



One Identity Manager 8.0.2

Web Portal Operations Support User Guide

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One Identity LLC.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

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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.

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Operations Support Web Portal

The Operations Support Web Portal was created with help desk employees in mind, who need support when executing tasks and process steps.

Employees that use the Operations Support Web Portal, must be assigned the application role **Base roles | Operations support**.

Users with this application role:

- Monitor handling of Job queue processes.
- Monitor handling of the DBQueue.
- Create access codes.

The Operations Support Web Portal is an extension of the default Web Portal and uses its CSS files. A running Web Portal is prerequisite for usage.

For more detailed information about configuring the Operations Support Web Portal, see the *One Identity Manager Installation Guide*.

 **NOTE:** All tiles can be enlarged using  except for the **System Status** tile.

System Status

You can view the status of DBQueues or Job queues that are currently running, on the Operations Support Web Portal start page in the **System Status** tile. A tip informs you whether the database is up-to.date or must be recompiled. You can also stop the DQQueue or the Job queue from running or restart it again.

Viewing the DBQueue Status

You can see whether the DBQueue is running in the **System Status** tile.

Table 1: Possible Status of DBQueue

Status	Description
✓	The DBQueue is currently running.
✗	The DBQueue is not running.

Viewing the Job Queue Status

The **System Status** tile shows a table with Job queues. The following information is provided in the table.

Table 2: Possible Status of Job Queue

Status	Description
✓	The Job queue is currently running.
✗	The Job queue is not running.

Job queue

The **Job queue** tile show a table with Job queues. The following information is provided in the table.

NOTE: All tiles can be enlarged using  except for the **System Status** tile.

Table 3: Table with Job Queues

Column	Description
Queue	Name of the Job queue.
Count	Number of process that are currently in the "Frozen" state.

To obtain a detailed view with other functions, you can select the lines of the Job queues you want to view.

You can also open the pages **Processes** and **Processing performance**.

Viewing 'Frozen' Process Steps

The **Frozen process steps** page shows all the process steps that are currently "Frozen". The following information is shown in a table.

Table 4: Table of Frozen Process Steps

Column	Description
Display	Task display name.
Process Task	Name of the task.
Reaktivieren	You can reactivate process steps with Reactivate .
Show messages	Error messages for each separately executed process step can be displayed with Show message .

To view 'Frozen' process steps

1. Select a queue using the **Job queue** tile on the Operations Support Web Portal start page.
This shows a page with process steps that are currently "Frozen".
2. Use **Show message** to display the error message for one of the process steps shown.
3. Restart the process step using **Reactivate**.

Viewing Processes

The **Processes** page show all currently running processes of all Job queues and the number of step that are currently being processed.

The following information is provided in the table.

Table 5: Table with Job Queues

Column	Description
Process name	Name of the process.
In progress	Number of steps that are currently being processed.

To view processes

- Click **Processes** in the **Job queue** tile on the Operations Support Web Portal start page.
This opens the **Processes** page.

Checking Performance Process Handling

The **Job queue** contains information about the performance of individual Job queues. The following information is shown in a table.

Table 6: Table for Process Performance

Column	Description
Process task	Name of the processed task.
Component	Component that executed the task.

Column	Description
Process step / minute	Number of process steps that are processed per minute on average.

To view the process performance of a Job queue

1. Click **Processing performance** in the **Job queue** tile on the Operations Support Web Portal start page.
This opens the **Processing performance** page.
2. Select a Job queue in the menu above the table, if there are more than one.

Searching

You can search for database object from the **Search** tile. The search works the same as the Web Portal. The following table shows the information that you can view.

Table 7: Table with Search Results

Column	Description
Target	Name of the object.
Table	Name of the table from which the object found originated.

You can click on the table cells.

Issuing Passcodes for Employees

Use the **Search** tile to find an employee and display their data.

To issue a passcode for an employee

1. Enter the name of the employee in the **Search** tile on the start page of Operations Support Web Portal.
2. Select the employee from the table "Employee".
3. Click **Create passcode** on the employee's page.
The generated passcode and its validity are displayed in a dialog box.
4. Note or mark the code and send the it and the validity period to the employee.

Viewing Job Queue and DBQueue Tasks

You can view the Job queue an DBQueue by start with an object.

To view Job queue and DBQueue tasks

1. Enter the name of the object in the **Search** tile on the start page of the Operations Support Web Portal.
2. Select an object from the results shown.

Process steps with the status "Frozen" are displayed in the **Job queue** tile on the next page. DBQueue tasks for this object are displayed in the **DBQueue** tile.

The following table lists the tasks that are found for an object.

Table 8: Overview of Tasks for an Object

Object type	Task
Hierarchical roles Organizations Department Cost center Locations Business roles application roles	<ul style="list-style-type: none"> • Tasks for the object. • Tasks for assignment requests for the object. • Tasks for attestation cases for the object.
Employee	<ul style="list-style-type: none"> • Tasks for the employee. • Tasks for hierarchical roles that the employee is a member of. • Tasks for requests received by the employee. • Tasks for requests placed by the employee. • Tasks for attestation cases for the employee. • Tasks for groups to which an employee's user account is assigned. • Tasks for the employee user account. <p>Shared and subidentity user accounts also belong to "Employee user accounts".</p>
User accounts	<ul style="list-style-type: none"> • Tasks for the user account. • Tasks for group the user account is assigned to. • Tasks for attestation cases for the user account.
Groups	<ul style="list-style-type: none"> • Tasks for the group. • Tasks for attestation cases for the group.

DBQueue

The **DBQueue** tile shows a table that lists all the current tasks in the DBQueue. The following information is provided in the table.

Table 9: Table with DBQueue Tasks

Column	Description
Task	Name of task.
In progress	Number of object currently being processed.
Pending	Number of objects that are need to be processed before the table can be removed from the DBQueue.
Sort order.	Specifies the sort index.

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

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 at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product