

# One Identity Password Manager 5.9.3

## Release Notes

Friday, February 21, 2020

These release notes provide information about the One Identity Password Manager release.

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## About One Identity Password Manager 5.9.3

One Identity Password Manager is a Web-based application that provides an easy-to-implement and use, yet highly secure, password management solution. Users can connect to Password Manager by using the supported browser and perform password self-management tasks, thus eliminating the need for assistance from high-level administrators and reducing help desk workload.

The solution offers a powerful and flexible password policy control mechanism that allows the Password Manager administrator to ensure that all passwords in the organization comply with established policies.

## New features

The following is a list of new features in Password Manager 5.9.3:

- Support for Location sensitive authentication
- Support to unregister users from Password Manager service
- Support for Power BI analytical service
- Permission checker PowerShell tool
- Support to check password with credential checker
- Support to provide product feedback from the new Self-Service preview site

### Preview features

**IMPORTANT:** **Preview** features included in this release are tested and included in the product as a supplement to the original feature or as a new feature. They are supported by our Global Support organization as defined in the [One Identity Support Guide](#).

- New Self-Service site (preview)

The Self-Service site is a preview feature that provides functionality similar to the original Self-Service site. The Self-Service preview site includes enhancements to the user interface to improve the usability of the site.

#### Limitations and restrictions of the Self-Service preview site

- The Self-Service preview site can co-exist along with the original Self-Service site.
- It is possible to revert to the original Self-Service site at any time.
- The Self-Service preview site is only available in English.

#### Alternative options

As an alternative to using Self-Service preview site, use the original Self-Service site.

- Support for Redistributable Secret Management Service (preview)

Redistributable Secret Management Service (rSMS) is a preview feature that can be used to manage user passwords across multiple connected systems. Using the rSMS service it is possible to quickly synchronize the passwords across connected systems. By default, the rSMS service is installed with the Password Manager software.

#### Alternative options

The Redistributable Secret Management Service (rSMS) preview feature, can be used as an alternative to Quick Connect.

**i** **NOTE:** In preparation for future releases, please note the following:

- The existing reporting in Password Manager is retained for the current release, after which it will be deprecated and replaced by Power BI reporting service.
- The current release introduces a new Self-Service preview site which will replace the original Self-Service site in the future releases.
- The current release introduces the rSMS preview feature which will replace Quick Connect in future releases for **Change or reset password in Active Directory and connected systems.**

See also:

[Enhancements](#)

[Resolved issues](#)

## Enhancements

The following is a list of enhancements implemented in Password Manager 5.9.3.

**Table 1: Enhancements**

<b>Enhancement</b>	<b>Issue ID</b>
Support for different registration methods such as Corporate Authentication, Security Questions, and Personal contact methods.	116683
Moved Starling Mobile attribute configuration to Reinitialization section under General settings.	124864
Support to configure additional radius server.	90417
Scheduled tasks to update Autofill domains.	84708
Next button remains disabled until all the password rules are met.	168351

## Resolved issues

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

**Table 2: Resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
reCAPTCHA images are not displayed in Secure Password Extension (SPE).	100051
reCAPTCHA image is not validated on user search page if more than one user is found.	100266
reCAPTCHA is not validated if proxy is configured.	109946
Helpdesk site search limited to the specified attribute when Do not allow users to search for their accounts option is selected.	101164
Starling does not use the complete proxy settings.	106778
Error occurred while running password expiration task.	790395
Scheduled tasks fail in multi-processor systems.	108986
Server error in Password Manager user application.	108086
Failed to update user profile when all the options are selected as registration mode and None is selected in mandatory registration mode.	110869
Duplicate entries observed in user search reports.	111445
Removal of OneIdentity phone number from the Help file of PMUser site.	125287
<b>InstallDir</b> registry value being reset to default.	85542
SPE Popup notification not working as expected	125586
User search in the Self Service site returns objects based on the AD attribute "Office"	127654
High transaction response time observed for beyond 100Vu concurrency load in user registration scenario.	139474
Manage My Password accepts old password during 5 minutes after the change	85601
In-place upgrade to latest builds does not load the images without page refresh	99351
No option to unjoin starling if it fails from PMAAdmin site	108356
Starling join and subsequent SMS/Phone authentication are not working as expected, during/after upgrades.	125349
Server side request forgery (SSRF) Vulnerability in Password Manager user site.	127765
Registration workflow for end user require corporate mobile phone as optional, when starling is joined.	126565

Resolved issue	Issue ID
TLS 1.0 has to be enabled for Starling authentication to work.	125661
Password Manager service becomes unresponsive under user load.	114913
Page scrolling does not work on iPad devices.	90421
Error when trying to send passcode.	117146
Dictionary rule being validated after all other policy rules are satisfied.	108328
<b>#USER_UPN_NAME#</b> for Password Expiration is not working as expected.	110913
Reset Password workflow restricts helpdesk user to reset the password if Password Age rule is configured.	112471
Lot of errors "Input string was not in a correct format" are captured in the PM service logs.	114241
Unable to save the web service handler Power shell code in custom web services.	114414
Ability to remove the 0 (zero) through the script from the comment attribute.	110228
Configure persistent country code when post configuration of user's phone number registration.	110040
Simplify customization/localization method for country code's country name.	110039
Users With Apostrophes in their Name Do Not Meet Password Complexity Rules.	121280
Missing "Hide my answers for security purposes" checkbox in Forgot my password.	785014
<b>#USER_FIRST_NAME#</b> and <b>#USER_LAST_NAME#</b> are not populated in User Enforcement Rules email notifications.	85530
Password field does not support certain special characters leading to incorrect behavior of password strength meter.	218978
Password Manager license key grows indefinitely and gets corrupted in the registry.	218133
<p><b>i</b> <b>NOTE:</b> If you are upgrading to 5.9.x, it is recommended to reinstall the license file once the upgrade is complete. Before installing the license, delete the existing SoftLicense binary value from <b>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Quest Software]</b> registry key.</p>	
User is not able to change/ reset password in self service and helpdesk workflows, when <b>Force user to change password at next logon</b>	218760

Resolved issue	Issue ID
activity is enabled, with LDAP over SSL.	
When <b>Authentication Methods</b> activity is configured for any workflow, user can identify the wrongly answered question from the HTTP Response object even after unchecking the <b>Allow users to see what questions were answered correctly</b> option.	220312

## 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 3: Known issues**

Known issue	Issue ID
Users may fail to log in on the Self-Service site using their user principal names (UPNs). <b>Workaround:</b> Remove the corresponding managed domain from user scopes of configured Management Policies and add it again.	203516
On the Self-Service site, users may fail to authenticate themselves with passwords, if passwords contain only blank characters. <b>Workaround:</b> Users must change passwords so that passwords do not contain only blank characters.	217751
If you add a domain group to a user scope on the Administration site and then rename the group using standard Active Directory management tools (for instance, the "Active Directory Users and Groups" console), Password Manager may not rename the group on the User Scope page of the Administration site. <b>Workaround:</b> Remove the group from the user scope and add it again.	220304
If a user belongs to user scopes of two Management Policies, the user may receive two email notifications instead of one when enforcement rules and reminders are applied. <b>Workaround:</b> Either remove the user from the user scope of one Management Policy or from user scopes of enforcement rules and reminders belonging to a single Management Policy.	220778
If a domain management account is disabled or its password is changed, Password Manager continues to access managed domains and no errors occur.	221124

Known issue	Issue ID
<p>After importing the configuration to a Password Manager instance, there may be no notification on the Administration site that the account used to connect to the domain is invalid if the Password Manager Service account is used for connection.</p> <p><b>Workaround:</b></p> <ul style="list-style-type: none"> <li>• After importing the configuration to a Password Manager instance residing in a different domain or installed on a standalone server, verify each domain connection and accounts used to access domains.</li> <li>• Do not use the "Password Manager Service account" setting for connecting to managed domains if Password Manager instances are installed in different domains or on standalone servers.</li> </ul>	259528
<p>Search for users may fail on the Self-Service and Helpdesk sites and a list of domain controllers for a managed domain may fail to be displayed on the Administration site, when a new domain controller is being promoted in the environment.</p> <p><b>Workaround:</b> Stop all Password Manager application pools in the IIS and start them after the domain controller has been promoted and corresponding changes have been replicated.</p>	315876
<p>When two Management Policies have mutually exclusive user scopes, search for users on the Self-Service or Helpdesk site may fail.</p> <p><b>Workaround:</b> Do not create Management Policies with mutually exclusive user scopes, i.e. do not add the same groups to the scope of users allowed to access the Self-Service site in one Management Policy and to the scope of users denied access to the Self-Service site in the other Management Policy.</p>	324517
<p>When several domains sharing the same UPN suffix are added to the user scope, Password Manager may fail to find users on the Self-Service site when search for users belonging to a domain other than the first one is performed by a user principal name.</p> <p><b>Workaround:</b> Perform the following steps on the "Search and Logon Options" page of the Administration site:</p> <ol style="list-style-type: none"> <li>1. Select the "Users must enter the following user account attribute for identification" option.</li> <li>2. Enter the userPrincipalName value in the text box below that option.</li> <li>3. Click Save.</li> </ol>	353295
<p>After upgrade, the Password Manager service may not start as expected.</p> <p><b>Workaround:</b> Use the Services console (Services.msc) to start the Password Manager service: Right-click that service in the console, and then click Start.</p>	468736

Known issue	Issue ID
<p>After upgrade, you may view old QPM* application(s) in the IIS Manager console.</p> <p><b>Workaround:</b> You may safely delete the old QPM* application(s) in the IIS Manager console.</p>	468735
<p>Form authentication fails for admin site if the domain name is not specified.</p> <p><b>Workaround:</b> Provide the Domain name or Username to log into the Admin site.</p>	98052
<p>Browser session crashes and an error is displayed in the windows event log, when the dictionary file between the size of 10 MB to 20 MB is edited from the Password Policy.</p> <p><b>Workaround:</b> If any modifications have to be made to the Dictionary file exceeding size greater than 10 MB, it has to be edited from the domain machine where the Password Policy Manager (PPM) is installed.</p>	115957
<p>On Windows Server 2019, services for Password Manager and rSMS is stopped.</p> <p><b>Workaround:</b> Ensure that the DC machine and clients are at two separate entities.</p>	127587
<p>rSMS service restart is required for custom log path and custom certificate changes.</p>	113794
<p>A warning is displayed when you try to uninstall Password Manager application when the rSMS service is running.</p> <p><b>Workaround:</b> Accept the Warning and proceed with the uninstallation.</p>	116469
<p>In Quick Connect, unable to synchronize passwords when password is changed from the target to the source Active Directory system.</p> <p><b>Workaround:</b> Restart the Quick Connect Capture Agent Service on all the source and target systems.</p>	167573
<p>In Quick Connect, choosing <b>Change password in this system independently from Active Directory</b> option does not work as expected.</p> <p><b>Workaround:</b> It is recommended to use Old Self-Service Site Interface (Password Self-Service Site).</p>	169315
<p>On the Password Manager Administrator site, the page keeps loading after removing a custom workflow that was added.</p> <p><b>Workaround:</b> Refresh the page to completely delete the custom workflow.</p>	169056
<p>New user interface is not launched on SPE through a 32-bit system.</p> <p><b>Workaround:</b> Recommend to use the old user interface on a 32-bit system.</p>	167871
<p>The user interface does not function as expected, when a large organizational</p>	168143



Known issue	Issue ID
unit (OU) is unregistered and the unregister task is stopped. <b>Workaround:</b> Refresh the unregister user page.	
Unable to edit or delete the translated questions in the Q&A profile. <b>Workaround:</b> Add another translated language to edit the previous translated question.	168957
Password Manager ADLDS setup does not support an addition of an AD instance in its user scope. Quick connect only supports password synchronization between Active directory instance and ADLDS instance.	169900
The Password Policy Rules are not displayed in the old self service site or the new self service site for Password Manager ADLDS. <b>Workaround:</b> Password Policy rules are displayed when the configured ADLDS instance and the Password Manager server instance is configured on the same machine	169763
Not able to access the Password Manager Administrator site when the domain user is the member of the local PMAAdmin group. <b>Workaround:</b> For PM versions 5.8.x or later, users must be a part of the local PMAAdmin group and either of IIS_IUSRS or Administrators group to access the PMAAdmin site.	170441
<b>#OPERATOR_ACCOUNT_NAME#, #OPERATOR_IP#, #WORKFLOW_RESULT#, and #WORKFLOW_SUMMARY#</b> parameters are not populated in the email notification.	141728
After upgrading Password Manager to 5.9.3, duplicate URL references are created for user site. <b>Workaround:</b> Open the location where the shortcuts of the URL are present and delete, if not required.	169921
<b>Allow users to specify different password for this system</b> option is not working as expected. <b>Workaround:</b> Restart the Quick Connect Capture Agent Service on all the source and target systems.	169325
After upgrading to Password Manager 5.9.3 ADLDS version, search and logon page under <b>General Settings</b> menu displays an error when modified. <b>Workaround:</b> Replace the <b>sAMAccountName</b> attribute with <b>cn</b> in the Helpdesk site page under <b>search and logon options</b> for the option <b>Users must enter the following user account attribute for identification.</b>	170560
Issues in user search setting for Helpesk in ADLDS. <b>Workaround:</b> Search the user by the <b>cn</b> attribute though <b>mail</b> is the	169384

Known issue	Issue ID
specified attribute in the helpdesk site of search and logon options.	
<p>In Password Manager ADLDS, the UI is not updated when a password policy is created.</p> <p><b>Workaround:</b> After a new policy is created, Click Save and immediately cancel the wizard of Create policy. Page refreshes to display the already created policy</p>	170587
<p>After upgrading to 5.9.3, My notification for a custom workflow cannot be edited in the New Password Self Service site.</p> <p><b>Workaround:</b> It is recommended to use Old Self Service Site (Password Self-Service site) to edit My Notification.</p>	171589
<p><b>Please complete the reCAPTCHA</b> shown in the search page when a non-existing user is searched in the New Password Self Service site.</p> <p><b>Workaround:</b> Search user with valid username and correct reCAPTCHA in the New self Service site.</p>	170886
User Status Statistics, scheduled task fails intermittently.	171590
<p>Symmetry rule fails to validate the password containing non-consecutive characters.</p> <p><b>Workaround:</b> Administrators must avoid configuring the symmetry criteria <b>Maximum number of consecutive characters within a password, that read the same in both directions (pass4554word)</b> under the Symmetry Rule.</p>	220177
<p>In the new UI of the ADLDS version of Password Manager, <b>Change Language</b> link of Q &amp; A profile is not available in the Register page.</p> <p><b>Workaround:</b> It is recommended to use the older version of self-service site.</p>	221453
<p>When appropriate Authentication methods are not selected, <b>Forgot My Password</b> workflow screen is blank.</p> <p><b>Workaround:</b> It is recommended to configure the Register workflow settings making Security Questions as one of the registration modes.</p>	221389
<p>Dictionary rule is not working as expected when <b>2 beginning characters of a dictionary word</b> option is selected.</p> <p><b>Workaround:</b> Configure the complete word from the dictionary (QPMDictionary.txt) as part of the Dictionary rule.</p>	221468
<p>During Password reset, helpdesk site accepts both previous/old passwords.</p> <p><b>Workaround:</b> user has to manually enter a different password during a short duration of password reset.</p>	114822

Known issue	Issue ID
<p>Installation of Password Manager 5.9.x on a non-supported OS does not show a user-friendly message.</p> <p><b>Workaround:</b> Password Manager installation has to always happen on a supported version of OS.</p>	215686
<p>Post upgrade of Password Manager from 5.6.3 to 5.9.x, <b>My questions and answers profile</b> workflow still exists.</p> <p><b>Workaround:</b> Navigate to <b>My questions and answers profile</b> workflow. Open the <b>Workflow Settings</b> page and navigate to the <b>Availability</b> tab. Click <b>Never</b> under <b>Enable the workflow</b> and <b>Show the workflow on the Self-Service site</b> options, and then click <b>OK</b>.</p>	215892
<p>In the Password Manager version 5.8.2 and 5.9.x, reconnecting to a domain is successful only after the two attempts.</p> <p><b>Workaround:</b> Clicking on <b>Add Domain</b> Connection for two times will add a new domain connection.</p>	166950
<p>Inappropriate error message appears when recaptcha not entered for the second time.</p> <p><b>Workaround:</b> Search users with correct username and recaptcha.</p>	217064
<p>In the new UI of the Password Manager version 5.9.x, password history does not appear.</p> <p><b>Workaround:</b> It is recommended to use the older version of self-service site.</p>	221152
<p>In the new UI of the Password Manager, select language option does not change the language in the Display user agreement action.</p> <p><b>Workaround:</b> It is recommended to use the older version of self-service site.</p>	217068
<p>Dictionary rule is not working when AD, ADLDS and Password Manager are all installed on the same machine.</p> <p><b>Workaround:</b> Remove the Dictionary Rule validation from the Password Policy.</p>	221492
<p>Post upgrade of Password Manager from 5.9.x onwards, Digital signatures tab is missing for few DLL files.</p>	215928
<p>Few column data required for custom activities are not available on the reports generated on ADLDS.</p>	170355
<p>Location sensitive Authentication feature does not work if self-service site request contain IPV6 address.</p>	221571

# System requirements

This section provides system requirements for installing and running Password Manager and its components.

## Password Manager Service and Administration Site requirements

Before installing Password Manager, ensure your system meets the following minimum hardware and software requirements for Full Installation and Distributed Installation, if you have the Self-Service site and Helpdesk site installed on separate systems.

**Table 4: Password Manager Service and Administration Site requirements**

Requirement	Details
Platform	1.6 GHz or higher
Memory	At least 4 GB RAM
Hard Disk Space	2.7 GB of free disk space  <b>i</b> <b>NOTE:</b> If .Net Framework is already installed, then installation may take less space.
Operating System	Password Manager can be run on any of the following operating systems: <ul style="list-style-type: none"><li>• Microsoft Windows Server 2012 R2</li><li>• Microsoft Windows Server 2016</li><li>• Microsoft Windows Server 2019</li></ul> <b>i</b> <b>NOTE:</b> <ul style="list-style-type: none"><li>• Password Manager is not supported on Windows Server Core mode setup.</li></ul>
Internet Information Services	On the Web server, Password Manager requires any of the following IIS versions: <ul style="list-style-type: none"><li>• Microsoft Internet Information Services 7.0</li><li>• Microsoft Internet Information Services 7.5</li><li>• Microsoft Internet Information Services 8.0</li><li>• Microsoft Internet Information Services 10.0</li></ul> To ensure best practice security, Password Manager should

Requirement	Details
	be configured to use HTTPS. For more information, see Administrator Guide.
Web Browser	Microsoft Internet Explorer 11 Microsoft Edge Mozilla Firefox 10 or later Apple Safari 5 or later Google Chrome 15 or later
Microsoft .NET Framework	Microsoft .NET Framework 4.7.2 <b>i</b> <b>NOTE:</b> You must install .NET Framework before you install Password Manager.
Visual C++ Runtime Libraries	Visual C++ Runtime Libraries 2017 Visual C++ Runtime Libraries 2010 Visual C++ Runtime Libraries x86 and x64 are included with the Password Manager distribution package. You must install Visual C++ Runtime Libraries 2010 and Visual C++ Runtime Libraries 2017 before you install Password Manager.
Acrobat Reader	Acrobat Reader DC Acrobat Reader DC 17.009.20044 is included with the Password Manager distribution package.
Minimum screen resolution	1280*1024 pixels

Password Manager supports Windows Server 2012 R2 and later versions in domain and forest functional levels, including domains operating in a mixed mode. Note that Password Manager installation is not supported on Windows 2008 and earlier versions.

## Self-Service site and Helpdesk site requirements

Ensure that each of the client computers meets the following minimum software requirements:

**Table 5: Self-Service site and Helpdesk site requirements**

<b>Requirement</b>	<b>Details</b>
Web Browser	Password Manager Self-Service and Helpdesk sites require any of the following Web browsers: <ul style="list-style-type: none"><li>• Microsoft Internet Explorer 11</li><li>• Microsoft Edge</li><li>• Mozilla Firefox 10 or later</li><li>• Apple Safari 5 or later</li><li>• Google Chrome 15 or later</li></ul>
Minimum screen resolution	1280*1024 pixels

## Password Policy Manager requirements

To implement password policies in an Active Directory domain managed by Password Manager, deploy the Password Policy Manager component on all domain controllers in the managed domain.

The domain controllers where you plan to install a 64-bit version of Password Policy Manager component must meet the following requirements:

**Table 6: Password Policy Manager Requirements**

<b>Requirement</b>	<b>Details</b>
Hard Disk Space	30 MB of free hard disk space
Operating System	Password Policy Manager can be run on any of the following operating systems: <ul style="list-style-type: none"><li>• Microsoft Windows Server 2012 R2</li><li>• Microsoft Windows Server 2016</li><li>• Microsoft Windows Server 2019</li></ul>

**NOTE:**

- Password Manager is not supported on Windows Server Core mode setup.

# Secure Password Extension requirements

To allow password resets from the Windows logon screen, you must deploy Secure Password Extension on all target computers in a managed domain. The target computers must meet the following minimum software requirements:

**Table 7: Secure Password Extension requirements**

Requirement	Details
Operating System	<p>Secure Password Extension can be run on any of the following operating systems:</p> <ul style="list-style-type: none"><li>• Microsoft Windows 7 Service Pack 1</li><li>• Microsoft Windows 8</li><li>• Microsoft Windows 8.1</li><li>• Microsoft Windows 10</li></ul> <p><b>NOTE:</b></p> <ul style="list-style-type: none"><li>• Operating systems that are not listed above are not supported.</li></ul>
Web Browser	<p>Microsoft Internet Explorer 11</p> <p>We do not recommend use of any plug-ins for Microsoft Internet Explorer on computers where you plan to deploy Secure Password Extension, since the plug-ins extend Internet Explorer functionality and could pose security threats.</p>

# Offline Password Reset requirements

To allow users to reset their forgotten passwords when users are not connected to the corporate network and domain is not available, you must deploy the Offline Password Reset component on all target computers in a managed domain. The target computers must meet the following minimum software requirements:

The Offline Password Reset component needs to be installed prior for this to work during the Password reset time.

**Table 8: Offline Password Reset requirements**

Requirement	Details
Operating System	The Offline Password Reset component can be run on any of

Requirement	Details
	<p>the following operating systems:</p> <ul style="list-style-type: none"> <li>• Microsoft Windows 7 Service Pack 1</li> <li>• Microsoft Windows 8</li> <li>• Microsoft Windows 8.1</li> <li>• Microsoft Windows 10</li> </ul> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• Password Manager is not supported on Windows Server Core mode setup.</li> <li>• Operating systems that are not listed above are not supported.</li> </ul>

## Password Manager Reports requirements

To be able to use Password Manager reports, you must install SQL Server and then configure reporting settings on the Password Manager Administration site.

Report definitions included with Password Manager are designed to support the functionality of all the supported Microsoft SQL Server Reporting Services listed in the following table. All the supported Microsoft SQL Server Reporting Services in Password Manager support SSL connection.

**Table 9: Password Manager Reports requirements**

Requirement	Details
SQL Server	<p>Any of the following SQL Server versions is required:</p> <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2012 R2</li> <li>• Microsoft SQL Server 2014</li> <li>• Microsoft SQL Server 2016</li> <li>• Microsoft SQL Server 2017</li> </ul>

## Accessing External URLs

To be able to download images, the following Password Manager websites need access to external URLs. The system where Password Manager is installed, must have access to internet to download images from the following URLs in the table.



**Table 10: External URLs accessed by Password Manager**

Site	External URL
User site	<a href="#">Google api.js</a>
If you are using Starling, make sure that you have access to the following URLs.	
Admin Site	2faclient.cloud.oneidentity.com
Self-Service Site	2faclient.cloud.oneidentity.com
Helpdesk Site	2faclient.cloud.oneidentity.com

## Upgrade and compatibility

Password Manager 5.9.3 is upgradable over version 5.8.2 or later.

For more information on the upgrade, please refer to the **Upgrading Password Manager** section in the Administration guide.

## Product licensing

For the license management instructions, see the Licensing section in the Password Manager Administrator Guide.

## Getting started with Password Manager 5.9.3

### Installation instructions

You can use the following steps to install Password Manager:

1. Run **autorun.exe**, located in the root folder of the Password Manager distribution CD.
2. Ensure that Adobe Acrobat Reader is installed on your computer. If not, go to the **Redistributables** page in the **Autorun** window and click **Adobe Acrobat Reader** to install the viewer.

3. Go to the **Documentation** tab in the **Autorun** window.
4. Click **Administrator Guide** to display the document.
5. Follow the instructions in the **Administrator Guide** to install Password Manager components.

## 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.

The release is localized to the following languages: Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, French, German, Italian, Japanese, Korean, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Swedish.

New Self-Service preview site is not localized in any language other than English

## About us

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>.

## 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](http://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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**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.**

Password Manager Release Notes  
Updated - February 2020  
Version - 5.9.3