

APAR: IZ76791 (Port of IZ73806)

Symptom: Case mismatch of Tenant Id or LDAP Root suffix may cause problems in ITIM functionality.

Since ITIM architecture uses both LDAP and RDBMS back-ends for data storage, ITIM data must be consistent with respect to character case. LDAP is inherently case-insensitive and SQL is not. A mix of differing case specified for Tenant ID or LDAP Root Suffix will cause issues in ITIM functionality.

The character case of Tenant ID and LDAP Server Root Suffix should always match what is specified in `enRole.properties` file.

An IBM Technote documenting a few of the many possible issues caused by a case mismatch of Tenant Id or LDAP Root suffix is available below and can be found online at:

<http://www.ibm.com/support/docview.wss?uid=swg21140057>

IBM Technote: IBM Tivoli Identity Manager data is case sensitive

Problem(Abstract)

Erratic behavior occurs after transferring IBM Tivoli Identity Manager data to a different directory server.

Cause

Tivoli Identity Manager data is case sensitive. Root case sensitivity was not maintained during the data transfer. The resulting behavior varies depending on the situation. The inconsistent case causes data integrity issues. For example, the distinguished name (DN) for some records might have an attribute defined as `dc=customer` and other records as `dc=Customer`:

```
erglobalid=4428535020820737843,ou=0,ou=accounts,erglobalid=00000000000000000000,ou=c  
ustomer,dc=customer,dc=com  
erService=erglobalid=916002417090758505,ou=services,erglobalid=00000000000000000000,ou  
=customer,dc=Customer,dc=com
```

If case sensitivity is not maintained during the data transfer the the resulting stored data might be altered to:

```
erglobalid=4428535020820737843,ou=0,ou=accounts,erglobalid=00000000000000000000,ou=c  
ustomer,dc=customer,dc=com  
erService=erglobalid=916002417090758505,ou=services,erglobalid=00000000000000000000,ou  
=customer,dc=customer,dc=com
```

The case change in the account DN causes a mismatch with the DN's stored in the provisioning policies and entitlements. Some of the resulting effects of this mismatch are:

- Accounts being incorrectly deprovisioned.
- Accounts being erroneously deleted after policy enforcement.
- Valid accounts not being found.

Because DN's are stored in many locations in Tivoli Identity Manager the errors generated by the mismatches are unpredictable.

Resolving the problem

To prevent this problem, ensure that case sensitivity is maintained for the root object during the data transfer. If this erratic behavior is occurring, contact IBM Level 2 Support.