

# Self Service Password Reset 4.2 Patch Update 3 Release Notes

February 2018



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.

#### 1.1.1 Updated Versions of Tomcat and Java

For the Windows versions of Self Service Password Reset, Tomcat and Java have been updated to the latest versions. (Bug 1078856) The appliance is updated through the OS update channel.

**Tomcat:** 8.5.27

**Java:** JRE-8u162

## 1.2 Enhancements and Software Fixes

This patch includes the following software enhancements and fixes:

- ♦ [Section 1.2.1, “Forgotten Password Error 5015 During Send New Password Action,” on page 2](#)
- ♦ [Section 1.2.2, “Help Desk Password Change Reports Help Desk User’s History Not the User’s History,” on page 2](#)
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- ♦ [Section 1.2.7, “Support Option in the Appliance Accepts 12 Digit Service Request Numbers,” on page 3](#)
- ♦ [Section 1.2.8, “Cosmetic Error Occurs When the Help Desk User Resets Passwords,” on page 3](#)

### 1.2.1 Forgotten Password Error 5015 During Send New Password Action

This patch fixes a 5015 error if the Forgotten Password module when you select the Send New Password action.

### 1.2.2 Help Desk Password Change Reports Help Desk User’s History Not the User’s History

This patch fixes the issue where the password change history reports the help desk user’s history not the user’s history. The help desk now correctly displays the user’s password history. (Bug 1073419)

### 1.2.3 Random ERROR\_DB\_UNAVAILABLE Errors with an Oracle Database Cluster

This patch fixes the random ERROR\_DB\_UNAVAILABLE errors that occur over time if you are using an Oracle database cluster. It was an issue with Self Service Password Reset holding open too many connections over time. (Bug 1073149)

### 1.2.4 Option to define type of field is no longer available on Forgotten Username Form

This patch added the field types of text and password back to the Forgotten Username form. (Bug 1071849)

### 1.2.5 Changed Error Message When the SMS Gateway Password Is Not Set

This patch changes the error message when the customer does not configure the password for the SMS gateway. (Bug 1072544)

### 1.2.6 Updated the Message on an Event Notification

This patch contains an updated message in the event notification log to fix a misspelled word. (Bug 1074685)

### 1.2.7 Support Option in the Appliance Accepts 12 Digit Service Request Numbers

This patch allows the **Support** option in the Self Service Password Reset appliance to accept service request numbers that are 12 digits. (Bug 1071787)

### 1.2.8 Cosmetic Error Occurs When the Help Desk User Resets Passwords

This patch resolves a cosmetic error that occurs when help desk users reset the passwords of users that do not have rights to reset their own passwords. (Bug 1072664)

## 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)
  - ◆ Server 2016

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 v4.2.0.3 b276 r39357.

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

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