NetIQ Advanced Authentication Framework

Knowledge Base

Version 5.1.0

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NetIQ Advanced Authentication Framework v5

The aim of this chapter is to provide you with complete and detailed solutions for the known issues of NetIQ Advanced Authentication Framework v5.

0001 How to upgrade NAM AA Plugin

Description:

While trying to upgrade NetIQ Access Manager Advanced Authentication Plugin, I get the following error: *"Incompatible installation detected. Uninstall it first, or choose another directory to install to"*. How can I uninstall the old version of NetIQ Access Manager Advanced Authentication Plugin and install a new one?

Solution:

To install a new version of NetIQ Access Manager Advanced Authentication Plugin, remove the following files manually:

- */opt/novell/Uninstaller/uninstaller.jar ?*
- */opt/novell/.installationinformation*

Run the installer once again.

0002 Fatal error while trying to deploy ISO file and install in graphic mode

Description:

While trying to install NetIQ Server appliance, we get the following fatal error: "*Server is already active for display 0. If this server is no longer running, remove /tmp/ .XO-lock and start again*".

Solution:

This message is asking to cancel installation. You clicked **Continue** without selecting **I agree** at the bottom of **End User License Agreement**. As a result **I don't agree** was automatically preselected and **Yes** was selected on the next screen. Please run the installer, select **I agree** and continue installation.