Intel® Authenticate

Release Notes

Version 3.8

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1 Introduction

This document describes new features and changes made in version 3.8 of Intel® Authenticate. This document also describes limitations and known issues with this version.

2 Changes and New Features

This section describes the main new features and changes included in Intel Authenticate 3.8.

> **Note:**
>
> Intel Authenticate 3.8 has been updated to include Flexera* InstallShield 25.0, which includes functional and security updates. Intel Authenticate versions 3.7 and lower will no longer be available after 30th June 2019 and will not be supported with any additional functional, security, or other updates. All versions are provided as is. Intel recommends that users of Intel Authenticate uninstall and discontinue use as soon as possible and upgrade to the latest version (version 3.8 or later).

2.1 Support for Intel 9th Generation Core Processors

Intel Authenticate version 3.8 supports platforms with Intel 9th Generation Core processors.

2.2 Support for Windows* 10 Version 1903

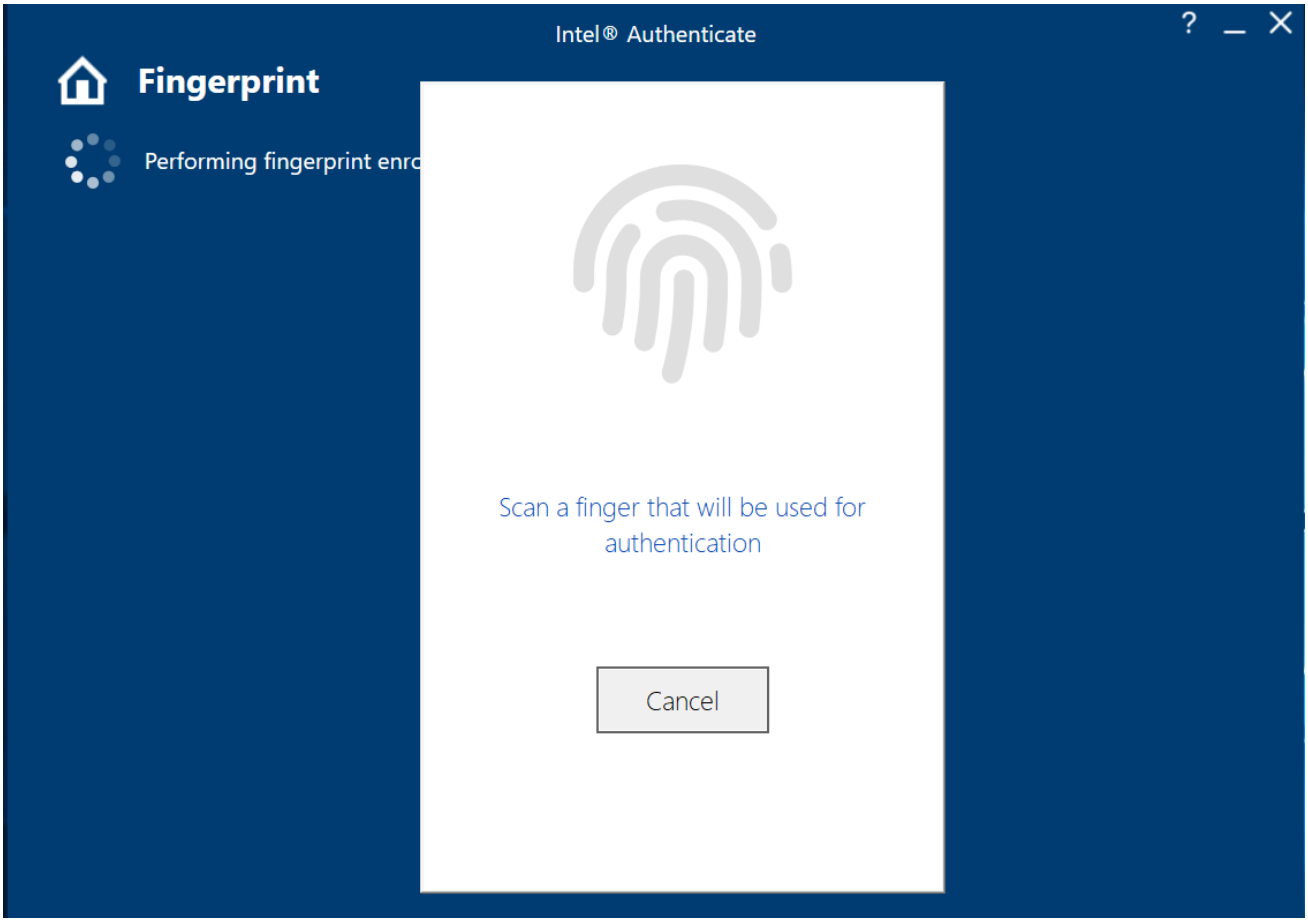
Intel Authenticate version 3.8 supports Windows 10* version 1903 (from build 10.0.18362.86).

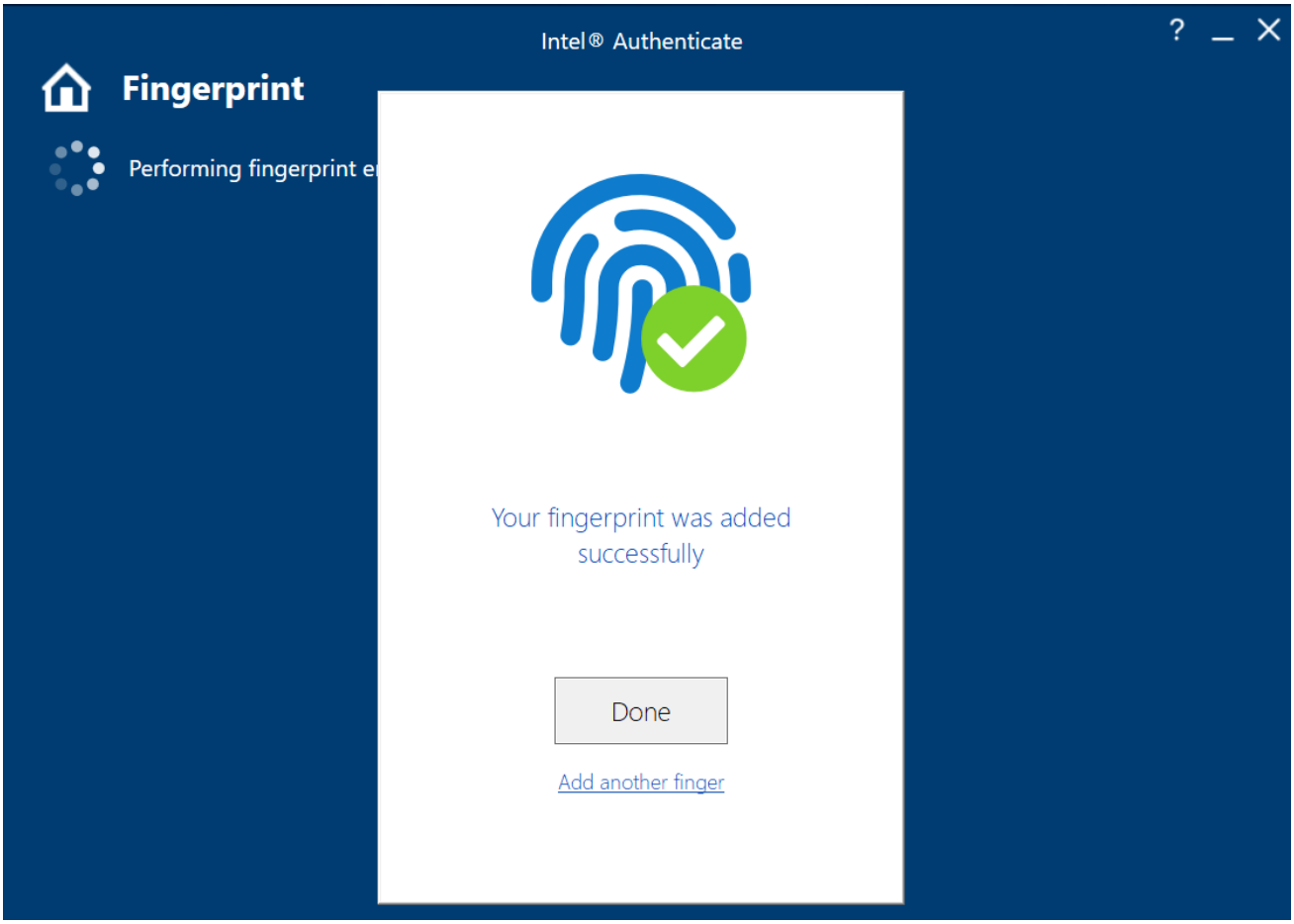
2.3 Support for Additional Wireless Card

The Bluetooth Proximity factor is now also supported with the Intel WiFi 6 AX200 wireless card.

2.4 Integrated Fingerprint Enrollment (Windows* 10)

In previous versions the user could only enroll the Fingerprint factor after enrolling their fingerprints externally in Windows. On Windows 10, the fingerprint enrollment process is now fully integrated into the Factor Management application. During enrollment of the Fingerprint factor, Intel Authenticate checks if the user has already enrolled any fingerprints. If no fingerprints exist, then the user is asked to enroll their fingerprint(s) directly in the Factor Management application.





Note:

The user still has the option to enroll their fingerprints via the Windows Sign-in options page. Any fingerprints enrolled via the Windows Sign-in options page will also be used by Intel Authenticate.

2.5 Deprecated Installer Flag

The `BypassMEFirmwareCheck` flag is now deprecated. This flag is now ignored by the installer.

Note:

- Intel Authenticate is supported on Intel Management Engine Firmware Corporate SKU version 11.8.50.3399 or higher.
- Although not supported, installation on some earlier versions is not blocked:
  - Intel ME 11.7
  - Intel ME 11.6: Version 11.6.0.1117 or higher
  - Intel ME 11.0: Version: 11.0.0.1157 or higher (version 11.0.0.1202 is the minimum version for platforms that have the Intel Sensor Service enabled)
- For security reasons, it is highly recommended to upgrade earlier Intel ME Firmware versions to 11.8.50.3399 or higher. For more information, refer to the official communication here.

2.6 Other Changes

Deployment of Intel Authenticate is now also supported using:

- Microsoft SCCM version 1810
- Microsoft SCCM version 1902
- McAfee* ePO version 5.10

3 Known Limitations

This table describes known limitations with Intel Authenticate and other components on which it depends.

Description	Workaround
When using iPhones* with Windows 10, the Bluetooth® Proximity factor can sometimes stop working because the Bluetooth LE Generic Attribute Services in Device Manager have "disappeared". This issue only affects the "Protected" security level of the Bluetooth Proximity factor, and usually occurs after power state changes on the computer.	The cause of the disappearance of the BLE services is under investigation with Microsoft. For information how to detect and solve this issue, refer to this section of the integration guide: "Missing Bluetooth LE Generic Attribute Services (Windows 10)".
Pairing of multiple Bluetooth devices with the computer can affect performance of the Bluetooth Proximity factor. This is because the operating system requires time to contact each paired device. This can cause a delay if the number of paired devices is large, or if some of the devices are not in close proximity. This delay can cause authentication using the Bluetooth Proximity factor to take longer than expected or to fail. **Note:** On computers with multiple users this issue can occur more frequently because each user could potentially have several paired devices.	It is highly recommended to make sure that only required Bluetooth devices are paired with the computer. Remove all paired devices that are no longer being used.
When using Android Phones, installing and using multiple instances of the Intel Authenticate app on the same phone is not supported. This means that you must not use the Android "Dual Apps" feature, or any software that enables multiple instances of the same app.	None
Users with Intel Authenticate enabled systems will not be able to see any other credential provider on the Windows login screen. When enabled, Intel Authenticate replaces any other credential provider in the system (for example, Windows Hello). Intel Authenticate is not compatible with software solutions that replace or prevent access to the Microsoft Credential Provider. Many Single Sign On (SSO) solutions provide their own Credential Providers that either replace or prevent access to the Microsoft Credential Provider. Checkpoint PBA*, OmniPass*, Lenovo* Fingerprint Manager Pro, and HP Client Security* are examples of software solutions that are NOT compatible with Intel Authenticate for this reason. If you are using a SSO solution in your network, check with the software vendor if they allow other software to access the Microsoft Credential Provider.	None

Description	Workaround
Many of the latest HP platforms come with these pre-installed components: • HP Client Security Manager • HP Device Access Manager If they exist, before you install Intel Authenticate, you must make sure that they are both completely removed.	None
Locking the computer during unenrollment of an authentication factor can cause unenrollment to fail. This can occur if you lock the computer before you authenticate (unenrollment requires you to authenticate before you can continue). Also, because the unenrollment process was interrupted, it can take up to 45 seconds to log back into the computer.	If you want to unenroll an authentication factor, do not lock the computer until unenrollment of the factor has completed. If you did lock the computer by mistake, simply log in and start the unenrollment process again
Replacing fingerprint reader hardware on a system where the Protected fingerprint factor was enrolled will not automatically work with Intel Authenticate. Enrollment and authentication will fail.	Intel Authenticate must be removed and reinstalled by the administrator
After enrollment of the Face or Fingerprint factors, Intel Authenticate cannot detect if the user removes their fingerprint or face registration from Windows Hello. When this occurs, the Factor Management application will show that the Face / Fingerprint factor is still enrolled (even though authentication cannot succeed).	1. Reenroll the factor (Face / Fingerprint) in Windows Hello. 2. Open the Factor Management application and reenroll the factor again. During reenrollment, you will need to authenticate with other factors that were defined for the OS Login action (or the VPN Login action). If no other factors were defined in the policy, then you will need to reset Intel Authenticate and set the policy again.
When using version 5.3.3538.26 of the Synaptics Metallica MIS Touch Fingerprint Reader Driver, the pop-up fingerprint screen prompt is not always displayed. When this occurs the sensor is enabled and will accept the fingerprint and successfully authenticate, but only if the user presents their finger in time. This issue occurs mainly when using the Factor Management application or during VPN Login. (OS Login is not affected.) When this scenario occurs, if the user clicks on the window that is displayed, the Factor Management Application becomes unresponsive (or crashes).	Use an earlier version 5.3.3532.26 that does not have this issue. Alternatively, explain to users that they can provide their fingerprint even though the prompt is not displayed.
When using Windows 10 version 1903, OS Login authentication starts before the user dismisses the Windows curtain.	None. This a known limitation of Windows 10 version 1903.

Description	Workaround
After restarting the computer, it can take approximately five seconds for the computer to establish a wireless connection. If after restarting the computer, the user logs in before the WiFi connection is established, Intel AMT Location will incorrectly return a status of false.	When using Intel AMT location and WiFi profiles, after restarting the computer wait until WiFi connection is established before trying to log in
Remote enrollment and enrollment of a non active user is not supported.	Only the active local user can enroll factors
On Windows 10, if external monitors are connected to a USB replicator, the display is sometimes corrupted. This can occur when the Protected PIN keypad is displayed (during enrollment or authentication).	Disconnect from the USB replicator to complete enrollment / authentication.

4 Resolved Issues

This table describes the issues which were resolved in this version of Intel Authenticate

ID	Description
DE13146	The Intel Identity Protection Technology with Protected Transaction Display window did not scale correctly when using a high DPI (over 200%)
DE13066	The Check tool failed to detect that the Intel WiFi 6 AX200 wireless card is installed. This caused the Check tool to incorrectly report the Bluetooth Proximity factor as not supported.
DE13062	Clicking **Cancel** during enrollment of the Fingerprint factor could cause the Factor Management application to crash. This only occurred on some computers, and only if no fingerprints were already enrolled.
DE13022	From version 20.100.x of the Intel Wireless Bluetooth driver, the location of installed files was changed. This caused the Check tool to incorrectly report the Bluetooth Proximity factor as not supported.
DE13004	When updating a policy, if a Webserver URL was defined (in the Web Login action in the policy) the settings were removed from the registry. This meant that during login via the Chrome* browser, the user was asked to select the correct certificate, even though the Webserver URL was defined in the policy.

This table describes the issues which were resolved in prerequisite components used by Intel Authenticate.

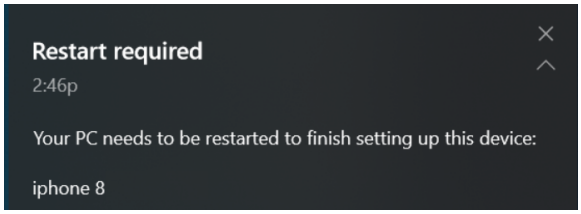
ID	Description
DE12918	On Windows 7, when using some versions of the Intel ME Software, the JHI service fails to initialize. This causes test #8 of the Check Tool Prerequisites Test to fail, and also blocks installation. This issue occurred only from Intel ME Software version 1824.12.0.1140. The issue has been fixed in Intel ME Software version 1847.12.0.1183 and higher.
DE12585	After resuming from sleep or hibernate, authentication could fail because the Intel DAL service failed to initialize due to a bug in the Intel ME Firmware. This failure only occurred when using Intel ME Software versions higher than 1752.12.0.1089. This issue was fixed in Intel ME Firmware version 11.8.60.3555 and higher.
DE12488	On Lenovo platforms, these versions of the Synaptics fingerprint driver do not work with Intel Authenticate: • Version 5.2.351.26 (the issue was fixed from version 5.2.3535.26 and higher) • Version 5.1.330.26 (the issue was fixed from version 5.1.335.26 and higher)

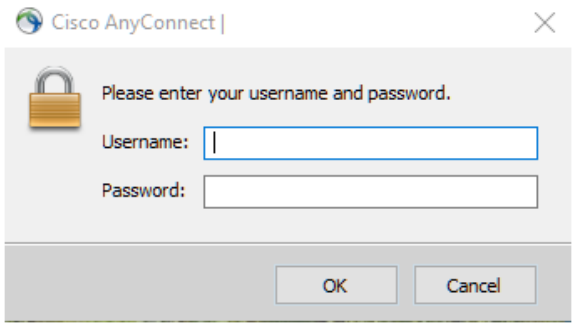
ID	Description
DE11472	Upgrading or uninstalling some versions of the Intel Graphics driver can cause Intel IPT with PTD to stop working. The main Intel Graphics driver versions affected are from 22.20.16.4814 to 22.20.16.4849. If this occurs, it will not be possible to enroll or use the Protected PIN factor or to enroll the Bluetooth Proximity factor ("Protected" security level). You can detect this issue by running the Check tool with the /F /V flags and looking at the status of the Protected PIN factor. This issue was fixed from version 23.20.16.4901 and higher.
DE11183	On some computer models, authentication using the "Soft" fingerprint factor was always failing. The fingerprint GUI was displayed, but the result shown was always "failure to match the fingerprint". This could occur on these platforms: • Dell XPS 13 9360 • Dell XPS 13 9365 2-in-1 • Dell XPS 15 9560 The method used by Intel Authenticate to query the fingerprint reader was changed to overcome errors received from some fingerprint readers when using the old method.
DE11350	When using Bluetooth Proximity with iPhones on Windows 10, if you have a Bluetooth Mouse, the mouse can sometimes stop working. To make the mouse work again it is necessary to got to Settings > Devices and toggle Bluetooth to "Off" an then back to "On" again. Sometimes it is necessary to do this several times, or even restart the computer. This issue was fixed from Intel Wireless Bluetooth driver version 20.20 and higher.
	The fingerprint driver installers released with these HP platforms do not install a required fingerprint GUI DLL file: • HP Elite x2 1012 G2 • HP EliteBook x360 1030 G2 Without a GUI DLL, the fingerprint reader cannot display a GUI for the user to provide their fingerprint. This causes OS Login and VPN Login using the fingerprint factor to fail on these platforms. This issue was fixed in version 5.2.5016.26 of the Synaptics VFS7552 WBF Touch Fingerprint Sensor Driver installer.
DE10285	When using the VPN Login option, the Protected PIN factor does not work with Cisco AnyConnect version 4.3.05017. During login, the keypad fails to display. In addition, after this failure occurs, the Protected PIN factor will also stop working for OS Login (until you log out and log back in to the PC). This issue was fixed from Intel ME Software 11.7.0.1010 and higher.
DE10214	When using an external monitor, depending on the resolution settings, the Protected PIN keypad is sometimes not displayed in the correct position. This makes it impossible to enter the PIN and log in. This issue was fixed from Intel ME Software 11.7.0.1010 and higher.

ID	Description
DE10132	Sometimes, when using Intel Protected Transaction Display, the entire screen is blacked out for up to 60 seconds. This can occur during enrollment of Protected PIN or when using OS Login (if Protected PIN is used for authentication). This issue only occurs with certain versions of the Intel Graphics driver (from version 21.20.16.4534 to version 21.20.16.4542). The issue was fixed from version 21.20.16.4550 and higher.

5 Known Issues

This table describes the current known issues with Intel Authenticate.

ID	Description	Solution / Workaround
DE12799 DE12749 DE12600	On Windows 10 versions 1803 and 1809, enrollment of an iPhone can sometimes fail. This issue only affects the "Protected" security level of the Bluetooth Proximity factor. **Note:** The occurrence of iPhone enrollment failures on versions 1803 and 1809 is higher than earlier versions of Windows 10. The cause of these failures is because the BLE stack on these versions is not responding as expected. These issues have been reported to Microsoft.	If repeated attempts to enroll the iPhone fail: 1. On the computer, manually unpair all instances of the phone. 2. On the iPhone, open Bluetooth Settings and "forget" the computer. (Make sure that you close the Bluetooth Settings page before continuing.) 3. On the computer, turn Bluetooth Off. 4. Restart the computer and turn Bluetooth On.
DE12407	When using the Bluetooth Proximity factor with multiple users, a Windows notification is sometimes shown stating that a restart is required to finish setting up the users phone. 	Ignore the message.
DE11492	On rare occasions, during OS Login the Protected PIN keypad numbers are not displayed.	Click **Cancel** and try to log in again.
DE11364	Sometimes, an additional login screen is displayed before the Intel Authenticate login screen is displayed. Usually it disappears on its own and login continues. But sometimes it prevents the "One Click" login (until you click the link).	If the screen does not close, click the link or press Enter to log in.

ID	Description	Solution / Workaround
DE10692	If a new VPN connection starts before you are logged in, VPN Login will fail and the default username and password screen is shown. 	Click **Cancel** in this window. Then make sure that the correct VPN connection option defined for Intel Authenticate is selected, and log in to VPN using Intel Authenticate.
DE10688	When switching users, and then returning to the first user, the password field is not displayed (on the "other options" login screen).	Go back to the other user and then re-select the first user to refresh the display.
DE10190	On Windows 7, during login using the Protected PIN factor, a black screen is sometimes displayed for a few seconds just before the PIN keypad is displayed.	Ignore the black screen.
DE8926	A power failure or hard shutdown during data storage might return system errors and block the ability to log in with Intel Authenticate. This can also occur if the computer suddenly shuts down because the computer battery has reached 0%.	Reset Intel Authenticate and set the policy again.