



**ivanti**  
Identity Director

**Release Notes**  
2021.2

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# What's New in Identity Director 2021.2

## Highlighted Features

### Access Reviews (Feature Preview)

In Identity Director 2021.2, we have introduced a feature preview for Access Reviews, in the form of an interactive mock-up in the Web Portal.

In the **Active** tab of the **My Access Reviews** section, you will find a prepopulated list of actions waiting to be reviewed. To help you prioritize the items, you can see both the time left until completion and the review progress for each of them.

Click on an item to review the qualifications of the people on the list. You can either **Authorize** or **Revoke** access for individual users.

Note that this is a feature preview with made-up data and any actions taken on the page will have no impact on your environment. Refreshing the page will reset the **My Access Reviews** section.

To disable the section, go the Web Portal installation folder, open the `web.config` file, and change the value to 1 in the following line: `<add key="disableAccessReview" value="0" />`.

### Multifactor Authentication

To improve the security of your environment, starting with Identity Director 2021.2, you can enable multifactor authentication in your environment, from **Setup > Multifactor Authentication**.

Once the feature is enabled, all users will have to enroll and will be prompted to set up an authenticator during their next log in. From the same page, you can unenroll people separately, or reset enrollments for everyone in your environment.

### Reporting

Identity Director now has a reporting function, allowing for changes to be tracked and logged into a dedicated datastore.

In the Setup and Sync Tool, you will find the newly-added **Reporting** tab, where you can enable the feature and also choose between connecting to an existing Datastore or creating a new one. You can also modify settings for Reporting from the Management Portal, at **Setup > Datastore > Reporting**.

## Announcements

### Resubmit your encryption key

If you have configured an encryption key in your environment, when upgrading to Identity Director 2021.2, you must resubmit the encryption key. To do so, you can either provide it during the upgrade process, or follow the instructions in the [Best Practices Guide](#) to add the key after completing the upgrade.

This applies to both the Management Portal and to the Transaction Engine.

### Only people attributes of type text can be used as delivery triggers

Starting with Identity Director 2021.2, you can only use people attributes of type text as delivery triggers. The option has been removed for attributes of type list and of type table.

## Enhancements and Improvements

### Editable Service Version comments

In the Management Portal , you can now edit your comments on the Versions tab of your service.

### Email reminders

Certain workflow actions now have the option to send email notifications to approvers. You can set the time interval at which these reminders are sent out, and they will continue until the action is either approved, canceled, or when it expires.

### Provide Information improvements

For this release, we have added more features to the Provide Information workflow action:

- **Auto pop-up window in the Web Portal**  
Configure the Provide Information window to pop up in the Web Portal, when users have requested a service containing a Provide Information workflow action.
- **User input validation**  
For attributes of the types **Text**, **Date**, and **DateTime**, you can configure user input validation, which will allow you to make sure users provide correctly formatted information, both in the Management Portal and in the Web Portal.

- **Dynamic attributes**

Use dynamic attributes to provide immediate feedback to your users' input, on the same Provide Information workflow action page. This option is only available for attributes of type Text, Date, DateTime, and Organization.

- **Reusable attributes**

You can optionally make your attributes reusable, allowing them to be used multiple times throughout the same Provide Information workflow action. Users can change the value of these attributes as they are going through the pages, and only the last value of the attribute is committed at the end of the workflow action.

### **Organizational Unit filter added to People Data Source**

In the Setup and Sync Tool, you can now add the Organization Unit filter in the People Data Source.

## **Previous versions of Identity Director 2021.1**

### **Identity Director 2021.1.3**

#### **Announcements**

We are aware of a MySQL bug that is currently affecting one of the entitlement samples provided by Identity Director. This will result in a 'Malformed communication packet' error when setting up a new Datastore.

Note that this will not affect Identity Director functionality.

MySQL has announced a fix for this bug in version 8.0.26.

### **Identity Director 2021.1.2**

#### **Announcements**

We have identified an issue in Identity Director 2021.1.1 which affected the Setup and Sync Tool, causing it to synchronize organizations incorrectly. Therefore, customers using Identity Director 2021.1.1 are strongly advised to switch to Identity Director 2021.1.2.

## Identity Director 2021.1.1

### Announcements

#### Index fragmentation maintenance for Identity Director versions prior to 2021.1.1

For Identity Director 2021.1.1, we have rewritten the queries responsible for loading organizations from the database.

For earlier versions, query performance is drastically affected by database index fragmentation, especially for indexes on the `OR_Objects` and `OR_ObjectDescriptions` tables. Therefore, if you choose not to upgrade to version 2021.1.1, we strongly recommend close monitoring and frequent reorganize/rebuild operations for those indexes, notably for environments with large numbers of organizations.

### Enhancements and Improvements

#### Optimization and improvements for the Provide Information workflow action

In order to improve performance and functionality, the **Provide InformationSummary** page has been enhanced with the following updates:

1. You can now enable or disable the **Provide Information** summary information from the **Properties** tab of the workflow action.
2. You can optionally add a custom **Display Name** to your attributes, which will appear in the summary at the end of the **Provide Information** wizard.

#### Improved performance when loading Organizations in the Web Portal

Loading of the Organizations page in the Management Portal has been improved. With the addition of paged loading, one hundred organizations will be loaded at a time.

#### Database indexes updated

Database table indexes have been improved for overall shorter response times.

## Identity Director 2021.1

### Highlighted Features

#### PowerShell Workflow Action (Technical Preview)

PowerShell is one of the most versatile tools available to IT professionals. Integrating the use of PowerShell into Identity Director ensures access to quick and powerful custom solutions for our customers.

A new Workflow Action was included in Identity Director that allows running PowerShell scripts in one or more places inside a business workflow. This feature is currently in the Technical Preview stage and will be fully launched in the fall of 2021. However, features such as ensuring security for credentials and using the script result in the workflow are already included.

Use cases such as message editing, workflow enhancement, and password reset flexibility can now be handled by PowerShell through Identity Director.

Following the addition of this Workflow Action, minor configuration changes are required for the Management Portal to function correctly.

- If you will not be using Execute PowerShell Script, following a clean installation:
  1. Browse to `C:\Program Files (x86)\RES Software\IT Store\Web Console\Config`.
  2. Within this folder, locate the `WebConsole.config` file and open it.
  3. Go to `webConsoleConfiguration > managementService > database > encryptionKey`.
  4. Remove the default value for `encryptionKey`, leaving only the quotation marks. The end result should be `encryptionKey=""`.



- If you will be using Execute PowerShell Script:  
Before applying the encryption key for the Management Portal, make sure that, in **IIS**, the **Load User Profile** option for the Management Portal is set to **True**.

### How to check the Load User Profile status

1. Open the **IIS Management Console**.
2. Navigate to **Application Pools > IT Store Management**.
3. Open the **Advanced Settings** for **IT Store Management**.
4. In the **Process Model** section, make sure that the **Load User Profile** is set to **True**.
5. If the **Load User Profile** is set to **False**, set it to **True** and click **Recycle**.
  - If you have to change the configuration, make sure to exit the Management Portal first.

Feel free to experiment with this technical preview feature in your test environments. We are waiting for your feedback and improvement suggestions either through UserVoice or directly at [mihai.rosca@ivant.com](mailto:mihai.rosca@ivant.com).

### User Interface Upgrades in the Management Console

In response to the many requests to enhance the Identity Director UI, we decided to adopt a phased rollout strategy of implementation.

The current release brings forward a new and redesigned menu, aligning to the new design paradigms of web-based applications. The dashboard and the base colors of highlighted items were also changed and aligned to a new color scheme that will be gradually implemented throughout the whole product. This makes tracking changes much easier when working on a wide screen.

### Announcements

#### Services can no longer be added as triggers in the list attribute definition

In the 2020.3 version, we introduced the list person attribute to expand the people management and delegation capabilities of Identity Director. That feature contained a component - being able to add services as triggers in the attribute definition - that proved to produce undesired effects such as performance and load issues, under certain conditions.

That is why, in the 2021.1 version, services can no longer be added as triggers in the list attribute definition. Additionally, after installing the 2021.1 version, any services added to any list attribute will be disregarded, to free the Transaction Engine component from unnecessary workloads.

We are aware that some of you might have configured attributes like this already and would like to assure you that this behavior will come back again in the 2021.2 release in September.

We are currently going through a wide range of feedback regarding product performance and we understand the importance of such a use case. For this reason, we want to use this time to bring you a feature that is not only useful but, in addition, has a fast response times for triggers and qualifications.

## **Deprecation of support for Oracle and IBM DB2 Datastores as of Identity Director 2020.1**

Due to very limited use and demand, support for Oracle and IBM DB2 Datastores was deprecated as of Identity Director 2020.1.

## **Enhancements and Improvements**

### **Performance and Functionality improvements when working with multiple organizations**

In order to improve performance and functionality, the Provide Information wizard in the Web Portal has been enhanced with the following updates:

1. The ability to search for an organization within the current level.
2. Organizations in the current level are loaded progressively, as the user scrolls through the drop-down list.

The improvements enable users to more easily select organizations.

### **A set of summary pages after going through a Provide Information wizard**

The Provide Information Wizards in the Web Portal and in the Management Portal were improved by adding an extra summary section at the end. This allows for an easier review of the choices the user has made throughout the wizard.

The choices made throughout the pages of the wizard can be displayed here for the user and administrator's convenience.

### Small consistency improvements in the installation path and component naming

The Transaction Engine and Windows Client processes and services were renamed to match product naming across the whole set of components. This has caused issues in the past by not allowing administrators to quickly identify the product's running processes.

### Set attribute action to a people attribute of table type workflow fails

When a list service attribute is used to set the values of a people attribute with **Add** or **Overwrite** if the people attribute is of type *list*, all values from the list service attribute will be added.

### Improved People Data Connection logging to offer enriched details at sync time

The People Data Connection synchronization log now offers additional details. The feature can be turned on in the People Data Connection, by checking the "Show Advanced Synchronization Details" option in the "Properties" tab. The synchronization log will offer advanced details on what exactly has changed for the persons concerned.

The synchronization log details will be displayed similarly to the following example:

Updated person "Eric Brown"  
Employee Number changed from **00** to **99**  
Last Name changed (**restricted**)  
Manager changed from **David** to ""  
Role changed from **Engineer** to **Senior Engineer**



For the release notes of previous versions, please refer to the [Previous Versions](#) page.

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## Bugs Fixed

The following issues were resolved in this release:

Problem ID	Title
86326	Special characters in password cause password resetting to fail when using the Reset Password button on the Microsoft Windows logon screen. <a href="#">Knowledge-base article</a>
78086	Error: "You are not authorized to access this site" is displayed when trying to connect to the Identity Director Management Portal using Identity Broker. <a href="#">Knowledge-base article</a>

## Previous versions of Identity Director 2021.1

### Identity Director 2021.1.3

Problem ID	Title
77013	The arrow to expand the drop down list in an Ivanti Identity Director service is not visible when using Google Chrome or Microsoft Edge Chromium. <a href="#">Knowledge-base article</a>
78360	When setting the language to Español, the Web Portal does not notify the user when the 'Unlock Account' process has been successfully completed. <a href="#">Knowledge-base article</a>
77997	After upgrading to Ivanti Identity Director 2021.1, synchronizations using the Setup and Sync Tool tool might be slower than before. <a href="#">Knowledge-base article</a>
76902	Users cannot log into the Identity Director client or access the Web Portal after upgrading, when using a custom installation location. <a href="#">Knowledge-base article</a>
76020	Identity Broker installation MSI throws an error if a database connection password contains a specific character. <a href="#">Knowledge-base article</a>

Problem ID	Title
78337	In the Web Portal, using the ENTER key triggers the 'Next' button on an Identity Director Provide Information workflow action. <a href="#">Knowledge-base article</a>

### Identity Director 2021.1.2

Problem ID	Title
78074	After upgrading to Identity Director 2021.1.1, the Setup and Sync Tool is synchronizing organizations incorrectly. <a href="#">Knowledge-base article</a>

### Identity Director 2021.1.1

Problem ID	Title
77069	Certain complex regular expressions for Identity Director Provide Information workflow action do not work in Safari for Mac users. <a href="#">Knowledge-base article</a>
77096	After going through a Provide Information wizard, a set of summary pages displays variables and parameters that should not be seen. <a href="#">Knowledge-base article</a>
76767	Special characters are replaced in the "My Queue" section of the User Portal and in the "Status Details" search field. <a href="#">Knowledge-base article</a>
77024	Loading of Ivanti Identity Director drop down list is very slow in the Identity Director Web Portal. <a href="#">Knowledge-base article</a>
77531	Error: "An item with the same key has already been added" is displayed during synchronization with the Setup and Sync Tool. <a href="#">Knowledge-base article</a>
77085	Performance improvement using a Smart Rule of type List of People. <a href="#">Knowledge-base article</a>

Problem ID	Title
77933	Azure Active Directory authentication failed when signing into the Identity Broker Management Portal. <a href="#">Knowledge-base article</a>

### Identity Director 2021.1

Problem ID	Title
76360	Option to restore a deleted Ivanti Identity Director service in the Audit trail is not visible. <a href="#">Knowledge-base article</a>
74431	Unexpected SafeGuard trigger on People Attribute change. <a href="#">Knowledge-base article</a>
76415	In an Identity Director Data Source of the MS Graph API type, the Client Secret is readable.
76405	The scaling of services logos and buttons in the Ivanti Identity Director Web Portal is incorrect. <a href="#">Knowledge-base article</a>
76701	Set attribute action to a people attribute of table type workflow fails. <a href="#">Knowledge-base article</a>
76530	Using GET "/PublicApi/Person/Search" to find a person with an underscore fails with freeTextFilter. <a href="#">Knowledge-base article</a>
N/A	Importing a building block that has just been created fails.



For a list of the bugs fixed in previous versions and more, please refer to the [Previous Versions](#) page.

## About this Release

This table shows the Identity Director version that introduced the Datastore revision level that applies to Ivanti Identity Director 2021.2:

Datastore revision level	Introduced in
90	Identity Director 2021.1.1

- During installation, the Datastore is automatically updated if it is of a lower revision level.

# Additional information

## 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](#).

Here you can also find the [Known Issues and Limitations](#).