

# NetIQ SecureLogin 8.0 Service Pack 4 Release Notes

July 2015



NetIQ SecureLogin 8.0 Service Pack 4 (SP4) resolves several previous issues.

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 SecureLogin forum](#) on NetIQ Communities, our online community that also includes product information, blogs, and links to helpful resources.

The documentation for this product and the latest Release Notes are available on the NetIQ Web site 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 [NetIQ SecureLogin documentation](#) page. To download this product, see the [NetIQ Downloads](#) Web site.

- ♦ [Section 1, "What's New?," on page 1](#)
- ♦ [Section 2, "System Requirements," on page 3](#)
- ♦ [Section 3, "Installing or Upgrading to SecureLogin 8.0 SP 4," on page 3](#)
- ♦ [Section 4, "Known Issues," on page 4](#)
- ♦ [Section 5, "Contact Information," on page 5](#)
- ♦ [Section 6, "Legal Notice," on page 5](#)

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**NOTE:** The release notes is not bundled with the SecureLogin installer. For the updated version of the release notes, refer [NetIQ SecureLogin documentation](#) page.

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## 1 What's New?

This release includes the following enhancement and fixed issues:

- ♦ [Section 1.1, "Support for Newer Versions of Mozilla Firefox Browser," on page 1](#)
- ♦ [Section 1.2, "Software Fixes," on page 2](#)

### 1.1 Support for Newer Versions of Mozilla Firefox Browser

In addition to Mozilla Firefox browser versions 19 to 36, this release supports Mozilla Firefox browser versions 37, and 38.

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**IMPORTANT:** When you install SecureLogin 8.0 SP 4, install the supported Mozilla Firefox version first and then install SecureLogin. If you install SecureLogin before installing the supported Mozilla Firefox version, the SLoMoz add-on does not recognize those versions and an error for incompatible version is displayed.

When upgrading to this release, ensure that SLoMoz is enabled for the earlier versions of Firefox. Update the Firefox version as per requirement and then upgrade to this release of NSL.

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## 1.2 Software Fixes

This release of NetIQ SecureLogin includes the following software fixes that resolve several previous issues:

- [Section 1.2.1, “SecureLogin Does not Start and an Error is Displayed When the Registry Key ForceHKLMAndNoDPAPI is Enabled,” on page 2](#)
- [Section 1.2.2, “SecureLogin Fails to Load When a User is Moved Between Active Directory Containers,” on page 2](#)
- [Section 1.2.3, “The Audit Event Log Does Not Display the Details of the User in a Proper Format,” on page 2](#)
- [Section 1.2.4, “System Variables Do Not Get Updated When You Log In With a smartcard pin,” on page 3](#)
- [Section 1.2.5, “Cannot Log In Seamlessly to NetIQ SecureLogin By Using Novell Client in Offline Mode,” on page 3](#)
- [Section 1.2.6, “During Installation If You Select the Citrix, or the Terminal Server Feature The Installer Displays the Cache Location,” on page 3](#)
- [Section 1.2.7, “Cannot Unlock the System Tray Icon When Attempting to Log In Through Novell client,” on page 3](#)

### 1.2.1 SecureLogin Does not Start and an Error is Displayed When the Registry Key ForceHKLMAndNoDPAPI is Enabled

**Issue:** SecureLogin does not read the registry key, `ForceHKLMAndNoDPAPI`. Hence, when you reboot the computer after setting the registry key `ForceHKLMAndNoDPAPI` to 1 at `HKEY_LOCAL_MACHINE\SOFTWARE\Protocom\SecureLogin`, NetIQ securelogin does not start. Also, the SecureLogin was the crypto service provider with the security settings do not determine error is displayed. (Bug 926620)

**Fix:** With this release, this issue is resolved and NetIQ SecureLogin works as expected and the error is not displayed.

### 1.2.2 SecureLogin Fails to Load When a User is Moved Between Active Directory Containers

**Issue:** Secure login fails to load when you move users from one Active Directory container to another and the error, `Authentication Failed, Retry?`, is displayed. This issue occurs when the **Disable SecureLogin SSO** setting is set to **Yes**. (Bug 892828)

**Fix:** With this release, NetIQ SecureLogin does not display the error when users are moved between the Active Directory containers.

### 1.2.3 The Audit Event Log Does Not Display the Details of the User in a Proper Format

**Issue:** When you create a script by using the `AuditEvent` command, the **General** tab of **Event Viewer** does not display the user details in a proper format. (Bug 927274)

**Fix:** With this release, the user details are displayed in proper format under the General tab for every event log.

### 1.2.4 System Variables Do Not Get Updated When You Log In With a smartcard pin

**Issue:** If SecureLogin is installed in the Active Directory mode and when you log in with a smartcard pin, Secure Login does not update the system variables. This issue occurs because SecureLogin client does not detect the system variables after the password is changed by using the Ctrl+ Alt+ Delete keys.

**Fix:** With this release, even when you change the password by using the Ctrl+ Alt+ Delete keys, SecureLogin updates the system variables.

### 1.2.5 Cannot Log In Seamlessly to NetIQ SecureLogin By Using Novell Client in Offline Mode

**Issue:** When SecureLogin is installed in the Novell Client mode, the users cannot log in seamlessly to SecureLogin and are repeatedly prompted to enter the passphrase by using Novell Client in the offline mode. This issue occurs because the registry setting, TryRegCredInOffline, at HKEY\_LOCAL\_MACHINE\SOFTWARE\Protocom\SecureLogin, does not work. (Bug 688571)

**Fix:** With this release, if you set the registry TryRegCredInOffline to 1, users can seamlessly log in to SecureLogin in offline mode.

### 1.2.6 During Installation If You Select the Citrix, or the Terminal Server Feature The Installer Displays the Cache Location

**Issue:** When you install SecureLogin with the **Citrix**, or the **Terminal Server** feature, the installer displays %localappdata% as the default location for the cache file in the **Cache File Location** installer screen. (Bug 916590)

**Fix:** With this release, the **Cache File Location** installer screen is not displayed when SecureLogin is installed with the **Citrix**, or the **Terminal Server** feature.

### 1.2.7 Cannot Unlock the System Tray Icon When Attempting to Log In Through Novell client

**Issue:** When you are attempting to launch SecureLogin from the system tray icon and enter the password, SecureLogin displays the Password or Pin incorrect message. This issue occurs if Novell client is in offline mode, and if the **Password protect to System Tray** preference is enabled. (Bug 910075)

**Fix:** With this release, SecureLogin launches successfully and does not display the error message after entering the Password.

## 2 System Requirements

For more information about hardware requirements, supported operating systems, and browsers, see the [Quick Start Guide](#).

## 3 Installing or Upgrading to SecureLogin 8.0 SP 4

You can either upgrade from the previous versions of SecureLogin or perform a new installation. For more information on upgrading from previous release, see [Upgrading SecureLogin \(https://www.netiq.com/documentation/securelogin8/installation\\_guide/data/b174q3uw.html\)](https://www.netiq.com/documentation/securelogin8/installation_guide/data/b174q3uw.html). For more information on installing SecureLogin, see [NetIQ SecureLogin Installation 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](#).

### 4.1 Missing MADMAN Error is Displayed

**Issue:** When SecureLogin is modified by changing the mode from eDirectory to Active Directory, SecureLogin displays the `Missing MADMAN` error. (Bug 916614)

**Workaround:** To workaround this issue, select **Seamless sign on using Windows Authentication** when you modify the mode from eDirectory to Active Directory.

### 4.2 SecureLogin Does Not Detect the Log in Dialog Box, or Identify the Screen for Single Sign-On

**Issue:** The single sign-on wizard does not identify the third party Java application named Syriusz, hence the wizard fails to identify the screen and other wizardable fields for single sign-on. (Bug 928541)

**Workaround:** To identify the Syriusz application for single sign-on, use the raw Keystrokes.

### 4.3 SecureLogin Does Not Support Switching Between Multiple Credential Set on the Syriusz Application

**Issue:** If multiple credential set is defined for a Syriusz application, SecureLogin does not allow switching between the multiple credential set. (Bug 928541)

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

### 4.4 SecureLogin Fails to Start After Upgrading

**Issue:** SecureLogin fails to start and the error `Unable to load access library moses.dll` is displayed. This issue occurs only when you perform an upgrade and change the mode from **NetIQ eDirectory with LDAP** to **NetIQ edirectory with Novell Client** with SecretStore. (Bug 934655)

**Workaround:** To change the mode use `SmigrationHelper` that is bundled with the installer.

### 4.5 SecureLogin Displays an Error in Standalone Mode When the System Password is reset By Using Manage User Accounts

**Issue:** In standalone mode SecureLogin displays the error, `Incorrect PIN/ Password`. This issue occurs when the **Password Protect system tray** preference is enabled in the standalone mode and when you reset your user account password by using the **Manage User Accounts** option. (Bug 920964)

**Workaround:** To avoid error and data loss, it is recommended to change the password using the `Ctrl+Alt+Del` keys. This ensures that SecureLogin decrypts the updated password.

## 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) (<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>).

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