

## Points of Contact

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## Identity & Access Management (IAM) Summary

### Identity Manager (IDM)

Delivers an intelligent identity management framework to service your enterprise

### Identity Governance (IGA)

Provides automated user access review and recertification to remain compliant

### Identity Intelligence (IDI)

Provides interactive and reporting capabilities for identity governance data

### Access Manager (AM)

Provides single sign-on for enterprises and federation for cloud applications

### Advanced Authentication (AA)

Intelligent, flexible, multi-factor authentication framework for your ever-changing needs

### Self Service Password Reset (SSPR)

Enables users to reset their passwords without the help of IT

### SecureLogin

Streamlines authentication for enterprise apps with a single login experience

# Privilege Mgt & Delegated Administration (PMDA) Summary

## Privileged Account Manager (PAM)

Enables IT administrators to work on systems without exposing credentials

## Directory & Resource Administrator (DRA)

Limits administrative privileges and restricts directory views to specific users

## Group Policy Administrator (GPA)

Edit, test and review Group Policy Object changes before implementation

## Exchange Administrator (ExA)

Provides Exchange administration that restricts privileges to specific users

## AD Bridge

Extend the power of Active Directory to Linux resources

## Change Guardian

Monitor critical files, systems, and applications in real time to detect unauthorized privileged activity

## Important References

**MicroFocus (NetIQ) Support Portal** – online support portal for submitting and working tickets  
<https://federal.netiq.com/customercenter>

**Licensing and Software Download** – portal for license management and software download  
<https://federal.netiq.com/customercenter>

**Software Patches Download** – portal for license management and software download  
<https://dl.netiq.com/patch/finder/>

**Documentation** – location for all product documentation  
<https://www.microfocus.com/support-and-services/documentation/>

**MicroFocus (NetIQ) Knowledgebase** – KB for NetIQ, Attachmate, GWAVA and other MicroFocus products  
<https://www.netiq.com/support/kb/>

**MicroFocus Community Forum** – online user community with documentation, training videos, user forum  
<https://community.microfocus.com/t5/custom/page/page-id/MF.ProductPage>

**MicroFocus (NetIQ) Ideas** – feature requests and bug findings  
<https://ideas.microfocus.com/MFI/novell-ideas>

**MicroFocus YouTube** – YouTube channels with videos and demonstrations  
<https://www.youtube.com/user/Novelldemo/playlists>  
<https://www.youtube.com/channel/UCylyzdlQ8TqfbEZClwWJU3w/playlists>  
[https://www.youtube.com/channel/UC35gcEr3eOT\\_xM\\_5nEBXmTA/playlists](https://www.youtube.com/channel/UC35gcEr3eOT_xM_5nEBXmTA/playlists)