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Identity Director

Release Notes

Version 10.2.0.0

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1. What's New in Ivanti Identity Director 10.2.0.0

1.1 About this Release

This table shows the Identity Director version that introduced the Datastore revision level that applies to Ivanti Identity Director 10.2.0.0

Datastore revision level	Introduced in
69	Ivanti Identity Director 10.2.0.0

- When you install this release, 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.

1.2 Highlighted Features

Enhanced multilanguage support

In Ivanti Identity Director, multilanguage support for the Web Portal and the Mobile Client has been enhanced. In previous versions, end users could already experience localized versions of the UI of their Ivanti Identity Director Web Portal or Mobile Client. Ivanti Identity Director now offers support for multilingual configurations of your services. This allows you to offer your end users localized versions of the service **Name**, **Description** and **Cost**. End users can then interact with the services in the Ivanti Identity Director environment in a language of choice.

Currently, Ivanti Identity Director supports these languages:

- English (US)
- English (UK)
- Dutch
- German
- Swedish
- French
- Norwegian
- Danish
- Portuguese
- Spanish

To facilitate full support for multilingual configurations of your services, the following new functionality is now available in the Management Portal:

- At **Setup**, a new menu item is now available: **Translations**. At this page, you can:
 - Enable (or disable) full support for multilingual configurations of your services.
 - Specify the set of supported languages that applies to your organization.
 - Set the default language, in case a translation of a service is not available in the language that is selected by the end user.
- At **Service Catalog**, when you configure a service, a new tab is now available on the service configuration page: **Translations**. This tab is only available if you have enabled multilanguage support at **Setup > Translations**. On this tab, you can:
 - View the set of supported languages, as configured at **Setup > Translations**.
 - Export a service properties file (RESX) of each supported language. For example, you can export the RESX of the default language and use it as the basis of translations for the other supported languages. You can export the RESX of each supported language to make adjustments to the translation.
 - Import RESX files for each supported language. This ensures that custom labels are translated in the correct language.

1.3 Enhancements and Improvements

Action "Cancel another service": Support for unassigning another service

In the Management Portal at **Service Catalog**, when you configure a **Cancel another service** action for a service, you can now also unassign a specific service. When you **unassign** a service, the service is returned, but its workflow isn't executed. This prevents business owners from having to complete the same actions multiple times.

For this purpose, a new field **Cancel/unassign** is now available in the Management Portal. In this field, you can specify whether the other service should be requested or assigned. By default, **Cancel** is selected.

Action "Request another service": Support for assigning another service

In the Management Portal at **Service Catalog**, when you configure a **Request another service** action for a service, you can now also assign a specific service. When you **assign** a service, the service is delivered, but its workflow isn't executed. For example, if a business owner already approved the delivery of a number of services to end users, you can now assign these services. This prevents business owners from having to approve these transactions for a second time.

For this purpose, a new field **Request/assign** is now available in the Management Portal. In this field, you can specify whether the other service should be requested or assigned. By default, **Request** is selected.

Ivanti Automation: Device ID resolved when Ivanti Automation Agent+ is installed

The Device ID is now resolved when the Ivanti Automation/RES ONE Automation Agent+ is installed.

Organization: Performance optimization

In RES ONE Identity Director 10.1.0.0, we already implemented a performance optimization of Identity Director when you selected organizations during the configuration of services, people, organizations, etc. See **Organization: Performance optimization when selecting organizations** (see page 11).

In Ivanti Identity Director 10.2.0.0, the performance of organization selection has been further optimized. Where applicable in the Management Portal, Ivanti Identity Director no longer loads the entire organization tree structure, but loads it per level. This significantly improves the response time to load organizations.

Password Reset: Audit Trail for password reset attempts

In the Management Portal, at **Audit Trail**, all password reset attempts are now recorded chronologically. This helps administrators to see when several attempts to reset a password for a single account are made in a short period of time.

Portals: Enhanced security

Security of the Ivanti Identity Director Web Portal and Management Portal has been enhanced by addressing a vulnerability.

Service Catalog: Trigger services using multiple Person Attributes

A service delivery can be triggered when a specified Person Attribute changes. Previously, you could set a trigger only for a single Person Attribute; from v10.2, you can specify multiple Person Attributes on the **Start Delivery** dialog.

For this purpose, the following change has been made in the Management Portal:

At **Service Catalog**, on the **Workflow** tab of a **Service Definition**, in the **Start Delivery** action configuration, you can now add multiple attributes to the **Person Attribute** section using the **Add attributes** button.

Service Catalog: URL in "Open" field on "Properties" tab of services no longer validated

At **Service Catalog**, you can configure a service to open a specific URL when a user clicks the service in the Ivanti Identity Director Web Portal. For example, this allows you to redirect the user to a web application like Salesforce or Outlook 365. You can specify this URL in the **Open** field on the **Properties** tab of the service page.

In previous versions, this URL was validated. In Ivanti Identity Director 10.2.0.0, the content of the **Open** field is no longer validated, to support scenarios in which users can be redirected to virtual machines like VMware View clients.

Web Portal: Adding a service to your end-user dashboard

If you have enabled dashboards for end-users, they can add their favorite services to their Ivanti Identity Director Web Portal dashboard by selecting the **Add to dashboard** option on the tile for the service in **My Store**. They can remove the service from their dashboard by clicking **Remove from dashboard** on the tile either on their dashboard or from the **My Store** page. You must enable the option **Allow end users to edit their dashboard** for end-users to add favorite services.

Web Portal: Customizable dashboards

Dashboards were introduced in RES ONE Identity Director v10.1, but could not be customized. From Ivanti Identity Director v10.2, you can choose to enable or disable dashboards in the Web Portal, and choose whether to allow users to customize their dashboards.

For this purpose, the following changes have been made in the Management Portal:

At **Setup > End-user dashboards**, two new options are available:

- **Enable dashboards in web portal** - when enabled, the dashboard becomes available in the Web Portal. The dashboard is disabled by default.
- **Allow end users to edit their dashboard** - when enabled, end users can add or remove widgets from their own Web Portal dashboard. This enables end users to customize the dashboard to suit their own requirements and preferences.

Web Portal: Localization of timezone and language

End users can now set their preferred **Timezone** using the **Account** item on the user menu in the Ivanti Identity Director Web Portal. By default, the timezone is detected automatically, but users can override this by clearing the **Detect automatically** check box and then selecting the appropriate timezone from the list.

Ivanti Identity Director uses the timezone and language information for each user so that placeholders such as **#Service[Datetime.Localtime]** and **#Service[date.LocalFormat]** can be localized for each user when sent in e-mails.

1.4 Resolved Issues

Action "Send Message": #Localdateformat not processed correctly in the e-mail

The placeholder `#Service[Date.LocalFormat]` was not using the locale settings of the local computer to translate dates in e-mails, but was keeping US format. This has been resolved.

Attributes: Checklist attribute copied from global attribute not working correctly

If you copied a checklist attribute from a global table attribute with three columns, a validation error occurred. This has been resolved.

For more information about checklist service attributes, please refer to the Ivanti Identity Director Administration Guide.

Functions: Transaction Engine exhibiting high CPU-usage and not processing new requests when incorrectly formatted function was used

In the Management Portal at **Service Catalog**, if you configured a function for a service workflow action, and the format of the function was incorrect (for example `@[EVAL(1+1)]`, where the space between `)` and `]` is invalid), the Transaction Engine would use 100% of 1 CPU-core when you requested the service. No new transactions could be processed, and you needed to restart the Transaction Engine to solve the issue. This has been resolved.

Now, if you use an incorrectly formatted function, the Transaction Engine will ignore the function and interpret it as plain text.

So if the example above is used in a message, the message will include the text `'@[EVAL(1+1)]'`.

Password Reset: Error when using 'Back' from the security questions window

When using the Windows client to request a password reset from the Microsoft Windows logon screen, if you clicked **Back** after answering a security question, an error occurred and the application stopped working. This has been resolved.

Web Portal: Customized Store name not applied

In the Management Portal, at **Setup > Branding**, when you set a custom **Store name**, this was not applied in the Web Portal. This has been resolved.

Web Portal: Default sorting order not applied if set to Category in Management Portal

In the Management Portal, at **Setup > General**, if **Web Portal Sorting** was set to **Category**, this default sorting order was not taken into account by the Web Portal. This has been resolved.

2. RES ONE Identity Director 10.1.0.0

2.1 About this Release

This table shows the RES ONE Identity Director version that introduced the Datastore revision level that applies to RES ONE Identity Director 10.1.0.0

Datastore revision level	Introduced in
66	RES ONE Identity Director 10.1.0.0

- When you install this release, 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.

2.2 Highlighted Features

Actions: Post Announcement

In the Management Portal at **Service Catalog**, when you configure the workflow of a service, a new action is now available: **Post Announcement**. This action allows you to post announcements on the Web Portal. For example, you can use this action in a service to allow HR or IT managers to post corporate announcements on the Web Portal (e.g. "On Friday (2017-01-06), e-mail will temporarily be unavailable due to maintenance, starting from 4 PM").

- You can set an expiration date to the notification. This shows the announcement in the new dashboard section of the Web Portal until the date expires.
- Announcements are shown in the Web Portal in the sections **My Queue** and **My Dashboard** (if enabled)

See also

- **Web Portal dashboard** (on page 4)

Service Versioning: Support for rollback of service versions

In RES ONE Identity Director 10.0.0.0, **Service Versioning** was introduced. With Service Versioning, you can track the change history of your services. This is very beneficial in organizations with multiple administrators, who may administer the same services. Service versioning now supports rollback functionality. This allows you to roll back services to a previous version. This improves service management in general and makes it easier to revert service changes that led to unexpected or undesired results.

Before you roll back a service to a previous version, you can compare service configurations. This allows you to validate if the version that you want to roll back to is the correct one. If necessary, you can then make changes to the service configuration of the previous version, and save the changes to make the rollback effective. You can also choose to duplicate service versions, to create new services of a previous version.

For this purpose, the following changes have been made in the Management Portal:

- At **Service Catalog**, the **Versions** tab of the service page now shows a graphical visualization of all previous service versions. When you roll back to a previous version, the overview may include branches of service versions.
- Each version now contains a rollback button. When you click this button, a **Version Comparison** page opens. This page shows a comparison with the current service version, including properties, screenshots, attributes, qualification settings and workflows. You can use this page to roll back to a previous version, or to create a duplicate service. If necessary, you can view the workflow comparison in full screen, for example if a workflow contains many workflow actions.
 - When you select the option **Show only changes**, you can limit the comparison to changed settings only. This option is selected by default. If you clear the option, all settings are shown.
 - When you click the **Rollback** button, the system loads the previous version of the service. The rollback first becomes effective when you save the service.
 - When you click the **Duplicate** button, the system creates a duplicate of the previous version of the service. This allows you to test additional service configurations without changing the current version of the service.
- The service page shows the current version number of the service.
 - If you roll back a service, don't make any other changes and save the service, the current version will be the one you selected for rollback.
 - If you roll back a service, make changes and then save the service, the version number is incremented as follows:
 - A roll back from version 5 to version 3 leads to "Version 3.1".
 - A roll back from version 3.1 to version 3 leads to "Version 3.2".
 - A roll back from version 3.2 to version 3.1 leads to "Version 3.1.1".
- The **Audit Trail** now logs all service rollbacks. This allows you to track who performed a rollback, why and when, and to which version the service has been rolled back. An overview per service is shown on the **Diagnostics** tab of the service page, in the **Audit** section.

Web Portal dashboard

In the Web Portal, a dashboard is now available that allows users to customize the view of the Web Portal to their own preference. The dashboard is preconfigured to show useful information in widgets. Users can add or remove widgets according to their specific needs. This makes it easier for users to find the information and services they need to perform your job.

Currently, the dashboard only posts announcements. The dashboard will be enhanced in future versions with favorite services, featured services, custom filters, etc.

For this purpose, the following changes have been made:

- In the Management Portal at **Setup > General**, a new setting is now available: **Enable dashboards in web portal**. When enabled, the dashboard becomes available in the Web Portal. The dashboard is disabled by default.

See also

- **Actions: Post Announcement** (on page 2)

2.3 Enhancements and Improvements

Action "Approve Transaction": Allow users to provide reason for approvals and rejections

In the Management Portal at **Service Catalog**, when you configure an **Approve Transaction** for a service, you can now allow Web Portal users to provide a reason when they approve or reject the transaction. For this purpose, a drop-down box **Reason** has been added to the workflow action. This new functionality is disabled by default. You can also set the provisioning of a reason as optional or make it mandatory.

In addition, new action placeholders are available that allow you to retrieve the reason(s) why actors approved or rejected the transaction. These placeholders are available in actions that follow the **Approve Transaction** in the workflow. The placeholders support single actors (requester/subscriber/actor of choice), dynamic actors and smart rules.

Placeholder	Explanation	Parsed like
All actors > Reason	Resolve the names and reasons of all actors in the action.	#Action[<actionname>.All.Reason]
Actor(s) who responded > Reason	Resolve the names and reasons of all actors who completed the action.	#Action[<actionname>.Responded.Reason]
Actor(s) who approved > Reason	Resolve the names and reasons of all actors who approved the transaction.	#Action[<actionname>.Approved.Reason]
Actor(s) who rejected > Reason	Resolve the names and reasons of all actors who rejected the transaction.	#Action[<actionname>.Rejected.Reason]
Actor(s) who cancelled > Reason	Resolve the names and reasons of all actors who canceled the action.	#Action[<actionname>.Cancelled.Reason]

Action "Send Message": Action now fails if mail server cannot be reached

In the Management Portal at **Service Catalog**, when you configure a **Send Message** action for the workflow of a service, you can configure the action to send the message by e-mail. In previous versions, when the workflow was executed, the action always got the status **Completed**, even if the Transaction Engine failed to connect to the specified mail server, and the e-mail was never sent. This behavior has been changed. In this scenario, if the Transaction Engine fails to connect to the specified mail server, the workflow action now gets the status **Failed**, also if the message is still sent to the Web Portal.

Please note that if a **Send Message** fails, the service transaction of which it is part is not affected and may still succeed.

Administrative Roles: Set permissions on versioning functionality

In the Management Portal at **Setup > Administrative Roles**, when you configure an administrative role, you can now set permissions on the **Versioning** functionality. You can set **Deny**, **Read** or **Modify** permissions or let permissions be inherited from the **Setup** page, the parent of the **Versioning** page.

- If you set **Deny** permissions, the **Versioning** page in the **Setup** menu and the **Versions** tab on the service page are not available.
- By default, the administrative role *Full Access* has **Modify** access to versioning. Access is denied for new administrative roles.
- In upgrade scenarios, access is denied for custom administrative roles.

Administrative Roles: Set Read permissions on People and Organization

In the Management Portal at **Setup > Administrative Roles**, when you configure the permissions of an administrative role, you can now also set **Read** permissions on **People** and **Organization**:

- At **People**, this allows you to configure administrative roles that grant users read-only permissions to people. For example, you can now configure an administrative role in which support engineers can only view people in the Management Portal, not edit any of their settings.
- At **Organization**, this makes it easier to configure more complex administrative roles, in which you set **Read** permissions at root level, which is inherited by individual child items.

Administrative Roles: Support in login accounts for Identity Broker authentication

In the Management Portal at **Setup > Administrative Roles**, you can now configure login accounts based on Identity Broker claims. In environments that use Identity Broker authentication, this allows administrators to sign in with an identity provider as configured in Identity Broker (for example, a Microsoft Azure AD account).

For this purpose, the field **Login type** is now available on the **Properties** tab of the **Login account** page. From this field, you can select two login types:

- Select **Default** to apply the behavior as known in previous versions (Windows authentication).
- Select **Identity Broker** to allow an administrator to sign in with an identity provider as configured in Identity Broker. Currently, only Windows authentication and UPN are supported.
 - If you want to allow administrators to sign in with their UPN, you need to configure a people identifier **UPN**, so RES ONE Identity Director can match a person in your environment with the Identity Broker claim.

See the **Getting Started with the Identity Broker** for more information. This document is available at <http://success.res.com> > **Downloads**.

API: Security optimization


The public API of the Management Portal has been updated to remove an unneeded authentication mechanism. In addition, the API of the Management Portal is now disabled by default.

- If necessary, you can manually enable the API by adding the setting `<api enabled="true" />` in the section `<webConsoleConfiguration>` of the `webconsole.config` file of the Management Portal.

RES recommends to upgrade to this revision to remove the extraneous authentication mechanism.

- If you do not use the API, RES recommends to disable the public API. You can do this by adding the setting `<api enabled="false" />` in the section `<webConsoleConfiguration>` of the `webconsole.config` file of the Management Portal.

Attributes: Global attributes, service attributes and person attributes of type "Password" masked with new icon

In the Management Portal, you can configure global attributes at **Data Model > Global Attributes**, service attributes at **Service Catalog** and people attributes at **People**. The values of password attributes are seen as restricted information by default: their actual values are never shown. In previous versions, the values of global attributes, service attributes and people attributes were masked with asterisks (e.g. `*****`). To be in coherence with the masking icons that were introduced in RES ONE Identity Director 2016, these values are now masked with a new icon, . Because password values are masked by default, the new icon is shown irrespective of the permissions of your administrative role.



Attributes: Restrict information for individual columns in table people attributes and table service attributes

In the Management Portal at **Service Catalog**, for table people attributes and table service attributes you can now restrict information for individual table columns. This hides the values of these columns for unauthorized administrators; they can still see the values in unrestricted table columns.

Attributes: Security enhancement in people attributes when viewing restricted information

In the Management Portal at **Service Catalog**, when you restrict information in people attributes, it is now also restricted for authorized administrators. Instead, they now need to click a new icon to view the restricted information. This prevents situations in which unauthorized administrators can view restricted information by shoulder surfing authorized administrators.

For this purpose, the following changes have been made in the Management Portal:

- At **Setup > Data Model**, when you restrict the value of text or table people attributes:
 - Authorized administrators now see the icon  when they view these attributes and their placeholders anywhere in the Management Portal (e.g. in the people properties or transactions). They can see the actual view by clicking the icon. These values are hidden again when the page is refreshed. Where appropriate, a button is available to view ALL restricted attributes at once.
 - Unauthorized administrators see the icon  for restricted attributes and their placeholders.
- The **Audit Trail** now records instances of authorized administrators who view restricted information.

Attributes: Support for placeholders in values and descriptions of checklist service attributes

In the Management Portal at **Service Catalog**, when you configure checklist service attributes, you can now use placeholders to specify labels and values. This allows you to configure services that dynamically resolve the labels and values of checklist service attributes. For example, you can now use a person attribute as a label in a checklist service attribute. During the service transaction, this person attribute then resolves dynamically depending on the person that requests or subscribes to the service. This allows you to use personalized options in the checklist.

Example

Consider the following scenario:

1. In the Management Portal at **Data Model > People Attributes**, you have configured the people attributes "E-mail address" and "Phone number".
2. At **Service Catalog**, you configure a service with a checklist service attribute.
3. You configure the service attribute with the following labels:
 - `#Requester[e-mailaddress.value]`
 - `#Requester[phonenumber.value]`

In this scenario, when someone requests the service, his e-mail address and phone number will be resolved as labels of the service attribute.

Attributes: Support for placeholders in values and descriptions of list service attributes

In the Management Portal at **Service Catalog**, when you configure list service attributes, you can now use placeholders to specify values and descriptions. This allows you to configure services that dynamically resolve the values and descriptions of list service attributes. For example, you can now use a person attribute as a value in a list service attribute. During the service transaction, this person attribute then resolves dynamically depending on the person that requests or subscribes to the service. This allows you to use personalized options in the list.

Example

Consider the following scenario:

1. In the Management Portal at **Data Model > People Attributes**, you have configured the people attributes "E-mail address" and "Phone number".
2. At **Service Catalog**, you configure a service with a list service attribute.
3. You configure the service attribute with the following values:
 - `#Requester[e-mailaddress.value]`
 - `#Requester[phonenumber.value]`

In this scenario, when someone requests the service, his e-mail address and phone number will be resolved as values of the service attribute.

Attributes: Support for placeholders in values and descriptions of table service attributes

In the Management Portal at **Service Catalog**, when you configure table service attributes, you can now use placeholders to specify values. This allows you to configure services that dynamically resolve the values of table service attributes. For example, you can now use a person attribute as a value in a table service attribute. During the service transaction, this person attribute then resolves dynamically depending on the person that requests or subscribes to the service. This allows you to use personalized options in the table.

Example

Consider the following scenario:

1. In the Management Portal at **Data Model > People Attributes**, you have configured the people attributes "E-mail address" and "Phone number".
2. At **Service Catalog**, you configure a service with a table service attribute.
3. You configure table columns in the service attribute with the following values:
 - #Requester[e-mailaddress.value]
 - #Requester[phonenummer.value]

In this scenario, when someone requests the service, his e-mail address and phone number will be resolved as values in the table service attribute.

Attributes: Support for using text and table global attributes and people attributes as values of list and checklist service attributes

In the Management Portal at **Service Catalog**, when you configure a list or a checklist service attribute for a service, you can now base its values on the values of a text or table global attribute or people attribute. This makes it easier to use global values in multiple services.

For this purpose, the following changes have been made on the **Attributes** tab of the service properties page:

- When you configure a **list** or a **checklist** service attribute, a drop-down field is now available to specify their values. This drop-down field has three options:
 - **Manual input:** When you select this option, you can provide values manually. This option reflects the same behavior as in previous versions of RES ONE Identity Director.
 - **Copy from global attribute:** When you select this option, you can copy the values of a text or a table global attribute.
 - The value format should be **Value;Description | Value;Description | ...**
 - A **Preview contents** area shows a read-only view of the values of the global attribute. A warning message is shown if the value format is not matched.
 - **Copy from people attribute:** When you select this option, you can copy the values of a text or a table people attribute.
 - The value format should be **Value;Description | Value;Description | ...**
 - A **Preview contents** area shows a read-only view of the values of the people attribute. A warning message is shown if the value format is not matched.

Branding: Redirection link to specify Web Portal URL on "General" page

In the Management Portal at **Setup > General**, if you don't specify the URL to the Web Portal, a message about this is shown at **Setup > Branding**, when you configure a branding theme. This URL is needed to show a preview of the branding theme. The message now contains a link to the **General** page, which makes it easier to find the setting that specifies the Web Portal URL.

In addition, at **Setup > General**, the placeholder hint in the **Web Portal URL** field has been changed, to provide a more meaningful hint.

General Behavior: Support for mapping people identifiers to Identity Broker claims

In the Management Portal at **Setup > General**, when you specify a people identifier for user authentication, you can now map it to an Identity Broker claim. In RES ONE Identity Director environments that use Identity Broker authentication, this allows the Identity Broker to authenticate people in your RES ONE Identity Director environment, by matching the claim with a valid people identifier value. This provides a seamless sign in experience to your end users by allowing them to sign in with a custom identifier (e.g. UPN).

For this purpose, the **Identity Broker Claim** field is now available.

- When you configure Identity Broker authentication in your environment, you need to map the people identifier that is used for user authentication to a valid Identity Broker claim. Valid claims are for example **preWin2000** for the identifier **Windows user account** and **upn** for the identifier **Primary e-mail address**. If this people identifier cannot be matched to a valid Identity Broker claim, authentication will fail.
- The **Identity Broker Claim** field defaults to **preWin2000**. This means that if you use Identity Broker authentication, but leave the field empty, the Identity Broker will first try to match a preWin2000 account to the specified people identifier.
- You can configure others claims in the Identity Broker.

See the **Getting Started with the Identity Broker** for further information on installation and configuration of the Identity Broker. This document is available at <http://success.res.com> > **Downloads**.

Management Portal: Navigation menu indicator

In the Management Portal, when you navigate the menu, an indicator now shows in which functionality area of the product you are currently located. For example, if you configure Datastore settings, a visual indication in the navigation menu highlights the Setup menu item, because this is the functionality area in which the Datastore settings are located.

Mobile Client: Promote usage of Mobile Client on sign-in page of Web Portal

In the Management Portal at **Setup > Mobile clients**, you can now promote the usage of the Mobile Client on the sign-in page of the Web Portal. With the Mobile Client, mobile employees can view, request and manage corporate applications and services from their iOS or Android mobile device. Managers can easily use the Mobile Client to approve requests for services and order relevant services on behalf of employees.

For this purpose, the option **Inform users about Mobile Clients on Web Portal sign-in page** has been added at **Setup > Mobile clients**.

- Select the option to show the message on the Web Portal.
- Clear the option to disable it, for example because business compliance does not allow users to interact with RES ONE Identity Director via a mobile device. This is the default setting.

Users can download the Mobile Client from the Apple App Store (iOS) and Google Play Store (Android), where they can find the app as **RES ONE Identity Director**. See the **RES ONE Identity Director Administration Guide** for a user manual.

Organization: Performance optimization when selecting organizations

In the Management Portal, when you selected organizations during the configuration of services, people, organizations, etc, showing the organizational structure in the **Select Organization** page could take up a considerable amount of time. This was especially noticeable in environments with many (20,000+) organizations. This issue also occurred in the Web Portal, for example when users selected organizations in a **Provide Information** action. This process has been optimized.

Password Reset: Usability optimization of password complexity hints in Web Portal and Windows Client

In the Management Portal at **Setup > Password Reset**, you can configure password complexity policies to ensure that provided passwords meet the requirements of your organization. For each regular expression that you configure, you can specify a password complexity hint. In the Web Portal and the Windows Client, the way in which the password wizard shows the complexity hints has been improved:

- In previous versions, when a user provided a password that matched a regular expression, the related complexity hint was no longer shown in the wizard. All complexity hints are now shown until the user finished the password wizard. If the provided password matches a regular expression, the related complexity hint will now be marked.
- The area that shows the complexity hints has been enlarged. In scenarios with multiple complexity hints, it is no longer necessary for users to scroll to view all hints.

People: Abort, retry and delete transactions from properties page

In the Management Portal at **Transactions**, you can abort pending transactions, retry failed transactions, and delete failed and completed transactions. This functionality is now also available on the properties page of a person, at **People > Diagnostics tab > Transactions** section.

Service Catalog: Abort, retry and delete transactions from properties page

In the Management Portal at **Transactions**, you can abort pending transactions, retry failed transactions, and delete failed and completed transactions. This functionality is now also available on the properties page of a service, at **Service Catalog > Diagnostics tab > Transactions** section.

Service Catalog: Performance optimization when saving services

In the Management Portal at **Service Catalog**, if you made changes to (generic) services that contained many attributes, saving these services could take up a considerable amount of time. This process has been optimized.

Service Catalog: View impact of changes to qualification settings of services

In the Management Portal at **Service Catalog**, when you make changes to a service, whether manually or via a service rollback, these may include changes in the qualification settings. As an administrator, it is useful to consider the impact of these changes on your users before you actually implement them. For this reason, the **Qualification results** page is now available. This page opens when you change the qualification criteria of an existing service and then save the service. The **Qualification results** page shows how many people qualify for the service with the new settings, and how they impact the number of subscribers to the service. This helps you decide whether to implement the changes.

- If the changes impact a large number of users or in environments with many organizations, the calculation of the qualification results may take some time. You can therefore also choose to skip the visualization of the end results, by clicking **Next** during the calculation. This event will be logged in the **Audit** section of the **Diagnostics** tab.

Transaction Engine: Performance optimization in processing actions on large number of transactions at once

In previous versions, if the Transaction Engine needed to process actions that applied to a large number of transactions (i.e. retry, abort, delete), this could take up a considerable amount of time. This process has been optimized.

Transaction Engine: Performance optimization when invoking Run Books

The performance of the Transaction Engine has been optimized to handle **Invoke Run Book** actions more efficiently. In addition, the communication between RES ONE Identity Director and RES ONE Automation has been made more robust.

This optimization is especially noticeable in environments that need to handle a large number of transactions that include **Invoke Run Book** actions: In previous versions, this could lead to the failure of services in these transactions, or services remaining in a pending state.

Transaction Safeguard: Performance optimization

The performance of the Transaction Safeguard has been optimized by implementing a more efficient communication process between the browser and the server that hosts the Management Portal. This reduces network traffic.

Transaction Safeguard: Various enhancements

In the Management Portal at **Setup > Transaction Safeguard**, the following enhancements have been made:

- When a fail-safe is triggered, you can troubleshoot its cause on the **Transactions** page. On this page, you can then decide to continue regular operations or to abort the “suspect” transactions. In previous versions, when you chose one of these actions, it was immediately executed. To prevent mistakes, you will now be asked to confirm your choice.
- When a fail-safe is triggered, the system sends an e-mail about this, prompting you to take immediate action. The contents of the e-mail now contain more detailed information about the event that triggered the fail-safe. It now shows when the fail-safe was triggered and by which rules, but also the Transaction Engine that was responsible for executing the qualification, how many times this error occurred, and the version of the Transaction Engine.

Web Portal: Performance optimization in Delegated Administration panel when loading people

In the Web Portal, the performance of the Delegated Administration panel when loading people has been optimized. This is especially noticeable in large environments with many users and organizational context items).

For this purpose, people queries in the Delegated Administration panel are now cached. This results in a much faster loading time of people.

- Caching is enabled by default.
- The first time a user loads people, loading people can take a long time. After that, the data loads much faster.
- The data is cached for 5 minutes. After that, the data needs to be reloaded.
- You can configure the behavior of caching in the `WebPortal.config` file of the Web Portal. By default, this file is located on the server that hosts the Web Portal at: `C:\Program Files (x86)\RES Software\IT Store\Web Portal\Config`.

Example

This is an example of a part of the `WebPortal.config` file with caching enabled:

```
<webPortalConfiguration>
  [.....]
  <application>
    <panels cacheenabled="true" cacheexpiration="300"
cacheexpirationtimeunits="seconds"></panels>
  </application>
  [.....]
</webPortalConfiguration>
```

Explanation:

- `panels`: This element is not mandatory. If it's missing, the above values are used.
- `cacheenabled`: This attribute is mandatory. You can use **true** or **false**.
- `cacheexpiration`: This attribute is mandatory.
- `cacheexpirationtimeunits`: This attribute is mandatory. Its possible values are: **seconds**, **minutes**, **hours**, **days**. Everything else defaults to seconds. The values are not case-sensitive.

2.4 Resolved Issues

Action "Invoke Run Book": Placeholder #Requester[DeviceName] not working

Consider the following scenario:

1. In the Management Portal at **Service Catalog**, you configured a service with an **Invoke Run Book** workflow action.
2. In the **Computer** field of the **Invoke Run Book** action, you specified the placeholder `#Requester[DeviceName]`, to resolve the device name of the service requester via reverse NetBIOS lookup.
3. You requested the service from the Web Portal.

In this scenario, the service failed, because the placeholder `#Requester[DeviceName]` could not be resolved. This has been resolved.

In addition, in certain scenarios on Microsoft Azure deployments, you may want to disable reverse NetBIOS lookup. You can do this by adding a key to the `WebPortal.config` file:

- Add the key "reverseLookUpIpForComputerName" with value "false" under the "application" node.
 - If the "application" node does not exist, you need to create it.
 - The key "reverseLookUpIpForComputerName" is only taken into account on Microsoft Azure deployments. It has no effect on deployments on other operating systems, regardless of its value.

Example

```
<webPortalConfiguration>
  <application reverseLookUpIpForComputerName="false"></application>
</webPortalConfiguration>
```

Action "Postpone Transaction": Transaction not postponed when using service attribute to specify postpone time

Consider the following scenario:

1. In the Management Portal at **Service Catalog**, you configured a service with a **Postpone Transaction** workflow action.
2. In the **Postpone** area, you selected **Use service attribute** to specify the time until the transaction was to be postponed.
3. You selected a service attribute that matched a date format (date, datetime or text).
4. You requested the service from the Web Portal.

In this scenario, the transaction was not postponed until the date specified in the service attribute, but continued immediately. This has been resolved.

Action "Provide Information": Placeholders checklist service attributes not working as page condition

Consider the following scenario:

1. In the Management Portal at **Service Catalog**, you configured a service that contained a checklist service attribute.
2. In the service workflow, you added a **Provide Information** action.
3. You configured a page condition for a page, based on the checklist placeholder `#Service[<CheckList>.labels.selected]` or `#Service[<CheckList>.values.selected]`.
4. You requested the service in the Web Portal.

In this scenario, the page conditions did not work when the values of the checklist placeholders matched the configured page condition. This has been resolved.

API: IIS unresponsive when creating or updating services with "Invoke Run Book" workflow actions

In the public API of the Management Portal, when you created or updated a service that contained **Invoke Run Book** workflow actions, IIS of the web server of the Management Portal became unresponsive to new requests. After that, you had to reset IIS manually. This has been resolved.

API: Service folder GUID "CategoryId" not retrieved

In the API of the Management Portal, you can run the HTML operation **GET /PublicApi/Service/{serviceld}** to retrieve all information about a service. In previous versions, the service folder GUID (`CategoryId`) was not retrieved. This has been resolved.

Please note that if the service is located at root level (so, not in a category folder), the `categoryId` will be completely missing from the response body.

Attributes: Checklist service attributes on same page of "Provide Information" action shown incorrectly in Web Portal

In the Management Portal at **Service Catalog**, if you configured a service and added multiple checklist service attributes to the same page of a **Provide Information** action, the attributes were shown incorrectly in the Web Portal:

- If the **Provide Information** page contained one attribute, the checkboxes of the attribute were shown correctly.
- If the page contained two attributes, the checkboxes of the first attribute would be doubled. The checkboxes of the second attribute would be shown correctly.
- If the page contained three attributes, the checkboxes of the first attribute would be tripled, the checkboxes of the second attribute would be doubled, and the checkboxes of the third attribute would be shown correctly.
- Etc.

This has been resolved.

Attributes: Date service attribute resolved incorrect date when selecting date in past in "Provide Information" action

Consider the following scenarios:

Scenario 1

1. In the Management Portal at **Service Catalog**, you configured a service.
2. On the **Attributes** tab, you configured a date service attribute.
3. On the **Workflow** tab, you configured a **Provide Information** action and added the service attribute to a page.
4. You requested the service in the Web Portal.

In this scenario, when you selected a date in the past with the date picker in the **Provide Information** wizard, it resolved to a date one day prior to the selected date.

Scenario 2

1. In the Management Portal at **Service Catalog**, you configured a service.
2. On the **Attributes** tab, you configured a date service attribute and selected a date in the past with the date picker.
3. On the **Workflow** tab, you configured a **Provide Information** action and added the service attribute to a page.
4. You requested the service in the Web Portal.

In this scenario, when you opened the date picker in the **Provide Information** wizard, it opened on a date one day prior to the date of the initial value.

Both issues have been resolved.

Attributes: HTML/XML characters in service attribute values not parsed correctly to RES ONE Automation parameters in "Invoke Run Book" action

Consider the following scenario:

1. In the Management Portal at **Service Catalog**, you configured a service with one or more service attributes.
2. In the service workflow, you configured an **Invoke Run Book** action.
3. In the action, you specified a RES ONE Automation Run Book that contained parameters.
4. You linked the RES ONE Automation parameters to the service attributes.

In this scenario, if the values of the service attributes contained HTML or XML characters (&, <, >, etc.), these were not parsed correctly to the RES ONE Automation parameters. This could lead to unexpected results in RES ONE Automation or even cause the Run Book to fail. This has been resolved.

Attributes: Not possible to delete rows from restricted table person attributes with insufficient permissions

Consider the following scenario:

1. In the Management Portal at **Data Model > People Attributes**, you configured a table people attribute with various restricted columns.
2. At **People**, on the **Attributes** tab of a person's page, you specified various row values for the table person attribute.
3. You signed off from the Management Portal and signed in with an administrative role with insufficient permissions to view restricted information.

In this scenario, you could not delete rows from the table person attribute, because the delete functionality was not available.

This has been resolved. The delete functionality is now available.

Attributes: Service attributes not resolved when combined with file service attribute with large expiration date

Consider the following scenario:

1. In the Management Portal at **Service Catalog**, you configured a service.
2. On the **Attributes** tab, you configured a file service attribute with a large download link expiration date (several years).
3. You added a few other service attributes.
4. On the **Workflow** tab, you configured a few workflow actions and used the service attributes in these actions.
5. You requested the service in the Web Portal.

In this scenario, the service attributes would not be resolved during the transaction. If your environment was running RES ONE Identity Director 10.0.0.0, the service would remain pending.

This has been resolved. In addition, the download link expiration date is now limited to a maximum of 365 days. If you specify a larger number, the expiration date is automatically set to 365 days.

Attributes: "<" and ">" characters in global attribute and service attribute values translated to HTML characters in "Send Message" action

Consider the following scenario:

1. In the Management Portal at **Data Model > Global Attributes**, you configured a text global attribute with a value that contained lesser than/greater characters ("<", ">"). This value specified an e-mail address (e.g. "Display name <user@mail.com>").
2. At **Service Catalog**, you configured a service that contained a **Send Message** workflow action.
3. On the **E-mail settings** tab, you specified the global attribute in the **From** field.
4. You requested the service in the Web Portal.

In this scenario, the lesser than/greater than characters in the global attribute value were translated to HTML characters (< and >). As a result, sending the e-mail failed, because the value could not be translated to a valid e-mail address.

This issue also occurred when using a service attribute in the From field, instead of a global attribute. This has been resolved.

Branding: Value descriptions in list service attributes not rebranded in Web Portal

Consider the following scenario:

1. In the Management Portal at **Service Catalog**, you configured a service that contained a **Provide Information** action with a list service attribute.
2. At **Setup > Branding**, you made changes to the Panel Text color of the active branding template.
3. You signed in to the Web Portal and requested the service.

In certain scenarios, this could lead to situations in which the value descriptions of the list service attribute were illegible. This has been resolved.

Data Connections: Mappings to organizational attributes not saved in organization data connections when selecting 2nd-level organizational context item in "Place in" field

Consider the following scenario:

1. In the Setup and Sync Tool at **Data Model > Data Connections**, you configured an organization data connection.
2. On the **Mappings** tab in the **Place in** field, you specified the organizational context item in RES ONE Identity Director in which the synchronized data should be placed. This was a child item on 2nd or lower level. Any organizational attributes related to this organizational context item were also shown in the **Property to set** column.
3. You mapped the organizational attributes to values from the external data source.
4. You saved the changes to the data connection.

In this scenario, when you opened the data connection again for editing, the mappings to the organizational attributes would have disappeared. This has been resolved.

This issue did not occur in the Management Portal.

Delegation: Delegation settings not shown in Web Portal when enabled on service-level

Consider the following scenario:

1. In the Management Portal at **Setup > Behavior**, you set the **Delegation** field to **Disabled by default**.
2. At **Service Catalog**, you configured a service. On its **Properties** tab, you set the **Delegation** field to **Enabled**.

In this scenario, when you signed in to the Web Portal, the profile details of the user account did not show the **Delegation** tab. This has been resolved.

Delegated Administration: Incorrect results when searching for people in Web Portal

Consider the following scenario:

1. In the Management Portal at **Organization**, the organization tree contained many items (at least 2000 children).
2. At **Setup > Service Panel**, you configured a Delegated Administration panel.
3. On the **People** tab, you added organizational context items.
4. You signed in to the Web Portal with an account that had access to the Delegated Administration panel.
5. You opened the panel.
6. On the **People** tab, you searched for people not classified in the organizational context items that you added to the panel.

In this scenario, the search sometimes gave incorrect results and showed these people anyway. This has been resolved.

Password Reset: Captcha validation not working in Web Portal

In the Management Portal at **Setup > Password Reset**, if you enabled the captcha validation functionality on the **Properties** tab, it was not shown in the Web Portal when you performed a password reset. Captcha validation would only be shown if you specified incorrect credentials or clicked **Cancel** and then retried the password reset. This has been resolved.

Password Reset: Custom texts for password reset link not working on Windows logon screen

Consider the following scenario:

1. In the Management Portal at **Setup > Password Reset** on the **General** tab, you enabled the password reset functionality for the Windows logon screen.
2. In the **Reset link text** field, you specified a custom text for the password reset link.

In this scenario, when you logged on to a Windows device on which the Windows Client was installed, the password reset text still showed the default password reset text. This has been resolved.

Password Reset: Password reset attempts not logged in Audit Trail

In the Management Portal at **Audit Trail**, any attempts by users to reset a password, whether successful or unsuccessful, were not logged in the Audit Trail.

This has been resolved. The Audit Trail now logs all password reset attempts that are made from the Web Portal, Windows logon screen or Mobile Client.

Service Catalog: Service attributes in dynamic actor rules resolved incorrectly in workflows containing "Jump" actions

In the Management Portal at **Service Catalog**, you can use placeholders and functions in certain service workflow actions to dynamically determine the actor to which they apply. This functionality applies to the actions **Approve Transaction**, **Perform Tasks**, **Provide Information** and **Send Message**.

In previous versions, the placeholder that determines the actor was overwritten with the resolve value during the service transaction. This led to an issue in scenarios in which the service workflow contained a **Jump** action: The second time the action would be processed, the placeholder would be gone and could not be resolved into a new value. Instead, it would always use the value that was resolved the first time. This has been resolved.

Smart Rules: Service attribute placeholders not resolved correctly when using smart rules in workflow actions

Consider the following scenario:

1. In the Management Portal at **Data Model > Smart Rules**, you configured a smart rule for a list of people.
2. At **Service Catalog**, you configured a service.
3. On the **Attributes** tab, you configured various service attributes.
4. On the **Workflow** tab, you configured a **Provide Information** action.
5. In the **Actor** field of the action, you selected the smart rule, and smart rule behavior **Assign to all people, proceed with first response**.
6. On the **Pages** tab, you added the service attributes to a page.
7. After you configured the **Provide Information** action, you also configured actions that contained placeholders of the service attributes that you added before.
8. You signed in to the Web Portal with an account that fell in the scope of the smart rule.
9. You requested the service and completed the provide information action.

In this scenario, the service attribute placeholders were not resolved correctly in the service. This has been resolved.

Transaction Engine: Incorrect return of services

Consider the following scenario:

1. You configured services with qualification criteria based on organization and its children.
2. People subscribed to these services.
3. You synchronized data connections that affected the classifications of people.

In this scenario, the classification changes lead to a qualification process of the Transaction Engine. During this process, the Transaction Engine caches services, people, organizations and smart rules, to match people with the services they qualify for. If an error occurs while loading the cache, the qualification process does not continue and no services are affected. However, in rare scenarios, the qualification process did continue when an error occurred. This could lead to an unexpected return of services for people in child organizations, because qualified people were incorrectly seen as not qualifying.

This has been resolved. The Transaction Engine now reports when cache data is not loaded correctly (an error occurs while loading cache). The qualification process will not continue and no services will be returned.

Transaction Engine: Qualification process could run multiple times in same instance

In rare scenarios, multiple qualification processes could run in the same instance of the Transaction Engine. This would be shown as SQL deadlocks in the Event Viewer of the database, and impacted performance.

This has been resolved.

Web Portal: No longer possible to access services via direct link after upgrading to RES ONE Identity Director 10.0.0.0

Consider the following scenario:

1. In a previous version, you had configured an environment that offered direct access to view the details of a service in the Web Portal via a hyperlink (e.g. as part of an intranet implementation).
2. You upgraded the environment to RES ONE Identity Director 10.0.0.0.

In this scenario, when users clicked the link, they were redirected to the sign-in page of the Web Portal. However, when they signed in, the service details were not shown. Instead, an overview of all services to which the user qualified were shown. This has been resolved.

Web Portal: Requesting service after canceling previous service with ESC button triggered workflow of canceled service

Consider the following scenario:

1. In the Management Portal at **Service Catalog**, you configured two services, both containing a **Provide Information** action.
2. In the Web Portal, you requested the first service.
3. When the **Provide Information** action was executed, you opened the message and pressed ESC to cancel the delivery of the service.
4. You then requested the second service.

In this scenario, the workflow of the canceled service would be executed: the **Provide Information** action of the canceled service would be shown, instead of the one of the second service. This has been resolved.

Web Portal: Unable to force default language of Web Portal

In previous versions, you could force the Web Portal to start up with a default language, by making changes to the `web.config` file of the Web Portal. This functionality no longer worked. This has been resolved.

You can now configure this functionality in the `WebPortal.config` file of the Web Portal. By default, this file is located on the server that hosts the Web Portal at: `C:\Program Files (x86)\RES Software\IT Store\Web Portal\Config`.

In the `WebPortal.config` file, you can configure the default language by adding the node `<application> </application>`. In the node, you can then add the attribute `forceDefaultLanguage` to specify the default language of the Web Portal.

See the **RES ONE Identity Director Administration Guide** for an overview of all supported languages.

Example

This is an example of a part of the `WebPortal.config` file with the default language:

```
<?xml version="1.0" encoding="UTF-8"?>
  <webPortalConfiguration>
    [.....]
    <application forceDefaultLanguage="en-GB"></application>
  </webPortalConfiguration>
```

Web Portal: Web Portal didn't use default language on non-English browsers

When a user signed in to the Web Portal on a machine running a non-English operating system, the Web Portal didn't switch to the default language of the browser (if supported by the Web Portal). Instead, it always started up in English. This has been resolved.

3. Known Issues and Limitations

Actions "Send Message" and "Post Announcement": Using "Mailbox" sends message directly to "Archived", fails the action

Consider the following scenario:

1. In the Management Portal at **Service Catalog**, you configured a service with a workflow that contained a **Send Message** or **Post Announcement** action.
2. On the **Properties** tab of the **Send Message** or **Post Announcement** action, in the **Delivery Service** section, you selected **Mailbox**.
3. You provided the necessary data or selected **Use global e-mail integration settings** on the **E-mail Settings** tab of the action.

In this scenario, when you requested the service in the Ivanti Identity Director Web Portal, the Message of the **Send Message** action was placed directly in the **Archive**. For a **Post Announcement** action, the Announcement appeared in the **Announcements** widget and could not be dismissed by reading it. In the Management Portal, the action failed, but the succeeding workflow actions were processed.

This is a known issue.

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

Consider the following scenario:

1. In the Management Portal at **Service 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. RES 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 **Service 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 Ivanti 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, Ivanti 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. RES recommends not to use scenarios like these. This functionality will not be changed in future releases.

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

Consider the following scenario:

- The Datastore to which your Ivanti 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 Ivanti 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 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: 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: Translations not supported for environments using an Oracle Datastore

Consider the following scenario:

- Your environment uses an Oracle Datastore.
- In the Management Portal at **Setup > Translations**, you **Enable translations**.

In this scenario, no services will be displayed in the Web Portal.

This is a known issue. This feature is not supported for environments using an Oracle Datastore.

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 Ivanti 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.