

TPAM Hotfix 10350

Hotfix

October 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 an issue with accessing passwords. The minimum version for installing this hotfix is TPAM 2.5.918. This hotfix addresses the issue described in Knowledge Article 262093 available at <https://support.oneidentity.com/tpam-appliance/kb/262093>.

Resolved issues

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

Table 1: Resolved issues

Resolved issue	Issue ID
Under heavy load from multiple users requesting password access, passwords may not be able to be accessed and an error message may be received, requiring a reboot of the appliance.	10350

Applicability of this hotfix

Table 2: Products affected by this hotfix

Product name	Version
TPAM	2.5.918 -2.5.921

Installing this hotfix

To install the hotfix

NOTE: It is recommended that the appliance be placed in **Maintenance** mode before this hotfix is applied. A reboot is NOT required, but All TPAM services will be restarted as part of the hotfix application.

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 **bXxoNIA2Nf** 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. The replica can be patched at a later date by logging on directly to the /admin interface of the replica. If the software version numbers (excluding the build number) of the primary and the replica still match them the primary will still be able to send data to the replica. We recommend that you contact Technical Support before deciding to deselect any of the replicas on this list.
11. Click the **Apply Patch** button.

IMPORTANT: This hotfix must be reapplied again if you upgrade to another version of TPAM prior to version 2.5.922.

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

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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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