

# One Identity Active Roles 7.5.4

## Release Notes

**06 October 2022, 22:24**

These release notes provide information about the changes, enhancements, and known or resolved issues of Active Roles 7.5.4. For the most recent documents and product information, and for the release notes and documentation of earlier product releases, see the [online Active Roles technical documentation](#) on the One Identity Support Portal.

## About this release

Active Roles 7.5.4 is a patch release resolving a potential breaking change in the Active Roles Console, related to the **Exchange Web Services** mail settings and caused by the deprecation of Microsoft Basic authentication, effective from 2023. For more information, see [Enhancements](#).

- For more information on the list of enhancements, see [Enhancements](#).
- For more information on the list of known issues, see [Known issues](#).

## Supported platforms

Active Roles 7.5.4 has the following changes to system requirements compared to Active Roles 6.9.0:

- Windows Server 2016 or a later version of the Windows Server operating system is required to run the Administration Service or Web Interface.
- The following SQL Server versions are supported: Microsoft SQL Server 2019, 2017, 2016 and 2014.

- You can use Active Roles to manage Exchange recipients on Exchange Server 2019, 2016, or 2013.

**NOTE:** Microsoft Exchange 2013 CU11 is no longer supported. For more information, refer to [Knowledge Base Article 202695](#).

- Internet Explorer 7, 8, 9, and 10 are no longer supported for the Web Interface access. You can use the following Web browsers to access the Web Interface:
  - Internet Explorer 11
  - Google Chrome 61 (or newer)
  - Microsoft Edge 79 (or newer), based on Chromium
  - Mozilla Firefox 36 (or newer)
- The Active Roles Web Interface is optimized for screen resolutions of 1280x800 or higher.

The minimum supported screen resolution is 1024x768.

For more information, see [System requirements](#).

## Enhancements

The following is a list of enhancements implemented in Active Roles 7.5.4.

**Table 1: General Active Roles enhancements**

Enhancement	Issue ID
<p>In preparation to the deprecation of Microsoft Exchange Online Basic authentication, the Exchange Web Services mail settings in the Active Roles Console now support Modern authentication. The affected settings are located in the following locations:</p> <ul style="list-style-type: none"> <li>• <b>Configuration &gt; Server Configuration &gt; Mail Configuration &gt; Default Mail Settings &gt; Mail Setup &gt; Settings for &gt; Exchange Web Services</b></li> <li>• <b>Configuration &gt; Server Configuration &gt; Mail Configuration &gt; New &gt; Mail Configuration &gt; New Mail Configuration Wizard &gt; Settings for &gt; Exchange Web Services</b></li> </ul>	323131

**NOTE:** Although Basic authentication is deprecated effective from 2023, the **Exchange Web Services** mail settings of the Active Roles Console will continue supporting Basic authentication for on-premises Exchange Servers.

# Known issues

The following is a list of issues known to exist at the time of release.

**Table 2: General known issues**

Known Issue	Issue ID
Activating the EnableAntiForgery key (<add key="EnableAntiForgery" value="true"/> in web.config) may cause the following error message:	91977

Session timeout due to inactivity. Please reload the page to continue.

## Workaround

Update the **IgnoreValidation** key in the <appSettings> section by adding a property value in lowercase:

1. Open the IIS Manager.
2. In the left pane, under **Connections**, expand the tree view to **Sites > Default Web Site**.
3. Under **Default Web Site**, click on the Active Roles application (ARWebAdmin by default).
4. Double-click **Configuration Editor**.
5. From the **Section** drop-down, select **appSettings**.
6. Find the **IgnoreForValidation** key.
7. Append the comma-separated value to **IgnoreForValidation**, for example: **lowercasecontrolname**.
8. In the right pane, under **Actions**, click **Apply**.
9. Recycle the App pool.

**Table 3: Known Issues – Active Roles Configuration Center**

Known Issue	Issue ID
When configured for Group and Contacts, the <b>Office 365 and Azure Tenant Selection</b> policy displays additional tabs.	229031
Tenant selection supports selecting only a single tenant.	229030
In the <b>Starling Connect Connection Settings</b> link, clicking <b>Next</b> displays progress, but the functionality is not affected, so the button is not required.	126892

**Table 4: Known Issues – Active Roles Console (MMC Interface)**

<b>Known Issue</b>	<b>Issue ID</b>
Automation workflow with Office 365 script fails, if multiple workflows share the same script and the script is scheduled to execute at the same time.	200328
<b>Workaround</b>	
One Identity recommends scheduling the workflows with different scripts or at a different time.	
When a workflow is copied from built-in workflows, it may not be executed as expected.	153539
Azure Group Properties are not available if they are added to the Office 365 Portal or Hybrid Exchange Properties from the forwarding address attribute of Exchange online users.	98186
In Active Roles with the <b>Office 365 Licenses Retention</b> policy applied, after deprovisioning the Azure AD user, the Deprovisioning Results for the <b>Office 365 Licenses Retention</b> policy are not displayed in the same window.	91901
<b>Workaround</b>	
To view the Deprovisioning Results after deprovisioning the Azure AD user:	
<ul style="list-style-type: none"> <li>• In Active Roles MMC Console, right-click and select <b>Deprovisioning Results</b>.</li> <li>• In the right pane of the Active Roles Web Interface, click <b>Deprovisioning Results</b>.</li> <li>• To refresh the form, press <b>F5</b>.</li> </ul>	

**Table 5: Known Issues – Active Roles Installer**

<b>Known Issue</b>	<b>Issue ID</b>
After upgrading Active Roles, the pending approval tasks are not displayed in the Active Roles Web Interface.	91933

**Table 6: Known Issues – Active Roles Synchronization Service**

<b>Known Issue</b>	<b>Issue ID</b>
In the Active Roles Synchronization Service, the following new attributes of the AzureAD Connector are currently not supported and cannot be queried via the Microsoft Graph API:	304074

Known Issue		Issue ID
<b>user</b>	<b>group</b>	
aboutMe	allowExternalSenders	
birthday	autoSubscribeNewMembers	
hireDate	hideFromAddressLists	
interests	hideFromOutlookClients	
mySite	isSubscribedByMail	
officeLocation	unseenCount	
pastProjects	acceptedSenders	
preferredName	membersWithLicenseErrors	
responsibilities	rejectedSenders	
schools	hasMembersWithLicenseErrors	
skills		
contacts		

This means that although these attributes are visible, they cannot be set in a mapping rule.

After running the `get-qcworkflowstatus` cmdlet in the Synchronization Service, the workflow status is not accurate. 125768

**Table 7: Known Issues – Active Roles Web Interface**

Known Issue	Issue ID
In the Active Roles Web Interface, Azure roles are not restored automatically after performing an <b>Undo Deprovision</b> action on a user.	172655
<b>Workaround</b> After the <b>Undo Deprovision</b> action is completed, assign the Azure roles to the user manually.	
Active Roles does not support creating Azure groups for existing groups.	117015
Active Roles Web Interface does not support setting the <b>Exchange Online Property</b> of the <b>ProhibitSendQuota</b> value in <b>Storage Quotas</b> .	91905
In the Active Roles Web Interface, when you click <b>Azure &gt; Resource Mailboxes</b> to query room mailboxes after being idle for approximately 15-20 minutes, the Active Roles Web Interface will not list any room mailboxes.	293380

**Workaround**

Restart the Administration Service.

Trying to reset the password of an Azure user in the Active Roles Web Interface returns the following error message: 293601

```
One or more errors occurred. Http Exception - Status Code Forbidden.  
Reason phrase Forbidden {"error":{"code":Authorization_  
RequestDenied","message":"Insufficient privileges to complete the  
operation"}}
```

This error occurs because of a Microsoft Graph API-related issue, described in the [Authorization\\_RequestDenied error when you try to change a password using Graph API](#) article of the *Microsoft Azure Troubleshooting* documentation.

**Workaround**

To solve this problem, assign the **Company Administrator** Office 365 administrative role to Active Roles with the following PowerShell cmdlets:

```
Connect-MsolService  
$displayName = "ActiveRoles"  
$objectId = (Get-MsolServicePrincipal -SearchString $displayName).Ob-  
jectId  
$roleName = "Company Administrator"  
Add-MsolRoleMember -RoleName $roleName -RoleMemberType ServicePrincipal -  
RoleMemberObjectId $objectId
```

## System requirements

Before installing Active Roles 7.5.4, ensure that your system meets the following minimum hardware and software requirements.

**NOTE:** When setting up a virtual environment, carefully consider the configuration aspects such as CPU, memory availability, I/O subsystem, and network infrastructure to ensure the virtual layer has the necessary resources available. Please consult [One Identity's Product Support Policies](#) for more information on environment virtualization.

Before installing Active Roles 7.5.4, ensure that your system meets the following minimum hardware and software requirements, and install the following required software:

**NOTE:** To run these PowerShell commands, use the 64-bit version of Windows PowerShell.

Requirement	Details
Exchange Online PowerShell V2 module 2.0.3	The Exchange Online PowerShell V2 module version 2.0.3 (or newer) must be installed on the computer(s) running the Administration Service. For installation instructions, see <a href="#">Install and maintain the EXO V2 module</a> in the <i>Microsoft Azure Exchange PowerShell documentation</i> .
Azure AD PowerShell module	The latest version of the Azure Active Directory (AD) PowerShell module must be installed on the computer(s) running the Administration Service. For installation instructions, see <a href="#">Installing the Azure AD Module</a> in the <i>Microsoft Azure PowerShell documentation</i> .
Azure Az PowerShell module 2.5.3	The Azure Az PowerShell module version 2.5.3 (or older) must be installed on the computer(s) running the Administration Service and the Synchronization Service. For installation instructions, see <a href="#">Install the Azure Az PowerShell module</a> in the <i>Microsoft Azure PowerShell documentation</i> .
SharePoint Online Management Shell - x64	The <a href="#">SharePoint Online Management Shell</a> must be installed on the computer running the Administration Service. For installation instructions, see <a href="#">Get started with SharePoint Online Management Shell</a> in the <i>Microsoft SharePoint PowerShell documentation</i> .

For the system requirements of each Active Roles component, see the following sections:

- [Administration Service requirements](#)
- [Web Interface requirements](#)
- [Console requirements](#)
- [Management Tools requirements](#)
- [Synchronization Service requirements](#)
  - [Synchronization Service Capture Agent](#)

This section lists the hardware and software requirements for installing and running each of these components.

## Hardware requirements

**Table 8: Hardware requirements**

Requirement	Details
Processor	For Administration Service, Web Interface, and Synchronization Service, any of the following: <ul style="list-style-type: none"> <li>• Intel 64 (EM64T)</li> <li>• AMD64</li> </ul>

**NOTE:** The amount of processors required depends on the total number of managed objects. Depending on the size of the environment, the number of processors required

Requirement	Details
may vary.	<ul style="list-style-type: none"> <li>• Minimum 2 processors</li> <li>• Processor speed: 2.0 GHz or faster.</li> </ul> <p><b>NOTE:</b> For Synchronization Service, One Identity recommends using a multi-core processor for the best performance.</p>
Memory	<p>For Console and Management Tools, any of the following:</p> <ul style="list-style-type: none"> <li>• Intel x86</li> <li>• Intel 64 (EM64T)</li> <li>• AMD64</li> <li>• Processor speed: 1.0 GHz or faster.</li> </ul> <hr/> <p>Administration Service: A minimum of 4 GB of RAM.</p> <hr/> <p>Web Interface, Synchronization Service: A minimum of 2 GB of RAM.</p> <hr/> <p>Console, Management Tools: A minimum of 1 GB of RAM.</p>
<p><b>NOTE:</b> The amount of memory required depends on the total number of managed objects. Depending on the size of the environment, the amount of memory required may vary.</p>	
Hard disk space	<p>Administration Service, Web Interface, Console, Management Tools: A minimum of 100 MB of free disk space.</p> <hr/> <p>Synchronization Service: A minimum of 250 MB of free disk space.</p> <p><b>NOTE:</b> If SQL Server and Synchronization Service are installed on the same computer, the amount required depends on the size of the Synchronization Service database.</p>
Operating system	<p>You can install any of the Active Roles components on a computer running:</p> <ul style="list-style-type: none"> <li>• Microsoft Windows Server 2022, Standard or Datacenter edition.</li> <li>• Microsoft Windows Server 2019, Standard or Datacenter edition.</li> <li>• Microsoft Windows Server 2016, Standard or Datacenter edition.</li> </ul>
<p><b>NOTE:</b> Active Roles is not supported on Windows Server Core mode setup.</p>	



Requirement	Details
	<p>In addition, you can install Console and Management Tools on a computer running:</p> <ul style="list-style-type: none"> <li>• Microsoft Windows 10, Professional or Enterprise edition, 32-bit (x86) or 64-bit (x64).</li> <li>• Microsoft Windows 8.1, Professional or Enterprise edition, 32-bit (x86) or 64-bit (x64).</li> </ul>

## Administration Service requirements

This section lists the system requirements of the Active Roles Administration Service.

All Active Roles components require:

- Microsoft .NET Framework 4.7.2. For more information, see [Installing .NET Framework for developers](#) in the *Microsoft .NET documentation*.
- Visual C++ 2017 Redistributable.

**Table 9: Administration Service requirements**

Requirement	Details
SQL Server	<p>You can host the Active Roles database on:</p> <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2019, any edition.</li> <li>• Microsoft SQL Server 2017, any edition.</li> <li>• Microsoft SQL Server 2016, any edition.</li> <li>• Microsoft SQL Server 2014, any edition, 32-bit (x86) or 64-bit (x64), with or without any Service Pack.</li> <li>• Microsoft OLE DB Driver for SQL Server (MSOLEDBSQL).</li> </ul> <p>Active Roles also supports Azure SQL hosted database.</p>
Windows Management Framework	<p>On all supported operating systems, the Active Roles Administration Service requires Windows Management Framework 5.1 (available for download <a href="#">here</a>).</p>
Operating system on domain controllers	<p>Active Roles retains all features and functions when managing Active Directory on domain controllers running any of these operating systems, any edition, with or without any Service Pack:</p> <ul style="list-style-type: none"> <li>• Microsoft Windows Server 2022</li> </ul>

## Requirement Details

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- Microsoft Windows Server 2019
- Microsoft Windows Server 2016

Active Roles deprecates managed domains with the domain functional level lower than Windows Server 2008 R2. One Identity recommends that you raise the functional level of the domains managed by Active Roles to Windows Server 2008 R2 or higher.

Exchange Server

Active Roles is capable of managing Exchange recipients on:

- Microsoft Exchange Server 2019
- Microsoft Exchange Server 2016
- Microsoft Exchange Server 2013

**NOTE:** Microsoft Exchange 2013 CU11 is no longer supported. For more information, see [Knowledge Base Article 202695](#).

## Web Interface requirements

This section lists the system requirements of the Active Roles Web Interface.

All Active Roles components require:

- Microsoft .NET Framework 4.7.2. For more information, see [Installing .NET Framework for developers](#) in the *Microsoft .NET documentation*.
- Visual C++ 2017 Redistributable.

**Table 10: Web Interface requirements**

### Requirement Details

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Internet Services

On Windows Server 2016, Windows Server 2019, and Windows Server 2022, the Active Roles Web Interface requires the Web Server (IIS) server role with the following role services:

- Web Server/Common HTTP Features/
  - Default Document
  - HTTP Errors
  - Static Content
  - HTTP Redirection
- Web Server/Security/
  - Request Filtering
  - Basic Authentication

## Requirement Details

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- Windows Authentication
- Web Server/Application Development/
- .NET Extensibility
- ASP
- ASP.NET
- ISAPI Extensions
- ISAPI Filters
- Management Tools/IIS 6 Management Compatibility/
- IIS 6 Metabase Compatibility

Internet Information Services (IIS) must be configured to provide **Read/Write** delegation for the following features:

- Handler Mappings
- Modules
- Use **Feature Delegation** in Internet Information Services (IIS) Manager to confirm that these features have their delegation set to **Read/Write**.

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Web browser	You can access Active Roles Web Interface using: <ul style="list-style-type: none"><li>• Mozilla Firefox 36 (or newer) on Windows.</li><li>• Google Chrome 61 (or newer) on Windows.</li><li>• Microsoft Edge 79 (or newer), based on Chromium on Windows 10.</li></ul> You can use a later version of Firefox and Google Chrome to access the Active Roles Web Interface. However, the Active Roles Web Interface was tested only with the browser versions listed above.
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Minimum screen resolution	The Active Roles Web Interface is optimized for screen resolutions of 1280x800 or higher. The minimum supported screen resolution is 1024x768.
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## Console requirements

This section lists the system requirements of the Active Roles Console (MMC Interface).

All Active Roles components require:

- Microsoft .NET Framework 4.7.2. For more information, see [Installing .NET Framework for developers](#) in the *Microsoft .NET documentation*.
- Visual C++ 2017 Redistributable.

**Table 11: Console (MMC Interface) requirements**

Requirement	Details
Web browser	The Active Roles Console requires Microsoft Edge 79 (or newer), based on Chromium.

## Management Tools requirements

The Active Roles Management Tools is a composite component that includes the Active Roles Management Shell, ADSI Provider, and SDK. On a 64-bit (x64) system, the Active Roles Management Tools also include the Active Roles Configuration Center.

This section lists the system requirements of the Active Roles Management Tools.

All Active Roles components require:

- Microsoft .NET Framework 4.7.2. For more information, see [Installing .NET Framework for developers](#) in the *Microsoft .NET documentation*.
- Visual C++ 2017 Redistributable.

**Table 12: Management Tools requirements**

Requirement	Details
Windows Management Framework	On all supported operating systems, the Active Roles Management Tools require Windows Management Framework 5.1 (available for download <a href="#">here</a> ).
Remote Server Administration Tools (RSAT)	To manage Terminal Services user properties by using the Active Roles Management Shell, Management Tools require Remote Server Administration Tools (RSAT) for Active Directory. For more information on installing the RSAT version applicable to your operating system, see <a href="#">Remote Server Administration Tools (RSAT) for Windows</a> in the <i>Microsoft Documentation</i> .

## Synchronization Service requirements

This section lists the system requirements of the Active Roles Synchronization Service.

All Active Roles components require:

- Microsoft .NET Framework 4.7.2. For more information, see [Installing .NET Framework for developers](#) in the *Microsoft .NET documentation*.
- Visual C++ 2017 Redistributable.

**Table 13: Synchronization Service requirements**

Requirement	Details
SQL Server	<p>You can host the Active Roles Synchronization Service database on:</p> <ul style="list-style-type: none"><li>• Microsoft SQL Server 2019, any edition.</li><li>• Microsoft SQL Server 2017, any edition.</li><li>• Microsoft SQL Server 2016, any edition.</li><li>• Microsoft SQL Server 2014, any edition, 32-bit (x86) or 64-bit (x64), with or without any Service Pack.</li></ul> <p><b>NOTE:</b> The Active Roles Synchronization Service does not support Azure SQL hosted database.</p>
Windows Management Framework	<p>On all supported operating systems, the Active Roles Synchronization Service requires Windows Management Framework 5.1 (available for download <a href="#">here</a>).</p>
Supported connections	<p>The Active Roles Synchronization Service can connect to:</p> <ul style="list-style-type: none"><li>• Microsoft Active Directory Domain Services with the domain or forest functional level of Windows Server 2016 or higher.</li><li>• Microsoft Active Directory Lightweight Directory Services running on any Windows Server operating system supported by Microsoft.</li><li>• Microsoft Exchange Server version 2019, 2016, or 2013.</li></ul> <p><b>NOTE:</b> Microsoft Exchange 2013 CU11 is no longer supported. For more information, see <a href="#">Knowledge Base Article 202695</a>.</p> <ul style="list-style-type: none"><li>• Microsoft Lync Server version 2013 with limited support.</li><li>• Microsoft Skype for Business 2019, 2016 or 2015.</li><li>• Microsoft Windows Azure Active Directory using Microsoft Graph API version 1.0.</li><li>• Microsoft Office 365 directory.</li><li>• Microsoft Exchange Online service.</li><li>• Microsoft Skype for Business Online service.</li><li>• Microsoft SharePoint Online service.</li><li>• Microsoft SQL Server, any version supported by Microsoft.</li><li>• Microsoft SharePoint 2019, 2016, or 2013.</li><li>• Active Roles version 7.4.3, 7.4.1, 7.3, 7.2, 7.1, 7.0, and 6.9</li><li>• One Identity Manager version 7.0 (D1IM 7.0)</li><li>• One Identity Manager version 8.0</li><li>• Support for Generic LDAP Connector, MySQL Connector, Open LDAP Connector, IBM Db2 Connector, Salesforce Connector, Service now</li></ul>

## Requirement Details

	<p>Connector, and IBM RACF Connector.</p> <ul style="list-style-type: none"><li>• Support for Oracle Database, Oracle Database User Accounts, Oracle Unified Directory, Micro Focus NetIQ Directory, and IBM AS/400 connectors.</li><li>• Data sources accessible through an OLE DB provider</li><li>• Delimited text files</li></ul>
Legacy Active Roles ADSI Provider	To connect to Active Roles version 6.9, see the Active Roles ADSI Provider of <i>Quick Start Guide</i> for the appropriate Active Roles version.
One Identity Manager API	To connect to One Identity Manager 7.0, One Identity Manager Connector must be installed on the computer running the Active Roles Synchronization Service. This connector works with RESTful web service and SDK installation is not required.
Internet Connection	To connect to cloud directories or online services, the computer running the Active Roles Synchronization Service must have a reliable connection to the Internet.

## Synchronization Service Capture Agent

This section lists the system requirements of the Active Roles Synchronization Service Capture Agent.

All Active Roles components require:

- Microsoft .NET Framework 4.7.2. For more information, see [Installing .NET Framework for developers](#) in the *Microsoft .NET documentation*.
- Visual C++ 2017 Redistributable.

**Table 14: Synchronization Service Capture Agent requirements**

Requirement	Details
Additional Requirements	<p>To synchronize passwords from an Active Directory domain to some other connected data system, you must install the Active Roles Synchronization Service Capture Agent on all domain controllers in the source Active Directory domain.</p> <p>The domain controllers on which you install the Active Roles Synchronization Service Capture Agent must run one of the following operating systems with or without any Service Pack (both x86 and x64 platforms are supported):</p> <ul style="list-style-type: none"><li>• Microsoft Windows Server 2022</li><li>• Microsoft Windows Server 2019</li></ul>

## Requirement Details

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- Microsoft Windows Server 2016

For more information, see the *Active Roles Synchronization Service Administration Guide*.

## Product licensing

Use of this software is governed by the Software Transaction Agreement found at [www.oneidentity.com/legal/sta.aspx](http://www.oneidentity.com/legal/sta.aspx). This software does not require an activation or license key to operate.

The product usage statistics can be used as a guide to show the scope and number of managed objects in Active Roles.

## Upgrade and compatibility

**⚠ CAUTION:** You must run the Active Roles Setup in Administrator Mode. Failing to do so will result in Active Roles not starting up at all.

You can upgrade any 7.x version of Active Roles to Active Roles 7.5.4.

For instructions on how to upgrade from an earlier version of Active Roles, see the *Active Roles Quick Start Guide*.

**NOTE:** Consider the following before upgrading to a new version of Active Roles:

- Components of an earlier Active Roles version may not work with the components of the new version you are upgrading to.
- Custom solutions (scripts or other modifications) that rely on Active Roles features may fail to work after an upgrade due to compatibility issues. Therefore, before starting the upgrade, test your existing solutions with the new version of Active Roles in a lab environment to verify that your custom solutions will continue to work.

**TIP:** When upgrading to a new Active Roles version, One Identity recommends to upgrade the Active Roles Administration Service first, and the client components (Active Roles Console and Active Roles Web Interface) afterwards.

# Upgrade and installation instructions

For instructions on how to upgrade from an earlier version of Active Roles or how to install and initially configure Active Roles, see the *Active Roles Quick Start Guide*.

For special considerations regarding the installation of Active Roles 7.5.4, see the following information.

## Changes related to Azure tenants

**NOTE:** If your organization has any Azure tenants that are managed with Active Roles, you need to reauthenticate and reauthorize them after installing Active Roles 7.5.4. Otherwise, Active Roles will not receive the required permissions for managing existing Azure tenants, and tenant administration in Active Roles 7.5.4 will not work correctly. For more information, see *Reconfiguring Azure tenants during upgrade configuration* in the *Active Roles Quick Start Guide*.

## Changes related to Active Roles Synchronization Service

**NOTE:** Active Roles 7.5 introduced support for Modern Authentication in Azure BackSync workflows of the Active Roles Synchronization Service. After upgrading to Active Roles 7.5 or 7.5.4 from an earlier version, if you previously had an Azure BackSync workflow configured, you will be prompted to reconfigure it in the Active Roles Synchronization Service Console.

**⚠ CAUTION:** If you previously had an Azure BackSync workflow configured in Active Roles Synchronization Service, and you use more than one Azure Active Directory (Azure AD) service in your deployment, you must specify the Azure AD for which you want to configure Azure BackSync. Failure to do so may either result in directory objects not synchronized at all, or synchronized to unintended locations.

For more information on how to specify the Azure AD used for back-synchronization, see *Configuring automatic Azure BackSync* in the *Active Roles Synchronization Service Administration Guide*.

## More resources

Additional information is available from the following resources:

- Online product documentation (<https://support.oneidentity.com/active-roles/>)
- Active Roles community (<https://www.oneidentity.com/community/active-roles>)



# 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.

## 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](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 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.

## Third-party contributions

This product contains some third-party components (listed below). Copies of their licenses may be found at referencing <https://www.oneidentity.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (\*) is available at <http://opensource.quest.com>.

**Table 15: List of Third-Party Contributions**

<b>Component</b>	<b>License or Acknowledgment</b>
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