



# Release Notes SSRPM

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## VERSION 7.04 BUILD 1217, MARCH, 2022

Changes in SSRPM version 7.04 relative to version 7.03

### *Fixes:*

- The subject line in email messages was not encoded and only supported ASCII text. This has been updated to encoded "windows-1252" text for plain text emails and either encoded "windows-1252" or "UTF-8" text for HTML emails. (see rfc 2047) (id 15561)
- Updated the version of the Kendo grid for the helpdesk web site (SSRPM\_CIV), to fix an incompatibility with the updated version of JQuery which caused the grid header context menu to malfunction. (id 16640)
- Fixed an issue in de client website, which caused the currently selected display language to be set as the global default after opening the Frequently Ask Questions page. (id 16732)

## VERSION 7.03 BUILD 1216, DECEMBER, 2021

Changes in SSRPM version 7.03 relative to version 7.02

### **Enhancements:**

- The security of the web interface has been enhanced by updating the following packages: (id 15701)

the log4Net package to the current latest stable release version 2.0.13.

the jQuery package to the current latest stable release version 3.6.0.

### **Fixes:**

- Password reset could fail when the minimum required length of the password in the windows password policy was set to 17 or higher. The max allowed minimum length (by SSRPM) has been increased to 24. (id 15487)
- When the user client software is installed, one of the possible features is that there is a "forgot my password" link shown on the user logon screen. However on recent windows 10 clients this feature was also visible in other scenarios, for which this feature was not intended, potentially causing issues when clicked upon. This was caused by an error in the filtering mechanism in the SSRPM credential provider. Now the feature will not be shown anymore in so called "CredUI" scenarios, such as activating a program with "run as different user". (id 15494)

## VERSION 7.02 BUILD 1215, OCTOBER, 2021

Changes in SSRPM version 7.02 relative to version 7.01

### **Requirements update:**

- The web Interface of this version of SSRPM targets version 4.7.2 or above of the .Net Framework instead of version 4.5. Please update the .Net version installed at your IIS server accordingly.

### **Enhancements:**

- Updated the service installation wizzard, so that the default database of choice is SQL Server instead of Access. (id 7978)
- When sending an Email or a Sms with the pincode for MFA during enrollment or reset by means of the web interface, a notification is shown in the web interface to indicate that a message has been send. (id 14966)
- The security of the web interface has been enhanced, with some new features available since version 4.7.2 of the .Net framework. (id 13880)

### **Fixes:**

- When an error occurred during configuring or changing the SMPP configuration (The configuration for bulk sms traffic), this could cause the SSRPM service to stop due to an error in the logging mechanism for this particular module. This has been fixed. (id 14148)
- E-mailing large SSRPM reports could fail with error code 10035 on slow connections to the SMTP server. This has been fixed. (id 12755)
- The tab-order on several pages of the web interface was incorrect. This has been fixed. (id 12801)

## VERSION 7.01 BUILD 1214, MARCH, 2021

Changes in SSRPM version 7.01 relative to version 7.00

### **Enhancements:**

- Updated the Tools4ever icons to the current design (light blue). (id 11265)
- It does not longer list specific sql server versions at the database selection page in the SSRPM service installer. This is an explanatory display change only. ( id 10859)
- The "OnboardingEnabled" registry key (which enables the onboarding button on the logon screen) was not available as option in the ssrpm policy. It has been added as option. (id 11478)

### **Fixes:**

- The GPO Distribution Guide listed the incorrect registry key for the change of the background color of the browser client. (id 11478)
- The default text for end user notification for the dutch language as specified in the EndUserNotificationTexts.txt file interchanged the blocking and releasing events. This is now fixed. (id 11967)
- When not specifying an explicit port for the ssrpm web site in the SSRPM GPO, it did not default to the correct default https port (443), when verifying the connection. This is now fixed. (id 11261)

## VERSION 7.00 BUILD 1213, NOVEMBER, 2020

Changes in SSRPM version 7.00 relative to version 6.97

### *Features*

- Subject templates for administrative email messages added. For the administrative e-mail messages that are sent to a SSRPM administrator only the message content template could be changed (by manually changing the template files in C:\Program Files (x86)\Tools4ever\SSRPM\Service\Email). Now there are also template files for the subjects of those messages. (id 10859)

### *Fixes:*

- The special "onboarding" feature could fail matching the correct profile when the profile that should be matched was group based and had more than one group assigned to it, because only one group assignment was evaluated. Now all assignments are evaluated. (id 10492)
- The FAQ button that is on every page in the web interface, would show an empty page when there are no relevant questions for the page. Now it will show a default placeholder stating that there are no questions for the particular page instead. Also some FAQ where added. (id 8438)
- When using Advanced Authentication with verification by e-mail, there may be specified in the profile a list of email domains that are not allowed to be used for verification. When the end user added a space after a requested email address for verification, this check could be circumvented. This is now fixed. (id 10633)
- On successful upgrade of the service by the administration console, the installation log messages are no longer added to the log of the service itself, as this may cause the service to become inoperative requiring a one time manual restart of the service. (id 11174)

## VERSION 6.96 BUILD 1209, JULY, 2020

Changes in SSRPM version 6.96 relative to version 6.95

**Fixes:**

- Fixed a security vulnerability in the browser client when it is invoked from the windows logon screen. (id 10053).

Note that an incorrectly configured connection to the website is now actively refused.

## VERSION 6.95 BUILD 1208, APRIL, 2020

Changes in SSRPM version 6.95 relative to version 6.94

### *Fixes:*

- When the auto unenroll job was run in order to un-enroll users accounts that no longer fall under the scope of their profile, this could result in multiple unenroll request for the same user. This occurred when more than one group was assigned to the profile. This resulted an incorrect number of unenrolled users reported by the job. Now only one unenroll request is made per user. (id 7316)
- In some browsers (Firefox and legacy edge) the SMS and Email test icon buttons on the enrollment page where rendered below instead of on top of the text input field, making them inaccessible. This has been fixed in the web site. (id 8721)
- Fixed a security vulnerability in the browser client when it is invoked from the windows logon screen. (id 9256)

## VERSION 6.94 BUILD 1207, FEBRUARY, 2020

Changes in SSRPM version 6.94 relative to version 6.93

### *Fixes:*

- When enrolling by means of the website and a pincode is configured to be required on enrollment, the return button action is suppressed if the current focus is in the email or sms specification field. This will prevent a premature submit of the form to server without the required pin code. (id 8213)
- Fixed an issue in the decryption of encrypted data stored with reversible encryption, as used in the CIV website (the user identification website for the helpdesk) and also used in the software license. This caused failure for about 0.25% of the users and or licenses. (id 8142)
- Fixed an issue in the CIV website not showing the actual detailed error message. (id 8352)
- Fixed a potential issue in the SSRPM service updating the canonical name of a user in the database. If an AD query for a list of users succeeded, but returned an empty canonical name, this might clear the canonical name in the enrolled users table, causing severe issues. Added a check to prevent this situation. (id 8353)
- Fixed some security vulnerabilities in the browser client when it is invoked from the windows logon screen. (id 8474, 8629)

## VERSION 6.93 BUILD 1206, DECEMBER, 2019

Changes in SSRPM version 6.93 consist of a fix of an error that resulted in retraction of the previous version.

### *Fixes:*

- Fixed an issue where there was a failure to update a certain registry setting that prevents fresh install of the service. This fix is the only change with respect to previous version 1205.

## VERSION 6.92 BUILD 1205, NOVEMBER 4, 2019

### Release removed

Changes in SSRPM version 6.92 from 6.89

#### Fixes:

- Fixed an issue with the SMTP email functionality when using a TLS connection. Some SMTP servers may query the client for support for a (usually optional) client certificate. We do currently not support this feature, but did not correctly inform the server that we do not support this. Now we inform the server correctly, so the handshake will continue. (id 7296)
- Fixed an issue with the SMTP email functionality when using a TLS connection. Slow connections could cause the client to try to continue before the entire SMTP server response was received, causing the handshake to fail. (id 7296)
- Fixed an issue with the SMTP email functionality. After a service restart the TLS option settings reverted to their default values. (id 7590)
- Fixed an issue with the enrollment web client dialog behavior when using advanced authentication with an required pin on enrollment. Pressing enter in the email field before selecting the pin code field, caused an additional email message with pincode to be send by email, resulting in two messages with different pin codes. (id 7313)
- Fixed an issue with the enrollment web client dialog behavior when using advanced authentication with an optional email verification. After the pin code was send to the specified email address, the email address in the web client was no longer optional. (id 7313)
- Fixed an issue in the enrollment website. There was a typo in the setting of an attribute name, incorrectly called "EnableChangePasswordOnError1907". The extra 'r' has been removed. This error could cause issues with resetting the password, when the user was marked as having to change the password at next logon. (id 7596)

## VERSION 6.89 BUILD 1202, AUGUST 23, 2019

Specific changes in SSRPM version 6.89

### **Features:**

- The SMTP mail functionality in SSRPM is extended with support for TLS 1.2 and "LOGIN" authentication. (id 4696)

### **Fixes:**

- Fixed an issue with the "Forgot user name" functionality of the web service. The localization language of the client was not communicated to the server when the "ShowWizardAsOverlay" option was not set. (id 4698)
- Fixed an issue with the AD search in the self service part of the web site (for instance the search button when selecting a manager). The search scope could be wider than allowed for the specific user, when at the same time initializing an other instance of the same functionality in an other tab of the same browser. Now the search will return no results in these circumstances. (id 4699)
- Fixed an issue that the SSRPM web site was shown in too small a size when launching by means of the Client Launcher on high resolution displays. (id 4697)

## VERSION 6.82 BUILD 1195, JUNE 25, 2018

### *Features:*

- Added the languages Slovakian and Thai

### *Enhancements:*

- If the SMS http request functionality detects that the content is JSON or XML will now switch the content type of the message to "Content-Type: application/json" or "Content-Type: text/xml".
- Limit the number of users shown in the "enrolled users" and "not enrolled users" tab to a maximum of 20.000 users. In the "not enrolled users" tab this might result in an incomplete result set. This is because we also impose that limit in the directory search, however limit of the directory search is not a display limit, but a limit on how many objects are searched.
- Therefore it's possible that users are not shown even though they are not enrolled and the tab doesn't show 20.000 users.
- The filter option can be used to search for users who are not shown in the initial list. Please note that there is a 3 second delay on the input field before it retrieves the data from the service.
- Added option to disable identity heuristic checks by the anti-forgery validation. This can fix issues associated with error messages like: 'The provided anti-forgery token was meant for user "", but the current user is "Domain\Username"'. Enabling this option require a restart of the web interface and application pools.
- Added registry keys to configure some of the more advanced settings for custom SMPP servers.

### *Fixes:*

- Fixed issue with Helpdesk Caller ID web interface not showing users when the total user data exceeded a certain size limit.
- Fixed issue that during enrollment with PIN code the link was not enabled again once it was disabled due to validation errors.
- Fixed issue that the FAQ on the success pages were not shown in the selected language.
- Fixed issue that when enrolling with the browser client (using Windows Authentication) the enrollment confirmation e-mail was always in English.
- Fixed issue that in some cases users couldn't log in after cancelling the reset wizard which caused the credential provider to wait indefinitely.
- Fixed issue that the AD\_ variables where not available in e-mails sent to not enrolled users from the Admin Console

## VERSION 6.80 BUILD 1186, JANUARY 29, 2018

### *Features*

- Added manager and assistant field to AD Self Service.
- Added onboarding link to the credential provider.

### *enhancements*

- Added Thai translations for the web interface.
- Added another datepicker for onboarding that can be used instead of the current Kendo datepicker.
- Added option to choose with which characters to replace the space character when sending an SMS using the HTTP request option.
- Added option to add or subtract a specified number of hours from the time displayed in the password expiration notification messages.
- Added help for the password expiration notification in the Admin Console profile dialog.

### *fixes*

- Fixed issue that CIV web interface only showed the top 250 users.
- Fixed issue that you need the helpdesk licence module to enable reversible encryption in the admin console.
- Fixed issue with 'Forgot my username' when searching on phone numbers with or without a prefix.
- Fixed minor user interface issue in SMS HTTP request configuration dialog when loading a default configuration.
- Fixed issue with the complexity of the temporary password during onboarding.
- Fixed issue during enrollment when using advanced authentication in combination with AD and not showing the data, but having checked the option "Allow edit".
- Fixed issue that an error -100 occurred when using specific configurations of EnableUseDomainAsUpnSuffix, EnforceDefaultdomain and DomainSelectionEnroll.
- Fixed issue that when using group-based profiles and using a group that was a primary group of a user than that user was not displayed in the "not enrolled users"-tab.

## VERSION 6.78 BUILD 1180, SEPTEMBER 1, 2017

### *Features*

- Added "Forgot my user name" functionality. With this functionality, a user can enter his phone number or e-mail address and SSRPM will send the user an e-mail with his/her username. This functionality depends on the SMS/Email authentication data.

### *Enhancements*

- Adjusted the mobile phone number validation check in the service to support characters just as space, parentheses, dashes, slashes, comma and period.
- Added IAM and UMRA support for onboarding and forgot my user name functionality.
- Added a report component for calculated totals per week and per year.
- Extended the report component for not enrolled users to include the user's e-mail address.
- Added separate reports for not enrolled users and for the weekly summary.
- Added option to customize the date format used in the password notification expiration mails.
- The web interface now trims the entered values for the user name and domain.
- Added option to configure the service to not strip the + or 00 from the mobile phone number when using the HTTP requests.

### *Fixes*

- Fixed PCM compatibility issue when using a password that contains an ampersand.
- Fixed issue that users had trouble getting SMS messages during enrollment when the maximum SMS per day setting was enabled.
- Fixed issue with enabling account during onboarding using NET.
- Fixed crash bug when changing password on domain instead of DC using NET.
- Fixed issue that the groups assigned to a profile were not deleted when that profile was deleted.
- Fixed issue that the setting "input is optional" during enrollment for e-mail address and mobile phone number was ignored if the option to select one of those methods during reset was enabled.
- Fixed issue with unenrolling users that are out of scope for group-based profiles where the group no longer has any members.
- Fixed issues with triggering IAM scripts for users that have a LDAP path in which their name contains a comma.
- Corrected event names for the IP blocked event and the onboarding event in the operation log.

- Fixed issue that offline logon event were not sent to the service when the client was reconnected to the network.
- Fixed potential service crash bug that could occur while a user is onboarding and no profile could be found.
- Fixed issue where the AD Self Service was unable to be used in combination with multiple domains.
- Fixed issue with language selection when using an iPhone.
- Fixed issues with password expiration notification and incorrect values for the number of days to expiration.
- Fixed issue that the operation log didn't correctly register the source of the enroll and unenroll events when using the browser client.

## VERSION 6.76 BUILD 1169, MARCH 27, 2017

### *Features*

- Added IAM support. It is now possible to execute an IAM script after certain SSRPM actions.

### *Enhancements*

- Added date picker to the onboarding attribute validation.
- Onboarding users can now be blocked if they enter too many answers or PIN codes incorrectly.
- Added optional agreement requirement to identify page. The user needs to accept the agreement before being able to continue.
- Improved the fail-over mechanism in the web interface.
- Moved proxy settings to Advanced tab of the configuration dialog.
- Added support for domain name in DNS format related to onboarding in regards to resolving the UPN name of the end user.
- Added support for using group-based profiles in combination with onboarding.
- Offline mode is now only available with proper license module.

### *Fixes*

- Fixed issues with Japanese language detection in the browser.
- Added an option to force the credential provider to use the ICredentialProviderV1 interface when wrapping a 3rd party credential provider on Windows 7.
- Fixed an issue with the password complexity rules related to the password similarity rule, which checks if certain tokens are part of the password. A password could be considered invalid because a token could be interpreted as a regular expression instead of a literal string, depending on the format of the token.
- Fixed option to show obscured e-mail address/mobile number during onboarding.
- Fixed issue with the language of enrollment question after switching language.
- Fixed issue with the maximum SMS sent count per user per day. It now only updates the count when a SMS is successfully send.
- Fixed issue that profile data was not properly reloaded when getting enrollment data after the user had to change his password due to a 1907 error (user must change password on next logon).
- Fixed issue that during back and forward navigation in the onboarding wizard, it would skip to the last enrollment question instead of the first.
- Fixed issue that PIN codes where deemed invalid incorrectly.

## VERSION 6.75 BUILD 1163, JANUARY 18, 2017

### *Features*

- Onboarding functionality (translations are available in English, Dutch, German, French, Spanish and Chinese). This functionality requires the "onboarding" license module.

### *Enhancements*

- Added a multi-threaded COM object. The web interface (ASP.NET) requires this new COM object. This should help resolve some performance issues.
- The browsers that load the SSRPM web interface should no longer cache the javascript file "CommonFunction.js".
- Changed the error code returned by a failed reset identify action when using an incorrect domain and/or user name to 1168. This should make it impossible to guess user names based on the returned error code.
- Added the check if user exists check to the change password functionality.
- Improved the save mechanism of the count used to determine how often a user is allowed to cancel the enrollment wizard before the close button is disabled. Now it only saves the count when this functionality is enabled and the count is below the maximum.
- Added Japanese translation to the credential provider
- It is now possible to specify a maximum number of SMS messages that a user can send per day (during enrollment, reset or onboarding).

### *Fixes*

- Fixed issues with the change password functionality for users with the flag 'User must change password at next logon' in combination with ADSI and the minimum password age.
- Fixed issue that, in some cases, the web interface does not correctly keep track of the fact whether or not a profile was loaded. This could result in an unnecessary -100 error.
- Fixed issue that CIV web interface only showed the top 250 users.
- Fixed -47 error when trying to unenroll.
- Fixed issue with the Spanish FAQ answers.
- Changed loading order of CSS files in web interface.
- Fixed issue with Helpdesk Caller Identify Verification not showing the internal e-mail address in the user list.
- Fixed styling issue with the "Other CAPTCHA" link in the mobile web interface.
- Fixed issue with updating the SMS bundle when the available credits already reached 0.
- Fixed issue with wrapping another credential provider when the registry key "FilterCredUI" was not set.
- The CIV helpdesk interface no longer uses the get new questions on incorrect answer option from the profile.

- Fixed issue that the calls used for the PCM rules switched to http within a https context, resulting in an access denied error.

## VERSION 6.74 BUILD 1156, OCTOBER 10, 2016

### *Features*

- Added Japanese as one of the available languages.
- Added the option to block IP addresses that repeatedly fail to provide valid credentials or exceed a specified number of requests within a specified period.
- Updated the license agreement.
- Added installer for the web interfaces.

### *Enhancements*

- Account operators are no longer allowed to upgrade/downgrade or remove the service.
- The log messages of the upgrade are also saved to the service log and not just displayed in the Admin Console.
- The service now logs the user name that initiated the service upgrade and from which computer this was done.
- Added option to allow the user to close the enrollment wizard a number of times before it's mandatory to enroll.
- Added additional logging for the password expiration notification job.
- Allow user name and domain name as request parameter at the logon pages of the enroll and change password processes.
- Added registry setting to force the service to always uncheck the checkbox "User Must Change Password at Next Logon" after a reset.
- Added default templates for SMS providers using HTTP requests. Currently available: AQL, Aerialink and MessageBird.

### *Fixes*

- Fixed issue with error code 1265 when changing the password using NET calls in combination with updates "KB3167679" and "KB3177108".
- Fixed issue with the database column 'AD\_Initials' in the table 'enrolled users' when upgrading from version 6.68 and lower.
- Added configuration option in the service registry to allow accounts with expired passwords to change their password when using ADSI.
- Fixed the account exists check when getting enrollment data.
- Fixed issue that a mobile phone number was always mandatory during enrollment.
- Fixed issue that prevented all the end user notification templates from being added during a clean install.
- Fixed issue that the error message "The field: \* is required" was not translated properly after switching the language of the interface.
- The service now strips the + or 00 from the mobile phone number when using the HTTP requests option to send an SMS.
- Fixed issue that when getting the reset data of a blocked user, the block information was updated but the service did not check if the user was now unblocked as a result of that update.

- Fixed issue that the password complexity check didn't properly check the display name, but only the user name.
- Fixed issue that -11 error occurred when a user tried to reset a password after answer user questions. The issue only occurs when using the authentication sequence configuration in combination with mandatory admin questions and user questions.

## VERSION 6.73 BUILD 1151, AUGUST 1, 2016

### *Features*

- Improved responsiveness of the web interface.
- Users can be notified automatically when their password is about to expire.
- Added a new web interface for the Caller Identity Verification (CIV) functionality.

### **Enhancements**

- Added e-mail and SMS templates in the languages: Dutch, German, French and Spanish.
- Added the option to unenroll disabled users using "the unenroll users when out of scope" job.
- Added keyword support for SMS messages.
- Added "Job title", "Company" and "Department" to the available AD Self Service attributes.
- Added a service configuration option to perform a password reset on all custom domain controllers, instead of on a single domain controller.
- Added an option to specify an AD attribute which is used as the initial source of the e-mail address or mobile number during enrollment.
- Added an option to encrypt the e-mail address or mobile number that is stored for advanced authentication.
- Allow users with expired passwords to change their password.
- Changed the certificate used for signing the installer and specific files and changed the signing procedure. The files now have both a SHA1 and a SHA256 signature in order to support all Windows versions.
- Added an option to receive an e-mail notification if the SMS bundle reaches the specified threshold.
- Added an option to add a prefix and suffix to an e-mail addresses using for advanced authentication.
- Added an option to the CIV functionality to only select characters for validation from the first x characters, where the x can be configured. Only available with the new interface.
- Added an option to the ASP.NET web interfaces to force a HTTPS redirect.
- Added security headers to the ASP.NET web interfaces.

### *Fixes*

- Fixed the issue with updating e-mail templates with existing template file names.
- Fixed the issue that the username for a custom SMPP could not contain a %.
- Fixed the tab order of the AD Self Service.
- Fixed the check which confirms that answers are not contained in the question during enrollment.
- Fixed the issue that the Admin Console did not show the new module "AD Self Service" in the license dialog.

- Added a setting for the service to use the DNS name instead of NETBIOS name. This only applies to a multiple domain scenario where the service can't get the modal settings of certain users when saving the profile.
- Added support for input containing HTML characters.
- Fixed the issue that direct links to the "identify" and "logon" pages didn't show the background when the wizard overlay style was enabled. It is now possible to specify an additional parameter (ShowBackground) in the URL which forces the background image to be loaded.
- Fixed a crash bug in the browser client.
- Fixed the issue that the client launcher could try to get reset data for an empty user.
- Fixed the issue that prevented users from resetting their password if the password complexity rules were enabled, but the password isn't required to be complex.
- Fixed the issue that the option to disable the close button of the enrollment wizard when started automatically was ignored.
- Fixed conversion issue of certain special characters in the e-mail templates.
- Fixed the issue that specifying an e-mail address and/or mobile phone number was always required during enrollment, even when configured to be optional.
- Adjusted the AD Self Service dialog to be completely disabled if there is no valid license.
- Fixed issue that the password complexity rule "Password similarity" from PCM was shown when resetting a password, but not when changing a password.
- Adjusted the Windows password complexity rules to show the name similarity rule as false if the new password was empty and fine tuned the validation.
- Fixed the issues with resetting your password in combination with the options "Random questions" and "New question on incorrect answer".
- Fixed slight discrepancy between the criteria for blocking and automatically unblocking a user.
- Adjusted the account exists check that is performed before a user tries to log on. This should help performance in multi-domain scenarios.
- Fixed compatibility issues with Windows XP.

## VERSION 6.72 BUILD 1142, APRIL 18, 2016

### *Features*

- AD Self Service: Allows end users to change their information in Active Directory.
- Added option to use an SMS provider that supports communication via HTTP requests.
- Added language selection option for the end user.
- Added fuzzy answer comparison.

### *Enhancements*

- Added an option to the web.config file to manage which buttons are displayed on the home screen and in which order.
- Added UPN support to the new web interface.
- Added option to disable the HTTPS requirement for the clients, though it's not recommended.
- Added option to add an empty entry to the top of the question selection drop-down list that is used during the enrollment.
- Changed the loading dialog of the client launcher.
- Added a progress bar to the browser client while the web page is loading.
- Added an option to disable the automatic sending of a PIN code during enrollment when using advanced authentication with PIN code.
- Added option to load the file "custom.css" and to load a custom logo.
- Added additional logging for the Helpdesk Caller ID web interface. Actions such as getting the user data and the verification will be stored in the operations log in the database.
- Added option to disable the credential provider filter for the CREDUI scenario. This can be useful if you have issue with the "Run As ..." option showing too many tiles or none at all.
- Added languages to the new web interface: Czech, Finnish, Hungarian, Italian, Polish, Portuguese and Russian.
- Updated the e-mail templates for new installations.

### *Fixes*

- Fixed issue with password containing specific characters such as &.
- Fixed issue where the advanced authentication page was empty, if the user is not allowed to see data that was used. Most commonly used in an auto-enrollment scenario.
- Fixed issue that e-mail address or phone number was not shown during enrollment if it was already known in SSRPM.
- Fixed the ADM file.
- The waiting dialog of the client launcher executable will no longer be displayed if it is started automatically.
- Fixed issue that the enrollment wizard was started for users that were already enrolled for certain configurations.

- Fixed issue that the re-enrollment and force enrollment after x days didn't work in the new client.
- Fixed issue that the password complexity rules of PCM flickered in the Reset Wizard.
- Fixed issue in the client that the password complexity rules where not updated when using the backspace key.
- Fixed issues with copying and deleting profiles in the Admin Console.
- Fixed issue that the web interface prefilled the answer in the 2nd step if the user selected the 2nd question in the first step.
- Fixed issue that the new web interface didn't distinguish between being shown in the client application and a regular web browser in relation to the authentication sequence configuration and logging.
- Fixed issue with enrolling with PIN code requirement in combination with group-based profiles.
- Fixed issue with users were unable to reset their password if the password complexity rules were disabled.
- Fixed issues with the domain selection in combination with the default domain and UPN.
- Fixed issue with the language of the "Forgot my password"-link when using the Credential Provider while logged in.

## VERSION 6.69 BUILD 1119, AUGUST 7, 2015

### *Changes*

- The build environment is updated to Visual studio 2013. All major SSRPM components are now built with Visual studio 2013.
- New Installation package. The software installation packages (SetupSSRPM.exe and the MSI packages) are created with different package creation software.

### *Enhancements*

- Added a timed refresh of the access manager that determines if a user fall in the scope of a profile.
- Implemented an updated version of the SSL library.
- Enabled compiler option SafeSEH to increase the integrity for the client executables.
- Added additional user information from the Active Directory to the database. This information can be used for notification purposes, it is obtained from the Active Directory user properties: common name, display name, surname, given name, name and initials.

### *Fixes*

- Fixed issues with upgrading from older version using reversible encryption. The reset data could be corrupted during the upgrade.
- Fixed issue that the SMS bundle password could only be decrypted by a single service. This caused issues if you are using SMS authentication in combination with multiple SSRPM services. Note: Always update the service which can read the SMS bundle password first! Also make sure that both services are using the same encryption certificates, the can be managed from the encryption-tab in the service configuration dialog.
- Fixed the issue that users were only able to do an offline logon a single time, unless the data was reloaded from the service.
- Adjusted the auto-enrollment check so that it no longer automatically enrolls users if no valid authentication method is available. Before, it allowed users to automatically enroll when providing a PIN code was optional and the user didn't have a valid e-mail address or phone number.
- Fixed the issue that the enrollment wizard incorrectly showed the "connect to the SSRPM service"-dialog when the offline logon data check interval was out of sync with the other check intervals and the offline logon data check interval had expired.
- Fixed issues that occurred when methods in the authentication sequence had identical sequence numbers.
- Fixed an issue with the enrollment process clearing mobile phone and e-mail address in the database, when users were pre-enrolled and not allowed to change their information.

- Fixed issue that users who didn't fully complete the change password process had to change their password at next logon.
- Fixed answer validation issue in the enrollment process when using the web interface. The answers were not allowed to contain characters that could be interpreted as regular expression symbols.
- Added some missing translations (only applies to French, German and Spanish).

## VERSION 6.68 BUILD 1114, APRIL 30, 2015

### *Enhancements*

- Added the "specify user"-link to multiple pages in the reset wizard.

### *Fixes*

- Fixed possible service crash if the service was unable to load the password complexity rules GPO file.
- Fixed issues in the web interface with limiting the number of questions per page in combination with authentication sequence configuration.
- Fixed issue with back button on the check e-mail PIN code web page if the option to let the user choose between e-mail and SMS is enabled but not a valid option for that user.
- Fixed issue that an older client threw a -11 error during unlock/reset if the authentication sequence configuration was enabled.
- Fixed issues with the web page on which the SMS PIN code is checked.
- Fixed issue that if a user went to the check PIN code (SMS or Email) page, went back to change user and continue the reset process, the user had to use the resend button to get a PIN code.

## VERSION 6.67 BUILD 1110, APRIL 3, 2015

### *Features*

- Added functionality to the web interface that allows the end user to change their password if they know their current password but the account has the status "User must change password at next logon". This allows a user to change a temporary password in the final one, without having to login physically.
- Added functionality which allows the end-user to choose their method of authentication, such as admin questions, user defined questions and advanced authentication (SMS/email), as long as the chosen methods meet the requirements set by the administrator. Each method is worth a specified number of points and the user needs to collect enough points to be allowed to reset his password by using 1 or more of the available authentication methods.
- Added functionality to configure the order of the authentication methods used.
- Added dynamic check list to show the compliancy of the new password to the password complexity rules of both Windows and PCM.
- Added a job to unenroll users that are no longer fall within the scope of the profile they were originally enrolled with. Such an situation can occur when a user is for instance moved to another OU. By default this job is disabled.
- Added support for reversible encryption and multiple SSRPM services.
- Added a GPO option to disable the autostart functionality of the enrollment wizard.
- Added GPO options to configure the offline logon data update check and the show wizard on autostart interval. The latter only applies for users that are not enrolled, for enrolled users the enrollment check interval is leading.
- Added the option to have the Reset Wizard execute a custom command right before it performs an offline logon for an end-user.
- Added the option to configure how many time a user can unlock his/her account within a specified number of minutes.

### *Enhancements*

- During enrollment the already selected questions are now dynamically disabled in the other select boxes of the web interface.
- Simplified the navigation options in the web interfaces.
- During enrollment it is required to enter an e-mail address or an mobile phone number, this only applies if the end user is allowed to choose which method he prefers during reset.
- Moved the error code from the title of the error dialog to the body of the dialog.

- Updated the error messages of errors: 0x800708C5, 0x8007202 and 2245 in the reset wizard to match those in the web interface. Only available in English and Dutch.
- Updated the Tools4ever logo in the Admin Console.
- The Admin console no longer requires administrative rights to run, because the generated file "dashboard.html" has been moved to the programdata folder.
- The MSI packages no longer requests to reboot. This is not necessary for Windows 7 and above. For older older operating systems such as Windows XP and 2003 this means that the SSRPM GINA won't be loaded until the machine has been rebooted.
- Reset the incorrect answer/PIN code count after a successful reset, unlock or offline logon.
- Updated the license agreement.

### *Fixes*

- Fixed issues in the update process of the offline logon data. This applies only to a scenario with multiple users on the same machine and one user unenrolled.
- Fixed issue in the Admin Console with selecting which types of end-user notification e-mails should be send.
- Fixed a critical error introduced in version 6.63 that could occur when checking the user answers, when there was more than one page of questions, and the option to check answers immediately was active.
- Fixed the issue that users were not able to send test messages from within the web interface.
- Increased the size of the buffer used to read the GPO file containing the Password Complexity Rules.

## VERSION 6.63 BUILD 1100, SEPTEMBER 1, 2014

### Fixes

- Fixed the issue that users where unable to enroll due to a -10 error if the SSRPM service was unable to connect to the database during startup.
- Fixed various spelling errors in reports and report components.
- Fixed the issue that when you send an e-mail to multiple users from the unenrolled tab, the keywords for all recipients contained the values pertaining to the first selected user, instead of the values pertaining to the actual recipient.
- Fixed issue that administrators where enable to enroll if all the profiles where linked to Active Directory groups and not a single one to an OU's.
- Updated the Chinese language for the web interface.
- Added a friendlier error message for the error -27 (account unlock disabled). Only available in English and Dutch.
- Added a friendlier error message for the error 0x80070547, which occurs when a user is not allowed to change his password. Only available in English and Dutch.
- Added a friendlier error message in the web interface for the error 1330 (Must change password at next logon) and 1907 (password expired). Only available in English and Dutch.
- Fixed the issue that special characters like "é" were not displayed properly in the subject of HTML email messages.
- Fixed the case-insensitive comparison of special characters like "ä".
- Fixed issue that the enrollment wizard would show the "Successfully enrolled"-message even if the enrollment failed.
- Fixed issue concerning database replication. The method used to link the user data and answers in the database was not suited for merge replication.
- Added specific error notification when an enrolled user tries to use advanced authentication, but the email address or phone number is unknown.
- Changed the default installation folder of the SSRPM service in the Admin Console from "%ProgramFiles%\SSRPM Service" to the folder "%ProgramFiles%\Tools4ever\SSRPM\Service".
- Fixed issue that the offline mode GINA could prevent a secure screensaver from starting.
- Adjusted the query that is used to read blob data from the database.

## VERSION 6.62 BUILD 1099, MAY 5, 2014

### *Features*

- Added the option to use a 3rd party SMPP server for SMS authentication.
- Added the option to configure the number of questions that are shown per page during reset and unlock (applies to both the web interface and the reset wizard).
- Added a fall-back option to support wrapping certain credential providers, such as the ZenWorks credential provider (version 10 SP3).
- Added "nofollow" to links in the web interface and added a "robot.txt" file that indicates that the web interface should not be indexed by search engines.
- Added the option to exclude specific email domains for email authentication during the enrollment.

### *Enhancements*

- Updated the GPO Distribution Guide to use the ADMx file for Windows 2008.
- Updated the Web Interface Guide to include SSL configuration for IIS 7.
- Updated the german, dutch and spanish language files of the web interface to link to the appropriate Tools4ever web site.
- The validation of the phone number in the enrollment wizard and the web interface has been adjusted to add the prefix before validation. This means that the phone number including the prefix will be validated, allowing the end-user to omit the prefix.
- Before sending an SMS message to the end user the service first removes the characters: -()V from the phone number if present. These characters could be present when using the phone numbers from the AD.
- Added a GPO setting which allows you to select the method used by the credential provider to get the user information used to start the reset wizard. It supports the default method and retrieving the information from the credential provider tile. The 'get credentials from tile' option needs to be used when wrapping the ZenWork or Sophos credential provider.
- Added a GPO setting which allows you to choose which credential provider tile should be displayed by default. Options: last logged on user, no default or skip. This option needs to be set to 'skip' when wrapping the Sophos credential provider.
- All the SSRPM executables, DLL files and MSI packages are now digitally signed.
- The SSRPM website now logs the IP address of the client's machine instead of the IP address of the service.
- Adjusted the text color of the buttons of the mobile web interface to improve readability.

### *Fixes*

- Fixed the issue that the reset wizard didn't start when initiated from the credential provider tile used by a Remote Desktop Connection or when connecting to a network share.
- Fixed the issue that the clients ignored the user's language when sending notification e-mails.
- Fixed a display issue with the details and delete button in the SMS bundle dialog.
- The admin console no longer saves the last position and size of the manage template dialogs.
- Fixed an issue with memory consumption when getting unenrolled users in combination with a group-based policy.
- Fixed the issue that the unenrolled users were not displayed properly if a profile was linked to multiple security groups.
- Fixed a potential issue with offline logon question answers that were being encrypted twice, causing them to be incomparable.
- Fixed the answer/confirm check in the web interface, it now only performs a case-sensitive check if that option is enabled.
- Fixed a potential crash bug in the credential provider. The credential provider could crash when switching to another language while the credential provider is active.
- Fixed some minor potential security issues in the web interface.
- Fixed issue that offline logon data was not removed when users were no longer allowed to perform an offline logon.

#### ***Known issues***

- Upgrading from version 6.57 or 6.58 in combination with an MS Access database may result in an additional warning message that there where issue when upgrading the database, this warning can be ignored.

## VERSION 6.58 BUILD 1095, NOVEMBER 21, 2013

### *Fixes*

- The sorting mechanism on the enrolled/blocked user tab is not working properly (sorting on the wrong columns).
- Added the configuration option "DisallowUnenroll" in the web interface.
- Fixed issues with the helpdesk authentication functionality if the profile option "Show incorrect answers" was disabled.
- Fixed the incorrectly sorted last enrollments shown on the admin console dashboard when using an MS Access database.
- Fixed an error message shown in the Admin Console when a new user enrolls in SSRPM using the webinterface.
- The not enrolled users tab is not displaying the not enrolled users if you are using group-based profiles.
- Fixed the issue that the resend button (for SMS or e-mail authentication) was considered the default button by the browser.
- Fixed the crash issue when adding a reporting component of the type 'database query'.
- Fixed the SMS prefix issue with phone numbers that start with 0.
- Fixed issue with the authentication selection mechanism for the end user if the phone number/email was unknown but the option 'Allow reset without PIN code' was disabled.
- The helpdesk authentication webinterface will now get new random questions, if this is configured in the profile.

## VERSION 6.57 BUILD 1093, SEPTEMBER 20, 2013

### *New features*

- Added a document describing the SSRPM architecture and security.
- The number of connect attempts of the clients to the service are now configurable via GPO.
- The Admin Console is now available in Spanish.
- Added more events for end-user notification, namely enrollment, account unlock and account blocked.
- IPv6 support for the clients and admin console. They are now able to connect to the service using a IPv6 address.
- Added the option to allow end users to choose by which method (SMS or email) they wish to receive their PIN code during the reset procedure.
- Added the languages: Finnish and Hungarian.

### *Fixes*

- Faster switch to the offline logon mode.
- Fixed compatibility issue concerning the offline logon data between clients of version 6.54 and a newer service.
- Updated the ADM file of the offline logon credential provider.
- Fixed the ADMx files
- Fixed the issue that SSRPM required a complex password even if the complexity rules stated otherwise.
- Fixed the language detection issue of the web interface that could occur with IE 9. Example: the web interface was in English if the browser was configured to use Dutch as the primary and only language. However if Dutch was the primary language and English the second, than the web interface was correctly displayed in Dutch.
- Fixed the SMS prefix option to support phone numbers that don't start with 0.
- Fixed service crash when older versions of the reset wizard (version 6.30 and lower) connect to the service.
- Adjusted the wrapping functionality of the credential provider so it can wrap the Onex Credential Provider (for 802.1X authentication).
- Fixed the issue that the installer didn't install the client software on x64 machine during a custom installation.
- The maximum length of the sender address for SMS authentication is now 21 characters, but 11 characters is recommended maximum.
- Fixed the issue that the offline logon credential provider didn't show the "Forgot my password"-link in the unlock screen if you connected via RDP.
- Fixed the slow behavior of the credential provider in certain situations.

### *Notes*

- Since the offline logon data is removed during uninstallation, and thus upgrade, it is advisable to lower the SSRPM enrollment check interval using the GPO. This will make sure the offline logon data is restored.



## VERSION 6.56 BUILD 1088, APRIL 26, 2013

### *New features*

#### *General*

- Profiles can be assigned to Active Directory security group.

#### *Admin Console*

- Added new reporting component 'Database Query'. You can use this component to generate reports based on queries you designed.
- Added a filter option to the tabs: Enrolled Users, Not Enrolled Users and Blocked Users. It filters on the account name and supports only a single wild card character, namely the asterisk '\*'. If you want to use the asterisk as a character instead of a wild card, you need to use the escape the wild card functionality by adding forward slash before the asterisk: '\\*'.  
■ Added the option to export selected users from the tabs: Enrolled Users, Not Enrolled Users and Blocked Users to CSV.
- Added the option to send an e-mail to the selected users in the tabs: Enrolled Users, Not Enrolled Users and Blocked Users. The templates can be managed in the 'Templates' tab in the general configuration dialog.

#### *Web interface*

- Added CAPTCHA functionality to the web interface. The CAPTCHA can be enabled or disabled based on the configuration.
- Made the web interface mobile friendly. If the website is accessed using a mobile phone, it will load a different style sheet in order to make the website easier to navigate when using a handheld device.

#### *Enrollment wizard*

- If a user doesn't need to enter any information he/she is automatically enrolled. This applies to configurations such as: SMS authentication, where the phone number is stored in the Active Directory, and no questions.

#### *Credential Provider*

- Removed the Tools4ever logo.
- Windows 8 support

#### *Other*

- The installation now also includes an AMDX file.
- Updated the translations of the language files, which now includes Chinese.

### *Fixes/changes*

#### *General*

- Fixed the issue with UNLOCK reports.
- Updated the 'Citrix and Microsoft Terminal Services' guide to correct the implementation procedure of XenApp 6.5.

- Fixed the comparison check when determining if a user is should be excluded based on OU.

#### *Wizard installer*

- Fixed update issues with version 6.29 and earlier.
- The installer should also install the x86 bit credential provider on x64 bit machines, because it might be loaded by x86 processes.
- The installer should delete the offline logon data file.
- If a user is not enrolled any longer, remove from offline logon data.
- Fixed the issue that the offline logon data for none of the user accounts was not updated if an error occurred while retrieving the data of one user account. This occurred in scenarios where a user used the laptop, his/her account is deleted and another new user logs in.

#### *Reset Wizard*

- If the Reset Wizard switches to the offline mode it adjusts the title of the dialog.
- Fixed the custom error handling issue on the 'specify user' page in the reset wizard.
- Corrected the behaviour of the password complexity rules of fine-grained password policies in Windows 2008.

#### *Admin Console*

- Added export button for HTML e-mail templates (notification & authentication).
- Fixed the behaviour that 'Last Enrollments' and 'Last Resets' columns on the dashboard could contained more than 10 users or users who never reset their password. This issue only applies to installations using an MS Access database.

#### *Offline Logon GPO*

- Fixed the language settings in the GPO, they were linked to the wrong registry path.
- Fixed the French and German language ADM files now contains a translation of the forgot my password button.

### **Helpdesk Caller ID Authentication Web Interface**

- Fixed the issue that label "Answer" was not translated if the web interface was configured for another language.
- Fixed the issue that username on the page `GetDataAuthenticateUser.asp` contained the search parameter of the `specifyuser.asp` form and not the username.
- Fixed the authenticate functionality.
- Added an option in the config file to disable autocomplete for all the input fields of the web interface.
- By default the web interface assumes the answers are maximal 15 characters (configurable), now the web interface dynamically increases the maximum answer length, if necessary, and pad it with a random

number. This fixes the issue that helpdesk users were sometimes confronted with an 'out of range' error.

### **Web interface**

- Added client language detection.
- Fixed layout issues for IE6 and IE7.
- Fixed multilingual PCM issue.
- Added an option in the config file to disable auto-complete for all the input fields of the web interface.
- Fixed incorrect error message when the user tries to reset the password using only advanced authentication (no challenge questions).
- Added the send test SMS/Email option to the web interface.

### **Enrollment wizard**

- Fixed the button translation in the "Unenroll confirm"-dialog.
- Fixed the issue that the mobile phone number was not displayed for users that are enrolling for the first time, but where the phone number was stored in the AD.

### **GINA**

- Fixed the compatibility issue with PCM and the SSRPM Offline credential provider.
- If the SSRPM GINA fails to load the next GINA in the chain, it will try to load the MS GINA and display an error in the GINA dialog. This behavior can be disabled using the GPO.

### **Service**

- Improved the application of the prefix used by SMS authentication. The service will only apply the prefix if the phone number starts with a 0 followed by a number in the range of 1-9 and it will remove the leading 0 before adding the prefix.
- Fixed the issue that report component for unenrolled user only displayed results for specified OU's if those OU's where an exact match for OU's that where assigned to a profile.
- Changed the licensing reporting component to display the number of enrolled users if it concerns an "enrolled domain/ou" license and the number of AD users if it concerns a "domain/ou" license.

## VERSION 6.54 BUILD 1086, APRIL 13, 2012

### *New features*

#### *General*

- Multi lingual support for PCM rules

#### *Fixes*

##### *Helpdesk Caller ID authentication Web Interface*

- Corrected the search functionality for SSRPM installations using an MS Access database.

##### *Admin Console*

- Corrected some spelling errors.

##### *Corrected some spelling errors.*

- Corrected the client side validation related to the check whether or not answer is part of the question.

##### *Reset Wizard*

- Fixed issues with occurred when switching to a user that did not have any authentication method, such as questions, SMS or email.

##### *Credential Provider*

- Fixed the problems with RDP and pass-through authentication. In previous versions of SSRPM the user needed to enter their credentials twice in certain configurations. For example: if they connect, using Remote Desktop, from Windows 7 to another machine with Windows 7 (where the SSRPM Client Software was installed). If the SSRPM Credential Provider was not installed the user only needed to enter the credentials once.

## VERSION 6.52 BUILD 1084, MARCH 6, 2012

### *New features*

#### *General*

- SSRPM can send a reset confirmation by e-mail to the end user, if the mail address is present in the Active Directory.
- The notification and advanced authentication email message templates support a few more variables, such as %ACCOUNTNAME% and %RESETTIME%.

#### *Client Software Installer*

- The client software installer can be deployed by a single MSI package, which detects whether or not it should install the 32 bit or 64 bit components.

#### *Credential provider*

- It is now possible to configure the SSRPM credential provider to wrap another credential provider using a GPO setting.
- Included ADM files to configure the logo and language settings for the Offline Logon credential provider
- Added language files for the offline logon extension software (English, Dutch, French and German).

#### *Helpdesk Caller Identification web interface*

- Improve the interface to make it more user friendly.

**Important note:** If you are using the Web Interface, you will need a new license with the COM Object module. Without the new license the web interface will not work properly.

### *Fixes*

#### *Client software installer*

- Fixed the installation issues on Windows 7 via GPO.

#### *Website*

- Fixed an Internet Explorer 9 compatibility issue.

#### *Wizards*

- If user started the client software and the SSRPM service was unreachable, it looked like the wizard did not start. The problem was that the application first tried to communicate with the SSRPM service, before displaying the user interface. In this version that issue is fixed.
- Fixed a potential problem with the offline logon, the data file grew in specific configurations.

#### *GINA*

- Added a check to prevent the GINA from loading itself again.

#### *Service*

- Fixed the license errors that occurred when the enrollment wizard tried to get the offline logon data.

## VERSION 6.47 BUILD 1079, DECEMBER 2, 2011

### *New features*

#### *General*

- Changed the license model. Certain functionality of SSRPM is now requires a license with a specific module. Currently SSRPM distinguished 4 modules:
  - Base
  - Advanced Authentication for SMS and E-mail authentication
  - COM Object for using the COM object (i.e. the Web interface)
  - Helpdesk Authentication for using reversible encryption and the Helpdesk Authentication web interface.
  - Offline logon for using the offline logon functionality
- Offline logon functionality. Especially for this functionality SSRPM includes an MSI package with a separate Credential Provider and GINA.

**Important note:** If you are using the Web Interface, you will need a new license with the COM Object module. Without the new license the web interface will not work properly.

#### *Reset Client*

- Password Complexity Manager (PCM) integration. The reset client is now able to show password complexity rules defined by PCM as well as check if the new password meets the requirements defined by that policy.

#### *Service*

- Reversible encryption, it is now possible to configure SSRPM to encrypt the answers instead of creating a hash. The advantage of using reversible encryption is that it is possible to use the Helpdesk Authentication web interface.

#### *Helpdesk Caller Identification web interface*

- This web interface is intended for helping the helpdesk authenticate users, without the user telling the helpdesk their complete answers to the questions. The helpdesk enters the user name and asks the user to specify specific characters from the answers his/her questions. The service randomly selects which characters are required. For example: Enter the 2nd and 5th character to the question: "In which city was your first job?". The helpdesk caller identification web interface only confirms if the user answered correctly or not. It requires the answers to be stored using clear text or reversible encryption and a license with the module "Helpdesk authentication".

#### *Enrollment wizard*

- Added an extra settings to the sms/e-mail authentication configuration. It is possible to allow user to enroll without having to enter a phone

number or e-mail address. And it possible to temporarily disable the resend button after clicking on it.

#### *Admin console*

- The dashboard has a new style.
- It is now possible to configure SSRPM to require advanced authentication only in specific situations, such as when the user is using:
  - The reset client
  - The web interface
  - The reset client during an offline logon procedure

#### *Website*

- New styling
- The website requires a license with the module "COM Object".
- Password Complexity Manager (PCM) integration. The web interface is now able to show password complexity rules defined by PCM.

#### *Credential Provider*

- The credential provider shows the Tools4ever logo in the tile.

#### *Documentation*

- The GPO Distribution Guide and the Web Interface Guide now include explanations for Windows Server 2008.

## **Fixes**

#### *Admin console*

- In the previous version it was not possible to check the option 'Select new random questions if one or more answers are incorrect' in the dialog 'SSRPM - Configure Random Questions'. This bug has been fixed.

#### *Website*

- The website uses the same enrollment options as the client concerning advanced authentication (SMS and e-mail).
- The website selects new random questions if the option 'Select new random questions if one or more answers are incorrect' is active.

## VERSION 6.41 BUILD 1073, JUNE 24, 2011

### *New features:*

#### *General*

- SMS Authentication: If enabled requires the users to provide an mobile phone number during enrollment to which the SSRPM will send an SMS containing a PIN code, which the user needs to enter during reset.
- Added an extra setting to the e-mail authentication configuration. It is now possible to configure e-mail authentication to allow users, whose e-mail addresses are unknown to SSRPM, to reset their passwords using their current enrollment data. This situation can occur on existing installations, where the users did not re-enroll yet and the e-mail addresses are not stored in the configured data source.
- Updated the challenge questions. If you have an existing installations you can get the new questions by adding the default SSRPM configuration to the database.

#### *Website*

- The SSRPM website is now available in the following languages: English, Dutch, French, Portuguese, German, Spanish, Italian, Polish, Czech and Russian.

### *Fixes:*

#### *Credential Provider*

- The Credential provider will use the default path to the locale file if none is specified in the GPO

#### *GINA*

- The GINA will use the default path to the locale file if none is specified in the GPO

## VERSION 6.36 BUILD 1068, APRIL 29, 2011

### *New features*

#### *Clients*

- It is now possible to select method that SSRPM uses to determine the language of the user using the GPO setting "SSRPM Determine Default Language Method".

#### *Website*

- Added the French language file for the website.

### *Fixes*

#### *Service*

- Fixed problems with the service installation on Windows 2008.
- Fixed the problems with the e-mail functionality on Windows 2008

#### *Admin Console*

- Fixed the installation error "%1 Is Not a Valid Win32 Application"

#### *Credential Provider*

- Fixed the issue that the credential provider was not enabled by default if it was installed manually and not by GPO.

#### *Website*

- Fixed the unenrollment action
- Updated the dutch language file

## VERSION 6.34 BUILD 1066, FEBRUARI 18, 2011

### *New features*

#### *General*

- Email authentication: If enabled requires the users to provide an email address during enrollment to which the service will send an email containing a PIN code, which the user needs to enter during reset.  
\*Be aware that if you enable this feature on an existing installation, already enrolled users won't be able to reset their passwords. Unless their email addresses are stored in the specified datasource, which could be the SSRPM database or the Active Directory.

#### *Admin Console*

- Custom error handling: Allows the administrator to customize specific error message for the clients.

### *Fixes*

#### *Service*

- Fixed the character conversion used by the e-mail protocol. If the service tried to mail a report, containing a character that could not be converted, it would send an empty e-mail.
- Fixed the issues that arose when the hashing method was changed in an active installation.

#### *Admin Console*

- In the Reporting Menu there were 2 'delete report' options and 'add report' was missing.
- It is now possible to import reports on Windows 2008, even if the reports are not in the same directory as the executable.

#### *Reset Wizard*

- Added Dutch translations for the 'Successful Unlock' dialog.

## VERSION 6.29 BUILD 1061, JULY 16, 2010

### *Clients*

- Added Russian to the available languages.

### *Website*

- The website now includes language files for English, Portuguese(Brazilian) and Dutch.

### *Service*

- It is now possible to disable reporting per service.

### *Several fixes:*

#### *Admin Console*

- Fixed the January date bug, which caused the Admin Console to incorrectly display all dates in January.
- Fixed the Sunday date bug, which cause the Admin Console to display the weekday as Sunday in certain dialogs.
- The profile name is no longer changed if the administrator cancels editing the profile.

### **Credential provider**

- It will shows the last logged on user at log on, instead of the "Select a user" screen.

#### *Website*

- Canceling the un-enroll action no longer results in the unenrollment of the user.

## VERSION 6.27 BUILD 1059, DECEMBER 18, 2009

### *Service*

- The service will now support both the "Domain / OU" and the "Enrolled Domain / OU" licenses.

### *Reset Wizard*

- It is possible to use the GPO to specify a default domain which the SSRPM Reset Wizard should select if available.

### *Several fixes:*

#### *Service*

- The service will now perform a user count during every license check for the new license type. In the previous version this was only done once a week.

#### *Reset wizard*

- Fixed for the issue with the 'Forgot my password' link for Windows 7 x64. The 64 bit version registered the Credential provider incorrectly.

## VERSION 6.24 BUILD 1056, NOVEMBER 6, 2009

### *Service*

- Improved compatibility with Password Synchronization Manager (PSM).
- Improved security, the IP-address which is stored in the log files is now obtained from the RPC.
- Improved security by added logging when reset data is retrieved.
- New license key model:
  - Old licenses will be need to be replaced. To make it more user friendly the service will remain operational during a grace period of 30 days.
  - The new license will be based on the number of enrolled users, instead of the number of users in the Active directory.
  - The new license temporarily allows for the user limit to be exceeded, during which time it can be configured to send warning e-mails. The customer will have a grace period of 30 days to reduce the number of enrolled users or request a new license, during which time the service will remain fully functional.

### *Admin console*

- Added more support for UMRA actions, on unlock, un-enroll, block and unblock events.
- Added a warning dialog to warn an administrator, if one or more licenses requires support and prepare an e-mail to request the required support.
- Added a new report component for the Get Reset Data action.
- Added a log immediately option.

### *Web site*

- Added an check to see if a user is enrolled and the option to un-enroll.
- Improved the security of the web site by adding changes to prevent cross-site scripting.

### *Enrollment and Reset wizards*

- Changed error messages for errors 11001 and 11004.

### *Several fixes*

#### *General*

- The 64-bit client software installer will now create the correct registry settings.
- The service installer will now properly install the client software.
- Fixed tab order of the Registry Update Client.
- Fixed the issue of case-sensitive answer checking for already enrolled users.

#### *Admin console*

- Added a warning dialog should an administrator rename a profile.
- Added extra validation checks when configuring a customized date format.

- Updated the help with an improved explanation of the date format.
- Added an extra check to validate dates from the database to prevent the Admin console from crashing.

#### *Reset wizard*

- Added a warning dialog in the client when a profile is unknown.
- Fixed unauthorized action error which occurred in the Reset Client when the service name was not stored in the registry.
- Moved the default focus from the specify-user link to the first edit box in the questions dialog.

#### *Enrollment wizard*

- Added date format validation, if a custom date format is illegal, it will be ignored.

## VERSION 6.17 BUILD 1049, JULY 15, 2009

### ***Reset wizard***

- All icon have a tool tip.
- All controls, text and images are accessible by using the tab-key, if the GPO setting 'TabAllControls' is set to '1'.

### ***Enrollment wizard***

- The date in the re-enroll warning be formatted by using a date format specified in the registry. This format should be pushed using the GPO.
- All icon have a tool tip.
- All controls, text and images are accessible by using the tab-key, if the GPO setting 'TabAllControls' is set to '1'.

### ***Gina***

- All controls and text are accessible by using the tab-key, if the GPO setting 'TabAllControls' is set to '1'.

### ***Admin Console***

- Add dialog to specify a custom date format for the Admin Console.
- Dates are displayed using the date format, if specified.

### ***several fixes***

#### *Service*

- Fixed a potential bug in the SHA encryption mechanism.
- The Base64 encoder could cause the SSRPM Service to crash.

## VERSION 6.15 BUILD 1047, APRIL 21, 2009

As of now SHA256 is the default hashing method in SSRPM. All answers hashed with SHA-256 are also salted. Please note that SHA-256 is only available on Windows 2003 or higher.

### *Profiles*

- Most options in the profile can now be changed without having to re-enroll the users.
- An option has been added to limit the amount of resets a user can perform in a specified time frame.

### *Service*

- SSRPM uses MD5 to hash the user answers by default. As of this version, SSRPM can also use SHA256 (only available on Windows 2003 or higher).

### *Reporting*

- A report component has been added to report on unlock account events.

### *Several fixes*

#### *General*

- Added a retry mechanism to the client connection manager.
- Some variables were compared case sensitive.
- If user name could not be found, SSRPM could crash. It could also cause an 'Invalid parameter was passed' error message in the Admin Console.
- The SSRPM GINA now checks if it actually is starting the SSRPM Reset Wizard.

#### *Admin Console*

- When an enrolled user was selected, part of the text remained black. This made it difficult to read the line.
- It could take a very long time to get the enrolled users from the SSRPM service.
- The not enrolled user count was not correctly updated.

#### *Service*

- The Base64 encoder could cause the SSRPM Service to crash.

#### *Reset Wizard*

- Windows 2008 password complexity rules were not displayed correctly.

#### *COM Object*

- If the COM Object was unable to connect to the SSRPM Service, it was possible that it would crash.

## VERSION 6.06 BUILD 1041, AUGUST 8, 2008

### ***Com Object***

- The SSRPM COM Object is now available in 64bit.

### ***Documentation***

- The web interface has been updated with a topic on how to install the SSRPM Web Interface in a DMZ environment.
- A backup guide has been added. This guide explains how to backup and restore the SSRPM configuration and user data.

### ***Enrollment Wizard***

- It is now possible to force the enrollment wizard to stay within the desktop. Users will not be able to move the wizard outside their desktop.

### ***Several fixes***

#### *Admin Console*

- If notify on account unlock is checked and a possible invalid email address has been entered, a warning may be displayed that the parameter is incorrect.

#### *Service*

- Some users were unable to connect to the SSRPM Service when starting the reset wizard from the Windows Logon Screen. Because of this a different method of registering the RPC interface was implemented. To enable this feature, a value in the registry called 'RpcServerRegisterIfEx' had to be set to one. As of this release, the default value of this setting is one.
- Fixed a potential crash bug in the database engine.
- Fixed a memory leak in the HTML CSS handling.

#### *Reset Wizard*

- The forced unenrollment time was displayed incorrectly when a warning was displayed that the user had to reenroll.
- The help button has been removed from the reset wizard because of potential security issues.

## VERSION 6.04 BUILD 1039, APRIL 4, 2008

### *Service*

- Several advanced configuration options have been added to SSRPM. A complete description of the advanced options can be found in the implementation guide.

### *Several fixes*

#### *Admin Console*

- While editing a profile it was possible to configure the profile in such a way that the user had to answer more random questions than the total number of answered questions.

#### *Service*

- If certain characters were present in the account name or OU, the password reset could fail.

## VERSION 6.02 BUILD 1037, JANUARY 31, 2008

### *Several fixes*

#### *Admin Console*

- In specific situations a connection to the SSRPM Service could not be restored after an upgrade. The Admin Console will now retry to connect to the SSRPM Service several times.
- If the user deselected the option to create the database during the SSRPM Service Setup Wizard, a warning was shown to the user. This messages prevented the user from continuing with the wizard.
- If the service settings are updated and the new configuration is incorrect, the configuration is not stored.
- The profile option to generate new random questions each time a question was answered incorrectly, was not working properly.
- The advanced random question options in the profiles were not saved correctly.

#### *Service*

- If a corrupt license code was entered, the SSRPM Service could crash.
- A database could not be created or upgraded with MSSQL 2000.
- Rows that were exported to CSV during report generation were not enclosed in double quotes.

#### *Reset Wizard*

- If a profile was configured to unlock an account only and the user name was changed during the password reset sequence, the user would still be presented with a finish button. Clicking on the finish button did not finish or advance the wizard.
- If a user was blocked, he could still run the reset wizard and try to answer the questions after which he would be presented with the 'user blocked' message.

## VERSION 6.00 BUILD 1035, DECEMBER 21, 2007

### ***Failover/Redundancy support***

- Together with MS SQL Server SSRPM can be configured to automatically fail over to another SSRPM Service whenever a problem occurs.

### ***Unlock Account***

- Users can now choose to only unlock their account.

### ***Mandatory Questions***

- Administrator Defined Questions can now be marked 'mandatory'. These types of questions must be answered by the user during enrollment.

### ***Random Questions***

- Profiles can now be configured to use random questions. During enrollment the user must answer several questions; during password reset, the user must answer a random subset of these questions.

### ***GINA***

- The GINA controls can now be positioned relative to the 'OK' button. This solves compatibility issues with several other GINA's.
- The SSRPM GINA automatically detects the presence of the Entrust Entelligence GINA and loads in such a way that no compatibility issues will occur.
- An option has been added to load a specific GINA after the SSRPM GINA has loaded.

### ***Advanced configuration***

- A registry option has been added to allow domain admins to enroll.
- A registry option has been added to force SSRPM to use specific domain controllers.
- A registry option has been added to register the RPC interface differently. This solves 'error 5' problems when running the SSRPM Reset Wizard from the logon screen.

### ***Profiles***

- An option to disable the unlocking of an account during password reset has been added.
- An option to disable password reset has been added. (So that the user can only unlock his account)
- An option to specify the minimum question length has been added.
- An option to specify the minimum answer length has been added.

### ***Reporting***

- A new report component has been added to log information regarding SSRPM licensing.
- Reports can now be exported to CSV files.

### ***Other***

- Database connection speed has been improved.
- Questions are now globally stored and shared amongst profiles. Editing the question in a profile, will also edit the question in all other profiles.
- Several additional custom messages have been added to the SSRPM User Client Software to clarify why access to the SSRPM service is denied.

## Several fixes

### Admin Console

- On Windows 2000 the Admin Console would not start. The error generated was: "TzSpecificLocalTimeToSystemTime could not be located in the dynamic link library KERNEL32.dll".
- A memory leak could occur when viewing log message details.
- If the service was upgraded whenever the user was asked to upgrade the service, a log of events (and possibly errors) was not displayed.
- If a license was added, it would often be displayed as 'not initialized'. This behaviour has changed: the new license is immediately checked.
- In some cases the browse user dialog would fail to return a correct name.

### Enrollment Wizard

- The default enrollment check interval was set to an extremely long time.
- The enrollment check interval could not be set to 0 (which means: 'check always')

### Service

- Canonical names longer than 255 characters were not supported.
- Adding dates to the database could fail because of time format differences.

## VERSION 5.00 BUILD 1028, AUGUST 31, 2007

### **Reporting**

- Every event in SSRPM is now logged to the SSRPM database. (Enrollment, unenrollment, Password Reset, Account Block) Reports can be generated and sent by email on scheduled intervals. SSRPM is shipped with several default reports. These default reports can be customized and new reports can be created.

### **Web Interface**

- The Web Interface Example has been updated. All of the SSRPM Profile options are now enforced by the web interface itself.

### **Email**

- Keywords can now be used in email addresses.

### **COM Object**

- Password complexity rules can now be retrieved for a specified domain if the profile permits it.

### **Logging**

- The SSRPM Service now writes it's log information to several different log files.

### **Several fixes**

#### *General*

- Incorrect Login name format fixed. Users can now properly use different syntaxes when specifying their account names.
- The %FAILEDRESETCOUNT% keyword was never resolved in emails.

#### *Web Interface*

- If the input was not checked (in for instance the web interface) the user could enroll using the same question multiple times. This was not possible in the Enrollment Wizard.
- A user could enroll with answers shorter than the minimum answer length.

#### *VBScript Example*

- A variable was not declared, which caused an error.

## VERSION 4.12 BUILD 1024, AUGUST 10, 2007

### ***Move Users***

- Users that are moved from one organizational unit to the other are no longer unenrolled. After they have moved to the new OU, they will still be able to reset their password.

### ***Several fixes***

#### *Credential Provider*

- When the 'reset password at next logon' flag was set for a user, the user would be unable to reset their password at the logon screen.

#### *Web Interface*

- When a user tried to reset his password while answering one or more questions incorrect, he would be notified that his password was reset. In reality the password was not reset because the SSRPM service rejected the incorrect answers.

#### *Enrollment Management*

- A query to the SSRPM database could fail. Because of this it was possible that users would not be automatically unenrolled. This has been fixed.

## VERSION 4.04 BUILD 1020, APRIL 30, 2007

### **Database**

- Support for Microsoft SQL 2000 and 2005 (all versions) has been added. The SSRPM Service can now store all user information in a Microsoft SQL database.

### **Automatic unenrollment**

- Users that have been deleted from the active directory will be automatically unenrolled from the SSRPM Service. All information regarding this user will be deleted from the SSRPM database.

### **Several fixes**

#### *General*

- When the Enrollment Wizard or the Reset Wizard failed to connect they would display a 'connect to server' dialog even though messages were disabled through the 'EnrollmentWizardDisableMessages' in the GPO.
- In version 4.00 build 1016 the password reset would fail if the SSRPM service was not installed on a domain controller

#### *Admin Console*

- The SSRPM Service upgrade failed sometimes because of unexplained RPC errors.

#### *Service*

- The log was filled with (non critical) errors regarding name translation. These errors have been given a different log level which can be turned on or off in the logging tab of the Service Configuration dialog.
- The service sometimes crashed right after an enrollment or password reset if the UMRA connector was enabled. This issue has been fixed.

#### *Reset Wizard*

- If a user name was not entered in the edit box in the GINA an error was generated in the Admin Console.
- The WelcomeTitle entry in the LocaleResetWizard.txt file was not used, instead the WelcomeHeader was used.

#### *GINA*

- Custom locale files located on the network were not being loaded properly.

#### *UMRA Connector*

- The SSRPM service would rarely crash when trying to load the UMRA COM object.

## VERSION 4.00 BUILD 1016, FEBRUARY 9, 2007

### *Vista*

- Enhancements to completely support Microsoft Windows Vista. The logon screen of Windows Vista can now be changed so that it features a 'Forgot my Password' link which provides the 'Forgot My Password' button functionality.

### *Multiplatform*

- Connection with Tools4ever's product UMRA - Identity and Access Management software for integration with other platforms, systems, databases and applications.

### *Security*

- New features to be able to configure the user re-enrollment and unenrollment:
  - Users can now be warned to re-enroll after a specified interval.
  - User can now be automatically unenrolled after a specified interval.
- New option to force a minimum answer length.
- Support for additional password policy enforcement capabilities: 'Password History' and 'Minimum Password Age'.
- Enhanced e-mail notification in which case specific e-mail addresses can be specified per e-mail notification type.
- Additional logging: The source computer name and IP address is logged when a user enrolls or resets his password.
- New feature to be able to deny users from enrolling into SSRPM. Due to security risks, users with Administrative Privileges are never allowed to enroll into SSRPM.

### *User Interface*

- COM interface to support full end-user web functionality, so that users can enroll and reset their passwords via a web browser.
- New option which allows to enable an answer confirmation box in the SSRPM Enrollment Wizard.

### *Auditing*

- Extra user information is shown within the blocked users overview ('block time', 'block count', 'unblock time' and 'block duration').

### *Other*

- Extra SSRPM Keywords have been added.
- A different locale file can be specified for the SSRPM GINA.

### *Several fixes*

#### *General*

- When searching for users, only the account name was returned. Now the domain name is included as well.

- When browsing for users, groups or computers the new selection overwrote the current selection. The new selection will now be added to the current selection.

#### *SSRPM Admin Console*

- When OU's were moved between profiles in the Manage Profile Dialog, the SSRPM Admin Console could crash.

#### *SSRPM Service*

- If a canonical name cannot be translated to an LDAP name, SSRPM would try to convert the name itself. This would result in a failure if the canonical name was not just a domain, but also contained an OU.

#### *SSRPM GINA*

- Several possible GINA chaining issues have been fixed.

## VERSION 3.22 BUILD 1010, DECEMBER 8, 2006

### *Several fixes*

#### *SSRPM Enrollment Wizard*

- The GPO 'Check Enrollment Interval' setting was not working. Because of this the Enrollment check was executed once per week.
- The GPO 'Check Enrollment Interval' setting was specified in seconds. The GPO 'Check Enrollment Interval' setting is now specified in hours.
- The date at which the enrollment is checked, was updated every time the Enrollment Wizard successfully connected to the SSRPM Service.

#### *SSRPM Reset Wizard*

- The SSRPM Reset Wizard was not translated, when the Portuguese languages was used.

#### *SSRPM GINA*

- The GINA (the 'Forgot my password...' button) was not translated to other languages.

#### *SSRPM User Client Software Installer*

- If the SSRPM User Client Software was installed together with the SSRPM Admin Console. The Windows Installer would try (and fail) to reboot the computer. Automatic rebooting has been disabled.

## VERSION 3.21 BUILD 1008, NOVEMBER 24, 2006

- Multilingual support for the user interface in the SSRPM Enrollment Wizard, SSRPM Reset Wizard, SSRPM GINA and administrator defined questions. SSRPM is shipped with default questions in the following languages: English, French, German, Italian, Spanish, Polish, Portuguese and Dutch.
- Support for x64 Edition-based Windows
- Display details of blocked users

### *Several fixes*

#### *SSRPM Admin Console*

- Creating or editing a profile: If a user enters a number of questions that must be answered that is higher than the amount of available questions, the user is warned. The user was however not able to change the number anymore.
- Creating or editing a profile: A user was able to enter 0 admin and 0 user defined questions. This is not allowed.
- Service Configuration: The security tab displayed a different icon than the page itself.
- Service Installation Wizard, Installation Options: When the service is not running, a version and build number of 0.00 and 0000 were displayed. This has been changed to 'unavailable'.
- Error dialog: There was not enough space in the dialog for some of the error messages.

#### *SSRPM Service*

- When a user from a child domain or a trusted domain tries to connect to the service it receives an error due to a failure in the name translation. The log displays an error 'Failed to initialize name translation'.
- Profile Management: If a user disabled Account Blocking in the profile configuration, users were still blocked when answering too many questions incorrectly.
- License: If a Domain/OU license was used, the users were counted every time.
- Database: Special characters like ' were not handled correctly. This would result in failure to enroll users with names containing these characters.

#### *SSRPM Enrollment Wizard*

- Define Question page: When Windows XP themes are enabled the answer edit box displayed '\*' characters in stead of bullets.

#### *SSRPM Reset Wizard*

- Specify user page/dialog: When only one domain is found it should be selected.
- Reset password page: If the password complexity rules had been disabled and the minimum password length was smaller than 6, the SSRPM Reset

Wizard always warned that the password must be longer than 0 characters.

#### *SSRPM GINA*

- The SSRPM Reset Wizard always started when a user presses a key on the keyboard and the 'select domain' combobox was active. This only happened at the logon screen, not at the 'locked computer' screen.
- If for some reason the SSRPM Reset Wizard location could not be read from the registry, the SSRPMGINA.DLL could crash.

#### *SSRPM Installer*

- The shortcut for the SSRPM help was targeted at the SSRPM Admin Console instead of the help.
- When a Windows installer version of 2 or lower was used, the SSRPM installer appeared to hang during installation/modification or removal. This was due to the fact that the Windows Installer displayed a hidden message box.

#### *SSRPM User Client Software Installer*

- If for some reason the 'SSRPMGina.dll' file could not be copied to the system32 folder of a computer, the registry would still be updated. This could result in a failure to load the logon screen when booting a computer.

## VERSION 3.20 BUILD 1006, OCTOBER 12, 2006

### *First release*

#### *Website*

- The website now includes language files for English, Portuguese(Brazilian) and Dutch.

#### *Service*

- It is now possible to disable reporting per service.

### *Several fixes*

#### *Admin Console*

- Fixed the January date bug, which caused the Admin Console to incorrectly display all dates in January.
- Fixed the Sunday date bug, which cause the Admin Console to display the weekday as Sunday in certain dialogs.
- The profile name is no longer changed if the administrator cancels editing the profile.

#### *Credential provider*

- It will shows the last logged on user at log on, instead of the "Select a user" screen.

#### *Website*

- Canceling the un-enroll action no longer results in the unenrollment of the user.



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