

# One Identity Password Manager 5.12.1

## Release Notes

Tuesday, June 6, 2023

These release notes provide information about the new features, enhancements, known or resolved issues, and other changes of One Identity Password Manager 5.12.1. 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 5.12.1

One Identity Password Manager 5.12.1 is a patch release with resolved issues.

- For the list of resolved issues, see [Resolved issues](#).
- For the list of known issues, see [Known issues](#).

# Resolved issues

This section lists issues addressed in One Identity Password Manager 5.12.1.

**Table 1: Resolved issues – General Password Manager Issues**

Resolved issue	Issue ID
Previously, Password Manager might not apply password policies correctly in some cases if LSA protection was enabled on the domain controller.  This issue is now fixed, so password policies are applied correctly regardless of whether LSA protection is enabled or not.	419429

**Table 2: Resolved issues – Password Manager Helpdesk Site**

Resolved issue	Issue ID
Previously, authentication on the Password Manager Helpdesk Site (PMHelpdesk) did not work with STS, if the UPN suffix was not the same as the domain DNS name.  This issue is now fixed, so the UPN suffix and the DNS name can be different.	417257

# 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 5.12.1 release.

**Table 3: 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.  <b>Workaround</b> To solve the problem: <ol style="list-style-type: none"><li>1. Change the service account to the domainname\username format.</li><li>2. Provide a password for the same service account user.</li><li>3. Install the Password Manager hotfix.</li></ol>	255614
Following a Password Manager upgrade, the <b>General &gt; Settings &gt; Scheduled Tasks &gt; Active Directory Sites</b> task is disabled.	246147

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

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

Known issue	Issue ID
5. To apply your changes, click <b>OK</b> .	
The <b>User Status Statistics</b> scheduled task may fail intermittently.	171590
After upgrading to Password Manager 5.9.x, the <b>My Notifications</b> custom workflow cannot be edited in the Password Manager Self-Service Site.	171589
<b>Workaround</b>	
One Identity recommends to use the legacy Self-Service Site to edit the <b>My Notifications</b> workflow.	
When using Password Manager for AD LDS, the <b>Password Policies</b> page of the Administration Site is not updated when a password policy is created.	170587
<b>Workaround</b>	
After a new Password Policy is created, click <b>Save</b> , and immediately cancel the <b>Add New Policy</b> wizard. The page will refresh and list the new policy.	
After upgrading to Password Manager for AD LDS 5.9.x, the <b>General Settings &gt; Search and Logon Options</b> menu may display an error when its settings are modified.	170560
<b>Workaround</b>	
To solve this problem:	
<ol style="list-style-type: none"> <li>1. In the Password Manager for AD LDS Helpdesk Site, navigate to <b>General Settings &gt; Search and Logon Options</b>.</li> <li>2. In the <b>Users must enter the following user account attribute for identification</b> setting, change the value from <b>sAMAccountName</b> to <b>cn</b>.</li> </ol>	
Domain users may not be able to access the Password Manager Administration Site, even if they are members of the local PMAAdmin group.	170441
<b>Workaround</b>	
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
<b>Workaround</b>	
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
<b>Workaround</b>	
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
<b>Workaround</b>	
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
<b>Workaround</b>	
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 4: Password Manager Service and Administration Site requirements**

<b>Requirement</b>	<b>Details</b>
Platform	1.6 GHz or higher.
Memory	At least 4 GB RAM.
Hard disk space	2.7 GB of free disk space. <b>NOTE:</b> 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"><li>• Microsoft Windows Server 2012 R2</li><li>• Microsoft Windows Server 2016</li><li>• Microsoft Windows Server 2019</li><li>• Microsoft Windows Server 2022</li></ul> <b>NOTE:</b> Consider the following operating system and machine restrictions: <ul style="list-style-type: none"><li>• Password Manager is not supported on Windows Server Core mode setup.</li><li>• One Identity does not recommend installing Password Manager on the machine where the Domain Controller (DC) server is installed.</li><li>• Password Manager supports Windows Server 2012 R2 and later versions in domain and forest functional levels, including domains operating in a mixed mode.</li><li>• Password Manager does not support Windows 2008 and earlier versions.</li></ul>
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"><li>• IIS 8.0</li><li>• IIS 10.0</li></ul> <b>NOTE:</b> PMSelfService site requires IIS 10. <b>TIP:</b> To ensure best practice security, configure Password Manager to use HTTPS. For more information, see <i>Password Manager 5.12.1 Administrator Guide</i> or <i>Password Manager 5.12.1 Administrator Guide (AD LDS Edition)</i> .
Web browser	Password Manager supports the following web browsers:



Requirement	Details
	<ul style="list-style-type: none"> <li>• Microsoft Edge</li> <li>• Mozilla Firefox 10 or later</li> <li>• Apple Safari 5 or later</li> <li>• Google Chrome 15 or later</li> </ul>
Microsoft .NET Framework	<p>Microsoft .NET Framework 4.7.2</p> <p><b>NOTE:</b> 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"> <li>• Visual C++ Runtime Libraries 2017</li> <li>• Visual C++ Runtime Libraries 2010</li> </ul> <p>Visual C++ Runtime Libraries x86 and x64 are included in the Password Manager distribution package.</p> <p><b>NOTE:</b> Install Visual C++ Runtime Libraries 2010 and Visual C++ Runtime Libraries 2017 before you install Password Manager.</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 5: Password Manager Self-Service Site and Helpdesk Site requirements**

Requirement	Details
Web browser	<p>The Password Manager Self-Service Site and Helpdesk Site support the following browsers:</p> <ul style="list-style-type: none"> <li>• Microsoft Edge</li> <li>• Mozilla Firefox 10 or later</li> <li>• Apple Safari 5 or later</li> <li>• Google Chrome 15 or later</li> </ul>
Minimum screen resolution	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 6: 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"><li>• Microsoft Windows Server 2012 R2</li><li>• Microsoft Windows Server 2016</li><li>• Microsoft Windows Server 2019</li><li>• Microsoft Windows Server 2022</li></ul> <p><b>NOTE:</b> 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 7: Secure Password Extension requirements**

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

# 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 8: Offline Password Reset requirements**

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

# 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 5.12.1 Administration Guide* or *Password Manager 5.12.1 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 9: Password Manager Reports requirements**

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

Requirement	Details
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- 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.

## 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 or 5.11.1 and Secure Token Server features are used, create a backup of **Rsts.exe.config** in <password-manager-install-folder>\Service\SecureTokenServer. When the upgrade is finished, restore these files.

This procedure is not required for upgrades starting from version 5.12.0.

- For more information on the upgrade procedure, see *Upgrading Password Manager* in the *Password Manager 5.12.1 Administration Guide* or the *Password Manager 5.12.1 Administration Guide (AD LDS Edition)* documents.

You can upgrade to Password Manager 5.12.1 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 5.12.1 Administration Guide*, *Password Manager 5.12.1 Administration Guide (AD LDS Edition)*, or the *Password Manager 5.12.1 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 5.12.1 Administrator Guide* or the *Password Manager 5.12.1 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](http://www.YouTube.com/OneIdentity)
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-  **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: <a href="https://www.apache.org/licenses/LICENSE-2.0">https://www.apache.org/licenses/LICENSE-2.0</a>
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CefSharp.Common version  
106.0.290

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