One Identity Manager On Demand

Quick Start

Legend

WARNING: A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

One Identity Manager On Demand Quick Start
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About this guide

The *One Identity Manager On Demand Quick Start Guide* provides an overview of the architecture of our On Demand offering and its core capabilities. It also provides information about the customization limitations and prerequisites you will need before installation of the on-premise component, and how to set up, install, and update on premise components of One Identity Manager On Demand.

This guide is intended for, system administrators, consultants and any other IAM professionals using the product.

Available documentation

You can access One Identity Manager On Demand documentation through its administrative tools (Manager or Designer) by selecting the **Help** > **Search** menu item. The online version of One Identity Manager On Demand documentation is available in the Support portal under Technical Documentation. You will find videos with additional information at www.YouTube.com/OneIdentity.

One Identity Manager On Demand overview

One Identity Manager On Demand is a cloud service offering from One Identity to provide a fully-functional implementation of the One Identity Manager application, delivered to customers via the cloud and supported by One Identity Operations (OPS) personnel.

One Identity Manager On Demand simplifies the process of managing user identities, access permissions and security policies. You allow the company control over identity management and access decisions while the IT team focuses on their core competencies.

With this product, you can tackle all Identity Governance and Administration core functions:

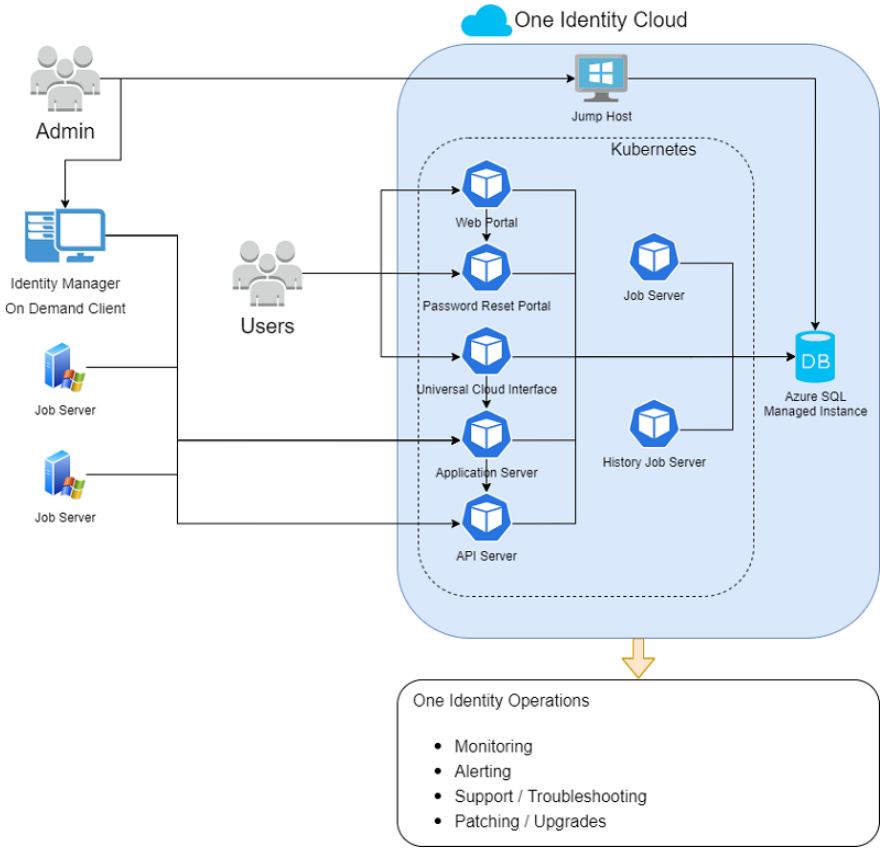
- **Identity life cycle**: Maintaining digital identities, their relationships with the organization and their attributes during the entire process from creation to eventual archiving, using one or more identity life cycle patterns.
- **Entitlement management**: Maintaining the link between identities and access rights to be able to tell who has access to what and who is responsible for maintaining an account or access right. This includes maintaining and curating the entitlements catalog to describe the types of accounts, roles, group memberships and other entitlements.
- **Access requests**: Enabling users, or others acting on behalf of a user, to request access rights through a business-friendly user interface.
- **Workflow**: Orchestrating tasks to enable functions such as access approvals, notifications, escalations, manual fulfillment requests and integration with other business processes. For example, this allows managers or resource owners to approve or deny requests.
- **Policy and role management**: Maintaining rules that govern automatic assignment (and removal) of access rights; providing visibility of access rights for selection in access requests, approval processes, dependencies and incompatibilities between access rights; and so on. Roles are a common vehicle for policy management.
- **Access certification**: Requiring people like managers and resource owners to review and certify the access rights that users have on a periodic basis to ensure access continues to comply with policies. (This is also called "attestation.")

- **Fulfillment**: Propagating changes initiated by the Identity Governance and Administration tool to account repositories. Automatic fulfillment (often called "provisioning") connects with account repositories, while manual fulfillment utilizes a workflow or external process to complete actions.
- **Auditing**: Evaluating business rules and controls against the current state of identities and access rights, providing a means for alerting control owners of exceptions (such as changes made directly on target systems) and allowing for orderly remediation.
- **Identity analytics and reporting**: Providing means to: (a) evaluate risk based on identity information insights; (b) apply techniques to cleanup excessive, outlier or wrongful entitlements; and (c) enhance the continuous process of identity governance, including risk reporting.

Every one of these core functions is based on an automation-optimized architecture that addresses major Identity Governance and Administration challenges at a fraction of the complexity, time of "traditional" solutions.

One Identity Manager On Demand architecture

Figure 1: Overview of One Identity Manager On Demand components



One Identity Manager On Demand Cloud components

From the architectural diagram you can see the various components running as part of the One Identity Cloud infrastructure. These components are managed and monitored by One Identity Operations personnel.

Table 1: Overview of One Identity Manager On Demand Cloud components

Component	Description
Web Portal	The Web Portal is the main web-based application for all users. The Web Portal provides stringent workflows in the following areas: • Changing employee master data and own password. • Editing or entering employee master data for subordinate staff. • Searching, requesting, canceling, or renewing products in the IT Shop. • Delegating own roles. • Editing assigned approvals, attestation cases, and rule violations.
Password Reset Portal	The Password Reset Portal allows users to reset passwords of the user accounts they manage securely.
Universal Cloud Interface	The Universal Cloud Interface Module provides the interface through which users and permissions can be transferred from cloud applications to a One Identity Manager On Demand database.
Application Server	The application server provides a connection pool for accessing the database from outside the One Identity Cloud.
API Server	The API Server provides the Operations Support Web Portal. You can use the Operations Support Web Portal to monitor the handling of processes and DBQueue tasks.
Azure SQL Managed Instance	The Azure SQL Managed Instance is an intelligent, scalable, cloud database service.

Component	Description
Job Server	This One Identity Manager On Demand Service handles defined processes and should not be used to perform data synchronization between the database and any connected target systems.
History Job Server	This One Identity Manager On Demand Service ensures data transfer from the One Identity Manager On Demand database to the One Identity Manager On Demand History Database.
Jump Host	The Jump Host is used to access the One Identity Manager On Demand administration and configuration tools.

Minimum system requirements to access the One Identity Manager On Demand Cloud components

Table 2: Minimum requirements

Supported browsers	• Internet Explorer 11 or later • Firefox (Release Channel) • Chrome (Release Channel) • Microsoft Edge (Release Channel)

One Identity Manager On Demand Client

The One Identity Manager On Demand Client is required to be installed and configured on premise to connect and synchronize on premise target systems with the One Identity Manager On Demand Cloud components. To get started, the One Identity Manager On Demand Client is available in the Support portal under Downloads.

Table 3: One Identity Manager On Demand Client components

Component	Description
Synchronization Editor	You use the Synchronization Editor to connect different target systems to One Identity Manager On Demand. Use this tool to configure data synchronization for any target system and specify which target system data is mapped to the One Identity Manager On Demand database. You also define the object properties mapping and the synchronization sequence as a workflow.
Job Server	The One Identity Manager On Demand Service enables the distribution of the information administrated in the One Identity Manager On Demand database throughout the network. The One Identity Manager On Demand Service performs data synchronization between the database and any connected target systems and executes actions at the database and file levels.

Minimum system requirements for One Identity Manager On Demand Client

The following system prerequisites must be guaranteed for installing tools on an administrative workstation.

Table 4: Minimum system requirements - administrative workstation

Processor	4 physical cores 2 GHz+
Memory	8 GB+ RAM
Hard drive storage	1 GB
Operating system	Windows operating systems Following versions are supported: • Windows 10 (32-bit or 64-bit) minimum version 1511 • Windows 8.1 (32-bit or 64-bit) with the current service pack • Windows 7 (32-bit or non-Itanium 64-bit) with the current service pack
Additional software	• Microsoft .NET Framework Version 4.7.2 or later
Supported browsers	• Internet Explorer 11 or later • Firefox (Release Channel) • Chrome (Release Channel) • Microsoft Edge (Release Channel)

Minimum system requirements for One Identity Manager On Demand on-premise Job server

The following system prerequisites must be fulfilled to install the One Identity Manager On Demand Service on a server.

Table 5: Minimum system requirements - Job server

Processor	8 physical cores 2.5 GHz+
Memory	16 GB RAM
Hard drive storage	40 GB
Operating system	Windows operating systems The following versions are supported: • Windows Server 2008 R2 (non-Itanium based 64-bit) service pack 1 or later

	• Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2016 • Windows Server 2019
Additional software	Windows operating systems • Microsoft .NET Framework Version 4.7.2 or later NOTE: Take the target system manufacturer's recommendations for connecting the target system into account.

Installing One Identity Manager On Demand Client tools

You can install the One Identity Manager On Demand Client tools using the following methods:

- Use the installation wizard to install the components on workstations for the first time.
- Use the installation wizards to install the One Identity Manager On Demand Service on servers for the first time or remote with the Server Installer.

An installation wizard is available to help you through the installation of the One Identity Manager On Demand components for workstations and servers.

To install the One Identity Manager On Demand Client tools

1. Launch `autorun.exe` from the root directory of the One Identity Manager On Demand installation medium.
2. This starts the installation wizard. On the start page, select the language for the installation wizard.
3. Confirm the conditions of the license.
4. On the **Installation settings** page, enter the following information.
    a. **Installation source**: Select the directory containing the installation files.
    b. **Installation directory**: Select the directory in which you want to install the files for One Identity Manager On Demand.

    NOTE: To make additional changes to the configuration settings, click on the arrow button next to the input field. Here, you can specify whether you are installing on a 64-bit or a 32-bit operating system. For a standard installation, no further configuration settings are necessary.
5. On the **Assign machine roles** page, define the machine roles.

NOTE: The machine roles appropriate for the One Identity Manager On Demand modules are activated. All machine sub roles are selected when you select the machine role. You can deselect individual packages.

6. You can start different programs for further installation on the last page of the install wizard.
    a. To create the configuration of the One Identity Manager On Demand Service, start the Job Service Configuration program.

    NOTE: Execute this step only on servers on which you have installed the One Identity Manager On Demand Service.

7. Click **Finish** to close the installation wizard.

One Identity Manager On Demand configuration, customization and product limitations

A configuration is where you use the provided native tools in the system to change its behavior or features without adding additional code or customization.

A customization is a feature or extension or modification of available feature(s) that requires custom coding and or some form of implementation. These customizations include, object dependent references, column-dependent references, modules, importing compile DLLs, and extending the base schema or components via the Web Designer.

To ensure our One Identity Operations team can manage, monitor, and perform upgrades to the One Identity Manager On Demand Cloud components, all customizations to the One Identity Manager On Demand offering are strictly prohibited.

Ignoring these limitations may cause the One Identity Manager On Demand Cloud components to become in an unupgradable state. If this happens, additional professional services may be required at the customers expenses to revert the One Identity Manager On Demand Cloud components to the original state or to install upgrades to the One Identity Manager On Demand Cloud components.

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 and other inquiries, such as licensing, support, and renewals, 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
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product