

# HP OpenView Select Identity

## Connector for Oracle® 9i and 10g

Software Version: 3.6

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### Installation and Configuration Guide

Document Release Date: July 2006  
Software Release Date: July 2006



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- Commons-logging
- Commons-digester
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- Element Construction Set (ecs)
- Jakarta-poi
- Jakarta-regexp
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- JasperReports developed by SourceForge
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- BeanShell
- Xalan from the Apache XML Project
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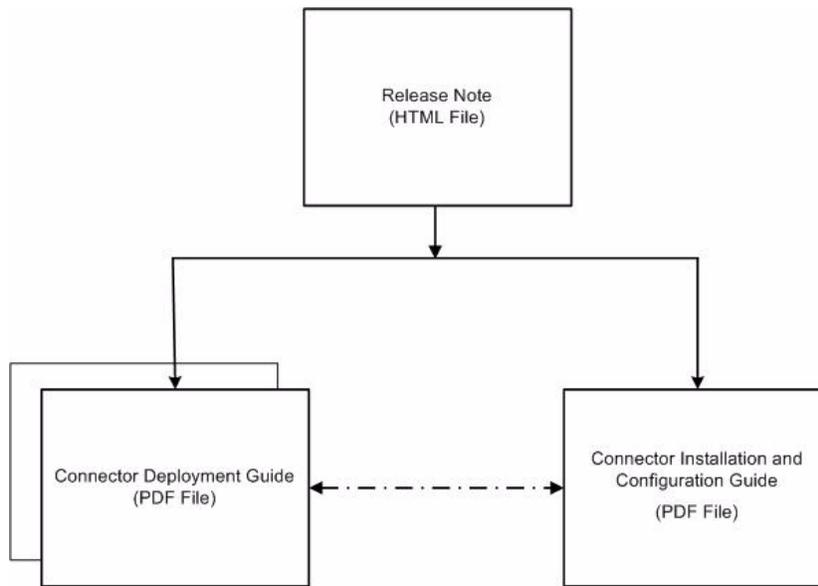
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# 1 Documentation Map

This chapter describes the organization of HP OpenView Select Identity connector documentation and provides necessary information on how to use the documentation set to install and configure the connectors.

[Figure 1](#) illustrates the documentation map for HP OpenView Select Identity connector. For a list of available product documentation, refer to the [Table 1](#).

**Figure 1 Documentation Map**



**Table 1 Connector Documentation**

<b>Document Title and Filename</b>	<b>Contents</b>	<b>Location</b>
<i>Release Note</i> Oracle Connector v3.6 Release Note.htm	This file contains necessary information on new features of the connector, enhancements, known problems or limitations, and support information.	/Docs/ subdirectory under the connector directory.
<i>Connector Deployment Guide (for Select Identity 4.0/4.01.000)</i> connector_deploy_SI4.pdf	Connector deployment guides provide detailed information on: <ul style="list-style-type: none"> <li>• Deploying a connector on an application server.</li> <li>• Configuring a connector with Select Identity.</li> </ul> Refer to these guides when you need generic information on connector installation.	/Docs/ subdirectory under the connector directory.
<i>Connector Deployment Guide (for Select Identity 3.3.1)</i> connector_deploy_SI3.3.1.pdf		
<i>Connector Installation and Configuration Guide</i> Oracle_install.pdf	Connector installation and configuration guide provides installation instructions for a specific connector. It contains resource specific configuration details.	/Docs/ subdirectory under the connector directory.

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## 2 Introduction

This chapter gives an overview of the HP OpenView Select Identity connector for Oracle database. An HP OpenView Select Identity connector enables you to provision users and manage identities on Oracle database server. At the end of this chapter, you will be able to know about:

- The benefits of HP OpenView Select Identity.
- The role of a connector.
- The connector for Oracle database.

### About HP OpenView Select Identity

HP OpenView Select Identity provides a new approach to identity management. It helps you manage the entire identity lifecycle of an enterprise application. Select Identity helps you automate the process of provisioning and managing user accounts and access privileges across platforms, applications, and corporate boundaries. Select Identity communicates with the enterprise information system through connectors, and automates the tasks of identity management. The enterprise information system, which is also referred to as **resource**, can be a database, a directory service, or an ERP package, among many others.

### About Connectors

You can establish a connection between a resource and Select Identity by using a connector. A connector is resource specific. It is installed on the system where Select Identity is installed. The combination of Select Identity and connector helps you perform a set of tasks on the resource to manage identity. A connector can be **unidirectional** or **bidirectional**. A unidirectional connector helps you manage identities from Select Identity, but if any change takes place in resource, it cannot communicate that back to Select Identity. On the other hand, a bidirectional connector can reflect the changes made on resource back to Select Identity. This property of bidirectional connectors is known as **reverse synchronization**.

### About Oracle Connector

The connector for Oracle database server — hereafter referred to as the Oracle connector — enables HP OpenView Select Identity to provision user information in database schemas hosted on Oracle database systems. The Oracle connector can perform the following operations in a database schema on the Oracle database server:

- Add, update, and remove users
- Retrieve user attributes
- Enable and disable users
- Verify a user's existence
- Change user passwords
- Reset user passwords
- Retrieve all entitlements
- Retrieve a list of supported user attributes
- Grant and revoke entitlements to and from users
- Add, update, and remove entitlements

➤ This connector does not provision database system users. Rather, it provisions users into a user-defined database schema in Oracle database server. To provision database system users, install the Admin Oracle connector.

The connector also provides an agent that can send changes made to the data in Oracle database server to Select Identity. The following reverse synchronization operations are supported:

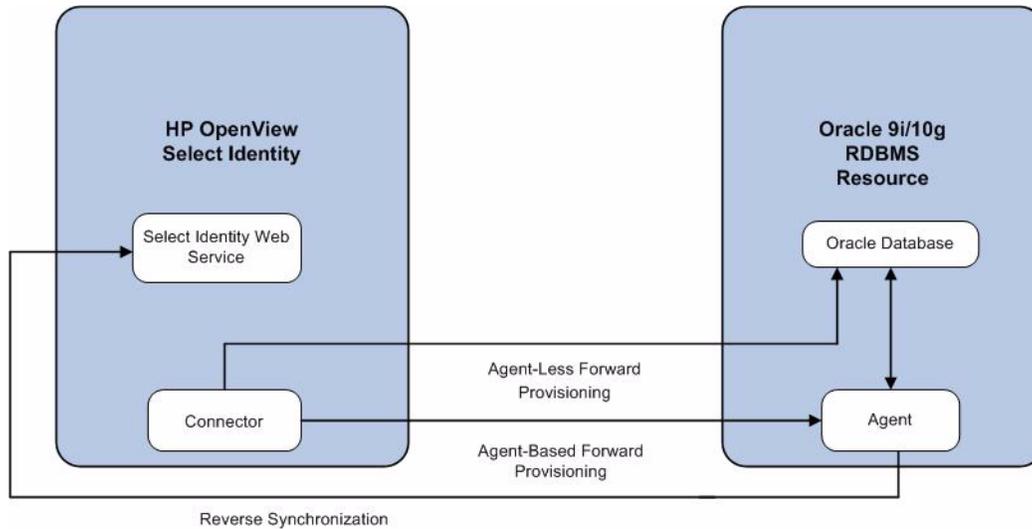
- Change passwords stored in Select Identity based on changes to the passwords in the schema in Oracle database server.
- Add, modify, and delete users based on user additions, modifications, and deletions in the schema in Oracle database server.

➤ This connector can be used with Select Identity 4.01.000, 4.0, and 3.3.1.

## High-Level Architecture

Figure 2 illustrates a high-level architecture of the Oracle connector. The connector supports both agent-based and agent-less mode of operation. To support reverse synchronization, you must install the connector on Select Identity server and the agent on resource system. The agent helps synchronizing the changes made on Oracle with Select Identity.

**Figure 2 High-Level Architecture of the Connector**



To perform forward provisioning operation on Oracle database server, the connector communicates either directly with the database or with the agent. The agent detects the changes on the host (Oracle database) resource and sends SPML notifications to Select Identity to synchronize the changes. Thus, the Oracle connector enables data to flow in both the directions, as illustrated in [Figure 2](#).

## Overview of Installation Tasks

Before you start installing the connector, you must ensure that system requirements and all the installation prerequisites are met. Refer to the [Table 2](#) for an overview of installation tasks.

**Table 2 Organization of Tasks**

Task Number	Task Name	Reference
1	Install the connector on the Select Identity server.	See <a href="#">Installing the Connector</a> on page 13.
	— Plan your installation setup.	See <a href="#">Planning the Installation</a> on page 14.
	— Meet the system requirements.	See <a href="#">System Requirements</a> on page 15.
	— Pre-installation task: Enable JDBC driver or JDBC data source based on your requirement.	See <a href="#">Pre-Installation Task</a> on page 17.
	— Deploy the RAR file on an application server.	See <a href="#">Installing the Connector RAR</a> on page 18.
	— Configure Oracle for secure JDBC communication.	See <a href="#">Configuring Oracle to Support Secure JDBC</a> on page 18.

**Table 2 Organization of Tasks**

<b>Task Number</b>	<b>Task Name</b>	<b>Reference</b>
2	Configure the connector with Select Identity.	See <a href="#">Configuring the Connector with Select Identity</a> on page 21.
3	Install the agent on the Oracle server.	See <a href="#">Installing the Agent</a> on page 27.
	— Verify and meet the prerequisites.	See <a href="#">Prerequisites</a> on page 27.
	— Install the agent by using the installation wizard.	See <a href="#">Install the Agent</a> on page 28.

# 3 Installing the Connector

This chapter elaborates the procedure to install the Oracle connector on the Select Identity server. At the end of this chapter, you will know about

- Software requirements to install the Oracle connector.
- Pre-installation tasks.
- Procedure to install the Oracle connector.

## Oracle Connector Files

The Oracle connector is packaged in the following files and folders, which are located on the Select Identity Connector CD.

**Table 3 Oracle Connector Files**

Serial Number	File Name	Description
1	Gen-Oracle-Connector.rar	The binaries for the connector.
2	Oracle-Gen-AgentInstaller	A ZIP file that contains the installation executable for the connector agent. It is located in the Agent Installers directory of the CD.
3	Oracle-Gen-AgentInstaller-Solaris.tar	A TAR file that contains the installation executable for the connector agent to be installed on Solaris platform. It is located in the Agent Installers directory of the CD.
4	Oracle-Gen-AgentInstaller-HPUX.tar	A TAR file that contains the installation executable for the connector agent to be installed on HP-UX platform. It is located in the Agent Installers directory of the CD.

The Oracle connector is not shipped with any Schema file. The mapping file for the connector must be created by using the attribute mapping utility on Select Identity. Refer to the *Appendix C: Attribute Mapper* in *HP OpenView Select Identity Administrator Guide* for more information on attribute mapper utility.

## Planning the Installation

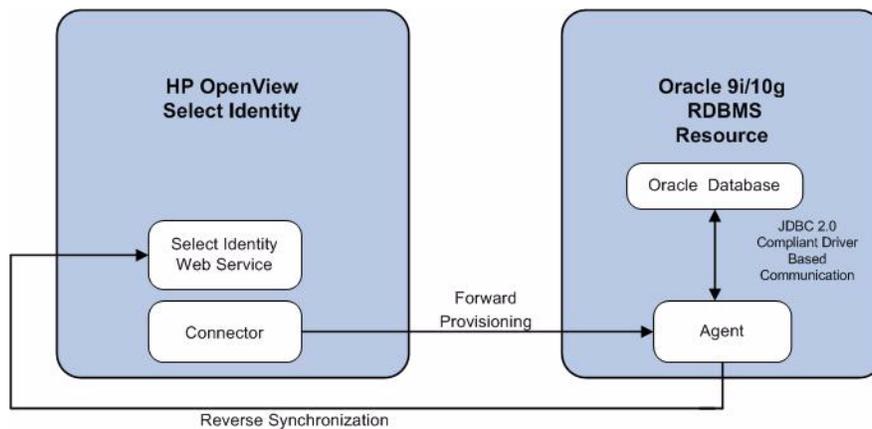
You can install the Oracle connector in three possible ways.

- Connector with the agent.
- Connector without the agent and with a JDBC data source.
- Connector without the agent and with a JDBC driver.

### Plan 1: Connector with the Agent

In this configuration, the connector communicates with an agent that resides on the database server; the agent uses a JDBC 2.0 compliant driver to communicate with the database. The agent can also push changes made in Oracle to the Select Identity database (reverse synchronization).

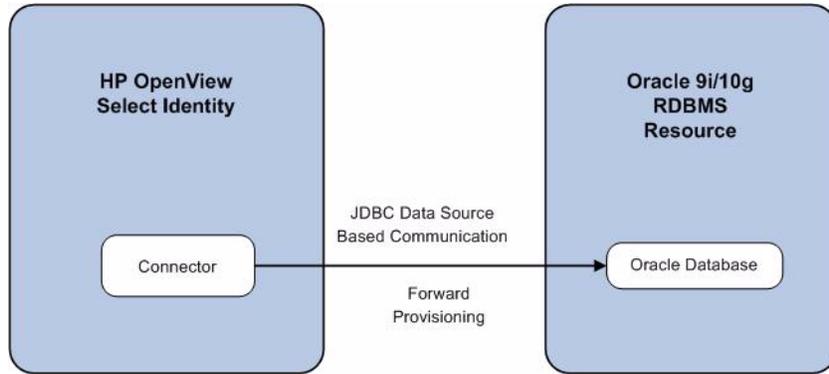
**Figure 3 Connector Installed with Agent**



### Plan 2: Connector Without the Agent and with JDBC Data Source

In this configuration, the connector communicates with the database directly through JDBC calls. You must create or identify a JDBC data source (and underlying connection pool) on the Select Identity server that can connect to the target Oracle database. Reverse synchronization is not achieved in this configuration.

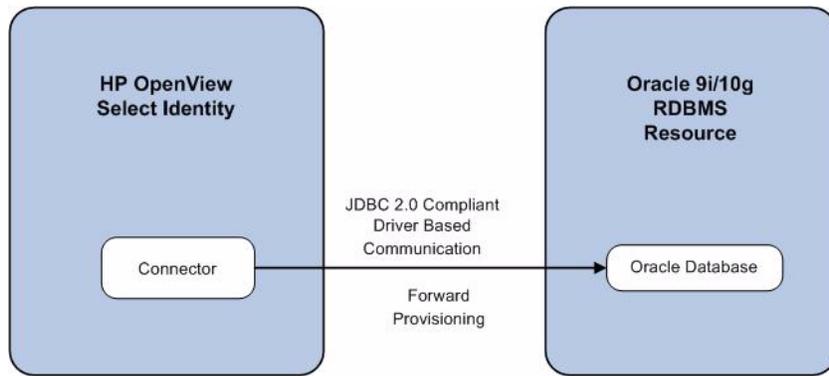
**Figure 4 Connector Without Agent: JDBC Data Source Based Communication**



### Plan 3: Connector Without the Agent and with JDBC Driver

In this configuration, the connector communicates with the database by using a JDBC 2.0 compliant driver; no agent is installed on the database server. Reverse synchronization is not achieved in this configuration.

**Figure 5 Connector Without Agent: JDBC 2.0 Compliant Driver Based Communication**



## System Requirements

The Oracle connector is supported in the following environment:

**Table 4 Platform Matrix for Oracle Connector**

Select Identity Version	Application Server	Database
3.3	WebLogic 8.1.4 on Windows 2003	Microsoft SQL Server 2000
	WebLogic 8.1.4 on Solaris 9	Oracle 9i
	WebLogic 8.1.4 on HP-UX 11i	Oracle 9i

**Table 4 Platform Matrix for Oracle Connector**

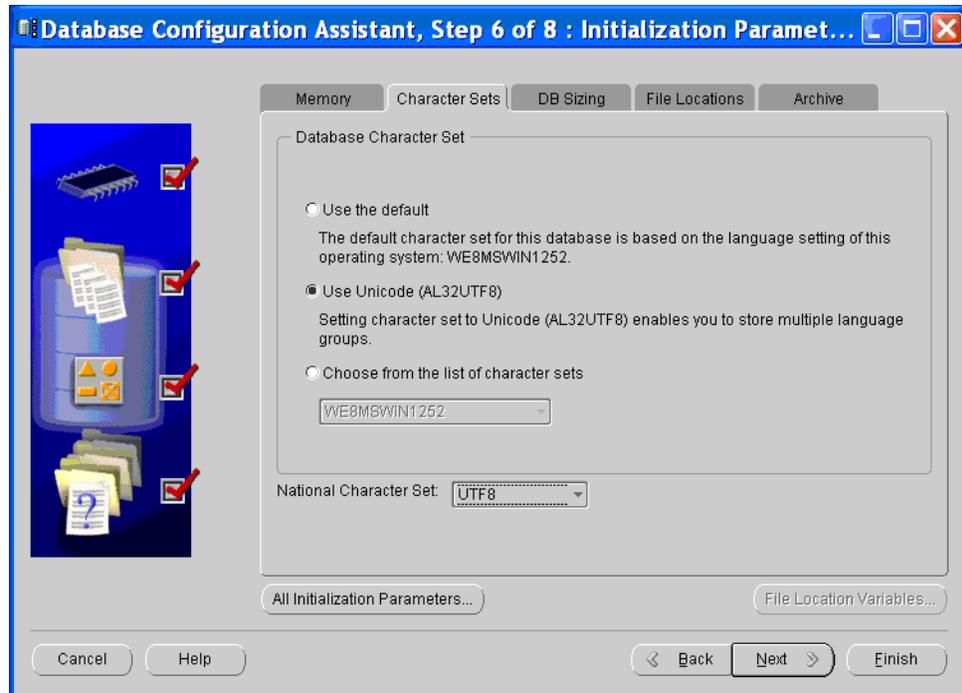
Select Identity Version	Application Server	Database
3.3.1	WebLogic 8.1.4 on Windows 2003	Microsoft SQL Server 2000
	WebLogic 8.1.4 on Solaris 9	Oracle 9i
	WebLogic 8.1.4 on HP-UX 11i	Oracle 9i
	WebSphere 5.1.1 on HP-UX 11i	Oracle 9i
	WebSphere 5.1.1 on Windows 2003	Oracle 9i
4.0/4.01.000	Oracle connector is supported on all the platform configurations of Select Identity 4.0 and 4.01.000.	

The Oracle connector is supported for Oracle 9i and 10g database servers on Windows 2003, Solaris 9, and HP-UX 11i.

For secure communication, this connector supports secure JDBC for database communication. See *Configuring Oracle to Support Secure JDBC* on page 34 for configuration information.

The Oracle is internationalized and able to operate with languages that are supported by the Java Unicode specification. If you want to use the connector on non-English platforms, make sure that the following prerequisites are met:

- The Select Identity server should be configured for internationalization. Refer to the *HP OpenView Select Identity Installation Guide* for more information.
- The Oracle database is configured to support internationalization. The database must be in the UTF-8 encoding format. To configure the database for UTF-8 support, create or modify the database with the following settings for Character Sets using the Database Configuration Assistant tool:
  - Database Character Set: Use Unicode (AL32UTF8)
  - National Character Set: UTF8



## Pre-Installation Task

Before you start installing, you must enable the communication mode between the connector and Oracle database according to you installation plan.

### Enable JDBC Driver Based Communication

To enable a JDBC 2.0 compliant driver based communication, you must copy the file `classes111.zip` on the Select Identity server. Perform the following steps to enable JDBC driver based communication:

- 1 Obtain the file `classes111.zip`.
- 2 For Select Identity on WebLogic:
  - a Copy the files to a location on the Select Identity server.
  - b Add the file to the application server's CLASSPATH. To add the files to the application server's CLASSPATH:
    - Edit the startup script `myStartWL.cmd` for WebLogic on Windows.
    - Edit the startup script `myStartWL.sh` for WebLogic on UNIX.
- 3 For Select Identity on WebSphere, copy the `classes111.zip` file to `%WAS_HOME%/lib/ext/` where `%WAS_HOME%` is a location like `D:\WebSphere\AppServer`.

## Enable JDBC Data Source Based Communication

To enable a JDBC data source based communication between the connector and the Oracle database, you must create a new or use an existing JDBC data source and an underlying connection pool on the application server that hosts Select Identity.

While creating a new JDBC data source on WebLogic, you must do the following:

- Cancel the selection Honor Global Transactions.
- Select the option Emulate Two-Phase Commit for non-XA Driver.

## Installing the Connector RAR

To install the RAR file of the connector (`Gen-Oracle-Connector.rar`) on the Select Identity server, you must copy the file to a local subdirectory on the Select Identity server, and then deploy on the application server. Refer to the *HP OpenView Select Identity Connector Deployment Guide* for detailed information on deploying a RAR file on an application server.



While deploying the RAR on WebSphere, enter the JNDI Pool Name as `eis/Gen-OracleConnector`.

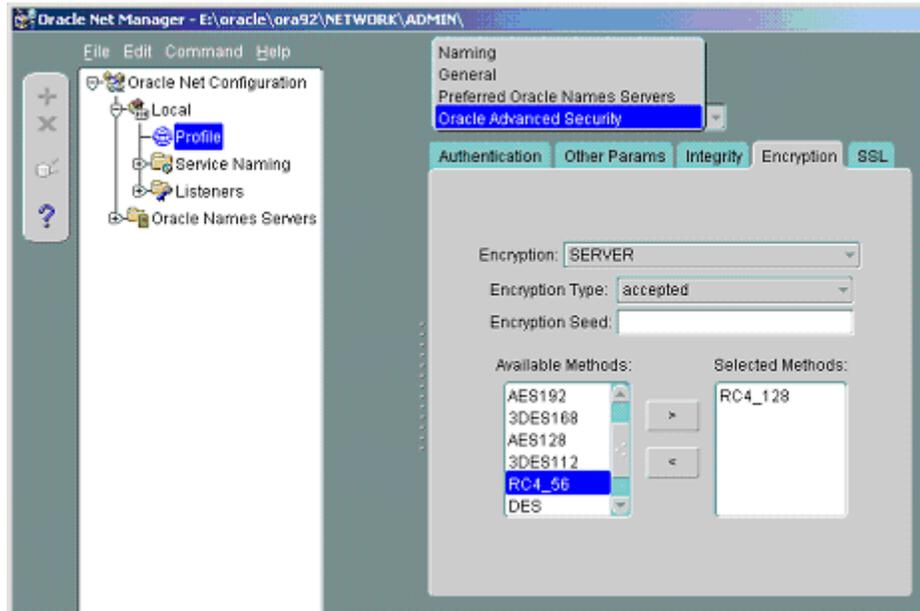
## Configuring Oracle to Support Secure JDBC

Perform the following steps to configure the Oracle server to support secure JDBC:

- 1 Start the Oracle Net Manager by entering the following command from `$ORACLE_HOME/bin`:  

```
run netmgr
```
- 2 In the Navigator window, expand **Local** → **Profile**.

- 3 Select Oracle Advanced Security from the drop-down menu in the upper right side of the frame. The Oracle Advanced Security tabbed window appears:



- 4 Click the Encryption tab.
- 5 Select SERVER from the drop-down menu.
- 6 Select accepted from the Encryption Type drop-down menu.
- 7 Move the desired method(s) from the Available Methods list to the Selected Methods list.
- 8 For each method selected, ensure that you specify the same encryption method which will be entered in the Encryption Algorithm field while creating the connector resource (Table 5 on page 23). The following table illustrates the resulting security settings when the server-side settings for the accepted methods overlap with the client-side encryption settings. Ensure that the client and server settings are set such that an ON condition results.

	<b>Client-Rejected</b>	<b>Client-Accepted (Default)</b>	<b>Client-Requested</b>	<b>Client-Required</b>
<b>Client-Rejected</b>	OFF	OFF	OFF	Connection Fails
<b>Client-Accepted (Default)</b>	OFF	OFF	ON	ON
<b>Client-Requested</b>	OFF	ON	ON	ON
<b>Client-Required</b>	Connection Fails	ON	ON	ON

ON — Secure JDBC connection

OFF — Non-secure JDBC connection

Connection Fails — The connection between client and the server fails.

- 9 Select **File** → **Save Network Configuration**. The `sqlnet.ora` file is updated.

Make sure to enable SSL on the application server. For example, on WebLogic, select the currently running server and select the SSL Listener check box on the Security tab. You must restart the application server after enabling SSL.

## 4 Configuring the Connector with Select Identity

This chapter describes the procedure to configure the Oracle connector with Select Identity. At the end of this chapter, you will know the procedure to configure the Oracle connector with Select Identity.

### Configuration Procedure

After you deploy the connector RAR on application server, you must configure the connector with Select Identity. Perform the following steps to configure the Oracle connector with Select Identity.

- 1 Add a New Connector
- 2 Add a New Resource
- 3 Map Attributes

#### Add a New Connector

Add a new connector in Select Identity by using the user interface. While adding the connector, do the following:

- In the Connector Name text box, specify a name for the connector.
- In the Pool Name text box, enter **eis/Gen-OracleConnector**.
- Select **Yes** for the Mapper Available section.

Refer to the *HP OpenView Select Identity Connector Deployment Guide* for detailed information on adding a new connector in Select Identity.

#### Add a New Resource

Add a new resource in Select Identity that uses the newly added connector. Refer to the *HP OpenView Select Identity Connector Deployment Guide* for detailed instructions on adding a resource in Select Identity.

Before adding the resource, you must generate a mapping files for the Oracle connector from an available table in your database by using the attribute mapping utility of Select Identity.

## Generate Mapping Files

To generate mapping files for the connector, perform the following steps:

- 1 Create mapping files (XML and XSL files) for the Oracle connector by using the attribute mapping utility. In the Base Directory field, specify a location (*<base\_directory>*) where the mapping files will be placed. Refer to *Appendix C : Attribute Mapping Utility* of the *HP OpenView Select Identity Administrator Guide* for information on attribute mapping.
- 2 Place the XML and XSL files generated from attribute mapping utility in the following locations:

*On WebLogic:*

- a Identify a folder that is available in WebLogic CLASSPATH. Place the XSL file under this folder.
- b Place the XML file in the path  
`com\trulogica\truaccess\connector\schema\spml` under the above mentioned folder.

*On WebSphere:*

- a `<WebSphere_Install_Dir>/AppServer/lib/ext` is the default folder in Websphere CLASSPATH. Place the XSL file directly under this folder.
- b Place the XML file in a path  
`com\trulogica\truaccess\connector\schema\spml` under the `<WebSphere_Install_Dir>/AppServer/lib/ext` folder.

## Configure a Resource

Add a resource for Oracle connector from Select Identity's user interface. Refer to the following table while entering the resource access parameters in Resource Basic Information and Resource Access Information pages.



- If you want to install and use the agent, enter the appropriate values in the Database Driver String and the Agent Port fields. Leave the JDBC Datasource String field empty.
- If you do not want to install and use the agent, leave the field Agent Port empty. Enter an appropriate value either in the Database Driver String or in the JDBC Datasource String field.

**Table 5 Resource Configuration Parameter**

<b>Field Name</b>	<b>Sample Values</b>	<b>Description</b>	<b>Comment</b>
Resource Name	Gen-Oracle	The name of the resource.	
Connector Name	Gen-Oracle	The newly deployed connector.	Known as Resource Type in Select Identity 3.3.1
Authoritative Source*	No	Whether this resource is a system that is considered to be the authoritative source for user data in your environment. Specify Yes if the connector is enabled for reverse synchronization. If the resource is not authoritative, the resource can only modify user entitlements during reverse synchronization.	
Associate to Group		Whether the system uses the concept of groups. For this connector, select this option.	This field is applicable only for Select Identity 3.3.1.
Server Name	HP0111	Host name or IP address of the database server. You must specify this parameter if the agent was installed.	Leave the field empty if you configure the connector without agent for a JDBC data source based communication.
Server Port	1521	Port on which the database server is listening. You must specify this parameter if the agent was installed.	Leave the field empty if you configure the connector without agent for a JDBC data source based communication
Username	sa	The login name of the database administrative user. You must specify this parameter if the agent was installed.	Leave the field empty if you configure the connector without agent for a JDBC data source based communication
Password	P4ssword	Password of the database administrative user. You must specify this parameter if the agent was installed.	Leave the field empty if you configure the connector without agent for a JDBC data source based communication

**Table 5 Resource Configuration Parameter**

<b>Field Name</b>	<b>Sample Values</b>	<b>Description</b>	<b>Comment</b>
Agent Port	5601	The port where the agent listens for incoming connections. You must specify this parameter if the agent was installed.	Leave the field empty if you install the connector without an agent.
SQL URL	jdbc:oracle:thin	URL to use to communicate with the database over a JDBC connection. You must specify this parameter if the agent was installed.	Leave the field empty if you configure the connector without agent for a JDBC data source based communication.
Database / Service Name	testDB	The database name in which to provision users. You must specify this parameter if the agent was installed.	Leave the field empty if you configure the connector without agent for a JDBC data source based communication.
Database Driver String	oracle.jdbc.driver .OracleDriver	Name of the JDBC driver to connect to the database. You must specify this parameter if the agent was installed.	Leave the field empty if you configure the connector without agent for a JDBC data source based communication.
Mapping File	Mapping.xml	Mapping file containing the mappings generated by the Attribute Mapping Utility. The mapping file must reside in the install/conf/com/ trulogica/truaccess/connector/schema/spml directory in order for the Select Identity server to find it.	
JDBC Datasource String	Jdbc/ SQLDataSource	JNDI data source name that was created or identified on the Select Identity server that can connect to the target Oracle database. Specify a value for this property if the agent was not installed.	Leave the field empty if you configure the connector for JDBC driver based communication (with or without agent).
Encryption Specification Algo	oracle.net.encrypt ion_types_client	Encryption algorithm specification string.	

**Table 5 Resource Configuration Parameter**

Field Name	Sample Values	Description	Comment
Encryption Algorithm	RC4_128	Name of the encryption algorithm.	Make sure this is same as the algorithm specified in <a href="#">step 8</a> on page 19.
Encryption Specification Level	oracle.net.encrypted_client	Encryption level specification string. Specify this parameter if you wish to use secure communication with Oracle.	
Encryption Level	ACCEPTED	Encryption level. Specify this parameter if you wish to use secure communication with Oracle.	

\*Instead of creating an authoritative resource, you can create authoritative attributes (in the next step) for the attributes that will be synchronized. Entitlements are authoritative by default in a non-authoritative resource but other attributes are not.

## Map Attributes

After successfully adding a resource for Oracle connector, you must map the resource attributes to Select Identity attributes. Add new attributes to Select Identity if necessary. Refer to the *HP OpenView Select Identity Connector Deployment Guide* for more information on mapping and creating attributes.

After mapping the attributes, you can use the connector to create a service, or you can associate the connector with an existing service. Refer to the *Service Studio* chapter of the *HP OpenView Select Identity Administrator Guide* for information on Select Identity services.



# 5 Installing the Agent

This chapter gives an overview of the agent for Oracle connector and the procedure to install the agent on an Oracle database server. At the end of the chapter, you will be able to know about:

- The role of an agent.
- The procedure to install the agent.

## About the Agent

The Oracle connector agent performs forward provisioning operations on the resource and sends back any changes made on Oracle database to Select Identity web service in the form of SPML requests. When a user is added, modified, or deleted in the database, triggers of the agent capture the changes. The agent's reverse synchronization component then sends the changes to Select Identity's Web Service in SPML. If an error occurs during reverse synchronization, the agent stops the operation (without affecting the connector's operations). To achieve reverse synchronization, you must install and configure the agent.

The Oracle agent supports secure channel of communication to Select Identity web service by using HTTPS. You must configure the application server with Secure Socket Layer (SSL). You configure the agent by to enable secure communication between agent and Select Identity in reverse synchronization. The agent automatically imports the certificate from Select Identity and initializes secure communication.

## Installing the Agent on the Oracle database server

After you install the Oracle connector on the Select Identity server, you can install the agent on the database server depending on your installation plan. If you do not need reverse synchronization ([Plan 2](#) and [Plan 3](#)), you can skip this chapter. However, agent installation is mandatory if you need reverse synchronization ([Plan 1](#)). The agent enables you to send data back to Select Identity.

### Prerequisites

Before you start installing the agent on Oracle database, you must meet the following prerequisites:

- You must generate the XML and XSL mapping files by using attribute mapping utility of Select Identity.
- You must copy the mapping files to the resource (Oracle database server) system as the agent installation requires the mapping files to be available on the local system.

- Copy the database driver file `classes111.zip` to the Oracle system and the file must be in the database server's CLASSPATH.
- Make sure that Java 1.4.2 (or above) is installed on the system and the `JAVA_HOME` environment variable is set. Also, ensure that `%JAVA_HOME%\bin` is specified in the PATH system variable.

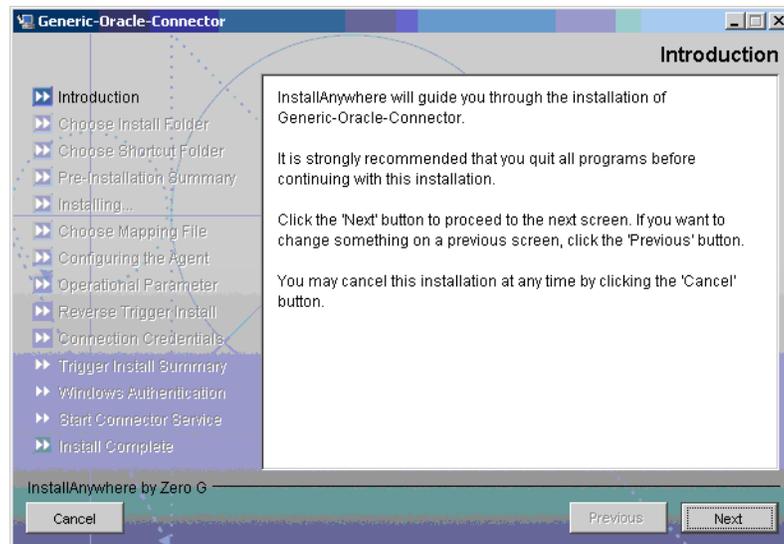
Also, you can pass the `LAX_VM` argument to point the wizard directly to the correct `java.exe` executable. For example: `install.exe LAX_VM c:\java14\bin\java.exe.`

## Install the Agent

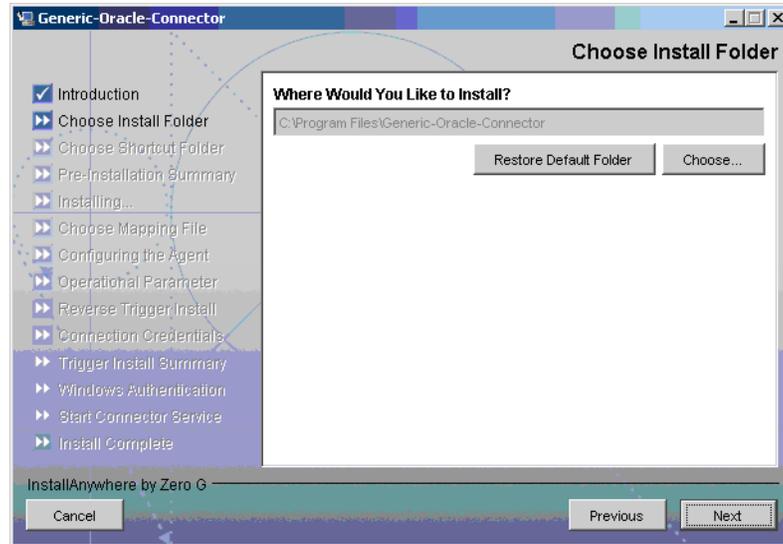
You can install the agent by using the installation wizard. The wizard is packaged in the file `Oracle-Gen-AgentInstaller` for installation on Windows and in the file `Oracle-Gen-AgentInstaller-HPUX.tar` or `Oracle-Gen-AgentInstaller-Solaris.tar` for installation on UNIX. Perform the following steps to run the installation wizard and install the agent:

### Windows

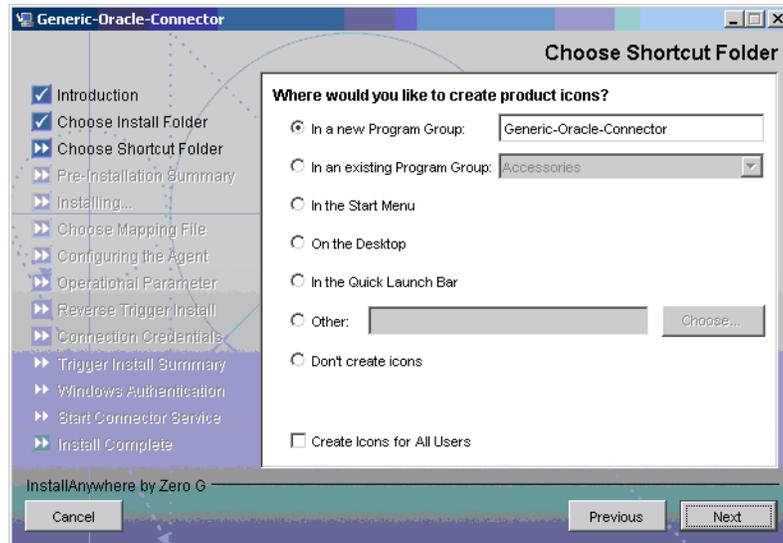
- 1 Extract the contents of the `Oracle-Gen-AgentInstaller` file, which is located in the Agent Installers directory on the CD.
- 2 Run `Generic-Oracle-Connector-Installer.exe`, which is located in the location `target_dir\CDROM_Installers\Windows\Disk1\InstData\NoVM`. The Introduction screen of the wizard appears:



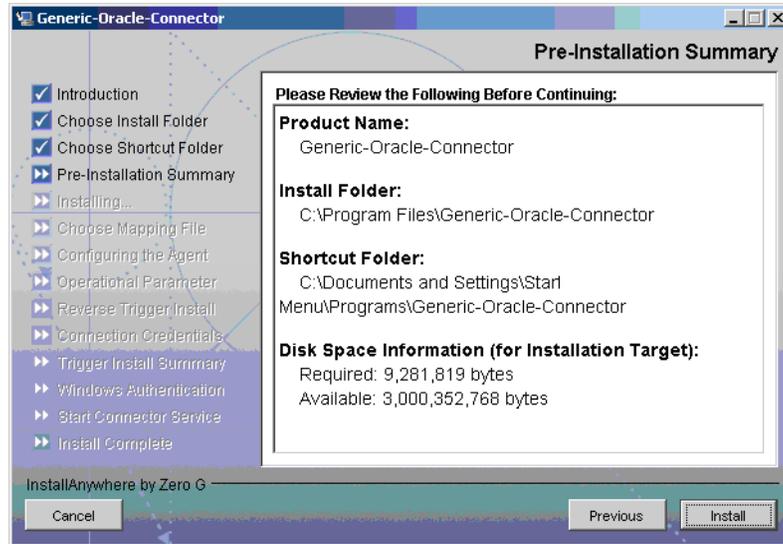
- 3 Click **Next**. The Choose Install Folder screen appears.



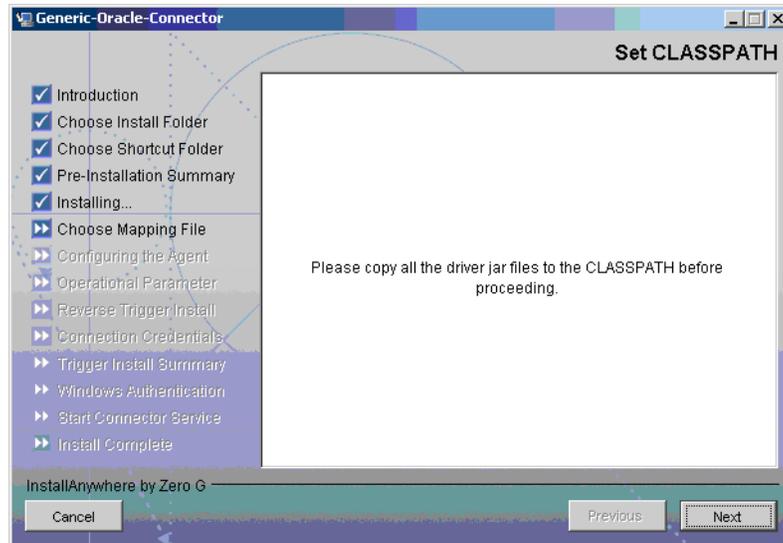
- 4 Specify an installation directory and click **Next**. The Choose Shortcut Folder screen appears.



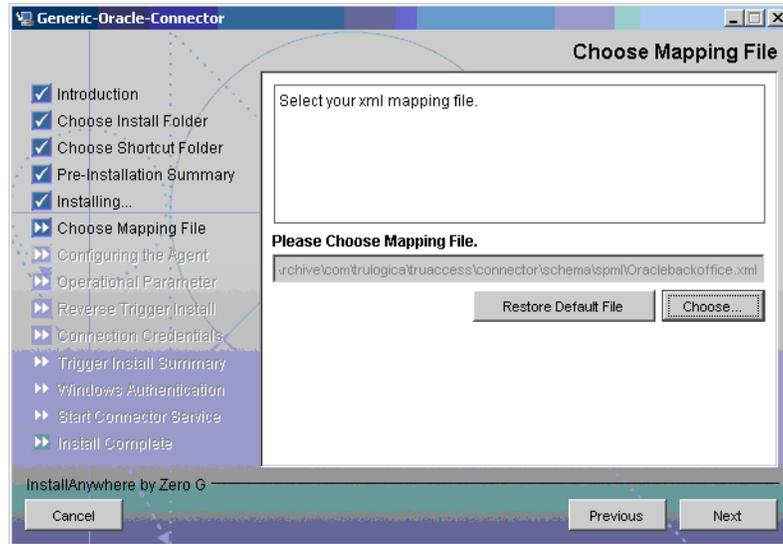
- 5 Select the location(s) where the product icons will be installed, and then click **Next**. The Pre-Installation Summary screen appears.



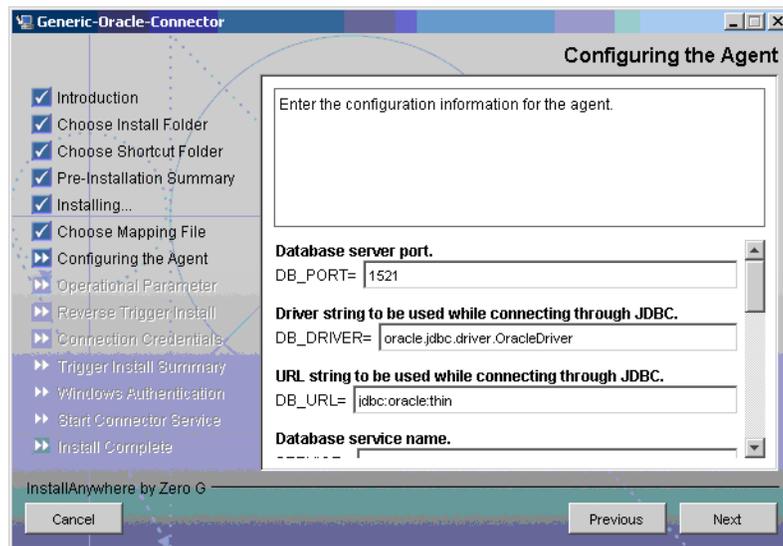
- 6 Review the installation summary and click **Install**. The installation begins. During the course of installation, the Set CLASSPATH screen appears.



- 7 Verify that the database driver file (`classes111.zip`) is in the database server's System class path and click **Next**. The Choose Mapping File screen appears.



- 8 Click **Choose** to browse for and select the mapping file. This will copy the mapping file to the location `<install_dir>/conf/com/trulogica/truaccess/connector/schema/spml` directory, where `<install_dir>` is the installation folder for the agent.
- 9 Click **Next**. The Configuring the Agent screen appears.

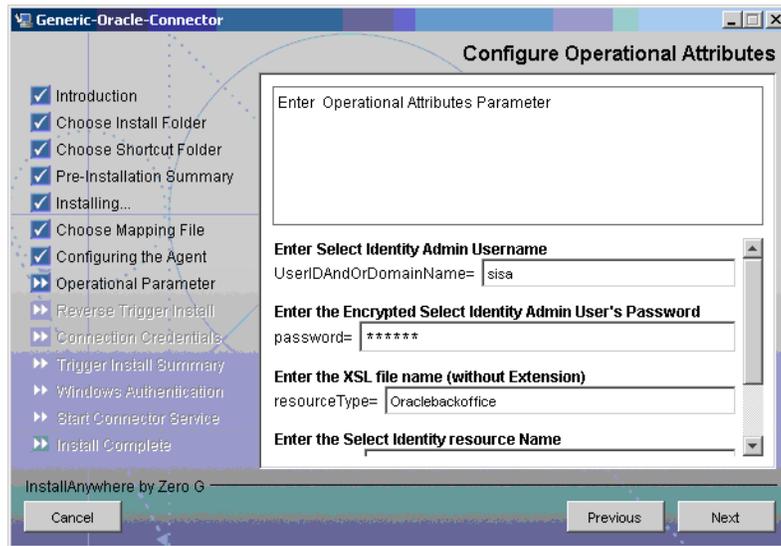


- 10 In the Configuring the Agent screen, specify the configuration parameters, which are explained in the table below.

<b>Parameter</b>	<b>Description</b>	<b>Example Value</b>
DB_PORT	The port on which the database server is listening.	1521
DB_DRIVER	The JDBC driver for the database connection.	oracle.jdbc.driver.OracleDriver
DB_URL	The JDBC URL string used for the database communication.	jdbc:oracle:thin
SERVICE	The database name.	SI_DB
SERVER_SECURE	Whether communication between the agent and Select Identity must be secure. By default, non-secure communication is used.	Select the check box if you want to establish a secure communication (HTTPS).
CONCERO_SERVER_URL	The URL of the Select Identity Web Service.	http://host:port/lmz/ webservice (use https instead of http in case of secure communication)
PollDelay	The polling delay for reverse polling (in seconds).	10
AGENT_PORT	The port on which the agent listens for user provisioning requests from Select Identity.	5601
MAPPING_FILE	The XML mapping file generated by the attribute mapping utility. If you have not generated the XML file yet, you can change this value later.	Mapping.xml
SPML_DELAY	The delay (in milliseconds) between successive SPML requests sent from the agent. Increase this delay if the network or Select Identity server is performing slowly.	10000
NO_OF_RETRIES	The number of times the agent will retry sending SPML requests in case of failure.	10
DELAY_BETWEEN_RETRIES	The delay (in milliseconds) between each retry.	10000

 To edit any of these values after installation, you can edit the `properties.ini` file, which resides in `<install_dir>\conf`.

After specifying the parameters, click **Next**. The Configure Operational Attributes screen appears.

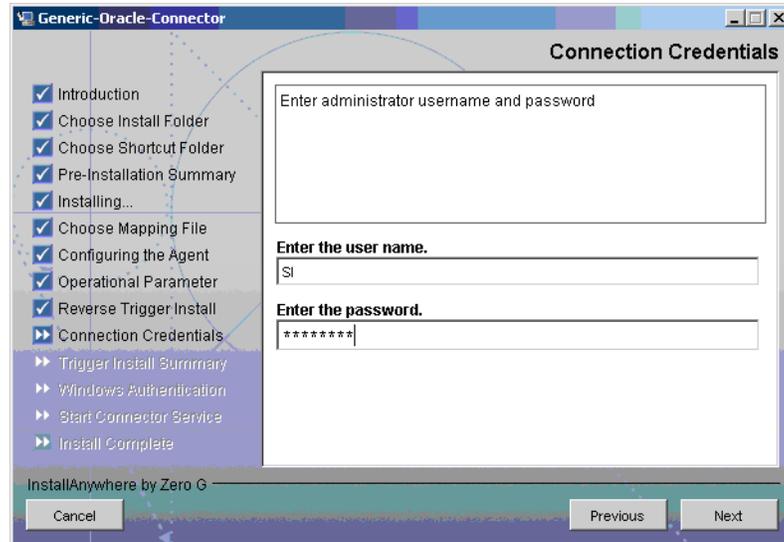


11 Provide the operational attributes that are sent to the Select Identity server during reverse synchronization requests. The table below gives a description of the attributes:

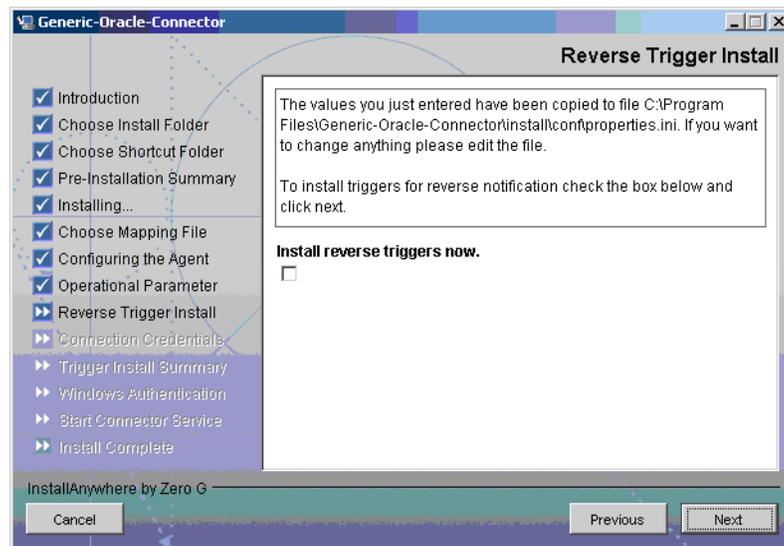
Attribute	Description
UserIDAndOrDomainName	User ID of the administrative user on Select Identity.
password	Password of the administrative user.
reverseSync	Select this check box to enable reverse synchronization.
resourceType	The name of the XSL file (without the.xsl extension) that is used during reverse synchronization.
resourceId	The name of the Select Identity resource that is created for the Oracle connector.

 To edit any of these values after installation, you can edit the `opAttributes.properties` file, which resides in `<install_dir>\conf`.

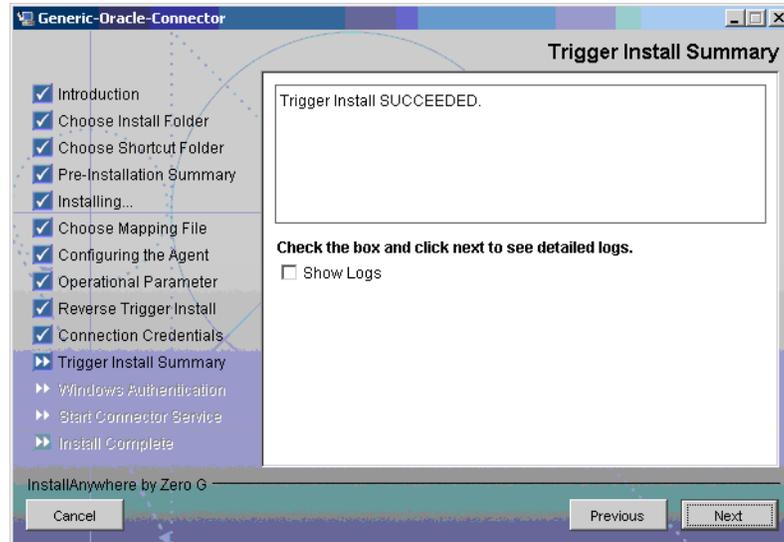
After entering the attributes, click **Next**. The Connection Credentials screen appears.



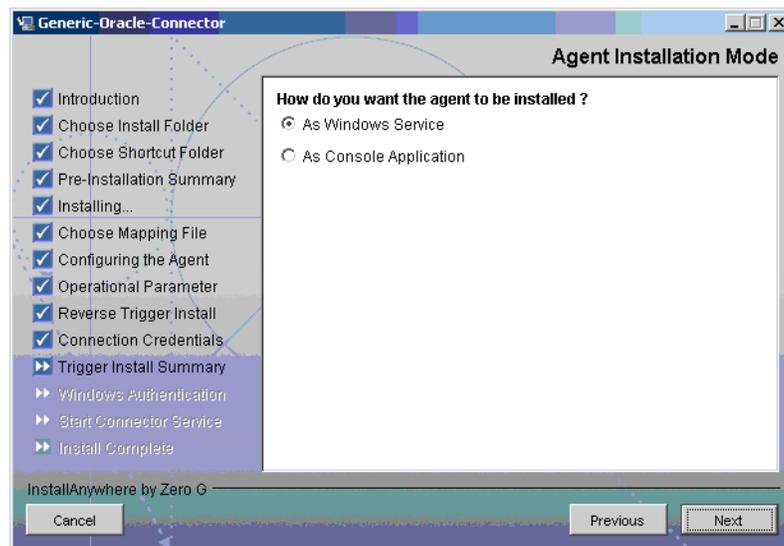
- 12 Enter the Username/password for the Oracle user with which the agent can connect to the Database. This user should have admin privileges, and then click **Next**. The Reverse Trigger Install screen appears.



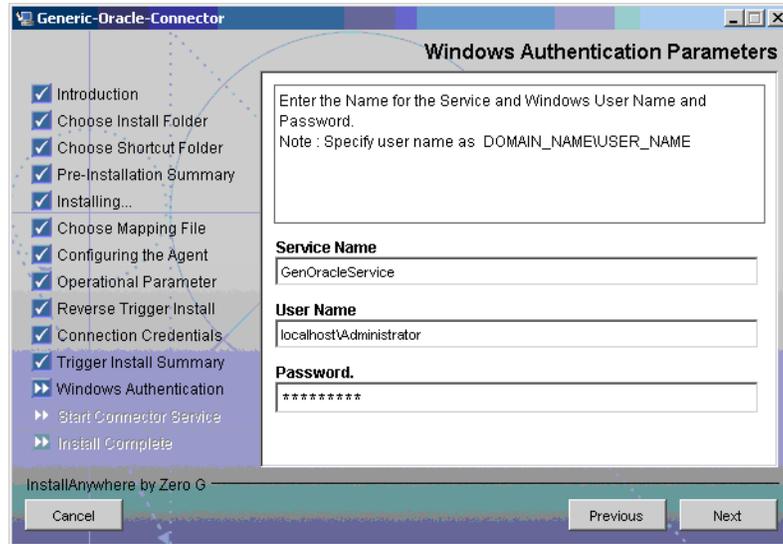
- 13 To enable reverse synchronization, you must install the reverse triggers. Select the Install Triggers Now check box to install the triggers. and click **Next**. The Trigger Install Summary screen appears.



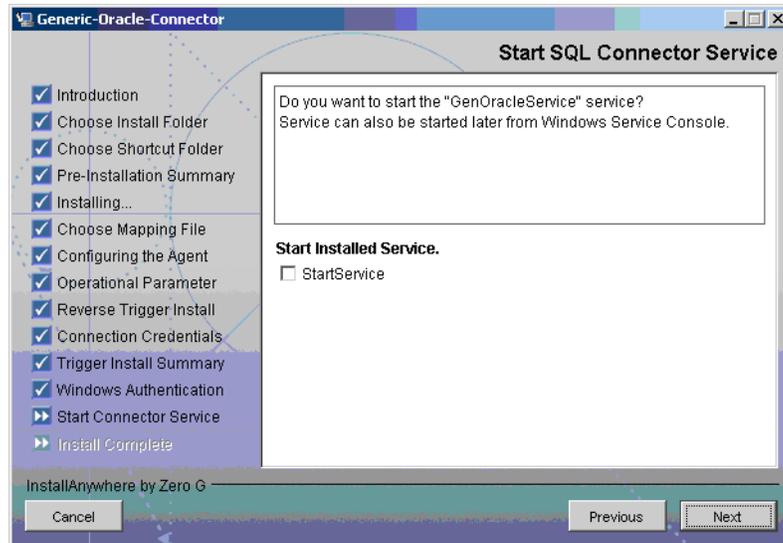
- 14 Select the ShowLogs check box to view the detailed logs and click **Next**. The Detailed Logs screen appears.
- 15 Click **Next**. The Agent Installation Mode screen appears.



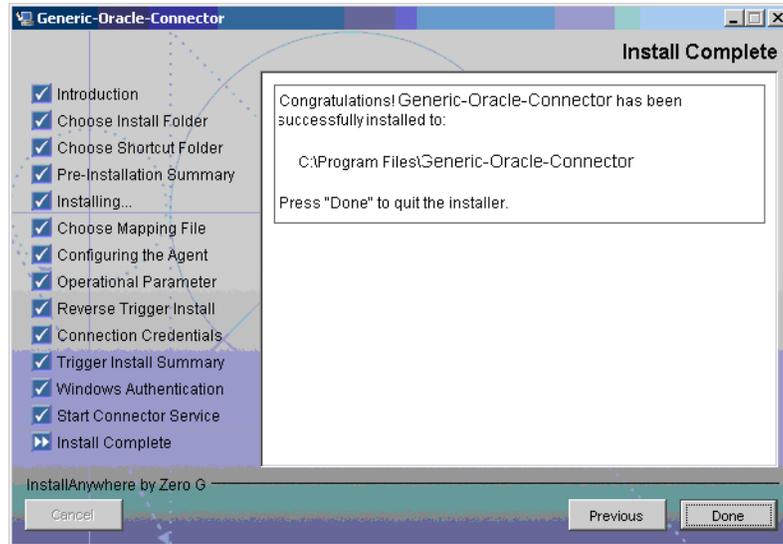
- 16 In the Agent Installer Mode screen, perform one of the following:
  - To run the agent as a Windows service, select the As Windows Service radio button, and then click **Next**. The Windows Authentication Parameters screen appears (step 17).
  - To run the agent as a console application, select the As Console Application radio button, and then click **Next**. The Install Complete screen appears (step 20).
- 17 The Windows Authentication Parameters screen displays the fields to enter the Windows username and password with administrative privilege, and the agent service name.



- 18 Type the agent service name and the administrative username and password for the Windows, and then click **Next**. The Start SQL Connector Service appears.



- 19 Select the StartService check box to start the agent service immediately after installation and **Next**. The Install Complete screen appears.



20 Click **Done**.

## UNIX (Solaris or HP-UX)

- 1 Extract the contents of the `Oracle-Gen-AgentInstaller-Solaris.tar` or `Oracle-Gen-AgentInstaller-HPUX.tar` file, which are located in the `Agent Installers` directory on the CD, to a directory that will serve as the agent's home directory. (Use `tar xvf` to extract the contents of the TAR file.) This will create the required directory structure in the `Oracle-Gen-AgentInstaller-Solaris` or `Oracle-Gen-AgentInstaller-HP-UX` directory of the home directory.

- 2 Run the following command to start the wizard:

```
<agent_home>/Oracle-Gen-AgentInstaller-Solaris/GenericOracleConnector.bin
```

or

```
<agent_home>/Oracle-Gen-AgentInstaller-HP-UX/GenericOracleConnector.bin
```

The following message appears:

```
=====
Extracting the installation resources from the installer archive...
Configuring the installer for this system's environment...
Launching installer...
Preparing CONSOLE Mode Installation...
=====
```

```
(created with InstallAnywhere by Zero G)
```

```
-----
Choose Install Folder
-----
```

```
Where would you like to install?
```

```
Default Install Folder: /Generic-Oracle-Connector
```

```
ENTER AN ABSOLUTE PATH, OR PRESS <ENTER> TO ACCEPT THE DEFAULT:
```

- 3 Specify the installation location of the agent. Enter a path and press **ENTER**, or press **ENTER** to accept default path. The following message appears:

```

=====
Choose Link Location
-----
Where would you like to create links?
->1- Default: /
2- In your home folder
3- Choose another location...
4- Don't create links
ENTER THE NUMBER OF AN OPTION ABOVE, OR PRESS <ENTER> TO ACCEPT THE
DEFAULT:

```

- 4 Select where you would like the agent shortcut location to be created. Select the number of the desired option as shown and press **ENTER**, or simply press **ENTER** to accept the default. The following message appears:

```

=====
Pre-Installation Summary
-----
Please Review the Following Before Continuing:
Product Name:
Generic-Oracle-Connector
Install Folder:
/install_dir
Link Folder:
/
Disk Space Information (for Installation Target):
Required: xxx bytes
Available: yyy bytes
PRESS <ENTER> TO CONTINUE:

```

- 5 Verify the pre-installation summary and press **ENTER**. The following message appears:

```

=====
Installing...
-----
[=====|=====|=====|=====]
[-----|-----|-----|-----]
=====

```

```

Configuring the Agent
-----
Enter the port number where database server listens. Hit <ENTER>
to accept default.
Enter DB_PORT : (DEFAULT: 1521 ):

```

- 6 Specify the database port number and press **ENTER** to continue. Or, simply press **ENTER** to accept the default. The following message appears:

```

=====
Configuring the Agent
-----
Enter the driver string (Driver string to be used by Java
program to connect to the database).
Enter the database driver : (DEFAULT: oracle.jdbc.driver.OracleDriver):

```

- 7 Enter the database driver and press **ENTER** to continue, or simply press **ENTER** to accept the default. The following message appears:

```

=====
Configuring the Agent

```

```
-----  
Enter the driver URL (URL to be used by Java program to connect  
to the database).  
Enter the database URL : (DEFAULT: jdbc:oracle:thin):
```

- 8 Enter the JDBC URL and press **ENTER** to continue, or simply press **ENTER** to accept the default. The following message appears:

```
=====
```

```
Configuring the Agent  
-----  
Enter the database service name.  
Enter the service name : (DEFAULT: ): SIDB
```

- 9 Enter the database name and press **ENTER** to continue, or press **ENTER** to accept the default. The following message appears:

```
=====
```

```
Configuring the Agent  
-----  
Enable Server Secure (Y/N) ?  
Enable Server Secure : (DEFAULT: N) : y
```

- 10 To enable secure communication, enter **y** and press **ENTER** to continue, or simply press **ENTER** to accept the default setting. The following message appears:

```
=====
```

```
Configuring the Agent  
-----  
Enter the URL where spml is to be sent by reverse sync.  
Enter the concero server URL : (DEFAULT: ): http://  
localhost:7001/lmz/webservice
```

- 11 Enter the URL of the Select Identity Web Service where SPML requests are sent and press **ENTER** to continue, or simply press **ENTER** to accept the default setting (If secure communication is enabled, you must specify the Web Service URL with HTTPS). The following message appears:

```
=====
```

```
Configuring the Agent  
-----  
Enter the interval (in seconds) at which polling is desired for reverse  
sync.  
Enter poll delay : (DEFAULT: 10):
```

- 12 Enter the polling interval (in seconds) that is used by the agent to check for changes on the resource that must be sent to the Select Identity server (during reverse synchronization) and press **ENTER**, or simply press **ENTER** to accept the default setting. The following message appears:

```
=====
```

```
Configuring the Agent  
-----  
Enter the port where the agent should listen.  
Enter the agent port : (DEFAULT: ):6000
```

- 13 Enter the listening port number for the agent and press **ENTER**, or simply press **ENTER** to accept the default setting. The following message appears:

```
=====
```

```
Configuring the Agent
```

```
-----  
Enter the time (in milli seconds) for which the agent should  
wait before sending SPML.  
Enter the spml delay : (DEFAULT: 100):
```

- 14 Specify the delay (in milliseconds) that the agent will wait before sending SPML requests to the Select Identity server, and then press **ENTER** (you can simply press **ENTER** to accept the default setting). The following message appears:

```
=====  
Configuring the Agent  
-----  
Enter the Number of Retries to send SPML  
Number of Retries to send SPML : (DEFAULT: 3): 5
```

- 15 Specify the number of times agent will attempt to send SPML requests after a failure to the Select Identity server, and then press **ENTER** (you can simply press **ENTER** to accept the default setting). The following message appears:

```
=====  
Configuring the Agent  
-----  
Enter the time (in milliseconds) This is Delay Between Retries  
(Number of mSec the agent will wait before going to next Retry)  
Enter the spml retry delay : (DEFAULT: 100): 10000
```

- 16 Specify the delay (in milliseconds) for which agent should wait before attempting to send SPML requests again after a failure to the Select Identity server, and then press **ENTER** (you can simply press **ENTER** to accept the default setting). The following message appears:

```
=====  
Configuring the Agent  
-----  
Enter Directory Path of the XML mapping file. (e.g. If the  
mapping file is "/osd5/truologica/xxx.xml", enter "/osd5/  
truologica/" including slashes)  
Directory Path of the XML mapping file. (DEFAULT: ): /opt/
```

- 17 Enter the path to the mapping file (include trailing slashes but do not include the file name) and press **ENTER**, or simply press **ENTER** to accept the default setting. The following message appears:

```
=====  
Configuring the Agent  
-----  
Enter name of the XML mapping file. (Enter extension also.)  
Name of the XML mapping file. (Enter extension also.) (DEFAULT:  
) : xxx.xml
```

- 18 Enter the name of the mapping file and press **ENTER**, or simply press **ENTER** to accept the default setting. The following message appears:

```
=====  
XML Mapping Path  
-----  
This is your directory path of Mapping File  
"/opt/"  
This is the Mapping File  
"xxx.xml"
```

Is it Correct Path?(Y/N) (DEFAULT: Y): y

- 19 Press **ENTER** to accept the default (**y**) or enter **n** and press **ENTER** to change the values. If you enter **y**, the following message appears:

```
=====
Configure Operation Attribute Parameter
-----
Enter Select Identity Admin Username
Select Identity Admin Username : (DEFAULT: ): sisa
```

- 20 Specify the Select Identity administrator's user name and press **ENTER**. The following message appears:

```
=====
Configure Operation Attribute Parameter
-----
Please Enter the Encrypted Select Identity Admin User's
Password: abc123
```

- 21 Enter the administrator's password and press **ENTER**. The following message appears:

```
=====
Configure Operation Attribute Parameter
-----
Enter the XSL file name (without Extension)
XSL file name (without Extension): (DEFAULT: ): Oraclemap
```

- 22 Enter the name of XSL file on Select Identity server. Make sure that the extension (.xsl) is not specified, and then press **ENTER**. The following message appears:

```
=====
Configure Operation Attribute Parameter
-----
Enter the Select Identity resource name
Select Identity resource name : (DEFAULT: ): GenOracleResource
```

- 23 Enter the name of the Select Identity Oracle database server resource and press **ENTER**. The following message appears:

```
=====
Configure Operation Attribute Parameter
-----
do you want to Enable Reverse Sync(true/false)?
Enable Reverse Sync? (Y/N) (DEFAULT: Y): y
```

- 24 Specify whether you want to enable reverse synchronization; enter **n** or **y** based on your requirement, and then press **ENTER**. The following message appears:

```
=====
Connection Credentials
-----
Enter user name.
Enter user name : (DEFAULT: ): TEST
```

- 25 Enter a username of the Oracle database user with administrative privileges and press **ENTER** (The agent uses this username to connect to the database). The following message appears:

```
=====
Connection Credentials
-----
```

This installation requires a password to continue.  
Enter password : : password

- 26 Enter the password for the above mentioned username and press **ENTER**. The following message appears.

```
=====
Reverse Trigger Install
-----
The values you just entered have been copied to file\
Generic-Oracle-Connector\conf\properties.ini. If you want to change
anything please edit the file.
Do you want to install reverse triggers now? (Y/N)
(DEFAULT: Y) : y
```

- 27 To enable reverse synchronization, you must install the reverse triggers. Enter **y** and press **ENTER** to install the triggers (or simply press **ENTER** to accept the default setting), or enter **n** and press **ENTER** to bypass this installation. If you enter **y**, the following message appears:

```
=====
Reverse Trigger Install Summary
-----
Reverse Trigger Install SUCCEEDED. Please see the logs for
details.
PRESS <ENTER> TO CONTINUE: y
```

- 28 Press **ENTER** to continue. The following message appears:

```
=====
View Logs
-----
Do you want to see detailed logs? (Y/N) (DEFAULT: Y): y
```

- 29 If you wish to view the installation log file, enter **y** and press **ENTER**. Otherwise, enter **n** and press **ENTER**. The following message appears:

```
=====
Agent Installation Mode
-----
Do you want to install agent as a Daemon process? (DEFAULT: Y)
```

- 30 To install the agent as a UNIX daemon, enter **y** and press **ENTER**. To install the agent as a console application, enter **n** and press **ENTER**. If you enter **y**, the following message appears:

```
=====
Get User Input
-----
Enter requested information
Enter Application Name for Daemon (DEFAULT: ): OracleGenericAgent
```

- 31 Enter the daemon name and press **ENTER**. The following message appears:

```
=====
Daemon Status
Starting OracleGenericAgent...
PRESS <ENTER> TO ACCEPT THE FOLLOWING (OK):
=====
Summary
-----
```

Congratulations! Generic-Oracle-Connector has been successfully installed to:  
/space/Generic-Oracle-Connector  
PRESS <ENTER> TO CONTINUE:

32 To exit the installation wizard, press **ENTER**.

## Installed Files

The following provides a listing of the directories and files installed for the agent:

Directories and Files	Description
agent_home/	<p>Contains the following files:</p> <ul style="list-style-type: none"> <li>• AddToStartupGroup.cmd/sh — Adds icons to startup group.</li> <li>• CopyFile.cmd/sh — Used by agent to copy files.</li> <li>• DelFile.cmd/sh — Used by agent to delete files.</li> <li>• setup.cmd/sh — Installs the reverse triggers.</li> <li>• SQLConnectorConsole.cmd/sh — Starts the agent as a console.</li> <li>• sqlapp.jar — Agent library JAR.</li> <li>• SQLConnectorConsole.cmd/sh — Starts the agent.</li> <li>• uninstall.cmd/sh — Uninstalls triggers.</li> <li>• passwordEncrypt.cmd/sh — Utility to populate Properties.ini and opAttributes.properties file with encrypted password.</li> <li>• PortTest.cmd/sh — The utility to check the availability of the port number mentioned in Properties.ini for agent.</li> <li>• LogonTest.cmd/sh — Utility to check the database connectivity.</li> </ul>
agent_home/conf/	<p>Contains the following files:</p> <ul style="list-style-type: none"> <li>• properties.ini — Provides configuration settings for the agent.</li> <li>• opAttributes.properties — Provides configuration settings for reverse synchronization.</li> <li>• log4j.properties — Provides settings for logging.</li> </ul>
agent_home/conf/com	<p>Contains the trulogica/truaccess/connector/schema/spml directory structure where the XML mapping file is stored.</p>

Directories and Files	Description
agent_home/lib/	Contains JAR files used by the agent.
agent_home/logs	Contains log files produced by the agent.
agent_home/Uninstall_Generic-Oracle-Connector/	Contains files for uninstalling the agent. This subdirectory is created only if the agent is installed using the installation wizard.

## Starting the Agent

To start the agent, run `SQLConnectorConsole.cmd` (on Windows) or `SQLConnectorConsole.sh` (on Solaris or HP-UX), which resides in the agent's home directory. This program logs in to the database server using the user name and password of a user who has administrative privileges on the database.

The following is an example you can use on Windows:

```
<agent_home>/SQLConnectorConsole.cmd
```

If you start the agent before or without configuring reverse synchronization (the reverse riggers), a message is displayed stating that reverse trigger is disabled.

## Operating the Agent Daemon

If you install the agent on HP-UX or Solaris platform, perform the following steps to start or stop the daemon of the agent:

- 1 Go to the `<agent_home>/bin` directory.
- 2 Run the following command to start the daemon:

```
$ ./SQLConAgent start
```
- 3 Run the following command to stop the daemon:

```
$ ./SQLConAgent stop
```
- 4 Run the following command to view the status of the daemon:

```
$ ./SQLConAgent status
```

## Modifying the Database Account and Select Identity Passwords

After the agent is installed, if you change the database account password or the Select Identity administrative password, you must update the agent with the change.

Perform the following steps on Oracle database server machine to update password change to the agent.

- To update the change in database password, run the following command on the Windows command prompt:

```
<install_dir>\passwordEncrypt.cmd -r <db-password>
```

where *<install\_dir>* is the location of the agent and *<db-password>* is the new database password.

- To update the change in Select Identity administrative password, run the following command on the Windows command prompt:

```
<install_dir>\passwordEncrypt.cmd -s <ovsi-password>
```

where *<install\_dir>* is the location of the agent and *<ovsi-password>* is the new Select Identity password.

## 6 Uninstalling the Connector

If you want to uninstall Oracle connector from Select Identity, perform the following steps:

- Remove all resource dependencies.
- Delete the connector from Select Identity.
- Delete the connector from application server.
- Uninstall the agent.

See *HP OpenView Select Identity Connector Deployment Guide* for more information on deleting the connector from application server and Select Identity.

### Uninstalling the Agent on Windows

Perform the following steps to delete the agent on the Windows server:

- 1 Select **Programs** → **Generic-Oracle-Connector** → **Uninstall Agent** from the Start menu. The wizard appears.
- 2 Click **Next** on the introductory screen.
- 3 Provide the database credentials to uninstall the reverse triggers, if they were installed, and then click **Uninstall**.
- 4 Click **Continue** when the pop-up dialog indicates that the triggers were successfully uninstalled.
- 5 Click **Done** on the Uninstall Complete dialog to close the wizard.

### Uninstalling the Agent on UNIX (Solaris or HP-UX)

Perform the following steps to delete the agent on the UNIX server:

- 1 Start the wizard by running the following command:

```
agent_home/Uninstall_Generic-Oracle-Connector/  
Uninstall_Generic-Oracle-Connector
```

The following message appears:

```
=====  
Preparing CONSOLE Mode Installation...  
=====  
(created with InstallAnywhere by Zero G)  
-----
```

```
Chapter 4  
56
```

```
=====
Uninstall Generic-Oracle-Connector
-----
About to uninstall...
Generic-Oracle-Connector
This will remove features installed by InstallAnywhere. It will
not remove files and folders created after the installation.
PRESS <ENTER> TO CONTINUE:
```

- 2 Press **ENTER** to continue. The following message appears:

```
=====
Get User Input
-----
Enter requested information
Enter user name : (DEFAULT: ): TEST
```

- 3 Enter the database user name and press **ENTER**. The following message appears:

```
=====
Get User Input
-----
Enter requested information
Enter password : (DEFAULT: ): password
```

- 4 Enter the user's password and press **ENTER**. The installer removes the reverse triggers (if installed) and displays a success or failure message, as follows:

```
=====
Executed the command
-----
"/Generic-Oracle-Connector/Uninstall.sh" -userName "TEST" -password
"password"
Reverse Trigger Uninstall Summary
Reverse Trigger Uninstall SUCCEEDED.
```

- 5 To view the log file, select the Show Logs and press **ENTER**.
- 6 Press **ENTER** to exit the wizard.

# A Troubleshooting

This appendix describes common problems encountered during the installation and use of the connector and its agent.

## Connector Installation

This section lists the common problems encountered during installation and use of the connector.

- After redeploying the connector, Select Identity does not display the current connector information.  
*Possible Cause:* The application is using a cached connector file.  
*Solution:* Restart the application server.
- Select Identity does not display the most current mapping file information.  
*Possible Cause:* The application server is using a cached mapping file.  
*Solution:* Restart the application server.
- The mapping file of an existing resource is changed and, when you attempt to modify the resource to add a new mapping file, the following error displays:  
`Application cannot be modified at this time`  
*Possible Cause:* Major differences may exist between the old and new mapping files.  
*Solutions:*
  - Create a new resource with the new mapping file.
  - Unmap all attributes in the current resource and modify the resource to reference the new mapping file. You cannot use this second solution, however, if users were provisioned using this resource.
- Select Identity can successfully add a user but the new user is not shown in the resource's database table.  
*Possible Causes:*
  - The mapping file lacks the Create operation for the Key attribute.
  - The Create operation for the User entity is not added in the XML file.*Solution:* Add the Create operation to the Entity/Attribute using the Attribute Mapping utility. Refer to *Appendix C : Attribute Mapping Utility* of the *HP OpenView Select Identity Administrator Guide* for details on how to add create operations for an entity.

## Agent and Trigger Installation

This section lists the common problems encountered while installing and configuring reverse synchronization.

- An error message similar to one of the following is displayed while installing the agent:
 

```
Object already exists
Table_Audit (or Column_Audit) already exists
```

*Possible Cause:* Triggers or audit tables exist, possibly from a prior attempt to install and configure the agent.

*Solution:* Run `uninstall.cmd` (on Windows) or `uninstall.sh` (on UNIX), which removes the triggers from the database. Verify that the `Table_Audit`, `Column_Audit`, and `SID_TAB` tables were removed from the database. If removal was not successful, delete the tables manually before installing the agent triggers.
- A `NullPointerException` occurs.
 

*Possible Cause:* The specified mapping file is not available in the class path.

*Solution:* Make sure that the file is placed in the `Install/conf` directory. Ensure the name of the file specified in `properties.ini` is spelled correctly. Note that it is case sensitive. Also, check the format of the mapping file.
- The agent installation wizard fails to start and displays an error message.
 

*Possible Cause:* The JVM is not in the `System Path` environment variable or Java 1.4 is not available.

*Solution:* Add the Java 1.4 to the `System Path`.
- While deploying the reverse synchronization triggers, the installation stops and displays an exception.
 

*Possible Cause:* A version of Java that is older than 1.4 is the default JDK in use.

*Solution:* Set the `JAVA_HOME` variable to the path of Java version 1.4.
- The agent installation wizard fails to start and displays an error message.
 

*Possible Cause:* The JVM is not in the `system PATH` environment variable or Java 1.4 is not available.

*Solution:* Add the Java 1.4 to the `system PATH`.
- An error message appears displaying `JZ006 Exception. Cannot connect to database.`

*Possible Cause:* The hostname may not be resolved to proper IP address of the database server.

*Solution:* Provide the proper IP address.
- During installation, error message appears displaying `Invalid Login credentials even though correct values are provided for database username and password.`

*Possible Causes:*

  - `JAVA_HOME` environment variable is not set correctly or not set at all.
  - The JDBC driver JARs are not placed in `system CLASSPATH`.
  - The `commons-logging.jar` is present in the `JAVA_HOME/jre/lib/ext` folder.

*Solutions:*

  - Set the `JAVA_HOME` upto the path from where the `bin` folder containing the `java.exe` file is accessible.
  - Update the `system CLASSPATH` with paths JDBC Jars.

- Place the `log4j-1.2.8.jar` file along with the `commons-logging.jar` file in the same path.
- While registering the Agent as a service, the Windows account name given is not accepted.

*Possible Causes:*

- The complete Windows account name (`<Domain_Name>/<user name>`) is not given.
- The local account is given in the form `localhost\administrator`.

*Solutions:*

- The installer needs the complete Windows username (with Domain Name) for registering the agent as service.
- The account names with `localhost` are not supported. Instead, machine name can be prefixed for local accounts. For example, `machine1\Administrator`.
- An error message appears displaying `CREATE VIEW permission denied in database` while deploying the agent.

*Possible Causes:* The database user account used does not have all the necessary privileges to the database.

*Solutions:* Select a user with proper privileges to install the agent.

- An error message appears displaying `Class Not Found Exception caught Can not establish connection to the DB while deploying the agent`.

*Possible cause:* The JDBC Driver files are not in system CLASSPATH of database server machine.

*Solutions:* Place the JDBC JAR files in system CLASSPATH.

## Agent Execution

This section lists the common problems encountered while running the agent.

- An exception similar to the following is displayed:

```
java.net.BindException: Address in use: JVM_Bind
```

*Possible Cause:* The listening port on the agent's system is in use, possibly by another invocation of the agent.

*Solution:* Stop the older invocation and run the agent again.

- An error message similar to the following is displayed:

```
Invalid Object schema.tableName
```

*Possible Cause:* The schema specified in the mapping file is incorrect.

*Solution:* Check the mapping file. For more information on the format of mapping file, see *Appendix C* of the *HP OpenView Select Identity Administrator Guide*.

- An error message similar to the following is displayed:

```
Invalid Object Table_Audit or Column_Audit
```

*Possible Cause:* Audit tables are deleted or moved, or they are inaccessible to the triggers. If a trigger fails, the operation that caused the trigger is also rolled back.

*Solution:* Make sure that the audit tables (Table\_Audit, Column\_Audit) are available. If that does not work and the connector's operations are failing, triggers and audit tables can be uninstalled, though this will cause reverse synchronization to stop.

- The agent console shows a Log4jFactory exception when started.

*Possible Cause:* The agent cannot find the log4j-1.2.8.jar in the classpath.

*Solution:* Add the JAR to the class path.

- Error message appears displaying The system cannot find the path specified while running/starting the agent.

*Possible Cause:* The agent is not able to find JAVA in system PATH.

*Solutions:* Make sure that JAVA\_HOME variable is set on database server machine and JAVA is available in system PATH.

- Reset Password reverse synchronization request is shown to be successfully sent in agent logs but no request status update on Select Identity and the password not updated on Select Identity.

*Possible Cause:* The Recon Filter in the User Reconciliation Policy of resource created on Select Identity for Oracle database is not set to ExtendedSPMLRequestFilter.

*Solution:* The extended request sent by agent for reset password is not readily accepted by Select Identity. The Recon Filter setting is required to allow Select Identity to accept the extended request.