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Attention Required

In order to avoid disruption to LexisNexis® InterAction® Anywhere access, all customers must update their InterAction Mobility connectors by the end of September. Microsoft is deprecating the ACS (Access Control Service) Authentication model for Azure Relay. Applications on 7th November 2018, this is the method currently used for InterAction Anywhere to authenticate securely. Microsoft has identified SAS (Shared Access Signatures) as the future authorisation mechanism for Azure Relay Applications.

This change will only affect the authentication of the connection between your InterAction system and the InterAction Mobility application running in Azure and user authentication will not be changed. Features and functionality of the InterAction Mobility application will also remain unchanged.

To complete this update, please perform the following steps:

1. Please refer to the InterAction Support Site for documentation on installing the Mobility Connector here (you will need your login to access the site).
2. Download the latest Mobility connector (version 2.0) from the Support Site.
3. Uninstall all existing Mobility Connectors from their InterAction environments (including any test environments). We suggest saving a copy of the 'LexisNexisInterActionMobilityConnector.exe.conf' before uninstalling.

4. Install the new Mobility Connector into all InterAction environments.
5. Verify that the Mobility Connector Service starts.
6. Once the new Mobility Connector is in place, you may continue using the InterAction Mobility Application. There is no need to log in again.

On 7th November 2018, ACS authentication will no longer be supported and customers who have not made this update will receive errors and will no longer have access to the InterAction Mobility Application.

Should any questions or problems arise, the InterAction Support team is available to assist you using the following contact details: **Tel: 020 3364 4555 (outside the UK call +44 20 3364 4555)** open between 9am – 6pm UK hours.

Email: support@lexisnexis.co.uk

Kind regards,

Simon Farthing, Client Engagement Director