

Release Notes

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Juniper Identity Management Service 1.4.1

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Introduction

This release note accompanies Juniper® Identity Management Service Release 1.4.1. It describes the product and its known behavior, problems, and limitations.

Juniper Identity Management Service (for Windows) is a standalone Windows service application that collects and maintains a large in-memory cache of user, device, and group information from Active Directory domains, enabling SRX Series firewalls to rapidly identify thousands of users in a large, distributed enterprise. SRX Series Service Gateways can create, manage, and refine firewall rules that are based on user identity rather than IP address, query Juniper Identity Management Service, obtain the proper user identity information, and then enforce the appropriate security policy decisions to permit or deny access to protected corporate resources and the Internet.

What's New

Below are the new enhancements to existing features in JIMS 1.4.1 release:

- **Trust Other Domains** - option introduced in **Settings > General > Global Configuration** section. If JIMS receives a session with a user from an unknown domain, it will attempt to search for that user in all the domains.
- **Syslog Initial Timespan** - option introduced in **Settings > General > Global Configuration** section. Configured time (specified in minutes) for JIMS to read the most recent syslog events during startup.

Specifications

Table 1: SRX and JIMS Server Requirements and Specifications

Component	Specification
Supported with Junos OS active releases	Yes
ClearPass Integration With Web API	No
ClearPass Integration Without Web API	Yes

Table 1: SRX and JIMS Server Requirements and Specifications *(Continued)*

Component	Specification
Maximum SRX Series devices	Up to 1200
Maximum CSO platforms	10
Maximum event log sources	150
Maximum Active Directories	100
Maximum domains	25
Maximum user entries	500,000
Maximum syslog sources	200

System Requirements

Juniper Identity Management Service can be installed on the following Microsoft Windows platforms:

- Windows Server 2016 or later
- Minimum system requirement for Juniper Identity Management Service—A server with a 4-core, 64-bit compatible 1.4 GHz or higher CPU, a minimum of 16 GB of system memory, and 100 GB of disk space.
- Recommended system requirement for Juniper Identity Management Service to scale up to 1200 SRX Series devices—A server with a 16-core, 64-bit compatible 2.4 GHz or higher CPU, a minimum of 64 GB of system memory and 128 GB of disk space is required.

Supported Identity Sources

Juniper Identity Management Service supports the following identity sources:

- Microsoft Active Directory on Windows Server 2008 R2 and later

- Microsoft Exchange Server 2010 with Service Pack 3 (SP3) and later
- Syslog
- PC Probe

What's Changed

There are no changes in behavior and syntax in JIMS 1.4.1 release.

Known Limitations

Learn about known limitations in this release for Juniper Identity Management Service.

- In certain environments, administrator privileges are required to start JIMS administrative user interface.

Known Issues

Learn about known issues in this release for Juniper Identity Management Service.

- After restarting the JIMS-Server,

In JIMS Administrative UI at the **Status > SRX Clients > Query State** page, an unknown state is displayed. To resolve this, you should reconnect to the JIMS Administrative UI after a 15-minute period - PR1693586
- After upgrade from 1.4.0 to 1.4.1, JIMS will not connect identity client if backup is imported during installation of 1.4.0 - PR1694122
 - Workaround: Export configuration, uncheck the option identity client, uninstall JIMS, reinstall JIMS (do not import previous configuration at dialog), import previously exported configuration from file menu.
- In JIMS Administrative UI,

At the **Status > Summary > JIMS Identity Collector > State** page, incorrectly displays learning state instead of active state. No functional impact - PR1695554

- If you reinstall JIMS, after uninstalling the software, and if you perform a deletion of the previous installation directories, reinstall JIMS and import a backup configuration, it will result in identity client connectivity issues for JIMS - PR1708193
 - Workaround: During import of backup configuration, uncheck the option to import the identity client.
- SRX batch query filters will not work appropriately. SRX will receive full batch query response instead of filtered - PR1726183 and PR1726270
- When a user alias is associated with multiple Active Directory domains, incorrect user domain might be associated with the user - PR1737513
 - Please contact Juniper Support (JTAC) for resolution.
- The **Release Candidate** string is still present in the **Help > About** page - PR1741112

Resolved Issues

Learn about the issues fixed in this release for Juniper Identity Management Service.

- On the JIMS summary page, the process ID had a suffix character "d".
- The JIMS Collector crashes, when you update or delete user or groups simultaneously.
- In some scenarios, the event and information sources are stuck in polling state. PR1557535.
- The learning process of the JIMS pauses when acquiring knowledge from ADs. PR1624963.
- JIMS server stops when checking in event and information sources. PR1671773 and PR1667334.
- In some scenarios on JIMS 1.4.0, when SRX Series devices connecting to JIMS server, the JIMS server responds with 403 forbidden error. PR1671768.
- The JIMS identity client (JIMS server) pause in wait state for 15 minutes. PR1674812.
- Event sources stuck in polling or restarting state. PR1678258.
- JIMS Collector high memory utilization while processing login/logoff events from identity sources. PR1691861

- SRX shows wrong group memberships due to incorrect user domain associated with the user. PR1691868
- Memory leak issue while processing user/device updates from Active Directory.

Requesting Technical Support

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Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or Partner Support Service support contract, or are covered under warranty, and need post-sales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the JTAC User Guide located at <https://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf>.
- Product warranties—For product warranty information, visit <http://www.juniper.net/support/warranty/>.
- JTAC hours of operation—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

Self-Help Online Tools and Resources

For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Find CSC offerings: <https://www.juniper.net/customers/support/>.
- Search for known bugs: <https://prsearch.juniper.net/>.

- Find product documentation: <https://www.juniper.net/documentation/>.
- Find solutions and answer questions using our Knowledge Base: <https://kb.juniper.net/>.
- Download the latest versions of software and review release notes: <https://www.juniper.net/customers/csc/software/>.
- Search technical bulletins for relevant hardware and software notifications: <https://kb.juniper.net/InfoCenter/>.
- Join and participate in the Juniper Networks Community Forum: <https://www.juniper.net/company/communities/>.
- Create a service request online: <https://www.juniper.net>.

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: <https://entitlementsearch.juniper.net/entitlementsearch/>.

Creating a Service Request with JTAC

You can create a service request with JTAC on the Web or by telephone

- Visit <https://www.juniper.net>.
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, see <https://support.juniper.net/support/requesting-support/>.

Revision History

20 October 2022—Revision 1—Juniper Identity Management Service Release 1.4.1.

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