One Identity Manager 8.1.5

Operations Support Web Portal User Guide

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Patents

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Trademarks

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 Operations Support Web Portal User Guide
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Contents

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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 **Base roles | Operations support** application role.

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

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An overview of the functions

This section gives you an 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 into the Password Reset Portal
- View the database log
- View unresolved object references
- View current (and recommended) system values for analyzing and troubleshooting.

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**, and the **Info**.

Top - navigation

You can navigate within the Operations Support Web Portal by using 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 from the navigation.

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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:

- Search by database object.
- Create employee passcodes to enable employees to log in to the Password Reset Portal.
- Display an object's Job queue and DBQueue tasks.

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** pane, 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 22.

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 32.

Web applications

In the **Web applications** tab, you can monitor your HTML applications. For more information, see Web applications on page 35.

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 37.

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, enter 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**.

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System information

The Operations Support Web Portal keeps certain additional information about your system for diagnostics, analysis, and troubleshooting on the **System information** page. Use this information to collect general information about your system or to quickly identify problems in different categories and, if necessary, initiate prevention measures.

To find out how to display the page, see Displaying system data on page 11

On the **System information** page, you will see the following categories and recommended values:

> TIP: For ease of use, values that have exceeded the recommended limit are highlighted in color. In addition, you can see your actual values and the values recommended by One Identity (in brackets).

- **Customer**: Information about the customer
- **DBServer**: Information about the database server
- **Database**: Information about the database
- **One Identity Manager**: Information about One Identity Manager (modules, version, and so on)

Related topics

- Displaying system data on page 11

Displaying system data

You can display information about your system at any time.

To display system information

1. In the header, click **Info**.
2. In the dialog, click the **System information** tab.
3. On the **System information** tab, expand a category by clicking ▸ in front of the it.

This displays the values of the selected category.

4. If you use the data outside the Operations Support Web Portal, for example, for analysis, you can:
    - Click **Copy to clipboard**, to copy all your data to the clipboard and paste it somewhere else.
    - Click **Export as CSV**, to export the data to a comma delimited CSV file.

Related topics

- System information on page 11

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Searching

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

Example	Description
John Doe	Finds John Doe but not John Donut. Search results must contain all of the separate terms in the query. A logical **AND** is used.
John OR Doe	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.
John NOT Doe	Finds John but not John Doe. The results of this search do not contain the term that comes after **NOT**.
J*	Finds John and Joanna. The ***** functions as a wildcard for any number of characters to complete the term.
Do?	Finds Doe but not Donut. The **?** functions as a wildcard for a single character to complete the term.
"John Doe"	Provides results in which the search terms **John** and **Doe** follow one another. Results of this search contain the string in quotes as phrase.
John Doe~	Finds Jon Doe and also other similar results. A tilde **~** after the search term indicates that the search should also find similar results. This 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.

Related topics

- Running a search on page 14
- Viewing job queue and DBQueue tasks on page 17
- Creating a passcode for an employee on page 19

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** in the **Search** section and select the tables that you want to search in.
3. In the search field, enter a search term.
4. In the result list below the search field, click the required result.

   In the overview, processes in the Job queue associated with the object are displayed on the **Queues** tab under **Job queue** 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

- Searching on page 13
- Viewing job queue and DBQueue tasks on page 17
- Viewing object history on page 16
- Creating a passcode for an employee on page 19

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 16.

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

Table 2: Object history

Column	Description
Modification date	Shows the date of the change.
Change type	Shows the type of change.
Name	Shows the name of the modified object.
Long name	Shows the long name of the modified object.
Type	Shows the type of the modified object.
User	Shows the user that made the change.

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

- Viewing object history on page 16
- Searching on page 13

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 would like 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 15
- Searching on page 13
- Running a search on page 14

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 **Overview**.
2. (Optional) In the overview, click **Search in** in the **Search** section 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 the required result.

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

Object type	Task
• Hierarchical roles • Organizations • Departments • Cost centers • Locations • Business roles • Application roles	• Tasks for the object • Tasks for assignment requests for the object • Tasks for attestation cases for the object

Object type	Task
Employee	• Tasks for the employee • Tasks for hierarchical roles of which the employee is a member • Tasks for requests received by the employee • Tasks for requests placed by the employee • Tasks for attestation cases for the employee • Tasks for groups to which an employee's user account is assigned • Tasks for the employee user account Shared and subidentity user accounts also belong to "Employee user accounts".
User accounts	• Tasks for the user account • Tasks for groups to which the user account is assigned • Tasks for attestation cases for the user account
Groups	• Tasks for the group • Tasks for attestation cases for the group

Related topics

- Searching on page 13
- Running a search on page 14

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 **Overview**.
2. In the overview, click **Search in** in the **Search** section 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.
7. Note or copy the code and send the it and the validity period to the employee.

   NOTE: If the four-eye principle is active for your system, you will only obtain the first part of the code here. The second half is sent to the employee's manager. The employee must ask the manager for the second half of the passcode.

Related topics

- Searching on page 13
- Running a search on page 14

Status reports

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

Related topics

- Availability check on page 20
- Check service availability on page 21

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 21.

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

Table 4: Availability check

Column	Description
Server	Shows the name of the server upon which the service runs.
Connection	Shows whether the server is connected.
Last fetch time	Shows the last time the server was called.
URL	Shows the URL used to access the service.
Executing server	Shows the server upon which the service is executed.
IP address (IPv4)	Shows the IPv4 address used to access the service.

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 21

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 20
- Availability check on page 20

Manage processes

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

- Process overview on page 22
- Process details on page 23
- Process steps on page 25
- Performance on page 26
- Synchronization on page 27

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 24 and how to rerun failed processes, see Rerun processes on page 24.

You can view the following information on the **Processes** page.

Table 5: Processes

Column	Description
Process name	Shows the name of the process.
Process task	Shows which process task is currently running.
Actions	Actions that you can perform for the process: • **Retry**: Reruns the process. You can rerun processes that have the status **Frozen** or **Overlimit** only. NOTE: Processes with the status **Frozen** or **Overlimit** are marked with a beetle icon. • **Details**: Shows the details view of a process.

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

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

- Viewing processes and details on page 24
- Process details on page 23
- Rerun processes on page 24

Process details

You can access the **Process details** page through the **Processes** page. The page provides 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 24.

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

Table 6: Process details

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

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 22
- Viewing processes and details on page 24

Viewing processes and details

To view processes

- 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 23).

Related topics

- Manage processes on page 22
- Process details on page 23

Rerun 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 25).

To rerun 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 rerun 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 22
- Viewing processes and details on page 24

Display failed job queue processes

On the page **Processes with status "Frozen" "<Jobqueue>"**, you can display failed Job queue processes and their details (see Viewing processes and details on page 24) and rerun processes (see Rerun processes on page 24). Unlike the normal process overview, only failed processes are displayed on this page.

To display failed processes

1. In the navigation, click **Overview**.
2. On the overview page, under **Service issues** in the **Process issues** tile, click **View**.

   The page **Processes with status "Frozen" "<Jobqueue>"** is opened.

Related topics

- Manage processes on page 22
- Process details on page 23

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 26.

You can view the following information on the **Process steps** page.

Table 7: Process steps

Column	Description
Process name	Shows the name of the process.
Count	Shows the number of process steps contained in the process.

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 22
- Viewing process steps on page 26

Viewing process steps

To view process steps

- In the navigation, click **Processes | Process steps**.

  The **Process steps** page opens.

Related topics

- Manage processes on page 22

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 27

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

Table 8: Performance

Column	Description
Process task	Shows the name of the process task.
Class	Shows the process component class that the process task belongs to.
Process steps/minute	Shows how many process steps can be handled per minute.

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 22
- Viewing performance on page 27

Viewing performance

To view Job queue performance

- In the navigation, click **Processes | Performance**.

  The **Processing performance** page opens.

Related topics

- Performance on page 26
- Manage processes on page 22

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 log on page 29

You can view the following information on the **Synchronization** page.

Table 9: Synchronization

Column	Description
Display name	Shows the name of the synchronization project.
Description	Shows the description of the synchronization project.
Next	Shows when the synchronization project will be run the next time.

Column	Description
synchronization	
Errors	Shows how many errors occurred the last time the synchronization project was run.
Affected objects	Shows the objects that had to be changed during synchronization, as they deviated from the database.

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 22
- Viewing synchronization status and log on page 29

The synchronization project log

From the **Synchronization** page, you can navigate to the **Synchronization log: <name of synchronization project>** page. This page provides you with detailed information about a specific synchronization project. In addition, you can display a detailed report of every synchronization run.

To find out how to display synchronization projects, see Viewing synchronization status and log on page 29.

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

Table 10: Synchronization log

Column	Description
Creation time	Shows when the synchronization project started.
Synchronization workflow	Shows the workflow used for this synchronization project.
Synchronization state	Shows the synchronization project's status.
Start configuration	Shows the name of the start configuration used.

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 27
- Viewing synchronization status and log on page 29
- Displaying a synchronization report on page 29

Viewing synchronization status and log

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, in the **Actions** column of the relevant synchronization project row, click **Details**.

   The **Synchronization log: <name of synchronization project>** opens, displaying the log of the relevant synchronization project (see The synchronization project log on page 28).

Related topics

- Synchronization on page 27
- The synchronization project log on page 28

Displaying a synchronization report

To view a detailed report about a synchronization project run through

1. In the navigation, click **Processes | Synchronization**.
2. On the **Synchronization** page, in the **Actions** column, in the relevant synchronization project row, click **Details**.
3. On the **Synchronization log: <name of synchronization project>** page, in the **Actions** column, click **Show report** in the row corresponding to the synchronization run.

Related topics

- Synchronization on page 27
- The synchronization project log on page 28

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 32.

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

Table 11: Database log

Column	Description
Date	Shows the date that the message appeared.
Program	Shows the name of the components that generated the message.
Message	Shows the message text.
Host	Shows the name of the host on which the event occurred.
Logged in system user	Shows the name of the system user who ran the command.

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 messages displayed.

Related topics

- Viewing the database log on page 32

Viewing the database log

To view the database log

- In the navigation, click **Database log**.

  The **Database log** page is opens.

Related topics

- Database log on page 31

Unresolved references

On the **Unresolved references** page, you can view unresolved references at any time. User this function to quickly identify synchronization issues and to take any action as necessary. For more information, see the *One Identity Manager Target System Synchronization Reference Guide*.

To find out how to display the page, see Displaying unresolved references on page 33

You can view the following information on the **Unresolved references** page.

Table 12: Unresolved references

Column	Description
Display name	Shows the name of the property whose value cannot be resolved.
Object	Shows the name of the object containing the reference that cannot be resolved.
Synchronization project	Shows the synchronization project in which the unresolved reference occurred.
system	Shows the system in which the unresolved reference appeared.
Data	Shows the value of the property that cannot be resolved.

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

- Displaying unresolved references on page 33

Displaying unresolved references

You can display unresolved references at any time.

To display unresolved references

- In the navigation, click **Unresolved references**.

  This opens the **Unresolved references** page.

Related topics

- Unresolved references on page 33

Web applications

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 35

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

Table 13: Web applications

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

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 35

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 35

14

System status

On the **System status** page, you can view the status of current DBQueues or Job queues 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 37.

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 37
- Stopping and starting the job queue on page 38
- Stopping and starting the DBQueue on page 38

Viewing system status

To display the system status

- In the navigation, click **System status**.

  The **System status** page opens.

Related topics

- System status on page 37

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, in the **Job queue** tile, click **Stop**.
3. In the **Stop job queue** dialog, confirm the prompt with **Yes**.

To restart the Job queue

1. In the navigation, click **System status**.
2. On the **System status** page, in the **Job queue** tile, click **Start**.
3. In the **Start Job queue** dialog, confirm the prompt with **Yes**.

Related topics

- System status on page 37
- Stopping and starting the DBQueue on page 38

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, in the **DBQueue** tile, click **Stop**.
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, in the **DBQueue** tile, click **Stop**.
3. In the **Start DBQueue** dialog, confirm the prompt by clicking **Yes**.

Related topics

- System status on page 37
- Stopping and starting the job queue on page 38

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

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