

CloudAccess 3.0 SP2 P5 Release Notes

August 2018



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.

1.1 Operating System Security Updates

This patch update for CloudAccess includes various operating system security updates.

1.2 Advanced Authentication Caused Application Login Failure

This patch update addresses an issue where user logins to applications were failing when the Advanced Authentication tool was enabled for those applications in CloudAccess. After you install this patch update, users can log in to applications as expected with advanced authentication enabled. (Bug 1089596)

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)

- ♦ 3.0 Service Pack 2 P3 (3.0.2-51)
- ♦ 3.0 Service Pack 2 P4 (3.0.2-65)

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 3.0.2-68.

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).

5.1 Unable to Import Multiple Connectors at the Same Time

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.

5.2 After Changing Appliance from DHCP to Static IP, “Waiting for Services to Start” Message Appears Indefinitely

Issue: If you change the appliance from a DHCP-assigned IP address to a static IP address, after redirecting you to the new IP address the browser might display the “Waiting for services to start” message indefinitely. (Bug 1034982)

Workaround: If you encounter this issue, restart the VM.

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>).

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