# **CA Embedded Entitlements Manager**

Release Notes



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#### **CA Product References**

This document references the following CA products:

- CA<sup>®</sup> Embedded Entitlements Manager (CA EEM)
- CA<sup>®</sup> Directory
- CA<sup>®</sup> SiteMinder<sup>®</sup> Web Access Manager (CA SiteMinder)
- CA<sup>®</sup> Identity Manager
- CA<sup>®</sup> Security Command Center
- CA<sup>®</sup> Integrated Threat Management
- CA<sup>®</sup> Enterprise Log Manager

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# **Chapter 1: Welcome**

Welcome to CA Embedded Entitlements Manager (CA EEM). This document contains information about product installation considerations, operating system support, new features, changes to existing features, known issues, third-party acknowledgements, and information about contacting CA Technical Support.

# **Chapter 2: Operating System Support**

CA EEM requires that you have one of the following operating systems installed:

| Platform | Architecture             | Version   |
|----------|--------------------------|---|
| Windows  | x86/32-bit               | Microsoft Windows Vista Service Pack 1 (Client only)  |
|          |                          | $\label{thm:microsoft} \mbox{Microsoft Windows XP Professional Service Pack 3 (Client only)}$ |
|          |                          | Microsoft Windows Server 2003 Service Pack 2  |
|          |                          | Microsoft Windows Server 2003 R2 Service Pack 2   |
| Solaris  | SPARC/32-bit and 64-bit  | Sun Solaris 10 (Ultra SPARC) with GNU tar 1.15.1  |
|          |                          | Sun Solaris 9 (Ultra SPARC) with GNU tar 1.15.1   |
|          |                          | Sun Logical Domains (LDOM) (run CA EEM as a 32-bit application)                               |
| Linux    | x86/32-bit               | SUSE Linux Enterprise Server 10, Service Pack 1 (Client only)                                 |
|          |                          | SUSE Linux Enterprise Server 9.0 Service Pack 3, glibc 2.3.2                                  |
|          |                          | Red Hat Enterprise Linux Server 5, Update 1 with libcompat libraries (Client Only)            |
|          |                          | Red Hat Enterprise Linux Server 4, Updates 3 and 6 with libcompat libraries                   |
|          |                          | Red Hat Enterprise Linux AS4, Update 3  |
|          |                          | Red Hat Enterprise Linux 3.0 Update 7, glibc 2.3.2  |
| IBM AIX  | Power5/32-bit and 64-bit | IBM AIX 5.3 with Maintenance Level 5, libcompat.1.0 library                                   |
|          |                          | IBM AIX 5.2 with Maintenance Level 6, libcompat.1.0 library                                   |
| HP-UX    | PA RISC/32-bit           | HP-UX 11iv2, libcompat.1.o library  |
|          |                          | HP-UX 11iv3   |
|          |                          | HP-UX 11.11 with PHCO_31903 Patch, libcompat.1.o library                                      |

CA supports these operating systems for the duration of their life cycle (as determined by the operating system's manufacturer or until CA announces that we are dropping support). Visit our website <a href="http://ca.com/support">http://ca.com/support</a> for the latest information about supported operating systems.

# **Chapter 3: System Requirements**

#### **Windows**

The minimum system requirements are:

- An Intel Pentium or higher computer with a CD-ROM drive
- At least 256 MB of RAM (1GB recommended)
- 1 GB of hard disk free space, plus enough space for the directory data
- At least 300 MB disk space required under the temporary directory %temp% (C:\Documents and Settings\Administrator\Local Settings\Temp\) where the CA EEM installation files are extracted during installation
- Windows updates applied, that is Windows Installer v3 or later
- Winsock-compatible TCP/IP installed and configured
- Windows administrator access to the system
- 32-bit Java Runtime Environment 1.6 if you are planning to integrate CA EEM with CA SiteMinder

**Note:** CA EEM can be installed and used without JRE. For more information on how to install CA EEM without JRE, see the *Getting Started Guide*.

- Adobe Acrobat Reader 8.0 to view the print format of the documentation
- Internet Browser to run the Web components (Microsoft Internet Explorer 6.0 and higher or Mozilla 1.6).
- Microsoft Internet Explorer 7.0 or Mozilla 2.0 and higher if using IPv6 environment
- Flash to view reports

### **UNIX and Linux**

The minimum system requirements are:

- At least 256 MB RAM (2 GB recommended)
- 1 GB of hard disk free space, plus enough space for the directory data
- At least 300 MB disk space required under the temporary directory (/tmp) where the CA EEM installation files are extracted during installation.
- 32-bit Java Runtime Environment 1.6 if you are planning to integrate CA EEM with CA SiteMinder

**Note:** CA EEM can be installed and used without JRE. For more information on how to install CA EEM without JRE, see the *Getting Started Guide*.

- Adobe Acrobat Reader to view the print format of the documentation (Reader 5.0.10 for Solaris and Reader 7.0 for Linux)
- Internet Browser to run the Web components (Mozilla 1.6 or higher).
- The person installing CA EEM should have:
  - General UNIX system administration skills
  - Superuser (root) access to the system

# **Chapter 4: Installation Considerations**

Installation and upgrade procedures for this release of CA EEM are described in the Getting Started guide. Additionally, ensure you have the following components installed on your computer before you install and configure CA EEM:

- Windows Installer 3.1 before installing CA EEM Server on Windows platform
- Java Runtime Environment (JRE). CA EEM has been certified with JRE 1.6.

# **Supported Versions of iGateway**

CA EEM supports only x86 versions of iGateway. CA EEM is not compatible with CA products that install 64-bit versions of iGateway on the same computer as CA EEM.

### **Enable JVM Settings in CA EEM**

If you skipped providing JRE path settings during CA EEM installation and later want to integrate with CA SiteMinder or authenticate using SAML, you must first enable JVM settings in CA EEM.

#### To enable JVM settings

- 1. Install JRE.
- 2. Set JAVA HOME environmental variable.
- 3. Stop iGateway service.
- 4. Edit igateway.conf to add the following JVM settings:

**Note:** \$IGW\_LOC\$ is the install location of iGateway and java path is the install location of JRE.

5. Add the following tags to the JVM settings for Linux platforms only:

- 6. Save igateway.conf file.
- 7. Restart iGateway service.

The JVM settings are enabled in CA EEM.

# **Chapter 5: Upgrade Considerations**

This section contains the following topics:

<u>Upgrade to CA EEM r8.4</u> (see page 17)

Server Cache Update Time (see page 17)

Setting Events to Cache (see page 17)

Default Reports and Panels (see page 18)

Archive Files Are Converted to Cold Database Files (see page 18)

MDB Database Migration (see page 18)

### **Upgrade to CA EEM r8.4**

We recommend that you back up CA EEM server data, configuration files, events, and iTechnology folders before upgrading to CA EEM r8.4.

**Note:** For more information on how to back up your CA EEM data and configuration files, see the *Getting Started Guide*.

### **Server Cache Update Time**

CA EEM r8.4 updates the server Cache Update Time to 24 hours. If you have used a different value from the default value for Cache Update Time before the upgrade, the CA EEM r8.4 upgrade overwrites the value.

**Note:** You can modify the Cache Update Time when configuring references to external directory. For more information on configuring references to an external directory, see the *Online Help*.

### **Setting Events to Cache**

During upgrade, CA EEM r8.4 updates the EventsToCache setting to 100. If you have used a different value from the default value for EventsToCache before the upgrade, the CA EEM r8.4 upgrade overwrites the value.

**Note:** EventsToCache setting is available in the iControl.conf file under iTechnology folder.

# **Default Reports and Panels**

During upgrade, CA EEM r8.4 overwrites the definitions of default reports and panels. If you have customized the default reports and panels from CA EEM r8.2.1, you must rename your customized reports and panels before upgrading to CA EEM r8.4.

### Archive Files Are Converted to Cold Database Files

When you upgrade from CA EEM r8.2.1 to CA EEM r8.4, the archive files will be converted to cold db files and are stored under your Archived Directory.

# **MDB Database Migration**

When you upgrade from a CA MDB CA EEM installation to CA EEM r8.4, the data in the CA MDB database is migrated to CA Directory. After the migration, the data in the CA MDB is moved to CA Directory.

# **Chapter 6: General Considerations**

# **IPv6 Support for C#**

For .NET Framework version 1.1 and earlier, IPv6 is disabled by default. As a result, C# (C Sharp) SDK does not work in a .NET Framework version 1.1 in an IPv6 environment. For C# SDK to work, you must configure support for IPv6 on a .NET Framework version 1.1.

#### To enable IPv6 Support

1. Open the machine.config file located at the following location on your computer.

%Windir%\Microsoft.NET\Framework

- 2. Edit the machine.config file as follows:
  - Modify the following entry:

```
<!-- <ipv6 enabled="false"/> -->
```

To read:

<ipv6 enabled="true"/>

Note: For more information on configuring .NET Framework version 1.1 for IPv6, see the following article:

http://msdn2.microsoft.com/enus/library/8db2058t(VS.80).aspx?wt.slv=RightRail

# Communication between CA EEM Server and Client Is Broken in an IPv6 Environment

#### Valid on Windows XP Professional SP2 and Windows 2003 Server SP 2

#### Symptom:

The communication between a client and its server is broken in an IPv6 environment.

#### Solution:

In an IPv6 environment, the aforementioned platforms cannot communicate with the DNS server to resolve IPv6 addresses to host names. Hence, the communication between a client and its server is broken. You must perform the following steps to enable communication:

- 1. Open the hosts file located in the following folder:
  - <Windows\_install\_drive>\WINDOWS\system32\drivers\etc
- 2. Add the IP address and host name of the destination computer to the existing IP addresses and host names in the following format:

IPv6 Address Hostname

For example, 2002:9b23:2d52::b892:c8f3:5695:fd5c GPC00015, where 2002:9b23:2d52::b892:c8f3:5695:fd5c is the IP Address and GPC00015 is the host name of the corresponding computer.

3. Save and close the hosts file.

The IPv6 address of the destination computer is mapped to the host name of the destination computer.

**Note:** You must repeat this procedure on all client and their corresponding server computers. For more information on IPv6 and Windows, see the following link: http://www.microsoft.com/technet/network/ipv6/ipv6fag.mspx

# **Chapter 7: New Features**

This section contains the following topics:

Support for SSL Connections to LDAP Directories (see page 21)

# **Support for SSL Connections to LDAP Directories**

CA EEM supports SSL connections to LDAP directories for user authentication and authorization.

**Note**: For more information on configuring SSL connections to external directory servers, see the *Getting Started Guide*.

# **Chapter 8: Changes to Existing Features**

This section contains the following topics:

<u>Changes to the Installer</u> (see page 23)

<u>JRE Requirement for CA EEM Installation</u> (see page 23)

<u>Changes to Data Store</u> (see page 24)

<u>Changes to Event Logging</u> (see page 24)

### Changes to the Installer

In the previous releases of CA EEM, there were separate installers for MDB and non-MDB installations. Whereas, in this release of CA EEM, there is only one installer and there is no differentiation in the installations as MDB and non-MDB installers.

Installation parameters related to Ingres are no longer supported with the CA EEM installer. Further, the CA EEM installer now supports new installation parameters related to CA Directory.

This release of CA EEM lets you run CA Directory services under non-local user accounts in UNIX. You can identify the user account with which you want to run CA Directory services by using the following parameter during CA EEM installation:

-dxuser

**Note:** For more information on server installation parameters, see the *Getting Started Guide*.

### JRE Requirement for CA EEM Installation

In the current release of CA EEM, JRE is no longer a mandatory requirement to install or use CA EEM. A new server installation parameter javahome is added to CA EEM installation; if javahome is set to "None", the CA EEM installer lets you install CA EEM without any dependency on JRE.

**Note:** If you intend to integrate CA EEM with CA SiteMinder, JRE is a mandatory prerequisite for CA EEM installation.

### **Changes to Data Store**

This release of CA EEM uses CA Directory r12 SP1, which is an upgraded version of CA Directory compared to earlier releases. This release of CA Directory has the following features:

The DSA process, DXserver, no longer uses an Ingres database for persistent storage. Instead, it uses a memory-mapped file. It reads from, and writes to, the memory image, and uses the memory mapping routines in the operating system to store the directory data in a datastore on disk.

This results in very fast performance, and much simpler administration of the persistent data (backups, restoration, startup, shutdown, and so on). It also means that CA Directory does not need, or allow, special indexes (not-searchable, wide, and hash indexes) or cache-only DSAs.

**Note:** For more information on how to upgrade to CA EEM with CA Directory, see the *Getting Started Guide*.

# **Changes to Event Logging**

In the previous releases of CA EEM, when you performed an administrative action such as inserting, removing, or modifying a SafeStoredObject or folder in the policy server store, an admin event was generated for each of the changed attributes. In this release of CA EEM, for an administrative action, all the attributes that are updated, inserted, or removed are logged as one admin event.

Also, in this release of CA EEM, events generated during authorization log the named attributes against which the authorization has been done. The following method is added to the Safe::Context class to implement this behavior:

void submitAuthorizationEvent(const char \*identity, const char \*action, const
char \*resourcename, Safe::ErrorCode errorcode, const char \*delegator, const char
\*policyname, Safe::AttrQ &namedattrq);

# Chapter 9: Known Issues

This section contains the following topics:

<u>Backend Property and findBackendServer Method Do Not Work</u> (see page 26) <u>Cannot Log Into CA EEM Server with a Custom Created User EiamAdmin</u> (see page 26)

**Delegation Policies** (see page 27)

<u>Error in Custom Installation</u> (see page 27)

Error in CA EEM Server Installation (see page 28)

Error Using CA EEM Java SDK (see page 28)

Error Using Kerberos Authentication (see page 29)

<u>Error Using WebLogic 8.1 Application Server</u> (see page 29)

Error Using XACML and SPML Services (see page 30)

Export Application Takes Time (see page 30)

Unable to Launch CA EEM GUI After Uninstalling CA Audit (see page 31)

Unable to Launch CA EEM GUI After Installing CA Integrated Threat

Management (see page 32)

Unable to Launch CA EEM GUI After Uninstalling CA Integrated Threat

Management (see page 33)

<u>Custom Reports Fails to Load or Takes a Long Time to Load</u> (see page 34)

Application Data is Missing After Connecting to CA SiteMinder (see page 35)

Search for Users or Groups When Connected to CA SiteMinder Takes a Long

<u>Time to Complete</u> (see page 35)

SAML Does Not Work After Upgrading to CA EEM r8.4 (see page 36)

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**Event Log Store Settings During Upgrade** (see page 38)

Memory Size on HP-UX (see page 38)

CA EEM Data Is Not Deleted from MDB after Upgrade (see page 39)

<u>Authentication to an SSL Enabled Directory over Non-SSL Port Fails</u> (see page 40)

<u>CA Directory Install Fails during Upgrade from CA EEM r8.1 MDB to r8.4</u> (see page 41)

# Backend Property and findBackendServer Method Do Not Work

#### Symptom:

On the C# Compact Framework, when I use Active Sync to synchronize the host computer with a mobile device, the Backend property and the findBackendServer method do not work if an IP Address is passed as an argument.

#### **Solution:**

To use the IP address as an argument, do the following on the mobile device:

- 1. Tap Start, Settings.
- 2. Tap the Connections tab and tap the Connection icon.
- 3. Tap the Advanced tab and tap Exceptions.
- 4. Tap Add new URL.
- 5. Enter the URL pattern.

**Example:** 155.35.\*/\*

6. Tap OK.

The Backend property and the findBackendServer method will now work if you use the IP address as an argument.

# Cannot Log Into CA EEM Server with a Custom Created User EigmAdmin

#### Valid on Windows and Linux

#### Symptom:

I cannot log into CA EEM server with a custom created user "EiamAdmin". I receive an incorrect password error message.

#### **Solution:**

By default, CA EEM creates a user 'EiamAdmin' with administrative privileges during installation. When you try to login as "EiamAdmin", CA EEM always tries to authenticate based on the credentials of the default "EiamAdmin" user. Therefore, if you have a custom user "EiamAdmin" in your external directory or CA MDB, you cannot log into CA EEM with the custom "EiamAdmin" credentials.

### **Delegation Policies**

#### Symptom:

When I delete or disable users who have delegated permissions (using delegation policies) to other users, I find that the delegated permissions remain effective.

#### Solution:

You must explicitly delete the delegation policies created by the deleted or disabled user.

### **Error in Custom Installation**

#### **Valid on Windows**

#### Symptom:

When I install CA Directory and iTechnology in a customized location, I receive the following error:

Error Executing Specified program

#### Solution:

You may receive this error due to the restriction on the InstallShield command length.

On a computer with Microsoft Windows XP or Windows Server 2003, the maximum length of the string that you can use at the command prompt is 8,191 characters. With Microsoft Windows 2000, the maximum length of the string that you can use at the command prompt is 2,047 characters.

To avoid this error, use the cmdfile parameter:

EEMServer\_[releasenumber].[builddate]\_win32.exe -s -a /s /f1"location of response
file" /z"cmdfile=location of cmdfile "

#### Example:

EEMServer\_8.4.0.55\_win32.exe -s -a /s /f1"c:\resp.iss" /z"cmdfile=c:\cmd.txt "

**Important!** For the cmdfile parameter, enter a single space character only before the end quotes.

The cmdfile contains the custom installation paths for CA Directory and iGateway as shown in the following example:

etdirpath=Custom installation path for CA Directory;igpath=Custom installation path for iGateway;

### **Error in CA EEM Server Installation**

#### Valid on HP-UX

#### Symptom:

When I Install CA EEM Server, I receive a message 'One or more installation sanity tests failed' and the installation fails.

#### Solution:

You receive this error if the swlist binary file is not accessible. The swlist binary file is used to check for HP-UX patches.

To avoid this, update the PATH environment variable with the folder containing the swlist binary file using the export command. For example:

export PATH=/usr/sbin/:\$PATH

After updating the path, restart the installation.

### **Error Using CA EEM Java SDK**

#### Symptom:

When I use the CA EEM Java SDK on a computer with Tomcat 4.1, I receive the following browser error:

HTTP 404 Error

In the Tomcat log, I see the following exception:

org.apache.commons.logging.LogConfigurationException: Invalid class loader hierarchy. You have more than one version of 'org.apache.commons.logging.Log' visible, which is not allowed.

#### **Solution:**

To use the CA EEM Java SDK on a computer with Tomcat 4.1, do the following:

- 1. Stop Tomcat Server.
- 2. Delete the commons-logging-api.jar and commons-logging.jar files from the webapps/application\_name/WEB-INF/lib/ directory.
- 3. Restart Tomcat Server.

# **Error Using Kerberos Authentication**

#### Valid on SUSE Linux 9

#### Symptom:

When I perform Kerberos authentication, I receive an "EE\_Authentication" error.

#### Solution:

Enable trace in the CA EEM to capture the details of the error in the iPoz log file. If you receive the error message 'libkrb5.so file does not exist' in the iPoz.log file, create a link from the existing libkrb5.so.\* file to the libkrb5.so file.

You receive this error if the authentication process is unable to locate the libkrb5.so file in the LD\_LIBRARY\_PATH.

**Note:** The iPoz.log file logs the error only if you enable trace on CA EEM. For information on how to enable tracing, see the *Programming Guide*.

#### **Example: Create a link**

The following example searches for the available version of libkrb5.so file and creates a link:

```
# find / -name libkrb5.so.*
/usr/lib/libkrb5.so.17.3.0
# ln -s /usr/lib/libkrb5.so.17.3.0 /usr/lib/libkrb5.so
```

# **Error Using WebLogic 8.1 Application Server**

#### Symptom:

When I deploy an application that uses the CA EEM Java SDK, on a WebLogic 8.1 Application server, I receive a ClassCastException.

#### **Solution:**

You receive this error if the WebLogic server is configured to use its own implementation of HTTPSUrlConnection for HTTP handlers.

To avoid this error, configure the WebLogic server to use the SUN handlers by adding the -DUseSunHttpHandler=true parameter to the JVM options.

For information on how to set the parameters, see the JVM documentation.

# **Error Using XACML and SPML Services**

#### Symptom:

When I use XACML and SPML services with JRE1.5 installed, I receive the following error:

java.lang.NullPointerException

#### **Solution:**

To use XACML and SPML services with JRE1.5, do the following:

- 1. Stop Tomcat Server.
- 2. Copy the xercesImpl.jar file from the WEB-INF/lib directory of oasis.war to the jre/lib/ext directory.
- 3. Start Tomcat server.

For more information about this issue, see http://bugs.sun.com/bugdatabase/view\_bug.do?bug\_id=6219364.

# **Export Application Takes Time**

#### **Valid on Linux**

#### Symptom:

The Export Application feature takes a long time to export an application.

#### **Solution:**

To optimize the time taken to export an application, do the following:

- 1. Stop iGateway.
- 2. Open the /opt/CA/SharedComponents/iTechnology/ directory.
- 3. Edit the S99igateway script file as follows:
  - Modify the following entry:

LD\_ASSUME\_KERNEL=2.4.1

■ To read:

# LD\_ASSUME\_KERNEL=2.4.1

4. Start iGateway.

# Unable to Launch CA EEM GUI After Uninstalling CA Audit

#### Symptom:

I am unable to launch CA EEM GUI after uninstalling CA Audit that is installed on the same server as CA EEM.

#### Solution:

You may be unable to launch CA EEM GUI if there are any references to CA Audit spindles in the Spin.conf files even after uninstalling CA Audit. You must delete all CA Audit related spindles from the Spin.conf to launch CA EEM GUI.

# Unable to Launch CA EEM GUI After Installing CA Integrated Threat Management

#### Valid on Windows Server 2003 SP2

#### Symptom:

I am unable to launch CA EEM GUI after installing CA Integrated Threat Management on the same server as CA EEM.

#### **Solution:**

You may be unable to launch CA EEM GUI because CA Integrated Threat Management during installation removes a <Spindle> tag from the Spin.conf file.

You must add the <Spindle> tag before the following section in the Spin.conf file to launch CA EEM GUI:

# Unable to Launch CA EEM GUI After Uninstalling CA **Integrated Threat Management**

#### Valid on Windows Server 2003 SP2

#### Symptom:

I am unable to launch CA EEM GUI after uninstalling CA Integrated Threat Management that is installed on the same server as CA EEM.

#### **Solution:**

You may be unable to launch CA EEM GUI because CA Integrated Threat Management during uninstallation removes a <Spindle> tag from the Spin.conf file.

You must add the <Spindle> tag before the following section in the Spin.conf file to launch CA EEM GUI:

```
<version>8.1</version>
                  <directory/>
                  <config/>
                  <redirecthttps>true</redirecthttps>
                  <sendevents>true</sendevents>
</Spindle>
To look like:
<Spindle>
                  <version>8.1</version>
                  <directory/>
                  <config/>
                  <redirecthttps>true</redirecthttps>
                  <sendevents>true</sendevents>
</Spindle>
```

# Custom Reports Fails to Load or Takes a Long Time to Load

#### Symptom:

When I create a custom report and later try to view the custom report, it fails to load or takes 10 to 15 minutes or longer to load.

#### Solution:

You must restart the igateway service to load the custom report.

Note: For more information on how to start and stop iGateway services, see the *Getting Started Guide*.

# Application Data is Missing After Connecting to CA SiteMinder

#### Valid on SUSE Linux 9.0

#### Symptom:

When I attach my application having more than 30,000 policies to CA EEM server and try to connect to CA SiteMinder, I receive the following error and I lose my application data:

EE\_NOTALLOWED

#### Solution:

You may receive this error due to low JVM memory. To increase JVM memory, you must use the ConfigTool.exe to add the following lines of code to the igateway.conf file:

To add the preceding code, open the iTechnology folder and run the ConfigTool.exe as follows:

```
./ConfigTool.exe -merge -comp igateway -xml "<JVMSettings><Properties name=\"MaxJVMHeap\"><jvm-property>-Xmx[memory_size]</jvm-property></Properties></JVMSettings>"
```

Where

#### [memory\_size]

Specifies the memory that the JVM uses. You must set this value based on your requirements.

# Search for Users or Groups When Connected to CA SiteMinder Takes a Long Time to Complete

When you use a regular expression \* (asterisk) to search for users or groups through CA SiteMinder, CA EEM may take 20 minutes to 45 minutes, based on your system configuration, to display the results.

# SAML Does Not Work After Upgrading to CA EEM r8.4

#### Symptom:

SAML does not work after I upgrade from CA EEM r8.2.1 to CA EEM r8.4.

#### **Solution:**

You must perform the following steps to ensure that SAML works after upgrade to CA EEM r8.4:

- 1. Delete the following files from the iTechnology folder:
  - jaxp-api.jar
  - dom.jar
- 2. Restart iGateway

# **Event Log Settings Not Displayed**

#### Symptom:

I am unable to view the Event Log Settings page when I do the following steps:

- 1. Click any other option in CA EEM server to navigate to another page from the Event Log Settings page.
- 2. Click Event Log Settings.

#### **Solution:**

If you have navigated away from the Event Log Settings page and want to go back to the same page, click Manage Reports, Configuration, Services, Event Log Settings.

# Global Group Memberships Are Not Displayed Correctly for Custom Mapped Sun One Directory

When you connect to a custom mapped Sun One directory, the global group memberships may not displayed correctly. When you connect to a custom mapped Sun One directory, the global group membership is determined by the following parameters under custom mapping:

#### **Use Group As Container**

If you select this option, CA EEM will display only the group membership of the user. The extended group membership of the user and the group membership of the groups is not displayed.

#### **Use Group As Attribute**

If you select this option with Group Membership Attribute as uniqueMember, CA EEM will display group memberships of the groups, but CA EEM will not display the group membership of the user.

### **Archive Query Fails**

#### Valid on Red Hat Linux Enterprise Server

When you append a blank space at the end of your search query, the archive query fails and CA EEM will not display any query results.

## **Archive Query Results Are Not Refreshed**

When your archive query fails, CA EEM displays the appropriate error message, but the Archive Query Results pane may not be refreshed; the Archive Query Results pane may display the results from an earlier archive query.

## Storage Folder Field Under Event Log Settings

This release of CA EEM does not support Storage Folder parameter in Event Log Settings, though the Storage Folder field is visible in CA EEM server.

**Note:** For more information about Event Log Settings, see the *Online Help*.

## CA EEM Integration Fails with CA SiteMinder r12

#### Valid on Solaris and AIX

When you integrate CA EEM with CA SiteMinder r12, the integration may fail displaying the following error message:

SmApiexception Unable to get server configuration

## **Event Log Store Settings During Upgrade**

When you upgrade from CA EEM r8.2.1 or CA EEM r8.4 beta build to CA EEM r8.4 GA build, the following Event Log Store settings are displayed on the CA EEM user interface though the fields are not supported in CA EEM r8.4:

- Archive Directory
- Catalog Directory

**Note:** In a CA EEM r8.4 fresh install, the Archive Directory and Catalog Directory fields will not be displayed under Event Log Store settings.

## **Memory Size on HP-UX**

By default, HP-UX allocates 256 MB of memory for processes such as iGateway. CA EEM will run out of memory and iGateway may crash if you perform tasks using CA EEM that may require memory of more than 256 MB. So, you must increase the memory size allocated by HP-UX to iGateway process based on your requirement.

## CA EEM Data Is Not Deleted from MDB after Upgrade

#### Symptom:

The CA EEM data in MDB is not deleted when I upgrade CA EEM server from r8.1 to r8.4.

#### Solution:

You must do the following steps if you want to delete CA EEM data in an MDB when you upgrade from CA EEM r8.1 to r8.4:

1. Create a .sql extension text file with the following text:

```
delete from alias;
delete from attr;
delete from blob;
delete from disp;
delete from dispmoddn;
delete from dit;
delete from entry;
delete from info;
delete from name;
delete from search;
delete from subattr;
delete from subsearch;
delete from tree;
commit;
pgq
```

2. Run the following command from the command prompt:

```
% sql -umdbadmin mdb < filename.sql > filename.log
```

The CA EEM data in the MDB is deleted.

# Authentication to an SSL Enabled Directory over Non-SSL Port Fails

#### Symptom:

When I disable SSL connections to an external directory and later try connecting to that external directory using SSL port 636, the authentication fails, and I am unable to login to CA EEM GUI.

#### Solution:

You cannot use an SSL port to connect to an external directory even if the SSL connection is disabled. To connect to an external directory that is configured for SSL connections, over non-SSL ports, you must do the following:

1. Open iPoz.conf file and edit the following entry to reflect any valid non-SSL port:

<ExternalDirPort>non-SSL port/ExternalDirPort>

2. Restart iGateway

You can now connect to an SSL enabled external directory over non-SSL ports. The authentication is successful and you can login to CA EEM GUI.

# CA Directory Install Fails during Upgrade from CA EEM r8.1 MDB to r8.4

#### Valid on UNIX and Linux

#### Symptom:

During the upgrade from CA EEM r8.1 MDB to r8.4, the CA Directory installation fails and displays the following message:

"CA Directory Install Failed"

#### Solution:

The CA Directory installation fails as the database dump fails during upgrade. To successfully upgrade from CA EEM r8.1 MDB to r8.4, do the following before installing CA EEM r8.4:

1. Login as dsa user as follows:

su -dsa

2. Verify if the II\_SYSTEM environmental variable is set. Also, verify if the environmental variable LIBPATH/ LD\_LIBRARY\_PATH is set to \$II\_SYSTE/ingres/lib directory by running the following commands:

echo \$LIBPATH

echo \$LD LIBRARY PATH

**Note:** If II\_SYSTEM or LIBPATH/ LD\_LIBRARY\_PATH are not set, then proceed to step 3.

3. Open the login profile file that is used by the su -dsa command, and set the value of environmental variable LIBPATH/ LD\_LIBRARY\_PATH to \$II\_SYSTE/ingres/lib by running the following command:

setenv LD\_LIBRARY\_PATH \$II\_SYSTEM/ingres/lib

**Note:** The login profile file has a .cshrc extension if it is a csh shell;.profile or .bashrc if it is bash shell.

- 4. Log out and log in to the shell with a dsa account.
- 5. Verify if the environmental variables LIBPATH/ LD\_LIBRARY\_PATH is set to \$II\_SYSTE/ingres/lib directory. Also, verify if II-SYSTEM variable is set properly.
- 6. Run the following command:

su - dsa -c 'dxlistdb'

If no errors are displayed, the workaround is successful.

7. Run the CA EEM r8.4 installer.

The upgrade is successful.

| CA Directory Install Fails during Upgrade from CA EEM r8.1 MDB to r8.4 |  |  |  |  |
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## **Chapter 10: Limitations**

## **C# Compact Framework**

The C# (C Sharp) SDK is compatible with Windows Mobile platform 5.0. On other Windows Mobile platforms, certificate features are not available. This is because Compact Framework 2.0 does not support the Public-Key Cryptography Standards 12 (PKCS#12).

The following certificate features are not available:

- Issue certificate
- Issue certificate for session
- Issue certificate for user
- Authenticate with certificate
- Fast authenticate with certificate

## **CA Integrated Threat Management r8.0**

CA EEM r8.4 is incompatible with CA Integrated Threat Management r8.0. Therefore, if you need to run the CA EEM r8.4 Server on the same computer as the CA Integrated Threat Management product, you must upgrade your computer to CA Integrated Threat Management r8.1.

## **Display Limitations in User Interface**

The use of non-alphanumeric characters, such as double quotes,  $\setminus$  or / cause display problems in the user interface. Use only alphanumeric characters for the following objects:

- Actions
- Calendars
- Custom Mapped Directory Label
- Global Groups
- Global Users
- Folders
- Named Attributes
- Obligation Names
- Policies
- Resource Classes
- Users
- User Attributes
- User Groups

# CA EEM Server Operating System Requirements for Kerberos Authentication

For Kerberos authentication from any CA EEM-supported client, the CA EEM Server must be installed on any of the following operating systems:

- AIX 5.2 or 5.3 with krb.client packages installed
- Red Hat Enterprise Linux 4 or 5
- Solaris 10 with kernel patch level 120011-14 or later

**Important!** CA EEM does not support Kerberos authentication on the HP-UX platform.

## **CA EEM SiteMinder Integration**

CA EEM does not support integration with CA SiteMinder on the following platforms:

- HP-UX
- SUSE Linux

## **Policy Limitation on HP-UX**

CA EEM supports up to 20,000 policies on the HP-UX platform.

## **Chapter 11: Published Fixes**

The complete list of published bug fixes for this product can be found through Published Solutions on CA Support Online.

## **Chapter 12: International Support**

An *internationalized* product is an English product that runs correctly on local language versions of the required operating system and required third-party products, and supports local language data for input and output. Internationalized products also support the ability to specify local language conventions for date, time, currency and number formats.

A *translated* product (sometimes referred to as a *localized* product) is an internationalized product that includes local language support for the product's user interface, online help and other documentation, as well as local language default settings for date, time, currency, and number formats.

**Note:** The CA EEM SDK is neither localized nor translated.

In addition to the English release of this product, CA supports *only* those languages listed in the following table.

| Language              | Internationalized | Translated |
|-----------------------|-------------------|------------|
| Brazilian-Portuguese  | No                | No         |
| Chinese (Simplified)  | No                | No         |
| Chinese (Traditional) | No                | No         |
| French                | No                | No         |
| German                | No                | No         |
| Italian               | No                | No         |
| Japanese              | No                | No         |
| Korean                | No                | No         |
| Spanish               | No                | No         |

**Note:** If you run the product in a language environment *not* listed in the table, you may experience problems.

## **Chapter 13: Bookshelf**

The Bookshelf provides access to all CA EEM documentation from a central location. The Bookshelf includes the following:

- Single expandable list of contents for all guides in HTML format
- Full text search across all guides with search terms highlighted in the content and ranked search results
- Breadcrumbs that link you to higher level topics
- Single index across all guides
- Links to PDF versions of guides for printing

Viewing the Bookshelf requires Internet Explorer 6 or 7 or Mozilla Firefox 2. For bookshelf links to PDF guides you can print, Adobe Reader 7 or 8 is required. You can download a supported version of Adobe Reader at <a href="https://www.adobe.com">www.adobe.com</a>.

The PDF guides for this product are as follows:

- Getting Started
- Programming Guide
- Release Notes
- Online Help

#### To use the Bookshelf

- Locate and open the documentation folder from the product installation folder.
- 2. Choose one of the following methods to open the bookshelf:
  - Open the Bookshelf.hta file if the bookshelf is on the local system and you are using Internet Explorer.
  - Open the Bookshelf.html file if the bookshelf is on a remote system or if you are using Mozilla Firefox.

# Appendix A: Third-Party Acknowledgements

This section contains the following topics:

Apache (see page 54)

MIT Kerberos (see page 59)

<u>Castor</u> (see page 63)

Expat (see page 64)

MiniZip (see page 64)

NUNIT (see page 65)

OpenLDAP (see page 66)

OpenSSL (see page 81)

PCRE (see page 86)

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