

NetIQ Self Service Password Reset 3.1 Release Notes

March 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](#).

SSPR 3.1 enhances the product capability 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 inputs. We hope you continue to help us ensure our products meet all your needs.

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1 What's New?

SSPR 3.1 provides the following features and enhancements:

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1.1 Enhanced Windows Installer

SSPR 3.1 provides an easy-to-use installer that simplifies the application installation on Windows platforms. With this installer you can install Apache Tomcat, Java, and the SSPR application together. For more information about installation, see “[Installing SSPR](#)” in the *NetIQ Self Service Password Reset 3.1 Administration Guide*.

1.2 Multiple Domain and LDAP Directory Support

SSPR 3.1 supports multiple Active Directory domains that use a single SSPR configuration. The **LDAP Profiles** tab is added in the Configuration Editor page to support directory profiles. The same functionality can be used to support multiple LDAP directories and all directories must be of the same type, either all Active Directory or all NetIQ eDirectory.

1.3 Enhanced Directory Report

In addition to the extensive activity statistics available with previous versions of SSPR, the new directory report module in SSPR 3.1 provides enhanced reporting that uses cached records. This module gathers summary and detailed record data of user's password status and other password self service related fields.

1.4 NetIQ Self Service Password Reset Collector for Sentinel

A collector for NetIQ Sentinel is now available to read and parse data from SSPR 3.1 audit records.

1.5 IDM Single Sign-On Integration

SSPR 3.1 supports integration of SSO with NetIQ Identity Manager components. This support is available when you configure the IDM server as the OAuth provider in the SSPR Configuration Editor page.

1.6 Improved Configuration Editor

SSPR 3.1 includes several enhancements in Configuration Editor. The look and feel of the Configuration Editor page is improved and new features such as, searching the configuration settings and keeping track of changes are included.

1.7 Support for Multiple Password And Challenge Policies

SSPR 3.1 supports maintaining multiple Password and Challenge Policies. You can apply policies to any set of users matching an LDAP search filter.

1.8 Improved Intruder Detection And Security Settings

New intruder tracking mechanisms for token destination addresses, and form field entries add additional protection for users against direct internet attacks. Configuration options are available for each intruder tracking type. Also, security settings include IP address restrictions, required header values, and IP address.

1.9 AD Password Policy Enforcement During Forgotten Password

When using Active Directory, SSPR 3.1 can now enforce AD password policies during the forgotten password reset. This feature is supported only on Windows Server 2008 R2 SP1 or later.

1.10 Additional Response Storage Using Hashing Algorithms

SSPR 3.1 supports hashing algorithms such as, MD5, SHA256+Salt, SHA512+Salt, PBKDF2WithHmacSHA1, and SCrypt in addition to the previously supported Plaintext, SHA1, SHA1+Salt and Bcrypt options.

1.11 Enhanced Administration User Interface

The Administration user interface is reorganized to make the application easier to manage.

1.12 Additional And Enhanced Localizations

SSPR 3.1 adds or enhances the localization for German, French, Spanish, Chinese Traditional, Japanese, and Brazilian Portuguese.

2 System Requirements

For detailed information about hardware and software requirements, see “[Installation Requirements](#)” in the *NetIQ Self Service Password Reset 3.1 Administration Guide*.

3 Installing and Upgrading SSPR

SSPR is available for download in the following two formats:

- (Recommended for new installation) `SSPR_3.1_installer.EXE`: An executable file that contains SSPR Web archive and tools.
- `SSPR_3.1.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 3.1 Administration Guide*.

For information about how to upgrade SSPR, see “[Upgrading SSPR](#)” in the *NetIQ Self Service Password Reset 3.1 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, “Report Displays Incorrect Last Login Time,” on page 4](#)
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4.1 Report Displays Incorrect Last Login Time

Issue: When a user logs in to the application that uses SSPR, the report on the **Data Viewer** summary page displays an incorrect value of the LastLogin time for that user.

Workaround: There is no workaround. This is an Active Directory issue.

4.2 The Configuration File is Not Imported

Issue: If you are using Internet Explorer version 9, the configuration file is not uploaded.

Workaround: When configuring use the Internet explorer version 10 or later. You can also use any other supported browser.

4.3 The Audit Log Field Headers are Merged

Issue: In the Administration user interface when you check the audit log, headers of the fields are not displayed properly.

Workaround: Add or remove any field from the audit log table. Making some changes in the table corrects this issue.

4.4 Directory Reporting Data is Not Displayed

Issue: When you use Internet Explorer version 8 or 9, some fields under **Directory Reporting** such as, the **Summary**, **DataViewer** and **ReportEngineStatus** do not display any data.

Workaround: To view data for all the fields in Directory Reporting, use Internet Explorer 10 or other supported browsers.

4.5 Cannot Reset Password During Forgotten Password

Issue: When you configure SSPR using Oracle Directory server, the user cannot reset the password. This issue occurs during the forgotten password process.

Workaround: Configure SSPR with the eDirectory server.

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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