



SailPoint IdentityIQ

Version: 8.3.0.1000

File Access Manager v8.3 Service Pack 1 Deployment Guide



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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.

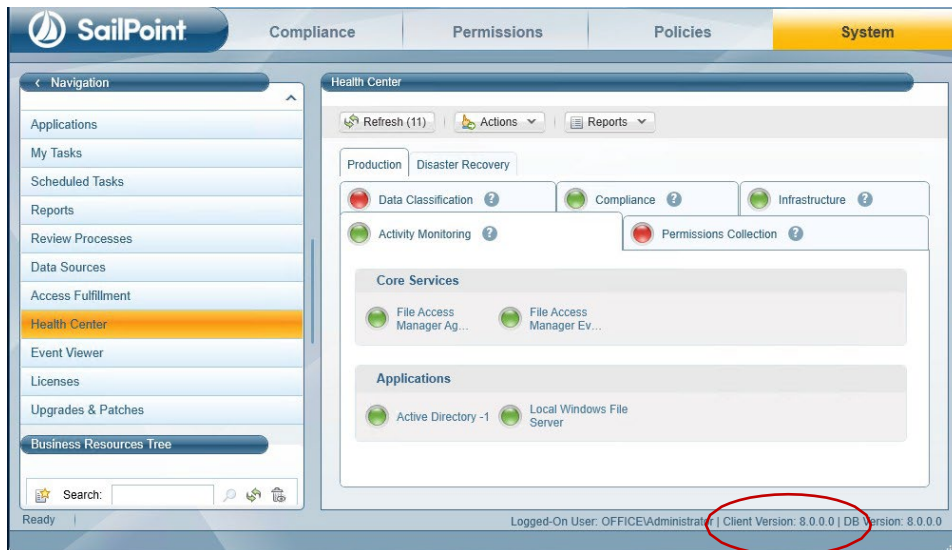


Figure 1 Application Monitors Screen



File Access Manager version numbers are represented by a four-section number, e.g., 8.3.0.1000.

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 1 version number is 8.3.0.1000.

The Database version number will be updated with every service pack. For File Access Manager 8.3 Service Pack 1, the database version number is 8.3.0.1000.

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 1, 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 1 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	8.3.0.1000
File Access Manager Elasticsearch	5.1.1
File Access Manager RabbitMQ	3.7.4
File Access Manager API	8.3.0.0
File Access Manager Web Client	8.3.0.1000
File Access Manager Administrative Client	8.3.0.0
File Access Manager Data Classification	8.3.0.1000
File Access Manager Permission Collection	8.3.0.1000
File Access Manager Activity Analytics	8.3.0.1000
File Access Manager Agent Configuration Manager	8.3.0.1000
File Access Manager Collector Synchronizer	8.3.0.0
File Access Manager Crowd Analyzer	8.3.0.0
File Access Manager Event Manager	8.3.0.1000
File Access Manager Reporting Service	8.3.0.1000
File Access Manager Scheduled Task Handler	8.3.0.1000
File Access Manager User Interface	8.3.0.0
File Access Manager Watchdog	8.3.0.1000
File Access Manager Workflow Service	8.3.0.0
File Access Manager Activity Monitor Connectors	8.3.0.0
**Exchange Activity Monitor(s)	8.3.0.1000

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\8.3.0.1000

Chapter 2: Support Matrix

Table 3 IdentityIQ File Access Manager Server Support Details

System	Supported Versions
IdentityIQ File Access Manager Servers	Windows 2012R2/2016/2019
Workstation	Windows 8 and above
Browser	IE 11, Edge, Firefox, Chrome, Safari
Database	MS SQL Server 2012/2014/2016/2017

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

Log4J Vulnerability

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:

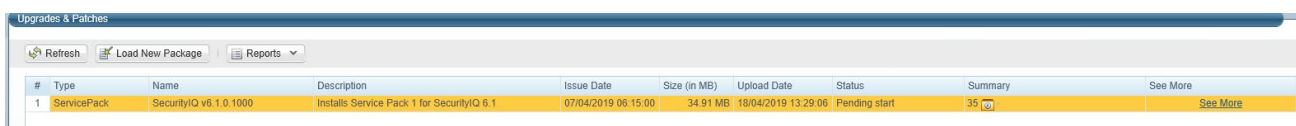
1. Login to the Elasticsearch server
2. Extract Log4jPatch.zip to your folder of choice
3. Open PowerShell as administrator
4. Navigate to the folder you extracted the log4j.zip
5. Run the following command `.\ElasticSearchLog4J.ps1`

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.

1. Extract the “File Access Manager v8.3.0.1000.zip” installation package.
2. Navigate to the “Service Pack 1” folder.
3. Log into the IdentityIQ File Access Manager administrative client Client
4. Click **System >> Upgrades & Patches >> Load New Package**
This will open the **Load Package** dialog.
5. Press **Browse** and load the file “**File Access Manager v8.3 Service Pack 1.wbxpkg**” from the Service Pack folder.
6. Press **Upload Package**.
The system will upload and validate the file. This might take a few minutes.
7. 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 v8.1.0.1000	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.

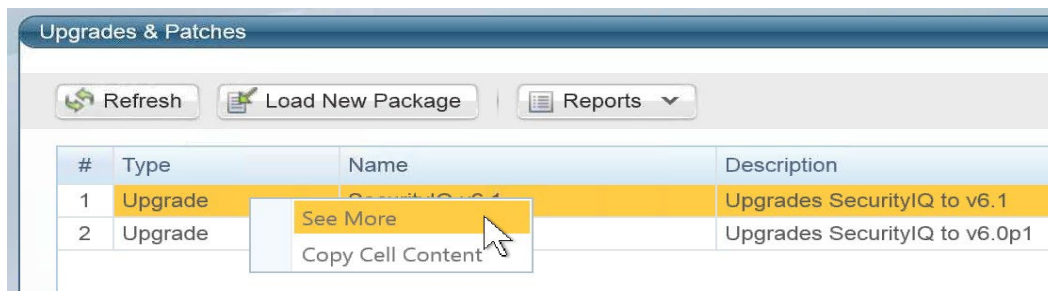


Figure 3: Expand Service Pack package - Details

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.

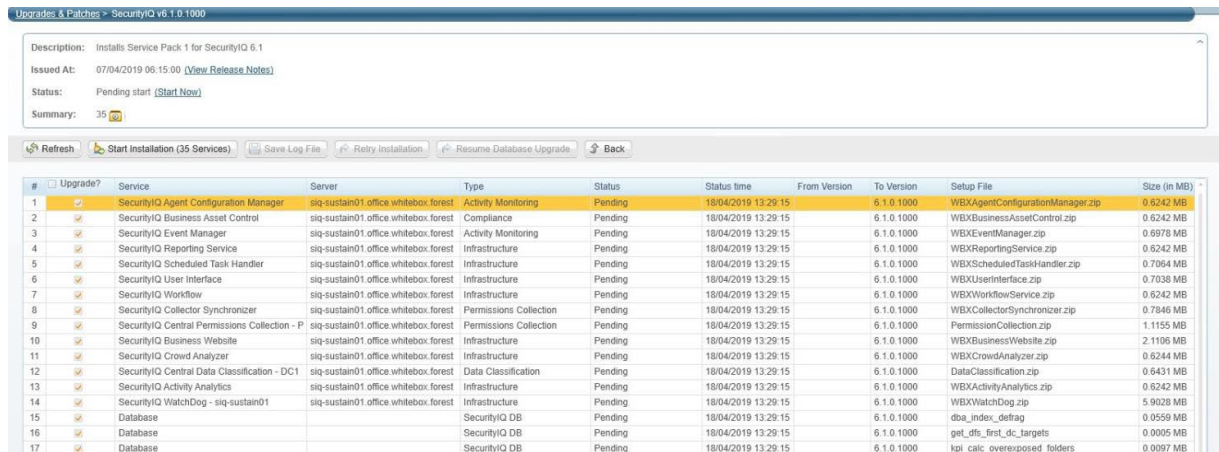


Figure 4: Review Service Pack package - Details

- 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.

Following that, all other components will be updated.

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

10. Wait until all services have **Completed** or are in a **“Pending Restart”** status.
11. 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.
12. 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.

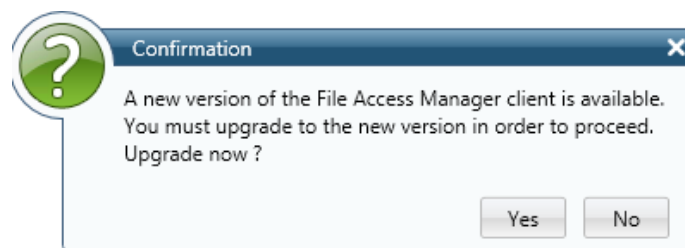


Figure 4: Message - Update File Access Manager Client

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 8.3.0.1000

The IdentityIQ File Access Manager Database version should be set to 8.3.0.1000

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

Chapter 4: Important Information and Updates

SIQETN-3104 – Implement Dynamic Memory Utilization for Data Classification

We have worked to improve how our data classification task runs. We now check and adjusts 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.

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.

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 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.