

NetIQ Self Service Password Reset 4.3 Patch Update 1 Release Notes

June 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 [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.

- ♦ [Section 1, "What's New?," on page 1](#)
- ♦ [Section 2, "System Requirements," on page 4](#)
- ♦ [Section 3, "Installing or Upgrading NetIQ Self Service Password Reset," on page 5](#)
- ♦ [Section 4, "Verifying the Installation," on page 5](#)
- ♦ [Section 5, "Known Issues," on page 5](#)
- ♦ [Section 6, "Contact Information," on page 6](#)
- ♦ [Section 7, "Legal Notice," on page 6](#)

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 Java and Apache Tomcat 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 Java and Apache Tomcat for Windows

For the Windows versions of Self Service Password Reset, Java and Apache Tomcat have been updated. (Bug 1091278)

Java: JRE-8u172

Apache Tomcat: 8.5.31

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, “Added Support for the Oracle Directory Server LDAP Directory,” on page 2](#)
- [Section 1.2.2, “Captcha Skip Cookie Not Working as Expected,” on page 2](#)
- [Section 1.2.3, “An Auto-Generated LDAP Search Filter Contains Optional Attributes in Forms,” on page 2](#)
- [Section 1.2.4, “Leading 0 Dropped from Phone Number Sent to SMS Gateway,” on page 3](#)
- [Section 1.2.5, “The Word List Populates Partially,” on page 3](#)
- [Section 1.2.6, “Unique Attribute Scoping Does Not Work in Update Profile,” on page 3](#)
- [Section 1.2.7, “Store Responses Timestamp Appears Twice on the Account Information and the Help Desk Users Detail Screen,” on page 3](#)
- [Section 1.2.8, “User Report Detailed CSV File Is Incomplete or Corrupt,” on page 3](#)
- [Section 1.2.9, “While Changing Passwords for a User Self Service Password Reset Indicates the Strength of the Password Is in the Wrong Locale,” on page 3](#)
- [Section 1.2.10, “High CPU and Memory Utilization When Saving Challenge-Response Information,” on page 3](#)
- [Section 1.2.11, “Cancel and Go Back Buttons Do Not Work in Internet Explorer,” on page 3](#)
- [Section 1.2.12, “Self Service Password Reset Treats 201 HTTP as an Error Code,” on page 3](#)
- [Section 1.2.13, “Cannot Log In To the Appliance Console,” on page 4](#)
- [Section 1.2.14, “Tab Selection Does not Remain on a Page Refresh,” on page 4](#)
- [Section 1.2.15, “Self Service Password Reset Handles Non-Fatal SMTP Errors,” on page 4](#)
- [Section 1.2.16, “Group Memberships Display Horizontally,” on page 4](#)
- [Section 1.2.17, “Long Email Templates Containing CSS Cause Exceptions in the Logs,” on page 4](#)

1.2.1 Added Support for the Oracle Directory Server LDAP Directory

This patch adds back support for the Oracle Directory Server LDAP Directory. For more information, see [“Deployment Requirements of Self Service Password Reset”](#) in the [Self Service Password Reset 4.3 Installation Guide](#). (Bug 1057085)

1.2.2 Captcha Skip Cookie Not Working as Expected

This patch resolves the issue where the Captcha Skip Cooking option was not working. Apply the patch and the Captcha Skip Cookie options works as expected. (Bug 1087367)

1.2.3 An Auto-Generated LDAP Search Filter Contains Optional Attributes in Forms

This patch resolves the issue where an auto-generated LDAP search filter contains optional attributes in forms. Now, this no longer happens. (Bug 1088469)

1.2.4 Leading 0 Dropped from Phone Number Sent to SMS Gateway

This patch resolves the issue where Self Service Password Reset drops leading zeros from phone numbers sent to the SMS gateway. (Bug 1089572)

1.2.5 The Word List Populates Partially

This patch resolves the issue where Self Service Password Reset populates the Word List partially. The default Word List contains over 800,000 words but Self Service Password Reset populates only 1000 words in the Configuration Editor. (Bug 1093942)

1.2.6 Unique Attribute Scoping Does Not Work in Update Profile

This patch resolves the issue where unique attribute scoping in the Update Profile module did not work. (Bug 1089446)

1.2.7 Store Responses Timestamp Appears Twice on the Account Information and the Help Desk Users Detail Screen

This patch resolves the issue where the **Store Response Timestamp** appears twice on the Account Information and Help Desk Users detail screen. Now it only appears once. (Bug 1095026)

1.2.8 User Report Detailed CSV File Is Incomplete or Corrupt

This patch resolves the issue where you download the User Report Detailed CVS file and it is incomplete or corrupt. The User Report Detailed CSV file is now complete when you download it. (Bug 1095183)

1.2.9 While Changing Passwords for a User Self Service Password Reset Indicates the Strength of the Password Is in the Wrong Locale

This patch resolves the issue where Self Service Password Reset indicates that the strength of the password is in the wrong locale. (Bug 1094995)

1.2.10 High CPU and Memory Utilization When Saving Challenge-Response Information

This patch resolves the issue where there is high CPU and memory utilization when the users save their challenge-response information. (Bug 1092353)

1.2.11 Cancel and Go Back Buttons Do Not Work in Internet Explorer

This patch resolves the issue where the **Cancel** and **Go Back** buttons do not work. (Bug 1095606)

1.2.12 Self Service Password Reset Treats 201 HTTP as an Error Code

This patch resolves the issue where Self Service Password Reset treats 291 HTTP as an error code. (Bug 1091793)

1.2.13 Cannot Log In To the Appliance Console

This patch resolves the issue where you could not log in to the appliance console. The default memory size of the appliance was increased with the release of Self Service Password Reset 4.3. The memory size increase resolves this issue. (Bug 1028574)

1.2.14 Tab Selection Does not Remain on a Page Refresh

This patch resolves the issue where if you refreshed the page, the tab selection would not remain. (Bug 1096245)

1.2.15 Self Service Password Reset Handles Non-Fatal SMTP Errors

This patch allows Self Service Password Reset to handle non-fatal SMTP errors. (Bug 1085879)

1.2.16 Group Memberships Display Horizontally

This patch resolves the issue where group memberships display horizontally instead of vertically as in previous releases. (Bug 1095830)

1.2.17 Long Email Templates Containing CSS Cause Exceptions in the Logs

This patch resolves the issue where long email templates containing CSS cause exceptions in the logs. (Bug 1086035)

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
 - ♦ Amazon Web Services EC2 Windows 2016
 - ♦ 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 SP3
 - ♦ 11 SP4
 - ♦ Amazon Web Service EC2 SUSE Linux Enterprise Server 12 SP 3
 - ♦ Red Hat Enterprise Linux 7.4
 - ♦ SUSE Linux Enterprise Server 12 SP3

- ♦ Microsoft Azure Marketplace
 - ♦ Red Hat Enterprise Linux 7.4
 - ♦ SUSE Enterprise Server 12 SP3

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 v4.3.0.1 b363 r39539.

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, “Pressing Enter on Any Input Field Using Internet Explorer 11 Causes the First Button To Be Clicked,” on page 5](#)
- ♦ [Section 5.2, “Some Settings Missing Using Internet Explorer 11,” on page 5](#)

5.1 Pressing Enter on Any Input Field Using Internet Explorer 11 Causes the First Button To Be Clicked

Issue: If the users are using Internet Explorer 11 and they have enter information into a input field, when they press Enter, the first button on the pages is clicked. (Bug 1087672)

Solution: Use any browser but Internet Explorer 11. The issue does not occur in Edge, Chrome, or Firefox.

5.2 Some Settings Missing Using Internet Explorer 11

Issue: With this release, when accessing the Configuration Editor or Configuration Manager sometimes not all of the settings appear. Labels and panels in the UI are missing. (Bug 1089590)

Workaround: Refresh the page and the settings appear.

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.

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>).

For general corporate and product information, see the [NetIQ Corporate website](http://www.netiq.com/) (<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/) (<https://www.netiq.com/communities/>). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

7 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/>.

Copyright © 2018 NetIQ Corporation. All Rights Reserved.