One Identity Manager

Operations Support Web Portal User Guide

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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For the most recent documents and product information, see Online product documentation.

Contents

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 7.

Identities that use the Operations Support Web Portal, must be assigned the **Base roles** | **Operations support** application role.

Members of this application role:

- Monitor handling of Job queue processes.
- Monitor handling of the DBQueue.
- Create passcodes to enable identities to log in to the 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 problems in your system (view and handle failed 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 identities to log in to the Password Reset Portal
- Manage passwords for identities
- View the database log
- Post-process outstanding objects
- 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 header shows the current user, the (**Log out**) button, and the (**Info**) button.

Top – menu bar

Using the menu bar, you can navigate within the Operations Support Web Portal to:

- Open the home page
- Monitor and manage processes
- Display the database log
- Display unresolved object references
- Display all web applications
- Get an overview of the system status, restart and stop the Job queue and the DBQueue
- Display general and important system information

Work area

The work area changes depending on the menu you opened from the menu bar.

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Structure of the Operations Support Web Portal

The user interface is composed of the following main sections.

Home

This overview is also divided up into sections, as follows:

Search

Use the search to:

- Search by database object
- Display an object's Job queue and DBQueue tasks

Notifications

Use the **Notifications** section to:

- Quickly recognize if and how errors occurred when processing/running processes
- Quickly recognize if and how many new log entries there are

Service issues

Use the **Service issues** pane to:

- Quickly recognize if and how many Processes failed or contained errors
- Quickly recognize if and how many Synchronization projects failed or contained errors
- Quickly recognize if and how many unresolved references objects there are
- Quickly recognize if other errors were found in the system (such as incorrect compilation)

Status reports

In the **Status report** pane, check the availability of server and make changes to the settings.

Process menu

Use the **Processes** menu to manage and monitor processes.

Synchronization menu

Use the **System** menu to perform the following actions:

- Manage manual provisioning processes.
- Show all objects with unresolved references.
- Post-process outstanding objects
- Display information about synchronizing your target systems with the database and view reports about synchronization runs.

Database menu

Use the **Database** menu to manage the DBQueue.

System menu

Use the **System** menu to perform the following actions:

- Obtain a quick overview of the state of your system.
- Display all information, warnings, and error messages of various components of One Identity Manager.
- Monitor your HTML applications.
- Obtain an overview of the changes made to objects in the system.

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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 **Connect**.

To log out

1. In the header, click (**Profile**) > **Log out**.
2. In the **Log Out** dialog, confirm the prompt with **OK**.

   Your logout was successful.

   TIP: Your system may be configured to log you off automatically if you are inactive for a long period of time.

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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 12.

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).

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

Displaying system data

You can display information about your system at any time.

To display system information

1. In the header, click (**Help**) > **About**.
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 12

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Searching

You can use the search function to find objects in the database.

TIP: You must also use the search to create a passcode for an identity.

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
Sam User	Finds Sam User but not Sam Identity. Search results must contain all of the separate terms in the query. A logical **AND** is used.
Sam OR Identity	Finds Sam User and Pat Identity. Placing **OR** between the search terms, acts as a logical OR operator. The result of this search contain at least one of the two search terms.
Sam NOT User	Finds Sam Identity but not Sam User. The results of this search do not contain the term that comes after **NOT**.
U*	Finds User1 and User2. The * functions as a wildcard for any number of characters to complete the term.
Use?	Finds User but not User1. The **?** functions as a wildcard for a single character to complete the term.
"Sam User"	Provides results in which the search terms **Sam** and **User** follow one another. Results of this search contain the string in quotes as phrase.
Sam User~	Finds Sam User and also other similar results. A tilde **~** after the search term indicates that the search should also find similar results. The 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

- Displaying Job queue and DBQueue tasks for objects on page 18
- Creating passcodes for identities on page 20

Running a search

You can search for objects at any time.

To run a search

1. In the drop-down bar, click **Home**.
2. (Optional) In the overview, in the **Search** section, in the **Search in** drop-down, select the tables you want to search through.
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 **Jobqueue** and the respective DBQueue tasks under **DBQueue**. You can also view the history of an object as a timeline or table (see Displaying object histories on page 17). If the object is an identity, you can create a passcode (see Creating passcodes for identities on page 20) or manage passwords (see Managing passwords for identities on page 21).

Related topics

- Searching on page 14
- Displaying Job queue and DBQueue tasks for objects on page 18
- Displaying object histories on page 17
- Creating passcodes for identities on page 20

Object history

The Operations Support Web Portal allows you to display any changes to an object (for example, an identity) in a timeline or table.

To find out how to display the page, see Displaying object histories on page 17.

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

Table 2: Object history

Column	Description
Modified on	Shows the date of the change.
Change type	Shows the type of change.
Name	Shows the 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

- Searching on page 14

Displaying object histories

To view the history of an object

1. In the drop-down bar, click **Home**.
2. (Optional) In the overview, in the **Search** section, in the **Search in** drop-down, select the tables you want to search through.
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, select **Timeline** in the drop-down.
    - To display the history in a table, select **Table** in the drop-down.

Related topics

- Object history on page 16
- Searching on page 14
- Running a search on page 15

Displaying Job queue and DBQueue tasks for objects

Starting with an object, you can display the Job queue and DBQueue.

TIP: You can display all the Job queue processes in the process overview (see Processes on page 25).

To display the Job queue and DBQueue tasks of an object

1. In the drop-down bar, click **Home**.
2. (Optional) In the overview, in the **Search** section, in the **Search in** drop-down, select the tables you want to search through.
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.

   On an overview page, on the **Queues** tab in the **Job queue** pane, you can see the processes in the Job queue that exist for this object. In the **DBQueue** pane, 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
Identity	• Tasks for the identity • Tasks for hierarchical roles of which the identity is a member • Tasks for requests received by the identity • Tasks for requests placed by the identity • Tasks for attestation cases for the identity • Tasks for system entitlements where a user account is assigned to the identity • Tasks for the identity's user accounts Shared and subidentity user accounts also belong to the "Identity user accounts".
User accounts	• Tasks for the user account • Tasks for system entitlements to which the user account is assigned • Tasks for attestation cases for the user account
Groups	• Task for the system entitlement • Tasks for attestation cases of the system entitlement

Related topics

- Searching on page 14
- Running a search on page 15
- Processes on page 25

Creating passcodes for identities

If identities have forgotten their password for logging into the Web Portal and the passwords cannot be reset with the question and answer feature, you can create passcodes for them. With this passcode, identities can log on to the Password Reset Portal once and for a limited time.

To create a passcode for an identity

1. In the drop-down bar, click **Home**.
2. On the home page, in the **Search** section, select the **Identities** table in the **Search in** drop-down.
3. Enter the identity's name in the search field.
4. In the result list below the search field, select your desired search result (of type **Identity**).
5. In the overview, switch to the **Passcode** or **Passwords** tab respectively.
6. On the **Passcode** or the **Passwords** tab, click **Create passcode**.

   The generated passcode and its validity period are displayed in a dialog.
7. Note or copy the code and send it to the identity.

   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 identity's manager. The identity must ask the manager for the second half of the passcode.

Related topics

- Searching on page 14
- Running a search on page 15

Managing passwords for identities

You can assign new passwords for identities' user accounts.

To issue a new password for an identity

1. In the drop-down bar, click **Home**.
2. On the home page, in the **Search** section, select the **Identities** table in the **Search in** drop-down.
3. Enter the identity's name in the search field.
4. In the result list below the search field, select your desired search result (of type **Identity**).
5. On the **Object overview** page, switch to the **Passwords** tab.
6. On the **Passwords** tab, click **Set new password** next to the user account you want to give a new password to.
7. In the **Set New Password** side panel, in the **New password** field, enter the password that you want to use.
8. In the **Repeat the password** field, enter the password again.
9. Click **Save**.

Related topics

- Searching on page 14
- Running a search on page 15

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Managing Job servers

The One Identity Manager Service handles defined processes. The service has to be installed on the One Identity Manager network Job server to run the processes.

On the **Job server overview** page, you can display, verify, whether the Job servers and theirOne Identity Manager Services are available and make changes to the Job servers' settings. For example, run a test if you suspect that the One Identity Manager Service is not working correctly (because a Job server is not available, for example).

On the **Job Server Overview** page, you can see the following information.

Table 4: Job server overview

Column	Description
Server	Displays the name of the Job server.
Connection	Shows you whether the server is connected.
Last fetch time	Shows the last time the Job server was called.
URL	Shows you the URL where you can reach the Job server's One Identity Manager Service.
Executing server	Displays the name of the server that exists physically and where the processes are handled. This input is evaluated when the One Identity Manager Service is automatically updated. If the server is handling several queues, the process steps are not supplied until all the queues that are being processed on the same server have completed their automatic update.
IP address (IPv4)	Displays the Job server IPv4 address.

TIP: You can use the elements beneath the table to:

- Specify how many entries you want to display per page.
- Navigate to other pages.

Displaying Job servers

To obtain an overview, you can display the Job server that is running the One Identity Manager Service.

To display Job servers

1. In the menu bar, click **Home**.
2. On the home page, in the **Status reports** section, click **Start** in the **Service availability check** tile.

   This opens the **Job Server Overview** page and displays all the Job servers.
3. (Optional) To display the machine roles and server functions of a Job server, perform the following actions:
   a. On the **Job Server Overview** page, click **Details** next to the relevant Job server.
   b. In the **View Job Server Details** side panel, click the **Machine Roles** or the **Server Functions** tab.

      Fore further information on the machine roles and server functions of a Job server, see the *One Identity Manager Configuration Guide*.

Check availability of Job servers

You can check the availability of the Job server and the One Identity Manager Services running on it at any time.

To check availability of all Job servers and One Identity Manager services

1. In the menu bar, click **Home**.
2. On the home page, in the **Status reports** section, click **Start** in the **Service availability check** tile.
3. On the **Job Server Overview** page, click **Check all Job servers**.
4. Gather details about the services/Job servers from the list.

To check availability of a single service/Job server

1. In the menu bar, click **Home**.
2. On the home page, in the **Status reports** section, click **Start** in the **Service availability check** tile.
3. On the **Job Sever Overview** page, click on **Check Job server** next to the Job server/service whose availability you want to check.

Editing Job server settings

You can make various changes to the Job server settings.

To edit Job server settings

1. In the menu bar, click **Home**.
2. On the home page, in the **Status reports** section, click **Start** in the **Service availability check** tile.
3. On the **Job Server Overview** page, click the Job server whose settings you want to edit.
4. In the **Edit Job Server Settings** side panel, select or clear the relevant check boxes.
5. Click **Save**.

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Managing processes

You can manage processes in the Operations Support Web Portal at any time.

Processes

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 Displaying processes and details on page 27 and how to rerun failed processes, see Handling failed processes on page 29.

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

Table 5: Processes

Column	Description
Process name and task	Shows the name of the process or process step that is currently running.
State	Shows whether the process was successfully completed or failed.
Created on	Shows when the process started.
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 (see Failed processes on page 28). NOTE: Processes with the status **Frozen** or **Overlimit** are marked with a beetle icon. • **Details**: Shows you the detail view of a process (see Process overview on page 26).

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.

Process overview

On the **Processes** page, you can display detailed information about a specific process. It also displays any steps belonging to the process and their dependencies. You can also handle failed processes here (see Failed processes on page 28).

To find out how to display process details, see Displaying processes and details on page 27.

You can view the following information in the process overview.

Table 6: Process details

Column	Description
Process name/-process step	Shows you the name of the process or process step that is currently running.
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**. • **Finished**: The process was successfully completed. • **Delete**: The process is being deleted (after completing successfully).
Show message	Shows you the error message of a failed process.

Related topics

- Failed processes on page 28

Displaying processes and details

To display processes

1. In the menu bar, click **Processes** > **Processes**.

   This opens the **Processes** page, displaying any ongoing processes.

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

2. (Optional) To view the process details, click on the process.

   This opens the **Process Overview** side panel, where details of the corresponding process are displayed (see Process overview on page 26).

Related topics

- Failed processes on page 28

Process history

The **Process History** page displays processes that have already run.

For more information about recording processes, see the *One Identity Manager Configuration Guide*.

To find out how to display the page, see Displaying the process history on page 28.

The **Processes** page provides you with the following information.

Table 7: Processes

Column	Description
Display name	Shows the name of the process.
Created on	Shows when the process started.
Process ID	Shows the unique ID of the process.
Message	Click the link to show to display the process message.

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.

Displaying the process history

To obtain an overview, display processes that have already been processed.

To display the process history

1. In the menu bar, click **Processes** > **Process history**.

   This opens the **Process history** and lists all the processes that have already been processed.

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

2. (Optional) To show details of a process, click the process on the **Process history** page.

   This opens the **View Process Details** side panel and shows you the process details.

3. (Optional) To see the message belonging to a process, click **Show message** next to the respective process on the **Process History** page.

   This opens the **View Message** side panel and displays the message.

   TIP: To copy the message to the clipboard, click **Copy message to clipboard** in the **View Message** side panel.

Failed processes

The maximum number of times a process can appear in the Job queue can be limited in order to prevent mass modifications.

If the limit is exceeded, the process steps are set to **`Overlimit`** status and are therefore no longer collected for processing.

Critical process steps that have failed to be processed are given **`Frozen`** status.

Displaying failed Job queue processes

You can display faulty Job queue processes and their details.

To display failed processes

1. In the menu bar, click **Home**.
2. In the overview, under **Service issues** in the **Process issues** tile, click **View**.

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

Handling failed processes

You can decide how to proceed with failed processes. For example, you can re-run processes and process steps that contain errors.

Sometimes a rerun of the failed process step is not desired. This might occur when the action to be carried out by the process has been carried out manually, for example, an expected directory has been manually added in the meantime. Even so, it may just happen that the process should be rerun even though the error has not been fixed, for example, for a rollback of already processed steps. In this case, to continue with the process, the next process step in the success or failure branch can be handled.

IMPORTANT: When you restart a process, all process steps are processed again. All previously handled processes up to the point at which the error occurred are run again. This can lead to data inconsistencies in certain circumstances.

To re-run a failed process

1. In the menu bar, click **Processes** > **Processes**.
2. In the **Processes** window, next to the process, click **Retry**.

To re-run multiple failed processes

1. In the menu bar, 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**.

To re-run a failed process step

1. In the menu bar, click **Home**.
2. In the overview, under **Service issues** in the **Process issues** tile, click **View**.
3. On the **Frozen processes in "{0}" in "<Job queue>** " page, click **Details** next to the process whose process step you want to repeat.
4. In the **View Process Details** side panel, under **More options**, click **Retry the frozen process step**.
5. Click **Apply**.

To run the subsequent process step

1. In the menu bar, click **Home**.
2. In the overview, under **Service issues** in the **Process issues** tile, click **View**.
3. On the **Frozen processes in "{0}" in "<Job queue>** " page, click **Details** next to the process whose process step you want to repeat.
4. In the **View details of a process** side panel, under **More options**, click **End with success** or **End with error**.
5. Click **Apply**.

Process steps per process

The **Process Steps per Process** 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 Displaying process steps per process on page 30.

You can view the following information on the **Process Steps per Process** page.

Table 8: Process steps per process

Column	Description
Process name	Shows the name of the process.
Process steps	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.

Displaying process steps per process

To display process steps per process

- In the menu bar, click **Processes** > **Process steps per process**.

  This opens the **Process Steps per Process** page.

Related topics

- Managing processes on page 25

Performance

The **Processing performance** page displays information about a Job queue's performance.

To find out how to display performance, see Viewing performance on page 31.

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

Table 9: 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 per 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.

Viewing performance

To view Job queue performance

1. In the drop-down bar, click **Processes** > **Performance**.

   The **Processing performance** page opens.
2. (Optional) To display the performance of another queue, select the relevant queue in the drop-down.

Related topics

- Performance on page 30
- Managing processes on page 25

Processes and operations by process ID

On the **Processes and Operations by Process ID** page, you can obtain an overview of completed or currently running operations in the system that belong to a specific process ID.

See Displaying processes and operations by process ID on page 32 to find out how to you can display processes and operations by process ID.

You can view the following information on the **Processes and Operations by Process ID** page.

Table 10: Processes and operations by process ID

Column	Description
Currently running processes	
Process name and task	Shows the name and process task of the process.
State	Shows the process status.
Created on	Shows when the process started.
Completed operations	
Operation performed on	Shows when the operation was performed.
Type of operation	Shows you which type of operation was performed: • Insert: Inserted an object. • Update: Changed an object. • Delete: Deleted an object. • Assign: Added an assignment. • Remove: Removed an assignment.
Object name	Show the name of the object involved in the operation.
Object type	Show the type of object involved in the operation.
Operation performed by	Shows who performed the operation.

Displaying processes and operations by process ID

To obtain an overview, you can display completed or currently running operations in the system that belong to a specific process ID.

To display processes and operations by process ID

1. In the menu bar, click **Processes** > **Processes and operations by process ID**.
2. In the search, enter the process ID of the process or the operation that you want to display.

   TIP: For example, you can take the process IDs from the **Operation History** page (see Operation history on page 45).

3. On the **Processes and Operations by Process ID** page, perform one of the following actions:
    - To display currently running processes, enable the **Currently running processes** option.
    - To display operations that have already been completed, enable the **Completed operations** option.
4. To display the details of a process/operation, click on the corresponding process/operation.

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Synchronization

NOTE: You have to set up synchronization before you can view the synchronization status in the Operations Support Web Portal. For more 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 35

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

Table 11: Synchronization

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

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 35.

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

Table 12: 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 34
- Viewing synchronization status and log on page 35
- Displaying a synchronization report on page 36

Viewing synchronization status and log

To view the synchronization status of your target systems

1. In the menu bar, click **Synchronization** > **Synchronization**.

   The **Synchronization** page is opened.

2. (Optional) To view a synchronization project log, next to the synchronization project, 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 35).

Related topics

- Synchronization on page 34
- The synchronization project log on page 35

Displaying a synchronization report

To view a detailed report about a synchronization project run through

1. In the menu bar, click **Synchronization** > **Synchronization**.
2. On the **Synchronization** page, next to the synchronization project, click **Details**.
3. On the **Synchronization log: <name of synchronization project>** page, next to synchronization run, click **Download report**.

Related topics

- Synchronization on page 34
- The synchronization project log on page 35

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Managing manual provisioning processes

If you are not allowed to publish object changes automatically in a cloud application, you can transfer these object changes manually to the cloud application.

On the **Open provisioning processes** page, you can obtain an overview of pending manual provisioning processes for cloud applications and mark them as completed or as incorrect.

For more information, see the *One Identity Manager Administration Guide for Connecting to Cloud Applications*.

To find out how to display the page, see Displaying manual provisioning processes on page 38.

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

Table 13: Pending provisioning processes

Column	Description
Object	Shows the name of the object that was changed.
Processed	Shows the status of the provisioning processes.
cloud application	Shows the name of the cloud application that the changes apply to.
Created on	Shows when the changes were made.

TIP: You can use the elements beneath the table to:

- Specify how many entries you want to display per page.
- Navigate to other pages.

Displaying manual provisioning processes

To obtain an overview, you can display manual provisioning processes for cloud application.

To display provisioning processes

1. In the toolbar, click **Synchronization** > **Pending Provisioning Processes**.

   This opens the **Pending Provisioning Processes** page showing all the pending provisioning processes (see Managing manual provisioning processes on page 37).
2. (Optional) To further limit which pending provisioning processes to display, click ▼ (**Filter**).
3. (Optional) To show details of a pending provisioning processes, click the relevant process.

Changing the status of pending provisioning processes

If changes to objects have been manually transferred to cloud applications or not transferred, you can mark the respective provisioning processes accordingly.

To change the status of provisioning processes

1. In the toolbar, click **Synchronization** > **Pending Provisioning Processes**.
2. (Optional) To control which provisioning processes are displayed, click ▼ (**Filter**).
3. In the **View Provisioning Process Details** side panel, perform one of the following actions:
   - To mark the provisioning process as successful, click **Mark as successful**.
   - To mark the provisioning process as failed, click **Mark as failed**.
4. In the **Mark As Successful**/**Mark As Failed** dialog, confirm the prompt with **Yes**.

Post-processing outstanding objects

Objects that are not in the target system are marked as outstanding. This prevents objects being deleted because of an incorrect data situation or an incorrect synchronization configuration.

Outstanding objects

- Cannot be edited
- Are ignored by subsequent synchronizations.
- Are ignored by inheritance calculations

This means, all memberships and assignments remain intact until the outstanding objects have been processed.

On the **Outstanding Objects** page, you can get an overview of outstanding objects, delete these objects in the database or insert them back into the target systems. Additionally, you can reset the status of these objects so that they are no longer marked as outstanding.

You can view the following information on the **Outstanding Objects** page.

Table 14: Outstanding objects

Column	Description
Display name	Displays the object's name.
Last log entry	Shows you the time of the last entry in the synchronization log.

Displaying outstanding objects

You can display outstanding objects for which you are responsible.

To display outstanding objects

1. In the menu bar, click **Synchronization** > **Outstanding Objects**.
2. On the **Outstanding Objects** page, in the **Target system type** drop-down, select the type of target system that you want to test for outstanding objects.
3. (Optional) To filter which entries are displayed, perform one of the following actions:
    - To further restrict the entries displayed to a specific object type, select the appropriate type in the **Object Type** drop-down.
    - To only display objects that you can perform certain actions on, click ▼ (**Filter**) and in the **Data Filter** side panel, select the relevant check boxes and then click **Apply filter**.

Deleting outstanding objects

You can delete outstanding objects in the database. This removes the **Outstanding** label from these objects.

To delete an outstanding object in the database

1. In the menu bar, click **Synchronization** > **Outstanding Objects**.
2. On the **Outstanding Objects** page, in the **Target system type** drop-down, select the type of target system that you want to test for outstanding objects.
3. (Optional) To filter which entries are displayed, perform one of the following actions:
    - To further restrict the entries displayed to a specific object type, select the appropriate type in the **Object Type** drop-down.
    - To only display objects that you can perform certain actions on, click ▼ (**Filter**) and in the **Data Filter** side panel, select the relevant check boxes and then click **Apply filter**.
4. In the list, select the check box next to the object you want to delete.
5. Click **Delete**.
6. In the **Delete Object** dialog, confirm the prompt with **Yes**.

NOTE: By default, the selected objects are processed in parallel, which speeds up the action. If an error occurs during processing, the action is stopped and all changes are discarded.

To locate the error, disable bulk processing of the objects, which means the objects are processed sequentially. Failed objects are named in the error message. All changes that were made up until the error occurred are saved.

To disable bulk processing

- Uncheck the **Bulk processing** check box.

Resetting outstanding objects

You can reset the status of outstanding objects so that they are no longer marked as outstanding.

To reset an outstanding object

1. In the menu bar, click **Synchronization** > **Outstanding Objects**.
2. On the **Outstanding Objects** page, in the **Target system type** drop-down, select the type of target system that you want to test for outstanding objects.
3. (Optional) To filter which entries are displayed, perform one of the following actions:
    - To further restrict the entries displayed to a specific object type, select the appropriate type in the **Object Type** drop-down.
    - To only display objects that you can perform certain actions on, click ▼ (**Filter**) and in the **Data Filter** side panel, select the relevant check boxes and then click **Apply filter**.
4. In the list, select the check box next to the object you want to reset.
5. Click **Reset**.
6. In the **Reset Object** dialog, confirm the prompt with **Yes**.

NOTE: By default, the selected objects are processed in parallel, which speeds up the action. If an error occurs during processing, the action is stopped and all changes are discarded.

To locate the error, disable bulk processing of the objects, which means the objects are processed sequentially. Failed objects are named in the error message. All changes that were made up until the error occurred are saved.

To disable bulk processing

- Uncheck the **Bulk processing** check box.

Adding outstanding objects to the target system

You can add outstanding objects back into the target system. This removes the **Outstanding** label from these objects.

Prerequisites:

- The table containing the object can be published.
- The target system connector has write access to the target system.

To add an outstanding object to the target system

1. In the menu bar, click **Synchronization** > **Outstanding Objects**.
2. On the **Outstanding Objects** page, in the **Target system type** drop-down, select the type of target system that you want to test for outstanding objects.
3. (Optional) To filter which entries are displayed, perform one of the following actions:
    - To further restrict the entries displayed to a specific object type, select the appropriate type in the **Object Type** drop-down.
    - To only display objects that you can perform certain actions on, click ▼ (**Filter**) and in the **Data Filter** side panel, select the relevant check boxes and then click **Apply filter**.
4. In the list, select the check box next to the object you want to add to the target system.
5. Click **Add to target system**.
6. In the **Add Object** dialog, confirm the prompt with **Yes**.

NOTE: By default, the selected objects are processed in parallel, which speeds up the action. If an error occurs during processing, the action is stopped and all changes are discarded.

To locate the error, disable bulk processing of the objects, which means the objects are processed sequentially. Failed objects are named in the error message. All changes that were made up until the error occurred are saved.

To disable bulk processing

- Uncheck the **Bulk processing** check box.

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Unresolved references

On the **Unresolved references** page, you can view unresolved references. User this function to quickly identify synchronization issues and to take any action as necessary.

If a reference object does not exist in the One Identity Manager database, the object reference cannot be resolved by synchronizing. Unresolvable object references are written to a data store. This ensures that the references remain intact and are not deleted by target system provisioning.

Example

An Active Directory group has an account manager, which owns a domain not in the current synchronization run. The account manager is not in the One Identity Manager database either.

Synchronization cannot assign an account manager. In order to retain the assignment, the object reference is saved with the account manager's distinguished name in the data store.

During each synchronization, One Identity Manager tries to clean up the data store. If referenced objects in the One Identity Manager database exist, the references can be resolved and the entries are deleted from the data store.

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 44.

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

Table 15: 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.

Column	Description
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.

Displaying unresolved references

You can display unresolved references at any time.

To display unresolved references

- In the menu bar, click **Synchronization** > **Unresolved references**.

  This opens the **Unresolved references** page.

Related topics

- Unresolved references on page 43

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Operation history

On the **Operation History** page, you can obtain an overview of changes made to objects in the system. You can display changes that certain users have made or only operations of a certain type.

To find out how to display the operation history, see Displaying operations history on page 46.

You can view the following information on the **Operation History** page.

Table 16: Operation history

Column	Description
Operation performed on	Shows when the operation was performed.
Type of operation	Shows you which type of operation was performed. • Insert: Inserted an object. • Update: Changed an object. • Delete: Deleted an object. • Assign: Added an assignment. • Remove: Removed an assignment.
Object type	Show the type of object involved in the operation.
Object name	Show the name of the object involved in the operation.
Process ID	Shows you the process ID used to perform the operation.
Operation performed by	Shows who performed the operation.

Displaying operations history

To obtain an overview of changes made to objects in the system, you can show the operation history.

To display the operation history

1. In the drop-down, click **System** > **Operation history**.
2. Perform one of the following actions:
    - To display change operations of a specific user:
        1. Next to **Show operations by**, select the **User** option.
        2. In the **User name** field, enter the user name of the user whose changes you want to display.
    - To display change operations of specific operation types:
        1. Next to **Show operations by**, select the **Type of operation** option.
        2. In the **Type of operation** drop-down, select the check boxes next to the relevant types.
3. In the **From** and **To** fields, specify the time period in which you want to display changes.
4. Click **Show operations**.
5. (Optional) To display details of a operation, click the corresponding change.

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Database log

The **Database log** tab displays any information, warnings, and error messages for different components in One Identity Manager.

To find out how to display the page, see Viewing the database log on page 47.

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

Table 17: 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.

Viewing the database log

To view the database log

- In the menu bar, click **System** > **Database log**.

  The **Database log** page is opens.

Related topics

- Database log on page 47

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Managing the DBQueue

One Identity Manager must recalculate the data resulting from changes to inheritance-relevant data, such as assignment changes, or certain system data, such as the user interface for a system user. These calculations are queued in the DBQueue and processed by the DBQueue Processor.

The **DBQueue** page lists all the calculation tasks that are ready to be processed by the DBQueue Processor.

To find out how to display the page, see Displaying DBQueue processing on page 49.

You can take the following information from the **DBQueue** page.

Table 18: DBQueue

Column	Description
DBQueue task	Shows you the name of the calculation task.
In processing	Show you how many tasks are currently being processed.
To be processed	Shows you how many tasks still need to be processed.

TIP: You can use the elements beneath the table to:

- Specify how many entries you want to display per page.
- Navigate to other pages.

Displaying DBQueue processing

To obtain an overview, you can list the entries in the DBQueue.

To display DBQueue entries

- In the menu bar, click **Help desk** > **DBQueue**.

  This opens the **DBQueue** page.

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 50.

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

Table 19: 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.

Opening the web application overview

You can open the web application overview at any time.

To open the web application overview

- In the menu, click **System** > **Web applications**.

  The **Web applications** page is opened.

Related topics

- Web applications on page 50

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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 52.

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

Viewing system status

To display the system status

- In the menu, click **System** > **System status**.

  The **System status** page opens.

Related topics

- System status on page 52

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. For example, changes within One Identity Manager could cause bulk entries to be made into the job queue, resulting in a system overload.

To stop the Job queue

1. In the menu, click **System** > **System status**.
2. On the **System status** page, in the **Job queue** tile, click **Stop**.

To restart the Job queue

1. In the menu, click **System** > **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

- Stopping and starting the DBQueue on page 53

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. For example, changes within One Identity Manager could cause bulk entries to be made in the DBQueue, resulting in a system overload.

To stop the DBQueue

1. In the menu, click **System** > **System status**.
2. On the **System status** page, in the **DBQueue** tile, click **Stop**.

To restart the DBQueue

1. In the menu, click **System** > **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

- Stopping and starting the job queue on page 52

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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