

TPAM Hotfix 9656v3

Hotfix

August 2018

This hotfix includes the changes listed in the following sections. One Identity may generate additional hotfixes for future releases of the product.

About this hotfix

This hotfix addresses stuck keys during PSM sessions. The minimum version required for installing this hotfix is 2.5.919. Hotfix 9656 fixed a problem with the stuck shift key, 9656v2 fixed that plus problems with Alt-GR key, 9656v3 includes previous fixes plus more stuck keyboard issues and issues with the hotfix if using Java 7. This hotfix addresses the issue described in Knowledge Article 260139 available at <https://support.oneidentity.com/tpam-appliance/kb/260139>.

Resolved issues

The following is a list of issues resolved in this hotfix.

Table 1: Resolved issues

Resolved issue	Issue ID
Odd mouse click behavior and problems using Alt-GR key in PSM sessions.	BFER 9656
After applying hotfix 9656v2, unable to launch session if using Java 7.	BFER 10312

Applicability of this hotfix

Table 2: Products affected by this hotfix

Product name	Version
TPAM	2.5.919

Installing this hotfix

To install the hotfix

1. Take a backup of the TPAM appliance.
2. Copy the supplied .zip file to your local computer.
3. Log in to the TPAM /admin interface.
4. Select **Maint | Apply a Patch** from the menu.
5. Click the **Select File** button.
6. Click the **Browse** button. Select the patch file that you saved locally.
7. Click the **Upload** button.
8. Type **Vn8EubXPIQ** in the in the **Key** box.
9. Type **/genkey** in the Options box.
10. By default, if you are applying a patch to a primary member of a cluster, the replicas in the cluster will be listed and highlighted in the Target Replicas list. If any of the replicas are deselected, the patch will not be applied to it, unless it is directly applied by logging on to the replica or applying to the replica through the CLI/API.
11. Click the **Apply Patch** button.
12. After applying the hotfix, clear the Java cache via the Java control panel.

Verifying successful completion

To determine if this hotfix is installed

1. Click the **Patch Log** tab.
2. To set the log refresh interval, select **Refresh Results every X seconds**.
3. Once the hotfix has been applied there will be a message in the patch log stating "Patch successfully applied to system".

Removing this hotfix

To remove this hotfix the TPAM appliance can be restored using the backup taken prior to applying the hotfix. We recommend discussing this with Technical Support prior to completing the restore.

About us

Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

Copyright 2018 One Identity LLC.

ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC .

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity make no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity do not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

One Identity LLC.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (<http://www.OneIdentity.com>) for regional and international office information.




Patents

One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <http://www.OneIdentity.com/legal/patents.aspx>.

Trademarks

One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC. in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at www.OneIdentity.com/legal. All other trademarks are the property of their respective owners.

Legend

-  **WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.**
-  **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

TPAM Hotfix
Updated - August 2018
Version - Hotfix