

APAR:IV45389 (route of IV32714)

Title: Duplicate to-do items(workorders) are created for delete account requests (by removing Roles or Access) for manual service.

Description:

Modify a person by adding/deleting a Role/Access such that a workorder (for manual account creation) gets generated. While this workorder is pending, if another Role/Access is added to or deleted from the person, duplicate or identical workorders will be created. Similar issue exists if add or delete account requests (for any service type) are waiting for the completion of approval/RFI/workorder node and policy gets evaluated.(i.e. Earlier pending requests are not taken into consideration while new To-do items are generated on account of policy evaluation).

After this fix, ISIM keeps track of pending account requests by inserting a row for every add request in PENDING table and inserting a row for every delete or suspend request in PENDING_REQUESTS table. While enforcing the result of policy evaluation, ISIM will query these tables to determine whether there is already a similar request currently pending for execution. i.e during policy evaluation if any add/delete/suspend account requests are to be generated, then add account request will be searched in PENDING table and delete/suspend account requests will be searched in PENDING_REQUESTS table. If the request is in pending then the policy engine will skip submission of add/delete/suspend requests. The pending requests will be automatically removed from the respective tables when the corresponding process completes.

To add an entry into the corresponding pending table, the add, delete and suspend account workflows have to be modified. You will have to manually modify the workflows to complete the fix. If there are any customization's made to the add/delete/suspend account workflow at Entity level, then you will have to make the following changes in add/delete/suspend account workflows at both Entity and Entity type level.

The changes below require that an internal relevant datatype 'RequestKey' is made visible in all the workflows. To make it visible, please execute the following steps.

1. Take a backup of \$ISIM_HOME/data/workflowDataSyntax.xml file.
2. Edit the file in any text editor.
3. Locate the line containing the following text
`<SYNTAXDEF NAME="RequestKey" LABEL="workflow.data.syntax.RequestKey" VISIBLE="false" JAVACLASS="com.ibm.itim.workflow.apphelper.RequestKey"/>`
4. Change the VISIBLE parameter on this line to true as shown below.
`<SYNTAXDEF NAME="RequestKey" LABEL="workflow.data.syntax.RequestKey" VISIBLE="true" JAVACLASS="com.ibm.itim.workflow.apphelper.RequestKey"/>`
5. Save the file and quit the editor.

Make following changes in add, delete and suspend account workflows(if not already present).

1. Add account workflow

- a. Open "add" account workflow in workflow designer.
- b. Add a new relevant data with name as 'requestKey' of type 'RequestKey'.
- c. Open a START script node and add following entry in the javascript field of the START script node.

```
WorkflowRuntimeContext.startRequest("owner", "service", "requestKey");
```

- d. Open a CREATEACCOUNT extension node. Go to postscript tab and add following script entry in the postscript textfield.

```
WorkflowRuntimeContext.completeRequest("requestKey");
```

- e. Save the workflow.

2. Delete account workflow

- a. Open "delete" account workflow in workflow designer.

- b. Add a new relevant data with name as 'requestKey' of type 'RequestKey'.

- c. Open a START script node and add following entry in the javascript textfield of the START script node.

```
WorkflowRuntimeContext.startDeprovisioningRequest("Entity", "AD", "requestKey");
```

- d. Open a DELETEACCOUNT extension node. Go to postscript tab and add following script entry in the postscript textfield.

```
WorkflowRuntimeContext.completeDeprovisioningRequest("requestKey");
```

- e. Save the workflow.

3. Suspend account workflow

- a. Open "suspend" account workflow in workflow designer.

- b. Add a new relevant data with name as 'requestKey' of type 'RequestKey'.

- c. Open a START script node and add following entry in the javascript textfield of the START script node.

```
WorkflowRuntimeContext.startDeprovisioningRequest("Entity", "AS", "requestKey");
```

- d. Open a SUSPENDACCOUNT extension node. Go to postscript tab and add following script entry in the postscript textfield.

```
WorkflowRuntimeContext.completeDeprovisioningRequest("requestKey");
```

- e. Save the workflow.