NetIQ Client Login Extension 3.10 Release Notes

January 2017

NetIQ Client Login Extension 3.10 resolves some of the previous issues. This document outlines why you should install this version.

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?

The following section outlines the enhancement provided in this release, as well as the issues resolved in this release:

1.1   Client Login Extension Installer Modification

Instead of a `ClientLoginExtensionConfigurationUtilitySetup.msi` file, which generates the installer in different languages, now we provide a single compressed file that contains the individual installer based on the supported languages and platform. You can install the Client Login Extension (CLE) using the appropriate installer. Before installing the Client Login Extension, you must configure the installer using the Client Login Extension Configuration utility executable which is also provided as part of the installer file. For more details, see Installing the Client Login Extension .

From this release, in addition to the existing languages we also support Client Login Extension in Brazilian Portuguese.

1.2 Upgrade Support

From this release, you can upgrade CLE from versions 3.9 and 3.9.1 to 3.10. For more information on CLE upgrade, refer Upgrading the Client Login Extension .

1.3 Password Policy Link Included in the CLE Change Password Page

When you press `CTRL+ALT+DEL` to change the password, you can find an additional Password Policy Link on the Change Password page. If you click on the Password Policy Link, it displays the password policy from the SSPR. You can customize this password policy link text using the CLE Configuration Utility.

1.4 Software Fixes

NetIQ Client Login Extension includes software fixes that resolve several previous issues.

For the list of software fixes and enhancements in previous releases, see the Release Notes section in the Client Login Extension Documentation page.

1.4.1 CLE Crashes and Prompts the User to Enter the Password of the Last Logged In User

Issue: When the user logs in with the user name containing period(.), the CLE credential provider crashes. The user is prompted to enter the password of the last logged in user. (`Bug 1004748`)

Fix: From this release, CLE accepts username with period(.).

1.4.2 In Windows 10, Login Fails When the User Logs In With the User Principal Name Containing Period(.)

Issue: When the user logs in with the User Principal Name containing period(.) the login fails. This issue occurs only in Windows 10 environment. (`Bug 1003755`)

Fix: From this release, CLE accepts User Principal Name with period(.) in Windows 10.

1.4.3 Username/Password Incorrect Error Message Is Displayed After Changing the Password

Issue: When a user modifies the password using the CLE and logs in using the changed password in the offline mode, `Username/Password Incorrect` error message is displayed. This error occurs because the modified password is not updated in the local cache. (`Bug 1000221`)

Fix: This issue is fixed in this release and the user can login successfully in offline mode.

1.4.4 Emergency Access Fails When the Password Has Special Characters

Issue: Emergency access fails to log in the user automatically when the password contains special characters. Instead, it displays the `Username/Password is Incorrect` error message.(`Bug 965081`)

Fix: This issue is fixed in this release and emergency access is working as expected.

1.4.5 In NAM Redirected SSPR, User Is Prompted to Enter the Username and Password in Both NAM and SSPR Login Page

Issue: In NAM redirected SSPR, during force enrollment in restricted browser, user is prompted to enter the username and password in both NAM login page as well as SSPR login page before displaying the Challenge Response Questions page.(Bug 1016145)

Fix: This issue is fixed in this release and the user is prompted for the credentials only once.

1.4.6 During Installation CLE Displays an Error Message If My Documents Folder Is in a Remote Location

Issue: When you install CLE using the ClientLoginExtensionUtility.msi file, the installer automatically creates the installers for various languages in the My Documents folder. If the My Documents folder is in a remote location, `Could Not Access Network Location <Path>` error message is displayed.(Bug 976383)

Fix: This issue is fixed in this release. All the files that are generated when executing the ClientLoginExtensionUtility.msi installer are provided as a single compressed file for installation.

1.4.7 When Installing CLE, It Automatically Initiates .NET 3.5 Installation If .NET 3.5 Is not Installed in the System

Issue: When you run ClientLoginExtensionUtility.msi installer, if the system does not have .NET Framework 3.5 CLE automatically initiates .NET 3.5 installation.(Bug 860964)

Fix: From this release, due to the installer changes you do not need .NET 3.5 to install CLE.

1.4.8 There Is a Delay in Unlocking the Windows 8.1 Tablet When Network is Disconnected

Issue: In Windows 8.1 tablet, when you have the CLE installed you can experience a 20 seconds delay while unlocking the tablet. The delay in unlocking the tablet occurs due to the unavailability of network connection.(Bug 1006233)

Fix: This issue is fixed in this release.

2 System Requirements

For information about the system requirements, refer System Requirements in the Client Login Extension 3.10 Administration Guide.

3 Installing Client Login Extension 3.10

For information about how to install Client Login Extension, refer Installing the Client Login Extension section in the Client Login Extension 3.10 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 and for the other known issues that are currently being researched, see Known Issues section of Client Login Extension 3.9 Service Pack 1 Release Notes. If you need further assistance with any issue, please contact Technical Support.

4.1 The Page Cannot be Displayed Error Message Appears When Clicking the CLE Forgotten Password Link

Issue: When you click the forgotten password link in CLE and if the TLS 1.2 security settings in the Internet Explorer browser is disabled, the connection to SSPR server cannot be established and the page cannot be displayed error appears. (`Bug 947042`)

Workaround: You can work around this issue in two ways:

- Set the value of `HKEY_USERS\.DEFAULT\Software\Microsoft\Windows\CurrentVersion\Internet Settings \SecureProtocols` to 4768 in the registry.
- Enable TLS 1.2 in Internet Explorer security settings

4.2 Error Messages are Shown in English Instead of the Corresponding Locale Language When Changing the Password

Issue: When you change the password using SSPR and enter an incorrect password, the error messages are displayed in English instead of the respective locale language. (`Bug 982173`)

Workaround: There is no workaround at this time.

4.3 In Windows 10, CLE Truncates the Lengthy Emergency Access Login Message

Issue: The Emergency Login Notification displays a truncated message, if the Emergency Access Login Message is very long. (`Bug 1021058`)

Workaround: There is no workaround at this time.

4.4 CLE Configuration Utility Does Not Launch in Windows 10

Issue: In Windows 10, if you have logged in as a built in administrator, the CLE configuration utility does not launch. (`Bug 1022761`)

Workaround: To workaround this issue, you must right-click on the configuration utility file, then select **Properties > Unblock**.

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/).

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