NetIQ Self Service Password Reset 3.2 Hotfix 2 Release Notes

February 2015

NetIQ Self Service Password Reset (SSPR) is a Web-based password management solution. It eliminates the users' dependency on administrators to change their passwords. It reduces the workload of the helpdesk and in turn reduces the cost incurred by the company. Users can change their password and reset forgotten password based on the configured challenge-responses. SSPR also allows administrators to ensure that all passwords in the organization comply with the established policies. For detailed information about NetIQ Self Service Password Reset, visit the NetIQ Self Service Password Reset Documentation Web site.

This hotfix resolves specific previous issues. Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable inputs. We hope you continue to help us ensure our products meet all your needs.

This document outlines why you should install this hotfix. For the list of new features, enhancements, and software fixes in the previous release, see NetIQ Self Service Password Reset 3.2 Hotfix 1 Release Notes.

- Section 1, "What's New?," on page 1
- Section 2, "System Requirements," on page 1
- Section 3, "Installing and Upgrading SSPR," on page 1
- Section 4, "Known Issues," on page 2
- Section 5, "Contact Information," on page 3
- Section 6, "Legal Notice," on page 3

1 What's New?

In this release the following enhancement is done:

1.1 Support For Swedish Locale

In this release, SSPR introduces Swedish locale support.

2 System Requirements

For detailed information about hardware and software requirements, see "Installation Requirements" in the *NetIQ® Self Service Password Reset 3.2 Administration Guide*.

3 Installing and Upgrading SSPR

SSPR hotfix2 can be installed either as an update or as a fresh install. The install files are available for download in the following two formats:

- `sspr_3.2.0.2_installer.exe`: An executable file that contains SSPR Web archive and tools.
- `sspr_3.2.0.2.zip`: A compressed zip file that contains SSPR Web archive and tools

For more information about how to install SSPR, see “Installing SSPR” in the *NetIQ® Self Service Password Reset 3.2 Administration Guide*.

For information about how to upgrade SSPR, see “Upgrading SSPR” in the *NetIQ® Self Service Password Reset 3.2 Administration Guide*.

4 Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issue is currently being researched. If you need further assistance with any issue, please contact Technical Support.

- Section 4.1, “New User Registration Fails When Minimum Password Age is Defined,” on page 2
- Section 4.2, “Users Can Change Password Even When Changing the Password is Restricted in the Active Directory,” on page 2
- Section 4.3, “Users Unable to Login with Old Password If the Forgotten Password Process is Started But Not Completed,” on page 3

4.1 New User Registration Fails When Minimum Password Age is Defined

Issue: In an Active Directory or an Oracle Directory group policy if you have defined the minimum password age for a user then, new user registration fails.

Workaround: To workaround this issue, the SSPRConfiguration file must include the following properties tag:

```
<properties type="app">

    <property key="newUser.ldap.useTempPassword">false</property>

</properties>
```

The SSPRconfiguration file is available at the `WEB-INF` folder. By default the location of the SSPRConfiguration file is `C:\Program Files (x86)\NetIQ Self Service Password Reset\apache-tomcat-7.0.50\webapps\sspr\WEB-INF`.

4.2 Users Can Change Password Even When Changing the Password is Restricted in the Active Directory

Issue: When you select **User cannot change password** in the Active Directory settings page, a user is restricted to change password. But when the user attempts to change the password by using the Forgotten password link, SSPR allows the user to change the password instead of restricting the user.

Workaround: When you restrict a user from changing the password, you must ensure that you disable the **Use Proxy When Password Forgotten** setting from the Active Directory template by using configuration editor.

4.3 Users Unable to Login with Old Password If the Forgotten Password Process is Started But Not Completed

Issue: When a user starts the password change process by clicking **Forgotten password**, a random password is generated and if the user cancels the process without completing it then, user cannot use the old password. This happens because SSPR recognizes the random password is generated when the user clicks on **Forgotten password**.

Workaround: Perform the following for different directories:

- For Active Directory, you can enable the **Use Proxy When Password Forgotten** setting from the Configuration Editor.
- For eDirectory, you require to enable the **Allow admin to retrieve passwords** option from the eDirectory settings page.
- For Oracle Directory Server, the user needs to complete the forgotten password process and then use the new password to login.

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 Web site.

For general corporate and product information, see the NetIQ Corporate Web site.

6 Legal Notice

THIS DOCUMENT AND THE SOFTWARE DESCRIBED IN THIS DOCUMENT ARE FURNISHED UNDER AND ARE SUBJECT TO THE TERMS OF A LICENSE AGREEMENT OR A NON-DISCLOSURE AGREEMENT. EXCEPT AS EXPRESSLY SET FORTH IN SUCH LICENSE AGREEMENT OR NON-DISCLOSURE AGREEMENT, NETIQ CORPORATION PROVIDES THIS DOCUMENT AND THE SOFTWARE DESCRIBED IN THIS DOCUMENT "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW DISCLAIMERS OF EXPRESS OR IMPLIED WARRANTIES IN CERTAIN TRANSACTIONS; THEREFORE, THIS STATEMENT MAY NOT APPLY TO YOU.

For purposes of clarity, any module, adapter or other similar material ("Module") is licensed under the terms and conditions of the End User License Agreement for the applicable version of the NetIQ product or software to which it relates or interoperates with, and by accessing, copying or using a Module you agree to be bound by such terms. If you do not agree to the terms of the End User License Agreement you are not authorized to use, access or copy a Module and you must destroy all copies of the Module and contact NetIQ for further instructions.

This document and the software described in this document may not be lent, sold, or given away without the prior written permission of NetIQ Corporation, except as otherwise permitted by law. Except as expressly set forth in such license agreement or non-disclosure agreement, no part of this document or the software described in this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, or otherwise, without the prior written consent of NetIQ Corporation. Some companies, names, and data in this document are used for illustration purposes and may not represent real companies, individuals, or data.

This document could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein. These changes may be incorporated in new editions of this document. NetIQ Corporation may make improvements in or changes to the software described in this document at any time.

U.S. Government Restricted Rights: If the software and documentation are being acquired by or on behalf of the U.S. Government or by a U.S. Government prime contractor or subcontractor (at any tier), in accordance with 48 C.F.R. 227.7202-4 (for Department of Defense (DOD) acquisitions) and 48 C.F.R. 2.101 and 12.212 (for non-DOD acquisitions), the government's rights in the software and documentation, including its rights to use, modify, reproduce, release, perform, display or disclose the software or documentation, will be subject in all respects to the commercial license rights and restrictions provided in the license agreement.

© 2015 NetIQ Corporation. All Rights Reserved.

For information about NetIQ trademarks, see https://www.netiq.com/company/legal/.