AUTHORIZED DOCUMENTATION

Administration Guide

Novell®
Client Login Extension

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About This Guide

This guide contains information about using the Client Login Extension to provide password self-service functionality in Novell® Client™, Novell SecureLogin 7.0 SP1, and Microsoft* Login GINA. The guide is organized as follows:

- Chapter 1, “Overview,” on page 9
- Chapter 2, “System Requirements,” on page 11
- Chapter 3, “Preliminary Tasks,” on page 13
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- Chapter 5, “Configuring the Client Login Extension MSI Files,” on page 19
- Chapter 6, “Installing the Client Login Extension MSI File,” on page 23
- Chapter 7, “Using the Forgotten Password Feature,” on page 27

Audience

This guide is intended for administrators, consultants, and network engineers who require to configure the password recovery help by using Client Login Extension.

Documentation Updates

For the most recent version of this document, see the Novell Documentation Web site (http://www.novell.com/documentation/cle37/cle37_user_guide/data/bookinfo.html).

Additional Documentation

For additional documentation for Identity Manager, see the Identity Manager Documentation Web site (http://www.novell.com/documentation/idm36/index.html).

Documentation Conventions

In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux* or UNIX*, should use forward slashes as required by your software.

Overview

1

The Client Login Extension facilitates password self-service by adding a link to the Novell® and Microsoft GINA login clients. When users click the *Forgot Password* link in their login client, the Client Login Extension launches a restricted browser to access the Password Self-Service feature on the login clients. This feature assists in reducing help desk calls from people who forget their passwords.

The password recovery support is available for graphical authentication interfaces such as GINA and Credential Provider for LDAP clients, Novell Client™, and Microsoft clients. Clients in the Windows 7 and Windows Vista operating systems support Credential Provider model of graphical authentication interface.

NOTE: Among Windows Vista (64-bit) operating systems, Client Login Extension support is available for Enterprise Editions only.

Clients in other operating systems support GINA model of graphical authentication interface.

NOTE: In the Active Directory environment, the password recovery support for Credential Provider is available for all platforms except Windows 7 and Windows Vista.

The password recovery support through Client Login Extension tool is also available for locked workstations and for workstations in which user operations are controlled by Desktop Automation Services (DAS).

Configuring the Password Self-Service Feature

The Admin user runs the Configuration Utility of Client Login Extension and provides registry entries for the MSI file. The registry entries for the MSI file include a welcome note, text to be shown as a link, URL of the target server, and other required options. Entered values are displayed as fields on the restricted password self-service browser. The user who forgot the password should provide the required values in the self-service browser and retrieve the forgotten password.

Running the Configuration Utility of Client Login Extension configures the Client Login Extension MSI file, which you then install on client workstations running the Novell Client™ software, Novell SecureLogin 7.0 SP1, or the Microsoft GINA. The Client Login Extension works on Windows* XP, Windows Vista, and Windows 2000 workstations.

The Client Login Extension MSI files come in a number of different languages. You must configure the Client Login Extension file for each language, including English, before it can be used.

The Client Login Extension Configuration utility allows the system administrator to specify the following configuration information for the Client Login Extension MSI file:

- You can set the URL for password self-service.
- For the Microsoft GINA client or Novell SecureLogin 7.0 SP1, you can include text (such as “Forgotten Password”) for the link to the password self-services.

NOTE: The Client Login Extension for Novell Identity Manager works with the native Microsoft GINA, Novell SecureLogin 7.0 SP1, and the Novell Client 4.91 SP3 or later. It does not work with any application that alters the Microsoft GINA, except the Novell Client 4.91 SP3 or later. The Client Login Extension has been tested for use on licensed Novell Identity Manager 3.5 and later systems.

The remaining sections in this guide step you through installing and using the Client Login Extension Configuration utility to configure the Client Login Extension MSI files. Instructions for using the Client Login Extension MSI files are also included.

System Requirements

2

Make sure the following requirements are met by the system where you will install the Client Login Extension.

Supported Client Login Programs

The Client Login Extension works with the native Microsoft* GINA and the Novell Client 4.91 SP3 or later. It does not work with any application that alters the Microsoft GINA, except the Novell Client 4.91 SP3 or later.

Supported Windows Versions

You can use the Client Login Extension with the following Windows workstation versions:

- Windows* 2003* workstation
- Windows XP* workstation
- Windows Vista* (Enterprise Editions Only)
- Windows 7*

IMPORTANT: The installer can install Client Login Extension on all the modes except Microsoft Credential Provider mode on Windows 7 and Windows Vista. Only in the Microsoft Credential Provider mode the password recovery support is not available now for these operating systems. Therefore, avoid installing Client Login Extension 3.7 on Windows 7 or Microsoft Vista in Microsoft Credential Provider mode.

Supported Identity Manager Versions

You can use the Client Login Extension with the following Identity Manager versions:

- Identity Manager 3.5 and 3.5.1
- Identity Manager 3.6 and 3.6.1

Supported.NET Framework Versions

You can use the Client Login Extension with the following.NET Framework versions:

- .NET 1.1
- .NET 2
- .NET 3
- .NET 3.5

Preliminary Tasks

3

Before running the Novell® Client Login Extension, you must have a working identity manager application (for example, Identity Manager 3.5 or later) system and have the User Application configured correctly to enable the Password Self-Service feature. For information on installing Identity Manager and the User Application, see the Identity Manager 3.6.1 Installation Guide (http://www.novell.com/documentation/idm36/idm_install/data/front.html).

In order to have the Password Self-Service feature enabled, you need to perform at least the following:

- Enable Universal Password
- Create a password policy or select an existing password policy
- Enable and configure the Forgotten Password option
- Assign the password policy to the appropriate users, groups, or container
- Enable SSL

You initially set up the Password Self-Service feature through iManager by using the *Passwords* > *Password Policies* > *Forgotten Password* and *Policy Assignment* options. For more information on the Password Self-Service feature, see "Managing Passwords by Using Password Policies" (http://www.novell.com/documentation/password_management32/pwm_administration/data/ampxjj0.html) and "Password Self-Service" (http://www.novell.com/documentation/password_management32/pwm_administration/data/bqf5d1r.html) in the *Password Management 3.2 Administration Guide*.

Use the Identity Manager User Application to complete the password configuration. For information about configuring Password Self-Service through the Identity Manager User Application, see "Password Management Configuration" (http://www.novell.com/documentation/idmrbpm361/agpro/data/b6mixux.html)" in the *Roles Based Provisioning Module 3.6.1 User Application Administration Guide*.

NOTE: After completing the Password Self-Service, restart the operating system in LDAP GINA, LDAP CP, or Microsoft GINA mode to effect password recovery assistance.

You also need to turn on SSL in JBoss*. See "Self-Signed Certificates" (http://www.novell.com/documentation/idmrbpm361/agpro/data/b2gx72y.html#b8gxrwv) in the *Roles Based Provisioning Module 3.6.1 User Application Administration Guide*. The Client Login Extension does not work without SSL.

You must enable the URL rewriting when the User Application is deployed on the IBM WebSphere Application Server.

1. Log in to the Administration Console.
2. Go to the *Server* > *Application Servers* > *Select your server* (for example server1), then select *Session Management* on the Configuration tab.
3. Select the check box against the *Enable URL Rewriting*.
4. Click *Apply,* then click *Save*.
5. Restart the WebSphere Application Server.

With the Forgotten Password feature enabled and the password policy assigned, you now have a valid HTML link for the restricted browser to use. This link needs to be configured for HTTPS, for example, `https://hostname:8443/IDM/jsps/pwdmgt/ForgotPassword.jsf`. Use this URL when running the Client Login Extension Configuration utility.

Installing Client Login Extension

4

Novell® Client Login Extension interacts with Novell Identity Manager and Novell SecureLogin applications for the user to log in to all the defined applications, and benefit from the password self-service for the Novell, Microsoft, and LDAP clients. The service is also available for the DAS enabled workstations.

However, availability of the service is based on the authentication interface of the clients.

Table 4-1 *Password Self-Service Support for Clients*

Authentication Interface	Password Recovery Option		
	During Operating System Login	During Operating System Lock	For DAS Enabled Workstations
Microsoft GINA	Available	Available	Not available
Microsoft CP	Not available	Not available	Not available
Novell Client GINA	Available	Available	Available
Novell Client CP	Available	Not available	Available
LDAP GINA	Available	Available	Available
LDAP CP	Available	Available	Available

You install the Client Login Extension and SecureLogin applications on the systems where password self-service feature is required.

NOTE: In order to set up the password self-service for Novell Client, install Novell Client before installing Client Login Extension. For other clients, you can follow any installation sequence.

The Client Login Extension Configuration utility is available from the following locations:

- **Metadirectory server:** `c:\Novell\NDS\DirXMLUtilities\cle`
- **Remote Loader server:** `c:\Novell\NDS\DirXMLUtilities\cle`
- **Distribution media:** *root*`\windows\cle`

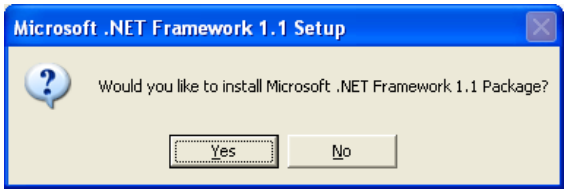
The `cle` directory contains files for the 32-bit and 64-bit clients in the directories as below:

- final (32-bit)
- finalfor64 (64-bit)

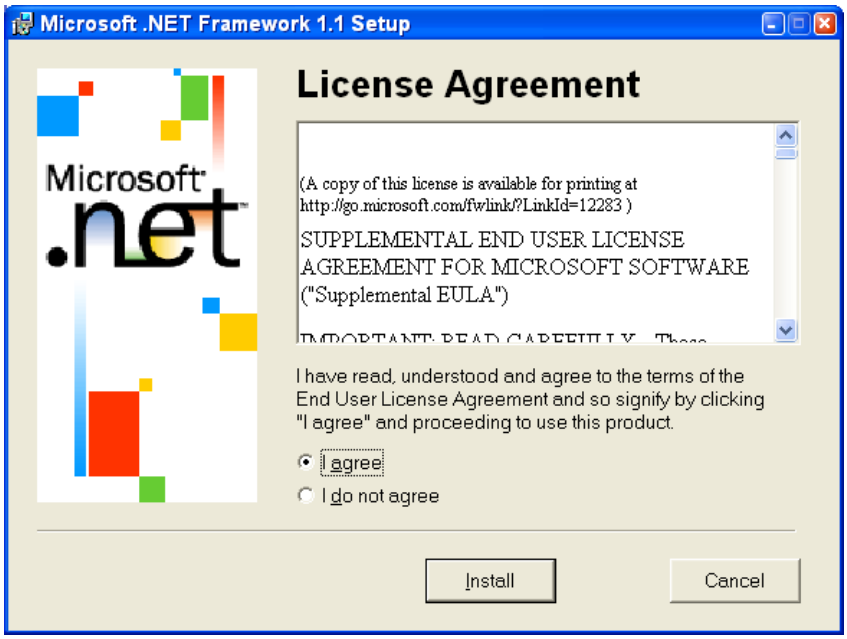
To install the Client Login Extension:

1. From the `cle` directory, run `Setup.exe` to launch the Client Login Extension Configuration Utility installer.

2 Click *OK* to continue with the installation. The installer checks to see if the.NET platform is installed on this machine. If.NET is installed, skip to Step 5. If it is not, you see the following dialog box:



3 Click *Yes* to install the Microsoft .NET Framework.



4 Click *I agree*, then click *Install*.

After the.NET Framework is installed, the Client Login Extension Setup Wizard is launched.

5 Read the information on the initial wizard page, then click *Next*.

6 On the License Agreement page, read the license agreement. If you agree, click *I Agree*, then click *Next*.

7 On the Select Installation Folder page, use the default directory selection, or click *Browse* to select a different directory.

The default directory is `C:\Documents and Settings\Username\My Documents\Client Login Extension Configuration Utility for Novell Identity Manager 3.6.1`.

You can also select to create shortcuts for the currently logged-in user, or for anyone who uses this computer. The default is *Just me*.

8 Click *Next*.

9 On the Confirm Installation page, click *Next* to install the Client Login Extension Configuration utility and the Client Login Extension files.

10 When the installation completes, click *Close*, then click *OK*.

The install process creates two shortcuts to `ClientLoginExtensionConfigurationUtility.exe`, one for the desktop and one for the *Programs* menu. The process installs the following folders and files in the installation folder:

- `ClientLoginExtensionConfigurationUtility.exe`
- `Interop.WindowsInstaller.dll`
- `license.rtf`
- `Installer/`
  - `IdentityManagerClientLoginExtension_en.msi` (English--default)
  - `IdentityManagerClientLoginExtension_de.msi` (German)
  - `IdentityManagerClientLoginExtension_es.msi` (Spanish)
  - `IdentityManagerClientLoginExtension_fr.msi` (French)
  - `IdentityManagerClientLoginExtension_it.msi` (Italian)
  - `IdentityManagerClientLoginExtension_ja.msi` (Japanese)
  - `IdentityManagerClientLoginExtension_zh_CN.msi` (Chinese Mandarin)
  - `IdentityManagerClientLoginExtension_zh_TW.msi` (Chinese Traditional)

11 Continue with Chapter 5, “Configuring the Client Login Extension MSI Files,” on page 19.

Configuring the Client Login Extension MSI Files

5

You use the Client Login Extension Configuration utility to configure the extension's MSI files. The MSI files are used to install the Client Login Extension on Windows workstations. If you have not already installed the utility, see Chapter 4, "Installing Client Login Extension," on page 15.

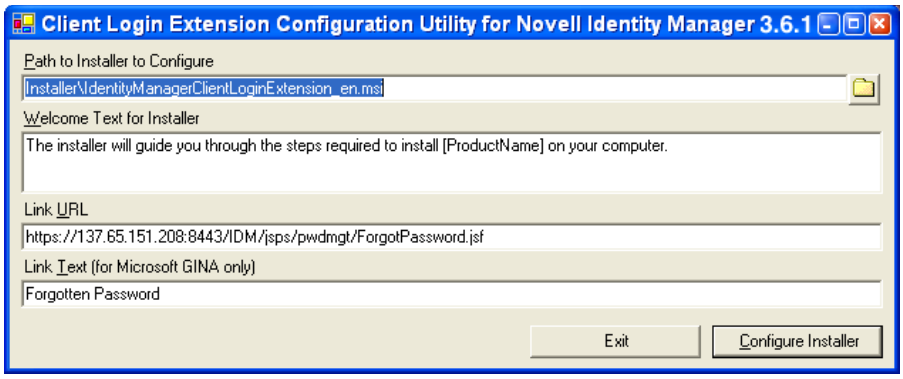
The Client Login Extension MSI files come in a number of different languages. You must configure the Client Login Extension file for each language, including English, before it can be used.

To configure the MSI files:

1. Click the *Client Login Extension Configuration utility for Novell Identity Manager 3.6.1* shortcut to launch the Client Login Extension Configuration utility.

   or

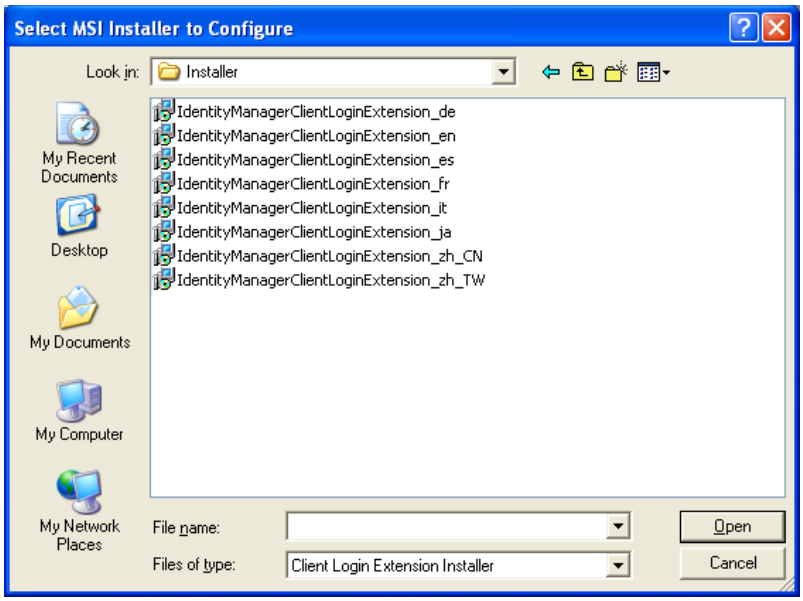
   Double-click the `ClientLoginExtensionConfigurationUtility.exe` file to launch the utility.



   The *Path to the Installer to Configure* option shows the path to the English version of the Client Login Extension installer file that is being configured. Whenever this text box contains a path to a valid MSI file, the utility automatically opens the file, populates the other controls with the information it contains, and enables the *Configure Installer* button.

2. (Optional) If you want to select another language, click the *Browse* button to select a Client Login Extension installer file in a different language.

   By default, the *Browse* button opens into the `Installer` subfolder in the installation folder and displays all files that match the Client Login Extension Installer pattern.



3 Modify the information in the Welcome text, or keep the information as it is presented.

The information in the text box is displayed in the Welcome screen of the Client Login Extension. The string *[ProductName]* displays as *Client Login Extension 3.6.1*.

4 Specify the URL that the Client Login Extension restricted browser uses to connect to the User Application's Forgotten Password page. You can use either a DNS name or an IP address. An example URL using a DNS name that links to the Forgotten Password page is:

```
https://hostname:8443/IDM/jsps/pwdmgt/ForgotPassword.jsf
```

This can also be configured to access the external password WAR. To do this, see "User Application Configuration: Basic Parameters" (http://www.novell.com/documentation/idmrbpm361/install/data/bb1zmw0.html) in the *Roles Based Provisioning Module 3.6.1 User Application Installation Guide*.

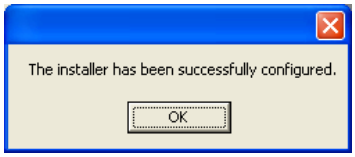
IMPORTANT: You must have a valid URL pointing to the User Application's Forgotten Password page; otherwise, the client connection fails and you might not be able to log in through the workstation. For more information, see Section 7.2, "Troubleshooting," on page 29.

---

5 If you have workstations that are using the Microsoft GINA, specify the text to be displayed on the link to the restricted browser that the Client Login Extension uses.

The default text is *Forgotten Password*. The text for the button in the Novell Client™ is provided by the Novell Client and cannot be changed here.

6 After all of the information is in place, click *Configure Installer* to write the new configuration settings to the selected Client Login Extension file.



7 Click *OK* to close the confirmation message.

8 The Client Login Extension Configuration utility remains open, allowing you to configure another Client Login Extension MSI file in a different language. To do so, click the *Browse* button to the right of the *Path to the Installer to Configure* option, select another language, and configure another.`msi` file by following Step 2 through Step 7.

Localized Client Login Extension MSI files for the more common languages are delivered with the configuration utility in the `Installers` folder. You must configure each localized installer individually.

To localize the Client Login Extension MSI files for languages other than those delivered with the Client Login Extension, see Section 5.1, "Localizing Client Login Extension Files for Other Languages," on page 21.

9 To close the Client Login Extension Configuration utility window, click *Exit*.

NOTE: You cannot run the Client Login Extension MSI file while it is open in the Client Login Extension Configuration utility.

5.1 Localizing Client Login Extension Files for Other Languages

To localize the Client Login Extension for languages other than those delivered with the Client Login Extension Configuration utility, you can use Orca to directly edit the content of the MSI database (`IdentityManagerClientLoginExtension.msi`).

Orca (`Orca.exe`) (http://msdn2.microsoft.com/en-us/library/aa370557.aspx) is a database table editor for creating and editing Windows Installer packages. It is available in the Windows SDK Components for Windows Installer Developers (http://msdn2.microsoft.com/en-us/library/aa370834.aspx).

The text to be localized for `IdentityManagerClientLoginExtension.msi` is located in the following table.

Table 5-1 *Text You Need to Localize*

Table	Column	Comments
Control	Text	
Dialog	Title	
Directory	DefaultDir	Put text after "|".
Launch Condition	Description	
Property	Value	Only ProductName, Manufacturer, ARPCONTACT, and VSDVERSIONMSG.
Radio Button	Text	
Registry	Value	Set LogFile, LinkURL, LinkText, PasswordComplexityText, and LoginExtDesc to the defaults for the configuration utility.

Table	Column	Comments
Shortcut	Name	Put text after “|”.
Shortcut	Description	If not Null.
UIText	Text	

WARNING: Translate only the user interface text. For example, do not translate text that is surrounded by square brackets ([xxxx]), or is in mixed case (XxxXxxXxx). Modifying these property names and identifiers breaks the installer.

Use the following procedure to localize the Client Login Extension MSI file to a new language:

1. Copy `IdentityManagerClientLoginExtension.msi` to `IdentityManagerClientLoginExtension_xx.msi`, where *xx* identifies the new language (locale).
2. Open `IdentityManagerClientLoginExtension_xx.msi` in `Orca.exe`, edit the tables and columns as they are listed in Table 5-1 on page 21 to insert the localized text, then save and close the file.
3. Open `IdentityManagerClientLoginExtension_xx.msi` with the Client Login Extension Configuration utility (`ClientLoginExtensionConfigurationUtility.exe`), review the default values, make any modifications if needed, then click *Configure Installer*.

NOTE: Step 3 is required, even if the default values that you set in the Registry table do not need modification. The Client Login Extension Configuration utility makes additional changes that enable the Client Login Extension MSI file.

Installing the Client Login Extension MSI File

6

The following sections provide information to help you distribute the Client Login Extension MSI file to users:

- Section 6.1, “Installing the Extension,” on page 23
- Section 6.2, “Using the Client Login Extension Installer Command Line Options,” on page 25

6.1 Installing the Extension

With the Client Login Extension MSI file configured, you can distribute the `IdentityManagerClientLoginExtension_xx.msi` file (or its distribution name) to users or to a distribution mechanism. The *xx* identifies the language (locale). The `IdentityManagerClientLoginExtension_xx.msi` file is located in the `Installer` folder.

You must also install the Microsoft .NET Framework on every workstation that you plan to run the Client Login Extension MSI file. For version consistency, use the `dotnetfx.exe` file that comes with the Client Login Extension feature and is found in the `cle` directory.

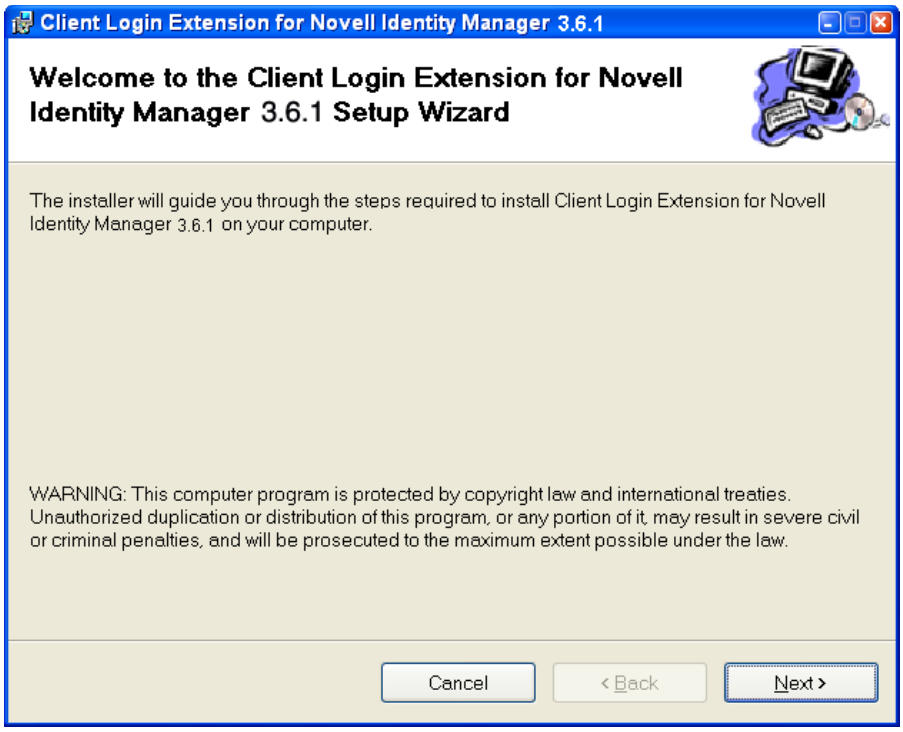
NOTE: The Client Login Extension only works with the native Microsoft GINA and the Novell Client 4.91 SP3. It does not work with any application that alters the Microsoft GINA, except the Novell Client 4.91 SP3. The Client Login Extension works on Windows XP and Windows 2000 workstations.

---

1. Run the `dotnetfx.exe` file to install the Microsoft .NET Framework on each workstation that you plan to run the Client Login Extension MSI file. See Step 2 under Chapter 4, “Installing Client Login Extension,” on page 15.
2. After the Microsoft .NET Framework is installed, double-click the `IdentityManagerClientLoginExtension_xx.msi` file to launch the Client Login Extension welcome page.

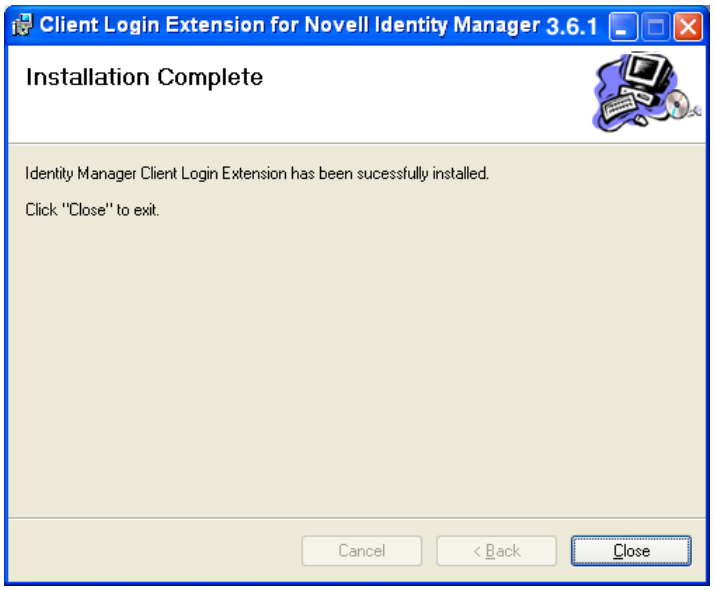
   For startup options you can use when launching the Client Login Extension MSI file, see Section 6.2, “Using the Client Login Extension Installer Command Line Options,” on page 25.

   The welcome message is the text you provided in the Client Login Extension Configuration utility.



3 Click *Next* to start the installation.

4 After the Client Login Extension is installed, click *Close*.



5 (Optional) To uninstall the Client Login Extension, open the Add or Remove Programs dialog box in the Control Panel, select *Client Login Extension 3.6.1*, then click *Remove*.

6.1.1 Providing a Custom Gina Name

Use the `HKLM\SOFTWARE\Novell\MsPssGina\GinaProviderName` registry entry to provide an alternate gina name.

1. Install the Client Login Extension.
2. Open the Registry editor and navigate to the `HKEY_LOCAL_MACHINE\SOFTWARE\Novell\MsPssGina` key. This key is created when Client Login Extension is installed.
3. Create a new string value named `GinaProviderName`. Modify it and enter your Gina name as value data (for example, `MsGina.dll`).
4. Restart the system.

NOTE: Provide only Microsoft GINA based custom GINAs as value data for the `GinaProviderName` registry entry. You system might not reboot correctly if you provide any other third-party GINA name.

6.2 Using the Client Login Extension Installer Command Line Options

The Client Login Extension MSI file is a standard MSI installer. It can be used with any of the standard `Msiexec.exe` command line options, which you can find at msdn (http://msdn2.microsoft.com/en-us/library/aa367988.aspx). Some examples are shown below.

To install the Client Login Extension MSI file with no user interface, enter the following at the command line:

```
msiexec /i IdentityManagerClientLoginExtension_en.msi /q
```

or

```
IdentityManagerClientLoginExtension_en.msi /q
```

To install with no user interface except for a modal dialog box displayed at the end, enter:

```
msiexec /i IdentityManagerClientLoginExtension_en.msi /qn+
```

or

```
IdentityManagerClientLoginExtension_en.msi /qn+
```

To uninstall with no user interface, enter:

```
msiexec /x IdentityManagerClientLoginExtension_en.msi /q
```

To uninstall with no user interface except for a modal dialog box displayed at the end, enter:

```
msiexec /x IdentityManagerClientLoginExtension_en.msi /qn+
```

Also, see Section 6.1.1, “Providing a Custom Gina Name,” on page 25 for information on changing the gina names.

Using the Forgotten Password Feature

7

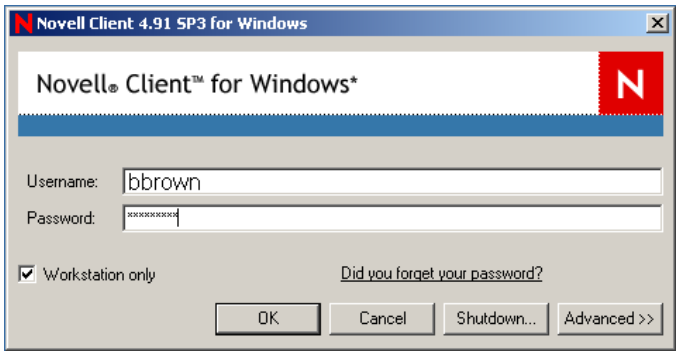
The following sections explain how to use and troubleshoot the Forgotten Password feature in the Novell® Client™ and Microsoft GINA:

- Section 7.1, “Accessing Forgotten Password,” on page 27
- Section 7.2, “Troubleshooting,” on page 29

7.1 Accessing Forgotten Password

After you run the Client Login Extension MSI file on workstations running the Novell Client 4.91 SP3 or the Microsoft GINA, and you have specified a valid HTTPS link, the Password Self-Service feature is now ready to use. (See Chapter 3, “Preliminary Tasks,” on page 13 to ensure that you have all the information in place for Password Self-Service to work.)

1 If you forget your password, click the *Did you forget your password?* link in the Novell Client.

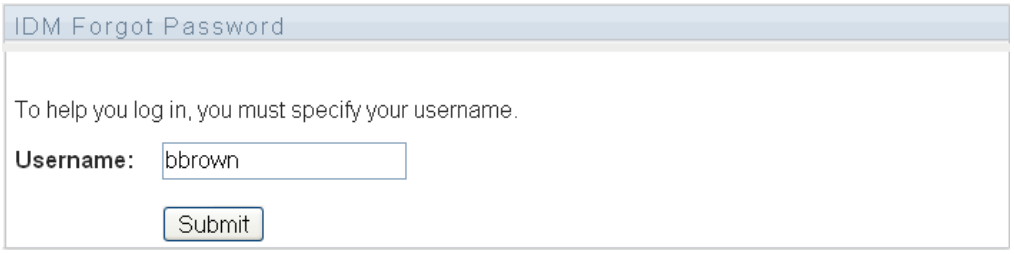


The Microsoft GINA link says *Forgotten Password*, or whatever text you provided when configuring the Client Login Extension.

Clicking the *Did you forget your password?* link launches a restricted browser that can only go to the URL designated in the Client Login Extension Configuration utility. The restricted browser performs the following:

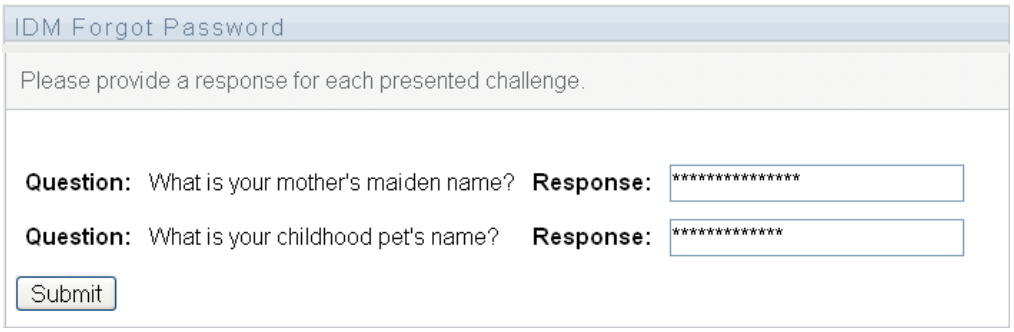
- Verifies that the protocol is HTTPS
- Validates the hostname
- Verifies that the target Web site is operating in Internet Explorer’s restricted sites zone
- Disables hotkeys
- Disables tabs
- Disables right-clicking
- Disables ActiveX*
- Disables scripts
- Runs on its own process, separate from the Winlogon process.

2 After the restricted browser connects to the Forgotten Password page, you see the IDM Forgot Password dialog box. Type your login name and click *Submit*.



What you see in the IDM Forgot Password dialog box depends on how the system administrator has set up the Forgotten Password option. You can see a hint, have your hint e-mailed to you, have your password e-mailed to you, or you can be allowed to change your password. You can also be given challenge questions.

For this example, the user is given a challenge question and a hint.

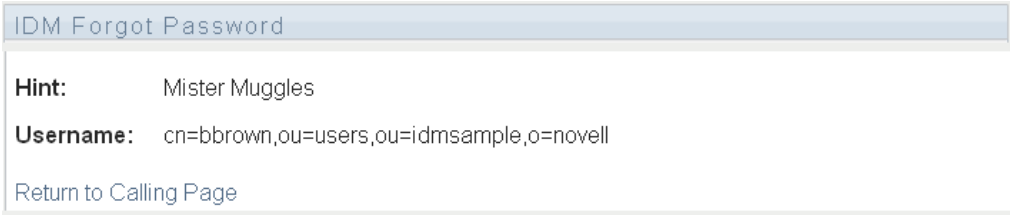


3 Type your response to the questions and click *Submit*.

The number of response questions and what they say is configurable by the system administrator.

If you do not answer the questions correctly, you see a *Challenge Response failed* message and you are presented with the questions again.

4 After the response questions are answered correctly, you are presented with the password hint, depending on how the system administrator has configured password self-service.



Use the hint to remember your password. If you still cannot remember your password, contact your system administrator.

5 Close the browser window.

7.2 Troubleshooting

Keep in mind the following information as you use the Forgotten Password feature:

- If your system administrator allows you to change your password through this process, it can take up to 15 minutes or longer before all changes are in place throughout the network. Be patient before contacting your system administrator.
- For those using the Novell Client, if you are already logged in to the network and you right-click the red N in the taskbar, select *NetWare Login*, then select the *Did you forget your password?* link, you do not launch the restricted browser. The Client Login Extension only applies when you have not logged in.
- If the server running the Identity Manager User Application is down and you select the *Did you forget your password?* link, you receive the message "*An error has occurred*" in red on the restricted browser's initial page. Contact your system administrator.
- If the server running the Identity Manager external WAR is down and you select the *Did you forget your password?* link, you receive the message "*Page Not Found*" on the restricted browser's initial page. Contact your system administrator.
- If the URL to the IDM Forgot Password page is mis-configured and you select the *Did you forget your password?* link, you receive the message "*Page Not Found*" on the restricted browser's initial page. Contact your system administrator.

Uninstalling the Client Login Configuration Utility

8

Refer to the following sections to uninstall the configuration utility:

- Section 8.1, “Using Add or Remove Programs to Uninstall the Configuration Utility,” on page 31
- Section 8.2, “Using the Setup Wizard to Uninstall the Configuration Utility,” on page 31

8.1 Using Add or Remove Programs to Uninstall the Configuration Utility

1. Open the Add or Remove Programs dialog box in the Control Panel, select *Client Login Extension Configuration Utility for Novell Identity Manager 3.6.1*, then click *Remove*.

8.2 Using the Setup Wizard to Uninstall the Configuration Utility

1. Re-run `Setup.exe` to re-launch the Client Login Extension Setup Wizard.
2. Select the option *Remove Client Login Extension 3.6.1*, then click *Finish*.