Oracle Access Management 12c

Frequently Asked Questions (FAQ)

PURPOSE STATEMENT

This document provides an overview of frequently asked questions on Oracle Access Management 12c.

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ORACLE ACCESSMENT MANAGEMENT 12C

Overview

Oracle Access Management (OAM) is a complete solution designed to securely enable business transformation with mobile and social networking technologies, hybrid on-premise and cloud applications deployment, and hybrid access management deployment while preserving a seamless user experience, centralized administration, and market-leading performance and scalability.

General Questions

1. I am new to Oracle Access Management 12c. Where do I begin?

The latest 12c Identity and Access Management documentation can be found at

http://www.oracle.com/technetwork/middleware/id-mgmt/documentation/index.html

In addition, the Oracle Access Management documentation provides an overview of Access Management and its key functionalities. It can be found at

https://docs.oracle.com/en/middleware/idm/access-manager/12.2.1.4/index.html

2. Where can I find Oracle Access Management 12c software downloads?

All licensable Oracle products (including Access Management 12c) can be downloaded from the Oracle Software Delivery Cloud at

https://edelivery.oracle.com/ (only for production)

For evaluation purpose, please download from the below page.
https://www.oracle.com/middleware/technologies/identity-management/downloads.html

3. How can I find out Premier and Extended Support dates for Access Management Products?

The Oracle Lifetime Support Policy across all products (including Access Management) can be found at

https://www.oracle.com/support/lifetime-support/index.html

4. What do I need to know about Support dates and patching baselines?

The My Oracle Support article 1290894.1 covers Error Correction Support Dates for Oracle Fusion Middleware products (including Access Management)

https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1933372.1

5. What if I have a question about Access Management products or have encountered an issue?

Refer to the product documentation first:

http://www.oracle.com/technetwork/middleware/id-mgmt/documentation/index.html

Oracle Support offers a wide variety of useful knowledge articles related to common questions raised by customers. If the documentation does not address your question, raise a Service Request (SR) with Oracle Support at http://support.oracle.com.

Upgrades, migrations, major releases, minor release and bundle patches

6. What are major releases, minor releases (aka patchsets) and bundle patches?

Oracle delivers bug fixes and features on a quarterly cadence with bundle patches. For major releases, Oracle recommends customers to plan for major Oracle Access Management releases every 12-18 months. This strategy allows customers to remain on the latest possible version, thus enabling faster and smoother delivery of bug fixes as well as easier uptake of newer features as they are introduced by Oracle. Additionally, it should be noted that BPs are cumulative of all previous BPs for a particular minor release. Customers are thus strongly recommended to apply the latest BP after upgrading or installing a particular Oracle Access Management version.

7. What is the starting point for Oracle Access Management 12c upgrade?

You can upgrade to Oracle Access Management 12cPS4 (12.2.1.4.0) from a supported 12c release.

Supported starting point for upgrading Oracle Access Management to 12cPS4 (12.2.1.4.0) is Oracle Access Management 12cPS3 (12.2.1.3.0).

If you are not using the 12cPS3 (12.2.1.3.0) version of Oracle Access Management, you must upgrade to 12cPS3 (12.2.1.3.0) before you move to 12cPS4 (12.2.1.4.0).

You can upgrade to Oracle Access Management 12cPS3 (12.2.1.3.0) from a supported 11g release. If you are not using the 11.1.2.3.0 version of Oracle Identity Manager, you must upgrade to 11.1.2.3.0 before you move to 12cPS3 (12.2.1.3.0)

8. Where can I find more information about Oracle Access Management 12c upgrade?

Please find out more information about Oracle Access Management 12c upgrade in Oracle docs Introduction to Upgrading Oracle Access Management to 12c (12.2.1.3.0).

Licensing

9. Where do I find pricing and licensing information?

The pricing and licensing information for all Oracle products can be found at

 http://www.oracle.com/us/corporate/pricing/index.html

10. What is an Oracle Access Management Basic License and what does it mean?

For detailed information, refer to

https://docs.oracle.com/en/middleware/fusion-middleware/fmwlc/oracle-identity-and-access-management-independent-license-offerings.html#GUID-B451BE2A-EAEE-4CC1-86E1-F603DD89C638

11. I do not see my question about licensing answered here, what do I do?

Additional questions and answers about licensing are addressed in the Identity and Access Management Licensing Document at

https://docs.oracle.com/en/middleware/fusion-middleware/fmwlc/oracle-identity-and-access-management-independent-license-offerings.html#GUID-56AA4A11-03B0-4488-AA47-DB1D171B442F

If you still not sure about your license options or have additional questions, please discuss these with your Oracle Sales Representative.

Certification Related Questions

12. Where can I find the latest information about supported configurations (including Operating Systems, Browsers and LDAP directories)?

For the latest supported 12c Access Management configurations, refer to the certification matrix available on Oracle Technology Network at:

http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html

13. Where can I find the latest information about interoperability between Oracle Fusion Middleware 12c products and Oracle Access Management 12c products?

Refer to the Oracle Fusion Middleware 12c certification matrix for interoperability details / support with Oracle Access Management 12c products:

http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html

14. Where can I find the 12c WebGates certification matrix?

Please refer to Oracle Fusion Middleware 12c certification matrix Identity and Access Management section below.

https://www.oracle.com/middleware/technologies/fusion-certification.html

15. I don't see the WebGate configuration I want listed on the certification matrix. How do I request a new WebGate?

Log a Service Request with Oracle Support and indicate that it is a request for certification to support a new Access Manager WebGate.

Feature Related Questions

16. Oracle Access Management, Oracle Identity Federation, and other products used to be installed and managed as independent products. Has this changed in Oracle Access Management 12c releases?

Access Manager, Identity Federation and OAuth2.0 Service are installed as part of the same software bundle in 12c. These services are configured via the Oracle Access Management Administration Console. Note that activation of these services is allowed only if licensed.

17. What are the key features of the latest release of Oracle Access Management 12c?

- Complete end to end TLS 1.2 and SHA-2 support
- Reset/Forgot Password with multifactor authentication
- Support for multiple password group policies
- Excluding access assigned through roles
- Oracle Mobile Authenticator with Touch-Id and pin support for app protection.
- OAuth supported in Multi Data Center

  - OAuth Artifacts, such as Identity Domains, Clients, and Resources etc. are visible and seamlessly synchronized across data centers
  - OAuth trust artifacts, such as trust certificates used to sign and issue JWT tokens are visible across data centers
  - An OAuth token generated on DC1 will be validated on other data centers. Runtime will work seamlessly with different DCs
  - A session created on DC1 associated with a validated token is seamlessly validated by other DCs when the request reaches them
  - Refresh token generated on DC1 will be valid on DC2. When played against DC2, it is validated and an access token is generated on DC2

- Web gate communication over HTTPS (OAP over REST)
- MDC Lifecycle simplification

  - Simplifies the process of setting up and administering Oracle Access Management Multi-data Center Topologies without using T2P tooling Administration

  - New REST based APIs introduced for administrative and diagnostic purposes

  - Significantly reduce the number of configuration steps performed in the MDC environment.

  - Migration of Oracle Access Management system configuration and policy artifacts from one Data Center to another is now simplified and done through MDC Admin REST APIs.

- Oracle Access Management stateless mid-tier

  - Oracle Access Management 12c supports database-backed server-side session management to synchronize the session state across multiple nodes of an Oracle Access Management 12c server cluster.
  - The configuration and policy are propagated through the configuration and policy store using periodic polling.

For information about Oracle Access Management 12c (12.2.1.4.0), and its features, refer to the following link.

- Key Features and What's New

18. I do not see Oracle Adaptive Access Manager as part of 12c installation, how can I use OAAM with Oracle Access Management 12c?

Since Oracle Adaptive Access Manager (OAAM) has reached end of life, there won't be new versions released for OAAM as a stand-alone product. The commonly used OAAM product features have been integrated with Oracle Access Management, and 11gR2PS3 OAAM integration with Oracle Access Management 12C is a certified integration. OAAM 11g premier support ends Dec 2020 and extended supports ends Dec 2021. Please be mindful about the various end of support date associated with the Oracle Adaptive Access Manager. Statement of direction on OAAM is available here.

19. I do not see Oracle Enterprise Single Sign-on as part of 12c installation, what happened to Oracle Enterprise Single Sign-on?

Since Oracle Enterprise Single Sign-on product has reached end of life, there won't be new versions released for it. Oracle Enterprise Single Sign-on (ESSO) 11g premier support ends Dec 2020 and extended supports ends Dec 2021. Please be mindful about the support end dates.

Statement of direction on ESSO is available here.

20. I do not see Oracle Entitlement Server as part of 12c installation, what happened to Oracle Entitlement Server?

Since Oracle Entitlement Server product has reached end of life, there won't be new versions released for it. Oracle Entitlement Server (OES) 11g premier support ends Dec 2018 and extended supports ends Dec 2021. There is no plan to release OES 12c. Please be mindful about the support end dates.

Statement of direction on OES is available here.

21. I do not see Oracle Access Management Security Token Service (STS) as part of 12c installation, what happened to Security Token Service?

Oracle Access Management Security Token Service (STS) is a legacy protocol, hence it has been discontinued from 12C. Oracle suggest customers to leverage OAuth and OIDC.

22. Question: what are the features not supported in Oracle Access Management 12C.

Please review features not supported / discontinued at the below link.

[Feature not supported in access management](#).

Integration Questions

23. Where do I find information regarding Identity and Access Management integration?

The Integration Overview for Identity and Access Management products is the best place to start. It can be found at

https://docs.oracle.com/en/middleware/idm/access-manager/12.2.1.4/aiaag/integrating-access-manager-other-products.html

24. Where do I find guides for integrating Access Management products with other Oracle Products (such as Oracle E-Business Suite, PeopleSoft, JD Edwards, and Siebel)?

The documentation on how to integrate these Oracle products with Oracle Access Management (specifically Access Manager) can be found in the documentation sets for the appropriate product or as a knowledge base article on Oracle Support.

25. Are there changes in Oracle Access Management client certification?

Please find the latest client certification for Oracle Access Management 12c in [FMW certification matrix](#).

26. What if I have a question about Oracle Access Management products or have encountered an issue?

Please refer to the product documentation first:

https://docs.oracle.com/en/middleware/idm/suite/12.2.1.3/index.html

https://docs.oracle.com/en/middleware/idm/suite/12.2.1.4/index.html

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