



Identity Director

Release Notes

2019.0.2

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About this Release

This table shows the Identity Director version that introduced the Datastore revision level that applies to Ivanti Identity Director 2019.0.2

Datastore revision level	Introduced in
84	Identity Director 2019.0

- 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

Data Connections: Combine multiple fields from Data Source

You can now combine (data from) multiple fields in a Data Source to a single field in a People or Qualification Data Connection.

Example:

Combine the `First Name` field and `Last Name` field from the Data Source in the **Person Name** field in Identity Director

Feature preview: API Data Sources enhanced with Workday templates

The feature preview of API Data Sources has been enhanced with templates for the Workday API.

Announcements

Deprecation of Catalog Services in a next release of Identity Director

As of Identity Director 10.3, the Windows Client no longer relied on Catalog Services to connect to your Identity Director environment. The Catalog Services are therefore being deprecated and will not be included in a next release of Identity Director.

To connect legacy applications (Workspace Control, Automation) to your Identity Director environment, the final version of the Catalog Services will remain available as a separate download.

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

Functions: New DIFFERENCE, INTERSECT and UNION functions

You can now perform the following operations between two datasets:

- DIFFERENCE: returns data that is part of dataset 1, but not of dataset 2
- INTERSECT: returns data that is part of both datasets
- UNION: combines data from both datasets into one dataset

Portals: Enhanced robustness

Robustness of the Management and Web Portals has been enhanced in release 2019.0.2.

Web Portal: Cookie and Privacy Policy notification

A Cookie and Privacy Policy notification has been added to the Web Portal in release 2019.0.2.

Bugs Fixed

No additional issues have been resolved in release 2019.0.2.

Resolved in release 2019.0.1:

Problem ID	Title
69149	Login Page Services: Password Reset and Unlock Account not available on Windows logon screen after installing Identity Director 2019.0 Document number: 73232
68672	Action 'Provide Information': HTML tags added to Description on Pages tab after installing Identity Director 2018.3 or higher Document number: 72213

Resolved in release 2019.0:

Problem ID	Title
68164	Action 'Invoke Run Book': Values for Run Book Parameters and Run Book Results Parameters cleared after saving or duplicating an Identity Director service Document number: 70315
67356	Action 'Set Organizational Context': Management Portal appears to freeze when selecting an organization at Replace all existing classifications for Document number: 70298
67942	Administrative Roles: 'Read' access at root level for Entitlement Catalog is not supported after installing Identity Director 2018.1 or higher Document number: 70930
68174	Attributes: Initial Value cannot be reset to 'Not set' Document number: 71333
	Datstore: UTF8 special characters are not displayed correctly when using a Datstore on MySQL Document number: 72553
67330	Password Reset: Password parameter is not always decrypted correctly in Ivanti Automation Document number: 70268
68142	Web Portal: Drop-down lists load slowly after installing Identity Director 2018.1.1 Document number: 71274
67111	Web Portal: My Queue does not refresh with multiple Provide Information actions Document number: 71582

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 isn't the default value. Per SESSION, this value is read only, you can't 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"> • SHOW GLOBAL VARIABLES LIKE 'max_allowed_packet' • SHOW GLOBAL VARIABLES LIKE 'net_buffer_length'
Set GLOBAL variables values	<ul style="list-style-type: none"> • 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 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 can't 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 2018.3](#)

[Identity Director 2018.2.1](#)

[Identity Director 2018.1.1](#)

[Identity Director 10.3.100.0](#)

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 [Administration Guide](#)