



## One Identity Manager

# Operations Support Web Portal User Guide

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**Legend**

 **WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

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

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For the most recent documents and product information, see [Online product documentation](#).

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# Operations Support Web Portal

The Operations Support Web Portal helps you to manage and use your web applications. For more information, see the [An overview of the functions](#) on page 6.

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

Members of this application role:

- Monitor handling of Job queue processes.
- Monitor handling of the DBQueue.
- Create passcodes to enable staff to log in to the Password Reset Portal.

## An overview of the functions

This section gives you an overview of the different functions available in the Operations Support Web Portal.

With the Operations Support Web Portal, you can:

- Identify problems in your system ( [view](#) and [handle](#) failed processes)
- [Manage](#) processes
- [View](#) the synchronization status of target systems
- [Check](#) the status of services
- [Gain](#) an overview of web applications
- Manage the Job queue ([start and stop](#))
- Manage the DBQueue ([start and stop](#))
- [View](#) an object's change history
- [Create](#) passcodes to enable identities to log in to the Password Reset Portal
- [Manage](#) passwords for identities
- [View](#) the database log
- [Post-process](#) outstanding objects
- [View](#) unresolved object references
- [View](#) current (and recommended) system values for analyzing and troubleshooting.

# The user interface layout

The user interface of the Operations Support Web Portal is divided into several sections:

## Top - header

The header shows the current user, the  (**Log off**) button, and the  (**Info**) button.

## Top – menu bar

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

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

## Work area

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

# Structure of the Operations Support Web Portal

The user interface is composed of the following main sections.

## Home

This overview is also divided into the following sections:

### Find

You can use the search to:

- [Search](#) by database object
- [Display](#) an object's Job queue and DBQueue tasks

### Notifications

In the **Notifications** section, you can:

- Quickly recognize if and how errors occurred when processing/running [processes](#)
- Quickly recognize if and how many new [log entries](#) there are

### Service issues

In the **Service issues** pane, you can:

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

### Status reports

In the **Status reports** pane, you can [check](#) the availability of services.

### Process menu

You can use the **Processes** menu to [manage and monitor](#) processes.



## Synchronization menu

You can use the **System** menu to perform the following actions:

- You can [display](#) information about synchronizing your target systems with the database and [view](#) reports about synchronization runs.
- You can [post-process](#) outstanding objects
- [Show](#) all objects with unresolved references.

## System menu

You can use the **System** menu to perform the following actions:

- You can [obtain](#) a quick overview of the state of your system.
- You can [monitor](#) your HTML applications.
- You can [display](#) all information, warnings, and error messages of various components of One Identity Manager.

## Logging in and out

You are required to log in before you can start working with Operations Support Web Portal.

### **To log in**

1. In your internet browser, enter the address of the Operations Support Web Portal.
2. On the login page, select the authentication method you would like to use.
3. Enter your user name and password.
4. Click **Connect**.

### **To log out**

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

Your logoff was successful.

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

## System information

The Operations Support Web Portal keeps certain additional information about your system for diagnostics, analysis, and troubleshooting on the **System information** page. Use this information to collect general information about your system or to quickly identify problems in different categories and, if necessary, initiate prevention measures.

To find out how to display the page, see [Displaying system data](#) on page 11

On the **System information** page, you will see the following categories and recommended values:

**TIP:** For ease of use, values that have exceeded the recommended limit are highlighted in color. In addition, you can see your actual values and the values recommended by One Identity (in brackets).

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



### Related topics

- [Displaying system data](#) on page 11

## Displaying system data

You can display information about your system at any time.

### *To display system information*

1. In the header, click  **(Help)** > **About**.
2. In the dialog, click the **System information** tab.
3. On the **System information** tab, expand a category by clicking  in front of the it.

This displays the values of the selected category.

4. If you use the data outside the Operations Support Web Portal, for example, for analysis, you can:
  - Click **Copy to clipboard**, to copy all your data to the clipboard and paste it somewhere else.
  - Click **Export as CSV**, to export the data to a comma delimited CSV file.

## Related topics

- [System information](#) on page 11

## Searching

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

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

There are certain rules that make successful searching possible. The following table uses examples to describe these rules.

**Table 1: Rules with examples for searching**

Example	Description
Sam User	Finds Sam User but not Sam Identity. Search results must contain all of the separate terms in the query. A logical <b>AND</b> is used.
Sam OR Identity	Finds Sam User and Pat Identity. Placing <b>OR</b> between the search terms, acts as a logical OR operator. The result of this search contain at least one of the two search terms.
Sam NOT User	Finds Sam Identity but not Sam User. The results of this search do not contain the term that comes after <b>NOT</b> .
U*	Finds User1 and User2. The * functions as a wildcard for any number of characters to complete the term.
Use?	Finds User but not User1. The ? functions as a wildcard for a single character to complete the term.
"Sam User"	Provides results in which the search terms <b>Sam</b> and <b>User</b> follow one another. Results of this search contain the string in quotes as phrase.
Sam User~	Finds Sam User and also other similar results. A tilde ~ after the search term indicates that the search should also find similar results. The means that incorrectly spelled terms can be found as well. You can specify the level of similarity by adding a number between <b>0</b> and <b>1</b>

Example	Description
---------	-------------

	(with decimal point) after the tilde ~. The higher the number, the more similar the results.
--	--

### Related topics

- [Running a search](#) on page 14
- [Displaying Job queue and DBQueue tasks](#) on page 17
- [Creating passcodes for identities](#) on page 19

## Running a search

You can search for objects at any time.

### *To run a search*

1. In the menu bar, click **Home**.
2. (Optional) In the overview, in the **Search** section, in the **Search in** menu, select the tables you want to search through.
3. In the search field, enter a search term.
4. In the result list below the search field, click the required result.

In the overview, processes in the Job queue associated with the object are displayed on the **Queues** tab under **Jobqueue** and the respective DBQueue tasks under **DBQueue**. You can also view the history of an object as a timeline or table (see [Displaying object histories](#) on page 16). If the object is an identity, you can create a passcode (see [Creating passcodes for identities](#) on page 19) or manage passwords (see [Managing passwords for identities](#) on page 20).

### Related topics

- [Searching](#) on page 13
- [Displaying Job queue and DBQueue tasks](#) on page 17
- [Displaying object histories](#) on page 16
- [Creating passcodes for identities](#) on page 19

## Object history

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

To find out how to display the page, see [Displaying object histories](#) on page 16.

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

**Table 2: Object history**

Column	Description
Modified on	Shows the date of the change.
Change type	Shows the type of change.
Name	Shows the name of the modified object.
Type	Shows the type of the modified object.
User	Shows the user that made the change.

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

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

### Related topics

- [Displaying object histories](#) on page 16
- [Searching](#) on page 13

# Displaying object histories

## *To view the history of an object*

1. In the menu bar, click **Home**.
2. (Optional) In the overview, in the **Search** section, in the **Search in** menu, select the tables you want to search through.
3. In the search field, enter the name of the object for which you would like to view its history.
4. In the result list below the search field, click the required result.
5. In the overview, switch to the **History** tab.
6. Perform one of the following tasks:
  - To display the history graphically in a timeline, select **Timeline** in the menu.
  - To display the history in a table, select **Table** in the menu.

## Related topics

- [Object history](#) on page 15
- [Searching](#) on page 13
- [Running a search](#) on page 14



## Displaying Job queue and DBQueue tasks

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

### *To display the Job queue and DBQueue tasks*

1. In the menu bar, click **Home**.
2. (Optional) In the overview, in the **Search** section, in the **Search in** menu, select the tables you want to search through.
3. In the search field, enter the name of the object for which you would like to view the Job queue and DBQueue tasks.
4. In the result list below the search field, click the required result.

On an overview page, on the **Queues** tab in the **Job queue** pane, you can see the processes in the Job queue that exist for this object. In the **DBQueue** pane, DBQueue tasks associated with the object are displayed.

The following table lists the tasks that can be found for an object.

**Table 3: Overview of tasks for an object**

Object type	Task
<ul style="list-style-type: none"><li>• Hierarchical roles</li><li>• Organizations</li><li>• Departments</li><li>• Cost centers</li><li>• Locations</li><li>• Business roles</li><li>• Application roles</li></ul>	<ul style="list-style-type: none"><li>• Tasks for the object</li><li>• Tasks for assignment requests for the object</li><li>• Tasks for attestation cases for the object</li></ul>
Employee	<ul style="list-style-type: none"><li>• Tasks for the identity</li></ul>

Object type	Task
	<ul style="list-style-type: none"> <li>• Tasks for hierarchical roles of which the identity is a member</li> <li>• Tasks for requests received by the identity</li> <li>• Tasks for requests placed by the identity</li> <li>• Tasks for attestation cases for the identity</li> <li>• Tasks for system entitlements where a user account is assigned to the identity</li> <li>• Tasks for the identity's user accounts</li> </ul> <p>Shared and subidentity user accounts also belong to the "Identity user accounts".</p>
User accounts	<ul style="list-style-type: none"> <li>• Tasks for the user account</li> <li>• Tasks for system entitlements to which the user account is assigned</li> <li>• Tasks for attestation cases for the user account</li> </ul>
Groups	<ul style="list-style-type: none"> <li>• Task for the system entitlement</li> <li>• Tasks for attestation cases of the system entitlement</li> </ul>

## Related topics

- [Searching](#) on page 13
- [Running a search](#) on page 14

## Creating passcodes for identities

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

### *To create a passcode for an identity*

1. In the menu bar, click **Home**.
2. On the home page, in the **Search** section, select the **Employees** table in the **Search in** menu.
3. Enter the identity's name in the search field.
4. In the result list below the search field, select your desired search result (of type **Person**).
5. In the overview, switch to the **Passcode** or **Passwords** tab respectively.
6. On the **Passcode** or the **Passwords** tab, click **Create passcode**.  
The generated passcode and its validity period are displayed in a dialog.
7. Note or copy the code and send it to the identity.

**NOTE:** If the four-eye principle is active for your system, you will only obtain the first part of the code here. The second half is sent to the identity's manager. The identity must ask the manager for the second half of the passcode.

### Related topics

- [Searching](#) on page 13
- [Running a search](#) on page 14

## Managing passwords for identities

You can assign new passwords for identities' user accounts.

### *To issue a new password for an identity*

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

### Related topics

- [Searching](#) on page 13
- [Running a search](#) on page 14

## Status reports

Status reports give you a quick overview of your HTML applications and their status.

### Related topics

- [Availability check](#) on page 21
- [Check service availability](#) on page 22

## Availability check

The **Service availability check** page shows whether your services are available. For example, you should perform an availability check if you suspect that services are not functioning properly (for example, because the server is unavailable).

To find out how to display the page and check availability, see [Check service availability](#) on page 22.

You can view the following information on the **Service availability check** page.

**Table 4: Availability check**

Column	Description
Server	Shows the name of the server upon which the service runs.
Connection	Shows whether the server is connected.
Last fetch time	Shows the last time the server was called.
URL	Shows the URL used to access the service.
Executing server	Shows the server upon which the service is run.
IP address (IPv4)	Shows the IPv4 address used to access the service.

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

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

### Related topics

- [Check service availability](#) on page 22

## Check service availability

You can check the availability of your services at any time.

### *To check service availability*

1. In the menu bar, click **Home**.
2. On the home page, click **Start** in the **Status reports** section of the **Service availability check** tile.
3. In **Service availability check**, click **Check all services**.
4. See the services/server details list.

### Related topics

- [Status reports](#) on page 21
- [Availability check](#) on page 21

## Manage processes

In the Operations Support Web Portal, you can use the following pages to manage processes at any time:

- [Process overview](#) on page 23
- [Process details](#) on page 24
- [Process steps](#) on page 27
- [Performance](#) on page 28
- [Synchronization](#) on page 30

### Process overview

The **Processes** page shows all processes running in the Job queue and allows you to rerun failed processes.

To find out how to display the page, see [Viewing processes and details](#) on page 25 and how to rerun failed processes, see [Handling failed processes](#) on page 26.

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

**Table 5: Processes**

Column	Description
Process name	Shows the name of the process.
Process task	Shows which process task is currently running.
Actions	Actions that you can perform for the process: <ul style="list-style-type: none"><li>• <b>Retry:</b> Reruns the process. You can rerun processes that have the status <b>Frozen</b> or <b>Overlimit</b> only. <b>NOTE:</b> Processes with the status <b>Frozen</b> or <b>Overlimit</b> are marked with a beetle icon.</li><li>• <b>Details:</b> Shows the details view of a process.</li></ul>

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

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

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

## Related topics

- [Process details](#) on page 24
- [Viewing processes and details](#) on page 25


# Process details

On the **Processes** page, you can display detailed information a certain process. Any steps belonging to the process and their dependencies are displayed.

To find out how to display process details, see [Viewing processes and details](#) on page 25.

You can view the following process information.

**Table 6: Process details**

Column	Description
Process name/- process step	Shows you the name of the process or process step that is currently running.
Created on	Shows when the process started.
Steps completed	Shows how many process steps have already been completed (status <b>Completed</b> ).
Progress state	<p>Shows the process status. The following types of status may be shown:</p> <ul style="list-style-type: none"><li>• <b>True:</b> The process is currently running.</li><li>• <b>False:</b> The process cannot run yet. The process is waiting for another process to end.</li><li>• <b>Frozen:</b> The process cannot run. An error has occurred.</li><li>• <b>Overlimit:</b> The process has been running for too long without changing to the status <b>Completed</b> or <b>Frozen</b>.</li><li>• <b>Completed:</b> The process was successfully completed.</li><li>• <b>Delete:</b> The process is being deleted (after completing successfully).</li></ul>
 Show message	Shows you the error message of a failed process.



## Related topics

- [Manage processes](#) on page 23
- [Viewing processes and details](#) on page 25

# Viewing processes and details

## To view processes

1. In the menu bar, click **Processes** > **Processes**.  
The **Processes** page is opened, displaying any ongoing processes.  
| **TIP:** Use the filter above the table to limit the number of processes displayed.
2. (Optional) To view details of a process, next to the process, click **Details**.  
This opens the **Process details** page where the details of the relevant process are displayed (see [Process details](#) on page 24).

## Related topics

- [Manage processes](#) on page 23
- [Process details](#) on page 24

# Failed processes

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

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

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

## Related topics

- [Displaying failed Job queue processes](#) on page 25
- [Handling failed processes](#) on page 26

# Displaying failed Job queue processes

You can display faulty Job queue processes and their details.

### ***To display failed processes***

1. In the menu bar, click **Home**.
2. In the overview, under **Service issues** in the **Process issues** tile, click **View**.  
The page **Processes with status "Frozen" "<Jobqueue>"** is opened.

## **Handling failed processes**

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

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

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

### ***To re-run a failed process***

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

### ***To re-run multiple failed processes***

1. In the menu bar, click **Processes > Processes**.
2. In the **Processes** window, enable the check box next to the processes that you would like to rerun.
3. Click **Actions > Retry**.

### ***To re-run a failed process step***

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

### ***To run the subsequent process step***

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

## **Process steps**

The **Process steps** page shows any processes currently in the job queue and the number of process steps that must be run for the process.

To find out how to display process steps, see [Viewing process steps](#) on page 27.

You can view the following information on the **Process steps** page.

**Table 7: Process steps**

<b>Column</b>	<b>Description</b>
Process name	Shows the name of the process.
Count	Shows the number of process steps contained in the process.

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

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

### **Related topics**

- [Manage processes](#) on page 23
- [Viewing process steps](#) on page 27

## **Viewing process steps**

### ***To view process steps***

- In the menu bar, click **Processes > Process steps**.  
The **Process steps** page opens.

## Related topics

- [Manage processes](#) on page 23

# Performance

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

To find out how to display the page, see [Viewing performance](#) on page 28

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

**Table 8: Performance**

Column	Description
Process task	Shows the name of the process task.
Class	Shows the process component class that the process task belongs to.
Process steps per minute	Shows how many process steps can be handled per minute.

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

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

## Related topics

- [Manage processes](#) on page 23
- [Viewing performance](#) on page 28

# Viewing performance

### ***To view Job queue performance***

1. In the menu bar, click **Processes > Performance**.  
The **Processing performance** page opens.
2. (Optional) To display the performance of another queue, select the relevant queue in the menu.

## Related topics

- [Performance](#) on page 28
- [Manage processes](#) on page 23

## Synchronization

**NOTE:** You have to set up synchronization before you can view the synchronization status in the Operations Support Web Portal. For more information, see the *One Identity Manager Configuration Guide* and the *One Identity Manager Target System Synchronization Reference Guide*.

The **Synchronization** page shows you information about synchronizing your target systems with the database.

To find out how to display the synchronization status, see [Viewing synchronization status and log](#) on page 31

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

**Table 9: Synchronization**

Column	Description
Display name	Shows the name of the synchronization project.
Description	Shows the description of the synchronization project.
Next synchronization	Shows when the synchronization project will be run the next time.
Errors	Shows how many errors occurred the last time the synchronization project was run.
Affected objects	Shows the objects that had to be changed during synchronization, as they deviated from the database.

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

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

### Related topics

- [Manage processes](#) on page 23
- [Viewing synchronization status and log](#) on page 31

# The synchronization project log

From the **Synchronization** page, you can navigate to the **Synchronization log: <name of synchronization project>** page. This page provides you with detailed information about a specific synchronization project. In addition, you can [display a detailed report](#) of every synchronization run.

To find out how to display synchronization projects, see [Viewing synchronization status and log](#) on page 31.

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

**Table 10: Synchronization log**

Column	Description
Creation time	Shows when the synchronization project started.
Synchronization workflow	Shows the workflow used for this synchronization project.
Synchronization state	Shows the synchronization project's status.
Start configuration	Shows the name of the start configuration used.

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

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

## Related topics

- [Synchronization](#) on page 30
- [Viewing synchronization status and log](#) on page 31
- [Displaying a synchronization report](#) on page 32

# Viewing synchronization status and log

## *To view the synchronization status of your target systems*

1. In the menu bar, click **Synchronization > Synchronization**.  
The **Synchronization** page is opened.

2. (Optional) To view a synchronization project log, next to the synchronization project, click **Details**.

The **Synchronization log: <name of synchronization project>** opens, displaying the log of the relevant synchronization project (see [The synchronization project log](#) on page 31).

### Related topics

- [Synchronization](#) on page 30
- [The synchronization project log](#) on page 31

## Displaying a synchronization report

### *To view a detailed report about a synchronization project run through*

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

### Related topics

- [Synchronization](#) on page 30
- [The synchronization project log](#) on page 31



## Post-processing outstanding objects

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

### Outstanding objects

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

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

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

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

**Table 11: Outstanding objects**

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

### Detailed information about this topic

- [Displaying outstanding objects](#) on page 34
- [Deleting outstanding objects](#) on page 34
- [Resetting outstanding objects](#) on page 35
- [Adding outstanding objects to the target system](#) on page 35

# Displaying outstanding objects

You can display outstanding objects sorted by target system.

## *To display outstanding objects*

1. In the menu bar, click **Synchronization > Outstanding Objects**.
2. On the **Outstanding Objects** page, in the **Target system type** menu, select the type of target system that you want to test for outstanding objects.
3. (Optional) To further restrict the displayed entries to a specific object type, select the appropriate type in the **Object Type** menu.

# Deleting outstanding objects

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

## *To delete an outstanding object in the database*

1. In the menu bar, click **Synchronization > Outstanding Objects**.
2. On the **Outstanding Objects** page, in the **Target system type** menu, select the type of target system that you want to test for outstanding objects.
3. (Optional) To further restrict the displayed entries to a specific object type, select the appropriate type in the **Object Type** menu.
4. In the list, select the check box next to the object you want to delete.
5. Click **Delete**.
6. In the **Delete Object** dialog, confirm the query with **OK**.

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

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

## *To disable bulk processing*

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

# Resetting outstanding objects

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

## *To reset an outstanding object*

1. In the menu bar, click **Synchronization > Outstanding Objects**.
2. On the **Outstanding Objects** page, in the **Target system type** menu, select the type of target system that you want to test for outstanding objects.
3. (Optional) To further restrict the displayed entries to a specific object type, select the appropriate type in the **Object Type** menu.
4. In the list, select the check box next to the object you want to reset.
5. Click **Reset**.
6. In the **Reset Object** dialog, confirm the query with **OK**.

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

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

## *To disable bulk processing*

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

# Adding outstanding objects to the target system

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

Prerequisites:

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

## *To add an outstanding object to the target system*

1. In the menu bar, click **Synchronization > Outstanding Objects**.
2. On the **Outstanding Objects** page, in the **Target system type** menu, select the type of target system that you want to test for outstanding objects.

3. (Optional) To further restrict the displayed entries to a specific object type, select the appropriate type in the **Object Type** menu.
4. In the list, select the check box next to the object you want to add to the target system.
5. Click **Add to target system**.
6. In the **Add Object** dialog, confirm the query with **OK**.

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

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

***To disable bulk processing***

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

## Unresolved references

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

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

### Example

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

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

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

For more information, see the *One Identity Manager Target System Synchronization Reference Guide*.

To find out how to display the page, see [Displaying unresolved references](#) on page 38

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

**Table 12: Unresolved references**

Column	Description
Display name	Shows the name of the property whose value cannot be resolved.
Object	Shows the name of the object containing the reference that cannot be

Column	Description
	resolved.
Synchronization project	Shows the synchronization project in which the unresolved reference occurred.
system	Shows the system in which the unresolved reference appeared.
Data	Shows the value of the property that cannot be resolved.

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

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

### Related topics

- [Displaying unresolved references](#) on page 38

## Displaying unresolved references

You can display unresolved references at any time.

### *To display unresolved references*

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

### Related topics

- [Unresolved references](#) on page 37

## Database log

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

To learn how to display the page, see [Viewing the database log](#) on page 40.

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

**Table 13: Database log**

Column	Description
Date	Shows the date that the message appeared.
Program	Shows the name of the components that generated the message.
Message	Shows the message text.
Host	Shows the name of the host on which the event occurred.
Logged in system user	Shows the name of the system user who ran the command.

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

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

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

### Related topics

- [Viewing the database log](#) on page 40

# Viewing the database log

## *To view the database log*

- In the menu bar, click **System > Database log**.  
The **Database log** page is opens.

## **Related topics**

- [Database log](#) on page 39



## Web applications

On the **Web applications** page, you can view running web applications at any time and see the details.

To find out how to display the page, see [Opening the web application overview](#) on page 41

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

**Table 14: Web applications**

Column	Description
URL	Shows the URL used to access the web application.
Web application	Shows the name of the web application.
Debug	Shows whether ( <b>Yes</b> ) or not ( <b>No</b> ) the web application runs in debug mode.
Private	Shows whether ( <b>Yes</b> ) or not ( <b>No</b> ) the web application runs in private mode (that means if it is generally accessible).
Auto update level	Shows whether ( <b>active</b> ) or not ( <b>inactive</b> ) automatic updates are enabled for the web application.

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

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

### Related topics

- [Opening the web application overview](#) on page 41

## Opening the web application overview

You can open the web application overview at any time.

### ***To open the web application overview***

- In the menu, click **System > Web applications**.  
The **Web applications** page is opened.

### **Related topics**

- [Web applications](#) on page 41

## System status

On the **System status** page, you can view the status of current DBQueues or Job queues at any time. You can also check whether the database is up-to-date or must be recompiled. You can also stop the DBQueue or Job queue, or restart them.

To find out how to display the page, see [Viewing system status](#) on page 43.

On the **System status** page, you can see if:

- The DBQueue is running
- The Job queue is running
- The database is functioning properly
- The database is up-to-date

### Related topics

- [Viewing system status](#) on page 43
- [Stopping and starting the job queue](#) on page 44
- [Stopping and starting the DBQueue](#) on page 44

## Viewing system status

### *To display the system status*

- In the menu, click **System** > **System status**.  
The **System status** page opens.

### Related topics

- [System status](#) on page 43

# Stopping and starting the job queue

On the **System status** page, you can stop and restart the Job queue.

In certain situations, you may have to use the One Identity Manager Service to stop processes immediately. For example, changes within One Identity Manager could cause bulk entries to be made into the job queue, resulting in a system overload.

## **To stop the Job queue**

1. In the menu, click **System > System status**.
2. On the **System status** page, in the **Job queue** tile, click **Stop**.
3. In the **Stop job queue** dialog, confirm the prompt with **Yes**.

## **To restart the Job queue**

1. In the menu, click **System > System status**.
2. On the **System status** page, in the **Job queue** tile, click **Start**.
3. In the **Start Job queue** dialog, confirm the prompt with **Yes**.

## **Related topics**

- [System status](#) on page 43
- [Stopping and starting the DBQueue](#) on page 44

# Stopping and starting the DBQueue

On the **System status** page, you can stop and restart the DBQueue.

In certain situations, you may have to use the DBQueue Processor to stop processes immediately. For example, changes within One Identity Manager could cause bulk entries to be made in the DBQueue, resulting in a system overload.

## **To stop the DBQueue**

1. In the menu, click **System > System status**.
2. On the **System status** page, in the **DBQueue** tile, click **Stop**.
3. In the **Stop DBQueue** dialog, confirm the prompt by clicking **Yes**.

## **To restart the DBQueue**

1. In the menu, click **System > System status**.
2. On the **System status** page, in the **DBQueue** tile, click **Stop**.
3. In the **Start DBQueue** dialog, confirm the prompt by clicking **Yes**.

## Related topics

- [System status](#) on page 43
- [Stopping and starting the job queue](#) on page 44

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](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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