

CloudAccess 3.0 SP2 P3 Release Notes

September 2017



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 includes various operating system security updates.

1.2 Connector Imported Without an Icon Is Not Prevented From Being Added to Available Connectors in User Store

This patch update addresses an issue where CloudAccess allowed administrators to create a connector definition without an icon and then add it to the user store of available connectors. This condition resulted in CloudAccess not working properly on Android devices. With this patch update, you can no longer configure a connector without an icon image in the administration console. (Bug 1035772)

1.3 Users Are Not Prompted for Updated Password in Outlook

This patch update addresses an issue where, after users changed their password, Outlook was not prompting them for new credentials to update the stored credentials on the local workstation. Outlook showed that the connection was failing, but did not provide a popup to enter updated credentials. The connector for Active Directory has been updated to handle this situation properly. (Bug 1045193)

1.4 Large Scale Changes Where Rate Limits Exist Cause “Unresponsive Driver” Alerts

This patch update addresses an issue where large scale changes, such as to mappings for Office 365, resulted in threshold errors and connector health for both Google Apps and Office 365 went red or yellow temporarily. CloudAccess cannot control rate limiting on Google or Office 365, but now returns better errors to help administrators understand underlying causes. (Bug 1055569)

2 System Requirements

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

- ◆ 3.0 Service Pack 1 (3.0.1-6)
- ◆ 3.0 Service Pack 2 (3.0.2-21)
- ◆ 3.0 Service Pack 2 P1 (3.0.2-25)
- ◆ 3.0 Service Pack 2 P2 (3.0.2-50)

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

3 Updating the Appliance

You can update a CloudAccess appliance with this patch update only through the update channel. For more information, see “[Updating the Appliance](#)” in the *CloudAccess Installation and Configuration Guide*.

4 Verifying the Update

Complete 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, then log in with the appliance administrator credentials.
- 2 Click the appliance node, then click **About**. Verify that the version listed in the window is 3.0.2-51.

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>).

Issue: CloudAccess does not display an error message or prevent you from trying to import multiple connectors from a file at the same time. However, this operation is not supported and CloudAccess uploads only one of the connectors that you select. The connector that is imported is somewhat arbitrary and the Import/Update Connector Template window might show conflicting information about the uploaded connector. (Bug 1034699)

Workaround: To work around this issue, ensure that you import only one connector at a time.

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.

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