

# CA Identity Manager™

## Upgrade Guide (WebSphere)

12.6.5



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## CA Technologies Product References

This document references the following CA Technologies products:

- CA CloudMinder™ Identity Management
- CA Directory
- CA Identity Manager™
- CA Identity Governance (formerly CA GovernanceMinder)
- CA SiteMinder®
- CA User Activity Reporting
- CA AuthMinder™

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- Information about user communities and forums
- Product and documentation downloads
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# Chapter 1: Upgrade Overview

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This section contains the following topics:

[Supported Upgrade Paths](#) (see page 9)

[How to Upgrade CA Identity Manager](#) (see page 9)

## Supported Upgrade Paths


You can upgrade to CA Identity Manager 12.6.5 from the following versions:

- CA Identity Manager r12
- CA Identity Manager r12.5 or 12.5 SPx
- CA Identity Manager r12.6 or 12.6 SPx

If you have a pre-r12 version of CA Identity Manager, first upgrade to r12, r12.5, or r12.5 SP1 to SP6. These versions include the `imsconfig` tool, which is required to upgrade a pre-r12 version. Then you can upgrade to CA Identity Manager 12.6.5.

## How to Upgrade CA Identity Manager

Perform the following steps to upgrade to CA Identity Manager 12.6.5:

 Step
1. Be sure your systems meet all upgrade prerequisites.
2. Upgrade provisioning components.
3. Upgrade the CA Identity Manager Server on the node or cluster.
4. Upgrade the Report Server.
5. Perform post-upgrade configuration.



# Chapter 2: Upgrade Prerequisites


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This section contains the following topics:

- [How to Meet Prerequisites for the Upgrade](#) (see page 11)
- [Complete the Upgrade Worksheets](#) (see page 21)
- [UNIX and Console Mode Installation](#) (see page 27)
- [Non-Provisioning Installation](#) (see page 27)

## How to Meet Prerequisites for the Upgrade

Perform the following steps to meet all prerequisites before upgrading CA Identity Manager:

 Step
1. Check hardware requirements.
2. Check software requirements.
3. Back up custom code.
4. Upgrade CA Directory.
5. Install JCE if using SiteMinder.
6. Meet application server requirements.
7. Configure SSL if needed.
8. Meet Solaris and Linux requirements.
9. Complete the upgrade worksheets.

**Important!** Be sure to disable all antivirus software before installation. If antivirus software is enabled while installation takes place, problems can occur. Remember to re-enable your antivirus protection after you complete the installation.

## Check Hardware Requirements

### CA Identity Manager Server

These requirements take into account the requirements of the application server that is installed on the system where you install the CA Identity Manager Server.

Component	Minimum	Recommended
CPU	Intel (or compatible) 2.0 GHz (Windows or Red Hat Linux), SPARC 1.5 GHz (Solaris) or POWER4 1.1 GHz (AIX)	Dual core Intel (or compatible) 3.0 GHz (Windows or Red Hat Linux), Dual core SPARC 2.5 GHz (Solaris) POWER5 1.5 GHz (AIX)
Memory	4 GB	8 GB
Available Disk Space	4 GB	8 GB
Temp Space	2 GB	4 GB
Swap/Paging Space	2 GB	4 GB
Processor	64-bit processor and operating system for intermediate and large deployments, dual core	64-bit processor and operating system, quad core

### Provisioning Server or a Standalone Connector Server

Component	Minimum	Recommended
CPU	Intel (or compatible) 2.0 GHz (Windows or Red Hat Linux) SPARC 1.5 GHz (Solaris)	Dual core Intel (or compatible) 3.0 GHz (Windows or Red Hat Linux) SPARC 2.0 GHz (Solaris)
Memory	4 GB	8 GB
Available Disk Space	4 GB	8 GB
Processor	64-bit processor and operating system for intermediate and large deployments, dual core	64-bit processor and operating system, quad core

**Provisioning Directory**

<b>Component</b>	<b>Minimum</b>	<b>Recommended</b>
CPU	Intel (or compatible) 1.5 GHz (Windows or Red Hat Linux) SPARC 1.0 GHz (Solaris)	Dual core Intel (or compatible) 2.5 GHz (Windows or Red Hat Linux) SPARC 1.5 GHz (Solaris)
Memory	4 GB	8 GB
Available Disk Space	2 to 10 GB, depending on the number of endpoint accounts <ul style="list-style-type: none"> <li>■ Compact—Up to 10,000 accounts, 0.25 GB per data file (total 1 GB)</li> <li>■ Basic—Up to 400,000 accounts, 0.5 GB per data file (total 2 GB)</li> <li>■ Intermediate—Up to 600,000 accounts, 1 GB per data file, total 4 GB</li> <li>■ Large—Over 600,000 accounts, 2 GB per data file, total 8 GB</li> </ul>	2 to 10 GB, depending on the number of endpoint accounts <ul style="list-style-type: none"> <li>■ Compact—Up to 10,000 accounts, 0.25 GB per data file (total 1 GB)</li> <li>■ Basic—Up to 400,000 accounts, 0.5 GB per data file (total 2 GB)</li> <li>■ Intermediate—Up to 600,000 accounts, 1 GB per data file, total 4 GB</li> <li>■ Large—Over 600,000 accounts, 2 GB per data file, total 8 GB</li> </ul>
Processor	64-bit processor, 64-bit operating system, and CA Directory (64-bit version) for intermediate and large deployments	64-bit processor and operating system

**All Components on One System**

Hosting the entire CA Identity Manager product on a single physical system is not recommended for production environments. However, to do so, the hardware requirements are as follows:

<b>Component</b>	<b>Minimum</b>
CPU	Intel (or compatible) 3.1 GHz (Windows or Red Hat Linux) SPARC 2.5 GHz (Solaris)
Memory	8 GB
Available Disk Space	6 to 14 GB depending on the number of accounts

Component	Minimum
Processor	64-bit processor and operating system, quad core
Swap/Paging Space	6 GB

## Check Software Requirements

Before upgrading CA Identity Manager, be sure all software components are at minimum supported versions.

**Note:** For a complete list of supported platforms and versions, see the CA Identity Manager support matrix on the [CA Support Site](#).

Check the following software components for required versions:

- Operating System
- Java Development Kit (JDK) or Java Runtime Environment (JRE)
- Relational Database (MS SQL or Oracle)
- Application Server

## Back Up Custom Code

Before you upgrade, be sure to back up your custom code, including the following:

- C++ custom connectors
- Provisioning manager plug-ins for Java custom connectors
- Each cluster member's customizations, such as non-default ports for workflow
- Custom files inside the EAR, for example, files under the IdentityMinder.ear/custom/ directory. Do *not* back up any files under the following folders:
  - resourcesBundles
  - identitymanager
  - provisioning
- Common program exits
- Custom email templates at the following location:  
...\\IdentityMinder.ear\\custom\\emailTemplates
- Pluggable Authentication Module (PAM) DLLs

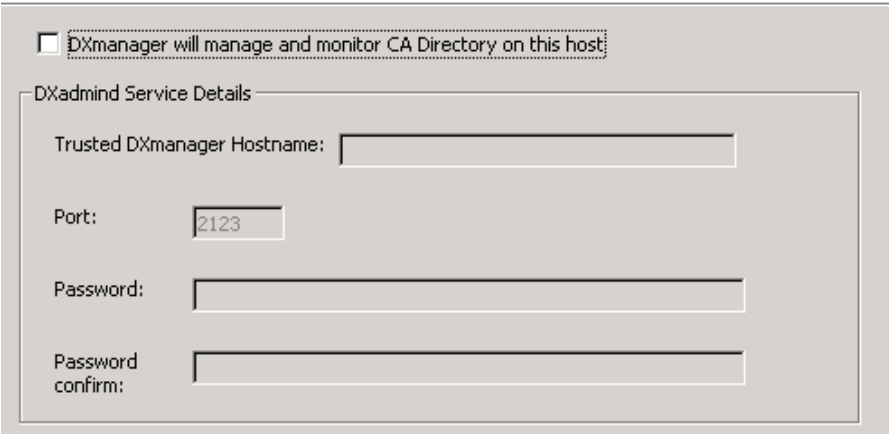
- CA Identity Manager Server custom code, such as Event Listener class files, Business Logic Task Handler (BLTH) class files, and Logical Attribute Handler (LAH) class files, and property files at the following location:  
...\\IdentityMinder.ear\\config
- Customized skin folder at the following location:  
...\\IdentityMinder.ear\\user\_console.war\\app\\imcss\\
- Customized help, back up the help property file at the following location:  
..\\IdentityMinder.ear\\config\\com\\netegrity\\config\\  
Also, back up the help page HTML files mentioned in this property file.

## Upgrade CA Directory on r12.5 or higher Systems

If you are upgrading a CA Identity Manager r12.5 SP5 or higher system, you must upgrade CA Directory before upgrading the Provisioning Directory. For an r12 system, the CA Directory upgrade occurs as part of the Provisioning Directory upgrade.

To upgrade CA Directory, navigate to the CA Directory installation folder on the CA Identity Manager media and run the dxsetup.exe file. The correct version of CA Directory is included on the CA Identity Manager installation media. The version of CA Directory included on the CA Identity Manager installation media contains fixes specific to the Provisioning Directory; this version is not licensed for general use as a User Store or Enterprise Directory.

**Note:** This installer asks for information to install DXadmin for DXmanager. You can safely uncheck this option. The Provisioning Directory does not use DXmanager.



DXmanager will manage and monitor CA Directory on this host:

DXadmin Service Details

Trusted DXmanager Hostname:

Port:

Password:

Password confirm:

**Important!** If you see an error during the CA Directory upgrade that asks you to close cmd.exe or to stop CA Identity Manager, click Ignore and continue with the upgrade.

## Install JCE Libraries for SiteMinder

As of r12.5 SP7, the CA Identity Manager server requires the Java Cryptography Extension (JCE) libraries if you are also using CA SiteMinder.

Before you upgrade the CA Identity Manager server, download and install the Java Cryptography Extension Unlimited Strength Jurisdiction Policy Files. Select the one that works with your application server and JDK. The download ZIP file includes a ReadMe text file with installation instructions.

## WebSphere Application Server

The CA Identity Manager Server is a J2EE application that is deployed on a supported application server. When using WebSphere as the CA Identity Manager application server, perform the following procedures.

### Upgrade WebSphere

CA Identity Manager 12.6.5 works with Websphere 7, 8.0, or 8.5 for a new installation or an upgrade.

If you need a new version of the IBM WebSphere, install the WebSphere server as described in IBM documentation. During the installation, perform these actions:

- Select the appropriate plug-in for your Web Server.
- Select the Server and Client options.
- Install the latest FixPack to the server and the required JDK.

**Note:** For a complete list of supported platforms and versions, see the CA Identity Manager support matrix on [CA Support](#).

### Verify WebSphere

Use the following tests to verify that WebSphere is working:

- Test whether the WebSphere application server is installed correctly by accessing IBM's snoop utility at the following URL:

`http://hostname:port/snoop`

For example:

`http://MyServer.MyCompany.com:9080/snoop`

If WebSphere is installed correctly, the Snoop Servlet—Request Client Information page is displayed in the browser.

- If you have a web server installed, test that the WebSphere application server plug-in is installed correctly. Use IBM's snoop utility without including the application server port in the URL:

`http://hostname/snoop`

For example:

`http://MyServer.MyCompany.com/snoop`

If WebSphere is installed correctly, the same Snoop Servlet—Request Client Information page is displayed in the browser. This means that profile was created and has at least one server which is configured with the plug-in.

For additional help with WebSphere, contact IBM customer support.

## Configure WebSphere for the Upgrade

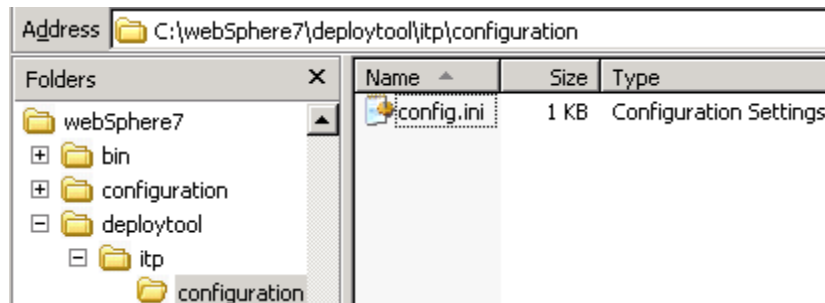
An upgrade on WebSphere may fail due to disk space errors or timeout errors. Perform the following steps to ensure that your upgrade succeeds on WebSphere.

1. Save any changes to the WebSphere configuration via the Administrative Console (Save to Master Configuration).
2. Shut down the application server.
3. Remove all files and folders in the following directories:
  - Temp Directory:
    - Unix: `/tmp/*`
    - Windows: `%temp%`

Name	Size	Type
.cleanup.tmp		File Folder
.com_ibm_tools_attach		File Folder
028654.tmp		File Folder
hspcrfdata_Administrator		File Folder
IBM_LaunchPad_2995		File Folder

- `WebSphere_home/profiles/WAS_PROFILE/temp/*`
- `WebSphere_home/profiles/WAS_PROFILE/wstemp/*`
- `WebSphere_home/profiles/WAS_PROFILE/tranlog/*`

- *WebSphere\_home/profiles/WAS\_PROFILE/config/\**
- *WebSphere\_home/deploytool/itp/configuration/org.\**, leaving only *config.ini* in this directory if it exists.



4. In the *WebSphere\_home/profiles/WAS\_PROFILE/properties/soap.client.props* file, set *com.ibm.SOAP.requestTimeout* to 1800 or higher.

**Note:** For more information, see your WebSphere documentation.

## Enable XA Transactions for Microsoft SQL Server

If you are using WebSphere with Microsoft SQL Server, enable XA transactions on Microsoft SQL Server. CA Identity Manager needs an XA data source for the database transactions to work properly.

### Follow these steps:

1. Download the [SQL Server JDBC Driver version 2.0](#) from Microsoft.

**Note:** The download may first present an HTML file that is a license agreement for you to approve.

2. Run the program to install the JDBC driver.
3. Perform the following two procedures included in the Microsoft topic [Understanding XA Transactions](#):

- Running the MS DTC Service
- Configuring the JDBC Distributed Transaction Components

In performing these procedures, verify the following are true:

- When you run the *xa\_install.sql* script, make sure you get a script complete message. You can ignore the drop table errors, which appear the first time that you run the script.
- When you add the user to the *SqlJDBCXAUser* role, add that user to the master database.

## Configure SSL

If you upgraded your application server and you are using a user directory with SSL, be sure that SSL is configured on your application server before the upgrade.

## Solaris Requirements

### Provisioning Server Requirements

Verify `/etc/system` and verify the following minimum IPC kernel parameter values:

- `set msgsys:msginfo_msgmni=32`
- `set semsys:seminfo_semmni=256`
- `set semsys:seminfo_semmns=512`
- `set semsys:seminfo_semmnu=256`
- `set semsys:seminfo_semume=128`
- `set semsys:seminfo_smmsl=128`
- `set shmsys:shminfo_shmmni=128`
- `set shmsys:shminfo_shmmin=4`

### Solaris 9 or 10 Requirements

Before installing provisioning software on Solaris 9 or 10, download and install the required patches.

1. Download the Sun Studio 10 patches for the Provisioning SDK from the following location:

`http://developers.sun.com/prodtech/cc/downloads/patches/ss10\_patches.html`

2. Download and install patch 117830.

**Note:** Sun Studio 11 does not require patching.

3. Download Solaris 9 patches for all Provisioning components from the following location:

`http://search.sun.com/search/onesearch/index.jsp`

4. Download and install `9_recommended.zip`.

## Linux Requirements

These requirements exist on a Linux system. If you have registered your Red Hat installation, we recommend that you use yum to install the packages. Otherwise, you can use rpm to install the packages.

Alternatively, use Add/Remove Software to resolve the dependencies, and unchecking the Only Native Packages filter option. Using this approach, you select and install the required i686 architecture dependencies.

**Note:** The i686 suffix specifies that the library is 32-bit, for the x86 processor.

### CA Identity Manager Server

Red Hat 5.x	Red Hat 6.x
glibc-2.5-65.i686.rpm	glibc-2.12-1.47.el6.i686.rpm
libXext-1.0.1-2.1.i386.rpm	libXext-1.1-3.el6.i686.rpm
libXtst-1.0.1-3.1.i386.rpm	libXtst-1.0.99.2-3.el6.i686.rpm
ncurses-devel-5.5-24.20060715.i386.rpm	ncurses-devel-5.7-3.20090208.el6.i686.rpm
ksh-20100202-1.el5_6.6.x86_64.rpm	ksh-20100621-12.el6.x86_64.rpm

### Provisioning Server

Red Hat 5.x	Red Hat 6.x
compat-libstdc++-296-2.96-138.i386.rpm	compat-libstdc++-296-2.96-144.el6.i686.rpm
libstdc++-4.1.2-51.el5.i386.rpm	libstdc++-4.4.6-3.el6.i686.rpm
libidn-0.6.5-1.1.i386.rpm	libidn-1.18-2.el6.i686.rpm
libgcc-4.1.2-52.el5.i386.rpm	libgcc-4.4.6-3.el6.i686.rpm

**CA IAM Connector Server**

For Red Hat 5.x, no packages are required for the CA IAM CS. For Red Hat 6.x, install these packages in this order:

1. glibc-2.12-1.25.el6.i686.rpm
2. libX11-1.3-2.el6.i686.rpm
3. libxcb-1.5-1.el6.i686.rpm
4. libXtst-1.0.99.2-3.el6.i686.rpm
5. libXau-1.0.5-1.el6.i686.rpm
6. libXi-1.3-3.el6.i686.rpm
7. libXext-1.1-3.el6.i686.rpm
8. nss-softokn-freebl-3.12.9-3.el6.i686.rpm
9. libXmu-1.0.5-1.el6.i686.rpm
10. libXft-2.1.13-4.1.el6.i686.rpm
11. libXpm-3.5.8-2.el6.i686.rpm

**Linux and FIPS**

On a Linux system with FIPS enabled, ensure that sufficient entropy is available. CA Identity Manager requires random data from `/dev/random` to perform essential cryptographic functions. If data in `/dev/random` is exhausted, CA Identity Manager processes must wait for random data to be available. This waiting results in poor performance. Use `rngd` and `rng-tools` to ensure that `/dev/random` has sufficient data and reading processes are not blocked.

## Complete the Upgrade Worksheets

### Provisioning Directory Information

Record the following provisioning information you need during the Provisioning Directory upgrade:

Field Name	Description	Your Response
Directory Name	The file system directory where you want the Provisioning Directory installed.	
Shared Secret	The password for the Provisioning Directory.	

Field Name	Description	Your Response
Provisioning Directory Hostnames	The hostnames of any alternate Provisioning Directory systems in a high-availability configuration.	
Provisioning Server Hostnames	The hostnames of the primary Provisioning Server and any alternate Provisioning Servers already installed or to be installed.	
Provisioning Directory Deployment Size	The deployment size that best suits your environment. See the following note.	

**Note:** If you choose a deployment size that is too small for your environment, the existing data does not fit when loaded into the data files, and an upgrade error occurs. Consider the following guidelines, allowing for future growth:

- Compact—up to 10,000 accounts
- Basic—up to 400,000 accounts
- Intermediate—up to 600,000 accounts
- Large—more than 600,000 accounts

For each choice, the disk space required is covered under Hardware Requirements in this chapter.

## Provisioning Server Information

Record the following provisioning information you need during the Provisioning Server upgrade:

Field Name	Description	Your Response
Directory Host	The hostname of the system with the primary Provisioning Directory installed.	
Directory Port	The port number of the system with the Provisioning Directory installed. <b>Default:</b> 20394	

Field Name	Description	Your Response
Directory DN	The DN for binding to the Provisioning Directory. <b>Default:</b> eTDSAContainerName=DSAs,eTNamespaceName=CommonObjects,dc=etadb	
Shared Secret	The password for binding to the Provisioning Directory.	
Provisioning Directory Hostnames	The hostnames of any systems with alternate Provisioning Directories installed.	
Username	The Provisioning domain administrator's username.	
Password	The Provisioning domain administrator's password.	
Description	Provide a description for the Provisioning administrator.	

## CA IAM Connector Server Information

The CA IAM Connector Server (CA IAM CS) is the new name for the Java Connector Server. Record the following provisioning information you need during the CA IAM CS upgrade:

Field Name	Description	Your Response
Password	The password for the Provisioning Server administrative user.	
Component Password	The password for CA IAM CS that the Provisioning Server uses for authentication.	

## Database Connection Information

An Oracle or Microsoft SQL Server database must already be configured and working. Record the following database information you need during the CA Identity Manager installation:

Field Name	Description	Your Response
Database Type	The database type (vendor/version) of the database created for task persistence, workflow, audit, reporting, object storage, and task persistence archive.	
Host Name	The hostname of the system where the database is located. <b>Note:</b> Be sure that you provide a hostname and <i>not</i> an IP address.	
Port Number	The port number of the database.	
Database Name	The database identifier.	
Username	The username for database access. <b>Note:</b> This user must have administrative rights to the database unless you plan to import the schema manually.	
Password	The password for the user account with administrative rights.	

## WebSphere Information

Record the following WebSphere information you need during the CA Identity Manager installation:

Field Name	Description	Your Response
WebSphere Install Folder	The location of the application server home directory.	
Server Name	The name of the system on which the application server is running.	
Profile Name	The name of the profile you want to use for CA Identity Manager.	

Field Name	Description	Your Response
Cell Name	The name of the cell in which the application server is located.	
Node Name	The name of the node in which the application server is located.	
Cluster Name	The cluster name for high-availability implementations. This is only needed if you plan on installing CA Identity Manager in a clustered environment.	
Access URL and port	The application URL and port number of the system that will host the CA Identity Manager Server (system that will host the application server).	

## Login Information

Record the following passwords which you need during the Provisioning Components installation.

Field Name	Description	Your Response
Username	A username that you create to log in to the provisioning components. Avoid the username siteminder if you have that product installed. This name conflicts with CA SiteMinder.	
Provisioning Server password	A password for this Server.	
C++ Connector Server password	A password is needed for this server. Each C++ Connector Server can have a unique password.	

Field Name	Description	Your Response
Provisioning Directory password	A password which Provisioning Server uses to connect to Provisioning Directory. For an alternate Provisioning Server, enter the Provisioning Directory password which is created for the primary Provisioning Server.	

## SiteMinder Information

If you plan to use a SiteMinder Policy Server to protect CA Identity Manager, record the following information:

Field Name	Description	Your Response
Policy Server Host Name	The hostname of the SiteMinder Policy Server.	
SiteMinder Administrator Name	The administrator username for the SiteMinder Policy Server.	
SiteMinder Administrator Password	The administrator user password for the SiteMinder Policy Server.	
SiteMinder Folder (Solaris Only)	The location of SiteMinder on the system with a SiteMinder Policy Server installed.	
SiteMinder Agent Name	The name of the SiteMinder Agent that CA Identity Manager uses to connect to SiteMinder.	
SiteMinder Shared Secret	The shared secret of the given Agent Name.	

## UNIX and Console Mode Installation

The examples in this guide provide the Solaris executable name for the installation program. However, you may be installing on AIX or Linux.

- For AIX, use: `ca-im-release-aix.bin`
- For LINUX, use: `ca-release-linux.bin`

*release* represents the current release of CA Identity Manager

If you are performing an installation in console mode, such as on a UNIX workstation, you add another option to the command line.

- For the main installation, add `-i console`. For example:  
`./ca-im-release-sol.bin -i console`
- For installation of provisioning components, add `-console` to the setup command.

## Non-Provisioning Installation

This guide refers to the Windows and Solaris program names for the installers that provide options to install provisioning software. If you prefer to see no provisioning options, you can use these installers:

- For Windows, use `IMWithoutProvisioning\ca-im-web-release-win.bat`
- For Solaris, use `IMWithoutProvisioning/ca-im-web-release-sol.sh`

*release* represents the current release of CA Identity Manager.



# Chapter 3: Provisioning Components Upgrade

---

This section contains the following topics:

- [Architecture Changes](#) (see page 29)
- [Upgrade the Provisioning Directory](#) (see page 30)
- [Migrate the Provisioning Directory](#) (see page 34)
- [Upgrade the Provisioning Server](#) (see page 35)
- [Upgrade C++ Connector Server \(CCS\)](#) (see page 38)
- [Upgrade CA IAM Connector Server](#) (see page 39)
- [Upgrade the Provisioning Manager](#) (see page 40)
- [Configure a Remote Provisioning Manager](#) (see page 40)
- [Upgrade Other Provisioning Components](#) (see page 41)

## Architecture Changes

CA Identity Manager now uses CA IAM CS as a proxy for C++ Connector Server (CCS). CA Identity Manager no longer communicates with CCS directly.

CA Identity Manager includes a router DSA and a notification DSA:

- The Provisioning Server goes through a router DSA to communicate with the Provisioning Directory. In previous releases of this product, connections to the Provisioning Directory came directly from the Provisioning Server and were authenticated with an LDAP bind username and password.

For CA Directory DSAs on one system to communicate with DSAs on another system, they must have knowledge of each other. During Provisioning Directory installation, you identify each of the Provisioning Servers that may connect to it.

In a production environment, we recommend that you run the Provisioning Servers and the Provisioning Directories on separate systems to take advantage of failover and load balancing capabilities, and for performance reasons. Each Provisioning Server communicates with a local CA Directory router, which communicates with the Provisioning Directories.

- A notification DSA named `impd-notify` is added during the upgrade. If you are upgrading from r12.0, the `etaops-notify` DSA is replaced with `impd-notify` during the upgrade. Also, the `etrustadmin` DSA is replaced with `impd-main/co/inc` and the `etadmintemp` DSA is removed.

## Upgrade the Provisioning Directory

For the provisioning components to work with CA Identity Manager, upgrade the Provisioning Directory schema and CA Directory.

**Note:** If you want to install your Provisioning Directory on a new system, migrate the Provisioning Directory instead of performing an upgrade.

When upgrading CA Directory, the installer may ask you perform one of these actions:

- Close cmd.exe
- Stop CA Identity Manager

If you encounter either message, click Ignore and continue with the upgrade.

### To upgrade the Provisioning Directory

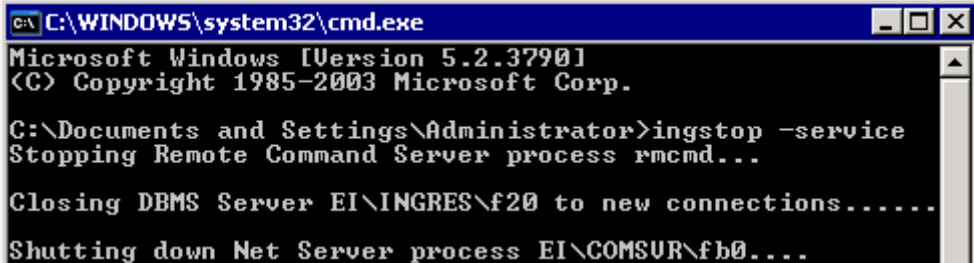
1. If you have primary and alternate Provisioning Directories, back up your primary Provisioning Directory.
2. Shut down all Provisioning Directories in your environment.
3. If you are upgrading from a release prior to CA Identity Manager r12.5, complete the following steps.

**Note:** If you are upgrading from CA Identity Manager r12.5 or a higher release, skip to step 4.

Starting at CA Identity Manager r12.5, CA Directory no longer uses Ingres as a data store. Instead, a new memory-mapped file technology named DXgrid is used.

Therefore, you perform these Ingres steps:

- a. Stop Ingres with the following command:  
`ingstop -service`



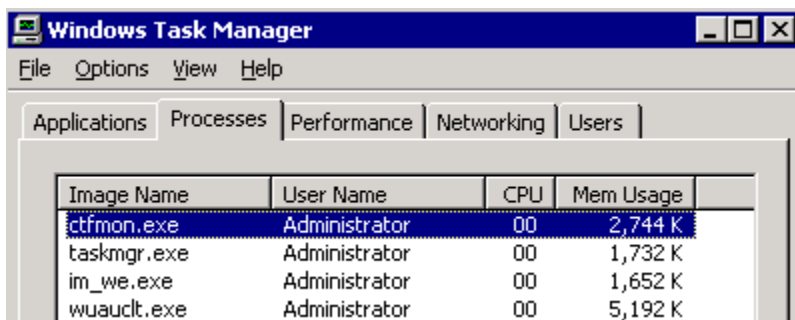
```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\Administrator>ingstop -service
Stopping Remote Command Server process rmcnd...

Closing DBMS Server EI\INGRES\f20 to new connections.....

Shutting down Net Server process EI\COMSUR\fb0....
```

- b. If you get an error, use this command:  
`ingstop -kill`
- c. Verify that all of the following Ingres processes are stopped (use the Window Task Manager or the UNIX `ps` command):
  - `dmfacp.exe`
  - `dmfrcp.exe`
  - `iidbms.exe`
  - `iigcc.exe`
  - `iigcn.exe`
  - `iijdbc.exe`
  - `iistar.exe`



- d. Restart Ingres with the following command:  
`ingstart -service`
  - e. Issue the following `dxserver` command:  
`dxserver start all`
4. Stop the Connector Server and Provisioning Server services.

Name	Description	Status
Background Intelligent Transfer Service	Transfers f...	Started
CA Identity Manager - Connector Server (C++)		
CA Identity Manager - Provisioning Server		

5. Choose the upgrade method for the provisioning directory:
  - If you are upgrading from an r12.5 or r12.5 SP release, you can upgrade using the installer, which starts the upgrade wizard.
  - If you are upgrading from an r12 release, use `upgrade.bat` (or `upgrade.sh`) in the `CADirectory/dxserver` directory, not the Provisioning Directory `setup.exe` file. The `upgrade.bat` script examines your system, performs any prerequisite cleanup, upgrades CA Directory and then upgrades the Provisioning Directory.

6. Answer the question about deployment size if the Select Deployment Size screen appears in your upgrade. Consider the following guidelines, while allowing room for future growth:
  - Compact—up to 10,000 accounts
  - Basic—up to 400,000 accounts
  - Intermediate—up to 600,000 accounts
  - Large—more than 600,000 accounts

**Note:** If you are installing a Provisioning Directory in an established CA Identity Manager installation, be sure to make the deployment size large enough. Otherwise, an error occurs because the data does not fit when loaded into the data files.
7. If you are installing the Provisioning Directory in an FIPS 140-2 enabled environment, select the FIPS 140-2 Compliance mode check box during installation and provide the FIPS Key File.
8. If you are upgrading a pre-r12.5 installation, a CA Directory Upgrade Configuration message appears:

#### **CA Directory Configuration Upgrade**

Your CA Directory configuration has been upgraded successfully and you can now upgrade to CA Directory r12.0 SP9. **Make sure you complete the migration process, which includes an automatic system backup, and do not press cancel.** Once that has completed, installation will run again to complete the CA IdentityMinder - Provisioning Directory upgrade.

9. Click Finish to perform the CA Directory upgrade. Note the following:
  - The CA Directory starts by backing up your current installation when you click Migrate.
  - Select a Typical installation type when prompted during the CA Directory upgrade.
  - Due to architectural changes effective in CA Directory r12 SP1 and higher, reporting databases and unnecessary DSAs are removed before the CA Directory upgrade.
  - During CA Directory installation, you are asked for information about installing DXadmin for DXManager, however, you can safely uncheck this option. The Provisioning Directory does not use DXManager.

The screenshot shows a configuration window titled "DXadmin Service Details". At the top, there is a checkbox labeled "DXmanager will manage and monitor CA Directory on this host" which is currently unchecked. Below this, there are four input fields: "Trusted DXmanager Hostname:" (empty), "Port:" (containing the number "2123"), "Password:" (empty), and "Password confirm:" (empty).

Once the CA Directory upgrade completes, the Provisioning Directory upgrade resumes.

10. Go through the wizard and enter the information you collected for the upgrade.

During upgrade, you can select a check box to configure Provisioning Directory high availability. If you choose this option, you supply the hostnames of all alternate Provisioning Directories and specify the primary Provisioning Directory.

11. When the upgrade completes, uninstall and reinstall any alternate Provisioning Directories. For more information, see the *Installation Guide*.

After the upgrade completes, you can find CA Directory documentation in the following locations:

- Windows: Go to Start, Programs, CA, Directory, Documentation.
- UNIX: Navigate to /opt/CA/Directory/doc.

## Migrate the Provisioning Directory

When upgrading to CA Identity Manager 12.6.5, you can migrate the Provisioning Directory to a new system. This migration can accommodate requirements for memory or a 64-bit operating system.

### Follow these steps:

1. Install CA Directory on the new system using the CA Directory component installer.
2. Copy any custom schema files from the existing Provisioning Directory system to the new system. Custom schema files exist in the following situations:
  - The COSX (etrust\_cosx.dxc) has been modified.
  - The LDA connector (etrust\_lda.dxc) is installed.
  - A custom C++ connector schema has been created.

Copy the schema files from the local %DXHOME%/config/schema directory to the same directory on the new system.

3. Install the 12.6.5 Provisioning Directory on the new system using the *same* domain name as the existing system.
4. Stop the etrustadmin DSA on the old system and dump the data.

If you are upgrading a r12.5 SP system, use the following command:

```
dxdumpdb -f filename -v DSA_Name
```

For example:

```
dxdumpdb -f hostname-impd-notify.ldif -v hostname-impd-notify
dxdumpdb -f hostname-impd-co.ldif -v hostname-impd-co
dxdumpdb -f hostname-impd-inc.ldif -v hostname-impd-inc
dxdumpdb -f hostname-impd-main -v hostname-impd-main
```

If you upgrading a r12.6 system, use the following command:

```
dxdumpdb -0 -f filename -p dc=etadb -S DSA_name database_name
```

5. Stop the -main, -co, and -inc DSAs on the new host by running the following commands from a command prompt:

```
dxserver stop new_system_name-impd-main
dxserver stop new_system_name-impd-inc
dxserver stop new_system_name-impd-co
```

6. Load the data file produced in Step 4 into all the DSAs by running the following commands from a command prompt:

```
dxloaddb -s new_system_name-impd-main filename
dxloaddb -s new_system_name-impd-co filename
dxloaddb -s new_system_name-impd-inc filename
```

- Restart the DSAs on the new host by running the following commands from a command prompt:

```
dxserver start new_system_name-impd-main
dxserver start new_system_name-impd-inc
dxserver start new_system_name-impd-co
```

The 12.6.5 Provisioning Directory is now running on the new system with all the data from the old system. The old Provisioning Directory can now be removed.

- Uninstall and reinstall any alternate Provisioning Directories.

**Note:** For more information, see the *Installation Guide*.

**Note:** Be sure to use the *new* Provisioning Directory hostname when upgrading the Provisioning Servers. The default in the upgrade installer is set to the old hostname.

## Upgrade the Provisioning Server

**Important!** The Provisioning Server uses an instance of CA Directory to communicate with the Provisioning Directory. Be sure to install or upgrade CA Directory on the Provisioning Server system, using the CA Directory component installer, *before* upgrading the Provisioning Server.

The component CA Directory installer is located on the CA Identity Manager media, under CADirectory\_x64.

The Provisioning Server upgrade includes the C++ Connector Server, and also performs all connector upgrades by default.

Note the following when upgrading the Provisioning Server:

- Before upgrading the Provisioning Server, be sure that inbound requests are completed. Use View Submitted Tasks to verify these requests are complete.
- Before installing the Provisioning Server, uninstall and reinstall any alternate Provisioning Directories if they exist. For more information, see the *Installation Guide*.
- If you have more than one Provisioning Server, upgrade the primary first, then upgrade all alternate Provisioning Servers.

**To upgrade the Provisioning Server**

1. Run the CA Identity Manager installer from the CA Identity Manager media.  
The Upgrade Wizard starts.
2. In the Upgrade Wizard, next to Provisioning Server, click Launch Upgrade.



The Provisioning Server upgrade starts. Note the following:

3. If you see a Deprecated Connector Warning, consult the *Connectors Guide* for migration steps to complete after the upgrade.

4. Select the Custom setup type when prompted.
5. Select the appropriate Installation Type, depending on which components are installed on the system (Provisioning Server, C++Connector Server, or both).

#### Installation Type

Select the appropriate installation type.

Provisioning Server and Connector Server (C++)



Installs both the Provisioning Server and Connector Server (C++) with Connectors on this machine.

6. You can select a check box during upgrade to indicate Provisioning Directory high availability. If you select this option, supply the hostnames of any alternate Provisioning Directories and specify the primary Provisioning Directory.
7. Complete the Provisioning Domain screens.

**Note:** You may notice a slight delay when you click Next on the first Provisioning Domain screen.

#### Provisioning Domain Configuration

Domain is the primary administrative Provisioning Server unit.

Select a name for the domain to be managed by this Provisioning Server.

Note: Once a domain is configured its name cannot change.

Domain Name:

8. Enter a password for the domain.

<b>Username:</b>	<input type="text" value="imsagent"/>
<b>Password:</b>	<input type="password" value="*****"/>
<b>Confirm Password:</b>	<input type="password" value="*****"/>
<b>Description:</b>	<input type="text" value="Default Provisioning Server Administrator"/>

9. Supply provisioning components passwords.

<b>Provisioning Component Passwords</b>		
Create the required passwords. For an alternate Provisioning Server, enter the Provisioning Directory password created for the primary Provisioning Server.		
	<b>Password</b>	<b>Confirm Password</b>
<b>Provisioning Server:</b>	*****	*****
<b>C++ Connector Server:</b>	*****	*****
<b>Provisioning Directory:</b>	*****	*****

10. Go through the wizard and enter the information you collected for the upgrade.  
Your Provisioning Server is upgraded.

## Upgrade C++ Connector Server (CCS)

From CA Identity Manager r12.6, provisioning server communicates with CA IAM CS, not with CCS. CCS now communicates with CA IAM CS, which then forwards the message.

If your current installation includes a standalone CCS, you need to upgrade it carefully.

**Follow these steps:**

1. Upgrade CCS.
2. Install CA IAM CS on the same computer as the upgraded CCS.

This instance of CA IAM CS will forward communication from CCS to the provisioning server.

## Upgrade CA IAM Connector Server

The Java Connector Server is now called CA IAM Connector server, or CA IAM CS. This Connector Server uses ServiceMix instead of Apache DS. If you are upgrading from CA Identity Manager r12.5 or a lower release, the upgrade program deletes or moves some files and folders.

### Follow these steps:

1. Verify that your customized settings are in the properties files described in *Customize the Configuration for CA IAM CS* in the *Connectors wiki*. When you upgrade, any changes you made to the configuration files are lost.
2. If you are upgrading a CA Identity Manager r12 installation that had FIPS enabled, FIPS is enabled after the upgrade. To prevent FIPS being enabled after the upgrade, edit the following file *before* upgrading:

```
jcs_home/conf/server_jcs.xml
```

Ensure that the file contains the following property:

```
<property name="fipsEnabled"><value>false</value></property>
```

Alternatively, you can disable FIPS using an override file after the upgrade.

3. Navigate to the following subfolder and double-click the *setup* file:

```
Provisioning\ConnectorServer
```

4. When upgrading to CA IAM CS, note the following:
  - Most fields are automatically populated during the CA IAM CS upgrade. You should only need to supply passwords during the upgrade.
  - When providing the component password during the upgrade, you can supply any password that is at least 6 characters long. The installer resets the CA IAM CS component password to the text that you entered in this field.
  - During the upgrade, Upgrade Wizard asks you to register CA IAM CS so that updated metadata for existing and new connectors can be registered with the Provisioning Server.

Use the following information to register CA IAM CS:

#### Domain

Defines the Provisioning Server domain.

#### Server Host

Defines the Provisioning Server.

#### Server Port

Defines the port on which the Provisioning Server runs.

#### Username

Specifies the Provisioning Server administrator.

### Password

Defines the Provisioning Manager administrator password.

5. After the installation is complete, deploy every connector that you plan to use. For instructions, see the *Connectors wiki*.

**Note:** The following connectors each require additional files. If you plan to use any of these connectors, follow the instructions in the Connectors Guide to deploy these additional files as well as the connector itself:

- IBM Lotus Domino
- Oracle PeopleSoft
- RSA SecurID
- SAP R3

## Upgrade the Provisioning Manager

The Provisioning Manager will appear as an option in the Upgrade Wizard. To upgrade the Provisioning Manager, click Launch Upgrade across from this component.

The Provisioning Manager upgrade does not need any new information. Once launched, the upgrade runs and the Provisioning Manager is updated on your system.

## Configure a Remote Provisioning Manager

If you installed the Provisioning Manager on a different system from the Provisioning Server, you configure communication to the server.

**Note:** To install the Provisioning Manager, install the CA Identity Manager Administrative Tools on a Windows system.

### Follow these steps:

1. Log in to the Windows system where you installed Provisioning Manager.
2. Go to Start, Programs, CA Identity Manager, Provisioning Manager Setup.
3. Enter the hostname of the Provisioning Server.
4. Click Configure.
5. For an alternate Provisioning Server, select the domain name from the pull-down list.
6. Click Ok.

You can now start the Provisioning Manager and see the domain name that you configured.

## Upgrade Other Provisioning Components

If you use any of the following provisioning components in your CA Identity Manager deployment, they must be upgraded as described.

### **Connector Xpress**

Run the Connector Xpress installer from the CA Identity Manager media to upgrade Connector Xpress.

### **Remote Agents**

Run the specific agent installer from the Provisioning Component media (under \RemoteAgent) to upgrade these components. If you want IPv6 support, you will need to upgrade your agents.

### **Password Sync Agents**

Run the Password Sync Agent installer from the Provisioning Component media (under \Agent) to upgrade this component.

**Note:** To upgrade the AS400 agent, you uninstall the old version of this agent and install the new agent.

### **Credential Provider**

Run the Credential Provider installer from the Provisioning Component media (under \Agent) to upgrade this component.

### **Bulk Loader Client/PeopleSoft Feed**

Run the Bulk Loader Client installer from the Provisioning Component media (under \Clients) to upgrade this component.

### **CA IAM CS SDK**

Run the CA IAM CS SDK installer from the CA Identity Manager media (under \Provisioning) to upgrade this component.

### **CCI Standalone**

Run the CCI Standalone installer from the Provisioning Component media (under \Infrastructure) to upgrade this component.



# Chapter 4: Upgrade on a Single WebSphere Node

---

This section contains the following topics:

[Upgrade or Migration on a WebSphere Node](#) (see page 43)

[Upgrade on a WebSphere Node](#) (see page 44)

[Migration of a Node](#) (see page 44)

## Upgrade or Migration on a WebSphere Node

At this release, a 64-bit version of WebSphere is required. Based on the version of your application server, you upgrade or migrate CA Identity Manager. See the following definitions of these terms:

### Upgrade

You leave the existing version of CA Identity Manager installed and install CA Identity Manager 12.6.5 to replace it.

### Migration

You uninstall the previous version of CA Identity Manager and then install CA Identity Manager 12.6.5.

See the following table to choose the correct procedure:

Current Application Server	Upgrade or Migration Procedure
WebSphere 6.1 or 7	<a href="#">Migration on a Node</a> (see page 44)
WebSphere 7 (32-bit)	<a href="#">Migration on a Node</a> (see page 44)
WebSphere 7 (64-bit)	<a href="#">Upgrade on a Node</a> (see page 44) to remain on WebSphere 7, or <a href="#">Migration on a Node</a> (see page 44) to move to WebSphere 8.0 or 8.5
WebSphere 8.x	<a href="#">Upgrade on a Node</a> (see page 44)

## Upgrade on a WebSphere Node

The following components are upgraded with the installer:

- EAR folder names
- All binaries (jars/JSPs)
- All property files (resource bundles, and so forth)
- All additional JMS queues
- Global Transaction Support on data sources
- Directories and Environments

All unused files will be deleted.

The following custom configuration files will be preserved:

- Policy Server connection
- Data store definitions


**Follow these steps:**

1. Run the CA Identity Manager installer on the system where CA Identity Manager was previously installed.  
The Upgrade Wizard starts.
2. Click Launch Upgrade from the Upgrade Wizard.
3. Choose the Full Upgrade option.
4. Respond to the prompts that appear.

## Migration of a Node


Perform the following steps to migrate CA Identity Manager on a node to the new version of WebSphere:

---

 Step
1. Uninstall the CA Identity Manager Server.
2. Install the CA Identity Manager Server on WebSphere.
3. Upgrade the workflow database (if upgrading from r12).
4. Migrate task persistence data (if upgrading from r12).
5. Configure workflow for your profile.

---

---

 **Step**

---

6. Verify access to CA Identity Manager.

---

## Uninstall the CA Identity Manager Server

Uninstalling this server has no affect on CA Identity Manager environments and directories, which are stored in CA Identity Manager databases. You can still use existing environments and directories after you install the CA Identity Manager server.

### To uninstall the CA Identity Manager Server on Windows

1. If you are using SiteMinder in your environment, stop the SiteMinder services.
2. Go to Start, Control Panel, Add/Remove Programs.
3. Select CA IAM Suite (Identity Manager)
4. Click Change/Remove.
5. Select CA Identity Manager.
6. Click Change/Remove.

All non-provisioning components are uninstalled.

### To uninstall CA Identity Manager components on UNIX

1. Navigate to the following location:  
`IM_HOME/./IAM_Suite/IdentityManager/install_config_info/iam-suite-uninstall`
2. Run the following script:  
`sh uninstall.sh`
3. Navigate to the following location:  
`IM_HOME/install_config_info/im-uninstall`
4. Run the following script:  
`sh uninstall.sh`

For any provisioning components, use the individual component installer to uninstall the component.

## Install the new CA Identity Manager Server on the WebSphere Node

### Follow these steps:

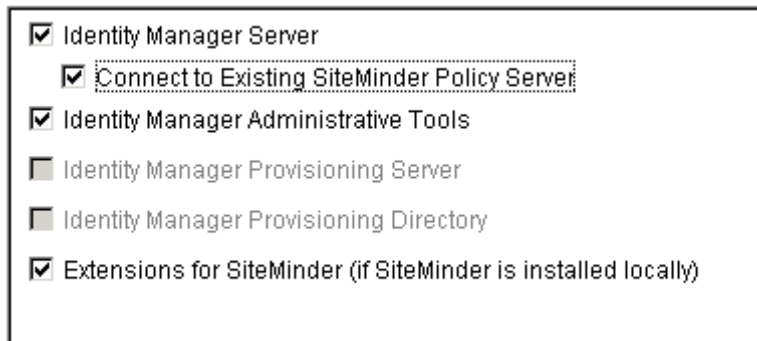
1. Install WebSphere and the required FixPacks and JDK.

2. Check that you have removed all [unnecessary Websphere files](#) (see page 17) or they may prevent the upgrade from succeeding.
3. Stop the following items:
  - Any installation of WebSphere
  - SiteMinder services if installed
4. Start the CA Identity Manager installation program.
  - Windows: From your installation media, run the following program:  
`ca-im-release-win64.exe`
  - UNIX: From your installation media, run the installation program. For example, for Solaris:  
`ca-im-release-sol.bin`

*release* represents the current release of CA Identity Manager.

**Note:** If you see options to upgrade the workflow database and migrate task persistence data, enable those options. These options appear in some scenarios when your previous installation was CA Identity Manager r12.

5. Select the option to install the CA Identity Manager Server.



6. Supply the WebSphere details. The WebSphere section includes these fields:

**WebSphere Install Folder**

The folder or directory where WebSphere is installed. You find this location in the Windows or UNIX file system.

**Server Name**

You find this name in the WebSphere console.

**Profile Name**

You find this name in the Windows or UNIX file system at the path:

*was\_home/profiles/Deployment\_Manager\_Profile/config/cells/*

**Cell Name**

The deployment manager's cell which can be found in the WebSphere console.

**Node Name**

A node that contains the Server Name you supplied on this screen. You find this name in the WebSphere console.

**Access URL and port**

The fully-qualified system name and port number used by WebSphere.

- 7. For database credentials, provide the same values that existed at the previous installation.

**Database Connection Information**

Enter database connection information for task persistence and archive, workflow, auditing, reporting, and object storage.

Host Name:	<input type="text" value="easthamdb"/>
Port Number:	<input type="text" value="1433"/>
Database Name:	<input type="text" value="fwstore"/>
Username:	<input type="text" value="fwadmin"/>
Password:	<input type="password" value="*****"/>

**Important!** If you are upgrading from CA Identity Manager r12 and you have different database stores for task persistence, workflow, audit, and reports, you will need to update the data sources manually after installation to point to the separate stores. .

- 8. Create a user on the Login Information section using a password you can recall.

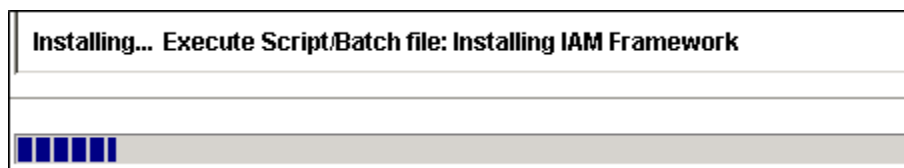
**Login Information**

To create a user for connecting to the embedded CA components, provide a user name and password.  
Note: The password you specify must be at least six characters.

Username:	<input type="text" value="psuser"/>
Password:	<input type="password" value="*****"/>
Confirm Password:	<input type="password" value="*****"/>

- 9. Review the summary of your upgrade choices and click Install.

The installer will install the components you selected and gradually update the progress bar.



- When the installation completes, inspect the Install Complete message. If you see errors on the screen, note the path for the logs, which explain the errors.

If you are upgrading from CA Identity Manager r12, continue by upgrading the workflow database.

## Upgrade the Workflow Database

This procedure applies only if you are upgrading from CA Identity Manager r12.

To work with WorkPoint 3.4.2, you update the workflow database, so you can continue to use the workflow processes that you developed in WorkPoint 3.3.

### Follow these steps:

- Locate the WorkPoint scripts in the Workpoint\database under the Administrative Tools folder. The scripts are in the following default locations:
  - Windows:** C:\Program Files\CA\Identity Manager\IAM Suite\Identity Manager\tools\Workpoint\database
  - UNIX:** /opt/CA/IdentityManager/IAM\_Suite/Identity\_Manager/tools/Workpoint/database
- Run the following scripts:

#### **wp331\_to\_wp34\_cnv\_step1.sql**

This script creates the tables for Workpoint 3.4, adds columns the old tables, and inserts rows into the WP\_\*\_TYPE tables.

#### **wp331\_to\_wp34\_cnv\_step2.sql**

This script creates the stored procedures that are required to convert the data.

#### **wp331\_to\_wp34\_cnv\_step3.sql**

This script converts the text data to columns and populates the new WP\_BULK\_DATA table from the old WP\_BULK\_STORAGE table.

#### **wp34\_20060927\_add.sql**

This script creates the tables for Workpoint 3.4.20060927 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

**wp34\_20070625\_add.sql**

This script creates the tables for Workpoint 3.4.2.20070625 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

**wp342\_20071218\_add.sql**

This script creates the tables for Workpoint 3.4.2.20071218 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

**wp342b\_to\_wp342c.sql**

This script adds tables and rows to support the completion code.

**wp342c\_to\_wp342d.sql**

This script updates field lengths and scripts.

**wp342d\_to\_wp342e.sql**

This script adds index definitions.

3. Save all changes to the database.

## Migrate Task Persistence Data

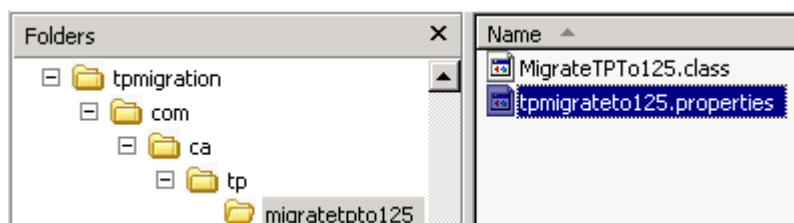
This procedure applies only if you are upgrading from CA Identity Manager r12.

You can manually migrate tasks, depending on task state or date range, by running the task persistence data migration tool.

### Follow these steps:

1. Find the `tpmigration125.properties` file in the following location:

`admin_tools/tpmigration/com/ca/tp/migratetp125`



2. Update this file with the object store and task persistence information for your database.

**Note:** For any supported version of SQL Server, enter `sql2005`.

*Equation 1: The user views sections to change in the `tpmigrateto125.properties` file.*

```

tpmigrateto125.txt - Notepad
File Edit Format View Help
#####
# The object store is required to obtain the environment details.
#####
os.db.hostname=easthamdb.dxx.com
os.db.dbname=fwstore
os.db.username=fwadmin
os.db.password=oa01120sx
os.db.port=1433
os.db.dbType=sql2005
#####
# Task persistence data where the old and new tables are.
#####
tp.db.hostname=easthamdb.dxx.com
tp.db.dbname=fwstore
tp.db.username=fwadmin]
tp.db.password=oa01120sx
tp.db.port=1433
tp.db.dbType=sql2005

```

3. Be sure that the environment variable `JAVA_HOME` is set.
4. From a command line, navigate to `admin_tools/tpmigration` and run the task persistence migration tool as follows:
  - For Windows:  
`runmigration.bat`
  - For UNIX:  
`runmigration.sh`
5. Enter the following information:
  - a. For the environment protected Alias, enter all.  
**Note:** If you do not specify all, only one environment can be entered.
  - b. For task state, enter All (with a Capital A).  
**Note:** If you do not specify All, only one task state can be entered.
  - c. For the version to migrate from, enter 2 for 12.0.
  - d. Date range for the tasks to be migrated (y/n).  
**Note:** If you choose 'y', enter a Start Date (mm/dd/yy) and End Date (mm/dd/yy).

The migration starts. After the migration completes, the status indicates how many tasks were migrated.
6. Be sure to verify that no errors appeared.
7. Repeat steps 4 and 5, but use the `-pending` option instead of All for task state.

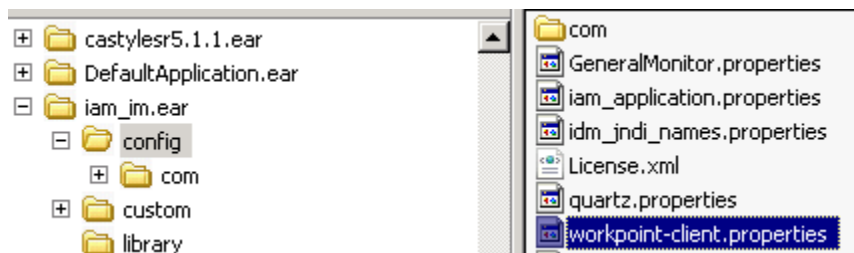
## Configure Workflow for Your Profile

If you have not used the default WebSphere profile for your installation, you configure workflow for the WebSphere Server.

### Follow these steps:

1. Start the WebSphere Console.
2. Navigate to Servers, Server Types, Application Servers, `server_name`.
3. Under Communications, Expand Ports.
4. Make note of the port used for the `BOOTSTRAP_ADDRESS`.

5. Edit `Workpoint-client.properties` file under `iam_im.ear/config`.



6. Locate the WebSphere section in this file.  

```
# java.naming.provider.url=iop://localhost:2809
```
7. Replace 2809 with the profile's port that is used for the `BOOTSTRAP_ADDRESS`.
8. Restart this server.

## Verify the CA Identity Manager Server Starts

### Follow these steps:

1. Start CA Identity Manager as follows:

- **Windows:**

Click Start, Programs, IBM WebSphere, Application Server Network Deployment *version*, Profiles, *Profile Name*

**Note:** To view status information, use the First Steps console, which you access from the same location as the Start the Server command mentioned above. In the First Steps console, select Start the Server.

- **UNIX:**

- a. Navigate to `websphere_home/profiles/profile_name/bin` from the command line.

- b. Enter the following command:

```
startserver websphere_server
```

When you see a message that resembles the following, the server has completed its startup process:

```
Server server1 is open for e-business
```

2. Access the Management Console and confirm the following points:

- You can access the following URL from a browser:

```
http://im_server:port/iam/immanage
```

For example:

```
http://MyServer.MyCompany.com:port-number/iam/immanage
```

- The Management Console opens.

- No errors are displayed in the application server log.
  - You do not receive an error message when you click the Directories link.
3. Verify that you can access an upgraded environment using this URL format:  
`http://im_server:port/iam/im/environment`

# Chapter 5: Upgrade on a WebSphere Cluster

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This section contains the following topics:

- [Upgrade or Migration for a WebSphere Cluster](#) (see page 55)
- [Upgrade on a WebSphere Cluster](#) (see page 55)
- [Migration on a WebSphere Cluster](#) (see page 56)
- [Start the WebSphere Cluster](#) (see page 69)
- [Verify the Clustered Installation](#) (see page 70)

## Upgrade or Migration for a WebSphere Cluster

Based on the version of your application server, you upgrade or migrate CA Identity Manager. See the following definitions of these terms:

### Upgrade

You leave the existing version of CA Identity Manager installed and install CA Identity Manager to replace it.

### Migration

You uninstall the previous version of CA Identity Manager and then install CA Identity Manager.

See the following table to choose the correct procedure:

Current Application Server	Upgrade or Migration Procedure
WebSphere 6.1	<a href="#">Migration on a WebSphere Cluster</a> (see page 56)
WebSphere 7 (32-bit version)	<a href="#">Migration on a WebSphere Cluster</a> (see page 56)
WebSphere 7 (64-bit version)	<a href="#">Upgrade on a WebSphere Cluster</a> (see page 55) to remain on WebSphere 7, or <a href="#">Migration on a WebSphere Cluster</a> (see page 56) to move to WebSphere 8 or 8.5
WebSphere 8.x	<a href="#">Upgrade on a WebSphere Cluster</a> (see page 55)

## Upgrade on a WebSphere Cluster

Follow these steps:

1. Log in to the system with the Deployment Manager.
  - On Windows, use the Administrator account.
  - On UNIX, use the root account.
2. Start the Node Agents for the cluster members.
3. Stop the following items:
  - All cluster members
  - The WebSphere Deployment Manager
  - All SiteMinder services in your environment
4. Run the CA Identity Manager installer and select the CA Identity Manager Server.


During an upgrade from r12, you have the choice to *uncheck* the automated upgrade steps for these tasks and perform them later using the Manual Upgrades appendix:

  - Upgrade the workflow database—updates the workflow database schema to work with WorkPoint 3.4.2.
  - Migrate task persistence—migrates all pending CA Identity Manager tasks from a previous version of CA Identity Manager to the upgraded version.

We recommend leaving these options checked.
5. If you upgraded from r12.5, update the new index.jsp. For more information, see the *User Console Design Guide*.

## Migration on a WebSphere Cluster

Perform the following steps to migrate CA Identity Manager on a cluster to the new version of WebSphere:

 Step
1. Uninstall the CA Identity Manager Server.
2. Configure a cluster for the new version of WebSphere.
3. Run the installation from the Deployment Manager.
4. Add cluster members.
5. Migrate Task Persistence data (if upgrading from r12).
6. Update the workflow database (if upgrading from r12).
7. Configure workflow for cluster members.
8. Configure the proxy plug-in.

## Uninstall the CA Identity Manager Server

Uninstalling this server has no effect on CA Identity Manager environments and directories, which are stored in CA Identity Manager databases. You can still use existing environments and directories after you install the CA Identity Manager server.

### To uninstall the CA Identity Manager Server on Windows

1. If you are using SiteMinder in your environment, stop the SiteMinder services.
2. Go to Start, Control Panel, Add/Remove Programs.
3. Select CA IAM Suite (Identity Manager)
4. Click Change/Remove.
5. Select CA Identity Manager.
6. Click Change/Remove.

All non-provisioning components are uninstalled.

### To uninstall CA Identity Manager components on UNIX

1. Navigate to the following location:

```
IM_HOME/./IAM_Suite/IdentityManager/install_config_info/iam-suite-uninstall
```

2. Run the following script:

```
sh uninstall.sh
```

3. Navigate to the following location:

```
IM_HOME/install_config_info/im-uninstall
```

4. Run the following script:

```
sh uninstall.sh
```

For any provisioning components, use the individual component installer to uninstall the component.

## Configure a WebSphere Cluster for the Upgrade

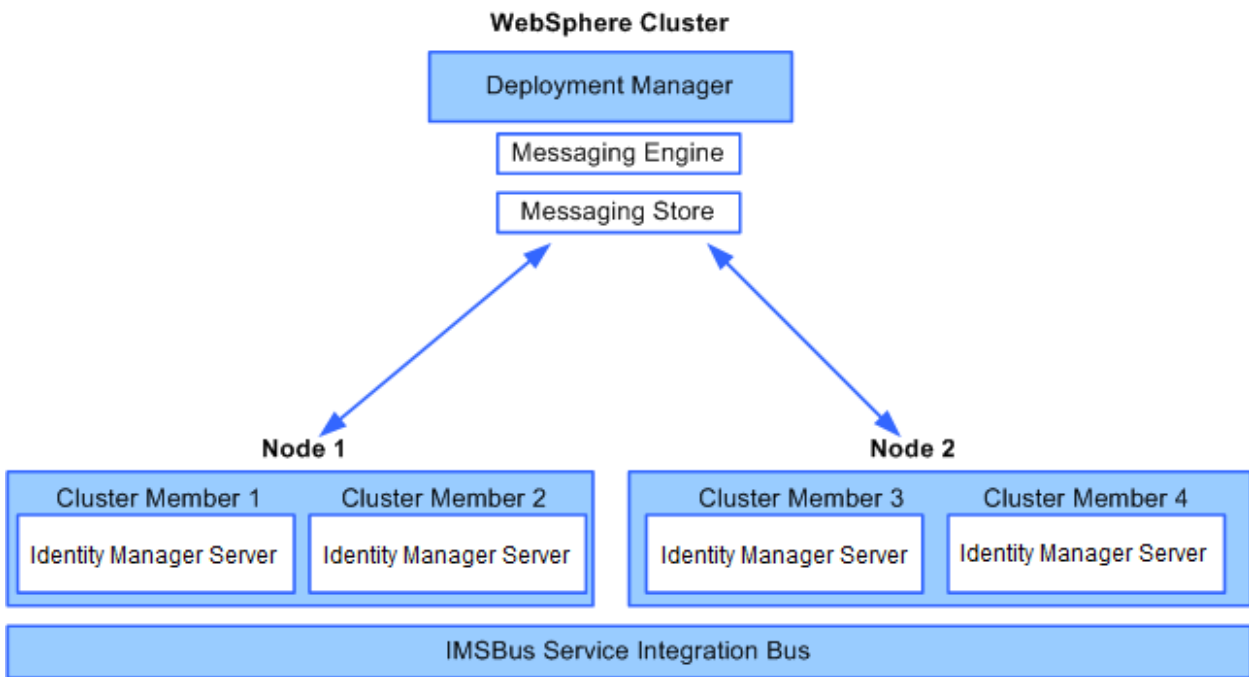
When you install software for a WebSphere cluster, you set up the following:

- One WebSphere Deployment Manager—Manages the other federated profiles in the cell through node agents.
- One or more nodes—Each node contains one or more cluster members (also called servers), which run the CA Identity Manager Server.

- Node agent—A process that manages communication between the Deployment Manager and the federated profile.
- Service Integration Bus—Groups resources in WebSphere to simplify administration. The WebSphere cluster is added as a member of the bus.
- Message Engine—Provides messaging functionality for members of the service integration bus. One message engine exists for the cluster.
- Message Store—Stores messages and transaction status for the message engine.
- A Web Server—Distributes the load to the appropriate server and, if SiteMinder is installed, protects access to the cluster members.

The following figure shows the relationship between the Deployment Manager, message engine, message store, nodes, and cluster members. The CA Identity Manager Server is installed from the Deployment Manager system to each cluster member.

**Note:** For more information about these components, see the [WebSphere System Management and Administration Redbook](#).



## Install the Deployment Manager

You set up a WebSphere cluster in the WebSphere Administrator Console.

**Note:** CA Identity Manager does not support HTTP session persistence in a clustered environment.

### To install WebSphere as the Deployment Manager

1. Decide which systems you plan to use for the cluster.
  - a. Select a system for the WebSphere Deployment Manager. For best performance, the system should not be used as a node for cluster members.
  - b. Determine the cluster member nodes.
2. Install the WebSphere Deployment Manager. Use both the installation instructions in the [WebSphere System Management and Administration Redbook](#) and the following guidelines.

During the installation, note the directory where you install the Deployment Manager.

- a. Install the IBM WebSphere Application Server Network Deployment software on the Deployment Manager system.

When the installation completes, you are prompted to configure a *profile*, a WebSphere runtime environment.

- b. Run the Profile Creation Wizard to create the profile for the Deployment Manager system. When you are prompted to select a profile type, select the Deployment Manager profile.
- c. Start the Deployment Manager using one of the following methods:
  - Run the StartManager.bat (Windows)
  - StartManager.sh (Solaris) from a command prompt.

The `websphere_home/profiles/profile_name/bin` folder contains the scripts.

If you registered the Deployment Manager as a Windows Service, use Windows Services to start the Deployment Manager.

## Install WebSphere on each Node

On each system that you have used for a cluster member, install WebSphere.

### Follow these steps:

1. Install the IBM WebSphere Application Server Network Deployment software on each cluster member.
2. Use the Profile Creation Wizard to create a default profile for each node.  
You use this profile to configure a connection to the Deployment Manager.
3. Start each node as follows:
  - a. Navigate to *was\_home*\WebSphere\AppServer\bin on the system where the managed node is located.
  - b. Execute the *startNode.bat*\.sh command.
4. Confirm that a single cell has all the nodes associated with it at this location:  
*was\_home/profiles/Deployment\_Manager\_Profile/config/cells/Cell\_Name/Nodes/*  
You should see all federated nodes displayed as folder names.

Creation of profiles may sometimes fail if the bootstrap ports (default: 2809) are not unique. You can check for an error message in the *pctLog.txt* file in the created profiles' logs folder. For example:

```
(Oct 10, 2007 6:45:55 PM), Install,  
com.ibm.ws.install.ni.ismp.actions.ISMPWSPprofileLaunchAction, err, INSTCONFFAILED:  
Cannot complete required configuration actions after the installation. The  
configuration failed. The installation is not successful. Refer to C:\Program  
Files\IBM\WebSphere\AppServer\logs\wasprofile\wasprofile_create_CustomIMFromNode.  
log for more details.
```

Inspecting the *wasprofile\_create\_CustomIMFromNode.log* shows that this failure was due to Bootstrap ports that is not unique.

## Create the Cluster with One Member

You now configure the cluster with a single member. The other cluster members are added in a subsequent procedure after you install CA Identity Manager.

### Follow these steps:

1. In the Administrative Console, verify that the nodes show a Synchronized status.
2. Use the Create New Cluster wizard to create the cluster with one member.  
Note the cluster name and the server node name that you create in using this wizard. The server node is the cluster member node.
3. Stop the cluster member, but leave the Node Agents running.

## Objects Created by the Installation

You install CA Identity Manager as described in the following procedure. During the installation, the following EARs are installed on the cluster domain:

- iam\_im.ear
- ca-stylesr5.1.1.ear

When you supply a cluster name during the installation, these primary resources are configured:

- Distributed queues/topics targeted to the cluster
- Connection factories targeted to the cluster
- Data sources targeted to cluster
- iam\_im-IMSBus, the Service Integration Bus for CA Identity Manager
- Message engine store for the cluster
- Core group policies used by the message engine

## Run the Installation from the Deployment Manager

Once you have created the WebSphere cluster, you can install CA Identity Manager on it. To install the CA Identity Manager on all cluster members, you use this procedure and the procedures that follow it.

**Note:** At previous releases of CA Identity Manager, creating a message store and message engine was a manual process. At this release, you create an empty message store database and supply that database name when you run the CA Identity Manager installer. WebSphere then populates the message store table, creates the message engine, and deploys the CA Identity Manager application ear and binaries to each node in the cluster.

### Follow these steps:

1. Perform these steps if you are using Microsoft SQL server:
  - a. Open SQL Management Studio.
  - b. Locate the user who owns the message store database.
  - c. Set that user's default schema to dbo.
2. Log into the system with the Deployment Manager.
  - On Windows, log in as the Windows Administrator.
  - On UNIX, log in as root.
3. Stop the first cluster member, the only cluster member that you have configured so far.

4. Start the Node Agent for that cluster member.
5. Stop the WebSphere Deployment Manager.
6. On the system that hosts the Deployment Manager, run the CA Identity Manager installation.
  - Windows: From your installation media, run the following program:  
`ca-im-release-win32.exe`
  - UNIX: From your installation media, run the installation program. For example, for Solaris:  
`ca-im-release-sol.bin`

*release* represents the current release of CA Identity Manager.

**Important!** Be sure that you have collected the information needed by the installer, such as user names, host names, and ports.

7. Complete the Select Components section by including the CA Identity Manager Server and any other components that you need on this system.

**Note:** If you see options to upgrade the workflow database and migrate task persistence data, enable those options. They appear in some scenarios when your previous installation was CA Identity Manager r12.

8. When you enter any password or shared secret in the installation, be sure to provide a password that you can recall when needed.

### Provisioning Directory Information

The Provisioning Server stores its data in a repository called the Provisioning Directory. To configure Provisioning Directory, enter the following information.

Provisioning Directory Host:	<input type="text" value="us-west3"/>
Provisioning Directory Shared Secret:	<input type="text" value="*****"/>
Confirm Shared Secret:	<input type="text" value="*****"/>

9. Complete the other sections based on your requirements for the installation.

The WebSphere section includes these fields:

#### WebSphere Install Folder

The folder or directory where WebSphere is installed. You find this location in the Windows or UNIX file system.

**Server Name**

The first cluster member in the WebSphere cluster. You find this name in the WebSphere console.

**Profile Name**

The deployment manager profile. You find this name in the Windows or UNIX file system at the path:

*was\_home/profiles/Deployment\_Manager\_Profile/config/cells/*

**Cell Name**

The deployment manager's cell which can be found in the WebSphere console.

**Node Name**

A node that contains the Server Name you supplied on this screen. You find this name in the WebSphere console.

**Cluster Name**

The name of the cluster. You find this name in the WebSphere console.

**Access URL and port**

The URL and port number of the Web Server used for load balancing.

For automatic deployment, enter the application server information.  
Enter the fully-qualified URL with port number in Access URL field.

For manual deployment, select the check box to generate EARs.  
No additional information is required.

WebSphere Install Folder:

Server Name:

Profile Name:

Cell Name:

Node Name:

Cluster Name:

Access URL and port:

10. Complete the Message Store section. The installer creates a JDBC data source as the Message Engine message store based on the following information you provide:

- Hostname
- Port
- Database name

Enter the message store database.

- Username

Enter the user who owns the message store database.

- Password

- Schema name

For Microsoft SQL Server, enter dbo.

For Oracle, enter the user who owns the message store database.

If any issues occur during installation, inspect the installation logs.

**Important!** Do not start the cluster yet, as it will not function. Complete the remaining procedures, which conclude with the steps to start the cluster.

## Add Cluster Members

You can now add members to the cluster using the first cluster member as a template.

### Follow these steps:

1. In the Administrative Console for the Deployment Manager, go to Servers, Clusters.
2. Add a cluster member, selecting one of the nodes for which you created a profile.
3. Copy sqljdbc.jar (for Microsoft SQL Server) or ojdbc14.jar (for Oracle) to the cluster member from the deployment manager system.

On the deployment manager system, the JAR file is in the WAS\_INSTALL\_ROOT/lib directory. You copy it to the same folder on the system for this cluster member.

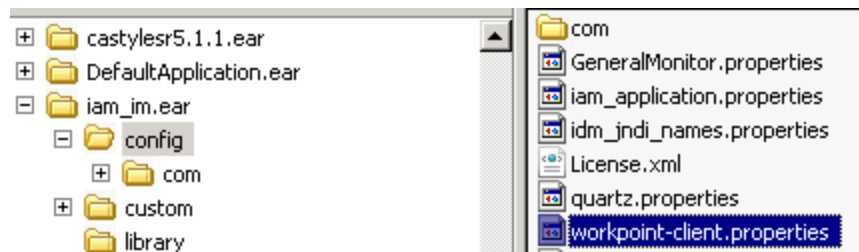
4. Repeat this procedure for each cluster member added to the cluster.

## Configure Workflow for Cluster Members

From the Deployment Manager system where you installed CA Identity Manager, you configure workflow for each cluster member.

### Follow these steps:

1. Start the WebSphere Console.
2. Navigate to Servers, Server Types, Application Servers, *server\_name*.
3. Under Communications, Expand Ports.
4. Make a note of the value for the BOOTSTRAP\_ADDRESS port.
5. Edit the workpoint-client.properties file under iam\_im.ear/config.



6. Locate the WebSphere section in this file.
7. Replace the default port with the profile's port that is used for the BOOTSTRAP\_ADDRESS.
8. Repeat this procedure for each cluster member.
9. Restart the cluster members.

## Perform Upgrades from r12

If you are upgrading CA Identity Manager from r12, perform the following procedures to upgrade the workflow database and migrate task persistence data.

## Upgrade the Workflow Database

This procedure applies only if you are upgrading from CA Identity Manager r12.

To work with WorkPoint 3.4.2, you update the workflow database, so you can continue to use the workflow processes that you developed in WorkPoint 3.3.

### Follow these steps:

1. Locate the WorkPoint scripts in the Workpoint\database under the Administrative Tools folder. The scripts are in the following default locations:
  - **Windows:** C:\Program Files\CA\Identity Manager\IAM Suite\Identity Manager\tools\Workpoint\database
  - **UNIX:**  
/opt/CA/IdentityManager/IAM\_Suite/Identity\_Manager/tools/Workpoint/data base

2. Run the following scripts:

#### **wp331\_to\_wp34\_cnv\_step1.sql**

This script creates the tables for Workpoint 3.4, adds columns the old tables, and inserts rows into the WP\_\*\_TYPE tables.

#### **wp331\_to\_wp34\_cnv\_step2.sql**

This script creates the stored procedures that are required to convert the data.

#### **wp331\_to\_wp34\_cnv\_step3.sql**

This script converts the text data to columns and populates the new WP\_BULK\_DATA table from the old WP\_BULK\_STORAGE table.

#### **wp34\_20060927\_add.sql**

This script creates the tables for Workpoint 3.4.20060927 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

#### **wp34\_20070625\_add.sql**

This script creates the tables for Workpoint 3.4.2.20070625 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

#### **wp342\_20071218\_add.sql**

This script creates the tables for Workpoint 3.4.2.20071218 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

#### **wp342b\_to\_wp342c.sql**

This script adds tables and rows to support the completion code.

#### **wp342c\_to\_wp342d.sql**

This script updates field lengths and scripts.

**wp342d\_to\_wp342e.sql**

This script adds index definitions.

3. Save all changes to the database.

## Migrate Task Persistence Data

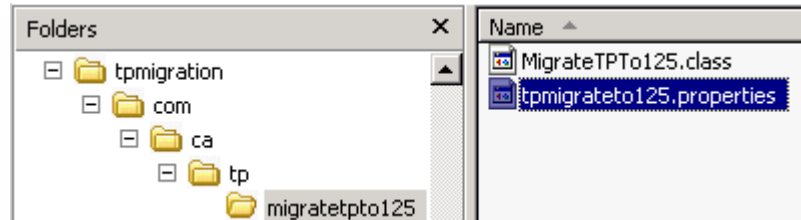
This procedure applies only if you are upgrading from CA Identity Manager r12.

You can manually migrate tasks, depending on task state or date range, by running the task persistence data migration tool.

### Follow these steps:

1. Find the tpmigration125.properties file in the following location:

*admin\_tools/tpmigration/com/ca/tp/migratetpto125*



2. Update this file with the object store and task persistence information for your database.

**Note:** For any supported version of SQL Server, enter sql2005.

*Equation 2: The user views sections to change in the tpmigrateto125.properties file.*

```

tpmigrateto125.txt - Notepad
File Edit Format View Help
#####
# The object store is required to obtain the environment details.
#####
os.db.hostname=easthamdb.dxx.com
os.db.dbname=fwstore
os.db.username=fwadmin
os.db.password=oa01720sx
os.db.port=1433
os.db.dbType=sql2005
#####
# Task persistence data where the old and new tables are.
#####
tp.db.hostname=easthamdb.dxx.com
tp.db.dbname=fwstore
tp.db.username=fwadmin]
tp.db.password=oa01720sx
tp.db.port=1433
tp.db.dbType=sql2005

```

3. Be sure that the environment variable `JAVA_HOME` is set.
4. From a command line, navigate to `admin_tools/tpmigration` and run the task persistence migration tool as follows:
  - For Windows:  
`runmigration.bat`
  - For UNIX:  
`runmigration.sh`
5. Enter the following information:
  - a. For the environment protected Alias, enter all.  
**Note:** If you do not specify all, only one environment can be entered.
  - b. For task state, enter All (with a Capital A).  
**Note:** If you do not specify All, only one task state can be entered.
  - c. For the version to migrate from, enter 2 for 12.0.
  - d. Date range for the tasks to be migrated (y/n).  
**Note:** If you choose 'y', enter a Start Date (mm/dd/yy) and End Date (mm/dd/yy).  
  
The migration starts. After the migration completes, the status indicates how many tasks were migrated.
6. Be sure to verify that no errors appeared.
7. Repeat steps 4 and 5, but use the `-pending` option instead of All for task state.

## Configure the Proxy Plug-In for the Web Server

You install the proxy plug-in so that WebSphere can communicate with the web server.

### Follow these steps:

1. See the [WebSphere Management and Administration Redbook](#) for instructions about installing the proxy plug-in for the web server. The chapter on Session Management discusses this plug-in.
2. Restart the Web server to activate the plug-in.
  - For IIS Web Servers—In the master WWW service, be sure that the WebSphere plug-in (`sePlugin`) appears after the SiteMinder Web Agent plug-in and that the WebSphere plug-in started successfully.
  - For Sun Java System Web Servers—Be sure that the WebSphere plug-in (`libns41_http.so`) is loaded after the SiteMinder Web Agent plug-in (`NSAPIWebAgent.so`)  
  
For Sun Java System 6.0 Web Servers, check the order of plug-ins in `<sun_java_home>/https-instance/config/magnus.conf`.

For Sun Java System 5.x Web Servers, copy the following lines from  
 <iplanet\_home>/https-instance/config/magnus.conf to  
 <iplanet\_home>/https-instance/config/obj.conf

```
Init fn="load-modules" funcs="as_init,as_handler,as_term"
shlib="/export/WebSphere/AppServer/bin/libns41_http.so"
Init fn="as_init"
bootstrap.properties="/export/WebSphere/AppServer/config/cells/plugin-cfg.xml"
```

Add the following after AuthTrans fn="SiteMinderAgent" in the obj.conf file:

```
Service fn="as_handler"
```

- For Apache Web Servers— In the Dynamic Shared Object (DSO) Support section of *Apache\_home*/config/httpd.conf, be sure that the SiteMinder Web Agent plug-in (mod2\_sm.so) is loaded before the WebSphere plug-in (mod\_ibm\_app\_server\_http.so).

## Start the WebSphere Cluster

To start the WebSphere cluster, you start the Deployment Manager and then start each managed node.

### Follow these steps:

1. Start a Policy Server that supports CA Identity Manager.
 

**Note:** If you have a Policy Server cluster, only one Policy Server should be running while you create CA Identity Manager directories, create or modify CA Identity Manager environments, or change WorkPoint settings.
2. Run the Deployment Manager.
3. On the first managed node, complete the following steps:
  - a. Navigate to *was\_home*\WebSphere\AppServer\profiles\Custom01\bin.
  - b. Execute the startNode.bat\sh command.
 

The first managed node starts.
4. Repeat step 3 on each node in the cluster.
5. Start each cluster member in Servers, Clusters, *cluster\_name*, Cluster Members in the WebSphere Administrative Console on the Deployment Manager.
6. Verify that the messaging engine for the cluster is running in Service integration, Buses, iam\_im-IMSBus, Messaging Engines in the WebSphere Admin Console on the Deployment Manager.
7. If you have installed a SiteMinder Web Agent, start the Web Server where you installed the SiteMinder Web Agent and the application server proxy plug-in.

## Verify the Clustered Installation

When you have completed all steps and started the cluster, check that the installation was successful.

### To verify the clustered installation

1. Start any extra Policy Servers and CA Identity Manager nodes that you stopped.
2. Access the CA Identity Manager Management Console as follows:

`http://host_name:port/iam/immanage`

#### **host\_name**

Defines the fully-qualified host name for the server where CA Identity Manager is installed

#### **port**

Defines the application server port.

3. Verify that you can access an upgraded environment using this URL format:

`http://im_server:port/iam/im/environment`

# Chapter 6: Report Server Upgrade

---

If you currently use reporting in CA Identity Manager, you need to upgrade the Report Server and the CA Identity Manager default reports.

This section contains the following topics:

[Upgrade the Report Server](#) (see page 71)

[Install the Service Pack for the Report Server](#) (see page 72)

[Copy the JDBC JAR Files](#) (see page 73)

[Deploy Default Reports](#) (see page 74)

[BusinessObjects XI 3.x Post-Installation Step](#) (see page 75)

## Upgrade the Report Server

Upgrade the Report Server to the supported version, CA Business Intelligence 3.3 SP1 (BusinessObjects Enterprise XI Release 3.1 SP6). Previous versions of this software are not supported.

**Note:** You need at least 9GB of disk space to install or upgrade the Report Server.

### To upgrade the Report Server

1. Exit all applications that are running.
2. Log in to the [CA Support site](#).
3. Go to the Download Center.
4. Under Products, click CA Identity Manager and the current release.
5. Download the CA Business Intelligence Common Reporting package and unzip it. If you have already installed CA Business Intelligence 3.3, you can omit this procedure. Instead, install [service pack 6](#) (see page 72).

**Important!** The installation zip contains multiple folders. The installer executable requires this folder structure. If you moved the CA Business Intelligence installer after extracting the zip, copy the entire folder structure to the same location and verify that you execute the installation media from the VM folder.

6. Verify that all the servers are running the same previous version of the Report Server.
7. On UNIX, export the previous installation, so that the new installer can detect an older version. Issue this command:  
  

```
export CASHCOMP=current-installation-location
```

For example:  
  

```
export CASHCOMP=/opt/CA/SharedComponents
```
8. Navigate to Disk1\InstData\VM and double-click the installation executable.  
  
The installer detects the previous installation and gives you the option to migrate the old data.
9. Click Update as the Installation Type when prompted.
10. Accept default settings during the rest of the installation.
11. Click Install.

**Note:** The upgrade can take up to 45 minutes to complete.

**To verify the upgrade of the Report Server**

Inspect the `biek.properties` file in the Report Server install folder. A successful installation shows the following:

```
Version=BusinessObjects Enterprise XI Release 3.1 SP6
```

## Install the Service Pack for the Report Server

If you previously installed the Report Server 3.3, you only need to install Service Pack 6. It is available for download on the [CA Support site](#), under CA Identity Manager product downloads. The download page includes a ZIP file for Windows and TAR files for Solaris and UNIX.

## Copy the JDBC JAR Files

### Follow these steps:

1. Navigate to the jdbcdrivers folder where the CA Identity Manager Admin toolkit is installed. The default location is as follows:
  - Windows: C:\Program Files\CA\Identity Manager\IAM Suite\Identity Manager\tools\lib\jdbcdrivers
  - UNIX:  
/opt/CA/IdentityManager/IAM\_Suite/Identity\_Manager/tools/lib/jdbcdrivers
2. Copy ojdbc14.jar (for Oracle) or sqljdbc.jar (for SQL Server) to the following location:
  - Windows: CA\SC\CommonReporting3\common\4.0\java\lib
  - UNIX: /opt/CA/SharedComponents/CommonReporting3/bobje/java/lib

**Note:** Copy sqljdbc.jar from Tools\lib\jdbcdrivers\1.2 to use the 1.2 driver that is compatible with the Report Server.
3. Open the CRConfig.xml file, found in the following location:
  - Windows: CA\SC\CommonReporting3\common\4.0\java
  - UNIX: /opt/CA/SharedComponents/CommonReporting3/bobje/java
4. Add the location of the JDBC JAR files to the Classpath. For example:
  - Windows: <Classpath>report\_server\_home\common\4.0\java\lib\sqljdbc.jar; report\_server\_home\common\4.0\java\lib\ojdbc14.jar ...</Classpath>
  - UNIX:  
<Classpath>\${BOBJEDIR}/java/lib/sqljdbc.jar:\${BOBJEDIR}/java/lib/ojdbc14.jar: ...</Classpath>
5. Save the file.
6. Restart the Report Server as follows:
  - For Windows, do the following:
    - a. Go to Start, Program Files, BusinessObjects XI *version*, BusinessObjects Enterprise, Central Configuration Manager.  
The Central Configuration Manager opens.
    - b. Select all services and click Restart.
  - For UNIX, do the following:

```
cd /opt/CA/SharedComponents/CommonReporting3/bobje
./stopservers
./startservers
```

## Deploy Default Reports

CA Identity Manager comes with default reports you can use for reporting. BIConfig is a utility that uses a specific XML format to install these default reports for CA Identity Manager.

If you are upgrading from a previous version of the Report Server, first remove the CA Identity Manager Reports folder using the Central Management Console. The existing reports do not work. You can then deploy default reports for the new Report Server.

**Important!** This process updates all default reports. If you customized any default reports, be sure to back them up before performing the update.

### Follow these steps:

1. Gather the following information about the Report Server:
    - Hostname
    - Administrator name
    - Administrator password
    - Snapshot database type
  2. Copy all content from the Reports installer-root-directory/disk1/cabi/biconfig folder to the *im\_admin\_tools\_dir*/ReportServerTools folder.
  3. Set the JAVA\_HOME variable to the 32-bit version of the JDK1.5 you installed.
  4. Run one of the following commands:
    - For a Microsoft SQL Snapshot Database:

```
biconfig -h "hostname" -u "administrator_name" -p "administrator_password" -f "ms-sql-biar.xml"
```
    - For an Oracle Snapshot Database:

```
biconfig -h "hostname" -u "administrator_name" -p "administrator_password" -f "oracle-biar.xml"
```
- Note:** In a UNIX operating environment, be sure that biconfig.sh has execute permissions.
5. View the biconfig.log file found in the location where you ran the command in Step 4.
  6. Verify that the default reports installed successfully. Inspect the end of the log file for status; a successful install appears as follows:

```
ReportingDeployUtility - Reporting utility program terminated and return code = 0
```

## BusinessObjects XI 3.x Post-Installation Step

If you run report tasks and receive a "Server Input% not found or server may be down" error message, perform this procedure.

**Follow these steps:**

1. Log in to the Central Management Console using the username and password you entered during the Report Server installation.
2. Under the main dashboard, select Servers.
3. Under the Server Name column, search for Input File Repository server and double-click the name.
4. In the Server Name text box, enter the following:  
`Input.report_server_hostname.InputFileRepository`
5. Click Save.
6. Under the Server Name column, search for Output File Repository server and double-click the name.
7. In the Server Name text box, enter the following:  
`Output.report_server_hostname.OutputFileRepository`
8. Click Save.
9. Restart *all* the servers by selecting the servers in the Server List.



# Chapter 7: Post-Upgrade Configuration

---

This section contains the following topics:

[Recompile Custom Code](#) (see page 77)

[Update Relational Database User Stores](#) (see page 79)

[Environment Changes](#) (see page 80)

[Update URI Mapping Files](#) (see page 89)

[Reapply r12 Workpoint Customizations](#) (see page 89)

[Add Sample Workflow Processes](#) (see page 89)

[Update r12 DYN Endpoint Attributes](#) (see page 90)

[Update Oracle Database with Garbage Collection Procedure](#) (see page 90)

[Upgrade SiteMinder](#) (see page 90)

[Update NIM Credentials](#) (see page 92)

## Recompile Custom Code

When you upgrade the Provisioning Server, all connectors are upgraded by default. However, custom connectors and code will need to be recompiled using Microsoft Visual Studio 2008 SP1.

**Note:** For more information on upgrading specific connectors on endpoints or migrating deprecated connectors to their replacement connectors, see the *Connectors wiki*.

The following custom code must be recompiled:

- Pluggable Authentication Module (PAM)

If you are currently using PAM, you must recompile PAM using Microsoft Visual Studio 2008 SP1.

**Note:** For more information on PAM, see the *Provisioning Reference Guide*.

- Program Exits

If you are currently using Program Exits, you must recompile them using Microsoft Visual Studio 2008 SP1.

**Note:** For more information on Program Exits, see the *Provisioning Reference Guide*.

- Custom Java Connectors

CA IAM CS is compatible with the CA Identity Manager r12 JCS SDK connector code.

**Note:** For more information on upgrading or migrating custom Java connectors, see the *Connector Programming Guide*.

- Custom C++ Connectors

If you are currently using the C++ Connector Server with custom connectors, you must recompile the custom connectors using Microsoft Visual Studio 2008 SP1.

**Note:** For more information on custom C++ connectors, see the *Programming Guide for Provisioning*. This guide is part of the Provisioning SDK, a separate download available on the CA Support site.

### To recompile custom connector code

1. Install Microsoft Visual Studio 2008 SP1.
2. Install the Provisioning SDK. The Provisioning SDK is included in a separate download available on the CA Support Site.  
  
The installer detects the previous SDK version and updates it. Any files or folders, such as custom code placed in the Provisioning SDK admin folder, are preserved.
3. If the original custom code makefiles did not use eta.dep, update the makefiles as follows:
  - a. Replace the exception handling flag from /GX to /EHsc.
  - b. Remove /YX from the compiler command line option.
  - c. Add the following to the compile flag:

```
/D "_CRT_SECURE_NO_WARNINGS" /D "_CRT_NON_CONFORMING_SWPRINTFS" /D  
"_USE_32BIT_TIME_T"
```
  - d. Set the correct versions in the makefile, as follows:
    - APPVER = 6.0
    - \_WIN32\_IE = 0x0700
  - e. Add the following to the compile flag:

```
/D "_BIND_TO_CURRENT_VCLIBS_VERSION"
```

This tells the compiler to use VS.2008 SP1 libraries and dlls.
  - f. Merge the built EXE and DLL files with the manifest file.
  - g. Update the connector source and remove references to obsolete MFC functions.
4. Build the new connector for this release of CA Identity Manager. Refer to Microsoft's web site if there are compilation errors.
5. Deploy the connector.

## Update Relational Database User Stores

The sample directory.xml files for Relational Database user stores require an update so that group members appear.

**Follow these steps:**

1. In the Management Console, click Directories.
2. Click the name of the RDB directory to export.

The Properties for the CA Identity Manager directory window appear.

3. At the bottom of the properties window, click Export.
4. When prompted, save the XML file.
5. Edit the XML file.
6. Remove the following section:

```
<Table name="tblUsers" primary="true" />
<Table name="tblUserAddress">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblUserRoles">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblUserDelegators">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblUserPasswordhints">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblUserIdentityPolicy">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblOrganizations">
  <Reference childcol="id" primarycol="org"/>
</Table>
```

7. Insert the following section where you removed the preceding section.

```
<Table name="tblUsers" primary="true" />
<Table name="tblUserAddress">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblUserRoles">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblUserDelegators">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblUserPasswordhints">
```

```
<Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblUserIdentityPolicy">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblOrganizations">
  <Reference childcol="id" primarycol="org"/>
</Table>
<Table name="tblGroupMembers">
  <Reference childcol="userid" primarycol="id"/>
</Table>
<Table name="tblGroupAdmins">
  <Reference childcol="userid" primarycol="id"/>
</Table>
```

8. Adapt this code to your specific table and column names to match your user store schema.
9. Save the XML file.
10. In the Management Console, import the updated XML file.

## Environment Changes

A number of changes with this release affect CA Identity Manager environments. To be sure all new or changed features function correctly, use the following procedures on each CA Identity Manager environment.

### Convert an Environment to the new UI7 Format

You can convert an environment to conform to the CA User Interface version 7 standard:

**Follow these steps:**

1. Select an environment in the Management Console.
2. Click Advanced Settings, Miscellaneous.
3. Add a parameter called DefaultConsole.
4. Set the DefaultConsole to ui7.
5. Save and restart the environment.

## Upgrade r12 or r12.5 Environments with Access Roles

If you upgraded from a pre-C9 version of CA Identity Manager r12 or a pre-SP4 version of CA Identity Manager r12.5, perform these steps for each environment with access roles:

### To upgrade environments with access roles

1. Select an environment with access roles in the Management Console.
2. Export the Role Definitions from this environment.
3. Verify that the exported XML file contains all the Access Roles and Access Tasks.
4. In the User Console, login as a user with privileges to manage all access roles and tasks.
5. Delete all Access Roles and Access Tasks from the environment.
6. In the Management Console, select the environment.
7. Choose Advanced Settings, Miscellaneous.
  - a. Add EnableSMRBAC to the Property Field.
  - b. In the value field, enter: true.
  - c. Click Add.
8. Import the Role Definitions that you exported in Step 2.

This import creates all Access Roles and Access Tasks and associates them with SiteMinder objects. In the SiteMinder user interface, you can use these objects to assign Access Roles to policies and Access Tasks with Responses.
9. Repeat these steps for each environment with access roles.

## Update Role Definitions

Each upgrade of CA Identity Manager requires an update of role definitions. This update is required so that the environment has the current version of roles and tasks and the product works as documented. Use the following procedure to import the role definition files one at a time for your situation.

### Follow these steps:

1. In the Management Console, click Environments.
2. Select the environment.
3. Go to Role and Task Settings.

4. Click Import.
5. Select any file and click Finish to import that file.  
For example, select Access Requests and click Finish to include tasks where you can manage services.
6. Scroll up to see role definition files under the heading, Category: Upgrade to 12.6SP.
7. Select the role definition files that apply to the release where you are starting.

**Note:** You choose one file to upgrade role definitions and click Finish; then, you choose the next file to import.

For each file you choose, select the right version. The columns show if the file applies if you have a provisioning server and if the user store has an organization. For example, for an r12.0 CA Identity Manager environment that uses a provisioning server, and the CA Identity Manager user store has a flat hierarchy (no organization), select the following files:

- Upgrade-12-to-12.5-RoleDefinitions-ProvisioningNoOrganization.xml
- Upgrade-12.5-to-12.6-RoleDefinitions-ProvisioningNoOrganization.xml
- Upgrade-12.6-to-12.6SP-RoleDefinitions-ProvisioningNoOrganization.xml

The 12.6SP files upgrade the environment to the current SP release of 12.6.

After you import the role definition files, you can view and execute new tasks by assigning them to the appropriate admin role.

## Add Support for Roles Modified in Provisioning Manager

If you modify roles in Provisioning Manager, the changes appear in the User Console after you import a new role definition file.

### Follow these steps:

1. If you did *not* update the role definitions using the previous section, perform the following steps. Otherwise, skip to step 2.
  - a. In the Management Console, click Environments.
  - b. Select the environment.
  - c. Go to Role and Task Settings.

- d. Click Import.
  - e. Scroll to see role definition files under the heading, Category: Provisioning Roles.
  - f. Select Provisioning Roles Inbound Notification Support.
2. If you *did* update the role definitions, perform the following steps.
    - a. Log in to the User Console.
    - b. Use Modify Admin Role on the Provisioning Synchronization Manager role.  
Add the Provisioning Modify Provisioning Role task to this role.
    - c. Use Modify Admin Role on the System Manager role.  
Add the Provisioning Modify Provisioning Role task to this role.

When you next modify a role in Provisioning Manager, the changes for that role appear in the User Console.

## Update System Manager Role

Starting at CA Identity Manager r12.5 SP7, the System Manager role requires a change to work with Identity Policies. Update the System Manager role so that the member policy includes provisioning roles in its scope.

## Update Roles that Manage Provisioning Roles

Starting at CA Identity Manager r12.5 SP7, a new requirement exists for admin roles that provide access to provisioning role management tasks. A provisioning role scope rule is required in each member policy rule. Without these scope rules, no roles are found in a search for provisioning role tasks. This requirement is a change in the enforcement behavior of provisioning role scope from previous releases.

If you are upgrading from r12.5 SP6 or earlier, use Modify Admin Role to add scope rules to the admin roles that manage these tasks.

## Update Existing Account Screens

Some account screens have been updated to include new account functionality. If you have any of the following endpoints in your environment, import the updated role definitions file for the endpoint to update the account screen in CA Identity Manager:

- ActiveDirectory
- JNDI
- Access Control

- CA-ACF2
- CA-Top Secret
- DB2 Server
- KRB Namespace
- Lotus Domino Server
- Oracle Server
- PeopleSoft
- RSA SecurID 7
- Siebel
- UNIX-etc
- Windows NT
- All dynamic (DYN) connectors

**Note:** All dynamic connector account screens need to be recreated after the upgrade. For more information about generating new account screens for these connectors, see the *Connector Xpress Guide*.

### To update existing account screens

1. In the Management Console, click Environments.
2. Select the environment.
3. Go to Role and Task Settings.
4. Click Import.  
Multiple role definitions files are listed for import.
5. Select the role definitions file for the account screens you want to update.
6. Click Finish.

## Add New Account Screens

Each upgrade of CA Identity Manager may include support for new types of endpoints. To manage accounts on those endpoints, you add the new account management screens to the environment.

### Follow these steps:

1. In the Management Console, click Environments.
2. Select the environment.
3. Click Role and Task Settings.

4. Click Import.
5. Scroll up to see the heading Category: EndpointType.  
Multiple role definitions files are listed for import.
6. Select the role definitions file for the account screens you want to add.
7. Click Finish.

## Add New Report Screens

At 12.6.3, CA Identity Manager added new screens to the Create Snapshot Definition task. The new screens are the tabs for Snapshot Policies, Role Settings, User Attributes, and Endpoint Account Attributes. To update that task, you import a role definition file into the environment.

### Follow these steps:

1. In the Management Console, click Environments.
2. Select the environment.
3. Go to Role and Task Settings.
4. Click Import.
5. Select snapshot-screen-definitions.xml.
6. Click Finish to import that file and restart the environment.

After you import the role definition file, you can use updated task.

## Enable Preventative Identity Policies

A preventative identity policy is a type of identity policy that prevents users from receiving privileges that may result in a conflict of interest or fraud. These policies support a company's Segregation of Duties (SOD) requirements. To enable preventative identity policies, import the Upgrade-to-12.6-EnvironmentSettings.xml file.

This file is located under *admin\_tools\Updates\Environment-Settings*.

### To enable preventative identity policies

1. In the Management Console, click Environments.
2. Select the environment and click Advanced Settings.
3. Click Import.

4. Browse for the Upgrade-to-12.6-EnvironmentSettings.xml file under *admin\_tools\Updates\Environment-Settings*.
5. Click Finish.

## Add Delegation

If you enable delegation in a CA Identity Manager Environment, do the following:

- Add the %DELEGATORS% well-known attribute to the directory.xml file.
- If you are using an RDB user store, run the following script to update your user store database with the delegation table:
  - SQL: *mssql-userdelegators-add-on.sql*
  - Oracle: *oracle-userdelegators-add-on.sql*

These scripts can be found in the following locations:

*admin\_tools\samples\NeteAutoRdb\Organization*  
*admin\_tools\samples\NeteAutoRdb\NoOrganization*

## Migrate Tasks to New Recurrence Model

A new, global recurrence model is available for the Execute Explore And Correlate task and the Capture Snapshot Data task.

### To switch to the global recurrence model

1. Migrate existing recurring tasks, as follows:
  - a. Select the task, either Modify Explore And Correlate Definition or Modify Snapshot Definition.
  - b. Search for any definitions with recurrence schedules.
  - c. Select the conversion check box and click Submit.

This converts all recurrence schedules that exist for all definitions of the selected type. Any changes to the recurrence schedule must be made before the conversion.
2. Add new recurrence tabs, as follows:
  - a. In the User Console, go to Roles And Tasks, Admin Tasks, Modify Admin Task.
  - b. Select the Execute Explore And Correlate task or the Capture Snapshot Data task.
  - c. Select the Tabs tab.
  - d. Select Task Recurrence from the drop-down list.

- e. Click the up arrow next to the Task Recurrence tab to move it to the top of the list.
  - f. Change the tab controller to the Wizard Tab Controller.
  - g. Click Submit.
3. Remove existing recurrence tabs, as follows:
    - a. In the User Console, go to Roles And Tasks, Admin Tasks, Modify Admin Task.
    - b. Select the Create Explore And Correlate Definition task, the Modify Explore And Correlate Definition task, the Create Snapshot Definition task, or the Modify Snapshot Definition task.
    - c. Select the Tabs tab.
    - d. Click the delete (-) image to the right of the Recurrence tab to remove it.
    - e. Click Submit.

## Update Auditing Settings

Starting at CA Identity Manager r12.5 SP7, a new architecture exist to support multiple EARs. In each environment, changes are needed for auditing to work.

### To update audit settings for an environment

1. Access the Management Console
2. Click Environments, *Environment*, Advanced Setting, Auditing.
3. Export existing settings and save the file.
4. Locate this line in the exported settings file:  
`<Audit enabled="true" auditlevel="BOTH" datasource="auditDbDataSource">`
5. Change this line to the following:  
`<Audit enabled="true" auditlevel="BOTH"  
datasource="iam/im/jdbc/auditDbDataSource">`
6. Import the updated audit settings into the same environment.
7. Repeat this procedure for each environment.

## Upgrade Workflow from CA Identity Manager r12

If approvals are required for the individual add/remove actions within the AccumulatedProvisioningRolesEvent, additional configuration is required for updating roles, tasks, and workflow process definitions.

Note: This additional configuration is required only if deployments need to approve individual actions within the AccumulatedProvisioningRolesEvent, and the CA Identity Manager environment was created in a release before CA Identity Manager r12 CR1.

To approve or reject individual actions within the AccumulatedProvisioningRolesEvent, an approver uses a specific approval screen that lets that user Approve or Reject option button for each action. If at least one action is approved, the event moves into the approved state and gets executed. If all actions are rejected, the event moves into the rejected state and then to the canceled state.

Note: To view the status of each action, use the View Submitted Tasks task to view the details of the AccumulatedProvisioningRolesEvent.

This procedure includes references to admin\_tools, which represents the folder for the CA Identity Manager Administrative Tools.

The Administrative Tools are placed in the following default locations:

- **Windows:** C:\Program Files\CA\Identity Manager\IAM Suite\Identity Manager\tools
- **UNIX:** /opt/CA/IdentityManager/IAM\_Suite/Identity\_Manager/tools

### To enable workflow for the AccumulatedProvisioningRolesEvent

1. In the Management Console, select an environment.
2. Click Role and Task Settings.
3. Import the appropriate Upgrade-12-to-12.6-RoleDefinitions.xml file (either the Organization or NoOrganization version).

**Note:** For new environments created with CA Identity Manager r12.0 CR1 or later, the AccumulatedProvisioningRolesUpdate.xml import is not necessary as the approval task is available with new environments.

4. Restart the application server.
5. Verify that the Approve Accumulated Provisioning Roles task exists by using View Admin Task.
6. Run the Archive.bat program, which is located in the admin\_tools\Workpoint\bin folder.

7. Import the AccumulatedProvisioningRolesApproveProcess.zip, which is located in the `admin_tools\Workpoint\bin` folder.
8. Open Designer.bat to verify that this process definition now exists.  
Workflow now supports the AccumulatedProvisioningRolesEvent.

## Update URI Mapping Files

As of r12.5 SP7, the URIs have changed, so you should update the URI mapping files, so that they redirect web requests to the new targets. See the following table:

Component	New URL	Old URL
User Console	<code>http://hostname:port/iam/im/aliases</code>	<code>http://hostname:port/idm/aliases</code>
Management Console	<code>http://hostname:port/iam/immanagement</code>	<code>http://hostname:port/idmmanagement</code>

## Reapply r12 Workpoint Customizations

If you upgraded from CA Identity Manager r12, the following WorkPoint files were renamed to *filename.bak* and a new version of the file was installed. Reapply any modifications you made to these files:

- From the Workpoint/bin directory: Archive.bat/.sh, Designer.bat/.sh, init.bat/.sh
- From the Workpoint/conf directory: workpoint-client.properties

## Add Sample Workflow Processes

To support the Escalation Process template, use the WorkPoint archive tool to import the sample workflow processes as follows:

1. In WorkPoint Designer, click Import.  
WorkPoint Designer location: `admin_tools\Workpoint\bin`
2. Navigate to `admin_tools\workflowScripts` and select `12.5to12.5SPUpgradeWFScripts.zip`.  
This script imports the Escalation Process template.

3. Repeat Steps 3 through 5 for all work items.
4. Click Finish.

**Note:** Be sure that you have configured the WorkPoint Administrative Tools before running the WorkPoint Designer. For more information about configuring the WorkPoint Administrative Tools, see the *Configuration Guide*.

## Update r12 DYN Endpoint Attributes

If you have a DYN namespace created in CA Identity Manager r12, perform the following steps to enable account management from the User Console. To do so, you remap DYN endpoint attributes to the account screen, as follows:

1. After the upgrade, open the old DYN JDBC project in Connector Xpress.
2. Map the attributes to the account screen.
3. Redeploy the metadata.
4. Run the Role Definitions Generator.
5. Copy the respective file to the application server.
6. Restart CA Identity Manager.

**Note:** For more information about mapping endpoint attributes using Connector Xpress, see the *Connector Xpress Guide*.

## Update Oracle Database with Garbage Collection Procedure

To add the Auditing Garbage Collection stored procedure to pre-SP5 Oracle audit databases, execute the `ims_oracle_audit_upgradeto_r125_SP5.sql` script against your Oracle Auditing database.

## Upgrade SiteMinder

If you are using SiteMinder in your environment, you can upgrade SiteMinder components either before or after you upgrade to CA Identity Manager 12.6.5.

In CA Identity Manager r12, the Servlet Filter Agent was deprecated. If you are using SiteMinder to protect CA Identity Manager, and you do not have a Web Agent installed, configure a Web Agent for CA Identity Manager 12.6.5.

Be sure to upgrade your Extensions for SiteMinder. To upgrade these extensions, run the CA Identity Manager installer on the SiteMinder Policy Server and select Extensions for SiteMinder.

**Note:** For more information, see the SiteMinder chapter in the *Installation Guide*.

## Update NIM Credentials

CA Normalization Integration Management Service Management (NIM SM) enables you to integrate CA Identity Manager with various service desk solutions.

During a fresh install NIM is configured to use the username and password that you specify for CA embedded components.

When you upgrade to CA Identity Manager 12.6.5 from an earlier version, the username and password for CA embedded components is unavailable. Instead, the NIM username and password both revert to the default value of "nimadmin". We recommended that you update the NIM credentials by changing the username and password values in the following files:

- iam\_im.ear/config/ca\_nim.properties
- iam\_im.ear/ca-nim-sm.war/WEB-INF/config/NIM-Users.xml

### Follow these steps:

1. Use the Password Tool to encrypt your password.

**Note:** Before you use the Password Tool, set the %JAVE\_HOME% environment variable in the pwdtools.bat file. For more information, see The Password Tool.

- a. On the computer where the CA Identity Manager server is installed, open a Command Prompt window and go to the Password Tool directory.

#### Example:

```
C:\Program Files (x86)\CA\Identity Manager\IAM Suite\Identity Manager\tools>PasswordTool.
```

- b. Type *one* of the following commands, depending on your encryption requirements:

- For non-FIPS compliant encryption, type the following command:

```
pwdtools -JSAFE -p password
```

#### Example output:

Plain text: password

Encrypted value: {PBES}:WQf3wza4JfbqICD/4D8xog==

- For FIPS-compliant encryption, type the following command:

```
pwdtools -FIPS -k [FIPS Key Path] -p password
```

#### Example output:

Key File location=C:/FIPSkey.dat

Plain text: password

Encrypted value: {AES}:3BqepUi09EfB3IKmvBBBWg==

2. Browse to `iam_im.ear/config/` and open the `ca_nim.properties` file in a text editor.

**Example:** `C:\Program`

`Files\jboss-eap-6.2\standalone\deployments\iam_im.ear\config\ca_nim.properties`

3. Locate the following lines:

```
nimadminUser=nimadmin
nimadminPassword={PBES}:Q82YUY22ku8X04T1DyBvw==
```

4. Replace the values with your username and encrypted password:

Example:

```
nimadminUser=myusername
nimadminPassword=myencryptedpassword
```

5. Save the `ca_nim.properties` file.
6. Use the Password Tool to encrypt the password in the format expected by NIM. Type the following command:

```
pwdtools -CANIMSM -p password
```

**Example output:**

Plain Text: password

Encrypted value: AAAAEM7HElhthx74qHBkjDD7L/nithHpxl8z3piCMFyw5ctl

7. Browse to `iam_im.ear/ca-nim-sm.war/WEB-INF/config/` and open the `NIM-Users.xml` file in a text editor.
8. Locate the following lines of code:

```
<User>
<property name="username" value="nimadmin"/>
<property name="password"
value="AAAAEDFsJUDxVV9PK+2put0EiUsoPzGAcDjnMGFie4NC01Z"/>
</User>
```

9. Replace the values with your username and encrypted password.

**Example:**

```
<User>
<property name="username" value="myusername"/>
<property name="password" value="myencryptedpassword"/>
</User>
```

10. Restart your application server.

You updated your NIM credentials.



# Appendix A: Upgrade Verification

---

This section contains the following topics:

- [How to Verify the Upgrade](#) (see page 95)
- [CA Directory and Provisioning Directory](#) (see page 96)
- [Provisioning Server and Connector Server](#) (see page 96)
- [CA Identity Manager Application](#) (see page 97)
- [Runtime Database Schema Upgrades](#) (see page 97)
- [Pending Tasks](#) (see page 98)
- [Adapters](#) (see page 99)
- [SiteMinder Integration](#) (see page 99)
- [Report Server](#) (see page 100)

## How to Verify the Upgrade

Verify the following CA Identity Manager components to be sure your upgrade completed successfully:

- CA Directory and Provisioning Directory
- Provisioning Server & Connector Server
- CA Identity Manager Application
- Runtime Database Schema upgrades for the following:
  - Workflow
  - Task Persistence
  - Archive
  - Auditing
  - Snapshot
- Object Store
- Pending Tasks
- Adapters
- SiteMinder Integration
- Report Server

## CA Directory and Provisioning Directory

Perform the following steps to verify the upgrade of CA Directory and the Provisioning Directory.

1. Check the `cadir_msi.log`, located in the CA Directory installation folder, for any errors.
2. Check the `imps_directory_install.log` for errors, located under the *Provisioning Directory*\\_uninst for the user who installed the product.
3. Run the "dxserver status" command. It should return the following:

```
system_name-impd-co started
system_name-impd-inc started
system_name-impd-main started
system_name-impd-notify started
```

If one or all of the above services are not started, run the "dxserver start all" command.

If one or all of the above dsa services will not start, check the corresponding log file under `dxserver/logs`. To start a dsa service in debug mode, run the following command for the dsa that will not start: "dxserver -d start `system_name-impd-main`"

4. Verify that Ingres is not running, and that it has been uninstalled from the system.

## Provisioning Server and Connector Server

Perform the following steps to verify the upgrade of Provisioning Server and Connector Server.

1. Check the `imps_server_install.log` and the `im_connector_server_install.log` for errors, located in the *Provisioning\_Server*\\_uninst or *Connector\_Server*\\_uninst directory.

2. Verify that both the CA Identity Manager Provisioning Service and Connector Service have started from the services window.

If they fail to start, check the corresponding logs located in Provisioning Server Install Location/logs folder.

3. If all of the services have started, log into the Provisioning Manager, pointing to the Provisioning Server installed. Acquire and Explore/Correlate a few different endpoints to make sure the Connector Server is working properly.

## CA Identity Manager Application

When the CA Identity Manager Application Server initially starts after the upgrade, you should see the following output in the application server logs:

```

18:41:20,132 WARN [default] #####
18:41:20,132 WARN [default] # CA IdentityMinder 12.6.x
18:41:20,132 WARN [default] #####
18:41:20,132 WARN [default] ---- CA IAM FW Startup Sequence Initiated. ----
18:41:20,132 WARN [default] * Startup Step 1 : Attempting to start ServiceLocator.
18:41:20,632 WARN [default] * Startup Step 2 : Attempting to start
PolicyServerService
18:41:20,835 WARN [default] * Startup Step 3 : Attempting to start
ServerCommandService
18:41:21,148 WARN [default] * Startup Step 4 : Attempting to start
EnvironmentService
18:41:21,163 WARN [default] * Startup Step 5 : Attempting to start
CacheManagerService
18:41:21,179 WARN [default] * Startup Step 6 : Attempting to load global plugins.
18:41:30,694 WARN [default] * Startup Step 7 : Attempting to start
AdaptersConfigService
18:41:30,710 WARN [default] * Startup Step 8 : Attempting to start
EmailProviderService
18:41:30,741 WARN [default] * Startup Step 9 : Attempting to start
AuditProviderService
18:41:30,788 WARN [default] * Startup Step 10 : Attempting to start
RuntimeStatusDetailService
.
.
18:41:31,038 WARN [default] * Startup Step 23 : Attempting to start
GlobalInitializer plug-ins
18:41:31,038 WARN [default] * Startup Step 24 : Attempting to start environments
18:42:15,960 WARN [EnvironmentService] * Starting environment: XXXX
18:42:18,116 WARN [default] * Startup Step 25 : Attempting to start SchedulerService
18:42:18,163 WARN [default] * Startup Step 26 : Attempting to recover events and
runtime status details
18:42:18,257 WARN [default] ---- CA IAM FW Startup Sequence Complete. ----

```

## Runtime Database Schema Upgrades

The following runtime database schema will be updated after the upgrade:

- Workflow
- Task Persistence
- Archive

- Audit
- Snapshot

When the CA Identity Manager Application Server initially starts after the upgrade, you should see the following output in the application server logs:

```
17:08:22,796 WARN [default] #####
17:08:22,796 WARN [default] # CA IdentityMinder 12.6.x
17:08:22,796 WARN [default] #####
17:08:22,953 WARN [CreateDatabaseSchema] ***** Schema for: Task Persistence is up
to date.
17:08:23,015 WARN [CreateDatabaseSchema] ***** Begin to create Archive database
schema.
17:08:23,218 WARN [CreateDatabaseSchema] Archive database schema is created
successfully.
17:08:23,234 WARN [CreateDatabaseSchema] ***** Begin to create Auditing database
schema.
17:08:23,593 WARN [CreateDatabaseSchema] Auditing database schema is created
successfully.
17:08:23,625 WARN [CreateDatabaseSchema] ***** Upgrading Schema for: Snapshot from
r12 to r12.5 SP2
17:08:23,891 WARN [CreateDatabaseSchema] Snapshot database schema is created
successfully.
```

## Pending Tasks

Verify that the previous version's pending tasks were migrated to CA Identity Manager 12.6.5, by doing the following:

1. Log into the User Console for the Environment that was migrated.
2. Under the System tab, run View Submitted Tasks and view all tasks whose task status is equal to 'In Progress'.
3. Additionally, approvers for any pending tasks should log into the Environment and validate that they can see their work items.

## Adapters

If any deployment-specific customization includes java-based Logical Attribute Handlers, Business Logic Task Handlers, Participant Resolvers, or Event Listeners, verify that these adapter classes are loaded properly by verifying the following Startup steps have completed with no errors:

```
18:41:30,898 WARN [default] * Startup Step 12 : Attempting to start
LogicalAttributeService
18:41:30,898 WARN [default] * Startup Step 13 : Attempting to start BLTHService
18:41:30,898 WARN [default] * Startup Step 14 : Attempting to start
ParticipantResolverService
18:41:30,898 WARN [default] * Startup Step 16 : Attempting to start
EventAdapterService
```

## SiteMinder Integration

Verify the following to validate that the SiteMinder integration is operational after an upgrade:

- Communication with the SiteMinder Policy Server

Verify that Startup Step 2, as shown below, has completed with no errors:

```
18:41:20,632 WARN [default] * Startup Step 2 : Attempting to start
PolicyServerService
```

- SiteMinder Authentication

Attempt to login to the User Console, using a valid login ID and password. A successful login indicates that CA Identity Manager is communicating with SiteMinder for authentication.

- Password Management

1. Run the View Password Policies task, select an existing password policy, and verify that its content are the same as prior to the upgrade.  
If the password policies that existed prior to the upgrade are not present, see the Object Store upgrade verification steps above.
2. Attempt to modify a user's password and be sure the password composition rules from the applicable password policy are in effect.
3. Reset a user's password using the Reset Password Task, choosing the 'Password Must Change' option.
4. Attempt to login with that user and verify that the login attempt is redirected to the Change Password task.
5. Change the password and verify that the user login is successful.

## Report Server

Perform the following steps to verify the upgrade of the Report Server.

1. Check the CA\_Business\_Intelligence\_InstallLog.log and the ca-install.log for errors, located in the temp directory for the user who installed the product.
2. On Windows, check the services have started as follows:
  - a. Click Start, Programs, Business Objects, start the Central Configuration Manager.
  - b. Click the Manage Servers icon, a box with a checkmark in the top row of icons.
  - c. Be sure that all of the services are started, with the exception of the WinHTTP Web Proxy.

If they are not started, start them.

If any of the services fail to start, check the corresponding logs located in the Business Objects Install location/logging folder.

3. On Solaris, check the services have started as follows:
  - a. Enter this command: `ps-ef | grep bobje`
  - b. Verify all services are started.

See the *Business Objects Enterprise Administrator's Guide* for a list of services.
4. If all services have started, log into the Admin Launchpad, by going to the following URL:  
`http://report-server-name:port/CmcApp/Logon.faces`
5. Launch the Central Management console.

# Appendix B: UNIX, Linux, and Non-Provisioning Installations

---

For UNIX and LINUX systems and scenarios where no provisioning software is needed, some additional instructions apply.

This section contains the following topics:

[UNIX and Console Mode Installation](#) (see page 101)

[Red Hat Linux 64-bit Installation](#) (see page 102)

[Non-Provisioning Installation](#) (see page 102)

## UNIX and Console Mode Installation

The examples in this guide provide the Solaris executable name for the installation program. However, you may be installing on AIX or Linux.

- For AIX, use: `ca-im-release-aix.bin`
- For LINUX, use: `ca-release-linux.bin`

*release* represents the current release of CA Identity Manager

If you are performing an installation in console mode, such as on a UNIX workstation, you add another option to the command line.

- For the main installation, add `-i console`. For example:  
`./ca-im-release-sol.bin -i console`
- For installation of provisioning components, add `-console` to the setup command.

## Red Hat Linux 64-bit Installation

If you plan to install CA Identity Manager on a Red Hat Linux 64-bit system, you need to prepare the system for the installation.

**Follow these steps:**

Install four 32-bit packages using the following commands:

```
yum install glibc.i686
yum install libXext.i686
yum install libXtst.i686
yum install ncurses-devel.i686
```

**Note:** The i686 suffix specifies that the library is 32-bit, for the x86 processor.

Alternatively, the dependencies may be resolved using Add/Remove Software, and unchecking the Only Native Packages filter option. Using this approach, you select and install the required i686 architecture dependencies.

The native ksh shell package also needs to be installed. Use the following command:

```
yum install ksh
```

Another alternative is to resolve the package dependency by using Add/Remove Software. Using this approach, you select and install the required i686 architecture dependencies ksh package.

## Non-Provisioning Installation

This guide refers to the Windows and Solaris program names for the installers that provide options to install provisioning software. If you prefer to see no provisioning options, you can use these installers:

- For Windows, use `IMWithoutProvisioning\ca-im-web-release-win.bat`
- For Solaris, use `IMWithoutProvisioning/ca-im-web-release-sol.sh`

*release* represents the current release of CA Identity Manager.

# Appendix C: Unattended Upgrades

---

This section contains the following topics:

[How to Perform Unattended Upgrades](#) (see page 103)

[CA Identity Manager Server Unattended Upgrade](#) (see page 103)

[Provisioning Components Unattended Upgrade](#) (see page 104)

## How to Perform Unattended Upgrades

To enable an unattended CA Identity Manager upgrade, upgrade the CA Identity Manager Server and the Provisioning Components separately.

To perform an unattended installation of the CA Identity Manager Server, modify the settings in the `im-installer.properties` configuration file and run the installer against this file.

For Provisioning Components, you can generate a response file with each of the component installers, which can then be edited to perform unattended installations.

## CA Identity Manager Server Unattended Upgrade

To upgrade the CA Identity Manager Server in unattended mode, run the CA Identity Manager installer against the `im-installer.properties` file with one of the following commands:

- **Windows:**

```
ca-im-release-win32.exe -f im-installer.properties -i silent
```

- **UNIX:**

```
./ca-im-release-sol.bin -f im-installer.properties -i silent
```

*release* represents the current SP release of CA Identity Manager.

**Note:** For more information on the `im-installer.properties` configuration file, see the *Installation Guide*.

Use the `im_installer.properties` file included for reference in the *Installation Guide* to perform an unattended upgrade. Be sure to edit the file with the information required for an upgrade.

## Provisioning Components Unattended Upgrade

Locate the installer for the Provisioning Component you want to upgrade on the installation media. The following parameters are supported by the Provisioning Component installers:

**-options-template *response\_file\_name***

Generates a template response file. This file lists the options available for the user to customize the install. It also contains the text that would be displayed during console install as comments in the response file.

**-options-record *response\_file\_name***

Records the information entered into the user interface during an installation, and saves the information to a response file. This file can be used to perform an unattended installation. This is similar to `-options-template` except that the details of the response file are filled in and a full install is performed.

Once the response file is configured, use the following commands to invoke the Provisioning Component installers in unattended mode:

**Provisioning Directory**

```
setup.exe -silent -options response_file_name
```

**Provisioning Server**

```
setup.exe -silent -options response_file_name
```

**Provisioning Manager**

```
setup.exe -silent -options response_file_name
```

# Appendix D: Manual Upgrades

---

This section contains the following topics:

[How to Manually Upgrade to CA Identity Manager 12.6.5](#) (see page 105)

[Manually Upgrade the Provisioning Directory](#) (see page 106)

[Manually Upgrade the Provisioning Server](#) (see page 107)

[Manually Upgrade CA IAM CS](#) (see page 108)

[Manually Upgrade the Provisioning Manager](#) (see page 108)

[Manually Upgrade the CA Identity Manager Server](#) (see page 108)

## How to Manually Upgrade to CA Identity Manager 12.6.5

If you want to upgrade to CA Identity Manager 12.6.5 manually, invoke each installer separately for each component. Each installer can be found on the CA Identity Manager media. To upgrade manually, perform the following process in the order listed.

**Important!** Be sure to disable all antivirus software before installation. If antivirus software is enabled while installation takes place, problems can occur. Remember to re-enable your antivirus protection after you complete the installation.

### To upgrade manually to CA Identity Manager 12.6.5

1. Verify upgrade prerequisites.
2. Collection information for the upgrade.
3. Back up custom code.
4. Upgrade the Provisioning Directory (includes the CA Directory upgrade).
5. Upgrade the Provisioning Server (includes the C++ connector server).
6. Upgrade the Java Connector Server.
7. Upgrade the Provisioning Manager.
8. Upgrade the CA Identity Manager Server.
9. Upgrade other provisioning components.
10. Recompile custom code.
11. Upgrade the Report Server.

## Manually Upgrade the Provisioning Directory

CA Directory no longer uses Ingres as a data store. Starting at CA Directory r12 SP1, a new memory-mapped file technology named DXgrid is used. For Provisioning to work with CA Identity Manager 12.6.5, upgrade the Provisioning Directory schema and CA Directory.

**Note:** If you want to install your Provisioning Directory on a new system, migrate the Provisioning Directory instead of performing an upgrade. See the Provisioning Components Upgrade chapter.

**Important!** Upgrading the Provisioning Directory must be done by running the `upgrade.bat` (or `upgrade.sh`) file located in the `CADirectory/dxserver` directory. Do not perform the upgrade by running the Provisioning Directory `setup.exe` file. The `upgrade.bat` script will examine your system and then upgrade CA Directory after performing any prerequisite cleanup, then the script will upgrade the Provisioning Directory.

### To manually upgrade the Provisioning Directory

1. If you have primary and alternate Provisioning Directories, back up your primary Provisioning Directory.
2. Shut down all Provisioning Directories in your environment.
3. Stop Ingres with the following command:  
`ingstop -service(or ingstop -kill)`
4. Verify that all of the following Ingres processes are stopped:
  - `dmfacp.exe`
  - `dmfrcp.exe`
  - `iidbms.exe`
  - `iigcc.exe`
  - `iigcn.exe`
  - `ijdbc.exe`
  - `iistar.exe`
5. Restart Ingres with the following command:  
`ingstart -service`
6. Verify that the Provisioning and Connector services are stopped.
7. (Windows only) Be sure the Local Service account has read/write permissions to the folder where CA Directory will be installed.
8. Navigate to the `CADirectory/dxserver` folder on the CA Identity Manager installer media.

9. Run the upgrade.bat file.

The Provisioning Directory upgrade wizard starts.

Note the following:

- Part of the Provisioning Directory upgrade is the upgrade of CA Directory to the latest bundled r12.0 Service Pack. Due to architectural changes in CA Directory r12 SP1 (and higher), reporting databases and unnecessary DSAs are removed before the CA Directory upgrade. Once the CA Directory upgrade completes, the Provisioning Directory upgrade will resume
- If you are installing the Provisioning Directory in an FIPS 140-2 enabled environment, select the FIPS 140-2 Compliance mode check box during installation and provide the FIPS Key File.

10. Go through the wizard and enter the information you collected for the upgrade. Select a Typical installation type when prompted during the CA Directory upgrade.

The Provisioning Directory and CA Directory are upgraded.

**Note:** You can select a check box during upgrade to configure Provisioning Directory high availability. If you choose this option, you must supply the hostnames of any alternate Provisioning Directories and specify the primary Provisioning Directory. When the upgrade completes, uninstall and reinstall any alternate Provisioning Directories. For more information, see the *Installation Guide*.

For details on using CA Directory, you can find CA Directory documentation at [support.ca.com](http://support.ca.com).

## Manually Upgrade the Provisioning Server

**Important!** The Provisioning Server uses an instance of CA Directory to communicate with the Provisioning Directory. Be sure to upgrade CA Directory on the Provisioning Server system, using the CA Directory component installer, *before* upgrading the Provisioning Server.

### To manually upgrade the Provisioning Server

1. (Windows only) Be sure the Local Service account has read/write permissions to the folder where CA Directory will be installed.
2. Navigate to the Provisioning/ProvisioningServer folder on the CA Identity Manager installer media.
3. Run the setup file.
4. Go through the wizard and enter the information you collected for the upgrade.

Your Provisioning Server is upgraded.

## Manually Upgrade CA IAM CS

Perform the following process to manually upgrade the CA IAM CS.

### To manually upgrade CA IAM CS

1. Navigate to the Provisioning/ConnectorServer folder on the CA Identity Manager installer media.
2. Run the setup file.
3. Go through the wizard and enter the information you collected for the upgrade.  
Your CA IAM CS is upgraded.

## Manually Upgrade the Provisioning Manager

Perform the following process to manually upgrade the Provisioning Manager.

### To manually upgrade the Provisioning Manager

1. Navigate to the Provisioning/ProvisioningManager folder on the CA Identity Manager installer media.
2. Run the setup file.
3. Go through the wizard and enter the information you collected for the upgrade.  
Your Provisioning Manager is upgraded.

## Manually Upgrade the CA Identity Manager Server

To upgrade the CA Identity Manager Server manually, run the Upgrade Wizard, upgrade the CA Identity Manager Server, and *uncheck* the automated upgrade steps. Instead, perform the following processes manually:

1. Upgrade the Workflow database.
2. Migrate task persistence data.

## Upgrade the Workflow Database

This procedure applies only if you are upgrading from CA Identity Manager r12.

To work with WorkPoint 3.4.2, you update the workflow database, so you can continue to use the workflow processes that you developed in WorkPoint 3.3.

### Follow these steps:

1. Locate the WorkPoint scripts in the Workpoint\database under the Administrative Tools folder. The scripts are in the following default locations:
  - **Windows:** C:\Program Files\CA\Identity Manager\IAM Suite\Identity Manager\tools\Workpoint\database
  - **UNIX:**  
/opt/CA/IdentityManager/IAM\_Suite/Identity\_Manager/tools/Workpoint/data base

2. Run the following scripts:

#### **wp331\_to\_wp34\_cnv\_step1.sql**

This script creates the tables for Workpoint 3.4, adds columns the old tables, and inserts rows into the WP\_\*\_TYPE tables.

#### **wp331\_to\_wp34\_cnv\_step2.sql**

This script creates the stored procedures that are required to convert the data.

#### **wp331\_to\_wp34\_cnv\_step3.sql**

This script converts the text data to columns and populates the new WP\_BULK\_DATA table from the old WP\_BULK\_STORAGE table.

#### **wp34\_20060927\_add.sql**

This script creates the tables for Workpoint 3.4.20060927 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

#### **wp34\_20070625\_add.sql**

This script creates the tables for Workpoint 3.4.2.20070625 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

#### **wp342\_20071218\_add.sql**

This script creates the tables for Workpoint 3.4.2.20071218 and inserts rows into the WP\_INI and WP\_\*\_TYPE tables.

#### **wp342b\_to\_wp342c.sql**

This script adds tables and rows to support the completion code.

#### **wp342c\_to\_wp342d.sql**

This script updates field lengths and scripts.

**wp342d\_to\_wp342e.sql**

This script adds index definitions.

3. Save all changes to the database.

## Migrate Task Persistence Data

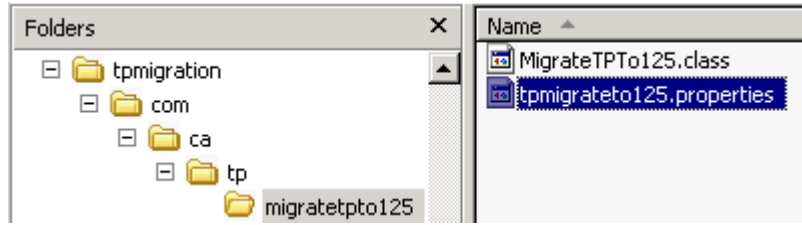
This procedure applies only if you are upgrading from CA Identity Manager r12.

You can manually migrate tasks, depending on task state or date range, by running the task persistence data migration tool.

**Follow these steps:**

1. Find the tpmigration125.properties file in the following location:

*admin\_tools/tpmigration/com/ca/tp/migratetpto125*



2. Update this file with the object store and task persistence information for your database.

**Note:** For any supported version of SQL Server, enter sql2005.

*Equation 3: The user views sections to change in the tpmigrateto125.properties file.*

```
tpmigrateto125.txt - Notepad
File Edit Format View Help
#####
# The object store is required to obtain the environment details.
#####
os.db.hostname=easthamdb.dxx.com
os.db.dbname=fwstore
os.db.username=fwadmin
os.db.password=oa01720sx
os.db.port=1433
os.db.dbType=sql2005
#####
# Task persistence data where the old and new tables are.
#####
tp.db.hostname=easthamdb.dxx.com
tp.db.dbname=fwstore
tp.db.username=fwadmin
tp.db.password=oa01720sx
tp.db.port=1433
tp.db.dbType=sql2005
```

3. Be sure that the environment variable `JAVA_HOME` is set.
4. From a command line, navigate to `admin_tools/tpmigration` and run the task persistence migration tool as follows:
  - For Windows:  
`runmigration.bat`
  - For UNIX:  
`runmigration.sh`
5. Enter the following information:
  - a. For the environment protected Alias, enter all.  
**Note:** If you do not specify all, only one environment can be entered.
  - b. For task state, enter All (with a Capital A).  
**Note:** If you do not specify All, only one task state can be entered.
  - c. For the version to migrate from, enter 2 for 12.0.
  - d. Date range for the tasks to be migrated (y/n).  
**Note:** If you choose 'y', enter a Start Date (mm/dd/yy) and End Date (mm/dd/yy).

The migration starts. After the migration completes, the status indicates how many tasks were migrated.
6. Be sure to verify that no errors appeared.
7. Repeat steps 4 and 5, but use the `-pending` option instead of All for task state.



# Appendix E: Log Files for the Upgrade

---

This section contains the following topics:

[Log Files on Windows](#) (see page 113)

[Log files on UNIX](#) (see page 113)

## Log Files on Windows

If you encounter issues during CA Identity Manager installation, see this log file:

C:\Program Files\CA\Identity Manager\IAM Suite\Identity Manager\caiamsuite.log

The CA Identity Manager Server installer logs are written to the following default location:

C:\Program Files (x86)\CA\Identity Manager\install\_config\_info (64-bit system)

The Provisioning installer logs are written to the user's Temp directory and copied to the *Install-Directory\\_uninst* directory.

**Example:**

C:\Documents and Settings\user\Local Settings\Temp\imps\_server\_install.log

## Log files on UNIX

If you encounter any issues while performing a CA Identity Manager installation, see the caiamsuite.log file in this location:

/opt/CA/IdentityManager/

The CA Identity Manager Server installer logs are written to the following default location:

/opt/CA/IdentityManager/install\_config\_info

The Provisioning installer logs are written to the user's Temp directory.



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