

# NetIQ CloudAccess and NetIQ MobileAccess 2.2.1 Hotfix 1 Release Notes

June 2015



This hotfix resolves specific previous issues. This document outlines why you should install this hotfix.

Many of these improvements were 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 that our products meet all your needs. You can post feedback in the [CloudAccess forum \(https://forums.netiq.com/forumdisplay.php?118-CloudAccess\)](https://forums.netiq.com/forumdisplay.php?118-CloudAccess) on NetIQ Communities, our online community that also includes product information, blogs, and links to helpful resources.

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## 1 What's New?

The following sections outline the key features and functions provided by this version, as well as issues resolved in this release.

### 1.1 Operating System Updates

This hotfix for CloudAccess and MobileAccess includes various operating system updates.

### 1.2 Enhancements and Software Fixes

CloudAccess includes the following enhancements and software fixes:

- ◆ [Section 1.2.1, "Internet Explorer Extension for Basic SSO Connectors," on page 2](#)
- ◆ [Section 1.2.2, "Unable to Configure JDBC After Update from CloudAccess 2.1.1," on page 2](#)
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## 1.2.1 Internet Explorer Extension for Basic SSO Connectors

Basic SSO connectors in CloudAccess now include support for Internet Explorer.

Users must install the Basic SSO extension for Internet Explorer in a supported browser one time on each desktop or laptop where they want CloudAccess to save their credentials for Basic SSO websites. CloudAccess prompts users to install the Basic SSO extension for Internet Explorer from a location on the appliance. After installing the Internet Explorer Basic SSO extension, users must restart Internet Explorer for the extension to work correctly.

## 1.2.2 Unable to Configure JDBC After Update from CloudAccess 2.1.1

You can now configure JDBC identity sources without any issues after you update a cluster with a basic configuration from CloudAccess 2.1.1 to 2.2.x. (Bug 929582)

## 1.2.3 Connector for Google Apps Validation Issue

After installing this hotfix, you can configure the connector for Google Apps in CloudAccess without validation issues. (Bug 932559)

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**IMPORTANT:** Some changes have been made to the connector for Google Apps in this hotfix, so additional configuration is necessary once you have installed this hotfix:

- ♦ You must add the following Google scope to grant the correct authorizations: `https://apps-apis.google.com/a/feeds/domain/`. Once you have added this scope, you should have five scopes in your comma-delimited list. For more information about scopes, see [“Creating a Google Service Account”](#) in the [NetIQ® CloudAccess Connectors Guide](#).
  - ♦ Because of recent changes in the Google API, the CloudAccess connector for Google Apps no longer supports the **Prompt Before Provisioning** option. If you previously configured the connector using that option, you must perform some additional steps to provide access to existing Google Apps users. For more information, see [Section 5, “Known Issue,”](#) on [page 3](#).
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# 2 System Requirements

This hotfix requires an existing installation of one of the following CloudAccess or MobileAccess versions:

- ♦ 2.2.0-156
- ♦ 2.2.1-9

For detailed information on hardware requirements and supported operating systems and browsers, see [“Installing the Appliance”](#) in the [NetIQ® CloudAccess and MobileAccess Installation and Configuration Guide](#).

# 3 Updating the Appliance

You can update a CloudAccess or MobileAccess appliance with this hotfix only through the update channel. For more information about updating the appliance, see [“Updating the Appliance”](#) in the [NetIQ® CloudAccess and MobileAccess Installation and Configuration Guide](#).

# 4 Verifying the Update

Perform the following steps to verify that the update was successful.

### To check the installed version:

- 1 Access the administration console at [https://dns\\_of\\_appliance/appliance/index.html](https://dns_of_appliance/appliance/index.html), then log in with the appliance administrator credentials.
- 2 Click the appliance, then click **About**. Verify that the version listed in the window is 2.2.1-11.

## 5 Known Issue

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).

If you previously configured the connector for Google Apps in CloudAccess using the **Prompt Before Provisioning** option, you must perform some additional steps to provide access to existing Google Apps users:

1. Remap users to the Google Apps group in CloudAccess so they can see the Google Apps appmarks on the landing page.
2. After users are remapped and logged in to Google Apps automatically, if they do not see their old Google email, perform the following steps:
  - a. As the Google Apps administrator for your Google domain, log in to the Google Apps Admin home page and navigate to user management.
  - b. Look for duplicate accounts for the users. If there is any data associated with those accounts, first migrate the data from the newly provisioned accounts to the original Google Apps accounts, then delete the new accounts that CloudAccess provisioned. For example, if you have a user whose original Gmail account was `mikelee@mygoogle.com` and his newly provisioned account from Active Directory is `michaelllee@mygoogle.com`, delete the `michaelllee@mygoogle.com` account.
  - c. Locate the Google users whose provisioned accounts you just deleted. Click **Account > Basic** information and change the email address to match the Active Directory or eDirectory user name. For example, change `mikelee@mygoogle.com` to `michaelllee@mygoogle.com`.
  - d. Save your changes. Saving your changes automatically creates email aliases so users receive emails to both the old and new addresses.

Now when users log in to CloudAccess using their Active Directory or eDirectory user name and click a Google Apps appmark, their accounts will match properly in Google and all of their old and new email will be available.

## 6 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).

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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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