Release Note

MeetingPlace Directory Services Release 4.1.3.16

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1   Overview

This document is intended to describe all of the outstanding issues and notable capabilities for MeetingPlace Directory Services Release 4.1.3.16. Information pertaining to installation, indices of plugins, etc. can be found in the MeetingPlace Directory Services System Manager's Guide (SMG).

2   Software Compatibility

2.1 MeetingPlace

MeetingPlace Directory Services (Release 4.1.3.16) is compatible with MeetingPlace Server 2000 (4.1.3h) or higher. If your MeetingPlace server is at a revision 4.1.3 level earlier than "h", you may still use this product, but consult your support representative regarding manual server configuration that is needed for compatibility.

2.2 Windows NT System and Web Server Requirements

Please be sure to review all NT system requirements. This product may at times use a significant level of system resources to synchronize directories. The Windows NT System and Web Server Requirements are listed in the MeetingPlace Directory Services System Manager's Guide.

2.3 Network Requirements

When using MeetingPlace Directory Services, particularly for the initial directory synchronization between your corporate directory and the Directory Services directory, network utilization will be very heavy. Please be sure to review the network requirements as listed in the MeetingPlace Directory Services System Manager's Guide.

2.4 Directory Requirements

This release of MeetingPlace Directory Services is compatible with the directories listed below. Additional directories will be supported in future releases.

- Netscape LDAP Directory Server 4.1
- Microsoft Active Directory

3   Technical Notes

3.1 General

Size/Look through Limits

Size Limit Errors can occur in the following instances:

Look Through Limit - Day-to-day operations, when you are searching through entries (either at the root or subtree level), this value determines how many entries will be searched before the process terminates. It incorporates the amount of processing needed to perform the operation. The limit should be larger than the largest "node" in the corporate directory server.

Size Limit Used - for initial refresh, this value determines the number of entries that can be returned from the directory server at one time.

Solution1: The account used to access the LDAP server must have the Look Through Limit/Size Limit greater than the number of entries in the directory.

Solution2: Ask for an Admin account.

One might consider creating an "Application User Group" that will have this privilege, but not have the other administrative privileges.

Rebooting the MeetingPlace Directory Services server

When the MeetingPlace Directory Services system is rebooted, it does not have enough time to process all the outstanding entries in the journal file. As a result, when the system is brought back up it will work on processing whatever hasn't been processed in the journal file. This may be a lot of data if the server hasn't been backed up or restarted for a long time. When processing the data in journal file, MeetingPlace Directory Services may appear to be busy and won't process any other changes. While the journal is being processed, all other metalinks are suspended and no changes are processed. Also, it won't allow any ADUA logins.

Checking the progress of synchronizations

As soon as a metalink is enabled, one can look at the contents of the suspense directory to check the progress of the synchronization. There will be an "inProgress" subdirectory containing a suspense file. If there are no errors, the suspense file will only contain a header. As errors are found during synchronization, they will be appended to the end of this file. (**Note: Consult the MeetingPlace Directory Services System Manager's Guide (SMG) when analyzing any errors that are found.**) Once the synchronization process is complete, this file will be moved to the suspense directory and can be replayed (replaying the suspense file will attempt to resynchronize entries that didn't take the first time, but where not errors, such as those that returned "server too busy" messages). If no errors are found after the synchronizing is complete, the file is deleted from the "inProgress" directory. Again, refer to the SMG for replaying and error correction procedures.

Back up MeetingPlace Directory Services server regularly, using provided backup utility

Just like any other mission critical database or application, the MeetingPlace Directory Services server should be backed up regularly. It is STRONGLY recommended that you use the backup utility provided with MeetingPlace Directory Services software. Use of external backup utilities can cause serious problems with the directory (see "Known Issues", below). Consult your SMG for information on how to use the provided utilities.

Example of suspense file error

As mentioned previously, one example of an error that may be seen in the suspense file is the "server too busy" error. There could be a number of reasons for this error, including network problems or server issues. "Server too busy" errors or errors due to communication with the MeetingPlace server (network problems or the server is down) can only be corrected by replaying the suspense file. Check your SMG's troubleshooting section for more information.

Another possible error will appear if there are duplicate entries in the database. A duplicate entry error will look something like this:

```
/****************************************************************************/
/* Error LDAP0037: MetaLink has determined that entry            */
/* CN=alexandra.c.smith,OU=People,DC=ds,DC=dev,DC=latitude,DC=com in     */
/* system LDAP correlates with  entry /o=latitude.com/ou=people/nm=1239876 */
/* 8 in system DCD.  However, the second entry is already linked to      */
/* entry CN=alex.smith,OU=People,DC=ds,DC=dev,DC=latitude,DC=com in the   */
/* first system.  This is an error, and the link needs to be removed      */
/*   before this change can by synchronized.                 */
/****************************************************************************/
Modify [0][24]3+1AwnkTYkGY85dvEvNMoA==
(2 attempts)
```

Problems like duplicate entries can be associated with invalid data in the corporate directory. These problems must be fixed in corporate directory to get resolved. Fixing in the corporate directory will generate an update and the entry will get synchronized. The suspense file still needs to be replayed in order to resolve the errors that are already fixed. A new suspense file will be generated with errors that still exist.

Built-in profiles

MeetingPlace Server contains four profiles native to its database, such as "guest" and "technician". These are called "built-in" profiles. The deployment specialist who installs MeetingPlace Directory Services should check the contents of the customer directory and consult the customer directory administrators to see if there is a possibility that the built-in profiles (guest, email, technician, sales engineer) may be overwritten. By default, case filters are used to block the import of those profiles so that those particular usernames will not be replicated. The exact application of those filters depends of business rules, but the basic principle is to make sure that no profile in the customer directory will correlate with the built-in profiles (be sure to consider the profile numbers for these accounts also). The downside of using filters is the performance impact - since every entry in the customer directory has to be tested by the filter against the built-in profiles.

For example: If the correlation is based on the MPName=PersonnelID, the following filter could be applied:

```
Abs_Person = &filterAnd("5", &attrHasValue(*objectClass, "person"),
        &filterNot(&attrHasValue(*PersonnelID, "email"),
        &filterNot(&attrHasValue(*PersonnelID, "technician"),
        &filterNot(&attrHasValue(*PersonnelID, "guest"),
        &filterNot(&attrHasValue(*PersonnelID, "sales engineer")   )
```

Note: the following are default profile numbers for the build in profiles

```
        userid=guest, profile# =0000 - constant
        userid=salesengineer, profile# =0001 can be changed
        userid=technician, profile# =0002 can be changed
        userid=email, profile# =0003 can be changed
```

Using MeetingPlace Directory Services Administrator interface with large directories

After importing a large directory, you may like to see the directory in the MeetingPlace Directory Services user interface windows. It is hard for the interface to show all of the detailed entries. You can try

using "list" mode by clicking "view" in the toolbar, then clicking "mode" and then "list". This means that the user interface window will only display the DNs of the entries (without the attributes) resulting in a search that returns much quicker. You can also increase the search timeout. This is done by using the ADUA (click on "tools", then "options") or by editing the NT Registry. Contact your support representative or installation specialist for more information on editing the registry.

Suspense file limit size recommendation

It is recommend that the suspense file size limit be set as large as 50MB for large corporate databases. Because in the initialization period, if connection between servers is lost all changes will be recorded in the suspense file for later replay.

Correlation attributes in metalink must be unique

Correlation attributes in the correlation rule section of the metalink agreement must be a unique attribute in the synchronization (corporate) directory. The attributes in your directory that will be mapped to the profile id (vuname) and the Username (mpnamge) in MeetingPlace server should be unique. It is strongly recommended that you check the value of these attributes in your directory to make sure they are unique.

MeetingPlace Directory Services – MeetingPlace server metalink must be stabilized before continuing with the setup

The metalink between MeetingPlace Directory Services and the MeetingPlace server must be created and be stabilized before the metalink between MeetingPlace Directory Services and your synchronizing (corporate) directory can be created.

3.2 LDAP Server Metalink

LDAP account needs Read/Search rights

The LDAP account used for the LDAP metalink in MeetingPlace Directory Services needs to have the "READ/Search" right in both the changelog property and the importing subtree of the LDAP directory. The syntax for the binding DN in the Administrator user interface windows is; uid=username, ou=yourorginization, o=yourcompany in MDS GUI window.

Deleting Metalink agreement deletes all related links

In LDAP and Active Directory Synchronization, the information that is stored linking two correlated entries is agreement specific. So when you delete a Metalink agreement, you effectively delete all of the links as well. Then, if a new agreement is added, the new correlation rules are applied afresh.

3.3 Microsoft Active Directory Metalink

Active Directory Metalink account must have "Replicating Directory Changes" right on Active Directory Domain controller

The account for Active Directory Metalink must have "Replicating Directory Changes" right on the Active Directory Domain controller. In the console of the AD domain controller, go to "Active Directory Users and Computers", expand the domain in the console, and right click the domain entry. Go to "Security" and add a user with the "Replicating Directory Changes" right. The syntax for the binding DN in the Administrator user interface windows is; cn=administrator, cn=users, dc=domain tree, dc=… (cn: must be display name of that account).

4 Known Issues

This is a list of known issues and open bugs as of time of release (Release 4.2.0.45). For further information, please contact your customer support representative.

MeetingPlace group functionality must remain static (CR11244)

This release of MeetingPlace Directory Server does not support the addition/deletion/modification of groups. MeetingPlace uses this parameter for all profiles. Groups must exist prior to implementing MeetingPlace Directory Services and should not be changed.

Installation does not install JAVA silently (CR11887)

To be consistent with other MeetingPlace products, the JAVA installation should run in the background, without any input necessary from the installer. This is not presently the case.

MeetingPlace Directory Services Directory may not get changes from Active Directory database for a long time when the database contains a large number of entries (CR11873)

If Active Directory (AD) contains a large number of entries (100,000+), even if a bulk of those entries are in a subtree and not being replicated, an update on Active Directory can take a long time to propogate to the MeetingPlace Directory Services directory. When the synchronization is started, it returns information on every entry in the AD server (for a total refresh). The reason it takes so long to do this is that Active Directory only returns these entries in batches of 267. Entries outside of the subtree are ignored and "Nothing To Import" is returned. Then, a minute later, when the synchronization tries to look for changes again, it gets the next 267. The large amount of time is due to the sychronization working its way through the entries outside of the subtree.

Suspense file default path for customer directory not specified (CR11927)

The suspense file default path for customer directory is not specified in installation process, so it is the same as the MeetingPlace suspense file. This can cause management a problem – installer will not know which suspense file corresponds to which metalink. Also, the installation process does not create a suspense file directory so the directory must be created manually ahead of time.

Inactive profiles stored in file instead of the database (CR12020)

The list of inactive files is currently stored in a separate file. These profiles should be stored in the database so that they can be accessed in cases where profiles are made active again.

Initial refresh returns "Admin rights acceded" error for Netscape LDAP Metalink (CR12201)

Using the LDAP_search may return results with the above error because the number or results returned is greater than the limit set on LDAP server. MeetingPlace Directory Server should be able to use the results, despite the error, and proceed to the next set of results. Initial refresh should be able to process results in chunks, since the return results could be arbitrarily large. A workaround is to increase the Administrator limits.

Synchronization problem with Active Directory where number of entries is greater than 100,000 (CR12435)

When linking AD to import approximately 100,000 or more entries, the NT event log will display the following error. Note, however, that the synchronization does finish despite this error. Future releases of this product may reduce this logged message to "Informational" status:

(MetaLink METALINK IMPORT(46) Proc 163, Sev 14)
     A MetaLink module has encountered an unexpected internal
     software error.
        Name of Module:
e:\Latitude\MEETIN~1\dcdsrvr\mlkmod\DCMLDPS.DLL
     Agreement Identifier: 1
     Error Reported: Error MLK6070:
The MetaWorld management component has encountered a problem while
accessing the MetaWorld.
Error: 'Add of
/o=mycompany.com/cn=DCDMLK/cn=MetaWorld/cn=AAfRBAoSChkuAI8xzp
V6WeTRvizbpgAAAAAH0QQKFA0gLbiQMNU= failed. The entry already
exists
(UpdateError - entryAlreadyExists) '.

Initial refresh returns "Admin rights exceeded" error for Netscape LDAP Metalink (CR12883)

Synchronizing with a large directory can cause all entries to be written to a suspense file with "Server too busy error". If this happens, the suspense file can be rerun to successfully import the entries.

Re-add a same entry during deletion period and entry doesn't get imported into MeetingPlace (CR13006)

If a profile is being deleted via the directory services and that same profile is manually added, the entry does not get put into MeetingPlace. Example: delete an entry in LDAP; MeetingPlace Directory Services directory and MeetingPlace will keep this entry inactive for a default of 3 months. If a new entry is added with same name, it does not get imported into MeetingPlace.

Special characters imported into MeetingPlace incorrectly (CR13017)

Some special characters do not get imported into MeetingPlace correctly. For example, when a MeetingPlace Directory Services entry containing special characters, such as "$" and "\", is imported into MeetingPlace, the characters are interpreted as "/24" and "\5c".

Uninstaller not removing all files (CR11092)

When using the "Add/Remove Files" utility in Microsoft Windows, many files and/or directories are not removed.

External backups can lock MeetingPlace Directory Services database, causing errors and possible corruption. (CR12305)

External backups of the server running MeetingPlace Directory Services can result in errors and corruption of the database. Most external backup packages stop processes or close files on the target server so that files may be backed up. MeetingPlace Directory Services does not handle this properly. (See tech notes above.)

Phone number fields (phone, fax, pager, etc) fields may not be updated correctly when modified in MeetingTime. (CR13156)

If a phone or fax number are modified in MeetingTime such that the length of the entry is shortened, that change will not get imported into the MeetingPlace Directory Services directory. The result is that the phone/fax number in MeetingTime will be reset back to it's original form in the next replication update cycle.