ivanti | Identity Director

Release Notes

2019.1.2

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Contents

About this Release

This table shows the Identity Director version that introduced the Datastore revision level that applies to Ivanti Identity Director 2019.1.2

Datastore revision level	Introduced in
85	Identity Director 2019.1

- During installation, the Datastore is automatically updated if it is of a lower revision level.
- For IBM DB2 databases, the database changes requires that the database is created with the "Code Set" UTF-8 instead of the default IBM-1252.

What's New

Highlighted Features

Licensing: New insight in license usage

Identity Director now gives you insight into the number of licenses that have actually been used.
This insight consists of:

- the maximum number of licenses used per day for the last 30 days, plus an average.
- the maximum number of licenses used per month for the last 12 months, plus an average.

The graphs displaying license usage can be found in the Management Portal, at **Setup > Licensing**.

Services: Cancel requested service delivery during workflow

The subscriber to a service can now cancel delivery of that service during its delivery workflow, from the Web Portal.
This can be useful to stop incorrect delivery requests, rather than returning the service after delivery.

The option to cancel delivery can be configured per action in the workflow, for the actions **Approve Transaction**, **Perform Task**, **Provide Information**, **Provide Verification Code** and **Postpone**.

Announcements

Feedback requested: New notification of cookie usage

A new notification of cookie usage for the Web Portal is now in discovery. The notification can be seen at first access of the Web Portal after the upgrade to the new version.
We warmly encourage our users to reach out and give us feedback regarding this feature, using both User Voice and the Ivanti forums.

User Voice:
https://ivantiidentitydirector.uservoice.com/forums/913579-ivanti-identity-director

Identity Director Forums:
https://forums.ivanti.com/s/group/0F91B000000PeFCSA0/identity-director

Deprecation of Catalog Services

The Catalog Services have been deprecated in Identity Director 2019.1.

- The Windows Client had been connecting to the Mobile Gateway as of version 10.3.
  If you are upgrading from a version lower than 10.3, please refer to the Identity Director Upgrade Guide, available at https://help.ivanti.com.

- To connect Ivanti Automation (2018.x or before) or Workspace Control (all supported versions) to your Identity Director environment, the Catalog Services from a previous version of Identity Director can be used.

Deprecation of support for Oracle and IBM DB2 Datastores in a next release of Identity Director

Due to very limited use and demand, support for Oracle and IBM DB2 Datastores will be deprecated in a next release of Identity Director.

Enhancements and Improvements

Management Portal: Option to select all people

You can now select all people in the current view at **People**, in the Management Portal.
This can be useful if you have to perform the same action (for example **Assign** a service, or **Mark for deletion**) on large groups of people at once.

It is also possible to preload all users for the view, and then select all those users.
This can be useful if there are more people in the view than can be displayed in one page.

Prerequisites: Identity Director now requires .NET Framework 4.7.1 or higher

For enhanced security, Identity Director now requires .NET Framework 4.7.1 or higher to be installed before it can be installed.

If the machine on which you are installing does not yet meet this requirement, the Identity Director Prerequisites Setup Wizard will offer to download and install the framework for you.

> After installation of the .NET Framework, the machine will have to be rebooted.

Setup and Sync Tool: Configuration parameter to initialize an empty database

You can now have the Setup and Sync Tool initialize an existing empty database from the command line, preparing it for use as the Identity Director Datastore.

The new parameter (`initemptydb=true`) can be used as an installation parameter and as a configuration parameter after installation.

> The online Help contains more information about unattended installations and configuring a Datastore connection after installation.

Bugs Fixed

The following issue has been resolved in release 2019.1.2:

Problem ID	Title
70529	Action "Invoke Run Book": Service with "Invoke Run Book" fails even though the Run Book completed successfully [Knowledge-base article](#)

Resolved in release 2019.1.1:

Problem ID	Title
69913	Data Connections: Message 'WARNING: Record found without a key identifier value (skipped)' when synchronizing [Knowledge-base article](#)

Resolved in release 2019.1:

Problem ID	Title
67371	Action "Invoke Run Book": Run Book always fails the first time [Knowledge-base article](#)
69244	Action "Invoke Run Book": Status 'Pending', Transaction Engine logs 'Error: Connection Pool reached its limit (20)' [Knowledge-base article](#)
68447	Action "Provide Information": Checklist attribute not displayed if attribute was filled using an action [Knowledge-base article](#)
68421	Dashboards: Setting **Allow end users to edit their dashboard** (re-)enabled automatically [Knowledge-base article](#)
68405	Operator "Like": Attribute that contains multiples values are treated as one (large) value [Knowledge-base article](#)
69727	Setup and Sync Tool: Data connection keeps detecting changes to sync after installing Identity Director 2019.0.x [Knowledge-base article](#)
69073	Transaction Safeguard: E-mail trigger does not send e-mails [Knowledge-base article](#)

Problem ID	Title
67648	Web Portal: Having multiple pages in **Provide Information** actions causes delays when the user requests the service Knowledge-base article
69537	Web Portal: Not all people displayed for Delegated Administration configured with a SmartRule Knowledge-base article
69580	Web Portal: Service visible on dashboard after **Show in My Store** is disabled in the Management Portal Knowledge-base article

Known Issues and Limitations

Attributes: Attributes with names that contain special characters not processed in "Provide Information" action

Consider the following scenario:

1. In the Management Portal at **Entitlement Catalog**, you configured a service with service attributes that contained special characters in their name (&, <, >, etc.).
2. In the service workflow, you configured a **Provide Information** action and add the attributes to a page.

In this scenario, when you requested the service, the attributes were not processed in the **Provide Information** wizard.

This is a known issue. Ivanti recommends NOT to use special characters in the names of attributes.

Attributes: Validation of password service attributes in "Provide Information" actions fail in rare scenarios

In rare scenarios, the validation of password service attributes in services fail:

Consider the following scenario:

1. In the Management Portal at **Entitlement Catalog**, you configured a service that contained a **Provide Information** workflow action.
2. In the **Provide Information** action, you added a password service attribute to a page.
3. You applied user input validation to the attribute and configured a regular expression for this purpose.
4. You added a **Jump** action to the service workflow, which jumped back to the **Provide Information** action.
5. You requested the service from the Identity Director Web Portal.
6. When prompted, you provided a password that matched the configured regular expression.
7. When the service workflow jumped back to the **Provide Information** action and you were prompted again to provide a password, you did not provide a new password, but proceeded with the workflow.

In this scenario, validation of the password service attribute failed. This issue also occurred if the workflow contained two **Provide Information** actions with the same regular expression validation for the same password service attribute.

This is a known issue. Because of security reasons, Identity Director does not pass unencrypted password values from the server to the client side for validation. As a result, the same password cannot be validated twice. Ivanti recommends not to use scenarios like these. This functionality will not be changed in future releases.

Audit Trail: Restoring deleted service might not be possible if service was restored before

Consider the following scenario:

1. In the Management Portal at **Entitlement Catalog**, you deleted a service that could be restored.
   - Several versions of the service had been saved.
2. In the Management Portal at **Audit Trail**, you used **Restore** on one of the versions of the service, that was *not* the latest version.
3. In the Management Portal at **Entitlement Catalog**, on the restored service, you restored to the latest version of the service.

In this scenario, if you deleted the service again, restore was not available for the service in the **Audit Trail**.

This is a known issue.

Audit Trail: Restoring deleted service not working as expected if multiple services with identical names have been deleted

Consider the following scenario:

1. In the Management Portal at **Entitlement Catalog**, you deleted multiple services with identical names, that could be restored.
2. In the Management Portal at **Audit Trail**, you used **Restore** on one of the deleted services, that was *not* the last one that was deleted (service 'x').
   A list of versions that could be restored was displayed.

In this scenario, the versions that were displayed were for the service that *was* the last one that was deleted (service 'y').
Using **Restore** on a version from the list resulted in service 'y' being restored.

This is a known issue.

Data Connections: Error when synchronizing data source with 40,000+ users on MySQL

Consider the following scenario:

- The Datastore to which your Identity Director environment connects is hosted on a MySQL database server.
- In the Setup and Sync Tool, at **Data Model > Data Sources**, you created a new data source for a CSV file. The CSV file contains at least 40,000 users.
- At **Data Model > Data Connections**, you created a new data connection of type **People**.
- On the **Mappings** tab of the data connection, you configured the mappings for **Person Name**, **Windows user account** and **Primary e-mail address**.

In this scenario, after synchronizing the data connection, the following was shown on the Diagnostics tab of the data connection:

```
Synchronization completed (0 errors, 0 warnings).
Changes: 39999 added, 0 updated, 0 deleted.
Duration: 0 hours, 24 minutes, 20 seconds.
ERROR: The connection has been disabled.
```

In the Management Portal at **People**, all users were added, despite of the message shown that the connection was disabled.

Cause

The actual error that MYSQL gives is: `MySQL Error 1153 - Got a packet bigger than 'max_allowed_packet' bytes`.

The default GLOBAL setting for `max_allowed_packet` is 16MB. However, according to the MYSQL documentation, you can change this to up to 1GB (provided the server has enough memory).

The problem is actually caused with low memory on the MYSQL server and the default setting for the `net_buffer_length` GLOBAL MYSQL variable, which is 16KB. The reason for this low setting is that MYSQL wants to make sure that no packets are broken. Although you can change this to up to 1MB according to the MySQL documentation, this is not the default value. Per SESSION, this value is read only, you cannot change it and is 16KB.

The sync log that Identity Director generates and tries to upload in the `OR_DataLinks` table can be much larger (for example almost 1MB when synchronizing a data connection for 40,000 users).

Solution

Change the default GLOBAL settings on the MYSQL database server with the following commands:

Get GLOBAL variables values	- SHOW GLOBAL VARIABLES LIKE 'max_allowed_packet' - SHOW GLOBAL VARIABLES LIKE 'net_buffer_length'
Set GLOBAL variables values	- SET GLOBAL net_buffer_length = 1048576 - SET GLOBAL max_allowed_packet=16777216

Data Connections: Node 'Data connections' not available in Setup and Sync Tool with read-only permissions

In the Setup and Sync Tool, if your administrative role has read-only permissions to the data connections node, the node will not be available. This is a known issue.

Data Sources: Setup and Sync Tool crashes when configuring ODBC-based data source with MySQL ODBC Connector 5.2

In the Setup and Sync Tool, when you configure an ODBC-based data source with MySQL ODBC Connector 5.2, the following error may occur in the Setup and Sync Tool:

`'AccessViolationException' – corrupted memory`

To solve this issue, update the driver to the latest version.

Management and Web Portals: Search using special characters results in error and no results displayed, if Datastore is on MySQL

In environments with a Datastore on MySQL,, when a search containing special characters (for example %*_ [ ]) is performed from the Management Portal, an error `'DB query failed'` occurs and no results are displayed.
In the Web Portal the error is not displayed, but still no results are displayed.

This is a known issue.

Management Portal: Error when trying to Request, Return, Assign or Unassign a service for more than 2000 people at once

In the Management Portal at **People**, if more than 2000 people have been selected (for example using **Preload all** and **Select all**), using the Services actions **Request**, **Return**, **Assign** or **Unassign** will return an error and the action will not be executed.

This is a known limitation.

Management Portal: Identity Broker error when pressing Back button in Identity Director

Consider the following scenario:

1. In the Management Portal, **Login Type** is set to **Identity Broker** (at **Setup > Administrative Roles**).
2. A user logs on to the Management Portal
3. After logon, the user clicks the **Back** button of the web browser.

In this scenario, an Identity Broker error is displayed.

This is a known issue.

Management Portal: Installation on domain controllers not recommended

Although technically possible, due to technical implications we do not recommend to install the Management Portal on a domain controller.

Password Reset: Transaction remains pending when specifying long verification code

In the Management Portal at **Setup > Password Reset**, if you enable verification code validation, you can specify a service that generates this code via a **Provide Verification code** action. In this action, we recommend to specify a verification code of up to a maximum of 20 characters. Because the code is encrypted, longer codes may exceed the maximum value. This will result in an error and leave the transaction in a **Pending** state.

Setup and Sync Tool: Run as administrator on Microsoft Windows Server 2012 Essentials

When you install the Setup and Sync Tool on a device running Microsoft Windows Server 2012 Essentials, the Setup and Sync Tool needs to be started with **Run as administrator**. This prevents issues in which advanced Active Directory user properties cannot be retrieved by the Setup and Sync Tool.

Transaction Engine: Only one Transaction Engine supported on IBM DB2

In environments in which the Datastore is hosted on an IBM DB2 database server, the use of only one Transaction Engine is supported.

Web Portal: Web.config file overwritten when performing repair on non-default installation location

Consider the following scenario:

1. You perform a clean install of the Identity Director Web Portal on a non-default installation location.
2. You customize the `web.config` file of the Web Portal to your situation.
3. After installation, you run the same installer again and choose to perform a repair.

In this scenario, the settings that were configured in the `web.config` file are not preserved.

As a workaround for this issue, please copy the settings from the backup file of the original `web.config` file and replace them in the new one.

Additional information

Release Notes of previous versions

Identity Director 2019.0.3

Identity Director 2018.3

Identity Director 2018.2.3

Identity Director 2018.1.1

Identity Director 10.3.200.0

Compatibility Matrix

Supported Operating Systems, Database systems, Browsers, and Ivanti Products are detailed in the compatibility matrix.

Further Help and Information

Information about installing, configuring, and using Identity Director is available from the online Help