

# Self Service Password Reset 4.1 Patch Update 1 Release Notes

March 2017



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 \(https://forums.novell.com/forumdisplay.php/1343-Self-Service-Password-Reset\)](https://forums.novell.com/forumdisplay.php/1343-Self-Service-Password-Reset) on Micro Focus Forums, 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 issues resolved in this release:

- ◆ [Section 1.1, "Security Updates," on page 1](#)
- ◆ [Section 1.2, "Enhancements and Software Fixes," on page 2](#)

### 1.1 Security Updates

Self Service Password Reset includes the following security updates:

- ◆ [Section 1.1.1, "Operating System Security Updates," on page 1](#)
- ◆ [Section 1.1.2, "Updated Java and Tomcat," on page 1](#)

#### 1.1.1 Operating System Security Updates

If you are running the Self Service Password Reset Appliance, this patch update contains operating system and security updates.

#### 1.1.2 Updated Java and Tomcat

For the appliance and Windows versions of Self Service Password Reset, Java and Tomcat have been updated to the latest versions. (Bug 1025987)

**Java:** JRE-8u121

## 1.2 Enhancements and Software Fixes

Self Service Password Reset 4.1 Patch Update 1 includes the following software enhancements and fixes for this release:

- ♦ Section 1.2.1, “Missing Schema Files from the Resource Page,” on page 2
- ♦ Section 1.2.2, “Public Access People Search Page Icons are Distorted,” on page 2
- ♦ Section 1.2.3, “Cancel Button on the Setup Security Questions Page Does Not Work,” on page 3
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- ♦ Section 1.2.5, “View Group Members Does Not Show Administrators Outside of the Login Root Context,” on page 3
- ♦ Section 1.2.6, “Incorrect Site URL Value Can Cause Form Updates to Fail and Repeat,” on page 3
- ♦ Section 1.2.7, “Redirection to the Forward URL Does Not Occur when Integrated with the Identity Applications,” on page 3
- ♦ Section 1.2.8, “Self Service Password Reset is Not Executing HTML Tags for Error Codes and Display Strings,” on page 3
- ♦ Section 1.2.9, “People Search Module Slow to Load the First Time,” on page 3
- ♦ Section 1.2.10, “Change Password Cancel Button Does Not Work in Internet Explorer 11,” on page 4
- ♦ Section 1.2.11, “Self Service Password Reset Fails to Correctly Match Users to Update Profile When User Selectable LDAP Contexts are in Use,” on page 4
- ♦ Section 1.2.12, “Read Only Field in Update Profile is Empty After Updating,” on page 4
- ♦ Section 1.2.13, “Redirection to the Forward URL Fails when Self Service Password Reset Is Integrated with the Identity Apps from Identity Manager,” on page 4
- ♦ Section 1.2.14, “Sentinel Audit Records Show Two IP Addresses when Using an F5 Switch,” on page 4
- ♦ Section 1.2.15, “Response Setup Time and OTP Setup Time Macros Display the Variable Instead of the Value of the Variable,” on page 4
- ♦ Section 1.2.16, “Logins Fail when User Names Contain a Space,” on page 4

### 1.2.1 Missing Schema Files from the Resource Page

**Issue:** The download link for the schema files is missing from the resource page (<https://sspr-dns-name/sspr/public/reference/ldap-schema.jsp>) in Self Service Password Reset. Self Service Password Reset requires you to run the schema files to extend the schema for the LDAP directories to store the user information. (Bug 1025120)

**Solution:** Patch Update 1 resolves this issue. The link now exists if you install the patch.

### 1.2.2 Public Access People Search Page Icons are Distorted

**Issue:** If you enable the People Search module and allow public access, the icons on the public People Search page are distorted. (Bug 1018946)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.3 Cancel Button on the Setup Security Questions Page Does Not Work

**Issue:** The **Cancel** button on the Setup Security Questions page does not work. Instead of canceling the action, the Cancel button submits the form. (Bug 1018430)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.4 Clicking Cancel While Updating the Profile Returns Error 5043

**Issue:** When user is updating their profile and they are on the form to enter the code, if they click cancel instead of entering the code it returns a 5043 error. (Bug 1019639)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.5 View Group Members Does Not Show Administrators Outside of the Login Root Context

**Issue:** This is not supported. Authentication to Self Service Password Reset is permitted only for users that are contained within the configured context values. The text in the Configuration Guide has been updated to reflect this. (Bug 1026940)

**Solution:** Patch Update 1 contains the updated text for the Configuration Guide.

### 1.2.6 Incorrect Site URL Value Can Cause Form Updates to Fail and Repeat

**Issue:** If the setting **Site URL** contains an incorrect value, it can cause form updates to fail and repeat. The setting is located in the Configuration Editor, under **Settings > Application > Application > Site URL**. (Bug 1020196)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.7 Redirection to the Forward URL Does Not Occur when Integrated with the Identity Applications

**Issue:** When you integrate Self Service Password Reset with the Identity Applications from Identity Manager and a user cancels out of the Change My Password process, Self Service Password Reset redirects the user to `http://ipaddress/sspr/private` instead of to the Identity Manager landing page at `http://ipaddress/landing`. (Bug 1019310)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.8 Self Service Password Reset is Not Executing HTML Tags for Error Codes and Display Strings

**Issue:** After changing error strings or display string in Self Service Password Reset to contain HTML tags or variables, it displays the variables and the HTML tags instead of the output of the HTML tags and variables. (Bug 1019924)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.9 People Search Module Slow to Load the First Time

**Issue:** The first time a user clicks on the People Search module it is slow to load. Any additional clicks are fast. (Bug 1022839)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.10 Change Password Cancel Button Does Not Work in Internet Explorer 11

**Issue:** If a user is using Internet Explorer 11 and clicks the **Cancel** button on the Change Password form, Self Service Password Reset returns an error of `A required parameter is missing`. Nothing happens and no page navigation occurs. (Bug 1022630)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.11 Self Service Password Reset Fails to Correctly Match Users to Update Profile When User Selectable LDAP Contexts are in Use

**Issue:** If you have enabled User Selectable LDAP contexts, Self Service Password Reset Fails to correctly match users to the update profile. (Bug 1013247)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.12 Read Only Field in Update Profile is Empty After Updating

**Issue:** If you have enabled the **Update Profile profile** option to be read-only, when users login and click on **Update**, the **CN** field in the confirmation message is empty. (Bug 1022568)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.13 Redirection to the Forward URL Fails when Self Service Password Reset Is Integrated with the Identity Apps from Identity Manager

**Issue:** A user logs in to `http://ipaddress/landing` and then clicks **Change My Password**. Instead of changing the password the user clicks **Cancel** and gets redirected to `http://ipaddress/sspr/private` instead of `http://ipaddress/landing`. (Bug 1019310)

**Solution:** Patch Update 1 resolves this issue and redirects the users to the correct URL of `http://ipaddress/landing`.

### 1.2.14 Sentinel Audit Records Show Two IP Addresses when Using an F5 Switch

**Issue:** Two IP addresses appear in the Sentinel audit records when a customer uses an F5 switch with Self Service Password Reset. The reason for this is because the switch sends an X-Forward-For value in the HTTP header. (Bug 1021666)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.15 Response Setup Time and OTP Setup Time Macros Display the Variable Instead of the Value of the Variable

**Issue:** The Response Setup Time and OTP Setup Time macros display the variable of `%1%` instead of the date that `%1$` variable represents. (Bug 1027000)

**Solution:** Patch Update 1 resolves this issue.

### 1.2.16 Logins Fail when User Names Contain a Space

**Issue:** If the user names contain a space, then the login to Self Service Password Reset fails. (Bug 1025794)

**Solution:** Patch Update 1 resolves this issue.

## 2 System Requirements

Self Service Password Reset includes support for the following operating system versions:

- ♦ Red Hat Enterprise Linux Server 7.3 or later (64-bit)
- ♦ SUSE Linux Enterprise Server 12 SP 2 or later (64-bit)
- ♦ SUSE Linux Enterprise Server 11 SP 4 (64-bit)
- ♦ Windows Server 2012 R2 (64-bit)

Self Service Password Reset is also available as an appliance since the 4.0 release. The appliance runs on the following virtual systems:

- ♦ Hyper-V 4.0 and 3.0
- ♦ VMware 5.5 or later

Self Service Password Reset also supports the Edge browser in this release.

For detailed information on system requirements, supported operating systems, and browsers, see “[Installing Self Service Password Reset](#)” in the *Self Service Password Reset 4.1 Administration Guide*.

## 3 Installing Patch Update 1

Installing the Patch Update is different for each platform that Self Service Password Reset support. You must follow the step for your specific deployment to install the Patch Update 1. For more information, see “[Adding a Patch Update](#)” in the *Self Service Password Reset 4.1 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 the Self Service Password Reset administration console as an administrator.
- 2 In the toolbar, click your name, then click **Administration**.
- 3 Click the **About** tab, then verify the **SSPR Version** is v4.1.0.1 b287 r39049.

## 5 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 \(http://www.netiq.com/support\)](http://www.netiq.com/support).

- ♦ [Section 5.1, “Enable Showing Masked Fields Setting Does Not Accept Chinese Characters,” on page 6](#)
- ♦ [Section 5.2, “Forgotten Password Module Error after Upgrading from Self Service Password Reset 3.2 or Prior Versions,” on page 6](#)

## 5.1 Enable Showing Masked Fields Setting Does Not Accept Chinese Characters

**Issue:** If you are using the Chinese locale (ch-tw) and you have enabled the **Enable Showing Masked Fields** setting, the fields only accept answers in English, not Chinese. (Bug 987653)

**Workaround:** There is no workaround at this time.

## 5.2 Forgotten Password Module Error after Upgrading from Self Service Password Reset 3.2 or Prior Versions

**Issue:** Self Service Password Reset 3.3 and above contains a new configuration option for forgotten password verification methods. If you upgrade without reviewing these new options, when you access the Forgotten Password Module it returns an error of `SSPR Error 5006 - The username is not valid or is not eligible to use this feature.` (Bug 979153)

**Solution:** To fix the error, you must review the forgotten password verification methods and change these options for your environment.

**To review the forgotten password verification methods:**

- 1 Log in to Self Service Password Reset at `https://dns-name/sspr` as an administrator.
- 2 In the toolbar, click your name.
- 3 Click **Configuration Editor > Modules > > Forgotten Password > Forgotten Password Profiles > default > Verification Methods.**  
If you have created a different profile, select that name instead of **default.**
- 4 Review the verification methods and change these options for your environment.
- 5 Click **Save changes.**

## 6 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) (<mailto:Documentation-Feedback@netiq.com>). We value your input and look forward to hearing from you.

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