

One Identity Password Manager 5.11.0

Release Notes

Thursday, October 13, 2022

These release notes provide information about the new features, enhancements, known or resolved issues, and other changes of One Identity Password Manager 5.11.0. This document describes the changes of both the regular and the Active Directory Lightweight Directory Services (AD LDS) edition of the software.

For the most recent documents and product information, and for the release notes and documentation of earlier product releases, see the [online Password Manager technical documentation](#) on the One Identity Support Portal.

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About One Identity Password Manager 5.11.0

One Identity Password Manager 5.11.0 is a minor release, containing new features and resolved issues.

- For the list of new features, see [New features](#).
- For the list of enhancements, see [Enhancements](#).
- For the list of resolved issues, see [Resolved issues](#).

New features

CAUTION: Password Manager does not provide feature parity in between the legacy PMUser and new PMSelfService sites for self-service related activities. All new feature developments are only done for the new PMSelfService site.

Password Manager 5.11.0 contains the following new features:

- Help link URL can now be customized:
 - To customize the help link URL on the PMSelfService site, you need to open Password Manager installation folder\Web\SelfService\Scripts\libs\assets\config\config.json, and modify the **helpLink** property.
 - To customize the help link URL on other sites, you need to open Password Manager installation folder\Web\Admin, User or Helpdesk\App_Data\sitemenu.xml, and modify the SiteMenu.Help.Link items' URL attribute.
- Offline documentation and help sites have been removed.
 - Help sites are removed completely from the installation, therefore one vulnerability is no longer present. Help links are pointing to the online support pages by default, but are customizable.
 - The .PDF files are replaced with .URL files, pointing to the corresponding document of the actual version on One Identity support page: [Password Manager Technical Documentation](#).
 - Non-English user guides have been removed.
 - Adobe Reader has been removed from the redistributables.
 - Context help links on the admin site have been improved, missing content has been added and their source of content has been changed.
 - The installation folder got a new folder **Documentation** which contains the .URL files from the CD.
- On the admin site there is a new **Management** menu.
 - **Unregister users** have been moved here from **General Settings**.
- In the new **Management** menu there is a new feature **Bulk Password Reset**. Similar to the **Unregister users** functionality, an organizational unit, a group of users and individual users can be selected as a scope for the **Bulk Password Reset** operation. It is achieved by setting the selected users' **Users must change**

password at next logon flag to true.

NOTE: This flag cannot be set to true, while **Password never expires** is true.

Enhancements

The following is a list of enhancements implemented in One Identity Password Manager 5.11.0.

Table 1: Enhancements

Enhancement	Issue ID
Starling features have been removed from Password Manager.	313840
Authenticate with external provider activity has been added as a selectable authentication method to Authentication Methods activity.	314391
With the removal of Starling, the following features were substituted: <ul style="list-style-type: none">• Generate passcode in Assign passcode helpdesk activity. Instead of Starling, the admin can select to send the passcode in email and/or SMS.• Generate password in Reset password in Active Directory. Instead of Starling, the admin can select to send the password in email and/or SMS.• Instead of login with Starling on the admin and helpdesk sites, Secure Token Server is used to provide optional 2FA login for these sites.• Different login providers can be used for the admin and helpdesk sites if needed.	315583
Login with Starling has been removed as Starling is phased out as of 1 November 2022. Instead, there is a 2FA Enforcement item in the Management menu. Logins are handled by Secure Token Server instead of Starling, therefore it is required to have at least one provider configured in General Settings > Secure Token Server .	319309

Resolved issues

The following is a list of issues addressed in One Identity Password Manager 5.11.0.

Table 2: Resolved issues – General Password Manager Issues

Resolved issue	Issue ID
The installer checks if the PMAAdmin group exists and if the given user is a member of this group. If the given user is a member then it will not try to add to it.	305090
Some vulnerabilities revealed by a previous penetration test has been fixed.	308644, 308651

Table 3: Resolved issues – Password Manager Self-Service Site

Resolved issue	Issue ID
The Enter your user name part of the user search interface is now translatable. If the admin chooses to use a custom login attribute for identification, the text can be modified accordingly in Password Manager installation folder\Web\SelfService\assets\i18n\language.json.	310613

Table 4: Resolved issues – Password Manager User Site

Resolved issue	Issue ID
Previously some passwords were rejected with certain characters by the PMUser site. Now password can contain any character.	315935

Known issues

The following is a list of issues, including those attributed to third-party products, that are known to exist at the time of the One Identity Password Manager 5.11.0 release.

Table 5: Known issues

Known issue	Issue ID
When User Principal Name (UPN) is used as service account, installing a Password Manager hotfix can lock the service account.	255614
Workaround To solve the problem: <ol style="list-style-type: none"> 1. Change the service account to the domainname\username format. 2. Provide a password for the same service account user. 3. Install the Password Manager hotfix. 	
Following a Password Manager upgrade, the General > Settings > Scheduled Tasks > Active Directory Sites task is disabled.	246147

Known issue	Issue ID
Workaround	
After upgrading Password Manager to a newer version, enable the Active Directory Sites task manually.	
When scheduled from the secondary instance of the Password Manager server, the General Settings > Unregister Users task does not run.	233679
Workaround	
Schedule the Unregister Users task on the primary instance of Password Manager.	
If the application pool identity is a domain user with minimal permissions, then Web interface customization changes are not applied to the Self-Service and Helpdesk Sites.	233658
In the General Settings > Instance Reinitialization page, the Corporate phone attribute is not imported from the primary instance to the secondary instance.	229200
Workaround	
Update the Corporate phone attribute manually on the secondary instance to have the same value as on the primary Password Manager instance.	
If the Password Manager Self-Service Site contains an IPv6 address, the location-sensitive authentication (LSA) feature does not work.	221571
Workaround	
LSA currently supports IPv4 addresses only. Therefore, do not access the Password Manager Self-Service Site from an external network where the request contains an IPV6 address.	
When configuring a dictionary rule in the Password Manager Administration Site, the Policy Rules > Dictionary Rule > Enable dictionary lookup to reject passwords that contain > Beginning characters of a dictionary word setting does not work correctly if you specify only 2 beginning characters.	221468
Workaround	
One Identity recommends using the A complete word from the dictionary (QPMDictionary.txt) setting when configuring a dictionary rule.	
If no appropriate authentication methods are configured for it, the Forgot My Password screen may appear blank in the Password Manager Self-Service Site or Helpdesk Site.	221389
Workaround	
In the Password Manager Administration Site, One Identity recommends	

Known issue	Issue ID
<p>workflow with Security Questions workflow with Security Questions as one of its registration modes.</p>	
<p>When a symmetry rule is configured with the Policy Rules > Symmetry Rule setting of the Password Manager Administration Site, it may fail to validate passwords containing non-consecutive characters.</p>	220177
<p>Workaround</p>	
<p>Do not use the Policy Rules > Symmetry Rule > Maximum number of consecutive characters within a password, that read the same in both directions (pass4554word) setting.</p>	
<p>In a Password Manager for AD LDS environment, if the User Scope is configured with an AD LDS account, the Forgot My Password and Manage My Passwords workflows will fail.</p>	220171
<p>Workaround</p>	
<p>When configuring a User Scope, do not use The following AD LDS account setting of the Access account > Edit AD LDS Instance Connection dialog.</p>	
<p>When a Questions and Answers Policy is updated with any language other than English, users may receive both the default and the custom email notifications on the Password Manager Self-Service Site.</p>	219401
<p>Workaround</p>	
<p>For the Email user if workflow succeeds workflow, change the value of the Select email template to use setting to Customize.</p>	
<p>When searching users with reCAPTCHA enabled, not entering reCAPTCHA for the second time results in a non-human readable error message.</p>	217064
<p>Workaround</p>	
<p>Always search for users with the correct username and with the reCAPTCHA check completed.</p>	
<p>Upgrading Password Manager from version 5.6.3 to 5.9.x keeps the previous My Questions and Answers profile workflow.</p>	215892
<p>Workaround</p>	
<p>To solve the problem:</p>	
<ol style="list-style-type: none"> 1. In the Password Manager Administration Site, navigate to the My Questions and Answers profile workflow. 2. Open Workflow Settings > Availability. 3. Set Enable the workflow to Never. 4. Select Show the workflow on the Self-Service site. 	

Known issue	Issue ID
5. To apply your changes, click OK .	
The User Status Statistics scheduled task may fail intermittently.	171590
After upgrading to Password Manager 5.9.x, the My Notifications custom workflow cannot be edited in the Password Manager Self-Service Site.	171589
Workaround	
One Identity recommends to use the legacy Self-Service Site to edit the My Notifications workflow.	
When using Password Manager for AD LDS, the Password Policies page of the Administration Site is not updated when a password policy is created.	170587
Workaround	
After a new Password Policy is created, click Save , and immediately cancel the Add New Policy wizard. The page will refresh and list the new policy.	
After upgrading to Password Manager for AD LDS 5.9.x, the General Settings > Search and Logon Options menu may display an error when its settings are modified.	170560
Workaround	
To solve this problem:	
<ol style="list-style-type: none"> 1. In the Password Manager for AD LDS Helpdesk Site, navigate to General Settings > Search and Logon Options. 2. In the Users must enter the following user account attribute for identification setting, change the value from sAMAccountName to cn. 	
Domain users may not be able to access the Password Manager Administration Site, even if they are members of the local PMAAdmin group.	170441
Workaround	
When using Password Manager 5.8.x or newer, domain users can access the Administration Site only if they are members of both the local PMAAdmin group, and either the IIS_IUSRS group or the Administrators group.	
In Password Manager for AD LDS, certain column data required for custom activities are not available in generated reports.	170355
After upgrading Password Manager from an earlier version to 5.9.x, the upgrade process may create duplicate URL references for the Password Manager User Site.	169921
Workaround	
Manually delete URL shortcuts that are not required.	
When a Password Manager for AD LDS instance and the Password Manager	169763

Known issue**Issue ID**

for AD LDS server instance are not configured on the same machine, Password Policy Rules are not displayed in the new and legacy Password Manager for AD LDS Self-Service Sites.

Workaround

Configure the Password Manager for AD LDS instance and the Password Manager for AD LDS server instance on the same machine.

The user search settings of the Password Manager for AD LDS Helpdesk Site may work incorrectly. 169384

Workaround

To solve the problem:

1. In the Password Manager for AD LDS Helpdesk Site, navigate to **General Settings > Search and Logon Options**.
2. Use the **cn** attribute instead of **mail** to search for users.

When editing a Questions and Answers Policy, you may be unable to edit or delete translated questions. 168957

Workaround

To edit existing translated questions, add another translated language.

The Password Manager Self-Service Site may not launch on Secure Password Extension (SPE) through a 32-bit operating system. 167871

Workaround

If you have a 32-bit operating system, One Identity recommends to use the legacy Self-Service Site.

When a password is changed from the target Active Directory (AD) system to that of the source AD, One Identity Quick Connect may be unable to synchronize passwords. 167573

Workaround

Restart the Quick Connect Capture Agent Service on all the source and target systems.

In Password Manager versions 5.8.2 and 5.9.x, you can only reconnect to a domain on the second attempt. 166950

Workaround

To solve the problem:

1. In the Password Manager Administration Site, select the User Scope, Helpdesk Scope or Password Policy you want to configure.
2. Click **Add domain connection** twice to add a new domain connection.

Known issue	Issue ID
In email notifications, the #OPERATOR_ACCOUNT_NAME#, #OPERATOR_IP#, #WORKFLOW_RESULT#, and #WORKFLOW_SUMMARY# parameters are not populated.	141728
On Windows Server 2019, the Password Manager Service and One Identity rSMS Service may stop.	127587
Workaround	
To solve the problem, make sure that the domain controller machine and the clients are at two separate entities.	
When editing a dictionary file between the size of 10–20 MB from a Password Policy, the web browser session may crash, and an error may appear in the Windows Event Viewer.	115957
Workaround	
If you must modify a dictionary file larger than 10 MB, edit it from the domain machine where Password Policy Manager (PPM) is installed.	
When performing a password reset with the Password Manager Helpdesk Site, the site also accepts the previous/old password.	114822
Workaround	
Manually enter a different password during the short duration of the password reset.	

System requirements

This section provides the 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. These requirements are applicable both to Full Installation and Distributed Installation (when the Self-Service Site and the Helpdesk Site are installed on separate systems).

Table 6: 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. NOTE: If .NET Framework is already installed, then installation may require less disk space.
Operating system	Password Manager can be run on any of the following operating systems: <ul style="list-style-type: none">• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2016• Microsoft Windows Server 2019• Microsoft Windows Server 2022 NOTE: Consider the following operating system and machine restrictions: <ul style="list-style-type: none">• Password Manager is not supported on Windows Server Core mode setup.• One Identity does not recommend installing Password Manager on the machine where the Domain Controller (DC) server is installed.• Password Manager supports Windows Server 2012 R2 and later versions in domain and forest functional levels, including domains operating in a mixed mode.• Password Manager does not support Windows 2008 and earlier versions.
Internet Information Services	Password Manager requires any of the following Microsoft Internet Information Services (IIS) versions on the web server of your environment: <ul style="list-style-type: none">• IIS 7.0• IIS 7.5• IIS 8.0• IIS 10.0

Requirement	Details
	<p>TIP: To ensure best practice security, configure Password Manager to use HTTPS. For more information, see <i>Password Manager 5.11.0 Administrator Guide</i> or <i>Password Manager 5.11.0 Administrator Guide (AD LDS Edition)</i>.</p>
Web browser	<p>Password Manager supports the following web browsers:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 11 • Microsoft Edge • Mozilla Firefox 10 or later • Apple Safari 5 or later • Google Chrome 15 or later
Microsoft .NET Framework	<p>Microsoft .NET Framework 4.7.2</p> <p>NOTE: Install .NET Framework before you install Password Manager.</p>
Visual C++ Runtime Libraries	<p>Password Manager supports the following Visual C++ Runtime Libraries:</p> <ul style="list-style-type: none"> • Visual C++ Runtime Libraries 2017 • Visual C++ Runtime Libraries 2010 <p>Visual C++ Runtime Libraries x86 and x64 are included in the Password Manager distribution package.</p> <p>NOTE: Install Visual C++ Runtime Libraries 2010 and Visual C++ Runtime Libraries 2017 before you install Password Manager.</p>
Adobe Acrobat Reader	<p>Acrobat Reader DC</p> <p>NOTE: Acrobat Reader DC 17.009.20044 is included with the Password Manager distribution package.</p>
Minimum screen resolution	1280x1024 pixels

Password Manager Self-Service Site and Helpdesk Site requirements

Make sure that every client computer meets the following minimum software requirements:

Table 7: Password Manager Self-Service Site and Helpdesk Site requirements

Requirement	Details
Web browser	The Password Manager Self-Service Site and Helpdesk Site support the following browsers: <ul style="list-style-type: none">• Microsoft Internet Explorer 11• Microsoft Edge• Mozilla Firefox 10 or later• Apple Safari 5 or later• Google Chrome 15 or later
Minimum screen resolution	1280x1024 pixels

Password Policy Manager requirements

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

The domain controllers where you plan to install the Password Policy Manager component must meet the following requirements:

Table 8: Password Policy Manager Requirements

Requirement	Details
Hard disk space	30 MB of free hard disk space.
Operating system	Password Policy Manager supports the following operating systems: <ul style="list-style-type: none">• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2016• Microsoft Windows Server 2019• Microsoft Windows Server 2022 <p>NOTE: Password Manager does not support Windows Server Core mode setup.</p>

Secure Password Extension requirements

To support password resets from the Windows login screen, you must deploy Secure Password Extension on all target computers in the managed domain. The target computers

must meet the following minimum software requirements:

Table 9: Secure Password Extension requirements

Requirement	Details
Operating system	Secure Password Extension supports the following operating systems: <ul style="list-style-type: none">• Microsoft Windows 8.1• Microsoft Windows 10• Microsoft Windows 11
Web browser	Microsoft Internet Explorer 11 NOTE: Due to potential security threats, One Identity does not recommend using any Internet Explorer plug-ins on computers with Secure Password Extension installed.

Offline Password Reset requirements

To allow users to reset their forgotten passwords when they are not connected to the corporate network (making their domain unavailable), deploy the Offline Password Reset component on all target computers in the managed domain.

NOTE: Users can reset their passwords offline only if the Offline Password Reset component has been already installed prior to their scheduled password reset time.

The target computers must meet the following minimum software requirements:

Table 10: Offline Password Reset requirements

Requirement	Details
Operating system	The Offline Password Reset component supports the following operating systems: <ul style="list-style-type: none">• Microsoft Windows 8.1• Microsoft Windows 10• Microsoft Windows 11 NOTE: Password Manager does not support Windows Server Core mode setup.

Password Manager Reports requirements

To configure and use Password Manager reports, you must:

1. Install an SQL server in your environment.
2. Configure reporting settings on the Password Manager Administration Site. For more information, see *Reporting in Password Manager 5.11.0 Administration Guide* or *Password Manager 5.11.0 Administration Guide (AD LDS Edition)*.

The report definitions included with Password Manager support all features of the SQL server versions listed in this section. All supported Microsoft SQL Server Reporting Services in Password Manager support SSL connection.

Table 11: Password Manager Reports requirements

Requirement	Details
SQL Server	The following SQL Server versions are supported: <ul style="list-style-type: none"> • Microsoft SQL Server 2012 R2 • Microsoft SQL Server 2014 • Microsoft SQL Server 2016 • Microsoft SQL Server 2017

Accessing External URLs

To enable Password Manager to download images:

- The machine where Password Manager is installed must have an active Internet access.
- The following Password Manager sites require access to the following external URLs.

Upgrade and installation instructions

For more information on how to install or upgrade One Identity Password Manager, see the following resources:

- When you upgrade Password Manager from versions prior 5.11.0 and Secure Token Server features are used, create a backup of **Rsts.exe.config** in Password Manager installation folder\Service\SecureTokenServer. When the upgrade is finished, restore these files.

This procedure is not required for upgrades starting from version 5.11.0.

- For more information on the upgrade procedure, see *Upgrading Password Manager in the Password Manager 5.11.0 Administration Guide* or the *Password Manager 5.11.0 Administration Guide (AD LDS Edition)* documents.

You can upgrade to Password Manager 5.11.0 from version 5.8.2 or later.

- For more information on how to install and configure Password Manager, see *Installing Password Manager* in the *Password Manager 5.11.0 Administration Guide*, *Password Manager 5.11.0 Administration Guide (AD LDS Edition)*, or the *Password Manager 5.11.0 Quick Start Guide* documents.

Product licensing

One Identity Password Manager requires a license key for operation. For more information on license management, see *Licensing* in the *Password Manager 5.11.0 Administrator Guide* or the *Password Manager 5.11.0 Administrator Guide (AD LDS Edition)* documents.

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.

The Password Manager Self-Service 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
- 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.

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Third-party contributions

This product contains the following third-party components. For the applicable licenses, see [Licenses](#).

Copies of component licenses may be found at <https://www.oneidentity.com/legal/license-agreements.aspx>.

Source code for components marked with an asterisk (*) is available at <http://opensource.quest.com>.

Component	License of Acknowledgement
adal-angular 4.0.12	Use of this component is subject to Apache License v2.0, January 2004. For the full text of the license agreement, see: https://www.apache.org/licenses/LICENSE-2.0
Billboard 1.9.3	Use of this component is subject to the MIT license of the Open Source Initiative. For the full text of the license agreement, see: https://opensource.org/licenses/mit-license.php
DotNetZip 1.9.1.8	Copyright © 2000,2001,2002,2003 ymnk, JCraft, Inc. Use of this component is subject to the Microsoft Permissive License (Ms-PL). For the full text of the license agreement, see: https://opensource.org/licenses/MS-PL
hammerjs 2.0.8	Copyright © 2011-2017 by Jorik Tangelder (Eight Media). The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software. Use of this component is subject to the MIT license of the Open Source Initiative. For the full text of the license agreement, see: https://opensource.org/licenses/mit-license.php
JQuery Form 3.14	Copyright © 2017 jquery-form. The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software. This project is dual-licensed under the LGPLv2.1 (or later) or MIT licenses:

Component	License of Acknowledgement
jQuery Library 3.3.1	<ul style="list-style-type: none"> • GNU Lesser General Public License v2.1 • MIT <p>Copyright © 2015 The jQuery Foundation.</p> <p>The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.</p> <p>Use of this component is subject to the MIT license of the Open Source Initiative. For the full text of the license agreement, see:</p> <p>https://opensource.org/licenses/mit-license.php</p>
jQuery miniColors 1.0	<p>Copyright © 2011 Cory LaViska for A Beautiful Site, LLC. (http://abeautifulsite.net/)</p> <p>This component is dual-licensed under the MIT or GPL Version 2 licenses:</p> <ul style="list-style-type: none"> • GNU General Public License v2 • MIT
jQuery UI 1.12.1*	<p>Copyright © 2007, 2014 jQuery Foundation and other contributors:</p> <p>https://jquery.org/</p> <p>Use of this component is subject to the MIT license of the Open Source Initiative. For the full text of the license agreement, see:</p> <p>https://opensource.org/licenses/mit-license.php</p>
jQuery Validation 1.15.1	<p>Use of this component is subject to the MIT license of the Open Source Initiative. For the full text of the license agreement, see:</p> <p>https://opensource.org/licenses/mit-license.php</p>
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Knockout JS 3.4.2	<p>Use of this component is subject to the MIT license</p>

Component	License of Acknowledgement
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<p>lodash 4.17.15</p>	<p>Copyright © JS Foundation and other contributors. https://openjsf.org/</p> <p>Based on Underscore.js. Copyright © Jeremy Ashkenas.</p> <p>The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.</p> <p>Copyright and related rights for sample code are waived via CC0. Sample code is defined as all source code displayed within the prose of the documentation.</p> <p>Use of this component is subject to the MIT license of the Open Source Initiative. For the full text of the license agreement, see: https://opensource.org/licenses/mit-license.php</p>
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