One Identity Quick Connect for Cloud Services 3.7.0

Release Notes

October 2018

These release notes provide information about the One Identity Quick Connect for Cloud Services release.

About One Identity Quick Connect for Cloud Services Release Notes

One Identity Quick Connect for Cloud Services is an option of One Identity Quick Connect Sync Engine that provides connectors allowing you to create connections to the following data systems:

- Google Apps
- Google Postini Services
- Microsoft Office 365
- Salesforce

- ServiceNow
- Windows Azure Active Directory

After installing One Identity Quick Connect for Cloud Services, you can connect One Identity Quick Connect Sync Engine to the above-listed data systems and start synchronizing identity information between them and/or any other data systems managed by One Identity Quick Connect Sync Engine.

NOTE: Connector for the Workday system has been removed, so One Identity Quick Connect for Cloud Services can no longer connect to the Workday system.

One Identity Quick Connect for Cloud Services also simplifies password management tasks by automatically synchronizing user passwords from a specified Active Directory domain to the data systems supported by One Identity Quick Connect for Cloud Services.

For detailed information on what data you can read and write in each of the data systems supported by One Identity Quick Connect for Cloud Services, see the Administrator Guide supplied with this release.

One Identity Quick Connect for Cloud Services3.7.0is a minor release, with enhanced features and functionality. See New features.

New features

New features in One Identity Quick Connect for Cloud Services 3.7.0:

The following is a list of new features in this release.

- Rebranding to One Identity

See also:

Resolved issues

Resolved issues

The following is a list of issues addressed in this release.

Table 1: Resolved issues

Resolved issue	Issue ID
Disruption to the Connector for Google Apps occurs due to the end of the deprecation period for the Google Apps Provisioning API. As Google has discontinued service for the Provisioning API, the Connector for Google Apps (implemented using the Provisioning API) can no longer function. To address	450995

Resolved issue	Issue ID
the issue, the Connector for Google Apps has been updated to use the Google Apps Admin SDK Directory API instead of the Provisioning API. This hotfix updates Quick Connect Sync Engine to support the new Connector for Google Apps.	
A synchronization workflow that uses Connector for Office 365 to manage distribution groups may fail to deprovision a distribution group, returning the following error: "Method is not implemented."	454048
A synchronization workflow that uses Connector for Office 365 to manage distribution groups may fail to add or remove members from a distribution group.	454054
When Objects are synchronized using tools other than Quick Connect Sync Engine, for example Microsoft DirSync tool, the immutable ID generated on the Azure AD is in a different format than the immutable ID generated when objects are synchronized using Quick Connect Sync Engine. In such scenarios, mapping of the objects using the rule (objectGuid == ImmutableID) does not work. This fix addresses the issue by converting immutable IDs generated using different tools to the ObjectGUID format.	492808
Quick Connect Salesforce Connector will be impacted when the Salesforce API endpoint changes. Salesforce is scheduled to change the API endpoint from https://www.salesforce.com to https://login.salesforce.com on January 1, 2016. This impacts the Quick Connect Salesforce Connector as it uses the API https://www.salesforce.com.	504077
Mapping operation in One Identity Quick Connect, fails when configured to use ImmutableID of Office 365 users generated using third party sync tools other than Quick Connect such as Microsoft DIR SYNC tool.	592749
Office 365 connector in One Identity Quick Connect for Cloud Services 3.6.1 does not display Manager Attribute for synchronization.	618346
Currently in One Identity Quick Connect, Password Synchronization with Google Cloud System is failing for passwords containing less than 8 characters.	673416
Currently in One Identity Quick Connect, synchronizing User certificate attribute for Office 365 connection is failing.	684277

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 2: Known issues

Known issue	Issue ID
Unexpected result of a synchronization operation performed on a group in Google Apps: The account that is the group owner may lose its ownership and become a member of that group. This problem occurs when your synchronization workflow first synchronizes the Owners attribute, and then synchronizes the Members attribute. WORKAROUND Reconfigure your synchronization workflow so that it synchronizes the Members attribute prior to synchronizing the Owners attribute.	134124
You may encounter the following problem when running a workflow that provisions a user object to Google Postini Services: If you have specified two or more rules to generate a name for the user object being provisioned, only the first rule from the list is used and the other rules are ignored. WORKAROUND Contact technical support for more information on this issue.	143733
Unexpected behavior when you are using the Quick Connect Administration Console to view information about the members of a Google Apps group: the Administration Console may not show suspended Google Apps users as members of the group, although these users actually are the group members. WORKAROUND This behavior is by design. To view a complete list of group members (including suspended users), use the Google Apps user interface.	171533
Unexpected result when you use One Identity Quick Connect to rename or move an organization unit (OU) in Google Apps: Mapped child OUs in the renamed or moved OU may be unexpectedly unmapped from their counterparts in other connected systems. WORKAROUND Manually remap the child OUs in the renamed or moved OU.	171758
Unexpected behavior: A synchronization step configured to update the description of a distribution group in Microsoft Office 365 may not make any changes to the group description. Instead, the step unexpectedly writes the specified group description value to the MailTip option in Office 365.	184222

Known issue	Issue ID
This issue occurs when you try to update the group description by using the Notes attribute provided by the Microsoft Office 365 Connector for the DistributionGroup object. WORKAROUND Manually update the group description in Office 365.	
You may encounter any of the following issues when using attributes provided by the Office 365 Connector for DynamicDistributionGroup object: ISSUE 1 Unexpected behavior when you use the ManagedBy attribute to read data in Office 365: The ManagedBy attribute always returns canonical name, although Office 365 stores the value in a different format. This issue only occurs when you use the ManagedBy attribute as a string attribute. ISSUE 2 Unexpected behavior when you use the RecipientFilter attribute to write data to Office 365: The value written to Office 365 may be different from the one you specified in the RecipientFilter attribute. WORKAROUND FOR ISSUE 1 To avoid this behavior, use the ManagedBy attribute as a reference attribute. WORKAROUND FOR ISSUE 2 Use other attributes to specify recipients (for example, you can use the IncludeRecipients attribute).	226518
Unexpected behavior when you use a rule in an update synchronization step to generate an empty value for the attribute Members of a security group in Office 365: The step does not clean up the value of the Members attribute. WORKAROUND Configure an attribute to attribute updating rule in order to write the empty value from the source attribute to the target attribute.	226734
Your attempt to create or update a Mailbox object in Office 365 by using the SecondaryDialPlan, LitigationHoldEnabled, RetentionComment, and/or LitigationHoldDate attributes may fail with the following error message: "A positional parameter cannot be found that accepts argument <AttributeName>." This issue shows up when your Office 365 environment does not have the fields to which these attributes correspond (for example, when your license plan does not provide for such fields). WORKAROUND	233551

Known issue	Issue ID
Exclude these attributes from the synchronization step. For more information about the SecondaryDialPlan, LitigationHoldEnabled, RetentionComment, and LitigationHoldDate attributes of a Mailbox object, see the Quick Connect for Cloud Services Administrator Guide supplied with this release.	
Your attempt to change the IsRegular attribute value to TRUE for a Mailbox object in Microsoft Office 365 may result in the following error message: "Error code <Number> occurred with message The user and the mailbox are in different Active Directory sites." WORKAROUND Disregard the error message: in the described situation, the new value of the IsRegular attribute is successfully written to Microsoft Office 365.	235832
Unexpected result when you use the MailTip attribute of the MailUser object to write data to Office 365: The value written to Office 365 may include HTML tags (such as <html> or <body>), although the value you specified in the MailTip attribute does not include any HTML tags. WORKAROUND Do not use the MailTip attribute to write data to Office 365.	235928
You may encounter the following error when writing values to Office 365: "A positional parameter cannot be found that accepts argument '<AttributeName>." This issue shows up when you attempt to write data by using attributes provided for the following object types: Contact, Mailbox, MailUser, DistributionGroup, DynamicDistributionGroup. In fact, this error message may indicate that your current Office 365 license plan does not allow you to update the field values you want. WORKAROUND Make sure your license plan in Office 365 allows you to update the fields you want.	235939
Unexpected result when you use the MailTipTranslations attribute of the MailUser object to write data to Office 365: The value written to Office 365 may include HTML tags (such as <html> or <body>), whereas the value you specified in the MailTipTranslations attribute does not include any HTML tags. WORKAROUND Do not use the MailTipTranslations attribute to write data to Office 365.	236554
Your attempt to create or update a Contact object in Office 365 by using the SecondaryDialPlan, LitigationHoldEnabled, RetentionComment, and/or	236770

Known issue	Issue ID
LitigationHoldDate attributes may fail with the following error message: "A positional parameter cannot be found that accepts argument <AttributeName>." This issue shows up when your Office 365 environment does not have the fields to which these attributes correspond (for example, when your license plan does not provide for such fields). WORKAROUND Exclude these attributes from the synchronization step. For more information about the SecondaryDialPlan, LitigationHoldEnabled, RetentionComment, and LitigationHoldDate attributes of a Contact object, see the Quick Connect for Cloud Services Administrator Guide supplied with this release.	
Unexpected behavior when you use the Manager attribute of a Contact object to read data in Office 365: The Manager attribute always returns canonical name, although Office 365 stores the value in a different format. This issue only occurs when you use the Manager attribute as a string attribute. WORKAROUND To avoid this behavior, use the Manager attribute as a reference attribute.	236783
When a synchronization step generates an invalid value for an attribute, you may encounter the following misleading error message that fails to correctly describe the issue: "Unable to complete this action. Try again later." WORKAROUND Make sure the synchronization step generates valid values for all attributes.	237712
Your attempt to create or update a User object in Office 365 by using the AllowUMCallsFromNonUsers attribute may fail with the following error message: "A positional parameter cannot be found that accepts argument <AttributeName>." This issue may show up when your Office 365 environment does not have the field to which the AllowUMCallsFromNonUsers attribute corresponds (for example, when your license plan does not provide for such a field). WORKAROUND Ensure that your Office 365 environment includes the field to which the AllowUMCallsFromNonUsers attribute corresponds. If no such field exists, exclude the AllowUMCallsFromNonUsers attribute from the synchronization step. For more information about the AllowUMCallsFromNonUsers attribute of a User object, see the One Identity Quick Connect for Cloud Services	237905

Known issue	Issue ID
Administrator Guide supplied with this release.	
Unexpected behavior when you use a rule in an update synchronization step to generate an empty value for the attribute Members of a distribution group in Office 365: The step does not clean up the value of the Members attribute. WORKAROUND Configure an attribute to attribute updating rule in order to write the empty value from the source attribute to the target attribute.	238904
When you use the EmailPermission attribute to perform a Read operation on a Group object in Google Apps, the attribute may unexpectedly return "Not Set" or an empty value in a situation where some email permissions are actually set on the Group object. This issue may occur in the next scenarios. SCENARIO 1 In most cases, this issue affects the Google Apps groups for which the Post option on the "Posting permissions" tab is set to one of the following values: - "Managers of the group" - "Owner of the group" - "All organization members" - "Managers of the group" and "All organization members" - "Owner of the group" and "All organization members" SCENARIO 2 In some cases, this issue affects groups regardless of the values set for them in the Post option on the "Posting permissions" tab. WORKAROUND FOR SCENARIO 1 1. In Google Apps, open the "Posting permissions" tab for the group, and then in the Post option select one or more other values in addition to the already selected values. 2. Retry the read operation on the group. WORKAROUND FOR SCENARIO 2 1. Recreate the affected group in Google Apps. 2. Retry the read operation on the group.	240316
Your attempt to create (provision) a user object on Google Apps may fail with the following error message: "Entity doesn't exist". This issue only occurs when you attempt to create a user object that has been recently deleted from Google Apps.	240517

Known issue	Issue ID
WORKAROUND Wait for 10-15 minutes, and then retry the create (provision) operation.	
The mapping you created for Office 365 Contact objects may stop working after you upgrade Quick Connect for Cloud Services. This happens because the ObjectId attribute provided by the Microsoft Office 365 Connector for Contact objects now uses object GUID rather than the ExternalDirectoryObjectId attribute value to uniquely identify objects in Office 365. WORKAROUND 1. Create new mapping rules for the Office 365 Contact objects. 2. Run the map operation on these Office 365 Contact objects.	243179
Your attempt to update an Office 365 mail user by using the attributes ModeratedBy and ModerationEnabled may fail with the error "You need to add at least one moderator when message approval is turned on. Property Name: ModeratedBy" This issue only occurs when you use these two attributes in one synchronization step. WORKAROUND Use a separate synchronization step to set a value for each of these attributes.	243524
Your attempt to update a distribution group in Office 365 by using the ManagedBy attribute may fail with the error "Cannot perform the requested operation, because an Office 365 cmdlet has returned the following error: You don't have sufficient permissions. This operation can only be performed by a manager of the group." This issue only occurs when all of the following is true: - The distribution group you attempt to update has no owners (managers). - You use the ManagedBy attribute as a reference attribute. WORKAROUND Use the ManagedBy attribute as a string attribute to add at least one owner (manager) for the distribution group. After you do so, you can use the ManagedBy attribute as a reference attribute to add other owners (managers) for the group.	243700
Your attempt to update a dynamic distribution group in Office 365 by setting the IncludedRecipient attribute value to None may fail with the following error message: "Error: Cannot perform the requested operation, because an Office 365 cmdlet has returned the following error: The object must not have empty	243717

Known issue	Issue ID
recipient filter, "". Property Name: RecipientFilter". WORKAROUND Do not set the value of the IncludedRecipient attribute to None. To set the group scope you want, use the RecipientFilter attribute provided for the DynamicDistributionGroup object. For more information about this attribute, see the Quick Connect for Cloud Services Administrator Guide supplied with this release.	
When you use the Automated Password Synchronization feature to synchronize a user's password from an Active Directory domain to Microsoft Office 365, the user's passwords in these systems do not stay in sync because Microsoft Office 365 forces the user to change the password at next logon. This issue occurs because of the default Microsoft Office 365 behavior. WORKAROUND Create a password sync rule to modify the user's ForceChangePassword attribute value to False in Microsoft Office 365. For more information, see "Managing Password Sync Rules" in the Quick Connect Sync Engine Administrator Guide.	298577
Your attempt to disable Lync Online for a Microsoft Office 365 user by setting the value of user's "Enabled for Lync Server" attribute to FALSE may fail with the error "Cannot perform the requested operation, because an Office 365 cmdlet has returned the following error: Cannot process command because of one or more missing mandatory parameters: Identity." WORKAROUND You cannot use the "Enabled for Lync Server" attribute to disable Lync Online for a Microsoft Office 365 user. To disable Lync Online for a user, assign to that user a Microsoft Office 365 license plan that excludes Lync Online.	323066
A workflow step that synchronizes group membership in Active Directory to policies in Lync Online (Microsoft Office 365) may fail with the following error message: "Cannot perform the requested operation, because an Office 365 cmdlet has returned the following error: Null or empty "Identity" parameter is not allowed. Pass a valid object to parameter "Identity". Parameter name: Identity". This issue only occurs if the workflow step tries to remove default policies from a Lync Online-enabled user in Microsoft Office 365. WORKAROUND This is the expected behavior of Microsoft Office 365. You cannot remove	324469

Known issue	Issue ID
default policies from a Lync Online-enabled user. If you encounter this issue, make sure your workflow step does not remove default policies from any Lync Online-enabled users in Microsoft Office 365.	

System requirements

Before installing and using Quick Connect for Cloud Services 3.7.0, ensure that your system meets the following minimum hardware and software requirements.

Table 3: One Identity Quick Connect for Cloud Services requirements

Requirement	Details
Processor	1 GHz or faster, x86 and x64 architecture is supported.
Memory	512 MB of RAM; 1 GB or more recommended.
Hard disk space	250 MB or more of free disk space. The amount of required hard disk space depends on the number of objects being synchronized.
Operating system	Your computer must run one of the following operating systems with or without any Service Pack (32- or 64-bit edition): • Microsoft Windows Server 2016 • Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2012 • Microsoft Windows Server 2008 R2, Standard or Enterprise
One Identity Quick Connect Sync Engine	Your computer must have one of the following installed: • One Identity Quick Connect Sync Engine version 5.5.0 • Connector Access Service supplied with One Identity Quick Connect Sync Engine version 5.5.0
Internet connection	Internet access to the data system you want to participate in data synchronization operations.
Microsoft Office 365 Connector	Software required on the Quick Connect for Cloud Services computer: • Microsoft Online Services Sign-in Assistant 7.0

Requirement	Details
	• Windows Azure Active Directory Module for Windows PowerShell 2.0 (previously known as Microsoft Online Services Module for Windows PowerShell)
	If you want to work with Lync Online, you must also install Windows PowerShell Module for Lync Online 5.0.
	If you want to work with SharePoint Online, you must also install SharePoint Online Management Shell 1.0.
	The Microsoft Office 365 Connector uses certain Windows PowerShell scripts. In order these scripts could work, you must set the Windows PowerShell execution policy on the computer on which the connector is installed to RemoteSigned.
Windows Azure Active Directory Connector	This connector is based on and was tested with Windows Azure Active Directory API version 2013-04-05.

Upgrade and compatibility

Quick Connect for Cloud Services version 3.7.0 is upgradeable from version 3.5.0 or later. For instructions, see Upgrade and installation instructions.

Product licensing

After you install **Quick Connect for Cloud Services** or upgrade to the latest version of **Quick Connect for Cloud Services**, no special steps are required to activate your purchased commercial license for **Quick Connect for Cloud Services**.

You can use product usage statistics to verify your **Quick Connect for Cloud Services** licensing compliance. To view the product usage statistics, open the Quick Connect Sync Engine Console. In the upper right corner, click the **About** icon. The **About One Identity Quick Connect** page displays information on the number of licensed objects in synchronization scope for each installed connector.

Getting started with One Identity Quick Connect for Cloud Services 3.7.0

Upgrade and installation instructions

Upgrade and installation instructions

To upgrade One Identity Quick Connect for Cloud Services

1. Upgrade One Identity Quick Connect Sync Engine to version 5.5.0, and then import configuration settings from the previous installation of One Identity Quick Connect Sync Engine.

   For more information about upgrading One Identity Quick Connect Sync Engine and importing configuration settings, see the One Identity Quick Connect Sync Engine 5.5.0 Administrator Guide.

2. Install One Identity Quick Connect for Cloud Services 3.7.0 on the computer on which One Identity Quick Connect Sync Engine 5.5.0 is installed.

For information about installing One Identity Quick Connect for Cloud Services, see the Administrator Guide supplied with this release.

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation. This release is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

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

Third-party contributions

This product contains some third-party components (listed below). Copies of their licenses may be found at referencing https://www.oneidentity.com/legal/license-agreements.aspx. Source code for components marked with an asterisk (*) is available at http://opensource.quest.com.

Table 4: List of Third-Party Contributions

Component	License or Acknowledgement
NLog 2.0	Portions copyright 2011 Jaroslaw Kowalski

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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