issue, see (http://support.microsoft.com/kb/2623724).

11.4 Logging into the Computer if Restricted Browser is Minimized

If an instance of a restricted browser is running and minimized, you may not be able to login to the computer. Use the keyboard shortcuts ALT+TAB to bring up the browser.

11.5 Accessing the Windows Input Method Editor on Non-English Computers

Windows Input Method Editor (IME) does not load if you access the SSPR Forgotten Password page through Client Login Extension on a non-English computer. Without IME, you cannot enter text in other languages except English. However, IME loads without errors when you access the SSPR Forgotten Password page directly using the Web browser.

To workaround this issue, use the keyboard shortcuts ALT+SHIFT key to change the language when the IME fails to load, and then press ALT+TILDE (~) to select any language.

11.6 Using Self Sign Certificates Poses Security Threat

If you host SSPR, PWM, or any other password management solution with self-signed certificates, when the Client Login Extension performs the certificate check, Internet users can navigate through the Certificate screen and access the computer illegally.

Client Login Extension does not support Self Sign Certificates and therefore, NetIQ recommends that you must not use them.