

Release Notes



IBM® Tivoli® Identity Manager Universal Provisioning (UPA) Adapter

Version 4.6.12

Eleventh Edition (June 14, 2010)

This edition applies to version 4.6 of this Adapter and to all subsequent releases and modifications until otherwise indicated in new editions.

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Preface

Welcome to the IBM Tivoli Identity Manager Universal Provisioning (UPA) Adapter.

These Release Notes contain information for the following products that was not available when the IBM Tivoli Identity Manager manuals were printed:

- IBM Tivoli Identity Manager Universal Provisioning (UPA) Adapter Configuration and Installation Guide

Adapter Features and Purpose

The Universal Provisioning (UPA) Adapter is a communication (e-mail mailbox) medium. The email is sent to a human administrator that will execute the actual managed (request) task.

IBM recommends the installation of this Adapter on a Windows 2003 with connectivity to the email server (MAPI or Notes). Typically, one UPA agent is setup to handle multiple Service Forms in ITIM. The optimum deployment configuration is based, in part, on the topology of your email system and load capacity, but the primary factor is the planned structure of your Identity Manager Provisioning Policies and Approval Workflow process. Please refer to the Identity Manager Policy, Organization & Administration Guide for a discussion of these topics.

The Universal Provisioning (UPA) Adapter is a powerful tool that requires Administrator Level authority. Operations requested from the Identity Manager server will fail if the Adapter is not given sufficient authority to perform the requested task. IBM recommends that this Adapter run with administrative permissions.

Contents of this Release

Adapter Version

Component	Version
Release Date	June 14, 2010
Adapter Version	4.6.12 (build 4.6.1011)
Comm. Libraries	ADK v4.802
Documentation	Universal Provisioning Adapter Installation and Configuration Guide v4.6.0 SC32-1159-05

New Features

Enhancement # (FITS)	Description
	Items included in current release
	None
	Items included in 4.6.11 release
MR012609301	Request to develop a new generation of adapter for request lost duration issue. See "Configuration of Mailbox Looping time" in the configuration section of this document. Note: this feature requires ADK v4.802 shipped with this adapter.
	Items included in 4.6.6 through 4.6.10 release
	None
	Items included in 4.6.5 release
MR011806735	Updated adapter for use with Outlook 2003 with Microsoft Exchange Security Patch 2. NOTE: configuration of Exchange is required. By default Exchange prevents programs from accessing the mailbox and sending emails. This security option must be disabled for the UPA agent to function.
MR012306520	Updated the agent to support Hebrew and other single-byte code pages. NOTE: This agent does not support multi-byte code pages.

Closed Issues

Internal#	APAR#	PMR# / Description
		Items closed in current version
	IZ75751	00311,SGC,740 Documentation error: UPA adapter does not support attributes longer than 1024 characters in length. This limitation is not described in the UPA Adapter Installation and Configuration Guide. Version 4.6.12 of the adapter is a documentation update only. No binaries have been updated. The adapter does not need to be reinstalled.
		Items closed in 4.6.11 version
	N/A	N/A Adapter is not installed properly, if the Installation path contains a space. (APAR IZ42815 - was opened for WinAD Adapter)
		Items closed in 4.6.10 version
	IZ32734	PMR43492,SGC,724 Universal Provisioning Adapter appears to be losing the code conversion while sending reply message back to ITIM.
	IZ34898	35111,740,740 Error "Fail to Open Inbox" occurs if the Domino server is restarted. Remedy is to restart the adapter also.
	N/A	PMR 08221,999,618 Documentation updates See "configuration section" of this document for additional information.

Internal#	APAR#	PMR# / Description
		Items closed in 4.6.9 version
N/A	IZ14790	35067,740,740 UPA adapter stops unexpectedly after processing several requests.
N/A	IZ14772	35066,740,740 Garbage characters in UPA messages if body is empty.
N/A	N/A	35080,740,740 Adapter fails to establish VIM session for one of the requests. Affects UP when used with Notes client.
N/A	N/A	(internal defect) Universal Provisioning adapter profile contains hard coded strings in Account form.
	IZ22008	43311,SGC,724 Discrepancy in the user interface for the UPA adapter. NOTE: The "Async ADD Requests" option will always set to FALSE even if run in asynch mode is set.
N/A	N/A	40596,693,693 Universal Provisioning adapter is unable to send out the mails. NOTE: Problem tracked to use of VMware Player and use of Remote Desktop to start the Notes Client and Adapter. Do not use these technologies with this adapter.
		Items closed in 4.6.8 version
N/A	IZ03868	05607,122,000 ADD request hangs in Agent when data being used as part of the DN contains substring "pass".
		Items closed in 4.6.7 version
N/A	N/A	N/A Several important documentation updates. Please see "Corrections to Installation Guide" section below.
		Items closed in 4.6.6 version
N/A	IY98786	15014,758,758 AgentConfig Crash when creating large numbers of contexts.

Internal#	APAR#	PMR# / Description
		Items closed in 4.6.5 version
N/A	IY92007	90731,003,756 UPA adapter does not support the reply email as an attachment (i.e. Null email body).
		Items closed in version 4.6.4
S17475	IY87228	35748,075,724 Import of SYNUPAPROFILE leads to LDAP error 65.
		Items closed in version 4.6.3
C15604	N/A	N/A UPA Account email does not contain the blank attributes on Modify transactions.
C15524	N/A	N/A Insufficient information in the subject line for UPA account. Added instructions that the Trans ID field must not be modified.
C15605	N/A	N/A Multiple emails are generated for modify account request if duplicate emails are in the recipient field. Agent has been modified to ignore mail addresses.
		Items closed in version 4.6.2
C14669	N/A	N/A Account requests on UPA Adapter remain in pending state. Adapter does not start if email client contains "read" messages.
		Items closed in version 4.6.1
S16833	IY75580	91267,122,000 UPA Transaction database files are not compatible between ITIM 4.5 and 4.6 versions (ADK 4.65). Fix: upgraded ADK in this release.
C11966	N/A	N/A WAS 6.0 compatibility. UPA Account cannot be created.
		Items closed in version 4.6.0
		None

Known Issues

Internal#	APAR#	PMR# / Description
	N/A	UPA does not support double-byte character sets.
	N/A	Outlook 2003 has tightened security. The UPA adapter appears as a “mail bot” to Outlook 2003 and may be prevented from sending mail. Please see the Outlook Security Settings document packaged with this adapter. If you experience problems, Outlook 2000 is recommended.
	N/A	UPA does not support a version upgrade. Please uninstall the prior version before installing a new version.
	N/A	VMware is not supported. Use of Remote Desktop is not supported. Problems have been tracked to use of VMware Player and use of Remote Desktop to start the Notes Client and Adapter. Do not use these technologies with this adapter. (PMR 40596,693,693)
	N/A	UPA ADAPTER SCALE LIMITATIONS The Asynchronous Universal Provisioning Adapter is a low volume Adapter. Please see the Configuration Section of this document for additional information on the configuration of mailbox looping time.
	N/A	UPA Attribute Length Limitations The UPA adapter does not support attributes longer than 1024 characters.

Installation and Configuration Notes

See the IBM Tivoli Identity Manager Universal Provisioning (UPA) Adapter Installation Guide for detailed instructions.

Corrections to Installation Guide

The following corrections to the Installation Guide apply to this release:

NOTE: Correction to Chapter 3: Configuring Event notification

The Universal Provisioning Adapter does not support event notification like other adapters and event notification is not to be enabled. Ensure that option A on the Event Notification Menu is set to the default Disabled setting. However, for the normal functioning of the Universal Provisioning Adapter, you must still create an event notification context.

NOTE: Correction to Chapter 3: Configuring Event notification (Adding Search Attributes)

The Universal Provisioning Adapter requires the **resource_name** attribute to be specified for each context. The value of the attribute must be set to the **Managed Resource Name** defined on the IBM Tivoli Identity Manager Service Form.

NOTE: Correction to Chapter 6: Upgrading the Universal Provisioning adapter or the ADK

The Universal Provisioning Adapter Does not support an upgrade option. Please uninstall the prior version before installing the new adapter.

NOTE: Exchange email client (Outlook) Security Pack is not supported by this agent.

The security patch introduces a "popup" warning message that warns when programs attempt to send mail through the client. Please contact Microsoft for instructions on turning off this security warning.

NOTE: UPA does not support a version upgrade.

Please uninstall the prior version before installing a new version.

Configuration Notes

The following corrections to the Installation Guide apply to this release:

Overview

- This agent is just a communication (e-mail mailbox) medium. The managed resource administrator will execute the actual managed (request) task.
- This agent supports either Microsoft Outlook or Lotus Notes Client.
- This agent requires that an email account be set up prior to installation. The Agent installation will prompt for the agent's e-mail account profile name. This profile name can be changed in the machine's registry if necessary. If multiple instances of this agent are installed, use a separate account for each instance.
- **WARNING:** Do not share the email account with the agent, since the agent will delete all messages in its email inbox as part of its cleanup process.
- At installation the agent requires the full path where it can pick up the specific file for reconciliation purposes for each managed resource. You can also specify if this file should be deleted or retained after the reconcile is processed. Modify the machine's registry to reconfigure the path name and the delete option.

- The text of the Email subject lines specifying each of the action types (for example, Add User Request) must also be specified at installation. This information appears in the message line when the e-mail is generated. These email subject lines can be modified later by modifying the machine's registry. The subject line consists of the request ID, the managed resource name, and the action type (for example, Add User Request).
- The subject line for the reply email needs to contain the same transaction ID as the agent sent in the original email. The subject line must also contain a keyword (e.g., Fail...Success, which are case insensitive) describing the status of the request. Only one reply mail will be generated per request. If the reply mail does not meet the conditions previously specified, it will be disregarded and deleted. The keywords in the body of the message can be cut and pasted to the message line before replying to the e-mail. They do not have to be typed in.
- In the case where multiple replies are received per one request, the agent processes only the first reply and ignores all subsequent replies. This situation can happen if the original request went out to multiple recipients.
- This version does not support Batch mode, since batch does not allow users to reply via email.
- After running instupa.bin against the enrol server, run agentcfg. Go to the DAML protocol and specify the server port number, IP address, and the service name for the agent and correct target DN (i.e., SRV_TARGET_DN = erservicename = upa, o = access360, ou = access360, dc = com) . You are required to install one UPA agent for one service. The UPA agent allows multiple instances of the agent on the same machine, provided the user gives a different instance name for each installation.
- For the reconciliation task, the Universal Provisioning Agent reads an input file (for example, recon_sample.txt) from a specified location. The input file contains the file name for each managed resource to send to the agent in the reconciliation request (this parameter can be configured during setting up the service in enrol) which is one reconciliation file per managed resource. The path where the agent locates these files is stored as an entry in the machine's registry. The reconciliation request will fail if any file format violation is encountered; the line number of the error will be logged in the agent log file (UPAgent.log). The reconciliation file can be configured (in the machine's registry) to be removed automatically after the reconciliation is completed successfully.
- The following is the reconciliation file format. (class:user) to specify user entry for a resources. After the first line, all lines must be in an attribute and value pair format (varname:value). The colon character ":" is used to separate the attribute from its value. There must be one pair per line and no empty lines are allowed. The agent looks for the keyword "login" to identify each individual record among these pairs. Each individual record may contain many attribute and value pairs. (class:group) to specify the group entry. The agent looks for the keyword "group" to identify each individual group entry and these attributes. No spaces are allowed before these attribute pairs.

Reconciliation File Format (samples):

example #1:
class:user
login:jdoo
login:smith
login:mark

Sample #2:
class:user
login:jdoo
group:QA

var1:active
var2:inactive
login:john
var1:current
var2:test
group:normalusers
login:smith
var2:testing
group:admin
class:group
group:admin
group:normalusers
group:QA

Note that each attribute name or variable name referencing this recon file will need to have a correctly defined LDAP variable mapping to it in the xform.xml, on both agent and server side.

Attributes can be freely defined in this agent. Make sure each attribute defined complies with all LDAP Rules.

CONFIGURATION

For Microsoft Outlook:

Prior to installation, create a dedicated NT user account and set up an e-mail box for the account. Log on using the NT user account you just created and create an Exchange Mail Client profile account with a profile name for the Universal Provisioning Agent. Set the new profile name as the default mail profile to be used when the mail client launches. This name can be changed in the registry. If multiple instances of the agent are installed, use a separate account for each instance. When set up as a service, this agent must run as a dedicated user account.

WARNING: Do not share the email account with the agent since the agent will delete all messages in its email inbox as part of its cleanup process. And if you are using Lotus Note, the agent will delete all messages in its email inbox, sentbox, trash and all documents folders.

CONFIGURATION OF MAILBOX LOOPING TIME

Adapter Mailbox looping time can be configured using newly added registry key "Mailbox_Looping_Time". This key indicates the time(in minutes) after which the adapter loops its configured mailbox for incoming mails.

For low volume of transactions, "Mailbox_Looping_Time" key can be set for higher values.

"MAILBOX LOOPING TIME" REGISTRY KEY

1. Default value for this registry key on adapter installation is 1. The default value is recommended.
2. Accepted values are between 1 and 10
3. For information on how to change registry keys, please refer "Changing registry settings" section in Universal Provisioning Adapter installation guide.

Supported Configurations

Installation Platform

The IBM Tivoli Identity Manager Adapter was built and tested on the following product versions.

Adapter Installation Platform:

Windows 2003 Server

-- with (select one) --

MAPI compliant mail client (such as Microsoft Exchange Client or Microsoft Outlook)

Lotus Notes R6 Client

Managed Resource:

N/A (UPA is a communication agent)

IBM Tivoli Identity Manager:

ITIM 4.6.0 or later

IMPORTANT NOTE:

Do not share the email account with the adapter, since the adapter will delete all messages in its email inbox as part of its cleanup process.

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End of Release Notes