



SailPoint IdentityIQ

Version: 8.3.0.4000

File Access Manager v8.3 Service Pack 4 Deployment Guide



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IMPORTANT

Please read this Service Pack Guide carefully as this is a unique Service Pack and requires special considerations.

This service pack (8.3 SP4) comes with a Server Installer and Collector Installation Manager. After applying this service pack, any service installs/uninstalls will require use of the new Server Installer/Collector Installation Manager. Please reference File Access Manager Installation Guide Version: 8.3 SP4

This service pack requires .NET 6

There are only two items in this service pack.

1. Support for .NET Core
2. Migration to Microsoft Graph (see Important Information and Update – requires reissuance of authorization)

Efixes will be made available for this Service Pack. Please reach out to your Customer Success Manager to request.

You CANNOT directly upgrade, you will need to move through installing the general release(s) before applying this service pack. IE. If you are still on 8.1, the upgrade path would be 8.1 – 8.1 SP3 – 8.2 – 8.3 – 8.3 SP4

Windows 2012R2 is no longer supported.

Chapter 1: Planning Your Service Pack Deployment

What is a Service Pack?

Service Packs are cumulative packages containing all released E-Fixes, to date, since the last Major or Patch release. Service Packs allow customers to stay up to date with the latest bug fixes and performance enhancements, with minimal down time and without the need to upgrade. Service Packs only update the File Access Manager components for which bug fixes or performance enhancements were issued, while the rest of the system remains untouched.

Service Packs Deployment Process

Starting from version 6.1, SecurityIQ (FAM) Service Packs deployment is done automatically. Service Packs are deployed by the File Access Manager update deployment mechanism. By simply uploading a Service Package through the Administrative Client, and pressing a button to initiate the deployment, the Service Pack will be deployed and will automatically update all relevant File Access Manager components.

All File Access Manager components, including Web Sites, Administrative Clients, Core Services, Activity Monitors, Permission Collection and Data Classification Engine and Collectors, Watchdogs and the File Access Manager Database, will be updated – provided that the service pack contains update for the specific component.

The only exception to that is the File Access Manager Collector Manager – used to deploy Collectors and Activity Monitoring Agents – which is a standalone application, and will need to be updated manually, if an update is available.

Version Numbers

The current version number is displayed on the bottom right corner of the Administrative Client screen.

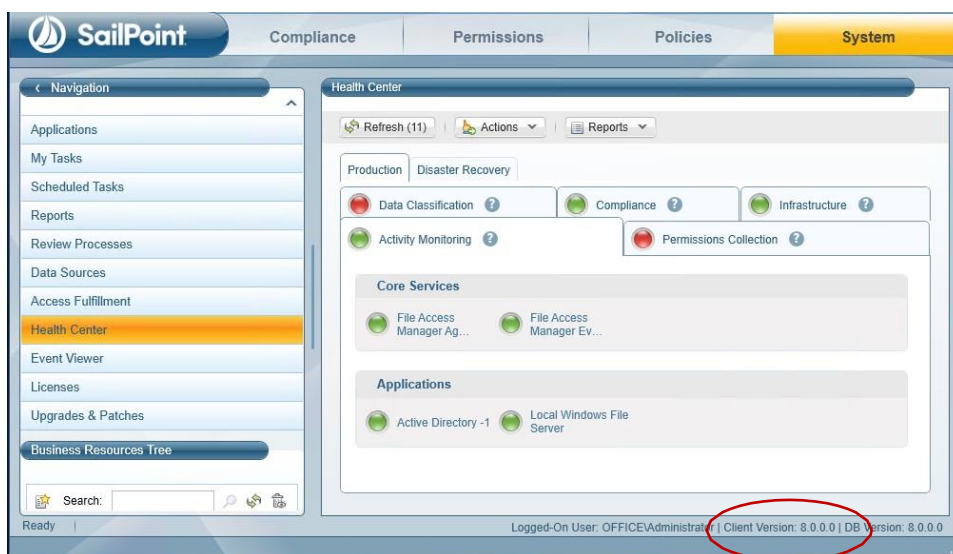


Figure 1 Application Monitors Screen



File Access Manager version numbers are represented by a four-section number, e.g., 8.3.0.4000.

The first two sections represent major releases. File Access Manager 8 GA release number is 8.0.0.0. whereas, File Access Manager 8.3 release will be represented by the number 8.3.0.0.

The next section represents Patch Releases, e.g., File Access Manager 8.0P1 version number is 8.0.1.0.

Service Pack updates are reflected in the last section, and so File Access Manager 8.3 Service Pack 4 version number is 8.3.0.4000.

The Database version number will be updated with every service pack. For File Access Manager 8.3 Service Pack 4, the database version number is 8.3.0.4000.

The Client version number will be updated if the service pack includes changes to the Administrative Client. For File Access Manager 8.3 Service Pack 4, the Client version number is 8.3.0.0000.

Infrastructure components, such as Elasticsearch and RabbitMQ will retain the same version number, unless an update to the actual infrastructure components is applied, in which case their version number will be updated as well. 8.3 Service Pack 4 does not include any updates to such infrastructure components.

Versions included in this release:

Table 2 File Access Manager Component Version Details

Component	Version
File Access Manager Database	8.3.0.4000
File Access Manager Elasticsearch	5.1.1
File Access Manager RabbitMQ	3.7.4
File Access Manager API	8.3.0.4000
File Access Manager Web Client	8.3.0.4000
File Access Manager Administrative Client	8.3.0.4000
File Access Manager Data Classification	8.3.0.4000
File Access Manager Permission Collection	8.3.0.4000
File Access Manager Activity Analytics	8.3.0.4000
File Access Manager Agent Configuration Manager	8.3.0.4000
File Access Manager Collector Synchronizer	8.3.0.4000
File Access Manager Crowd Analyzer	8.3.0.4000
File Access Manager Event Manager	8.3.0.4000
File Access Manager Reporting Service	8.3.0.4000
File Access Manager Scheduled Task Handler	8.3.0.4000
File Access Manager User Interface	8.3.0.4000
File Access Manager Watchdog	8.3.0.4000
File Access Manager Workflow Service	8.3.0.4000
File Access Manager Activity Monitor	8.3.0.4000



Backup Measures

Backups are important. Having the original deliverable readily available, will allow you to quickly and easily roll- back changes if needed. One of the great things about Service Packs is that they allow for small surgical changes to be made to the system, by changing only what is necessary. For that reason, they are also easy to roll back, provided that backup measures have been taken.

Database

As a rule, we recommend that regular backups be performed on the IdentityIQ File Access Manager database.

Service Packs can occasionally require changes to the database, either in the form of content modification on specific tables or in the form of schema changes to the tables and object in the database.

In the case of schema changes, we recommend that a copy of the original database object be taken. The simplest way of doing that is creating a backup object with a different name, using the script of the original object. In most cases, that would entail generating a Create script of the original object and renaming the object name in the script before execution.

You can consult your DBA on how to create such backup objects.

Other Components

The IdentityIQ File Access Manager updates' deployment mechanism creates a backup for every component updated by the service pack. Once the service pack package is loaded and its deployment started, before any changes are made, a backup copy of the updated component is taken and stored in the designated Backup folder. The Backup folder is located under the SailPoint home directory (set by the SAILPOINT_HOME environment variable, and is by default at C:\Program Files\SailPoint\). A folder bearing the Service Pack name will be created in the main Backup folder, and a backup of each of the updated components will be created.

For SP1 the Backup folder would be {%FILE_ACCESS_MANAGER_HOME%}\Backup\8.3.0.4000

Chapter 2: Support Matrix

Table 3 IdentityIQ File Access Manager Server Support Details

System	Supported Versions
IdentityIQ File Access Manager Servers	Windows 2016/2019/2022
Workstation	Windows 8 and above
Browser	IE 11, Edge, Firefox, Chrome, Safari
Database	MS SQL Server 2012/2014/2016/2017

Chapter 3: Deploying Version 8.3 Service Pack 4

The deployment process consists of the following steps:

1. Downloading the Service Pack from this [Compass Location](#)
2. Read the Service Pack deployment guide thoroughly
3. Pre-deployment Steps
4. Service Pack Deployment
 - a. Upload the Service Pack through the Administrative Client
 - b. Kick-Off the Service Pack deployment
 - c. Verify successfully deployment
5. Post Deployment Steps

Pre-upgrade Steps

Install .NET 6

Before starting the installation, gather the required data, open the required ports, and set up the servers, as described.

Communication Requirements

File Access Manager is a service-oriented solution, and as such, enables the distribution of its services on multiple servers. The model is flexible, and services can be shifted between servers to boost performance.

.NET

File Access Manager requires the latest ASP.NET Core 6.0.x Hosting Bundle. This bundle consists of .NET Runtime and ASP .NET Core Runtime.

You can download the latest 6.0.x Hosting Bundle version from [here](#).

WAIT to uninstall .NET Core 3.1 until after upgrade has completed.

Run apps - Runtime ⓘ

ASP.NET Core Runtime 6.0.13

The ASP.NET Core Runtime enables you to run existing web/server applications. **On Windows, we recommend installing the Hosting Bundle, which includes the .NET Runtime and IIS support.**

IIS runtime support (ASP.NET Core Module v2)

16.0.22335.13

OS	Installers	Binaries
Linux	Package manager instructions	Arm32 Arm32 Alpine Arm64 Arm64 Alpine x64 x64 Alpine
macOS		Arm64 x64
Windows	Hosting Bundle x64 x86 winget instructions	Arm64 x64 x86

Caution: Without completing this step, the installation will fail.

All servers hosting File Access Manager services, including all Activity Monitors must, have .NET Core 6.0.x installed as a prerequisite for the installation.

- a. The administrative client computer and Business Website service server must contain .NET Framework 4.7.2

Note: .NET Core and .NET Framework 4.7.2 can be installed on the same server.

Verifying .NET Core Settings

Complete the following steps to verify the version of .NET Core:

1. Open a CMD window.
2. Execute the following command:
 - a. `dotnet --list-runtimes`

The output should consist of at least these two:

- Microsoft.AspNetCore.App 6.0.x
- Microsoft.NETCore.App 6.0.x

If the command did not execute or the two runtimes mentioned above are not in the output list, reinstall or repair the hosting bundle.

Log4J Vulnerability

*This is only necessary from an upgraded environment from lower versions (ie. 8.2 with any/no service pack). If you have a fresh installation of 8.3 this is not necessary.

Critical vulnerabilities in the log4j library used in the Elasticsearch component of File Access Manager were announced and are being tracked by CVE-2021-44228, CVE-2021-44832, CVE-2021-45046, and CVE-2021-45105. Announcement can be found here: [Compass FAM Blog: File Access Manager log4j Remote Code Execution and Denial of Service Vulnerabilities](#)

SailPoint has reproduced these vulnerabilities and determined that File Access Manager is susceptible to remote code execution and denial of service vulnerabilities because of them.

These vulnerabilities can and should be immediately mitigated by updating the log4j library in the Elasticsearch instance that is part of the File Access Manager deployment to version 2.17.1 as documented in the content for the CVEs referenced above. An e-fix containing updated libraries and a README with installation instructions is included in the Service Pack deployment folder. The ElasticSearchLog4J.ps1 PowerShell script will remediate the vulnerabilities by replacing the vulnerable .jar files with libraries which do not contain the vulnerability.

Steps to apply the PowerShell script are as follows:

1. Login to the Elasticsearch server
2. Extract Log4jPatch.zip to your folder of choice
3. Open PowerShell as administrator
4. Navigate to the folder you extracted the log4j.zip
5. Run the following command `.\ElasticSearchLog4J.ps1`

Please note if you have already applied this fix manually there is no need to run this script; however there is no negative effect if you choose to do so anyway.

Please note:

- Tool needs to be run on the server hosting the elastic search service.
- SAILPOINT_HOME environment variable needs to correctly set to the 'SailPoint' folder containing the 'elasticsearch-5.1.1' folder.

Service Pack Deployment

- Extract the "File Access Manager v8.3.0.4000.zip" installation package.
- Navigate to the "Service Pack 4" folder.
- Log into the IdentityIQ File Access Manager administrative client Client
- Click **System >> Upgrades & Patches >> Load New Package**
This will open the **Load Package** dialog.
- Press **Browse** and load the file "**File Access Manager v8.3 Service Pack 4.wbxml**" from the Service Pack folder.
- Press **Upload Package**.
The system will upload and validate the file. This might take a few minutes.
- Once it is validated, press **Save**. This will add the upgrade package to the upgrades page.

#	Type	Name	Description	Issue Date	Size (in MB)	Upload Date	Status	Summary	See More
1	ServicePack	SecurityIQ v6.1.0.1000	Installs Service Pack 1 for SecurityIQ 6.1	07/04/2019 06:15:00	34.91 MB	18/04/2019 13:29:06	Pending start	35	See More

Figure 2: Upgrades & Patches table

- Right click the upgrade package and select **See More** from the menu.

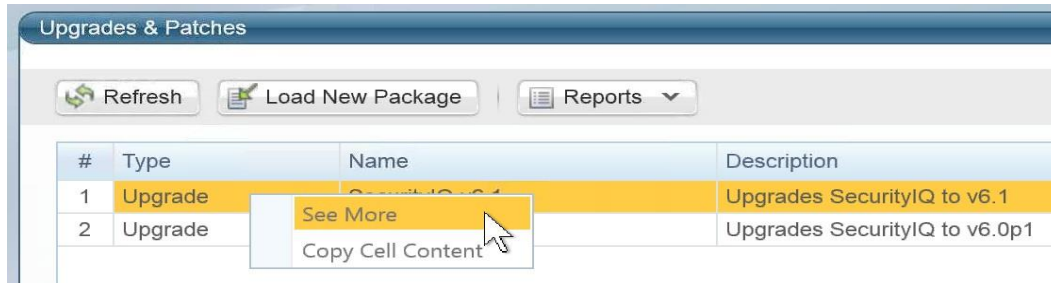


Figure 3: Expand Service Pack package - Details

This will open the upgrade detail panel, showing a list of the upgrade steps included in this package.

Each installation line is listed in “Pending” state when it is added to the upgrade/installation list.

#	Upgrade?	Service	Server	Type	Status	Status time	From Version	To Version	Setup File	Size (in MB)
1	<input checked="" type="checkbox"/>	SecurityIQ Agent Configuration Manager	siq-sustain01.office.whitebox.forest	Activity Monitoring	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXAgentConfigurationManager.zip	0.6242 MB
2	<input checked="" type="checkbox"/>	SecurityIQ Business Asset Control	siq-sustain01.office.whitebox.forest	Compliance	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXBusinessAssetControl.zip	0.6978 MB
3	<input checked="" type="checkbox"/>	SecurityIQ Event Manager	siq-sustain01.office.whitebox.forest	Activity Monitoring	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXEventManager.zip	0.6242 MB
4	<input checked="" type="checkbox"/>	SecurityIQ Reporting Service	siq-sustain01.office.whitebox.forest	Infrastructure	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXReportingService.zip	0.7064 MB
5	<input checked="" type="checkbox"/>	SecurityIQ Scheduled Task Handler	siq-sustain01.office.whitebox.forest	Infrastructure	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXScheduledTaskHandler.zip	0.6242 MB
6	<input checked="" type="checkbox"/>	SecurityIQ User Interface	siq-sustain01.office.whitebox.forest	Infrastructure	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXUserInterface.zip	0.7038 MB
7	<input checked="" type="checkbox"/>	SecurityIQ Workflow	siq-sustain01.office.whitebox.forest	Infrastructure	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXWorkflowService.zip	0.7846 MB
8	<input checked="" type="checkbox"/>	SecurityIQ Collector Synchronizer	siq-sustain01.office.whitebox.forest	Permissions Collection	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXCollectorSynchronizer.zip	1.7846 MB
9	<input checked="" type="checkbox"/>	SecurityIQ Central Permissions Collection - P	siq-sustain01.office.whitebox.forest	Permissions Collection	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	PermissionCollection.zip	1.1155 MB
10	<input checked="" type="checkbox"/>	SecurityIQ Business Website	siq-sustain01.office.whitebox.forest	Infrastructure	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXBusinessWebsite.zip	2.1106 MB
11	<input checked="" type="checkbox"/>	SecurityIQ Crowd Analyzer	siq-sustain01.office.whitebox.forest	Infrastructure	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXCrowdAnalyzer.zip	0.6244 MB
12	<input checked="" type="checkbox"/>	SecurityIQ Central Data Classification - DCT	siq-sustain01.office.whitebox.forest	Data Classification	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	DataClassification.zip	0.6431 MB
13	<input checked="" type="checkbox"/>	SecurityIQ Activity Analytics	siq-sustain01.office.whitebox.forest	Infrastructure	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXActivityAnalytics.zip	0.6242 MB
14	<input checked="" type="checkbox"/>	SecurityIQ WatchDog - siq-sustain01	siq-sustain01.office.whitebox.forest	Infrastructure	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	WBXWatchDog.zip	5.9028 MB
15	<input checked="" type="checkbox"/>	Database	SecurityIQ DB	SecurityIQ DB	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	dba_index_defrag	0.0559 MB
16	<input checked="" type="checkbox"/>	Database	SecurityIQ DB	SecurityIQ DB	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	get_dfs_finet_dc_targets	0.0095 MB
17	<input checked="" type="checkbox"/>	Database	SecurityIQ DB	SecurityIQ DB	Pending	18/04/2019 13:29:15	6.1.0.1000	6.1.0.1000	kpl_calic_oversposed_folders	0.0097 MB

Figure 4: Review Service Pack package - Details

- Click **Start Installation** and **Confirm** to start the installation process.

The Service Pack deployment process runs a series of prerequisites checks before the Database update begins. Then proceeds to perform the Database updates.

Following the Database updates, the first component to be updated will be the Watchdog Service, installed on the server hosting the User Interface core service.

Following that, all other components will be updated.

What if an update line fails?

If a script or a component update fails, right-click the failed line in the **System/Upgrade and Patches** screen and click **Save** to save the log file. The system will download the log file where you can see error

messages describing the issues.

After you fix the issue, right-click the failed line and click **Retry** to rerun the script and continue the upgrade process.

#	<input type="checkbox"/> Upgrade?	Service	Server	Type
1	<input type="checkbox"/>	Database		Data Update
2	<input checked="" type="checkbox"/>	SecurityIQ Agent Configuration		Activity Monitoring
3	<input checked="" type="checkbox"/>	Database		SecurityIQ DB
4	<input checked="" type="checkbox"/>	Database		SecurityIQ DB
5	<input checked="" type="checkbox"/>	Database		SecurityIQ DB

Figure 5: Retry installation line

- Wait until all services have **Completed** or are in a **“Pending Restart”** status.
- If one of the services is in a **“Pending Restart”** status, restart the server on which this service is installed.
The Service Pack update will continue automatically after restarting.
- Wait until all services are in **“Completed”** status after restarting.

Note: See *Chapter 5: Troubleshooting* for further suggestions and information.

Post Upgrade Actions

IdentityIQ File Access Manager Client Upgrade

Please close and re-open all File Access Manager Administrative Client applications.

On the first run of the IdentityIQ File Access Manager administrative client after an update, a popup message displays, requesting that you update the client. During the update, you will be required to reenter the server on which the User Interface Service is installed.

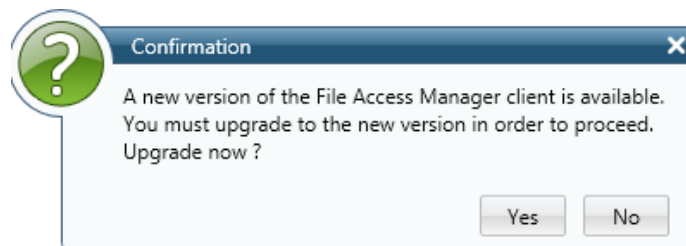


Figure 4: Message - Update File Access Manager Client

Validate the Service Pack update

To validate the installation, and verify that the correct version was installed, check in the Windows Add/Remove programs in the control panel.

The versions of the IdentityIQ File Access Manager components should be set to 8.3.0.4000

The IdentityIQ File Access Manager Database version should be set to 8.3.0.4000

Note: See “Versions included in this release:” for a full list of components updated.

Optional: Uninstall .Net Core 3.1

After you have completed the installation, you optionally can uninstall .NET Core 3.1

Navigate to the Control Panel > Programs > Uninstall a program

Locate corresponding .NET Core 3.1.x program, right-click > Uninstall

Chapter 4: Important Information and Updates

SIQSUS-850 – Migration to Microsoft Graph API

Microsoft made an announcement of their intentions to deprecate Azure AD Graph API starting June 2023:

<https://learn.microsoft.com/en-us/graph/migrate-azure-ad-graph-overview>

With this announcement, the service pack now supports Microsoft Graph API.

Necessary steps:

After the upgrade has complete, please reissue new Authorization codes for:

- Azure Active Directory Identity Collector
- SharePoint Online application
- OneDrive application

If you need help performing this, please submit a support ticket. Or reference the **8.4** documentation to view details around Microsoft Cloud endpoints for further details.

If you are not utilizing any of the above, there are no needed changes which need to be performed.

Considerations:

A list of resources that are accessed by File Access Manager using the REST graph API include:

`https://graph.windows.net/{tenant_domain_name}/tenantDetails`

`https://graph.windows.net/{tenant_domain_name}/users`

`https://graph.windows.net/{tenant_domain_name}/users/{user_id}`

`https://graph.windows.net/{tenant_domain_name}/groups/{group_id}`

`https://graph.windows.net/{tenant_domain_name}/directoryRoles`

`https://graph.windows.net/{tenant_domain_name}/directoryRoles/{role_id}`

Please be aware of these changes and adjust access accordingly. Please reference **8.4** documentation to view details around Microsoft Cloud endpoints for further details.



SIQDEV-20473 – Website v1 JS XSS vulnerability fix

During internal testing, we've discovered a Cross-Site Scripting (XSS) vulnerability in the AngularJS component of our web application. This vulnerability can be leveraged by attackers to inject and execute HTML/JS code within the context of our web application, through certain fields. This issue is address in 8.3 SP3, 8.2 SP4 and all subsequent releases and services packs, including the upcoming 8.4.

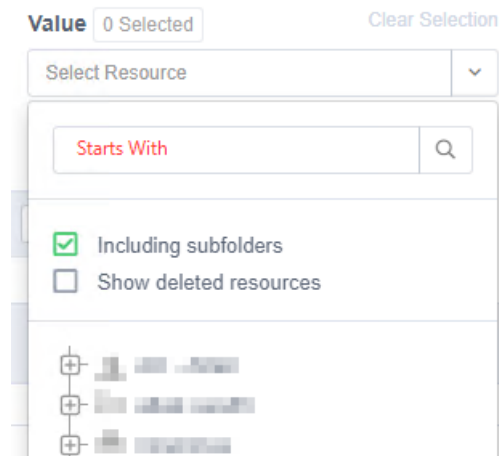
CVSS Vector scoring 6.0 (Medium)

SIQSUS-709 – Event Manager File Category Cache to use SQLite

The Event Manager now uses SQLite as the local cache replacing LiteDB. Enhancements to the design with respect to the synchronization of data to minimize event processing blockages and lower memory usage due to event queue backup as well as improving overall performance. See SQLite Event Manager File Category Cache – Performance Test Results documentation for more details located <https://community.sailpoint.com/t5/File-Access-Manager-Documents/SQLite-Event-Manager-File-Category-Cache-Performance-Test/ta-p/229048> .

SIQENT-3176 – Resource filter adjust to starts with instead of contains

To improve query response time performance without a significant increase in the size of the database, the resource field filter will now be limited to 'Starts With' searches.



SIQSUS-702 – SailPoint Rebranding

We have recently updated our branding which is now reflected in both the Admin Client and business website. Changes have not been made to other areas of the product (like reporting). This will be implemented with the next major release.

If, after the upgrade is complete, the updated branding is not displayed please clear your browser cache, relaunch the browser and sign back in - the new branding should now be visible.

SIQSUS-705 – Microsoft Changes to GCC URL Impact to O365 Applications

Starting Sept. 15th, 2022 Microsoft will restrict Government Community Cloud (GCC) accounts access to the Microsoft 365 Management Activity API endpoints through Enterprise Management API URL. For those account, Microsoft will enforce data collection using the Microsoft 365 Management Activity API through designated Government Community Cloud (GCC) URLs. You can find details regarding this change here: <https://learn.microsoft.com/en-us/office/office-365-management-api/office-365-management-apis-overview> Also communicated in announcements MC221116, MC223431 & MC395212.

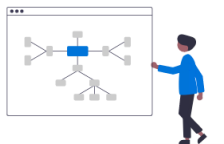
Please find more details here: [File Access Manager Blog: Update Notice for O365 Government Cloud Users](#)

There is now a new field for SharePoint Online and One Drive application configuration screens. This will allow you to select your plan type. On upgrade, it will default to Enterprise and will **not** delete any current authorization codes configured. If you have a GCC plan, you will need to edit your current application configuration to select the GCC from the Office365 Plan dropdown. Upon selecting the new plan type the codes will automatically be deleted which will allow for new codes to be entered.

If you are on an Enterprise plan reconfiguration of these applications is not necessary.

Connection Details - SharePoint Online

Enter the connection details. For further information refer to the connector installation guide or the application vendor.



Tenant Name
Enter a valid Tenant Name / Domain Name in order to display a link to the authorization code page

Tenant Name

Office365 Plan
Enterprise

SharePoint Online Authorization Code

SharePoint Online Admin Authorization Code

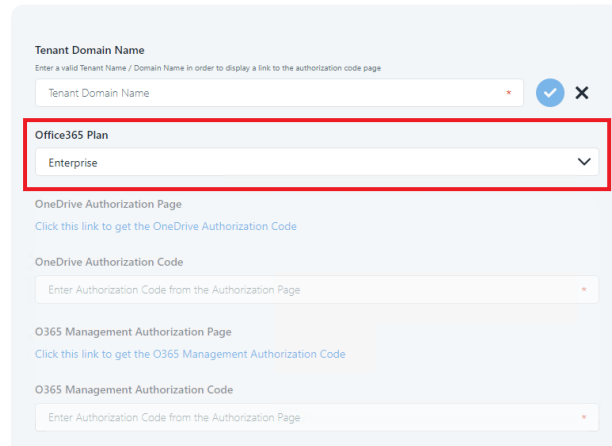
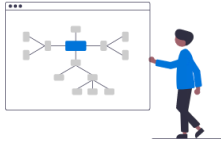
SharePoint Online My Authorization Code

Management Authorization Code

Analyze Permissions on Files

Connection Details - OneDrive for Business

Enter the connection details. For further information refer to the connector installation guide or the application vendor.



Tenant Domain Name
Enter a valid Tenant Name / Domain Name in order to display a link to the authorization code page

Tenant Domain Name

Office365 Plan
Enterprise

OneDrive Authorization Page
Click this link to get the OneDrive Authorization Code

OneDrive Authorization Code
Enter Authorization Code from the Authorization Page

O365 Management Authorization Page
Click this link to get the O365 Management Authorization Code

O365 Management Authorization Code
Enter Authorization Code from the Authorization Page

SIQETN-3104 – Implement Dynamic Memory Utilization for Data Classification

We have worked to improve how our data classification task runs. We now check and adjust memory usage while running to prevent out of memory exceptions. This optimization will override any manual configuration changes applied (such as changes to the `maxLuceneQueueSizeBytes`, `contentExtractionThreadsCount` set in the Data Classification Configuration and `Indexer_MaxThreads` located in the `DC_Parameters` table). These optimizations also include service level fault protection during text extraction.

Please note server resources may have high usage while data classification tasks are running.

SIQETN-3025 – Adjust Data Classification Forensics Report to Allow for more than 10K Results (included in 8.3)

Previously there was a hard coded limit of 10,000 results for Data Classification reports. This has been changed to match other reports which has the Excel limitation of 1 Million rows.

Please note this value was initially set to 10K to maintain performance; therefore if utilizing larger values please be aware the report may take significantly longer to generate based on the size of the report.

SIQETN-3075 – Deleted DEC Information in Forensic Search Parameters

Based on customer feedback, we adjusted forensics to no longer display deleted DEC information. However, we realize this may not be desired by all customers (as there may be a need to search older activities with this information). Therefore we added a configuration key to revert if desired.

To revert, update `<add key="includeDeletedTriggers" value="False" />` in the `<appSettings>` section of the `SiqApi.dll.config` file

By default this is set to "True" (to no display deleted application parameters)

SIQETN-3080 – IdentityIQ DEC Timeout (included in 8.3)

Timeout for IIQ DEC was too long blocking events while waiting for a response. This timeout was reduced and made configurable. A new key "IIQTimeoutSeconds" was added to the Event Manager configuration to allow for further adjustment if needed. The values unit of measure is in seconds.

Update `<add key="IIQTimeoutSeconds" value="{as desired}" />` to the file `EventManagerServiceHost.dll.config` in the `<appSettings>` section.

SIQETN-2976 – Adjusting Custom Fulfillment to Allow Cloud Based Apps (included in 8.3)

Allow cloud applications to use custom fulfillment.

Impersonation will be enabled by default for custom fulfillment. To control whether impersonation is used when running custom fulfillment scripts, add the following key to the file

`CollectorSynchronizerServiceHost.dll.config` in the `<appSettings>` section with the appropriate value:

`<add key="shouldImpersonate" value="true" />`

Chapter 5: Troubleshooting

Upgrade Package Loading Fails

Problem: During the package upload step, you receive a warning with the message "*Loading the package failed due to the following error: Signature is not valid*":

The problem is likely that the machine hosting the User Interface service does not have the necessary Root Certificate (or is missing part of the Certification Chains leading up to the root) to validate the signature of the upgrade package.

Suggested solution:

1. To resolve the issue you should check that the machine hosting the User Interface service contains the root certificate named "DigiCert Assured ID Root CA", which has a serial# 0C:E7:E0:E5:17:D8:46:FE:8F:E5:60:FC:1B:F0:30:39.
If this root certificate is missing, it can be downloaded from <https://www.digicert.com/digicert-root-certificates.htm> and installed as a trusted root certificate manually.
2. Another reason for this error would be that the machine hosting the User Interface service has been configured so that updating root certificates is disabled. To fix this, set the registry value HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\SystemCertificates\AuthRoot\DisableRootAutoUpdate to 0, and retry uploading the upgrade package.
This will allow Microsoft to restore the missing root certificate during validation.

NHibernate configuration

Problem: During the upgrade, the NHibernate configuration file or registry key do not display on one of the machines:

Suggested solution:

1. Copy the "hibernate.cfg" from another server to \SailPoint\Nhibernate.
2. Copy the "[HKEY_LOCAL_MACHINE\SOFTWARE\whiteboxSecurity]" key from another machine to this machine.
3. Run the ResetDBPassword utility, to reencrypt the database password with the current server's certification
 - a. Make sure the SecurityIQ Home environment variable is set to the correct location
 - b. Ensure that the folder named "External Tools", containing the "makecert.exe" executable, or copy that folder from the Core Services server (the server hosting the User Interface service), and place it in the SecurityIQ Home directory
 - c. Ensure that the folder named "ServerInstaller" exists in the "%SECURITYIQ_HOME%\File Access Manager" path, and within that folder you can locate the "Tools" directory, or copy it from the Core Services server.
 - d. Navigate to the "DBResetPassword" folder
 - e. In a Command Line window (cmd) from the "DBResetPassword" directory path, run the following command:

```
C:\Program Files\SailPoint\File Access Manager\Server
Installer\Tools\DBResetPassword>
DBResetPassword.exe {YourPasswordGoesHere}
```

- f. After the NHibernate file is reencrypted, resume the manual uninstallation and installation of the remaining service on that server.

Business Website

Problem: You encounter an "Access Denied" error message while logging in to the Business Website after the upgrade

Suggested solution:

1. Navigate to the wwwroot folder on the server hosting the Website at C:\inetpub\wwwroot).
2. Verify that the IdentityIQFAM and SiqApi folders are in the wwwroot folder.
3. If these folders are in the wwwroot folder, but there are still problems with the Business Website, contact support.
4. If these folders are **not** in the wwwroot folder, perform the following steps:
5. Open the Internet Information Service (IIS) manager (Server Manager ➤ Tools ➤ Internet Information Service (IIS) manager).
6. Select the Application Pools node.
7. Verify that the IdentityIqFamV1_ApplicationPool, IdentityIqFamV2_ApplicationPool and SiqApi_ApplicationPool are missing from the Application Pools node.
8. Create the new application pools, (naming them IdentityIqFamV1_ApplicationPool, IdentityIqFamV2_ApplicationPool and SiqApi_ApplicationPool), with the following parameters: .Net CLR Version: .Net CLR Version v4.0.30319 Managed pipeline mode: Integrated
9. Check the "Start application pool immediately" checkbox.
10. For each application pool, navigate to Advance Settings (Right-click ➤ **Advanced Settings**)
11. Under Process Model, set the "Identity" parameter to **LocalSystem**.
12. Under Recycling set the "Regular Time Interval (minutes)" to **720**.
13. From the Site panel (on the left), navigate to **IdentityIQFAM**, and click on it.
14. Click "Basic Settings" on the right. If this option is not available, right click **IdentityIQFAM** (on the left) and select "Convert to Application".
15. On the newly opened screen, click **Select**, select the IdentityIqFamV1_ApplicationPool you created earlier, and click **OK** twice.
16. Double click "Authentication".
17. Enable "Windows Authentication" and disable all other authentication methods.
18. Repeat Steps 11-15 for the SiqApi site and SiqApi_ApplicationPool.
19. Reset the IIS using the iisreset command.

Business Website

Problem: You encounter the following error, in the File Access Manager Server Installer log, when trying to uninstall the Business Website:

```
Unable to uninstall service: WBXBusinessWebsite System.InvalidOperationException:  
Sequence contains more than one matching element
```

Suggested solution:

1. Open the **Internet Information Services (IIS) Manager**
2. Expand the **Server Name**
3. Expand **"Sites"**
4. Expand **"Default Web Site"**
5. Select **"SecurityIQBiz"** and click **"Basic Settings"** on the right side
6. Click **"Select..."** then select **"SecurityIQ_ApplicationPool"** then click **OK**, then click **OK** again
7. Go to **"Application Pools"**
8. Select **"SecurityIQ_ApplicationPool"** and click **"View Applications"** on the right side
9. Right click **"/SecurityIQBiz/Whitebox_Rest"**, then click **"Change Application Pool"**, select **"DefaultAppPool"** and click **OK**
10. Right click **"/SecurityIQBiz/WhiteopsRest"**, then click **"Change Application Pool"**, select **"DefaultAppPool"** and click **OK**
11. Go to **"Application Pools"** and Confirm that the **"SecurityIQ_ApplicationPool"** application pool has only one application (in the **"Applications"** column)
12. Try to uninstall again.

Improper upgrade path

Problem: The improper upgrade path was taken. 8.3 SP4 was uploaded and upgraded was started but prerequisite of being on 8.3 failed.

Steps to "rollback" the failed installation.

PLEASE NOTE: whenever performing changes to the database we always recommend performing a backup prior to the changes and working with your DBA. We also recommend working with Professional or Expert Services to help perform these changes.

1. Find and note the *id* associated to the failed SP4 installation in the *whiteops.upgrade* table.
 - o `select * from whiteops.upgrade;`
2. Run the following delete queries in order, updating the `[[UPGRADE_ID_VALUE]]` with the *id* value noted above.
 - o `delete from whiteops.upgrade_state where upgrade_component_id in (select id from whiteops.upgrade_component where upgrade_id = '[[UPGRADE_ID_VALUE]]');`
 - o `delete from whiteops.upgrade_component_dependency where dependency_version = '8.3.0.4000';`
 - o `delete From whiteops.upgrade_component where upgrade_id = '[[UPGRADE_ID_VALUE]]';`
 - o `delete from whiteops.upgrade where id = '[[UPGRADE_ID_VALUE]]';`
 - o `delete from whiteops.wbx_file where id not in (select file_id from whiteops.upgrade_component UNION select certificate_wbx_file_id from whiteops.installed_service);`



3. Delete contents of the `%SAILPOINT_HOME%\Packages` folder

After the DB has been cleaned up and reloading the Client the 8.3 SP4 wbxpkg will no longer be listed in the 'Upgrades & Patches' screen. This allow for following a valid upgrade paths to 8.3.0.000 and then retry SP4, Once FAM has been upgraded to at least 8.3.0.0000 there should be no issue reloading the SP4 wbxpkg and successfully completing the installation.

Chapter 6: List of Released E-Fixes

The following E-Fixes are included in this Service Pack and will be automatically deployed by the Service Pack:

Service Pack 4

SIQSUS-850 – Migrate to MS Graph API

Corrected inability to delete or modify campaigns configured with a 'by application' permission filter after the application reference is deleted.

SIQETN-857 – Support .NET 6 in version 8.3

Adjust to utilize .NET 6

Service Pack 3

SIQETN-3068 – Unable to delete campaigns referencing deleted applications

Corrected inability to delete or modify campaigns configured with a 'by application' permission filter after the application reference is deleted.

SIQETN-3155 – Netapp Failure Enumerating shares

For Netapps with hundreds of top level shares, corrected failure in ability to enumerate through those shares.

SIQETN-3156 – Primary Key Constraint in Database Cleanup task

Corrected uniqueness in index defrag stored procedure

SIQETN-3160 – KPI Resource calculation Error

Corrected issue of not being able to convert data type

SIQETN-3167 – Adjust media type return for integration between IIQ and FAM mismatched versions

Adjusted media type return to allow for integration of FAM and IIQ regardless of the version each product is on.

SIQETN-3168 – Primary Key Constraint error in Event Manager Bulk Writer



Corrected primary key constraint issue in Event Manager

SIQETN-3169 – Data Classification task Hanging if OCR enabled

Corrected when for certain image files when OCR scope is enabled the data classification task would hang.

SIQETN-3176 – Adjust Resource filter query from contains to starts with

See Chapter 4: Important Information and Updates

SIQETN-3179 – Box fails Retry on Throttling Error during Permission Collection

Corrected to properly retry if we receive throttling error during Box Permission Collection

SIQETN-3180 – Password ReEncryption Task Can Fail If IC configured by properties

Corrected constant key Trusted Domains

SIQETN-3181 – newtonsoft.json referencing incorrect version

Corrected newtonsoft.json version

SIQETN-3182 – EMC Isilon AM High Memory Usage

Corrected potential for High Memory usage for Isilon Activity Monitoring

SIQETN-3186 – DR services not activating after Production shutdown

Handle PROD server not reachable via discovery method. Change ES URL reference.

SIQETN-3189 – Improve Efficiency of Dashboard Widget Calc task

Adjusted stored procedure to improve efficiency while running

SIQETN-3191 – EXO AM not switching to individual mailbox queries

Corrected internal recovery mechanism was inadvertently disabled when app-only authentication was introduced

SIQETN-3193 – Improve Efficiency of Dashboard Widget Calc task (#2)

Adjusted stored procedure to improve efficiency while running

SIQSUS-709 – EM File Category Replication Store to use SQLite

See Chapter 4: Important Information and Updates



SIQSUS-851 – DC Collector Service Crash when stopping task

Corrected chance of logTimer callback occurring while task is stopping.

SIQDEV-20473 – Website v1 JS XSS vulnerability fix

See Chapter 4: Important Information and Updates

Service Pack 2

SIQETN-2996 – Activity Reporting in Resource Screen is Inaccurate for SPO

Corrected activity count for Resource and Activity Forensic screen for SharePoint Online.

SIQETN-3009 – Resource Tree Returns Resources with similar names

Adjusted filter to only display relevant information

SIQETN-3040 – Default SMTP SPO template does not pickup all template variables

Corrected to properly include variables in SMTP response

SIQETN-3105 – Normalization Failing on Large Groups

Added refresh cache to allow for groups larger than 1500 members

SIQETN-3109 – Adjust Box Crawl to Pick Up Unique Permissions

Box permission collection relies on data cached from crawl. Always run crawl task before permission collection for best results.

Made following changes to Box Crawl:

- fix bug relating to partial "calculation of resources' size" regardless of setting
- fix bug relating to setting: Analyze "shared link" permissions on files. It could interfere with analyzing folders.
- fix bug relating to setting: Analyze "collaborators" permissions on files. It could interfere with analyzing folders.

SIQETN-3117 – Permissions Marked Stale

Fixed forensics permissions view by "group & user direct permissions" option to align unused calculation with other view by options.

SIQETN-3127 – Policy Object For ABA Routing misspelled



Corrected spelling

SIQETN-3128 – DC Failing from Duplicate Resource

Addressed duplicate resources by using distinction upon fetching

SIQETN-3129 – Deleted BRs displaying in Resource / Data screen

Add where clause to remove delete users from being displayed

SIQETN-3132 – 8.3 SP1 UI Service displays Yellow

Include UI Services in components to upgrade

SIQETN-3134 – Activity resource name incorrect for Active Directory

Corrected name of resource in resource screens for Active Directory

SIQETN-3140 – Syslog sending emplate with Alert

Corrected to no longer include template when sending syslog alerts.

SIQETN-3141 – Response save is not updating syslog messaging

Updated response cache to check for message or severity changes.

SIQETN-3141 – reportStatistics can cause crawl crash with unhandled exception

Added try-catch to prevent service crash

SIQETN-3145 – Unused permission logic error

Correct logic error in Forensic page for unused permission calculation

SIQETN-3149 – Users with Special Characters Fail Normalization

Escape characters residing in groups

SIQETN-3150 – ResourceTypes endpoint missing scim part of Route

Corrected api path to include necessary path part



SIQETN-3151 – OCR Matches Do Not Return with Protected Extraction Enables

Corrected so OCR will trigger when Protected Extraction is enabled

SIQETN-3152 – Null Reference Exception in DEBUG

Allowed owner value to be null

SIQETN-3153 – Missing DC Categories in Events

Properly deserialize property from LiteDB

SIQETN-3154 – Retrieve data from DB for campaign report

Added missing report columns back to campaign report

SIQETN-3163 – Missing DC Category Under certain conditions

Corrected missing categories for mixed case files.

Service Pack 1

SIQETN-2752 – Crawler Duplicate Key Errors

Crawl would fail when encountering duplicate resources, adjusted for better handling of duplicates.

SIQETN-2791 – Unexpected characters in user input field cause 500 Error

Corrected the double quote meta-character causing internal server errors when present in the Forensic search filter

SIQETN-2959 – Alert Email Not Sent to Data Owner

Corrected alert emails to be properly sent to designated data owners.

SIQETN-3075 – Forensic Search Parameters Not Deleted with Associated Application

Fixed no longer displaying deleted DEC information after DEC has been deleted. See Chapter 4: Important Information and Updates for more information

SIQETN-3084 – Support NoLanguage mode when querying EXCH On prem



Exchange changed its PowerShell connection from FullLanguage to NoLanguage mode which resulted in issues when connecting with the current Exchange Activity Monitor. Fixed connection.

SIQETN-3085 – EM DC Results Sync Fixes and Enhancements

Performance enhancements related to data classification results synchronization and improved logging.

SIQETN-3089 – Exception crashes service

In rare cases, exception can be thrown during Permission Collection causing task to fail and service to crash. Ensured crash would not occur if exception was hit.

SIQETN-3093 – Dox DC authorize token not refreshing

Fixed Box data classification authorization errors that may occur when initial authorization token expires

SIQETN-3096 – Exch On Prem Crawl Not Recovering After Error for Statistics

Some PowerShell sessions were not recovering after folder statistics call. Changed to more resilient calls.

SIQETN-3103 – Behavioral Data Classification performance

Improved behavioral data classification task performance

SIQETN-3104 – Implement Dynamic Memory Utilization for Data Classification

See Chapter 4: Important Information and Updates

SIQETN-3112 – 'index.htm' should be changed to '#' in website URL

Corrected url

SIQETN-3113 – Deleted User can be selected as Data Owners

Deleted users appear in the Data Owner selection, and these deleted users can be assigned/saved as data owners. Corrected to not display deleted users.

SIQETN-3114 – Password is not Masked in AUDIT_LOG table



Changes in 8.2 displayed certain plaintext passwords in audit log table (only visible directly in database, not visible anywhere else in FAM). Updated APIs to hide in body parameter stored in database and delete any existing plaintext password.

SIQETN-3115 – View Missing Columns

Forensics page failing to load when querying DFS resource, fixed view.

SIQETN-3116 – GRPC Server-side components have default limit

Adjusted GRPC communication to no longer have size limit.

SIQETN-3121 – DB Script Needs to be compatible with SQL Server 2012

Changes made to SQL script for SIQETN-2752 needed to be adjusted to also be compatible with SQL Server 2012

SIQETN-3122 – Lock update_ra_roles_br_permissions while inserting

Add locking to not allow querying existing roles and inserting new roles.