NetIQ Client Login Extension 4.3 Release Notes

April 2018

NetIQ Client Login Extension 4.3 improves usability and functionality.

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, 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.

1 What's New?

Client Login Extension 4.3 is released to support Self Service Password Reset 4.3.

The following outlines the resolved issues in this release:

1.1 Software Fixes

This release includes the following software fixes:

1.1.1 Client Login Extension Does Not Display The Change Password Screen In Windows 10

Issue 1: In Windows 10, when password expires in a locked session then Client Login Extension does not display the change password screen. This issue occurs when the `Do not display last user name` option is selected in the Group Policy settings. (`Bug 1053311`)

Issue 2: In Windows 10, when password expires in a locked session then Client Login Extension does not display the change password screen. This issue occurs when the `Hide entry points for fast user switching` option is selected in the Group Policy settings. (`Bug 1079858`)

Fix: With this release, `CLECredentialProvider.dll` is modified to fix these issues.

1.1.2 Client Login Extension Takes Longer Time To Login When The Self Service Password Reset Server Is Not Accessible

Issue: When Client Login Extension is integrated with Self Service Password Reset and the Self Service Password Reset server is not accessible then Client Login Extension takes longer time to login. This issue occurs because the `ConnectTimeout` value is set to 21 seconds. (`Bug 1073940`)

Fix: With this release, the `ConnectTimeout` value is changed to five seconds.

1.1.3 LoginUI.exe Fails To Start When Restricted Browser Is Closed After Challenge Response Configuration

Issue: Client Login Extension displays the `c:\windows\system32\LogonUI.exe could not be started` error message when restricted browser is closed after configuring the challenge responses in the Self Service Password Reset user menu. (`Bug 1073885`)

Fix: This issue is fixed in this release.

1.1.4 The ZENWorks Agent Login Window Opens When User Specifies A Correct Password Following A Password Failed Scenario

Issue: When you specify a correct password after specifying incorrect password for the first time, the ZENWorks Agent login window opens. This issue occurs when Self Service Password Reset integration is disabled in Client Login Extension. (`Bug 1074990`)

Fix: This issue is fixed in this release.

1.1.5 The Client Login Extension Does Not Allow Customized Icon For Sign-in Options

Issue: In Windows 10, customized icon for sign-in option on log on screen are not allowed. (`Bug 1060096`)

Fix: `CLECredentialProvider.dll` is modified to change the default icon. Perform the following steps to change the default icon:

1 Create a new string value named `ImagePath`.

2 Specify the image path in the `HKEY_LOCAL_MACHINE\SOFTWARE\Novell\MsPssGina` registry. For example, `[HKEY_LOCAL_MACHINE\SOFTWARE\Novell\MsPssGina]` `"ImagePath"="C:\\Windows\\System32\\testImage.bmp"`.

> **IMPORTANT:** Use the `.bmp` extension for the image and the size must be of `128x128` resolution.

1.1.6 Client Login Extension Removes Existing Configuration After Upgrade

Issue: When you upgrade Client Login Extension to a newer version, the existing configurations are removed. It causes Client Login Extension to lose its basic functionality. (`Bug 1056457`)

Fix: This issue is fixed in this release.

NOTE: Once you upgrade to Client Login Extension 4.3, it is not recommended to configure the Client Login Extension configuration utility and perform repair.

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2 System Requirements

For information about the system requirements, refer System Requirements in the Client Login Extension Administration Guide.

3 Installing Client Login Extension 4.3

For information about how to install Client Login Extension, refer Installing the Client Login Extension section in the Client Login Extension 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. For release specific issues, see previous releases' release notes. If you need further assistance with any issue, please contact Technical Support.

4.1 LogonUI.exe Is Specified As Faulty Application In Event Viewer

Issue: In Windows 8.1, `LogonUI.exe` is specified as faulty application in event viewer because `ntdll.dll` stops working and a black screen appears. This issue occurs when Windows is in sleep mode. (`Bug 1056661`)

Workaround: There is no workaround for this issue.

4.2 The Change Password Screen Does Not Display For Users With Expired Password

Issue: When a user with expired password logs in with the following options, the change password screen is not displayed: (`Bug 1091118`)

1. The Self Service Password Reset integration is disabled.
2. The Client Login Extension tile is enabled.
3. The `users must change password on next login` option is enabled.

Workaround: To workaround this issue, you must enable the Self Service Password Reset integration.

4.3 The ZENWorks Agent Login Window Opens When User Specifies A Correct Password Following A Password Failed Scenario

Issue: When you specify a correct password after specifying incorrect password in the Client Login Extension tile for the first time, the ZENWorks Agent login window opens. This issue occurs when Self Service Password Reset integration is disabled in Client Login Extension. (`Bug 1091332`)

Workaround: To workaround this issue, you must enable the Self Service Password Reset integration.

4.4 The ZENWorks Agent Login Window Opens When User Specifies A Correct Password In Offline Mode

Issue: When you specify a correct password in the Client Login Extension credential provider for the first time, the ZENWorks Agent login window opens. This issue occurs because Client Login Extension does not notify ZENWorks Configuration Management offline mode. (`Bug 1091335`)

Workaround: There is no workaround for this issue.

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).

For general corporate and product information, see the NetIQ Corporate website (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/). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

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