NetIQ SocialAccess 2.3 SP1 Release Notes

March 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 SocialAccess forum (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/) page. To download this product, see the NetIQ Downloads (https://dl.netiq.com/) website.

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 Updates

This service pack for SocialAccess includes various operating system updates.

1.2 OpenSSL Update

This service pack includes update OpenSSL 1.0.1s, which includes a fix for the "DROWN" vulnerability. For more information, see CVE-2016-0800 (https://web.nvd.nist.gov/view/vuln/detail?vulnId=CVE-2016-0800).

For more information about all fixes included in the OpenSSL 1.0.1s update, see the following: https://openssl.org/news/secadv/20160301.txt (https://openssl.org/news/secadv/20160301.txt).

2 System Requirements

If you have an existing installation of SocialAccess 2.3 Hotfix 1 (2.3.0-235), you can update your appliance through the update channel. Or, you can upgrade your environment by installing a new appliance in the cluster, allowing the information to synchronize, and then deleting the old node in the cluster.

You can also install this service pack in a new environment using the OVF file, available from the NetIQ Downloads web page (https://dl.netiq.com/).

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

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3 Installing or Updating the Appliance

To install SocialAccess in a new environment, 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*.

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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`, then log in with the appliance administrator credentials.

2. Click the appliance, then click **About**. Verify that the version listed in the window is `2.3.1-7`.

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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).

- Section 5.1, "Changing from DHCP to Static IP During Initialization Causes Errors," on page 2
- Section 5.2, "User Authentication Fails, but Health of the Appliance Is Green," on page 3
- Section 5.3, "SAML 2.0 Inbound Users See Only Public Access Appmarks," on page 3
- Section 5.4, "Connector for NetIQ Access Manager Tries to Import Certificate with the Same Name Every Time," on page 3

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. So, 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.

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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).

For general corporate and product information, see the NetIQ Corporate website (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/). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

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