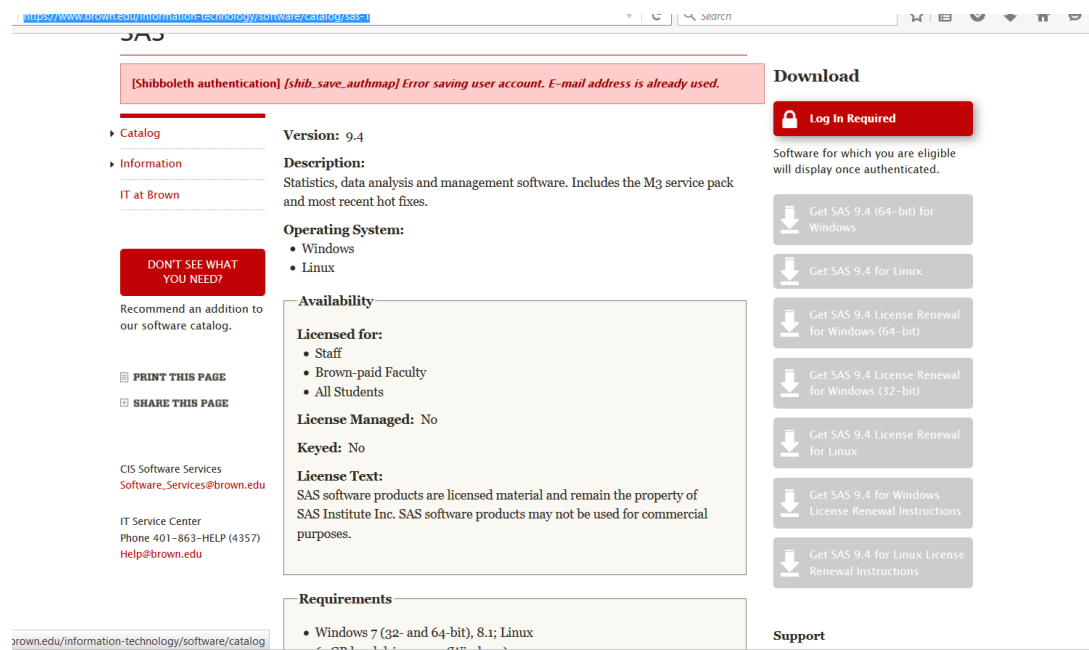


## Shibboleth Authentication Issues through Software.brown.edu

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 displaying the SAS software download page. At the top, a red error message states: "[Shibboleth authentication] [shib\_save\_authmap] Error saving user account. E-mail address is already used." The page layout includes a left sidebar with navigation links (Catalog, Information, IT at Brown), a central content area, and a right sidebar with download links. The central content area contains the following information:

- 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

The right sidebar, titled "Download", features a "Log In Required" button and a list of download links, including "Get SAS 9.4 (64-bit) for Windows", "Get SAS 9.4 for Linux", and various license renewal instructions. A "Support" link is located at the bottom right.