

# 10350v2

## Hotfix Notes

### September 2019

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 requesting passwords. The minimum version for installing this hotfix is TPAM 2.5.918. The difference between hotfix 10350 and 10350v2 is that now the hotfix can be applied to 2.5.922. 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 passwords, passwords may not 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	2.5.918-2.5.922

## Installing this hotfix

- IMPORTANT:** It is recommended that the appliance be placed in **Maintenance** mode before applying the hotfix. A reboot is NOT required, but all TPAM services will be restarted as part of the hotfix application.

### 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 **Y5dxOismue** 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.

## 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.

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