

# HP Select Identity Software

## Connector for Sybase ASE

Connector Version: 3.71

---

### Installation and Configuration Guide

Document Release Date: September 2007  
Software Release Date: September 2007



## Legal Notices

### Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

### Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

### Copyright Notices

© Copyright 2006-2007 Hewlett-Packard Development Company, L.P.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>). Portions Copyright © 1999-2003 The Apache Software Foundation. All rights reserved.

Select Identity uses software from the Apache Jakarta Project including:

- Commons-beanutils
- Commons-collections
- Commons-logging
- Commons-digester
- Commons-httpclient
- Element Construction Set (ecs)
- Jakarta-poi
- Jakarta-regexp
- Logging Services (log4j)

Additional third party software used by Select Identity includes:

- 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
- SOAP developed by the Apache Software Foundation
- JavaMail from SUN Reference Implementation
- Java Secure Socket Extension (JSSE) from SUN Reference Implementation
- Java Cryptography Extension (JCE) from SUN Reference Implementation
- JavaBeans Activation Framework (JAF) from SUN Reference Implementation

- OpenSPML Toolkit from OpenSPML.org
- JGraph developed by JGraph
- Hibernate from Hibernate.org
- BouncyCastle engine for keystore management, bouncycastle.org

This product includes software developed by Teodor Danciu (<http://jasperreports.sourceforge.net>). Portions Copyright © 2001-2004 Teodor Danciu (teodord@users.sourceforge.net). All rights reserved.

Portions Copyright © 1994-2004 Sun Microsystems, Inc. All Rights Reserved.

This product includes software developed by the Waveset Technologies, Inc. ([www.waveset.com](http://www.waveset.com)). Portions Copyright © 2003 Waveset Technologies, Inc. 6034 West Courtyard Drive, Suite 210, Austin, Texas 78730. All rights reserved.

Portions Copyright © 2001-2004, Gaudenz Alder. All rights reserved.

#### Trademark Notices

AMD and the AMD logo are trademarks of Advanced Micro Devices, Inc.

Intel and Pentium are trademarks or registered trademarks of Intel Corporation in the United States, other countries, or both.

JAVA™ is a US trademark of Sun Microsystems, Inc.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Oracle® is a registered US trademark of Oracle Corporation, Redwood City, California

UNIX® is a registered trademark of The Open Group.

## Support

You can visit the HP software support web site at:

**<http://www.hp.com/go/hpsoftwaresupport>**

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to:

**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

# Contents

<b>1</b>	<b>Documentation Map</b>	<b>7</b>
<b>2</b>	<b>Introduction</b>	<b>9</b>
	About HP Select Identity	9
	About Connectors	9
	About Sybase Connector	9
	High-Level Architecture	10
	Overview of Installation Tasks	11
<b>3</b>	<b>Installing the Connector</b>	<b>13</b>
	Sybase Connector Files	13
	Planning the Installation	14
	Plan 1: Connector with the Agent	14
	Plan 2: Connector Without the Agent and with JDBC Data Source	14
	Plan 3: Connector Without the Agent and with JDBC Driver	15
	System Requirements	16
	Pre-Installation Task	16
	Enable JDBC Driver Based Communication	16
	Enable JDBC Data Source Based Communication	16
	Installing the Connector RAR	17
<b>4</b>	<b>Configuring the Connector with Select Identity</b>	<b>19</b>
	Configuration Procedure	19
	Add a New Connector	19
	Add a New Resource	19
	Generate Mapping Files	20
	Configure a Resource	20
	Map Attributes	23
<b>5</b>	<b>Installing the Agent</b>	<b>25</b>
	About the Agent	25
	Installing the Agent on the Sybase ASE	25
	Prerequisites	25
	Install the Agent	26
	Windows	26
	Solaris	35
	Installed Files	42
	Starting the Agent	43
	Operating the Agent Daemon	43
	Modifying the Database Account and Select Identity Passwords	43

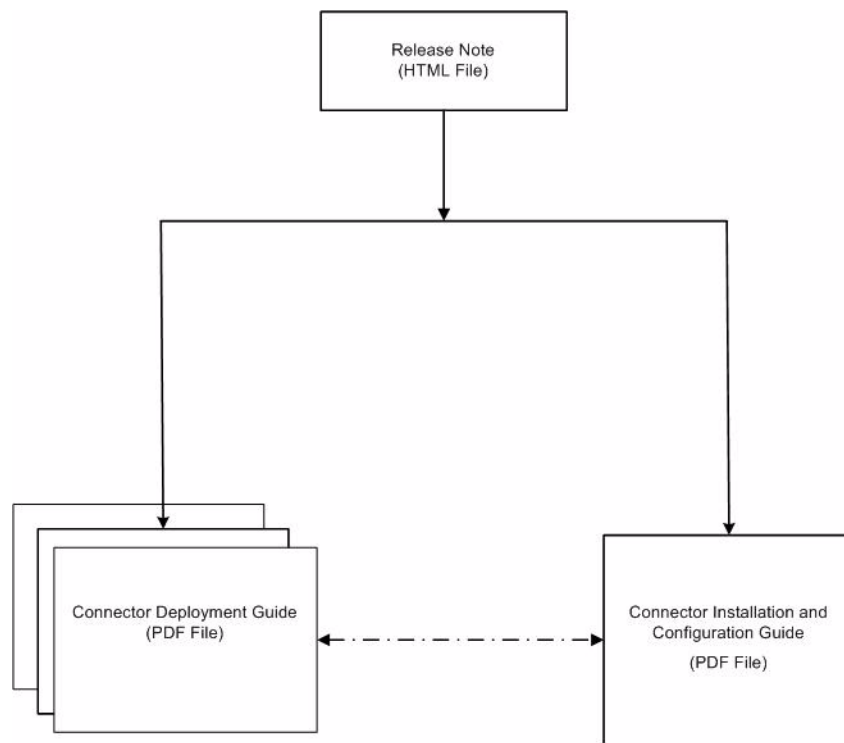
<b>6</b>	<b>Uninstalling the Connector</b> .....	45
	Uninstalling the Agent on Windows.....	45
	Uninstalling the Agent on Solaris.....	45
<b>A</b>	<b>Troubleshooting</b> .....	47
	Connector Installation.....	47
	Agent and Trigger Installation.....	48
	Agent Execution.....	50

# 1 Documentation Map

This chapter describes the organization of HP 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 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> Sybase Connector v3.71 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 4.20)</i> connector_deploy_SI4.20.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/ root directory on the product's CD media.
<i>Connector Deployment Guide (for Select Identity 4.10-4.13)</i> connector_deploy_SI4.13.pdf		
<i>Connector Deployment Guide (for Select Identity 4.0-4.01)</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> Sybase_guide.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 Select Identity connector for Sybase ASE. An HP Select Identity connector for Sybase ASE enables you to provision users and manage identities on Sybase ASE. At the end of this chapter, you will be able to know about:

- The benefits of HP Select Identity.
- The role of a connector.
- The connector for Sybase ASE.

### About HP Select Identity

HP 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 Sybase Connector

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

- 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 Sybase ASE. To provision database system users, install the Admin Sybase connector.

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

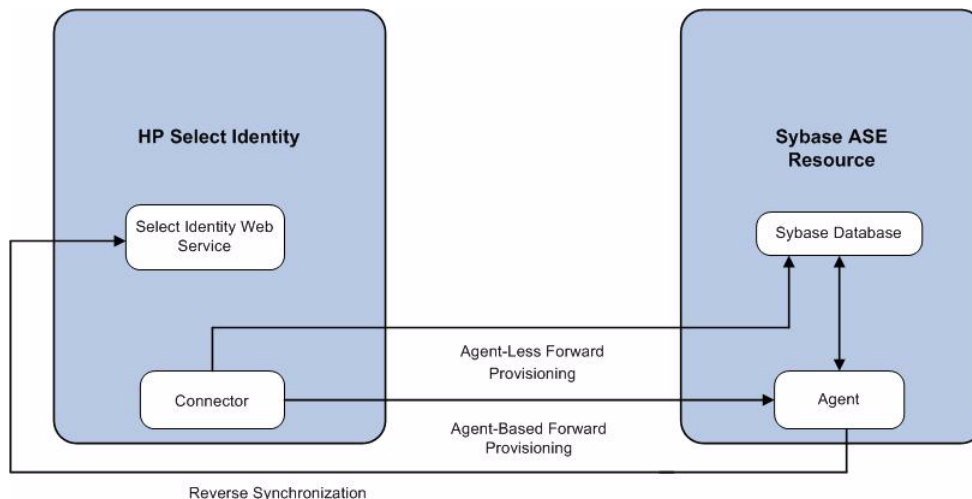
- Change passwords stored in Select Identity based on changes to the passwords in the schema in Sybase ASE.
- Add, modify, and delete users based on user additions, modifications, and deletions in the schema in Sybase ASE.

➤ This connector can be used with Select Identity 3.3.1-4.20.

## High-Level Architecture

Figure 2 illustrates a high-level architecture of Sybase 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 Sybase server with Select Identity.

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



To perform forward provisioning operation on Sybase ASE, the connector communicates either directly with the database or with the agent. The agent detects the changes on the host (Sybase database) resource and sends SPML notifications to Select Identity to synchronize the changes. Thus, the Sybase 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 16.
	— Pre-installation task: Enable JDBC driver or JDBC data source based on your requirement.	See <a href="#">Pre-Installation Task</a> on page 16.
	— Deploy the connector Resource Adapter Archive (RAR) file on an application server.	See <a href="#">Installing the Connector RAR</a> on page 17.
2	Configure the connector with Select Identity	See <a href="#">Configuring the Connector with Select Identity</a> on page 19.
3	Install the agent on Sybase ASE server.	See <a href="#">Installing the Agent</a> on page 25.
	— Verify and meet the prerequisites.	See <a href="#">Prerequisites</a> on page 25.
	— Install the agent by using the installation wizard.	See <a href="#">Install the Agent</a> on page 26.



# 3 Installing the Connector

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

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

## Sybase Connector Files

The Sybase connector is packaged in the following files and folders, which are located in the Sybase ASE - Generic directory on Select Identity Connector CD.

**Table 3 Sybase Connector Files**

<b>Serial Number</b>	<b>File Name</b>	<b>Description</b>
1	<ul style="list-style-type: none"><li>• Gen-Sybase-Connector_420.rar for WebSphere</li><li>• Gen-Sybase-Connector_420WL9.rar for WebLogic</li></ul>	The binaries for the connector.
2	Sybase-Gen-AgentInstaller-Win.zip	A ZIP file that contains the installation executable to install the connector agent on Windows platform. It is located in the Agent Installers directory of the CD.
3	Sybase-Gen-AgentInstaller-Solaris.tar	A TAR file that contains the installation executable to install the connector agent on Solaris platform. It is located in the Agent Installers directory of the CD.

The Sybase 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 Select Identity Concepts and Administration Guide* for more information on attribute mapper utility.

## Planning the Installation

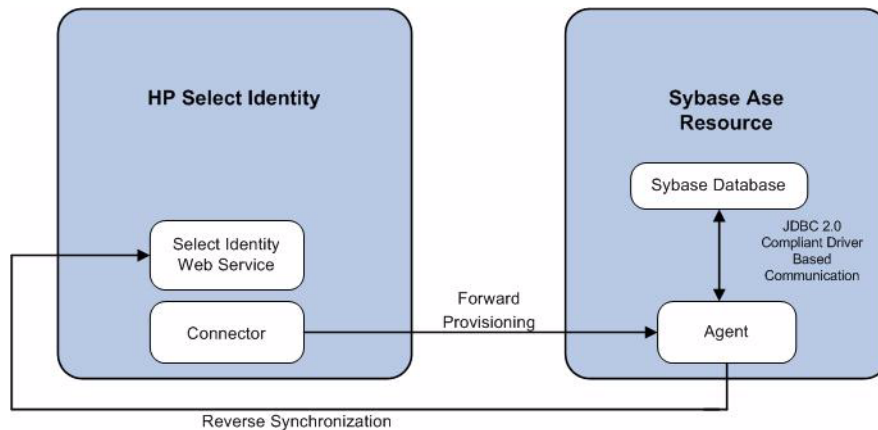
You can install the Sybase connector in three possible ways.

- 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 Sybase to the Select Identity database (reverse synchronization).

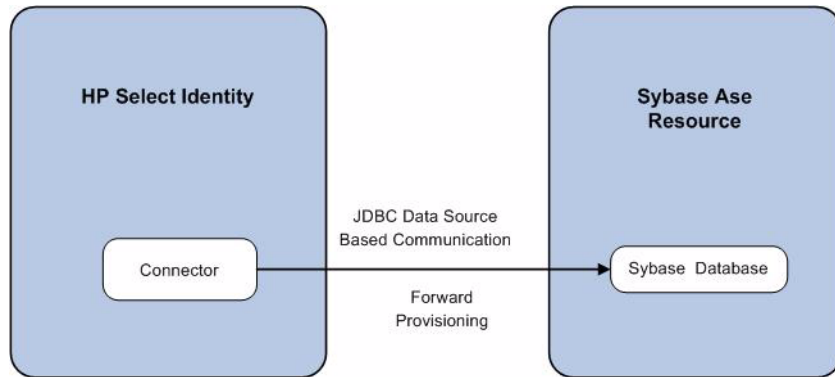
**Figure 3 Connector Installed with Agent**



### 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 Sybase database. Reverse synchronization is not achieved in this configuration.

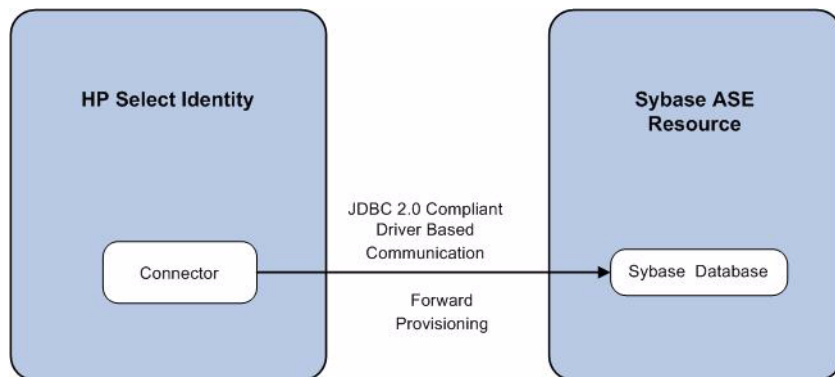
**Figure 4 Connector Without Agent: JDBC Data Source Based Communication**



### 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 Sybase connector is supported in the following environment:

**Table 4 Platform Matrix for Sybase 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
4.0-4.20	Sybase connector is supported on all the platform configurations of Select Identity 4.0-4.20.	

The connector is supported with Sybase ASE 12.5 running on Windows 2000 and Solaris 9. Also, this connector supports secure JDBC for database communication.

## Pre-Installation Task

Before you start installing, you must enable the communication mode between the connector and resource 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 `3pclasses.jar` on the Select Identity server. Perform the following steps to enable JDBC driver based communication:

- 1 Obtain the file `3pclasses.jar`.
- 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 `3pclasses.jar` 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 Sybase 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.

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

- Create the data source as J2C Authentication Data Entry for the target Sybase database user ID.
- Deploy the JDBC Provider. You must use only XA type driver to connect to the database (a non-XA driver conflicts with the existing JDBC data source of Select Identity).
- Create a data source for the JDBC Provider and provide a suitable JNDI name, which will be used during resource creation on Select Identity.



The target database must support (or must be configured to support) the connectivity through XA type driver. For example, you must install JTA related stored procedures on a target Microsoft SQL Server 2000 to create a JDBC provider by using an XA driver from WebSphere.

If the target database does not support this, JDBC driver based installation is recommended.

## Installing the Connector RAR

To install the RAR file of the connector (such as `Gen-Sybase-Connector_420.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 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-SybaseConnector`**.



## 4 Configuring the Connector with Select Identity

This chapter describes the procedure to configure the Sybase connector with Select Identity and the connector specific parameters that you must provide while configuring the 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 Sybase 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-SybaseConnector**.
- Select **Yes** for the Mapper Available section.

Refer to the *HP 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 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 Sybase 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 Sybase 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 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 Sybase 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	GenericSybase	The name of the resource.	
Connector Name	GenericSybase	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.	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	5000	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

**Table 5 Resource Configuration Parameter**

<b>Field Name</b>	<b>Sample Values</b>	<b>Description</b>	<b>Comment</b>
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
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:sybase:Tds	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.sybase.jdbc.SybDriver	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 <code>install/conf/com/truologica/truaccess/connector/schema/spml</code> directory in order for the Select Identity server to find it.	

**Table 5 Resource Configuration Parameter**

Field Name	Sample Values	Description	Comment
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 Sybase ASE 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	REQUEST_ KERBEROS_ SESSION	Encryption algorithm specification string. Specify this parameter if you wish to use secure communication with Sybase.	
Encryption Algorithm	true	Name of the encryption algorithm. Specify this parameter if you wish to use secure communication with Sybase.	
Encryption Specification Level	GSSMANAGER_C LASS	Encryption level specification string. Specify this parameter if you wish to use secure communication with Sybase ASE.	
Encryption Level	com.dstc.security.ke rberos.gssapi.GSSM anager	Encryption level. Specify this parameter if you wish to use secure communication with Sybase ASE.	

\*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 Sybase connector, you must map the resource attributes to Select Identity attributes. Add new attributes to Select Identity if necessary. Refer to the *HP 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 Select Identity Administration Online Help* for information on Select Identity services.





# 5 Installing the Agent

This chapter gives an overview of the agent for Sybase connector and the procedure to install the agent on a Sybase ASE system. 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 Sybase connector agent performs forward provisioning operations on the resource and sends back any changes made on resource 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 Sybase 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 Sybase ASE

After you install the Sybase 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 resource, 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 (Sybase ASE) system as the agent installation requires the mapping files to be available on the local system.

- Copy the database driver file `3pclasses.jar` to the Sybase 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` should be specified in the `PATH` system variable.

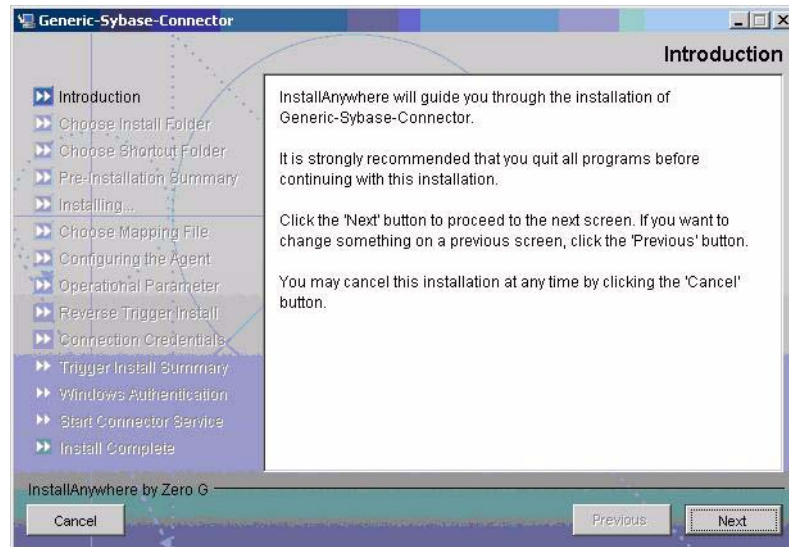
Also, you can pass the `LAX_VM` argument to point the wizard directly to the correct `java.exe` executable. For example: `install.exe LAX_VM c:\java14\bin\java.exe.`

## Install the Agent

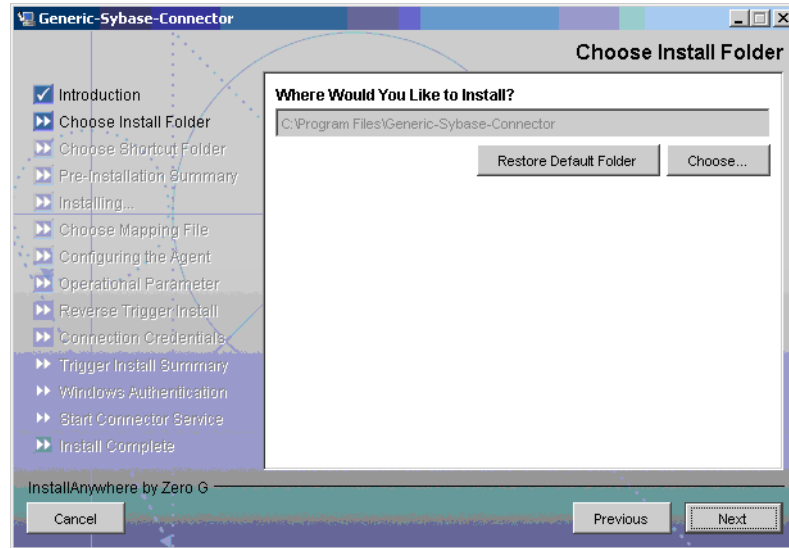
You can install the agent by using the installation wizard. The wizard is packaged in the file `Sybase-Gen-AgentInstaller-Win.zip` for installation on Windows and in the file `Sybase-Gen-AgentInstaller-Solaris.tar` for installation on Solaris. Perform the following steps to run the installation wizard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

### Windows

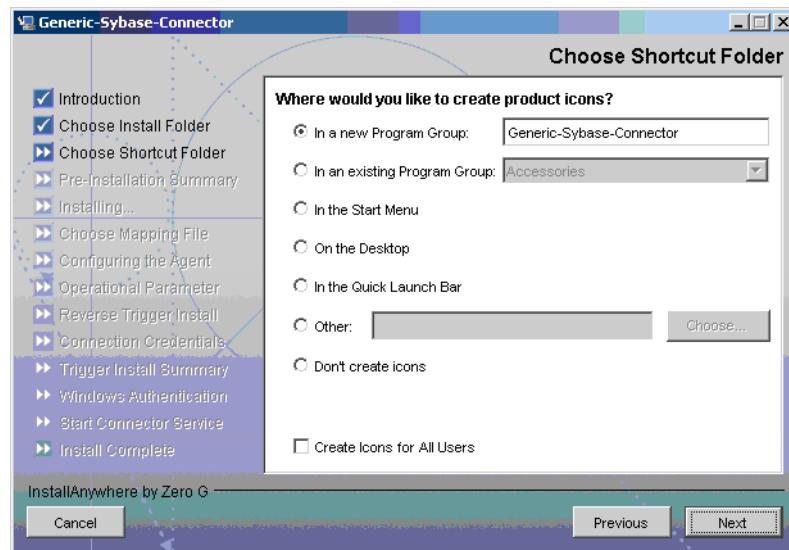
- 1 Extract the contents of the `Sybase-Gen-AgentInstaller-Win.zip` file, which is located in the Agent Installers directory on the CD.
- 2 Run `Generic-Sybase-Connector-Installer.exe`, which is located in the location `target_dir\CDROM_Installers\Windows\Disk1\InstData\NoVM`. The Introduction screen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



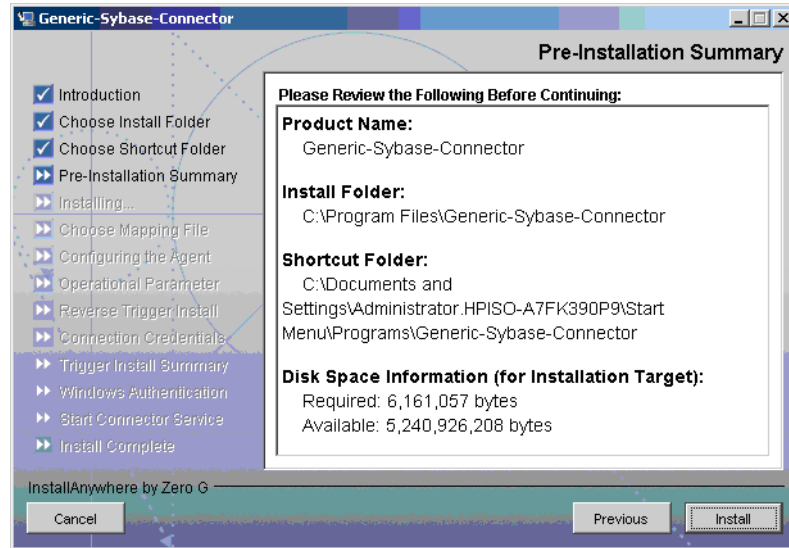
- 3 Click **Next**. The Choose Install Folder screen appears.



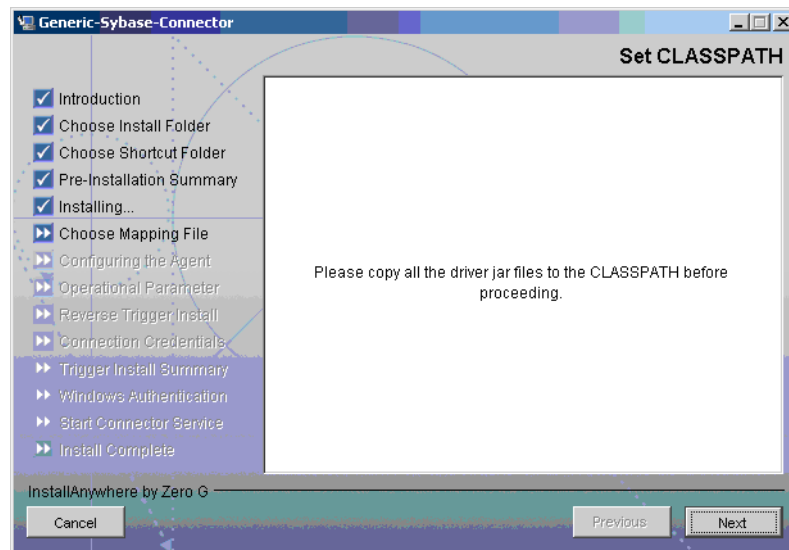
- 4 Specify an installation directory and click **Next**. The Choose Shortcut Folder screen appears.



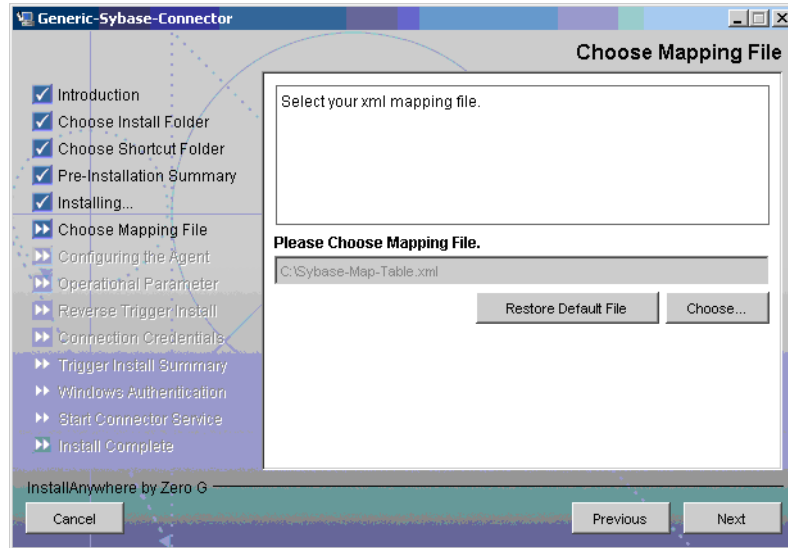
- 5 Select the location(s) where the product icons will be installed, and then click **Next**. The Pre-Installation Summary screen appears.



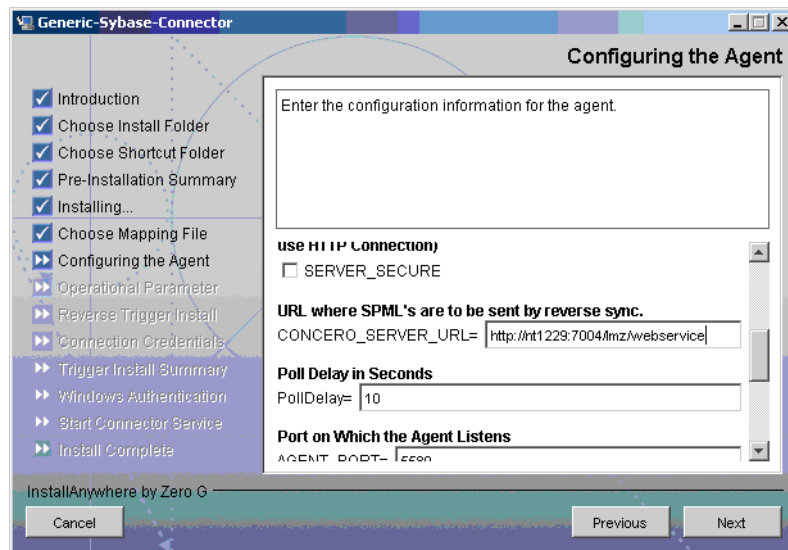
- 6 Review the installation summary and click **Install**. The installation begins. During the course of installation, the Set CLASSPATH screen appears.



- 7 Verify that the database driver file (`3pclasses.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.

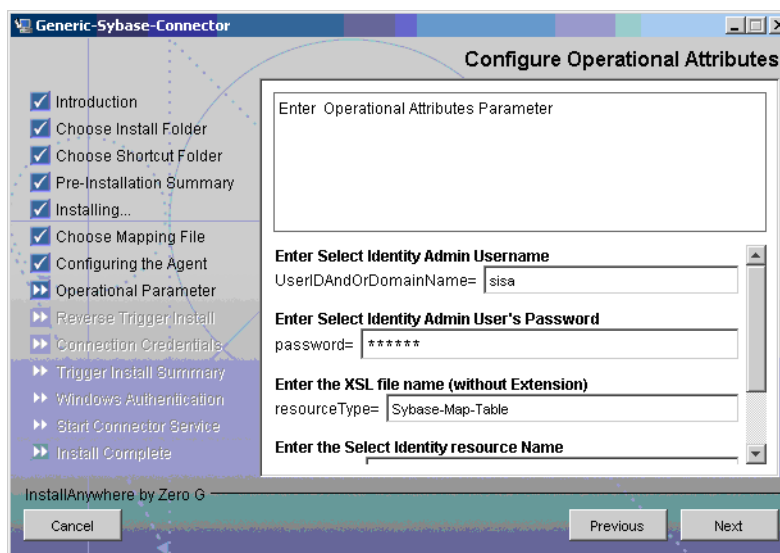


- 10 In the Configuring the Agent screen, specify the configuration parameters, which are explained in the table below.

<b>Parameter</b>	<b>Description</b>	<b>Example Value</b>
DB_PORT	The port on which the database server is listening.	5000
DB_DRIVER	The JDBC driver for the database connection.	com.sybase.jdbc.SybDriver
DB_URL	The JDBC URL string used for the database communication.	jdbc:sybase:Tds
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
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.

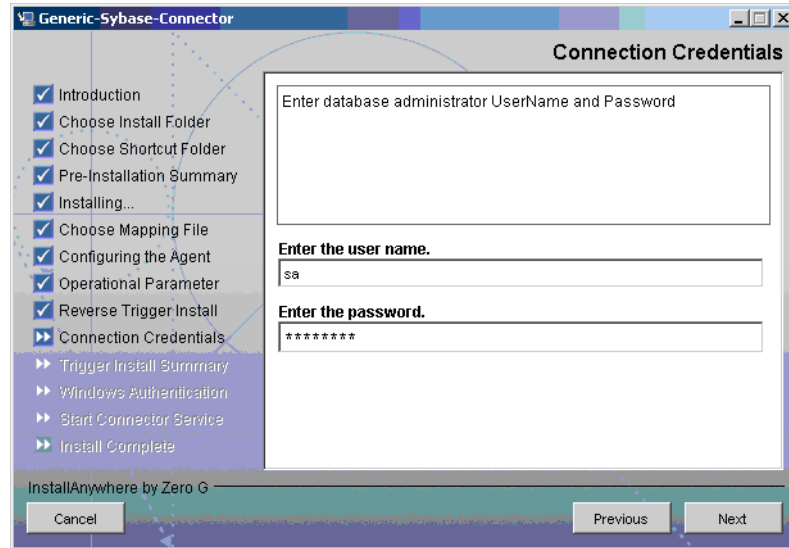


11 Provide the operational attributes that are sent to the Select Identity server during reverse synchronization requests. The table below gives a description of the attributes:

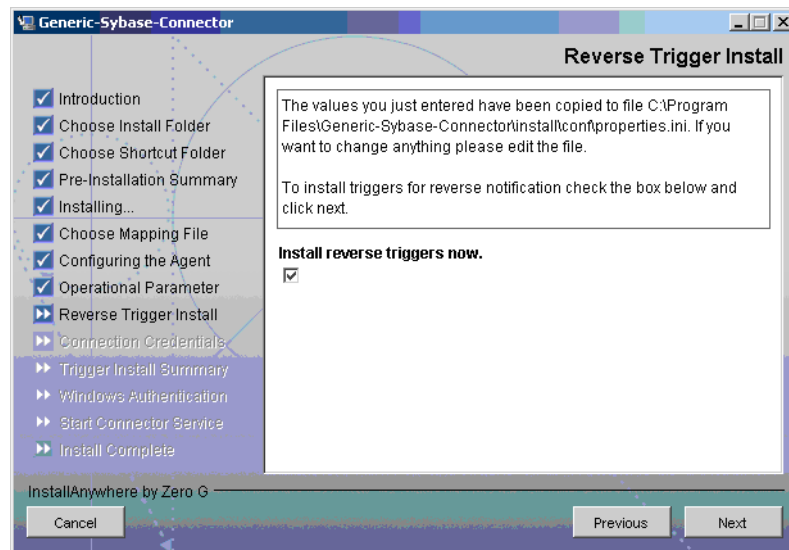
Attribute	Description
UserIDAndOrDomainName	User ID of the administrative user on Select Identity.
password	Password of the administrative user.
reverseSync	Select this check box to enable reverse synchronization.
resourceType	The name of the XSL file (without the.xsl extension) that is used during reverse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

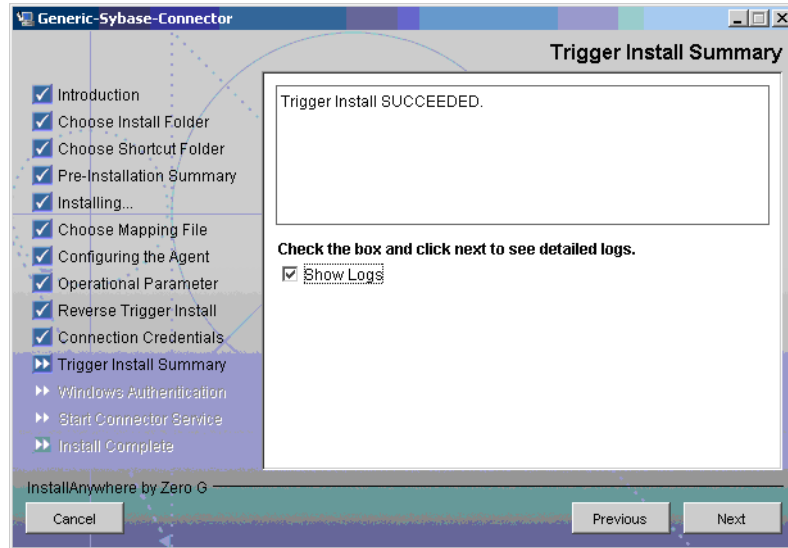


- 12 Enter the Username/password for the Sybase user with which the agent can connect to the Database. This user should have admin privileges, and then click **Next**. The Reverse Trigger Install screen appears.

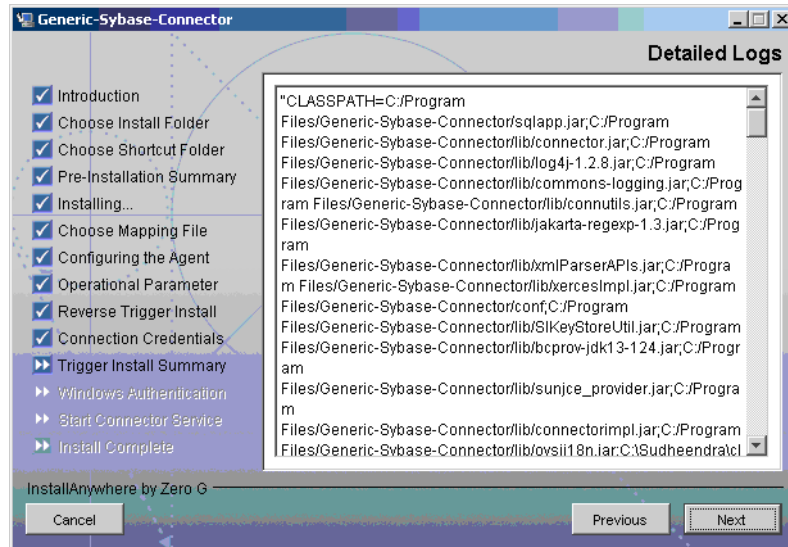


- 13 To enable reverse synchronization, you must install the reverse triggers. Select the Install Triggers Now check box to install the triggers. and click **Next**. The Trigger Install Summary screen appears.

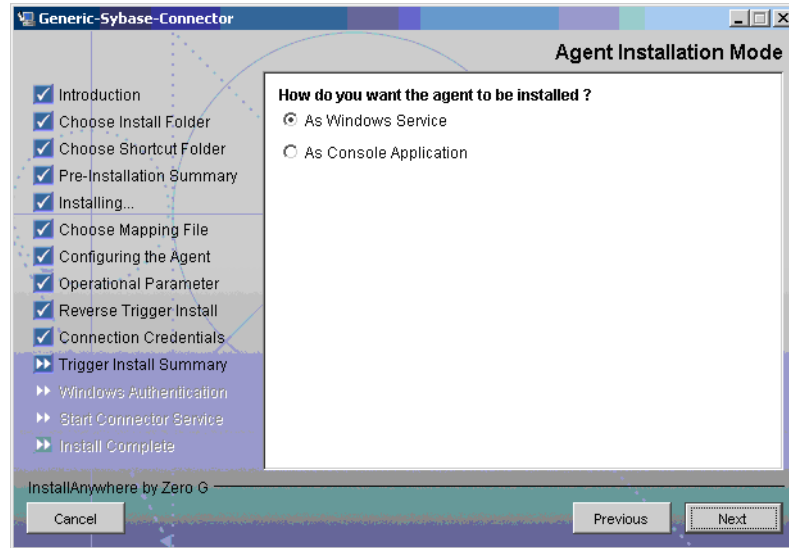




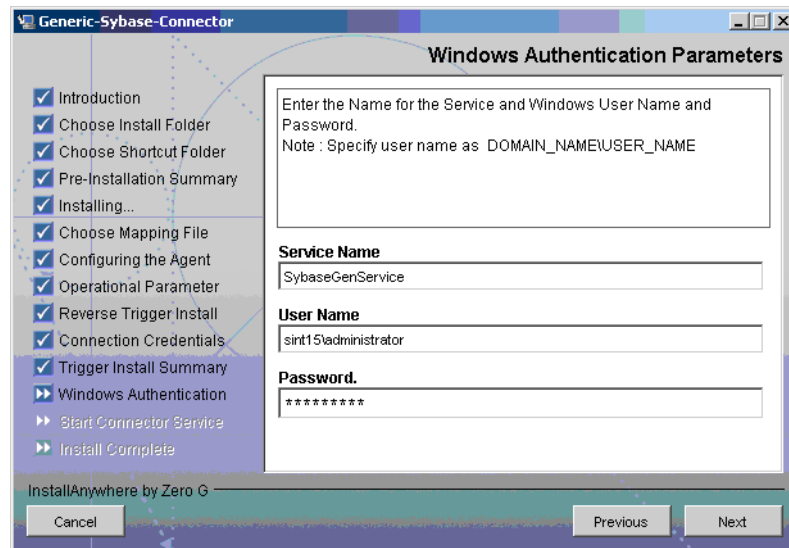
- 14 Select the ShowLogs check box to view the detailed logs and click **Next**. The Detailed Logs screen appears.



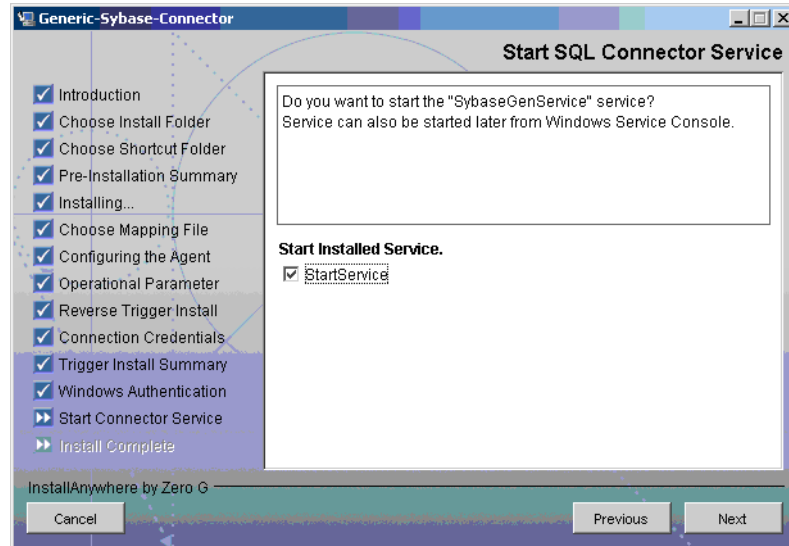
- 15 Click **Next**. The Agent Installation Mode screen appears.



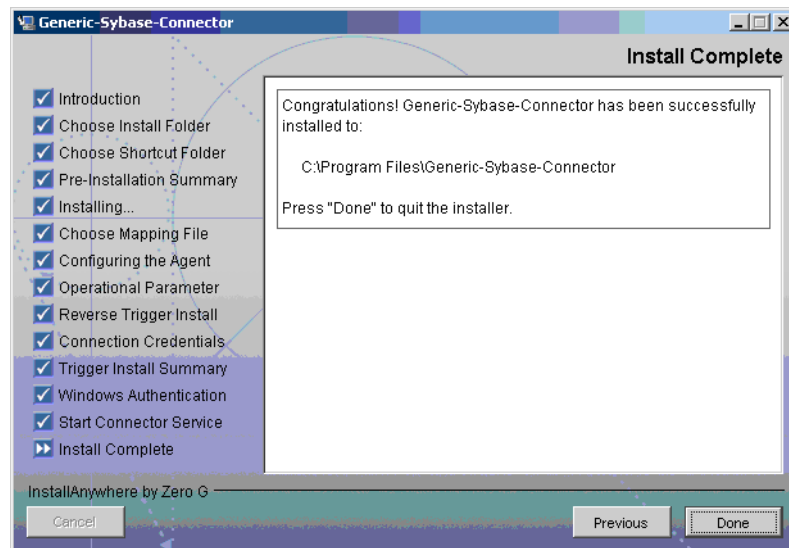
- 16 In the Agent Installer Mode screen, perform one of the following:
  - To run the agent as a Windows service, select the As Windows Service radio button, and then click **Next**. The Windows Authentication Parameters screen appears (step 17).
  - To run the agent as a console application, select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

## Solaris

- 1 Extract the contents of the Sybase-Gen-AgentInstaller-Solaris.tar file, which is located in the Agent Installers directory on the CD, to a directory that will server 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 Sybase-Gen-AgentInstaller-Solaris subdirectory of the home directory.
- 2 Run the following command to start the wizard:

```
<agent_home>/Sybase-Gen-AgentInstaller-Solaris/GenericSybaseConnector.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-Sybase-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-Sybase-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: 5000 ):

- 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: com.sybase.jdbc.SybDriver):

- 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:sybase:Tds):

- 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: ): Sybasemap
```

- 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: ): GenSybaseResource
```

- 23 Enter the name of the Select Identity Sybase ASE 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 Sybase 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-Sybase-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: ): SybaseGenericAgent
```

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

```
=====
Daemon Status
Starting SybaseGenericAgent...
PRESS <ENTER> TO ACCEPT THE FOLLOWING (OK):
=====
Summary
-----
Congratulations! Generic-Sybase-Connector has been successfully installed
to:
/space/Generic-Sybase-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/	Contains the following files: <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/	Contains the following files: <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	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-Sybase-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), 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 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 Sybase ASE 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 Sybase 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 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-Sybase-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 Solaris

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

- 1 Start the wizard by running the following command:

```
agent_home/Uninstall_Generic-Sybase-Connector/  
Uninstall_Generic-Sybase-Connector
```

The following message appears:

```
=====  
Preparing CONSOLE Mode Installation...  
=====  
(created with InstallAnywhere by Zero G)  
-----  
Chapter 4  
56
```

```
=====
Uninstall Generic-Sybase-Connector
-----
About to uninstall...
Generic-Sybase-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-Sybase-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 Causes:* 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 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.

- 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 following error message is displayed:

```
Can't create view dbo.DBA_USERS Message received from the database: There is already an object named ... Cannot proceed.
```

*Possible Cause:* You are attempting to reinstall the agent without removing previously installed database tables.

*Solution:* Uninstall the agent as documented in [Uninstalling the Connector](#) on page 45. This removes previously installed tables. Then, run the agent installation wizard again.

- The following error message is displayed:

```
Database error: Triggers and Referential constraint cannot co-exist.
```

*Possible Cause:* Sybase Database will not allow the installation of triggers on the tables that have `ON CASCADE DELETE` as `Y` for referential constraints.

*Solution:* Set the `CASCADE DELETE` option to `N` for the referential constraints.

- The following error message is displayed even if proper login credentials are provided:

```
Error in Login Invalid Login Credentials.
```

*Possible Cause:* The Sybase ASE is configured for `SECURE JDBC` and this has not been configured in the `properties.ini` file.

*Solution:* Set the `SECURE_JDBC` flag to `1` in the `INI` 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.

- 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 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:*

- 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.

- 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 the *Appendix F* of *HP Select Identity Concepts and Administration Guide*.

- 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.

- The following error is displayed:

```
SQLException occurred while adding element into SNAPSHOT_TAB. Message
received from the database: table or view does not exist
```

*Possible Cause:* The agent is running without the reverse triggers being installed on database.

*Solution:* Install the tables by running the setup.cmd file, and then run the agent.

- An error message appears displaying The system cannot find the path specified while starting/ running 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 Sybase machine.
- 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 resource 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.

