CA GovernanceMinder

Release Notes

12.6.1

CA Technologies Product References

- This document references the following CA Technologies products:

- CA GovernanceMinder

- CA IdentityMinder

- CA SiteMinder

- CA User Activity Reporting

- CA SDM

- CA IAM Connector Server

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Contact CA Support

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- Online and telephone contact information for technical assistance and customer services

- Information about user communities and forums

- Product and documentation downloads

- CA Support policies and guidelines

- Other helpful resources appropriate for your product

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Contents

Chapter 1: Welcome

Welcome to CA GovernanceMinder 12.6.1. This guide describes new enhancements, changes to existing features, operating system support, system requirements, documentation information, installation and general considerations, published solutions, and known issues for the product.

Chapter 2: New and Changed Features

This section contains the following topics:

New Supported Platforms

CA GovernanceMinder now supports the following additional platforms, applications, and connectors:

- JBoss EAP 6.1.0 with Java 1.7

- Microsoft Windows 2012 Server

- Microsoft Windows 8 for Client Tools

- Microsoft SQL Server 2012

For a complete list of supported platforms, see the Platform Support Matrix available at CA Technologies Support Online.

New Certifications

CA GovernanceMinder now supports the following additional platforms, applications, and connectors:

- Mozilla Firefox 15 and above

- JBoss EAP 6.1.0

- Runtime Java 7 with JBoss EAP 6.1.0

- Microsoft Windows 2012 Server

- Microsoft Windows 8 for client environment

- Microsoft SQL Server 2012

- Microsoft Internet Explorer 8 and 9 standard mode

For a complete list of supported platforms, see the Platform Support Matrix available at CA Technologies Support Online.

Approver Logic Added to Certifications

The Reassign and Consult features can be disabled in certification screens by editing the system properties. Administrators can also monitor the reassignment of certification tasks and enable "CC" e-mails for reassigned certifications.

Entity Browser Enhancements

The Entity Browser is redesigned to comply with the CA GovernanceMinder UI style and also includes the following new navigation features:

- Users can drill down on related entities without opening new pop-ups.

- Users can navigate and open dialogs within related entities using the Back and Next buttons.

Side by Side View of Certifications

Managers can navigate and select items from both sides of the certification management screen using the keyboard arrow keys or mouse. This includes the following views:

- **Resource Certification:** keyboard navigation is enabled between the Role and Resource sides of the Certification Management screen.

- **User Certification:** keyboard navigation is enabled between the User and Resource sides of the Certification Management screen.

Select All Enabled When Running Certifications

The Select All feature is available when certifications requiring comments are listed. Certifications that do not require a comment or include the required comment are checked when the user chooses Select All. A certification can require a comment even when a previous comment for the certification is present. When a user tries to approve items without required comments a reminder message appears.

Disable Reassign in Certifications and Mail Notifications

You can disable the Reassign and Consult options on the certification screens using the system properties settings. Administrators can monitor the reassignment of certification tasks and add a "CC" to reassignment e-mails by configuring the system properties.

Information Bubble Properties and Enhancements

Several style and position display issues in the information bubbles are fixed. You can navigate the Entity Browser for a complete view of certification Items.

The following system properties have been added for information bubbles:

tooltip.balloons.mouse.enabled

Specifies that when you focus on an object using the mouse or another input device, an information bubble automatically appears.

Default: True

tooltip.balloons.onfocus.show.enabled

Specifies that when you focus on an object using the keyboard as a primary input device, an information bubble automatically appears.

Default: True

tooltip.balloons.onfocus.show.delay

Specifies the time delay for keyboard focus. The unit of measure is in milliseconds.

Default: 3000

tooltip.balloons.onfocus.triggerKey

Specifies to assign a keyboard trigger key for the keyboard information bubble.

Chapter 3: Fixed Issues

The following table lists the fixed issues in CA GovernanceMinder 12.6.1.

STAR Issue Number	Description
21010536-1	Importing Active Directory Entitlements now includes all users.
21044853-1	Connection to database server during installation works.
21060906-01	Duplicate resources no longer inserted during Import.
21067930	The Compare Configuration function in the Data Management tool is fixed.
21072268-1	Reports database now extracts reassign comments.
21099799-01	AD connector works when nested groups as roles are set.
21104262-01	Connect to Oracle RAC without errors in log.
21105584-01	Support tool output displays obfuscated passwords.
21140798-01	BPR management AND condition support added.
21146759-01	Null Pointer Exception when trying to save partial configuration.
21140546-1	Request Changes to a Role Definition description field encodes and displays special characters correctly.
21154564-1	Using new privilege account connector error.
21177376-01	Client tools presentation preferences saved in General Settings.
21181287-1	One user is appearing twice in the list of recommendations when reassigning entitlements, when that user is the logged in user's manager.
21186666-01	Removed link to resource does not show res 1-3 field data in some screen.
21188729-02	Hover the mouse over campaign Roles and Resources to display both the attribute name and value.
21190120-1	Imported campaigns and tasks of disabled users can be completed.
21186666-01	Res fields 1-3 display on all screens even when resources linked to the role are deleted.

21181287-1	User no longer appears twice in the recommendations list when logged in as manager and reassigning entitlements.
21196873-01	Policy verification report "Rule name" label corrected.
21204255-01 21179074-01	Correct character set displays when importing LDIF files in Base64 format.
21209927-1	RFI: Parallel Approvers on Rejection of a user-resource.
21209151-01	Support tool zip file output encrypts passwords.
21215920-01	Database error during product upgrade.
21224731-1	Certification completion report exports to spreadsheet format and includes approved / rejected information.
21229962-01	Property setting portalExternalLink.inboxUrl updates displayed correctly in campaign e-mails.
21220205-1	Detailed information in displays in certification bubbles.
21234692-02	Import of offline endpoints is successful when all other endpoints are online.
21253370-02	Can now enable/disable reassign in certification screen..
21140546-1	Special characters display as ???
21154564-1	Privileged account import connector produce SQL error.
21253628-1	Documentation available for data entity relations between ETL objects and data in the eurekify_sdb. Custom reports have annotated samples.
21254315-01	Log in information is excluded from Eurekify log file.
21258145-01	PDI connector accepts all parameters in the portal connector screen.
21271508-1	Queries work correctly in the Find Person dialog.
21272443-1	User and approver view of a certification are independent of each other.
21278731-2	Job rescheduling issue resolved.
21311331-02	Email notification for reassigned work items resolved.
21328831-01	Tool tip bubble displays complete audit warning.
21330420-01	'-' character accepted in email address for escalation emails.
21331852-01	Error in "Manage ETL Process: "You have more than 35 custom fields from type param.account.custom.field. Any field above 35 will be ignored.

21333335-1	Using Web Services to Approve or Reject tickets issue resolved.
21339281-01	Pre-approved violations no longer require comments when set to grayed out and the campaign requires comments on violations.
21333335-1	RFI: Using Web Services to Approve / Reject tickets.
21340391-1	Escalation email Java error issue fixed.

21341303-1	Template generated when Finish clicked.
21341468-1	NETS certification for specific roles issue fixed.
21358045-01	Description of approved violation rule from campaign and BPR Management are the same.
21340391-1	Escalation email unhandled exception error issue resolved.
21360464-01	The accounts tab in the user details in entity browser now includes does the filter and attributes buttons.
21362586-1	Import enrichment duplicate fields issue resolved.
21370622-01	Pre-approved violations are now listed as violations.
21374243	Email escalation with address in square brackets issue resolved.
21374758-01	Recertification campaign "Only certify items with warnings" checkbox issue resolved.
21380625-01	No Oracle error produced when running the Policy Violation Report privilege.
21384747-01	Special characters in user names display correctly.
21399889-1	Exception error during import when two connectors in the same Universe are used.
21416427-01	The dashboard updates the name bubble when pages change.
21010536-1	"Invalid Object Property" error when specifying a provisionable flag in a query.

Chapter 4: Install and Upgrade Considerations

This section contains the following topics:

JBoss EAP 6 Installation Script

If you want to deploy the product on a standalone JBoss Enterprise Application Platform 6 server, an installation script is provided. The JBoss EAP 6 installation script can be found in the following location in the core ZIP file:

`CA-RCM-12.6.X-Core.zip\CA-RCM-12.6.X-Core\Utils&Conf\Jboss6EAP`

View the readme file included with the script for instructions.

Prevent Deadlocks After Upgrading a Microsoft SQL Environment

When upgrading from CA GovernanceMinder 12.5 SP7 or an earlier release and using a Microsoft SQL database, if you make many updates at once, deadlock exceptions can occur. To improve performance while making many updates, run the following query on the SQL database while the CA GovernanceMinder server is down:

```
ALTER DATABASE eurekify_sdb
            SET READ_COMMITTED_SNAPSHOT ON;
GO
ALTER DATABASE eurekify_sdb
            SET ALLOW_SNAPSHOT_ISOLATION ON;
GO
```

When running the script on an existing database, it can take a very long time. If possible, we recommend the following procedure:

1. Stop the CA GovernanceMinder server.

2. Restart the Microsoft SQL service.

3. Run the query above.

4. Start the CA GovernanceMinder server.

Note: This query is done during installation for CA GovernanceMinder 12.6 and later.

Use Current JCS Password When Upgrading

If you have a Java Connector Serve (JCS) installed in your current environment and you upgrade to this release, provide the same password for the new CA IAM Connector Server during installation as your current JCS password.

If you provide a different password during installation, update the existing JCS connectors with that password before you run them.

Upgrading CA GovernanceMinder on JBoss 4.2.2

The CA GovernanceMinder installer currently installs on JBoss 5.1.0.

During a CA GovernanceMinder upgrade running on a JBoss 4.2.2, the CA GovernanceMinder installer upgrades the application server to JBoss 5.1.0.

During this process, when the previous JBoss version is located, it is renamed to eurikify_jboss_backup.

As a result of the CA GovernanceMinder installer upgrade, all JBoss customizations must be reapplied for the JBoss 5.1.0 configuration.

For example:

- Web.xml — Manual editing of the web.xml file (to work with JMS, and so on) must be reapplied for the JBoss 5.1.0 folder.

- Server.xml file — The JBoss port number located in the server.xml file must be reapplied if different from the default port setting.

Note: We recommend that you create a backup JBoss configuration file for reference.

CA GovernanceMinder with IPv6

Internet Protocol version 6 (IPv6) is a new version of the Internet Protocol that supports 128-bit addresses.

Not all components of CA GovernanceMinder accept the extended IP addresses specified by IPv6. To implement CA GovernanceMinder in an environment that uses IPv6 addresses, use host names instead of explicit IP addresses.

Servers can be mapped to host names in the following two ways:

- On the DNS in the operating environment
- In the hosts file on each CA GovernanceMinder system

Chapter 5: Known Issues

This section describes known functional or performance issues for this release.

This section contains the following topics:

Pop Up Windows Open In Incorrect Location

Symptom:

When I click an entry in the certifications window the pop up window opens at the top left corner of the window.

Solution:

The issue occurs when the following properties are specified as follows:
```
tooltip.balloons.mouse.enabled = false
tooltip.balloons.onfocus.show.enabled = true
```

Set the tooltip.balloons.mouse.enabled property to true to workaround this issue.

Ignore Non Imported Failed Endpoints

Symptom:

When I import endpoints, offline endpoints without last known successful configurations cause the import process to fail.

Solution:

Modify an existing import process to ignore failed endpoints.

In the Workpoint Designer, alter the import process flow by creating a step that ignores failed endpoints. In the Portal, you associate the modified import process for endpoints.

Follow these steps:

1. In the Workpoint Designer, rename and modify a process.

    a. Go to Start, Programs, CA, Role & Compliance Manager, Server, Workpoint Designer.

    b. Navigate to File, Open, Open Processes.

    The Open Process tab displays.

    c.   Locate and double-click the Run Single Import process (ID 46:WPDS).

        The 46:WPDS (BBSingleImport) Run Single Import process appears.

    d.   Save the process with a new name and reference name.

        Example:

        Run Single Import (Ignore Failed), BBSingleImportIg
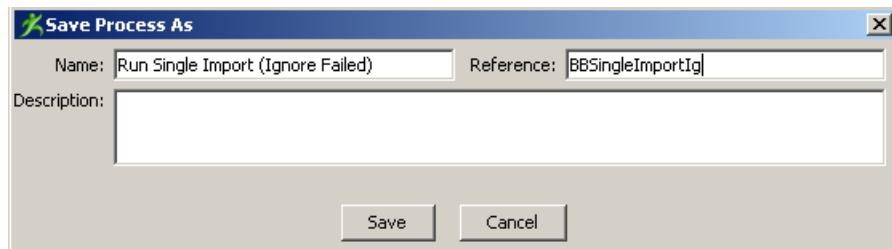
2.   Duplicate the Run Connector? default building block (BB) and modify the Properties.

    a.   Copy paste the Run Connector? BB.

    b.   Right click the BB, select Properties, and in the Activity Properties (Process) window, select the General tab.

    c.   In the Name field, rename the BB as Ignore Failed Connector, and click OK.

    d.   Right click the BB, select Properties and in the Activity Properties (Process) window, select the User Data tab.

    e.   In the Name field add the user data name as isRCMJobParameter, and in the Value field add the value as flow.import.boolean.ignoreFailedConnectors.

    f.   Click Add, and OK.

        The user data is saved.

    g.   Right click the BB, select Properties and in the Activity Properties (Process) window, select the RCM Parameters tab.

    h.   Click Add.

        The New RCM Property window appears.

    i.   Enter flow.import.boolean.ignoreFailedConnectors in the Property Name field, and click OK.

        The property is listed in the RCM Parameters tab.

    j.   Set the value as false, click Apply and OK.

        The process window displays.

        You have duplicated and renamed the BB, and modified properties.

3. Add the BB to the process.

    a. Drag and drop the Ignore Failed Connector BB between the Send No Last Configuration Email and Set Connector Failed 3 BBs.

    b. Set the transition between Ignore Failed Connector and Set Connector Failed 3 steps as Conditional, select the Use an existing script option and in the Name field select No and click Finish.

    c. Set the transition between Ignore Failed Connector and wait for all primaries ended 4 as Conditional, select the Use an existing script option and in the Name field select Yes and click Finish.

    d. Save the process.

        You have added a BB and modified the process.
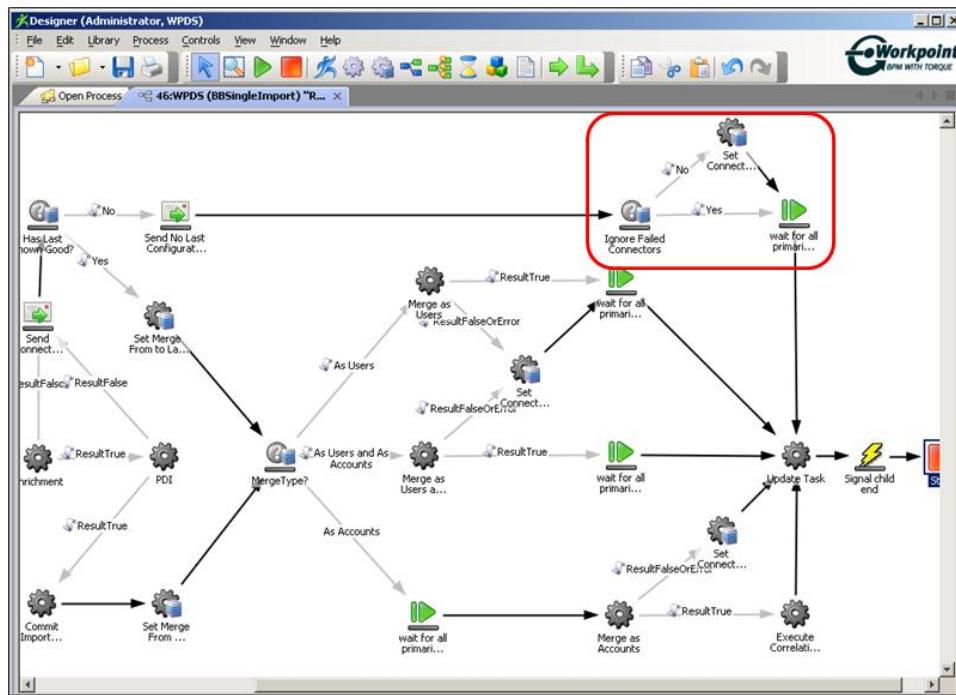
4. In the Portal, add a Process Mappings.

    a. In the Portal, navigate to Administration, Workflow Settings, Workflow Process Mapping, and add a Process Mappings.

    b. In the Add Process Mappings section, add a name, and description.

    c. In the Workflow Type section, select Import from the drop-down list.

    d. Click Add.

        The New Process Mapping screen appears.

    e. In the Import section, select BBSingleImport from the drop down menu and click Add.

5. Navigate to Administration, Universes, select a universe, and in the Default Process Mappings tab, in the Import section, set the mapping to the Process Mapping from Step 4, and click Save.

6. Select the universe and in the Connectivity tab, and in the Import Flow Properties area, select flow.import.boolean.ignoreFailedConnectors.

7. Run the import for endpoints.

   Nonimported failed endpoints are ignored.

Export Fails when Removing a Nested Provisioning Role in CA IdentityMinder

When you integrate CA GovernanceMinder with CA IdentityMinder, and you try to remove a child provisioning role from a parent provisioning role in CA GovernanceMinder, the export to CA IdentityMinder fails.

Note: This issue is resolved in CA IdentityMinder 12.6.1.

Data Warehouse Issues when using Two Universes

Symptom:

When I have different business policy rules (BPRs) in two separate universes, and the ETL process for both universes is running at the same time, the data in the database may be switched between universes.

Solution:

To work around this issue, run separate ETL processes for each universe at different times.

Entitlement Quality Report Performance Issues

Performance issues occur when running the Entitlement Quality report with a Microsoft SQL database. The report may take more than an hour to run.

Some Text in Reports Not Localized

Symptom:

Some text in the default reports appears in English when viewing the reports in other languages.

Solution:

Customize the reports and edit the text that appears in English.

Issue with Saving Reports in InfoView

Symptom:

When I log in to InfoView by going to Reports, Manage Reports, and I try to save a report, the system does not allow me to save.

Solution:

To work around this issue, start a new browser session before going to Manage Reports and logging in to InfoView.

Connection Errors After Identity Minder Server Upgrade

Symptom:

Connect error when accessing CA GovernanceMinder from CA IdentityMinder after upgrade of an existing installation.

Solution:

After CA IdentityMinder server upgrade more configuration is required.

Follow these steps:

1. In the CA IdentityMinder User Console, go to System, Web Services, Delete Web Services Configuration, Search.

2. Delete the IMRCM configuration.

3. Log in to the CA GovernanceMinder web portal.

4. Go to Administration, Universes and select the universe configured to integrate with CA IdentityMinder.

5. Go to Connectivity tab and select the CA IdentityMinder connector.

6. Click Test and confirm that the connection is successful.

Disabling IPv4 on Windows 2008

If you remove the IPv4 stack from Windows 2008 by using "netsh interface ipv4 uninstall", the CA GovernanceMinder installer fails to connect to the database.

Workaround

Disable IPv4 by clearing the IPv4 layer check box in the network properties page (Internet Protocol Version 4 (TCP/IPv4).

BPR Fails When Assigning Roles During Violation Check

Symptom:

When I assign roles to a user while a Business Policy Rule (BPR) is running and checking for violations, the initial run is successful. When I repeat this action a second time, an exception occurs in the application server console, and no violation is returned.

Solution:

Clear the Portal browser cache before running the next BPR.

Client Tools Connector Configuration Files Removed During Upgrade

Symptom:

After I upgrade CA GovernanceMinder and run the migrated connector, the connector does not point to the specific endpoint and generates a log error.

Solution:

During the upgrade process, when you uninstall the Client Tools, you remove the connector configuration files. Before you start the CA GovernanceMinder upgrade process, backup the connector configuration files. After the upgrade is complete, reapply the backed-up connector configuration files.

The default connector configuration files are located in the following folder:

RCM_install\Program Files\CA\RCM\Client Tools\Software\Converters\CA\conf

Internet Explorer 7: Zoom Level Can Affect User Interface Component Appearance

When using Internet Explorer 7 browser, and zooming greater than 100 percent zoom level, CA GovernanceMinder UI components can appear distorted but are fully functional.

Degraded Performance on a JBoss Cluster

Symptom:

After an extended period of time, degraded user interface performance and high CPU usage results when using CA GovernanceMinder configured on a JBoss cluster.

Solution:

Edit the vfs.xml file on one JBoss node.

Follow these steps:

1. Stop all JBoss nodes.

2. Delete the tmp, temp, and work folders in the following location on all nodes:
   `JBoss Cluster Home\server\all`

3. Locate the vfs.xml file in the following folder:
   `JBoss_cluster\server\all\conf\bootstrap`

4. In the last entry under the map tag, add the following lines:

   ```
   <entry>
     <key>${jboss.server.home.url}farm</key>
     <value><inject bean="VfsNamesExceptionHandler"/></value>
   </entry>
   ```

5. Save the vfs.xml file and copy it to all other nodes in the cluster.

6. Restart all JBoss nodes.

Change Default Hostname on Linux Cluster

Symptom:

I am trying to deploy CA GovernanceMinder on a JBoss cluster on Linux and the cluster is not working.

Solution:

The Linux installer adds the hostname to the /etc/hosts file pointing to the localhost address (127.0.0.1) by default. Modify the /etc/hosts file and remove the hostname from the localhost address.

For example,

```
127.0.0.1              RCM-Server localhost.localdomain localhost
```

changes to:

```
127.0.0.1              localhost.localdomain localhost
```

Some Endpoint Data not Synchronized after CA GovernanceMinder Export

In some cases, when removing links between non-user entities in CA GovernanceMinder (such as between nested roles or a role and a resource), the change is exported to CA IdentityMinder, but CA IdentityMinder does not synchronize those changes with the endpoint. Therefore, CA GovernanceMinder thinks that some user privileges have been removed, but in CA IdentityMinder, these user privileges still exist.

Workaround

In CA IdentityMinder, manually synchronize the endpoint after completing an export from CA GovernanceMinder.

Accessing a New Role

Because approval of a new role is a manual process dependent on the approvers, it may take time for the new role to be added to the configuration. If you try to access a newly added role before it is approved and added to the configuration, you get an Entity not found error.

Renaming a Role that Represents a Provisioning Role is not Supported

In CA GovernanceMinder Client Tools, there are places where you can rename a role. However, exporting a rename operation to CA IdentityMinder does not work, and renaming of a provisioning role is not supported.

Continuous Updates Not Supported for Explore and Correlate

Continuous Updates from CA IdentityMinder to CA GovernanceMinder for the Explore and Correlation functionality is *not* supported.

If you Explore and Correlate an endpoint, do an import after the Explore and Correlate completes to add the new or updated endpoint data to CA GovernanceMinder.

Filtering Limitation When Importing from CA IdentityMinder

When importing from CA IdentityMinder, CA GovernanceMinder does not support filtering users by organization or retrieving user organization membership information from an LDAP user store.

(Optional) Increase File Handles

In Unix, increase CA User Activity Reporting default number server file handles when integrating with the product. The default file handles limit the opening of too many files that can exhaust system resources. The CA User Activity Reporting server is only supported on Linux.

Follow these steps:

1. On the CA User Activity Reporting server, navigate to the following location:

   /etc/security/

2. Edit the limits.conf file. Look for the following caelmservice settings:

   ■ caelmservice   soft   nofile   4096

   ■ caelmservice   hard   nofile   4096

3. Change both caelmservice settings to 8192.

   You have increased file handles on the CA User Activity Reporting server.

Using Secured Active Directory as a User Store for CA IdentityMinder Requires a Certificate in CA GovernanceMinder

Symptom:

When integrating CA GovernanceMinder with CA IdentityMinder using Active Directory (with SSL enabled) as a user store, the import feature fails.

Solution:

To work around this issue, do the following:

1. Configure CA GovernanceMinder for SSL.

   Note: For more information about configuring CA GovernanceMinder with SSL, see the **Installation Guide**.

2. If your certificate is not published by CA (Certificate Authority), perform the following steps:

   a. Import a certificate into a keystore in the default JDK JRE security directory.

   b. Reference the keystore in either the batchImport.properties file or the eurekify.bat file by adding JRE arguments, such as the following:

   ```
   -Djavax.net.ssl.keyStore="C:/Program
   Files/Java/jdk1.6.0_21/jre/lib/security/storename"
   -Djavax.net.ssl.keyStorePassword=changeit -
   Djavax.net.ssl.trustStore="C:/Program
   Files/Java/jdk1.6.0_21/jre/lib/security/storename"
   ```

Multi-valued Attribute Changes not Supported in Export

Multi-valued attribute changes made in CA GovernanceMinder cannot be exported to CA IdentityMinder. Multi-valued attributes are supported in import, but not in export.

Unsupported Characters in Role Names that Correspond to CA IdentityMinder Roles or Account Templates

When integrating CA GovernanceMinder and CA IdentityMinder, CA GovernanceMinder role names for roles that correspond to provisioning roles or account templates in CA IdentityMinder cannot contain the following characters:

- asterisk (*)
- comma (,)
- semicolon (;)

- forward slash (/)

- backslash (\)

Error When Opening a BPR File From the Audit Card

Symptom:

I receive the following error message when I try to open a BPR file (created in the portal) by right clicking on an alert and selecting the View or Edit BPR rule options:

`The File is Not a Valid Business Policy Rules File`

Solution:

Open the BPR file using the File, Open menu options.

Internet Explorer 8.0: Default Security Options May Affect Display

Symptom:

The default security settings in Internet Explorer 8.0 browsers may cause issues with search screens that are displayed as pop-up windows in CA GovernanceMinder.

Solution:

1. Open Tools, Internet Options from an Internet Explorer 8.0 browser.

2. Select the Security tab.

3. Select the Local Internet, then select Custom Level.

   A Settings window opens.

4. Select Enable under Scripting, Active Scripting.

5. Click OK.

6. Restart the browser for changes to take effect.

   You can view pop-up search screens correctly.

Mozilla Firefox 17: Truncated Tooltips

When using a Mozilla Firefox 17 browser, CA GovernanceMinder tooltip screen titles that contain more than 80 characters and no spaces appear truncated and unwrapped.

Wrong Error Code When SBT File Fails to Run

Symptom:

When my SBT file fails to run, the error level returned is zero.

Solution:

Run the SBT file with a /w flag, for example, use the following format:

start *batch_file*.sbt /w