NetIQ Self Service Password Reset 3.2 Hotfix 1 Release Notes

November 2014

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. This document outlines why you should install this hotfix. 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.

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1 What's New?

The following outlines the issues resolved in this release:

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1.1 Random Passwords are not Displayed Properly for the Helpdesk Module

Issue: When the helpdesk administrator is required to change the password for an LDAP user by using the helpdesk module, sometimes the random passwords are not displayed and change password process is incomplete. (`Bug 897378`)

This issue occurs when certain complex password policy rules are applied.

Fix: With this release, list of random passwords are displayed properly without any delay.

1.2 Session Hangs During Forgotten Password Process

Issue: When users enter incorrect challenge responses during the forgotten password process, the session hangs. (`Bug 899725`)

This issue occurs randomly and when the user is using NMAS-stored challenge responses in eDirectory.

Fix: With this release, during the forgotten password process if users enter incorrect challenge responses they are prompted to enter the correct challenge response to proceed.

1.3 Delay in the User Activation Process

Issue: During the user activation process, the progress of changing the password is not displayed and the process is delayed. After the user confirms the password change, there is a delay and then the challenge response page is displayed.

This happens only when a user, who is in the process of activating the account does not have the challenge responses configured. (`Bug 897632`)

Fix: With this release, the progress is displayed even when challenge responses are not saved.

1.4 Users can Use the Same Response for Two or More Challenge Questions

Issue: If a user answers a challenge question that includes any uppercase letters, then the user is allowed to use the same challenge response for the proceeding questions. (`Bug 899602`)

Fix: With this release the users are allowed to use only unique challenge responses.

1.5 Intruder Notice Email Includes the Text in an Improper Format

Issue: SSPR sends the email for intruder detection in a raw data format. The default text or a modified text that is set in the **Intruder Notice Email** setting is not displayed in the email that is sent to the users during intruder detection. (`Bug 899827`)

Fix: With this release, during any intruder detection the user gets an email with the text mentioned in the **Intruder Notice Email** setting.

1.6 The New User Registration Form Page is not Displayed When User Cancels the Confirmation for New User Agreement

Issue: If a user clicks **Cancel** on the New User registration agreement webpage, SSPR does not redirect the webpage to the New User Registration Form page. Instead, it refreshes the Webpage and the user cannot proceed further. (`Bug 903344`)

Fix: With this release, when a user clicks **Cancel** on the New User Agreement page, SSPR clears all the entries and redirects the webpage to the New User Registration Form page.

1.7 The LDAP Replica Server failover sometimes fails

Issue: If the primary replica server in a configured LDAP Profile is unavailable, SSPR may not properly failover to the other replica servers. (`Bug 901585`)

Fix: With this release, SSPR connects to the available replica server if the primary server is unavailable.

1.8 The Helpdesk Challenge questions are Pre-Selected

Issue: During the setup response process, when users have specified the regular challenge responses, the same questions are pre-selected in the helpdesk challenge question.

This happens when the administrator defines the same questions in the **Random** and **Helpdesk Random** Settings. (`Bug 904458`)

Fix: With this release, the user is allowed to select any question from the list of questions that are available.

1.9 An Error is Displayed When Searching for User Details in Helpdesk Module

Issue: When a helpdesk administrator searches for any user and clicks on the search result instead of receiving the details of the user, an unknown error with the error code 5015 is displayed.

This issue occurs randomly and only when you are using Internet Explorer. (`Bug 896065`)

Fix: With this release, this issue is resolved and the helpdesk administrator can view the details of the user when he clicks on the user name from the search result.

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 Upgrading to SSPR 3.2 Hotfix 1

SSPR hotfix is available for download in the following two formats:

- `SSPR_3.2.0.1_installer.EXE`: An executable file that contains SSPR Web archive and tools.
- `SSPR_3.2.0.1.ZIP`: A compressed zip file that contains SSPR Web archive and tools

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 4
- Section 4.2, "Users Can Change Password Even When Changing the Password is Restricted in the Active Directory," on page 4
- Section 4.3, "Users Unable to Login with Old Password If the Forgotten Password Process is Started But Not Completed," on page 4

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.

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