One Identity Manager 8.1.1

Operations Support Web Portal User Guide
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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.

One Identity Manager Operations Support Web Portal User Guide
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</tr>
</tbody>
</table>
Operations Support Web Portal

The Operations Support Web Portal helps you to manage and use your web applications. For more information, see the An overview of the functions on page 6.

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 to enable employees to log on to Password Reset Portal
An overview of the functions

This section will give you a rough overview of the different functions available in the Operations Support Web Portal.

With the Operations Support Web Portal, you can:

- Identify system problems (view and rerun frozen or faulty processes)
- Manage processes
- View the synchronization status of target systems
- Check the status of services
- Gain an overview of web applications
- Manage the job queue (start and stop)
- Manage the DBQueue (start and stop)
- View an object’s change history
- Create passcodes to enable employees to log in to the Password Reset Portal
- View the database log
The user interface layout

The user interface of the Operations Support Web Portal is divided into several sections:

**Top – header**

The title bar shows the current user, the ![Log off](#) Log off and the ![About](#) About buttons.

**Top – navigation**

You can navigate within the Operations Support Web Portal via the navigation to:

- open an overview
- monitor and manage processes
- display the database log
- display all web applications
- gain an overview of the system status, and to restart and stop the job queue and the DBQueue.

**Work area**

The work area changes depending on the menu you have called via the navigation.
Structure of the Operations Support Web Portal

The user interface is composed of the following main sections:

Statistics
The overview is also divided into the following sections:

Search
You can use search to
- find by database object
- create employee passcodes to enable employees to log in to the Password Reset Portal
- display job queue and DBQueue requests of an object

Notifications
In the Notifications section, you can
- quickly recognize if, and to what extent, errors occurred when processing/running processes
- quickly recognize if, and to what extent, there are new log entries

Service issues
In the Service issues section, you can
- Quickly recognize if and to what extent Processes failed or contained errors.
- Quickly recognize if and to what extent Synchronization projects failed or contained errors.
- quickly recognize if other errors were found in the system (such as incorrect compilation)

Status reports
In the Status reports section, you can
- check service availability
Processes
You can use the **Processes** tab to monitor processes. For more information, see *Manage processes* on page 20.

Database log
You can use the **Database log** tab to display any information, warnings and error messages for different components in One Identity Manager. For more information, see *Viewing the database log* on page 29.

Web applications
In the **Web applications** tab, you can monitor your HTML applications. For more information, see *Web applications* on page 30.

System status
You can use the **System status** tab to gain a quick overview of the status of your system. For more information, see *System status* on page 32.
Logging in and out

You are required to log in before you can start working with Operations Support Web Portal.

**To log in**

1. In your Internet browser, call the address of the Operations Support Web Portal.
2. On the login page, select the authentication method you would like to use.
3. Enter your user name and password.
4. Click Log in.

**To log out**

- In the navigation, click Log off.
Search

You can use the search function to find objects in the database.

**TIP:** You must also use search to create a passcode for an employee.

There are certain rules that make successful searching possible. The following table uses examples to describe these rules.

**Table 1: Rules with examples for searching**

<table>
<thead>
<tr>
<th>Example</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>Finds John Doe but not John Donut. Search results must contain all of the separate terms in the query. A logical AND is used.</td>
</tr>
<tr>
<td>John OR Doe</td>
<td>Finds Jane Doe and John Donut. Placing OR between the search terms, acts as a logical OR operator. The results of this search contain at least one of the two search terms.</td>
</tr>
<tr>
<td>John NOT Doe</td>
<td>Finds John but not John Doe. The results of this search do not contain the term that comes after NOT.</td>
</tr>
<tr>
<td>J*</td>
<td>Finds John and Joanna. The * functions as a wildcard for any number of characters to complete the term.</td>
</tr>
<tr>
<td>Do?</td>
<td>Finds Doe but not Donut. The ? functions as a wildcard for a single character to complete the term.</td>
</tr>
<tr>
<td>&quot;John Doe&quot;</td>
<td>Provides results in which the search terms John and Doe follow one another. Results of this search contain the string in quotes as phrase.</td>
</tr>
<tr>
<td>John Doe~</td>
<td>Finds Jon Does but also other similar results. A tilde ~ after the search term indicates that the search should also find similar results. That means that incorrectly spelled terms can be found as well. You can specify the level of similarity by adding a number between 0 and 1 (with decimal point) after the tilde ~. The higher the number, the more similar the results.</td>
</tr>
</tbody>
</table>
Related topics

- Running a search on page 12
- Viewing job queue and DBQueue tasks on page 15
- Creating a passcode for an employee on page 17

Running a search

You can search for objects at any time.

To run a search

1. In the navigation, click Statistics.
2. (Optional) In the overview, click Search in the Search view and select the tables that you want to search in.
3. Enter a search term in the search field.
4. In the result list below the search field, click on the required result.
   In the overview, processes in the Job queue associated with the object are displayed on the Queues tab under Jobqueue and the respective DBQueue tasks under DBQueue. You can also view the history of an object in a timeline or table. If the object is an employee, you can create a passcode for them.

Related topics

- Search on page 11
- Viewing job queue and DBQueue tasks on page 15
- Viewing object history on page 14
- Creating a passcode for an employee on page 17
Object history

The Operations Support Web Portal allows you to display any changes to an object (for example, an employee) in a timeline or table.

To find out how to display the page, see Viewing object history on page 14.

You can view the following information in the change history table view.

Table 2: Processes

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change date</td>
<td>Shows the date of the change.</td>
</tr>
<tr>
<td>Type of modification</td>
<td>Shows the type of change.</td>
</tr>
<tr>
<td>Name</td>
<td>Shows the name of the modified object.</td>
</tr>
<tr>
<td>Long name</td>
<td>Shows the long name of the modified object.</td>
</tr>
<tr>
<td>Type</td>
<td>Shows the type of the modified object.</td>
</tr>
<tr>
<td>User</td>
<td>Shows the user that made the change.</td>
</tr>
</tbody>
</table>

**TIP:** You can use the elements beneath the table to:
- Specify how many entries you would like to display per page
- Navigate to other pages

Related topics

- Viewing object history on page 14
- Search on page 11
Viewing object history

To view the history of an object
1. In the navigation, click Statistics.
2. (Optional) In the overview, in the Search pane, click Search in and select the tables that you want to search in.
3. In the search field, enter the name of the object for which you want to view its history.
4. In the result list below the search field, click the required result.
5. In the overview, switch to the History tab.
6. Perform one of the following tasks:
   - To display the history graphically in a timeline, in the View as list, select the value Timeline.
   - To display the history in a table, select the value Table in the View as menu.

Related topics
- Object history on page 13
- Search on page 11
- Running a search on page 12
Viewing job queue and DBQueue tasks

You can view the Job queue of a DBQueue by starting with an object.

**To view Job queue and DBQueue tasks**

1. In the navigation, click **Statistics**.
2. (Optional) In the overview, click **Search** in the **Search** view and select the tables that you want to search in.
3. In the search field, enter the name of the object for which you would like to view the Job queue and DBQueue tasks.
4. In the result list below the search field, click on the required result.

   In the overview, processes in the Job queue are displayed on the **Job queue** tab. In the **DBQueue** tab, DBQueue tasks for the object are displayed.

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

**Table 3: Overview of tasks for an object**

<table>
<thead>
<tr>
<th>Object type</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hierarchical roles</td>
<td>• Tasks for the object</td>
</tr>
<tr>
<td>Organizations</td>
<td>• Tasks for assignment requests for the object</td>
</tr>
<tr>
<td>Departments</td>
<td>• Tasks for attestation cases for the object</td>
</tr>
<tr>
<td>Cost centers</td>
<td></td>
</tr>
<tr>
<td>Locations</td>
<td></td>
</tr>
<tr>
<td>Business roles</td>
<td></td>
</tr>
<tr>
<td>Application roles</td>
<td></td>
</tr>
<tr>
<td>Employee</td>
<td>• Tasks for the employee</td>
</tr>
<tr>
<td>Object type</td>
<td>Task</td>
</tr>
<tr>
<td>-------------</td>
<td>------</td>
</tr>
<tr>
<td></td>
<td>• Tasks for hierarchical roles of which the employee is a member</td>
</tr>
<tr>
<td></td>
<td>• Tasks for requests received by the employee</td>
</tr>
<tr>
<td></td>
<td>• Tasks for requests placed by the employee</td>
</tr>
<tr>
<td></td>
<td>• Tasks for attestation cases for the employee</td>
</tr>
<tr>
<td></td>
<td>• Tasks for groups to which an employee's user account is assigned</td>
</tr>
<tr>
<td></td>
<td>• Tasks for the employee user account</td>
</tr>
</tbody>
</table>

Shared and subidentity user accounts also belong to "Employee user accounts".

<table>
<thead>
<tr>
<th>User accounts</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Tasks for the user account</td>
</tr>
<tr>
<td></td>
<td>• Tasks for groups to which the user account is assigned</td>
</tr>
<tr>
<td></td>
<td>• Tasks for attestation cases for the user account</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Groups</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Tasks for the group</td>
</tr>
<tr>
<td></td>
<td>• Tasks for attestation cases for the group</td>
</tr>
</tbody>
</table>

Related topics

- [Search](#) on page 11
- [Running a search](#) on page 12
Creating a passcode for an employee

You can use search to find an employee and create a passcode for them.

**To create a passcode for an employee**

1. In the navigation, click **Statistics**.
2. In the overview, click **Search in** in the **Search** view and select the **Employee** table.
3. Enter the employee's name in the search field.
4. In the result list below the search field, select your desired search result (of type **Person**).
5. In the overview, switch to the **Passcode** tab.
6. On the **Passcode** tab, click **Create passcode**.
   - The generated passcode and its validity are displayed in a dialog box.
7. Note or copy the code and send it and the validity period to the employee.

**Related topics**

- Search on page 11
- Running a search on page 12
### Status reports

Status reports give you a quick overview of your HTML applications and their status.

### Related topics

- Availability check on page 18
- Check service availability on page 19

### Availability check

The **Service availability check** page shows whether your services are available. For example, you should perform an availability check if you suspect that services are not functioning properly (for example, because the server is unavailable).

To find out how to display the page and check availability, see Check service availability on page 19.

You can view the following information on the **Service availability check** page.

**Table 4: Availability check**

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server</td>
<td>Shows the name of the server upon which the service runs.</td>
</tr>
<tr>
<td>Connection</td>
<td>Shows whether the server is connected.</td>
</tr>
<tr>
<td>Last fetch time</td>
<td>Shows the last time the server was called.</td>
</tr>
<tr>
<td>URL</td>
<td>Shows the URL used to access the service.</td>
</tr>
<tr>
<td>Executing server</td>
<td>Shows the server upon which the service is executed.</td>
</tr>
<tr>
<td>IP address (IPv4)</td>
<td>Shows the IPv4 address used to access the service.</td>
</tr>
</tbody>
</table>

**TIP:** You can use the elements beneath the table to:

- specify how many entries you want to display per page
- navigate to other pages
Related topics
- Check service availability on page 19

Check service availability

You can check the availability of your services at any time.

To check service availability
1. In the navigation, click Statistics.
2. In the overview, click Run in the Service availability check tile in the Status reports section.
3. In Service availability check, click Check all services.
4. See the services/server details list.

Related topics
- Status reports on page 18
- Availability check on page 18
Manage processes

In the Operations Support Web Portal, you can use the following pages to manage processes at any time:

- Process overview on page 20
- Process details on page 21
- Process steps on page 23
- Performance on page 24
- Synchronization on page 25

Process overview

The Processes page shows all processes running in the job queue and allows you to rerun failed processes.

To find out how to display the page, see Viewing processes and details on page 22 and how to rerun failed processes, see Retry processes.

You can view the following information on the Processes page.

Table 5: Processes

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process name</td>
<td>Shows the name of the process.</td>
</tr>
<tr>
<td>Process task</td>
<td>Shows which process task is currently running.</td>
</tr>
<tr>
<td>Actions</td>
<td>Actions that you can perform for the process:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Retry</strong>: Reruns the process. You can rerun processes that have the status <strong>Frozen</strong> or <strong>Overlimit</strong> only.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Details</strong>: Shows the details view of a process.</td>
</tr>
<tr>
<td></td>
<td>• <strong>NOTE</strong>: Processes with the status <strong>Frozen</strong> or <strong>Overlimit</strong> are marked with a beetle icon.</td>
</tr>
</tbody>
</table>
TIP: You can use the elements beneath the table to:
- specify how many entries you want to display per page
- navigate to other pages

TIP: Use the filter above the table to limit the number of processes displayed.

Related topics
- Viewing processes and details on page 22
- Process details on page 21
- Retry processes on page 22

Process details

You can access the Process details page via the Processes page. The page will provide you with detailed information about a specific process. Any steps belonging to the process and their dependencies are displayed.

To find out how to display process details, see Viewing processes and details on page 22.

You can view the following information on the Process details page.

Table 6: Process details

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process task</td>
<td>Shows the name of the process task that is currently running.</td>
</tr>
<tr>
<td>Created on</td>
<td>Shows when the process started.</td>
</tr>
<tr>
<td>Steps completed</td>
<td>Shows how many process steps have already been completed (status Completed).</td>
</tr>
<tr>
<td>Progress state</td>
<td>Shows the process status. The following types of status may be shown:</td>
</tr>
<tr>
<td></td>
<td>- <strong>True</strong>: The process is currently running.</td>
</tr>
<tr>
<td></td>
<td>- <strong>False</strong>: The process cannot run yet. The process is waiting for another process to end.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Frozen</strong>: The process cannot run. An error has occurred.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Overlimit</strong>: The process has been running for too long without changing to the status Completed or Frozen.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Completed</strong>: The process was successfully completed.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Delete</strong>: The process is being deleted (after completing successfully).</td>
</tr>
</tbody>
</table>
To view processes

1. In the navigation, click Processes | Processes.

   The Processes page is opened, displaying any ongoing processes.

   TIP: Use the filter above the table to limit the number of processes displayed.

To view process details

1. In the navigation, click Processes | Processes.
2. On the Processes page, click Details in the relevant process row in the Actions column.

   The Process details page is opened, displaying the details of the relevant process (see Process details on page 21).

Related topics

- Manage processes on page 20
- Process details on page 21

Retry processes

You can rerun processes in the process overview that have the status Frozen or Overlimit. You can also rerun processes in the failed processes overview (see Display failed Job queue processes on page 23).

To retry a process

1. In the navigation, click Processes | Processes.
2. In the Processes window, click Retry in the relevant process row in the Actions column.
To retry several processes

1. In the navigation, click Processes | Processes.
2. In the Processes window, enable the check box next to the processes that you would like to rerun.
3. Click Actions | Retry.

Related topics
- Manage processes on page 20
- Viewing processes and details on page 22

Display failed Job queue processes

On the page Processes with status "Frozen" "<Job queue>“, you can display failed job queue processes and their details (see Viewing processes and details on page 22) and rerun processes (see Retry processes on page 22). Unlike the normal process overview, only failed processes are displayed on this page.

To display failed processes

1. In the navigation, click Statistics.
2. On the overview page, click Display in the Process issues tile under Service issues.
   The page Processes with status "Frozen" "<Jobqueue>“ is opened.

Related topics
- Manage processes on page 20
- Process details on page 21

Process steps

The Process steps page shows any processes currently in the job queue and the number of process steps that must be run for the process.

To find out how to display process steps, see Viewing process steps on page 24.

You can view the following information on the Process steps page.
Table 7: Process steps

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process name</td>
<td>Shows the name of the process.</td>
</tr>
<tr>
<td>Count</td>
<td>Shows the number of process steps contained in the process.</td>
</tr>
</tbody>
</table>

**TIP:** You can use the elements beneath the table to:
- specify how many entries you want to display per page
- navigate to other pages

Related topics
- Manage processes on page 20
- Viewing process steps on page 24

**Viewing process steps**

**To view process steps**
- In the navigation, click **Processes | Process steps**. The **Process steps** page is opened.

Related topics
- Manage processes on page 20

**Performance**

The **Processing performance** page displays information about a Job queue’s performance.

To find out how to display the page, see **Viewing performance** on page 25

You can view the following information on the **Processing performance** page.

Table 8: Performance

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process task</td>
<td>Shows the name of the process task.</td>
</tr>
<tr>
<td>Class</td>
<td>Shows the process component class that the process task belongs to.</td>
</tr>
</tbody>
</table>
### Process steps / minute

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process steps / minute</td>
<td>Shows how many process steps can be handled per minute.</td>
</tr>
</tbody>
</table>

**TIP:** You can use the elements beneath the table to:

- specify how many entries you want to display per page
- navigate to other pages

**Related topics**

- [Manage processes](#) on page 20
- [Viewing performance](#) on page 25

---

### Viewing performance

**To view Job queue performance**

- In the navigation, click **Processes | Performance**.
  The **Processing performance** page is opened.

**Related topics**

- [Performance](#) on page 24
- [Manage processes](#) on page 20

---

### Synchronization

**NOTE:** You have to set up synchronization before you can view the synchronization status in the Operations Support Web Portal. For detailed information, see the [One Identity Manager Configuration Guide](#) and the [One Identity Manager Target System Synchronization Reference Guide](#).

The **Synchronization** page shows you information about synchronizing your target systems with the database.

To find out how to display the synchronization status, see [Viewing synchronization status and details](#) on page 27

You can view the following information on the **Synchronization** page.
Table 9: Synchronization

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display name</td>
<td>Shows the name of the synchronization project.</td>
</tr>
<tr>
<td>Description</td>
<td>Shows the description of the synchronization project.</td>
</tr>
<tr>
<td>Next synchronization</td>
<td>Shows when the synchronization project will be run the next time.</td>
</tr>
<tr>
<td>Errors</td>
<td>Shows how many errors occurred the last time the synchronization project was run.</td>
</tr>
<tr>
<td>Affected objects</td>
<td>Shows the objects that had to be changed during synchronization, as they deviated from the database.</td>
</tr>
</tbody>
</table>

**TIP:** You can use the elements beneath the table to:

- Specify how many entries you would like to display per page
- Navigate to other pages

**Related topics**

- Manage processes on page 20
- Viewing synchronization status and details on page 27

**The synchronization project log**

From the **Synchronization** page you can navigate to the **Synchronization log: <name of synchronization project>** page. The page will provide you with detailed information about a specific synchronization project.

To find out how to display synchronization projects, see Viewing synchronization status and details on page 27

You can view the following information on the **Synchronization log: <name of synchronization project>** page.

Table 10: Synchronization log

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creation time</td>
<td>Shows when the synchronization project started.</td>
</tr>
<tr>
<td>Synchronization workflow</td>
<td>Shows the workflow used for this synchronization project.</td>
</tr>
<tr>
<td>Synchronization state</td>
<td>Shows the synchronization project’s status.</td>
</tr>
<tr>
<td>Column</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Start configuration</td>
<td>Shows you the name of the start configuration used.</td>
</tr>
</tbody>
</table>

**TIP:** You can use the elements beneath the table to:
- specify how many entries you want to display per page
- navigate to other pages

**Related topics**
- [Synchronization](#) on page 25
- [Viewing synchronization status and details](#) on page 27

## Viewing synchronization status and details

**To view the synchronization status of your target systems**
- In the navigation, click **Processes | Synchronization**.
  The **Synchronization** page is opened.

**To view a synchronization project log**
1. In the navigation, click **Processes | Synchronization**.
2. On the **Synchronization** page, click **Details** in the relevant row in the synchronization project in the **Actions** column.
   The **Synchronization log: <name of synchronization project>** opens, displaying the details of the relevant synchronization project (see [The synchronization project log](#) on page 26).

**Related topics**
- [Synchronization](#) on page 25
- [The synchronization project log](#) on page 26
Database log

The **Database log** tab displays any information, warnings and error messages for different components in One Identity Manager.

To learn how to display the page, see Viewing the database log on page 29.

You can view the following information on the **Database log** page.

**Table 11: Processes**

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Shows the date that the message appeared.</td>
</tr>
<tr>
<td>Application</td>
<td>Shows the name of the components that generated the message.</td>
</tr>
<tr>
<td>Message</td>
<td>Shows the message text.</td>
</tr>
<tr>
<td>Host</td>
<td>Shows the name of the host upon which the event occurred.</td>
</tr>
<tr>
<td>Logged in system user</td>
<td>Shows the name of the system user who ran the command.</td>
</tr>
</tbody>
</table>

**TIP:** You can use the elements beneath the table to:
- Specify how many entries you would like to display per page
- Navigate to other pages

**TIP:** Use the filter above the table to limit the number of messages displayed.

**Related topics**
- Viewing the database log on page 29
Viewing the database log

To view the database log

- In the navigation, click Database log.
  The Database log page is opened.

Related topics

- Database log on page 28
On the **Web applications** page, you can view running web applications at any time and see the details.

To find out how to display the page, see [Opening the web application overview on page 30](#).

You can view the following information on the **Web applications** page.

### Table 12: Web applications

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>URL</td>
<td>Shows the URL used to access the web application.</td>
</tr>
<tr>
<td>Web application</td>
<td>Shows the name of the web application.</td>
</tr>
<tr>
<td>Debug</td>
<td>Shows whether <em>(Yes)</em> or not <em>(No)</em> the web application runs in debug mode.</td>
</tr>
<tr>
<td>Private</td>
<td>Shows whether <em>(Yes)</em> or not <em>(No)</em> the web application runs in private mode (that means if it is generally accessible).</td>
</tr>
<tr>
<td>Auto update level</td>
<td>Shows whether <em>(active)</em> or not <em>(inactive)</em> automatic updates are enabled for the web application.</td>
</tr>
</tbody>
</table>

**TIP:** You can use the elements beneath the table to:
- specify how many entries you want to display per page
- navigate to other pages

### Related topics

- [Opening the web application overview on page 30](#)

### Opening the web application overview

You can open the web application overview at any time.
To open the web application overview

- In the navigation, click Web applications.
  The Web applications page is opened.

Related topics

- Web applications on page 30
System status

On the System status page, you can view the status of current DBQueues or Jobqueues at any time. You can also check whether the database is up-to-date or must be recompiled. You can also stop the DBQueue or Job queue, or restart them.

To find out how to display the page, see Viewing system status on page 32

On the System status page, you can see if:

- The DBQueue is running
- The Job queue is running
- The database is functioning properly
- The database is up-to-date

Related topics

- Viewing system status on page 32
- Stopping and starting the job queue on page 33
- Stopping and starting the DBQueue on page 33

Viewing system status

To display the system status

- Click System status in the navigation.
  
  The System status page is opened.

Related topics

- System status on page 32
Stopping and starting the job queue

On the System status page, you can stop and restart the job queue.
In certain situations, you may have to use the One Identity Manager Service to stop processes immediately. Changes in One Identity Manager can, for example, cause the system to become overloaded by making bulk entries in the job queue.

To stop the job queue

1. In the navigation, click System status.
2. On the System status page, click Stop in the Jobqueue tile.
3. In the Stop job queue dialog, confirm the prompt by clicking Yes.

To restart the job queue

1. In the navigation, click System status.
2. On the System status page, click Start in the Jobqueue tile.
3. In the Start job queue dialog, confirm the prompt by clicking Yes.

Related topics

- System status on page 32
- Stopping and starting the DBQueue on page 33

Stopping and starting the DBQueue

On the System status page, you can stop and restart the DBQueue.
In certain situations, you may have to use the DBQueue Processor to stop processes immediately. Changes in One Identity Manager can, for example, cause the system to become overloaded by making bulk entries in the DBQueue.

To stop the DBQueue

1. In the navigation, click System status.
2. On the System status page, click Stop in the DBQueue tile.
3. In the Stop DBQueue dialog, confirm the prompt by clicking Yes.

To restart the DBQueue

1. In the navigation, click System status.
2. On the System status page, click Stop in the DBQueue tile.
3. In the Start DBQueue dialog, confirm the prompt by clicking Yes.
Related topics

- System status on page 32
- Stopping and starting the job queue on page 33
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
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