



IDENTITY
AUTOMATION

RapidIdentity Basic Troubleshooting

Melissa Bayless



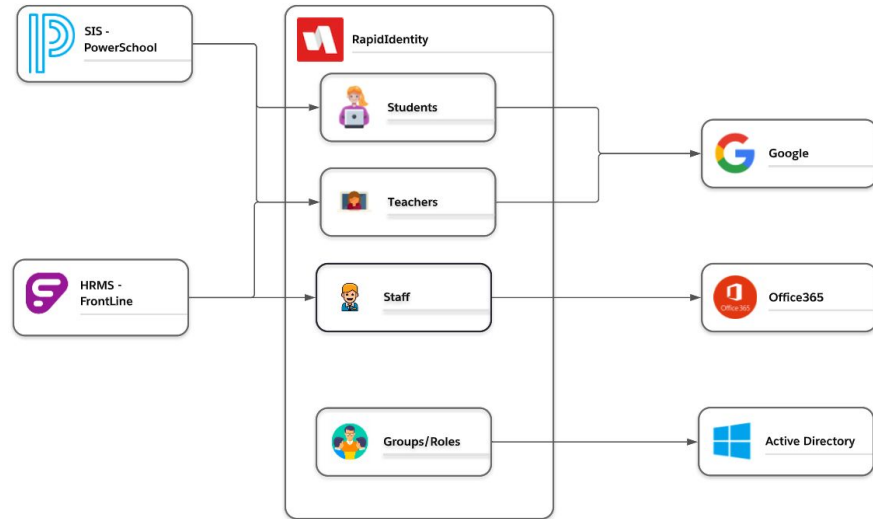
Agenda

- 01 Understanding your Data Flow
- 02 Understanding the issue
- 03 Connect Jobs
- 04 Connect Logs
- 05 Reports Module
- 06 SAML Tracer
- 07 Putting in a Support Case



01 - Understanding Your Data Flows

- Know where the process starts
 - HRMS/SIS
- An account didn't get created
 - Trace it back to source
- Ensure all systems are up and connecting



02 - Understanding the issue



1. Gather all information
 - a. Who is affected
 - b. What errors are they seeing
 - c. Can you reproduce it
 - d. Is it only one person or a group of people
2. Can you 'Google' it?
 - a. <https://help.rapididentity.com>
 - b. Search errors, keywords
3. Establish and Test a theory
 - a. Is there anything they all have in common
 - b. Does it happen to you as well
 - i. What do you have in common with the offending account
 - c. Does it happen in a different web browser
4. Document Specifics
 - a. Including all relevant information will help support help you faster



03 - Connect Jobs

- Action Sets and Jobs
 - Action Set - Code
 - Job - Scheduled
- Job Scheduler
 - When a job runs
 - Temporarily Disable a job
- Job Details
 - LogOnly - True
 - Attributes
 - Email Recipients
- Status
 - Currently Running

The screenshot displays the Identity Automation web interface. On the left is a dark navigation sidebar with icons and labels for Applications, Connect, Files, Insights, People, Roles, Reports, Requests, Studio, and Configuration. The main content area is titled 'IDENTITY AUTOMATION' and shows a 'PROJECT: <Main>' dropdown. Below this is a 'Jobs' table with 13 results. The table columns are NAME, ACTION SET, and SCHEDULE. The 'RICStaffToGoogle' job is highlighted. To the right of the table is a configuration panel for 'RICStaffToGoogle' with tabs for 'Details' and 'Schedule'. The 'Schedule' tab is active, showing fields for NAME, DESCRIPTION, ACTION SET, key_field, key_value, logOnly, search, and checkboxes for ENABLE TRACE, SKIP IF PREVIOUS INSTANCE STILL RUNNING, and ENABLE TIMEOUT. There are also fields for EMAIL RECIPIENTS and ATTACH TRACE LOG. 'Cancel' and 'Save' buttons are at the bottom of the configuration panel.

NAME	ACTION SET	SCHEDULE
BlackBaudHomeroomTeachersToRIC	BlackBaudHomeroomTeachersToRIC	At 30 mi
BlackBaudStaffToRIC	BlackBaudStaffToRIC	Every ho
BlackBaudStudentsToRIC	BlackBaudStudentsToRIC	Every ho
DisableUsersInRIC	DisableUsersInRIC	At 06:00
RenameAccountsImmediately	renameUsers	Every mi
RICStaffToAD	RICStaffToAD	Every mi
RICStaffToGoogle	RICStaffToGoogle	Every mi
RICStudentsToAD	RICStudentsToAD	Every mi
RICStudentsToGoogle	RICStudentsToGoogle	Every mi
RICUsersToAzure	RICUsersToAzure	Every mi
RIGroupsFullSyncToAD	RIGroupsFullSyncToAD	Every 30
RIGroupsFullSyncToAD_AllGroups	RIGroupsFullSyncToAD	At 11:00
RIGroupsToGoogle_FullSync	RIGroupsToGoogle_FullSync	At 11:00



04 - Logs

- Jobs vs Run Folder
 - Username having issues
- Log file Basics
- Search

The screenshot displays the Identity Automation interface. On the left is a dark navigation menu with the following items: Applications, Connect, Files, Insights, People, Roles, Reports, Requests, Studio, and Configuration. The main area is divided into three panes. The left pane shows a project structure with 'PROJECT: <Main>' and a 'Logs' section at the bottom. The middle pane shows a tree view of folders under 'log', including 'jobs' and 'run'. The 'run' folder is expanded to show 'AltAction_UpdatePassword'. The right pane displays the contents of the selected log file, titled '.RICStaffToGoogle (2023-04-05/2023-04-05-00_17_00.777)'. The log content includes cluster node information, processing statistics, and a 'Completed' status.

```
Cluster Node: https://10.101.109.80:8443
Running RICStaffToGoogle(null, null, "false", undefined)

2023/04/05 00:17:00.926: INFO =====
2023/04/05 00:17:00.926: INFO Processing Statistics
2023/04/05 00:17:00.926: INFO =====
2023/04/05 00:17:00.926: INFO Total Processed: 0
2023/04/05 00:17:00.926: INFO Added: 0
2023/04/05 00:17:00.926: INFO Updated: 0
2023/04/05 00:17:00.926: INFO Add Failed: 0
2023/04/05 00:17:00.927: INFO Update Failed: 0
2023/04/05 00:17:00.927: INFO Erroneous Records 0
2023/04/05 00:17:00.927: INFO Processed : 0
2023/04/05 00:17:00.927: INFO Password Updates : 0
Completed.

Start time: 2023/04/05 00:17:00.791
End time: 2023/04/05 00:17:00.927
Run time: 00:00:00.136
```



05 - Reports

- Audit Data
 - Logins
 - Failed Logins
 - Group Membership
 - Application Clicks

- Community Reports

Applications
Connect
Files
Insights
People
Roles
Reports
Requests
Studio
Configuration

IDENTITY AUTOMATION

Filter

My Reports >
Shared with Me >
Community >

Community

33 Results

REPORT

- Account Creations Last 30 Days
- Accounts Claimed Successfully with Date Prompt
- Accounts Claimed Unsuccessfully with Date Prompt
- Accounts Created with Date Prompt
- Accounts Deleted with Date Prompt
- Accounts Disabled with Date Prompt
- Accounts Enabled with Date Prompt
- Accounts Moved with Date Prompt
- Actions Taken on a Person's Account with Name and Date Prompts
- All Current Entitlements
- Application Clicks Last 7 Days
- Certification Activity with Date Prompt
- Created in a date range
- Deleted Identities
- Entitlement Period Extended with Date Prompt
- Entitlement provisioning history
- Entitlement Provisioning History Report
- Entitlement Request Summary
- Entitlements Granted with Date Prompt
- Entitlements History of an Identity
- Failed Authentication Attempts with Date Prompt
- Identity activity

My Reports

4 Results

REPORT	OWNER	DESCRIPTION
Actions taken on a person with name and date prompt	Melissa Bayless	All actions taken on a person's account with prompt for person and date range
Successful logins	Melissa Bayless	Shows a list of all successful logins within a specified time frame
Unsuccessful Logins	Melissa Bayless	Shows a list of all unsuccessful logins within a specific time frame
User Activity Last 7 Days	Melissa Bayless	Prompts for user



06 - SAML Tracer

- Chrome/Firefox extension

- Detailed SAML Trace Information
 - Detail Lines marked SAML
 - Assertion
 - Response
 - Attributes

Home > Extensions > SAML-tracer



SAML-tracer

★★★★☆ 25 ⓘ

Developer Tools

200,000+ users



SAML-tracer

by Jaime Perez, Thijs Kinkhorst, Jan Köhler

⚠ This add-on is not actively monitored for security by Mozilla. Make sure you trust it before installing.

[Learn more](#)

A tool for viewing SAML and WS-Federation messages sent through the browser during single sign-on and single logout.

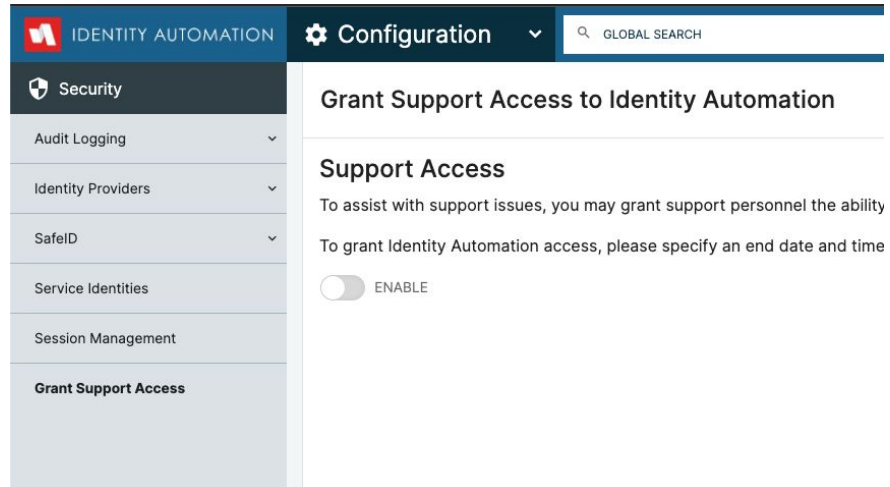
[Remove](#)

```
HTTP Parameters SAML
<?xml:lang="en" xmlns:saml="urn:oasis:names:tc:SAML:2.0:protocol"
  xmlns:xsi="urn:oasis:names:tc:SAML:2.0:assertion"
  ID="_3be3994f421b44092e151dbef4e6d614b0a319"
  Version="2.0"
  IssueInstant="2018-03-07T10:31:04Z"
  Destination="https://fdp-test.fedde.no/simplesaml/saml2/idp/SSOService.php"
  AssertionID="https://fdp-test.fedde.no/simplesaml/module.php/saml/idp/default-ep"
  xmlns:saml="https://fdp-test.fedde.no/simplesaml/module.php/saml/idp/default-ep"
  xmlns:samlp="urn:oasis:names:tc:SAML:2.0:protocol"
  xmlns:xsi="urn:oasis:names:tc:SAML:2.0:assertion"
  >
  <saml:Assertion>
    <saml:Subject>
      <saml:NameID>
        <!-- ... -->
      </saml:NameID>
    </saml:Subject>
  </saml:Assertion>
</?xml:lang="en">
```



07 - Putting in a Support Case

- <http://help.rapididentity.com>
- Enable Support Access
 - Configuration
 - Security
 - Grant Support Access
- Specifics and Details
- Log Files/Action Sets in Question
- Who is affected - Specific Usernames



The screenshot shows the Identity Automation Configuration interface. The top navigation bar includes the Identity Automation logo, the 'Configuration' menu, and a 'GLOBAL SEARCH' field. The left sidebar lists various configuration categories: Security, Audit Logging, Identity Providers, SafelD, Service Identities, Session Management, and Grant Support Access. The main content area is titled 'Grant Support Access to Identity Automation' and contains a 'Support Access' section. This section includes a descriptive paragraph: 'To assist with support issues, you may grant support personnel the ability To grant Identity Automation access, please specify an end date and time'. Below this text is a toggle switch labeled 'ENABLE', which is currently turned off.



Questions

