

# NetIQ Self Service Password Reset 3.3 Service Pack 1 Release Notes

November 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 or the one time passwords. 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](#).

SSPR 3.3 Service Pack 1 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 inputs. We hope you continue to help us ensure our products meet all your needs.

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## 1 What's New?

SSPR 3.3 Service Pack 1 provides the following enhancement and fixes in this release:

- ♦ [Section 1.1, "The Windows Installer Is Bundled with Updated Versions of Java and Tomcat," on page 1](#)
- ♦ [Section 1.2, "Software Fixes," on page 1](#)

### 1.1 The Windows Installer Is Bundled with Updated Versions of Java and Tomcat

The Windows installer now includes Java 8 u66 and Tomcat 8.0.38.

### 1.2 Software Fixes

The following lists the issues resolved in this release:

- ♦ [Section 1.2.1, "Challenge/ Response Answers Are Not Validated on the Setup Page," on page 2](#)
- ♦ [Section 1.2.2, "Helpdesk Operators Are Unable to Perform Helpdesk Actions for a Specific User and SSPR Displays 5013 Error," on page 2](#)
- ♦ [Section 1.2.3, "The SMS Phone Number Format Setting Does Not Include Country Code," on page 2](#)
- ♦ [Section 1.2.4, "SSPR Displays 5015 Error During Forgotten Password Process," on page 2](#)

### 1.2.1 Challenge/ Response Answers Are Not Validated on the Setup Page

**Issue:** In some scenarios, challenge/ response answers are not validated on the challenge/ response setup page and SSPR displays a Javascript error. You have to reload the page to resolve the issue. [Bug 937406]

**Fix:** The issue is resolved with this release.

### 1.2.2 Helpdesk Operators Are Unable to Perform Helpdesk Actions for a Specific User and SSPR Displays 5013 Error

**Issue:** When selecting specific users from the helpdesk selection screen, SSPR displays 5013 error, and does not allow helpdesk actions for that specific user. This happens because security filters are disallowing the encrypted internal string. [Bug 948875]

**Fix:** This Issue is resolved with this release. SSPR no longer runs encrypted strings through the security filters. The unencrypted strings continue to run through the security filters.

### 1.2.3 The SMS Phone Number Format Setting Does Not Include Country Code

**Issue:** When the **SMS Phone Number Format** is set to **Plain**, SSPR does not add the country code to the phone number. You can traverse to the setting by selecting **Settings > SMS > SMS Gateway > SMS Phone Number Format**. [Bug 928554]

**Fix:** The issue is resolved in this release. The country code gets added to the phone number.

### 1.2.4 SSPR Displays 5015 Error During Forgotten Password Process

**Issue:** If the **accountExpiration** attribute is missing for an Active Directory user, SSPR displays an error to the user during forgotten password. In most of the Active Directory environments this value is present, but in some environments it is not populated unless the value is modified. [Bug 944929]

**Fix:** The issue is resolved. An error is no longer generated if the user is missing this value.

## 2 System Requirements

For detailed information about hardware and software requirements, see “[Installation Requirements](#)” in the *NetIQ® Self Service Password Reset 3.3 Administration Guide*.

## 3 Installing and Upgrading SSPR

SSPR is available for download in the following two formats:

- ♦ (Recommended for new installation) SSPR\_3.3.1.0.msi: An executable file that contains SSPR Web archive and tools.
- ♦ SSPR\_3.3.1.0.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 3.3 Administration Guide*.

For information about how to upgrade SSPR, see “[Upgrading SSPR](#)” in the *NetIQ® Self Service Password Reset 3.3 Administration Guide*.

## 4 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](#).

- [Section 4.1, “New User Registration Fails When Minimum Password Age is Defined,” on page 3](#)
- [Section 4.2, “Users Can Change Password Even When Changing the Password is Restricted in the Active Directory,” on page 3](#)
- [Section 4.3, “Cannot Access the SSPR Page When using Internet Explorer Version 11,” on page 3](#)
- [Section 4.4, “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 Cannot Access the SSPR Page When using Internet Explorer Version 11

**Issue:** When using secured (https) connection to launch the SSPR web console, Internet Explorer 11 does not display the SSPR page.

**Workaround:** The Administrator must update the Operating System with the latest patch before connecting to the secured SSPR web console.

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**NOTE:** For Windows 2008 server, SSPR is supported only on Chrome and Firefox browser.

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## 4.4 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) (<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

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