Self Service Password Reset 4.2 Patch Update 1 Release Notes

October 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) on Micro Focus Forums, our online community that also includes product information, blogs, and links to helpful resources.

1 What's New?

The following sections outline the issues resolved in this release:

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

This version includes the following software enhancements and fixes:

1.2.1   Updated Versions of Tomcat and Java

For the appliance and Windows versions of Self Service Password Reset, Tomcat and Java have been updated to the latest versions. (Bug 1060285)

Tomcat: 8.5.23

Java: JRE-8u144

1.2.2   Various Localization Issues Addressed

This patch update addresses a number of localization issues in Self Service Password Reset.

1.2.3   Tokens Cannot Be Issued When Token Machine Is Set to Database

With this patch update, when you are connected to a remote database and have set the token storage method to database, performing an action that issues a token (such as forgotten password) no longer results in an "ERROR_DB_UNAVAILABLE" message. (Bug 1058936)

1.2.4   SMS and Email Maximum Queue Age Settings Are Not Working

This patch update addresses an issue where messages were stuck in the SMS queue and were not being cleared because the Maximum SMS Queue Age setting and the Maximum Email Queue Age setting were not working. Both settings are now working correctly. (Bug 1058331)

1.2.5   Unable to Delete Challenges Using /sspr/public/rest/challenges Rest Endpoint

With this patch update, deleting challenges using the sspr/public/rest/challenges rest call works as expected. (Bug 1055684)

1.2.6   Help Improved for Shortcut Headers Field

With this patch update, the help text for the Shortcut Headers field has been improved. (Bug 948673)

1.2.7   Incorrect Error: 5006 Multiple User Matches in Single Profile

This patch update addresses an issue where Self Service Password Reset was searching both the SAP and Default profiles and returned an error when the same user name was found in two different profiles. If the LDAP Contextless Login Roots option is just set to SAP, Self Service Password Reset now searches only that profile as expected. (Bug 1059573)

1.2.8   Type New Password Message Does Not Change

With this patch update, when you are changing a password using help desk, the "Type new password" message changes as expected after you type and confirm the new password and the button becomes active. (Bug 1049724)

1.2.9 Error When Using SMS/Email Verification for Forgotten Password and Token Storage Is Set to LDAP

With this patch update, users no longer receive unknown error 5015 when using either SMS or email verification in the forgotten password module. (Bug 1060740)

1.2.10 Event Charts Are Not Displayed in Admin Module

This patch update addresses an issue where event charts were not working correctly. On the Data Analysis > Event Charts page, the default statistics chart "Password Changes" was correct, but the graph did not change if you chose any other statistic from the menu. Event charts now work as expected, but you can also go to the raw statistics page and download the CSV file. You can import that file into Excel or other spreadsheets and generate different charts. (Bug 1059242)

1.2.11 Tomcat Log Files Do Not Rotate Properly

With this patch update, only severe warnings are logged from Tomcat itself, and Tomcat rotates log files as expected when the maximum file size of 10 MB is reached. You can modify the default maximum log size in the SSPR Service Manager. Right-click the icon and choose **Tomcat Info**, then click the Java tab and modify the **Java Option** (-Djava.util.logging.FileHandler.limit=10000000). (Bug 1045742)

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
- VMware 5.5 or later

For detailed information on system requirements, supported operating systems, and browsers, see "Deployment Requirements of Self Service Password Reset" in the *Self Service Password Reset 4.2 Installation 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 4.2 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 v4.2.0.1 b255 r39309.

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).

For general corporate and product information, see the NetIQ Corporate website (http://www.netiq.com/).

For interactive conversations with your peers and NetIQ experts, become an active member of our community (https://www.netiq.com/communities/). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

6   Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see https://www.netiq.com/company/legal/.