

# NetIQ Self Service Password Reset 4.4 Patch Update 5 Release Notes

April 2020

NetIQ Self Service Password Reset 4.4 Patch Update 5 includes new features, improves usability, and resolves several previous issues.

This patch update resolves specific previous issues. This document outlines why you should install this patch update.

This service pack improves usability and resolves several previous issues.

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.

The documentation for this product is available on the NetIQ website in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the documentation posted at the [NetIQ Self Service Password Reset Documentation \(https://www.netiq.com/documentation/self-service-password-reset/\)](https://www.netiq.com/documentation/self-service-password-reset/) page. To download this product, see the [NetIQ Downloads \(https://dl.netiq.com/index.jsp\)](https://dl.netiq.com/index.jsp) website.

- ◆ “What’s New?” on page 2
- ◆ “System Requirements” on page 3
- ◆ “Installing or Upgrading NetIQ Self Service Password Reset” on page 3
- ◆ “Verifying the Installation” on page 3
- ◆ “Contact Information” on page 4
- ◆ “Legal Notice” on page 4

# What's New?

The section outlines the software fixes in this release:

- ♦ [“Software Fixes” on page 2](#)

## Software Fixes

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

- ♦ [“Update Profile Is Not Displayed” on page 2](#)
- ♦ [“A Health Error Message Is Displayed While Troubleshooting” on page 2](#)
- ♦ [“REST API Requires Authentication” on page 2](#)
- ♦ [“REST API Does Not Send Notification” on page 2](#)

### Update Profile Is Not Displayed

When a user logs in to Self Service Password Reset, the user is not forced to update profile even after setting the **Force Update profile** to **True** and the mandatory check box in Update Profile is unchecked (*Bug 1140394*).

### A Health Error Message Is Displayed While Troubleshooting

While troubleshooting in the debug mode, the following health message is displayed:

```
ERROR, health.ApplianceStatusChecker, {#,health} error communicating with client
5015 ERROR_INTERNAL (unable to determine appliance hostname, hostname file
environment param ApplianceHostnameFile is not set) i
```

To fix this issue, this patch has disabled appliance health status checker (*Bug 1152360*).

### REST API Requires Authentication

When a user makes a REST API call, the following error message is displayed:

```
{"error":true
"errorCode":5027
"errorMessage":"You do not have permission to perform the requested action."
"errorDetail":"5027 ERROR_UNAUTHORIZED (this service requires authentication)"
```

The REST API call has been made public to fix this issue (*Bug 1153930*).

### REST API Does Not Send Notification

When `/sspr/public/rest/setpassword` resetting the password, REST API does not sending the notification to the customers.

A notification support has been added to **setPassword API** to fix this issue (*Bug 1136745*).

# 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 2016 (version 10 with the latest patches)
  - ◆ VMware ESX 6.5 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
  - ◆ Windows Server 2019
  - ◆ 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 about system requirements, supported operating systems, and browsers, see [“Deployment Requirements of Self Service Password Reset”](#) in the *Self Service Password Reset 4.4 Administration Guide*.

## 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 4.4 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 4.4 Installation Guide*.

## Verifying the Installation

- 1 Log in to the Self Service Password Reset administration console as an administrator.
- 2 In the toolbar, click your name and then click **Administration**.
- 3 Click the **About** tab and then verify that the **SSPR Version** is the latest one.

## 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).

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.

## 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 © 2020 NetIQ Corporation. All Rights Reserved.**