

NetIQ Self Service Password Reset 4.3 Patch Update 5 Release Notes

March 2019



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 [NetIQ 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 key features and functions provided by this version, as well as issues resolved in this release:

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

1.1 Security Improvements

NetIQ Self Service Password Reset includes the following security improvements:

- ♦ [Section 1.1.1, "Operating System Security Updates," on page 1](#)
- ♦ [Section 1.1.2, "Updated Versions of Apache Tomcat and Java for Windows," on page 1](#)

1.1.1 Operating System Security Updates

If you are running the Self Service Password Reset appliance, this release contains operating system and security updates. These updates include updates to the latest versions of Java and Apache Tomcat.

1.1.2 Updated Versions of Apache Tomcat and Java for Windows

For the Windows version of Self Service Password Reset, this patch updates the Apache Tomcat version and the Java version. (Bug 1129132)

- ♦ **Apache Tomcat:** 8.5.38

- ♦ **Java Zulu JDK: 8.0.22**

1.2 Enhancements and Software Fixes

NetIQ Self Service Password Reset includes the following software enhancements and fixes for this release:

- ♦ [Section 1.2.1, “CEF Messages Missing Timezone Information,” on page 2](#)
- ♦ [Section 1.2.2, “CEF Messages Missing DVC and DVC Host Information,” on page 2](#)
- ♦ [Section 1.2.3, “CEF Message Header Contains Incorrect Information and Is Missing Information,” on page 2](#)
- ♦ [Section 1.2.4, “CEF Messages that Span Multiple Lines Do Not Encode CR/LF Correctly,” on page 2](#)
- ♦ [Section 1.2.5, “Testing the SMS Settings Returns an Error,” on page 3](#)
- ♦ [Section 1.2.6, “Errors 5057 and 5078 when Removing Certificates,” on page 3](#)
- ♦ [Section 1.2.7, “Self Service Password Reset Does Not Validate Answers for Security Questions after a Locale Change on a Page and Returns Error 5015,” on page 3](#)
- ♦ [Section 1.2.8, “Clicking Cancel on the Change Password Page Causes a Processing Dialog to Appear and Never Finish,” on page 3](#)
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- ♦ [Section 1.2.11, “Update Profile Page Contains an Extra Cancel Button,” on page 3](#)
- ♦ [Section 1.2.12, “Forgotten Password Setting lockedByIntruder to True Shows Minimum Password Lifetime Limit Message,” on page 4](#)
- ♦ [Section 1.2.13, “Cannot Log in to the Appliance Management Console if the Appliance Certificate Expires or Is Deleted,” on page 4](#)

1.2.1 CEF Messages Missing Timezone Information

This patch resolves the issue where the CEF messages for Sentinel and ArcSight are missing the timezone information. (Bug 1122059)

1.2.2 CEF Messages Missing DVC and DVC Host Information

This patch resolves the issue where the CEF messages for Sentinel and ArcSight are missing the dvc and dvc host information. (Bug 1114283)

1.2.3 CEF Message Header Contains Incorrect Information and Is Missing Information

This patch resolves the issue where the CEF message header contains the wrong vendor and an invalid severity. (Bug 1113470)

1.2.4 CEF Messages that Span Multiple Lines Do Not Encode CR/LF Correctly

This patch resolves the issue where messages that span multiple lines do not encode CR/LF correctly. This means that you see invalid information for events that span multiple lines. (Bug 1125464)

1.2.5 Testing the SMS Settings Returns an Error

This patch resolves the issue where testing the SMS settings returns the error: 5015 ERROR_UNKNOWN (unexpected error during action handler for 'password.pwm.http.servlet.configeditor.ConfigEditorServlet:smsHealthCheck', error: Entity may not be null (Bug 1116402))

1.2.6 Errors 5057 and 5078 when Removing Certificates

Issue: If you import the certificates in the Configuration Editor and then clear the certificates, to leave this option blank, Self Service Password Reset returns the error 5057 ERROR_SERVICE_UNREACHABLE. If you remove the SMS certificates, you also receive the 5078 ERROR_SERVICE_UNREACHABLE. (Bug 1127211)

Solution: This patch contains a fix and a new option in Self Service Password Reset for handling the certificates. The new option is **Settings > Security > Application Security > Certificate Validation Mode** in the Configuration Editor. Also, the log files contain information about the specific certificate that is causing the error to help with troubleshooting.

1.2.7 Self Service Password Reset Does Not Validate Answers for Security Questions after a Locale Change on a Page and Returns Error 5015

This patch resolves the issue when you change the locale on a page, Self Service Password Reset does not validate the security questions. It returns an error of `error":true,"errorCode":5015,"errorMessage":"An error has occurred. If this error occurs repeatedly, please contact your Help Desk.` (Bug 1123048)

1.2.8 Clicking Cancel on the Change Password Page Causes a Processing Dialog to Appear and Never Finish

This patch resolves the issue where if users are in the process of changing their passwords and they click **Cancel**, the Change Password page displays three dots and never finishes the process. (Bug 1127947)

1.2.9 Full Page Health Status Returns Error 5004

This patch resolves the issue when you access the Health Status page and the page is full screen, Self Service Password Reset returns a 5004 error. (Bug 1116312, 1114228)

1.2.10 Photo Display Permission Allows a User to See All Photos in the Organization

This patch resolves the issue where if you enable the setting **Photo Display Permission Allowed**, it allows a logged-in user to see all photos in the organization chart. The setting does not control which individual is able to see which picture. (Bug 1128055)

1.2.11 Update Profile Page Contains an Extra Cancel Button

This patch resolves the issue where the Update Profile page contains an extra **Cancel** button at the end of the page. (Bug 116046, 1114978)

1.2.12 Forgotten Password Setting lockedByIntruder to True Shows Minimum Password Lifetime Limit Message

This patch resolves the issue where if you enable the setting **lockedByIntruder** for the Forgotten Password module to **True**, the **Change Password** button is disabled and Self Service Password Reset displays the following message even though the **Minimum Password Lifetime Limit** is not set: Your password can not be changed at this time because it is within the minimum password lifetime limit. (Bug 1122309)

1.2.13 Cannot Log in to the Appliance Management Console if the Appliance Certificate Expires or Is Deleted

This patch resolves the issue where if you have a corrupted or expired certificate or if you delete the certificate, you can no longer log in to the appliance management console. (Bug 1120433)

2 System Requirements

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

- ♦ **Appliance:** You can deploy the Self Service Password Reset appliance in the following virtual systems:
 - ♦ Hyper-V version 4.0
 - ♦ VMware ESX 5.5 or later
- ♦ **Windows .msi File:** You can deploy the Self Service Password Reset .msi file on the following platforms:
 - ♦ Windows Server 2016
 - ♦ Windows Server 2012
 - ♦ Microsoft Azure Marketplace Windows 2016
- ♦ **WAR File:** You can deploy the Self Service Password Reset WAR file on the following platforms:
 - ♦ Red Hat Enterprise Linux Server 7.4 or later (64-bit)
 - ♦ SUSE Linux Enterprise Server or later (64-bit)
 - ♦ 12 SP 3
 - ♦ 11 SP 4
 - ♦ Amazon Web Service EC2 SUSE Linux Enterprise Server 12 SP 3
 - ♦ Red Hat Enterprise Linux 7.4
 - ♦ SUSE Linux Enterprise Server 12 SP 3

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 4.3 Administration Guide*.

3 Installing or Upgrading NetIQ Self Service Password Reset

To install Self Service Password Reset, see [“Installing Self Service Password Reset”](#) in the *Self Service Password Reset 4.3 Installation Guide*.

To upgrade your current deployment of Self Service Password Reset to this version, see [“Upgrading or Migrating Self Service Password Reset”](#) in the *Self Service Password Reset 4.3 Installation 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 4.3.0.5 b426 r39718.

5 Contact Information

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