

Self Service Password Reset 4.2 Release Notes

August 2017



Self Service Password Reset 4.2 includes new features, 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 [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 [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.

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

1 What's New?

The following outlines 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 1](#)

1.1 Security Improvements

Self Service Password Reset includes the following security improvements:

1.2 Enhancements and Software Fixes

Self Service Password Reset 4.2 includes the following software enhancements and fixes for this release:

- ♦ [Section 1.2.1, "User Debug Tool," on page 2](#)
- ♦ [Section 1.2.2, "Feature Usage Statistics," on page 2](#)
- ♦ [Section 1.2.3, "Added Localization Support for More Languages," on page 2](#)

- [Section 1.2.4, “New Upgrade Option for Appliances,” on page 2](#)
- [Section 1.2.5, “Performance Enhancements,” on page 2](#)
- [Section 1.2.6, “Decreased Latency for Emailed Tokens,” on page 2](#)
- [Section 1.2.7, “Added a Specific Redirect URL for Users after Registration,” on page 3](#)
- [Section 1.2.8, “New User Registration Module Can Create a Randomly Generated Password for Users,” on page 3](#)
- [Section 1.2.9, “Error 5035 When a Help Desk Administrator Changes a User’s Password,” on page 3](#)
- [Section 1.2.10, “Gracefully handle Non-canonical DN Values in the Configuration,” on page 3](#)

1.2.1 User Debug Tool

Self Service Password Reset now contains a User Debug tool that shows you detailed information about any user account. The information the tool displays allows you to troubleshoot when users cannot login in or do not have access to a specific Self Service Password Reset module, among many other items. For more information, see [“Obtaining the User Debug Information”](#) in the *Self Service Password Reset 4.2 Administration Guide*.

1.2.2 Feature Usage Statistics

Self Service Password Reset 4.2 contains a new feature that allows NetIQ to gather statistics about the usage of features. This allows NetIQ to focus more development resources on the most used features. You can enable and disable this feature through the Configuration Guide and the Configuration Editor. For more information, see [“Configuring the Telemetry Options”](#) in the *Self Service Password Reset 4.2 Administration Guide*.

1.2.3 Added Localization Support for More Languages

Self Service Password Reset 4.2 now support Canadian English, Canadian French, and Hebrew. For a complete list of all supported languages, see [“Self Service Password Reset Key Features”](#) in the *Self Service Password Reset 4.2 Installation Guide*,

1.2.4 New Upgrade Option for Appliances

If your current appliance is version 4.1.x.x, the administration console for the appliance contains a new Upgrade Product option that simplifies the upgrade process. For more information, see [“Upgrading Self Service Password Reset 4.1.x.x to 4.2”](#) in the *Self Service Password Reset 4.2 Installation Guide*.

1.2.5 Performance Enhancements

Self Service Password Reset 4.2 contains a number of different performance enhancements. The enhancements affect all platform deployments of Self Service Password Reset. (Bugs 938137, 990394, 1043470, 1043483)

1.2.6 Decreased Latency for Emailed Tokens

Self Service Password Reset 4.2 decreases the latency for email tokens when users reset their passwords. Self Service Password Reset contains architecture changes to decrease the latency. (Bug 1042573)

1.2.7 Added a Specific Redirect URL for Users after Registration

Self Service Password Reset 4.2 now allows you to use a specific redirect URL for your users after they complete the new user registration process. By default, Self Service Password Reset uses the forward/URL parameter setting to redirect users after they complete the registration process. Now you can send your users to a specific URL. (Bug 1038360)

1.2.8 New User Registration Module Can Create a Randomly Generated Password for Users

In the past, Self Service Password Reset required an user creating a new account through the New User Registration module to create a password. Self Service Password Reset 4.2 does not require the new users to create a password, it is able to create a randomly generated password for the users. (Bug 1038546)

1.2.9 Error 5035 When a Help Desk Administrator Changes a User's Password

Issue: In the Help Desk Module, when a help desk administrator changes a user's password. The help desk module changes the user's password and displays a confirmation message. The help desk administrator clicks OK, and receives the 5053 error. (Bug 1042771)

Solution: Self Service Password Reset 4.2 resolves this issue and the error no longer occurs.

1.2.10 Gracefully handle Non-canonical DN Values in the Configuration

Issue: If you specified LDAP DNs in the configuration but the exact syntax did not match the canonical value that the LDAP directory has for the same value, sometimes Self Service Password Reset could not find the match for the LDAP DNs specified. (Bug 990394)

Solution: Self Service Password Reset 4.2 resolves this issue.

2 System Requirements

Self Service Password Reset includes support for the following operating system versions:

- ♦ Red Hat Enterprise Linux Server 7.3 or later (64-bit)
- ♦ SUSE Linux Enterprise Server 12 SP 2 or later (64-bit)
- ♦ SUSE Linux Enterprise Server 11 SP 4 (64-bit)
- ♦ Windows Server 2012 R2 (64-bit)

Self Service Password Reset is also available as an appliance since the 4.0 release. The appliance runs on the following virtual systems:

- ♦ Hyper-V 4.0 and 3.0
- ♦ VMware 5.5 or later

Self Service Password Reset also supports the Edge browser in this release.

For detailed information on system requirements, supported operating systems, and browsers, see “[Installing Self Service Password Reset](#)” in the [Self Service Password Reset 4.2 Administration Guide](#).

3 Installing or Upgrading Self Service Password Reset

To install Self Service Password Reset, see “[Installing Self Service Password Reset](#)” in the *Self Service Password Reset 4.2 Installation Guide*.

To upgrade your current deployment of Self Service Password Reset to this version, see “[Upgrading Self Service Password Reset](#)” in the *Self Service Password Reset 4.2 Installation 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 \(http://www.netiq.com/support\)](http://www.netiq.com/support).

- ♦ [Section 4.1, “Forgotten Password Module Error after Upgrading from Self Service Password Reset 3.2 or Prior Versions,” on page 4](#)

4.1 Forgotten Password Module Error after Upgrading from Self Service Password Reset 3.2 or Prior Versions

Issue: Self Service Password Reset 3.3 and above contains a new configuration option for forgotten password verification methods. If you upgrade without reviewing these new options, when you access the Forgotten Password Module it returns an error of SSPR Error 5006 - The username is not valid or is not eligible to use this feature. (Bug 979153)

Solution: To fix the error, you must review the forgotten password verification methods and change these options for your environment.

To review the forgotten password verification methods:

- 1 Log in to Self Service Password Reset at <https://dns-name/sspr> as an administrator.
- 2 In the toolbar, click your name.
- 3 Click **Configuration Editor > Modules > > Forgotten Password > Forgotten Password Profiles > default > Verification Methods**.
If you have created a different profile, select that name instead of **default**.
- 4 Review the verification methods and change these options for your environment.
- 5 Click **Save changes**.

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 website \(http://www.netiq.com/support/process.asp#phone\)](http://www.netiq.com/support/process.asp#phone).

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