

# CloudAccess 3.0 SP1 Release Notes

November 2016



This service pack improves usability and resolves several previous issues.

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 section outline the key features and functions provided by this version, as well as issues resolved in this release.

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### 1.1 Only Browser-Based Logins Work With Office 365

When the connector for Office 365 was updated in CloudAccess 3.0, only browser-based Office 365 logins worked. Access was unavailable through fat or thick clients, such as Lync/Skype for Business and mobile native apps. In this version, all logins work as expected. (Bug 1007109)

### 1.2 Internal Updates and Bug Fixes

In this version, internal framework components have been updated to support future releases, and several minor bugs have been addressed.

## 2 System Requirements

You can install this version in a new environment, or you can update an existing system from CloudAccess 3.0 through the update channel. Updates from versions prior to CloudAccess 3.0 through the update channel are not supported.

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

## 3 Installing or Updating CloudAccess

To install CloudAccess in a new environment, see “[Installing the Appliance](#)” in the *CloudAccess Installation and Configuration Guide*.

You can update a CloudAccess 3.0 appliance to this version only through the update channel. For more information, see “[Updating the Appliance](#)” in the *CloudAccess Installation and Configuration Guide*.

## 4 Verifying the Installation or Update

Perform the following steps to verify that the installation or update was successful.

### To check the installed version:

- 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 node, then click **About**. Verify that the version listed in the window is 3.0.1-6.

## 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 Changes to the Preferred DNS Server During Initialization Result in a Static IP Address

**Issue:** If you want to change the preferred DNS server, you must select **Use the following IP address** in Step 1 on the initialization page, which assigns a static IP address to the appliance. (Bug 754137)

**Workaround:** After the initialization process completes, on the Admin page, change the IP address from static to DHCP.

## 5.2 Provisioning Is Not Supported for Users in an Unmanaged SAML2 In Identity Source

**Issue:** Account provisioning is not supported for the users in the SAML 2.0 Inbound unmanaged internal identity store. Because these users do not have a workforceID, they cannot be provisioned for or access the SaaS applications that depend on the workforceID attribute for authentication, such as Google Apps and Salesforce. (Bug 883446)

**Workaround:** To access the SaaS applications, the user must log in with the corporate identity that has a workforceID attribute.

## 5.3 User Email Address Changes in Active Directory Are Not Provisioned to Salesforce

**Issue:** User email address changes in Active Directory are not provisioned to Salesforce. (Bug 717153)

**Workaround:** No workaround is available at this time.

## 5.4 Re-enabled User Has Role That Was Previously Assigned

**Issue:** If you assign a user to a role in CloudAccess and then remove that user from the identity source, CloudAccess does not automatically remove the role assignment. If the user's context in the identity source is later restored, CloudAccess shows that user as having the same role that was previously assigned. (Bug 765609)

**Workaround:** To work around this issue, before you remove a user in the identity source, ensure that you have revoked all roles from that user on the Roles page in CloudAccess.

## 5.5 Reports Display Information from Deleted Connectors

**Issue:** After you delete connectors, reports still contain information about the deleted connectors. (Bug 756690)

**Workaround:** No workaround is available at this time.

## 5.6 Mapping Report Displays Numeric Values Appended to Data in the Authorization Name Column

**Issue:** The numeric value in the mapping report appears after deleting and recreating mappings for connectors. (Bug 753321)

**Workaround:** No workaround is available at this time.

## 5.7 Cannot Authenticate to Advanced Authentication Framework 5.4

**Issue:** You have configured the Advanced Authentication Framework method to work with Advanced Authentication Framework 4.2. After completing the configuration, you try to authenticate with an Advanced Authentication Framework method and it fails.

**Workaround:** The Advanced Authentication Framework changed with the 5.2 and later releases. You must manually enable endpoints on the Advanced Authentication Framework system to make authentications work.

**To configure endpoints in the Advanced Authentication Framework administration console:**

- 1 Log in to the administration console for Advanced Authentication Framework as an administrator.
- 2 From the left navigation pane, click **Endpoints**.
- 3 Select the **Endpoint41** endpoint.
- 4 Click the Pencil to edit the endpoint, then enable the endpoint.
- 5 Save your changes.

Authentications through the Advanced Authentication Framework methods now work.

## 5.8 CloudAccess Limits Number of Basic SSO Credentials Per User

**Issue:** CloudAccess does not currently allow a single user to save credentials for more than 25-30 Basic SSO connectors. When this maximum is reached, the browser extension still prompts to store credentials, but when the user returns to the site, the credentials are not replayed. When the user attempts to log in again manually, the extension again prompts for the credentials. Different users logging in to the same workstation can still save new credentials. In addition, users who have reached the maximum can still replay credentials that they previously saved. (Bug 994483)

**Workaround:** No workaround is available at this time.

# 6 Contact Information

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