Release Notes

IBM® Tivoli® Identity Manager

Cisco Unified Communications Manager Adapter

Version 5.0.2

First Edition (July 27, 2010)

This edition applies to version 5.0 of Tivoli Identity Manager and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Preface

Welcome to the IBM Tivoli Identity Manager Cisco Unified Communications Manager 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 Cisco Unified Communications Manager Adapter Installation and Configuration Guide

Adapter Features and Purpose

The Cisco Unified Communications Manager Adapter is designed to create and manage accounts on Unified Communications Manager (UCM). The adapter runs in “agentless” installed remotely from your UCM server.

IBM recommends the installation of this Adapter (and the prerequisite Tivoli Directory Integrator) on each node of an Identity Manager WebSphere cluster. A single copy of the adapter can handle multiple Identity Manager Services. The deployment configuration is based, in part, on the topology of your network domain, but the primary factor is the planned structure of your Identity Manager Provisioning Policies and Approval Workflow process. Please refer to the Identity Manager Information Center for a discussion of these topics.

The Identity Manager adapters are powerful tools that require Administrator Level authority. Adapters operate much like a human system administrator, creating accounts, permissions and home directories 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 (root) permissions.

Contents of this Release

Adapter Version

Component	Version
Release Date	March 31, 2009
Adapter Version	5.0.1
Component Versions	Adapter Build 5.0.103 Profile 5.0.1002 Connector: 5.103 Dispatcher: 5.123 or higher (packaged separately)
Documentation	Directory Integrator-Based Cisco Unified Communications Manager Adapter Installation and Configuration Guide (SC23-6146-00) Directory Integrator-Based Cisco Unified Communications Manager Adapter User Guide (SC23-9616-00)

New Features

Enhancement # (FITS)	Description
	Items included in current release
N/A	Adapter is enhanced to support code page of resource. This enhancement is done with reference to the PMR 39776,820,820 ITIM Adapt. Cisco UCM 5.1.2 UTF-8 error during recon. Note: Adapter is enhanced to manage code page conversions while processing the request and response from the Cisco Unified Communications Manager Server.
N/A	Adapter is enhanced to support adapter-based filtering for simple filters with First Name (givenname) or Last Name(sn). Note: For complex filters Dispatcher based filtering will take place.
OSDB	Installer migrated from ISMP to Install Anywhere.
N/A	This version supports the multiple dispatcher instance feature.
	Items included in 5.0.1 release
	Initial release for Tivoli Identity Manager v5.0

Closed Issues

Internal#	APAR#	PMR# / Description
		NOTE: Many of the closed APARs in this adapter rely on fixes in TDI v6.1.1 FP3. Fix Pack 3 (or later) is a prerequisite for this version of the adapter.
		Items closed in current version
	IZ73409	39624,820,820 Configuration of Cisco Unified Call reconciliation fails. UCM adapter script error when connection fails to resource.
		Items closed in 5.0.1 release
		None

Known Issues

Internal#	APAR#	PMR# / Description
N/A	N/A	**Modifying PIN/Digest Credentials** ITIM50 Issue: Pin/Digest Credentials sensitive attributes in User account class come as delete operation from ITIM during modify request. Workaround: Follow below steps to use Pin/Digest Credentials sensitive attributes on User account form as text attributes A) Modify erCiscoUniComMgrAccount.xml file present CiscoUniComMgrProfile Jar file 1. Uncomment the Pin and DigestCredential form element definitions. 2. Replace type="password" with type="text" for both the attributes B) Refer to the information center or the online help for specific instructions for creating the CiscoUniComMgrProfile jar. C) Refer Installation Guide Chapter:2 Section :Importing the adapter profile into the IBM Tivoli Identity Manager server for importing the CiscoUniComMgrProfile into the IBM Tivoli Identity Manager server One can then use these attributes as text attributes and work with them.
N/A	N/A	**Suspend/Restore of Accounts** Cisco Unified Communications Manager ITDI Adapter does not support Suspend/Restore operations, as there is no provision on Cisco server to suspend a user account.

Installation and Configuration Notes

See the IBM Tivoli Identity Manager Adapter Installation Guide" for detailed instructions.

NOTE: Many of the closed APARs in this adapter rely on fixes in TDI v6.1.1 FP3.
Fix Pack 3 (or later) is a prerequisite for this version of the adapter.

Corrections to Installation Guide

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

(i) erCUCMTelePhoneNumber attribute has MAX length of 64 characters
(ii) erCUCMRemDestProfileName attribute has MAX length of 51 characters
(iii) This version of adapter does not support Upgrade option during Installation.
(iV) erCUCMPin user account class attribute is defined as erCUCMPWdPin in Adapter schema.
(V) erCUCMDigestCredentials user account class attribute is defined as erCUCMPwdDigestCredentials in Adapter schema.

Starting, stopping and restarting the RMI Dispatcher service

Add new section "Starting, stopping, and restarting the RMI Dispatcher service" in the chapter "Installing the adapter" with the below details:

If the dispatcher service is running before the adapter installation or uninstallation process begins, then the adapter installation or uninstallation process stops the dispatcher service. The process restarts the dispatcher service after the completion of the adapter installation or uninstallation. However, the process does not restart the dispatcher service after the completion of the adapter installation or uninstallation if the service is not running before the process begins.

If you want to start the dispatcher service after the adapter installation or uninstallation, you must:

1) Use the following command line option when you run the adapter installer:
FORCE_DISPATCHER_SERVICE_START_ONINSTALL=yes
For example:
CiscoUniComMgrAdapterInstall_win.exe -DFORCE_DISPATCHER_SERVICE_START_ONINSTALL=yes

2) Use the following command line option when you run the adapter uninstaller:
FORCE_DISPATCHER_SERVICE_START_ONUNINSTALL=yes
For example:
CiscoUniComMgrAdapterUninstall.exe -DFORCE_DISPATCHER_SERVICE_START_ONUNINSTALL=yes

Chapter 4. Installing and uninstalling the Cisco Unified Communications Manager Adapter by using the silent mode

Replace the contents for the "Chapter 4. Installing and uninstalling the Cisco Unified Communications Manager Adapter by using the silent mode" with the below content's:

You can install and uninstall the Cisco Unified Communication Manager (CUCM) Adapter by using the silent mode. Silent installation suppresses the Wizard and the Launcher User Interfaces (UIs) that do not display any information or require interaction. You can use the *–i silent* option to install or uninstall the adapter in silent mode.

Note: If you install adapter in silent mode, the uninstaller runs in silent mode irrespective of whether you are using *–i silent* option or not.

Installing the adapter by using the silent mode:
Installing the adapter with default options run the following command from command line to install the CUCM Adapter by using the *-i silent* option:

CiscoUniComMgrAdapterInstall_win.exe -i silent -DLICENSE_ACCEPTED=TRUE

When you install the adapter by using the specified command, the adapter is installed with these default values.

Table 5. Default values

Installation directory for Windows operating system	%SYSTEM_DRIVE_ROOT%\Program Files\IBM\TDI\V6.1.1
Installation directory for UNIX operating system	/opt/IBM/TDI/V6.1.1

Installing the adapter with command line options:
You can specify the listed installation options from the command line when you install the adapter using silent mode. For example, if you want to override the default installation directory path then, run the following command:

CiscoUniComMgrAdapterInstall_win.exe -i silent -DLICENSE_ACCEPTED=TRUE –DUSER_INSTALL_DIR="E:\Program Files\IBM\TDI\V6.1.1"

Note:
i. The -D option is followed by a variable and a value pair without any space after the -D option.
ii. You must wrap arguments with quotation marks when the arguments contain spaces.

Table 6. Installation options

Option	Value
-DUSER_INSTALL_DIR=Value	Value overrides the default installation directory path. For example, E:\Program Files\IBM\TDI\V6.1.1
-DLICENSE_ACCEPTED=Value	Accept the IBM license for the adapter, the value must be TRUE. When you do not specify this option, the default value is FALSE
-DFORCE_DISPATCHER_SERVICE_START_ONINSTALL=Value	The value must be yes. If value specified as yes and dispatcher service is not started before installation, then installer will start the dispatcher service after installation.

Installing the adapter by using the response file

Generating the response file

You can use response file to provide inputs during silent installation. Response file can be generated by running the installer in an interactive mode.
The **CiscoUniComMgrAdapterInstall_win.exe** file generates the response file installer. properties in the directory from where you run the adapter. You can use the property file for installing the adapter in silent mode. For example,
CiscoUniComMgrAdapterInstall_win.exe -i silent -f installer.properties
Note: If you are running the installer in an interactive mode to only generate the response file, you must uninstall the adapter by using the uninstaller.

Creating the response file manually

You can also manually create the response file with the following content:

```
#Start of Response file
#Choose Install Folder
#---------------------
USER_INSTALL_DIR=E:\\Program Files\\IBM\\TDI\\V6.1.1
#Has the license been accepted
#----------------------------
LICENSE_ACCEPTED=TRUE
#Force dispatcher service on install
#----------------------------
FORCE_DISPATCHER_SERVICE_START_ONINSTALL=yes

#End of Response file
```

After you create the response file you can use it as:
CiscoUniComMgrAdapterInstall_win.exe –i silent -f "<Full path of response file>"

Uninstalling the adapter by using the silent mode:

Run the following command from command line to uninstall the **CUCM** Adapter by using the –i silent option. Specify the full path when you are not running the command from **CiscoUniComMgrAdapterUninstall** directory in the installation directory of the adapter.

CiscoUniComMgrAdapterUninstall.exe -i silent

For example,
"E:\Program Files\IBM\TDI\V6.1.1**CiscoUniComMgrAdapterUninstall**\CiscoUniComMgrAdapterUninstall.exe" -i silent.

Table 7. Uninstallation options

Option	Value
-DFORCE_DISPATCHER_SERVICE_START_ONUNINSTALL=Value	The value must be yes. If value specified as yes and dispatcher service is not started before uninstallation, then uninstaller will start the dispatcher service after uninstallation.

Starting and Stopping the Adapter Service

Under “Starting and stopping the adapter service” section update the contents for “Windows operating systems” section:

From the Control Panel, select **Administrative Tools -> Services**. From the Services menu, you can start and stop the adapter service. The service name is "IBM Tivoli Directory Integrator (***Service_Name***)". The ***Service_Name*** value will be as specified while installation of RMI Dispatcher or can be retrieved from the TDI_SOLDIR/ibmdiservice.props file for "***servicename"*** entry value.

Chapter 11: Uninstalling the Cisco Unified Communications Manager Adapter

In the Chapter 11. Uninstalling the Cisco Unified Communications Manager Adapter under the section "Uninstalling the adapter from the Tivoli Directory Integrator server" update with the below contents:

When you install the adapter, the CiscoUniComMgrConnector is installed on the Tivoli Directory Integrator server. The adapter uninstaller removes the CiscoUniComMgrConnector.

Note: The RMI Dispatcher is required for all Tivoli Directory Integrator-based adapters. If you uninstall the RMI Dispatcher, none of the other installed adapters work.

When the adapter is installed, the JAR file required for uninstalling the adapter is created in the ITDI_HOME\ CiscoUniComMgrAdapterUninstall directory. To uninstall the adapter, perform the following steps:

1. Stop the adapter service. See "Starting, stopping, and restarting the adapter service" section.

2. Navigate to the CiscoUniComMgrAdapterUninstall directory.

3. On Windows operating system, run the CiscoUniComMgrAdapterUninstall.exe to uninstall the adapter.

Optional: On non-Windows operating system, run the following command from the command prompt to uninstall the adapter:

TDI_HOME/jvm/jre/bin/java –jar uninstaller.jar

Note: The adapter uninstaller does not generate a log file. However, on non-Windows operating systems, the adapter uninstaller generates the following messages. The messages are displayed on the command prompt if you run the uninstaller using the console mode.

i. InstallAnywhere (IA) log messages
ii. Custom bean log messages.

Chapter 11: Installing the Adapter

Under "Installing the adapter" section add the following statements in "Before you begin" section:

Uninstall the previous version of CUCM adapter, if the installed adapter build number is 5.102 or older.

Configuration Notes

The following configuration notes apply to this release:

(i) erCUCMPwdPin and erCUCMPwdDigestCredentials are security sensitive attributes in User account class erCUCMAccount.

Follow the below steps to enusre their values are stored encrypted in ITIM LDAP:

- Import the adapter profile CiscoUniComMgrProfile.jar
Refer Chapter 2. Installing the Cisco Unified Communications
Manager Adapter, Importing the adapter profile into the IBM Tivoli Identity Manager
server section.

- Add the attributes erCUCMPwdPin and erCUCMPwdDigestCredentials in enRole.properties file of ITIM for password.attributes property.
Refer to the information center or the online help for specific instructions to locate ITIM enRole.properties file

- Restart the IBM Tivoli Identity Manager Server

(ii) Primary Extension attribute on User account form is a support data attribute and will contain values in the following form:

<Directory Number>:<Associated Device/Phone Name>
Where first value represents the extension/directory number and second its associated Device/Phone on Cisco Server.
For Eg: 999906:SEP001E7A2446FA

Select appropriate value based on the devices selected under "Controlled Devices" attribute.
Controlled Devices - >SEP001E7A2446FA and Primary Extension 999906:SEP001E7A2446FA is a valid example.

Code Page Support

For the enhancement to support code page of the resource, schema of Cisco Unified Communication Manager Adapters schema is extended. The following attribute is defined in schema.dsml and added to “erCUCMRMIService” class.

The following new label has been added in “CustomLabels.properties”:

> **“Code Page to be used for data encoding(Default to UTF-8)”**
> for attribute **ercucmencoding**

Customizing or Extending Adapter Features

The Identity Manager adapters can be customized and/or extended. The type and method of this customization may vary from adapter to adapter.

Getting Started

Customizing and extending adapters requires a number of additional skills. The developer must be familiar with the following concepts and skills prior to beginning the modifications:

- Tivoli Identity Manager administration
- Tivoli Directory Integrator management
- Tivoli Directory Integrations assemblyline development
- LDAP schema management
- Working knowledge of Java scripting language
- Working knowledge of LDAP object classes and attributes
- Working knowledge of XML document structure

Note: If the customization requires a new Tivoli Directory Integrator connector, the developer must also be familiar with Tivoli Directory Integrator connector development and working knowledge of Java programming language.

Tivoli Identity Manager Resources:

Check the “Learn” section of the Tivoli Identity Manager Support web site for links to training, publications, and demos.

Tivoli Directory Integrator Resources:

Check the “Learn” section of the Tivoli Directory Integrator Support web site for links to training, publications, and demos.

Tivoli Identity Manager Adapter Development:

Adapter Development Tool

The Adapter Development Tool, ADT, is a tool used by IBM Tivoli Identity Manager (ITIM) customers and consultants to create custom TIM adapters. It reduces adapter delivery time by about 50% and it helps in the development of custom adapters. The Adapter development tool is available on the IBM Open Process Automation Library (OPAL).

Support for Customized Adapters

The integration to the Identity Manager server – the adapter framework – is supported. However, IBM does not support the customizations, scripts, or other modifications. If you experience a problem with a customized adapter, IBM Support may require the problem to be demonstrated on the GA version of the adapter before a PMR is opened.

Supported Configurations

Installation Platform

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

Adapter Installation Platform:

This adapter installs into Tivoli Directory Integrator and may be installed on any platform supported by the Tivoli Directory Integrator product. IBM recommends installing Tivoli Directory Integrator on each node of the ITIM WAS Cluster and then installing this adapter on each instance. Supported Tivoli Directory Integrator versions include:

Tivoli Directory Integrator 6.1.1 with Fix Pack 3 (or later)

NOTE: Many of the closed APARs in this adapter rely on fixes in TDI v6.1.1 FP3. Fix Pack 3 (or later) is a prerequisite for this version of the adapter.

Managed Resource:

Cisco Unified Communications Manager v6.0.1

IBM Tivoli Identity Manager:

Identity Manager v5.0

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End of Release Notes