

NetIQ Privileged Account Manager 3.0 Release Notes

June 2015



NetIQ Privileged Account Manager 3.0 includes new features and resolves several previous issues.

NetIQ Privileged Account Manager, formerly known as NetIQ Privileged User Manager, helps IT administrators to manage the identity and access of super user accounts, by providing controlled super user access to authorized users. You can post feedback in the [Privileged Account Manager Community Support Forum](#), our community Web site that also includes product notifications, blogs, and product user groups.

Privileged Account Manager 3.0 includes capabilities to manage and audit privileged account activities in applications, databases and a wide range of other systems. The product is renamed from **NetIQ Privileged User Manager** to **NetIQ Privileged Account Manager** to reflect these wider privileged account management capabilities.

To download this product, see the [NetIQ Downloads Web site](#). For more information about this release and for the latest release notes, see the [Privileged Account Manager Documentation Web site](#).

1 What's New?

The following sections outline the enhancements and issues resolved in this release:

- ♦ [Section 1.1, "Privileged Credential Vault \(Password Vault\) Secures Shared Account Credentials," on page 2](#)
- ♦ [Section 1.2, "Privileged Account Manager as a Service," on page 2](#)
- ♦ [Section 1.3, "Access Dashboard is Introduced to Manage Privileged Sessions," on page 2](#)
- ♦ [Section 1.4, "New and Intuitive User Console," on page 2](#)
- ♦ [Section 1.5, "Monitoring Privileged Account Activities That Are Performed in a Database Server," on page 3](#)
- ♦ [Section 1.6, "Risk Based Control of a Privileged Session," on page 3](#)
- ♦ [Section 1.7, "Controlling Access to Windows Server Through Credential Provider," on page 3](#)
- ♦ [Section 1.8, "Managing Windows Session By Using Direct RDP," on page 3](#)
- ♦ [Section 1.9, "Creating Policies By Using Policy Templates," on page 3](#)
- ♦ [Section 1.10, "Getting Started with Privileged Account Manager Administration Console," on page 3](#)
- ♦ [Section 1.11, "Support for OpenSSL version 1.0.1m," on page 4](#)
- ♦ [Section 1.12, "Software Fixes," on page 4](#)

1.1 Privileged Credential Vault (Password Vault) Secures Shared Account Credentials

Privileged Account Manager introduces Enterprise Credential Vault (Password Vault) that provides a secure storage of your system, application and database passwords. The Credential Vault provides the capability to centralize your organization's privileged accounts. You can use the Credential Vault to manage user security and access. The Privileged Credential Vault provides an intuitive interface for a privileged user to retrieve a password and supports both policy based and workflow based password retrievals.

1.2 Privileged Account Manager as a Service

Privileged Account Manager is also offered as a service, through NetIQ Cloud Security Services. For more information, see Privileged Account Manager as a service in the [NetIQ Privileged Account Manager Service Installation and Configuration Guide \(https://www.netiq.com/documentation/powered-by-netiq-22/pam/data/bookinfo.html\)](https://www.netiq.com/documentation/powered-by-netiq-22/pam/data/bookinfo.html).

1.3 Access Dashboard is Introduced to Manage Privileged Sessions

Privileged Account Manager includes **Access Dashboard** in the administration console to view and manage the access to privileged sessions of the users of Privileged Account Manager. An administrator can perform the following by using **Access Dashboard**:

- ♦ Manage the emergency access requests such as approve, deny, or revoke an access
- ♦ View the status of requests
- ♦ View checked out passwords
- ♦ Check-in the passwords if required

1.4 New and Intuitive User Console

The User console is updated and it provides following functionalities for the users of Privileged Account Manager:

- ♦ Access privileged session
- ♦ Request credentials
- ♦ Request for emergency access to a privileged session
- ♦ Check the status of the requests
- ♦ Checkout password to access Oracle database, or the applications that are configured in the Privileged Credential Vault
- ♦ Check-in the password

For more information about the user console, refer [Requesting and Accessing through User Console](#) in *NetIQ Privileged Account Manager 3.0 Administration Guide*.

1.5 Monitoring Privileged Account Activities That Are Performed in a Database Server

Privileged Account Manager provides the capability to monitor the privileged user activities that are performed in a database server. Privileged Account Manager 3.0 provides support for Oracle database. For more information, refer [Accessing and Monitoring Oracle Database](#) in *NetIQ Privileged Account Manager 3.0 Administration Guide*

1.6 Risk Based Control of a Privileged Session

Privileged Account Manager extends the risk-based activity control to session management. If a user performs a risky activity, such as accessing restricted data or stopping a service, an administrator can configure Privileged Account Manager to disconnect a session automatically and revoke a user from accessing any privileged accounts. An administrator can also disconnect an active session manually through Privileged Account Manager. For more information, refer [Disconnecting a Privileged Session](#) in *NetIQ Privileged Account Manager 3.0 Administration Guide*.

1.7 Controlling Access to Windows Server Through Credential Provider

The users of Privileged Account Manager can now use the Windows credential provider to connect to a remote desktop by using their own credentials and still be elevated as a privileged user. With Credential Provider, you do not have to open the user console to connect to a Windows session. For more information about Credential Provider, refer [Credential Provider](#).

1.8 Managing Windows Session By Using Direct RDP

The Direct RDP feature provides a facility to monitor the activities of the users who connect to Windows server either directly, or through Remote Desktop Connection by using their account credentials. For more information about direct RDP refer, [Direct Remote Desktop Connection](#).

1.9 Creating Policies By Using Policy Templates

The policy template helps administrators to create policies quickly and easily. If there are no policies defined in the command control console, then importing sample policies from the Getting Started page imports a list of policies in the command control pane. This helps administrators in understanding the hierarchy and requirements for creating a policy. They can customize the policies from the sample policies by modifying few configuration settings based on the requirement.

If you have already defined some policies, importing the sample policy template will overwrite those policies. But administrators can add additional policies from the Command Control console. When a particular policy is imported, all the settings related to that policy gets displayed, which helps the administrator to understand what objects are created. They can make the necessary modifications and enable the policy. For more information refer, [Policy Templates](#).

1.10 Getting Started with Privileged Account Manager Administration Console

After installing Privileged Account Manager when u log in to the Privileged Account Manager administration console for the first time, the **Getting Started** page gets displayed. This page is also accessible from the navigation path on the administration console.

1.11 Support for OpenSSL version 1.0.1m

This release includes OpenSSL version 1.0.1m.

1.12 Software Fixes

Privileged Account Manager 3.0 provides software fixes for the following issues:

- ♦ [Section 1.12.1, “Events that are Logged in the Store and Forward Agent Does Not Get Replicated to the Manager,” on page 4](#)
- ♦ [Section 1.12.2, “Cannot Capture Videos for Sessions with Specific Screen Resolution,” on page 4](#)
- ♦ [Section 1.12.3, “The Status of the Packages for Hosts are Not Displayed,” on page 4](#)
- ♦ [Section 1.12.4, “The Packages for Framework manager and Agents are Not Updated When the Response from the Server is Slow,” on page 5](#)
- ♦ [Section 1.12.5, “The Test Suite Feature is Available Only in the Flash Console,” on page 5](#)

1.12.1 Events that are Logged in the Store and Forward Agent Does Not Get Replicated to the Manager

Issue: The Reporting console does not display the events for auditing even when the audit data is generated and saved in the Store and Forward (strfwd) Agent. This happens when the Agent gets disconnected from the Manager and the agent cannot send the events to the manager. This results in huge data storage in **strfwd.db**. When the connection is established again, it takes very long to send the data from Agent to the Manager. Hence, the **Reporting** console does not provide the latest auditing data. (BUG 783432)

Fix: In this release, this issue is fixed. When the connection is established all the data from the Agent is replicated to the Manager without a time delay.

1.12.2 Cannot Capture Videos for Sessions with Specific Screen Resolution

Issue: The video capture does not work for specific screen resolutions. (BUG 909867)

Fix: In this release, this issue is fixed and video capturing is available for any type of screen resolutions.

1.12.3 The Status of the Packages for Hosts are Not Displayed

Issue: When you select a host that is offline, then click on Packages on the details pane, the `Failed to receive response` error is displayed and the status of the Host packages are not displayed. But in the flash console, the status of the packages are displayed. This issue occurs when the Host is offline. (Bug 915961)

Fix: With this release this issue is resolved. The status of the packages are displayed when the host is offline.

1.12.4 The Packages for Framework manager and Agents are Not Updated When the Response from the Server is Slow

Issue: When you update the framework manager and the agent packages from Privileged Account Manager 3.0, the packages are not listed in the **Update Package** page under the **Hosts** console. This issue does not occur every time, it occurs only when the response from the server is slow. (Bug 915962)

Fix: In this release, this issue is not observed.

1.12.5 The Test Suite Feature is Available Only in the Flash Console

Issue: The test suite feature is unavailable for the new console. Hence, **Test Suite** is not displayed in the details pane of the **Command Control** console.

Fix: With this release the test suite feature is available and **Test Suite** is displayed in the details pane of the **Command Control** console.

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 3.0 Installation Guide*.

3 Installing Privileged Account Manager 3.0

To install Privileged Account Manager 3.0, see the *NetIQ Privileged Account Manager 3.0 Installation Guide*.

To obtain the purchased license, log in to the [NetIQ Customer Center](#) and download the software and the license key. The ISO image contains the following directories and files for Framework Managers, Agents, and the Package Manager:

- ♦ [Section 3.1, “AIX,” on page 5](#)
- ♦ [Section 3.2, “HP-UX,” on page 6](#)
- ♦ [Section 3.3, “Linux,” on page 6](#)
- ♦ [Section 3.4, “Solaris,” on page 6](#)
- ♦ [Section 3.5, “Windows,” on page 7](#)
- ♦ [Section 3.6, “Package Manager,” on page 7](#)

3.1 AIX

Package	Description
netiq-npum-agent-3.0-aix-5.1-powerpc.bff.gz	Agent package for AIX 5.1
netiq-npum-manager-3.0-aix-5.1-powerpc.bff.gz	Framework Manager package for AIX 5.1

3.2 HP-UX

Package	Description
netiq-npum-agent-3.0-hpux-11.00-hppa.depot.gz	Agent package for HP-UX 11 and 11i HPPA
netiq-npum-agent-3.0-hpux-11.23-ia64.depot.gz	Agent package for HP-UX 11i v2 and v3 Itanium
netiq-npum-manager-3.0-hpux-11.00-hppa.depot.gz	Framework Manager package for HP-UX 11 & 11i HPPA
netiq-npum-manager-3.0-hpux-11.23-ia64.depot.gz	Framework Manager package for HP-UX 11i v2 and v3 Itanium

3.3 Linux

Package	Description
netiq-npum-agent-3.0-linux-2.6-x86_64.rpm	Agent package for Linux on Intel 64-bit machines with a 2.6 kernel
netiq-npum-agent-3.0-linux-2.6-intel.rpm	Agent package for Linux on Intel 32-bit machines with a 2.6 kernel
netiq-npum-manager-3.0-linux-2.6-x86_64.rpm	Framework Manager package for Linux on Intel 64-bit machines with a 2.6 kernel
netiq-npum-manager-3.0-linux-2.6-intel.rpm	Framework Manager package for Linux on Intel 32-bit machines with a 2.6 kernel

3.4 Solaris

Package	Description
netiq-npum-agent-3.0-solaris-2.8-intel.pkg.gz	Agent package for Solaris 2.8 Intel
netiq-npum-agent-3.0-solaris-2.8-sparc.pkg.gz	Agent package for Solaris 2.8 SPARC
netiq-npum-manager-3.0-solaris-2.8-intel.pkg.gz	Framework Manager package for Solaris 2.8 Intel
netiq-npum-manager-3.0-solaris-2.8-sparc.pkg.gz	Framework Manager package for Solaris 2.8 SPARC

3.5 Windows

Package	Description
netiq_pum_agent_3.0_x86.msi	Agent package for Windows 32-bit computer
netiq_pum_agent_3.0_x64.msi	Agent package for Windows 64-bit computer
netiq_pum_manager_3.0_x86.msi	Framework Manager package for Windows 32-bit computer
netiq_pum_manager_3.0_x64.msi	Framework Manager package for Windows 64-bit computer

3.6 Package Manager

Package	Description
netiq-npum-packages-3.0.tar.gz	The zip file for setting up a local package manager.

4 Upgrading to Privileged Account Manager 3.0

You can upgrade to Privileged Account Manager 3.0 from the previous versions of Privileged User Manager. For more information on upgrading, see [“Upgrading NetIQ Privileged Account Manager”](#) in the *NetIQ Privileged Account Manager 3.0 Installation Guide*.

5 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](#).

For the list of known issues in previous versions of Privileged User Manager, see the [Privileged User Manager Documentation Web site](#).

- [Section 5.1, “Moving Multiple Objects Does Not Work,” on page 7](#)
- [Section 5.2, “Cannot View the Privileged Account Manager Interface When the Document Mode of the Internet Explorer Browser is Changed,” on page 8](#)
- [Section 5.3, “The Run as privileged user Option is not displayed on a Windows 2012 Server,” on page 8](#)
- [Section 5.4, “The Command Control Objects are Not Displayed When Large Number of Objects are Added Simultaneously,” on page 8](#)
- [Section 5.5, “The Unregistered Hosts List is Not Displayed,” on page 8](#)
- [Section 5.6, “The Changes to the Syslog Settings Do Not Get Applied,” on page 8](#)

5.1 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)

5.2 Cannot View the Privileged Account Manager Interface When the Document Mode of the Internet Explorer Browser is Changed

Issue: When you launch an Internet explorer browser to open a Privileged Account Manager administration console, a blank screen is displayed. This happens when the document mode of the Internet Explorer is set to **5** or **7**.

Workaround: To workaround this issue, set the document mode to the default mode by using the **F12 Developer Tools** option in the Internet Explorer browser.

5.3 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 the application in the folder where the application is installed to execute **Run as privileged user**.

5.4 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.

5.5 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.

5.6 The Changes to the Syslog Settings Do Not Get Applied

Issue: In the Reporting console of Privileged Account Manager 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.

6 Legal Notices

THIS DOCUMENT AND THE SOFTWARE DESCRIBED IN THIS DOCUMENT ARE FURNISHED UNDER AND ARE SUBJECT TO THE TERMS OF A LICENSE AGREEMENT OR A NON-DISCLOSURE AGREEMENT. EXCEPT AS EXPRESSLY SET FORTH IN SUCH LICENSE AGREEMENT OR NON-DISCLOSURE AGREEMENT, NETIQ CORPORATION PROVIDES THIS DOCUMENT AND THE SOFTWARE DESCRIBED IN THIS DOCUMENT "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR

PURPOSE. SOME STATES DO NOT ALLOW DISCLAIMERS OF EXPRESS OR IMPLIED WARRANTIES IN CERTAIN TRANSACTIONS; THEREFORE, THIS STATEMENT MAY NOT APPLY TO YOU.

For purposes of clarity, any module, adapter or other similar material ("Module") is licensed under the terms and conditions of the End User License Agreement for the applicable version of the NetIQ product or software to which it relates or interoperates with, and by accessing, copying or using a Module you agree to be bound by such terms. If you do not agree to the terms of the End User License Agreement you are not authorized to use, access or copy a Module and you must destroy all copies of the Module and contact NetIQ for further instructions.

This document and the software described in this document may not be lent, sold, or given away without the prior written permission of NetIQ Corporation, except as otherwise permitted by law. Except as expressly set forth in such license agreement or non-disclosure agreement, no part of this document or the software described in this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, or otherwise, without the prior written consent of NetIQ Corporation. Some companies, names, and data in this document are used for illustration purposes and may not represent real companies, individuals, or data.

This document could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein. These changes may be incorporated in new editions of this document. NetIQ Corporation may make improvements in or changes to the software described in this document at any time.

U.S. Government Restricted Rights: If the software and documentation are being acquired by or on behalf of the U.S. Government or by a U.S. Government prime contractor or subcontractor (at any tier), in accordance with 48 C.F.R. 227.7202-4 (for Department of Defense (DOD) acquisitions) and 48 C.F.R. 2.101 and 12.212 (for non-DOD acquisitions), the government's rights in the software and documentation, including its rights to use, modify, reproduce, release, perform, display or disclose the software or documentation, will be subject in all respects to the commercial license rights and restrictions provided in the license agreement.

© 2015 NetIQ Corporation. All Rights Reserved.

For information about NetIQ trademarks, see <http://www.netiq.com/company/legal/>.