Self Service Password Reset 4.0.0 Patch Update 2

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This patch update resolves specific previous issues. This document outlines why you should install this patch update.

Many of 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 Self Service Password Reset forum (https:// forums.netiq.com/forumdisplay.php?119-Self-Service-Password-Reset) on NetIQ Communities, our online community that also includes product information, blogs, and links to helpful resources.

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1 What's New?

The following outlines the key features and functions provided by this version, as well as issues resolved in this release:

- Section 1.1, "Operating System Security Updates," on page 1
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1.1 Operating System Security Updates

If you are running the Self Service Password Reset Appliance, this patch update contains operating system, and security updates. The patch also includes an updates to Tomcat 8.0.38. [Bug 1005137]

1.2 Enhancements and Software Fixes

Self Service Password Reset includes software fixes that resolve several previous issues.

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1.2.1 Error 5015 Occurs when Help Desk Administrator Changes User's Password

Issue: An error 5015 occurs when a help desk administrator tries to change a user's password if the username attribute contains an apostrophe. [Bug 1003186]

Fix: Apply Patch Update 2 and this errors no longer occurs.

1.2.2 Appliance Updates Sometimes Cause Errors When the Appliance Restarts

Issue: After updating the appliance through the update channel, errors occur during the restart of the appliance.[Bug 1001546]

Fix: Apply Patch Update 2 and this problem does not occur anymore.

1.2.3 Embedded Customization No Longer Works after Upgrading to Self Service Password Reset 4.0

Issue: After upgrading to Self Service Password Reset 4.0, embedded customization no longer works.[Bug 1000505]

Fix: Apply Patch Update 2 and the embedded customization works.

1.2.4 Setting Random Password Causes a JSON Format Error

Issue: Setting a random password causes a JSON format error to occur. [Bug 944173]

Fix: Apply Patch Update 2 and the error does not occur anymore.

1.2.5 New User Form Missing an Error Message for the Included Regex Filter

Issue: When you use the default new user form, Self Service Password Reset had a restrictive regex filter that prohibited dashes '-' as characters, but would not display an error message. [Bug 1001316]

Fix: Apply Patch Update 2 and there is a new settings of **New user form > email > regex error message**. You can add an appropriate error messages to display to users through this setting.

1.2.6 Health Check Displays Error 5003 Sporadically

Issue: Configure the Active Directory test user to adhere to the Active Directory complexity rules and the health check sporadically displays error 5003. [Bug 997939]

Fix: Apply Patch Update 2. It contains a fix to honor the password minimum lifetime password policy property in Active Directory.

1.2.7 Buttons in the Configuration Manager Disappear with a Custom Theme

Issue: After uploading a custom resource bundle, the **Save** button, and other buttons disappear in the Configuration Manager. [Bug 1004151]

Fix: Apply Patch Update 2. The custom theme must have a specific directory structure. The patch ensures that the custom theme cannot overwrite the default resource files.

2 System Requirements

This Patch Update 2 requires Self Service Password Reset 4.0 or Self Service Password Reset 4.0 Patch Update 1.

For detailed information on hardware requirements and supported operating systems and browsers, see "Installation Requirements" in the *Self Service Password Reset 4.0 Administration Guide*.

3 Installing Patch Update 2

To upgrade Self Service Password Reset to the latest patch, see "Adding a Patch Update" in the Self Service Password Reset 4.0 Administration Guide.

4 Verifying the Installation

Complete the following steps to verify that the installation was successful.

To check the installed version:

1 Log in to the Self Service Password Reset administration console as an administrator.

https://WebServerIPAddress:port/sspr

The WebServer is where you are running Self Service Password Reset.

- 2 In the toolbar, click your name, then click Administration.
- 3 Click the About tab, then verify the SSPR Version is v4.0.0.2 b522 r38959.

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).

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