NetIQ Privileged Account Manager 3.2 Patch Update 3 Release Notes

March 2018

NetIQ Privileged Account Manager 3.2 P3 resolves some of the previous issues.

Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs. You can post feedback in the Privileged Account Manager Community Support Forum on NetIQ Communities, our online community that also includes product information, blogs, and links to helpful resources.

The documentation for this product is available on the NetIQ website in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click the comment icon on any page in the HTML version of the documentation posted at the Privileged Account Manager Documentation website. To download this product, see the NetIQ Downloads website.

1 What's New?

The following sections outlines the issues resolved in this release:

1.1 Security Vulnerability Fix

Privileged Account Manager 3.2 P3 resolves the Privileged Account Manager Unauthenticated Access security vulnerability (CVE-2018-1343).

1.2 Software Fix

Privileged Account Manager 3.2 P3 includes software fix for the following issue:

1.2.1 SSH Relay Session to WinSCP Client Displays Timeout Error Intermittently

SSH Relay connection to WinSCP Client now works without any error. (Bug 1080167)

2 System Requirements

For information about hardware requirements, supported operating systems and browsers, and software requirements, see "Installation Requirements" in the *NetIQ Privileged Account Manager 3.2 Installation Guide*.

3 Installing the Patch Update

Before installing this patch update, ensure the following:

- Privileged Account Manager must be on version 3.2 or later. If you want to install this patch update on versions prior to 3.2, you must first upgrade to 3.2 and then install this patch update. For more information about upgrading to Privileged Account Manager 3.2, see Upgrading NetIQ Privileged Account Manager in the NetIQ Privileged Account Manager 3.2 Installation Guide.
- Windows Server 2008 R2 must contain the security update 3033929 or any update that supersedes it. This security update is required to support SHA-2 signing and verification. For more information about the security update, see Rexec package offline after updating to 3.2.0.1 on Windows 2008 R2.

The packages updated in this patch update are:

- SSH Relay Agent (`sshrelay`)
- Framework Patch (`spf`)
- Command Control Agent (`rexec`)
- Distribution Agent (`distrib`)

Installing the patch update includes publishing the packages on the Package Manager and installing the published packages.

- Section 3.1, "Publishing the Packages on the Package Manager," on page 2
- Section 3.2, "Installing the Packages on Host Machines," on page 4

3.1 Publishing the Packages on the Package Manager

You can publish the packages on the package manager in the following ways:

- By configuring your system to use the NetIQ Customer Center (NCC) and use the Package Manager to distribute the packages. See Section 3.1.1, "Using Package Manager with NCC," on page 2.
- Download the patch update from the download site, install it on a local system, then use the Package Manager to distribute the packages. See Section 3.1.2, "Using Package Manager with a Local Server," on page 3.

3.1.1 Using Package Manager with NCC

1 Configure the Package Manager by using the Novell Update Server:

    1a Log in to the Administration console.

    1b Click **Package Manager** > **Settings**.

    1c From the drop-down, select **Novell Update Server**.

    1d Configure the following fields:

        User name: Specify the user name that allows you to log in to the NetIQ Customer Center.

        Password: Specify the password that is associated with this account.

    1e To view the update server information, select **Advanced Settings**.

        - Select the **Packages** checkbox, the following URL is configured:

            `https://nu.novell.com:443/PUM/packages`

    1f Click **Finish**.

2 (Conditional) Configure the Package Manager by using the Local Package Manager:

    2a Log in to the Administration console.

    2b Click **Package Manager** > **Settings**.

    2c From the drop-down, select **Local Package Manager**.

    2d Fill in the following fields:

       Host name: Specify the DNS name of the host.

       Port: Specify the communication port. The default port is 29120.

       The Local Package Manager is a Framework host configured to store the packages.

3 (Conditional) If you do not have the Framework patch loaded in your Package Manager:

    3a Click **Package Manager** on the home page of the console, then click **Add Packages**.

    3b Configure the **Package Filter** to display the packages you need.

       Platform: Select required platforms. Make sure you select **Cross Platform**, which displays the console packages that run on all platforms.

       Types: Select at least **Console, Module**, and **Patch**.

       Components: Select all of them: **Command Control**, **Framework**, and **Miscellaneous**.

    3c Select all the packages that are listed. Make sure you select the **Framework Patch**.

    3d Click **Next**, then click **Finish** when the packages have been successfully downloaded.

    3e To ensure that all packages are up-to-date, click **Check for Updates**.

    3f Select any packages that are listed.

    3g Click **Next**, then click **Finish** when the packages have been successfully downloaded.

4 Load the updates:

    4a In the Package Manager page, click **Check for Updates**.

    4b If updates are listed, select the packages, then click **Next**.

    4c After the patch update is loaded, click **Finish**.

5 To push the packages to your host machines, continue with Section 3.2, "Installing the Packages on Host Machines," on page 4.

3.1.2 Using Package Manager with a Local Server

1 Download the patch update manually:

    1a On the NetIQ Downloads site, select the **Basic Search** tab.

    1b On the right pane, select **Search Patches**.

    1c On the Patch Finder page, select **Privileged User Manager** from the list of products.

    1d Click **Search**, then click **Privileged Account Manager 3.2**.

    This displays the current patch update.

    1e Download **Privileged Account Manager 3.2 Patch Update 3.**

2 Extract and publish packages into the Framework:

    2a Copy the `netiq-npam-packages-3.2.0.3.tar.gz` file to any of the Privileged Account Manager machines.

    2b Extract `netiq-npam-packages-3.2.0.3.tar.gz` into a temporary location, for example, `/tmp/framework/` directory.

```
tar -xvf netiq-npam-packages-3.2.0.3.tar.gz
```

2c Use the following command to publish the packages to the Package Manager:

Replace *<admin>* with the name of your admin user.

For Linux and UNIX platforms:

```
/opt/netiq/npum/sbin/unifi -u <admin> distrib publish -d /tmp/framework
```

For Windows platforms:

```
c:\Program Files\netiq\npum\bin\unifi -u <admin> distrib publish -d
c:\tmp\framework
```

2d When prompted, enter the name and password for the administrator.

3 To push the packages to your host machines, continue with Section 3.2, "Installing the Packages on Host Machines," on page 4.

3.2 Installing the Packages on Host Machines

Before installing the patch update, disconnect all the Privileged Account Manager sessions to the host on which you are installing this patch.

You can install the updated packages on all the hosts or selected hosts in the following ways:

- Section 3.2.1, "Installing the Packages Through Command Line," on page 4
- Section 3.2.2, "Installing the Packages Through Administration Console," on page 4

3.2.1 Installing the Packages Through Command Line

You can install the packages on a Windows or LINUX/UNIX through command line. For more information about the commands for installing the updated packages, see Upgrade and Rollback Packages section in the NetIQ Privileged Account Manager 3.2 Administration Guide.

3.2.2 Installing the Packages Through Administration Console

When you are installing the packages through the Administration Console, you can create a backup of the existing packages that you are replacing. To create the backup, you need to leave the **Create backup** option enabled when installing the patch update. Then, if you want to remove the update, you can use the **Rollback Packages** option.

When you are installing the packages through the Administration Console, you must first install the Framework Patch (spf) and then install other updated packages. Thus, these updated packages are listed in the Host Console only after installing the Framework patch.

To install the packages, perform the following:

1. Log in to the Framework Manager console.
2. (Conditional) If you want to install the patch update on all the hosts, perform the following:
   a. On the Home page of the console, click **Hosts**.
   b. Select the root domain.
   c. In the left pane, click **Update Domain Packages**.
   d. Select the latest Framework Patch (spf), then click **Next**.
   e. In the left pane, click **Update Domain Packages**.
   f. Select all the listed packages, then click **Next**.
   g. Click **Finish**.

3. (Conditional) If you want to install the patch update on selected hosts, perform the following:

    a. On the Home page of the console, click **Hosts**.

    b. Select the host on which you want to install this patch.

    c. In the left pane, click **Update Packages**.

    d. Select the latest Framework Patch (`spf`), then click **Next**.

    e. In the left pane, click **Update Packages**.

    f. Select all the listed packages, then click **Next**.

    g. Click **Finish**.

4 Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issues are currently being researched. If you need further assistance with any issue, please contact Technical Support.

- Section 4.1, "Moving Multiple Objects Does Not Work," on page 5
- Section 4.2, "The Run as privileged user Option Is Not Displayed on a Windows 2012 Server," on page 5
- Section 4.3, "The Command Control Objects Are Not Displayed When Large Number of Objects Are Added Simultaneously," on page 6
- Section 4.4, "The Unregistered Hosts List Is Not Displayed," on page 6
- Section 4.5, "The Changes to the Syslog Settings Do Not Get Applied," on page 6
- Section 4.6, "Cannot Uninstall Privileged Account Manager 3.2 through Windows Add/Remove Programs," on page 6
- Section 4.7, "NPAM Service Commands Do Not Work in SUSE Linux Enterprise Server 12 or Later," on page 6
- Section 4.8, "Package Update Fails with an Error in Windows Client Operating System," on page 7
- Section 4.9, "Performance Drop in Privileged Account Manager Monitored Windows System," on page 7

4.1 Moving Multiple Objects Does Not Work

Issue: Selecting and moving multiple objects by using the Shift/ Ctrl key does not work.

Workaround: To move multiple objects, you can use shift + select the required objects, or use **Select All**. (`Bug 915307`)

4.2 The Run as privileged user Option Is Not Displayed on a Windows 2012 Server

Issue: When you right-click **Start** on a Windows 2012 server, the **Run as privileged user** option does not get displayed. (`Bug 901032`)

Workaround: To workaround this issue, right-click an application in the folder where the application is installed to execute **Run as privileged user**.

4.3 The Command Control Objects Are Not Displayed When Large Number of Objects Are Added Simultaneously

Issue: When Command Control Objects are added simultaneously in large numbers, the objects do not appear in the console. This is an intermittent behavior. (Bug 908307)

Workaround: No Workaround.

4.4 The Unregistered Hosts List Is Not Displayed

Issue: In the **Administration** console, when you search for unregistered hosts by clicking **Hosts > List Unregistered Hosts > IP Range**, the `Failed to list unregistered agents` error is displayed. (Bug 832747)

Workaround: Ensure that when you install Agents, you register it with the Manager for Privileged Account Manager.

4.5 The Changes to the Syslog Settings Do Not Get Applied

Issue: In the **Reporting** console, when you save the changes to Syslog settings, such as **select SSL**, or **Allow Persistent Connections,** the changes are not applied. (Bug 895993)

Workaround: To workaround this issue, restart Privileged Account Manager.

4.6 Cannot Uninstall Privileged Account Manager 3.2 through Windows Add/Remove Programs

Issue: Uninstalling Privileged Account Manager 3.2 through Windows Add/Remove Programs displays an error. This issue occurs only when the Privileged Account Manager is upgraded to 3.2 using Privileged Account Manager 3.2 installer. (Bug 1029461)

Workaround: Uninstall Privileged Account Manager through command line or Privileged Account Manager 3.2 installer.

4.7 NPAM Service Commands Do Not Work in SUSE Linux Enterprise Server 12 or Later

Issue: The NPAM service commands such as start, stop, restart and status does not work in SUSE Linux Enterprise Server 12 or later. (Bug 1041284)

Workaround: To workaround this issue, perform one of the following:

- Reboot the system using the following command:

  ```
  reboot
  ```

  (or)

  ```
  shutdown -r now
  ```

- Kill and restart the NPAM process using the following command:

  ```
  pkill unifid
  /etc/init.d/npum start
  ```

After performing one of the preceding steps, you can verify the NPAM process status by executing the following command:

```
/etc/init.d/npum status
```

4.8 Package Update Fails with an Error in Windows Client Operating System

Issue: Package update in Windows 7, 8.1, or 10 fails with the message `Failed to copy PUMCredProv.dll. Ensure LogonUI.exe process is not running on the target host and try again.` (Bug 1072645)

Workaround: Perform the following on all the hosts in which you are updating the packages:

1. Disconnect all the RDP sessions to the host.
2. Log in to the console of the host.
3. Continue with the steps in the Section 3.2, "Installing the Packages on Host Machines," on page 4.

4.9 Performance Drop in Privileged Account Manager Monitored Windows System

Issue: System performance of Privileged Account Manager monitored Windows machine is slow when the video fps value is set to 10. This is apparent on Windows machine having a single CPU. (Bug 1074472)

Workaround: Click **Command Control > Video Settings** and set the value of **Video fps** to 5 or lower.

5 Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email Documentation-Feedback@netiq.com (mailto:Documentation-Feedback@netiq.com). We value your input and look forward to hearing from you.

For detailed contact information, see the Support Contact Information website (http://www.netiq.com/support/process.asp#phone).

For general corporate and product information, see the NetIQ Corporate website (http://www.netiq.com/).

For interactive conversations with your peers and NetIQ experts, become an active member of our community (https://www.netiq.com/communities/). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

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