

NetIQ Self Service Password Reset 3.3 Hotfix 2 Release Notes

October 2015



NetIQ Self Service Password Reset (SSPR) is a Web-based password management solution. It eliminates the users' dependency on administrators to change their passwords. It reduces the workload of the helpdesk and in turn reduces the cost incurred by the company. Users can change their password and reset forgotten password based on the configured challenge-responses or the one time passwords. SSPR also allows administrators to ensure that all passwords in the organization comply with the established policies. For detailed information about NetIQ Self Service Password Reset, visit the [NetIQ Self Service Password Reset Documentation Web site](#).

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 [NetIQ Self Service Password Reset Documentation](#) page. To download this product, see the [NetIQ Self Service Password Reset Product](#) website.

This document outlines why you should install this hotfix.

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1 What's New?

The following outlines the issue resolved in this release:

1.1 The SSPR Users Can Modify the SSPR Configuration by Accessing the Configuration URL Even When They Do Not Have Administrative Privileges

Issue: A user, who does not have administrator rights, can modify the SSPR configuration by using Configuration Editor or Configuration Manager from the `sspr/private/config/ConfigEditor` or the `/sspr/private/config/ConfigManager` URL respectively. This happens only when the user knows the SSPR configuration password to log in to Configuration Editor. (Bug 945470)

Fix: With this hotfix, the users are not allowed to access the `sspr/private/config/ConfigEditor` or the `/sspr/private/config/ConfigManager` URL and SSPR displays the "You do not have permission to perform the requested action" error.

2 System Requirements

For detailed information about hardware and software requirements, see “Installation Requirements” in the *NetIQ® Self Service Password Reset 3.3 Administration Guide*.

3 Installing and Upgrading SSPR

SSPR hotfix 2 can be installed either as an update or as a fresh install. The install files are available for download in the following two formats:

- ♦ `sspr_3.3.0.2.msi`: An executable file that contains SSPR Web archive and tools.
- ♦ `sspr_3.3.0.2.zip`: A compressed zip file that contains SSPR Web archive and tools.

For more information about how to install SSPR, see “Installing SSPR” in the *NetIQ® Self Service Password Reset 3.3 Administration Guide*.

For information about how to upgrade SSPR, see “Upgrading SSPR” in the *NetIQ® Self Service Password Reset 3.3 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. If you need further assistance with any issue, please contact [Technical Support](#).

- ♦ [Section 4.1, “Users Can Change Password Even When Changing the Password is Restricted in the Active Directory,” on page 2](#)
- ♦ [Section 4.2, “Cannot Access the SSPR Page When using Internet Explorer Version 11,” on page 2](#)
- ♦ [Section 4.3, “Users Unable to Login with Old Password If the Forgotten Password Process is Started But Not Completed,” on page 3](#)

4.1 Users Can Change Password Even When Changing the Password is Restricted in the Active Directory

Issue: When you select **User cannot change password** in the Active Directory settings page, a user is restricted to change password. But when the user attempts to change the password by using the Forgotten password link, SSPR allows the user to change the password instead of restricting the user.

Workaround: When you restrict a user from changing the password, you must ensure that you disable the **Use Proxy When Password Forgotten** setting from the Active Directory template by using configuration editor.

4.2 Cannot Access the SSPR Page When using Internet Explorer Version 11

Issue: When using secured (https) connection to launch the SSPR web console, Internet Explorer 11 does not display the SSPR page.

Workaround: To workaround this issue, install kb3042058 from <https://support.microsoft.com/en-us/kb/3042058>.

NOTE: For Windows 2008 R2 server, first upgrade it to SP1, then apply kb3042058.

4.3 Users Unable to Login with Old Password If the Forgotten Password Process is Started But Not Completed

Issue: When a user starts the password change process by clicking **Forgotten password**, a random password is generated and if the user cancels the process without completing it then, user cannot use the old password. This happens because SSPR recognizes the random password is generated when the user clicks on **Forgotten password**.

Workaround: Perform the following for different directories:

- ♦ For Active Directory, you can enable the **Use Proxy When Password Forgotten** setting from the Configuration Editor.
- ♦ For eDirectory, you can enable the **Allow admin to retrieve passwords** option from the eDirectory settings page.
- ♦ For Oracle Directory Server, the user needs to complete the forgotten password process and then use the new password to login.

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. We value your input and look forward to hearing from you.

For detailed contact information, see the [Support Contact Information Web site](#).

For general corporate and product information, see the [NetIQ Corporate Web site](#).

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