Novell Compliance Management Platform 1.1 Readme

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Novell

This document contains known issues for the components of Novell Compliance Management Platform.

1 Documentation

The following sources provide information about Compliance Management Platform:

- The *Novell Compliance Management Platform Integration Guide* on the Novell Compliance Management Platform Documentation Web site (http://www.novell.com/documentation/ncmp11/ncmp_integration/?page=/documentation/ncmp11/ncmp_integration/data/bgk6n55.html).
- The *Identity Manager 4.0.1 Driver for Sentinel 6.1 and Identity Vault Collector Implementation Guide* on the Novell Compliance Management Platform Documentation Web site (http://www.novell.com/documentation/ncmp11/ncmp_sentinel_driver/data/bookinfo.html).

2 Known Issues for the Compliance Management Platform

- Section 2.1, “Mail ID with more than 34 characters will not be displayed in Account Usage report,” on page 1
- Section 2.2, “Active Directory Collector might not add identity tracking information for all events,” on page 1
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2.1 Mail ID with more than 34 characters will not be displayed in Account Usage report

If a user’s e-mail address is longer than 34 characters, the address will not be displayed in the Account Usage report.

2.2 Active Directory Collector might not add identity tracking information for all events

Depending on your configuration, the Active Directory Collector might not add identity tracking information for all events. The reason for this is that the Windows Collector Manager may be looking for a temporary folder for mapping functionality that is not present on the host machine.

To work around this issue:

1. Stop the Sentinel Collector Manager on the Active Directory server:

`<install_directory>/bin/sentinel.bat stop`

2. Create a folder named `Temp` in the following location on the Active Directory server:

   Windows 64-bit systems:
   `C:\Windows\syswow64\config\systemprofile\AppData\Local\Temp\`
   Windows 32-bit systems:
   `C:\Windows\system32\config\systemprofile\AppData\Local\Temp\`

3. Restart the Sentinel Collector Manager on the Active Directory server:

   `<install_directory>/bin/sentinel.bat start`

   The Sentinel Collector Manager service should start without error. If you check the Sentinel Live View, you should be able to see the Windows Collector Manager icon.

2.3 Sample reports may show different data with different Collectors

The sample reports provided with the Novell Compliance Management Platform provide generic charts that may or may not be fulfilled by a particular collector. Novell has tested the reports with the Active Directory collector. Other collectors may produce different results.

The provided reports and collectors are examples of how Sentinel can parse and report on data received from a data source. These examples should be taken as guidelines only. Parsing and reporting on different data may vary depending on a variety of factors, such as the specific contents of the received data set, the specific configuration of the data source, the Collector parameter settings, and Report query statements and field values.

Novell provides a complete Plug-in SDK that describes the internal API of the collectors, reports, and other plug-ins so that customers and partners can learn to develop their own plug-ins for in-house applications and to modify existing plug-ins. The SDK is available on the Novell Developer Web site (http://www.novell.com/developer/develop_to_sentinel.html).

2.4 Correlation rules may need to be adjusted to get data

Some correlation rules may need to be adjusted to retrieve data from a connected system. Most of the Identity Tracking Solution reports rely on both the init user identity (init_usr_identity_guid) and target user identity (trgt_usr_identity_guid) columns in the database to be populated. In order to uniquely identify a user, so that the user can be matched to their identity (target user identity and init user identity), three values should be present in an event. For the target identity to populate those fields are: Target user name, target user domain, and mssp customer name. For the init identity to populate those fields are: Init user name, init user domain, and mssp customer name.

All of them need to be populated by the connected system, connector, and collector. Please refer to Sentinel RD connector and collector documentation for the specific connected system.

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