

# NetIQ SocialAccess 2.2.1 Release Notes

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NetIQ SocialAccess is an appliance that simplifies a customer's experience accessing resources on the Internet. Customers can use their credentials for an existing Internet account, such as Facebook or LinkedIn, to gain access to your business' website. SocialAccess allows you to configure multiple identity sources that customers can use to authenticate to your website. SocialAccess creates a SAML assertion using attributes obtained from the identity sources to allow SAML authentications into the resources associated with your website.

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 [SocialAccess forum \(https://forums.netiq.com/forumdisplay.php?124-SocialAccess\)](https://forums.netiq.com/forumdisplay.php?124-SocialAccess) on NetIQ Communities, our online community that also includes product information, blogs, and links to helpful resources.

The documentation for this product is available on the NetIQ website in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the documentation posted at the [SocialAccess NetIQ Documentation \(https://www.netiq.com/documentation/socialaccess/\)](https://www.netiq.com/documentation/socialaccess/) page. To download this product, see the [NetIQ Downloads \(https://dl.netiq.com/\)](https://dl.netiq.com/) website.

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## 1 What's New?

NetIQ SocialAccess 2.2.1 includes various operating system updates and security patches.

## 2 System Requirements

This service pack requires an existing installation of SocialAccess 2.2.0-156. You can update the appliance only through the update channel. For more information, see "[Updating the Appliance](#)" in the *NetIQ® SocialAccess Installation and Configuration Guide*.

For detailed information on hardware requirements and supported operating systems and browsers, see "[Installing SocialAccess](#)" in the *NetIQ® SocialAccess Installation and Configuration Guide*.

## 3 Installing SocialAccess

To install SocialAccess, see “Installing SocialAccess” in the *NetIQ® SocialAccess Installation and Configuration Guide*.

To update an existing SocialAccess appliance through the update channel, see “Updating the Appliance” in the *NetIQ® SocialAccess Installation and Configuration Guide*.

## 4 Verifying the Installation

Complete the following steps to verify that the installation was successful.

### To check the installed version:

- 1 Access the Admin page 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**. The version listed in the window should be *2.2.1-build number*.

## 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).

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### 5.1 Changing from DHCP to Static IP During Initialization Causes Errors

**Issue:** During the appliance initialization process, changing the IP address from dynamic (DHCP) to static can cause an error stating that services are unavailable.

**Workaround:** This message can be ignored. Refresh your browser and the message disappears.

### 5.2 User Authentication Fails, but Health of the Appliance Is Green

**Issue:** Appliance health might be green while user authentications fail. Basic network connectivity is working, but the identity source is not available. (Bug 798835)

**Workaround:** If user authentications fail, verify that you can access the social networking site outside of SocialAccess. If you cannot, the social networking site is down, and user authentications will continue to fail until the social networking site is available.

### 5.3 SAML 2.0 Inbound Users See Only Public Access Appmarks

**Issue:** When using the SAML 2.0 Inbound connector in mode **Allow access for unknown users**, after the first login when the user has just been created, the landing page displays only the Public appmarks. (Bug 920022)

**Workaround:** Since these specific types of users are not stored locally on the appliance, the appliance cannot apply the proper roles until the user logs in a second time. If you have any users that see this problem, instruct them to log out and log back in to the landing page. The landing page properly displays all of the appmarks.

## 5.4 Connector for NetIQ Access Manager Tries to Import Certificate with the Same Name Every Time

**Issue:** The connector for NetIQ Access Manager tries to import the certificate to NetIQ Access Manager with the same name every time. If you remove the connector, the imported certificate to NetIQ Access Manager is not removed. The next time you create a connector for NetIQ Access Manager for the same Access Manager system, it fails unless the certificate is the same certificate. (Bug 923217)

**Workaround:** To work around this issue, before you create a new connector for NetIQ Access Manager in SocialAccess, delete the previous certificate in the Access Manager administration console.

## 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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