

Self Service Password Reset 4.1 Patch Update 2 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 1](#)

1.1 Security Updates

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

1.2 Enhancements and Software Fixes

Self Service Password Reset 4.1 Patch Update 2 includes the following software enhancements and fixes for this release:

- ◆ [Section 1.2.1, "Contains all of the Updates in Patch Update 1," on page 2](#)
- ◆ [Section 1.2.2, "Configuration Password Returns 5089 ERROR_PASSWORD_ONLY_BAD," on page 2](#)
- ◆ [Section 1.2.3, "Unable to Unmask the Challenge-Response Answer," on page 2](#)
- ◆ [Section 1.2.4, "New User with Email Verification Fails," on page 2](#)

1.2.1 Contains all of the Updates in Patch Update 1

Self Service Password Reset Patch Update 2 contains all of the security updates and fixes included in Patch Update 1. For more information, see [Self Service Password Reset 4.1 Patch Update 1 Release Notes](#).

You can install Patch Update 2 without installing Patch Update 1 because it contains all of the fixes in the previous patch.

1.2.2 Configuration Password Returns 5089 ERROR_PASSWORD_ONLY_BAD

Issue: In Self Service Password Reset 3.x and 4.0.x, you set the configuration password in the Configuration Editor to secure the configuration file. After you saved the configuration file, you import the configuration file into a Self Service Password Reset 4.1.x system and the configuration password no longer works.

The problem occurs because of an incompatibility issue with the encryption methods between Self Service Password Reset 3.x, 4.0.x and 4.1.x. (Bug 1028572)

Solution: Patch Update 2 resolves this issue.

1.2.3 Unable to Unmask the Challenge-Response Answer

Issue: The Challenge-Response module does not unmask the users' answers by configuring the **Mask Response Fields** option. Even with this field configured properly, the users' answers are not masked. (Bug 1028510)

Solution: Patch Update 2 resolves this issue.

1.2.4 New User with Email Verification Fails

Issue: If you have the New User Registration module configured to use the email verification, Self Service Password Reset returns an unknown error and the email is never sent to the new users. (Bug 1018201)

Solution: Patch Update 2 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 2

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 2. 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 v4.1.0.2 b292 r39056.

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, “Forgotten Password Module Error after Upgrading from Self Service Password Reset 3.2 or Prior Versions,” on page 3](#)

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

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