

Access Manager 4.5 Service Pack 2 Release Notes

April 2020

Access Manager 4.5 Service Pack 2 (4.5.2) includes enhancements, improves usability, and resolves several previous issues.

Many of these improvements are made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure our products meet all your needs. You can post feedback in the [Access Manager forum](#) on our community website that also includes product notifications, blogs, and product user groups.

For information about the previous release, see [Access Manager 4.5 Service Pack 1 Hotfix 1 Release Notes \(https://www.netiq.com/documentation/access-manager-45/accessmanager451-hf1-release-notes/data/accessmanager451-hf1-release-notes.html\)](https://www.netiq.com/documentation/access-manager-45/accessmanager451-hf1-release-notes/data/accessmanager451-hf1-release-notes.html).

For more information about this release and for the latest release notes, see the [Documentation](#) page. To download this product, see the [Product \(https://www.netiq.com/products/access-manager/\)](https://www.netiq.com/products/access-manager/) page.

If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of the specific page in the HTML version of the documentation posted at the [Documentation \(https://www.netiq.com/documentation/access-manager/\)](https://www.netiq.com/documentation/access-manager/) page.

For information about Access Manager support lifecycle, see the [Product Support Lifecycle](#) page.

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What’s New?

This release provides the following enhancements and fixes:

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Enhancements

This release includes the following enhancements:

Support for Mapping SaaS Applications Authorizations to LDAP Groups in Access Manager User Stores

Access Manager now provides the LDAP Groups and Authorizations page when configuring a SAML2/Account Management application. Using this page, you can map authorizations returned by a SaaS application (for example, O365), such as licenses, service plans, roles, and groups to the local LDAP groups in the Access Manager user stores.

To use this feature, you must have SaaS Account Management (SAM) registered with Access Manager. While provisioning qualified users from the LDAP user stores to a SaaS application, SAM creates these users with the authorizations as mapped in the LDAP Groups and Authorizations page.

For more information about SAML2/Account Management applications, see [“SAML/Account Management Connectors”](#) in the *Access Manager 4.5 Applications Configuration Guide*.

Support for the Advanced Authentication Multi-Tenancy Feature

Access Manager now supports the multi-tenancy feature of Advanced Authentication. Instead of using only the default tenant (TOP), you can now use any tenant configured in the Advanced Authentication server. For more information about the new multi-tenancy option, see [“Configuring Advanced Authentication Server”](#) in the *Access Manager 4.5 Administration Guide*.

Support for Delaying the Initial Token Revocation Check of Client Applications

Access Manager introduces a new UI option, **Perform Revocation Check After**. When you use a user store as an LDAP load balancer, which has a read-only and write-only replica, token verification can fail if there is any delay in the data synchronization of the user store LDAP replicas. Using this new option, you can delay the initial token revocation check. For more information about the new option, see [“Configuring OAuth and OpenID Connect”](#) in the *Access Manager 4.5 Administration Guide*.

Support for Choosing the Format of Audit Events

Access Manager now offers an option to choose the format you want to send the audit events. You can send these events to multiple audit servers in either CSV or JSON format. For more information about the new option, see [“Setting Up Logging Server and Console Events”](#) in the *Access Manager 4.5 Administration Guide*.

Support for the c3p0 Connection Pool Libraries

Access Manager now allows configuration of the c3p0 connection pool libraries to enhance performance and scalability. For more information about c3p0 connection pool libraries and how to configure it, see [“Enhancing the Access Manager Performance Using Database Utility”](#) in the *Access Manager 4.5 Administration Guide*.

Operating System Upgrade

In addition to the existing supported platforms, this release adds support for SLES 12 SP5.

NOTE: For more information about system requirements, see [NetIQ Access Manager System Requirements \(https://www.netiq.com/documentation/access-manager-45/system-requirements/data/system-requirements.html\)](https://www.netiq.com/documentation/access-manager-45/system-requirements/data/system-requirements.html).

Updates for Dependent Component

This release adds support for Tomcat 8.5.51 (CVE-2020-1938).

Upgrading to this version adds a *secret required* attribute to the Apache JServ Protocol (AJP) Connector. You might need to specify this attribute in `server.xml` file. For more information, see [Changes Required in server.xml for Apache Tomcat 8.5.51 after Upgrading to Access Manager 4.5 Service Pack 2](#) in the *NetIQ Access Manager 4.5 Installation and Upgrade Guide*.

Software Fixes

This release includes the following software fixes:

Component	Bug ID	Issue
Administration Console	1089317	Any change made in the auditing page updates the server IP address and port in both <code>auditlogging.cfg</code> and <code>nam.conf</code> files instead of logging the information only in the <code>nam.conf</code> file.
OAuth 2.0	1148869	Changed the format of the <code>acr</code> claim value of the ID Token from array to string, as per the OpenID Connect Core 1.0 specification.
OAuth 2.0	1129521	Accessing a resource protected using OAuth gives an error because Active Directory Lightweight Directory Services does not have the <code>userAccountControl</code> attribute.
OAuth 2.0	1165233	The <code>n</code> (Modulus) parameter of the RSA public key contains an extra zero-valued octet in the JSON Web Key Set. The cryptographic library prefixes this additional octet.
SAML 2.0	1155505	Desktop email client configuration with POP3, IMAP, MAPI, and ActiveSync fails if the Office 365 SAML service provider is configured with the default metadata.
Advanced Authentication Integration	1155906	While using the Advanced Authentication Generic class, users gain access to a protected resource without performing the second-factor authentication.
Identity Server	1137700	Authentication takes longer if you enable the device fingerprinting feature. The row-lock of the database hangs when Identity Server is under load, causing this issue.
User Stores	1134145	Social Authentication fails when write and read attributes of LDAP requests go to a different user store replica.

Installing or Upgrading

After purchasing Access Manager 4.5.2, you can access the product in the Customer Center. The activation code is in the Customer Center where you download the software. For more information, see [Customer Center Frequently Asked Questions \(https://www.netiq.com/cchelp/ncc-faq.html\)](https://www.netiq.com/cchelp/ncc-faq.html).

To access a full version of Access Manager:

- 1 Log in to the [Customer Center](https://www.netiq.com/customercenter/app/home?execution=e1s1) (<https://www.netiq.com/customercenter/app/home?execution=e1s1>).
- 2 Click **Software**.
- 3 On the **Entitled Software** tab, click the appropriate version of Access Manager for your environment to download the product.

The following files are available:

Table 1 Files Available for Access Manager 4.5.2

Filename	Description
AM_452_AccessManagerService_Linux64.tar.gz	Contains Identity Server and Administration Console .tar file for Linux.
AM_452_AccessManagerService_Win64.zip	Contains Identity Server and Administration Console .exe file for Windows Server.
AM_452_AccessGatewayAppliance_OVF.tar.gz	Contains Access Gateway Appliance OVF template.
AM_452_AccessGatewayAppliance.tar.gz	Contains Access Gateway Appliance .tar file.
AM_452_AccessGatewayService_Win64.zip	Contains Access Gateway Service .exe file for Windows Server.
AM_452_AccessGatewayService_Linux64.tar.gz	Contains Access Gateway Service .tar file for Linux.

NOTE: This release does not support installation or upgrade of Analytics Server. For a fresh installation of Analytics Server, use AM_442_AnalyticsServerAppliance.iso file, then upgrade Analytics Server to 4.4 SP3 version by using AM_443_AnalyticsServerAppliance.tar.gz file. If you are already using a previous version of Analytics Server, then upgrade to Analytics Server 4.4 SP3. For more information about installing Analytics Server, see “[Installing Analytics Server](#)” in the [NetIQ Access Manager 4.5 Installation and Upgrade Guide](#).

For information about the upgrade paths, see “[Supported Upgrade Paths](#)” on [page 4](#). For more information about installing and upgrading, see the [NetIQ Access Manager 4.5 Installation and Upgrade Guide](#).

Verifying Version Number after Upgrading to 4.5.2

After upgrading to Access Manager 4.5.2, verify that the version number of the component is indicated as **4.5.2.0-125**. To verify the version number, perform the following steps:

- 1 In Administration Console Dashboard, click **Troubleshooting > Version**.
- 2 Verify that the **Version** field lists **4.5.2.0-125**.

Supported Upgrade Paths

To upgrade to Access Manager 4.5.2, you need to be on one of the following versions of Access Manager:

- ♦ 4.4 Service Pack 4
- ♦ 4.4 Service Pack 4 Hotfix 1 (Not applicable for Windows)

- ♦ 4.4 Service Pack 4 Hotfix 2
- ♦ 4.5
- ♦ 4.5 Hotfix 1 (Not applicable for Windows)
- ♦ 4.5 Service Pack 1
- ♦ 4.5 Service Pack 1 Hotfix 1

IMPORTANT: If you are using SQL database with the existing Risk-Based Authentication (RBA) data and you are upgrading to Access Manager 4.5.2, you must run a utility to de-normalize the database. This is to ensure that your existing RBA data does not become irrelevant. For more information about this utility and how to run it, see “[Denormalizing SQL Database](#)” in the *NetIQ Access Manager 4.5 Installation and Upgrade Guide*.

For more information about upgrading Access Manager, see “[Upgrading Access Manager](#)” in the *NetIQ Access Manager 4.5 Installation and Upgrade Guide*.

Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issue is currently being researched. If you need further assistance with any issue, please contact [Technical Support \(http://www.netiq.com/support\)](http://www.netiq.com/support).

The Product Upgrade Option in the Common Appliance Framework Does Not Upgrade Access Gateway Appliance to the Latest Version

Issue: When you click Product Upgrade, you get a message that Access Gateway Appliance will be upgraded to the 4.5.2 version. However, selecting the upgrade option updates only the base Operating System and CAF. It does not update Access Gateway Appliance to the latest version. You can upgrade Access Gateway Appliance to the latest version as you usually do. See [Upgrading Access Gateway Appliance](#).

Workaround: Ignore the message.

Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email [Documentation-Feedback@netiq.com \(mailto:Documentation-Feedback@netiq.com\)](mailto:Documentation-Feedback@netiq.com). We value your input and look forward to hearing from you.

For detailed contact information, see the [Support Contact Information website \(http://www.netiq.com/support/process.asp#phone\)](http://www.netiq.com/support/process.asp#phone).

For general corporate and product information, see the [NetIQ Corporate website \(http://www.netiq.com/\)](http://www.netiq.com/).

For interactive conversations with your peers and NetIQ experts, become an active member of our [community \(https://www.netiq.com/communities/\)](https://www.netiq.com/communities/). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

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