

# Client Login Extension 4.5 Release Notes

May 2020

Client Login Extension 4.5 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.

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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## What’s New?

The following sections outline the key enhancement and resolved issues in this release.

### Support for Self Service Password Reset 4.5

Client Login Extension 4.5 is released to support Self Service Password Reset 4.5.

### Support for Windows Hello

Client Login Extension now supports Windows Hello and Windows Hello for Business. You can use Windows Hello for multi-factor authentication, and Client Login Extension to reset passwords.

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**IMPORTANT:** If you select the [Change Password through Self Service Password Reset](#) option in Client Login Extension Configuration Utility and use CTRL+ALT+DEL operation to change the password, then the subsequent login attempt using the Windows Hello PIN fails. This issue occurs because Microsoft recommends to log in with the updated password before using the Windows Hello PIN.

You can use the following workarounds for this issue:

**Workaround 1:** If you want Windows Hello PIN to allow seamless login after a password change, do not select the **Change Password through Self Service Password Reset** option in Client Login Extension Configuration Utility.

**Workaround 2:** If you want to change the password using Self Service Password Reset, you must login twice using the new password after a password change. Then, use the Windows Hello PIN for subsequent logins. The default behavior of Windows Hello forces you to log in twice with the new password.

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## Software Fixes

This release includes the following software fixes.

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Bug ID	Issue
1133020	When you reset the password in Self Service Password Reset and then use Windows Hello to log in, the login fails and the following error is displayed:  Your password was changed on a different device. You must sign in to this device once with your new password, and then you can sign in with your PIN.
1164486	When a user unlocks a workstation, an extra login prompt is displayed that delays the login process. This issue occurs when Client Login Extension is installed with ZENworks Configuration Management.
1152175 and 1156559	When a user specifies an incorrect password while unlocking the workstation, Client Login Extension logs this event twice in the events log instead of once. It causes the lockout to occur at half of the configured failed attempts. For example, if you have configured the lockout to occur after six failed login attempts, then this issue will cause the lockout after three attempts. This issue occurs in Client Login Extension 4.4.

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## System Requirements

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

## Installing Client Login Extension

For information about how to install Client Login Extension, refer [Installing the Client Login Extension](#) section in the [Client Login Extension Administration Guide](#).

## 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](#).

### Client Login Extension Uninstallation Fails

**Issue:** Client Login Extension 4.5 fails to uninstall and displays the Windows Installer service could not be accessed error message. This issue occurs randomly. (Bug 1169397)

**Workaround:** To workaround for this issue, uninstall using command prompt.

## Client Login Extension Does Not Support TLS 1.3

**Issue:** By default, Self Service Password Reset supports TLS 1.2 and TLS 1.3, and both are enabled. Client Login Extension uses TLS 1.2. During the Self Service Password Reset configuration, if you select only TLS 1.3, then Client Login Extension will not work. (Bug 1171280)

**Workaround:** There is no workaround for this issue. You must use the default TLS option in the Self Service Password Reset.

## Client Login Extension Does Not Display the Reveal Password Icon

**Issue:** Client Login Extension does not display the reveal password icon in the password input field. (Bug 1171422)

**Workaround:** There is no workaround for this issue.

## 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) (mailto:Documentation-Feedback@netiq.com). We value your input and look forward to hearing from you.

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