

# Self Service Password Reset 4.1 Patch Update 4 Release Notes

June 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 sections outline the issues resolved in this release:

- ◆ [Section 1.1, "Security Updates," on page 1](#)
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### 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 P4 includes the following software enhancements and fixes:

- ◆ [Section 1.2.1, "Contains all of the Updates in Patch Updates 1, 2, and 3," on page 2](#)
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- ♦ [Section 1.2.7, “PeopleSearch Searching Does Not Correctly Search for Extended UTF Characters,” on page 2](#)

### **1.2.1 Contains all of the Updates in Patch Updates 1, 2, and 3**

Self Service Password Reset 4.1 Patch Update 4 contains all of the security updates and fixes included in Patch Updates 1, 2, and 3. For more information, see:

- ♦ [Self Service Password Reset 4.1 Patch Update 1 Release Notes](#)
- ♦ [Self Service Password Reset 4.1 Patch Update 2 Release Notes](#)
- ♦ [Self Service Password Reset 4.1 Patch Update 3 Release Notes](#)

You can install Patch Update 4 without installing the previous patches.

### **1.2.2 Performance Enhancements**

Patch Update 4 contains a number of different performance enhancements for Self Service Password Reset. The enhancements affect all platform deployments of Self Service Password Reset. (Bug 1037504, 1037501, 1041519)

### **1.2.3 Support for Edge Browser Added**

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

### **1.2.4 Browser Session Invalid Error on People Search**

With this patch update, when you use the People Search module, it no longer returns the following error: `The browser session is invalid or has expired. Please try again.` (Bug 1038307)

### **1.2.5 Configuration Editor Password Generator Creates Inconsistent Password Lengths**

With this patch update, the Configuration Editor password generator no longer creates inconsistent password lengths if the password lengths are greater than 102 characters. (Bug 1031196)

### **1.2.6 Unable to Install with MSI on a Drive Other than C:**

This patch update addresses an issue with the MSI installation where the product could not be installed successfully on any drive other than the C: drive. (Bug 1036434)

### **1.2.7 PeopleSearch Searching Does Not Correctly Search for Extended UTF Characters**

This patch update addresses an issue where searching in the PeopleSearch module did not correctly return results if the search string contained extended (non-ASCII) UTF characters. The PeopleSearch module now handles extended characters as expected. (Bug 1031994)

## **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 SP2 or later (64-bit)
- ◆ SUSE Linux Enterprise Server 11 SP4 (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

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 this Patch Update

Installing the patch update is different for each platform that Self Service Password Reset supports. You must follow the steps for your specific deployment to install this patch update. 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 to 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 that the **SSPR Version** is v4.1.0.4 b351 r39102.

## 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).

### 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**.

## 5.2 Cannot Log In to Appliance Administration Console

**Issue:** Due to a security update for the operating system, the most recent versions of certain browsers cannot access the administration console of the Self Service Password Reset appliance. If you have not already encountered this issue, you can apply this patch update as usual and it addresses this issue. (Bugs 1042079, 1027746)

**Solution:** If you have already encountered this issue and are unable to log in to the administration console for the appliance at <https://mycompany.example.com:9443>, follow these steps:

- 1 On the appliance, access the command line as root and enter the following commands:

```
zypper refresh
```

```
zypper patch
```

- 2 Restart the appliance.

These commands download and apply the most recent patch update for the appliance that contains the fix for this issue.

## 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.

For detailed contact information, see the [Support Contact Information website](http://www.netiq.com/support/process.asp#phone) (<http://www.netiq.com/support/process.asp#phone>).

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