

NetIQ CloudAccess and NetIQ MobileAccess 2.3.1 P3 Release Notes

July 2016



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

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.

- ♦ [Section 1, "What's New?," on page 1](#)
- ♦ [Section 2, "System Requirements," on page 1](#)
- ♦ [Section 3, "Updating the Appliance," on page 2](#)
- ♦ [Section 4, "Verifying the Update," on page 2](#)
- ♦ [Section 5, "Known Issues," on page 2](#)
- ♦ [Section 6, "Contact Information," on page 3](#)
- ♦ [Section 7, "Legal Notice," on page 3](#)

1 What's New?

This patch update for CloudAccess and MobileAccess includes various operating system security updates.

[\[Return to Top\]](#)

2 System Requirements

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

- ♦ 2.3 Service Pack 1 (2.3.1-7)
- ♦ 2.3.1 Hotfix 2 (2.3.1-13)

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](#).

[\[Return to Top\]](#)

3 Updating the Appliance

You can update a CloudAccess or MobileAccess appliance with this patch update 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*.

[\[Return to Top\]](#)

4 Verifying the Update

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

To check the installed version of the appliance:

- 1 Access the administration console at 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 2.3.1-15.

[\[Return to Top\]](#)

5 Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issues are 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).

5.1 Connector for NetIQ Access Manager Issue

Issue: The connector for NetIQ Access Manager that is available in CloudAccess 2.3 and 2.2 works *only* with Access Manager 4.1.0.0-201. (Bug 981987)

Workaround: No workaround is available at this time. To use the connector for NetIQ Access Manager in CloudAccess 2.3 or 2.2, you must have Access Manager 4.1.0.0-201 installed.

5.2 Automatically Configure SSO Settings Option for Google Apps Does Not Work

Issue: When you configure the connector for Google Apps and select the **Automatically configure SSO settings** option, end users cannot log in. When they click an appmark for a Google Apps application, they get the following error: This account cannot be accessed because the login credentials could not be verified. (Bug 981694)

Workaround: To work around the issue, go to the [Google admin site \(https://admin.google.com/AdminHome?fral=1#SecuritySettings:flyout=sso\)](https://admin.google.com/AdminHome?fral=1#SecuritySettings:flyout=sso) and add the certificate manually. This is a known Google issue. For more information, see the following web page: <https://code.google.com/a/google.com/p/apps-api-issues/issues/detail?id=4495> (<https://code.google.com/a/google.com/p/apps-api-issues/issues/detail?id=4495>).

[\[Return to Top\]](#)

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>). 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.

[\[Return to Top\]](#)

7 Legal Notice

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[\[Return to Top\]](#)

