

**Oracle® Enterprise Single Sign-on
Password Reset**

Release Notes

Release 11.1.1.1.0

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Abbreviations and Terminology

Following is a list of commonly-used abbreviations and terminology.

Abbreviation or Terminology	Full Name
Administrative Console	ESSO-LM Administrative Console
Agent	ESSO-LM Logon Manager Agent
FTU	First Time Use Wizard
ESSO-AM	Oracle Enterprise Single Sign-on Authentication Manager
ESSO-Anywhere	Oracle Enterprise Single Sign-on Anywhere
ESSO-PG	Oracle Enterprise Single Sign-on Provisioning Gateway
ESSO-KM	Oracle Enterprise Single Sign-on Kiosk Manager
ESSO-LM	Oracle Enterprise Single Sign-on
ESSO-PR	Oracle Enterprise Single Sign-on Password Reset

What's New in ESSO-PR

ESSO-PR delivers a secure and easy to use and administer self-service password-reset solution for the Windows password. It encourages enrollment and adoption as it provides a convenient means for utilizing the reset process.

This section describes the major new features of this product.

Enhanced Language Support

Multi-Language Support

ESSO-PR now supports the installation of multiple languages on a single workstation. ESSO-PR automatically detects the operating system language settings of each user and displays the corresponding user interface.

Automatic Detection of Regional Language

The starting pages for the EnrollmentClient and ResetClient have added functionality to detect the client's desired language if it is not specified in the Lang=xx-XX query string. If no language is specified, both pages look at the Client browser's language preferences to determine which language to display on the initial pages of both wizards.

For more information on enrollment and reset language installation settings, see the *ESSO-PR Client Installation and Setup Guide*. For more information on configuring languages in enrollment questions, see the *ESSO-PR Management Console Guide* and help system.

Support for Polish Language

ESSO-PR has added support for Polish.

Support for Windows Server 2008

ESSO-PR has added support for Microsoft Windows Server 2008.

For information on the steps to configure this installation, see the *ESSO-PR Server Installation and Setup Guide*.

Support for 64-Bit Platforms

The ESSO-PR Server has added support for 64-bit Windows Server 2003 and 2008 Editions.

For information on the steps to configure this installation, see the *ESSO-PR Server Installation and Setup Guide*.

Resolved Issues

This section describes issues that were reported in earlier releases of ESSO-PR and have been resolved in this release:

Tracking Number	Description
s5588, s6865, s7706, s7779	Under certain circumstances, a timeout occurred when an attempt was made to search or export enrolled users in the Management Console.
s6028	An invalid certificate on the ESSO-PR Server using SSL triggered a popup dialog box that allowed the user to access the system with elevated privileges.
s6245, s6571, s7688	ESSO-PR displayed in the last displayed language, regardless of local regional settings.
s6399	A search that included users who were deleted from Active Directory, but not the ESSO-PR repository, returned an error message that the index was outside the bounds of the array.
s6552	A search for users in a reset report failed when the users had been deleted from Active Directory and a Domain Controller was not accessible.
s7460	The Management Console documentation erroneously stated that it was possible to change certain criteria in an enrollment question. After a question is created, it is not possible to change whether to require the question or to change the answer's constraints.
a10547	The text of the message in a user account control prompt in Windows Vista was partially obscured.
a11981	When the correct and incorrect response weights for a question were equal, ESSO-PR displayed an error message indicating that both weights could not be zero, regardless of their actual point values.
a13697	When enrollment questions were created for multiple languages with insufficient points assigned to meet the enrollment threshold, it was possible for a user to begin enrollment without being able to complete it.

Open Issues

This section describes issues that remain open in this release.

Tracking Number	Description
s6368	<p>When an Active Directory user's "Display name" property is empty, he is forced to enroll even if he is added to the exclusion list.</p> <p>To work around this issue, be certain to populate the Display name field.</p>
a13758	<p>For Windows Server 2008, attempting to modify or repair the ESSO-PR Server installation results in messages indicating that the installation was interrupted and that a fatal error had occurred.</p> <p>To work around this issue, uninstall the ESSO-PR Server, and then reinstall.</p>
a13759	<p>For Windows Server 2008, uninstallation of the ESSO-PR Server results in a message indicating that the system would require a reboot, but no reboot prompt appeared.</p> <p>Rebooting in this scenario is unnecessary and users should disregard the message.</p>
a14028	<p>It is possible to configure questions, using the Allow and Deny settings, in such a way that users might not be asked enough questions during enrollment to pass the reset quiz. If this configuration exists with Forced Enrollment in effect, users will not be able to log on to their workstations.</p> <p>To work around this issue, be certain to configure enough questions to guarantee that users can meet the enrollment points requirement. For information on configuring enrollment questions, see the <i>ESSO-PR Management Console Guide</i> and help section on Configuring System Questions.</p>
a14213	<p>Removing an external validator does not force users to re-enroll in ESSO-PR.</p> <p>To work around this issue, delete the users to force re-enrollment, and modify the affected question to indicate that the answer source is "User Supplied." For more information see the <i>ESSO-PR Management Console Guide</i> and help section on External Validators.</p>
a14326	<p>If the user enters "\" or "@" as a username in the Password Reset Quiz, ESSO-PR displays an incorrect error message.</p> <p>To work around this issue, avoid using the "\" or "@" as the username.</p>

Hardware and Software Requirements

The ESSO-PR hardware and software requirements are listed under the following sections:

- [Supported Operating Systems](#)
- [System Requirements](#)
 - [Disk Space Requirements](#)
 - [Memory Requirements](#)
 - [Processor Requirements](#)
- [Software Prerequisites](#)
 - [Microsoft .NET Framework](#)
 - [Microsoft IIS](#)
 - [Repositories](#)
 - [Browsers](#)
- [Installer Requirements](#)

Supported Operating Systems

ESSO-PR components are supported on the following Operating Systems:

Operating System	Versions Supported	Browsers
Microsoft® Windows® 2000	SP4	Internet Explorer 6.0 SP2
Microsoft Windows XP (client only)	SP3, SP2	Internet Explorer 8.0, 7.0, 6.0
Microsoft® Windows Server® 2003	SP2 R2, SP2	Internet Explorer 6.0 SP2
Microsoft® Windows Server® 2008	SP1	Internet Explorer 8.0, 7.0, 6.0 SP2
Microsoft® Vista® (client only)	Business Edition SP1, Business Edition	Internet Explorer 8.0, 7.0

System Requirements

The ESSO-PR components system requirements are as follows:

Disk Space Requirements

Disk space requirements for the Client:

	Minimum, excluding temporary space and runtime expansion	Temporary disk space (/tmp) needed during installation	For runtime expansion (configuration data and logs)
MSI:	10 MB	15 MB	0 MB
EXE:	10 MB	25 MB	0 MB

Disk space requirements for the Server:

	Minimum, excluding temporary space and runtime expansion	Temporary disk space (/tmp) needed during installation	For runtime expansion (configuration data and logs)
MSI:	44 MB	20 MB	1 MB
EXE:	44 MB	50 MB	1 MB

Other disk space requirements

The following components require additional disk space requirements (Server only):

- Microsoft .NET Framework 2.0: 20 MB hard drive space (if not present)

A note about MSI installer vs. EXE installer

The disk space requirements are different for the MSI and EXE installers as there are differences in the capabilities of these installers:

- The EXE installer file includes Microsoft .NET Framework version 2.0, which is a requirement for ESSO-PR (Server only).
- The EXE installer file can be run in multiple languages. The MSI file is English-only.

Memory Requirements

Memory requirements for the Client:

- Minimum: 256 MB RAM
- Recommended: 512 MB RAM

Memory requirements for the Server:

- Minimum: 512 MB RAM
- Recommended: 1 GB RAM



Although this application can run in an environment with the minimum amount of memory installed, the computer's memory usage should be monitored and additional memory added as needed. A low memory condition can cause this application to fail.

Processor Requirements

Processor requirements for the Client:

- Minimum: 550 MHz processor
- Recommended: 1 GHz processor

Processor requirements for the Server:

- Minimum: 733 MHz processor
- Recommended: 1.6 GHz processor

Software Prerequisites

The ESSO-PR Server software prerequisites are as follows:

Microsoft .NET Framework

- Microsoft .NET Framework 2.0 is required for the ESSO-PR web service.

Microsoft Internet Information Services

- Microsoft IIS 7.0, 6.0, 5.0
 - The ESSO-PR Server application and IIS must reside on the same server.

Repositories

Repository	Versions Supported
Microsoft Active Directory	2008, 2003, 2000
Microsoft Active Directory Application Mode	2003 SP1
Microsoft Active Directory Lightweight Directory Services	2008
Oracle Database Management System	10g
Microsoft SQL Server	2000

Browsers

Browser	Versions Supported
Internet Explorer	8.0, 7.0, 6.0

Installer Requirements

To install ESSO-PR, you must have administrative privileges for the SSPR/IIS server. You must provide the following information to configure Active Directory or ADAM:

- The host name of the server for Active Directory or the ADAM instance
- The port number of Active Directory or the ADAM instance
- The distinguished name of the AD/ADAM domain root.

Technical Notes

This section describes important technical information about this release.

Excluding Users and Groups from Forced Enrollment

ESSO-PR does not support forced enrollment exclusion with primary groups. Only non-primary Active Directory groups are supported. For more information on using this feature, see the Service Settings section in the *ESSO-PR Management Console Guide*.

Active Directory Schema Error

Schema error (code 35) occurs when applying Active Directory storage settings in ESSO-PR under IIS 5.0 (Windows 2000 Server).

This error occurs when ESSO-PR Server v6.0 is installed in an environment that uses Windows 2000 Server (which uses IIS 5.0) and AD as the storage container. The security settings for VgoSelfServiceReset are configured under IIS 5.0.

On the System tab of the ESSO-PR Management Console, if a schema is configured to use AD as ESSO-PR's storage settings, once the Submit button is clicked the following schema error is returned:

"Error saving changes: Error saving schema: 0x35."

Error code 35 indicates that AD did not allow an update to the schema. You must enable "Write" access to the schema to correct this error. For more information about resolving this problem, see Microsoft's "Schema Updates Require Write Access to Schema in Active Directory" support article Q285172 for more information (<http://support.microsoft.com/default.aspx?kbid=285172>).

Upgrade Notes

If you are performing an upgrade from any previous version of ESSO-PR to version 11.1.1.1.0, perform the following upgrade steps:

1. Uninstall ESSO-PR Server.
2. Install ESSO-PR Server 11.1.1.1.0. See the section, Installing the ESSO-PR Server in the *ESSO-PR Server Installation and Setup Guide*.
3. After installation, apply the storage settings for the existing repository (created by the previous version of ESSO-PR) through the ESSO-PR Management Console's Storage page (under the System tab).

See the section, Configuring Service Storage in the *ESSO-PR Management Console Guide* for more information. Once this is done, the old user base and enrollment and reset logs will continue to be used.

4. Reset the Anonymous Access Account.

During installation, the Windows User account for anonymous access in IIS Manager may be reset to the default IUSR_<computer name> account. If this occurs, it must be reset back to the Administrator account (or the previous account used).

To do this:

1. Open the IIS Manager on the ESSO-PR Server machine.
2. In the left tree pane, expand Internet Information Services > Web sites > Default Web sites.
3. Right-click on vGOselfServiceReset and select Properties.
4. Select the Directory Security tab. Under Authentication and Access Control, click Edit.

5. Change the Windows User account for anonymous access back to the appropriate account, for example, the Administrator account.

Upgrading for SQL Server Users

Versions of ESSO-PR prior to 10.1.4.0.2 Fix Pack 1 did not adhere to case sensitivity when submitting Users page queries to SQL databases, which would result in an error message. See Installation and Configuration Notes in the *ESSO-PR Server Installation and Setup Guide* for a workaround for this issue that requires changing a design table heading manually.

ESSO-PR 10.1.4.0.2 Fix Pack 1 resolved this issue. However, depending on your upgrade path, your installation might still require this manual change. The following table illustrates the various upgrade paths for ESSO-PR and what to do based on the path you have taken.

Version/ Upgrade Path	Issue	Workaround
11.1.1.1.0/ New installation	Issue resolved	Not necessary
11.1.1.1.0/ Upgrade from 10.1.4.0.2 Fix Pack 1	Issue resolved	Not necessary
11.1.1.1.0/ Upgrade from 10.1.4.0.2 or prior	SQL Case Sensitivity	Rename Design Table (see the ESSO-PR <i>Server Installation and Setup Guide</i> .)

Product Documentation

The following documents support this product:

- *ESSO-PR Client Installation and Setup Guide*
- *ESSO-PR Getting Started Guide*
- *ESSO-PR Management Console Guide*
- *ESSO-PR Release Notes*
- *ESSO-PR Schema Extension Guide*
- *ESSO-PR Server Installation and Setup Guide*
- *ESSO-PR User Guide*