

One Identity Manager 9.0 Cumulative update 3

Release Notes

30 November 2023, 08:35

These release notes provide information about the cumulative update 3 for One Identity Manager 9.0. Only selected resolved issues as defined by One Identity are available.

Information about this cumulative update

This cumulative update resolves issues that were found after the release of One Identity Manager 9.0. The minimum version required for the installation of this cumulative update is 9.0.

Enhancements

The following is a list of enhancements implemented in this version.

Table 1: General

Enhancement	Issue ID
Permissions on the PersonPasswordHistory table are removed if they are not required.	419127, 36940
The Analyzer's security has been increased.	422812, 36994

Enhancement	Issue ID
Country and time zone data has been updated.	431053, 36720
Increased security generating reports.	433781, 37255
Third-party component Oracle.ManagedDataAccess updated.	439029, 37394

Table 2: HTML web applications

Enhancement	Issue ID
Improved security of the web applications.	415839, 418450, 437358, 438828, 37423

Table 3: Web Designer web applications

Enhancement	Issue ID
Third-party component JQuery UI updated.	421324
Increased the Web Designer Web Portal's security.	430935, 433265, 36328
In the Web Designer Web Portal, performance has been improved when approving multiple requests or attestation cases.	431364, 37123
Increased security generating reports in the Web Designer Web Portal.	433758, 37244

Table 4: Target system connection

Enhancement	Issue ID
Support for SAP .Net Connector 3.1 for x64, with version 3.1.2.0 for Microsoft .NET 4.8 or later.	430613, 36374
Optional support for SAP Cloud Identity Services.	430720, 37015

List of enhancements in previous cumulative updates

Enhancements in cumulative update 2

Table 5: General

Enhancement	Issue ID
The Starling Connection connector module can now use an application server connection to connect to the One Identity Manager database.	288784
Improved performance when processing DBQueue Processor tasks.	399729, 36408
Improved security for filter queries in the SCIM plugin.	403959, 36487
Empty application tokens are no longer set in Docker containers anymore.	405096, 36522
Country and time zone data has been updated.	407478, 36597

Table 6: Web applications

Resolved issue	Issue ID
Improved security of One Identity Manager HTML applications.	385798, 36178
The Dojo Toolkit has been updated to version 1.17.3.	387671, 36188
Improved performance in the Web Portal.	392694, 36229

Table 7: Target system connection

Resolved issue	Issue ID
Support for non-default SQL port in Microsoft SQL databases in the Database System Integration module.	403664

Resolved issues

The following is a list of solved problems in this version.

Table 8: General

Resolved issue	Issue ID
An error occurs migrating the One Identity Manager version 8.1.5 Database Systems Integration module to version 9.0 LTS.	414870

Resolved issue	Issue ID
Missing end user permissions in the Manager.	416730, 36795
An error occurs when calculating the display pattern if different data types are used. Error message: Conversion failed when converting the nvarchar value '<value>' to data type int.	418184, 36895
An error can occur when the Manager web application is automatically updated.	419099, 36193
Watch triggers are not created if a column for different database views is marked for logging data changes and the views are based on the same base table.	419498, 36857
Transport templates for transporting by change data are not generated or processed.	419499
The Database Compiler stops responding when it is determining compiler tasks.	419500, 36865
An error may occur when transporting the entire system configuration. Error message: The COMMIT TRANSACTION request has no corresponding BEGIN TRANSACTION.	422810, 36988
Under certain circumstances, auto-completion does not work in scripts.	430883, 35895
An error occurs in Designer saving new lists with permitted values or new bit masks.	431095, 36817
When creating cumulative transports, single user mode is not set correctly.	431116, 36844
Using single sign-on to log in to the Manager does not work if the web application is connected via an application server.	431124, 36849
When importing a cumulative transport, processing object dependencies can fail.	431134, 36855
Connection error in the SCIM connector when using authentication based on a client certificate, even though the certificate has been validated as correct.	431142, 36872
Users from time zones with UTC+00:00 are not able to log in to the Manager web application.	431161, 36901
If the Database Agent Service stops when DBQueue Processor tasks are being compressed, data is lost.	431206, 36708
When restoring deferred DBQueue Processor tasks, the minimum time to	431225,

Resolved issue	Issue ID
reactivation is not always observed.	431229, 36996, 36997
Token authentication on the application server using OAuth2.0/OpenID Connect on the /api/script/... endpoint does not work.	431256, 37025
Performance issues testing for multi-column uniqueness if objects are added to the One Identity Manager database in bulk.	431260, 37027
Under certain conditions, recalculation tasks for the DBQueue Processor that relate to the Target System Base Module (TSB) are not automatically deleted.	431288, 37048
Changes to templates or formatting scripts in the Designer are not always saved in the database.	431291, 37056
Error if DialogDatabase.EditionDescription is marked as isBlobExternal.	431350, 37108
The change history view of an object may exceed the IN clause limit of 8000 elements.	431388, 37140
The log data from the database is not presented in the correct order in the system journal.	431421, 37155
In Report Editor, report queries and parameters are not assigned to change labels when they are saved.	432633, 37212
Error saving an object change as a planned operation in the Manager if the Manager was started via an application server.	433349, 36951
Under certain circumstances, an error may occur when connecting to a managed instance in Azure SQL Database. Error message: Database error 3096: Failed to update database 'master' because the database is read-only.	433727, 37230
An error occurs when loading a template for transporting system files. Error message: Object reference not set to an instance of an object.	433805, 37264
Errors can occur if a template is run on several objects at the same time.	436367, 37307
The Manager does not reliably save the column selection in a filter.	437526, 35965
Errors can occur when process history records are transferred to the History Database.	438926, 37336

Table 9: HTML web applications

Resolved issue/Enhancement	Issue ID
Request parameters of type query are handled correctly only if the query column is either XobjectKey or a primary key column.	412932, 37413
In the Web Portal, the address book organigram does not always show all the information.	416865, 37422
In the Web Portal, assignment analysis of identity assignments to stores cannot be displayed.	418019
Under certain conditions, changing configuration keys in the Administration Portal cause errors.	418020, 36848
In the Web Portal, you cannot edit certain attestation policies.	418358, 37414
Under certain circumstances, an error occurs in the Web Portal when displaying the results of checking the shopping cart.	424042, 37416
Registering a new user in the Password Reset Portal fails.	426135, 37417
In the Web Portal, incorrect standard reasons are displayed when granting or denying exceptions for policy violations.	426872, 37418
In the Web Portal, empty date fields are now shown with an example value so that you can quickly identify the expected date format.	430408, 33493
The index in the Web Portal enters into an endless loop.	431018, 36587
Calculating the loss of entitlements when attestation cases are denied, takes too long.	431042, 36691
In the Web Portal, an error occurs when checking the shopping cart if the requested product has a request parameter that contains a list of permitted values.	431120, 36847
In the Web Portal, an error occurs when a custom approval policy is used for approving delegation.	431130, 36854
An incorrect time period is used in certain cases when generating reports in the Web Portal.	431214, 36987
In the Web Portal, responsibility of the current identity for another identity is not determined correctly.	431245, 37011
Under certain conditions, the Web Portal search function does not find all results.	432638, 37215
Changes to the OAuth2.0/OpenID Connect configuration only take effect after a restart of the API Server.	434071, 37419

Resolved issue/Enhancement	Issue ID
The API Server creates a new session for each request if the same authorization token is used.	438903, 418018, 37301

Table 10: Web Designer web applications

Resolved issue	Issue ID
In the Web Designer Web Portal, it is not possible to unsubscribe a product.	410406, 36647
The Web Designer Web Portal does not show translation values in some menus.	414583, 36761
The Web Designer Web Portal does not identify a rule violation when the shopping cart is checked even though mandatory parameters are not populated.	431063, 36764
The Web Designer Web Portal does not correctly differentiate between time zones with identical times but different names.	431068, 36765
In the Web Designer Web Portal, a request's expiry date is reset if the approval decision was made from an email.	431361, 37121

Table 11: Target system connection

Resolved issue	Issue ID
The display name for the server function of the ServiceNow connector is incorrect.	316372
In the schema extension file of an SAP R/3 schema, if a function is defined with optional parameters, the properties of each single object are populated with empty values during synchronization. However, in the target system browser, the properties are provisioned correctly.	400794, 36425
The communication data of SAP user accounts is not read correctly from systems with business partner functionality. This happens if the user account is linked to an HCM person (identical personnel number) and separate address and communication data exist.	414580, 36754
The system connection wizard for the generic database connector no longer recognizes One Identity Manager version 9.x.	414582, 36760
When using PowerShell module v3, an error may occur during synchronization with Exchange Online. Error message: You must call Connect-ExchangeOnline before calling any other cmdlet.	415563, 36709
Sometimes the object properties of certain types of SAP R/3 schema extensions are all read correctly in the target system browser, but during	415565, 36768

Resolved issue	Issue ID
synchronization not all properties are accessed.	
An error occurs if the value \$null is returned when running a script with the ExecuteScript process task of the PowerShellComponentNet4 process component. Error message: Object reference not set to an instance of an object.	415566, 36776
The OLG_PersonAuto_Mapping_OLGUser script references a non-existing column. Error message: Column UID_TSBAccountDefUser does not exist.	415567, 36788
The patch for VPR#36150 synchronization projects is still available for use, even if the patch has already been applied.	416733, 36807
In the Synchronization Editor, it is not possible to add a base object with a new database to the Database Systems Integration module.	416949
Adding Azure Cloud Access Governance target system managers causes Azure Active Directory target system managers to be removed.	417750
Error synchronizing an SAP R/3 environment if the synchronization configuration contains a schema extension that uses a Where clause longer than 72 characters in the table definition.	418181, 36869
Missing 03EMailbox.UID_Person column reference for mapping to the unified namespace.	419502, 36876
The synchronization engine loads the object revision properties even if the revision filter is no enabled.	419505, 36925
Error synchronizing against the generic database connector when the synchronization server is set up on a Linux server. Error message: The time zone ID 'FLE Standard Time' was not found on the local computer.	419506, 34451
If SCIM object IDs contain several umlauts, loading these objects fails with an invalid URL error.	419509, 36930
When loading faulty SAP user accounts, the synchronization quits instead of logging the faulty objects and continuing the synchronization.	419510, 36931
Certain details are missing from hyperviews in the Azure Cloud Access Governance module.	419865
An error occurs loading the list of all Active Directory user accounts with the Active Directory connector if one of the user accounts contains a mistake.	420537, 35953
When loading a SCIM schema with schema extensions, the list of names of the schema extensions included is empty.	421260, 36985
A patch with the patch ID VPR#36985 is available for synchronization	

Resolved issue	Issue ID
projects.	
Error loading objects of the ExternalEmail schema type when the entire Google Workspace customer assigned as a member to a Google Workspace group.	422818, 37024
Error starting provisioning if there are object references for the changed object that were ignored during synchronization. Error message: Unable to cast object of type 'System.Byte[]' to type 'System.IComparable'.	424027, 37031
Incorrect conversion of date values in the generic database connector.	424029, 37037
A calling parameter that signals a bulk or single operation is not passed to the target system connector. This causes incorrect cache behavior when synchronizing the SCIM connector with Google Workspace.	431078, 36792
Delta synchronization does not enter the group type of Azure Active Directory groups correctly.	431111, 36840
When synchronizing an SAP R/3 environment with revision filtering, not just the changed user accounts are loaded, all of them are. Error message: Object list of type USER is not able to read property BAPIUCLASS~SYSID. Subsequent loading of all single objects will affect performance. A patch with the patch ID VPR#36970 is available for synchronization projects.	431202, 36970
It is not possible to assign SAP roles to SAP user accounts in the Manager web application.	431271, 37032
In the SCIM connector, in the attributes parameter of an HTTP GET request, the names of properties defined in an overlay file are not formatted according to RFC.	431341, 37099
Filters generated in the SCIM connector may have an unnecessary bracket level. Some SCIM providers return a Bad request status due to these filters.	431358, 37119
Error synchronizing owners of Azure Active Directory app registration if the owner is a service principal. A patch with the patch ID VPR#36799 is available for synchronization projects.	432563, 36799
Different OneLogin user account properties are changed in One Identity Manager by each synchronization.	433708, 35958
Provisioning assignments from E-Business Suite user accounts to E-Business Suite authorizations never completes.	433736, 37237

Resolved issue	Issue ID
SAP communication data cannot be edited for SAP user accounts with the full managed automation level.	433866, 37171
Errors can occur when synchronizing Google Workspace groups.	433879, 37275
Error in the template for <code>OLGUser.status</code> .	435749, 37138
In the Azure Cloud Access Governance module, the Azure Active Directory group overview form shows empty form elements.	436244

Table 12: Identity and Access Governance

Resolved issue	Issue ID
In the Manager, the date for creating user accounts (<code>Person.TechnicalEntryDate</code>) cannot be set to the person's start date (<code>Person.EntryDate</code>).	414581, 36758
The <code>VI_MassDeleteDelegate</code> script fails with an error message if one of the requests has the status Canceled .	419504, 36924
The auxiliary table for request procedures (<code>PWOHelperPWO</code>) sporadically contains duplicate entries.	431090, 36805
Performance issues with some <code>DBQueue Processor</code> tasks if they have to insert a lot of new result data into the database after calculation.	431103, 36826
If products with a validity period (Max. days valid) are requested and the valid-until date is earlier than the end of the validity period, the valid-until date is automatically extended to match the length of the validity period.	431174, 36923
The compliance check in the shopping cart causes a rule violation for a subidentity although the subidentity did not break the rule.	431315, 37079
Creating employees sometimes queues unnecessary calculation tasks for compliance checks.	431334, 37097
Error in the formatting script for <code>AOBApplication.NextRunDate</code> when determining a valid date value.	431405, 37150
Error copying an attestation policy in the Manager if the attestation policy belongs to a policy group.	432563, 37163
If an employee can approve a request when they are a regular approver as well as being a member of the chief approval team, the approval history sometimes logs the chief approval team as approver rather than the regular approver.	436371, 37308
An error occurs in the Azure Cloud Access Governance module when applying attestation policies.	438688

Resolved issue	Issue ID
Performance issues loading the list of attestation cases.	438951, 37356

Table 13: Data Governance Edition

Resolved issue	Issue ID
The Web Designer Web Portal does not display responsibilities for managed data that have been assigned to an identity via an application role.	420294

List of resolved issues in previous cumulative updates

Solved issues in cumulative update 2

Table 14: General

Resolved issue	Issue ID
Insufficient permissions for end users.	366596, 36021
Error running the QBM_PJobCreate_H0Insert procedure if a WhereClause property changes.	368109, 36062
Some SQL statements that only query data still require a database connection with write access. Under certain conditions, errors can occur when read access distribution is used in the cluster.	386996, 36137
If the functionality for read access distribution in a cluster is used, a message appears stating that the Database Agent Service is not running although it was started.	387007, 36120
Hierarchically structured changes labels are not displayed correctly in the Database Transporter when transporting by change label.	387008, 36115
Special change labels are not displayed when changes are committed in the Designer.	393500, 36190
Transports might be imported in the wrong order.	393501, 36194
If a column was marked for recording historical data in the source database but is removed again before it is transferred to the History Database, the History Database transfer fails.	393502, 36205
Template are not applied again if multiple objects are selected.	393506, 36223
DBQueue Processor post-processing is not always completely stopped.	393510, 36254
Multiple start times for a schedule are not taken into account correctly when calculating the run times and while running.	393512, 36263

Resolved issue	Issue ID
If the server function for a process step changes, the system does not notice that the process needs to be recompiled.	393515, 36281
If a schedule is supposed to run on a certain day of the week, an error occurs when calculating the next run.	393516, 393517, 36287, 36290
After indexing tables as part of maintenance tasks, not all indexes may be released again.	393518, 36292
Machine roles are not correctly applied in the Docker container for the API Server.	393525, 36277
If parallelization of process handling is intensive, the Job queue can enter an inconsistent state when processes are restarted.	399720, 36367
Process steps in the Job queue sporadically have an inconsistent state and cannot be processed.	399723, 36382
Filter queries for menu items that contain objects with certain starting characters are run too often.	399728, 36405
Under certain conditions, processes that should be exported together to a History Database are not grouped into a process group.	400796, 36438
Under certain conditions, such as when the network is interrupted, the Database Agent Service plugin stops and does not start again.	400796, 36469
Authentication via WindowsHttpAuthentication does not work in the One Identity Manager Service.	407473, 36552
Trusted SQL statements are not classified as trusted if the risk index is more than or equal to 1.0.	407474, 36561
Error saving requests if processes are already in the Job queue that can trigger events to send mail for other requests. Error message: String or binary data would be truncated in table 'OneIM.sys.TT_QBM_YParameterList_6A941822', column 'Parameter1'.	410403, 36622
Replacing variables from the navigation in element descriptions on overview forms does not work.	412470, 36683
DBQueue Processor processing is re-started too frequently.	413622, 36672
The import of schema changes with the Database Transporter may not be completed because the DBQueue Processor tasks are not processed correctly.	415846, 35858
Changes to the DBQueue Processor task definitions can cause database processing to stop.	416735, 36824

Table 15: Web applications

Resolved issue	Issue ID
In the Web Portal, it is not possible to save invalid conditions for automatic memberships (dynamic roles). This causes an error.	305110, 36715
Under certain conditions, it is not possible to add products to request templates in the Web Portal.	319131, 386663, 36719, 36355
Under certain conditions, the Password Reset Portal shows the splash screen all the time.	322939, 36409
It is not possible to log in to the Administration Portal using OAUTH authentication.	332087, 36360
In the Web Portal, it is not possible to publish application entitlements.	332393, 36057
In the Web Portal, the Requests submitted by other users filter option in the request history does not work.	332423, 36069
If you change the title of a web application it causes follow-up problems.	352481, 36016
Under certain conditions, errors occur when displaying potential rule violations in the shopping cart.	366940, 36415
The Web Portal returns an error if a product is requested for multiple employees, but the request is not permitted for at least one of them.	367180, 36070
In the Web Portal, it is possible to add products in the shopping cart although the recipient does not have request authorization.	367187, 36412
In the Web Portal, approval decisions about policy violations can only be made once.	367251, 36411
In the Web Portal, policy descriptions are not translated.	367441, 36071
In the Administration Portal, the links to some of the web applications are incorrect.	386166, 36530
Under certain conditions, the Operations Support Web Portal does not display provisioning processes.	386554, 36147
Under certain conditions, dependencies of multiple request parameters to one another are not taken into account in the Web Portal.	386868, 36143
Under certain conditions, an error occurs editing the date fields.	387324, 36166
In the Web Portal, you cannot display the details of request templates.	388710, 36356

Resolved issue	Issue ID
Too many database connections are established in the Web Designer Web Portal for unauthorized queries.	388843, 36116
The Operations Support Web Portal does not translate all the user interface captions of the Pending provisioning processes function correctly.	389068, 36362
Under certain conditions, errors occur in the Web Portal when editing the conditions of an attestation policy.	389279, 36769
In the Web Portal, it is not possible to assign to policy collections to new attestation policies.	390235, 36414
Renewed login to a web application again does not change the imx_sessiongroup cookie.	393075, 36317
Under certain conditions, the Web Designer Web Portal does not show a change icon when values are added or changed.	393467, 36230
In the Operations Support Web Portal, there are permissions missing to handle processes in a Frozen state.	393468, 36237
In the Web Portal, it is only possible to manage directly subordinate identities.	393484, 36325
Under certain conditions, selecting requests in the Web Portal can lead to long response times for administrators of organizations and business roles.	393522, 36316
In the Administration Portal, it is not possible to disable the Service items without image inherit the image of the assigned service category configuration key.	393570, 36413
Grouping attestation cases in an attestation run's details in the Web Portal causes an error.	393864, 36359
The wrong title is displayed on the Web Portal's login page.	393883, 36323
Under certain conditions, password questions cannot be edited in the Web Portal.	395047, 36410
In the Web Portal, copying attestation policies causes an error.	416144, 399716, 36090
If you group attestation cases of an attestation run in the Web Portal, the wrong attestation cases are shown.	399901, 36718
Under certain conditions, the numerical values of the following configuration parameters are not read in correctly.	400775, 36348

- QER | ITShop | Recommendation | ApprovalRateThreshold

Resolved issue	Issue ID
<ul style="list-style-type: none"> • QER ITShop Recommendation PeerGroupThreshold • QER ITShop Recommendation RiskIndexThreshold • QER ITShop PeerGroupAnalysis ApprovalThreshold 	
Under certain conditions, the Web Portal's request history shows request properties with the incorrect values.	400793, 36357
Displaying an identity's main data causes an error in the Web Designer Web Portal.	405073, 36578
In the Web Portal, attestation cases offered to identities for approval although their approval is not required anymore.	405092, 36505
Under certain conditions in the Web Designer Web Portal, you cannot export the request history data.	405199, 36095
The Web Portal displays a number instead of a string for the Gender property in the details of an attestation run.	405318, 36529
The Web Designer Web Portal does not display all the tiles correctly.	405574, 36015
Reports show data for which the report creator does not have any permissions.	407475, 36577
In the Web Portal, if you navigate to password questions via the tiles on the home page, report subscriptions are displayed instead of password questions.	407514, 36742
When a manager selects their employees' compliance violations, the queries may take a very long time.	412471, 36684
Under certain conditions, the Web Designer Web Portal goes into an infinite loop when an error message is displaying and closed.	413102, 36706
An error occurs in the Data Explorer when listing memberships of organizations.	416107, 36835

Table 16: Target system connection

Resolved issue	Issue ID
There is no recalculation of the effective assignments of system entitlements for cloud target systems if the inheritance settings defined in the manage level are changed.	366536, 36020
Provisioning processes in a target system go into a Frozen state if a password containing special characters is transferred with encryption.	368107, 36043
There is no recalculation of the effective assignments of system entitlements for custom target systems if the inheritance settings defined in the manage level are changed.	368108, 36045

Resolved issue	Issue ID
Error changing an employee's default email address if they have an Azure Active Directory user account with an Exchange Online mailbox.	386066, 36088
When a synchronization project is created over a remote connection, an error can occur during deserialization.	386067, 36089
A synchronization simulation quits unexpectedly if a remote connection is used.	386068, 36092
PATCH operations generated for schema extension properties cause an error in the SCIM connector.	386070, 36108
A scope filter configured hierarchically in a connected LDAP target system with a Microsoft implementation (Active Directory Lightweight Directory Service (AD LDS) or Active Directory) has no effect.	386994, 36141
If the One Identity Manager database is encrypted, the system mistakenly encrypts the ExpirePassword connection parameter in synchronization projects with the LDAP connector for IBM RACF.	386997, 36136
In the Active Roles connector, an error occurs when data is read over a remote connection.	386998, 36130
Error loading objects lists via remote connections.	387001, 36128
When a synchronization project is created over a remote connection, an error can occur if the volume of data is too big.	387005, 36123
In the Synchronization Editor, the timeout for a remote connection is too short. For example, this can cause errors when creating a synchronization project over a remote connection. The timeout has been increased to 3 minutes to solve the issue. If this timeout is not sufficient, you can adjust the following value in the SynchronizationEditor.exe.config file.	387009, 36112
<pre><remoting> <add key="RequestTimeout" value="180" /> </remoting></pre>	
An error occurs updating LDAP synchronization projects. Error message: Error running the Apply' script of patch (VPR#33513 - Support multiple domains with the same DN)!	391784, 36286
Ineffective memberships in cloud groups or system entitlements are provisioned. A patch with the patch ID VPR#36150 is available for synchronization projects.	393460, 36150
In the UNSAccount proxy table, the AccountName column for the EX0MailBox,	393461,

Resolved issue	Issue ID
EX0MailContact, and EX0MailUser tables is empty.	36163
Errors can occur when writing the synchronization log.	393462, 36168
A conversion error occurs for Oracle.ManagedDataAccess.Types.OracleDecimal when objects in a table are added in a sequence.	393463, 36195
An error occurs when objects in a table are added in a sequence. Error message: No suitable key property found for reloading!	393464, 36196
In the Synchronization Editor, the start up configuration list that can be assigned to a start up sequence is empty.	393466, 36226
If Active Directory is synchronized using a special variable set, an error occurs when Active Directory SIDs are updated by the MaintainOtherSid process task.	393477, 35824
Certain SAP communication data such as preferred telephone numbers or preferred email addresses that are marked as outstanding, cannot be deleted during target system synchronization.	393479, 36264
It is possible that new objects do not display meaningful values if they were incompletely mapped.	393481, 36283
The DBQueue Processor removes Active Directory user accounts from Active Directory groups that have the Read-only memberships property (ADSGroup.HasReadOnlyMemberships).	393485, 36327
If a value is found when loading a data set or a partition that cannot be mapped under .Net, an error occurs, and loading stops. If during synchronization, the schema type comparison quits.	393486, 36331
The Manager does not display the menu items for user accounts and groups of cloud target systems correctly.	393493, 36155
An error occurs when the Synchronization Editor performs a consistency check on schedules with multiple start times.	393496, 36164
Connecting to an Azure Active Directory tenant with schema extensions for types that are not currently supported by the Azure Active Directory connector ("device" for example) causes an error. Error message: Object reference not set to an instance of an object.	393497, 36170
Dynamic memberships of Azure Active Directory user accounts in Office 365 groups that are marked as outstanding cannot be deleted by target system synchronization.	393498, 36180
If a scope file was defined, an error occurs adding new objects with the SCIM connector because of an incorrect query.	393503, 36211

Resolved issue	Issue ID
Single roles contained in collective roles cause errors with double entries in the One Identity Manager database when synchronizing SAP role assignments to user accounts in a CUA.	393505, 36218
It is not possible to select an account definition for the Active Directory domain on the Microsoft Exchange mailbox or the Exchange hybrid remote mailbox forms.	393507, 393511, 36228, 36257
No OneLogin user accounts can be assigned to employees.	393508, 36241
Passwords are not transferred to the target system if the LDAP connector (V2) is being used.	393513, 36271
The ADS_PersonHasTSBAccountDef_Autocreate_ADSAccount/Contact process goes into a Frozen state in the Wait until dependent objects recalled process step.	393519, 36298
If errors occur loading target system objects, synchronization quits even though the workflow has the Continue on error option enabled.	393521, 36311
Using the O3S_CreateO3SSite script to add SharePoint Online site collections does not work if modern authentication with a certificate is used.	393523, 36322
The Azure Active Directory connector sends unnecessary (empty) patches after a group is updated where only members or owners have changed.	395016, 36345
The filters generated in the SCIM connector for resolving references are not formatted correctly.	395017, 36347
Active Directory user accounts and groups cannot be deleted if they are connected to a SharePoint user account.	395018, 36354
LDAP user accounts and groups cannot be deleted if they are connected to a SharePoint user account.	395018, 36354
Unnecessary updates are triggered by the LDAP connector if there are empty values.	399721, 36372
Filters in the SCIM connector may not contain sufficient data to query objects in the target system.	399722, 36379
Virtual properties for resolving references attempt to use the synchronization buffer in target systems.	399724, 36392
Error provisioning object changes if the DPRProjectionObjectState table contains object references with the System.Byte[] object type. Error message: The input is not a valid Base-64 string as it contains a non-base 64 character, more than two padding characters, or an illegal character among the padding characters.	399725, 36399
Sometime the calculation of assignment from cloud user accounts to cloud	399726,

Resolved issue	Issue ID
groups fails.	36404
It is not possible to enter multiple lines of encrypted data in the Synchronization Editor.	400797, 36440
The list of permitted values for group claims of Azure Active Directory app registrations was incomplete.	400798, 36441
The columns AADTokenIssuancePolicy.Definition, AADHomeRealmDiscoveryPolicy.Definition, AADTokenLifetimePolicy.Definition, and AADActivityBasedTimeoutPolicy.Definition now have the Multiline option.	400799, 36442
The User account is disabled property for user accounts (LDAPAccount.AccountDisabled) is not taken into account in the LDAP connector (V2). A patch with the patch ID VPR#36450 is available for synchronization projects.	400800, 36450
Error in the SAP Hana synchronization template in the Database Systems Integration module that allows a synchronization project to be created.	402369
An error occurs creating the Send as and Full access mailbox permissions for Microsoft Exchange remote mailboxes.	403275, 36456
Insert operation take a very long time if the SCIM provider does not support searching with filters at end points.	403276, 36459
Process steps for setting permissions and publishing are not carried out if the home directory of Active Directory user accounts with unknown home directory paths is moved.	403280, 36470
Provisioning assignments of SAP BI user account to BI analysis authorizations takes a very long time and sends a lot of RFC queries to the SAP application server.	403281, 36474
Error during delta synchronization of Azure Active Directory group memberships.	403957, 36481
If an SAP schema extension was defined on a table that contains columns longer than the buffer size of 512 bytes, an error occurs when the data is loaded via the target system browser. The error only occurs if columns are part of the results.	403960, 36489
Error loading objects if a schema extension for an SAP R/3 synchronization project has a key property defined that is longer than 70 characters.	403961, 36491
The delta synchronization is sporadically started with a Microsoft Teams synchronization project instead of the Azure Active Directory synchronization project.	405091, 36497
An error occurs when multiple custom target system user accounts or	405095,

Resolved issue	Issue ID
groups are selected in the Manager.	36512
An error occurs in the Azure Cloud Access Governance module in the Manager when browsing extended properties in the Azure Active Directory target system's basic configuration.	406761
Error loading an object list via the SCIM connector if a single object contain a syntax error.	407476, 36580
Error synchronizing a cloud application with the SCIM connector when filters are defined in the synchronization project.	407477, 36590
The value in the AADUser.ThumbnailPhoto column is not provisioned in the target system.	408362, 36586
Mailbox statistics are output twice by the Microsoft Exchange connector if data availability groups (DAG) are used.	410408, 36662
An error occurs when objects are deleted with the One Identity Manager connector and the object was already deleted by a concurrent process.	410409, 36665
If several synchronization projects exist for a target system, the provisioning tasks might be generated incorrectly for the wrong (inactive) project.	410413, 36671
When templates for mail-enabled Azure Active Directory groups are reused, it changes the AADGroup.IsSecurityEnabled and AADGroup.IsMailEnabled columns.	413104, 36713
Error during provisioning, if a script property was added to the SCIM target system's extended schema that tries to write to the target system.	413620, 35372
If a Microsoft Teams team is archived, the associated SharePoint Online page can still be edited.	413623, 36677
When memberships are removed from Unix groups, other memberships that should not be removed are deleted.	413624, 36679
SAP user account assignments to SAP roles are not updated correctly if the structure of the SAP roles changes.	413625, 36701
The handling of outstanding Exchange Online email users generates unnecessary provisioning tasks for Azure Active Directory groups.	413626, 36707

Table 17: Identity and Access Governance

Resolved issue	Issue ID
Permissions missing from the vi_4_ITSHOPADMIN_OWNER permissions group for the columns ADGroup.HasReadOnlyMemberships and AADGroup.HasReadOnlyMemberships.	386065, 36078
Application entitlements that are created automatically might not have a	386069,

Resolved issue	Issue ID
display name.	36094
Sporadically, there are double entries in the auxiliary table for request procedures (PW0HelperPW0).	386995, 36139
If request parameters are given for a request, the UUIDs are displayed in the request history instead of the parameters' display names.	392643, 36207
If the display pattern for the Person table is customized such that the InternalName column is not used anymore, errors occur when generating email notifications for the next approver.	393465, 36214
DBQueue Processor requests CPL-K-ComplianceSubRuleFillPersonS block each other, are reset repeatedly, and are not processed.	393482, 36297
If an approval decision is made when a request is created, no email notification is sent to the requester.	393483, 36318
Error adding a parameter to a newly added request property if the Manager is running via an application server.	393492, 36153
If an approval workflow is run through when a dependent product that requires prior external approval is requested, the corresponding event for the dependent product is not generated.	393494, 36157
The CreateITShopOrder method for creating assignment requests for memberships in Exchange Online mail-enabled distribution groups is missing.	393495, 36160
The TSBVPersonAndGroups view can contain duplicates. For example, this can cause errors generating reports about the origin of entitlements.	393499, 36187
Office 365 groups are not taken included when determining the origin of entitlements.	393504, 36217
The Analyzer cannot run an analysis after the database connection has changed.	393509, 36253
If the QER ITShop ExceededValidUntilUnsubscribe configuration parameter is set, unsubscribing processes quit unexpectedly with an error.	393514, 36274
Under certain conditions, those responsible for organizations are not deleted. <ul style="list-style-type: none"> An application role is assigned to a department as an additional manager. An employee becomes a member of this application role by assignment request. The assignment is canceled. 	393520, 36301

However, the employee remains manager of the department (entries in the HelperHeadOrg table with X0origin = 8 are not deleted).

Resolved issue	Issue ID
End users are missing edit permissions for the AttestationHistory table.	393526, 36302
Error attesting objects with properties that are disabled by a pre-processor conditions.	394881, 36370
An error occurs if multiple attestation runs are created simultaneously for an attestation policy. Only one attestation run is created. The processes to generate further attestation runs fail.	399719, 36364
The ReducedApproverCalculation configuration parameter is not taken into account when determining the fallback approver.	403958, 36483
Approval procedures stop responding when the number of approvers is set to -1 .	405090, 36443
Error displaying extended properties in the Manager if the CIM module for Cloud Access Governance is installed.	406761
Error calculating memberships in dynamic groups. Error message: The current transaction cannot be committed and cannot support operations that write to the log file.	407472, 36531
In some cases, an error occurs when transporting approval workflows. Error message: PWODecisionStep: Write permission denied for value "CountApprover".	410404, 36641
In some module, the origin of entitlements determined correctly when assigning user account directly to groups.	410405, 36646
If a product is moved to another shelf, renewal requests are not reset.	413621, 36634
Performance issues loading the list of attestation cases.	413631, 36739
Events on the Person base object are not generated properly if management of an employee's role memberships (like the primary department) is automated via IT Shop requests.	413634, 36614

Table 18: Data Governance Edition

Resolved issue	Issue ID
An error occurs in the Web Designer Web Portal when an attempt is made to select alternative Active Directory groups for approving a resource access request.	304997
The Data Governance Service Configuration Wizard log is not generated.	413216

Solved issues in cumulative update 1

Table 19: General

Resolved issue	Issue ID
Performance problems using the QER_FTPW00rderPerson SQL table function on the SQL Server 2019 and compatibility level (150) for SQL Server 2019 databases.	35882
Under certain conditions, the end user is missing permissions for the following generated functions, although the permissions are given correctly in the QBMDBRightsAddOn table. <ul style="list-style-type: none"> • QER_FTEntitlementSourceWho • QER_FTEntitlementSourceWhy • QER_FTEntitlementSourceWhat • QBM_FGIPrepropConditionDeactiv 	35921
Using the emergency stop to halt the DBQueue Processor can result in a time delay if a lot of DBQueue Processor processes are being handled quickly.	35338
Permissions required on new tables are not granted for end users if the Database Transporter imports the schema extensions.	35934
The QBM_PTriggerDrop procedure logs entries in the system journal even though no triggers were deleted.	35949
An error occurs updating statistics during maintenance tasks. Therefore, the statistics are not up-to-date. Error message: User does not have permission to perform this action.	35960
An error occurs when the Software Loader imports a new file. Error message: Number of primary key columns does not match.	36006
An error occurs using OAuth2.0/OpenID Connect to log in to the application server or the Job server, to display the status, for example.	36018
Under certain conditions, the Database Transporter compiles web projects too often when it imports a cumulative update.	319014
The Database Transporter does not display each transport of a cumulative transport correctly.	35901, 36262
Cumulative transport packages are not displayed correctly in the transport history.	36260
The DBTransporterCMD.exe program does not set back single user mode after importing a cumulative transport package.	36261

Table 20: Web applications

Resolved issue	Issue ID
Not all the values of an attested object are displayed by Web Portal attestation.	35855
When assigning a sample to an attestation policy, a condition was automatically created based on attestation wizard parameters. However, this was not mapped to the definition (XML), which meant that the parameters were not displayed correctly in the Web Portal.	320926
In the Data Explorer, an error occurs when listing organizations that are assigned more than one dynamic role.	321431, 35971
When creating conditions for automatic assignment of application entitlements in the Web Portal, an error occurs assigning a value to the Container property.	316539
If a rule violation occurs in the Web Portal when checking a shopping cart, the loading screen does not always close.	317162
In the Web Portal, if new requests are made through peer groups or reference users, the products selected through organizational structures are not added to the cart.	319781
Shelves cannot be edited in the Web Portal.	321363
The Web Portal displays the Entitlement Loss tab twice in an attestation case's details pane.	318807
If you make a new request in the Web Portal using a peer group, the products selected by organizational structure are each put in their own shopping cart.	320891
Under certain conditions, instead of the display name the Web Portal displays only the ID of the selected object when conditions for automatic membership are created.	321874
In the Web Portal, under certain conditions, an error message is displayed during approval of an attestation case.	317836
The Web Portal displays some untranslatable text when the terms of use are being accepted.	318203
In the Password Reset Portal, it is not possible to create new user accounts.	324290
In the Web Portal, no system role memberships are displayed.	324128
In the Web Portal, the wrong description text is displayed when editing request templates.	319746
In the Web Portal, it is not possible to search by compliance rules and to filter the respective search results.	323899
The Web Portal marks all pending requests as compliance violations the	326083

Resolved issue	Issue ID
moment just one of the displayed pending requests causes a compliance violation.	
In the Web Designer Web Portal, the wrong error message is displayed if there is a connection issue.	319184
A report is not subscribable in the Web Portal if it is not configured for PDF format.	326723
When verifying assignment objects for report subscription parameters, no results are returned.	322252
The Web Portal uses the wrong identifiers in the details of an attestation case.	324279
The Web Portal does not display memberships that were added or deleted in system roles in an identity's history.	319462
Under certain conditions, after clicking Assign/Change in the Web Portal, no objects can be selected for property fields.	324289
The Web Portal shopping cart does not correctly display whether an identity is not entitled to request a product. The request can still be sent, but it has no effect.	324383
Under certain conditions, the search function in the Web Portal does not work and generates an error.	327287
The Web Portal does not always show the correct results when grouping and filtering in tables at the same time.	322124
The Web Portal displays the wrong message when selecting requestable products if a product was already assigned.	319133
The Web Portal displays product dependencies incorrectly when products are added to the shopping cart.	319915
Under certain conditions, the Web Portal shows the splash screen all the time.	322907
In the Web Portal, when you reset objects to their previous state you can switch to the second step in the wizard without entering data. This causes an error.	322985
In the Web Portal, no recipient must be selected if requesting for others.	324118
In the Operations Support Web Portal a column title is not translated correctly in the process overview.	321613
In the Web Portal, some of the text is not translated correctly.	321535
The Web Portal does not automatically query mandatory request parameter when a service item is added to the shopping cart.	317218

Resolved issue	Issue ID
The Operations Support Web Portal leaves the queue list empty, and no data appears.	323845
The Web Portal cannot display a compliance violation in the shopping cart and the respective shopping cart cannot be submitted.	326440
Error verifying or submitting a shopping cart in the Web Designer Web Portal and in the Web Portal.	35925
The Web Designer Web Portal does not check renewal requests and cancellations correctly in the shopping cart.	36131
If you enter a date for a product property in the Web Portal's shopping cart, under certain conditions the value is deleted when the shopping cart is submitted.	35995
If you try to log in to the Web Portal with the wrong credentials, an empty page is displayed instead of an error message.	384912

Table 21: Target system connection

Resolved issue	Issue ID
Synchronization with OneLogin fails if there are self-registered users. Error: Null object cannot be converted to a value type.	35889
Synchronization with OneLogin might possibly report ambiguous keys in the reference resolution to the OLGUserHasOLGCustomAttribute table.	35962
Various functions required to manage a OneLogin domain are now provided in the Manager. It is now possible to: <ul style="list-style-type: none"> • Create account definitions for domains • Define exclusion of roles • Specify administrators for roles • Use the various reports on offer 	35909
Error saving a synchronization project if the connection goes through the application server and the target system connection has high network latency. Error message: Application server returned an error.	35871
If an object filter was defined for a root entry in the scope definition, there might not be an object in the scope.	35880
The schema provided by the Domino connector might be incomplete or individual properties might not have the correct data type.	35999, 36142
Access to the RemoteConnectPlugin does not work across machines. The HTTP server registration has been adjusted and can be set up using the	35950

Resolved issue	Issue ID
HttpAuthentication and HttpBindAddress parameters in the plugin's configuration.	
You cannot select an account definition on the OneLogin user account's master data form.	35983
The OLG_4_NAMESPACEADMIN_ONELOGIN permissions group has too many edit permissions on OneLogin applications (OLGApplication table) and OneLogin roles (OLGRole table).	35994
There is no recalculation of the effective assignments of target system-specific system entitlements if the inheritance settings defined in the manage level are overwritten. The following assignments are affected: <ul style="list-style-type: none"> Subscription assignments to Azure Active Directory user accounts (AADUserHasSubSku table) Entitlement assignments to Oracle E-Business Suite user accounts (EBSUserInResp table) Role assignments to SAP R/3 user accounts (SAPUserInSAPRole table) Structural profile assignments to SAP R/3 user account (SAPUserInSAPHRP table) 	36014
Processing conflicts between synchronization and other system processes (for example, provisioning) are not always reliably detected. In the StdioProcessor configuration file, the rate of updating the processing information can now be configured. By default, the data remains in the cache for 60 seconds. Only change this value if there is an issue. If you are affected by the issue, add the following entries to the StdioProcessor.exe.config file:	35992
<pre> <configSections> ... <section name="synchronization" type="System.Configuration.NameValueSectionHandler" /> ... </configSections> <synchronization> <add key="SysConcurrencyCacheLifeTime" value="60" /> </synchronization> </pre>	

Table 22: Identity and Access Governance

Resolved issue	Issue ID
Using the predefined Employee attestations policy collection causes long	35845

Resolved issue	Issue ID
<p>running calculations and over-complicated attestation cases.</p> <p>A sample was defined for the policy collection that allows the number of employees to attest to be limited. Therefore, only the employees assigned to the sample along with their memberships, user accounts, and system entitlements are attested.</p> <p>IMPORTANT: For the following default attestation procedures, the snapshot of the referenced objects was limited to those objects that are specified in the object relations 1-3:</p> <ul style="list-style-type: none"> • Attesting primary departments • Certification of users • Attesting user accounts <p>This reduces the processing time and the memory requirements.</p> <p>If other information about attestation is required, the contents of the snapshot can be adjusted accordingly.</p>	
When creating a new attestation policy, an initial condition is no longer set.	35867
Under certain conditions, entries in the PW0HelperPW0 table are not recalculated.	35972
Duplicate entries in the AttestationHelper table. Sporadically, entries are created twice in the auxiliary table for attestation cases (AttestationHelper). This means the number of email notifications is doubled. If the approval workflow contains an approval step for external approval, the process for external approval is generated twice.	36000

Table 23: Data Governance Edition

Resolved issue	Issue ID
<p>After upgrading from One Identity Manager Data Governance Edition 9.0 you might see the following error message if, in the Manager, users try to access the Managed hosts.</p> <p>Error: QAM.Common.Exceptions.ExternalException: VI.Base.ViException: Potentially dangerous behavior was detected. The request will be ignored.</p>	319605

Applicability of this cumulative update

Table 24: Products affected by this cumulative update

Product name	Version	Platform
One Identity Manager	9.0	All those supported

Upgrade and installation instructions

NOTE: Ensure that automatic software update is enabled. Otherwise the cumulative update cannot be applied in full. For more information about the automatic software update, see [Automatic updating of One Identity Manager](#).

NOTE: If you migrate the One Identity Manager database again with version 9.0 to add or remove a module, for example, then you must also apply the cumulative update afterward.

The following files are deployed for the cumulative update.

- **Install.CU.exe:** Use the **Cumulative Update Installer** wizard to install the cumulative update. The wizard guides you through each step. First the wizard updates the components of your locally installed One Identity Manager. Then the Database Transporter updates your One Identity Manager database.
- **Install.CU.cmd.exe:** You can use this program to update the components of your locally installed One Identity Manager from the command line. Run the update using the command line console as administrator.
- **OneIdentityManager.9.0.CU03.Transport.zip:** This file contains the transport package with resolved issues.
- **OneIdentityManager.9.0.CU.ReleaseNotes.pdf:** Contains detailed information about resolved issues.
- **OneIdentityManager.9.0.CU.ReleaseNotes_de-de.pdf:** Contains detailed information about the resolved issues in German.

To install the cumulative update, the following actions are performed.

1. Update of the locally installed One Identity Manager components on the administrative workstation.
2. Update of the One Identity Manager database.
3. (Optional) Update of the synchronization project.

A cumulative update can deploy patches for synchronization projects. You must apply these patches to the synchronization projects. Every patch contains a script, which tests whether the patch can be applied to the synchronization project. This depends on the specific configuration of the synchronization.

See also:

- [Installing this cumulative update](#) on page 30
- [Applying patches to synchronization projects](#) on page 32

Installing this cumulative update

NOTE: Test changes in a test system before installing the cumulative update in a production system. Use a copy of the production database for testing.

To install the cumulative update with the Cumulative Update Installer

1. Put the following files in a temporary directory on your administrative workstation.
 - Install.CU.exe
 - OneIdentityManager.9.0.CU03.Transport.zip
2. Start the Install.CU.exe file from the temporary directory.

This starts the cumulative update.
3. On the start page, select the installation language and click **Next**.
4. On the **Update Settings** page, select the directory with the One Identity Manager installation you want to update and click **Next**.

This starts installing the transport package.
5. If there are still active processes, that are using files from the target directory, these processes are displayed in the **Running processes** page.
 - Use the **End process** context menu item to end the processes to allow the installation to start.
6. On the **Installation** page you can see the installation's progress.

After the components have been successfully installed, the Database Transporter starts.

NOTE: The next steps queue the calculation tasks for the DBQueue Processor. Ensure that the Database Agent Service is running. If you have stopped the One Identity Manager Service, which also runs the Database Agent Service, you must start the server again. Otherwise internal calculation tasks cannot be carried out and the transport package import quits with errors.

7. On the **Update the database with CU transport** page, select the database connection and authentication for logging in to the database. Select a user who at least has administrative permissions for the One Identity Manager database.
 - To connect to the database, click **Next**.
8. The **Install cumulative updates** page shows the import steps to be run and the progress of the import. The import procedure can take some time.
 - After successful installation, click **Next**.
9. To end the program, click **Finish** on the last page.

NOTE: Use the  button to save any errors that occur whilst importing.

To install the cumulative update from the command line

1. Put the following files in a temporary directory on your administrative workstation.
 - Install.CU.cmd.exe
 - OneIdentityManager.9.0.CU03.Transport.zip
2. Run the component update using the command line console as administrator. Use -h to show the program help.

Example call:

Install.CU.cmd.exe

-S="OneIdentityManager.9.0.CU03.Transport.zip"

-D="C:\Programs\One Identity\One Identity Manager"

with:

- -S: Name of the transport package.
 - -D: Local directory of the One Identity Manager installation to be updated with the cumulative update.
3. To update the One Identity Manager database from the command line, use the DBTransporterCMD.exe program. Run the database update from the command line console. Use -? to show the program help.

Select a user who at least has administrative permissions for the One Identity Manager database.

Example call:

DBTransporterCMD.exe

/File="C:\Temp\OneIdentityManager.9.0.CU03.Transport.zip"

/Conn="Data Source=<Database server>;Initial Catalog=<Database name>;User ID=<Database user>;Password=<Password>"

/Auth="Module=DialogUser;User=<User name>;Password=<Password>"

with:

- /File: Path to the transport file.
- /Conn: Database connection parameter. Select a user who at least has administrative permissions for the One Identity Manager database.
- /Auth: Authentication data. The authentication data depends on the authentication module used.

Applying patches to synchronization projects

CAUTION: Patches do not alter custom changes in synchronization projects. This means that conflicts may occur if patches are applied to synchronization projects that have been customized. It may cause loss of data.

Before you apply a patch

1. Read the patch description to decide whether it provides the necessary improvements for the synchronization project.
2. Check whether conflicts with customizations could occur.
3. Create a backup of the database so that you can restore the original state if necessary.
4. (Optional) Deactivate the synchronization project.

NOTE: If you update existing synchronization projects, the connection parameters from the default variable set are always used. Ensure that the variables in the default variable set contain valid values.

NOTE: If you have set up synchronization projects for connecting cloud application in the Universal Cloud Interface, update the target system schema in these synchronization projects before you apply the patches. Use the Synchronization Editor.

To apply patches

1. In the Synchronization Editor, open the synchronization project.
2. Select the **Edit > Update synchronization project** menu item.
3. Click **Apply selected patches**.
4. Enter any user input as prompted.
5. Use the patch log to check whether customization need to be reworked.
6. If required, rework customizations in the synchronization configuration.
7. Run a consistency check.
8. Simulate the synchronization.
9. (Optional) Activate the synchronization project.
10. Save the changes.

NOTE: A patch does not take effect until the changes associated with it are saved in the database. If consistency check or simulation errors occur that cannot be corrected, you can dismiss the patch changes by reloading the synchronization project without saving the changes.

For detailed information about updating synchronization projects, see the *One Identity Manager Target System Synchronization Reference Guide*.

Verifying successful installation

To verify that the cumulative update is installed

- Start the Designer or the Manager and select the **Help > Info** menu item.
The **System information** tab gives you an overview of your system configuration.
The version number 9.0.03.0 for all modules indicates that this cumulative update is installed.

Removing this cumulative update

Once installed you cannot remove this cumulative update.

Long Term Support (LTS) and Feature Releases

You can choose between two paths for receiving releases; Long Term Support (LTS) Release or Feature Release.

Long Term Support (LTS)

- The initial One Identity Manager LTS release is 9.0. For all LTS releases of One Identity Manager, the first digit identifies the release and the second is always a zero (for example, 9.0).
- Maintenance LTS Releases (known as Cumulative Updates): A third digit is added; for example, 9.0.1.

Feature Release

- Feature Releases' version numbers are two digits (for example, 9.1, 9.2, etc).

The table below shows a comparison of Long Term Support (LTS) Release and Feature Release.

Table 25: Comparison of Long Term Support (LTS) Release and Feature Release

Category	Long Term Support (LTS) Release	Feature Release
Release frequency	Every 36 months (includes resolved issues and security related updates).	Approximately every 12 months (includes resolved issues and security related

Category	Long Term Support (LTS) Release	Feature Release
		updates).
Duration of full support	36 months	18 months
Duration of limited support	12 months (after the end of full support)	6 months (after the end of full support)
Versioning	All versions where the second number is 0 . For example: 9.0.0 (9.0.1, 9.0.2,), 10.0.0, 11.0.0, and so on.	All versions where the second number is not 0 . For example: 9.1.0 (9.1.1, 9.1.2), 9.2, 9.3, and so on.
Duration of service pack availability between releases	Approximately every 6 months, cumulative updates (CUs) are expected for each LTS release.	Every 6 months patch releases (service pack) are expected for each feature release currently supported.
Criteria for issuing hotfixes for LTS outside of a cumulative update cycle	<ul style="list-style-type: none"> • The product is not functioning after installing the most recent CU and the customer cannot wait until the next CU is available. • The product is not functioning/is inoperable which is causing a production outage/serious issue. • A security related fix is needed on a priority basis to address a vulnerability. • No fixes will be issued to implement an enhancement outside of the cumulative update cycle. 	

Release details can be found at [Product Life Cycle](#).

One Identity strongly recommends always installing the latest revision of the release path chosen by the customers/partners (Long Term Support path or Feature Release path).

Moving between LTS versions and Feature Release versions

You can move from an LTS version (for example, 9.0 LTS) by installing a later feature release or version (for example 9.2). Once this has happened, you are not on the LTS support path until the next LTS base version (10.0, etc.) is installed.

You can move from a Feature Release to an LTS Release, but only to an LTS release with a later version. For example, you cannot move from 9.2 to 9.0 LTS. You have to keep

upgrading with each new Feature Release until the next LTS Release version is published. For this example, you would wait until 10.0 LTS is available.

Patches

For LTS, there are no patches released, only hotfixes, and these are distributed only in rare cases. Refer to the previous table to see the criteria for LTS hotfixes. These hotfixes need to be applied in order of their release.

LTS has periodic cumulative updates (CUs) provided for LTS customers, which roll out the issues resolved during that period. It is not required to install every CU separately. For instance, if CU1 is released followed by CU 2, you do not need to install CU1 before installing CU2. The CUs are cumulative.

For customers on the feature release option track, maintenance releases are cumulative, meaning that maintenance releases do not need intermediate releases to be installed to update to a newer maintenance release. This is unchanged from previous versions. For example, if you want currently use version 9.1.1 and want to upgrade to 9.2, and, for example, versions 9.1.3, 9.1.4, and 9.1.5 have been released, you only have to install version 9.2 and it automatically applies the resolved issues from 9.1.3, 9.1.4, and 9.1.5.

Frequently Asked Questions (FAQs)

What is Long Term Support (LTS)?

- LTS is a support option that allows you to stay on the same release for an extended period of time while still receiving the high level of support that One Identity is known for. While on the LTS path, you receive updates aimed at resolving issues and vulnerabilities. There are not, however, any product enhancements or features delivered while on the LTS release.

What are the benefits to being on an LTS release?

- Some enterprises have a difficult time in keeping up with the migration to new releases in a timely manner to fit within the vendor's support guidelines. This allows the enterprise to stay on one version for a considerable amount of time.

What are the disadvantages to being on an LTS release?

- The negatives, of course, are missing out on receiving the latest enhancements and features from the vendor.

Duration of an LTS release

- A Long Term Support (LTS) version provides you with up to 3 years of support after the original release date or until the next LTS release (which ever date is later); with an option to continue via Extended Security Support (ESS).

How do I make the move to the LTS support option?

- When you install an LTS version, such as One Identity Manager 9.0, you are automatically on the LTS path. The choice you make for the next release that you install, determines whether you remain on LTS or go to the traditional support model.

Once I choose to go on the LTS path, can I ever move back to the feature release path?

- Yes. You can do this by installing a later maintenance version or feature release. For example, if you currently have version 9.0 (LTS) and decide to move to 9.2, you will come off the LTS support path until you install the next base LTS version (10.0, etc.)

Is there an extra charge if I choose the LTS option?

- No, long term support is included in your annual maintenance renewal. An option to continue limited support is offered at an additional charge via our Extended Security Support (ESS).

Additional resources

Additional information is available in:

- [One Identity Manager Support](#)
- [One Identity Manager Online documentation](#)
- [One Identity Manager Community](#)
- [One Identity Manager Training portal website](#)

About us

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

Contacting us

For sales and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to videos at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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Legend



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CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.