

# Novell Access Manager 3.1 SP2 IR2 Readme

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Novell

This Readme describes the Novell Access Manager 3.1 SP2 IR2 release.

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## 1 Documentation

The following sources provide information about Novell Access Manager:

- ♦ [Documentation Web Site \(http://www.novell.com/documentation/novellaccessmanager31/index.html\)](http://www.novell.com/documentation/novellaccessmanager31/index.html)
- ♦ [Access Manager Support \(http://www.novell.com/support/microsites/microsite.do\)](http://www.novell.com/support/microsites/microsite.do). For TIDs and Cool Solutions articles, select *Access Manager* for the *Product* and select *Articles / Tips* in the *Advanced Search* options.

## 2 Installing the Access Manager 3.1 SP2 IR2 Patch

Your system must be upgraded to 3.1 SP2 or 3.1 SP2 IR1 before applying this patch release. For version information, see [Section 3, “Verifying Version Numbers,” on page 3](#).

The patch updates all Access Manager components. The files for the IR2 release can be downloaded from the [Novell Downloads Web site \(http://download.novell.com/index.jsp\)](http://download.novell.com/index.jsp). This patch contains the following files:

Filename	Description
AM_31_SP2_IR2_IdentityServer_Linux32.tar.gz	Contains the Linux Identity Server, the Linux Administration Console, the SSL VPN Server that is installed with an Embedded Service Provider, and the SSL VPN Server that must be protected by an Access Gateway.
AM_31_SP2_IR2_IdentityServer_Win32.exe	Contains the Windows Identity Server and Windows Administration Console for Windows Server 2003.
AM_31_SP2_IR2_IdentityServer_Win64.exe	

Filename	Description
	Contains the Windows Identity Server and Windows Administration Console for Windows Server 2008.
AM_31_SP2_IR2_AccessGatewayAppliance_Linux_SLES11.tar.gz	
	Contains the upgrade RPMs for the SLES 11 version of the Access Gateway Appliance and the SSL VPN Server that must be configured as a protected resource of the Access Gateway.
AM_31_SP2_IR2_AccessGatewayAppliance_Linux_SLES9.tar.gz	
	Contains the upgrade RPMs for the SLES 9 version of the Access Gateway Appliance and the SSL VPN Server that must be configured as a protected resource of the Access Gateway.
AM_31_SP2_IR2_AccessGatewayService_Win64.exe	
	Contains the Access Gateway Service for Windows Server 2008 with a 64-bit operating system.
AM_31_SP2_IR2_AccessGatewayService_Linux64.bin	
	Contains the Access Gateway Service for SLES 11 with a 64-bit operating system.
AM_31_SP2_IR2_ApplicationServerAgents_Windows.exe	
	Contains the J2EE Agents for Windows (JBoss, WebSphere, and WebLogic) and can only be used for installation.
AM_31_SP2_IR2_ApplicationServerAgents_AIX.bin	
	Contains the J2EE Agents for AIX (WebSphere) and can only be used for installation.
AM_31_SP2_IR2_ApplicationServerAgents_Linux.bin	
	Contains the J2EE Agents for Linux (JBoss, WebSphere, and WebLogic) and can only be used for installation.
AM_31_SP2_IR2_ApplicationServerAgents_Solaris.bin	
	Contains the J2EE Agents for Solaris (WebLogic) and can only be used for installation.

For instructions on upgrading from 3.1 SP2 or 3.1 SP2 IR1 to 3.1 SP2 IR2, see the following sections in the *Installation Guide* (<http://www.novell.com/documentation/novellaccessmanager31/installation/data/bookinfo.html>):

- ♦ “Upgrading the Administration Console” (<http://www.novell.com/documentation/novellaccessmanager31/installation/data/bh7s2b8.html>)
- ♦ “Upgrading the Identity Server” (<http://www.novell.com/documentation/novellaccessmanager31/installation/data/bh7s9jb.html>)
- ♦ “Upgrading the Linux Access Gateway Appliance” (<http://www.novell.com/documentation/novellaccessmanager31/installation/data/bbbycmhz.html>)
- ♦ “Upgrading the Access Gateway Service” (<http://www.novell.com/documentation/novellaccessmanager31/installation/data/bl13nj2.html>)

- ♦ “Upgrading SSL VPN Servers” ([http://www.novell.com/documentation/novellaccessmanager31/sslvpn\\_serverguide/data/bhxr4ea.html](http://www.novell.com/documentation/novellaccessmanager31/sslvpn_serverguide/data/bhxr4ea.html))
- ♦ “Installing the J2EE Agents” (<http://www.novell.com/documentation/novellaccessmanager31/j2eeagents/data/b6vazq1.html>)

## 3 Verifying Version Numbers

The components of Access Manager 3.1 SP2 and its interim releases have the following version numbers:

Component	3.1 SP2	3.1 SP2 IR1	3.1 SP2 IR2
Administration Console	3.1.2.281	3.1.2.310	3.1.2.328
Identity Server	3.1.2.281	3.1.2.310	3.1.2.328
Linux Access Gateway	3.1.2.281	3.1.2.310	3.1.2.328
Access Gateway Services	3.1.2.281	3.1.2.310	3.1.2.328
J2EE Agents (all versions, all platforms)	3.1.2.281	3.1.2.310	3.1.2.328
SSL VPN	3.1.2.281	3.1.2.310	3.1.2.328

## 4 Bugs Fixed

- ♦ [Section 4.1, “Bugs Fixed in 3.1 SP2 IR2,” on page 3](#)
- ♦ [Section 4.2, “Bugs Fixed in 3.1 SP2 IR1,” on page 4](#)

### 4.1 Bugs Fixed in 3.1 SP2 IR2

- ♦ [“Administration Console” on page 3](#)
- ♦ [“Identity Server” on page 4](#)
- ♦ [“Linux Access Gateway Appliance” on page 4](#)
- ♦ [“Access Gateway Service” on page 4](#)
- ♦ [“J2EE Agents” on page 4](#)

#### 4.1.1 Administration Console

- ♦ An alert is now sent to the Audit Server in addition to the `app_sc log` file whenever the automatic certificate renewal fails.
- ♦ Fixed an issue related to the renewal of the expired SSL certificates which caused the Tomcat start command to fail and the Administration Console to become inaccessible.
- ♦ Fixed the `Invalid domain format` error that occurred when the Identity Server base URL started with a number.

#### 4.1.2 Identity Server

- ♦ Fixed an issue with the CRL Distribution Point when the CRL is stored under the certificateRevocationList;binary attribute. This issue prevented the check from running on the LDAP server.
- ♦ Fixed an issue in mapping the ContextClassReference in Liberty and SAML 2.0 assertions to a local contract as specified in the Identity Server configuration. (In the Administration Console, click *Devices > Identity Servers > Edit > Local > Defaults.*)
- ♦ Fixed an ArrayIndexOutOfBoundsException exception that occurred when validating certificates.
- ♦ Fixed an issue that injected a default target value for SAML 1.1 when requests came without a target value.

#### 4.1.3 Linux Access Gateway Appliance

- ♦ Fixed an issue with the rewriter code that caused the Linux Access Gateway Appliance to crash.
- ♦ Fixed the random redirection errors on the Linux Access Gateway Appliance which caused user authentication to fail when opening a page that generated too many redirections.
- ♦ Fixed an issue that restarted or crashed the Linux Access Gateway Appliance when common or extended file logging was enabled.
- ♦ Fixed an issue that prevented access to the NetStorage WebDAV server from *My Computer > My Network Places* on a Windows XP machine.
- ♦ Fixed an issue that caused the NTPD service to stop functioning when configuration changes were applied to a Linux Access Gateway Appliance with multiple network cards.

#### 4.1.4 Access Gateway Service

- ♦ Added a default log profile and a default log filter for the Access Gateway Service.
- ♦ Fixed issues with the HTML rewriter code.
- ♦ Fixed issues related to Form Fill and shared secrets.

#### 4.1.5 J2EE Agents

- ♦ J2EE Agents is now supported on WebSphere 7.0.

### 4.2 Bugs Fixed in 3.1 SP2 IR1

- ♦ [Section 4.2.1, “Administration Console,” on page 4](#)
- ♦ [Section 4.2.2, “Identity Server,” on page 5](#)
- ♦ [Section 4.2.3, “Linux Access Gateway Appliance,” on page 5](#)
- ♦ [Section 4.2.4, “Access Gateway Service,” on page 5](#)
- ♦ [Section 4.2.5, “Policies,” on page 6](#)

#### 4.2.1 Administration Console

- ♦ Fixed an upgrade issue that caused the Administration Console on a Windows Server 2008 to become inaccessible after upgrading from the evaluation version to the licensed version.

### 4.2.2 Identity Server

- ♦ Fixed an issue that caused logout to randomly fail when the Identity Servers were in a cluster.
- ♦ Fixed an issue that caused the Identity Server to send a request-denied response to users who were already logged in via a SAML 2 trusted relationship.
- ♦ You can now use 64-bit eDirectory with SecretStore as a remote SecretStore because the 64-bit SAML NMAS method is now available.

If your eDirectory user store is running on SLES 11 64-bit operating system on x86-64 hardware, the eDirectory server is missing some support libraries that this SAML method requires. For information on installing these libraries, see [TID 7006437 \(http://www.novell.com/support/viewContent.do?externalId=7006437&sliceId=1\)](http://www.novell.com/support/viewContent.do?externalId=7006437&sliceId=1).

- ♦ Fixed an upgrade issue so that users can change their passwords after you have upgraded from iChain to Novell Access Manager.
- ♦ Fixed a login looping issue when users access protected resources.
- ♦ Fixed an issue that prevented users who were accessing protected resources from receiving the error code with the `unable to authenticate` message.
- ♦ Fixed an issue that cause the Credential Profile to store an incorrect value for the `cn` field when Active Directory was used for the user store.

### 4.2.3 Linux Access Gateway Appliance

- ♦ Fixed an issue with the SLES 11 version of the Access Gateway Appliance that prevented users from downloading files when Gzip is enabled and the file is chunked and encoded.
- ♦ Fixed an issue that caused the Linux Access Gateway Appliance to crash after restarting the Access Gateway or the operating system after an upgrade.
- ♦ Fixed an issue that caused a `keystore missing` error message after migrating from SLES 9 to SLES 11.
- ♦ Fixed an issue that caused the round robin option for load balancing to unevenly distribute requests to Web servers, which can cause a Web server to become overloaded.
- ♦ In an Access Gateway cluster, a specific IP address can now be configured for SOAP back channel communication.
- ♦ Fixed an issue that caused an Identity Injection policy on a public resource to fail after a soft timeout because the Linux Access Gateway Appliance was not filling the authorization header.

### 4.2.4 Access Gateway Service

- ♦ Fixed an issue that prevented the rewriter from correctly rewriting URLs in a domain-based multi-homing service.
- ♦ Fixed an issue that caused segmentation errors when malformed requests were received.
- ♦ Fixed an issue with the Form Fill policy so that the hostname is included when the action element is empty.

- ♦ Fixed the format of Form Fill log event files for the Linux and Windows Access Gateway Service to be identical.
- ♦ Corrected the tooltip and the documentation for creating a log profile (click *Devices > Access Gateways > Edit > Logging > [Profile Name]*). When you set a value for the *Maximum Backup Files* option, a 0 (zero) value indicates that you do not want any backup files created and a blank value indicates that you want one backup file created.

#### 4.2.5 Policies

- ♦ Fixed an issue with the Day of Week and the Current Date conditions of an Authorization policy that caused policy creation to fail.
- ♦ Fixed an issue that caused an Identity Injection policy with custom headers to incorrectly prepend cn to multi-valued attributes.
- ♦ When you create an Access Gateway Authorization policy with the Current Date condition, you need to specify the format of the Value field. Fixed an issue that prevented you from creating a policy with a format that used letters to specify the month.

## 5 Known Issues

For a list of issues that exist in SP2 see the “Access Manager 3.1 SP2 Readme” ([http://www.novell.com/documentation/novellaccessmanager31/readme/accessmanager\\_readme.html](http://www.novell.com/documentation/novellaccessmanager31/readme/accessmanager_readme.html)).

The following issues are found in 3.1 SP2 IR2 and 3.1 SP2 IR1:

- ♦ [Section 5.1, “The Access Gateway Service Fails to Cache Events If the Audit Server Is Stopped,” on page 6](#)
- ♦ [Section 5.2, “Clustering of Websphere Application Server Instances,” on page 6](#)
- ♦ [Section 5.3, “Enabling Password Management Support Might Cause Authentication Errors,” on page 7](#)
- ♦ [Section 5.4, “Access Gateway Service Fails to Process Some Configuration Changes,” on page 7](#)
- ♦ [Section 5.5, “On Windows Server 2008, You Cannot Uninstall the Administration Console,” on page 7](#)
- ♦ [Section 5.6, “Under Heavy Load, the Access Gateway Service Generates Header and Connection Errors,” on page 8](#)

### 5.1 The Access Gateway Service Fails to Cache Events If the Audit Server Is Stopped

If the audit server is stopped in Administration Console, the Access Gateway Service fails to cache events. The audit events are not written to the Access Gateway Service cache or written to the audit log after the audit server is started.

### 5.2 Clustering of Websphere Application Server Instances

Clustering of WebSphere Application Server instances running on the same physical machine is not supported.

## 5.3 Enabling Password Management Support Might Cause Authentication Errors

On the Linux Access Gateway Appliance, the `/var/novell/.PasswordMgmt` touch file is required to support the Identity Manager Password Management feature. With this configuration in a cluster deployed behind an L4 switch, users might occasionally report a failure to authenticate with an error indicating that the browser detected infinite redirects. This happens when session stickiness fails at the L4 device for `/nesp` service URLs.

To work around this issue, the user should clear the browser cookies, then restart the browser before accessing the resource again.

## 5.4 Access Gateway Service Fails to Process Some Configuration Changes

Some configuration changes such as deleting an authentication procedure can occasionally result in a state where the Access Gateway Service cannot process the configuration update. When this happens, the health turns red and a pending configuration file is never processed.

If you encounter this problem, contact Novell Support for a fix.

## 5.5 On Windows Server 2008, You Cannot Uninstall the Administration Console

When you install the Administration Console and the Identity Server on a Windows Server 2008 machine, you cannot completely uninstall the components with the uninstall program. The uninstall program hangs before it cleans up all the files and the registry entries.

To uninstall all Access Manager files and registry entries:

- 1 Run the uninstall program.  
The program removes most of the files.
- 2 When the program hangs, exit the program.
- 3 Delete the following directories:
  - ♦ `C:\Novell`
  - ♦ `C:\Program Files (x86)\Novell`
  - ♦ `C:\Program Files\Novell\Nsure Audit`
- 4 Run `regedit` and remove the following entries:
  - ♦ `\HKEY_LOCAL_MACHINE\SOFTWARE\NOVELL\AccessManager`
  - ♦ `\HKEY_LOCAL_MACHINE\SOFTWARE\NOVELL\NDS`
  - ♦ `\HKEY_LOCAL_MACHINE\SOFTWARE\NOVELL\nici_x64`
- 5 Restart the machine.

## 5.6 Under Heavy Load, the Access Gateway Service Generates Header and Connection Errors

When the option to make TCP connections persistent is enabled (which is the default) and the Access Gateway Service is under heavy load, the Access Gateway Service can run out of threads. When this happens, health checks are dropped and the Access Gateway Service machines are marked as down by the L4 switch. The default value for the *Keep Alive Interval* option (click *Devices > Access Gateways > Edit > [Name of Reverse Proxy] > TCP Listen Options*) is five minutes. Apache recommends 5 seconds.

To work around this issue, reduce the value of the *Keep Alive Interval*.

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