



Identity Director

## **Release Notes**

2019.3.1

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# Contents

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|   |           |
|---|-----------|
| <b>About this Release</b> .....   | <b>4</b>  |
| <b>What's New</b> .....   | <b>5</b>  |
| <b>Highlighted Features</b> .....   | <b>5</b>  |
| Data Connections: Take ownership of orphaned objects .....  | 5         |
| Technical Preview: Identity Broker as part of the Identity Director installer .....                   | 5         |
| <b>Announcements</b> .....  | <b>6</b>  |
| Deprecation of support for Microsoft Windows Server 2008 R2 .....                                     | 6         |
| Deprecation of support for Oracle and IBM DB2 Datastores in a next release of Identity Director ..... | 6         |
| <b>Enhancements and Improvements</b> .....  | <b>7</b>  |
| Action "Approve Transaction": Require approval from a custom number of people on the list .....       | 7         |
| Management Portal: Usability enhancements .....   | 7         |
| Smart Rules: New rule for Subordinates of subscriber .....  | 7         |
| Transaction Safeguard: Datetime triggers now also taken into account .....                            | 7         |
| Windows Client: Changed order of authentication .....   | 7         |
| <b>Bugs Fixed</b> .....   | <b>8</b>  |
| <b>Known Issues and Limitations</b> .....   | <b>9</b>  |
| <b>Additional information</b> .....   | <b>14</b> |

## About this Release

This table shows the Identity Director version that introduced the Datastore revision level that applies to Ivanti Identity Director 2019.3.1

| 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 require that the database is created with the "Code Set" UTF-8 instead of the default IBM-1252.

# What's New

## Highlighted Features

### Data Connections: Take ownership of orphaned objects

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You can now assign ownership of objects that are orphaned (or would otherwise be orphaned) to a new data connection. This can be useful when, for example, you switch from an old HR system to a new HR system.

Taking ownership can be done:

- when deleting the old data connection, assigning all objects from the old connection to another connection of the same type.
- when synchronizing the new data connection, taking ownership of all orphaned objects that are of the same type as and are part of the new connection

Data connections can be configured in the Management Portal and in the Setup and Sync Tool at **Data Model > Data Connections**.

### Technical Preview: Identity Broker as part of the Identity Director installer

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Identity Broker is a component that provides Single Sign-On (SSO) capabilities to Identity Director portals.

By including Identity Broker in the Identity Director installer, configuration fields can now be automatically pre-filled.

All you have to do after installation, is enable **Authentication Type Identity Broker** for the Management Portal and Web Portal.



Before installing this version of Identity Broker, please read this [disclaimer](#) carefully.

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The Identity Broker is clearly marked as a Technical Preview (added in version 2019.3.1).

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## Announcements

### **Deprecation of support for Microsoft Windows Server 2008 R2**

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As of Identity Director 2019.3, Microsoft Windows Server 2008 R2 is no longer supported.

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

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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

### **Action "Approve Transaction": Require approval from a custom number of people on the list**

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You can now specify a custom number of people that are needed to approve a transaction. The quantity can be specified as a fixed number or as a percentage.

Workflow actions can be configured in the Management Portal, at **Entitlement Catalog**, on the **Workflow** tab of a Service.

### **Management Portal: Usability enhancements**

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Usability of the Management Portal has been enhanced. Changes include icons, font sizes, colors, alignment and (e.g. for workflow actions) linking to more detailed Help topics.

### **Smart Rules: New rule for Subordinates of subscriber**

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You can now configure a smart rule for subordinates of the subscriber.

This can be useful, for example, to define the people listed in a delegated administration panel in the Web Portal.

Smart rules can be configured in the Management Portal, at **Data Model > Smart Rules**.

### **Transaction Safeguard: Datetime triggers now also taken into account**

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The Transaction Safeguard now also applies to workflows that are triggered by auto (de)provisioning based on datetime criteria.

### **Windows Client: Changed order of authentication**

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When authenticating a user, the Windows Client now first tries to use the Kerberos protocol. If that fails, the Windows Client uses the NTLM protocol as a fallback.

Before, this was the other way around.

## Bugs Fixed

The following issue has been resolved in release 2019.3.1:

| Problem ID | Title   |
|------------|---|
| 72340      | Management Portal: Unable to view input parameters in Transactions overview after upgrading to Identity Director 2019.3<br><a href="#">Knowledge-base article</a> |

Resolved in release 2019.3:

| Problem ID | Title   |
|------------|---|
| 71050      | Action "Invoke Run Book": Custom <b>Action Name</b> and <b>Workflow Detail Label</b> empty after installing Identity Director upgrade<br><a href="#">Knowledge-base article</a> |



# 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

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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**

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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**

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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 | <ul style="list-style-type: none"> <li>• SHOW GLOBAL VARIABLES LIKE 'max_allowed_packet'</li> <li>• SHOW GLOBAL VARIABLES LIKE 'net_buffer_length'</li> </ul> |
| Set GLOBAL variables values | <ul style="list-style-type: none"> <li>• SET GLOBAL net_buffer_length = 1048576</li> <li>• SET GLOBAL max_allowed_packet=16777216</li> </ul>                  |

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

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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 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 login, 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 installing 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 specifying 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**

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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 2019.2.1](#)

[Identity Director 2019.1.2](#)

[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](#)