

IBM Security Identity Manager

*Troubleshooting Topics*





---

# Contents

<b>Tables.....</b>	<b>vii</b>
<b>Chapter 1. Troubleshooting and support.....</b>	<b>1</b>
Techniques for troubleshooting problems.....	1
Searching IBM knowledge bases.....	3
Getting IBM fixes.....	3
Getting fixes from Fix Central.....	4
Contacting IBM Support.....	4
Exchanging information with IBM.....	5
Sending information to IBM Support.....	5
Receiving information from IBM Support.....	6
Subscribing to IBM Support updates.....	6
<b>Chapter 2. Introduction to troubleshooting.....</b>	<b>9</b>
Minimizing error conditions.....	9
Minimizing installation and configuration errors.....	9
Minimizing product operation errors in IBM Security Identity Manager.....	10
Troubleshooting installation problems.....	11
Installation errors.....	11
Troubleshooting operational problems.....	12
<b>Chapter 3. Diagnostic tools.....</b>	<b>13</b>
Logs.....	13
Installation and initial configuration logs.....	13
IBM Security Identity Manager operational logs.....	14
Prerequisite product logs.....	20
Traces.....	21
Server tracing.....	21
Applet tracing.....	25
REST tracing.....	26
Identity Service Center tracing.....	26
Diagnostic utilities.....	28
Diagnosing completed requests with the audit log.....	28
Viewing log file data.....	29
Performance and availability.....	33
Forwarding IBM Security Identity Manager logging and tracing to WebSphere Application Server.....	33
Retrieving and analyzing problem determination data remotely.....	34
<b>Chapter 4. Troubleshooting installation and configuration problems.....</b>	<b>37</b>
Installation on Microsoft Windows Server 2016 causes Installer User Interface Mode Not Supported error.....	37
java.lang.NullPointerException error during Oracle Database 11.2.0.3 or later during configuration.....	37
Firewalls can block the IBM Security Identity Manager Server installation.....	38
User IDs must be in the administrator group to start an installation.....	38
Microsoft Windows Terminal Server License server prevents an IBM Security Identity Manager installation.....	38
Middleware configuration utility fails to catalog LDAP database instance node.....	39
Entries in the services file prevent reinstalling the DB2 Universal Database.....	39
LDAP port value is already in use for an initial installation of IBM Security Identity Manager.....	40

Backspace key deletes characters (SUSE Linux only).....	40
Error messages do not display when using an emulator program to install IBM Security Identity Manager.....	40
tz mappings: illegal format at near line 11 error message.....	40
Messaging engines do not start after installation.....	40
The temp directory is not deleted after installation (Microsoft Windows only).....	41
A java.lang exception occurs in a cluster environment.....	41
Cannot uninstall interim fixes or fix packs.....	41
Cannot log on to the IBM Security Identity Manager Console.....	41
<b>Chapter 5. Troubleshooting operating system problems.....</b>	<b>43</b>
Too many files open (UNIX and Linux).....	43
<b>Chapter 6. Troubleshooting IBM Security Identity Manager Server problems.....</b>	<b>45</b>
Dynamic role membership is not evaluated while suspending or restoring a person.....	45
In SUSE Linux, the design forms applet fails to load, or takes a long time to load.....	50
A blank page is displayed when a customized person profile user logs in to Identity Service Center...	50
Identity Service Center view options are displayed even though it is not installed with the fix pack ...	50
Date format does not display correctly in the Self-Service User Interface.....	50
Text search does not consider the language sensitivity in the user interfaces.....	50
Resolving concurrent provisioning requests failures.....	51
Service creation fails.....	52
Forgotten password problems in Turkish.....	52
Gathering license metrics fails with a NoClassDefFoundError message.....	52
Identity Service Center search control and sub form limitations.....	54
Identity Service Center upgrade errors.....	54
IBM Cognos drill-through behavior report problems in the Japanese and Turkish languages.....	54
Cognos reports and data widget do not display.....	55
Errors occur when you submit the account forms in the Identity Service Center.....	55
Business Partner Organization entity does not display when configured in a search control or a search match control.....	56
The upgrade process does not preserve modified attribute values.....	56
Modified values section in the view request details might contain unedited attributes .....	56
Non-profile attribute specific search might return unexpected results .....	56
Incorrect fix pack version is displayed in the installation summary during upgrade.....	56
Inconsistent non-compliant access view in the Identity Service Center.....	57
Challenge questions configuration in the Identity Service Center.....	57
Customized labels in the design forms display inconsistently.....	57
An error icon might display when the forgotten password questions and answers are set.....	58
IBM Security Identity Manager REST APIs limitations.....	58
Custom password rule implementation errors.....	59
Upgrade of Identity Service Center might create a NullPointerException.....	60
ACI filter not working correctly when an account is created.....	60
User accounts are included when performing a suspend, restore, or delete task.....	60
Warning messages not displayed during identity feed or reconciliation.....	61
Changing the service name prevents viewing and performing actions on service requests.....	61
Identity feed operation fails and returns an LDAP error.....	61
Reconciliation operation fails with an out-of-memory error.....	62
A request fails because one or more values cannot be changed.....	63
Concurrent usage of IBM Security Identity Manager Server can affect changes to data.....	63
All results from a large search operation are not displayed.....	63
Users are deleted from default groups in identity feeds.....	64
Restoring the system administrator account.....	64
Logging on to IBM Security Identity Manager after stopping and starting the WebSphere Application Server administrative console.....	64
Do not change the date and time while users are logged in to IBM Security Identity Manager.....	65
A Java core dump occurs while performing a search from an applet.....	65

Presentation problems.....	66
Data problems.....	70
Workflow problems.....	73
Usage problems.....	75
Cleaning up the database with the DBPurge script.....	80
Customization problems.....	83
Manager group is not updated when using custom person entity.....	83
IBM Security Identity Manager applets do not work.....	84
Limitation in access catalog search.....	84
Ignorable warnings occur for new access types.....	85
A screen reader such as JAWS does not read edited fields.....	85
State of RSA token is not updated.....	85
Modify operation ACI limitation for organization movement.....	85
Advanced search option might not display role name and description.....	85
Limitation for batch requests in Manage Activities wizard.....	86
Cannot proceed to request access for RSA service.....	86
<b>Chapter 7. Troubleshooting WebSphere Application Server problems.....</b>	<b>87</b>
Installing IBM Security Identity Manager on an operating system with the Turkish language setting... 87	
Ignoring exceptions in WebSphere Application Server logs.....	87
IBM Security Identity Manager uninstallation or reinstallation might create bus error messages.....	88
<b>Chapter 8. Troubleshooting WebSphere Application Server authentication problems.....</b>	<b>89</b>
IBM Security Identity Manager does not authenticate with WebSphere Application Server.....	89
<b>Chapter 9. Troubleshooting adapter problems.....</b>	<b>91</b>
<b>Chapter 10. Troubleshooting database problems.....</b>	<b>93</b>
Generating reports is slow and causes timeouts.....	93
Passwords are changed or expired.....	93
Creation of DB2 schema fails during middleware configuration.....	93
Database update fails with an SQL error.....	95
Error occurs during recovery of Oracle database transactions.....	96
System failure causes data synchronization problem.....	96
Oracle database fails to create enrole_data_001.dbf data file.....	96
Cannot connect to the database after running the Middleware Configuration program.....	97
Default multi-threaded DBPURGE operation on IBM DB2 database might not always work.....	97
Failure to search for access in the Identity Service Center when regular expression is used to grant group entitlement in provisioning policy.....	98
<b>Chapter 11. Troubleshooting IBM Security Directory Server problems.....</b>	<b>101</b>
User modifications fail with ObjectClassViolation errors in IBM Security Directory Server.....	101
Preventing connection problems with multiple LDAP sessions.....	101
Changing from a Sun ONE Directory Server causes index loss.....	102
<b>Chapter 12. Troubleshooting email problems.....</b>	<b>105</b>
Cannot send email from IBM Security Identity Manager Server.....	105
Cannot send email to external mail addresses.....	105
No information provided when email notifications are not delivered.....	105
Email searches can slow performance when you are provisioning many accounts.....	106
Email notification template for canceling requests is not applied after installing Fix Pack 6.0.0.3.....	106
<b>Chapter 13. Troubleshooting browser problems.....</b>	<b>109</b>
Subform does not start when the same browser instance is shared by multiple users.....	109
Page help does not display.....	109

Identity Service Center login information orientation error in Internet Explorer 10.0.....	109
Administrator Console does not display correctly on Internet Explorer 10.0 in bidirectional mode...	110
Mozilla Firefox web browser truncates double-byte characters in text fields.....	110
Enabling Microsoft Internet Explorer active scripting.....	110
Update issues in the Administrator Console on Internet Explorer, version 10.0, native mode.....	111
Increasing the web session timeout interval.....	111
Cannot initiate a session with IBM Security Identity Manager Server.....	111
Table columns truncate entries that exceed 50 characters (Mozilla Firefox only).....	112
Drop-down lists and pop-up menus do not display (Mozilla Firefox only).....	112
Mozilla Firefox does not wrap text in a table column.....	112
Window does not resize properly (Mozilla Firefox only).....	112
Inconsistent tab order between supported web browsers.....	112
Mozilla Firefox browser overwrites the session management behavior.....	112
Reports show erroneous characters after a Japanese language pack installation.....	113
<b>Chapter 14. Troubleshooting report problems.....</b>	<b>115</b>
Out of memory during data sync with many administrators.....	117
Configurable column sizes for report data sync tables.....	118
<b>Data validity</b> attributes are not synchronized.....	119
Data synchronization mismatch in the <b>ercustomdisplay</b> attribute mapping.....	120
Orphan accounts are not displayed on the dashboard report.....	120
Filters on each individual chart do not refresh in the dashboard report.....	120
Dashboard report fails to show the aggregate values or measures on the chart.....	121
Provisioning policy membership chart takes a long time to load in the dashboard report.....	121
Best practices to run the Cognos reports in a large data deployment scenario.....	121
Web session does not time out when the provisioning policy change preview is in progress.....	121
Report data synchronization fails intermittently.....	122
<b>Index.....</b>	<b>123</b>

---

# Tables

1. Installation log file names and directories.....	13
2. Default property values.....	16
3. Pattern letters for the formatter.dateFormat and formatter.timeFormat log properties.....	17
4. Sample patterns for timestamps by using the US locale.....	18
5. Logging components.....	23
6. Column names for query strings.....	30
7. JLog levels.....	33
8. Node properties: Suspend Person workflow.....	46
9. Link properties: Suspend Person workflow.....	47
10. Node properties: Restore Person workflow.....	49
11. Link properties: Restore Person workflow.....	49
12. Valid values and their description for ui.challengeResponse.enforceCRSetupFirstLogin.....	57
13. Supported operators.....	58
14. Tuning the DB2 statement heap attribute.....	73





---

# Chapter 1. Troubleshooting and support for IBM Security Identity Manager

To isolate and resolve problems with your IBM products, you can use the troubleshooting and support information. This information contains instructions for using the problem-determination resources that are provided with your IBM products.

This section includes the following topics.

- How to identify the source of a problem.
- How to gather diagnostic information.
- Where to get fixes.
- Which knowledge bases to search, so you can resolve problems.
- What diagnostic information the service technicians need to address a problem when you contact IBM Support.

---

## Techniques for troubleshooting problems

*Troubleshooting* is a systematic approach to solving a problem. The goal of troubleshooting is to determine why something does not work as expected and how to resolve the problem. Certain common techniques can help with the task of troubleshooting.

The first step in the troubleshooting process is to describe the problem completely. Problem descriptions help you and the IBM technical-support representative know where to start to find the cause of the problem. This step includes asking yourself basic questions:

- What are the symptoms of the problem?
- Where does the problem occur?
- When does the problem occur?
- Under which conditions does the problem occur?
- Can the problem be reproduced?

The answers to these questions typically lead to a good description of the problem, which can then lead you to a problem resolution.

### **What are the symptoms of the problem?**

When starting to describe a problem, the most obvious question is "What is the problem?" This question might seem straightforward; however, you can break it down into several more-focused questions that create a more descriptive picture of the problem. These questions can include:

- Who, or what, is reporting the problem?
- What are the error codes and messages?
- How does the system fail? For example, is it a loop, hang, crash, performance degradation, or incorrect result?

### **Where does the problem occur?**

Determining where the problem originates is not always easy, but it is one of the most important steps in resolving a problem. Many layers of technology can exist between the reporting and failing components. Networks, disks, and drivers are only a few of the components to consider when you are investigating problems.

The following questions help you to focus on where the problem occurs to isolate the problem layer:

- Is the problem specific to one platform or operating system, or is it common across multiple platforms or operating systems?
- Is the current environment and configuration supported?
- Do all users have the problem?
- (For multisite installations.) Do all sites have the problem?

If one layer reports the problem, the problem does not necessarily originate in that layer. Part of identifying where a problem originates is understanding the environment in which it exists. Take some time to completely describe the problem environment, including the operating system and version, all corresponding software and versions, and hardware information. Confirm that you are running in an environment that is a supported configuration; many problems can be traced back to incompatible levels of software that are not intended to run together or have not been fully tested together.

### **When does the problem occur?**

Develop a detailed timeline of events leading up to a failure, especially for those cases that are one-time occurrences. You can most easily develop a timeline by working backward: Start at the time an error was reported (as precisely as possible, even down to the millisecond), and work backward through the available logs and information. Typically, you need to look only as far as the first suspicious event that you find in a diagnostic log.

To develop a detailed timeline of events, answer these questions:

- Does the problem happen only at a certain time of day or night?
- How often does the problem happen?
- What sequence of events leads up to the time that the problem is reported?
- Does the problem happen after an environment change, such as upgrading or installing software or hardware?

Responding to these types of questions can give you a frame of reference in which to investigate the problem.

### **Under which conditions does the problem occur?**

Knowing which systems and applications are running at the time that a problem occurs is an important part of troubleshooting. These questions about your environment can help you to identify the root cause of the problem:

- Does the problem always occur when the same task is being performed?
- Does a certain sequence of events need to happen for the problem to occur?
- Do any other applications fail at the same time?

Answering these types of questions can help you explain the environment in which the problem occurs and correlate any dependencies. Remember that just because multiple problems might have occurred around the same time, the problems are not necessarily related.

### **Can the problem be reproduced?**

From a troubleshooting standpoint, the ideal problem is one that can be reproduced. Typically, when a problem can be reproduced you have a larger set of tools or procedures at your disposal to help you investigate. Consequently, problems that you can reproduce are often easier to debug and solve.

However, problems that you can reproduce can have a disadvantage: If the problem is of significant business impact, you do not want it to recur. If possible, re-create the problem in a test or development environment, which typically offers you more flexibility and control during your investigation.

- Can the problem be re-created on a test system?
- Are multiple users or applications encountering the same type of problem?

- Can the problem be re-created by running a single command, a set of commands, or a particular application?

## Searching knowledge bases

---

You can often find solutions to problems by searching IBM knowledge bases. You can optimize your results by using available resources, support tools, and search methods.

### About this task

You can find useful information by searching the IBM Security Identity Manager documentation. However, sometimes you need to look beyond the documentation to answer your questions or resolve problems.

### Procedure

To search knowledge bases for information that you need, use one or more of the following approaches:

- Search for content by using the IBM Support Assistant (ISA).

ISA is a no-charge software serviceability workbench that helps you answer questions and resolve problems with IBM software products. You can find instructions for downloading and installing ISA on the [ISA website](#).

- Find the content that you need by using the [IBM Support Portal](#).

The IBM Support Portal is a unified, centralized view of all technical support tools and information for all IBM systems, software, and services. The IBM Support Portal lets you access the IBM electronic support portfolio from one place. You can tailor the pages to focus on the information and resources that you need for problem prevention and faster problem resolution. Familiarize yourself with the IBM Support Portal by viewing the [demo videos](#) about this tool. These videos introduce you to the IBM Support Portal, explore troubleshooting and other resources, and demonstrate how you can tailor the page by moving, adding, and deleting portlets.

- Search for content about IBM Security Identity Manager by using one of the following additional technical resources:

- [IBM Security Identity Manager Support website](#).
- [IBM support communities \(forums and newsgroups\)](#).

- Search for content by using the IBM masthead search.

You can use the IBM masthead search by typing your search string into the **Search** field at the top of any [ibm.com](#)® page.

- Search for content by using any external search engine, such as Google, Yahoo, or Bing.

If you use an external search engine, your results are more likely to include information that is outside the [ibm.com](#) domain. However, sometimes you can find useful problem-solving information about IBM products in newsgroups, forums, and blogs that are not on [ibm.com](#).

**Tip:** Include "IBM" and the name of the product in your search if you are looking for information about an IBM product.

## Getting fixes

---

A product fix might be available to resolve your problem.

### About this task

### Procedure

To find and install fixes:

1. Obtain the tools required to get the fix.
2. Determine which fix you need.
3. Download the fix. Open the download document and follow the link in the "Download package" section.
4. Apply the fix. Follow the instructions in the "Installation Instructions" section of the download document.
5. Subscribe to receive weekly email notifications about fixes and other IBM Support information.

## Getting fixes from Fix Central

You can use Fix Central to find the fixes that are provided by IBM Support for various products, including IBM Security Identity Manager. With Fix Central, you can search, select, order, and download fixes for your system with a choice of delivery options. A IBM Security Identity Manager product fix might be available to resolve your problem.

### About this task

#### Procedure

To find and install fixes:

1. Obtain the tools that are required to get the fix. If it is not installed, obtain your product update installer. You can download the installer from [Fix Central](#).  
This site provides download, installation, and configuration instructions for the update installer.
2. Select IBM Security Identity Manager as the product, and select one or more check boxes that are relevant to the problem that you want to resolve.  
For details, see: [http://www.ibm.com/systems/support/fixes/en/fixcentral/help/faq\\_sw.html](http://www.ibm.com/systems/support/fixes/en/fixcentral/help/faq_sw.html).
3. Identify and select the fix that is required.
4. Download the fix.
  - a) Open the download document and follow the link in the "Download Package" section.
  - b) When you download the file, ensure that the name of the maintenance file is not changed.  
This change might be intentional, or it might be an inadvertent change that is caused by certain web browsers or download utilities.
5. Apply the fix.
  - a) Follow the instructions in the "Installation Instructions" section of the download document.
  - b) For more information, see the "Installing fixes with the Update Installer" topic in the product documentation.
6. Optional: Subscribe to receive weekly email notifications about fixes and other IBM Support updates. See ["Subscribing to Support updates"](#) on page 6.

## Contacting IBM Support

---

IBM Support provides assistance with product defects, answers FAQs, and helps users resolve problems with the product.

### Before you begin

After trying to find your answer or solution by using other self-help options such as technotes, you can contact IBM Support. Before contacting IBM Support, your company or organization must have an active IBM *maintenance contract name*, and you must be authorized to submit problems to IBM. For information about the types of available support, see the [Support portfolio](#) topic in the *"Software Support Handbook"*.

For information about the types of available support, see the [Support portfolio](#) topic in the *Software Support Handbook*.

## Procedure

To contact IBM Support about a problem:

1. Define the problem, gather background information, and determine the severity of the problem.  
See the [Contacting IBM Support](#) topic in the *Software Support Handbook*. For more information, see the [Getting IBM support](#) topic in the *Software Support Handbook*.
2. Gather diagnostic information.
3. Submit the problem to IBM Support in one of the following ways:
  - Using IBM Support Assistant (ISA):
    - a. Download and install the ISA tool from the ISA website. See [www.ibm.com/software/support/isa/](http://www.ibm.com/software/support/isa/).
    - b. Open ISA.
    - c. Click **Collection and Send Data**.
    - d. Click the **Service Requests** tab.
    - e. Click **Open a New Service Request**.

Using ISA in this way can expedite the analysis and reduce the time to resolution.

- Online through the IBM Support Portal: You can open, update, and view all of your service requests from the **Service Request** portlet on the **Service Request** page.
- By telephone for critical, system down, or severity 1 issues: For the telephone number to call in your region, see the [Directory of worldwide contacts](#) web page. You can also see the [Contacts](#) page in the *Software Support Handbook*.

## Results

If the problem that you submit is for a software defect or for missing or inaccurate documentation, IBM Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the IBM Support website daily, so that other users who experience the same problem can benefit from the same resolution. See [“Exchanging information with IBM”](#) on page 5.

## Exchanging information with IBM

---

To diagnose or identify a problem, you might need to provide IBM Support with data and information from your system. In other cases, IBM Support might provide you with tools or utilities to use for problem determination.

### Sending information to IBM Support

To reduce the time that is required to resolve your problem, you can send trace and diagnostic information to IBM Support.

#### Procedure

To submit diagnostic information to IBM Support:

1. Open a problem management record (PMR).
2. Collect the diagnostic data that you need. Diagnostic data helps reduce the time that it takes to resolve your PMR. You can collect the diagnostic data manually or automatically:
  - Collect the data manually.
  - Collect the data automatically.
3. Compress the files by using the `.zip` or `.tar` file format.
4. Transfer the files to IBM.

You can use one of the following methods to transfer the files to IBM:

- [IBM Support Assistant](#)
- [The Service Request tool](#)
- Standard data upload methods: FTP, HTTP
- Secure data upload methods: FTPS, SFTP, HTTPS
- Email

All of these data exchange methods are explained on the [IBM Support website](#).

## Receiving information from IBM Support

Occasionally an IBM technical-support representative might ask you to download diagnostic tools or other files. You can use FTP to download these files.

### Before you begin

Ensure that your IBM technical-support representative provided you with the preferred server to use for downloading the files and the exact directory and file names to access.

### Procedure

To download files from IBM Support:

1. Use FTP to connect to the site that your IBM technical-support representative provided and log in as anonymous. Use your email address as the password.
2. Change to the appropriate directory:
  - a) Change to the `/fromibm` directory.

```
cd fromibm
```

- b) Change to the directory that your IBM technical-support representative provided.

```
cd nameofdirectory
```

3. Enable binary mode for your session.

```
binary
```

4. Use the **get** command to download the file that your IBM technical-support representative specified.

```
get filename.extension
```

5. End your FTP session.

```
quit
```

## Subscribing to Support updates

---

To stay informed of important information about the IBM products that you use, you can subscribe to updates.

### About this task

By subscribing to receive updates about IBM Security Identity Manager, you can receive important technical information and updates for specific IBM Support tools and resources. You can subscribe to updates by using one of two approaches:

## RSS feeds

For information about RSS, including steps for getting started and a list of RSS-enabled IBM web pages, visit the [IBM Software Support RSS feeds site](#).

## My Notifications

With **My Notifications**, you can subscribe to Support updates for any IBM product. **My Notifications** replaces **My Support**, which is a similar tool that you might have used in the past. With **My Notifications**, you can specify that you want to receive daily or weekly email announcements. You can specify what type of information you want to receive (such as publications, hints and tips, product flashes (also known as alerts), downloads, and drivers). **My Notifications** enables you to customize and categorize the products about which you want to be informed and the delivery methods that best suit your needs.

## Procedure

To subscribe to Support updates:

1. Subscribe to My Notifications by going to the [IBM Support Portal](#) and click **My Notifications** in the **Notifications** portlet.
2. Sign in using your IBM ID and password, and click **Submit**.
3. Identify what and how you want to receive updates.
  - a) Click the **Subscribe** tab.
  - b) Select the appropriate software brand or type of hardware.
  - c) Select one or more products by name and click **Continue**.
  - d) Select your preferences for how to receive updates, whether by email, online in a designated folder, or as an RSS or Atom feed.
  - e) Select the types of documentation updates that you want to receive, for example, new information about product downloads and discussion group comments.
  - f) Click **Submit**.

## Results

Until you modify your **RSS feeds** and **My Notifications** preferences, you receive notifications of updates that you have requested. You can modify your preferences when needed (for example, if you stop using one product and begin using another product).

## Related information

[IBM Software Support RSS feeds](#)

[Subscribe to My Notifications support content updates](#)

[My Notifications for IBM technical support](#)

[My Notifications for IBM technical support overview](#)





---

## Chapter 2. Introduction to troubleshooting

Troubleshooting is a systematic approach to solving a problem. The goal of troubleshooting is to determine why something does not work as expected and explain how to resolve the problem. Problem determination is the process of determining why a product does not function as it is designed to function.

The following information is an introduction to the general troubleshooting process. It provides troubleshooting guidelines for the problems that you might experience with IBM Security Identity Manager:

- Resources and techniques for identifying and resolving problems with IBM Security Identity Manager deployments.
- Information about how to resolve errors that are caused by improper setup, installation, configuration, and operation procedures.
- Steps and tools for gathering detailed trace information for determining the source of problems that cannot be resolved through routine investigation.

To resolve a problem with IBM Security Identity Manager, distinguish between the expected product response and the actual response.

Most problems are preceded by symptoms, such as:

- An error message that is logged during installation
- An unanticipated error message that is displayed in the console
- Slow response intervals during normal processing

When you see a symptom, you might take one or both of the following actions to isolate the symptom and resolve the problem:

- Interpret a message about the symptom and make a minor adjustment
- Use special tools to isolate the symptom

---

### Minimizing error conditions

There can be some conditions that can cause errors and unanticipated results.

The following conditions can cause errors and unanticipated results:

- Product prerequisites that are not installed or used
- Installation and configuration steps that are not followed
- Product usage guidelines and procedures that are not followed

These errors and unanticipated results occur primarily when the product is installed, configured, and used for the first time. As you become familiar with the features and behavior of the product, such errors can be reduced. The following sections make reference to information in the product library that help minimize errors and ensure successful installation, configuration, and operation of the software.

### Minimizing installation and configuration errors

This section summarizes steps you can take before installing the product that minimize errors.

#### Checking product requirements

Ensure that you meet hardware and software requirements before you begin the installation prevents many errors. The *IBM Security Identity Manager documentation* lists the requirements.

Confirm the following information before you begin the installation:

- Ensure that the system meets the minimum hardware requirements.

- Consider a system that meets the higher hardware requirements when using the product to manage thousands of users. See the *Performance Tuning Guide*.
- Review the **Before you begin** section in the *Installation and Configuration Guide*. The guide provides tips that can help you avoid problems during the installation and configuration process.
- Minimize product operation errors. For more information, see [“Minimizing product operation errors” on page 10](#).

### **Checking requirements when installing IBM Security Identity Manager Server and one or more middleware products**

You must meet hardware and software requirements for IBM Security Identity Manager Server and associated middleware products to prevent errors. The *Security Identity Manager documentation* lists the requirements.

Before you install IBM Security Identity Manager Server and one or more required middleware products:

- Find the following information in the product documentation:
  - Product and prerequisite software requirements. Some required fix packs are in the IBM Security Identity Manager Server installation package.
  - Product limitations and workarounds.
  - Latest information about known problems.
  - Changes to information in the product library.
- Review the *Installation and Configuration Guide*. The guide provides tips that can help you avoid problems during the installation and configuration process.

Errors can occur for the following reasons:

- User error in specifying values during the installation and configuration process.
- Preinstalled middleware might not be configured for IBM Security Identity Manager Server.
- Existing settings might conflict with Security Identity Manager requirements. Settings include items such as administrator IDs and port values.

### **Minimizing product operation errors**

Preventing product operation errors contributes to a successful and more efficient installation.

To prevent product operation errors, use the following resources:

- Review the *IBM Security Identity Manager documentation* that lists the supported components.
- Review the "Troubleshooting" topics that describe the known problems for these components:
  - Operating system
  - Application server
  - IBM Security Identity Manager Server
  - Database server
  - Directory server and directory integrator, such as the IBM Security Directory Integrator server
  - Adapters
- See the online user assistance for field descriptions, concepts, and task-related questions about user interface.

The documentation provides helpful information about the following tasks:

- Activity administration
- Login administration
- Organization administration
- Password administration
- Policy administration

- Report administration
- Request administration
- Role administration
- Security administration
- Services administration
- User administration
- Workflow management

## Troubleshooting installation problems

---

This section describes basic steps for troubleshooting the various stages of installation and configuration.

### Installation errors

Use the installation package to selectively install the IBM Security Identity Manager Server and the required middleware. You also can use it to install the fix packs, which upgrade the associated product to the required software level.

To install one or more products selectively, you must run the installation program for each product you are installing.

*IBM Security Identity Manager documentation* provides websites for accessing the libraries of associated products. For more information about any failures with those products, see the installation, configuration, and troubleshooting guides that are associated with them.

### Deployment and configuration errors

This section describes how to respond to errors that occur during installation.

Do the following actions to respond to errors that occur during installation.

- Read the message text to determine the source of the problem. Depending on the type of error, the error message might be posted in the installation program window or in a command window. If the error is severe, detailed information is entered in a log file. See [Logs](#) for information about the logs created during installation.
- Correct the cause of any errors described in the error message information and try the installation again. Installation errors are also described in the *IBM Security Identity Manager Server Installation and Configuration Guide*.
- If you cannot resolve all the errors, see [Chapter 1, “Troubleshooting and support for IBM Security Identity Manager,”](#) on [page 1](#) for instructions on obtaining help.

### WebSphere Application Server deployment and configuration errors

Use the WebSphere® log file to view deployment and configuration errors for the administrative console.

IBM Security Identity Manager is deployed and configured as a WebSphere enterprise application. Deployment and configuration messages are written to the WebSphere Application Server administrative console. The administrative console logs installation information in the WebSphere log file listed in [Table 1](#) on [page 13](#).

### Database errors

You must create a database, such as example, DB2®, before you start the Security Identity Manager installation program.

The **DBConfig** utility configures the Security Identity Manager database and tables. You can run this utility as part of the installation program or as a stand-alone program after the installation. If you run **DBConfig** as a stand-alone program, you must start the IBM Security Identity Manager Server again.

Database installation and configuration processing messages are logged in the database log file that is listed in [Table 1](#) on [page 13](#).

For more information, see the *IBM Security Identity Manager Server Installation Guide*.

### **Directory server errors**

A directory server, for example, IBM Security Directory Server, stores current information that is used by IBM Security Identity Manager to manage identities. IBM Security Directory Server must be installed and operational before the Security Identity Manager schema can be set up.

The **ldapConfig** utility sets up the schema and default data entries for Security Identity Manager. You can run this utility as part of the installation program or as a stand-alone program after the installation. If you run **ldapConfig** as a stand-alone program, you must start the IBM Security Identity Manager Server again.

Directory server installation and configuration processing information is logged in the directory server log file that is listed in [Table 1 on page 13](#).

For additional information, see the *IBM Security Identity Manager Server Installation Guide*.

## **Troubleshooting operational problems**

Information about the various components that process requests and operations is in the log files for the IBM Security Identity Manager Server.

You can use the information in the various logs to determine how a request was handled. In addition, if backend processing occurs in the database or directory server that is related to the problem, the logs associated with these servers can also contain important diagnostic information. Messages are logged by the IBM Security Identity Manager Server components while handling a task. The Security Identity Manager messages include the **CTGIM** prefix. For more information about messages, see the *IBM Security Identity Manager Messages Guide*.

For information about the various log files and available tools for diagnosing Security Identity Manager problems, see [Chapter 3, “Diagnostic tools,” on page 13](#).

## Chapter 3. Diagnostic tools

This chapter describes the log, trace, and other diagnostic utilities that capture and record details about how the program operates. The records help locate the product or component from which an error originates. Trace information can isolate the entry and exit points of interfaces in a specific product.

### Logs

IBM Security Identity Manager logs system events during specific transactions. Log files contain levels of information about the product processes. Log files also include information about other software that is used to complete a task. Use the information in log files to facilitate isolating and debugging system problems.

Security Identity Manager uses the IBM Logging Toolkit for Java™ or JLog libraries for message logging and trace facilities. JLog is a set of Java packages for incorporating message logging in Java applications. JLog can extend the logging functions to suit your needs. You can also use JLog to set logging configuration by using the `enRoleLogging.properties` file instead of programming it. You can change the logging configuration without stopping Security Identity Manager.

### Installation and initial configuration logs

This section describes IBM Security Identity Manager Server installation and initial configuration logs.

Table 1 on page 13 contains a list of the log files that are created during the installation and configuration of the IBM Security Identity Manager Server and the prerequisite products.

Log files are created for the following tasks:

- Running the product installation program.
- Installing the Security Identity Manager uninstallation program.
- Installing required middleware products:
  - WebSphere Application Server
  - A directory server, such as IBM Security Directory Server
  - A database, such as DB2 Universal Database
- Running the middleware configuration utility.
- Installing Security Identity Manager, which also includes:
  - IBM Security Identity Manager Server
  - Security Identity Manager IBM Security Directory Server-based *posix* adapter profiles
  - Database configuration program, such as **DBConfig**
  - Directory server configuration program, such as **ldapConfig**

In Table 1 on page 13, the system `temp` directory is designated with the `TEMP` environment variable. The `TEMP` variable is either `%temp%` or `%tmp%` for Microsoft Windows systems. UNIX and Linux use `/tmp` as the temp directory.

File names	Description and location
log.txt	Installation log file for WebSphere Application Server. <b>Location:</b> The system temp directory.

Table 1. Installation log file names and directories (continued)

File names	Description and location
<ul style="list-style-type: none"> <li>• isim_install.stdout</li> <li>• isim_install.stderr</li> </ul>	<p>Standard out and error log files for Security Identity Manager.</p> <p><b>Location:</b> The system root directory.</p>
<ul style="list-style-type: none"> <li>• dbConfig.stdout</li> <li>• ldapConfig.stdout</li> <li>• itim_installer_debug.txt</li> <li>• runConfigFirstTime.stdout</li> <li>• runConfig.stdout</li> <li>• setupEnrole.stdout</li> <li>• StartStopWas.stdout</li> <li>• itim_install_activity.log</li> </ul>	<p>Install log files for Security Identity Manager.</p> <p><b>Location:</b> <i>ISIM_HOME</i>\install_logs.</p>
<ul style="list-style-type: none"> <li>• trace.log</li> <li>• msg.log</li> </ul>	<p>The Tivoli® Common Directory is the central location for all serviceability-related files, such as log files and first-failure capture data.</p> <p>Trace or message log files for Security Identity Manager.</p> <p><b>Location:</b> <i>TIVOLI_COMMON_DIRECTORY</i>\CTGIM\logs\</p>
<p>cfg_itim_mw.log</p>	<p>The middleware configuration utility log file.</p> <p><b>Location:</b> The system temp directory.</p>

## IBM Security Identity Manager operational logs

Operational log files contain information about processing activities. These activities are associated with the communication between the IBM Security Identity Manager Server and other applications.

The following section describes:

- Message, security, and trace logs. Use these logs to troubleshoot errors that occur during Security Identity Manager operations.
- Logging options. You can set logging options for all Security Identity Manager logs. You can also set options for each type of logging activity.

### Default location of operational logs

The operational log files are in subdirectories of the *TIVOLI\_COMMON\_DIRECTORY*/CTGIM directory. The default location of the log files depends on the operating system.

#### Microsoft Windows systems

C:\Program Files\IBM\tivo...\common\CTGIM\logs

#### UNIX and Linux systems

/opt/IBM/tivo.../common/CTGIM/logs

You can change the default location of the log files during the initial installation and configuration. After installation and configuration, you can edit the *enRoleLogging.properties* file to change the location. The default location of the *enRoleLogging.properties* file depends on the operating system.

#### Microsoft Windows systems

C:\Program Files\IBM\isim\data

## UNIX and Linux systems

/opt/IBM/isim/data

[IBM Security Identity Manager logging properties](#) describes the general logging options and the options for each type of logging activity.

You can configure different options to manage the quantity and size of the log files.

### Management of size and number of files

You can configure the size and number of log files in the `enRoleLogging.properties` file. The `handler.file.maxFileSize` property changes the size of all files. The `handler.file.log_type.maxFiles` property sets the number of files that are maintained for each type of log before discarding records.

After a set of log files reaches the specified capacity for a single file, the newest data replaces the oldest log data. To maintain a longer activity history, you can specify the number of multiple log files to keep before data is discarded. The following algorithm manages the number of log files:

1. If the `log_type.log` file reaches 100 KB, the data is moved to the `log_type1.log` file.
2. If the size of `log_type.log` reaches 100 KB again
  - The Data from `log_type1.log` is moved to `log_type2.log`
  - The Data from `log_type.log` is moved to `log_type1.log`
3. The next time `log_type.log` reaches a size of 100 KB, step “2” on page 15 is repeated until the maximum number of specified files is reached. If the maximum file limit is reached before the last set of data is moved, the data from `log_typeX.log` is discarded.

### Log format

The [message](#), [security](#), and [trace](#) logs are formatted in XML. Security Identity Manager provides a viewer for viewing the log contents. You can view them as plain text or as formatted HTML. See “[Viewing log file data](#)” on page 29.

### Message log (msg.log)

The message log contains IBM Security Identity Manager messages. The product generates messages during processing. Messages are presented when you log on to the IBM Security Identity Manager Server and perform operations. Security Identity Manager messages are identified by the **CTGIM** prefix.

The message log is turned on by default. You can configure:

- When message collection starts and stops.
- The level of data that is collected
- The log file size.

After the message log file reaches its capacity, data is overwritten. The newest data replaces the oldest log data. To maintain a longer history of messages, you can create multiple message log files. When the `msg.log` file is full, data is moved to another file.

For information about message descriptions and configuring the message log, see the *Messages Guide*.

### Security log (access.log)

The security log contains information about authentication requests, also called attempts.

The security log is turned on by default.

You can configure:

- When to start and stop collecting security data.
- The level of data that is collected.
- The log file size.

For information about configuring the size and contents of the security log, see [“IBM Security Identity Manager logging properties”](#) on page 16.

### Trace log (trace.log)

Trace logs capture information about the operating environment when the software fails to operate as intended.

For more information about capturing trace data, see [“Traces”](#) on page 21.

For information about configuring the size and contents of the trace log, see [“Configuring the server trace log”](#) on page 22.

### Adapter logs

Adapters provide an interface between a managed resource and the IBM Security Identity Manager Server.

The adapter logs and log locations depend on the type of adapter. IBM Security Identity Manager has the following types of adapters:

#### Adapter Development Kit (ADK)-based adapters

Each ADK adapter has its own log file. The log file is in the adapter log directory. The log file name is *adapternameAgent.log*. For example, the Microsoft Windows Local adapter is *WinLocalAgent.log*.

#### IBM Security Directory Integrator server-based adapters

There is a log file for all adapters that are installed on one instance. The log file is in the log directory of the adapters solution directory. The log file name is *ibmdi.log*.

For more information about adapters and adapter log configuration and settings, see the "Installation Guide" and the "Configuration Guide" on the *IBM Security Identity Manager documentation*.

### IBM Security Identity Manager logging properties

Use a text editor to set logging properties in the *enRoleLogging.properties* file.

The default location of the *enRoleLogging.properties* file depends on the operating system.

#### Microsoft Windows systems

C:\Program Files\IBM\isim\data

#### UNIX and Linux systems

/opt/IBM/isim/data

### Global logging properties

The global logging properties apply to all IBM Security Identity Manager logs.

The following values are the default property values:

Property value	Description
<code>logger.refreshInterval=300000</code>	Specifies the number of milliseconds between checking for updates to <i>enRoleLogging.properties</i> . The default value is 5 minutes (300,000 milliseconds).



Table 2. Default property values (continued)

Property value	Description
handler.file.fileDir=	<p>Specifies the location of the log files.</p> <p>The default location of the log files depends on the operating system.</p> <p><b>Microsoft Windows systems</b> C:\Program Files\IBM\tivo..\..\common\CTGIM\logs</p> <p><b>UNIX and Linux systems</b> /opt/IBM/tivo..\..\common/CTGIM/logs</p>
handler.file.maxFileSize=1024	Specifies the maximum size for each log file in KB.
formatter.dateFormat="yyyy.MM.d d" formatter.timeFormat="HH:mm:ss: SSS"	Specifies the date and time formats for the timestamps in the log records.

Use the ASCII letters described in [Table 3 on page 17](#) to specify a different date and time format.

Table 3. Pattern letters for the formatter.dateFormat and formatter.timeFormat log properties

Symbol	Description	Presentation type*	Example
G (uppercase)	Era designator	Text	AD
y (lowercase)	Year	Number	1996
M	Month in the year	Text and number	July and 07
d	Day in the month	Number	10
E	Day of the week	Text	Tuesday
D	Day in the year	Number	189
F	Day of the week in the month	Number	2 (second Wednesday in July)
w	Week in the year	Number	27
W	Week in the month	Number	2
h	Hour in AM or PM	Number (1-12)	12
H	Hour in the day	Number (0-23)	0
m	Minute in the hour	Number	30
s	Second of the minute	Number	55
S	millisecond	Number	987
a	AM or PM marker	Text	PM
k	Hour in the day	Number (1-24)	24
K	Hour in AM or PM	Number (0-11)	0
z	Time zone	Text	Pacific Standard Time

Symbol	Description	Presentation type*	Example
' (single quotation mark)	Escape for text	Delimiter	
" (2 single quotation marks)	Single quotation mark	Literal	

\* The number of pattern letters that are specified determines whether a short form or long form is used in the timestamp.

The number of pattern letters determines the format.

#### Text

Specifies whether to use full or short form. If four or more pattern letters are specified, the full form is used. If less than four letters are specified, the short form is used if a short form exists.

#### Number

Specifies the minimum number of digits to be included. Shorter numbers are padded with zeros to the specified number of digits. Year (y) is handled differently; if 2 y's are specified, the year is shortened to two digits.

#### Text and number

Specifies whether to use text or a number. If 3 or more pattern letters are specified, text is used, otherwise a number is used. Any characters in the pattern that are not in the ranges of a through z and A through Z are treated as quoted text. For example, characters such as the semicolon (:), period (.), blank space, number sign (#), and at sign (@) are included in the output text even though they are not delimited with single quotation marks.

A pattern that contains an invalid pattern letter generates an error during formatting or parsing.

Table 4 on page 18 provides examples of user-defined date and time patterns.

Sample pattern	Result
<code>formatter.dateFormat="yyyy.MM.dd G"</code> <code>formatter.timeFormat=" 'at' hh:mm:ss z"</code>	1996.07.10 AD at 15:08:56 PDT
<code>formatter.dateFormat="EEE, MMM d, 'yy"</code>	Wed, July 10, '96
<code>formatter.timeFormat="h:mm a"</code>	12:08 PM
<code>formatter.timeFormat="hh 'o'clock' a, zzzz"</code>	12 o'clock PM, Pacific Daylight Time
<code>formatter.timeFormat="K:mm a, z"</code>	0:00 PM, PST
<code>formatter.dateFormat="yyyyy.MMMMM.dd GGG"</code> <code>formatter.timeFormat="hh:mm aaa"</code>	1996.July.10 AD 12:08 PM

#### Message logging options

The properties in this section apply to IBM Security Identity Manager messages.

The property values are the defaults:

#### **logger.msg.logging=true**

Turns message logging on or off.

#### **true**

Turns on message logging.

**false**

Turns off message logging.

**handler.file.msg.fileName=msg.log**

Specifies the name of the message log file.

**logger.msg.level=INFO**

Specifies the message logging level.

**INFO**

Captures all message types such as informational, warning, and error messages.

**WARN**

Captures warning and error messages.

**ERROR**

Captures only error messages.

**handler.file.msg.maxFiles=5**

Specifies the maximum number of message log files to keep before log records start to be discarded.

**Security logging options**

The properties in this section apply to attempts to authenticate with IBM Security Identity Manager Server.

The property values are the defaults:

**logger.msg.com.ibm.itim.security.logging=true**

Turns security logging on or off.

**true**

Turns on security logging.

**false**

Turns off security logging.

**handler.file.security.fileName=access.log**

Specifies the name of the security log file.

The default location of the log files depends on the operating system.

**Microsoft Windows systems**

```
handler.file.security.fileDir=C:\Program Files\IBM\tivo\..\common\CTGIM\logs
```

Specifies the location of the security log file.

**UNIX and Linux systems**

```
handler.file.security.fileDir=/opt/IBM/tivo/../../common/CTGIM/logs
```

Specifies the location of the security log file.

**logger.msg.com.ibm.itim.security.logChoice=failure**

Specifies the types of attempts that are logged.

**failure**

Log only failed attempts.

**success**

Log only successful attempts.

**both**

Log both failed and successful attempts.

**handler.file.security.maxFiles=10**

Specifies the maximum number of security log files to keep before log records are discarded.

**Displaying the logged data in Common Base Event format**

The JLog toolkit provides a Common Base Event (CBE) formatter.

To show the logged data in CBE format, modify the property value.

In `formatter.PDXML.className=com.ibm.itim.logging.LogXMLFormatter` file:

Change this value	<code>com.ibm.itim.logging.LogXMLFormatter</code>
To this value	<code>com.ibm.log.CBE101Formatter</code>

The updated logged data in CBE format is  
`formatter.PDXML.className=com.ibm.log.CBE101Formatter`.

## Prerequisite product logs

This section describes logging for the middleware products. It also provides links to websites for more information about logging.

### WebSphere Application Server logs

These log files provide troubleshooting information about communication between the IBM Security Identity Manager Server and WebSphere Application Server.

The default directory location of the WebSphere Application Server log files depends on the operating system.

#### Microsoft Windows systems

`WAS_HOME\profiles\default\logs\server_name`

For example: `C:\Program Files\IBM\WebSphere\AppServer\profiles\default\logs\server1`

#### UNIX and Linux systems

`WAS_HOME/profiles/default/logs/server_name`

For example: `/opt/IBM/WebSphere/AppServer/profiles/default/logs/server1`

### IBM Security Directory Server logs

These logs provide information about the installation and communications between the IBM Security Identity Manager Server and the IBM Security Directory Server.

**Note:** If you use a directory server other than IBM Security Directory Server, see its product documentation for logging information.

The IBM Security Directory Server documentation provides more information about IBM Security Directory Server logs.

The default directory location of the installation logs depends on the operating system.

#### Microsoft Windows systems

`ITDS_HOME\var`

For example: `C:\Program Files\IBM\LDAP\V6.3\var`

#### UNIX and Linux systems

`ITDS_HOME/var`

For example: `/opt/ibm/ldap/V6.3`

The default directory location of the operational logs depends on the operating system.

#### Microsoft Windows systems

`ITDS_instance_HOME\logs`

For example: `C:\idsslapd-ldapdb2\logs`

#### UNIX and Linux systems

`ITDS_instance_HOME/logs`

For example: `/home/ldapdb2/idsslapd-ldapdb2/logs`

### IBM Security Directory Integrator log

The `ibmdi.log` file reports information about the communications between the IBM Security Identity Manager Server and the agentless adapters. The IBM Security Identity Manager Server UNIX and Linux adapter and the IBM Security Identity Manager Server LDAP adapter are agentless adapters.

The default directory location of these log files depends on the operating system.

#### Microsoft Windows systems

`ITDI_HOME\soldir`

For example: `C:\Program Files\IBM\isim\itdi\home\soldir`

#### UNIX and Linux systems

The solution directory for IBM Security Directory Integrator

For example: `/opt/IBM/isim/itdi/soldir`

You can specify logging properties for IBM Security Directory Integrator.

For more information about the agentless adapters and about setting logging properties, see the Installation and Configuration Guides on the *IBM Security Identity Manager documentation*.

### Database server logs

DB2 Universal Database records database requests in its own log files.

**Note:** If you use a database server other than DB2 Universal Database, see its product documentation for logging information.

You specify the location of these files when you install the database server.

By default, the DB2 Universal Database log files are in the `DB_INSTANCE_HOME` directory.

#### Microsoft Windows systems

`C:\Program Files\IBM\SQLLIB\DB2`

#### UNIX and Linux systems

`/home/db2inst1`

## Traces

---

Trace data provides in-depth processing information to help you focus on a particular area that you suspect is causing a problem. Trace data is more complex and detailed than message data.

By default, the trace log is set on to collect the minimum amount of information. The minimum level reduces the impact of capturing and recording data on the overall performance of IBM Security Identity Manager. The higher the level of tracing, the greater the potential impact on server performance.

IBM Security Identity Manager Server provides both [Server trace](#) and [Applet trace](#).

You can configure the following items:

- When to start and stop collecting data
- The level of detailed data that is collected
- The log file size

You can also use the **runConfig** configuration tool to change the level of the trace logging. For more information about the **runConfig** tool, see the installation and configuration guides on the *IBM Security Identity Manager documentation*.

## Server tracing

The trace facility provides methods to capture information about the IBM Security Identity Manager Server internal operations. The trace log information is designed so support personnel can trace a problem to its source and determine why an error occurred.

## Configuring the server trace log

Configuration properties for the server trace log are stored in the `enRoleLogging.properties` file. The default directory location of `enRoleLogging.properties` depends on the operating system.

### Microsoft Windows systems

`C:\Program Files\IBM\isim\data`

### UNIX and Linux systems

`/opt/IBM/isim/data`

Changes take effect when the IBM Security Identity Manager Server checks for updates. You can specify the update interval in the properties file. The following properties values are the defaults:

### **logger.trace.logging=true**

Turns trace logging on or off.

#### **true**

Turns on trace logging.

#### **false**

Turns off trace logging.

### **logger.trace.level=DEBUG\_MIN**

Specifies the trace logging level.

#### **DEBUG\_MIN**

Records the least amount of information. (Default)

#### **DEBUG\_MID**

Records a greater amount of trace information for debugging.

#### **DEBUG\_MAX**

Records the maximum amount of trace information. This level has the greatest impact on server performance. Use this level only to narrow down a problem to a specific component. Then reset this parameter back to `DEBUG_MIN` or `DEBUG_MID`.

**Note:** Use the `runConfig` command to also change the trace logging level.

### **handler.file.trace.maxFiles=10**

Specifies the maximum number of trace log files to keep before log records are discarded.

### **logger.trace.com.ibm.itim.component\_name**

Defines the Security Identity Manager component you want to trace. For information about this property, see [“Specifying trace contents” on page 22](#).

## Specifying trace contents

You can specify the level of trace data that is collected either during installation or at a later time. The `enRoleLogging.properties` file contains properties that are related to what data to collect and the level of collection.

### About this task

The default directory location of `enRoleLogging.properties` depends on the operating system.

### Microsoft Windows systems

`C:\Program Files\IBM\isim\data`

### UNIX and Linux systems

`/opt/IBM/isim/data`

The setting of these values is suggested by support personnel when debugging a problem. Under normal operating conditions, the default settings are appropriate. The more data that is collected, the greater the impact is to system performance.

Table 5 on page 23 shows logging components and descriptions.

<i>Table 5. Logging components</i>	
<b>Component</b>	<b>To troubleshoot problems related to:</b>
logger.trace.com.ibm.itim.adhocreport.level	Running operations under the <b>Report</b> tab. For example, synchronizing data or designing and running reports.
logger.trace.com.ibm.itim.adhocreport.changelog.level	Synchronizing data incrementally.
logger.trace.com.ibm.itim.apps.level	Validating business logic. For example, password synchronization and account compliance about provisioning policy.
logger.trace.com.ibm.itim.apps.ejb.adhocreport.level	Synchronizing data. For example, retrieving data from Security Identity Manager LDAP and storing it in a database.
logger.trace.com.ibm.itim.authentication.level	Logging on to or authenticating with Security Identity Manager.
logger.trace.com.ibm.itim.authorization.level	Validating and checking of ACIs for a logged-in user.
logger.trace.com.ibm.itim.common.level	Validating input per defined FORM constraints or schema.
logger.com.ibm.itim.script.level	Evaluating the scriptframework, which replaces FESI. For example, the workflow engine script node and service selection policy script.
logger.trace.com.ibm.itim.fesiextensions.level	Evaluating a FESI script. For example, the workflow engine script node and service selection policy script.
logger.trace.com.ibm.itim.mail.level	Sending mail from Security Identity Manager. For example, notifications.
logger.trace.com.ibm.itim.messaging.level	Sending messages to queues.
logger.trace.com.ibm.itim.dataservices.model.level	Performing LDAP Directory server operations. For example, updating a person.
logger.trace.com.ibm.itim.passworddelivery.level	Clearing expired password transactions.
logger.trace.com.ibm.itim.policy.level	Running and validating policies. For example, password and provisioning policies.

Table 5. Logging components (continued)

Component	To troubleshoot problems related to:
<code>logger.trace.com.ibm.itim.remoteservices.level</code>	Running operations for remote resources and interpreting the response. For example, HR feed, reconciliation and account operations.
<code>logger.trace.com.ibm.itim.report.level</code>	Not used.
<code>logger.trace.com.ibm.itim.security.level</code>	Not used.
<code>logger.trace.com.ibm.itim.scheduling.level</code>	Running scheduled operations such as those that the user scheduled to run at a later date.
<code>logger.trace.com.ibm.itim.systemConfig.level</code>	Running LDAP\DB upgrade \config utilities.
<code>logger.trace.com.ibm.itim.util.level</code>	Sharing utility classes across various components. For example, acquiring and releasing database connections from the WebSphere Application Server Java Database Connectivity (JDBC) connection pool.
<code>logger.trace.com.ibm.itim.webclient.level</code>	Navigating from one page to another, input validation, or display problems.
<code>logger.trace.com.ibm.itim.workflow.level</code>	Running workflows. This operation includes providing information about running a specific node in the workflow definition. For example, the input and output of a node and the transition from one node to the other.
<code>logger.trace.com.ibm.daml.level</code>	Communication between IBM Security Identity Manager Server and remote agent.
<code>logger.trace.com.ibm.erna.level</code>	Communication between IBM Security Identity Manager Server and remote agent by using an FTP protocol like RACF®.

JLog supports a hierarchical set of named objects that inherit properties from their ancestors. A period (.) separates each level of the hierarchy. The highest level of the hierarchy is shown first. For example, the `logger.trace.com.ibm.itim.workflow` object in the workflow inherits properties that are not explicitly defined at the workflow level from `logger.trace.com.ibm.itim`, `logger.trace.com.ibm`, `logger.trace.com`, and `logger.trace`. Because of the inheritance characteristic, the default tracing level can be defined at the top of the hierarchy, which is `logger.trace`.



The following definition sets a specific level of tracing for a component:

```
logger.trace.com.ibm.itim.component_name.level=tracing_level
```

where *component\_name* is the name of the component and *tracing\_level* is the level of tracing to use for that component.

Setting a tracing level for a component overrides the inherited level of tracing. For example, `logger.trace.com.ibm.tim.workflow.level=DEBUG_MAX` traces the workflow component at the maximum level of detail, that is, `DEBUG_MAX`. This setting continues tracing all other levels at the minimum level, that is, `DEBUG_MIN`.

### Procedure

1. Open the `enRoleLogging.properties` file.
2. Locate the section that contains the `logger.trace.com.ibm.itim.component_name` property.  
Use this property to define each component. The following statement defines tracing for the workflow component:

```
# logger.trace.com.ibm.itim.workflow.level=DEBUG_MIN
```
3. To start tracing for a component, remove the comment characters (`#`) from the appropriate statement.
4. Set the level of tracing as `DEBUG_MIN`, `DEBUG_MID`, or `DEBUG_MAX`.

## Applet tracing

The applet tracing is separate from IBM Security Identity Manager Server tracing. All applet tracing information goes to the applet console window on the client.

### Viewing applet tracing

You can view the applet trace data on the IBM Security Identity Manager Console.

Two properties in the `enRoleLogging.properties` file control applet tracing.

#### **logger.trace.com.ibm.itim.applet.logging**

Starts and stops applet tracing.

##### **true**

Turns on trace logging.

##### **false**

Turns off trace logging.

#### **logger.trace.com.ibm.itim.applet.level=DEBUG\_MIN**

Specifies the trace logging level.

##### **DEBUG\_MIN**

Records the least amount of information. (Default)

##### **DEBUG\_MID**

Records a greater amount of trace information for debugging.

##### **DEBUG\_MAX**

Records the maximum amount of trace information. This level has the greatest impact on server performance. Use this level only to narrow down a problem to a specific component. Then reset this parameter back to `DEBUG_MIN` or `DEBUG_MID`.

### Procedure

1. Open the Java plug-in control panel while the applet is being loaded on the client browser.
2. Click **Show Console**.

## REST tracing

REST tracing is separate from IBM Security Identity Manager Server tracing and Applet tracing. REST tracing is enabled through the administrative console of WebSphere. All REST tracing information goes to the WebSphere SystemOut.log file.

### Procedure

1. Log in to the administrative console.
2. Expand **Troubleshooting**.
3. Click **Logs and trace**.
4. On the **Logging and tracing** page, click the server on which IBM Security Identity Manager is deployed.
5. On the next page that is displayed, click **Diagnostic Trace**.
6. On the **Configuration** tab of the **Diagnostic trace service** page, click **Change log detail levels**.
7. On the **Change log detail levels** page, expand **Components and Groups**.
8. Expand **\*[All Components]**
9. To turn on tracing for all IBM Security Identity Manager REST code, perform one of these actions.
  - Click **com.ibm.isim.\*** and select **All Messages and Traces**.
  - Select **Message and Trace Levels** and then, select the message and trace levels you want to enable.
10. To turn on tracing for a subset of the IBM Security Identity Manager REST code, expand **com.ibm.isim.\*** and subsequent levels. Select the appropriate message and trace levels as described in the previous step.
11. Click **OK**, and then click **Save** to save the changes directly to the master configuration.
12. Log out of the administrative console.
13. Restart WebSphere for the changes to take effect.

## Identity Service Center tracing

The Identity Service Center tracing is separate from other IBM Security Identity Manager tracing. All Identity Service Center tracing goes to a separate browser window on the client.

### Starting the Identity Service Center tracing

Identity Service Center tracing can be started for individual users, with little or no impact to other users of the Identity Service Center. You can view the Identity Service Center trace data in a separate browser window.

### Procedure

- Log in to the Identity Service Center by using a modified URL, as shown here:

```
http://[host]:[port]/itim/ui?isimPath=debug&isimTrace=[logger]:[level]<,...>
```

Where:

#### **[host]**

Is the host name of the IBM Security Identity Manager server.

#### **[port]**

Is the port number of the IBM Security Identity Manager server application.

#### **[logger]**

Is the name of a specific Identity Service Center logger to start, or all to specify the logging level for all other loggers.

#### **[level]**

Is the logging level to be activated for the [logger]

<,...>

Indicates you can define multiple [logger]:[level] combinations, to start different levels of logging for different loggers.

The following Identity Service Center logger names are supported:

- com.ibm.security.ui.util.store
- com.ibm.isim.ui.control.nav
- com.ibm.isim.ui.util.api
- com.ibm.isim.ui.util.factory
- all

The following Identity Service Center logging levels are support, in ascending order, which is based on importance or severity:

- all
- trace
- debug
- info
- warn
- error
- fatal
- none

Starting logging at a specific level causes trace records for that level and all higher levels to be collected.

For example, starting logging at the debug level collects trace data for debug, info, warn, error, and fatal trace records. If no level is specified for a logger, all is assumed.

The following URLs are equivalent and start all levels of logging for all loggers:

```
http://[host]:[port]/itim/ui?isimPath=debug&isimTrace=all
```

```
http://[host]:[port]/itim/ui?isimPath=debug&isimTrace=all:all
```

The following URLs are equivalent and start all logging for one logger and warn logging for all other loggers:

```
http://[host]:[port]/itim/ui?isimPath=debug&isimTrace=com.ibm.isim.ui.util.api:all,all:warn
```

```
http://[host]:[port]/itim/ui?isimPath=debug&all:warn,com.ibm.security.ui.util.store:all
```

### Stopping the Identity Service Center tracing

You can stop the Identity Service Center trace process when you are done collecting the information that you need to investigate an issue.

#### Procedure

- Stop the trace process by reloading the Identity Service Center using this URL:

```
http://[host]:[port]/itim/ui?isimPath=dist&isimTrace=all:none.
```

Alternatively, you can log off from Identity Service Center. Then, close all browser windows to clear all the Identity Service Center trace settings.

## Viewing the Identity Service Center trace data

The Identity Service Center trace data is viewed in a separate browser window.

### Procedure

- Start the Identity Service Center tracing for one or more loggers, as described earlier.

As trace data is collected, a new browser window automatically opens to display the trace data.

The new browser window has a control panel where you can search, filter, and navigate the collected trace data.

### What to do next

1. Send the trace data to IBM support. Highlight the relevant trace records in the trace browser window and copy or paste the trace records to a separate file.
2. Stop the trace process.
3. Reload the Identity Service Center using the URL to stop tracing, as described earlier, and close the browser window that contains the collected trace data.

## Diagnostic utilities

---

This section describes tools that assist with diagnosing problems.

### Diagnosing completed requests with the audit log



Use the audit log to diagnose completed requests with adapter communication, policy enforcement, and request approval. For example you request a new account on a service, but the related adapter is not running. Then the audit log shows that the connection was refused.

#### About this task

A user in the IBM Security Identity Manager administrator group can view all available audit records on the system.

For information about setting the audit log option, see the *Security Identity Manager documentation*.

### Procedure

1. From the navigation tree, click **Home** to display the **Home** page.
2. Take one of the following actions to display the **View All Requests** page:
  - Under **Common Tasks**, click **View All Requests**.
  - From the navigation tree, select **View Requests > View All Requests**.
3. On the **View All Requests** page, select a request type from the list.
4. Select a time interval.
5. Click the  icon next to **More Search Criteria** to filter by status, date request was completed or submitted, service, user, or request ID.
6. Click **Search Requests** after you specify the search criteria.
7. To view the details of a request, click the request type. The information about the request is read-only.
8. On the **View All Requests** page, complete these steps:
  - a) View the submitted details of the request in the **Process Details** section.
  - b) Click the  icon next to the data type in the **Process Data** section to view current data or changes.
  - c) Click to expand the root structure to view additional details about the request type.

9. Click **Close** to close the **View All Requests** page.
10. Click **Close** when you are done reviewing the requests.

## Viewing log file data

IBM Security Identity Manager provides a viewer for formatting and viewing logs. The logs are formatted in XML, but the viewer displays the files in HTML or plain text. The viewer can filter message and trace records for various fields in the records. For example, you can filter for timestamp, severity, thread identifier, and component ID. You can combine different types of logs and view them together.

To create a single file for presentation, run the **viewer** command from a command-line window. The filepath of the **viewer** command depends on the operating system.

### Microsoft Windows systems

```
ISIM_HOME\bin\logviewer\viewer.bat
```

### UNIX and Linux systems

```
ISIM_HOME/bin/logviewer/viewer.sh
```

The **viewer** command uses the following syntax and parameters:

```
viewer [{-qstring | -filename}] [-soutput_type] [-h] input_data
```

#### **-qstring**

Defines a string that determines the content and format of the output. You can define this string on the command line or in a file. For more information, see [“Query strings” on page 29](#).

#### **-filename**

Defines a file that contains a string and determines the content and format of the output. You can define this string on the command line or in a file. For more information, see [“Query strings” on page 29](#).

#### **soutput\_type**

Specifies that the output format of the data is in plain text or HTML. The default value is HTML. The HTML output is in UTF-8 encoding. The text format is in the default encoding of the console where the command is issued. Specify text or HTML. Use the standard redirection symbol (>) to direct the output to a file instead of stdout. See [“Generating the contents of the access.log in HTML format” on page 31](#).

#### **-h**

Prints the usage statement, which is the command syntax.

#### **input\_data**

Specifies one or more input files to be viewed. If you specify multiple input files, the log and trace records are merged based on the timestamp of each record.

## Query strings

The query string has the following format. If you do not specify a query string, the default query string is "select default where true". This section describes these values.

```
"select column_name [,column_name]
where filter_predicate"
```

### **column\_name**

Specify one or more column headers for the trace output. A timestamp is displayed in the output for each record.

#### **all**

Includes all columns.

#### **default**

Specifies to include the default columns. The default columns are Time, Severity, MessageId, LogText, Server, ProductID, Component, and ProductInstance.

## Names of columns

Table 6 on page 30 lists the valid column names. The column names are not case-sensitive. Some column names might not apply to a particular log. If a description or example is not listed, review the actual log to determine whether the column applies to the troubleshooting task.

Column name	Column type	Description or example
Client	String	Client identifier
Component	String	Component identifier
CorrelationId	String	Correlation identifier
Element	String	Message or trace
Exception	String	Error identifier
LogAttribs	Key value pairs (keyword= <i>value</i> ), separated by spaces	The attributes of a log
LogText	String	The description of the log attribute
MessageId	String	Unique identifier of the message
Millis	Long integer	Time in milliseconds
Principal	String	An ID that has the necessary permissions. For example, server1.
Process	String	The process number.
ProductId	String	The three-letter identifier
ProductInstance	String	The installed server instance name
Server	String	Name or IP address
ServerFormat	String	For example, TCP/IP
Severity	String	Severity level of the log record
SourceFile	String	Name of the source file where the event was generated
SourceLine	String	Line number where the event was generated
SourceMethod	String	Name of the method that generated the event
Thread	String	The thread number. For example, 3928.
Time	String	Localized time.
TraceLevel	String	Trace level of the log file. For example, MIN.

### ***filter\_predicate***

Determines which records are in the output. The *filter\_predicate* value can contain conditional operators, pattern operators, Boolean operators, or the true keyword.

The true keyword indicates that filtering is disabled and all log records are included in the output.

Conditional operators include:

- = (equal)
- > (greater than)
- < (less than)
- >= (greater than or equal to)
- <= (less than or equal to)
- <> (not equal to)

You can also use the MATCH pattern operator in the conditional selection of the *where* clause. Use MATCH to select log or trace records with regular expression syntax. Put strings with special characters in the regular expression in quotation marks.

Boolean operators include the following operators in the format of (expression) operator (expression):

- OR
- AND

"Displaying only the server and productID columns of the log records" on page 32 includes a Boolean expression with the MATCH pattern operator and the AND and OR Boolean operators.

### **Log viewer syntax examples**

The examples show various uses of the **viewer** command:

#### **Generating the contents of the access.log in HTML format**

It uses the default columns. It redirects the output to the `logout.html` file in the local directory.

##### **Microsoft Windows systems**

```
viewer -shtml "C:\Program Files\IBM\tivo..\..\common\CTGIM\logs\access.log" > logout.html
```

##### **UNIX and Linux systems**

```
./viewer.sh -shtml "/opt/IBM/tivo../../common/CTGIM/logs/access.log" > logout.html
```

#### **Displaying the filtered contents of the trace.log file in text format**

It displays all fields with a correlation identifier of 12. The output goes to stdout.

##### **Microsoft Windows systems**

```
viewer -q"select all where CorrelationId = 12" -stext "C:\Program Files\IBM\tivo..\..\common\CTGIM\logs\trace.log"
```

##### **UNIX and Linux systems**

```
./viewer.sh -q"select all where CorrelationId = 12" -stext "/opt/IBM/tivo../../common/CTGIM/logs/trace.log"
```

#### **Displaying the filtered contents of the trace.log file in text format**

It displays all records with a timestamp less than 1007067881373. The output goes to stdout.

### Microsoft Windows systems

```
viewer -q"select all where Millis < 1007067881373" -stext "C:\Program Files\IBM\tivo...\common\CTGIM\logs\trace.log"
```

### UNIX and Linux systems

```
./viewer.sh -q"select all where Millis < 1007067881373" -stext "/opt/IBM/tivo...\common/CTGIM/logs/trace.log"
```

### Displaying only the server and productID columns of the log records

Records are displayed only if the Boolean expression evaluates to TRUE. The output is sent to stdout. You must use parentheses with Boolean operators to indicate the order of operator evaluation. Input is merged from the specified files: msg1.log, msg2.log, and msg3.log.

**Note:** Parentheses determine how the Boolean expression is evaluated. The Boolean expression evaluates to TRUE only if both of these statements are true:

- The text in the **messageid** column contains message IDs in the range CTGIMA010 to CTGIMA045
- The **Server** column contains the string test1, or the severity column contains the string ERROR.

### Microsoft Windows systems

```
viewer -q"select server,ProductId where
(messageid MATCH 'CTGIMA0[10-45]')
AND ((server = 'test1')
OR (severity = 'ERROR'))"
"C:\Program Files\IBM\tivo...\common\CTGIM\logs\msg1.log
C:\Program Files\IBM\tivo...\common\CTGIM\logs\msg2.log
C:\Program Files\IBM\tivo...\common\CTGIM\logs\msg3.log"
```

### UNIX and Linux systems

```
./viewer.sh -q"select server,ProductId where
(messageid MATCH 'CTGIMA0[10-45]')
AND ((server = 'test1')
OR (severity = 'ERROR'))"
"/opt/IBM/tivo...\common/CTGIM/logs/msg1.log
/opt/IBM/tivo...\common/CTGIM/logs/msg2.log
/opt/IBM/tivo...\common/CTGIM/logs/msg3.log"
```

### Filtering with a log attribute

You can filter with a log attribute that has the name FNG and a value of 123. The output is sent to stdout.

### Microsoft Windows systems

```
viewer -q"select default where LogAttribs MATCH 'FNG=123'" "C:\Program Files\IBM\tivo...\common\CTGIM\logs\trace.log"
```

### UNIX and Linux systems

```
./viewer.sh -q"select default where LogAttribs MATCH 'FNG=123'" "/opt/IBM/tivo...\common/CTGIM/logs/trace.log"
```



## Performance and availability

The *Performance Tuning Guide* provides information about setting the parameters used to tune IBM Security Identity Manager, IBM Security Directory Server, and database servers. These parameters can improve the performance of your environment.

## Forwarding IBM Security Identity Manager logging and tracing to WebSphere Application Server

You can optionally forward Security Identity Manager logging and tracing to WebSphere Application Server.

### About this task

You can forward the logging and tracing information to the WebSphere Application Server by changing the `enRoleLogging.properties` file. The JLog levels are mapped to WebSphere Application Server logging levels or Java logging levels. The following table shows this mapping.

JLog levels	Maps to...	Java logging levels
ERROR	=>	SEVERE
WARN	=>	WARNING
INFO	=>	INFO
DEBUG_MIN	=>	FINE
DEBUG_MID	=>	FINER
DEBUG_MAX	=>	FINEST

### Procedure

1. Add the `logger.forwardToWAS=true` property in `enRoleLogging.properties`.

**Note:** This property is for UI-tier logging. UI-tier uses Java logging API directly. When this property does not exist or is set to `false`, UI-tier attaches a custom handler to route the UI-tier logging to JLog. Otherwise, the logging is routed to the WebSphere Application Server automatically because it has a handler attached to the Java root logger.

2. Modify the `handler.file.className=com.ibm.log.FileHandler` property in `enRoleLogging.properties` as follows:

```
handler.file.className=com.ibm.itim.logging.JSR47Handler
```

**Note:** After the handler is set to use the `JSR47Handler`, any format settings in `enRoleLogging.properties` are ignored. The formatting uses the WebSphere Application Server logging and tracing settings.

3. Turn on the fine-level tracing for Security Identity Manager components.
  - a. Access the WebSphere Application Server administrative console.
  - b. Navigate to **Troubleshooting > Logging and Tracing > server name > Diagnostic Trace > Change Log Detail Levels**.
  - c. Click the **Runtime** tab so that you do not need to restart the WebSphere Application Server or clusters.
  - d. Add `com.ibm.itim.*=fine` to the **Components** field:

```
*=info: com.ibm.itim.*=fine
```

- e. Restart the Security Identity Manager application. Use the WebSphere Application Server administrative console.

## Results

Security Identity Manager now forwards logging and tracing information to the WebSphere Application Server.

- `$WAS_HOME/profiles/profilename/logs/activity.log` contains all the run time messages in CBE binary format.
- `$WAS_HOME/profiles/profilename/logs/server name/trace.log` contains trace information.

## What to do next

View the run time messages stored in the `activity.log` on the WebSphere Application Server administrative console. Select **Troubleshooting > Runtime Messages**.

## Viewing the trace file on the WebSphere Application Server administrative console

You can view the trace file on the WebSphere Application Server administrative console.

## Procedure

1. Select **Troubleshooting > Logging and Tracing > server name > Diagnostic Trace Service**.
2. Select the **Runtime** tab.
3. Select **View**.

## What to do next

After the initial setup, you can change trace levels for any component. Change the `enRoleLogging.properties` file and WebSphere Application Server. For example, the following changes enable FINER tracing on the workflow component:

- For the Security Identity Manager `enRoleLogging.properties` file:  
`logger.trace.com.ibm.itim.workflow.level=DEBUG_MID`
- For the WebSphere Application Server administrative console:  
`*=info:com.ibm.itim.*=fine:com.ibm.itim.workflow.*=finer`

## Retrieving and analyzing problem determination data remotely

---

You can see tracing and logging information from a remote system by setting up and using remote retrieval.

### About this task

If logging or tracing is forwarded to the WebSphere Application Server, you can view the information from the administrative console. You can start the administrative console from any remote system.

If logging and tracing uses the default setting, you can use the IBM HTTP server. IBM Security Identity Manager uses this server to publish the tracing and logging information in the Tivoli Common Directory.

### Procedure

1. Define the logging directory as an alias on the IBM HTTP server.

The logging directory is `tivoli_common_directory/CTGIM`. All directories and files are under CTGIM.

- a. Open `HTTP_SERVER_HOME/conf/httpd.config` in edit mode.
  - b. Search for **Aliases**.
  - c. In the **Aliases** section, add an alias. For example:  
`Alias /CTGIM tivoli_common_directory/CTGIM`
  - d. Restart the IBM HTTP server.
2. From any remote system, open the web browser and type the URL: `http://hostName/CTGIM`.  
**Note:** When you use this URL, the default IBM HTTP server listening port is 80. If it listens at a different port, you must include that port in the URL.



---

## Chapter 4. Troubleshooting installation and configuration problems

This section describes solutions for installation and configuration problems.

Before you install IBM Security Identity Manager Server:

- Read the troubleshooting tips in the "Installing" and the "Configuring" sections.
- Review the known problems and solutions in the *IBM Security Identity Manager Knowledge Center*. Some of the topics in the "Installing" and the "Configuring" sections are repeated in this section.

---

### Installation on Microsoft Windows Server 2016 causes Installer User Interface Mode Not Supported error

---

When you run the IBM Security Identity Manager installer on a Microsoft Windows Server 2016 computer, the error message `Installer User Interface Mode Not Supported` is displayed.

#### Solution

1. Right-click the installer, and click **Troubleshoot Compatibility**.
2. In **Select Troubleshooting Options**, select **Try Recommended Settings Option**.
3. Test the program to check that it runs successfully.
4. Save the settings.
5. Now run the installer.

The installer runs successfully

---

### `java.lang.NullPointerException` error during Oracle Database 11.2.0.3 or later during configuration

---

When you configure Oracle Database 11.2.0.3 or later during the IBM Security Identity Manager installation

Logs show the following error:

```
DBConfig.loadDBData: ---- Loading file: C:\Program Files (x86)\IBM\isim\config\rdbms\itim_data.ddl
java.lang.NullPointerException
at oracle.jdbc.driver.OracleStatement.clearBatchItems(OracleStatement.java:4374)
```

You have two options as a solution:

#### Method 1

Use the previous versions of supported JDBC driver. For example, v11.2.0.3.

#### Method 2

Install the latest IBM Security Identity Manager fix pack, for example 6.0.0.2 or later, and then manually run **DbConfig**.

## Firewalls can block the IBM Security Identity Manager Server installation

---

Stop all firewalls before you initiate the product installation and configuration to prevent problems.

A firewall on the computer where IBM Security Identity Manager Server is being installed might cause the installation to fail. For example, the middleware configuration component initiates LDAP commands. The firewall blocks the LDAP port, that is, port 389, which blocks LDAP commands from running. LDAP commands include **ldapsearch** and **ldapadd**.

## User IDs must be in the administrator group to start an installation

---

The DB2 Universal Database configuration can fail due to restrictions on the privileges of and the characters in the user ID.

The installation can fail under the following conditions:

- You run the Security Identity Manager installation program when a user ID is not in the administrator group.
- You install and configure DB2 Universal Database separately. The user ID is not in the administrator group.
- You use an ID containing reserved characters.

Install Security Identity Manager and prerequisite products with a user ID in the administrator group. You cannot use any of these administrator user IDs:

- USERS
- ADMINS
- GUESTS
- PUBLIC
- LOCAL

The user ID cannot begin with any of the following letters, either lowercase or uppercase:

- IBM
- SQL
- SYS

## Microsoft Windows Terminal Server License server prevents an IBM Security Identity Manager installation

---

Do not install the product with a DB2 Universal Database on a workstation with a Microsoft Windows Terminal Server License server installation.

If Microsoft Windows Terminal Server is on the system, uninstall it. Select **Control Panel > Add or Remove Programs > Add/Remove Windows Components**.

## Middleware configuration utility fails to catalog LDAP database instance node

If the middleware configuration utility fails to configure the LDAP instance for IBM Security Identity Manager, check the error messages in the `cfg_itim_mw.log` file.

If you see the following messages in the `cfg_itim_mw.log` file, add `TDS_HOME/sbin` to the system path. Run the middleware configuration utility again.

```
...
GLPCTL017I Cataloging database instance node: 'itimldap'.
GLPCTL019E Failed to catalog database instance node: 'itimldap'.
The failure might have occurred because the system was not set up correctly
before using the tool.
GLPCTL005I Removing database instance: 'itimldap'.
GLPCTL006I Removed database instance: 'itimldap'.
GLPICR033E Failed to add database instance 'itimldap' to directory server
instance: 'itimldap'.
GLPIDP002I Deleting directory server instance: 'itimldap'.
...
```

## Entries in the services file prevent reinstalling the DB2 Universal Database

When you uninstall DB2 Universal Database, some port entries are not deleted. If you attempt to reinstall the database, the installation fails.

This situation and the solution apply in all the following situations:

- To all supported versions of DB2 Universal Database
- To manual installation and configuration of DB2 Universal Database
- To the IBM Security Identity Manager installation program

The DB2 Universal Database uninstallation does not delete corresponding DB2 port entries from the system services file. The default location of the file depends on the operating system.

### Microsoft Windows systems

`%SystemRoot%\System32\drivers\etc\services`

For example: `C:\WINDOWS\system32\driver\etc`

### UNIX and Linux systems

`/etc/services`

The following example shows the default service name entries and corresponding port values that remain in the file:

```
db2cdb2admin          50000/tcp
db2cdb2admini        50002/tcp
```

**Note:** If you specify a different DB2 administrator user ID during installation, the service uses the specified names. For example:

### Microsoft Windows systems

`db2cinstanceowner` and `db2cinstanceowner`

### UNIX and Linux, and DB2

`instanceowner` and `DB2_instanceowner`

When you try to reinstall, the services file is searched to determine whether DB2 port entries are present. If DB2 finds the port entries in the services file, the installation fails and returns the following message:

```
SQL5043N Support for one or more communications protocols failed to start successfully.
```

The core database manager functionality started successfully. This message is generated when the middleware configuration utility issues a **db2start** command to start the database.

Because the uninstall operation did not remove the entries, you must manually edit the services file and remove them before installing again.

## LDAP port value is already in use for an initial installation of IBM Security Identity Manager

---

IBM Security Directory Server uses the default port value 389.

Other directory servers and applications, such as Microsoft Windows Active Directory, also use this value.

If another directory server or directory application is installed on the same system as Security Identity Manager, specify a different port value for IBM Security Directory Server.

## Backspace key deletes characters (SUSE Linux only)

---

The **Backspace** key might work like a **Delete** key on SUSE Linux systems when you use the user interface for installation, uninstallation, or middleware configuration tasks.

## Error messages do not display when using an emulator program to install IBM Security Identity Manager

---

If you use an emulator program such as the *X Window System server* or *Virtual network computing (VNC)* to access a remote computer to perform a separate installation of middleware or IBM Security Identity Manager Server, you might not see all the error messages that an installation problem can generate.

If the installation fails without a message, install the application directly on the target system.

## tzmappings: illegal format at near line 11 error message

---

The `tzmappings: Illegal format at near line 11` message might be displayed during installation and configuration. You can ignore it.

The error message might be displayed in any log file from *InstallAnywhere*, such as a server installation, **DBConfig**, **runConfig**, **ldapConfig**, and others.

## Messaging engines do not start after installation

---

On systems that run DB2 Universal Database, the IBM Security Identity Manager messaging engines might not start.

The `SystemOut.log`s file in the WebSphere Application Server contains a message like the following one:

```
4/19/07 9:06:03:421 IST] 00000014 SibMessage    E
[itim_bus:64ibm2Node01.server1-itim_bus]
CWSIS0002E: The messaging engine encountered an exception while starting.
Exception: com.ibm.ws.sib.msgstore.PersistenceException:
CWSIS1501E: The data source has produced an unexpected exception:
com.ibm.db2.jcc.b.SqlException:
DB2 SQL error: SQLCODE: -443, SQLSTATE: 38553,
SQLERRMC: SYSIBM.SQLTABLES;TABLES;SYSIBM:CLI:-80
```

A DB2 Universal Database fix pack installation is incomplete. Complete these steps:

1. Stop the WebSphere Application Server that hosts the IBM Security Identity Manager Server.
2. Review the DB2 Universal Database fix pack installation instructions in the DB2 Universal Database product documentation at <http://www-01.ibm.com/support/docview.wss?uid=swg27023554>.



3. Follow the required procedure for your platform in the post-installation instructions.
4. Restart the WebSphere Application Server.

## The temp directory is not deleted after installation (Microsoft Windows only)

The temp directory is not deleted after the installation. You must manually delete it.

The installation process might create a temp directory at the root of the disk if:

- You installed the product on the Microsoft Windows operating system.
- You installed on a disk drive other than the C : \ drive.
- The temp directory does not exist.

## A java.lang exception occurs in a cluster environment

A `java.lang` exception occurs during installation in a cluster environment. You can ignore the exception. It does not affect the IBM Security Identity Manager installation or operation.

This exception occurs when you install Security Identity Manager:

- On a Microsoft Windows Server 2008 Standard Edition system on the deployment manager.  
OR
- On a Security Identity Manager cluster member.

Part of the exception includes this line:

```
## ZGGfxUtil.loadImage: image loading failed for:
com/zerog/ia/installer/images/introImage.png
```

## Cannot uninstall interim fixes or fix packs

IBM Security Identity Manager cannot uninstall interim fixes or fix packs.

## Cannot log on to the IBM Security Identity Manager Console

You cannot log on to the IBM Security Identity Manager Console. This problem occurs if you rerun the **runConfig** utility on IBM Security Identity Manager that is configured to access LDAP server with SSL.

If you rerun the **runConfig** utility, it overwrites the `java.naming.provider.url` property in the `enRoleLDAPConnection.properties` file.

Before reconfiguration	After reconfiguration
<code>java.naming.provider.url=ldaps:// Host_IP:secure_port</code>	<code>java.naming.provider.url=ldap:// Host_IP:secure_port</code>

To fix the problem, complete these steps:

1. Open the `enRoleLDAPConnection.properties` file. The default directory location of the file depends on the operating system:

### Microsoft Windows systems

C:\Program Files\IBM\isim\data

### UNIX and Linux systems

/opt/IBM/isim/data

2. Go to the `java.naming.provider.url` property in the `enRoleLDAPConnection.properties` file.
3. Modify the `java.naming.provider.url` property to `java.naming.provider.url=ldaps://Host_IP:secure_port`
4. Restart IBM Security Identity Manager.
5. Log on to the IBM Security Identity Manager Console.

---

## Chapter 5. Troubleshooting operating system problems

This section describes solutions for operating system problems.

### Too many files open (UNIX and Linux)

---

The `Too many open files` message occurs on UNIX and Linux operating systems. The default setting for the maximum number of open files might be too low.

To avoid this condition, increase the maximum open files to 8000:

1. Edit the `/etc/security/limit.conf` file.
2. Change the statement that specifies the value of `nofiles` to 8000.
3. Optional: If you want the change to take effect in the current session, type `ulimit -n 8000`.



---

# Chapter 6. Troubleshooting IBM Security Identity Manager Server problems

This section describes solutions for IBM Security Identity Manager Server problems.

## Dynamic role membership is not evaluated while suspending or restoring a person

---

The default person suspend and restore operation workflow does not invoke policy evaluation after the person is suspended or restored.

To recreate this problem, create a dynamic role containing `expersonstatus` in the filter (example, `(expersonstatus=0)` as filter), then all the applicable persons become member of this dynamic role. Now suspend or restore any user who is a member of the dynamic role such that after suspend or restore operation the user does not satisfy the filter. Ideally the person must be removed from dynamic role membership after suspend or restore operation. However, the person still remains as the member of dynamic role even though the person's status gets updated.

After fixing the described issue, the person entity is updated and role membership is added or removed from it, if the person being suspended or restored satisfies a dynamic role filter. In this scenario, if the added or removed dynamic role is a member of any provisioning policy then the said policies must be enforced after the person is suspended or restored.

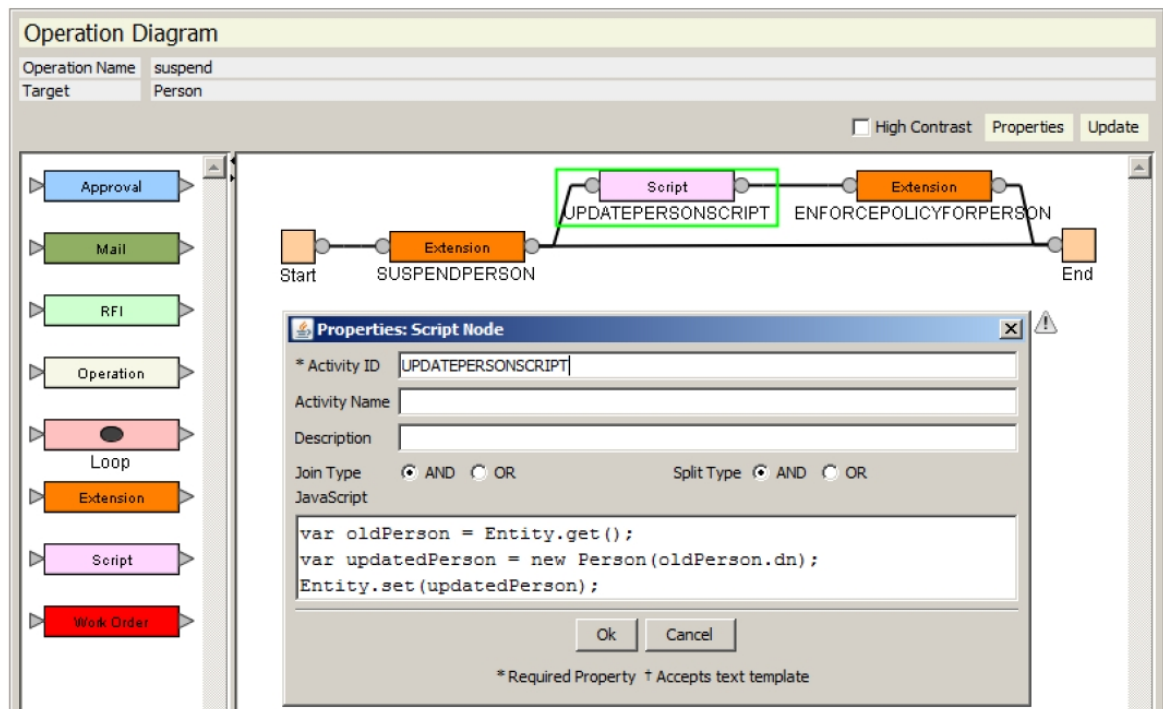
Unfortunately, the default person suspend and restore operation workflow does not invoke policy evaluation after the person is suspended or restored.

To resolve the problem, make the following changes in suspend and restore person workflows (if not already present). Make the changes to suspend and restore operation for "Person" entity type and also for individual person entities for suspend or restore workflows that are customized.

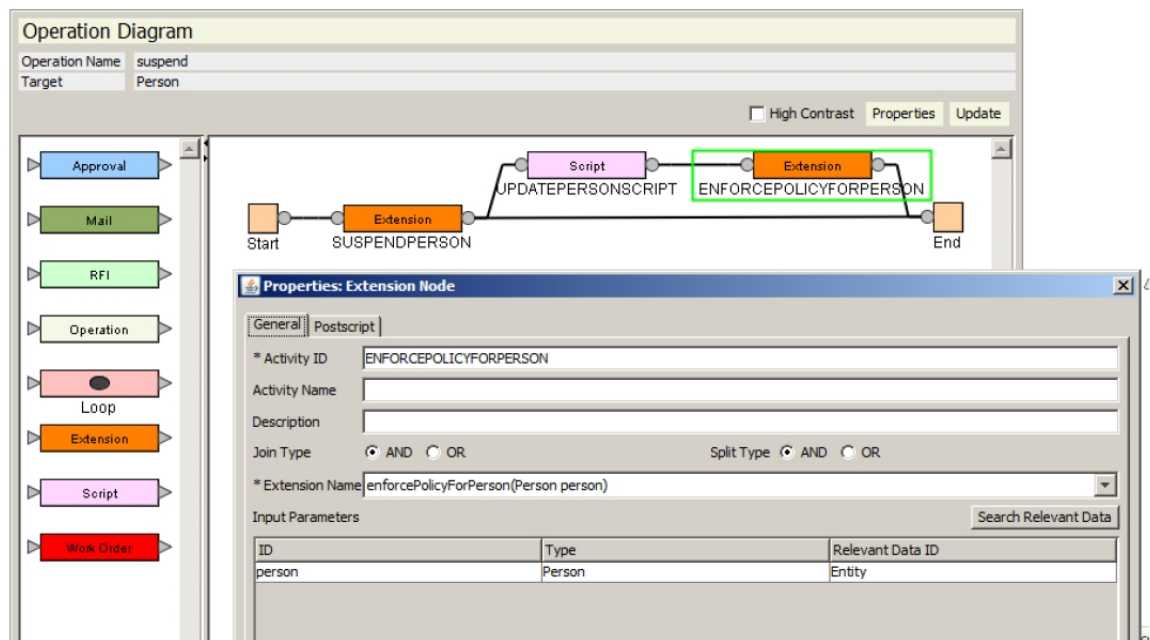
### 1. Update Suspend Person workflow.

- a. Open "suspend" person workflow in workflow designer.
- b. Add a new script node after "SUSPENDPERSON" extension. Add the following script in new script node to refresh the "Entity" relevant data as shown in the following screenshot.

```
<script>
  var oldPerson = Entity.get();
  var updatedPerson = new Person(oldPerson.dn);
  Entity.set(updatedPerson);
</script>
```



c. Add a new extension node after UPDATEPERSONSCRIPT script node to enforce the policy.



d. Save the workflow.

See the following tables for node properties and link properties of the suspend person workflow.

Table 8. Node properties: Suspend Person workflow

Node	Feature	Value
Start	Activity ID	START
	Join Type	AND
	Split Type	AND

Table 8. Node properties: Suspend Person workflow (continued)		
Node	Feature	Value
Extension	Activity ID	SUSPENDPERSON
	Join Type	AND
	Split Type	AND
	Extension Name	suspendPerson (Person person, String accountSuspend)
	Postscript	<pre>WorkflowRuntimeContext.setProcessResult(WorkflowRuntimeContext.getActivityResult()); WorkflowRuntimeContext.setProcessResultDetail(WorkflowRuntimeContext.getActivityResultDetail());</pre>
Script	Activity ID	UPDATEPERSONSCRIPT
	Join Type	AND
	Split Type	AND
	JavaScript	<pre>var oldPerson = Entity.get(); var updatedPerson = new Person(oldPerson.dn); Entity.set(updatedPerson);</pre>
Extension	Activity ID	ENFORCEPOLICYFORPERSON
	Join Type	AND
	Split Type	AND
	Extension Name	enforcePolicyForPerson(Person person)
	Postscript	<pre>WorkflowRuntimeContext.setProcessResult(WorkflowRuntimeContext.getActivityResult()); WorkflowRuntimeContext.setProcessResultDetail(WorkflowRuntimeContext.getActivityResultDetail());</pre>
End	Activity ID	END
	Join Type	AND
	Split Type	AND

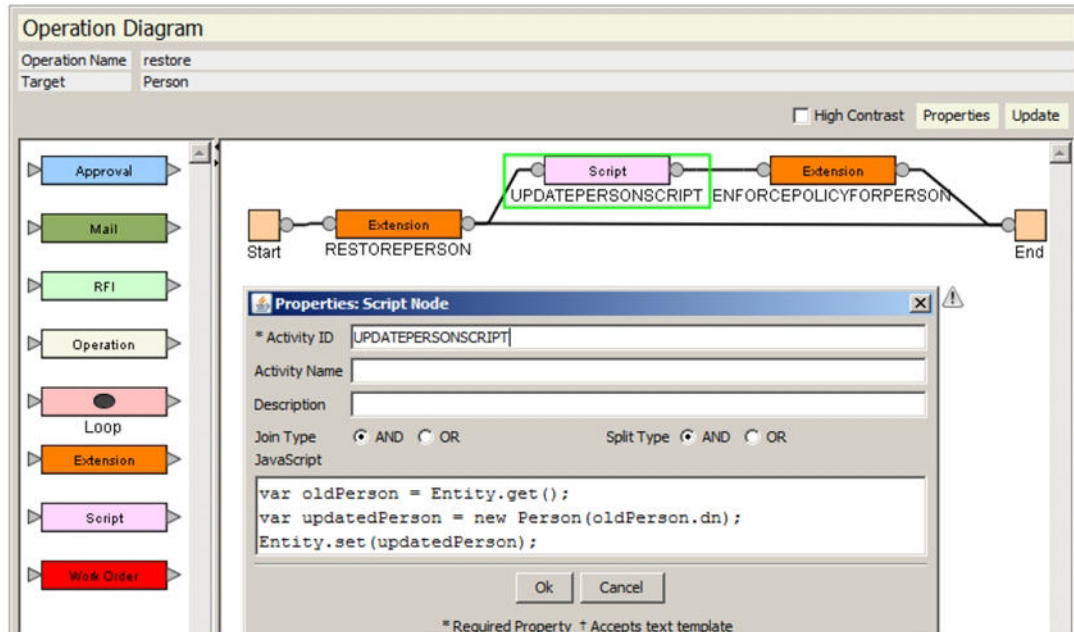
Table 9. Link properties: Suspend Person workflow			
From	To	Feature	Value
Start START	Extension SUSPENDPERSON	Custom Condition	true
Extension SUSPENDPERSON	Script UPDATEPERSONSCRIPT	Custom Condition	activity.resultSummary != activity.FAILED
Script UPDATEPERSONSCRIPT	Extension ENFORCEPOLICYFORPERSON	Custom Condition	true
Extension ENFORCEPOLICYFORPERSON	End END	Custom Condition	true
Extension SUSPENDPERSON	End END	Custom Condition	activity.resultSummary == activity.FAILED

## 2. Update Restore Person workflow.

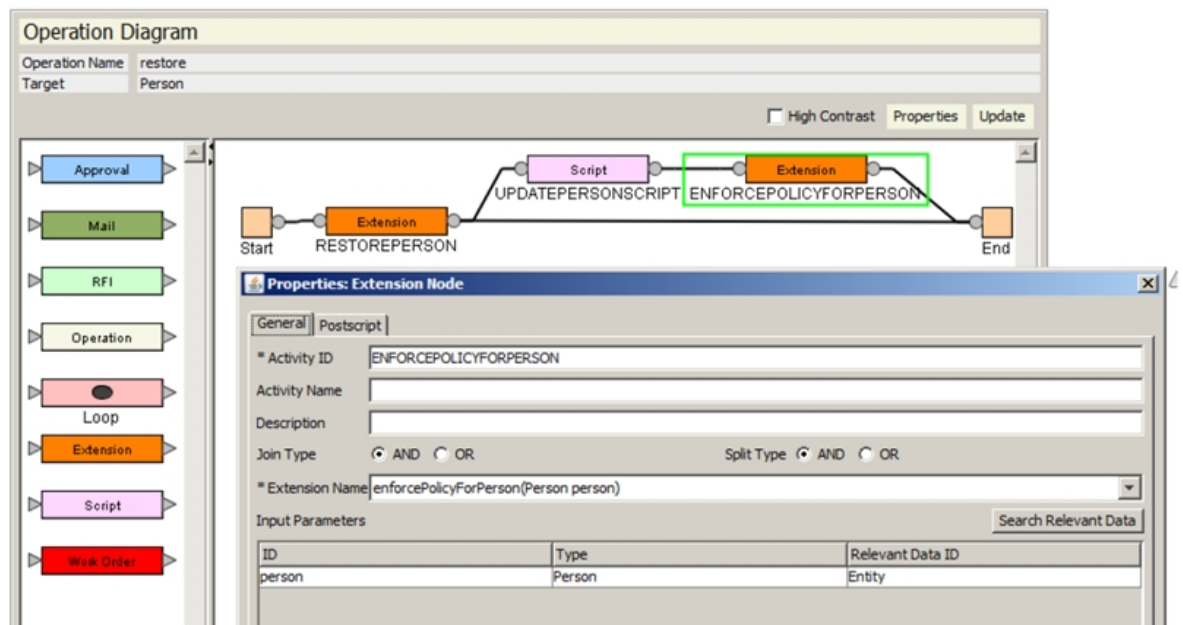
- a. Open "restore" person workflow in workflow designer.

- b. Add a new script node after RESTOREPERSON extension. Add the following script in new script node to refresh the "Entity" relevant data.

```
<script>
var oldPerson = Entity.get();
var updatedPerson = new Person(oldPerson.dn);
Entity.set(updatedPerson);
</script>
```



- c. Add a new extension node after UPDATEPERSONSCRIPT script node to enforce the policy.



- d. Save the workflow.

See the following tables for node and link properties of the Restore Person workflow:



Table 10. Node properties: Restore Person workflow		
Node	Feature	Value
Start	Activity ID	START
	Join Type	AND
	Split Type	AND
Extension	Activity ID	RESTOREPERSON
	Join Type	AND
	Split Type	AND
	Extension Name	restorePerson(Person person, String accountRestore)
	Postscript	<pre>WorkflowRuntimeContext.setProcessResult(WorkflowRuntimeContext.getActivityResult()); WorkflowRuntimeContext.setProcessResultDetail(WorkflowRuntimeContext.getActivityResultDetail());</pre>
Script	Activity ID	UPDATEPERSONSCRIPT
	Join Type	AND
	Split Type	AND
	JavaScript	<pre>var oldPerson = Entity.get(); var updatedPerson = new Person(oldPerson.dn); Entity.set(updatedPerson);</pre>
Extension	Activity ID	ENFORCEPOLICYFORPERSON
	Join Type	AND
	Split Type	AND
	Extension Name	enforcePolicyForPerson(Person person)
	Postscript	<pre>WorkflowRuntimeContext.setProcessResult(WorkflowRuntimeContext.getActivityResult()); WorkflowRuntimeContext.setProcessResultDetail(WorkflowRuntimeContext.getActivityResultDetail());</pre>
End	Activity ID	END
	Join Type	AND
	Split Type	AND

Table 11. Link properties: Restore Person workflow			
From	To	Feature	Value
Start START	Extension RESTOREPERSON	Custom Condition	true
Extension RESTOREPERSON	Script UPDATEPERSONSCRIPT	Custom Condition	activity.resultSummary != activity.FAILED
Script UPDATEPERSONSCRIPT	Extension ENFORCEPOLICYFORPERSON	Custom Condition	true
Extension ENFORCEPOLICYFORPERSON	End END	Custom Condition	true
Extension RESTOREPERSON	End END	Custom Condition	activity.resultSummary == activity.FAILED

## In SUSE Linux, the design forms applet fails to load, or takes a long time to load

---

When you run the IBM Security Identity Manager on SUSE Linux kernel-smp-2.6.16.6.0-0.85.1, and use the Java plug-in version 1.7.0\_55, the design forms applet fails to load. When you use Java plug-in version 1.7.0\_51, the design forms applet takes up to 10 minutes to load.

The failure to load or delay is caused by the specific releases of Java plug-in 1.7.0\_55 or 1.7.0\_51.

To resolve the problem, upgrade or downgrade the Java plug-in release. The problem is not experienced with the higher or lower Java levels. For example, 1.7.0\_60 or 1.7.0\_45.

## A blank page is displayed when a customized person profile user logs in to Identity Service Center

---

In the Identity Service Center, a person profile that is created by using a customized schema can have either of the following problems.

- User cannot log in to Identity Service Center.
- User can log in to Identity Service Center, but a blank page is displayed.

The cause of the problem is that the Access Control Items (ACIs) are not defined for a customized person profile.

To resolve the problem, write a new ACI that grants appropriate privileges to the customized person profile.

## Identity Service Center view options are displayed even though it is not installed with the fix pack

---

Install the Security Identity Manager fix packs 6.0.0.x without installing the Identity Service Center. The Identity Service Center view options are displayed when an administrator configures a view definition on the server.

It is a known limitation. No action is necessary. If the Identity Service Center is not installed, the Identity Service Center view definitions do not take effect.

## Date format does not display correctly in the Self-Service User Interface

---

Some of the pages display incorrect date formats in the Self-Service User Interface.

In the Self-Service User Interface, some of the pages display the date in the international date format. For example, 2014 05 06 17:01:15. The international date format does not match with the regional date format that corresponds to the locale in which the user interface is started.

It is a known limitation.

## Text search does not consider the language sensitivity in the user interfaces

---

In IBM Security Identity Manager user interfaces, text search does consider the language sensitivity.

In IBM Security Identity Manager user interfaces, text search does not return any results when the search string contains:

- Umlaut characters. For example, the search strings **Muller** and **Mueller** do not return any results.
- Dotted or dotless **ll**. For example, **li** or **lḷ**.

It is a known limitation.

## Resolving concurrent provisioning requests failures

---

Simultaneous multiple provisioning requests can cause racing conditions. If two concurrent threads try to provision the same account, one thread succeeds, the other thread fails. The **enrole** attribute **account.provision.concurrency.resolution** was added at Fix Pack 4 to resolve racing conditions. If the subsequent provisioning requests are failing because the account exists, you can take corrective actions.

### Before you begin

This issue has been fixed in version 6.0.0.4. Only earlier versions need this workaround.

Depending on how your system administrator customized your system, you might not have access to this task. To obtain access to this task or to have someone complete it for you, contact your system administrator.

Only individuals who are part of the administrator group can access this feature.

Ensure that Fix Pack 4 is installed. Check the schema to verify that the **account.provision.concurrency.resolution** is set to the default value of 0. See [Concurrency properties](#).

### About this task

If Fix Pack 4 is correctly installed, you might need to increase the lock time for the concurrency attribute.

### Procedure

1. Log on to the IBM Security Identity Manager administration console.
2. Add the **erconcurrencytimeout** field to the service form.
  - a) From the navigation tree, click **Configure System > Design Forms**.  
The form designer applet is displayed.
  - b) In the left pane, double-click the **Service** folder to display the profiles for the service types.  
Double-click the service type profile to open the template for that profile.  
The form template that is associated with the service type profile is displayed in the middle pane.
  - c) Select the tab to which you want to add the attribute.
  - d) In the Attribute List pane, double-click **erconcurrencytimeout**.  
The attribute is added to the form.
  - e) Right click **erconcurrencytimeout**. Click **Move Up Attribute** or **Move Down Attribute** to position the field on the form.
  - f) Click **Form > Save Form Template**, and then click **OK** when a message is displayed, indicating that the form template is saved successfully.
  - g) Click **Close** to exit Form Designer.
3. Increase the timeout setting for the **erconcurrencytimeout** setting.
  - a) From the navigation tree, click **Manage Services**.
  - b) Click **Search**.
  - c) Select the service that you want to modify and click **Change**.
  - d) On the **Service** page, scroll to the **erconcurrencytimeout** field and enter a timeout value in minutes.  
The default setting is 15 minutes.
  - e) Click **OK**.
  - f) Click **Close**.

## What to do next

Try your provisioning requests again. If the requests still fail, try increasing the **erconcurrencytimeout** by a greater amount. If the failures persist, check IBM Electronic Support for additional information at [http://www.ibm.com/support/entry/portal/product/security\\_systems](http://www.ibm.com/support/entry/portal/product/security_systems).

## Service creation fails

After you install IBM Security Directory Integrator versions 7.2 or IBM Tivoli Directory Integrator 7.1.1-TIV-TDI-LA0022, you cannot create a service.

IBM Security Directory Integrator versions 7.2 and 7.1.1-TIV-TDI-LA0022 use Java version 1.7 This version of the JVM requires a longer string input to store platform data. Because the fix pack is an upgrade, the schema for **eradapterplatform** is not updated, which might cause problems when you create a service.

After you install the Security Directory Integrator JVM, if you encounter an error when you create Security Directory Integrator adapter services, reimport the profile JAR file from the *ITIM\_HOME/config/adapters/* directory that is included in FP4.

## Forgotten password problems in Turkish

The forgotten password challenge response might not work with the Turkish language because of case sensitivity issues.

Because of the language sensitivity of the Turkish language, the forgotten password challenge response information must be case-sensitive. Turkish users must remember the case that was used for any challenge response information that they entered.

Ensure that the `enrole.properties` file has the following setting.

```
#####  
## Challenge Response Encoding Information  
#####  
# Controls how CR responses are encoded before being stored  
# in the directory.  
# Values are:  
# lower (DEFAULT)  
# upper  
# none (Case-sensitive responses)  
enrole.challengeresponse.responseConvertCase=none
```

## Gathering license metrics fails with a NoClassDefFoundError message

If the lifecycle rule for gathering license metrics fails with a `NoClassDefFoundError` error message, you must check the server trace file.

### About this task

If the server trace file contains an entry such as the following entry, perform the task that follows.

```
<Trace Level="MIN">  
<Time Millis="1380725218925"> 2013.10.02 10:46:58.925-04:00</Time>  
<Server Format="IP">markdb.tivlab.raleigh.ibm.com</Server>  
<ProductId>CTGIM</ProductId>  
<Component>com.ibm.itim.messaging.mdb</Component>  
<ProductInstance>markdb</ProductInstance>  
<LogText><![CDATA[Caught exception handling message:  
  JMSMessage class: jms_text  
  JMSType: null  
  JMSDeliveryMode: 2  
  JMSExpiration: 0  
  JMSPriority: 6  
  JMSMessageID: ID:0b675c3fe4bad77ef5d0f8ae110a134f00000000000000000  
  JMSTimestamp: 1380725218566  
  JMSCorrelationID: null
```

```

JMSDestination: queue://itim_wf?busName=itim_bus
JMSReplyTo: null
JMSRedelivered: false
JMSXDeliveryCount: 1
JMSXAppID: Service Integration Bus
JMS_IBM_System_MessageID: 20DC611C593112D9_3052074
JMSXUserID: isimsystem
H4sIAAAAAAAAAAFvzloG1uIhBJzk/Vy8zCYhLMnP1yvOLstNy8sv1UvPSM/NS9RyTszLLMksqnfPz
SlIrSg4nJ4SoP81/ysTA7M ... , rolling back transaction.]]></LogText>
<Source FileName="com.ibm.itim.messaging.mdb.TransactionMessageListenerBean" Method="onMessage"/>
<Thread>SIBJMSRThreadPool : 43</Thread>
<Exception><![CDATA[javax.ejb.TransactionRolledbackLocalException:
; nested exception is: com.ibm.ws.exception.WsEJBException:
nested exception is: java.lang.NoClassDefFoundError: com.ibm.license.metric.MetricPersistenceException
at java.lang.J9VMInternals.verifyImpl(Native Method)
at java.lang.J9VMInternals.verify(J9VMInternals.java:93)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:170)
at java.lang.Class.forNameImpl(Native Method)
at java.lang.Class.forName(Class.java:179)
at
com.ibm.itim.workflow.engine.ApplicationActivityExecutor.execute(ApplicationActivityExecutor.java:90)
at com.ibm.itim.workflow.engine.WorkflowEngine.executeActivity(WorkflowEngine.java:2750)
at com.ibm.itim.workflow.engine.WorkflowEngine.processMessage(WorkflowEngine.java:571)
at com.ibm.itim.workflow.engine.ExecutionContext.processMessage(ExecutionContext.java:1044)
at com.ibm.itim.workflow.engine.MessageRouter.onMessage(MessageRouter.java:54)
at com.ibm.itim.messaging.mdb.MessageHandlerBean.handleMessage(MessageHandlerBean.java:134)
at
com.ibm.itim.messaging.mdb.EJSLocalStatelessEJBContainerManagedMessage_ae956b4e.handleMessage(Unknown
Source)
at
com.ibm.itim.messaging.mdb.TransactionMessageListenerBean.handleMessage(TransactionMessageListenerBean.java
:240)
at
com.ibm.itim.messaging.mdb.TransactionMessageListenerBean.onMessage(TransactionMessageListenerBean.java:165
)
at com.ibm.ejs.container.MessageEndpointHandler.invokeMdbMethod(MessageEndpointHandler.java:1164)
at com.ibm.ejs.container.MessageEndpointHandler.invoke(MessageEndpointHandler.java:843)
at com.sun.proxy.$Proxy57.onMessage(Unknown Source)
at
com.ibm.ws.sib.api.jmsra.impl.JmsJcaEndpointInvokerImpl.invokeEndpoint(JmsJcaEndpointInvokerImpl.java:233
)
at com.ibm.ws.sib.ra.inbound.impl.SibRaDispatcher.dispatch(SibRaDispatcher.java:901)
at com.ibm.ws.sib.ra.inbound.impl.SibRaSingleProcessListener
$SibRaWork.run(SibRaSingleProcessListener.java:592)
at com.ibm.ejs.j2c.work.WorkProxy.run(WorkProxy.java:608)
at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1815)
Caused by: com.ibm.ws.exception.WsEJBException: nested exception is:
java.lang.NoClassDefFoundError: com.ibm.license.metric.MetricPersistenceException
at
com.ibm.ejs.container.LocalExceptionMappingStrategy.mapException(LocalExceptionMappingStrategy.java:276)
at com.ibm.ejs.container.LocalExceptionMappingStrategy.mapCSITransactionRolledBackException
(LocalExceptionMappingStrategy.java:565)
at
com.ibm.ejs.container.EJSDeployedSupport.mapCSITransactionRolledBackException(EJSDeployedSupport.java:751
)
at com.ibm.ejs.container.EJSContainer.postInvokeRolledbackException(EJSContainer.java:5315)
at com.ibm.ejs.container.EJSContainer.postInvoke(EJSContainer.java:5086)
... 11 more
Caused by: java.lang.NoClassDefFoundError: com.ibm.license.metric.MetricPersistenceException
at java.lang.J9VMInternals.verifyImpl(Native Method)
at java.lang.J9VMInternals.verify(J9VMInternals.java:93)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:170)
at java.lang.Class.forNameImpl(Native Method)
at java.lang.Class.forName(Class.java:179)
at
com.ibm.itim.workflow.engine.ApplicationActivityExecutor.execute(ApplicationActivityExecutor.java:90)
at com.ibm.itim.workflow.engine.WorkflowEngine.executeActivity(WorkflowEngine.java:2750)
at com.ibm.itim.workflow.engine.WorkflowEngine.processMessage(WorkflowEngine.java:571)
at com.ibm.itim.workflow.engine.ExecutionContext.processMessage(ExecutionContext.java:1044)
at com.ibm.itim.workflow.engine.MessageRouter.onMessage(MessageRouter.java:54)
at com.ibm.itim.messaging.mdb.MessageHandlerBean.handleMessage(MessageHandlerBean.java:134)
... 11 more
Caused by: java.lang.ClassNotFoundException: com.ibm.license.metric.MetricPersistenceException
at java.net.URLClassLoader.findClass(URLClassLoader.java:434)
at com.ibm.ws.bootstrap.ExtClassLoader.findClass(ExtClassLoader.java:204)
at java.lang.ClassLoader.loadClassHelper(ClassLoader.java:688)
at java.lang.ClassLoader.loadClass(ClassLoader.java:667)
at com.ibm.ws.bootstrap.ExtClassLoader.loadClass(ExtClassLoader.java:119)
at java.lang.ClassLoader.loadClass(ClassLoader.java:650)
at com.ibm.ws.classloader.ProtectionClassLoader.loadClass(ProtectionClassLoader.java:62)
at com.ibm.ws.classloader.ProtectionClassLoader.loadClass(ProtectionClassLoader.java:58)
at com.ibm.ws.classloader.CompoundClassLoader.loadClass(CompoundClassLoader.java:616)

```

```
at java.lang.ClassLoader.loadClass(ClassLoader.java:650)
... 22 more
]]></Exception>
</Trace>
```

### Procedure

1. Log in to the administrative console of WebSphere.
2. Expand **Environment**.
3. Click **Shared libraries**.
4. On the **Shared Libraries** page, click **ITIM\_LIB**.
5. On the **ITIM LIB** page, add `${ISIM_HOME}/lib/license_metric_logger_1.0.0.201303060931.jar` to the **Classpath** field.
6. Click **OK**, and then click **Save** to save the changes directly to the master configuration.
7. Log out of the administrative console.
8. Restart WebSphere for the changes to take effect.

## Identity Service Center search control and sub form limitations

---

IBM Security Identity Manager supports various controls to customize the account form and other forms. The `Search control`, `Search match control`, and the `Sub Form` in a customized account form can have certain limitations when you use the Identity Service Center to request an account in a service that contains these controls.

By using the `search control` or `search match control` options, you cannot do a compliance check on attributes until the request is submitted. For non-compliance in account forms that are caused by the selections in `search control` or `search match control`, the submit request results in an error.

The Identity Service Center does not display any attributes if you configure them to use sub forms in the Form designer. Therefore, you cannot select any value for the attributes that are configured as a sub form. If the attribute is mandatory, then the submit request results in an error.

## Identity Service Center upgrade errors

---

After you upgrade from Identity Service Center fix pack 6.0.0.4 to 6.0.0.6, some of the Identity Service Center functions might return errors.

Because the fix pack is an upgrade, the customizations that are made to the previous version do not merge automatically with the newer version. The customization might not work correctly with the upgraded version.

If you encounter an error when you work with the upgraded version of Identity Service Center, you must merge the new and existing customized configuration files. See [Merging new and existing customized configuration files](#).

## IBM Cognos drill-through behavior report problems in the Japanese and Turkish languages

---

A `NullPointerException` occurs when you run IBM Security Identity Manager Cognos reports in the Japanese and Turkish languages and they have a drill-through behavior. A drill-through behavior provides a link inside the main report that opens a subreport. The exception occurs when the subreport starts.

The problem occurs if you have an Oracle database. It is a known limitation.

## Cognos reports and data widget do not display

---

IBM Security Identity Manager, Version 6.0.0.6, supports IBM Cognos Business Intelligence Server, Versions 10.2.1 and 10.2.2. Cognos reports and the date widget in the IBM Cognos Business Intelligence Server 10.2.2 do not display when you use Microsoft Internet Explorer 11.0 in native mode.

It is a known limitation.

Follow these steps to set Microsoft Internet Explorer Version 11.0 to compatibility mode.

1. On the web browser, select **Tools > Compatibility View Settings**.
2. In **Add this website**, type the URL of the site that you want to add to the list.
3. Click **Add**.

**Note:** Note: Microsoft Internet Explorer 11.0 automatically displays that site in Compatibility View each time you visit.

## Errors occur when you submit the account forms in the Identity Service Center

---

In the Identity Service Center, the group attributes on the account form are hidden. When you submit the account form through the Identity Service Center, errors are displayed in the Identity Service Center user interface.

In the Identity Service Center, one of the following errors might occur while you submit the account forms.

- In the Security Identity Manager administrative console, when a group attribute is set as a required attribute, you cannot submit the access request through the Identity Service Center. The validation icon remains deactivated on the **Provide Required Information** page in the Identity Service Center. The following error message is displayed in the Identity Service Center user interface. Provide all the required information to proceed with your request.
- In the Security Identity Manager administrative console, when a group attribute is set as a required attribute in the form designer, you cannot submit the access request through the Identity Service Center. The following error message is displayed in the Identity Service Center user interface. The new account information on *service name* contains validation errors. You must correct these errors before you can submit your request.
- When a group attribute is set as the default value in the provisioning policy and access is requested through the Identity Service Center, a group access is granted to a user although no group details are displayed on the account form. It is a known limitation.

To fix these errors, complete the following steps.

1. Log on to Security Identity Manager administrative console.
2. From the navigation tree, select **Configure System > Design Forms**. The form designer applet is displayed.
3. In the left pane, double-click the entity type.
4. From the middle pane, select the group attribute. For example, `egrpoup`.
5. From the **Properties > Constraint** section in the right pane, clear the **Required** check box.
6. Click **Form > Save Form Template** and **OK** when a message indicates that the form template is saved successfully.

## Business Partner Organization entity does not display when configured in a search control or a search match control

---

When you configure the search control or search match control for the person or account form to search based on the Business Partner Organization, the search operation does not return the Business Partner Organization in the Identity Service Center.

It is a known limitation.

## The upgrade process does not preserve modified attribute values

---

After you upgrade to IBM Security Identity Manager version 6.0.0.10 from previous fix packs, attribute values that are modified by users in the `workflowextensions.xml` and `workflowDataSyntax.xml` files in the previous fix pack, are not preserved in the fix pack 6.0.0.10.

To resolve the problem, manually merge the attribute values from the original files that are saved in the backup directory.

## Modified values section in the view request details might contain unedited attributes

---

Changes made to attributes from the administrative console display extra attributes in the modified values section of the view request details. These extra attributes are the default values that usually correspond to the check boxes or drop-down boxes and displayed in the modified values table even no changes are made to them. The view request details of the administrative console as well as Identity Service Center are affected.

This is a known limitation.

## Non-profile attribute specific search might return unexpected results

---

IBM Security Identity Manager REST API and Identity Service Center user interface might return unexpected results for a non-profile attribute specific search.

The cause of the problem is that a search operation returns expected results for attributes that are available in an entity profile. Entity attributes that are not searchable are not available in an entity profile. When a search is performed on entity attributes that are not in an entity profile, then such attributes are ignored and the search result returns more records than expected.

This is a known limitation.

## Incorrect fix pack version is displayed in the installation summary during upgrade

---

When you upgrade from the IBM Security Identity Manager fix pack version 6.0.0.6 to the fix pack version 6.0.0.10, an incorrect version is displayed in the installation summary message for the base product. The installation summary displays that an upgrade is done on the IBM Security Identity Manager fix pack version 6.0.0.4, which is incorrect.

Ignore the installation summary message. It does not affect any of the product functions.



## Inconsistent non-compliant access view in the Identity Service Center

In the Identity Service Center, an incorrect non-compliance status is displayed for a role or group that is defined as access.

The cause of the problem is that in the Identity Service Center, the scope of a non-compliant access view is limited to an account on the service that is defined as access. Identity Service Center does not support a non-compliant state for a role or group that is defined as access.

To resolve the problem, view the correct non-compliant access status for a role or group through the administrative console.

## Challenge questions configuration in the Identity Service Center

The requirement that a user must answer the challenge questions is configurable in the Identity Service Center. By default, a user can bypass the challenge questions.

A user can either set the challenge questions or bypass them and continue with the Identity Service Center operations.

You can force the user to respond to the challenge questions by modifying the property `ui.challengeResponse.enforceCRSetupFirstLogin` in the `UIConfig.properties` file.

The `ui.challengeResponse.enforceCRSetupFirstLogin` property specifies whether the challenge response questions can be bypassed when the user first logs on to the Identity Service Center.

The default value of the `ui.challengeResponse.enforceCRSetupFirstLogin` is `false`. For example, `ui.challengeResponse.enforceCRSetupFirstLogin=false`.

The following table describes the valid values and their description.

<b>Valid values</b>	<b>Description</b>
<code>true</code>	A user must set the challenge questions. The user cannot perform any operations in the Identity Service Center until the challenge questions are set.
<code>false</code>	A user can bypass the challenge questions and continue working with the Identity Service Center operations. A message is displayed on the Identity Service Center home page that the challenge questions are not set. A user can either set the challenge questions or bypass them and continue with the Identity Service Center operations.

## Customized labels in the design forms display inconsistently

If you edit a control label in the design form of the Identity Service Center, the view of the customized label is not displayed consistently in the View Requests section of the View and Edit Profile and Edit and Delete Access wizards.

The following Identity Service Center user interface panels are affected.

- View and Edit Profile -> View Requests -> View Changes
- Edit and Delete Access -> View Requests -> View Changes

To resolve the problem, you must add a prefix \$ for the label and map the label in the CustomLabels.properties file, if you edit the control label in the design form.

## An error icon might display when the forgotten password questions and answers are set

In the Identity Service Center, after the subset of the forgotten password questions and answers are set and when a user returns to the justification page, the justification page displays the success icon. However, when a user returns to the forgotten password questions and answers page again, the question text boxes might display an error icon.

You can ignore this error icon. It does not affect any of the Identity Service Center forgotten password functions or operation.

## IBM Security Identity Manager REST APIs limitations

Some information about the IBM Security Identity Manager REST APIs might not be available in the IBM Security Identity Manager, version 6.0.0.6, Knowledge Center.

Use the information about the REST APIs as an addendum to the information that is available in the IBM Security Identity Manager, version 6.0.0.6, Knowledge Center.

- You can configure cross-origin resource sharing (CORS) to control which origins can work with the IBM Security Identity Manager REST APIs. For more information about CORS configuration, see [Invoking REST APIs in a domain different from the originating web page](#). After the changes are made to the ui.CORSOrigin property, you must restart the IBM Security Identity Manager server to reflect the changes.
- REST APIs are one of the new functions in the IBM Security Identity Manager, version 6.0.0.6 release. What's new in this release section of the IBM Security Identity Manager 6.0.0.6 Knowledge Center does not contain information about REST APIs. However, the REST API information is available at [REST APIs](#).
- The path that is described for the REST API code samples in the IBM Security Identity Manager, version 6.0.0.6, Knowledge Center is incorrect. The REST API code samples are at ISIM\_HOME/extensions/6.0/examples/rest.
- To learn more about how to authenticate to the IBM Security Identity Manager server and then invoke a specific REST API, refer to the ISIM\_HOME/extensions/6.0/examples/rest/SearchPeople folder.
- Filter configuration for REST services is possible by using the supported operators. For more information, see [Filter configuration for REST search services](#). However, the definitions of the supported operators are not described in the IBM Security Identity Manager, version 6.0.0.6, Knowledge Center topic. You can use the following definitions for the supported operators to configure the filter expressions for the REST services.

Logical operators	Comparison operators
and - &	Equal - =
or -	Not equal - !=
	Approximately equal - ~=
	Greater than or equal - >=
	Less than or equal - <=
	Greater than - >
	Less than - <

## Custom password rule implementation errors

The `cumulate()` method, a Password Rules API enhancement to the IBM Security Identity Manager, might cause errors when you implement the existing custom rules. To resolve the problem, add the `cumulate()` method to the custom rule, recompile, and replace the updated custom rule in the IBM Security Identity Manager class path. This topic also explains how to use the `cumulate()` method.

The Rule API provides a customized logic for the password rules. For more information about customization of rules, see [Customized password rules](#).

Custom rules that implement the Rule API are expected to provide logic in the `cumulate()` method. The `cumulate()` method logic combines parameters of two rules of the same type that is defined for two or more accounts of different service types with different password policies. The `cumulate()` method returns true if the parameters of the same rule in different password policies are combined successfully and false otherwise. If the rule cannot be logically combined, then each instance of the rule is considered separately, and it does not affect the rule evaluation.

The difference between the existing `join()` method and the new `cumulate()` method is that the `join()` method considers incompatibility of rules in the same password policy as well as different password policies. The `cumulate()` method considers only parameters of the same rule in different password policies. If for a specific type of rule, when there is no scope for an interaction with other types of rules, then the return response of the `join()` method can suffice.

### Errors

One of the following errors might occur when you implement the custom password rules.

- An existing custom rules implementation generates a Java `UnimplementedMethodException`.
- The following error might be logged in the Websphere Application Server log file.  
`java.lang.AbstractMethodError: com/ibm/passwordrules/Rule.cumulate(Lcom/ibm/passwordrules/Rule;)`
- Identity Service Center user interface might display the following error when you use the change password function: CTGIMZ002E An error occurred while connecting to the remote server.

### How to implement the `cumulate()` method

The following two password rules explain this scenario and how to implement the `cumulate()` method.

#### NotUserID

The rule cannot have conflicts with any of the other standard password rules in the IBM Security Identity Manager.

```
public boolean join(Rule rule) throws IncompatibleRulesException {
    if (rule instanceof NotUserID) {
        .....
    }

    return false;
}
```

Implementation of `cumulate()` method:

```
public boolean cumulate(Rule rule) throws IncompatibleRulesException {
    return join(rule);
}
```

#### MayNotContain

The `join()` method considers conflicts with other password rules in the same password policy.

```
public boolean join(Rule rule) throws IncompatibleRulesException {
    if (rule instanceof MayNotContain) {
        ...
    }
}
```

```

else if(rule instanceof MustContain) {
    ....
}
else if(rule instanceof RestrictedTo) {
    ....
}
else if(rule instanceof StartsWithChar) {
    ....
}
return false;
}

```

Implementation of cumulate() method:

```

public boolean cumulate(Rule rule) throws IncompatibleRulesException {
if (rule instanceof MayNotContain) {
    .....
}
return false;
}

```

## Upgrade of Identity Service Center might create a NullPointerException

---

When you upgrade the Identity Service Center, a single `NullPointerException` is logged in the `SystemOut` logs.

For example, you might see the following message in the `SystemOut.log`

```

Error creating user registry object. The exception is java.lang.NullPointerException
at com.ibm.itim.util.EncryptionManager <init>(EncryptionManager.java:166)
at com.ibm.itim.util.EncryptionManager.getInstance(EncryptionManager.java:360)
at com.ibm.itim.authentication.registry.ItimRegistryLdap <init>(ItimRegistryLdap.java:104)
.....

```

You can ignore this exception. It does not affect the upgrade process nor any of the Identity Service Center functions or operations.

## ACI filter not working correctly when an account is created

---

Access control item (ACI) object filters for the Add Entity operation are ignored.

If an ACI contains a filter that defines the scope of its target entities, the filter in the ACI is ignored when an add operation performed. Instead, the filter is considered a wildcard filter while displaying the form for that particular entity, and the target filter is evaluated only when the request is submitted.

## User accounts are included when performing a suspend, restore, or delete task

---

User accounts are included for suspend, restore, or delete tasks.

### Problem

The current default value includes user accounts when suspending, restoring, or deleting users.

### Solution

When you use the **Manage Users** window in the IBM Security Identity Manager Console to suspend, restore, or delete user accounts, clear the **Include accounts when suspending, restoring, or deleting users** check box.

When you suspend users during an identity feed, edit the `enRole.properties` file. The default value of this property is `true`. Set the `enrole.suspend.accounts.identity.feed` property to `false`. For example:

```
enrole.suspend.accounts.identity.feed=false
```

## Warning messages not displayed during identity feed or reconciliation

---

The identity feed or a reconciliation operation does not display warning messages if account or user attributes are not successfully updated.

### Problem

The operation displays a warning message only if a user or an account update fails. Reconciliation can return a successful status under the following conditions:

- All users or accounts are updated.
- One or more attributes associated with the users or accounts are not successfully updated.

### Solution

Review the IBM Security Identity Manager log files. The logs record updates and changes to account and user attributes. See [“Logs” on page 13](#) for more information.

## Changing the service name prevents viewing and performing actions on service requests

---

Changing the name of a service prevents you from viewing and performing actions on service requests that applied to the service before the name change.

Keep in mind the following considerations:

- Carefully consider the name of a new service before you name it.
- Do not change the name of the service after requests are made to create accounts on the service.

Follow this process if the software prevents you from acting on a service request after changing a service name:

1. Change the name back to the original name.
2. View and perform actions on requests that occurred *before* the service was renamed.
3. Change the name of the service to the new name.
4. View and perform actions on requests that occurred after the service was renamed.

## Identity feed operation fails and returns an LDAP error

---

The installation program sets a maximum of 500 search operations per application task. If you set up an identity feed for more than 500 to populate the IBM Security Identity Manager Server, the operation fails. You must configure the LDAP server that is supplying the user data for the number of users in the feed.

### Setting the maximum number of search entries

If the IBM Security Directory Server is the source of user data:

1. Use the IBM Security Directory Server Administration Console.
2. Edit the `ibm-slapdSizeLimit` variable in the `ibmslapd.conf` configuration file.

The default directory of `ibmslapd.conf` depends on the operating system.

**Microsoft Windows systems**

C:\idssldap-ldapdb2\etc

**UNIX and Linux systems**

/home/ldapdb2/idsslapd-ldapdb2/etc

**Increasing the number of results in the user interface**

1. Edit the `enrole.ui.maxSearchResults` property in the `ui.properties` file.
2. Increase the limit on the number of results that are displayed for a search.

The default directory of `enRoleLogging.properties` depends on the operating system.

**Microsoft Windows systems**

C:\Program Files\IBM\isim\data

**UNIX and Linux systems**

/opt/IBM/isim/data

## Reconciliation operation fails with an out-of-memory error

---

The reconciliation operation fails with an out-of-memory error. You can increase the Java Virtual Machine (JVM) heap size limit in the WebSphere Application Server. Try the reconciliation again.

**About this task**

If the system on which the IBM Security Identity Manager Server is installed has the suggested amount of physical memory (2 GB), you can set the maximum JVM heap size to 1 GB (1024 KB). You can set the maximum heap size higher if the physical memory exceeds 2 GB.

**Procedure**

1. Open the WebSphere Application Server administrative console.
2. Log in to the server with the following URL:  
`http://machine_name:port_number/ibm/console/`  
For example, the local host is `localhost`. The connection port is `9060`. The URL is `http://localhost:9060/ibm/console/`.
3. Select **Servers > Application Servers > server1**. Use the equivalent name if you are not using the default server name.
4. Select **Java and Process Management > Process Definition > Java Virtual Machine**.
5. Go to the **Maximum Heap Size** parameter.
6. Set the heap size value to 1024 or higher. If the physical memory is greater, you can set the maximum heap size higher.
7. Save the configuration.
8. Restart the IBM Security Identity Manager Server.
  - a) Access the WebSphere Application Server administrative console main window.
  - b) Select **Applications > Enterprise Applications**.
  - c) Select the check box next to the **ITIM** application.
  - d) Click **Stop**.
  - e) Wait for the following message:  
Application ITIM on server *server\_name* and node *node\_name* stopped successfully.
  - f) Select the check box next to the **ITIM** application.
  - g) Click **Start**.
  - h) Wait for the following message:

- Application ITIM on server *server\_name* and node *node\_name* started successfully.
- i) You can now run reconciliation.

## A request fails because one or more values cannot be changed

---

If you submit a request to change a user, account, or service, the entire request fails if any single value cannot be changed.

A potential scenario that causes a failure includes two users using separate browsers, concurrently attempting to add or remove the same value.

- You submit a request to change the given name and family name of a user.
- The family name cannot be changed.
- Neither change is made.
- The entire request fails.

A request can also fail when an inconsistent value that is not part of the current change task is already populated for one of the attributes in LDAP. For example, set the manager attribute of a person to a value similar to `erglobalid:76542121221212,ou=users...` in IBM Security Directory Integrator. Because all IBM Security Directory Integrator-based changes are submitted to IBM Security Identity Manager with System as the requester, the change is accepted. However, if an administrator makes a change to the email address or any other field for the same person, the change user task fails until you manually correct the manager attribute in LDAP to a value such as `erglobalid=765421221212, ou=users...`

## Concurrent usage of IBM Security Identity Manager Server can affect changes to data

---

Certain conditions apply to how changes are made to data as a result of concurrency. An example of concurrency is when two or more users access the same data through the user interface using separate sessions on separate computers.

### Single-value attributes

- When you run the **ADD** operation to change an attribute from null to a value, only the first request succeeds. All other concurrent requests fail because multiple values cannot be added to a single-value attribute.
- When you run the **REMOVE** operation to change an attribute from a value to null, only the first request succeeds. All other concurrent requests fail because there is only one value to remove.
- When you change an attribute from one value to another, the last value submitted overrides any other changes.

### Multi-value attributes

The last values submitted override all existing values.

## All results from a large search operation are not displayed

---

By default, the user interface can display a maximum of 1000 search entries. If your search returns more than 1000 entries, you can change the maximum amount.

Typically, you perform a search operation to locate and select specific users. For operations such as reconciliations, you might want to view all entries associated with the operation. This type of search operation might return more than 1000 entries. You can change the default maximum number with the `enrole.ui.maxSearchResults` property in the `ui.properties` file. The default directory of `ui.properties` depends on the operating system.

The default location of the directory depends on the operating system.

#### **Microsoft Windows systems**

C:\Program Files\IBM\isim\data

#### **UNIX and Linux systems**

/opt/IBM/isim/data

Setting this value higher consumes more physical memory. Dedicating a large amount of memory to a single operation can deteriorate the overall performance of the IBM Security Identity Manager Server. Do not change the amount for systems configured with the minimum amount of physical memory (2 GB).

## **Users are deleted from default groups in identity feeds**

---

During an identity feed, users can be inadvertently deleted from the default groups that are associated with the customized groups.

When performing an identity feed, always specify that a user has membership in both a customized group and the default group of the same category. For example, a user who is a member of a customized group must also be a member of the default group of the same category or processing results are unpredictable. If the incoming identity record for a user initially indicates membership in a customized group, the product includes the user as a member of both the customized group and the default group of the same category. Security Identity Manager interprets a subsequent identity feed that includes the same user as a modification of the existing user. If the subsequent identity feed specifies the user has membership in the customized group, but not in the default group of the same category, the software removes the user from membership in the default group.

## **Restoring the system administrator account**

---

Incorrectly modifying a provisioning policy can deprovision all accounts except the built-in system administrator account. If you suspend or deprovision all IBM Security Identity Manager accounts, including the system administrator account, you can restore the system administrator account through the IBM Security Directory Server.

The following process restores the `itim_manager` account. You can then restore other accounts using the manager account.

1. Access the IBM Security Directory Server Administration Console.
2. Navigate to `ou=SystemUser,ou=itim,ou=tim,dc=com`.

The `dc=com` value was specified for the **Identity Manager DN Location** field in the **Directory Configuration** during installation.

3. Change the `eraccountstatus` value from 1 to 0.

## **Logging on to IBM Security Identity Manager after stopping and starting the WebSphere Application Server administrative console**

---

When you stop and restart the IBM Security Identity Manager Server using the WebSphere Application Server administrative console, subsequent attempts to log in to Security Identity Manager fail.

An error is entered in the `trace.log` file. The error depends on the operating system.

#### **Microsoft Windows systems**

```
java.lang.UnsatisfiedLinkError: Native Library
  C:\Program Files\IBM\isim\lib\nt\i4clntjni.dll
  already loaded in another classloader
```



## UNIX and Linux systems

```
java.lang.UnsatisfiedLinkError: Native Library /opt/IBM/isim/lib/unix/  
libi4clntjni.so  
already loaded in another classloader
```

To resolve this problem, restart the WebSphere Application Server.

**Tip:** To prevent this error from occurring, stop and restart the WebSphere Application Server each time you restart Security Identity Manager from the WebSphere Application Server administrative console.

## Do not change the date and time while users are logged in to IBM Security Identity Manager

---

If you change the date and time while users are logged on, unpredictable behavior might occur.

If you change the date and time on the operating system on which Security Identity Manager is installed, make sure that no users are logged on.

## A Java core dump occurs while performing a search from an applet

---

A Java core dump occurs in WebSphere Application Server during a search from an applet when the Java Virtual Machine (JVM) heap size is too small.

### About this task

The core dump contains the following message:

```
NULL -----  
0SECTION TITLE subcomponent dump routine  
NULL =====  
1TISIGINFO OUTFOMEMORY received
```

To prevent this problem, increase the JVM heap size limit.

### Procedure

1. Open the WebSphere Application Server administrative console.
2. Log in to the server using the following URL:  
`http://machine name:port_number/ibm/console/`  
Example: The local host is localhost. The connection port is 9060. Log in to the local host with `http://localhost:9060/ibm/console/`.
3. Select **Servers > Application Servers > server1**. Use an equivalent name, if you are not using the default server name.
4. Select **Java and Process Management > Process Definition > Java Virtual Machine**.
5. Navigate to the **Maximum Heap Size** parameter.
6. Set the value to 1024 or higher. If the physical memory is greater, you can set the maximum heap size higher.
7. Save the configuration.
8. Restart the IBM Security Identity Manager Server.
  - a) Access the WebSphere Application Server administrative console main window.
  - b) Select **Applications > Enterprise Applications**.
  - c) Select the check box next to the **ITIM** application.
  - d) Click **Stop**.

e) Wait for the following message:

Application ITIM on server *server\_name* and node *node\_name* stopped successfully.

f) Select the check box next to the **ITIM** application.

g) Click **Start**.

h) Wait for the following message:

Application ITIM on server *server\_name* and node *node\_name* started successfully.

## Presentation problems

---

This section describes solutions to information presentation problems.

### Identity Service Center page size is not configurable

On different pages that return search results, the maximum number of results displayed on a page is fixed to a value of 45. The page size in Identity Service Center is 45 and this value is currently not configurable.

### Incorrect displays after running DBConfig

After you run the DBConfig command in either a single-server or a clustered environment, the following problems occur:

- During service creation, the account form labels are displayed incorrectly in the administrative console and Identity Service Center user interfaces. The ldapAttributes are displayed instead of the actual account form labels.
- In the administrative console, the service type descriptions do not display in the Configure System > Manage Service Types.

To resolve the problem, reimport the Security Directory Integrator profile JAR files from *ITIM\_HOME/config/adapters*.

### Search returns no results in Identity Service Center

When a search string is added on the Search User page, no results are returned, even though the list of users was shown before.

Resolution: check permissions. The search operation returns the results only if a user is granted read permissions on all of the default search attributes in the search filter: Full Name, Title, Image Uniform Resource Identifier, and Email address.

### Validation error icons do not display in form view when reviewing edited changes in Identity Service Center

Modification details in the form view display only the noncompliant error icons. Validation error icons do not display in the form view for any fields except for the field User ID.

Workaround: Use the table view to review the changes.

This is a known limitation.

### Headers in the Identity Service Center do not disappear upon log out from Self-Service user interface

This problem occurs when tasks in the Identity Service Center user interface start in the Self-Service user interface.

After you complete the activity and log out of the Self-Service user interface, though you can see the Identity Service Center login window, the headers do not disappear.

This is a known limitation.

### **Incorrect display of multiple tasks in the administration console**

If you rapidly open multiple tasks in the administration console, sometimes the tasks open in the same tab rather than in separate tabs. To prevent this problem, wait until one task is loaded by the browser before you start the next task.

If multiple tasks get loaded on the same tab, you can correct the problem by refreshing the page. To refresh the page, press **F5** on your keyboard or click the refresh button on your web browser.

### **Blank spaces do not differentiate user-defined identifiers**

Do not use blank spaces to differentiate user-defined identifiers such as the names of users or other objects. The user interface contracts two or more consecutive blank spaces into a single blank space. Example:

- You create two users: j doe and j doe.
- The first j doe has one space between the given and family names.
- The second j doe has three spaces between the given and family names.
- The user interface displays both names as j doe.

### **Attribute deleted from service profile is still displayed in the form designer**

You delete an attribute from a service profile. The form designer continues to display the attribute, even though the attribute no longer exists in the LDAP directory.

You must delete the same attribute in the form designer. If you close and open the form designer after deleting the attribute, it is no longer included in the list of attributes for the service.

### **Creating or modifying a form, a workflow design, or a policy might be hindered by timeout**

Creating or modifying a form, a workflow design, or configuring policy join behaviors might take longer than the session timeout interval. To avoid interruption, the session never times out while the Form Designer, Workflow Designer, or Policy join applet is running.

Exit the task if you want the session timeout interval to take effect.

### **LDAP attributes are not displayed**

The following attributes are not included in the searchable attributes menu in the user interface:

- erpersonstatus
- eraccountstatus
- erorgstatus
- erbporgstatus
- eraccountcompliance

These attributes are hidden and not searchable. Hidden attributes are specified in the *ISIM\_HOME\data\enRoleHiddenAttributes.properties* file. To make these attributes searchable, comment out the attributes in the file.

**Note:** Many hidden attributes are system-managed attributes. Do not modify system-managed attributes. Determine the impact when making a previously hidden attribute visible.

### **New attributes do not display on a form**

If new attributes are added to a form and are not displayed, they might be in the *enRoleHiddenAttributes.properties* file. Attributes listed in this file are not displayed on the forms. To display these attributes on the form, comment out the lines for these attributes.

The default directory of *enRoleHiddenAttributes.properties* depends on the operating system.

### Microsoft Windows systems

C:\Program Files\IBM\isim\data

### UNIX and Linux systems

/opt/IBM/isim/data

If the attributes are not marked as hidden in the `enRoleHiddenAttributes.properties` file, you might need to update the IBM Security Identity Manager Server cache. This situation typically occurs when a new attribute was added to an object class.

To update the cache, stop and start the IBM Security Identity Manager Server.

1. Open the WebSphere Application Server administrative console.
2. Log on to the server by using the following URL:

`http://machine_name:port_number/ibm/console/`

Example: The local host is `localhost`. The connection port is 9060. Log on to the local host by using `http://localhost:9060/ibm/console/`.

3. Select **Applications > Enterprise Applications**.
4. Select the check box next to the **ITIM** application.
5. Click **Stop**.

6. Wait for the following message:

Application ISIM on server `server_name` and node `node_name` stopped successfully.

7. Select the check box next to the **ITIM** application.
8. Click **Start**.

9. Wait for the following message:

Application ISIM on server `server_name` and node `node_name` started successfully.

### Browser limitation when displaying home page

The home page might require too much time to display with the Mozilla Firefox web browser. The home page might be displayed without GUI labels.

If the `network.http.pipelining` property is set to `true`, the home page might load slowly. This enablement multiplies the number of HTTP requests that are sent to the server and might overload it and the Mozilla Firefox web browser.

### Browser limitation when setting row or column restraints

If you specify row or column constraints for a text area with the Form Designer applet, Mozilla Firefox web browser might not recognize them. The browser might display more rows or columns than you specified.

Example: You change the number of rows in the **Properties** pane to 2. You expect that only two visible lines are displayed. Mozilla Firefox web browser displays more than two rows.

Microsoft Internet Explorer web browser adheres to the column and row attributes on a text area.

### Browser limitation when selecting multiple image controls with the Shift key

You cannot select multiple image controls in the Mozilla Firefox web browser by pressing **Shift** and **Click** simultaneously. If you try to select multiple image controls, another browser opens. Radio buttons are an example of multiple image controls.

### JAWS reader interprets symbol as *greater than*

The JAWS reader interprets the `>` symbol as *greater than*. The *greater than* phrase might confuse a visually impaired user, because one piece of text cannot be greater or less than another piece of text.

The JAWS reader also reads the > symbol as *greater than* for all pages in the console application that contain the symbol. For example: breadcrumbs, **Next**, and **Back**.

### Form designer: no morning or afternoon indicator on 12-hour format

In the form designer, if the `dateinput` mode is in read-only mode, you see the time displayed in 12-hour format. There is no indicator for morning (a.m.) or afternoon (p.m.).

Set the `dateinput` mode field to read-write mode. The time is displayed in 24-hour format and is correctly understood.

1. Click **Configure System > Design Forms**. The form designer is displayed.
2. Double-click **Identity Manager User** in the left column.
3. Double-click **ITIM account**.
4. Click **exchangepwdrequired** on the panel.
5. In the **Format** tab of the **Properties** section, ensure that the **Read-Only on Modify** field is not checked.
6. Save the changes.

If the `dateinput` field is in *read-only* mode, change the following line in the `Labels.properties` file in the `ISIM_HOME\data` directory from:

```
readOnlyDateFormat=MMM dd, yyyy hh:mm:ss z
```

to:

```
readOnlyDateFormat=MMM dd, yyyy hh:mm:ss a z
```

### For Arabic locales, English numbers are displayed for calendar and date widgets

To change the numbers to Arabic in the regional setting of the operating system, change the **Digit substitution** field from **Context** to **National**.

### Twistie next to node names with special characters in a tree widget might not display correctly in bidirectional mode

You might encounter a display problem when you work in bidirectional mode.

In the IBM Security Identity Manager Console, the position of the twistie (▸) next to a node or nodes in the tree widget might not display correctly. The display problem can occur when you do the following actions:

1. You create and name the node in a tree widget with a combination of text, numbers, and special characters. For example, "abc %\*!#&abc".
2. You view the IBM Security Identity Manager Console in bidirectional mode.

The cause of this problem is that the special characters are misinterpreted as Arabic characters. Therefore, the web browser renders a mix of English and Arabic characters. However, this problem does not affect the strings of text and are considered for all other processing actions.

This problem is only related to the display of the nodes and does not affect any operation.

## Data problems

---

This section describes solutions to problems with data.

### If Security Identity Manager data is transferred from one location to another location and the root suffix or tenant value case sensitivity is not maintained it causes problems

**Cause:** Any time the Security Identity Manager data is transferred from one place to another location a possibility exists that the root suffix or the tenant values are defined in a different case. When this situation occurs, the result is strange, extraordinarily undesirable behavior. Unfortunately, the behavior is not consistent. The effects of this problem produce different results that depend on the situation.

Data confusion begins with inconsistent case. It usually happens when a different case is used when you define the root suffix or tenant settings. This causes a data integrity issue.

For example, some records might specify the root suffix as `dc=customer`, `dc=com` and as `dc=Customer`, `dc=com`.

```
erglobalid=4428535020820737843,ou=0,ou=accounts,erglobalid=00000000000000000000,
ou=customer,dc=customer,dc=com
erService=erglobalid=916002417090758505,ou=services,erglobalid=00000000000000000000,
ou=customer,dc=Customer,dc=com
```

Unfortunately, this same problem appears to produce different symptoms.

In one case, accounts were incorrectly deprovisioned, and removed when they must not. The root cause of this problem, is that the cases of some service dn's that are stored in accounts' `erService` attributes are not the same dn's that are stored in provisioning policy `erTarget` or `erEntitlement` attributes. During policy enforcement, you get the service dn's of a user's accounts and do case-sensitive compares with the services that were targets of policies that are applied to the user. The case-sensitive compare does not see a match, so you delete the account.

In another case, some user's services or accounts are not displayed in Security Identity Manager even though they have valid, active accounts on those platforms.

It is not possible to determine how many different symptoms can appear because of this type of problem. There are many different places in the Security Identity Manager data where a DN is stored. In every situation that might compare that stored DN with an object's actual DN, there is potential for trouble.

**Solution:** Apply the same case to the root suffix and tenant values when you transfer data from one location (IBM Security Directory Server) to another.

If this problem has already happened, where the data is in mixed case, it can be corrected, but some effort is required. This task is best accomplished by using a tool that is created by a member of the IBM consulting team. Contact Second-Level Support for further assistance.

### Error message: An integer field contains a non-integer value

You cannot enter a value greater than 2147483647 in the UID number field of the **Account information** window. This problem is a Java limitation. The following message is displayed:

```
CTGIMU656E: An integer field contains a non-integer value.
```

The message can be misleading when you enter an integer greater than 2147483647.

### Cannot read library files

If the IBM Security Identity Manager Server does not have permission to read library files, verify that the files have the correct permission. If necessary, make the appropriate changes to the file permission.

## Data input problems

Data input problems typically occur when users define custom data structures, such as new service types, in the directory structure, or when users install new adapters. If you cannot enter data for a custom class such as a service type, check the IBM Security Identity Manager Server and the IBM Security Directory Server logs. LDAP messages such as `object error 32` are typical. They indicate missing data for required fields or problems interpreting the schema.

## Passwords cannot contain leading or trailing spaces

Security Identity Manager trims leading and trailing spaces for passwords. If the root user password for a managed resource includes a leading or trailing space, Security Identity Manager cannot connect to it.

The root password to access the associated managed resource must not have any leading or trailing spaces. The password cannot be a single blank space.

## Cannot delete an organizational unit (OU)

When deleting an organizational unit (any unit in the organization), you must delete all dependent units before deleting the OU. Sometimes, dependent units might exist even though they are not displayed in the organizational tree. If you do not delete the dependent units, the system displays the following message:

Dependent Unit(s) exists. Remove all dependent Unit(s) first, then Delete.

Complete these steps:

1. Search the IBM Security Directory Server for dependencies by using the following command:

```
exparent=OU-DN
```

where *OU-DN* is the distinguished name (DN) of the OU.

2. Remove any discovered dependencies.
3. Delete the OU using the user interface.

## Users cannot obtain their new passwords

If the following settings and conditions apply, the affected users cannot receive passwords reset by an administrator in the user interface:

- Some users and their supervisors do not have email addresses.
- Users cannot change their passwords.
- Challenge-response authentication is enabled.

If these conditions apply and a user clicks the **Forgot your password?** link to reset a password:

- The user cannot obtain the password through email or from the help desk assistant.
- The help desk assistant can reset the password, but the password cannot be delivered to the recipient.
- The user must contact the help desk to obtain the new password.

To avoid this problem, ensure that the email notification function is working and that all affected users and their supervisors have email addresses. As an alternative, users can change their passwords according to the applicable password policy.

## User cannot change a password and the TRANSACTION\_ROLLEDBACK error is displayed

If a user receives the TRANSACTION\_ROLLEDBACK error when changing a reset password, restart the WebSphere Application Server. If the server restart does not correct the problem, ensure that both WebSphere Application Server and the DB2 Universal Database servers are running.

## Cannot determine if data synchronization is running or the status of the last synchronization

You cannot determine if data synchronization is running or determine the status of the last synchronization.

When you select a report type in the administrative console, the status is displayed as the **Data Validity** field in the **Options** window. The following possible values determine the state of the data synchronization:

- No Data synchronized
- In progress
- Invalid
- Date and time when last synchronization completed

## Importing backup directory information with LDIF fails

Using *LDAP Data Interchange Format* (LDIF) files to import backup directory information can experience problems if the system is not stopped or workflows are incomplete.

When you use LDIF files to import backup directory information, stop the application servers. If the LDIF import modifies workflows or operations, complete all workflows *before* you perform an LDIF import.

For more information about LDIF files, see the IBM Security Directory Server documentation.

## Multiple access control items are ignored if the first 255 characters are the same

If you define more than one access control item (ACI) on the same target and at the same organizational level and the first 255 characters of every ACI name are identical, only one ACI is staged into the ACI table.

Reporting ignores the remainder of the ACIs. An ACI report shows only one ACI. The `trace.log` file displays the following error message:

```
com.ibm.websphere.ce.cm.DuplicateKeyException: ORA-00001: unique constraint (ENROLE.SYS_C003110) violated
```

Do not define multiple ACIs with the same first 255 characters on the same target and at the same organizational level.

## The Requestee column displays an unexpected value of the common name in a person during self registration

During self registration, the Requestee column of the common name in a person does not display an expected value.

To correct this problem, complete these steps:

**Note:** The value of **Name Attribute** in **Configuration > Entities > Person** must be set to `sn`. If the value of **Name Attribute** is changed back to `cn`, remove the script node.

1. Log on as `itim manager`.
2. Click **Configuration**.
3. Click **Entity Type**.
4. Select **Person** in the menu.
5. Click **selfRegister** as the operation.
6. On the **selfRegister** workflow, insert a uniquely named script node between the **Start** and the **selfRegister** Approval nodes.
7. Double-click the new script node to display **Properties: Script Node** window.



8. Enter the following Java script:

```
var personData = person.get();  
var snValue = personData.getProperty("sn")[0];  
process.setRequesteeData(snValue);
```

9. Click **OK**.

## Workflow problems

This section describes problems with workflow processes.

### Activities might be delayed when submitted in a batch through Identity Service Center

The Identity Service Center workflows process requests serially. After you submit a batch request, a particular request might not be displayed because it must wait until another request in the batch is completed. For example, a high priority role request might be delayed by a low priority account or group approval.

This condition is a known limitation.

### Creating nine or more service instances for a password policy causes an error condition

An error occurs after nine or more service instances are associated with a password policy. Tune the DB2 `stmtheap` attribute for the maximum number of service instances. This table provides guidelines:

Maximum service instances	Statement heap size attribute value
12	4096
17	8192
24	16384

Change the statement heap size with the DB2 **update** command.

1. Set `db2instance` to one of these instances:
  - `db2admin`
  - IBM Security Directory Server instance
2. Run `db2` from a command line to start the DB2 command-line interface.
3. Run an update command and specify the appropriate value as the *size* variable:

```
update db cfg for db_name using STMTHEAP size
```

4. Stop and start IBM Security Directory Server.

### Requests timeout before reaching the escalation period

One or more pending requests timeout before completion. The timeout stamp indicates that the escalation period was not reached. Modify the `LIMIT` values for requests in the IBM Security Directory Server operation objects. Specify a value of `-1` to set the operation to unlimited.

### Set the **LIMIT** value for operation objects corresponding to operations, such as adding an account

1. Ensure that the user ID for connecting to the directory server has the necessary permissions to modify LDAP entries.
2. Using an LDAP client, connect to the directory server with the IBM Security Identity Manager data.

3. Browse to the appropriate operation definition. The operation definitions are located under this Distinguished Name:

```
DN:ou=operations,ou=itim,tenant,root suffix
```

Example: The tenant is ou=org. The root suffix is dc=com. The operations are in ou=operations,ou=itim,ou=org,dc=com.

4. Edit and set LIMIT to the appropriate value in the tag of the erXml attribute of the process definition entry. For example:
  - To set the timeout of the account add operation to four days, edit the erXml attribute on erglobalid=00000000000000000022,ou=operations,ou=itim,ou=tenant,root suffix.
  - Change LIMIT="43200000" to LIMIT="345600000" in the <PROCESSDEFINITION...> tag.
  - To set LIMIT to unlimited, specify LIMIT="-1".

### Set the LIMIT value for operation objects for workflows

1. Browse to the appropriate workflow definition. All the operation definitions for workflows are under this DN:

```
DN:ou=workflow,erglobalid=00000000000000000000,tenant,root suffix
```

Example: The tenant is ou=org. The root suffix is dc=com. The workflow definitions are in:

```
DN:ou=workflow,erglobalid=00000000000000000000,ou=org,dc=com
```

2. Select the workflow entry under the Distinguished Name that you want to change.
3. Set the LIMIT value for changing the LIMIT value for operations. See [Set the LIMIT value for operation objects corresponding to operations, such as adding an account.](#)

### Creating or modifying a workflow design, a form, or a policy takes longer than the timeout interval

Creating or modifying a workflow design, a form, or a policy might take longer than the session timeout interval. To avoid interruption, the timeout value in the web.xml file is ignored. The session never times out while the Workflow Designer, Form Designer, or Policy applet is running.

Ensure that you complete each activity to create or modify a workflow design, a form, or a policy.

### A workflow UNTIL loop behaves like a DO...WHILE loop

A workflow UNTIL loop behaves like a DO...WHILE loop. Instead of ending when a specified loop condition is met, the loop continues until a specified condition fails. You must restate the condition as the negative of the specified loop condition.

For example, this condition requires restating as follows:

a<b

Needs to be restated as:

a>=b

### Approval workflow not initiating

You defined an access with an approval workflow for a group. The workflow is not initiated when you add members to the group with the group management function.

Therefore, it is possible for unauthorized users to gain access to groups.

## Workflow or operation cannot be created or updated

You created or updated a workflow or operation, but the changes did not take effect. The administration console indicates a successful operation, but the changes were not saved when the workflow designer exited.

This problem occurs only when you are running the administration console on localhost. For example:

```
http://localhost:9080/isim/console
```

When the problem occurs, check to see whether this exception is shown in the Java console window:

```
java.security.AccessControlException: access denied
(java.net.SocketPermission 127.0.0.1:9080 connect,resolve)
```

**Note:** If you do not see the Java console window on your desktop when the browser loads the workflow designer applet, configure it from the Java control panel.

### Workaround:

Select one of these workarounds:

- Do not use localhost. Instead, use the actual IP address or the host name to access the console. When you use an IP address or host name, the problem does not occur. For example:

```
http://testserver.subnet.example.com:9080/isim/console
http://1.1.1.1:9080/isim/console
```

- Modify a policy file to enable localhost. You can successfully use localhost by specifying a grant statement in a `.java.policy` file in your home directory. If you do not have an existing `.java.policy` file, create a text file. Add this statement:

```
grant {
  permission java.net.SocketPermission
    "127.0.0.1:9080", "connect,resolve";
};
```

**Note:** You must restart your browser after you create or modify the `.java.policy` file.

## Usage problems

---

This section describes problems with using the product.

### Search limit exceeded

The `ISIM_HOME/data/ui.properties` file limits the number of results for accounts with default group attribute widget of the type **search filter list box**. The limit is 1000. The search returns only the first 1000 entries.

To access the remaining entries you must modify the account form to include a filter field so that you can narrow the search.

1. Log on to the IBM Security Identity Manager Console.
2. Click **Configure System > Design Forms**.
3. Click **Accounts**.
4. Double-click the account you want to modify.
5. Double-click the attribute on which you are searching on. It is identified as `[ListBox]`.
6. Specify the object class.
7. Select the **Show Query UI** check box and click **OK**.
8. Click **Save**.
9. Click **OK**.

### **Error page displays as blank during uninstallation**

The uninstaller program stops abruptly when you run the **uninstaller.exe** program and click the upper right **X** in the frame of the uninstaller window.

The program loses the Java Virtual Machine (JVM) and cannot generate a correct error message.

To avoid this situation, wait for all panels to display and close them with **Close** or **Cancel**.

### **Out-of-memory error occurs while generating a report in PDF**

An out-of-memory error occurs while generating a report in portable document format (PDF). This error is unlikely to occur when generating comma-separated value (CSV) reports.

This error can occur if the JVM heap does not have enough available space to transform the XML to PDF format. In addition, the error can occur for double byte character set (DBCS) languages that have larger space requirements.

Use this procedure to increase the JVM heap size maximum:

1. Access the WebSphere Application Server administrative console.
2. Use the following URL to log on to the WebSphere Application Server:  
`http://machine_name:port_number/ibm/console/`  
Example: The local host is localhost. The connection port is 9060. Use `http://localhost:9060/ibm/console/` to log on to the local host.
3. Select **Servers > Application Servers > server1**. Use an equivalent name if you are not using the default server name.
4. Select **Java and Process Management > Process Definition > Java Virtual Machine**.
5. Go to the **Maximum Heap Size** parameter and set this value to 1024 or higher. If the physical memory is greater, the maximum heap size can be set higher.
6. Save the configuration.
7. Restart IBM Security Identity Manager Server.
  - a. Access the WebSphere Application Server administrative console main window.
  - b. Select **Applications > Enterprise Applications**.
  - c. Select the check box next to the **ITIM** application.
  - d. Click **Stop**.
  - e. Wait for the following message:  
Application ITIM on server *server\_name* and node *node\_name* stopped successfully.
  - f. Select the check box next to the **ITIM** application.
  - g. Click **Start**.
  - h. Wait for the following message:  
Application ITIM on server *server\_name* and node *node\_name* started successfully.
8. Run the PDF report again.

### **Information is garbled in a CSV-formatted report**

If you save or view a report in CSV format, UTF-8 encoding is used to format the output file. This format is supported by most CSV-compatible applications for viewing or manipulating CSV information. Some viewers might not support UTF-8 encoding or might not be set to open UTF-8 formatted files.

If the information in a CSV report does not render successfully, ensure that the application supports UTF-8 encoding and is set to use UTF-8 encoding.

## Out-of-memory error causes server failure

Security Identity Manager fails with an out-of-memory condition when the following conditions exist:

### Many concurrent users exit the software without properly logging out in a 10-minute window.

Example: Several concurrent users close their web browsers by clicking **X**, the Close icon, while logged on to Security Identity Manager.

### The amount of physical memory and the JVM heap size settings are not high enough.

An out-of-memory condition occurs when the memory used by the total number of sessions exceeds the amount of memory allocated for the server.

If this problem occurs, complete one or more of the following tuning tasks:

#### Limit the number of in-memory sessions that WebSphere Application Server provides.

1. Access the WebSphere Application Server administrative console.
2. Click **Applications > Enterprise Applications > ITIM > Web Module > app\_web.war > Session Management**.
3. Select **Override session management**.
4. Clear the **Allow overflow** check box.
5. Reduce the value in the **Maximum in-memory session count** field. This value depends on the amount of memory allocated to your servers.

This value specifies the maximum number of concurrent live web browser sessions for Security Identity Manager.

6. Reduce the value in the **Set timeout** field from 30 minutes to a smaller value.
7. Click **OK** and save the changes to the master configuration.

#### Restart the IBM Security Identity Manager Server.

1. Access the WebSphere Application Server administrative console main window.
2. Select **Applications > Enterprise Applications**.
3. Select the check box next to the **ITIM** application.
4. Click **Stop**.
5. Wait for the following message:  
Application ITIM on server *server\_name* and node *node\_name* stopped successfully.
6. Select the check box next to the **ITIM** application.
7. Click **Start**.
8. Wait for the following message:  
Application ITIM on server *server\_name* and node *node\_name* started successfully.

## Generating large CSV reports results in out of memory errors

Generating a large CSV report might result in an out of memory error. Adjust the value of the `reportBatchSize` property in the `adhocreporting.properties` file to avoid Java OutOfMemory errors for large reports.

The `reportBatchSize` property specifies number of items requested from the reporting tables at one time. If no value is set or the line is commented out, all items are retrieved.

1. Access the `adhocreporting.properties` file.
2. Change the `reportBatchSize` property to 10000, as follows:

```
reportBatchSize=10000
```

3. Make sure that the line is not commented out.
4. Change all nodes in a clustered environment.

5. Restart the Security Identity Manager application for the change to take effect.

**Note:** If you use Microsoft Internet Explorer to generate the report, enable **Automatic prompting for file downloads** in the web browser security setting.

### Generating a PDF report with an active report file open fails

You generated a report output file as a Portable Document Format (PDF) file and either minimized the displayed information or left the file open.

You cannot generate another report until you close the active report file.

### Report has deprecated label Access Control Information

The report feature uses a deprecated label called Access Control Information. The new label is **Access Control Item** (ACI).

You might see the deprecated label if you:

- View the **Access Control Information {ACIs}** report builder.
- Click **Run report > Access Reports > Access Control Information {ACIs}** on the **Reports** tab.

Edit the *ISIM\_HOME/data/reportingLabels.properties* file and manually change the value for `accessControlInformation`. For example, the deprecated value is `accessControlInformation=Access Control Information {ACIs}`, and the correct value is `accessControlInformation=Access Control Item {ACIs}`.

### The font in a report is too small

If the font in the report is too small to read, save the report in PDF format or in CSV format and print the report.

To save the report, complete these steps:

1. Select **File > Save As** from the report output window.
2. Browse to the directory where you want to save the file.
3. Enter a valid file name.
4. Save the document.

You can print both PDF and CSV format reports. You can print PDF reports in portrait or landscape modes. CSV can print reports that do not fit on a single page horizontally.

To print a CSV report, complete these steps:

1. Select the **CSV** report format when generating the report.
2. Select the **Save As** option in the dialog box.
3. Provide a valid location and file name for saving the report.
4. Use Microsoft Excel or any other CSV file reader to open the report.
5. Use the print option to print the document.

### Adding the owner attribute causes an UnsupportedOperationException error

Adding the owner attribute on an account form might cause a `java.lang.UnsupportedOperationException` error.

The message is:

```
CTGIM0002E. An unhandled exception occurred.  
Error: java.lang.UnsupportedOperationException: the owner and (or) service  
or an account cannot be changed.
```

Do not use the Form Designer to add the owner attribute to an account form.

Use the Security Identity Manager account adoption and orphan operations to set or clear the owner of an account.

### **An organizational unit name with more than 128 characters is not created**

If the organizational unit name exceeds 128 characters, the name is not created. Do not enter a value greater than 128 characters for the organizational unit name.

**Note:** A long name within the 128-character limit does not wrap when displayed.

### **Security Identity Manager fails because of an out of memory condition**

Security Identity Manager can fail with an out of memory condition when the following conditions occur simultaneously:

#### **Many concurrent users quit without properly logging out in a 30-minute window.**

Example: All the concurrent users close their web browsers by clicking **X**, the Close icon, while remaining logged on.

#### **The IBM Security Identity Manager Server physical memory and Java heap size settings are not high enough.**

An out of memory condition occurs when the memory used by the total number of sessions exceeds the amount of memory allocated for the server.

To correct this problem, do either one or both of the following tuning tasks:

#### **Limit the number of in-memory sessions for WebSphere Application Server.**

1. Access the WebSphere Application Server administrative console.
2. Click **Applications > Enterprise Applications > ITIM > Manage Modules > ITIM Console > Session Management**.
3. Select **Override session management**.
4. Clear **Allow overflow**.
5. Reduce the value in the **Maximum in memory session count** field. The value limits the number of concurrent web browser sessions. This value depends on the amount of memory allocated to your servers and the number of WebSphere clustered nodes used by IBM Security Identity Manager.
6. Click **OK** and save the changes to the master configuration.
7. Repeat the previous steps from Step “2” on page 79. But select the module **ITIM Self Service** in Step “2” on page 79.

#### **Reduce the session inactivity time to less than 30 minutes.**

1. Click **Applications > Enterprise Applications > ITIM > Manage Modules > ITIM Console > Session Management**.
2. Select **Override session management**.
3. Select **Set timeout**.
4. Reduce the value of the timeout to less than 30 minutes.
5. Click **OK** and save the changes to the master configuration.
6. Repeat the previous steps. But select the module **ITIM Self Service** in Step “1” on page 79.

#### **The authenticated token can call only the SelfPasswordManager.resetPassword() API after authentication by using the challenge-response authentication system**

If the system configuration property `Lost password question behavior` is set to `Reset Password`, the authenticated token can call only the **SelfPasswordManager.resetPassword()** API after the challenge-response authentication system authenticates a user.

Set the system configuration property `Lost password question behavior` to `Direct Entry`, so that the authenticated token can be used to call any API.

Perform either of these tasks after upgrading to Security Identity Manager Version 6.0:

- Use only the **SelfPasswordManager.resetPassword()** API to reset a password after authentication by using the challenge-response authentication system.
- Make any API call valid by changing the `Lost password question behavior` system configuration property to `Direct Entry`.

### Forms generate an authorization exception

A user without attribute-level permission to read or write for a field tries to set a value for a drop-down list or plain list box. The form designer generates an authorization exception. When the field value is not set, the form viewer sets the value to the first item in the list.

Take one of the following actions:

- Designate a user with the appropriate attribute-level permission to set the value of the problem field. After the field is set to any value, the user without read and write permissions can modify the entity without authorization violations.
- Add a blank value to the top of the list. If the form viewer selects the blank value, no authorization violation occurs because a blank value and no selection are treated as the same condition.
- Check the **Use Blank Row** check box on all drop-down lists that use Form Customization.
- If the data is not sensitive, grant both read and write permissions for this attribute to the user.

### Making multiple modifications to a Security Identity Manager object gives an unexpected outcome or failure with warning messages

A concurrent operation on the same object causes a trace condition that makes the outcome unpredictable. This problem occurs when using the APIs, such as submitting multiple requests to modify the same object in a while-for loop.

To ensure that all pending actions complete successfully, pause for an interval, such as a minute, before making a second modification to the same object. Alternatively, collect all the attribute changes on the same object and submit the changes as a single modify request. When you use Security Identity Manager APIs, consider collecting all your attribute changes to the object in the while-for loop. Then submit the changes as a single modify request.

### LDAP version 3 filters cause adapter problems

Using LDAP Version 3 filters causes inconsistent results from an adapter, or might not be accepted by the adapter as input. Using more than two arguments in a reconciliation filter might cause an error unless multiple operators are used.

For example, the following filter causes a `FilterException` error:

```
(&(eruid=a*)(ersql2000defdatabase=i*)(ersql2000deflanguage=E*))
```

Use filters that are compliant with LDAP Version 2.

```
(&(&(eruid=a*)(ersql2000defdatabase=i*)) (ersql2000deflanguage=E*))
```

## Cleaning up the database with the DBPurge script

---

It is a good maintenance practice to keep the IBM Security Identity Manager Server database to a manageable size.

You can use the **DBPurge** script to clean up the audit trail in the database by removing records that are related to completed workflow processes. The script handles only removal, not archiving, of these records. Use the script sparingly to avoid any unforeseen problems.



## Command syntax

Use the following command to delete historical workflow audit data, non-workflow audit events, and reconciliation reporting entries from the database.

```
DBPurge.[sh|cmd] -age num_days | -date yyyy-mm-dd[-HH:mm]
                [-grouping group_size]
                [-workflow wf_flag [-process_type proc_type]]
                [-audit audit_flag] [-recon recon_flag]
```

Depending on your operating system, the command is located in one of the following directories:

- *ISIM\_HOME*\bin\win
- *ISIM\_HOME*/bin/unix

### **-age num\_days**

Specifies the age by the number of days of the records you want to remove. Records that were completed more than or equal to *num\_days* ago are eligible for cleanup. The value must be greater than or equal to zero. A value of zero removes all data that is currently in the system.

### **-date date**

Specifies the deletion date and optional time in an alternative way. For example, '2010-08-15-22:00'. All records created on this date or earlier are deleted, based on the server timezone.

### **-grouping group\_size**

Optional: Specifies the number of deleted entries in a single commit. The group size must be between 1 - 100, where 50 is the default value.

### **-workflow wf\_flag**

Optional: Determines whether workflow data is removed. The flag is Boolean, and its default setting is **true**.

### **-process\_type proc\_type**

Optional: Specifies a two-character parameter, which restricts the deletion of processes to the specified type.

For example, 'AP' removes only processes of type Account Password Change. This parameter is relevant only when workflow data is removed. If you do not specify this parameter, then processes of any type are removed if they match the other parameters. For more information about the valid values, see the TYPE column description in the "Database and Directory > Server Schema Reference > Database tables reference > Workflow tables > PROCESS table" section on the *IBM Security Identity Manager documentation*.

### **-audit audit\_flag**

Optional: Determines whether non-workflow data is removed. The flag is Boolean, and its default setting is **true**.

### **-recon recon\_flag**

Optional: Determines whether historical reconciliation data is removed. The flag is Boolean, and its default setting is **true**.

**Note:** You must set at least one of the data types such as workflow, audit, or reconciliation to **true**.

After you run the command, it reports the number of primary workflow, audit-based records, and reconciliation data that were removed. It also shows any errors or warnings.

## Processing description

The following description illustrates the cleanup processing that occurs when you run **DBPurge**. Additional archive utilities can be built and run before running **DBPurge**. The exact implementation might vary.

**DBPurge** runs the following queries to locate the primary records to remove:

```
1. SELECT ID FROM PROCESS WHERE COMPLETED <= timestamp
2. SELECT ID FROM AUDIT_EVENT WHERE TIMESTAMP <= timestamp AND WORKFLOW_PROCESS_ID IS NULL
```

```

3. SELECT RECONID, ACCOUNTID FROM RECONCILIATION_INFO WHERE RECONID IN (SELECT RECONID FROM
RECONCILIATION WHERE COMPLETED <= timestamp)
4. SELECT RECONID FROM RECONCILIATION WHERE COMPLETED <= timestamp

```

The value of *timestamp* is based on the specified **-age** parameter and uses the Security Identity Manager date format *yyyy-MM-dd HH:mm:ss:SSS GMT*. As the primary records are selected, the data is removed along with data from the secondary, dependent tables that reference these identifiers. The deletion is done in groups.

An adjusted age specification supports consistency so that the record age accurately reflects the time zone of the record time stamps. This strategy supports consistent handling of record time zones. The following values are valid:

**0**

Deletes any records that completed before the current time.

**1**

Deletes any records completed before exactly 24 hours ago.

This utility includes multi-threaded deletion. For all databases, separate threads and database connections to read record identifiers and to carry out deletions. For DB2 databases, multiple threads carries out the deletion and improve performance. Each thread requires its own database connection. The utility fails if the appropriate number of database connections is not available. For DB2 databases, **DBPurge** requires five connections; for other databases, it requires only two.

The following example is a high-level version of the statements for each table, and it illustrates the rows that are removed from each table.

### Example

The following delete statements remove rows that reference identifiers from query (1) and from the PROCESS table:

```

DELETE FROM WORKITEM WHERE PROCESS_ID = ?
DELETE FROM ACTIVITY_LOCK WHERE PROCESS_ID = ?
DELETE FROM PROCESSLOG WHERE PROCESS_ID = ?
DELETE FROM PROCESSDATA WHERE PROCESS_ID = ?
DELETE FROM PENDING WHERE PROCESS_ID = ?
DELETE FROM PASSWORD_TRANSACTION WHERE PROCESS_ID = ?
DELETE FROM ACTIVITY WHERE PROCESS_ID = ?
DELETE FROM WORKFLOW_CALLBACK WHERE PROCESS_ID = ?
DELETE FROM SYNCH_POINT WHERE PROCESS_ID = ?
DELETE FROM AUDIT_MGMT_PROVISIONING WHERE EVENT_ID IN
(SELECT ID FROM AUDIT_EVENT WHERE WORKFLOW_PROCESS_ID = ?)
DELETE FROM AUDIT_MGMT_TARGET WHERE EVENT_ID IN
(SELECT ID FROM AUDIT_EVENT WHERE WORKFLOW_PROCESS_ID = ?)
DELETE FROM AUDIT_MGMT_DELEGATE WHERE EVENT_ID IN
(SELECT ID FROM AUDIT_EVENT WHERE WORKFLOW_PROCESS_ID = ?)
DELETE FROM AUDIT_EVENT WHERE WORKFLOW_PROCESS_ID = ?
DELETE FROM SCHEDULED_MESSAGE WHERE REFERENCE_ID = ?
DELETE FROM LCR_INPROGRESS_TABLE WHERE CHILD_ID = ?
DELETE FROM PROCESS WHERE ID = ?

```

The following delete statements remove rows that reference identifiers from query (2) and from the AUDIT\_EVENT table:

```

DELETE FROM AUDIT_MGMT_PROVISIONING WHERE EVENT_ID = ?
DELETE FROM AUDIT_MGMT_TARGET WHERE EVENT_ID = ?
DELETE FROM AUDIT_MGMT_DELEGATE WHERE EVENT_ID = ?
DELETE FROM AUDIT_EVENT WHERE ID = ?

```

The following delete statements remove rows that reference identifiers from query (3) and from the RECONCILIATION\_INFO table:

```

DELETE FROM RECONCILIATION_INFO WHERE RECONID = ? AND ACCOUNTID = ?

```

The following delete statements remove rows that reference identifiers from query (4) and from the RECONCILIATION table:

```
DELETE FROM RECONCILIATION WHERE RECONID = ?
```

## Customization problems

---

This section describes solutions for problems with customization.

### Do not use the *er* prefix in label names

If you create a schema attribute label in the `CustomLabels.properties` file when you create a manual service definition, do not begin the name of the label with the characters *er*. This prefix is reserved by IBM Security Identity Manager.

The `CustomLabels.properties` file is placed in this default directory:

#### Microsoft Windows systems

```
C:\Program Files\IBM\isim\data
```

#### UNIX and Linux systems

```
/opt/IBM/isim/data
```

### Security Identity Manager does not provide a method to create an outer join in the custom report designer

Create an outer join in the custom report designer by designing a hooked report that is a custom servlet. Put logic for an outer join of database tables in the custom servlet itself. The custom servlet, registered with the `report.xml` file, is run like a typical report from the Security Identity Manager reporting engine.

### Adapter request fails on an orphan account

You might need to bypass the password validation on an orphan account when a request is submitted from an adapter. The `enRole.properties` file contains the following property to bypass the password validation on an orphan account when a request is submitted from an adapter.

```
reversePasswordSynch.bypassPwdValidationOnOrphanAccount
```

Set this value to `true` to bypass the password validation.

## Manager group is not updated when using custom person entity

---

If you use a custom person entity and want the accounts automatically added to the service manager group, the schema must be mapped correctly.

The automatic population of managers into the manager group uses the `ersupervisor` attribute in the user profile schema. The `ersupervisor` attribute is a Security Identity Manager attribute and must be mapped to the attribute in the schema that stores the manager relationship. For the ready-to-use Person profile, `ersupervisor` is mapped to the `manager` attribute in the `inetOrgPerson` objectclass. The mapping of `ersupervisor` to `manager` is appropriate for a custom user profile based on an objectclass that extends `inetOrgPerson`.

### Mapping the `ersupervisor` attribute

1. Select **Configure System > Manage Entities**.
2. Click the name of the custom user profile.
3. Click the **Attribute Mapping** tab.
4. Select `ersupervisor` as the Security Identity Manager attribute.

5. Select the appropriate Custom LDAP attribute, such as manager.
6. Click **Map** to map the attribute.
7. Click **OK** to save your changes.

## IBM Security Identity Manager applets do not work

---

WebSEAL file and WebSphere Application Server configuration causes function problems with the applets in Security Identity Manager.

### Problem

A Security Identity Manager applet, such as the workflow designer, does not work. It does not provide support when you do the following changes:

- Set as `pass-http-only-cookie-attr=yes` in the WebSEAL configuration file.
- Set the `HttpOnly` attribute to `JSESSIONID` in WebSphere Application Server.
- Set the `HttpOnly` attribute to `PD-S-SESSION-ID` cookie in WebSphere Application Server.

An error can occur with these settings.

The cookie does not supply information to the applet with these settings. As a result, you cannot use the Security Identity Manager applet through WebSEAL.

### Solution

The WebSEAL does not pass the `HttpOnly` attribute in the cookie. You can access the cookie information from the applet with the following setting in the WebSEAL configuration file:

```
pass-http-only-cookie-attr=no
```

## Limitation in access catalog search when intersection or custom join enabled

---

Initially, the access catalog search in IBM Security Identity Manager does not support intersection and custom join for group access. There is a limitation in the search when the intersection or custom join is enabled. To make the search work correctly, you must change properties in the `enRole.properties` file.

If you have groups that are defined as access and the join directive is `intersection` or `custom`, these groups are not found in an access catalog search. To enable them, use the `com.ibm.itim.accesscatalog.groupIntersectionJoin.enabled` and `com.ibm.itim.accesscatalog.groupCustomJoin.enabled` properties that are defined in the `enRole.properties` file. Set these properties to `false`.

```
#####  
## Access Catalog Properties  
# com.ibm.itim.accesscatalog.groupIntersectionJoin.enabled -- This will enable  
#   support to search group access when requesting access in Service Center in case that  
#   Intersection Join director is used for the group attribute. Default = false  
# com.ibm.itim.accesscatalog.groupCustomJoin.enabled -- This will enable support to  
#   search group access when requesting access in Service Center in case that  
#   Custom Join director is used for the group attribute. Default = false  
#####  
com.ibm.itim.accesscatalog.groupIntersectionJoin.enabled=false  
com.ibm.itim.accesscatalog.groupCustomJoin.enabled=false
```

See "Access catalog properties" in the *Reference Guide* in the IBM Security Identity Manager product documentation website at [http://publib.boulder.ibm.com/infocenter/tivihelp/v2r1/index.jsp?topic=/com.ibm.isim.doc\\_6.0.0.2/kc-homepage.htm](http://publib.boulder.ibm.com/infocenter/tivihelp/v2r1/index.jsp?topic=/com.ibm.isim.doc_6.0.0.2/kc-homepage.htm).

## Ignorable warnings occur for new access types

---

After you specify a new access type, ignorable warnings can occur because an icon file is not found, but is associated with the access type.

There are also cases in which real errors occur for a request for a custom file that does not exist. You must determine which requests for nonexistent files are harmless and which require correction.

A harmless error can occur when you define new access types, but do not explicitly define a URL to an existing icon file name. The result is that a new access is implicitly associated with an icon file name pattern for a file that does not exist. Subsequently, when entitled users request access, ignorable warning messages are written to the log. For example:

```
[3/11/14 9:12:16:788 EDT] 0000022b SystemOut      0 CTGIMW001W  
File not found: /ui/images/access/iconAccessRoleApplicationAccess.gif
```

## A screen reader such as JAWS does not read edited fields

---

In the Identity Service Center, edits made to the field shows an error icon but it does not read edited fields in the **View and Edit Profile > Review Changes** panel.

The Identity Service Center widgets are enabled with WAI-ARIA properties. The browsers Mozilla Firefox 3.5, Microsoft Internet Explorer 8, and screen readers such as JAWS 11 do not fully support all of those properties. Therefore, the screen reader does not read edited fields.

It is a known limitation.

## State of RSA token is not updated

---

The state of the RSA token is not updated when the operation to create, modify, or delete RSA account fails or goes into wait or pending state.

To work around this limitation, you can do a reconciliation on the RSA service to synchronize the state of the RSA token in IBM Security Identity Manager. See [Reconciling accounts immediately on a service](#).

## Modify operation ACI limitation for organization movement

---

Even if the Modify operation ACI is denied on a target container, the organization movement activity is successful.

This is a known limitation.

To restrict organization movement activity, the Modify operation ACI must be denied on both, the source and the target container.

## Advanced search option might not display role name and description

---

While you edit a profile through the Identity Service Center, an advanced search option might not display the role name and description.

The cause of the problem is that the Access Control Items (ACIs) are not defined.

To resolve the problem, write a new ACI that grants appropriate privileges to a user to display the role name and description.

## **Limitation for batch requests in Manage Activities wizard**

---

For a group or role batch request, the activities page displays only the first group or role name in the Manage Activities wizard of the Identity Service Center.

This is a known limitation.

To view details of other groups or roles in a batch request, go to the activity details page.

## **Cannot proceed to request access for RSA service**

---

In the Identity Service Center, when you request access for RSA service, you cannot proceed until you specify the value of security domain attribute. By default, the security domain attribute is mandatory.

To resolve the problem, change the default mandatory behavior of the attribute by using design forms.

---

## Chapter 7. Troubleshooting WebSphere Application Server problems

This section describes solutions for potential WebSphere Application Server problems.

The following links can help you to identify the problem, find the appropriate troubleshooting information, and then collect any necessary information about WebSphere Application Server:

- <http://www.ibm.com/support/docview.wss?uid=swg21145599>
- <http://www.ibm.com/support/docview.wss?uid=swg27005324>

For more information, see the *WebSphere Application Server documentation*.

---

### Installing IBM Security Identity Manager on an operating system with the Turkish language setting

To install IBM Security Identity Manager on an operating system with the Turkish language setting, change the Java Virtual Machine (JVM) settings before you run the Security Identity Manager installer.

1. Log on to the WebSphere Application Server administrative console.
2. Select **Servers** > **Application Servers** > *serverName* > **Process Definition** > **Java Virtual Machine**.

**Note:** *serverName* is the name of the server. For example, `server1`.

3. In the **Generic JVM parameters** field, add the following JVM parameter:

```
-Duser.language=en -Duser.region=US
```

4. Click **Apply**.
5. Click the **Save** link in the **Messages** box.
6. Restart the WebSphere Application Server.
7. Install Security Identity Manager.

---

### Ignoring exceptions in WebSphere Application Server logs

Some exceptions might occur during the IBM Security Identity Manager installation. You can ignore these exceptions after the installation. It does not affect the IBM Security Identity Manager installation or operation.

The WebSphere Application Server `SystemOut.log` file can contain the following messages:

```
PrivExAction E J2CA0044E: The Connection Manager failed to get a Subject
from the security service associated with ConnectionFactory itimBusDataSource.
Received exception javax.security.auth.login.LoginException:
Incorrect authDataEntry and alias is: itim_init
```

```
ConnectionMan E J2CA0060E: PrivilegedActionException calling doPrivileged:
java.security.PrivilegedActionException:
javax.resource.ResourceException: LoginException getting Subject
```

## IBM Security Identity Manager uninstallation or reinstallation might create bus error messages

Bus error messages might be logged in the SystemOut logs during the IBM Security Identity Manager uninstallation or reinstallation.

The error messages can be as follows:

```
00000013 XARecoveryDat W   WTRN0005W: The XAResource for a transaction participant could not
be recreated and transaction recovery may not be able to complete properly.
The resource was [com.ibm.ws.sib.ra.recovery.impl.SibRaXaResourceInfo@1562336543
busName=itim_bus meName=timperf04_AppServCluster.000-itim_bus
meUuid=8A1304029A6B5E5A xaRecoveryAlias=itim_jms useServerSubject=false
providerEndpoints=null]
The exception stack trace follows: com.ibm.ws.Transaction.XAResourceNotAvailableException:
com.ibm.websphere.sib.exception.SIResourceException: CWSIT0019E: No suitable messaging
engine is available on bus itim_bus that matched the specified connection properties
{connectionMode=Recovery, targetSignificance=Required, targetTransportChain=null,
targetType=MEUuid, busName=itim_bus, providerEndpoints=null, targetGroup=8A1304029A6B5E5A}.
Reason for failure: CWSIT0103E: No messaging engine was found that matched the
following parameters: bus=itim_bus, targetGroup=8A1304029A6B5E5A,
targetType=MEUuid, targetSignificance=Required, transportChain=InboundSecureMessaging,
proximity=Bus.

Caused by: com.ibm.websphere.sib.exception.SIResourceException: CWSIT0019E:
No suitable messaging engine is available on bus itim_bus that matched the specified
connection properties {connectionMode=Recovery, targetSignificance=Required,
targetTransportChain=null, targetType=MEUuid, busName=itim_bus, providerEndpoints=null,
targetGroup=8A1304029A6B5E5A}. Reason for failure: CWSIT0103E: No messaging
engine was found that matched the following parameters: bus=itim_bus,
targetGroup=8A1304029A6B5E5A, targetType=MEUuid, targetSignificance=Required,
transportChain=InboundSecureMessaging, proximity=Bus.
```

The errors are logged due to the WebSphere XA recovery messaging engines and does not affect the Security Identity Manager installation or operation.

To prevent the errors, complete these steps:

1. Uninstall the Security Identity Manager application.
2. Stop the WebSphere Application Server.
3. Delete the content in the transaction logs from *WAS\_HOME/profiles/profilename/tranlog/*.

**Note:** Stop the WebSphere Application Server before deleting the transaction log contents. This operation might affect other non-erroneous transactions.

If you continue to see XAER or recovery errors, review the database for in-doubt transactions.

For more information about these errors, see [Recovering Failed SIBus Transactions in WebSphere Application Server](#).



---

# Chapter 8. Troubleshooting WebSphere Application Server authentication problems

This section describes solutions for potential WebSphere Application Server authentication problems.

## IBM Security Identity Manager does not authenticate with WebSphere Application Server

---

Security Identity Manager does not establish an authentication with WebSphere Application Server.

### Problem

Security Identity Manager does not start. The WebSphere Application Server `systemOut.log` file contains the following error message:

```
J2CA0138E: The Message Endpoint activation failed for
ActivationSpec policySimulationActivationSpec
(com.ibm.ws.sib.api.jmsra.impl.JmsJcaActivationSpecImpl) and MDB application
ITIM#mdb_ejb.jar#enroleejb.PolicySimulationMDB due to the following exception:
javax.resource.ResourceException:
CWSIV0954E: The authentication exception
com.ibm.wsspi.sib.core.exception.SIAuthenticationException:
CWSIP0301E: Unable to authenticate user isimsystem when creating
a connection to secure messaging engine
sabresNode01.server1-itim_bus on bus itim_bus. was thrown while attempting
to create a connection on factory
com.ibm.ws.sib.processor.impl.MessageProcessor@20e420e4.
```

The J2C authentication alias used for the `itim_bus` service integration bus is not configured correctly. The user specified in this J2C alias cannot authenticate to connect to the secure messaging engine.

### Solution

To configure the J2C authentication alias correctly for the `itim_bus` service integration bus, complete these steps:

1. Log on to the WebSphere Application Server administrative console.
2. From the navigation tree, click **Security > Bus security** to open the **Buses** page.
3. Click the `itim_bus` link to open the **Security for bus itim\_bus** page.
4. Ensure that the security status of the `itim_bus` link is set to **Enabled** before you click the link.
5. Ensure that the following options are listed:
  - a. The `itim_jms` option in the **Inter-engine authentication alias** list from the **General Properties** section.
  - b. The security domain option that the `itim_bus` uses in the **Use the selected domain** list from the **Bus security domain** section.

If you select the security domain that the Security Identity Manager installer created, then the **Use the selected domain** list shows the `ISIMSecurityDomain` option. This option is the default name for the security domain.

6. Click the **JAAS – J2C authentication data** link from the **Related Items** section to open the **JAAS – J2C authentication data** page.
7. Click the `itim_jms` authentication alias link.
8. Ensure that the correct user ID and the password are set for the `itim_jms` authentication alias.

The **itim\_jms** alias user ID and the `enrole.appServer.ejbuser.principal` property user ID must be the same. The user ID is in the `ISIM_HOME/data/enRole.properties` file. `ISIM_HOME` is the directory where Security Identity Manager is installed.

9. In the **User ID** field, type the user ID that you specified in the `enRole.properties` file.

**Note:** The user ID is case-sensitive.

For example, if the user ID is `isimsystem` in the `enRole.properties` file, then set the user ID for the **itim\_jms** alias to `isimsystem`, not `isimSystem`.

10. Retype the password and click **OK** or **Apply**.
11. Click **Save**.
12. Restart the WebSphere Application Server.

---

## Chapter 9. Troubleshooting adapter problems

If you encounter communication problems between an adapter and IBM Security Identity Manager Server, see "IBM Security Identity Manager Adapters" in the IBM Security Identity Manager product documentation.

The "IBM Security Identity Manager Adapters" section contains adapters-specific installation and configuration guides.

No activities exist that match the specified search criteria.



---

# Chapter 10. Troubleshooting database problems

This section describes solutions for potential database problems.

---

## Generating reports is slow and causes timeouts

You might encounter slow performance or transaction time-outs during report generation for certain reports against large data sets.

To improve performance and reduce time-outs, follow these best practices:

- When you run the large reports in PDF output format, specify the appropriate filters or parameters and avoid the usage of the default filter '**Any**' that fetches all the records.
- In a large data deployment, specify the HTML output format. HTML format supports the pagination, which renders one page at a time and provides the options to move to the next pages.
- Tune the database. See the *IBM Security Identity Manager Performance Tuning Guide* at <http://www-01.ibm.com/support/docview.wss?uid=swg27036205> for suggested indexes to set on columns in Report DB tables.

---

## Passwords are changed or expired

The product installation creates three system users to enable communication between the database and IBM Security Directory Server. The default users are `itimuser`, `db2admin`, and `ldapdb2`.

The `db2admin` user is created with a password that never expires.

Passwords for `ldapdb2` and `itimuser` expire based on the password policy of your system. If these passwords expire or are changed, reconfigure IBM Security Identity Manager and its associated middleware to use the new passwords. For example, if the `itimuser` user password expires, database access fails unexpectedly. For more information, see the *Installation and Configuration Guide*.

---

## Creation of DB2 schema fails during middleware configuration

If the IBM Security Identity Manager installation program or the middleware configuration utility fails to set up the DB2 database schema after you specified DB2 parameters, check the DB2 configuration log. The log is `cgf_itim_mw.log` or `dbConfig.stdout`. Check it to determine the source of the error.

The problem might be a lack of allocated swap space.

For example, if the configuration log indicates that the DB2 buffer pools for Security Identity Manager (**ENROLEBP**) cannot be created immediately, increase the swap space. Then try the configuration again.

The following procedure describes creating an auxiliary swap file for extra swap space on an existing partition:

1. Back up all important data before you start this procedure.
2. Log on as root (type `su -` and enter your root password).
3. Determine how much existing swap space you have and how much is already in use. At a command prompt, type `swapon -s`:

Output like the following is displayed, where `Size` and `Used` are in KB:

Filename	Type	Size	Used	Priority
/dev/sda3	partition	522104	315540	-1

If the total swap space is less than 512 MB or if the available swap space is less than 512 MB, you must create and configure an auxiliary file as swap space by following the remaining steps.

4. Determine where to put the auxiliary file. At a command line, type `df -m`

**df**

Specifies the disk free command.

**-m**

Specifies to show the value in megabytes.

The following output is displayed:

```
Filesystem 1M-blocks  Used Available Use% Mounted on
/dev/sda2   24607  7617   15741  33% /
/dev/sda1    99    10     85  10% /
```

The **Available** column indicates the amount of free space on the partitions, beginning with the root partition. If plenty of disk space is available, the swap space equals twice the amount of memory installed on the system.

5. Use the data dump (**dd**) command to create an auxiliary file that is used as a swap space:

```
dd if=/dev/zero of=/swap_space_name bs=1M count=swap_file_size
```

**if=/dev/zero**

Input file. The `/dev/zero` device file provides zeros that are written to the output file.

**of=/swap\_space\_name**

Output file. Defines the path and name of the output file. In this case, the output file is used as the swap space partition that receives the data; for example, `of=/aux_swap_space`.

**bs=1M**

Specifies the unit type. In this case, the unit of 1 MB per digit is specified.

**count=swap\_file\_size**

Specifies the size of the partition; for example, `count=1536` and `bs=1M` defines a partition with a capacity of 1536 MB (1.5 GB).

6. Set up the new partition for a swap file. Type the following command:

```
mkswap /swap_space_name
```

For example, if you used the **dd** command to specify a partition named `aux_swap_space`, type `mkswap /aux_swap_space`.

7. Use the **swapon** command to turn on the swap file; for example, type the following command at the command prompt:

```
swapon /aux_swap_space
```

8. Verify the size of the new swap file. Type `swapon -s` again to view the existing swap partition and the new swap file you created.

9. If you restart the computer, the new swap file is not active. To make the swap file active, run the **swapon /swap\_space\_name** command. For example, `swapon /aux_swap_space`.

10. Make the auxiliary file a permanent swap file by editing the `/etc/fstab` file:

- a. Back up the `/etc/fstab` file.



**Attention:** If you manually edit `/etc/fstab`, then your system might not reboot if you edit other than the one described in these steps.

- b. Locate the permanent swap partition entry, which looks like the following entry:

```
/dev/sda3  swap  swap  defaults  0  0
```

c. Immediately after this line entry, add an entry for the new swap space file. For example:

```
/aux_swap_space none swap defaults 0 0
```

d. Save the file.

e. Run the **diff** command to ensure that the only change you made was the addition of a single-line entry from Step [c](#).

f. If you made other changes accidentally, restore the backup file and repeat these steps. Begin with Step [b](#).

## Database update fails with an SQL error

The following example shows an error that can occur during database update operations. You might receive similar errors.

```
com.ibm.db2.jcc.a.SqlException: DB2 SQL error:
        SQLCODE: -964, SQLSTATE: 57011, SQLERRMC: null
at com.ibm.db2.jcc.a.hd.d(hd.java(Compiled Code))
at com.ibm.db2.jcc.c.jb.l(jb.java(Compiled Code))
at com.ibm.db2.jcc.c.jb.a(jb.java(Compiled Code))
at com.ibm.db2.jcc.c.w.a(w.java(Inlined Compiled Code))
at com.ibm.db2.jcc.c.dc.c(dc.java(Compiled Code))
at com.ibm.db2.jcc.a.id.cb(id.java(Inlined Compiled Code))
at com.ibm.db2.jcc.a.id.d(id.java(Compiled Code))
at com.ibm.db2.jcc.a.id.Y(id.java(Compiled Code))
at com.ibm.db2.jcc.a.id.executeUpdate(id.java(Compiled Code))
at com.ibm.ws.rsadapter.jdbc.WSJdbcPreparedStatement.
    pmiExecuteUpdate(WSJdbcPreparedStatement.java(Compiled Code))
at com.ibm.ws.rsadapter.jdbc.WSJdbcPreparedStatement.
    executeUpdate(WSJdbcPreparedStatement.java(Compiled Code))
```

The SQLCODE: -964, SQLSTATE: 57011 error occurs when the transaction log space is depleted. This problem can occur because of a temporary increase in the number of active transactions.

1. Open a DB2 command window.
2. Run the following command:

```
db2 get snapshot for all on itimdb
```

3. Examine the values of the following entries to determine if the database is running low on available log space:
  - Log space available to the database
  - Log space used by the database
  - Secondary logs allocated currently
4. Increase the number of secondary log files available to the database by 12 to provide additional log file space:
  - a. From the DB2 command window, run the following command:

```
db2 update db cfg for itimdb using logsecond
```

- b. Specify a value of logsecond plus 12 for *x*.

If the problem reoccurs, DB2 UDB in-doubt transactions might be the cause. In-doubt transactions result in transaction log space shortage. Previous server failures or crashes cause the transaction log to become full when transactions are performed. To correct this problem, complete these steps:



**CAUTION:** If IBM Security Identity Manager Server is running, changing transactions with timestamps close to the current time can cause server failures.

1. From a DB2 command window, connect to the Security Identity Manager database.

2. Run the following command:

```
db2 list indoubt transactions with prompting
```

3. Roll back any transactions with a timestamp near the time of the server crash.

## Error occurs during recovery of Oracle database transactions

---

The WTRN0037: The transaction service encountered an error on an `xa_recover` operation error occurs during automatic generation of IBM Security Identity Manager accounts.

WebSphere Application Server attempted to recover Oracle database transactions. Oracle requires special permissions for recovery. You can correct this problem by running the following command to grant permissions:

1. Log in as the user **SYS**.
2. Run the following commands:

```
grant select on pending_trans$ to public;
grant select on dba_2pc_pending to public;
grant select on dba_pending_transactions to public;
grant execute on dbms_system to <user>;
```

The default Security Identity Manager database user is `itimuser`.

## System failure causes data synchronization problem

---

If a system fails during data synchronization, you might not be able to run data synchronization after a system restore. WebSphere Application Server and database failures can cause this problem.

When data synchronization starts, IBM Security Identity Manager sets the **STATUS** column to Started in the **ITIMDB.SYNCHRONIZATION\_HISTORY** table. When the system fails, the status is not updated to Failure. You must set data synchronization status correctly in the **SYNCHRONIZATION\_HISTORY** table. Complete these steps:

1. Connect to the Security Identity Manager database.
2. Open the **SYNCHRONIZATION\_HISTORY** table.
3. Locate the entry for data synchronization that reads Started in the **STATUS** column.

**Note:** Only one Started entry is displayed.

4. Change the value of Started to Failure.
5. Commit the change to the database.
6. Run data synchronization.

## Oracle database fails to create enrole\_data\_001.dbf data file

---

You might receive an error message that `enrole_data_001.dbf` exists. This error occurs during IBM Security Identity Manager installation. It also occurs after running the **DBConfig** command.

You can point several instances of Security Identity Manager to multiple databases on the same Oracle server. Complete these steps:

1. Copy and modify this code example in the `$ISIM_home/config/rdbms/oracle/enrole_admin.sql` file. The **bold** highlighting shows the two lines to modify.



**Note:** The value `enrole_data_001.dbf` was changed to `enrole_data_002.dbf`. Increment this value for each additional instance on the same Oracle server.

```
# pwd
/u02/enrole/config/rdbms/oracle
# more enrole_admin.sql
CREATE TABLESPACE enrole_data
DATAFILE 'enrole1_data_002.dbf'
SIZE 160M
AUTOEXTEND ON
NEXT 20M
MAXSIZE 1024M
DEFAULT STORAGE (INITIAL 10M
NEXT 1M
PCTINCREASE 10)
PERMANENT
ONLINE
LOGGING;

CREATE TABLESPACE enrole_indexes
DATAFILE 'enrole1_idx_002.dbf'
SIZE 160M
AUTOEXTEND ON
NEXT 20M
MAXSIZE 1024M
DEFAULT STORAGE (INITIAL 10M
NEXT 1M
PCTINCREASE 10)
PERMANENT
ONLINE
LOGGING;

CREATE USER itimuser IDENTIFIED BY itimuserPwd
DEFAULT TABLESPACE enrole_data
QUOTA UNLIMITED ON enrole_data
QUOTA UNLIMITED ON enrole_indexes;
GRANT CREATE SESSION TO enrole;
GRANT CREATE TABLE TO enrole;
#
```

2. Add the code to create the `/$ISIM_home/config/rdbms/oracle/enrole_admin.sql` file.

**Note:** Add the code after you start the Security Identity Manager installation, and before you submit the **DBConfig** portion of the installation.

## Cannot connect to the database after running the Middleware Configuration program

You cannot connect to the database after running the Middleware Configuration program on DB2. You might see this error message: `SQL1762N Unable to connect to database because there is not enough space to allocate active log files. SQLSTATE=08004`.

This message indicates that the logging size setting might be too large to create when you reconnect. Tuning IBM Security Identity Manager sets logging to the suggested size.

```
Log file size (4KB) (LOGFILSIZ) = 10000
```

Increase the disk space in the logging partition in the home directory of the DB2 instance. For example, `/home/db2admin`.

## Default multi-threaded DBPURGE operation on IBM DB2 database might not always work in a large environment

Multi-threaded **DBPurge** operation might fail with deadlock in database systems even though all optimization steps are followed.

**Note:** This scenario and the workaround apply to IBM Tivoli Identity Manager, version 5.1 and later versions of IBM Security Identity Manager.

The IBM Security Identity Manager **DBPurge** operation, by default, uses four threads for the IBM DB2 database. You can run the **DBPurge** operation with one thread by specifying the `-threads 1` argument in the **DBPurge** command.

If you run the **DBPurge** operation without the `-threads 1` option, the operation might fail with errors similar to the following one:

```
DB2 SQL Error: SQLCODE=-1476, SQLSTATE=40506,SQLERRMC=-911
```

The error indicates that either a database timeout or deadlock occurred.

The issue resulted from a deadlock condition between the multiple threads of the **DBPurge** operation. Tables that have defined foreign key constraint and have no defined index on the foreign key column might cause a deadlock or a lock timeout in the database system.

See the IBM DB2 documentation (<http://pic.dhe.ibm.com/infocenter/db2luw/v9r7/topic/com.ibm.db2.luw.admin.perf.doc/doc/c0004121.html>) for this scenario.

Example:

The **ACTIVITY\_LOCK** table has a foreign key constraint that is defined with the **PROCESS\_ID** and **ACTIVITY\_ID** fields of the **PROCESS** and **ACTIVITY** tables. The **ACTIVITY\_LOCK** table does not have an index for a foreign key **ACTIVITY\_ID** column.

The **DBPurge** utility refers to the following tables which have no index entries that are defined in foreign key column:

- The **ACTIVITY\_LOCK** table does not have an index entry for the foreign key **ACTIVITY\_ID** column.
- The **PENDING** and **PENDING\_REQUESTS** tables do not have index entries that are defined on the foreign key column. However, this table has the foreign key and primary key that is defined on the same column, **PROCESS\_ID**. The database creates the index internally for the **PROCESS\_ID** column.
- The **PROCESSDATA** and **RECONCILIATION\_INFO** tables have index entries that include the foreign key column. However, the tables do not have index that contains only the foreign key columns. The DB2 documentation specifies that you must create an index that contains only the foreign key columns, to resolve the deadlock issue.

You can resolve this problem by creating the following extra index entries in the IBM Security Identity Manager database:

- `CREATE INDEX ENROLE.ACTIVITY_LOCK_AIDX ON ENROLE.ACTIVITY_LOCK (ACTIVITY_ID ASC) MINPCTUSED 10 ALLOW REVERSE SCANS;`
- `CREATE INDEX ENROLE.PROCESSDATA_PIDX ON ENROLE.PROCESSDATA (PROCESS_ID ASC) MINPCTUSED 10 ALLOW REVERSE SCANS;`
- `CREATE INDEX ENROLE.RECONCILIATION_INFO_RIDX ON ENROLE.RECONCILIATION_INFO (RECONID ASC) MINPCTUSED 10 ALLOW REVERSE SCANS;`

Creating the additional index entries ensures that **DBPurge** operation completes without a deadlock on a DB2 database when multiple threads of **DBPurge** operation run simultaneously.

## Error message CTGIMI094E when searching for access in Identity Service Center

When a regular expression is used in the provisioning policy to grant group entitlement, you must be sure that the Java class to support regular expressions is loaded on the database server correctly.

Be sure to follow the steps to configure the Java class to support regular expressions for your database. See "Regular expressions for access requests" in the *Installation Guide* in the IBM Security Identity Manager product documentation website at [http://publib.boulder.ibm.com/infocenter/tivihelp/v2r1/index.jsp?topic=/com.ibm.isim.doc\\_6.0.0.2/kc-homepage.htm](http://publib.boulder.ibm.com/infocenter/tivihelp/v2r1/index.jsp?topic=/com.ibm.isim.doc_6.0.0.2/kc-homepage.htm)

If the Java class for regular expression support is not configured, you receive an internal server error when you search for access for a user during Request Access in the Identity Service Center. The error message with ID=CTGIMI094E is logged in the message log.



---

# Chapter 11. Troubleshooting IBM Security Directory Server problems

This section describes solutions for potential problems using IBM Security Directory Server.

---

## User modifications fail with ObjectClassViolation errors in IBM Security Directory Server

---

The requests to create or modify a user fail when using the default Person user profile. Length restrictions for certain user attributes cause this failure.

### Problem

The IBM Security Directory Server schema imposes length restrictions on several attributes in the `inetOrgPerson` object class such as *initials*, *employeeNumber*, and *telephoneNumber*.

The following errors can help you determine if a user-related request fails due to a length restriction:

- The audit trail request for IBM Security Identity Manager displays the following error in the process result:

```
CTGIM0017E: The following directory server schema violation occurred.  
Error: [LDAP: error code 65 - Object Class Violation]
```

You can observe this error message by viewing the failed request in the **View Requests** console.

- The IBM Security Directory Server `ibmslapd.log` file contains an error similar to the following:

```
GLPRDB069E: Attribute EMPLOYEEENUMBER has a maximum value length of 20.  
Current attribute value is of length 27.
```

The `ibmslapd.log` log file is produced by IBM Security Directory Server.

### Solution

You can prevent request failures due to length violations with one of the following actions:

- Customize the Person form with the necessary field constraints. Customizing the Person form with the necessary field constraints prevents user errors and ensures that values conform to the requirements.
- Increase the maximum length of the attributes in the directory server schema.

**Note:** IBM Security Directory Server specifies each schema length constraint in number of bytes. Certain character sets require multiple bytes to represent a single character. When customizing the form or changing the schema length constraints, it is important to consider whether or not attribute values are specified using a multibyte character set.

---

## Preventing connection problems with multiple LDAP sessions

---

On the Microsoft Windows operating system, the IBM Security Directory Server supports a default of 64 concurrent connections.

Connection attempts beyond 64 connections from the IBM Security Identity Manager Server fail and display a `Directory Server not available` error message like this example:

```
Connection pool exceeded: directory server not available
```

To limit connection problems, define the value of `SLAPD_OCHANDLERS` to increase the available connections.

1. Locate the following stanza in the `ibmslapd.conf` file:

```
dn: cn=Front End, cn=Configuration
```

The default directory of the `ibmslapd.conf` file depends on the operating system.

**Microsoft Windows systems**

`C:\idssldap-ldapdb2\etc`

**UNIX and Linux systems**

`/home/ldapdb2/idsslapd-ldapdb2/etc`

2. Add the following line to this stanza:

```
ibm-slapdsetenv: SLAPD_OCHANDLERS=number-of-threads
```

One thread supports 64 connections. If there are multiple instances of the IBM Security Identity Manager Server, increase this value. If there are two instances of the server, each requiring a minimum of 50 simultaneous LDAP connections, specify a value of 2 or larger. For example, add this line to the following stanza:

```
ibm-slapdsetenv: SLAPD_OCHANDLERS=4
```

3. Save the changes.
4. Restart the IBM Security Directory Server so that the changes take effect.

## Changing from a Sun ONE Directory Server causes index loss

After an initial installation that uses the Sun ONE Directory Server, changing to another LDAP server causes the loss of certain indexes.

You must add the missing indexes manually to the new LDAP server from the `er-indexes.conf` file on the initial LDAP server.

Complete these tasks from the Sun ONE Directory Server administration console:

1. Navigate to `Data=itim_suffix`. For example, `itim_suffix` is a value such as `dc=com`.  
dc denotes Domain Component.
2. Click **Add attributes**.
3. Add the following attributes:

```
index erparent eq
index erroles eq
index erservice eq
index ersupervisor eq
index ersponsor eq
index erhost eq
index erauthorizationowner eq
index erprerequisite eq
index erenabled eq
index errolename pres,eq
index eraliases eq,sub
index erservicename pres,eq,sub
index erobjectprofilename pres,eq
index ercustomclass eq
index eroid eq
index erisdeleted pres
index erpolicyitemname pres,eq,sub
index erlabel eq,sub
index erkeywords eq,sub
index erpolicytarget eq,sub
index erreppolicytarget eq,sub
index erpolycymembership eq,sub
index eroverride eq
index eruserclass eq
index erprocessname pres,eq
index eracl pres
index eruid eq,sub
```

```
index erdraft eq
index erscope pres
index ersystemrolecategory eq
index erversionid eq
index erglobalid eq
index eradministrator eq
index ercategory eq
index erformname eq
index erpersonstatus eq
index eraccessdescription eq
index eraccessname eq
index ertype eq
index erword eq
index o eq,sub
index ou eq,sub
index owner eq
index l eq,sub
index manager eq
index description eq,sub
index ergroupdescription eq
```

4. Save the attributes.
5. Add the rules that are specified next to the attribute name.
6. Navigate to Data=*itim\_suffix* and right-click *itim\_suffix*.
7. Select the **Re-index** option.





---

## Chapter 12. Troubleshooting email problems

This section describes solutions for email problems.

---

### Cannot send email from IBM Security Identity Manager Server

---

If you cannot send an email, check the mail server properties. For example, you might not be able to send an email notification of a password change.

The properties are in the `enRoleMail.properties` file.

The following list shows the default directory for the file:

**Microsoft Windows systems**

`C:\Program Files\IBM\isim\data`

**UNIX or Linux systems**

`/opt/IBM/isim/data`

Take these actions:

- Verify that the mailing protocol and host are correct. SMTP is the most commonly used protocol.
- Check the server log for mail-related messages.
- Check the host server name. Use the **nslookup** command to list the mail server name and IP address for a specific domain.
  1. Access the command prompt.
  2. Enter the **nslookup** commands as follows:

```
nslookup
> set type=MX
> domain-name
```

where *domain-name* is the Internet domain name of the email addresses of your organization. For example, `us.yourcompany.com`.

---

### Cannot send email to external mail addresses

---

You might not be able to send email to external email addresses.

This problem might be caused by the relay permission on your mail server.

Your mail server must be set up for relaying from the machine that runs the IBM Security Identity Manager Server.

---

### No information provided when email notifications are not delivered

---

When email notifications are not delivered through the IBM Security Identity Manager Server, there is no information to determine the cause of the problem. The information provided by the user to create and send the email notifications probably contains errors that can cause delivery failures.

Enable tracing and perform a task that generates an email notification. Examine the `trace.log` file to determine what errors occur.

**Note:** The `trace.log` file entries are saved in English only.

## Email searches can slow performance when you are provisioning many accounts

---

When you provision accounts to users without email addresses, you might experience slow performance. For large populations, the LDAP search for system administrators can slow down provisioning. To avoid this issue, ensure that user records have email addresses if you want email notifications. If you do not want email notifications, disable them to avoid the lookup.

The product is configured to send an email for an action, such as the creation of a new account. IBM Security Identity Manager follows this process:

1. Checks if the user has an email address on the person record.
2. Checks the manager of the user if no email address is found.
3. Sends an email to the system administrators, if the manager does not have an email address or the user does not have a manager.

To disable email notifications for a specific activity, such as new account creation, complete these steps:

1. Log in as a system administrator.
2. Expand **Configure System** in the navigation pane.
3. Select **Workflow Notification Properties**.
4. In the **E-mail Notification Templates** section, locate the notification you want to disable.
5. In the **Status** column, hover over the menu and click **Disable**.
6. Click **OK**.

The change takes effect immediately.

## Email notification template for canceling requests is not applied after installing Fix Pack 6.0.0.3

---

IBM Security Identity Manager Fix Pack 6.0.0.3 includes support for entering the reason for canceling a request. With Fix Pack 6.0.0.3, the **Process Completion Template** includes information about who canceled the request, why the request was canceled, and when the request was canceled.

You can use the **Workflow Notification Properties** page to manually add information about canceling a request to the email notification template. When you install the IBM Security Identity Manager Fix Pack 6.0.0.3, the email notification template content that includes information about canceling a request is not automatically applied. The template changes that are available with Fix Pack 6.0.0.3 are not automatically applied so that the installation process does not overwrite any custom changes that you might have made to the email templates.

1. From the navigation tree, select **Configure System** > **Workflow Notification Properties**.
2. On the **Workflow Notification Properties** page, in the **E-mail Notification Templates** table, select **Process Completion Template**. Then, click **Change**.
3. In the **Notification Template** page, modify the **Plaintext body** field by adding this code to the end of the existing code:

```
<JS> if (process.canceledBy != null) { '<RE key="CanceledBy"/>: ' + process.canceledBy; }</JS>
<JS> if (process.canceledBy != null) { '<RE key="DateCanceled"/>: ' ; }</JS> <RE
key="readOnlyDateFormat"><PARM>
<JS> if (process.canceledDate != null) return process.canceledDate.getTime(); else return '';</JS></
PARM></RE>
<JS> if (process.canceledBy != null) { '<RE key="CanceledReason"/>:
<JS> (process.canceledJustification == null)? '': process.canceledJustification;</JS>'; }</JS>
```

4. In the **Notification Template** page, modify the **XHTML body** field by adding this code inside the table:

```
<tr align="left" valign="middle"><td class="text-description" bgcolor="EBEDF3">
  <RE key="CanceledBy"/>:</td><td width="773" class="text-description" bgcolor="white">
```

```

    <JS>process.canceledBy;</JS></td></tr>
<tr align="left" valign="middle"><td class="text-description" bgcolor="EBEDF3">
<RE key="DateCanceled"/></td><td width="773" class="text-description" bgcolor="white">
<RE key="readOnlyDateFormat"><PARAM>
<JS>if (process.canceledDate != null) return process.canceledDate.getTime();
else return '';</JS>
</PARAM></RE></td></tr>
<tr align="left" valign="middle"><td class="text-description" bgcolor="EBEDF3">
<RE key="CanceledReason"/></td><td width="773" class="text-description" bgcolor="white">
<JS>process.canceledJustification;</JS></td></tr>

```

Place the new code inside the table between these two sets of existing code:

```

<pre><JS>Enrole.localize(process.resultDetail, "$LOCALE");</JS></pre></td></tr>

```

and

```

</table>
</td>
<!-- End Of Notification body -->

```

5. To save the changes, click **OK**.
6. On the **Workflow Notification Properties** page, click **OK**. On the **Success** page, click **Close**.

### Related tasks

[Manually applying the email notification template changes for canceling a request in the \*Administration Guide\*](#)



---

## Chapter 13. Troubleshooting browser problems

The following section describes solutions for problems that involve a web server and a web browser.

### Subform does not start when the same browser instance is shared by multiple users

---

The problem occurs when IBM WebSphere Application Server security integration check is enabled for the Identity Service Center and multiple users open the subform using the same browser instance.

To avoid the problem, close all browser windows after you log out of the Identity Service Center. Start a new browser session when you next log in to the Identity Service Center

### Page help does not display

---

In some browsers, the page helps for the IBM Security Identity Manager administration console might generate a Java 404 error.

The page help file is loaded after the console page load is completed. This loading might take a second or more depending on your computer. If you open the page help before it is loaded, the 404 error is generated. If you click the help icon again after the file is loaded, the help file opens.

### Identity Service Center login orientation error in Internet Explorer 10.0

---

The Identity Service Center login information incorrectly displays on the right side of the panel when it is viewed in Internet Explorer, version 10.0.

#### Problem

After the IBM Security Identity Manager 6.0 was installed on an AIX® environment, the developer accessed the Identity Service Center in Microsoft Internet Explorer, version 10. The login orientation was different and the information were incorrectly flushed on the right side of the panel.

#### Solution

The default setting for Microsoft Internet Explorer, version 10 is **Browser mode: IE10**.

The issue occurs only if the user sets the browser to Microsoft Internet Explorer, version 10 browser to **Compatibility View**.

To fix the issue, start the Identity Service Center in the Internet Explorer browser mode or native mode.

1. To set the native mode, press **F12** to open the Microsoft Internet Explorer developer tools.

If the Microsoft Internet Explorer is in compatibility view, which is the case for this issue, then **Browser Mode: IE 10 Compat view** displays in the developer tools.

2. Select **Browser Mode: IE 10 Compat View**.
3. From the drop-down menu, select **Internet Explorer 10**. Your screen is automatically refreshed.

## Administrator Console does not display correctly on Internet Explorer 10.0 in bidirectional mode

---

### Problem

Unable to render IBM Security Identity Manager 6.0 Administrator Console correctly on Microsoft Internet Explorer, version 10, in bidirectional mode.

### Solution

To fix the issue, start the IBM Security Identity Manager 6.0 Administrator Console in the Internet Explorer, version 10, browser.

1. To set the browser to **Compatibility View**, go to the toolbar and select **Browser Mode: IE10**.
2. From the drop-down menu, select **Internet Explorer 10 Compatibility View**. Your screen is automatically refreshed.

## Mozilla Firefox web browser truncates double-byte characters in text fields

---

The Mozilla Firefox web browser truncates double-byte text characters in an input field. This problem is a browser limitation related to the font size.

### Problem

Text fields that contain double-byte characters appear to vertically truncate the text when viewed at certain font sizes. The text appears to move down in the input field. The characters at the bottom are truncated. This problem does not occur with Microsoft Internet Explorer.

### Solution

You can prevent the truncation with one of the following actions:

- Use the Microsoft Internet Explorer web browser.
- Decrease the font size in the Mozilla Firefox web browser. Complete one of the following actions:
  - Simultaneously press the **Ctrl** key and the **-** key.
  - Select **View > Zoom > Zoom Out** from the browser menu bar.

## Enabling Microsoft Internet Explorer active scripting

---

For Microsoft Internet Explorer, ensure that the **Active scripting** item is enabled in the **Scripting** section of the web browser. If you disable active scripting, some websites might not function properly, or can cause online security problems.

Complete these steps to enable active scripting:

1. Click **Tools > Internet Options** on the browser menu bar.
2. Click the **Security** tab.
3. Click the **Internet** icon.
4. Click **Custom Level**.
5. Click the **Scripting > Active Scripting** list item.
6. Click **Enable**.

## Update issues in the Administrator Console on Internet Explorer, version 10.0, native mode

---

### Problem

The following IBM Security Identity Manager 6.0 Administrator Console pages are not updated when you click the **OK**, **Apply**, or **Cancel** buttons in an Internet Explorer, version 10 native mode environment:

- Manage Account Workflows
- Manage Operations

### Solution

To fix the issue:

1. Start the IBM Security Identity Manager 6.0 Administrator Console in the Internet Explorer, version 10 browser.
2. Set the browser to **Compatibility View**.

To set the browser to **Compatibility View**, go to the Address bar and check if the **Compatibility View** button is available.

- Click the **Compatibility View** button if it is available.
- If you do not see the **Compatibility View** button in the Address bar, then you do not have to turn it on.

## Increasing the web session timeout interval

---

A web session might timeout before a form customization is complete. For example, a session interval can expire while a form customization task is in progress, but the session does not time out until the task finishes. The default timeout interval is 30 minutes.

### About this task

If the web session times out unexpectedly, you can increase the web session timeout interval.

**Note:** Increasing the web session timeout interval can affect performance if multiple users have active sessions.

### Procedure

1. On the WebSphere Application Server administrative console, click **Enterprise Applications > ITIM > Web modules > app\_web.war > Session Management**.
2. In the **Session timeout** field, increment the interval. For example, 60 minutes.

## Cannot initiate a session with IBM Security Identity Manager Server

---

Enable cookies in the browser to establish a session with the IBM Security Identity Manager Server.

Do not start two or more separate browser sessions from the same client computer. Consider the two sessions as one session that yields unpredictable results.

## Table columns truncate entries that exceed 50 characters (Mozilla Firefox only)

---

Mozilla Firefox truncates some table column entries that exceed 50 characters.

This browser limitation can cause a problem when two or more items have the same 50 characters at the beginning. The entry looks identical to the user.

If possible, use naming conventions that ensure uniqueness up to 50 characters. If it is not possible to ensure uniqueness in a 50-character range, use Microsoft Internet Explorer to do certain tasks.

## Drop-down lists and pop-up menus do not display (Mozilla Firefox only)

---

Mozilla Firefox web browser might not display drop-down lists and pop-up menus.

Mozilla Firefox web browser does not display the entire list of tasks because of these reasons:

- If you select the icon next to a user name in a list
- The name is at the bottom of the window

To view a complete list of tasks, use the ↓ key to scroll through the entire list.

## Mozilla Firefox does not wrap text in a table column

---

The text does not fit in a table column and does not wrap in a Mozilla Firefox browser.

Text that does not fit inside a table column does not wrap. For example, an email address might not fit inside the **E-Mail Address** column. Use the mouse to highlight the text and drag it toward the edge of the column. This action scrolls the text in the direction of the mouse movement.

## Window does not resize properly (Mozilla Firefox only)

---

The Mozilla Firefox web browser window does not resize properly.

If a window does not fill the web browser space after a resizing operation, resize the window again. This error can happen the first time that you resize the window.

## Inconsistent tab order between supported web browsers

---

For the Mozilla Firefox web browser, the tab order is inconsistent between supported web browsers.

In windows that display the **Password Rules** table, for example, if you select **Allow me to type a password** in the **Confirm Password** window, you enable the other fields. You can then use the **Tab** key to navigate to the **Password** and **Confirm Password** fields.

In the Mozilla Firefox web browser, however, the cursor moves from the **Confirm Password** field to the **Password Rule** column of the **Password Rules** table, instead of moving directly to the **Submit** button.

Use the mouse rather than the **Tab** key to select the **Submit** button.

## Mozilla Firefox browser overwrites the session management behavior

---

Some unexpected session management behaviors occur when the **Startup** mode is set to Show my windows and tabs from last time in the Mozilla Firefox web browser.

With this setting, the session is not terminated. The web browser also does not clear cookies from the previous session, including the LTPA token, even after you close or reopen the web browser. This setting



causes unexpected behavior in IBM Security Identity Manager because the Security Identity Manager expects the following behaviors when the web browser is closed:

- The session to be terminated
- The session cookies to be cleared.

Do not use this setting in the Mozilla Firefox web browser because it is not supported. If required, clear all cookies or use another web browser like Microsoft Internet Explorer to carry out certain tasks.

## Reports show erroneous characters after a Japanese language pack installation

---

You can encounter an IBM Security Identity Manager report problem after you install Japanese from the language pack.

**Problem:** After you install Japanese from the language pack, viewing a report shows erroneous characters if you select English at the Security Identity Manager logon. However, if you select Japanese as the language at the logon, the report is displayed correctly.

**Workaround:** This problem occurs if you run a Japanese language report and set the locale to English, because the default English font does not support DBCS characters. To view reports generated in a double-byte character set (DBCS) language, specify a font that can display DBCS characters. This workaround applies for locales other than English when DBCS characters are not supported by the respective font.

Complete these steps:

1. Open the `ISIM_HOME/data/enRoleFonts.properties` file.
2. Comment out the `$LOCALE=$font_name` line for the English font. For example, if characters in the report are Japanese, and `$LOCALE = en`, comment out `en=sans-serif`.
3. Add a line for the `$LOCALE=$DBCS_character_support_font_name`. The following language fonts are supported:
  - Japanese
  - Simplified\_Chinese
  - Traditional\_Chinese
  - Korean
4. Configure the web browser.
  - a. Choose your preferred language from the Language list.
  - b. Use **Move Up** to place your language at the top of the list.

**Note:** Your preferences for that language must always be ordered from most to least specific, top to bottom.



---

# Chapter 14. Troubleshooting report problems

The following section describes solutions for the IBM Security Identity Manager Cognos® report problems.

## Problems and their solutions

### Viewing a report in Turkish locale shows characters that are not translated as '#'.

After you install Turkish from the language pack, the problem occurs because the PDF report by default is unable to render some Turkish characters. To view reports that are generated in the Turkish language, specify a font that can display Turkish characters.

#### Solution

1. Open the `ISIM_HOME/data/enRoleFonts.properties` file.
2. Comment out the line `en=sans-serif`

```
#en=sans-serif
```

3. Add this line:

```
tr=MiddleEast
```

4. Save the file.

### IBM Cognos audit history report does not show the audit of an account that is provisioned on the managed resource

IBM Cognos audit history for an account does not show the audit of the account that is provisioned on the managed resource when "Default Account Request Workflow" is configured with the entitlements that are associated with the provisioning policy.

#### Solution

To generate the audit history reports for the accounts with the default workflow, clear the **Approval Start Date** and **Approval End Date** check boxes, and then run the report.

### IBM Security Identity Manager Cognos report execution fails on Oracle data source

During the report generation on Oracle data source, if you select more than 1000 filter values on the prompt page, the report execution fails.

#### Solution

1. Open the report in IBM Cognos Report Studio.
2. Open the prompt page and edit the property **Rows Per Page** for all input widgets.
3. Set the value to less than or equal to 1000.

### The scope for the default provisioning policy is shown as blank on Oracle database.

When you generate the customized IBM Cognos report that includes provisioning policy scope in it, the scope for the default provisioning policy is shown as blank. This issue is specific to Oracle database.

#### Solution

If the scope for the default provisioning policy is shown as blank on Oracle database, then, interpret the scope of a provisioning policy as `Subtree`.

### No data is displayed in the IBM Security Identity Manager Cognos audit history report

Account audit is not supported for an account that is added and does not have a defined workflow. To audit the accounts for an audit history report, the default workflow or custom workflow must be attached to the provisioning policy that is created.

### Long filter values are not shown completely on the prompt pages

Follow the technote link <http://www.ibm.com/support/docview.wss?uid=swg21341018> to resolve this issue. The information in the technote also applies to IBM Cognos Business Intelligence 10.2.1 version.

## Known limitations

### **IBM Security Identity Manager administrative console reports do not display information about accounts that are requested through the Identity Service Center**

#### **Solution**

Operations that are performed in the Identity Service Center do not generate audit records. They generate access records in IBM Cognos. Use IBM Cognos audit history report to view them.

### **User entitlements are not displayed in Legacy Administrator console reports and in BIRT reports**

Both the Legacy Administrator console reports and BIRT reports do not show the entitlements granted to an individual when the provisioning policy membership is set to "All Other Users". To resolve the problem, use Cognos-based entitlements granted to an individual report to get the entitlement details.

### **IBM Cognos entitlements report shows the provisioning policy data that is in the draft state**

The IBM Cognos entitlements report shows the entitlements that are granted to an individual. It lists all the users and the items for which they are entitled. The report also shows the provisioning policy information that includes the policies that are saved in the draft state.

### **Cannot truncate the length of the text in the pie charts**

An option or a property that can be set to truncate the length of the text is not available for the pie charts. You cannot truncate the length of the text in the pie charts.

### **Unable to interpret the date in the separation of duty policy violation report**

The date value in the Separation of duty policy violation report shows the numbers only. This value is the time in the seconds since the Epoch date.

### **Languages that are not supported by the IBM Cognos Business Intelligence Server 10.2.1**

IBM Cognos Business Intelligence Server 10.2.1 does not support the following languages:

- ar=Arabic
- iw=Hebrew

It provides partial support for the following language:

- el=Greek

The IBM Cognos Business Intelligence Server 10.2.1 is not fully translated into the Greek language. Only components like Cognos Viewer, Cognos Connection, Cognos Administration, and Cognos Workspace support translation in the Greek language.

**Note:** The unsupported languages are not in the **Product Language** list, although they are displayed in the **Content Language** list in the Cognos configuration of IBM Cognos Business Intelligence Server.

### **Duplicate entries of the account add operation are observed when you run the account audit report**

Duplicate entries of the account add operation are observed if the provisioning policy is configured with the default workflow and an extra custom workflow is created in IBM Security Identity Manager Console under **Configure System > Manage Operations**.

#### **Solution**

Remove the default workflow that is defined in the provisioning policy. Therefore, only the custom workflow that is defined would be effective, which would be captured in the account audit report.

### **Custom workflows that are defined in IBM Security Identity Manager are not supported for the following type of actions on an account**

Only the default workflows are supported for the following actions on an account.

- Restore
- Suspend

### **Audit of the custom access type is not supported in the access audit history report**

Any custom access type that is defined as access for a role, service, or group cannot be audited in the access audit history report.

## Ignorable warning XJMS0021E for a destination and bus workclass problem is logged to WebSphere Application Server systemOUT.

Message XJMS0021E is logged to WAS systemOUT. The cause is unknown. This is a known limitation. Ignore the warning.

See [“IBM Security Identity Manager uninstallation or reinstallation might create bus error messages” on page 88.](#)

## Out of memory during data sync with many administrators

You might encounter a memory issue during data synchronization when you have many administrators for one or more admin domains.

As an example, consider the following organization (container) structure:

```
Organization
|--- Client Admin Domains -- Have 1000 Administrators
|--- Client Admin Domain 1 -- Have 3 Administrators
|--- Client Admin Domain 2 -- Have 3 Administrators
|--- Client Admin Domain 3 -- Have 3 Administrators
|--- .....
|--- .....
|--- Client Admin Domain 50000 -- Have 3 Administrators
```

Administrators of the parent container are also administrators of child containers. So each child admin domain from 1 to 50000 have 1003 administrators. This administrator detail is stored in memory in a 'HashMap' during data sync process.

The data that is stored in 'HashMap' has the following format:

(**Key** - DistinguishedName of container, **Value** - HashSet of SystemUser DNs of the administrators)

Since there are around 50000 admin domains (child containers), each having approximately 1000 administrators, the number of HashSet objects are approximately 50000 and the total number of objects that are stored in the HashSet will be 50,000,000 (50,000 containers \* 1000 administrator entries for each container). Thus the amount of memory that is used is large and results in out of memory.

Each entry in HashSet takes 32 bytes of memory. So the memory occupied by 1000 SystemUser DNs is approximately 32000 bytes = 31 KB. 31 KB of memory is required to store SystemUser information of each container. Since you have 50000 containers, total memory that is required is approximately 1600000000 bytes (50000 containers \* 32000 bytes used for storing administrators details of each container) = 1.49 GB.

Tune the following two properties `adminCacheSize` and `supervisorCacheSize` in `adhocreporting.properties` file to limit the size of the HashMap.

- The property, `adminCacheSize`, specifies the maximum number of admin domain containers whose administrator data is stored in the cache (HashMap).
- The property, `supervisorCacheSize`, specifies the maximum number of OU/Location containers whose supervisor data is stored in the cache (HashMap).

You must have an idea about the number of administrators set for any container. Administrators of a parent container are also administrators of child containers.

Remember the following considerations:

- Number of administrators of the parent container = Number of elements that are stored in the HashMap for parent container. Each element is an object of `HashMap$Entry` instance.
- Memory that is used by `HashMap$Entry` instances to store administrator information for a single container = Number of administrators of a single container \* 32 bytes
- If you have  $x$  numbers of child containers for this particular parent container, then the number of `HashMap$Entry` instances are  $x * \text{number of administrators of the parent container}$ .

- Memory used = x containers \* number of administrators of the parent container \* 32 bytes

Depending on the memory usage value that is described, the number of container details that you store in memory, must be decided. You decide this value, so that the memory that is used will not be high. In an ideal scenario, you can limit the memory that is occupied by admin domain cache to 256 MB.

Use the following formula to calculate the appropriate value for the adminCacheSize.

Value of adminCacheSize property = (max memory limit \* 1024 \* 1024) bytes / (average number of administrators for each container \* 32 bytes)

For example:

If the described container structure scenario is considered, then the value of adminCacheSize property will be calculated as follows:

Value of adminCacheSize = (256\*1024\*1024) / (1000\*32) = 8388.608 = 8000 approximately (rounded figure).

The adminCacheSize value can be set to 8000, so that the memory that is used is 256000000 bytes (8000 containers \* 32000 bytes used to store administrators of each container) = 244 MB approximately.

This process limits the amount of memory that is used by the admin domain admin cache to 256 MB.

If you do not have such large number of administrators, the default value of -1 is appropriate. This default setting stores all the administrator details in memory. If your environment has a large number of administrators in the parent container and also have many child containers for the parent container, then you must confirm whether you are facing memory issues during data synchronization. The next step is to analyze the heap dumps and if the leak suspect is the HashMap storing HashSet objects, then configure the values of adminCacheSize and supervisorCacheSize by performing the calculation as explained above.

**Note:** A similar calculation is also applicable for the property, supervisorCacheSize. Supervisor is applicable only for OU and locations. Admin Domains and Business Partner Organizations do not have supervisors. This should be considered while deciding the number of containers present in the Organization structure.

## Configurable column sizes for report data sync tables

---

You can customize the column length values of the tables that are created during report data synchronization.

The default value for all the entries is 255.

All the reporting related table schemas are stored in the 'ENTITY\_COLUMN' table. The data that is stored in this table is used to create tables and columns at the time of data synchronization. As part of this fix, the 'ENTITY\_COLUMN' table is altered to add one more column, 'COLUMN\_LENGTH' to store the length of the column.

The customized column length value can be specified for a particular column by mentioning the entity and attribute name in the \$ISIM\_HOME\data\adhocreporting.properties file. The column length value is used to create the reporting tables. The column lengths of only the specified columns are changed, while other table columns are created with a default value of 255.

### Properties introduced in adhocreporting.properties file

- The property lets you specify the value of the column length to be set while creating reporting tables during data synchronization. These values determine the maximum amount of information that is stored in the database for the attribute and displayed in reports.
- List the entity and its attribute names with required column length values in the following format:  
entity.column.<entity\_name>.<attribute\_name>.length=<length\_of\_column>

For example:

```
entity.column.systemrole.description.length=500
```

- The unit of the value that is specified for the property is in bytes. For Oracle database the unit is as specified for the parameter **NLS\_LENGTH\_SEMANTICS**.
- The default value for the column length is 255. All the attribute values that are not specified by using this property has a default column length of 255. Permissible values for this property are in the range of 1 to 4000. The default value is used for invalid values.
- It is suggested not to set the column length value to less than the default value, 255, unless required. Setting a value that is less than the default value only for the attributes that are manually mapped by using the schema mapping and not for implicitly mapped attributes.
- The column length of the **default attributes** that are added in the parent table for each entity such as DN, CONTAINERDN, SUPERVISOR, OWNERDN, SELFDN, TARGETCLASS cannot be configured by using this property. The length can be configured for only those attributes, which can be mapped by using the report schema mapping. The ACI and AUDIT-related reporting tables' column length values cannot be configured.
- The column length value of existing tables for already mapped attributes is not changed during the incremental synchronization. Full data synch must be run to reconfigure the existing tables.
- If you are running incremental data synchronization or data synchronization utility from a separate system, the values for newly added property in the `adhocreporting.properties` present on this system must sync with the values in `adhocreporting.properties` file that is present on the system where IBM Security Identity Manager server resides.

#### How this fix works

- Full data synchronization
  - The value of the particular entry in the ENTITY\_COLUMN table is updated by reading the `$(SIM_HOME)/data/adhocreporting.properties` file during the initial step of full data synchronization process.
  - The value of the column length in the ENTITY\_COLUMN table is used to create the reporting tables and the data is truncated while inserting the data into these tables.
- Incremental data synchronization
  - The column length value in the ENTITY\_COLUMN table is used to truncate the data while inserting the data into these tables.
  - Incremental synchronization does not alter the schema of the existing tables that are already created for already mapped attributes. If the schema enforcement property is set to false, it neither creates or alters the table for newly mapped attributes nor updates the ENTITY\_COLUMN table.
  - If the schema enforcement property is set to true, the tables/columns are created/added to the existing reporting tables for newly mapped attributes with column length values that are specified in the property file and ENTITY\_COLUMN table is updated with new column length value. The same column length value is used to truncate the data values while loading the data in the tables.
  - If you want customized values for existing attributes, which are already mapped, they must run full data synchronization. The subsequent execution of the incremental synchronization truncates the data while populating the table.

## Data validity attributes are not synchronized

---

The **Data validity** time that is displayed in the report does not match the **Data validity** time that is displayed in the request.

When a report is requested from the IBM Security Identity Manager administration console, the request shows the **Data validity** attribute with the time that the report was generated. However, the actual report shows the **Data validity** attribute as occurring 12 hours earlier.

For example, a report that is requested on the console with a **Data validity** of September 23, 2015 9:20:21 AM generates a report with a **Data validity** of September 22, 2015 9:20:21 PM.

This condition is a known limitation.

## Data synchronization mismatch in the ercustomdisplay attribute mapping

---

In a **Person** profile type, the value for the mapped attribute **sn** is fetched from LDAP whereas the raw attribute **ERCUSTOMDISPLAY** is used to read the value from the obtained directory object. As a result, the **ercustomdisplay** attribute is empty in the Person table for inserted custom person.

### Solution

In the `ReportDataSynchronization.properties` file, change the following attributes from `=old` to `=new`.

```
accountSynchronizationStrategy
groupSynchronizationStrategy
organizationalContainerSynchronizationStrategy
personSynchronizationStrategy
roleSynchronizationStrategy
serviceSynchronizationStrategy
```

### Example

In the `ReportDataSynchronization.properties` file, set

```
accountSynchronizationStrategy=old
groupSynchronizationStrategy=old
organizationalContainerSynchronizationStrategy=old
personSynchronizationStrategy=old
roleSynchronizationStrategy=old
serviceSynchronizationStrategy=old
```

to

```
accountSynchronizationStrategy=new
groupSynchronizationStrategy=new
organizationalContainerSynchronizationStrategy=new
personSynchronizationStrategy=new
roleSynchronizationStrategy=new
serviceSynchronizationStrategy=new
```

## Orphan accounts are not displayed on the dashboard report

---

When an initial account status view is displayed for the orphan accounts on the IBM Security Identity Manager Cognos dashboard report, orphan accounts are not found.

Orphan accounts are not displayed during the initial account status view and the following message is displayed. `No orphan account found on managed resource.`

To resolve the problem, reselect the filters that are displayed in the left pane of the dashboard, and then click OK.

## Filters on each individual chart do not refresh in the dashboard report

---

In the IBM Security Identity Manager Cognos dashboard report, filters that are applied on each individual chart do not refresh based on the global filter value that is provided in the dashboard.

To resolve the problem, refresh the workspace. Click **Refresh Workspace** in the workspace toolbar.



## Dashboard report fails to show the aggregate values or measures on the chart

---

When the IBM Security Identity Manager entities such as business unit, provisioning policy, or service are duplicate, the IBM Security Identity Manager Cognos dashboard report does not display the aggregate values on the chart.

To resolve the problem, ensure that the entity names that are defined in the IBM Security Identity Manager are prefixed to make them unique.

## Provisioning policy membership chart takes a long time to load in the dashboard report

---

In a large deployment scenario, the query takes a long time to render the data on the IBM Security Identity Manager Cognos dashboard report for the provisioning policy membership chart.

To resolve the problem:

- Hide the Provisioning Policy Membership chart.
  1. Right-click the Provisioning Policy Membership chart.
  2. Select **Remove from Workspace**.
- Display the reports.
  1. Click **My preferences**.
  2. Select the **Show hidden entries** check box in the IBM Cognos Connection.
- If the data is not displayed in the provisioning policy membership chart, edit the query that is associated with the chart to provide the required filters. Then, start the dashboard report.

**Note:** The required chart and its query are available in the report name **Workspace Tab Report** that is hidden under the package **ISIMReportingModel\_6.0.0.3** in the IBM Cognos Connection portal.

## Best practices to run the Cognos reports in a large data deployment scenario

---

Follow the best practices when you run IBM Security Identity Manager or IBM Security Privileged Identity Manager Cognos reports in a large data deployment scenario.

### Use parameters or filters when you run PDF report

When you run the reports with the default report parameters, all the records rendered. Use the reporting parameters or filters to scope down the records.

### Prefer HTML format

IBM Security Identity Manager Cognos reports in the HTML format support pagination. When you run the report in HTML format, it renders one page at a time. Click the page down link on the report to display the next page.

### Tune the database

See the *Performance* section at <http://www.ibm.com/support/knowledgecenter/SSRMWJ/welcome>.

## Web session does not time out when the provisioning policy change preview is in progress

---

If the provisioning policy preview is in progress, the web session does not time out.

The provisioning policy change preview automatically refreshes the IBM Security Identity Manager user interface every 10 seconds to update the preview status. It does not acknowledge the default web session idle timeout (10 minutes).

It is a known limitation.

## Report data synchronization fails intermittently

---

When you run the report data synchronization, it might fail with an exception `com.sun.jndi.ldap.Be`  
`$DecodeException`.

One of the causes of the problem might be the absence of database tuning.

To resolve the problem, set the value of the property `accountSynchronizationStrategy` to `new`.  
Complete the following steps:

1. Open the `ITIM_HOME/data/ReportDataSynchronization.properties` property file.
2. Set the value of the property `accountSynchronizationStrategy=new`.
3. Try the data synchronization operation again.

The new synchronization strategy is also designed to improve the performance of the data synchronization.

---

# Index

## A

- access catalog search limitation [84](#)
- access.log [15](#)
- aci filter [60](#)
- active scripting [110](#)
- adapters
  - ADK adapter logs [16](#)
  - IBM Tivoli Directory Integrator adapter logs [16](#)
  - troubleshooting [91](#)
- administration console help/troubleshooting [109](#)
- Administrator Console
  - orientation display error [110](#)
  - update issues [111](#)
- administrator group installation prerequisite [38](#)
- applets
  - not working [84](#)
  - troubleshooting [84](#)
- authentication
  - troubleshooting [89](#)
  - WebSphere Application Server [89](#)

## B

- backspace key issue [40](#)
- browsers
  - active scripting [110](#)
  - Administrator console update issues [111](#)
  - bidirectional mode issue [110](#)
  - erroneous characters [113](#)
  - font size limitation [110](#)
  - inconsistent tab order [112](#)
  - Internet Explorer 10 [109–111](#)
  - Internet Explorer 9 [111](#)
  - list and menu problems [112](#)
  - orientation display error [109](#), [110](#)
  - session issues [111](#)
  - session management behavior [112](#)
  - text wrapping issue in tables [112](#)
  - troubleshooting [109](#)
  - truncated entries [112](#)
  - web session timeout [111](#)
  - window resizing issue [112](#)
- bus errors
  - SystemOut logs [88](#)
  - troubleshooting [88](#)

## C

- cancel request email template [106](#)
- cluster environment, java.lang exception [41](#)
- Common Base Event (CBE) [19](#)
- configuration
  - minimize errors [9](#)
  - troubleshooting [37](#)
- custom person entity [83](#)
- customization issues [83](#)

## D

- data
  - invalid object names [70](#)
- data synchronization
  - troubleshooting [120](#)
- data validity
  - troubleshooting [119](#)
- database
  - server logs [21](#)
  - troubleshooting [93](#), [96](#)
- DB2
  - connectivity issue, post-configuration [97](#)
  - DBPurge [97](#)
  - password, changed or expired [93](#)
  - reinstallation issue, service file entries [39](#)
  - schema creation failure [93](#)
  - slow report generation [93](#)
  - update failure [95](#)
- DBPurge
  - multi-threaded operation [97](#)
- diagnostic tools [13](#)

## E

- email
  - failure to send to external addresses [105](#)
  - failure to send to IBM Security Identity Manager Server [105](#)
  - no delivery failure notification [105](#)
  - search slows down performance [106](#)
  - troubleshooting [105](#)
- emulator program, no error messages [40](#)
- errors, minimizing [9](#)

## F

- firewall block [38](#)
- forgotten password
  - language considerations [52](#)
- forwarding logging and tracing
  - JLog [33](#)
  - WebSphere logs [33](#)

## G

- global logging properties [16](#)

## H

- help file, not displaying [109](#)

## I

- IBM Security Identity Manager
  - Cognos reports troubleshooting [115](#)

IBM Security Identity Manager (*continued*)  
console login problems [41](#)  
installation [87](#)  
installation and configuration errors [9](#)  
operation errors [10](#)  
requirements [9](#), [10](#)  
troubleshooting [64](#)

IBM Security Identity Manager Server  
concurrent usage [63](#)  
date and time change [65](#)  
Java core dump on applet search [65](#)  
system administrator account restoration [64](#)  
troubleshooting [45](#), [61](#)  
users, deleted from default groups [64](#)  
warning message during identity feed [61](#)

IBM Support contact details [4](#)

IBM Tivoli Directory Integrator logs [21](#)

IBM Tivoli Directory Server  
connectivity problems [101](#)  
index loss [102](#)  
logs [20](#)  
troubleshooting [101](#)  
user modification failure [101](#)

identity feed failure [61](#)

Identity Service Center  
security integration check [109](#)  
starting trace process [26](#)  
stopping trace process [27](#)  
tracing [26–28](#)  
viewing trace data [28](#)

ignored exceptions, WebSphere Application Server [87](#)

illegal format message, tzmappings [40](#)

installation  
IBM Security Identity Manager [87](#)  
messaging engine problems [40](#)  
minimize errors [9](#)  
temp directory not deleted [41](#)  
troubleshooting [37](#)  
Turkish language setting [87](#)

interim fix issues [41](#)

## J

java.lang exception [41](#)  
JLog [13](#)

## K

knowledge bases [3](#)

## L

language considerations, Turkish [52](#)  
large search operation, result display issue [63](#)

LDAP  
identity feed failure [61](#)  
initial installation port value [40](#)  
instance error on middleware configuration utility [39](#)  
port value initial installation [40](#)

ldapConfig utility [12](#)

logging options  
messages [18](#)  
security [19](#)

logging properties [16](#)  
Logging Toolkit for Java [13](#)  
login problems, IBM Security Identity Manager Console [41](#)

logs  
audit [28](#)  
database server [21](#)  
IBM Tivoli Directory Integrator [21](#)  
IBM Tivoli Directory Server [20](#)  
installation [13](#)  
message [15](#)  
operational [14](#)  
security [15](#)  
trace [16](#)  
viewing [29](#)  
WebSphere Application Server [20](#)

## M

messaging engine start problems [40](#)  
middleware configuration utility, LDAP error [39](#)  
msg.log [15](#)

## N

new account, aci filter issue [60](#)  
no error messages, emulator program [40](#)

## O

operating system problems  
Linux [43](#)  
open files [43](#)  
UNIX [43](#)

Oracle database  
db transaction recovery issue [96](#)  
troubleshooting [96](#)

out-of-memory error reconciliation [62](#)

## P

presentation issues [66](#)  
problem determination  
exchanging information with IBM support [5](#)  
product requirements [9](#)  
production, minimize errors [10](#)

## R

reconciliation, out-of-memory error [62](#)  
regular expression for granting group entitlement [98](#)  
remote data retrieval [34](#)

reports  
troubleshooting [119](#), [120](#)

request failure  
unchangable value [63](#)

requirements [10](#)  
resources to minimize errors [10](#)  
results not displayed, search issue [63](#)  
runConfig [21](#)

## S

- service creation [52](#)
- services file entries, DB2 reinstall issue [39](#)
- subforms [109](#)
- SUSE Linux backspace key issue [40](#)

## T

- temp directory [41](#)
- trace.log [16](#)
- traces
  - applet [25](#)
  - remotely retrieving data [34](#)
  - REST [26](#)
  - server [21](#)
- troubleshooting
  - adapters [91](#)
  - applet tracing [25](#)
  - applets [84](#)
  - audit log [28](#)
  - browsers [109–113](#)
  - custom person entity [83](#)
  - customization [83](#)
  - data problems [70](#)
  - DB2 [93, 95](#)
  - deployment and configuration errors [11](#)
  - diagnostic tools [13](#)
  - directory server errors [12](#)
  - email [105, 106](#)
  - email notification template
    - cancel request email template [106](#)
  - help file does not display [109](#)
  - IBM Security Identity Manager [64, 84](#)
  - IBM Security Identity Manager Cognos reports [115](#)
  - IBM Security Identity Manager Server [45, 61, 63–65](#)
  - IBM Tivoli Directory Integrator logs [21](#)
  - IBM Tivoli Directory Server [101, 102](#)
  - IBM Tivoli Directory Server logs [20](#)
  - knowledge bases, searching [3](#)
  - logs [14](#)
  - operating system problems [43](#)
  - operational [12, 14](#)
  - Oracle database [96](#)
  - presentation problems [66](#)
  - problems [12](#)
  - remotely retrieving data [34](#)
  - REST tracing [26](#)
  - security logs [15](#)
  - server tracing [21](#)
  - trace logs [16](#)
  - traces [21](#)
  - usage problems [75](#)
  - viewing log file data [29](#)
  - WebSphere Application Server [11, 87, 89](#)
  - workflow problems [73](#)
- Troubleshooting
  - data synchronization [120](#)
  - data validity [119](#)
  - reports [119, 120](#)
- troubleshooting and support
  - contact details [4](#)
  - exchanging information [5](#)
  - Fix Central [4](#)

- troubleshooting and support (*continued*)
  - IBM Security Identity Manager [1](#)
  - IBM Support [3](#)
  - support updates [6](#)
  - techniques [1](#)
- troubleshooting databases
  - DB2 [93, 95, 97](#)
  - errors [96](#)
  - Oracle [96](#)
- troubleshooting installation
  - errors [11](#)
  - logs [13](#)
  - problems [37, 38](#)
- troubleshooting logs
  - audit [28](#)
  - database server [21](#)
  - displaying in CBE format [19](#)
  - general [13](#)
  - global logging properties [16](#)
  - IBM Tivoli Directory Integrator [21](#)
  - message [15, 18](#)
  - security [15](#)
  - trace logs [16](#)
  - viewing file data [29](#)
  - WebSphere Application Server [20](#)
- troubleshooting WebSphere Application Server
  - authentication [89](#)
  - errors [11](#)
  - general [87](#)
  - logs [20](#)
- Turkish language
  - considerations for forgotten password [52](#)
- tzmappings, illegal format message [40](#)

## U

- usage troubleshooting [75](#)
- user account issues [60](#)
- user accounts, multiple tasks [60](#)
- User IDs [38](#)

## W

- warning
  - ignorable [85](#)
  - new access type icon, ignorable [85](#)
- WebSphere Application Server
  - authentication [89](#)
  - ignoring exceptions [87](#)
  - logs [20](#)
  - troubleshooting problems [87](#)
- Windows Terminal Server License [38](#)
- workflow troubleshooting [73](#)





