

# NetIQ CloudAccess and NetIQ MobileAccess 2.3.1 P4 Release Notes

September 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.

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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.

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### 1.1 Operating System Security Updates

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

### 1.2 Moving Users From One Container to Another Causes Google to Delete and Reprovision

With this patch update, moving accounts when the **Relaxed user matching** option is enabled no longer results in lost Google accounts. (Bug 979220)

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## 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 Patch 3 (2.3.1-15)

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*.

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## 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*.

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## 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](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 2.3.1-16.

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## 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:** The functionality provided with the connector is now included in Access Manager 4.2 or later. We recommend using the newer version of Access Manager to get this functionality. If you want to use the existing connector for Access Manager in CloudAccess 2.3 or 2.2, you must have Access Manager 4.1.0.0-201 installed.

## 5.2 Advanced Authentication Methods Fail When Enabled on CloudAccess Applications

**Issue:** Advanced authentication methods fail when enabled on CloudAccess applications if you have the **Last login tracking** option enabled in the NetIQ Advanced Authentication Framework. (Bug 989205)

**Workaround:** Disable the **Last login tracking** option on the NetIQ Advanced Authentication Framework server. For more information, see the following Knowledge Base article: <https://www.netiq.com/support/kb/doc.php?id=7017859> (<https://www.netiq.com/support/kb/doc.php?id=7017859>).

## 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>).

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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## 7 Legal Notice

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