

Centrify® Identity Platform 16.12 – Hot Fix

Security and Known Issues

Security

- An issue was identified and resolved in 16.12 hot fix whereby an authenticated user could execute arbitrary C# code (CC-43868).
- An issue was identified and resolved 16.12 hot fix whereby an authenticated user could inject a storage query (CC-43873).
- In addition, four minor security issues were resolved in the Centrify App for Android in this release.

Known Issues

The following sections describe common known issues or limitations associated with this release of Centrify Cloud.

Centrify Identity Service

Admin and User Portals

- Downloading certificate fails on Windows Server
Certificates are encrypted files and Windows Server defaults to disallowing IE from downloading encrypted packages to disk. To download the certificate for a SAML Web application or the APNS certificate on Windows server go Internet Options in IE and uncheck:

Advanced → Security section → Do not save encrypted packages to disk
- Portal dialogs do not close on Firefox
Firefox browser security settings can prevent portal dialogs from closing when the close button is clicked. To change the setting to allow dialogs to close:
 - Type "about:config" in the Firefox address bar
 - Search for the "close" keyword
 - Change the "dom.allow_scripts_to_close_windows" setting to "true"(CC-17079, 73662)
- Uploading image in Account Customization page has Save button grayed
The Save button is not enabled after loading a login or portal image in the Account Customization settings page in the Admin Portal unless another field on the page is also changed. If you wish to change only the image, modify a text field and then remove the modification and the button will be enabled (CC-18892).
- Previews for TIFF and DIB image file logos may not show in Admin Portal
Uploaded image files on the Account Customization page in Admin Portal may not

preview if they are TIFF or DIB format. This appears to be a limitation of the image file formats supported by each browser. JPEG, PNG and GIF files should preview on all supported browsers (CC-17462).

- Bulk user import using CSV file with IE fails
Internet Explorer tries to open files in the browser if there is no program associated with a given file extension. To work around this, assign a default program, such as Excel or other csv editor, to the csv extension as follows:

Go to Control Panel

→ Default Programs

→ Associate a file type or protocol with a specific program

Find the csv extension and associate your preferred program with it (CC-20070).

- Feedback email does not function in User Portal help in Chrome
The email icon on the top right of the online help screen allows feedback about the documentation to be provided to Centrify support. This does not function using Chrome. To give feedback in this manner, use an alternative browser (CC-20155).
- Multiple user accounts with the same email address
Although it is possible to create multiple user accounts that have the same email address, logging in using that email address is not supported as it is not possible to definitively map the email address to a single user (CC-21536).
- Missing icons with Internet Explorer
Depending on IE's security settings, some icons may not be shown in the user portal. Some icons are distributed to browser sessions as fonts, and if these are restricted then the icons will not show on the screen (CC-2893).
- Reports using Cloud.Core.DirectoryUserChange event
If you have a custom report that uses the Cloud.Core.DirectoryUserChange event, this event has been replaced by the Cloud.Core.DSEntityChange event and you should update your custom reports. The new event has a property "Classification" that can be used to filter for object type, for example

Where Classification = 'User|Group|Contact|Resource|Other'

(CC-3179).

- Smart Card login with IE browser
On Internet Explorer browsers, the "Insert Smart Card" prompt is hidden behind the certificate loading page. Minimize the browser to see the prompt (CC-34118).
- Two certs displayed when logging in with Smart Card on IE and Chrome
On IE/Windows and Chrome/Mac, two identical certificates will be displayed, but only one is valid. The browsers randomly display the certificates so unfortunately we cannot help you identify the valid one (CC-34117).

App Capture

- Login form only shows after clicking button or link on Web site
If the login form only shows after clicking a button or link on the Web site being captured, app capture will not correctly capture the app at this time (CC-22790).

Apps

- The Chrome browser extension requires a permission in "Your privacy-related settings" and users will be prompted to allow it (CC-34169).
- For the Office 365 v2 app, the application ID (the name the mobile app uses to find this application) must be all-lower case, or the mobile app will fail to find the app. You can view / set the application ID in:

Application Settings → Additional Options → Application ID

(CC-28072).

- Configuring Zoho for SP-initiated authentication
When copying the login URL from the Admin Portal and pasting into the Zoho Web site, add "amp;" after the ampersand (&) sign in the URL you are pasting (CC-12261).
- No certificate found error when SSO to Webex using SAML
When you import SAML metadata into Webex and replace an existing certificate, it is possible that the certificate may not actually be changed even though the Site Certificate Manager shows that it is. If you have previously uploaded a certificate you should first remove it using the Site Certificate Manager before importing the Identity Service SAML metadata (CC-12370).
- Problems launching Arrow Electronics Europe app
Arrow are using an incorrect certificate on their Web site at the moment, so all browsers will fail to load this app correctly. On IE 10, click Show all content, then after about 10 seconds the app will open correctly. On some versions of Chrome you need to confirm that the script should be run, then again after about 10 seconds the app will run. Firefox will abort the connection, so you should use a different browser to run this app (CC-14828).
- Using Aribaexchange app with IE10
Aribaexchange does not appear to support IE10 currently, although the site does work with earlier IE versions as well as Firefox and Chrome (CC-14762).
- Using AIM with mobile devices
The AIM app is designed to work in the browser version of the User Portal. To use AIM on a mobile device you should use the AIM app available in your mobile device's app store (CC-14680).
- Using Windows Azure app with mobile devices
The Windows Azure app requires Silverlight to launch but this is not currently supported by iOS or Android, so this app should not be used on mobile devices (CC-14226).

- Using My Memova with Internet Explorer 10
With default settings, launching My Memova will launch to a blank page on IE10. Changing the document mode setting to IE7 will allow the app to launch correctly (CC-14760).
- Asana does not support Internet Explorer
The Asana app does not support Internet Explorer. Please use another browser in order to use the Asana app (CC-15287).
- Gliffy app does not support mobile devices
The Gliffy app does not appear to support mobile devices at this time so it should only be used on Windows and Mac (CC-15137).
- ClickTime app does not support mobile Chrome browser
The ClickTime app does not appear to support the mobile Chrome browser at this time (CC-16537).
- Using the Webex SAML app with users defined in the Centrify User Service
If you have users created using Centrify User Service, in order to use the WebEx SAML application go to the Application Settings page of WebEx, under "Map to User Accounts" and instead of selecting "Use the following Active Directory field to supply the user name" with "samaccountname" for the "Attribute Name, select the "Use this Script" option instead with the following script:


```
var username = LoginUser.Get('userprincipalname');
var shortname = username.replace("@YOUR-DOMAIN.com", "");
LoginUser.Username = shortname;
```


(CC-17315).
- In this release only one configured Office 365 app is supported
The ability to configure multiple Office 365 apps may be supported in a future release (CC-13690).
- Error encountered with SSO on Android Dropbox app
On the Samsung Galaxy S4 and Galaxy Note 3 running Android 4.3 an error occurs with the native Android Dropbox app when using single sign-on and the built-in Internet browser. This issue has been reported to Dropbox and may be resolved in a later update of the Dropbox app. To work around this issue, install Chrome for Android in place of the built-in Internet browser (CC-19165).
- Repeat login failures on Box app
Three consecutive login failures triggers Box to force users to input CAPTCHA for the account. After a successful login this requirement is removed (APPS-6327).
- Updating settings for Egnyte app is rate limited
You may only change the settings for the Egnyte app a maximum of ten times per hour as the API is rate limited. This is a limitation with Egnyte's API (CC-28780).

- **Certificate error when changing App Gateway external URL**
When you save a changed App Gateway external URL you may receive an error that no certificate is found. To resolve this issue simply re-upload the certificate (CC-31343).
- **Updating guests in the Yammer app**
Yammer APIs only allow creating and deleting users, they do not allow updating Yammer guests (CC-4228)
- **SSO with Chromebook**
When the Centrify for Chromebook app is installed and started the user portal opens and the user is logged in using single sign-on. If the user clicks "Logout" from the Chrome browser, the cookie is lost and SSO will fail if the Centrify for Chromebook app is restarted (CC-5370).
- **OpenID Connect and app gateway**
For this release of OpenID connect support there is no App Gateway support. App gateway support will be added in a future release (CC-32645).
- **MFA prompted twice launching app through app gateway**
If the challenge pass-through duration in the auth profile for an app is set to "No pass-through", when the app is launched from outside the corporate through the app gateway, users will be prompted for MFA twice before the app can be launched. If the pass-through duration is set to any other time then the user is only prompted once (CC-42440).
- **Policy restricting IP address range slow to take effect on Office 365**
The policy "Restrict app to clients within corporate IP range" is slow to take effect on Office 365. If a device is disconnected from the corporate network while logged in, it can connect to Office 365 on an external network if attempted immediately. After a period of time (which may be up to 72 hours) the policy will take effect (CC-31492).
- **Microsoft Dynamics CRM app usage**
The Microsoft Dynamics CRM (WS-Fed) application is intended to be used for on-premises scenarios, please see [this link](#) for more information. This application currently supports WS-Federation but not WS-Trust, and as a result Centrify currently supports only browser-based scenarios with Dynamics CRM on-prem. Centrify is working to add WS-Trust support for non-browser scenarios in a future release (CISSUP-2520).

Centrify Privilege Service

- Recorded Windows sessions are always shown as In progress in Centrify DirectAudit Audit Analyzer console if the RDP session is initiated from the Centrify Privilege Manager portal via IE9 (CC-4281).
- Centrify Privilege Service has a compatibility issue with the HP-UX 11.23 PA SSH server, version 3.7, and SSH to HP-UX 11.23 PA Trusted Mode will not work. We suggest you upgrade to a later SSH server upgrade or use Centrify OpenSSH in the Centrify Server Suite (CC-2670).

- Audit events for secure shell sessions are recorded as Windows logon audit events if you use Centrify Privilege Service to log on to a UNIX or Linux computer (CC-30466).
- UNIX machines may have different types of accounts. For example, NIS user account, Active Directory user account and local user account. Centrify Privilege Service supports password management for local user account only. If other types of account are specified, the account health status might display "Failed" (CC-2616).
- Copy and paste feature is not working properly if SSH console is launched from Firefox and Safari in Mac OSX (CC-3973).
- To store the password in a SafeNet KeySecure appliance, Centrify Connector 15.10 or above is required (CC-5656).
- Centrify Privilege Service records all the password related activities, including password checkout, password update and viewing the retired passwords; they can be found in the activity tab of the resources. For activity records for viewing the retired passwords, the activity description mentions the date and time when the password was retired. This date is displayed in the GMT time zone rather than the local time zone (CC-34644).
- RDP session may get disconnected after 5 minutes if there is no user input. This problem happens only on Windows 2008 R2 running on Azure. It does not happen if Windows 2008 R2 is not running on Azure. It also does not happen when RDP into Windows 2012 R2 or later version of Windows OS on Azure (CC-4283).
- Centrify Privilege Service fails to manage the account password on a Juniper switch if there is another account sharing the same UID (CC-33459).
- Emailing the Administration Activity report from Admin Portal cannot be completed successfully in this release (CC-34920).
- Some of the CLI commands provided in CLI toolkit requires user to type provide password. For example, cjoin and csetaccount. If user terminates the CLI commands by CTRL+C at this time, terminal state will be corrupted. The newly entered commands will not be able to show on the new line. Please run command "reset" to fix this (CC-35194).
- If a SafeNet appliance is used to store the password for Privilege Service, the SafeNet appliance firmware must be version 8.2 or above (CC-35809).
- For the UNIX machines with Centrify Server Suite installed and it is configured to use Centrify MFA in the login, CPS login session pauses at the prompt if Centrify Server Suite is configured to use a custom password prompt and the custom password prompt does not start with the word "Password". Hitting enter will continue the logon. This is a known issue.
- To avoid this behavior, please make sure the custom password prompt starts with the word "Password". For example, "Password for AD account" (CC-35567, CC-35397).

- For Windows machines configured to use only 15-bit color depth for remote sessions, remote access to the machine via CPS does not show the color and screen correctly. Setting the machine to use 16-bit color depth will fix the issue (CC-37770).
- Domain Local Groups may no longer be used in the resource permission and account permission pages. Domain Local Groups configured in a previous release will still function correctly. Please change to use Global Groups or Universal Groups (CC-39918).
- Microsoft's Edge browser is not supported by CPS in this release. Please use Internet Explorer, Chrome or Firefox instead (CC-4402).
- A user with Edit permission on an application cannot change the name or description in the application unless the user also has Edit permission on the associated resource and Check out permission on the associated multiplex account, if it is set. Similarly, a user with Grant permission on an application cannot change permissions on the application unless the user also has Edit permission on the associated resource and Check out permission on the associated multiplex account, if it is set (CC-40897).
- In the CLI toolkit package there was an option to use the Centrify Connector as the Web proxy to make connection with the Centrify Identity Platform. This option is no longer available in Centrify Agent for Linux starting from 16.11. The option to specify a separate Web proxy server to make connection with the Centrify Identity Platform is still available, it can be set via the `agent.web.proxy.global` parameter in `/etc/centrifycc/centrifycc.conf` (CC-39993).
- If SELinux is enforced on the Linux machine, please ensure `selinux-policy-targeted` is installed before installing the Centrify Agent for Linux otherwise users may not be able to login to the Linux machine using a Centrify Directory user account (CC-41327).
- In the CLI toolkit the `cjoin` command was used to enroll the Linux machine to the Centrify Identity Platform. The `cleave` command was used to unenroll. With the Centrify Agent for Linux, the `cjoin` and `cleave` commands are deprecated by the `cenroll` and `cunenroll` commands. The `cenroll` command should be used to enroll the Linux machine and `cunenroll` should be used to unenroll (CC-42178).
- In the CLI toolkit the `cgetaccount` command cannot be run successfully on a Linux machine unless the Linux machine is joined to an Active Directory domain and check out permission on the requested account is granted to the Linux machine's Active Directory computer account. With the Centrify Agent for Linux the `cgetaccount` can be run on a Linux machine as long as the Linux machine is enrolled in the Centrify Identity Platform. Joining to an Active Directory domain is no longer required, but check out permission on the requested account is required to be granted to the service user account of the enrolled Linux machine (CC-42619).
- The `cflush` command does not flush the cache in the name service cache daemon (`nscd`). If `nscd` is running, please run the following command instead to ensure the newly updated login shell in Agent Settings is applied:

nscd -i passwd

(CC-42713).

- With the Centrify Agent for Linux installed, users can login to the Linux machine using their Centrify Directory user account if AgentAuth permission is granted to their account on the Linux resource. However, login using a Centrify Directory user account on a Linux machine may fail if the user account is marked to require password change at next login. In this case please do the password change on the User Portal before using this account to log in to the Linux machine (CC-42900).
- Users can login to a Linux machine with Centrify Agent for Linux installed via their Centrify Directory user account as long as the account is granted AgentAuth permission on the Linux resource. However, the user is required to specify the full name of their Centrify Directory user account, including the domain suffix (e.g. username@yourdomain.com), if this is the first time the account is used to login to the machine. The short name can be used (i.e. the user name without the domain suffix) in subsequent logins (CC-42982).
- Local SSH client access is limited to users with access to the Privilege Portal (users with Privilege Management and Privilege Management limited roles). It is not for users with the Privilege Management (Portal Login) role (CC-43155).
- In this release the local SSH client feature will not work with the AD account login option (CC-43174).
- The local SSH client feature is not supported when launching the session from the approval workflow email (CC-43198).
- Users with a CIS role that has the Role Management right will not be able to grant or delete the Linux Agent Enrollment right (CC-43224).
- Offline login mode (login with cached credentials) will be available to users who have previously logged in, but not for 80 seconds after a network outage event (CC-43018).
- The local client launcher (terminalrunner/cpsrun) requires the location of the binary (PuTTY for SSH) to be in the system PATH variable. If the binary location is not in the PATH, the error "Terminalrunner has stopped working" will be shown (CC-43485).

Centrify Identity Service Platform

User Enrollment

- The Android app requires a minimum password length of 4 (CC-7884).
- Need to tap login button twice on Samsung Galaxy Tab
When enrolling on a Samsung Galaxy Tab running Android 3.1 you will need to tap login twice. Tapping login the first time will show the device admin warning screen; after

accepting this, the login screen is displayed again and you should tap the login button again to start the login process (CC-8082).

- Enrolling a Mac that is also joined using Centrify Server Suite
Macs that are joined to the domain using Server Suite should enroll to the same OU as they are currently joined or the enrollment will fail. If users attempt to enroll joined Macs and the OUs are not the same they will receive 404 – Enrollment errors (CC-14177, CC-14901).
- Existing SAML apps and federation
Existing SAML apps may need to be updated to use a tenant-specific URL for login in order to work with federated users (CC-33372).
- Manual configuration of federation
Support for IDP Logout is not supported in this release when a federation is manually configured. IDP Logout is supported when using IDP metadata (CC-33333).

Centrify Connector and Administration

- Disabling a user does not remove profiles
If a user is disabled in Active Directory their profiles are not removed from the device (-).
- Only one Exchange profile installed if two profiles specified
If you create two Exchange profiles with different profile names but pointing to the same Exchange host, only one profile will be installed (CC-7626).
- Ratings region cannot be set to region other than the US
The GP setting "Restrictions Settings" has the ability to set the region to locations other than the United States, but this setting never reflects on an iOS device due to an Apple bug. This issue will be resolved once Apple provides a fix (CC-7619).
- WiFi will auto-connect even if the GP is set to not auto join
This is due to the different way Android and Apple devices behave with WiFi settings (CC-8106).
- Deleting the ManagedBy property prevents device from being managed
Centrify Identity Service uses the ManagedBy property in the device's property pages to provide a link to the user using the device. Therefore, if you delete the ManagedBy property value the device can no longer be managed (CC-7095).
- Changing APNS certificate causes previous devices to be unreachable
If you change the APNS certificate after enrolling some iOS devices in the Identity Service, those devices enrolled with the previous APNS certificate will be unreachable. If you have to change your APNS cert for some reason, ensure all currently enrolled devices are unenrolled first (CC-9819).
- Integrated Windows Authentication (IWA) fails through Web proxies
Integrated Windows Authentication (IWA) uses negotiation between a user's Web browser and an online Connector instance to validate the user's identity. If connectivity

between the user's Web browser and an online Connector is not possible (e.g. the user is not on premise) or if that connectivity flows through a Web proxy, then IWA will silently fail and the user will be presented with the standard login process (CC-12126).

- Using IWA with a Connector machine running a firewall
To support IWA, you should check and ensure that https traffic is allowed to the Centrifys.Cloud.Core.ProxyHost.exe executable for any/all networks on the Connector machine (CC-15625).
- Close ADUC before upgrading Centrifys Connector
If the Active Directory Users and Computers (ADUC) extension for the Centrifys Identity Service is installed, you should close ADUC before upgrading the Connector or the upgrade will fail as ADUC will have the extension open, preventing the binaries from being updated (CC-12447).
- Users moved to another Active Directory container/OU are unenrolled
Active Directory users that are moved from one container / OU to another may find that their devices are unenrolled. In a future release users will no longer be unenrolled in such a case, but for the time being users who find themselves unenrolled due to this should re-enroll their devices (CC-20124).
- Use of Active Directory administration tools
If you wish to use the Active Directory administration tools such as the ADUC plug-in or the Group Policy extension on computers not running the Connector, you should ensure you log into those computers with a local system account rather than a service account (CC-20059).
- Deleted AD users exist in roles and users list
If the Connector does not have permission to query deleted objects then deleted AD users will remain in the roles and users list after deletion, but these users will no longer be allowed to login. To remove deleted users, either give the Connector the necessary permission or manually remove them from the user list and role member list (CC-31317).
- Communication from Identity Platform to Connector with Web proxy
In order for the Identity Platform to communicate with the Connector when a Web proxy is used, the connector must be run as a domain account. This appears to be an Azure Service Bus limitation where it does not use the user name and password specified in the global Web proxy configuration for Kerberos or NTLM auth, instead it uses the process identity when the Web proxy challenges for authentication. This is not unreasonable in a Windows environment as most users would use a proxy that is in their domain and in such cases NTLM or Kerberos would succeed (CC-42250).

Workflow

- The description column on the requests page (accessed via the requests tab) is English-only for the current version. In a future release this will be localized to the same language set as the rest of the Admin Portal (CC-4928).

Derived Credentials

- Minimum key length and signature algorithms supported
The minimum key length supported for derived credentials is 2048, a key size of 1024 will cause an error. SHA-256, 384 and 512 signature algorithms are supported, however SHA-224 causes an error and cannot be used (CC-39249).
- SSL handshake error with derived credentials
In order to use derived credential authentication against a Web server, you should configure your Web server host SSL certificate (both root and intermediate certs) to be signed with SHA256 only. SHA512 signed SSL certificates do not function on iOS devices (CC-39069)

Multi-factor Authentication (MFA)

- Ensure required data for each selected authentication factor is present
When selecting the use of a secondary factor (SMS, phone, email, etc) you should ensure that the data is present in Active Directory for all users otherwise it is possible that users with missing data may be locked out. You can specify a preferred factor and if not present an alternative factor will be used. For example, if a user has no phone number in AD and SMS was the preferred factor, the Identity Service will fall back to another selected factor (for example, email). If there is no phone number or email in AD in this case, the user would effectively be locked out.
- Email as an MFA mechanism is subject to spam / junk filters
Be aware that using email as an MFA mechanism may be affected by users' email providers' spam or junk filters.
- SMS / phone are only attempted once a password is validated
This prevents spam and billing issues if an attacker attempts to brute force passwords to gain entry.
- Can't close email authentication page on Firefox (CC-17079)
This is due to Firefox security setting not allowing scripts to close browser windows, a workaround is:
 - Type about:config in the Firefox address bar
 - Now search for close keyword
 - Look for dom.allow_scripts_to_close_windows setting and set the value to true
- High auth "lock" icon shows incorrectly
It is possible for the high auth "lock" icon to show for an application for which it should not, and vice versa. The app should launch / not launch as expected, the issue is only with the display of the icon (CC-20895).
- Controlling high authentication behavior
Although it is possible to set the authentication level to high or low within an app script,

the portal login behavior is controlled only by policy, not app policy (CC-28309).

- Occasional login failures when using third party RADIUS authentication
RADIUS should not be used for authentication unless all of your Connectors can reach the RADIUS server. Authentication is shared between the configured Connectors, so unless all Connectors can reach the RADIUS server the auth will appear to fail at random intervals. This issue will be resolved in an upcoming release (CC-40963).

iOS Devices

- Prompt for Exchange credentials and mail re-sync on iOS devices
If Exchange ActiveSync profiles are pushed to iOS devices via the Centrify cloud, when an administrator next manually updates device policies, or the user updates their Centrify iOS app, users will receive a request for their Exchange credentials, followed by a full re-sync of mail. This will be a one-time request and should not reoccur (CC-37402).
- Cannot unenroll iOS device while it is waiting for group policies
You should wait for an enrollment operation to complete, including receiving group policies, before unenrolling an iOS device (CC-9404).
- Cannot establish VPN connection on iOS device using 56-bit encryption
In this release MPPE 56-bit encryption cannot be used for VPN connections, you should use MPPE 40- or 128-bit encryption instead (CC-9109).
- Error when proceeding to App Store during mobile app download
When you tap on the link provided in an enrollment invitation email and you do not currently have the Centrify mobile app installed, you are taken to an enrollment landing screen with a "Proceed" button to take you to the App Store. Tapping on this button will show a "Cannot Open Page" error from Safari. Tapping OK at this point will proceed to the App Store normally (CC-37423).

Android Devices

- Always vibrate on email notification does not function on Samsung KNOX devices
The Samsung KNOX Device Exchange GP setting "Always vibrate on email notification" does not function in this release of the Centrify app, the vibrate setting remains at the user's current setting (CC-12312).
- Some Samsung KNOX devices do not support PKI auth for VPN or WiFi
Appears to be a device specific issue with Galaxy III on Android 4.0.4, Galaxy Tablet 2 on Android 4.0.3 and Galaxy Note II on Android 4.1.1 (CC-11847, CC-11806).
- Changes in account name in Admin Portal does not show on Android devices
Any changes made to the account name in the Admin Portal are not reflected on enrolled Android devices. The account name is only set on enrollment (CC-11880).
- HTC One X cannot accept passcodes with minimum number of complex characters restriction greater than zero. This appears to be a limitation of this device as other devices do not have the problem (CC-11700).

- In this release, Samsung KNOX Device app management restrictions only apply to Samsung KNOX Workspace devices. In a future release this will be expanded to other KNOX devices (CC-14149).
- Notify on receiving new mail does not function on KNOX devices
The Samsung KNOX Device Exchange GP setting "Notify on receiving new mail" does not function, the setting remains at the user's current setting. This appears to be an issue with KNOX devices (CC-12327).
- Must remove the KNOX container in order to re-enroll
In order to re-enroll a Samsung device with a KNOX container, you should wait for the container to be completely removed before trying to re-enroll. The reason for this is that there can only be one KNOX container on a device and the enrollment may fail if it tries to auto-create a container before the old container is completely removed (CC-15248, CC-14399).
- Samsung Galaxy Note II does not accept WPA/WPA2 setting in GP
Some versions of the Galaxy Note II firmware do not accept the WPA/WPA2 setting in the WiFi group policy. Settings → WiFi shows that the setting has been made but it is not possible to connect to the network (CC-12464).
- Cannot login to bookmark app whose url is "ftp://****" on Android mobile device
The stock Android browser doesn't support ftp (CC-15328).
- Provide only numeric passwords when trying to lockout device
When trying to lockout a device, admin would be prompted a password, please use only numeric passwords (CC-17741).
- Exchange email on Samsung Galaxy S4 running older Android version does not have the "Load more details" button. This is a known Samsung Galaxy S4 device issue and is fixed after build JDQ39.I9505ZHUDMI1 (CC-17874).
- Cannot set password containing complex characters on HTC One X
If the minimum number of complex characters password policy is set, it is not possible to change a password on the HTC One X. This appears to be an issue with the OS on the HTC One X and may be fixed by a later ROM upgrade (CC-19444).
- Camera app stops on LG Nexus 5 when GP applied
The camera app stops on the LG Nexus 5 when the Permit/prohibit camera use group policy is applied to it. This effect has been observed with Android 4.4 but appears to be resolved with Android 4.4.2 (CC-19908).
- Cannot configure Exchange account on Samsung Galaxy S4
It is not possible to successfully configure an exchange account on a Samsung Galaxy S4 running Android 4.2.2 if the UPN is used for the user name. This issue does not exist with later Android versions (CC-23091).
- Firewall policy does not work on some newer Samsung devices
The firewall policy APIs on newer Samsung devices (MDM 5.5 and above) have

changed and are not currently supported. These may be supported in a future release (CC-38732).

Mac OS X

- After unenrolling a Mac from the Identity Service, users should log out or reboot the Mac to ensure all certificates are removed. In a future release certificates will be automatically removed during unenrollment (CC-39340).
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- For Macs that are both joined to a domain using DirectControl and enrolled in the Identity Service, unenrolling the Mac will cause it to go into DirectControl disconnected mode as the same Active Directory object is used for both DirectControl and the Identity Service. If you wish to unenroll a Mac that is also using DirectControl, you should first leave the domain, unenroll and then re-join the domain. Similarly, leaving the domain results in profiles being removed if the Mac is also enrolled (CC-12673).
- Cannot open Profiles after unenrolling device
Occasionally, after unenrolling a device, opening the Profiles setting in System Preferences will hang at "Loading Profiles". If this happens, restart the Settings app (CC-13832).
- Using Certification validation method GP with OS X 10.7.5
Setting both options for this GP to Require for all certs causes Macs to fail to load GPs while enrolling. To work around this issue, you should delete the cert revocation plist file as follows:

```
rm -rf /Library/Preferences/com.apple.security.revocation.plist
```

and re-run enrollment (CC-13967).

- Mac app management features and root user
Mac app management features cannot be used when the user is logged in as root on the enrolled Mac (CC-2072).
- Mac may not respond to commands / policies after enrollment
In some circumstances a Mac may not respond to commands or apply policies for a period after enrollment. This is usually caused by apps being pushed to the Mac as part of enrollment and will resolve itself once the apps are deployed (CC-33790).