NetIQ Identity Manager 4.8 Upgrade Enablement Patch Release Notes

March 2020

NetIQ Identity Manager 4.8 Upgrade Enablement patch must be applied before you upgrade to Identity Manager 4.8 version or after upgrading to Identity Manager 4.8 version. This document outlines why you should install this patch.

This patch resolves the following upgrade issues:

- Identity Applications is partially upgraded while upgrading Identity Manager from 4.7.4 to 4.8 version. This issue is observed when Identity Vault (eDirectory 9.2.1) or PostgreSQL 12.1 are installed on the same server as Identity Applications.
- Java is not set to the new path in `setenv.sh` file after upgrading Identity Applications or Identity Reporting from 4.6.4 to 4.8 version.
- Data Collection Service (idmdcs) is unable to communicate with the authentication service (OSP) after upgrading Identity Manager to 4.8 version, when Identity Reporting is installed on a standalone server.
- Identity Reporting cannot be upgraded on a standalone server when upgrading Identity Manager 4.7.3 (or later) to 4.8 version.
- Identity Applications is partially upgraded when both Identity Applications and Identity Reporting are installed on the same server.

1 Applying the Patch on Linux Platforms

This section explains the procedures for applying the NetIQ Identity Manager Upgrade Enablement patch on Linux platforms.

1.1 Applying the Patch When Identity Applications and Identity Vault are Installed on Same Server

Perform the following steps before upgrading Identity Applications from 4.7.4 to 4.8 version:

1 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

2 Navigate to the `<extracted patch location>/Linux` and run the following command:

```
./install_hf.sh
```

Follow the prompts on the console and proceed.

3 Upgrade the Identity Applications to 4.8 version. For more information, see Upgrading Identity Applications in the *NetIQ Identity Manager Setup Guide for Linux*.

NOTE: After applying the patch, following error is displayed in the `idmupgrade.log` file:

```
Failed dependencies:

libcrypto.so.1.0.0()(64bit) is needed by netiq-nginx-1.14.2-1.x86_64

libssl.so.1.0.0()(64bit) is needed by netiq-nginx-1.14.2-1.x86_64
```

Ignore this error. It does not cause any loss of functionality.

1.2 Applying the Patch When Identity Applications and PostgreSQL 12.1 are Installed on Same Server

Perform the following steps before upgrading Identity Applications from 4.7.4 to 4.8 version:

1 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

2 Navigate to the `<extracted patch location>/Linux` and run the following command:

```
./install_hf.sh
```

Follow the prompts on the console and proceed.

3 Upgrade the Identity Applications to 4.8 version. For more information, see Upgrading Identity Applications in the *NetIQ Identity Manager Setup Guide for Linux*.

1.3 Setting the Java Path for Tomcat

Perform the following steps if you have already upgraded Identity Manager from 4.6.4 to 4.8 version:

1 Log in to the server where Identity Applications or Identity Reporting is installed.

2 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

3 Navigate to the `<extracted patch location>/Linux` and run the following command:

```
./install_hf.sh
```

4 To ensure that the Java path is proper, navigate to the `setenv.sh` file located at `opt/netiq/idm/apps/tomcat/bin` and verify the path to be `/opt/netiq/common/jre`.

5 Restart the Tomcat service.

1.4 Applying the Patch When Identity Reporting is Installed on Standalone Server

1.4.1 Applying the Patch if Identity Reporting Has Not Been Upgraded to 4.8 Version

Perform the following steps to upgrade Identity Reporting from 4.7.3 (or later) to 4.8 version:

1 Log in to the server where Identity Reporting is installed.

2 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

3 Navigate to the `<extracted patch location>/Linux` and run the following command:

`./install_hf.sh`

Follow the prompts on the console and proceed.

4 Upgrade Identity Reporting to 4.8 version. For more information, see Upgrading Identity Reporting in the *NetIQ Identity Manager Setup Guide for Linux*.

5 Run the `./install_hf.sh` script again from the extracted patch location.

6 Log in to the server where Identity Applications is installed.

7 Navigate to the `ism-configuration.properties` file located at `/opt/netiq/idm/apps/tomcat/conf/` directory.

8 Change the value of the `com.netiq.idmdcs.response-types` property from **token** to **code,token**.

For example, `com.netiq.idmdcs.response-types = code,token`

9 Start the Tomcat service on both Identity Reporting and Identity Applications servers.

1.4.2 Applying the Patch if Identity Reporting is Already Upgraded to 4.8 Version

Perform the following steps after upgrading Identity Manager from 4.6.4, 4.7, 4.7.1, and 4.7.2 to 4.8 version:

1 Log in to the server where Identity Reporting is installed.

2 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

3 Navigate to the `<extracted patch location>/Linux` and run the following command:

`./install_hf.sh`

4 Log in to the server where Identity Applications is installed.

5 Navigate to the `ism-configuration.properties` file located at `/opt/netiq/idm/apps/tomcat/conf/` directory.

6 Change the value of the property `com.netiq.idmdcs.response-types` from **token** to **code,token**.

For example, `com.netiq.idmdcs.response-types = code,token`

7 Restart the Tomcat service on both Identity Reporting and Identity Applications servers.

1.5 Applying the Patch When Identity Applications and Identity Reporting are Installed on Same Server

1.5.1 Applying the Patch if Identity Applications and Identity Reporting Has Not Been Upgraded to 4.8 Version

Perform the following steps if you are planning to upgrade Identity Applications and Identity Reporting from 4.7.3 (or later) to 4.8 version:

1 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

2 Navigate to the `<extracted patch location>/Linux` and run the following command:

`./install_hf.sh`

Follow the prompts on the console and proceed.

3 Upgrade Identity Manager to 4.8 version. For more information, see Upgrading Identity Manager in the *NetIQ Identity Manager Setup Guide for Linux*.

1.5.2 Applying the Patch if Identity Applications is Already Upgraded to 4.8 Version

Perform the following steps if you have already upgraded Identity Applications from 4.7.3 to 4.8 version:

1 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

2 Navigate to the `<extracted patch location>/Linux` and run the following command:

`./install_hf.sh`

Follow the prompts on the console and proceed.

- Enter `y` to complete Identity Applications 4.8 upgrade. This step fixes the Identity Applications upgrade issue.

- Enter `y` to enable the Identity Manager 4.8 Reporting upgrade. This step fixes the Identity Reporting upgrade issue.

3 Upgrade Identity Reporting to 4.8 version. For more information, see Upgrading Identity Reporting in the *NetIQ Identity Manager Setup Guide for Linux*.

4 Start the NGINX and Tomcat services using the following commands:

`systemctl start netiq-nginx.service`

`systemctl start netiq-tomcat.service`

2 Applying the Patch on Windows Platform

This section explains the procedures for applying the NetIQ Identity Manager Upgrade Enablement patch on Windows platform.

- Section 2.1, "Applying the Patch When Identity Applications and Identity Reporting are Installed on Same Server," on page 5

- Section 2.2, "Applying the Patch When Identity Reporting is Installed on Standalone Server," on page 5

2.1 Applying the Patch When Identity Applications and Identity Reporting are Installed on Same Server

2.1.1 Applying the Patch if Identity Applications and Identity Reporting Has Not Been Upgraded to 4.8 Version

Perform the following steps if you are planning to upgrade Identity Applications and Identity Reporting from 4.7.3 (or later) to 4.8 version:

1 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

2 Navigate to the `<extracted patch location>\Windows`.

3 Right-click the `install_hf` file and select **Run with PowerShell** option.

4 Upgrade Identity Manager to 4.8 version. For more information, see Upgrading Identity Manager in the *NetIQ Identity Manager Setup Guide for Windows*.

5 Navigate to the `<extracted patch location>\Windows` again, right-click the `install_hf` file and execute the **Run with PowerShell** option.

6 Restart Tomcat.

2.1.2 Applying the Patch if Identity Applications is Already Upgraded to 4.8 Version

Perform the following steps if you have already upgraded Identity Applications from 4.7.3 to 4.8 version:

1 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

2 Navigate to the `<extracted patch location>\Windows`.

3 Right-click the `install_hf` file and select **Run with PowerShell** option.

4 Upgrade Identity Reporting to 4.8 version. For more information, see Upgrading Identity Reporting in the *NetIQ Identity Manager Setup Guide for Windows*.

2.2 Applying the Patch When Identity Reporting is Installed on Standalone Server

2.2.1 Applying the Patch if Identity Reporting Has Not Been Upgraded to 4.8 Version

Perform the following steps to upgrade Identity Reporting from 4.7.3 (or later) to 4.8 version.

1 Log in to the server where Identity Reporting is installed.

2 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

3 Stop the Tomcat service.

4 Navigate to the `<extracted patch location>\Windows`.

5 Right-click the `install_hf` file and select **Run with PowerShell** option.

6 Upgrade Identity Reporting to 4.8 version. For more information, see Upgrading Identity Reporting in the *NetIQ Identity Manager Setup Guide for Windows.*

7 Navigate to the `<extracted patch location>\Windows` again, right-click the `install_hf` file and execute the **Run with PowerShell** option.

8 Start the Tomcat service.

9 Log in to the server where Identity Applications is installed.

10 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

11 Stop the Tomcat service.

12 Navigate to the `<extracted patch location>\Windows`.

13 Right-click the `install_hf` file and select **Run with PowerShell** option.

14 Start the Tomcat service.

2.2.2 Applying the Patch if Identity Reporting is Already Upgraded to 4.8 Version

Perform the following steps after upgrading Identity Reporting from 4.6.4, 4.7, 4.7.1, and 4.7.2 to 4.8 version:

1 Log in to the server where Identity Reporting is installed.

2 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

3 Stop the Tomcat service.

4 Navigate to the `<extracted patch location>\Windows`.

5 Right-click the `install_hf` file and select **Run with PowerShell** option.

6 Start the Tomcat service.

7 Log in to the server where Identity Applications is installed.

8 Download and extract the `Identity_Manager_4.8.0_Upgrade_Enablement_Patch.zip` file from the NetIQ Downloads website.

9 Stop the Tomcat service.

10 Navigate to the `<extracted patch location>\Windows`.

11 Right-click the `install_hf` file and select **Run with PowerShell** option.

12 Start the Tomcat service.

3 Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. There are no new issues other than the issues mentioned in NetIQ Identity Manager 4.8 Release Notes. If you need further assistance with any issue, contact Technical Support.

4 Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email 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.

For general corporate and product information, see the NetIQ Corporate website.

For interactive conversations with your peers and NetIQ experts, become an active member of our community. The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

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