

# One Identity Password Manager 5.9.7

## Release Notes

Thursday, March 10, 2022

These release notes provide information about the new features, enhancements, known or resolved issues, and other changes of One Identity Password Manager 5.9.7. This document describes the changes of both the regular and the Active Directory Lightweight Directory Services (AD LDS) edition of the software.

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

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## About One Identity Password Manager 5.9.7

One Identity Password Manager 5.9.7 is a minor release, containing new features and resolved issues.

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

## New features

Password Manager 5.9.7 contains the following new features.

### Hiding personally identifiable information

Added a new option under **General Settings > Search and Logon Options > Security Settings** to show or truncate personally identifiable information (PII) on the user interface. For more information on configuring this setting and its effects, see *Hiding personally identifiable information for logged-in users* in the *Password Manager Administration Guide* or *Password Manager Administration Guide (AD LDS edition)* document (depending on the type of directory service you use).

## Enhancements

The following is a list of enhancements implemented in One Identity Password Manager 5.9.7.

**Table 1: Enhancements**

Enhancement	Issue ID
Updated the Windows Event Logs of Password Manager with unique Event IDs and text descriptions.	84782
Updated the Angular version from 7 to 11 on the Password Manager Self-Service site, along with all its dependencies.	295695

## Resolved issues

The following is a list of issues addressed in One Identity Password Manager 5.9.7.

**Table 2: Resolved issues – General Password Manager Issues**

<b>Resolved issue</b>	<b>Issue ID</b>
Fixed various security issues.	291704
Previously, when using phone authentication with Starling 2FA, authentication did not work with phone numbers longer than 12 digits. This issue is now fixed, and phone authentication now accepts phone numbers longer than 12.	286773
Previously, when configuring a custom management account under <b>General Settings &gt; Domain connections</b> for a domain, and the custom management account was not a user of that domain, then having another user with the same name (but a different password) on that domain resulted in the authentication of that user failing every time when a scheduled task tried binding onto the configured domain. Following these failed authentication attempts, the user could be locked out. This issue is now fixed so that the authentication process now uses the correct domain information, provided in the <b>Add New Domain Connection &gt; User name</b> field.	285036
Previously, toast notifications for the Secure Password Extension (SPE) component did not work properly if the management policy only had the Organizational Units (OUs) of the users configured, but not their groups. This issue is now fixed.  <b>i</b>   <b>NOTE:</b> The previous behavior still persists when using distribution groups instead of security groups.	277902
Previously, creating a custom password policy, and specifying a custom rule for it in <b>Password Policies &gt; &lt;domain-password-policy&gt; &gt; Edit &gt; Policy Rules &gt; Custom Rule</b> resulted in the following issues if the custom rule have contained any line breaks: <ul style="list-style-type: none"><li>• In the Password Manager User Site, the specified text was converted to a single line.</li><li>• In the Password Manager Self-Service Site, only the contents of the first line appeared.</li></ul> Both of these issues are now fixed, and line breaks are handled properly on both sites.	265033
Previously, attempting to uninstall Password Manager with the One Identity rSMS Service installed and running resulted in a <b>Files in Use</b> Windows pop-up window appearing during the uninstallation process, forcing users to close the application manually. This issue is now fixed, so the uninstallation process automatically stops the rSMS Service.	116469

**Table 3: Resolved issues – Password Manager Service**

Resolved issue	Issue ID
Improved communication security between the Password Manager Service and the Password Manager Sites.	298108

**Table 4: Resolved issues – Password Manager Administration Site**

Resolved issue	Issue ID
Previously, deleting a custom workflow resulted in the Password Manager Administration Site being stuck in a loading state, forcing users to reload the page. This issue is now fixed.	291364, 169056
Previously, when creating a new workflow with the workflow designer, drag-and-dropping activities into it or moving activities within it could result in the workflow designer showing incorrect configuration dialogs, or showing drag-and-dropped items in an incorrect order. This issue is now fixed, so drag-and-dropping and reordering activities in custom workflows work properly.	291362
Fixed a login issue affecting the Password Manager Administration Site.	291165
Previously, when configuring a password reset workflow based on embedded connectors, the workflow did not work for LDAP target systems, even if the rSMS LDAP Connector has been configured in the <b>Reset password in connected systems through embedded connectors</b> activity, as described in <a href="#">Knowledge Base Article 332671</a> . This issue is now fixed, and users can reset the password of their account in the remote LDAP database if the embedded rSMS LDAP Connector is configured in the workflow.	289366
Previously, the redirection behavior of the <b>Save</b> and <b>Cancel</b> buttons in the available <b>General Settings</b> options was inconsistent, with some of them redirecting users to the home page of the Password Manager Administration Site, while others keeping users at the currently opened setting page when clicking them. This issue has been fixed with the following changes: <ul style="list-style-type: none"> <li>Clicking <b>Save</b> buttons no longer redirects users to the home page.</li> <li>All <b>Cancel</b> buttons have been removed from every <b>General Settings</b> option page.</li> </ul>	261519
Previously, when configuring a new SMTP server via <b>General Settings &gt; SMTP Servers</b> , clicking <b>Test settings</b> in the <b>Add SMTP Server</b> window resulted in an extra footer appearing at the bottom of the page. Because of this, the disabled elements of the page were shown incorrectly. This issue is now fixed.	85595

**Table 5: Resolved issues – Password Manager Helpdesk Site**

<b>Resolved issue</b>	<b>Issue ID</b>
<p>Previously, when using two Management Policies with the same user groups included in their User Scopes, and having a Helpdesk group assigned to the Helpdesk Scope of the second Management Policy, attempting to select a found user on the Helpdesk Site could result in a system error.</p> <p>This issue is now fixed, and Helpdesk users now can select found users without getting any errors.</p>	290525
<p>Previously, setting the <b>General Settings &gt; Search and Logon Options &gt; Do not allow users to search for their accounts &gt; Users must enter the following user account attribute for identification (this may slow down the performance)</b> attribute to <code>sAMAccountName</code> resulted in a Value cannot be null critical error when attempting to search and select users that belong to a different management policy.</p> <p>This issue is now fixed, and the Password Manager Helpdesk Site returns a No accounts matching your search criteria have been found message in such cases.</p>	283937
<p>Previously, changing the language with the <b>Select language</b> option did not change the language in the <b>Display user agreement</b> action.</p> <p>This issue is now fixed.</p>	217068

**Table 6: Resolved issues – Password Manager Self-Service Site**

<b>Resolved issue</b>	<b>Issue ID</b>
<p>Previously, attempting to log in to the Password Manager Self-Service Site with an expired password resulted in an Incorrect password error message, even if the password policies of the organization allowed users to authenticate with expired passwords.</p> <p>After their second attempt, users could log in to the Self-Service Site with their expired password: however, any workflow that used the <b>Authenticate with password</b> activity still failed on the first try when the users used their correct but expired password.</p> <p>This issue is now fixed, and the Self-Service Site accepts the expired user password on the first attempt.</p>	299270
<p>Previously, routing to the Password Manager Self-Service Site did not work properly if the site URL have contained query parameters (for example, when routing to the site via the Offline Password Reset component).</p> <p>This issue was caused by the routing not being case insensitive in such cases, and has been fixed in Password Manager 5.9.7.</p>	294640
<p>Previously, when configuring a custom color scheme via the <b>General Settings &gt; Web Interface Customization</b> setting of the Password Manager Administration Site, the configured color scheme was applied only</p>	288291

Resolved issue	Issue ID
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to the heading of the Password Manager Self-Service Site, but not to the rest of the Self-Service Site UI elements (such as buttons).

This issue is now fixed, and the configured color scheme is properly applied to every UI element of the Self-Service Site.

## Known issues

The following is a list of issues, including those attributed to third-party products, that are known to exist at the time of the One Identity Password Manager 5.9.7 release.

**Table 7: Known issues**

Known issue	Issue ID
Currently, the Password Policy Manager (PPM) component does not support Local Security Authority (LSA) protection.	295089
When User Principal Name (UPN) is used as service account, installing a Password Manager hotfix can lock the service account.	255614
<b>Workaround</b> To solve the problem: <ol style="list-style-type: none"><li>1. Change the service account to the domainname\username format.</li><li>2. Provide a password for the same service account user.</li><li>3. Install the Password Manager hotfix.</li></ol>	
Following a Password Manager upgrade, the <b>General &gt; Settings &gt; Scheduled Tasks &gt; Active Directory Sites</b> task is disabled.	246147
<b>Workaround</b> After upgrading Password Manager to a newer version, enable the <b>Active Directory Sites</b> task manually.	
When scheduled from the secondary instance of the Password Manager server, the <b>General Settings &gt; Unregister Users</b> task does not run.	233679
<b>Workaround</b> Schedule the <b>Unregister Users</b> task on the primary instance of Password Manager.	
If the application pool identity is a domain user with minimal permissions, then <b>Web interface customization</b> changes are not applied to the Self-Service and Helpdesk Sites.	233658
In the <b>General Settings &gt; Instance Reinitialization</b> page, the	229200

Known issue	Issue ID
<p><b>Corporate phone</b> attribute is not imported from the primary instance to the secondary instance.</p> <p><b>Workaround</b></p> <p>Update the <b>Corporate phone</b> attribute manually on the secondary instance to have the same value as on the primary Password Manager instance.</p>	
<p>If the Password Manager Self-Service Site contains an IPv6 address, the location-sensitive authentication (LSA) feature does not work.</p> <p><b>Workaround</b></p> <p>LSA currently supports IPv4 addresses only. Therefore, do not access the Password Manager Self-Service Site from an external network where the request contains an IPV6 address.</p>	221571
<p>When configuring a dictionary rule in the Password Manager Administration Site, the <b>Policy Rules &gt; Dictionary Rule &gt; Enable dictionary lookup to reject passwords that contain &gt; Beginning characters of a dictionary word</b> setting does not work correctly if you specify only 2 beginning characters.</p> <p><b>Workaround</b></p> <p>One Identity recommends using the <b>A complete word from the dictionary (QPMDictionary.txt)</b> setting when configuring a dictionary rule.</p>	221468
<p>If no appropriate authentication methods are configured for it, the <b>Forgot My Password</b> screen may appear blank in the Password Manager Self-Service Site or Helpdesk Site.</p> <p><b>Workaround</b></p> <p>In the Password Manager Administration Site, One Identity recommends configuring the <b>Register</b> workflow with <b>Security Questions</b> as one of its registration modes.</p>	221389
<p>When a symmetry rule is configured with the <b>Policy Rules &gt; Symmetry Rule</b> setting of the Password Manager Administration Site, it may fail to validate passwords containing non-consecutive characters.</p> <p><b>Workaround</b></p> <p>Do not use the <b>Policy Rules &gt; Symmetry Rule &gt; Maximum number of consecutive characters within a password, that read the same in both directions (pass4554word)</b> setting.</p>	220177
<p>In a Password Manager for AD LDS environment, if the User Scope is configured with an AD LDS account, the <b>Forgot My Password</b> and <b>Manage My Passwords</b> workflows will fail.</p>	220171

**Workaround**

When configuring a User Scope, do not use **The following AD LDS account** setting of the **Access account > Edit AD LDS Instance Connection** dialog.

When a Questions and Answers Policy is updated with any language other than English, users may receive both the default and the custom email notifications on the Password Manager Self-Service Site.	219401
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**Workaround**

For the **Email user if workflow succeeds** workflow, change the value of the **Select email template to use** setting to **Customize**.

When searching users with reCAPTCHA enabled, not entering reCAPTCHA for the second time results in a non-human readable error message.	217064
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**Workaround**

Always search for users with the correct username and with the reCAPTCHA check completed.

Upgrading Password Manager from version 5.6.3 to 5.9.x keeps the previous <b>My Questions and Answers</b> profile workflow.	215892
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**Workaround**

To solve the problem:

1. In the Password Manager Administration Site, navigate to the **My Questions and Answers** profile workflow.
2. Open **Workflow Settings > Availability**.
3. Set **Enable the workflow** to **Never**.
4. Select **Show the workflow on the Self-Service site**.
5. To apply your changes, click **OK**.

The <b>User Status Statistics</b> scheduled task may fail intermittently.	171590
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After upgrading to Password Manager 5.9.x, the <b>My Notifications</b> custom workflow cannot be edited in the Password Manager Self-Service Site.	171589
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**Workaround**

One Identity recommends to use the legacy Self-Service Site to edit the **My Notifications** workflow.

When using Password Manager for AD LDS, the <b>Password Policies</b> page of the Administration Site is not updated when a password policy is created.	170587
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**Workaround**

After a new Password Policy is created, click **Save**, and immediately cancel

Known issue	Issue ID
the <b>Add New Policy</b> wizard. The page will refresh and list the new policy.	
After upgrading to Password Manager for AD LDS 5.9.x, the <b>General Settings &gt; Search and Logon Options</b> menu may display an error when its settings are modified.	170560
<b>Workaround</b>	
To solve this problem:	
<ol style="list-style-type: none"> <li>1. In the Password Manager for AD LDS Helpdesk Site, navigate to <b>General Settings &gt; Search and Logon Options</b>.</li> <li>2. In the <b>Users must enter the following user account attribute for identification</b> setting, change the value from <code>sAMAccountName</code> to <code>cn</code>.</li> </ol>	
Domain users may not be able to access the Password Manager Administration Site, even if they are members of the local PMAAdmin group.	170441
<b>Workaround</b>	
When using Password Manager 5.8.x or newer, domain users can access the Administration Site only if they are members of both the local PMAAdmin group, and either the IIS_IUSRS group or the Administrators group.	
In Password Manager for AD LDS, certain column data required for custom activities are not available in generated reports.	170355
After upgrading Password Manager from an earlier version to 5.9.x, the upgrade process may create duplicate URL references for the Password Manager User Site.	169921
<b>Workaround</b>	
Manually delete URL shortcuts that are not required.	
When a Password Manager for AD LDS instance and the Password Manager for AD LDS server instance are not configured on the same machine, Password Policy Rules are not displayed in the new and legacy Password Manager for AD LDS Self-Service Sites.	169763
<b>Workaround</b>	
Configure the Password Manager for AD LDS instance and the Password Manager for AD LDS server instance on the same machine.	
The user search settings of the Password Manager for AD LDS Helpdesk Site may work incorrectly.	169384
<b>Workaround</b>	
To solve the problem:	
<ol style="list-style-type: none"> <li>1. In the Password Manager for AD LDS Helpdesk Site, navigate to</li> </ol>	

Known issue	Issue ID
<p><b>General Settings &gt; Search and Logon Options.</b></p> <p>2. Use the <code>cn</code> attribute instead of <code>mail</code> to search for users.</p>	
<p>When editing a Questions and Answers Policy, you may be unable to edit or delete translated questions.</p>	168957
<p><b>Workaround</b></p> <p>To edit existing translated questions, add another translated language.</p>	
<p>The Password Manager Self-Service Site may not launch on Secure Password Extension (SPE) through a 32-bit operating system.</p>	167871
<p><b>Workaround</b></p> <p>If you have a 32-bit operating system, One Identity recommends to use the legacy Self-Service Site.</p>	
<p>When a password is changed from the target Active Directory (AD) system to that of the source AD, One Identity Quick Connect may be unable to synchronize passwords.</p>	167573
<p><b>Workaround</b></p> <p>Restart the Quick Connect Capture Agent Service on all the source and target systems.</p>	
<p>In Password Manager versions 5.8.2 and 5.9.x, you can only reconnect to a domain on the second attempt.</p>	166950
<p><b>Workaround</b></p> <p>To solve the problem:</p> <ol style="list-style-type: none"> <li>1. In the Password Manager Administration Site, select the User Scope, Helpdesk Scope or Password Policy you want to configure.</li> <li>2. Click <b>Add domain connection</b> twice to add a new domain connection.</li> </ol>	
<p>In email notifications, the <code>#OPERATOR_ACCOUNT_NAME#</code>, <code>#OPERATOR_IP#</code>, <code>#WORKFLOW_RESULT#</code>, and <code>#WORKFLOW_SUMMARY#</code> parameters are not populated.</p>	141728
<p>On Windows Server 2019, the Password Manager Service and One Identity rSMS Service may stop.</p>	127587
<p><b>Workaround</b></p> <p>To solve the problem, make sure that the domain controller machine and the clients are at two separate entities.</p>	
<p>When editing a dictionary file between the size of 10–20 MB from a Password Policy, the web browser session may crash, and an error may appear in the Windows Event Viewer.</p>	115957
<p><b>Workaround</b></p>	

**Known issue****Issue ID**

If you must modify a dictionary file larger than 10 MB, edit it from the domain machine where Password Policy Manager (PPM) is installed.

When performing a password reset with the Password Manager Helpdesk Site, the site also accepts the previous/old password. 114822

**Workaround**

Manually enter a different password during the short duration of the password reset.

## System requirements

This section provides the system requirements for installing and running Password Manager and its components.

## Password Manager Service and Administration Site requirements

Before installing Password Manager, ensure your system meets the following minimum hardware and software requirements. These requirements are applicable both to Full Installation and Distributed Installation (when the Self-Service Site and the Helpdesk Site are installed on separate systems).

**Table 8: Password Manager Service and Administration Site requirements**

Requirement	Details
Platform	1.6 GHz or higher.
Memory	At least 4 GB RAM.
Hard disk space	2.7 GB of free disk space.  <b>NOTE:</b> If .NET Framework is already installed, then installation may require less disk space.
Operating system	Password Manager can be run on any of the following operating systems: <ul style="list-style-type: none"> <li>• Microsoft Windows Server 2012 R2</li> <li>• Microsoft Windows Server 2016</li> <li>• Microsoft Windows Server 2019</li> </ul>

## Requirement Details

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- i** **NOTE:** Consider the following operating system and machine restrictions:
- Password Manager is not supported on Windows Server Core mode setup.
  - One Identity does not recommend installing Password Manager on the machine where the Domain Controller (DC) server is installed.
  - Password Manager supports Windows Server 2012 R2 and later versions in domain and forest functional levels, including domains operating in a mixed mode.
  - Password Manager does not support Windows 2008 and earlier versions.

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Internet Information Services Password Manager requires any of the following Microsoft Internet Information Services (IIS) versions on the web server of your environment:

- IIS 7.0
- IIS 7.5
- IIS 8.0
- IIS 10.0

- i** **TIP:** To ensure best practice security, configure Password Manager to use HTTPS. For more information, see *Password Manager 5.9.7 Administrator Guide* or *Password Manager 5.9.7 Administrator Guide (AD LDS Edition)*.

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Web browser Password Manager supports the following web browsers:

- Microsoft Internet Explorer 11
- Microsoft Edge
- Mozilla Firefox 10 or later
- Apple Safari 5 or later
- Google Chrome 15 or later

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Microsoft .NET Framework Microsoft .NET Framework 4.7.2

- i** **NOTE:** Install .NET Framework before you install Password Manager.

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Visual C++ Runtime Libraries Password Manager supports the following Visual C++ Runtime Libraries:

- Visual C++ Runtime Libraries 2017

## Requirement Details

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- Visual C++ Runtime Libraries 2010

Visual C++ Runtime Libraries x86 and x64 are included in the Password Manager distribution package.

**i** **NOTE:** Install Visual C++ Runtime Libraries 2010 and Visual C++ Runtime Libraries 2017 before you install Password Manager.

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Adobe Acrobat Reader Acrobat Reader DC

**i** **NOTE:** Acrobat Reader DC 17.009.20044 is included with the Password Manager distribution package.

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Minimum screen resolution 1280x1024 pixels

## Password Manager Self-Service Site and Helpdesk Site requirements

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

**Table 9: Password Manager Self-Service Site and Helpdesk Site requirements**

### Requirement Details

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Web browser The Password Manager Self-Service Site and Helpdesk Site support the following browsers:

- Microsoft Internet Explorer 11
  - Microsoft Edge
  - Mozilla Firefox 10 or later
  - Apple Safari 5 or later
  - Google Chrome 15 or later
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Minimum screen resolution 1280x1024 pixels

# Password Policy Manager requirements

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

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

**Table 10: Password Policy Manager Requirements**

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

# Secure Password Extension requirements

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

**Table 11: Secure Password Extension requirements**

Requirement	Details
Operating system	Secure Password Extension supports the following operating systems: <ul style="list-style-type: none"><li>• Microsoft Windows 8.1</li><li>• Microsoft Windows 10</li></ul>
Web browser	Microsoft Internet Explorer 11

**NOTE:** Due to potential security threats, One Identity does not recommend using any Internet Explorer plug-ins on computers with Secure Password Extension installed.

# Offline Password Reset requirements

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

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

The target computers must meet the following minimum software requirements:

**Table 12: Offline Password Reset requirements**

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

# Password Manager Reports requirements

To configure and use Password Manager reports, you must:

1. Install an SQL server in your environment.
2. Configure reporting settings on the Password Manager Administration Site. For more information, see *Reporting* in *Password Manager 5.9.7 Administration Guide* or *Password Manager 5.9.7 Administration Guide (AD LDS Edition)*.

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

**Table 13: Password Manager Reports requirements**

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

# Accessing External URLs

To enable Password Manager to download images:

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

**Table 14: External URLs accessed by Password Manager**

Site	External URL
User Site	<a href="#">Google api.js</a>
<b>If Password Manager is used with Starling, make sure that the following sites can access the following URL:</b>	
Administration Site	2faclient.cloud.oneidentity.com
Self-Service Site	2faclient.cloud.oneidentity.com
Helpdesk Site	2faclient.cloud.oneidentity.com

## Upgrade and installation instructions

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

- For more information on the upgrade procedure, see *Upgrading Password Manager* in the *Password Manager 5.9.7 Administration Guide* or the *Password Manager 5.9.7 Administration Guide (AD LDS Edition)* documents.

You can upgrade to Password Manager 5.9.7 from version 5.8.2 or later.

- For more information on how to install and configure Password Manager, see *Installing Password Manager* in the *Password Manager 5.9.7 Administration Guide*, *Password Manager 5.9.7 Administration Guide (AD LDS Edition)*, or the *Password Manager 5.9.7 Quick Start Guide* documents.

## Product licensing

One Identity Password Manager requires a license key for operation. For more information on license management, see *Licensing* in the *Password Manager 5.9.7 Administrator Guide* or the *Password Manager 5.9.7 Administrator Guide (AD LDS Edition)* documents.

# Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

The release is localized to the following languages: Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, French, German, Italian, Japanese, Korean, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Swedish.

The Password Manager Self-Service site is not localized in any language other than English.

## About us

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

## Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx>.

## Technical support resources

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

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

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

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Password Manager Release Notes  
Updated - March 2022  
Version - 5.9.7

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