

NetIQ Client Login Extension 3.10 Hotfix 1 Release Notes

June 2017



NetIQ Client Login Extension 3.10 Hotfix 1 (3.10.0.1) includes enhancements, improves usability, and resolves several previous issues.

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.

- ♦ [Section 1, "What's New?," on page 1](#)
- ♦ [Section 2, "Supported Upgrade Paths," on page 2](#)
- ♦ [Section 3, "System Requirements," on page 2](#)
- ♦ [Section 4, "Installing Client Login Extension 3.10 Hotfix 1," on page 2](#)
- ♦ [Section 5, "Known Issues," on page 3](#)
- ♦ [Section 6, "Contact Information," on page 4](#)
- ♦ [Section 7, "Legal Notice," on page 4](#)

1 What's New?

The following outlines the enhancement and issues resolved in this release:

- ♦ [Section 1.1, "Client Login Extension Includes Hotfix Installer," on page 1](#)
- ♦ [Section 1.2, "Fixed Issues," on page 2](#)

1.1 Client Login Extension Includes Hotfix Installer

This release introduces the hotfix installer that is customized to bundle only the files that are modified for the hotfix. Hence, only the files that are updated in the hotfix will get updated instead of updating all the files.

1.2 Fixed Issues

This release includes software fixes for the following issues:

- ♦ LogonUI.exe Displays An Error In Event Viewer When Windows 10 Resumes from Sleep Mode [1028543]
- ♦ Section 1.2.1, “Windows 10 Displays Blank Screen When Resumed from Sleep Mode,” on page 2
- ♦ Section 1.2.2, “When Using Emergency Access the Restricted Browser Is Hidden,” on page 2
- ♦ Section 1.2.3, “The Restricted Browser Does Not Connect SSPR When Using Self Signed Certificates,” on page 2

1.2.1 Windows 10 Displays Blank Screen When Resumed from Sleep Mode

When Windows 10 resumes from sleep mode, it displays a blank screen. [1024682]

1.2.2 When Using Emergency Access the Restricted Browser Is Hidden

When you click **Forgotten Password** without specifying a username, the restricted browser displays an error message but it disappears from the screen. The error message is displayed when you press Alt+Tab. [1029403]

1.2.3 The Restricted Browser Does Not Connect SSPR When Using Self Signed Certificates

Client Login Extension does not support self signed certificates and therefore, NetIQ recommends that you must not use them.

If SSPR is configured with self signed or untrusted certificate then you must import the CA root certificate of signing authority into the local `Trusted Root Certification Authorities` store.

2 Supported Upgrade Paths

To upgrade to Client Login Extension 3.10 Hotfix 1, you must be on Client Login Extension 3.10.

3 System Requirements

For information about the system requirements, refer to *System Requirements* in the *Client Login Extension Administration Guide* (<https://www.netiq.com/documentation/client-login-extension>).

4 Installing Client Login Extension 3.10 Hotfix 1

For information about how to install Client Login Extension, refer to *Installing the Client Login Extension* in the *Client Login Extension Administration Guide* (<https://www.netiq.com/documentation/client-login-extension>).

5 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).

- ♦ [Section 5.1, “The Restricted Browser Does Not Exit and Runs In Background,” on page 3](#)
- ♦ [Section 5.2, “The Force Enrollment Prompt Is Shortened When Displayed,” on page 3](#)
- ♦ [Section 5.3, “The Restricted Browser Disappears from Desktop When Interrupted,” on page 3](#)
- ♦ [Section 5.4, “The Other User Tile Is Not Displayed When Windows Resumes from Sleep Mode,” on page 3](#)

5.1 The Restricted Browser Does Not Exit and Runs In Background

Issue: When the `Force user for challenge response enrollment` option is enabled in Client Login Extension configuration utility and a new user attempts login, the user is forced to enroll for the challenge responses. When user clicks the customized **Force user for challenge response enrollment**, restricted browser is launched. The restricted browser does not exit even when you click the close button and it runs in the background. [Bug 1044265]

Workaround: Press Alt+F4 to exit the restricted browser.

5.2 The Force Enrollment Prompt Is Shortened When Displayed

Issue: When the `Force user for challenge response enrollment` option is enabled in Client Login Extension configuration utility and a new user attempts to login, the user is forced to enroll for the challenge responses. The message displayed in the NetIQ Password Manager dialog box is shortened even when the message specified in the registry configuration is complete. This issue occurs only on Windows 10 Creators Update. [Bug 1043540]

Workaround: There is no workaround for this issue at this time.

5.3 The Restricted Browser Disappears from Desktop When Interrupted

Issue: When you click **Forgotten Password**, the restricted browser is displayed. If the user clicks on the screen other than the restricted browser window, the browser window disappears and runs in background. [Bug 1044272]

Workaround: Press Alt+Tab to display the restricted browser.

5.4 The Other User Tile Is Not Displayed When Windows Resumes from Sleep Mode

Issue: When Windows is resumed from the sleep mode and the user specifies incorrect username or password in the last logged on user screen, the `Incorrect username or password error` is displayed. This is an expected behavior but after this operation other users cannot login because the username and password fields remain unavailable. [Bug 1042018]

Workaround: Restart the Windows or disable the sleep mode.

6 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) (<http://www.netiq.com/support/process.asp#phone>).

For general corporate and product information, see the [NetIQ Corporate website](http://www.netiq.com/) (<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/) (<https://www.netiq.com/communities/>). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

7 Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.netiq.com/company/legal/>.

Copyright © 2017 NetIQ Corporation. All Rights Reserved.