

NetIQ CloudAccess and NetIQ MobileAccess 2.3.1 Hotfix 1 Release Notes

April 2016



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:

- ◆ [Section 1.1, "Operating System Security Updates," on page 1](#)
- ◆ [Section 1.2, "Enhancements and Software Fixes," on page 1](#)

1.1 Operating System Security Updates

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

1.2 Enhancements and Software Fixes

This hotfix includes enhancements and software fixes that resolve several previous issues:

- ◆ [Section 1.2.1, "Updated Connector for Office 365," on page 2](#)
- ◆ [Section 1.2.2, "iOS 9.1 Mobile Devices Unable to Connect," on page 3](#)
- ◆ [Section 1.2.3, "Error Authenticating in Google Apps on iOS Mobile Devices," on page 3](#)
- ◆ [Section 1.2.4, "Health Check Fails After Changing Certificates," on page 3](#)

1.2.1 Updated Connector for Office 365

This hotfix contains a number of updates for the connector for Office 365. If you currently have the connector installed in your CloudAccess environment, you must download and install the updated connector in addition to installing the hotfix itself. For more information, see [Section 3, “Updating the Connector for Office 365,” on page 3.](#)

- ◆ [Section 1.2.1.1, “Connector for Office 365 Handles Apostrophes Properly for Some Attributes,” on page 2](#)
- ◆ [Section 1.2.1.2, “Connector for Office 365 Supports Blank First or Last Name on User Accounts,” on page 2](#)
- ◆ [Section 1.2.1.3, “Connector for Office 365 Supports Additional Attributes,” on page 2](#)

1.2.1.1 Connector for Office 365 Handles Apostrophes Properly for Some Attributes

This hotfix contains an update for the connector for Office 365 to handle apostrophes correctly in the following attributes:

- ◆ username
- ◆ firstname
- ◆ lastname
- ◆ displayname

Currently, when the connector for Office 365 creates users in Office 365, it uses the cn attribute to create the username in Office 365 and email address in Exchange. The cn attribute does not support apostrophes. If the cn contains an apostrophe, the connector for Office 365 strips out the apostrophe.

1.2.1.2 Connector for Office 365 Supports Blank First or Last Name on User Accounts

Issue: If a user account had a blank first name or last name, the connector for Office 365 failed to create the account in Office 365.

Solution: This hotfix contains a fix that allows user accounts to have a blank first name or last name. The connector for Office 365 properly creates the accounts. (Bug 973900)

1.2.1.3 Connector for Office 365 Supports Additional Attributes

Issue: The connector for Office 365 synchronized a limited number of attributes between CloudAccess and Office 365.

Solution: This hotfix allows the connector for Office 365 to synchronize additional attributes. The table contains a map of the supported attributes between Active Directory, eDirectory, and Office 365. In order for the attributes to be populated in Office 365, you must add the corresponding attribute in Active Directory or eDirectory. (Bug 976934)

Active Directory	eDirectory	Office 365
TelephoneNumber	Telephone	PhoneNumber
Mobile	mobile	MobilePhone
Fax	Fax Number	Fax
Street	Street	StreetAddress
City	City	City
State	State	State

Active Directory	eDirectory	Office 365
Zip	Zip Code	PostalCode
Country	co	Country
Job Title	Title	Title
Department	Department	Department

1.2.2 iOS 9.1 Mobile Devices Unable to Connect

This hotfix updates the appliance so mobile devices that have updated to iOS 9.1 or later are able to connect to CloudAccess as expected. Since iOS users typically install updates immediately on mobile devices, applying this hotfix is important to ensure continued user access on mobile devices. For more information about this update, see [Section 7, “Known Issue,” on page 5](#). (Bug 975816)

1.2.3 Error Authenticating in Google Apps on iOS Mobile Devices

After you install this hotfix, iOS mobile devices with names that include an apostrophe can successfully authenticate to CloudAccess in Google Apps. (Bug 971781)

1.2.4 Health Check Fails After Changing Certificates

Issue: After the certificate on the appliance was changed, the health check failed. The reason the health check failed is that the new certificate contained an ampersand (&) in the subject name.

Solution: This hotfix allows the appliance to support certificates that contain an ampersand in the subject name of the certificate. (Bug 970344)

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2 System Requirements

This hotfix requires an existing installation of CloudAccess or MobileAccess 2.3 Service Pack 1 (2.3.1-7).

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 Connector for Office 365

To receive any of the updates for the connector for Office 365, you must download and install the most current connector for Office 365.

IMPORTANT: NetIQ recommends installing the updated connector for Office 365 before you install the hotfix on the appliance. Otherwise, you must reboot the appliance after you install the updated connector for Office 365 so the appliance can detect the new connector.

To update the connector for Office 365:

- 1 Access the download site at <https://dl.netiq.com/index.jsp> (<https://dl.netiq.com/index.jsp>).

- 2 Search for the connector for Office 365, then download the connector.
- 3 Copy the downloaded file to the Windows computer that is currently running your connector for Office 365.
- 4 Run the installation for the connector for Office 365.

NOTE: This is an update, even though the installation screens state “install” instead of “update.”

- 5 Follow the prompts and answer the questions. For more information, see “[Installing the Connector for Office 365](#)” in the *NetIQ CloudAccess Connectors Guide*.

NOTE: If you update the Windows server and the connector for Office 365 does not reconnect back to the web service, open IIS Manager and restart the IIS server.

- 6 After the installation completes, install the hotfix on the appliance.

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4 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*.

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5 Verifying the Appliance Update

Perform the following steps to verify that the appliance 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 2.3.1-11.

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6 Verifying the Connector Update

Perform the following steps to verify that the connector for Office 365 update was successful.

To check the installed version of the connector:

- 1 Log in to the Windows computer running the connector for Office 365.
- 2 Access the Windows Control Panel, then find the entry for the connector for Office 365. Verify that the version listed is 1.6.2.

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7 Known Issue

In response to security vulnerabilities, CloudAccess has limited the supported encryption algorithms. This means that older clients can no longer access CloudAccess. CloudAccess clients running on the following versions will no longer work after you apply the hotfix. (Bug 975816)

- ♦ iOS 9.0 or earlier
- ♦ Android 2.2 or earlier
- ♦ Internet Explorer 9
- ♦ Java 6
- ♦ Windows XP

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8 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.

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