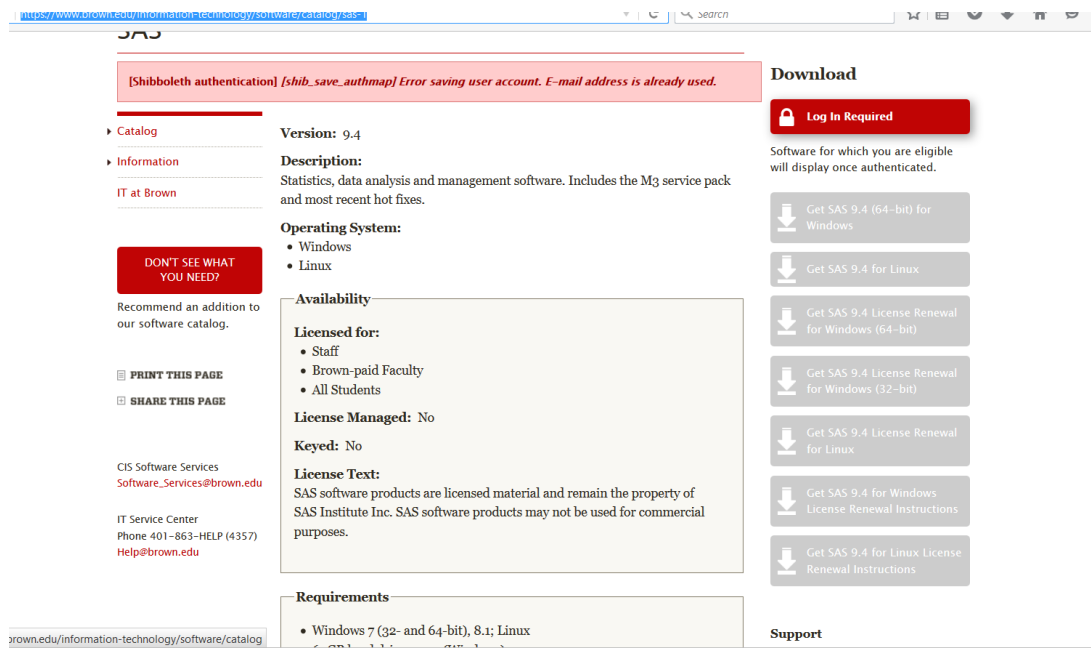


Shibboleth Authentication Issues through Software.brown.edu

michael roias - 2016-06-23 - Comments (0) - Installation Instructions

When receiving any of the following error's when attempting to download software through software.brown.edu, this is a **Drupal** error and **has** to be brought to the attention of the **Web Services** team. Make sure to include all relevant user information for the affected party.



The screenshot shows a web browser window with a URL bar containing <https://www.download.information.com/info/920hwajcrqatclonr5ss/>. A red error banner at the top reads: "[Shibboleth authentication] [shib_save_authmap] Error saving user account. E-mail address is already used." Below the error banner, the page is divided into several sections:

- Navigation:** Links for Catalog, Information, and IT at Brown.
- Version:** 9.4
- Description:** Statistics, data analysis and management software. Includes the M3 service pack and most recent hot fixes.
- Operating System:**
 - Windows
 - Linux
- Availability:**
 - Licensed for:
 - Staff
 - Brown-paid Faculty
 - All Students
 - License Managed: No
 - Keyed: No
 - License Text: SAS software products are licensed material and remain the property of SAS Institute Inc. SAS software products may not be used for commercial purposes.
- Requirements:**
 - Windows 7 (32- and 64-bit), 8.1; Linux

On the right side, there is a **Download** section with a "Log In Required" button. Below the button, it states: "Software for which you are eligible will display once authenticated." There are several download buttons with arrows pointing down:

- Get SAS 9.4 (64-bit) for Windows
- Get SAS 9.4 for Linux
- Get SAS 9.4 License Renewal for Windows (64-bit)
- Get SAS 9.4 License Renewal for Windows (32-bit)
- Get SAS 9.4 License Renewal for Linux
- Get SAS 9.4 for Windows License Renewal Instructions
- Get SAS 9.4 for Linux License Renewal Instructions

At the bottom left, there is a "DON'T SEE WHAT YOU NEED?" button and a "PRINT THIS PAGE" / "SHARE THIS PAGE" section. Contact information for CIS Software Services is provided: Software_Services@brown.edu, IT Service Center, Phone 401-863-HELP (4357), Help@brown.edu.