

HP OpenView Select Identity

Connector for Microsoft® SQL Server

Software Version: 3.7

Installation and Configuration Guide

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Software Release Date: November 2006



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- Commons-digester
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- Element Construction Set (ecs)
- Jakarta-poi
- Jakarta-regexp
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- JasperReports developed by SourceForge
- iText (for JasperReports) developed by SourceForge
- BeanShell
- Xalan from the Apache XML Project
- Xerces from the Apache XML Project
- Java API for XML Processing from the Apache XML Project
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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

Document Title and Filename	Contents	Location
<i>Release Note</i> SQL Server Connector v3.7 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 4.10)</i> connector_deploy_SI4.1.pdf	Connector deployment guides provide detailed information on: <ul style="list-style-type: none"> • Deploying a connector on an application server. • Configuring a connector with Select Identity. 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 4.0/4.01.000)</i> connector_deploy_SI4.pdf		
<i>Connector Deployment Guide (for Select Identity 3.3.1)</i> connector_deploy_SI3.3.1.pdf		
<i>Connector Installation and Configuration Guide</i> SQL Server_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.

2 Introduction

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

- The benefits of the HP OpenView Select Identity.
- The role of a connector.
- The connector for Microsoft SQL Server database.

About HP OpenView Select Identity

HP OpenView Select Identity provides a new approach to identity management. 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. 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 SQL Server Connector

The connector for Microsoft SQL Server — hereafter referred to as the SQL Server connector — enables HP OpenView Select Identity to provision user information in database schemas hosted on SQL Server database systems. The connector can perform the following operations in a database schema of Microsoft SQL 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 Microsoft SQL Server. To provision database system users, install the Admin SQL Server connector.

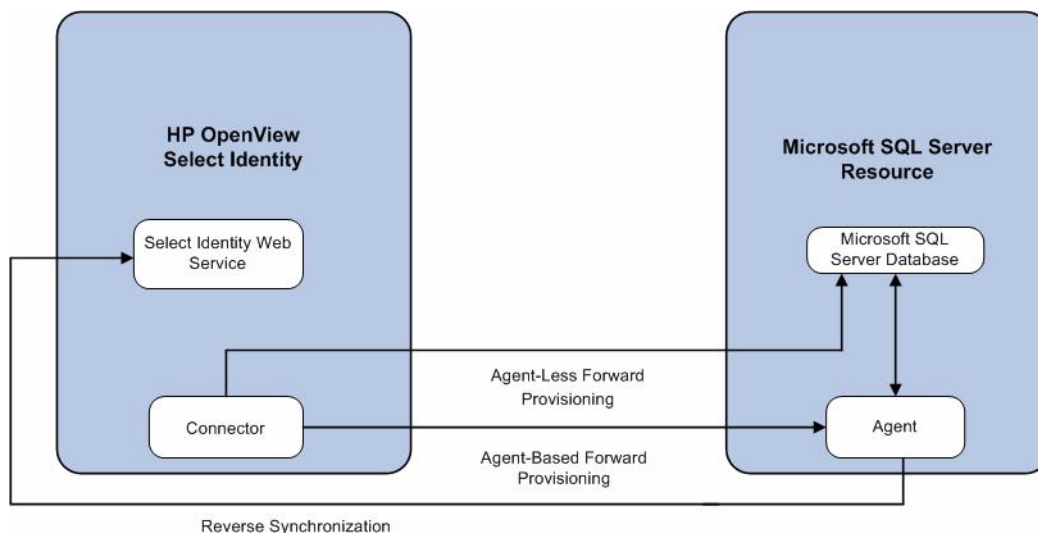
The connector also provides an agent that can send changes made to the data in Microsoft SQL Server to Select Identity. The following reverse synchronization operations are supported:

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

High-Level Architecture

Figure 2 illustrates a high-level architecture of the SQL Server 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 Microsoft SQL Server with Select Identity.

Figure 2 High-Level Architecture of the Connector



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



The SQL Server connector can be used with Select Identity 4.1, 4.01.000, 4.0, and 3.3.1.

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 Installing the Connector on page 13.
	— Plan your installation setup.	See Pre-Installation Task on page 16.
	— Meet the system requirements.	See System Requirements on page 15.
	— Pre-installation task: Enable JDBC driver or JDBC data source based on your requirement.	See Pre-Installation Task on page 16.
	— Deploy the Resource Adapter Archive (RAR) file of the connector on an application server.	See Installing the Connector RAR on page 17.
2	Configure the connector with Select Identity.	See Configuring the Connector with Select Identity on page 19.
3	Install the agent on the Microsoft SQL Server machine.	See Installing the Agent on page 25.
	— Verify and meet the prerequisites.	See Prerequisites on page 25.
	— Install the agent by using the installation wizard.	See Install the Agent on page 26.

3 Installing the Connector

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

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

SQL Server Connector Files

The SQL Server connector is packaged in the following files and folders, which are located in the `MS SQL SERVER - Generic` directory on Select Identity Connector CD.

Table 3 SQL Server Connector Files

Serial Number	File Name	Description
1	Gen-SQL2000-Connector.rar	The binaries for the connector.
2	SQL-Gen-AgentInstaller-win.zip	A ZIP file that contains the installation executable for the connector agent. It is located in the <code>Agent Installers</code> directory of the CD.

The SQL Server 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 F: Attribute Mapper* in *HP OpenView Select Identity Concepts and Administration Guide* for more information on attribute mapper utility.

Planning the Installation

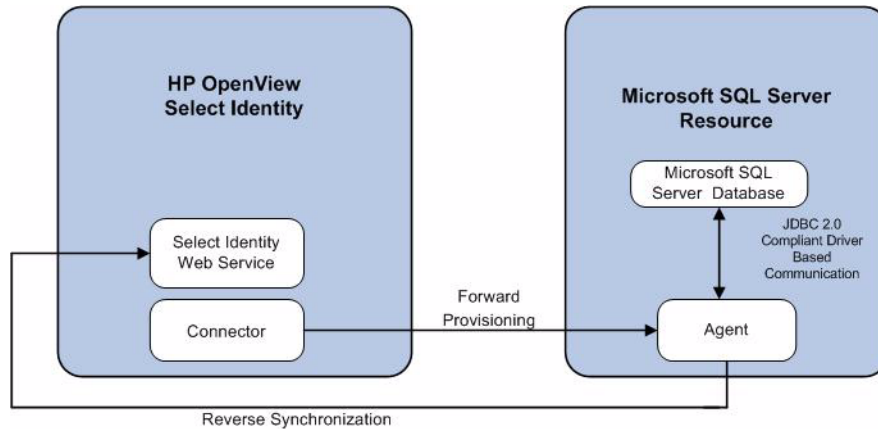
You can install the SQL Server connector in three possible ways.

- 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 Microsoft SQL Server to the Select Identity database (reverse synchronization).

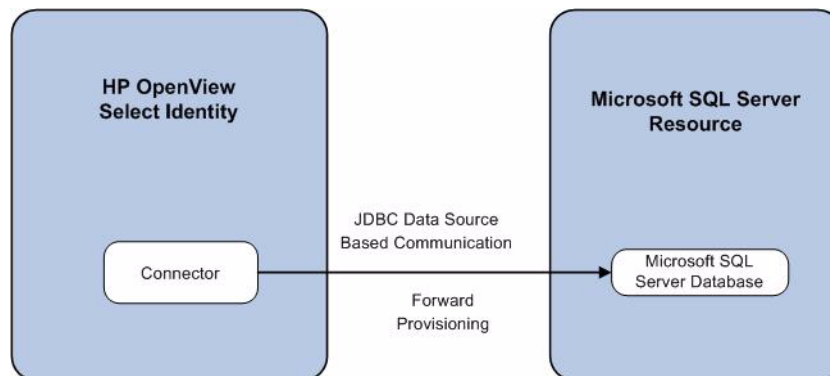
Figure 3 Connector Installed with Agent



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 application server hosting the Select Identity and connector that can connect to the target Microsoft SQL Server database. Reverse synchronization is not achieved in this configuration.

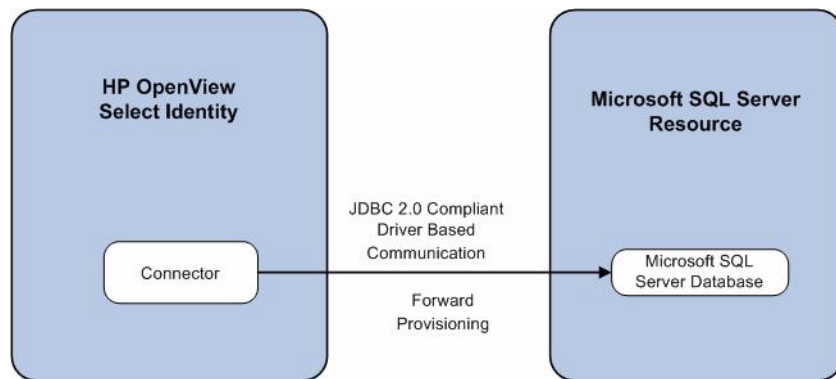
Figure 4 Connector Without Agent: JDBC Data Source Based Communication



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 SQL Server connector is supported in the following environment:

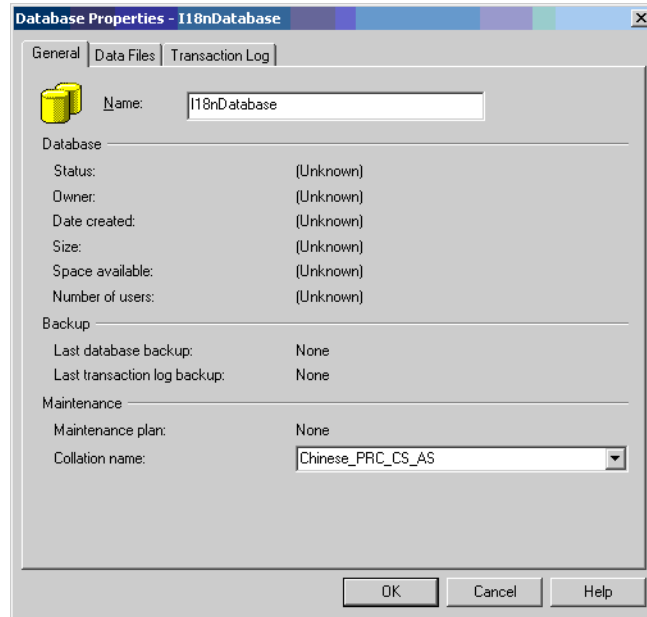
Table 4 Platform Matrix for SQL Server Connector

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
4.0/4.01.000/4.10	The SQL Server connector is supported on all the platform configurations of Select Identity 4.0, 4.01.000, and 4.10.	

The SQL Server connector is supported for Microsoft SQL Server 2000 on Windows 2003, Windows 2000 and Windows XP.

The SQL Server connector 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.
- Microsoft SQL Server can support internationalization if the Collation Name is set appropriately when the database is created. For Microsoft SQL Server 2000, the Collation Name is set to the Local Language type by default:



The SQL Server connector supports Microsoft SQL Server 2000 resource with the following three types of environments:

- Microsoft SQL Server installed in English environment with master and all other databases in English (default) collation.
- Microsoft SQL Server installed in local language environments with master and all other databases in local language collation.
- Microsoft SQL Server installed in English environment with master database as English (default) collation and some of the other databases as local language collation. Note that only one collation type (apart from English) is supported. For example, master database can be in English (SQL_Latin1-General_CP1_CI_AS) collation name and the SQL Server can contain one (or more) Databases which may have Chinese-PRC_CI_AS collation name.

Pre-Installation Task

Before you start installing, you must enable the communication mode between the connector and Microsoft SQL Server 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 files `msbase.jar`, `mssqlserver.jar`, and `msutil.jar` on the Select Identity server. Perform the following steps to enable JDBC driver based communication:

- 1 Obtain the files `msbase.jar`, `mssqlserver.jar`, and `msutil.jar`.
- 2 For Select Identity on WebLogic:
 - a Copy the files to a location on the Select Identity server.

4 Configuring the Connector with Select Identity

This chapter describes the procedure to configure the SQL Server connector with Select Identity. At the end of this chapter, you will know the procedure to configure the SQL Server 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 SQL Server 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-SQL2000Connector**.
- 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 SQL Server 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 SQL Server 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 F : Attribute Mapping Utility* of the *HP OpenView Select Identity Concepts and Administration 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 SQL Server 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

Field Name	Sample Values	Description	Comment
Resource Name	Gen-SQL Server	The name of the resource.	
Connector Name	Gen-SQL Server	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	1433	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

Field Name	Sample Values	Description	Comment
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:microsoft:sqlserver	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	com.microsoft.jdbc.sqlserver.SQLServerDriver	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/truologica/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 Microsoft SQL Server 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		Encryption algorithm specification string.	

Table 5 Resource Configuration Parameter

Field Name	Sample Values	Description	Comment
Encryption Algorithm		Name of the encryption algorithm.	
Encryption Specification Level		Encryption level specification string. Specify this parameter if you wish to use secure communication with Microsoft SQL Server.	
Encryption Level		Encryption level. Specify this parameter if you wish to use secure communication with Microsoft SQL Server.	

*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 SQL Server 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 Administration Online Help* for information on Select Identity services.

5 Installing the Agent

This chapter gives an overview of the agent for SQL Server connector and the procedure to install the agent on an Microsoft SQL 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 SQL Server connector agent performs forward provisioning operations on the resource and sends back any changes made on Microsoft SQL Server 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 agent supports a secure channel of communication to Select Identity web service by using HTTPS. You must configure the application server with Secure Socket Layer (SSL) and configure the agent to establish secure communication with Select Identity for reverse synchronization. The agent automatically imports the certificate from Select Identity and initializes secure communication.

Installing the Agent on the Microsoft SQL Server

After you install the SQL Server 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 Microsoft SQL Server database, you must meet the following prerequisites:

- You must generate the XML and XSL mapping files by using attribute mapping utility of Select Identity.

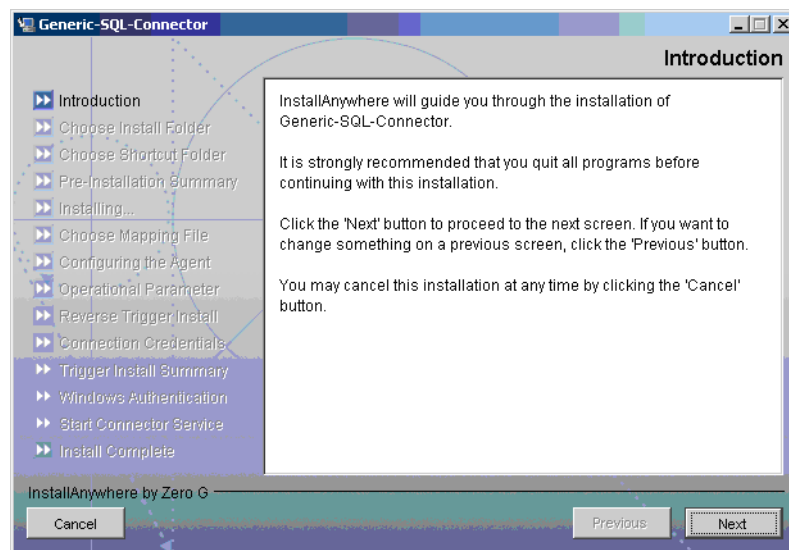
- You must copy the mapping files to the resource (Microsoft SQL Server) system as the agent installation requires the mapping files to be available on the local system.
- Copy the database driver files (`msbase.jar`, `msutil.jar`, and `mssqlserver.jar`) to the Microsoft SQL Server system and the file must be in the database server's `CLASSPATH`.
- Make sure that Java 1.4.2 (or above) is installed on the system and the environment variable `JAVA_HOME` is set. Also, `%JAVA_HOME%\bin` must be 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`.

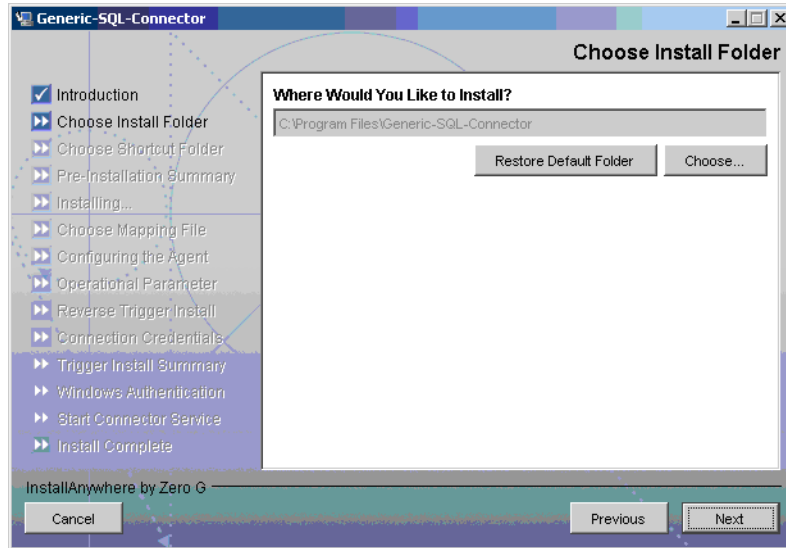
Install the Agent

You can install the agent by using the installation wizard. The wizard is packaged in the file `SQL-Gen-AgentInstaller-win.zip` for installation on Windows. Perform the following steps to run the installation wizard:

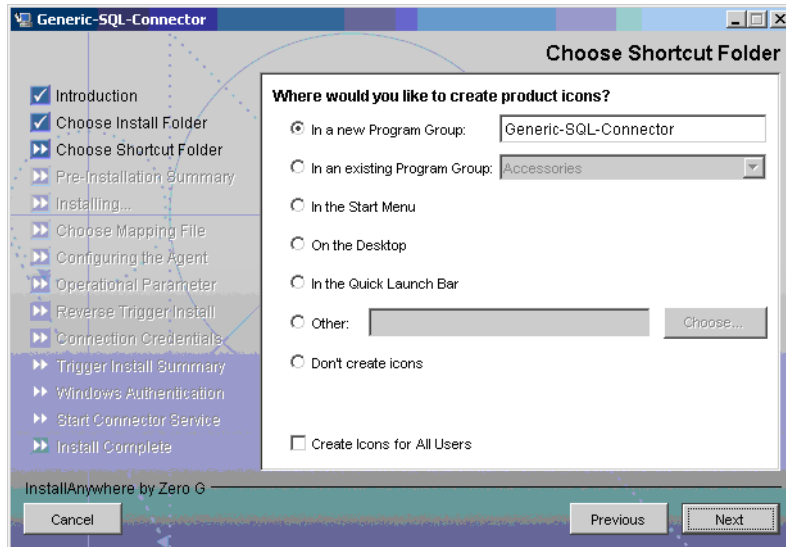
- 1 Extract the contents of the `SQL-Gen-AgentInstaller-win.zip` file, which is located in the `Agent Installers` directory on the CD.
- 2 Run `Generic-SQL-Connector-Installer.exe`, which is located in the location `target_dir\CDROM_Installers\Windows\Disk1\InstData\NoVM`. The Introduction screen of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



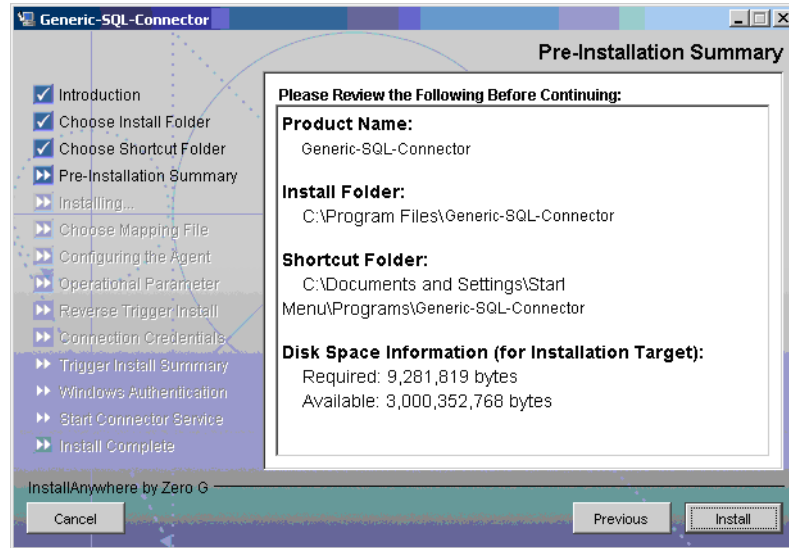
- 3 Click **Next**. The Choose Install Folder screen appears.



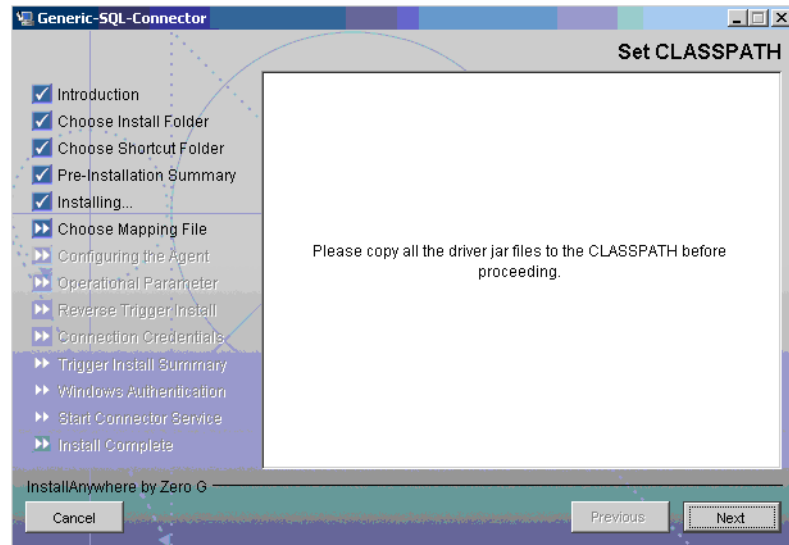
- 4 Specify an installation directory and click **Next**. The Choose Shortcut Folder screen appears.



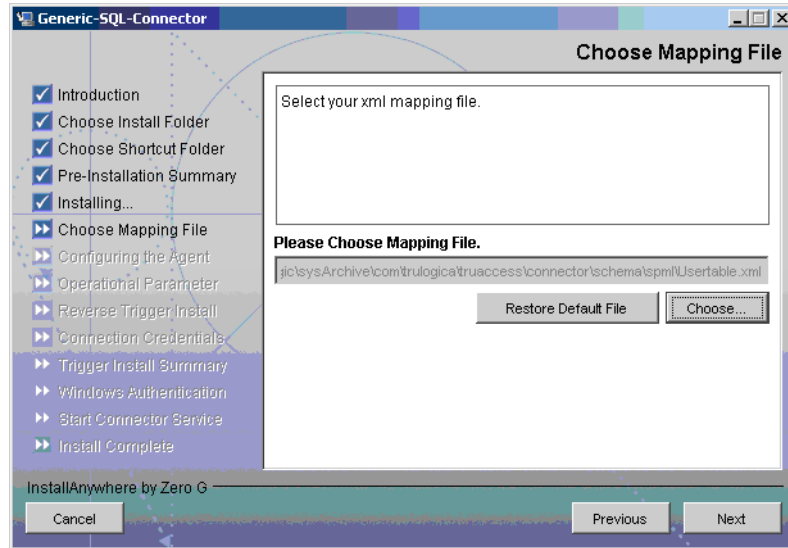
- 5 Select the location(s) where the product icons will be installed, and then click **Next**. The Pre-Installation Summary screen appears.



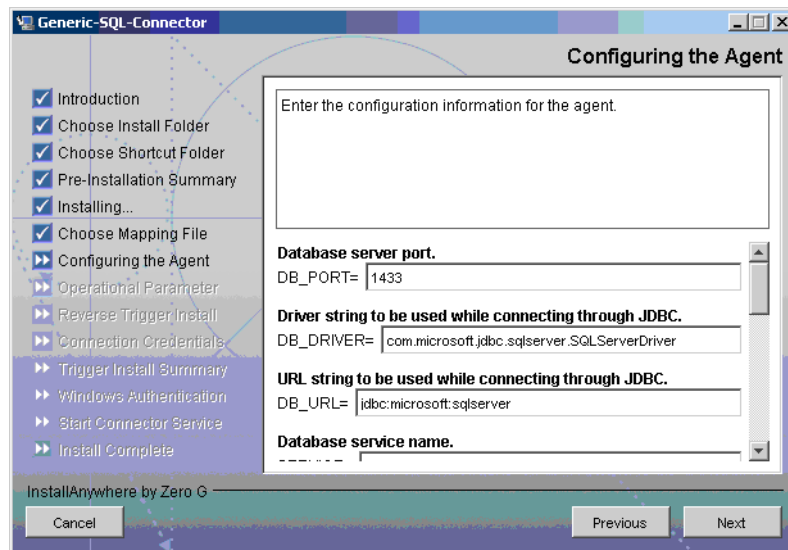
- 6 Review the installation summary and click **Install**. The installation begins. During the course of installation, the Set CLASSPATH screen appears.



- 7 Verify that the database driver file (`msbase.jar`, `msutil.jar`, and `mssqlserver.jar`) 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.

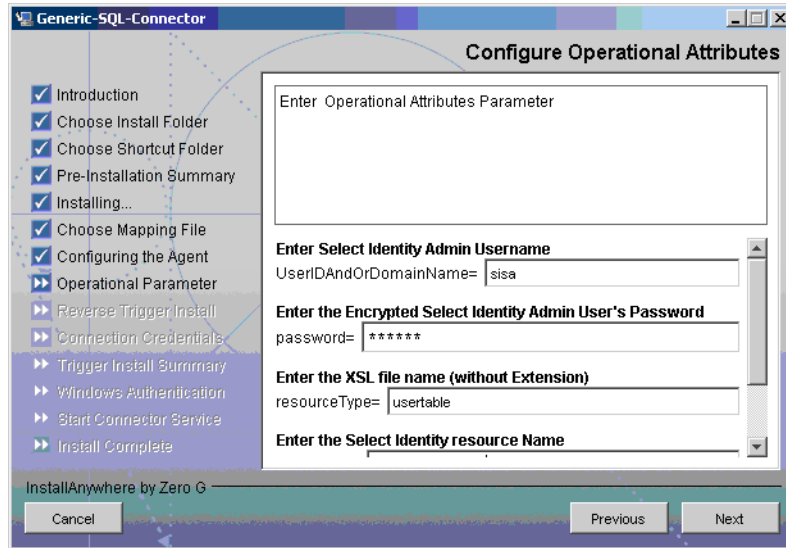


- 10 In the Configuring the Agent screen, specify the configuration parameters, which are explained in the table below.

Parameter	Description	Example Value
DB_PORT	The port on which the database server is listening.	1433
DB_DRIVER	The JDBC driver for the database connection.	com.microsoft.jdbc.sqlserver. SQLServerDriver
DB_URL	The JDBC URL string used for the database communication.	jdbc:microsoft:sqlserver
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.

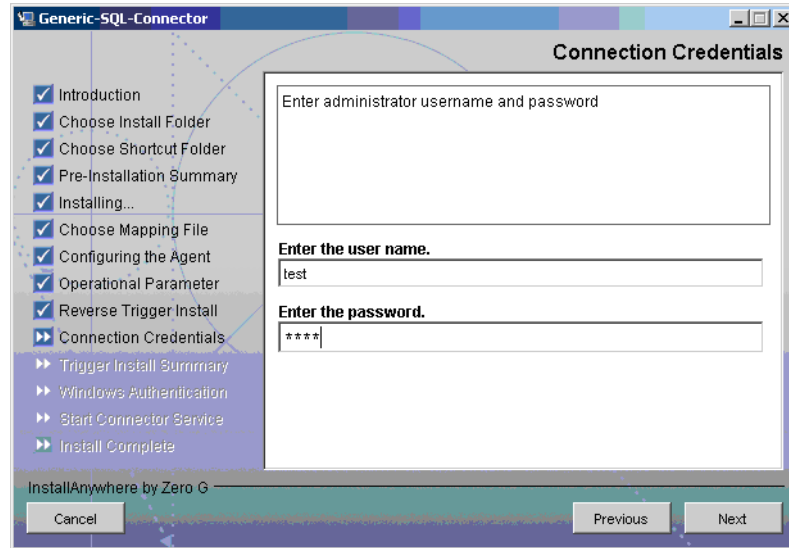


11 Provide the operational attributes that are sent to the Select Identity server during reverse synchronization requests. The table below gives a description of the attributes:

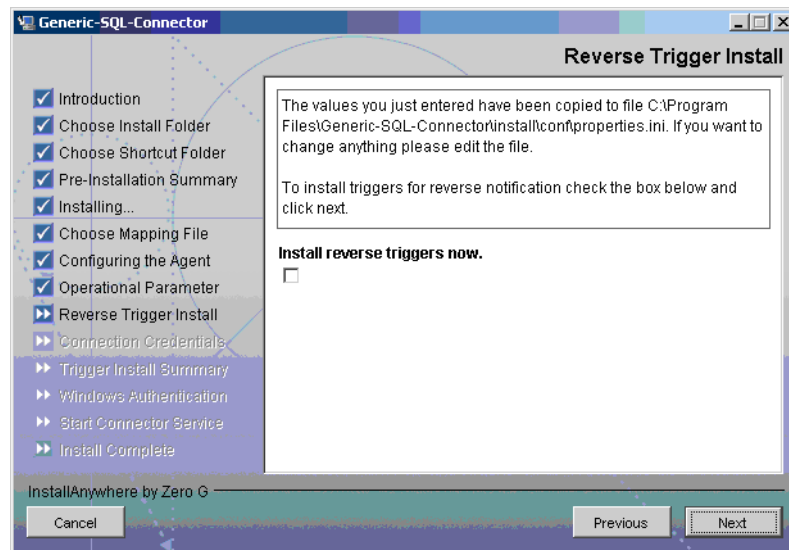
Attribute	Description
UserIDAndOrDomainName	User ID of the administrative user on Select Identity.
password	Password of the administrative user.
reverseSync	Select this check box to enable reverse synchronization.
resourceType	The name of the XSL file (without the.xsl extension) that is used during reverse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

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

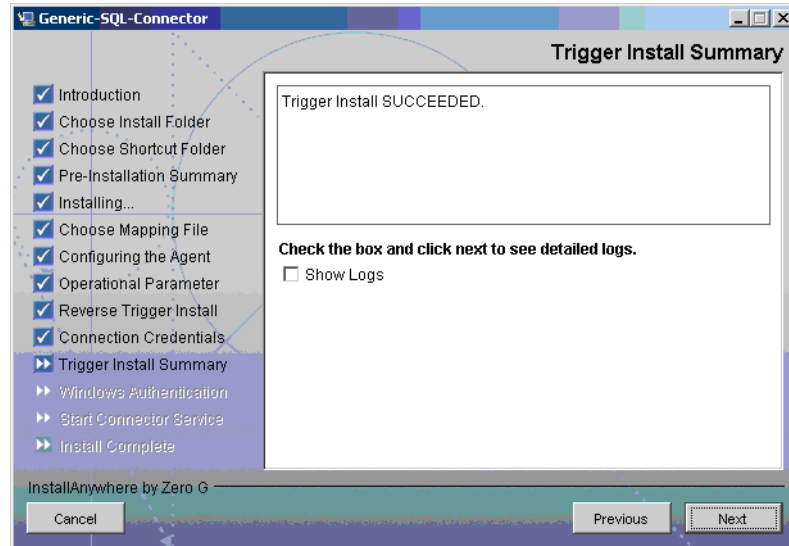
After entering the attributes, click **Next**. The Connection Credentials screen appears.



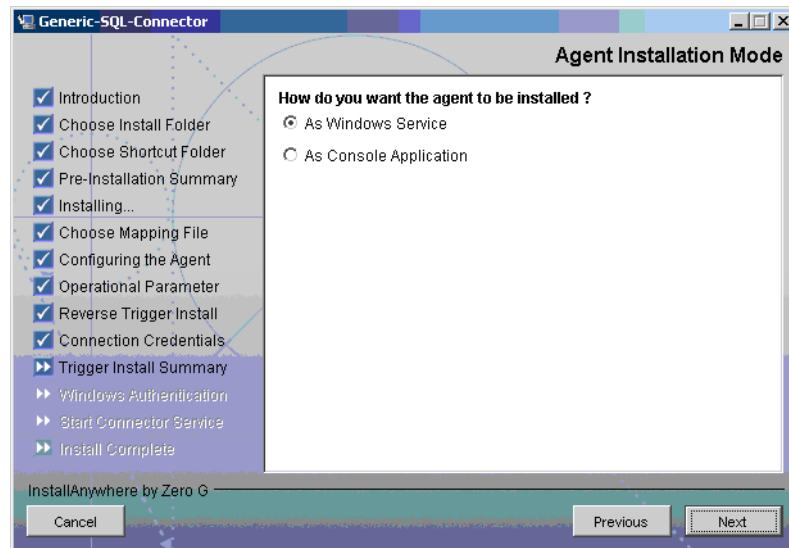
- 12 Enter the Username/password for the Microsoft SQL Server user with which the agent can connect to the Database. This user should have admin privileges, and then click **Next**. The Reverse Trigger Install screen appears.



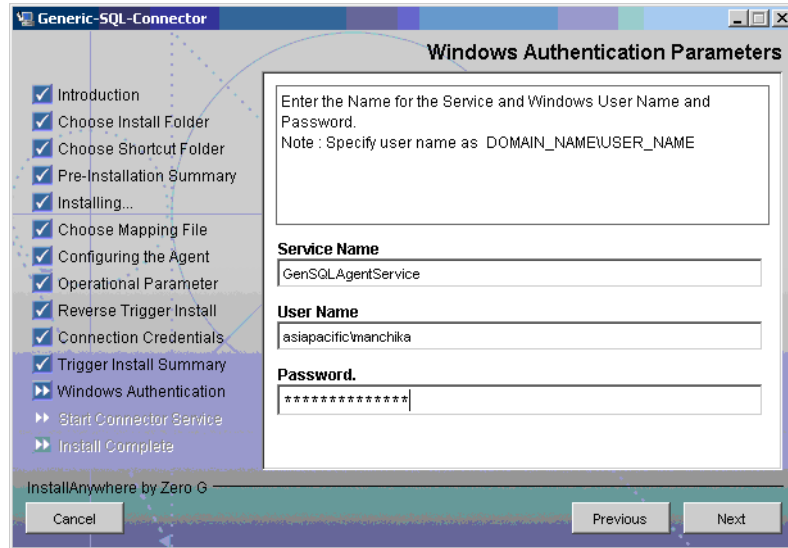
- 13 To enable reverse synchronization, you must install the reverse triggers. Select the Install Triggers Now check box to install the triggers. and click **Next**. The Trigger Install Summary screen appears.



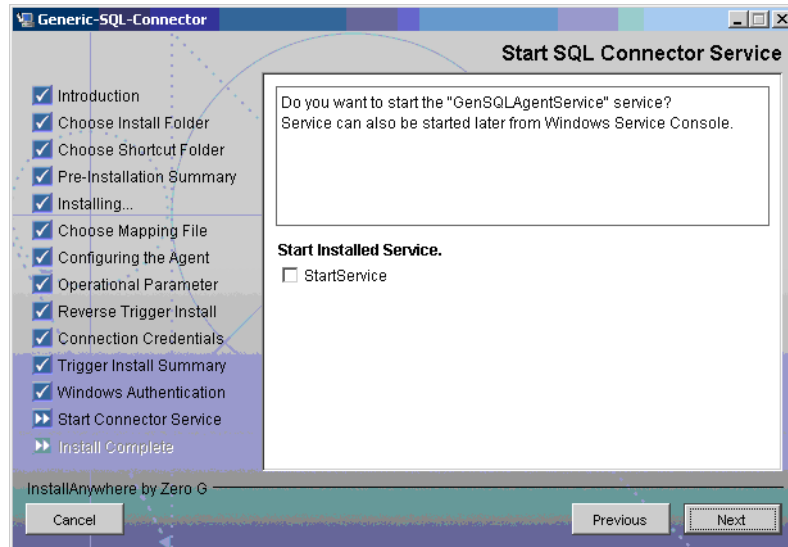
- 14 Select the ShowLogs check box to view the detailed logs and click **Next**. The Detailed Logs screen appears.
- 15 Click **Next**. The Agent Installation Mode screen appears.



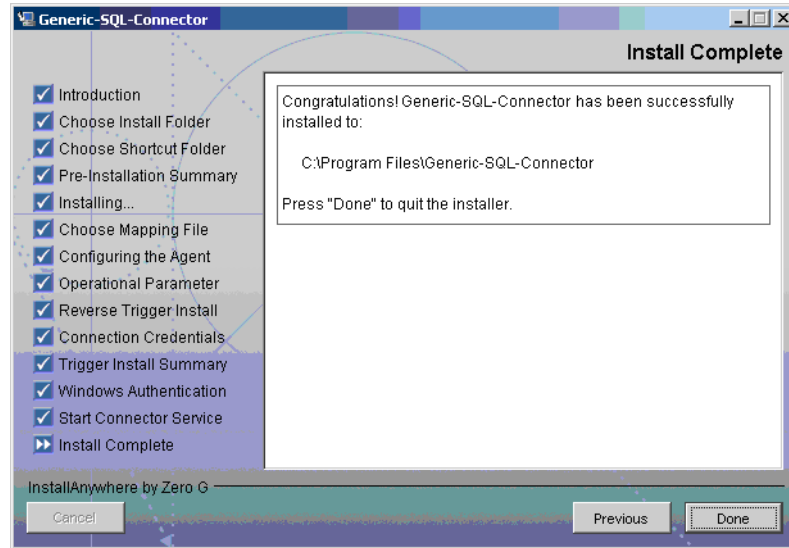
- 16 In the Agent Installer Mode screen, perform one of the following:
 - To run the agent as a Windows service, select the As Windows Service radio button, and then click **Next**. The Windows Authentication Parameters screen appears (step 17).
 - To run the agent as a console application, select the 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**.

Installed Files

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

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

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-SQL-Connector/	Contains files for uninstalling the agent. This subdirectory is created only if the agent is installed using the installation wizard.

Start the Agent

To start the agent as a console application, run `SQLConnectorConsole.cmd`, 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.

Run the following command on the Windows command prompt to start the agent:
`<install_dir>/SQLConnectorConsole`

If you start the agent before or without configuring reverse synchronization (the reverse triggers), a message appears stating that reverse notification is disabled.

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 Microsoft SQL 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 SQL Server 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

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

- 1 Select **Programs** → **Generic-SQL-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.

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 USER ENTITY.
 - The mapping file lacks the CREATE operation for the Key attribute and other attributes.*Solution:* Add the CREATE operation to the Entity/Attribute using the Attribute Mapping utility. Refer to *Appendix F : Attribute Mapping Utility* of the *HP OpenView Select Identity Concepts and Administration 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`, 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.
- During agent 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.
 - Other reasons that are not displayed in the log file.*Solutions:*
 - Set the `JAVA_HOME` up to 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.

- If the possible solutions mentioned above do not work, use `LogOnTest.cmd/sh` utility provided with the agent to debug the issue. You must run the utility from the command prompt as:

```
<agent_home_folder>/LogonTest.cmd -userName <db_username> -Password
<db_password>
```

This will try to establish connection to the database and display the result/error on the command window.

- 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:

- Enter the user name along with the domain name as the installer needs the complete windows username (with Domain Name) for registering agent as a service.
- The account name with `localhost` is not supported. Instead, you can prefix the machine name for local accounts. For example: `sqlmachine1\Administrator`.

- While deploying the agent, an error message appears displaying `CREATE VIEW` permission denied in database.

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

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

- While deploying the agent, an error message appears displaying `Class Not Found Exception caught: driverName = "com.microsoft.jdbc.sqlserver.SQLServerDriver Can not establish connection to the DB.`

Possible Cause: The JDBC driver files are not in system CLASSPATH of Microsoft SQL Server machine.

Solution: Place the `mssqlserver.jar`, `msbase.jar`, and `msutil.jar` files in the system CLASSPATH.

- The agent service is registered but not starting.

Possible Causes:

- The user account provided does not have sufficient privileges.
- Multiple instances of JVM are running on the machine and agent is being invoked by an unsupported version of JRE (1.3 or 1.5). In this case, the logs show the following error:

```
Wrapper Started as Service
```

```
Launching a JVM...
```

```
| WrapperSimpleApp: Unable to locate the class
com.truologica.sql.conncore.commanager.ComManager:
java.lang.UnsupportedClassVersionError:com/truologica/truaccess/
connector/exception/TACConnectorException (Unsupported major.minor
version 48.0)
```

Solutions:

- Go to the Services window, right-click on the newly registered agent service, go to Properties, and then go to the LogOn tab. If This Account option is selected, cancel that selection and select the Local System Account option.
- Check the system if JREs of different versions are installed. Make sure that only JRE 1.4 is running and available in system PATH variable and JAVA_HOME.

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 F* of the *HP OpenView Select Identity Concepts and Administration 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.

- While starting or running the agent, an error message appears displaying The system cannot find the path specified.

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

Solution: Make sure that JAVA_HOME variable is set on Microsoft SQL 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 Microsoft SQL Server 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.