

NetIQ Access Manager 3.2 Readme

April 2012



This Readme describes the NetIQ Access Manager 3.2 release.

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For more information about the new features and enhancements added in this release, see "[What's New in Access Manager 3.2](#)" in the *NetIQ Access Manager 3.2 Installation Guide*.

1 Upgrading or Migrating to Access Manager 3.2

After you have obtained the Access Manager license, log in to the [Novell Customer Center \(http://www.novell.com/center\)](http://www.novell.com/center), then follow the link that allows you to download the software.

The following files are available:

Filename	Description
<code>AM_32_AccessManagerService_Linux64.tar.gz</code>	Contains the Linux Identity Server, the Linux Administration Console, the ESP-enabled SSL VPN Server, and the Traditional SSL VPN Server.
<code>AM_32_AccessManagerService_Win64.exe</code>	Contains the Windows Identity Server and Windows Administration Console for Windows Server 2008.
<code>AM_32_AccessGatewayAppliance_Linux_SLES11_64.iso</code>	Contains the upgrade RPMs for SLES 11 version of the Access Gateway Appliance and the Traditional SSL VPN server.
<code>AM_32_AccessGatewayAppliance_Linux_SLES11_64.tar.gz</code>	Contains the Access Gateway Appliance and SSL VPN.
<code>AM_32_AccessManagerAppliance_Linux_SLES11_64.iso</code>	Contains the Access Manager Appliance.
<code>AM_32_AccessManagerAppliance_Linux_SLES11_64.tar.gz</code>	Contains the Access Manager Appliance.
<code>AM_32_AccessGatewayService_Win64.exe</code>	Contains the Access Gateway Service for Windows Server 2008.

Filename	Description
AM_32_AccessGatewayService_Linux_64.tar.gz	Contains the Access Gateway Service for SLES 11 and RHEL 6.2.
AM_32_ApplicationServerAgents_AIX.bin	Contains the Agents service for AIX platform.
AM_32_ApplicationServerAgents_Linux.bin	Contains the Agents service for Linux platform.
AM_32_ApplicationServerAgents_Solaris.bin	Contains the Agents service for Solaris platform.
AM_32_ApplicationServerAgents_Windows.exe	Contains the Agents service for Windows platform.

For migration, upgrade, and installation information:

- ♦ [“Migration and Upgrade Instructions” on page 2](#)
- ♦ [“Installation Instructions” on page 2](#)
- ♦ [“Verifying Version Numbers before Upgrading or Migrating” on page 3](#)
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1.1 Migration and Upgrade Instructions

For instructions on upgrading or migrating from 3.1 SP4 to 3.2, see [“Upgrading Access Manager”](#) in the *NetIQ Access Manager 3.2 Upgrade and Migration Guide*.

You should first upgrade any Access Manager version prior to 3.1 SP4 to 3.1 SP4. For more information on upgrading to 3.1 SP4, see the [Novell Access Manager 3.1 SP4 Installation Guide](http://www.novell.com/documentation/novellaccessmanager31/installation/data/bookinfo.html) (<http://www.novell.com/documentation/novellaccessmanager31/installation/data/bookinfo.html>).

For information on differences between the 3.1 SP4 Access Gateway Appliance and the 3.2 Access Gateway Appliance, see [“Feature Comparison between Linux Access Gateway and Access Gateway Appliance”](#) in the *NetIQ Access Manager 3.2 Installation Guide*.

1.2 Installation Instructions

For installation instructions of the Access Manager Administration Console, the Identity Server, the Access Gateway Appliance, the Access Gateway Service, and the SSL VPN server, see the *NetIQ Access Manager 3.2 Installation Guide*.

1.3 Verifying Version Numbers before Upgrading or Migrating

Before upgrading or migrating to Access Manager 3.2 from any previous version, ensure that you have upgraded all components to Access Manager 3.1 SP4.

To determine the existing version:

- 1 In the Administration Console, click *Access Manager > Auditing > Troubleshooting > Version*.
- 2 Examine the value in the *Version* field. The following table indicates the versions that can be upgraded to 3.2.

Component	3.1 SP4
Administration Console	3.1.4.27
Identity Server	3.1.4.27
Linux Access Gateway	3.1.4.27
Access Gateway Services	3.1.4.27
SSL VPN	3.1.4.27

1.4 Verifying Version Numbers after Upgrading

After upgrading all the Access Manager components, verify their version as follows:

- 1 In the Administration Console, click *Access Manager > Auditing > Troubleshooting > Version*.
- 2 Examine the value in the *Version* field to verify that the component has been upgraded to 3.2.

Component	Version
Administration Console	3.2.0.327
Identity Server	3.2.0.327
Access Gateway Appliance	3.2.0.327
Access Gateway Services	3.2.0.327
SSL VPN	3.2.0.327

2 Known Issues in Access Manager 3.2

The following table lists the known issues and appropriate workaround in Access Manager 3.2:

Issue	Workaround
The Identity Server delegated administrators do not have view or modify rights after migrating from the 3.1 SP4 Identity Server to the 3.2 Identity Server.	<ol style="list-style-type: none">1. Remove the Identity Server delegated administrators before migration.2. Add the delegated administrators back after migration.

Issue	Workaround
Downloading <code>stdout.logs</code> through the Administration Console on Windows Server fails.	<ol style="list-style-type: none"> 1. Log into the Access Gateway on Windows. 2. Navigate to <code>C:\Program Files\Novell\Tomcat\logs\stdout.log</code> and access the logs.
If the data posted to the Access Gateway before authentication exceeds 50 KB, the data will be lost.	None
The Alert feature with Access Gateway Appliance works only for configuration changes and when the proxy goes up/down.	None
Under the Identity Server logging section in the Administration Console, if the <i>Log File Path</i> is left blank, the Identity Server XML log file gets created in <code>/opt/novell/nam/idp/webapps/nidp/WEB-INF/logs/</code> . It results in having less space in the <code>/opt</code> partition than the <code>/var</code> partition.	Specify the <i>Log File Path</i> to <code>/var</code> .
Changing the IP address of the Access Gateway Management interface fails.	<ol style="list-style-type: none"> 1. Remove the Access Gateway appliance from the cluster. 2. Change the IP address of the Access Gateway Appliance from YaST. 3. Import the Access Gateway Appliance with the current configuration.
Apache does not cache a file if the file size is more than 1 MB.	None
If <i>Force Secure Cookie</i> is enabled, authentication goes into a loop when redirecting from HTTP to HTTPS.	Disable the <i>Force Secure Cookie</i> option.
The access log is enabled by default in the Windows Administration Console and Identity Server.	By default, the access log is enabled in the Windows Administration Console and Identity Server. Comment out the line <code>Valve className="org.apache.catalina.valves.AccessLogValve</code> in the <code>\ProgramFiles(x86)\Novell\Tomcat\conf\server.xml</code> file.
Advanced option <code>NAGHostOptions mangleCookies=on</code> can cause looping issues.	In version 3.2, for mangling cookies, add the following two options to the Advanced options: <ul style="list-style-type: none"> ◆ <code>NAGHostOptions mangleCookies=on</code> ◆ <code>NAGWSMangleCookiePrefix AGMANGLE</code>
The SSL VPN client works in Enterprise mode, but shuts down Windows Explorer using ActiveX. If you restore/downgrade the Windows XP client to Windows XP SP3, the SSL VPN client works in Kiosk mode.	Use Firefox with Java.
If the IP address and DNS servers are configured statically on MAC Leopard and the SSL VPN connection is established, the DNS resolution fails to use the DNS server's IP address pushed from the SSL VPN server.	None

Issue	Workaround
<p>When you install the Administration Console and the Identity Server on a Windows Server 2008 server, you cannot completely uninstall the components. The uninstall program hangs before it cleans all the files and the registry entries.</p>	<p>To uninstall all Access Manager files and registry entries:</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> ◆ C:\Novell ◆ C:\Program Files (x86)\Novell ◆ C:\Program Files\Novell\Nsure Audit 4. Run regedit and remove the following entries: <ul style="list-style-type: none"> ◆ \HKEY_LOCAL_MACHINE\SOFTWARE\NOVELL\AccessManager ◆ \HKEY_LOCAL_MACHINE\SOFTWARE\NOVELL\NDS ◆ \HKEY_LOCAL_MACHINE\SOFTWARE\NOVELL\nici_x64 5. Restart the machine.
<p>When the DNS server is not reachable and ESP debug logging is enabled, each authentication request will be delayed by 20 to 30 seconds.</p>	<p>Add an <code>/etc/hosts</code> entry for authentication domain in Access Gateway appliance.</p>
<p>The extended logging format has changed between the Linux Access Gateway and the Access Gateway Appliance.</p>	<p>None</p>
<p>The Identity Server installation displays the <code>/novell-access-manager/scripts/nam_utility_functions.sh: line 424: export: <special characters>: not a valid identifier</code> error message, when the Administration Console password contains special characters, for example, @,\$, and (. </p>	<p>Ignore the message.</p>
<p>There may be issues with Identity Injection Policies when the resources are protected by Access Gateway with Non-Redirected Login contract.</p>	<p>Enable the <i>Redirect to Identity Server When No Authentication Header is Provided</i> option.</p>

Issue	Workaround
<p>An error XML document structures must start and end within the same entity occurs when the values are different in /opt/novell/nam/mag/conf/server.xml and /etc/opt/novell/apache2/conf/httpd.conf files.</p>	<p>Add the packetSize and maxPostSize parameters with value 65536 in the /opt/novell/nam/mag/conf/server.xml file to the "Connector" element with protocol AJP. For example</p> <pre data-bbox="878 342 1425 579"><Connector port="9009" enableLookups="false" redirectPort="8443" protocol="AJP/1.3" address="127.0.0.1" minSpareThreads="25" maxThreads="300" backlog="0" connectionTimeout="20000" packetSize="65536" maxPostSize="65536" /></pre> <p>Also, add the value 65336 to the parameter ProxyIOBufferSize in the /etc/opt/novell/apache2/conf/httpd.conf file.</p> <p>NOTE: The size values in both the conf files must be the same.</p>
<p>When the <i>Remove Path on Fill</i> option is enabled in the Path-Based Multi-Homing page, you may have some issues for example, with the help links, <i>Cancel</i> button and so on.</p>	<p>None</p>
<p>Browsing help links in the Sharepoint portal using the Access Gateway Appliance fails if the Sharepoint Web portal is configured as a path based multihomed service with remove path on fill enabled.</p>	<p>None</p>

3 Documentation

The following sources provide information about Access Manager:

- ◆ [Documentation Web Site \(http://www.novell.com/documentation/novellaccessmanager32/index.html\)](http://www.novell.com/documentation/novellaccessmanager32/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 *Articles / Tips* in the *Advanced Search* options.
- ◆ [Novell Access Manager Product Site \(http://www.novell.com/products/accessmanager/\)](http://www.novell.com/products/accessmanager/).

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