

Self Service Password Reset System Requirements

NetIQ Corporation recommends the fully tested and certified platforms described in this page. Ensure that you meet the following deployment requirements for your selected platforms. For example, if you are deploying the Self Service Password Reset appliance, ensure that you have met the deployment requirements for the appliance.

Issues that can be reproduced on the certified platforms will be prioritized and fixed according to standard defect-handling policies. For more information about support policies, see [Support Policies](#). For more information about installation or hardware requirements, see the [Self Service Password Reset 4.8 Installation Guide](#).

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System Requirements for the Appliance

Ensure that you have read and understand about your different deployments and where you want to store the users' information. For more information, see [Selecting an Appropriate Deployment](#).

The following table contains the minimum requirements required to deploy the Self Service Password Reset appliance. Ensure that you meet these minimum requirements before deploying the appliance.

Table 1 Self Service Password Reset Appliance Requirements

Component	Requirements
Virtual Systems	VMware ESX 6.0 and 7.0 NOTE: Your VMware license must be Enterprise or Enterprise Plus if you want to use remote serial connections. For more information, please refer to VMware support. For more information, see the <i>VMware documentation</i> .
CPU	2 cores
Memory	4 GB of RAM
Hard disk space	100 GB

Component	Requirements
License	The appliance is the only platform that requires a license. The license is required to receive online updates. Obtain the license from the Customer Care Center. You add the license to the appliance administration console after you complete the installation. For more information, see “Performing an Online Update” in the <i>Self Service Password Reset 4.8 Administration Guide</i> .
Java	Java - Azul OpenJDK JRE - Version 11.0.22+7 NOTE: The appliance provides this version of Java and installs it for you. Any other version of Java is not supported.
Apache Tomcat	Apache Tomcat 9.0.85 NOTE: The appliance provides this version of Apache Tomcat and installs it for you. Any other version of Apache Tomcat is not supported.

After you have met the deployment requirements, you must deploy the appliance. For more information, see [Installing Self Service Password Reset Appliance](#).

System Requirements for Self Service Password Reset on Windows

Ensure that you have read and understand about your different deployments and where you want to store the users' information. For more information, see [Selecting an Appropriate Deployment](#).

The following table contains the minimum requirements required to deploy the Self Service Password Reset on a Windows server. Ensure that you meet these minimum requirements before starting the installation.

Table 2 Self Service Password Reset on Windows Requirements

Component	Requirements
Windows Platforms	♦ Microsoft Windows Server ♦ 2022 ♦ 2019
Cloud Platforms	♦ Microsoft Azure Marketplace Platform ♦ Windows Server 2022 VM ♦ Windows Server 2016 VM
Memory	1 GB of RAM NOTE: Azure DS1_V2 Standard size
Hard disk space	5 GB
Java	Java - Eclipse Temurin-11.0.22+7 NOTE: The .msi file provides this version of Java and installs it for you. Any other version of Java is not supported.

Component	Requirements
Apache Tomcat	Apache Tomcat 9.0.85 NOTE: The .msi file provides this version of Apache Tomcat and installs it for you. Any other version of Apache Tomcat is not supported.

After you have met deployment requirements, you must install Self Service Password Reset on a Windows Server. For more information, see [Installing Self Service Password Reset on Windows](#).

System Requirements for Self Service Password Reset WAR File on Linux

Ensure that you have read and understand about your different deployments and where you want to store the users' information. For more information, see [Selecting an Appropriate Deployment](#).

The following table contains the minimum requirements required to deploy the Self Service Password Reset on a Linux server. Ensure that you meet these minimum requirements before starting the installation.

Table 3 Self Service Password Reset WAR File Requirements on Linux

Component	Requirements
Linux Platforms On-Premise	♦ SUSE Linux Enterprise Server 15 SP3, SP4, and SP6 ♦ SUSE Linux Enterprise Server 12 SP5 ♦ Red Hat Enterprise Linux 8.6 and 9.0
Cloud Platforms	♦ Amazon Web Service EC2 Linux Platform ♦ SUSE Linux Enterprise Server 15 SP4 and SP6 ♦ Azure Linux Platform ♦ SUSE Linux Enterprise Server 15 SP4 and SP6
Memory	1 GB of RAM NOTE: AWS EC2 instance type: t2.micro
Hard disk space	5 GB
Java	Java 11x IMPORTANT: ♦ You must install Java on the Linux server prior to deploying the WAR file. You must be familiar with the installation, configuration, and maintenance of Java. ♦ Self Service Password Reset 4.8 may not load on Java versions below 11.x.

Component	Requirements
Apache Tomcat	Apache Tomcat 9.0.85 or later IMPORTANT: ♦ You must install Apache Tomcat on the Linux server prior to deploying the WAR file. You must be familiar with the installation, configuration, and maintenance of Apache Tomcat. ♦ Upgrading to Apache Tomcat 9.0.85 requires a Java 11.x environment. Make sure to first update your Java environment to version 11.x, then install Apache Tomcat 9.0.85.

After you have met the deployment requirements, you must deploy the WAR file. For more information, see [Deploying the WAR File on Linux](#).

Common Specifications for Appliance, Windows and Linux

Table 4 Self Service Password Reset on Appliance, Windows and Linux

Component	Requirements
Browsers	♦ Mozilla Firefox 126.0.2592.102 (64-bit) or later ♦ Google Chrome 126.0.6478.182 (64-bit) or later ♦ Edge 103.0.1264.49 or later
IP Ports	Ensure that the default ports for the Self Service Password Reset appliance are open in your firewall. For more information, see Default Ports for Self Service Password Reset.

Component	Requirements
LDAP Directories	◆ Microsoft Azure Active Directory NOTE: You can only store the users' challenge-response information in a supported directory. You cannot store the users' challenge-response information in the Azure Active Directory. ◆ Microsoft Active Directory ◆ 2025 ◆ 2022 ◆ 2019 IMPORTANT: Self Service Password Reset does not support the Active Directory Global catalog services. Instead, you can configure multiple profiles for different domains to represent the data repository for each domain. For more information about creating multiple profiles, see “Configuring Policies” in the <i>Self Service Password Reset 4.8 Administration Guide</i>. ◆ Active Directory Domain Service (AD DS) NOTE: This version of the Active Directory Domain Service is only supported when you deploy the the.msi file on Azure and WAR file on AWS. ◆ NetIQ eDirectory ◆ 9.2.6.1 ◆ 9.1.4 ◆ Oracle Directory Server 11g
Remote Databases	◆ Microsoft SQL Server ◆ 2022 ◆ 2019 ◆ Oracle Database ◆ 21c ◆ 19c ◆ PostgreSQL ◆ 15.3 ◆ 14.4 IMPORTANT: If you select to use a remote database to store your users' challenge-response information, you must create an empty database before installing Self Service Password Reset. The Self Service Password Reset Configuration Guide creates the appropriate tables and schema for the database that you select to use.

System Requirements for Self Service Password Reset Docker

Table 5 Self Service Password Reset docker requirement

Component	Requirements
Container Orchestrator	Kubernetes v1.19 Helm 3.x NOTE: Cloud Kubernetes deployment is supported on AWS 1.24.
CPU	2 cores
Memory	4 GB of RAM
Hard disk space	100 GB
External Databases	♦ Microsoft SQL Server ♦ 2022 ♦ 2019 ♦ Oracle Database ♦ 21c ♦ 19c ♦ PostgreSQL 14.4 ♦ 14.4 ♦ 13.7 IMPORTANT: If you select to use a remote database to store your user's challenge-response information, you must create an empty database before installing Self Service Password Reset. The Self Service Password Reset Configuration Guide creates the appropriate tables and schema for the database that you select to use.