

# CA Identity Manager

## Release Notes

r12.5 SP1



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## CA Product References

This document references the following CA products:

- CA Identity Manager
- CA SiteMinder® Web Access Manager
- CA Directory
- CA Enterprise Log Manager
- CA Role & Compliance Manager

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# Chapter 1: New Features in CA Identity Manager r12.5 SP1

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This section contains the following topics:

[Supported Platforms and Versions](#) (see page 11)

[Policy Xpress](#) (see page 11)

[Reverse Synchronization for Endpoint Accounts](#) (see page 13)

[Bulk Tasks](#) (see page 13)

[Email Notification Policies](#) (see page 14)

[Preventative Identity Policies](#) (see page 14)

[Workflow Enhancements](#) (see page 15)

[Smart Provisioning Enhancements](#) (see page 20)

[Changing Languages in an Identity Manager User Session](#) (see page 21)

## Supported Platforms and Versions

In CA Identity Manager r12.5 SP1, there have been some changes made to supported application server versions, directories, and databases.

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

## Policy Xpress

Policy Xpress allows you to create complex business logic (policies) without the need to develop custom code. Policy Xpress tasks are located under the Policies tab and are associated with the Policy Xpress Manager role and the System Manager role, by default.

Previously, Policy Xpress was part of Option Pack 1. In this release, Policy Xpress has been incorporated into the core CA Identity Manager product and can be accessed under the Policies tab.

Also, note the following improvements to Policy Xpress that are available in this release:

- Policies are searched using scoping rules.
- Policies have Submitted Task and Reverse listeners.
- Creating, modifying, viewing, and deleting policies is captured in View Submitted Tasks as events. These events can be resubmitted in an error occurs. Also, you can configure workflow on these events.

- Policy Xpress audits all activity in View Submitted Tasks, including policies evaluated, actions performed, and failures.
- Several usability improvements made to plug-ins.
- Policies can validate data before task submission.
- Granular behavior control when a policy generates an error.

**Note:** For more information about Policy Xpress, see the *Administration Guide*.

## Policy Xpress Plug-in Changes from Option Pack 1

CA Identity Manager r12.5 SP1 implements the following Policy Xpress plug-in changes:

### Data Elements

- Has account attributes changed—Removed
- Endpoint objects—Removed
- Account values and Account values by identifier—Moved to the "Accounts" category
- Comparator, compare strings—Added a case sensitivity option
- Comparator, compare dates—Added a date format parameter
- Date—Added a date format parameter
- Time—Added a time format parameter
- List filter—Added a list size function
- Workflow—Can now return full names, user names, or email addresses

### Actions

- Set account data and Set account data by identifier—Moved to the "Accounts" category
- Added a "move account" action

## Reverse Synchronization for Endpoint Accounts

An endpoint system user can create, delete, or modify accounts on the endpoint. For example, a user may create or modify an account in the Active Directory domain using an external tool. CA Identity Manager must be aware of this potential security issue. Creating or modifying an account directly in the endpoint bypasses CA Identity Manager's approval processes and auditing.

Reverse synchronization helps ensure control of the endpoint accounts by identifying discrepancies between Identity Manager accounts and endpoint accounts. You create reverse synchronization policies to handle the change. Then, using Explore and Correlate to update CA Identity Manager, you trigger the execution of policies.

Previously, reverse synchronization was part of Option Pack 1. In this release, reverse synchronization is incorporated into the core CA Identity Manager product and can be accessed on the Endpoints tab in the User Console.

**Note:** For more details on reverse synchronization, see the Managed Endpoint Accounts chapter in the *Administration Guide*.

## Bulk Tasks

Bulk Tasks (Scheduled Tasks in Option Pack 1) allow CA Identity Manager users to perform the following actions:

- Modify a User object, based on an attribute filter, such as department, city, termination date, and so on.
- Run a task on specific objects periodically, such as every Saturday.
- Make bulk user changes, such as modifying all users within a selected department.

This functionality differs from the scheduled task functionality in CA Identity Manager by providing a population filter. Unlike scheduled tasks, the population of objects affected by the bulk task is unknown when you configure the bulk task. Also, bulk tasks affect many objects, while scheduled tasks only affects one.

**Note:** For more information about Bulk Tasks, see the *Administration Guide*.

## Email Notification Policies

Email notifications inform CA Identity Manager users of tasks and events in the system. For example, CA Identity Manager can send an email to approvers when an event or task requires an approval.

CA Identity Manager r12.5 SP1 provides two methods for creating email notifications:

- **Email Templates** (existing functionality)

Administrators create email notifications using default templates installed with CA Identity Manager. To customize those templates, administrators use the Email Template API.

- **Email Notification Policies** (new functionality)

CA Identity Manager r12.5 SP1 includes an additional method that allows business users to create, view, modify, and delete email notifications by using Email Management tasks in the User Console. These users do not need to know any code to configure email notifications.

Administrators can define the content of an email, when it is sent, and who receives it. The content of the email can contain dynamic information, such as the current date or event information, which CA Identity Manager populates when the email is sent. For example, you can configure an email notification that is sent to an approver when a new user is created. The email can contain login information, date of hire, and manager.

Email notification policies are Policy Xpress policies; however, you create and manage these email notification policies using a separate set of tasks in the User Console.

**Note:** For more information about email notification policies, see the *Administration Guide*.

## 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.

Preventative identity policies, which execute before a task is submitted, allow an administrator to check for policy violations before assigning privileges or changing profile attributes. If a violation exists, the administrator can clear the violation before submitting the task.

For example, a company can create a preventative identity policy that prohibits users who have the User Manager role from also having the User Approver role. If an administrator uses the Modify User task to give a User Manager the User Approver role, CA Identity Manager displays a message about the violation. The administrator can change the role assignments to clear the violation before submitting the task.

Preventative identity policies can also trigger a workflow process that requires approvals from designated approvers before CA Identity Manager executes the task.

**Note:** For more information about preventative identity policies, see the *Administration Guide*.

## Workflow Enhancements

Several new enhancements were made to Workflow for this release and include the following:

- [Global Event Level Policy-Based Workflow Mapping](#) (see page 15)
- [Task Level Policy-Based Workflow](#) (see page 16)
- [Escalation Approval Template](#) (see page 17)
- [Matching Attribute Resolver](#) (see page 17)
- [Highlighting Changed Attributes on Approval Screens](#) (see page 19)
- [Partial Attribute Level Approve/Reject](#) (see page 19)
- [Approval Policy Description](#) (see page 20)
- [Bulk Operations on Work Items](#) (see page 20)

### Global Event Level Policy-Based Workflow Mapping

An event can be mapped to a workflow process from the Management Console, or be associated with policy-based workflow approval policies in a specific task. The new Configure Global Policy-based Workflow for Events task, lets administrators set up policy-based workflow mapping for events at the environment level. Unlike setting up policy-based workflow for an event in an admin task, the configured policy-based workflow mappings are applied to all tasks that generate the event.

## Task Level Policy-Based Workflow

Task Level policy-based workflow lets you associate a task with a workflow process based on the evaluation of a rule. This means that instead of a task always launching a workflow process, the workflow process runs and generates a work item only if a rule associated with the task is true.

For example, when creating a new group, you can define a rule that places the Create Group task under workflow control and creates a work item only if the new group is part of a designated parent organization. If the new group is not part of that organization, the workflow process does not execute and no work item is created.

If a task has multiple rules, all workflow process associated with the task need to be approved, for the task itself to be approved. Similarly, if one workflow process associated with the task is rejected, the task itself is rejected. Workflow rules can be assigned priority values to determine the order of rule evaluation and workflow execution.

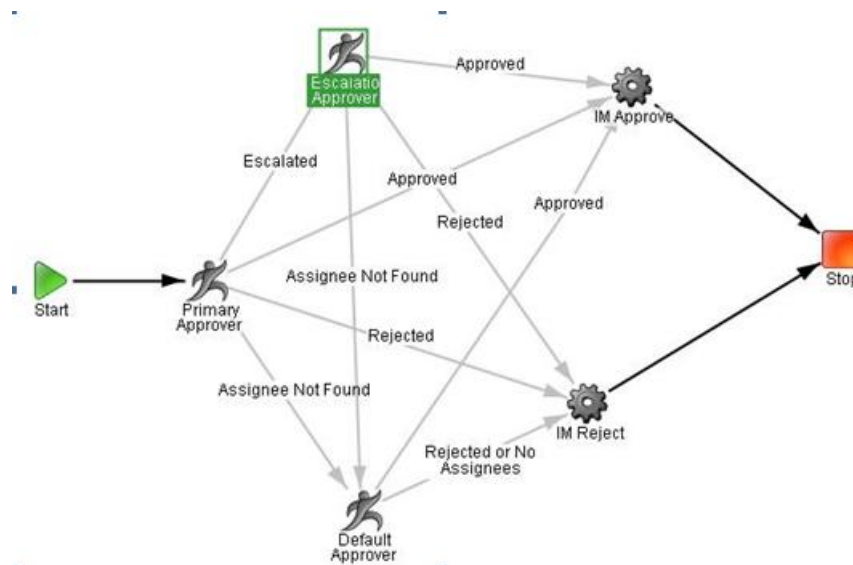
Only default CA Identity Manager workflow templates support workflow rules for task level policy-based workflow. You can also create custom workflow processes for use with workflow rules.

**Note:** For more information about policy-based workflow, see the Workflow chapter in the *Administration Guide*.

## Escalation Approval Template

A new process template has been added that includes a timed transition approval node from the primary approver to the escalation approver. This user can approve or reject the request if the primary participant is not found.

**Note:** For more information on the Escalation Approval Template, see the *Workflow* chapter in the *Administration Guide*.



## Matching Attribute Resolver

This resolver works on objects of type User only. A value from any object available is matched against a field on the user object. Use the following selection to set matching attribute rule constraints:

### Approvers

Specifies the type of user to approve this task.

### User or Object

Specifies the value that approvers will have in the attribute selected below.

**Note:** The value retrieved from the user or object should be an acceptable value for a search on user for the selected attribute.

- Object associated with the event—The event under workflow control.
- Initiator of this task—The user who initiated the admin task.

- Primary object of this task—The object being created/modified by the task.(Only available for task level event mapping.)
- Previous approver of this task—The previous approvers of this task.

**Use or Object Attribute**

Specifies the attribute that contains the value to use in the search for approvers.

**Approver Search Attribute**

Specifies the attribute that is used in the search to match the value identified above.

**Note:** When you set 'Approve Create User' task as a Match Attribute Resolver that works on Users, Participant Resolver, you must change the method signature for the imApprovers script on workpoint designer to point to the unique name for TwoStageProcessDefinition.

You must import the upgrade scripts for escalation approval process for previous approver information to be available (UpgradeWFScripts.zip). Import the scripts from the workflowScripts folder under the Administrative Tools in following default locations:

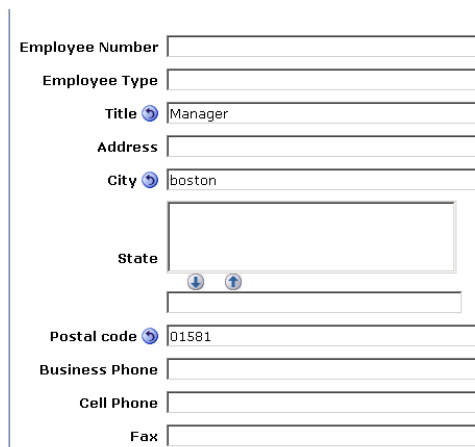
- Windows: C:\Program Files\CA\Identity Manager\IAM Suite\Identity Manager\tools
- UNIX: /opt/CA/IdentityManager/IAM\_Suite/Identity\_Manager/tools

When importing the WorkPoint scripts with the archiver tool on upgrade, the administrator should specify that this is an import into an existing database and override existing scripts.

## Highlighting Changed Attributes on Approval Screens

In order for an approver to know what attributes have been modified or to undo the changes to those attributes if needed, an undo icon has been added to the approver profile screen that lets the approver know that this attribute has been changed.

The approver can see the original value for the editable attributes by clicking the undo button and can also change the value of the attribute to any other value.



Employee Number

Employee Type

Title

Address

City

State

Postal code

Business Phone

Cell Phone

Fax

## Partial Attribute Level Approve/Reject

An approver can choose to partially approve or reject attribute changes on an approval profile screen. If an approver decides to reject the changes made to attributes visible on the approval screen the approver can click on the reject button and only those attributes will be reverted to their original value. In previous releases if an approver clicked on the reject button the entire event was rejected. Likewise if an approver clicks on the approve button only changes made to the attributes visible on the approval screen are approved.

**Note:** This is only applicable for event level policy based workflow for approval policies with an evaluation type of OnChange. For more information on this feature, see the Policy-Based Workflow section in the *Administration Guide*.

## Approval Policy Description

A new field called Policy Description has been added to the Approval Policy. This is an optional, non-searchable string description and appears on resulting work items.

## Bulk Operations on Work Items

With this release of CA Identity Manager, the following bulk operations can be performed on selected work items:

- Approve
- Reject
- Reserve
- Release

In the User Console, the Configure Work List tab has been enhanced to include a new Supports bulk workflow operations check box. When this check box is enabled, the user can bulk approve, reject, release, and reserve work items that they own or work items from the delegators from the View My Work List screen. However, administrators can only perform bulk reserve or release of items on behalf of the existing user on the Manage User's Work Items screen.

**Note:** For more information about bulk operations on work items, see the *Administration Guide*.

## Smart Provisioning Enhancements

The Suggested Roles functionality is now available for the Create User task, as well as the Modify User task (supported in CA Identity Manager r12.5).

When CA Identity Manager integrates with CA Role and Compliance Manager (CA RCM), the Suggested Roles functionality provides administrators with a list of provisioning roles that may be appropriate to assign to a user. The list of provisioning roles is determined by CA RCM, based on criteria entered by the administrator.

Suggested provisioning roles help ensure that users have the correct privileges, while maintaining a company's role model.

**Note:** For more information about Suggested Roles, see the *Administration Guide*.

## Changing Languages in an Identity Manager User Session

CA Identity Manager r12.5 SP1 includes a new feature that allows users to change the language displayed in the login screen and the User Console when an Environment supports multiple languages.

Users can select the language they want to view from a Choose Language field in the login screen and in the User Console. The user does not need to log out of the Environment for changes in the display to take effect.

**Note:** For more information about changing languages, see the *User Console Design Guide*.



# Chapter 2: New Features in CA Identity Manager r12.5

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This section contains the following topics:

- [CA Role & Compliance Manager Integration](#) (see page 23)
- [CA Enterprise Log Manager Integration](#) (see page 28)
- [Identity Manager Directory Configuration Wizard](#) (see page 29)
- [Account Management Enhancements](#) (see page 29)
- [Endpoint Types that Require Provisioning Manager](#) (see page 30)
- [Install and Upgrade Enhancements](#) (see page 30)
- [Automated Task Persistence Garbage Collection and Archiving](#) (see page 31)
- [Task Persistence Migration Tool](#) (see page 32)
- [Connector Xpress Enhancements](#) (see page 32)
- [Bulk Loader Allows Multiple Actions](#) (see page 33)
- [Role and Task Import Enhancements](#) (see page 34)
- [Reporting Data Sources](#) (see page 35)
- [New Default Reports](#) (see page 35)
- [Workflow Enhancements](#) (see page 36)
- [View Submitted Task Enhancements](#) (see page 38)
- [Profile Screen Enhancements](#) (see page 39)
- [Support for Microsoft Visual Studio 2008](#) (see page 39)
- [Identity Policy Enhancements](#) (see page 40)
- [Provisioning Role Owner Task](#) (see page 40)

## CA Role & Compliance Manager Integration

CA Role & Compliance Manager (CA RCM) is an identity lifecycle management product that enables you to quickly and accurately develop, maintain, and analyze role models. It also provides centralized identity compliance policy controls and automates processes associated with meeting compliance and security demands. Using CA RCM, you can do the following:

- Validate that users have appropriate entitlements
- Ensure that privileges are granted in accordance with security policies
- Monitor the effectiveness of identity management controls
- Understand what roles exist in your organization, and then establish a role model that fits your organization
- Analyze and maintain that role model as business evolves

CA Identity Manager integrates with CA RCM in two ways:

- CA Identity Manager Connector

The Connector for CA Identity Manager automatically synchronizes the role-based privilege data between CA Identity Manager and CA RCM. By using the connector, you can import data from CA Identity Manager to CA RCM or export data from CA RCM to CA Identity Manager.

**Note:** For more information about the CA Identity Manager Connector, see the *CA RCM Connector for CA Identity Manager Guide*.

- Smart Provisioning

When CA Identity Manager integrates with CA RCM, you can configure additional functionality that allows you to use role and compliance information, which is available in a role model, to support day-to-day identity management operations. Changes made in CA Identity Manager dynamically update the role model in CA RCM.

## Smart Provisioning

Smart Provisioning is a collection of functionality that simplifies provisioning role assignment when CA Identity Manager integrates with CA RCM. This functionality includes:

- **Suggested Provisioning Roles**

CA Identity Manager can provide administrators with a list of provisioning roles that may be appropriate to assign to a user. The list of provisioning roles is determined by CA RCM, based on criteria entered by the administrator.

Suggested provisioning roles ensure that users have the correct privileges, while maintaining a company's role model.

- **Policy Validations**

CA Identity Manager administrators can validate proposed changes against a role model in CA RCM before committing changes. Validating changes before they are committed helps companies maintain the role model that they have defined for their operations.

Users can validate proposed changes to provisioning roles (assigning or removing them), and changes to user attributes.

CA Identity Manager performs two types of policy validations:

- **Compliance**

Proposed changes are validated against the CA RCM role model to see if they violate explicit, predefined business policy rules in CA RCM.

- **Pattern**

Proposed changes are compared to the CA RCM role model to see if they cause the subject of the change to become "out of pattern." CA Identity Manager also makes sure that the changes do not significantly alter an established pattern in the role model.

You can configure CA Identity Manager to perform these validations automatically when users perform certain tasks, or allow users to initiate the validation manually.

You can implement Smart Provisioning in an Identity Manager Environment once there is an established role model, based on Identity Manager data, in CA RCM.

## Connector for Identity Manager - Supported Endpoints

In this release, the connector for Identity Manager supports the following endpoints. Some of these endpoints are supported using predefined endpoint handlers as in CA Identity Manager r12, while others use the customizable xml-based endpoint handler introduced in this release.

<b>Endpoint</b>	<b>Support</b>	<b>Resources</b>	<b>Comments</b>
Unix (ETC)	Customizable handler	UNIXETC Group	No known limitations
Windows (N16)	Customizable handler	NT Group	Update limitations
Oracle Database (ORA)		User Packages, User Role, User Procedure, and Admin Packages	Export is limited to specific endpoint rules.
OS400 (AS4)	Customizable handler	Profile Group and Member Group	Users must have a primary group to have regular groups. You must configure a primary group before you can add regular groups to a user.

Endpoint	Support	Resources	Comments
			Similarly, remove all regular groups before removing a primary group.
Microsoft SQL	Customizable handler	DBAccess and Server Role	To remove a resource from an account template or a user, first remove the DB Access permission.
LDAP <b>Note:</b> LDAP is not a supported connector type in Provisioning	Customizable handler	Group	No known limitations
SAP	Predefined handler	Authorization and Role	<p>Authorization, with the exception of the Retrieval of User - Resource links operation.</p> <p>Role, with the exception of the following operations:</p> <ul style="list-style-type: none"> <li>■ Retrieval of Account Template - Resource links</li> <li>■ Retrieval of User - Resource links</li> <li>■ Update of removed User - Resource links</li> </ul>
DB2	Predefined handler	Index, Schema, Table, Tablespace, and View	User-Resource links are not imported
Active Directory (ADS)	Customizable handler	Active Directory Group	CA RCM account template handling must be based on an AD account policy or an AD contact policy.

Endpoint	Support	Resources	Comments
			<p>The connector can poll and update only one of these policy types.</p> <p>Account templates should reference only one endpoint.</p> <p>During data export, the connector does not accurately parse some change entries in the audit card.</p> <p>When you configure the connector, you must assign a DN field for each data type that is exported.</p>

## Connector for Identity Manager - Update Limitations

Successful update of endpoint data using the customizable endpoint handler requires thorough knowledge of the data structure, syntax, and rules of the target endpoint type. To avoid problems, you must consider the data structure dictated by the endpoint type when you configure the handler and define data mapping.

The following general issues apply when you use the customizable endpoint handler to send updates to CA Identity Manager:

- Target endpoint restrictions** - Identity Manager allows configuration of password protection and other validation restriction on endpoints and endpoint types. These restrictions may cause creation of entities on Identity Manager to fail. CA RCM does not verify successful creation of new entities during update, and the CA RCM connector may not record these events in its log.

- **Account Templates** - The following limitations concern how CA RCM and Identity Manager handle resources, endpoints, and account templates:
  - Do not rename account templates in CA RCM. When you rename an account template, CA RCM attempts to update endpoints by deleting the existing template and creating a new template. This unintentionally modifies many template attributes.
  - Changes to an endpoint's resource are reflected in all endpoints of the same type. For example, if you delete the "admin privileges" resource from an account template, and send an update of that template to *a single, specific* Microsoft SQL Server endpoint - the "admin privileges" resource is removed from *every* Microsoft SQL Server endpoint that has that resource.
  - CA RCM does not verify whether an Identity Manager account template is available for a target endpoint or endpoint type. You must verify that the account template is available before you update endpoints of a given type.
  - The default account template (the Identity Manager account template referenced by CA RCM as a model for new account templates) is specified in a static configuration file. CA RCM does not verify this setting and does not detect if the default account template has been deleted or changed in Identity Manager.
- **Error Logging** - In some situations, errors during update are not recorded in the log file of the connector job.

## CA Enterprise Log Manager Integration

CA Enterprise Log Manager uses the CA Common Event Grammar (CEG) to map events that originate in various systems in a standard format, and stores all events, even those which are not yet mapped, for review and analysis. Furthermore, CA Enterprise Log Manager provides users with a high-volume solution for managing and reporting on collected data, using configurable database queries and/or reports to search for various types of information and events.

CA Enterprise Log Manager provides better wider and deeper insight into un-managed systems and systems outside of CA Identity Manager's purview and control and also lets you investigate deeper into identities.

Integrating with CA Identity Manager lets you view CA Enterprise Log Manager identity centric reports and/or dynamic queries into CA Enterprise log Manager user Console using the Identity Manager User Console. From the User Console you can configure how existing CA Identity Manager/Enterprise Log Manager reports and/or queries are viewed and modified while you investigate deeper into a specific identity.

## CA Enterprise Log Manager Reports

The following CA Enterprise Log Manager Reports are provided with CA Enterprise Log Manager role definitions by default:

<b>Task</b>	<b>Invokes Report</b>
System All Events by User	CA Identity Manager - System All Events filtered by user ID
Account Management by Host	Account Management by Host
Account Creations by Account	Account Creations by Account
Account Deletions by Account	Account Deletions by Account
Account Lockouts by Account	Account Lockouts by Account
Certification Process Activity by Host	CA Identity Manager - Process Activity by Host
Password Policy Modify Activity	CA Identity Manager - Policy Modify Activity

## Identity Manager Directory Configuration Wizard

In this release, a new wizard is available that walks administrators through the process of creating an Identity Manager directory for their LDAP user store or Provisioning Server and helps reduce configuration errors. Before launching the wizard, you must first upload an Identity Manager LDAP directory configuration template. These templates are pre-configured with well-known and required attributes. After entering connection details for your LDAP user store or Provisioning Server, you can select LDAP attributes, map well-known attributes, and enter metadata for the attributes. When you are done mapping attributes, click Finish to create the directory.

## Account Management Enhancements

In the User Console, you can now perform most account management tasks. For example, you can now:

- Explore the contents of an endpoint and correlate its accounts, or you can pick a subset of the endpoint to explore.
- Create and modify endpoints so that you can use them in account templates

- Create and modify account templates for all endpoints
- Manage individual accounts on an endpoint to unlock them, assign them to a new user, or perform several other tasks.

Also, you can now use the Management Console to define an endpoint type. You import a role definition file that contains the screens, tasks, and roles for that endpoint type. The endpoint types you can define include dynamic endpoint types that you create in Connector Xpress.

Previously, these features were available only in Provisioning Manager.

## Endpoint Types that Require Provisioning Manager

You can now use the User Console to manage most endpoint types, however, the following endpoint types are only managed in Provisioning Manager:

- Entrust PKI
- CA SSO
- CA EEM
- Novell Netware
- Ingres
- NSK Safeguard

## Install and Upgrade Enhancements

The following improvements have been made to the CA Identity Manager r12.5 installer:

- Install:
  - Pre-installation prerequisite checking
  - All connectors are now installed by default
- Upgrade:
  - New Upgrade Wizard with the following features:
    - Discovers CA Identity Manager components already installed
    - Provides version information of installed components
    - Specifies if the component is up to date or if an upgrade is available
    - Upgrade prerequisite checking

- Provides direct launch of provisioning component installers
- Verifies a successful upgrade with error checking
- Automated CA Directory upgrade that moves from Ingres technology to DXGrid technology
- Automated Identity Manager Directory and Environment migration
- Automated task persistence migration
- JDBC drivers added automatically
- Automated WorkPoint workflow upgrade, with a choice of manual upgrade, if necessary
- Automated data sources upgrade
- Automated import of new feature and account screen role definition files

## Automated Task Persistence Garbage Collection and Archiving

In this release, an administrator is able to schedule and modify jobs with specific parameters using the Cleanup Submitted Tasks task to clean up and archive task and event information in the task persistence database and also delete these recurring tasks as needed.

From the System Tab, you can launch a wizard by selecting Cleanup Submitted Tasks. From there, the wizard walks you through setting up and scheduling jobs and whether or not to archive the data. You can also choose to delete the recurring jobs when needed by selecting Delete Recurring Tasks from the System Tab.

By scheduling the tasks to clean up and archive task data, the potential for performance problems or system outages are greatly reduced. With the archive feature, you can back up the tasks to the archive database before deleting them from the runtime database. If you need to go back and view these deleted tasks, select the Search the archive check box on View Submitted Tasks to search and view a list of all tasks that have been deleted and archived.

## Task Persistence Migration Tool

With this release, a new migration tool has been added for migrating the task persistence databases from r8.1 SP2 or r12 to r12.5. The command line tool is part of the Identity Manager Administrative Tools and is found in the following location:

`admin_Tools/tools/tpmigration`

The default location for `admin_tools` is:

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

## Connector Xpress Enhancements

In Connector Xpress you can now do the following:

- Use multitable JDBC Connectors- values from multiple columns from a table, rather than from a single column, can populate a single attribute value.
- Use JDBC structural and auxiliary classes.
- Use a new flexible mapping process that includes a tree of class and attribute mappings has replaced the previous sequential wizard process. This lets you add and edit and remove attributes as required.
- Specify direct associations between any two classes of objects
- Specify indirect associations between objects. For example, where the association between the two objects is bidirectional and contained in a third entity such as a table, which holds the association links between the objects.
- Create method and script style operation bindings
- Bind operations to other object and class combinations
- Bind two or more opbindings to the same timing, that is the same operation for the same target object classes. For example, you can have two or more opbindings for the Before Add operation for the account object class.

## Bulk Loader Allows Multiple Actions

The Bulk Loader feature in CA Identity Manager now allows you to specify an alternate action mapping for objects that do not exist.

Previously, CA Identity Manager let you select an action to perform on a primary object. If that primary object did not exist and the action specified was Modify or Delete, an error was given. Also, if you specified a Create action on a primary object that already existed in CA Identity Manager, an error was given.

In CA Identity Manager r12.5, you can select a create (or self-create) alternate action to execute if the primary object does not exist.

## Role and Task Import Enhancements

The Management Console now provides the ability to select one or more predefined Role Definitions files to import from a list of available files when you create or update an Identity Manager Environment. This significantly reduces the configuration steps for setting up an Environment.



(Optional) Select which roledefs to import for this environment

Name	Filename	Description	Version
Category: SmartProvisioning			
<input type="checkbox"/> Smart Provisioning	SmartProvisioning-RoleDefinitions.xml		1.0
Category: Upgrade to 12.5			
<input type="checkbox"/> Upgrade-12-to-12.5-RoleDefinitions	Upgrade-12-to-12.5-RoleDefinitions-NoOrganization.xml		1.0
<input type="checkbox"/> Upgrade-12-to-12.5-RoleDefinitions	Upgrade-12-to-12.5-RoleDefinitions-Organization.xml		1.0
<input type="checkbox"/> Upgrade-12-to-12.5-RoleDefinitions	Upgrade-12-to-12.5-RoleDefinitions-ProvisioningNoOrganization.xml		1.0
<input type="checkbox"/> Upgrade-12-to-12.5-RoleDefinitions	Upgrade-12-to-12.5-RoleDefinitions-ProvisioningOrganization.xml		1.0
<input type="checkbox"/> Upgrade-8.1 to	Upgrade-8.1-to-12.5-		

The predefined Role Definitions files create roles and tasks for CA Identity Manager functionality, including:

- Smart Provisioning
- Enterprise Log Manager integration
- Account Management

**Note:** For more information about importing Role Definitions files, see the *Configuration Guide*.

## Reporting Data Sources

In CA Identity Manager r12.5 you can specify a different data source for a report, other than the Snapshot Database. For example, if you want to access audit information, you can now provide the connection information for the audit database to a report and the report will pull its data from the audit database.

Also, specifying connection information for a data source (for reporting) has moved from the Management Console to the User Console, under System, JDBC Connection Management.

**Note:** For more information on reporting, see the *Administration Guide*.

## New Default Reports

The following reports have been added to CA Identity Manager:

Report	Description	Source
Account Details	Displays a list of account templates with associated provisioning roles, endpoint types, endpoints, and accounts.	Snapshot database
Administration	Displays a list of administrators with their administrative entitlements.	Snapshot database
Audit-Assign/Revoke Provisioning Roles	Displays a list of provisioning role events.	Audit database
Audit-De-Provisioning	Displays a list of users and their accounts that were de-provisioned.	Audit database
Audit Details	Displays tasks and events with related status details.	Audit database
Audit-Pending Approval Tasks	Displays a list of pending approval tasks.	Audit database
Audit-Reset Password	Displays the list of users' passwords that have been reset for a given period of time.	Audit database
Endpoint Details	Displays a list of all endpoint types, endpoints, and the endpoint attributes.	Snapshot database

## Workflow Enhancements

CA Identity Manager r12.5 includes the following enhancements to workflow functionality.

### Support for WorkPoint 3.4.2

CA Identity Manager r12.5 supports Workpoint 3.4.2. Previously, CA Identity Manager r12 supported WorkPoint 3.3.2.

### Policy-Based Workflow

Policy-based workflow allows you to associate an event with a workflow process based on the evaluation of a rule. This means that instead of an event always launching a workflow process, the workflow process runs and generates a work item only if a rule associated with the event is true.

For example, when creating a new group, you can define a rule that places the CreateGroupEvent under workflow control and creates a work item only if the new group is part of a designated parent organization. If the new group is not part of that organization, the workflow process does not execute and no work item is created.

If an event has multiple rules, then all workflow process associated with the event need to be approved in order for the event to be approved. Similarly, if one workflow process associated with the event is rejected, the event itself is rejected. Workflow rules can be assigned priority values to determine the order of rule evaluation and workflow execution.

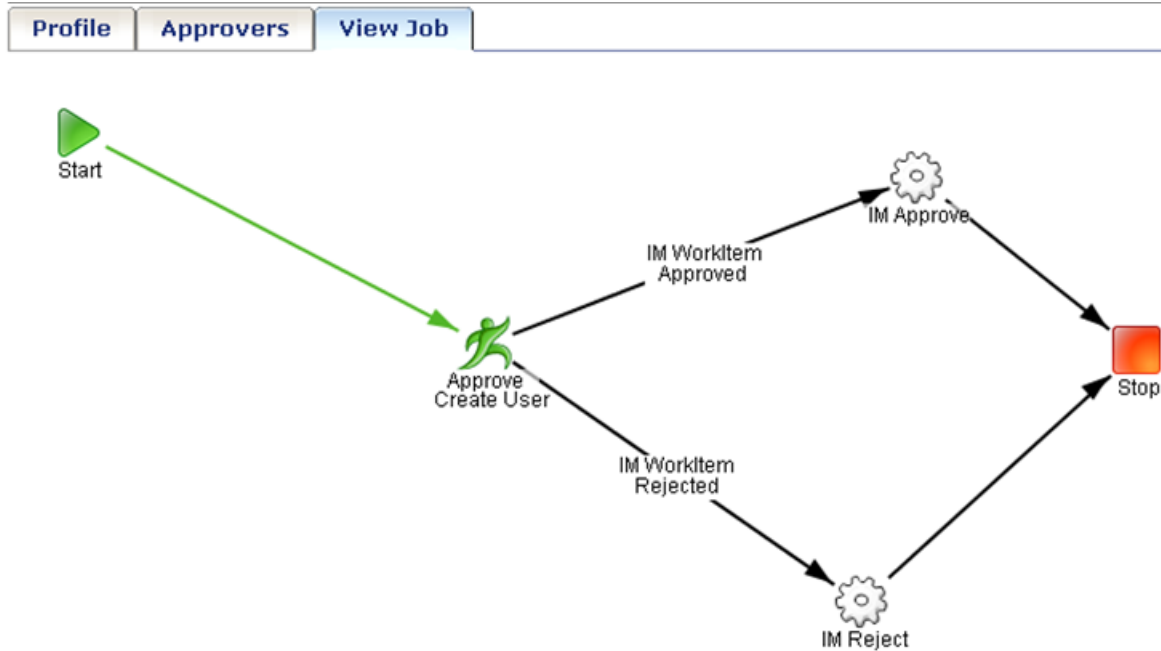
All default Identity Manager workflow templates and predefined processes support workflow rules. You can also create custom workflow processes for use with workflow rules.

**Note:** For more information about policy-based workflow, see the *Administration Guide*.

## Workflow Job View

In this release you can now view a graphical representation of the runtime status of Workpoint jobs for task and event level Workflow in the User Console from the following:

- Approval tasks
- View Submitted Tasks



You can also view both template and legacy process definitions.

In new environments, approval tasks include the View Job tab by default. You can view the job images for events or tasks in the View Submitted Tasks created in this release only. You cannot view the job images for events created in earlier releases.

## View Submitted Task Enhancements

The View Submitted Tasks tab now displays information about changes that occur on endpoints as a result of actions initiated from the Identity Manager User Console. For example, when an administrator assigns a provisioning role to a user in the User Console, the View Submitted Tasks tab displays information about which accounts were created successfully, and about any errors or failures that may have occurred.

This information appears in the Related Tasks section of the Event Details screen.

The following example shows the Event Details screen for an Assign User Provisioning Role event:

Assign user provisioning role Event Details: Assign user "jsmith" provisioning role "Base Employee"

**Event Name** AssignProvisioningRoleEvent  
**Event Description** Assign user "jsmith" provisioning role "Base Employee"  
**Task performed by** etaadmin (etaadmin)  
**Event creation time** Tuesday, November 3, 2009 5:25:01 PM EST  
**Event status** Completed  
**Primary object** User jsmith (John Smith)  
**Secondary object** Provisioning Role Base Employee

**Attributes Changed**

Attribute	Old Value	New Value
No results.		


**Event History**

Source	Description
WORKFLOW	There was no default workflow process mapped to this event.
WORKFLOW	There was no workflow process mapped to this event. Fetching default workflow process definition.
TASKSESSION	Global User 'jsmith' provisioning role memberships added and associated accounts added or updated successfully: (accounts created: 2, updated: 0, re-created: 0, failures: 0)
TASKSESSION	Global User 'jsmith' provisioning role memberships added and associated accounts added or updated successfully: (accounts created: 2, updated: 0, re-created: 0, failures: 0) [Number of detail item(s): 2]

**Related Tasks**

Search for related tasks and return at most  rows

There are 2 related task(s) for this event.

Description	Status	Priority	Initiated by	Submitted	Last Updated
 Cause: UNIX ETC Account 'jsmith' on 'framework4' created successfully Action: Assign user "jsmith" provisioning role "Base Employee" task, Provisioning Non Managed Object jsmith	Completed	Medium	etaadmin	11/3/2009 5:26 PM	11/3/2009 5:26 PM

**Note:** For more information about the View Submitted Tasks tab, see the *Administration Guide*.

## Profile Screen Enhancements

In CA Identity Manager r12.5, the Profile screen includes several new configuration settings to support new functionality. These new settings are described in the following sections.

### Confirmation Fields

CA Identity Manager r12.5 now includes support for confirmation fields that you can use to verify that the values of two fields on a profile screen match. Examples of confirmation screens include Confirm Password and Confirm Email.

**Note:** For more information, see the *User Console Design Guide*.

### Dynamic Field Display

CA Identity Manager can set certain field display properties based on the value of other fields in a profile screen. Using JavaScript, you can hide and show a field, or enable and disable a field. For example, you can use JavaScript to show an Agency field if the Employee Type is set to Temp. If the Employee Type is Full Time or Part Time, the Agency field is hidden.

**Note:** For information on using this feature, see the *User Console Design Guide*.

### New Object Selector Field Style

CA Identity Manager r12.5 includes a new Object Selector style option for fields on a profile screen. This option displays a control that administrators can use to search for and select a managed object. This style is typically used in account management screens.

**Note:** For information on using this feature, see the *User Console Design Guide*.

## Support for Microsoft Visual Studio 2008

CA Identity Manager fully supports Microsoft Visual Studio 2008 SP1. This means that all custom code written for previous releases of CA Identity Manager, which supported Microsoft Visual Studio 2003, must be recompiled using Visual Studio 2008 SP1. Custom code impacted may include the following:

- C++ custom connectors
- Provisioning manager plug-ins for Java custom connectors
- Common program exits

- Universal Provisioning Option (UPO) program exits
- Pluggable Authentication Module (PAM) DLLs
- Universal Feed Option program exits

## Identity Policy Enhancements

You can create a member rule for a policy set, so that the policy set applies only to certain users. The rule is evaluated before evaluating identity policies in the set, which can save significant time. For example, if the member rule limits the identity policy evaluation to 10 percent of users, that rule would save 90 percent of the evaluation time.

## Provisioning Role Owner Task

In the User Console, you can use a new task: Create Owner Policies for Provisioning Roles. You can select one or more provisioning roles and assign owner policies to control who can modify the roles. This task is an alternative to the Reset Provisioning Role Owners task, which can only be used on one role at a time.

# Chapter 3: Changes to Existing Features in CA Identity Manager r12.5 SP1

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This section contains the following topics:

- [Additional Objects Included in Role Definitions File](#) (see page 41)
- [Localization Files are Now Deployed During Installation](#) (see page 41)
- [Enhanced Work Item Delegation](#) (see page 42)
- [Enhanced Dynamic Resolver](#) (see page 42)
- [New Task Recurrence Model](#) (see page 42)

## Additional Objects Included in Role Definitions File

The following additional objects are now imported and exported using the role definitions file:

- Policy Xpress policies
- Bulk Task definitions
- Email notification policies
- Reverse (New and Modify) Account policies

## Localization Files are Now Deployed During Installation

In previous versions of CA Identity Manager, sample translated resource bundles, which you can use to display CA Identity Manager in a different language, were available in the Administrative Tools.

These translated resource bundles are now installed by default.

**Note:** For more information about creating localized versions of CA Identity Manager, see the *User Console Design Guide*.

## Enhanced Work Item Delegation

In previous releases, you could specify the start time, but not the end time for delegations. Newly created delegations have their dates for delegation set to true, with the Default start time set to now.

At modification time, start and end dates can be changed. The default end time is one week from start date.

Alternately, you can do the same from the Delegate Work Items tab when Creating or Modifying a user.

## Enhanced Dynamic Resolver

The Dynamic Resolver has been enhanced to add the previous approver to the supported object list. If the physical attribute that stores manager information is selected, the configuration routes an approval to a manager.

Adding a previous approver to the supported object list of the resolver lets the dynamic resolver be used with the escalation approval process. Because the modification is done solely for usage with the escalation approval process, there is no singling out of the person who actually did the approval. The entire population of Users, identified as approvers for the previous work item of the current job are inspected for requested information (manager UID, and so forth). All individuals identified by this inspection are the approvers for the current work item (escalation).

## New Task Recurrence Model

A new, global recurrence model is available for the Execute Explore And Correlate task and the Capture Snapshot Data task. The new model functions as a wizard with the following two steps:

1. Recurrence—allows you to schedule the task or execute the task immediately.
2. The Task—allows you to specify task parameters.

**Note:** For more information about the new recurrence model, see the Recurrence Tab in the *Administration Guide*.

# Chapter 4: Changes to Existing Features in CA Identity Manager r12.5

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This section contains the following topics:

[Snapshot Database Performance Improvements](#) (see page 43)

[Snapshot Parameter XML File Enhancement](#) (see page 43)

[Connection Management](#) (see page 44)

[Environment Export Includes Additional Objects](#) (see page 44)

[Fixes and Enhancements from CA Identity Manager Cumulative Releases \(CRs\)](#) (see page 44)

[Active Directory Connector Now Supports Win2003 R2 UNIX Attributes](#) (see page 45)

[Endpoint Type Attribute Mapping Files have Moved](#) (see page 45)

[Default CleverPath Report Templates Are Removed](#) (see page 45)

[Deprecated Provisioning SDKs and Utilities](#) (see page 46)

[iRecorder No Longer Supported](#) (see page 47)

[Web Services Are Disabled For All Tasks in New Environments](#) (see page 47)

## Snapshot Database Performance Improvements

Significant performance improvements have been made when exporting data to the snapshot database.

To further improve performance, use a snapshot parameter XML file that targets specific data needs, such as targeting the Identity Manager objects used to generate a Report on endpoint accounts.

## Snapshot Parameter XML File Enhancement

When exporting an endpoint object, you can now use the <exportattr> element along with the <objattr> element to define the account attributes to be exported with a particular endpoint type, as follows:

```
<exportattr objecttype="endpoint_type">
  <objattr name="description"/>
  <objattr name="fullName"/>
  <objattr name="lastLogin"/>
</exportattr>
```

## Connection Management

Connection Management has been replaced with JDBC Connection Management in CA Identity Manager.

JDBC Connection Management allows you to specify alternate data sources for reporting within Identity Manager. It allows you to provide connection details to different databases and categorize them into connection types. Also, for each connection type you can specify a default connection.

**Important!** We recommend that you do *not* use the Identity Manager object store database as a data source for generating reports, due to performance reasons.

## Environment Export Includes Additional Objects

The following Environment-specific managed objects are now exported with roles and tasks:

- Connections (including connection objects for CA RCM, CA Enterprise Log Manager, and reporting)
- Snapshot definitions
- Export and correlate definitions

If the export includes attributes that have a data classification of attributelevelencrypt or sensitive, CA Identity Manager encrypts those attributes in the exported file.

## Fixes and Enhancements from CA Identity Manager Cumulative Releases (CRs)

CA Identity Manager r12.5 includes fixes and enhancements from CA Identity Manager r12 CRs 1 - 6.

## Active Directory Connector Now Supports Win2003 R2 UNIX Attributes

The Windows 2003 R2 UNIX extensions in conjunction with CA Access Control UNIX Authentication Broker lets you use Active Directory to manage UNIX computers and accounts. CA Identity Manager provisions UNIX access by populating these attributes on Active Directory instead of provisioning each UNIX server. This highly simplifies the provisioning and identity management of UNIX environments.

**Note:** This functionality has been merged from CA Identity Manager r12 and is only available in the Provisioning Manager.

## Endpoint Type Attribute Mapping Files have Moved

In CA Identity Manager r12, the attribute mapping file for extending Identity Manager to JIAM attributes was located in `IdentityMinder.ear\custom\provisioning\im2jiammapping`.

In CA Identity Manager r12.5, these attribute mapping files have been moved to their respective endpoint type jars. The JAR files are located in `IdentityMinder.ear\user_console.war\WEB-INF\lib`.

## Default CleverPath Report Templates Are Removed

Default CleverPath Report Template support is being removed in CA Identity Manager r12.5. CA Identity Manager now supports Business Objects Report Server.

CA Identity Manager r12.5 includes a set of report templates to use with the Business Objects Report Server. For more information, see the chapter on Reporting in the *Administration Guide*.

**Note:** You can create custom report templates using Crystal Reports Developer, which you can purchase from Business Objects.

## Deprecated Provisioning SDKs and Utilities

The following Provisioning Server SDKs and interfaces are deprecated in CA Identity Manager r12.5 SP1; however, they continue to function as documented.

To use the C++ Connector SDK and the JIAM SDK, download and install the CA Identity Manager 12.5 SP1 Legacy Components package. It includes the *Programming Guide for Provisioning*, which describes these SDKs.

### ■ C++ Connector SDK

This SDK allows you to write custom static C++ Connectors. Existing C++ Connectors will continue to work with CA Identity Manager r12.5 SP1.

**Note:** New connectors should be developed using the Java Connector SDK, which is described in the *Programming Guide for Java Connector Server*.

### ■ Java Identity and Access Management (JIAM) SDK

The JIAM SDK provided the following functionality in previous versions of CA Identity Manager:

- Java interface to the Provisioning Server
- An abstraction of Provisioning Server functionality to develop custom client applications
- A single interface to supply multiple clients with access to Identity and Access Management functionality

This API is being deprecated because it only provides access to a subset of CA Identity Manager functionality.

This functionality is replaced by the following CA Identity Manager 12.5 functionality:

- Admin tasks in the User Console

You can use admin tasks to manipulate most of the objects that Identity Manager manages.

- Task Execution Web Services (TEWS)

The CA Identity Manager Task Execution Web Service (TEWS) is a web service interface that allows third-party client applications to submit remote tasks to CA Identity Manager for execution. This interface implements the open standards of WSDL and SOAP to provide remote access to CA Identity Manager.

- Managed Object interfaces

CA Identity Manager provides interfaces for managed objects, which are accessible through CA Identity Manager APIs.

For more information about admin tasks, see the *Administration Guide*. For more information about TEWS and managed object interfaces, see the *Programming Guide for Java*.

- **etutil**

You use the etutil batch utility to perform the same tasks as you do with the Provisioning Manager, but from a command line interface. The etutil utility is part of the installed r12.5 SP1 software. It is described in the *Provisioning Reference Guide*.

This functionality is replaced by the Task Execution Web Services (TEWS), which is described in the *Programming Guide for Java*.

- **Universal Provisioning Connector (UPC)**

The UPC provides a mechanism for Identity Manager to invoke user-specified external programs when user provisioning requests are received. It uses program exits to send alerts regarding non-managed systems (non-managed mode) so that administrators can manually carry out the request and update the account request status. It also uses exits in a synchronous mode (managed mode) to provide a direct management interface to remote endpoint types.

## iRecorder No Longer Supported

The iRecorder is no longer supported in CA Identity Manager r12.5. The iRecorder functionality has been replaced with CA Enterprise Log Manager.

## Web Services Are Disabled For All Tasks in New Environments

Starting in CA Identity Manager 12.5, new tasks created by using the Choose Default Roles option during Environment creation, or created by importing optional role definition plug-ins have web services set to false by default. In previous CA Identity Manager releases, all tasks were enabled for web services by default.

After upgrading to CA Identity Manager 12.5, tasks in existing Environments, which were enabled for web services, continue to be enabled as they were in previous releases. If existing environments apply any of the upgrade role definition plug-ins, these new 12.5 tasks will have the web service flag set to false by default.



# Chapter 5: Installation Considerations

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This section contains the following topics:

[Supported Upgrade Paths](#) (see page 49)

[ADAM 2008 as a User Store](#) (see page 50)

[Additional Installation Step on JBoss Enterprise Application Platform 4.2](#) (see page 50)

[Solaris Patches Required](#) (see page 50)

[Solaris minimum kernel parameters](#) (see page 51)

[Non-ASCII Character Causes Installation Failure on Non-English Systems](#) (see page 51)

[IPv6 Support](#) (see page 52)

[Provisioning Directory on Windows 2008 with Pure IPv6 Not Supported](#) (see page 53)

[Provisioning Directory Installation on Linux](#) (see page 53)

[Identity Manager EAR does not Auto-Deploy with WebLogic](#) (see page 54)

[Firewall Blocks Communication to Identity Manager Components in Windows 2008 SP2 Deployments](#) (see page 54)

[CA Identity Manager on Linux 64-bit with SiteMinder Connectivity Errors](#) (see page 55)

## Supported Upgrade Paths

The following is a list of products and versions that have a supported path for an upgrade to CA Identity Manager r12.5 SP1:

- CA Identity Manager r8.1 SP2
- CA Identity Manager r12
- CA Identity Manager r12 with Option Pack 1
- CA Identity Manager r12.5

**Note:** Upgrades from ACE to r12.5 SP1 are *not* supported.

If you are upgrading CA Identity Manager in a clustered environment, be sure to review the *Upgrade Guide* before beginning the upgrade process. The Upgrade Guide is available in the Bookshelf, which you can download from the CA Support Site.

## ADAM 2008 as a User Store

If you use ADAM 2008 as the Identity Manager user store and you integrate CA Identity Manager with SiteMinder, SiteMinder r6.0 SP6/r6.x QMR6 is required.

## Additional Installation Step on JBoss Enterprise Application Platform 4.2

After you install CA Identity Manager r12.5 SP1 on JBoss Enterprise Application Platform (EAP) 4.2, modify the JBoss deployment description *before* you start the Identity Manager Server.

**Note:** For complete instructions, see the Tech Note ([TEC509570](#)) on the CA Support Site.

If you do not modify the deployment description, you can install CA Identity Manager and create an environment, but attempts to log into that environment fail.

## Solaris Patches Required

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

### To download the Sun Studio 10 patches for the Provisioning SDK

1. Go to the following URL:  
[http://developers.sun.com/prodtech/cc/downloads/patches/ss10\\_patches.html](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.

### To download Solaris 9 patches for all Provisioning components

1. Go to the following URL:  
<http://search.sun.com/search/onesearch/index.jsp>
2. Download and install 9\_recommended.zip

## Solaris minimum kernel parameters

When installing the Provisioning Server on Solaris, check `/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`

## Non-ASCII Character Causes Installation Failure on Non-English Systems

During CA Identity Manager installation, the installer extracts files to a Temp directory. On some localized systems, the default path to the Temp directory contains non-ASCII characters. For example, the default path to the Temp directory on a Spanish Windows system is the following:

```
C:\Documents and Settings\Administrador\Configuración local\Temp
```

The non-ASCII characters cause the installer to display a blank Pre-Installation Summary page, and then cause the installation to fail.

### **Workaround**

Change the `tmp` environment variable to point to a folder that contains only ASCII characters.

## IPv6 Support

CA Identity Manager supports IPv6 on the following operating systems:

- Solaris 9 or higher
- Windows XP SP2 or higher
- Windows 2003 SP2 or higher
- Windows 2008 or higher

**Note:** The Java Connector Server does not support IPv6 on Microsoft Windows platforms. No JDK is available to work with IPv6 as of release time for CA Identity Manager r12.5 SP1. If a JDK is released that works with IPv6, the CA Identity Manager support matrix will be updated on [CA Support](#).

### IPv6 JDK Requirements

The following JDKs are required to support IPv6:

Application Server	JDK Requirement
JBoss (standalone)	JDK 1.5
JBoss cluster using an IPv4/IPv6 stack	JDK 1.5
JBoss cluster	JDK 1.5 for Solaris <i>only</i> . Note: For Windows, no JDK is available to work with IPv6. If a JDK is released that works with IPv6, the CA Identity Manager support matrix will be updated on <a href="#">CA Support</a> .
WebLogic	JDK 1.5
WebSphere	JDK 1.5 SR9 minimum

### IPv6 Configuration Notes

Note the following before configuring an Identity Manager Environment that supports IPv6:

- For CA Identity Manager to support IPv6 addresses, all components in the CA Identity Manager implementation, including the operating system, JDK, directory servers, and databases must also support IPv6 addresses.
- If CA Identity Manager integrates with SiteMinder, the Web Server plug-in for the application server must also support IPv6.

- When you connect to SiteMinder or any database from CA Identity Manager using a JDBC connection, specify the hostname not the IP address.
- The Report Server can be installed on a dual-stack host, which supports IPv4 and IPv6, but the communication to the server must be IPv4.
- When you configure a connection to the Report Server in the Management Console, the server name must be in IPv4 format.
- CA Identity Manager does not support IPv6 link local addresses.
- In an IPv4/6 environment, if you want to configure CA Directory DSAs to listen on multiple addresses, add the additional addresses to your DSA knowledge files. For more information, see the CA Directory documentation.

## Provisioning Directory on Windows 2008 with Pure IPv6 Not Supported

Due to a Sun Java Systems limitation, installing the Provisioning Directory on a Windows 2008 server with the IPv6 networking service uninstalled is not supported.

To work around this issue, install the IPv6 service on the system and leave it disabled.

## Provisioning Directory Installation on Linux

If you install the Provisioning Directory on a Linux system, the system automatically uses IPv6 addresses even if you intend to use IPv4 on this system. All DSAs appear to be running, but when you attempt to connect to the DSAs via Jxplorer or install the Provisioning Server, a connection refused error may appear.

### To disable IPv6 on Linux

1. Before Provisioning Directory installation, follow the steps in the Red Hat Knowledge base article to [Disable IPv6 on LINUX](#).
2. Make sure that `/etc/hosts` has no entry for this address:  
`127.0.0.1 hostname`

## Identity Manager EAR does not Auto-Deploy with WebLogic

If you are using WebLogic 9 or 10 in production mode, the Identity Manager EAR may not auto-deploy the first time you start the application server after an install or upgrade. If this should occur, deploy the IdentityMinder.ear manually from the user\_projects\applications folder.

## Firewall Blocks Communication to Identity Manager Components in Windows 2008 SP2 Deployments

During installation in Windows 2008 SP2 deployments, communication to Identity Manager components, such as the Provisioning Server, Java Connector Server, and the C++ Connector Server, is blocked by the firewall.

### **Workaround**

Add port exceptions or disable the Windows firewall to access distributed Identity Manager components in Windows 2008 SP2 deployments.

## CA Identity Manager on Linux 64-bit with SiteMinder Connectivity Errors

The installer reports errors with CA Identity Manager on Linux 64 bit when "Connect to SiteMinder" is selected. The required agent configuration is not correct in SiteMinder

**Note:** SiteMinder Policy server can be on any hardware/software and is not relevant.

**Important!** Do the workaround steps before deploying any directory/environment.

### Workaround

1. Remember the Agent name and password you provided during the installation. Alternately you can read the value for "AgentName" property from the following:

```
\\IdentityMinder.ear\policyserver.rar\META-INF\ra.xml
```

2. Open the SiteMinder WAM User Interface and create an agent with the Agent name. Verify that you select the "4.x agent" check box.
3. Start the application server and verify that you do not see policy server connectivity issues.

You should see a line like the following without any exceptions:

```
13:40:43,156 WARN [default] * Startup Step 2 : Attempting to start PolicyServerService
```



# Chapter 6: Known Issues

---

This section contains the following topics:

[General](#) (see page 57)

[Upgrades](#) (see page 62)

[Reporting](#) (see page 67)

[Provisioning](#) (see page 71)

## General

The following are general known issues in CA Identity Manager r12.5 SP1.

### Identity Manager Starts in Failed State When Databases Not Started

If the runtime databases required for CA Identity Manager are not started when you start the Identity Manager Server, CA Identity Manager attempts to initialize anyway and is left in a failed state.

### "Out of Memory" Errors May Occur When Searching Large User Stores

When performing wildcard (\*) searches on large user stores, the task can fail with a `java.lang.OutOfMemoryError: Java heap space error`. This issue occurs when many objects, such as users, are loaded into memory.

#### **Workaround**

Increase the heap settings in the application server startup script. Consider increasing the heap size to 1000 MB allocated, 1400 MB maximum.

### Bulk Loader Workflow Limitation

CA Identity Manager currently does not support event-level workflow processes for the Bulk Loader by default.

#### **Workaround**

You can enable task-level workflow for the Bulk Loader and use a generic Approve Task to achieve the same functionality.

## Restart CA Identity Manager After Creating an Environment with Provisioning

After creating an Environment that includes provisioning, restart the application server where CA Identity Manager is installed. If you start the Environment without restarting the application server, as described in the *Configuration Guide*, the Environment does not register with the Provisioning Server.

If the Environment does not include provisioning, you can start the Environment without restarting the application server.

## Benign JSF RI Error on JBoss

When implementing JSF RI on JBoss, the following error appears in the application server log:

```
ERROR [org.apache.myfaces.shared_impl.config.MyfacesConfig] Both MyFaces and the RI are on your classpath. Please make sure to use only one of the two JSF-implementations.
```

This is a benign error and does not need to be fixed.

## CA Identity Manager Connector Requires Connector Configuration Changes

The CA Identity Manager connector that is shipped by default is the r12 connector and is not compatible with r12.5 SP1. As a result, the following connector configuration changes are required:

- SourceName: the name of Data Source on the agent machine - imsauditevent12
- AnchorSQL: select max(id) from imsauditevent12
- AnchorField: IMS\_EVENTID
- EventSQL: select imsauditevent12.id as IMS\_EVENTID ,imsauditevent12.audit\_time as IMS\_AUDITTIME ,imsauditevent12.envname as ENVNAME ,imsauditevent12.admin\_name as ADMINUNIQUENAME ,imsauditevent12.admin\_dn as ADMINID ,imsauditevent12.tasksession\_oid as TRANSACTIONID ,imsauditevent12.event\_description as EVENTINFO ,imsauditevent12.event\_state as EVENTSTATE ,imsauditevent12.tasksession\_oid as TASKOID ,imsaudittasksession12.task\_name as TASKNAME ,imsauditeventobject12.object\_type as OBJECTTYPE ,imsauditeventobject12.object\_name as OBJECTUNIQUENAME ,imsauditobjectattributes12.attribute\_name as ATTRNAME ,imsauditobjectattributes12.attribute\_oldvalue as ATTROLDVALUE ,imsauditobjectattributes12.attribute\_newvalue as ATTRNEWVALUE ,imsauditobjectattributes12.attribute\_newvalue as ATTRVALUE from imsaudittasksession12, imsauditevent12, imsauditeventobject12, imsauditobjectattributes12 where imsauditevent12.id >? and imsauditevent12.tasksession\_id = imsaudittasksession12.id and imsauditevent12.tasksession\_oid = imsaudittasksession12.tasksession\_oid and imsauditeventobject12.parent\_event\_id = imsauditevent12.id and imsauditobjectattributes12.parent\_object\_id = imsauditeventobject12.id ORDER BY imsauditevent12.id ASC;

**Note:** The CA Enterprise Log Manager Identity Manager Connector runs on Windows systems only.

## Provisioning Role Name Changes are Not Dynamically Updated in CA RCM

If you rename a provisioning role in CA Identity Manager, that name change is not communicated to CA RCM through dynamic notification. This may impact the suggested roles functionality and compliance and policy validations.

### Workaround

Use the Identity Manager Connector to import Identity Manager data into CA RCM.

## "Not Found" Error When Creating a New Environment in Certain Deployments

If CA Identity Manager integrates with CA SiteMinder 6.0.5 CR 31 or later, an "Error 404 - Not found" message maybe displayed when users try to browse to a new Environment URL.

This issue is due to a caching issue in the Policy Server.

### Workaround

To resolve this issue, complete the following steps:

#### **For Windows:**

1. Add a keyword to the SiteMinder registry as follows:
  - a. Navigate to  
\\HKEY\_LOCAL\_MACHINE\SOFTWARE\Netegrity\Siteminder\CurrentVersion\ObjectStore
  - b. Add the "ServerCmdMsec" key with the following settings:
    - Type: DWORD
    - Value: 1
  - c. Restart Policy Server
2. Restart the application server.
3. Close all browser instances. Then, use a new browser instance to access the Environment URL.

#### **For Solaris:**

1. Add a line to the <CA\_HOME folder>/netegrity/siteminder/registry/sm.registry file  
ServerCmdMsec= 0x1 REG\_DWORD
2. Restart the Policy Server.
3. Restart the application server.
4. Close all browser instances. Then, use a new browser instance to access the Environment URL.

---

## Benign Error in the CA RCM Logs

When the CA RCM server receives a request from CA Identity Manager to create or modify a user or role, the following error is displayed in the CA RCM server log:

```
ERROR [Call] No returnType was specified to the Call object! You must call setReturnType() if you have called addParameter().
```

This error is benign and can be safely ignored. The changes are successfully executed in CA RCM.

## Modifying Single Valued Compound Attributes in Identity Manager

If you modify a single valued compound attribute in CA Identity Manager for a dynamic endpoint, specify only a single value. If you specify multiple values, the existing value is cleared and the attribute is not given a value. The problem does not occur in the Provisioning Manager.

## Workflow Startup Issue on WebSphere on Linux Systems

If LANG is set to xxxUTF-8 on Linux systems, you may see a `sun.io.MalformedInputException` error during workflow startup. This happens on WebSphere on Linux.

For more information about the error, see the following and search for `sun.io.MalformedInputException`:

<http://www.ibm.com/developerworks/java/jdk/linux/142/runtimeguide.lnx.en.html>

### Workaround:

Set the LANG variable to non-UTF8 (for example, `en_US` instead of `en_US.UTF-8`) before starting the application server, or set the variable in the users profile.

For example:

```
[root@linux bin]# echo $LANG
en_US.UTF-8
[root@linux bin]# LANG=en_US
[root@linux bin]# export LANG
[root@linux bin]# echo $LANG
en_US
[root@linux bin]# ./startServer.sh server1
```

## Attributes Highlighted as Changed on Workflow Approval Screens

On an approval screen, additional attributes may appear highlighted as changed even if an administrator did not change them in the original task. This is because the screen can contain scripts that can change values of various attributes contained on the screen as a part of screen initialization or screen validation for a change of some other attribute.

## Error advising that another tab in the environment exists when importing the Role Definition File

### **Symptom:**

I generated CA Identity Manager User Console account screens with Connector Xpress and when I imported the role definition file into CA Identity Manager, I got an error message advising me that another tab with the same name exists in the Identity Manager environment

### **Solution:**

When association-type attributes are placed on the same tabs, the role definition generator tries to create two tabs with the same name. For example, when you place the association attributes member and memberof on the same tab.

We recommend that you place association-type attributes on separate tabs in Connector Xpress, before you import the role definition file into your CA Identity Manager environment.

## Upgrades

The following issues are related to upgrades in CA Identity Manager r12.5 SP1.

---

## Issue Upgrading a Cluster from CA Identity Manager r12 CR6 or later

If you upgrade a cluster from CA Identity Manager r12 CR6 or later to CA Identity Manager r12.5 SP1, the upgrade may fail due to some cluster properties in the installation file being cleared.

### Workaround

Verify that the following properties are populated in the `im-installer.properties` file before the upgrade:

- WebSphere: Check if the cluster name is populated in `DEFAULT_WAS_CLUSTER`. If it is not, add it back manually.
- WebLogic: Check if the cluster name is populated in `DEFAULT_BEA_CLUSTER`. If it is not, add it back manually.

**Note:** This issue does not affect a JBoss cluster.

By default, the installation file is found in the following locations:

- Windows: `C:\Program Files\CA\CA Identity Manager\install_config_info\im-installer.properties`
- Unix: `/opt/CA/CA_Identity_Manager/install_config_info/im-installer.properties`

## Remap DYN Endpoint Attributes After an Upgrade

If you have an existing DYN namespace created in r8.1SP2 or r12, you must perform the following additional steps to enable account management from the Identity Manager User Console.

### Workaround

Remap any DYN endpoint attributes to the account screen using Connector Xpress, 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*.

## CA Directory Upgrade Message Issue

When upgrading CA Directory, the installer may ask you to close cmd.exe, however cmd.exe is used by the upgrade. If you encounter this message, click Ignore and continue on with the upgrade.

## Errors When Upgrading on WebLogic 9.2.1

When upgrading from CA Identity Manager r12 on WebLogic 9.2.1, the following errors may occur:

- Unable to deploy EJB:  
C:\bea\user\_projects\domains\base\_domain\applications\IdentityMinder.ear\wpServer.jar from wpServer.jar: Unable to load a class specified in your ejb-jar.xml: com.workpoint.server.ejb.SchemaPvtHome.
- Error while parsing the Tag Library Descriptor at  
"C:\bea\user\_projects\domains\base\_domain\servers\AdminServer\tmp\\_WL\_user\IdentityMinder\wfq3pk\war\WEB-INF\lib\standard.jar!/META-INF/c-rt.tld".

### Workaround

1. Delete the temp WL\_User folder, for example, domains\base\_domain\servers\AdminServer\tmp\\_WL\_user.  
**Note:** For WebLogic clusters, the cache needs to be cleared on each managed node. The cache location to clean is *WebLogic\_folder*\common\nodemanager\servers\server\tmp\\_WL\_user.
2. Edit the setDomainEnv.cmd file located in C:\bea\user\_projects\domains\base\_domain\bin and add the following line:  
set IDM\_OPTS= %IDM\_OPTS%  
-Djavax.xml.stream.XMLInputFactory=weblogic.xml.stax.XMLStreamInputFactory
3. Restart the application server.

## Environment Migration Error

If you are upgrading from CA Identity Manager r8.1 SP2, or r12 CR1, CR2, or CR3, you may see the following error when importing your environments:

Attribute "accumulateroleeventsenabled" is not allowed to appear in element "Provisioning".

### Workaround

Open the envsettings.xml file in the exported Env.zip, and update the accumulateroleeventsenabled to acumulateroleeventsenabled (remove the second 'c' in accumulate).

## Fix Required Before Upgrading CA Directory

To upgrade CA Directory on a Windows system, you must apply a license patch for CA Directory before beginning the upgrade procedure.

If you do not apply the patch, the upgrade procedure may remove license files which are required by other CA products.

You can [download](#) the patch on the CA Support site.

### To locate the patch

1. Log into the [support.ca.com](http://support.ca.com).

The CA Support site opens.

2. Click Licensing in the list of links on the left side of the page.
3. Click License Package 1.8 is Now Available.

A page opens that describes the changes to the License Package, and includes a link for downloading it.

4. Follow the instruction to download and install the Windows patch.

**Note:** You also need this patch if you plan to manually uninstall eTrust Directory r8.

## Post-Upgrade Steps for z/OS Connectors

The z/OS connectors (CA ACF2, CA Top Secret and RACF) have been re-architected for performance reasons to now use the CA LDAP Server for z/OS instead of the CA DSI Server on z/OS.

Before trying to configure any z/OS connector you must install the CA LDAP Server for z/OS r12 which can be downloaded from [support.ca.com](http://support.ca.com).

Once you have upgraded to CA Identity Manager r12.5 SP1, do the following for each endpoint defined to your system:

1. Select CA ACF2, CA Top Secret, or RACF Endpoint from Object Type.
2. Click the search button. Right click the Endpoint and select properties. Fill in the following information:

### In the Mainframe Server Information section:

- **IP Address/Machine Name** specifies the IP address of the RACF managed system where the CA LDAP Server is configured and running.
- **LDAP Port** specifies the port number that you specified during the CA LDAP Server for z/OS install. If you are not sure of the Mainframe LDAP Port, see the section "Checking your CA LDAP Server for z/OS Configuration Information."
- **LDAP Suffix** specifies the suffix to use for this endpoint. This combo box is automatically populated with all valid and available suffixes when you click the "Get Suffixes" button. Suffixes can be retrieved once valid values have been provided for the Mainframe IP Address/Machine Name and Mainframe LDAP Port fields.

## Environment Migration Fails if the Identity Manager User Store Cannot be Contacted

During an environment migration when you are upgrading from CA Identity Manager r8.1 SP2, if the Identity Manager user store cannot be contacted, the environment is left in an incomplete state. For example, the base URL may be missing or the System Manager may not be set.

### Workaround

1. Delete the affected environment.
2. Rename the file *Environment Name*EnvironmentMigrated.properties to *Environment Name*EnvironmentAutoMigrate.properties

This file is located in *App Server Deploy Location/IdentityMinder.ear/user\_console.war/META-INF/*

3. Restart the Application Server.

---

## (WebLogic Only) Update Option Pack Path

If you are using WebLogic, update the path of the Option Pack folder for the Identity Manager Server to start successfully.

### Update the Option Pack folder path

1. Go to `weblogic_home\user_projects\domains\domain_name\bin`.
2. Open the `setDomainEnv.cmd.bak` file and copy the line starting with "set JAVA\_OPTIONS=%JAVA\_OPTIONS% -DidFocusHomeDir".
3. Edit the `setDomainEnv.cmd` file and paste the copied line from Step 2 above the line saying "set JAVA\_OPTIONS=%JAVA\_OPTIONS%".

The `setDomainEnv.cmd` file should read as follows:

```
set JAVA_OPTIONS=%JAVA_OPTIONS% -DidFocusHomeDir="<OP home folder>".  
set JAVA_OPTIONS=%JAVA_OPTIONS%
```

## Reapply WorkPoint File Modifications After Upgrade

If you upgraded from CA Identity Manager r8.1 SP2 or 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 after the upgrade:

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

## No Search Screen with Explore and Correlate Task

If you upgraded from CA Identity Manager r12 *or* if you upgraded from CA Identity Manager r12.5 *and* migrated the Explore and Correlate task to the [new recurrence model](#) (see page 42), the Browse button in the Explore and Correlate task does not work correctly.

### Workaround

Configure a search screen for the task so that the new Browse button brings up a search screen when clicked.

## Reporting

The following issues are related to reporting in CA Identity Manager r12.5 SP1.

## User Account Report Generation Fails

If the number of records is more than 20,000, the User Accounts report can fail.

### Workaround

1. Open the Business Objects Central Management Console.
2. Click "Servers" and select *servername.pageserver*.
3. Select "Unlimited records" for the entry "Database Records To Read When Previewing Or Refreshing a Report".
4. Using Crystal Reports Designer, open the User Accounts report.
5. Under Database, Set Datasource Location, set the database location to the CA Identity Manager Snapshot database.
6. Click Save.
7. Under Database, Datasource Expert, right-click Command in the right side window.
8. Enter the parameter name as it appears in the "Parameters Fields" of the report template.
9. Change the query on the left side and add that parameter to the query, for example, if you have the 'reportid' parameter, the query appears as follows:  
Select \* from endPointAttributes, endpointview, imreport6  
where endPointAttributes.imr\_endpointid = endpointview.imr\_endpointid and  
endPointAttributes.imr\_reportid = endpointview.imr\_reportid  
and endpointview.imr\_reportid = imreport6.imr\_reportid and imreport6.imr\_reportid = {?reportid}
10. Save the report.

---

## Error When Capturing Snapshot Data with ExportAll.xml

When using the ExportAll.xml snapshot definition to capture snapshot data, the process fails with the error "java.lang.OutOfMemoryError: Java heap space." This issue occurs when a large number of objects, such as users, are loaded into memory.

### Workaround

Increase the heap settings in the application server startup script. Consider increasing the heap size to 1000 MB allocated, 1400 MB maximum.

Also, in the snapshot definition XML files, consider splitting the filter condition for the objects into multiple conditions. For example, instead of using the wildcard filter (\*) to load all users, specify a multiple filters, such as "user id starts with 'a'", "user id starts with 'b'", and so on.

## Capture Snapshot Data Task Shown as In Progress When Complete

When checking View Submitted Tasks, the Capture Snapshot Data task may be marked as "In progress", despite the task having completed. However, if you drill down to the detail section of the Capture Snapshot Data task, it correctly shows that the task is completed.

## Reporting Limitation

Multiple snapshots associated with a single report task must not use the same recurrence time.

## Satisfy=All Not Working Properly in XML File

In a Snapshot Parameters XML file, satisfy=all and satisfy=any are both behaving as satisfy=any (similar to an OR operator).

## Viewing a Report Redirects To the Infoview Login Page

When viewing a report in CA Identity Manager, you may be re-directed to the Business Objects Infoview login page.

### Workaround

1. Be sure you are using the fully-qualified domain name of the CA Report Server (Business Objects).
2. Right-click on the Infoview login web page and select View Source.

3. Find the URL for the report.
4. Copy and paste the URL into a new browser window.
5. If you do not see the report, use an http trace tool to provide more information.
6. If you do see the report, try the following to fix the browser settings:
  - Accept 3rd party cookies.
  - Allow session cookies.
  - Remove High security settings.

### Enable Third Part Cookies for View My Reports Task

In order to view reports in CA Identity Manager using the View My Reports task, enable third party session cookies in the browser.

### Generating User Accounts Fails if More than 20,000 Records Exist

If over 20,000 records exist, generating a user accounts report fails.

#### **Workaround**

1. Open the Business Objects Central Management console.
2. Click Servers and select *servername.pageserver*.
3. Select Unlimited records for the entry Database Records To Read When Previewing Or Refreshing a Report.
4. Using Crystal Reports designer, open the user accounts report.
5. Using Database, Set Datasource Location, set the database location to your snapshot database.
6. Save this change.
7. Using Database, Datasource Expert, right click Command on the right side window.

It shows the SQL syntax on the left-hand side and the Parameter List.
8. Enter the parameter name as you find it in the Parameters Fields in the report template.

9. Change the query in the left-hand side and add that parameter in the query.

For example, if you have reportid parameter, the query will be:

```
Select * from endPointAttributes, endpointview, imreport6
```

```
where endPointAttributes.imr_endpointid = endpointview.imr_endpointid and endPointAttributes.imr_reportid = endpointview.imr_reportid
```

```
endpointview.imr_reportid = imreport6.imr_reportid and imreport6.imr_reportid = {?reportid}
```

10. Save the report.

## For WebSphere, Non-Snapshot Reports Require the Date Picker

Non-Snapshot Reports use the current system date and time values for Start Date Time and End Date Time. However, these values do not work for WebSphere. An error appears when you click Schedule Reports.

### **Workaround**

Select the Start and End Date Times using the Date Picker control.

## Provisioning

The following issues are related to provisioning in CA Identity Manager r12.5 SP1.

### General

The following issues are general provisioning issues in CA Identity Manager r12.5 SP1.

### Solaris ECS Logging Above INFO Level Can Affect the Performance of the Provisioning Server

Enabling ECS logging above INFO level causes logs to be written before you receive a response. This causes your request to be delayed while the log is being written.

### **Workaround**

Turn ECS logging off if you are experiencing poor Provisioning Server performance.

### SPML Updates Fail When JIAM Specifies Incorrect Objectclass Names

Sometimes the JIAM API may start to use incorrect, abridged object class names in requests sent to the Provisioning Server and the Provisioning Server will refuse the request and raise an "Internal consistency error in Provisioning Server" error. For example, when performing an update of the "eTSBLDirectory" object, the incorrect object class "eTDirectory" is sent to the Provisioning Server. This problem can be resolved by restarting the SPML service.

### Special Characters in Global User Names

The Provisioning Manager allows you to create global user names that include special characters, such as the back slash character (\). However, the Identity Manager Server does not support user names with special characters.

When you create a global user in the Provisioning Manager with a special character, Identity Manager attempts to create a corresponding user in the Identity Manager user store. Errors occur and the Create User task fails in the Identity Manager user store.

Errors also occur if you try to delete a global user with special characters in the Provisioning Manager.

### Already Exists Error When Adding an Endpoint

If you delete and re-add an endpoint with exactly the same name, sometimes the Provisioning Server reports a failure claiming the endpoint of that name already exists. This can occur when you have configured multiple connector servers to manage that endpoint. The failure results from a problem during endpoint deletion, where not all connector servers are notified of the deletion.

#### **Workaround**

Restart all connector servers that are configured to manage the endpoint.

### Provisioning Server Chooses DNS Over Local Setting

The Provisioning Server installer prefers the DNS result for the Provisioning Directory host even if you configured the operating system to prefer the local host table over DNS.

### SiteMinder Login Name Restriction for Global User Name

The following characters or character strings cannot be part of a global user name if that user needs to log into the SiteMinder Policy Server:

&  
\*  
:  
()

#### **Workaround**

Avoid using these characters in the global user name.

### Some WebSphere Nodes May be Missing Objects

On a WebSphere cluster, changes to an environment may not appear on some nodes in the cluster. For example, after modifying a provisioning role, that change may not show up on another node in the WebSphere cluster.

#### **Workaround**

Move the Service Integration Bus out of the cluster and onto dedicated servers. See the WebSphere documentation on [Connecting Applications on the Service Integration Bus](#).

### Password Change on 64-Bit Linux does not Trigger the UNIX PAM Services

PAM is only supported on 32-bit Linux systems.

### Provisioning Manager Includes Obsolete SAWI/DAWI References

The Provisioning Manager includes dialogs that have controls for the SAWI and DAWI features, which are no longer supported. Use the CA Identity Manager self-service features instead of SAWI or DAWI.

## Account Synchronization is not Available in the CA Identity Manager User Console

### **Symptom:**

I cannot verify account synchronization or synchronize endpoint accounts in the CA Identity Manager User Console.

### **Solution:**

The CA Identity Manager User Console does not support checking account synchronization or initiating account synchronization.

Use the Provisioning Manager to verify account synchronization for the global user or role or initiate account synchronization for the global user or role.

If you want to verify account synchronization for a large number of users in a role, then verify the synchronization on the parent provisioning role.

This checks synchronization on all account templates included in the provisioning role.

To synchronize accounts for only one endpoint, create one provisioning role for the endpoint account template, and verify the account synchronization for that role. The Provisioning Manager synchronizes only the specified endpoints accounts.

If there are accounts out of sync, then you can synchronize all accounts or select the accounts you want to synchronize from the list.

**Note:** For more information about account synchronization, see the Provisioning Manager online help.

## Creating a Provisioning Role Linked to the Account Template Fails in CA Identity Manager

### **Symptom:**

I deployed a JNDI project created with Connector Xpress prior to CA Identity Manager 12.5 to CA Identity Manager and executed an explore and correlate.

I created an account template and added two association attributes, for example, manager. When I created a provisioning role based on the account template, and assigned the provisioning role to the user, I got an error message advising me that the associated accounts creation or update failed

### **Solution:**

CA Identity Manager 12.5 SP1 does not support JNDI projects created with Connector Xpress prior to CA Identity Manager 12.5 using association-type attributes.

We recommend that you use the Provisioning Manager to create the account template.

### Reverse Synchronization Policies that Affect Suspension Attributes

If you create a reverse synchronization policy that detects a new account and suspends it, that suspension could be rejected by a related reverse synchronization policy. Consider the following example:

1. An administrator creates two policies:
  - A policy that detects new Windows account and suspends those accounts
  - A policy that detects changes to the N16SecurityFlag attribute in Windows accounts and rejects that change

The N16SecurityFlag attribute concerns account suspension.
2. An endpoint user creates a Windows account using native tools on the endpoint.
3. The new account policy suspends the new account.
4. When explore and correlate runs again, it detects the account as modified.
5. The modify account policy detects the change to the N16SecurityFlag attribute and rejects that change. The account is no longer suspended.

This situation affects any endpoint type that handles account suspension. In this example, the modify account policy should detect changes in etSuspend not n16SecurityFlag. Therefore, since the change originates from etSuspend, the N16SecurityFlag is only changed on the endpoint and is not picked up as a changed attribute.

### Java Connector Server (Java CS)

The following issues are related to the Java Connector Server in CA Identity Manager r12.5 SP1.

#### connector.xml Files Renamed During Upgrade

When upgrading the Java Connector Server from r8.1 SP2 to r12.5 SP1, all connector.xml files under JCS\_HOME/conf/override/\* will be renamed to connector.xml.orig.

If you use these connector.xml files, rename these files back to their original names after the upgrade.

## Exploration of Java Connector Fails when using "/" Character Sequence to Represent Distinguished Names

An unresolved issue exists in the Java CS dealing with the following two-character sequence:

"/

This is important to the handling of Composite Names used by the standard JNDI API to represent Distinguished Names that span multiple technologies.

For more information about other special characters in Distinguished Names passed to the Java CS, see LDAP RFC 2253 on:

<http://ietf.org>

and in the JavaDoc for `javax.naming.ldap.LdapName`

## Restarting Java CS Service Fails Using Windows Services

When restarting the Java CS service using Windows Services, it is possible to start the Java CS service before it has fully completed its shut down, causing the service to fail.

### Workaround

Use the stop and start buttons instead of the restart buttons in the Windows Service Control Panel.

## Reserved Characters Should not be Used in JNDI Account Names

When creating JNDI accounts, do not use reserved characters, including the backslash (/), in the account names. An error occurs when you try to delete them.

## JNDI Account Management Screens – Creating Accounts with Multiple Structural objectclasses Fails

You cannot create accounts with multiple structural object classes.

## Endpoint Types

The following issues are related to managing endpoint types in CA Identity Manager r12.5 SP1.

## General

The following sections describe the known issues for the various connectors:

### Endpoints with Retry Autolock must be Configured with a Generous Retry Limit

For endpoints that have "N" retry autolock" behavior, the account used to connect to the endpoint using Java CS should be configured to have a generous (or unlimited) "N" due to attempts to connect being used up quickly by the Java CS.

When the account is natively locked due to "N" being exceeded, it may be necessary to use native tools to unlock the account before the endpoint can be acquired again. This depends on the exact native "locked" behavior of the endpoint.

### Account Templates are not Synchronized with Accounts on a Create or Modify Task in the User Console

Using the User Console, explicit account synchronization is not supported.

#### **Workaround**

Use Provisioning Manager to synchronize accounts with account templates.

### Modifying Endpoint Directly Causes Failure when Importing Between Endpoint and Provisioning Server.

When the endpoint is modified directly (not using the Provisioning Server), a failure is returned on import because of inconsistent data between the endpoint and Provisioning Server. Two examples include:

- Someone removed tables from the MSSQL endpoint using native tools which resulted in some users getting resources that no longer exist.

To resolve the failure, reexplore the endpoint using the Provisioning Server.

- Someone deleted some server roles on the endpoint, and those account templates that still had those server roles assigned received extra roles that do not exist on the endpoint any more.

To resolve this failure, manually remove those "removed" server roles from the account templates.

## Active Directory

The following sections describe the known issues for the Active Directory connector:

### Incorrect Results During Sub-Tree Search with Active Directory Connector

During a sub-tree search against a sub-tree containing multiple Organization Units with a large number of objects in each Organization Unit, the search could incorrectly return no objects. For example, with a search limit size set to 500 and the number of objects in each organization unit above that limit, no results will be returned. Even if the search filter narrows the search limit size to under 500, the search could still incorrectly return no objects.

#### **Workaround**

Increase the search limit size.

### Endpoint Descriptions for ADS2008 Endpoints are Displayed as Numbers

When viewing or modifying an ADS2008 endpoint using the User Console, the Domain Controller, Domain, and Forest field values on the ADS Server tab are displayed as numbers.

### Required Fields when Office Communication Server Attribute Is Enabled is Set to True

If Office Communication Server attribute Is Enabled is set to true, the following three fields are required and should be set when using the ADS endpoint:

- Home Server
- SIP
- URI

### DB2 and DB2 for z/OS

The following sections describe the known issues for the DB2 and DB2 for z/OS connectors:

#### Acquiring DB2 z/OS Endpoint Crashes CCS

The DB2 UDB and DB2 z/OS connectors must not be routing requests to the same C++ Connector Server (CCS).

#### **Workaround**

Install a second CCS on a separate machine so each of the DB2 UDB and DB2 z/OS connectors are hosted on their own C++ Connector Servers.

#### Authorities Granted Attribute in DB2 Account Template is a Capability Attribute

The Authorities Granted attribute in the DB2 account template in the Provisioning Manager is currently shown as an initial attribute but it is actually a capability attribute.

## UNIX ETC and UNIX NIS

The following sections describe the known issues for the UNIX ETC and UNIX NIS connectors:

### ETC Remote Agent on a Linux OS Running on an S390 Fails

Attempting to install the ETC Remote Agent on a Linux operating system running on an S390 host fails with the error:

```
# ./IdentityManager.LinuxS390.sh lsm.exe: error while loading shared libraries: libncurses.so.4: cannot open shared object file: No such file or directory."
```

#### **Workaround**

You will need to locate a version 4 of ncurses for the operating system and install it.

## OpenVMS

The following sections describe the known issues for the OpenVMS connector

### VMS modify Delete Account Rights Fails with SPML

You are unable to delete a value from the accountRights attribute on a VMS account using SPML. The SPML Client will return a success message, but the account will not be updated.

#### **Workaround**

Use the Provisioning Manager to perform such modifications.

### Cannot Set a Secondary Password for OpenVMS Accounts

The OpenVMS remote agent utility 'vmsautil' does not enforce the semantics of the OpenVMS PRIMARY/SECONDARY password for user accounts. If you attempt to specify a secondary password when no primary password is set, the operation will fail with the "password is too short" error message.

#### **Workaround**

Always reset the primary password when attempting to set a secondary password for the account.

### VMS Attribute eTVMSPWDLifeTime Shows as Out-of-Sync

The Password Lifetime (eTVMSPWDLifeTime) attribute is being shown as out-of-sync after the "Check Account Synchronization" operation if the account template attribute "Never expires" is set to true (checked).

### Unable to Set VMS Password Flags

The eTVMSPwdFlags attribute is not being set correctly on an account add or modify operation if the request does not set a value for eTVMSAccessFlags also.

#### **Workaround**

An add or modify request should contain a value for eTVMSAccessFlags attribute as well as eTVMSPwdFlags attribute.

### VMS Migrate Password Attribute Shows as Out-of-Sync

Any VMS account or account template with the field MIGRATEPW set to true (checked), shows the eTVMSPwdFlags as out of sync after the "Check Account Synchronization" operation.

### Rights Attribute

The Rights attribute does not function in a reverse synchronization policy due to a connector issue. Avoid using this attribute in a reverse synchronization policy.

### NDS

The following sections describe the known issues for the NDS connector

#### NDS Connector Cannot Explore New Containers

The first explore tries to find and add containers after an NDS endpoint is acquired. If you add containers using NDS local tools and then try to re-explore the endpoint, the newly added containers nor their sub-entries will not appear in the tree.

#### **Workaround**

Remove the endpoint from the Provisioning Server and then re-acquire and explore it in order to view the new containers.

#### NDS Connector Description is Single-Valued Field

In the NDS Connector, the account description is a single-value field, but in the NDS endpoint, the account description is a multi-valued field.

### E2Kx

The following sections describe the known issues for the E2Kx connector:

## E2K CAFT Error When Managing Mailbox Rights

"CAFT Message : Access denied - or command failed to execute" error message might be returned during management of mailbox rights even when your Exchange Remote Agent is configured correctly.

This can happen when multiple privileges exist in the mailbox rights list for the same object and normally happens when the managed exchange objects inherit rights from the parent object.

## E2K7 Mailbox Out of Sync After Initial Creation

After creating an account template with Use Strong Sync checked, and synchronizing a global user with the account template, right-click global user and select Check Account Synchronization. The Mailbox Rights is out of sync.

### Workaround

Select Exchange Advanced, Mailbox Rights, Add (using SHIFT+ADD method), 'NT AUTHORITY\Authenticated Users', 'Read permissions' only.

## Email Addresses are not Set on Email Enabled Groups

When creating a group and checking 'Create an exchange email address,' no email address is set for the group.

### Workaround

Go to the Email Addresses Tab and apply the new email address there after the group is created.

## An Error Message is Displayed when Trying to Modify an Account with an E27K Mailbox

An error message is displayed when you try to modify an account with an E27K mailbox. This error is benign and can be ignored.

## Error Message is Insufficient when Trying to Create E2Kx Mailbox

An insufficient error message is displayed for characters within the INT field. This error, [-]?[\d]\*, indicates that the required field must be a number.

## Message Restrictions do not Allow 'Only From' and 'From Everyone Except' to be Selected Simultaneously in the Provisioning Manager

Exchange Server 2007 lets administrators select both 'Accept messages from only senders in the following list' and 'reject messages from senders in the following list'. The Provisioning Manager only allows one to be selected. This was the behaviour in Exchange 2003. If both are natively selected in Exchange 2007, this functionality is broken in the Provisioning Manager.

## PKI

The following sections describe the known issues for the PKI connector

### PKI Accounts Appear as Duplicates

The PKI connector does not support Entrust PKI hierarchical endpoints and stores all accounts in a flat list. Because of this, a unique Entrust PKI accounts with the same name appear as a duplicate to the PKI connector.

### Email Notification Warning When Creating PKI Accounts

If you acquire a PKI endpoint using a proxy profile and email notification is turned on, you cannot create a new PKI account without specifying the "create profile" option.

#### **Workaround**

Do one of the following:

- Acquire the endpoint without the Proxy profile.
- Turn off the email notifications when acquiring the endpoint and go to the endpoint to check the reference number manually

### PKI Connector does not Support Internationalization

Accounts with non-7bit-ASCII characters are not displayed in the Provisioning Manager correctly as the PKI Connector does not support internationalization.

## SAP

The following sections describe the known issues for the SAP connector

### Assigning SAP Contractual User Types

When assigning a contractual user type to a user on the License Data tab, the change can only be applied to the Master system, not any child system.

#### **Workaround**

You can change the contractual license types for the children natively.

### **SAP Endpoint is not Pre-Populated from the SAPLogon.ini File**

When the Provisioning Manager is running on Windows 2008, the endpoint details for SAP are not being pre-populated from the SAPLogon.ini file.

**Note:** This problem is specific to the Provisioning Manager running on Windows 2008 only.

#### **Workaround**

You must manually enter the contents of the SAPLogon.ini file into the Provisioning Manager.

### **Mandatory Fields in the SAP Contractual User Type Attribute**

The Contractual User Type that can be specified on the account's License Data tab cannot have mandatory fields other than the LIC\_TYPE field. For example, if you have to specify the name of a SAP R3 System (SYSID) to use a Contractual User Type, the assignment will fail and you will get an error saying that there is a missing value for the Name of the SAP R3 System.

### **The Contractual User Type Attribute in the Account License Data Tab does not Work for all License Types**

When a User type is selected from the available list, only some user types work. Some license types produce an error 'BAPI' function call error. The reason is some User types contain extra fields that are not recognized.

### **Siebel**

The following sections describe the known issues for the Siebel connector

#### **SBL Error when Creating Account on Multiple Endpoints**

An account template that lists multiple endpoints can only list Siebel groups that exist on all endpoints.

### **Lotus Notes/Domino**

The following sections describe the known issues for the Lotus Notes/Domino connector:

### **LND Account Mail Files are not Being Created During Registration**

The Provisioning Manager LND account creation window contains a check box called 'Create Replicas' on the Profile tab page.

When administering a Domino endpoint that is in a clustered environment, when the 'Create Replicas' check box is checked, replicas of the account should be created in the cluster environment, along with its associated mail file. The creation of replica mail files is not being handled during registration in this release.

### **CA SSO Connector for Advanced Policy Server**

The following sections describe the known issues for the CA SSO Connector for Advanced Policy Server:

#### **PLS Account Search Returns Non-Existing Accounts when eTPSLCountry is Specified**

When the eTPSLCountry attributed is included in the search request for PLS Accounts, the search response returns an entry even if an account with that name does not exist on the endpoint or provisioning repository.

#### **PLS Connector Cannot Add More than 2000 Accounts to Applications**

You cannot add more than 2000 PLS accounts to an application at one time. If you have more than 2000 PLS accounts to add, you must split the accounts into multiple operations.

### **ACF2, RACF, and CA Top Secret**

The following sections describe the known issues for the Mainframe connectors:

#### **CA LDAP Server for z/OS must have Appropriate Maintenance Applied before Using the RACF Connector or Using the Create/Delete Alias Processing in r12.0 and Beyond**

If you are using any function of the RACF connector, or if you are using the create/delete alias processing in the ACF2 or TSS Connectors, contact support for the appropriate maintenance. When you contact support, make sure to specify which r12.5 release of CA Identity Manager is being used, as well as which version of CA LDAP Server for z/OS is being used. There are different fixes for CA LDAP Server r12 and CA LDAP Server r14 and we want to make sure the correct modules are given.

## ACF2 and TSS Account Templates Created in the User Console Do Not Support User-Defined Fields

Support for ACF2 and TSS User-Defined fields is not available using the User Console. You can continue to manage these fields using the Provisioning Manager.

## RSA SecurId 7

The following sections describe the known issues for the RSA SecurId 7 connector:

### Assigning a Provisioning Role to a Global User to Create an RSA Trusted User Account Fails

#### Valid on Windows and Solaris

Symptom:

When I assign a Provisioning Role to a global user to create an RSA trusted use in CA Identity Manager, the account creation fails.

#### Solution:

The account creation fails because the account template contains the default rule strings %P%, %UL% and %XD% that are not required for an RSA trusted user.

When you first create the template and delete the rule strings that are not required, the rule strings reappear when you assign the template.

When you create a template for an RSA trusted user, do the following.

1. Create the template using the default rule strings and click Submit.
2. Modify the account template, and delete the %P%, %XD% rule strings from the Password and Start Date fields on the Account tab.
3. Delete the rule string %UL% from the Start Date field on the User tab.
4. Submit the template.
5. Assign the provisioning role to the global user again.

## Salesforce.com

The following sections describe the known issues for the Salesforce.com connector.

### Salesforce.com—Account Deletion and Suspension

This section contains the following topics:

[Error Message When Deleting Salesforce.com Account](#) (see page 87)

[Account Suspension](#) (see page 87)

[Online Help for Endpoint Settings Tab does not Match Options on Screen](#) (see page 88)

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## Error Message When Deleting Salesforce.com Account

### Symptom:

When I try to delete a Salesforce.com account I receive the error message Failed to Execute DeleteSalesforceUser.

The error occurs when any operation that attempts to delete a Salesforce.com account directly or indirectly occurs. For example, removing the role that created that account.

### Solution:

The message is generated if the option *Accounts will be deleted from both the provisioning directory and the managed endpoint (not supported by Salesforce)* is selected on the Endpoint Settings tab in the CA Identity Manager User Console.

This option is not applicable to the Salesforce.com Connector, as Salesforce.com does not support account deletion.

The option *Accounts will be Suspended* should be selected by default for delete operations on Salesforce.com accounts.

To specify that all delete operations initiated on a Salesforce.com account suspend the account on the Salesforce.com endpoint, do the following:

1. On the Endpoint Settings tab in the CA Identity Manager User Console, select *Accounts will be suspended*.

This specifies that all future delete operations initiated on a Salesforce.com account suspend the account on the Salesforce.com endpoint, and are placed in a DeletePending state.

2. Delete the account again.

The account is suspended on the Salesforce.com endpoint, and is visible in CA Identity Manager in a DeletePending state.

## Account Suspension

You cannot use the Salesforce.com connector to delete a Salesforce.com user, as Salesforce.com does not support account deletion.

By default CA Identity Manager is configured to suspend the account on the Salesforce.com endpoint and place the account in a DeletePending state when any operation that attempts to delete a Salesforce.com account directly or indirectly occurs. For example, removing the role that created that account. The *Accounts will be suspended* option is selected by default on the Endpoint Settings tab in the CA Identity Manager User Console.

**Note:** For more information, about suspending and resuming a user account, see the *CA Identity Manager User Console online help*.

## Online Help for Endpoint Settings Tab does not Match Options on Screen

### Symptom:

When I display the online help for the Endpoint Settings tab for Salesforce.com endpoints, the fields shown in online help do not match the options I see on the screen.

### Solution:

The correct fields are:

#### Accounts will be suspended

(Default) Specifies that any delete operation initiated on a Salesforce.com account suspends the account on the Salesforce.com endpoint. The account is put in a DeletePending state in CA Identity Manager.

#### Accounts will be deleted from both the provisioning directory and the managed endpoint (not supported by Salesforce)

**Important!** Salesforce.com does not support the deletion of accounts. We recommend that you do not use this option for Salesforce.com accounts.

## Salesforce.com—Accounts and Endpoint Management is not Supported in Provisioning Manager

The Provisioning Manager does not support the management of Salesforce.com objects. Use the CA Identity Manager User Console to manage Salesforce.com objects.

## Salesforce.com—User's do not Receive an Email with their Temporary Password from Salesforce.com on Password Reset

### Symptom:

I reset a user's password using the Reset Password check box on the Account tab of the Salesforce.com connector in the CA Identity Manager User Console. The user did not receive an email from Salesforce.com with their temporary password. The user is locked out of their account.

### Solution:

There is a known issue in Salesforce.com that prevents you from resetting a user password through the CA Identity Manager User Console.

Set the user password by using the Password and Confirm Password fields on the Account tab in the CA Identity Manager User Console. You can then manually communicate the new password to the user.

## Salesforce.com—Assigning a Provisioning Role to a Suspended Account Does Not Automatically Resume the Account

**Symptom:**

When I assign a provisioning role to a suspended account in CA Identity Manager, the provisioning role gets reassigned, but it is not automatically resumed.

This error occurs if you suspended the account using the *Account will be Suspended option* on the endpoint Settings tab.

**Solution:**

CA Identity Manager does not support resuming a suspended account when you reassign a provisioning role to the account.

After you assign a role to a CA Identity Manager account for the Salesforce.com connector, do the following:

1. In CA Identity Manager, navigate to Modify User's Endpoint Accounts, and select the endpoint account you want to resume.
2. Click Resume.
3. When prompted to confirm that you want to resume the account, click Yes.  
The account is resumed.

## Salesforce.com—Error Message when Creating Salesforce.com Accounts

**Symptom:**

When I create a Salesforce.com account, I receive the error message *Failed to Execute CreateSalesforceUser Salesforce.com User has been Created but Some Additional Operation Failed*.

I cannot see the account that I created in the CA Identity Manager User Console.

### **Solution:**

The error can occur under the following conditions when you create the user account:

- The password you specified did not meet Salesforce.com minimum password complexity requirements. For example, you specified a password of less than eight characters in length.

This occurs because Salesforce.com allows you to create an account without specifying a password.

The account is created in CA Identity Manager, but it is not visible because it is not associated with the global user. The account appears in your Salesforce.com organization, but a password has not been set.

- You specified that the user was a member of a non-existent public group. This can occur if:
  - The group was deleted on the Salesforce.com endpoint but you have not performed an explore and correlate in CA Identity Manager.
  - The account template you used to create the user specifies non-existent groups.

CA Identity Manager ignores all invalid group memberships.

Do one of the following:

- If you received an error message stating that the password you specified when you created the account did not meet the minimum password complexity requirements, set a password that meets the minimum password complexity requirements in the CA Identity Manager User Console.

The user account you created is associated with the global user in CA Identity Manager and is now visible.

- If you received an error message stating that the user was a member of a non-existent public group, add the user to the correct groups.

### **Salesforce.com—Session Time Out**

This section contains the following topics:

[Error: String could not be Cast to Salesforce.com or Invalid Session ID found in SessionHeader](#) (see page 91)

[Configure Salesforce.com Connector Session Timeout Values](#) (see page 91)

[Specify How Active Sessions are Validated](#) (see page 92)

[Error message—Host did not Accept the Connection Within the Timeout of nnnn ms](#) (see page 93)

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## Error: String could not be Cast to Salesforce.com or Invalid Session ID found in SessionHeader

### Symptom:

When I create a Salesforce.com account, I receive the message *String cannot be cast to Salesforce.com or Invalid Session ID found in SessionHeader*.

### Solution:

CA Identity Manager does not verify the validity of Salesforce.com sessions by default, and the session can timeout.

To minimize the possibility of session timeouts, we recommend that you try the following solutions in this order:

1. [Configure Salesforce.com connector session timeout values](#) (see page 91)
2. If configuring Salesforce.com connector session time out values did not resolve the problem, you can try [specifying how an active session is validated](#) (see page 92).

## Configure Salesforce.com Connector Session Timeout Values

To minimize session timeout issues, we recommend that you first verify that the values that specify the length of time that a session between CA Identity Manager and Salesforce.com remains valid do not conflict.

The session timeout specified in the Salesforce.com connectors connector.xml file should be equal or less to the session timeout specified in your Salesforce.com organization.

### To configure Salesforce.com session timeout values

1. In your Salesforce.com organization, get the value of the session timeout specified for your Salesforce.com organization.

**Note:** For more information, see Session Settings under your Administration Setup in your Salesforce.com organization.

2. In the Salesforce.com connector.xml file, verify that the value of *minEvictableIdleTimeMillis* is equal to or less than the session timeout specified in your Salesforce.com organization.

For example, if the Salesforce.com session timeout value is 15 minutes, then the session timeout value specified in the connector.xml file should be equal or less than 900000 milliseconds.

3. If the session timeout value is greater than the session timeout value specified in your Salesforce.com organization, edit the value of *minEvictableIdleTimeMillis* in the connector.xml file.

**Note:** For more information about customizing the connector.xml file, see the *Java Connector Server Implementation Guide*.

4. If you continue to experience session timeouts, try [specifying how active sessions are validated](#) (see page 92).

## Specify How Active Sessions are Validated

To minimize session timeouts, you can specify how active sessions are validated.

### To minimize session timeouts

1. If [configuring Salesforce.com connector session time out values](#) (see page 91) did not resolve your time out issues, we recommend that you first try specifying that the session is validated from time to time while idling in the pool.

In connector.xml, set the following properties:

```
testOnBorrow = false
```

```
testWhileIdle= true
```

This solution is less expensive in terms of API calls than specifying that a session is validated every time it is borrowed from the pool, and can resolve the issue.

2. If the previous solution did not resolve the problem, try specifying that the session is validated every time it is borrowed from the pool. While this solution fixes the problem, this solution is rather expensive; as one additional API call is made each time the session is borrowed from the pool. A connection can be borrowed many times during a single operation on a user.

In connector.xml, set the following properties:

```
testOnBorrow = true
```

```
testWhileIdle= false
```

**Note:** We recommend that you do not set both properties to true, as this increases the number of API calls.

**Note:** For more information about customizing the connector.xml file, see the *Java Connector Server Implementation Guide*.

### Error message—Host did not Accept the Connection Within the Timeout of nnnn ms

**Symptom:**

I received an error message informing me that the host did not accept the connection within the timeout of *nnnn* ms.

**Solution:**

The SOAP client has timed out.

Increase the value of the `timeOutInMilliseconds` property in the `Salesforce.com` `connector.xml` file by one minute until the error is resolved.

This increases the value of the Axis2 client time out, and can resolve the issue.

**Note:** For more information about customizing the `connector.xml` file, see the *Java Connector Server Implementation Guide*.

### Salesforce.com—Objects Displayed as Salesforce in CA Identity Manager User Console

**Symptom:**

In the CA Identity Manager User Console, I only see references to Salesforce objects, rather than Salesforce.com objects in drop-down lists.

**Solution:**

In the CA Identity Manager User Console, Salesforce.com objects are displayed using Salesforce as the descriptor, rather than Salesforce.com. For example, a Salesforce.com endpoint is displayed as Salesforce in drop-down lists.

The error is a display error, and does not affect the management of Salesforce.com endpoints.

### RSA ACE (SecurID) Connector

The following sections describe the known issues for the RSA ACE (SecurID) Connector:

## Install or Upgrade of RSA Remote Agent Fails Due to ECS Problem

### Valid on Windows and Solaris

#### Symptom:

When I install or upgrade RSA remote agent, it sometimes fails due to an ECS problem.

Upgrade and fresh install of the remote agent fail with the message "Error applying transforms. Verify that the specified transform paths are valid."

The installation rolls back, and the agent does not get installed.

#### Solution:

1. Do the following:
  - a. Reboot the machine before attempting to install ECS.
  - b. Check for sufficient disk space.
  - c. Make sure no other installation packages are running from another session.
  - d. **(Windows)** Verify that no Windows automatic updates are running in the background.
2. If your ECS installation was corrupted before you started upgrading RSA Agent, do the following:
  - a. **(Windows)** cd RemoteAgent\RSA\windows\  
CA Enterprise Common Services.exe  
The CA Enterprise Common Services Setup Maintenance program begins.  
Select Remove, and follow the prompts.  
**(Solaris)** Uninstall ECS:  
cd /opt/CA/eCS/scripts  
./eCSuninstall.sh
  - b. **(Solaris)** If the uninstall script fails, manually remove ECS:  
rm -rf /opt/CA/eCS  
rm -f /etc/.ecspath  
rm -f /opt/CA/SharedComponents/lib
  - c. Locate ECS:  
**(Windows)** cd RemoteAgent\RSA\windows\  
**(Solaris)** cd RemoteAgent/RSA/solaris/ecs-installation
  - d. Run ECS:

**(Windows)** CA Enterprise Common Services.exe

The CA Enterprise Common Services Setup Maintenance program begins.

Select Repair, follow the prompts, and use default options.

**(Solaris)** ./eCSinstall.sh /opt/CA/eCS

ECS finishes.

3. Run the RSA Agent installer.

Your local copy is upgraded.



# Chapter 7: Fixed Issues

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CA Identity Manager r12.5 SP1 includes the fixes in the following table. This release also includes fixes and enhancements from CA Identity Manager r12 CRs 1 - 8.

<b>Support Ticket</b>	<b>Synopsis</b>
16978047	After upgrading from eTrust Admin 8.1 SP2 to Identity Manager r12.5, any Microsoft SQL or Oracle endpoints acquired before the upgrade require a manual reconfiguration using the Provisioning Manager, to use JDBC URLs instead of Data Source Names (DSNs).
17145005	When trying to open a PKI group property sheet in the Provisioning Manager, the error message "Unable to display the requested property sheet" is displayed.
18664092	When installing the extensions for SiteMinder on a separate server, the user is prompted for the SiteMinder install directory only.
18758373	While using Connector Xpress to build a connector for Oracle Internet Directory, errors appear during the mapping process.
18726210	CA Identity Manager extensions to SiteMinder are not available on Linux.
18726850	After CA Identity Manager is deployed on a WebSphere cluster, the JDBC password is stored as plain text.
18745183	Samples for localization contain Localization and location2 folders, which is confusing.
18751087	New tabs that were added to the AD connector are visible in the Provisioning Manager, but not in the User Console.
18240718	Capture Snapshot task fails when 'imr_attrvalue' column is set to 20 characters in length.
18624436	When generating screens, tasks, and roles for an LDAP DYN endpoint type using the RoleDefGenerator, an exception occurs.
18942182	When the account synchronization is set to OnEveryEvent for either the Enable/Disable User task or the Modify User task and the user's Enabled State is updated, the request sent to Provisioning Server is missing the eTSyncAccounts=1 so the new value is not synchronized with associated accounts.
N/A	If LANG is set to xxxUTF-8 on Linux systems, you may see a sun.io.MalformedInputException error during workflow startup. This happens on WebSphere on Linux.

N/A	When you click the Initiated by User tab in the View User Activity task for the first time, an error occurs.
N/A	If you attempt an automatic migration of your Directories and Environments during a CA Identity Manager upgrade, you may get a SiteMinder error. If you have changed the default SiteMinder port for authentication (44442), the installer incorrectly detects that SiteMinder is not running, and does not allow you to proceed.
N/A	If you change one of the specified Provisioning Servers, CA Identity Manager may send failover requests to the original Provisioning Server instead of the new Provisioning Server.
N/A	When installing CA Identity Manager, you must use a fully qualified URL.
N/A	If you are using WebLogic 9 or 10 in production mode, the Identity Manager EAR may not auto-deploy the first time you start the application server after an install or upgrade.
N/A	After upgrading, mapping the DYN attributes, and redeploying the metadata into your DYN endpoint types, the first tab on the Endpoint screens generated using the RoleDef Generator tool is not displayed.
N/A	In the Provisioning Manager, accounts created in Organization and Organizational Units containing Japanese characters do not show their Group Membership(s) in the Member Of tab.

# Chapter 8: Documentation

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The file names for the CA Identity Manager guides are as follows:

<b>Guide Name</b>	<b>File Name</b>
Release Notes	im_release_enu.pdf
Implementation Guide	im_impl_enu.pdf
Installation Guide for WebLogic	im_install_weblogic_enu.pdf
Installation Guide for WebSphere	im_install_websphere_enu.pdf
Installation Guide for JBoss	im_install_jboss_enu.pdf
Upgrade Guide	im_upgrade_enu.pdf
Configuration Guide	im_config_enu.pdf
Administration Guide	im_admin_enu.pdf
User Console Design Guide	im_uc_design_enu.pdf
Programming Guide for Java	im_dev_enu.pdf
Provisioning Reference Guide	im_provisioning_reference_enu.pdf
Connectors Guide	im_connectors_enu.pdf
Connector Xpress Guide	im_connector_xpress_enu.pdf
Java Connector Server Implementation Guide	im_jcs_impl_enu.pdf
Programming Guide for Java Connector Server	im_jcsProg_Enu.pdf
Glossary	im_glossary.pdf
Bookshelf	im_bookshelf_enu.zip

This section contains the following topics:

- [Bookshelf](#) (see page 100)
- [Online Help Enhancements](#) (see page 100)
- [eTrust Rebranding to CA](#) (see page 101)
- [Terminology Changes](#) (see page 101)
- [Documentation Changes](#) (see page 102)

## Bookshelf

The Bookshelf provides access to all CA Identity Manager documentation from a single interface. It includes the following:

- Expandable list of contents for all guides in HTML format
- Full text search across all guides with ranked search results and search terms highlighted in the content
- Breadcrumbs that link you to higher level topics
- Single HTML index to topics in all guides
- Links to PDF versions of guides for printing

### To use the Bookshelf

1. Download the bookshelf from the [CA Support Site](#).
2. Extract the contents of the bookshelf ZIP file.

**Note:** For best performance, when you install the bookshelf on a remote system, make the bookshelf accessible from a web server.

3. View the bookshelf as follows:

- If the bookshelf is on the local system and you are using Internet Explorer, open the Bookshelf.hta file.
- If the bookshelf is on a remote system or if you are using Mozilla Firefox, open the Bookshelf.html file.

**Note:** For best performance, when you install the bookshelf on a remote system, make the bookshelf accessible from a web server.

The Bookshelf requires Internet Explorer 6 or 7 or Mozilla Firefox 2. For links to PDF guides, Adobe Reader 7 or 8 is required. You can download Adobe Reader at [www.adobe.com](http://www.adobe.com).

**Note:** The CA SiteMinder Bookshelf has been published for r12 and r6.0 SP5 at the [CA Support site](#) using the same bookshelf format used by CA Identity Manager.

## Online Help Enhancements

Both the User Console online help and the Management Console online help now have the following features:

### Breadcrumbs

Indicate where you are in the help hierarchy for easier navigation. They are located at the top of the help page.

**Search Highlighting**

Identifies the context of your search in the resulting pages with a yellow highlight.

**Navigation Buttons**

Displays previous and next arrow buttons for easier navigation. They are located at the top of the help page, under the breadcrumbs.

## eTrust Rebranding to CA

The branding of some CA security products is currently in transition from "eTrust" to "CA". During this transition, you may see references to both eTrust products and CA products in the documentation. For example, eTrust Directory is now rebranded as CA Directory. Any mention of an eTrust product within the documentation is equivalent to the same product with the new CA brand.

## Terminology Changes

Existing eTrust Admin customers may notice certain terms have changed now that eTrust Admin is part of CA Identity Manager. The following table shows these changes:

<b>eTrust Admin Term</b>	<b>New Term in Identity Manager</b>
eTrust Admin Server	Provisioning Server
eTrust Admin Manager	Provisioning Manager
Directory	Endpoint, Endpoints
Namespace	Endpoint Type
Policy or Provisioning Policy	Account Template
Roles	Provisioning Roles
Distributed SuperAgent Framework	Connector Server Framework
SuperAgent	C++ Connector Server
Option	Connector
Administrative Directory or Administrative Repository	Provisioning Directory
Identity Manager Corporate Directory	Identity Manager User Store
Corporate User	Inbound Administrator

## Documentation Changes

The following changes have been made to the documentation set as of CA Identity Manager r12.5.

### **Installation Guides and High Availability Guide**

The high-availability content for CA Identity Manager has been merged into the Installation Guides for each application server. There is no longer a separate guide to address high availability.

### **Upgrade Guide**

A new guide in CA Identity Manager r12.5. All content related to an upgrade of CA Identity Manager has been separated out from the Installation Guides and placed in the Upgrade Guide.

### **User Console Design Guide**

This new guide is intended for system administrators who initially configure an Identity Manager environment after installation.

This guide includes information about customizing tasks (including task navigation, and screen design), branding, and localization.

### **Programming Guide for Provisioning**

This guide, which describes [deprecated Provisioning APIs](#) (see page 46), has been removed from the bookshelf. It is now available with the installation package for the APIs.

# Appendix A: Third-Party Acknowledgements

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This section contains the following topics:

[Apache](#) (see page 103)  
[ANTLR 2.7.5H#](#) (see page 110)  
[ASM 3](#) (see page 111)  
[DOM4J](#) (see page 111)  
[HSQLDB 1.7.3](#) (see page 113)  
[HSQLDB 1.8.0](#) (see page 115)  
[IBM DB2 Driver for JDBC and SQLJ](#) (see page 116)  
[Jaxen 1.3](#) (see page 116)  
[JDOM 1.11](#) (see page 117)  
[JSON 1.0](#) (see page 119)  
[jtopen 5.1.1](#) (see page 119)  
[libcurl 7.15.0](#) (see page 120)  
[MX4J 3.0.2](#) (see page 121)  
[Oracle JDBC Driver 10g Release 2](#) (see page 123)  
[Rhino 1.5R5](#) (see page 124)  
[Rhino 1.7R1](#) (see page 133)  
[SAAJ 1.2](#) (see page 144)  
[SAXPath 1.1](#) (see page 145)  
[SpiderMonkey 1.5](#) (see page 146)  
[Sun JDK 1.6.0](#) (see page 147)  
[Xinha .96 Beta 2](#) (see page 154)

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Apache Ant 1.6.5

Apache Axis 1.1

Apache Axis 1.2

Apache Axis 1.2.1

Apache Axis 1.4

Apache Axis2/Java 1.5

Apache Bean Scripting Framework 2.4.0  
Apache Jakarta Commons BeanUtils 1.6.1 and 1.7  
Apache Commons Cli 1.0  
Apache Jakarta Commons Codec 1.3  
Apache Jakarta Commons Collections 3.1  
Apache Jakarta Commons DBCP 1.2.1  
Apache Jakarta Commons Validator 1.2  
Apache Commons Digester 1.7  
Apache Commons Discovery 0.2  
Apache Commons EL 1.0  
Apache Commons File Upload 1.2  
Apache Commons IO 1.3.1  
Apache Commons Lang 2.1  
Apache Commons Logging 1.0.4  
Apache Commons Pool 1.3  
Apache Derby 10.4.2  
Apache ehcache 1.2.4  
Apache Jakarta Taglibs 1.0.6  
Apache Jakarta ORO 2.0.8  
Apache Jakarta Slide 2.1  
Apache Log4j 1.2.8  
Apache HttpClient 3.0  
Apache MyFaces 1.1.5  
Apache JSTL Taglib 1.1

Apache POI 3.2

Apache Quartz 1.5.2

Apache Spring Framework 1.2.8

Apache StAX 1.2

Apache Struts 1.2.7 and 1.2.9

Apache Velocity 1.4

Apache Xalan-C 1.9.0

Apache Xalan-J 2.6.0

Apache xmltask 1.13

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