CA SiteMinder®

Web Agent Release Notes

12.52

This Documentation, which includes embedded help systems and electronically distributed materials, (hereinafter referred to as the “Documentation”) is for your informational purposes only and is subject to change or withdrawal by CA at any time. This Documentation is proprietary information of CA and may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of CA.

If you are a licensed user of the software product(s) addressed in the Documentation, you may print or otherwise make available a reasonable number of copies of the Documentation for internal use by you and your employees in connection with that software, provided that all CA copyright notices and legends are affixed to each reproduced copy.

The right to print or otherwise make available copies of the Documentation is limited to the period during which the applicable license for such software remains in full force and effect. Should the license terminate for any reason, it is your responsibility to certify in writing to CA that all copies and partial copies of the Documentation have been returned to CA or destroyed.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENTATION “AS IS” WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. IN NO EVENT WILL CA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

The use of any software product referenced in the Documentation is governed by the applicable license agreement and such license agreement is not modified in any way by the terms of this notice.

The manufacturer of this Documentation is CA.

Provided with “Restricted Rights.” Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

Copyright © 2013 CA. All rights reserved. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

CA Technologies Product References

This document references the following CA Technologies products:

- CA SiteMinder®

Contact CA Technologies

Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At http://ca.com/support, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

Providing Feedback About Product Documentation

If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

To provide feedback about CA Technologies product documentation, complete our short customer survey which is available on the CA Support website at http://ca.com/docs.

Contents

Chapter 1: Web Agent Release Notes 7

Chapter 2: Operating System Support 9

Chapter 3: New Features 11

Chapter 4: Changes to Existing Features 13

Chapter 5: Installation and Upgrade Considerations 15

System Locale Must Match the Language of Installation and Configuration Directories (169863) 15
Local Fonts and Packages Required to Support International Language Versions of CA SiteMinder® Installers 15
Java Virtual Machine Installation Error on Solaris can be Ignored (149886) 16
Forms Credential Collector (FCC) Does Not Allow Windows Authentication By Default 16
Windows Server 2008 System Considerations 16
Console Mode not Supported on Windows Operating Environments (CQ143654, 152120) 18
SiteMinder Web Agent for z/OS Limitations 18

Chapter 6: Known Issues 19

Italian Local Character "ì" Is Not Accepted as Input During Console Mode Agent Configuration (164827) 19
Unattended Mode Web Agent Installation Produces "Bad string" Error Message on Non-English Locales (165426) 20
SAML 1.1 Artifact Transaction Failing with SSL Exception [167393] 20
Web Agent Installation on Non-English Locale 20
User Account Control Dialog Appears when Installing CA SiteMinder® Components (135417) 21
Add Agent Configuration Parameters for CA SiteMinder® Agent for IIS Manually (CQ 135135) 21
IPv6 Addresses Not Supported by Web Agents Configured as 4.x Agent Types (65071) 22
Web Agent Installation Fails on 64-bit Linux (63714, 62738) 22
Multiple obj.conf Files and nete-wa-config (18615, 56424) 23
Uninstall Program Displays Debug Information on z/OS Systems 23

Chapter 7: Defects Fixed in 12.51 25

Web Agent returns a 500 Error (152352) 26
A 403 Error at a Specific URL [153975] 26
Agent for SharePoint 2010 Does Not Honor the TraceFileSize ACO Parameter [154214] 26

When the Cookie Provider Was Enabled, the OnReject-Redirect Response Was Not Triggered [154278] 27
Need Apache-based web agent to support "restart" option (CQ155242) 27
When Using NTLM Authentication, the Agent Set the Client IP to the IP of the Load Balancer [155778] 27
Agent Using an SDK Script to Update ACO Agentname Parameter Lost Its Configuration [155790] 28
Double Session Cookie [155893] 28
SNMP Trap Not Getting Generated When Using Hostname [156834] 29
IHS Agent on AIX Failed in a Reverse Search of the DNS [156848] 29
32-bit Agent Configuration Wizard Was Unable to Detect 32-bit ASF Apache [157236] 30
SOAP Fault Response Not Returned on Unsuccessful Authentication [157653] 30
X-FRAME-OPTIONS Header at Website Level Did Not Display [158163] 30
ISAPI6WebAgent.dll Not Unloading Properly (CQ158451) 31
Global Idle Timeout Related Failure (CQ160868) 31
Installation Wizard fails to Create Agent Configuration File (161826) 31
Remote User Variable Not Populated in Integrated Mode (CQ162179) 32
Kerberos Error Handling Issue [162775] 32
Environment Script for Web Agent Generates Double Colons in the Environment Variables [163166] 32
64-bit Web Agent Installer Fails [163221] 33
Switching from Persistent Realm to Anonymous Realm After Timeout Produced 500 Error (CQ163659) 33
IIS 7.x Application Pool Crash with R12 SP3 CR11 Agent on Windows 2008 [164089] 33
Agent Installation Failure on 64-bit Agent [164149] 34
The FWS Was Not Honoring the IdleTimeout for Pre-existing and Expired SMSESSION [165857] 34
Setting JRE in PATH Varaiable to Uninstall Agent (178969) 34

Chapter 8: Defects Fixed in 12.52 35

Updating web.config File Stalls Site (176078) 35
User Re-challenged On Exceeding Cookie Limit (172356) 35

Chapter 9: Documentation 37

Release Numbers on Documentation 37
CA SiteMinder® Bookshelf 37

Appendix A: Third-Party Software Acknowledgments 39

Chapter 1: Web Agent Release Notes

Welcome to the CA CA SiteMinder® Web Agent. This file contains product installation considerations, operating system support, known issues, and information about contacting CA Technical Support.

Chapter 2: Operating System Support

For a list of supported platforms:

1. Log in to the Technical Support web site.
2. Search for the CA SiteMinder® Platform Matrix.

Note: Some platforms supported in previous releases may no longer be supported. For more information on required service packs or patches, see the *Web Agent Installation* Guide.

Chapter 3: New Features

Chapter 4: Changes to Existing Features

Chapter 5: Installation and Upgrade Considerations

This section contains the following topics:

System Locale Must Match the Language of Installation and Configuration Directories (169863) (see page 15)
Local Fonts and Packages Required to Support International Language Versions of CA SiteMinder® Installers (see page 15)
Java Virtual Machine Installation Error on Solaris can be Ignored (149886) (see page 16)
Forms Credential Collector (FCC) Does Not Allow Windows Authentication By Default (see page 16)
Windows Server 2008 System Considerations (see page 16)
Console Mode not Supported on Windows Operating Environments (CQ143654, 152120) (see page 18)
SiteMinder Web Agent for z/OS Limitations (see page 18)

System Locale Must Match the Language of Installation and Configuration Directories (169863)

To install and configure a CA SiteMinder® component to a non-English directory, set the system to the same locale as the directory. Also, make sure that you installed the required language packages so the system can display and users can type localized characters in the installer screens.

For the details on how to set locale and required language packages, refer to respective operating system documents.

Local Fonts and Packages Required to Support International Language Versions of CA SiteMinder® Installers

To type local characters in international language versions of CA SiteMinder® installation and configuration programs in GUI mode, install fonts for that language on your operating environment.

For the RedHat Linux operating environment, download the packages shown in this document.

Java Virtual Machine Installation Error on Solaris can be Ignored (149886)

Symptom:

You are doing a console mode installation of a CA SiteMinder® product on a Solaris platform. The following error message displays: "Unable to install the Java Virtual Machine included with this installer."

Solution:

Ignore this error message. The error is a third-party issue and it has no functional impact.

Forms Credential Collector (FCC) Does Not Allow Windows Authentication By Default

The FCC can authenticate users against any authentication scheme. However, the FCC no longer authenticates against Windows authentication schemes by default. This behavior prevents an attacker from exploiting the FCC to generate a CA SiteMinder® session for any valid Windows user in certain configurations.

If your environment requires the FCC to authenticate against the Windows authentication scheme, you can enable it by specifying the EnableFCCWindowsAuth agent configuration parameter. However, before you enable FCC support for Windows authentication, review the risks of doing so and be aware of configurations that expose the vulnerability.

Windows Server 2008 System Considerations

For Windows Server 2008, the User Account Control feature helps prevent unauthorized changes to your system. When the User Account Control feature is enabled on the Windows Server 2008 operating environment, prerequisite steps are required before doing any of the following tasks with a CA SiteMinder® component:

- Installation
- Configuration
- Administration
- Upgrade

Note: For more information about which CA SiteMinder® components support Windows Server 2008, see the CA SiteMinder® Platform Support matrix.

To run CA SiteMinder® installation or configuration wizards on a Windows Server 2008 system

1. Right–click the executable and select Run as administrator.

   The User Account Control dialog appears and prompts you for permission.

2. Click Allow.

   The wizard starts.

To access the CA SiteMinder® Policy Server Management Console on a Windows Server 2008 system

1. Right–click the shortcut and select Run as administrator.

   The User Account Control dialog appears and prompts you for permission.

2. Click Allow.

   The Policy Server Management Console opens.

To run CA SiteMinder® command–line tools or utilities on a Windows Server 2008 system

1. Open your Control Panel.
2. Verify that your task bar and Start Menu Properties are set to Start menu and *not* Classic Start menu.
3. Click Start and type the following in the Start Search field:

   ```
   Cmd
   ```

4. Press Ctrl+Shift+Enter.

   The User Account Control dialog appears and prompts you for permission.

5. Click Continue.

   A command window with elevated privileges appears. The title bar text begins with Administrator:

6. Run the CA SiteMinder® command.

More information:

Contact CA Technologies (see page 3)

Console Mode not Supported on Windows Operating Environments (CQ143654, 152120)

Valid on Agents for IIS

Symptom:

I want to configure a CA SiteMinder® Agent for IIS using console mode.

Solution:

Console mode is not supported for configuring Agents for IIS.

SiteMinder Web Agent for z/OS Limitations

The CA SiteMinder® Web Agent on the z/OS operating system has the following limitations:

- Advanced Password Services (APS) is not supported.
- Only FIPS-compatibility mode is supported.

Chapter 6: Known Issues

This section contains the following topics:

Italian Local Character "ì" Is Not Accepted as Input During Console Mode Agent Configuration (164827) (see page 19)
Unattended Mode Web Agent Installation Produces "Bad string" Error Message on Non-English Locales (165426) (see page 20)
SAML 1.1 Artifact Transaction Failing with SSL Exception [167393] (see page 20)
Web Agent Installation on Non-English Locale (see page 20)
User Account Control Dialog Appears when Installing CA SiteMinder® Components (135417) (see page 21)
Add Agent Configuration Parameters for CA SiteMinder® Agent for IIS Manually (CQ 135135) (see page 21)
IPv6 Addresses Not Supported by Web Agents Configured as 4.x Agent Types (65071) (see page 22)
Web Agent Installation Fails on 64-bit Linux (63714, 62738) (see page 22)
Multiple obj.conf Files and nete-wa-config (18615, 56424) (see page 23)
Uninstall Program Displays Debug Information on z/OS Systems (see page 23)

Italian Local Character "ì" Is Not Accepted as Input During Console Mode Agent Configuration (164827)

Symptom:

If the local character "ì" is entered as input to the Web Agent Configuration wizard in console more, it is not recognized. If you enter it and return to the previous page it is shown as a question mark character ("?").

The is caused by the underlying JVM, which does not recognize and support the "ì" character. Oracle is aware of the issue.

Solution:

Run the configuration wizard in GUI mode or change the name of the trusted host and host configuration objects so that they do not include the "ì" character.

Unattended Mode Web Agent Installation Produces "Bad string" Error Message on Non-English Locales (165426)

Symptom:

On non-English locales, unattended mode agent installation can sometimes result in a "Bad string" error message.

Solution:

Ignore the error message. The installation completes successfully.

SAML 1.1 Artifact Transaction Failing with SSL Exception [167393]

Symptom:

The SunOne 6.1 web server does NOT support the necessary AES ciphers required for FIPS ONLY. This limitation prevents the artifact profile federation from working over SSL.

Solution:

We suggest upgrading to new newer SunOne 7 web server.

Web Agent Installation on Non-English Locale

Installing a web agent silently on a non-English locale shows a "Bad string" error message, however the installation completes successfully.

User Account Control Dialog Appears when Installing CA SiteMinder® Components (135417)

Symptom:

When I run the installation program for a CA SiteMinder® component, the User Account Control dialog appears.

Solution:

This issue relates to the Windows operating environment. This issue occurs on all CA SiteMinder® products. The User Account Control dialog appears in any of the following situations:

- A user with a domain account executes the installation program.
- The installation program is stored in location that uses a Universal Naming Convention (UNC) path.

Add Agent Configuration Parameters for CA SiteMinder® Agent for IIS Manually (CQ 135135)

Symptom:

I cannot find the new Agent for IIS configuration parameters in the following Agent Configuration Object template:

`IISDefaultSettings`

Solution:

Add the following parameters manually to your existing Agent Configuration Objects:

- InlineCredentials
- LogFileName32
- TraceConfigFile32
- TraceFileName32

Note: For more information, see the *[set the wcc variable for your book]*.

IPv6 Addresses Not Supported by Web Agents Configured as 4.x Agent Types (65071)

Web Agents that are configured to act as 4.x Agents do not support IPv6 addresses. For example, if you configure an 12.52 Web Agent to operate as a 4.x Web Agent, then this Web Agent will *not* support IPv6 addresses.

Note: To configure 4.x Web Agent support, select the Supports 4.x Agents check box in the Administrative UI.

Web Agent Installation Fails on 64-bit Linux (63714, 62738)

Symptom:

I cannot install a Web Agent on my server that runs on a 64-bit Linux system.

Solution:

Install the following patches:

For Web Agents running on 64-bit Linux systems

- Binutils 2.17
- GCC 4.1.0

Multiple obj.conf Files and nete-wa-config (18615, 56424)

Symptom:

Prior to Sun ONE/Sun Java System v6.0, all configuration information went into a single obj.conf file. For Sun ONE/Sun Java System v6.0, the mechanism to configure virtual servers changed. You can configure one or more new classes, and virtual classes in the instance.

By default, a new server instance has one virtual server class, named default class, whose configuration file is obj.conf.

Each additional class in the instance has an administrator-assigned name. The process of creating a new class and a virtual server within the class in the instance creates an associated configuration file, named *new_class*.obj.conf, by default. Normally, *new_class* is the name of the virtual server class, but you can configure the server to use a different name. The mappings between the configuration files and virtual server classes is done in the server.xml file.

Running the Web Agent configuration script, ca-wa-config, updates the obj.conf file; however, the AuthTrans, NameTrans, and PathCheck directives, and Service lines, are not written into *new_class*.obj.conf files.

Solution:

Update a *new_class*.obj.conf file manually, by copying the AuthTrans, NameTrans, and PathCheck directives, and Service lines, from obj.conf to the top section of *new_class*.obj.conf.

Note: To find these lines easily, you can run a "diff" program on the obj.conf and newclass.obj.conf files after running the Agent configuration script.

Uninstall Program Displays Debug Information on z/OS Systems

Symptom:

On z/OS systems, the CA SiteMinder® Agent uninstall program erroneously displays debug information.

Solution:

Ignore the debug information. The information does not affect the uninstall operation.

Chapter 7: Defects Fixed in 12.51

This section contains the following topics:

Web Agent returns a 500 Error (152352) (see page 26)
A 403 Error at a Specific URL [153975] (see page 26)
Agent for SharePoint 2010 Does Not Honor the TraceFileSize ACO Parameter [154214] (see page 26)
When the Cookie Provider Was Enabled, the OnReject-Redirect Response Was Not Triggered [154278] (see page 27)
Need Apache-based web agent to support "restart" option (CQ155242) (see page 27)
When Using NTLM Authentication, the Agent Set the Client IP to the IP of the Load Balancer [155778] (see page 27)
Agent Using an SDK Script to Update ACO Agentname Parameter Lost Its Configuration [155790] (see page 28)
Double Session Cookie [155893] (see page 28)
SNMP Trap Not Getting Generated When Using Hostname [156834] (see page 29)
IHS Agent on AIX Failed in a Reverse Search of the DNS [156848] (see page 29)
32-bit Agent Configuration Wizard Was Unable to Detect 32-bit ASF Apache [157236] (see page 30)
SOAP Fault Response Not Returned on Unsuccessful Authentication [157653] (see page 30)
X-FRAME-OPTIONS Header at Website Level Did Not Display [158163] (see page 30)
ISAPI6WebAgent.dll Not Unloading Properly (CQ158451) (see page 31)
Global Idle Timeout Related Failure (CQ160868) (see page 31)
Installation Wizard fails to Create Agent Configuration File (161826) (see page 31)
Remote User Variable Not Populated in Integrated Mode (CQ162179) (see page 32)
Kerberos Error Handling Issue [162775] (see page 32)
Environment Script for Web Agent Generates Double Colons in the Environment Variables [163166] (see page 32)
64-bit Web Agent Installer Fails [163221] (see page 33)
Switching from Persistent Realm to Anonymous Realm After Timeout Produced 500 Error (CQ163659) (see page 33)
IIS 7.x Application Pool Crash with R12 SP3 CR11 Agent on Windows 2008 [164089] (see page 33)
Agent Installation Failure on 64-bit Agent [164149] (see page 34)
The FWS Was Not Honoring the IdleTimeout for Pre-existing and Expired SMSESSION [165857] (see page 34)
Setting JRE in PATH Varaiable to Uninstall Agent (178969) (see page 34)

Web Agent returns a 500 Error (152352)

Symptom:

If a firewall is between a web agent and a Policy Server, the web agent sometimes returns a 500 error, instead of the requested resource.

Solution:

1. Log in to the web agent host system.
2. Create the following environment variable:

   `SM_ENABLE_TCP_KEEPALIVE`
3. Enable the variable with the following value:

   1

A 403 Error at a Specific URL [153975]

Symptom:

Whenever a resource protected under an anonymous authentication scheme is accessed, the html GET operation goes into a loop. This error occurs in cr6 and later.

Solution:

This problem has been fixed.

Star issue 20782764;1

Agent for SharePoint 2010 Does Not Honor the TraceFileSize ACO Parameter [154214]

Symptom:

Agent for SharePoint 2010 does not honor the TraceFileSize ACO parameter. The primary reason for this issue was with the agent framework code flow for multiple thread mode.

Solution:

This issue has been fixed in Secure Proxy Server r12.5. The same code is carried over to SM r12.51.

Star issue 20690455;1

When the Cookie Provider Was Enabled, the OnReject-Redirect Response Was Not Triggered [154278]

Symptom:

The root cause of the this error was that the current web-agent code was not handling authorization responses properly

Solution:

This is no longer a problem.

Star issue 20835443

Need Apache-based web agent to support "restart" option (CQ155242)

Symptom:

An enhancement request to support a restart option on the Apache-based servers was received.

Solution:

This issue is fixed.

STAR Issue # 20919250:01

When Using NTLM Authentication, the Agent Set the Client IP to the IP of the Load Balancer [155778]

Symptom:

With the NTLM Authentication scheme, the client IP address was set to the IP address of the Load Balancer.

Solution:

This issue has been resolved. The agent sets the client IP address correctly.

Start issue 20924807;1, 20709714;1

Agent Using an SDK Script to Update ACO Agentname Parameter Lost Its Configuration [155790]

Symptom:

Agent configuration properties were deleted before saving the updates, The updates were not immediately to the Policy Server.

Solution:

Instead of deleting the agent configuration properties, the agent updates the agent configuration properties.

Star issue 20932855

Double Session Cookie [155893]

Symptom:

Two sets of the Decoded CSISESSION cookie and the Processed CSISESSION cookie appeared in the WA trace log. This situation occurred when the same prefix was used for ssozonename and ssotrustedzone.

Solution:

This problem has been corrected.

Star issue 20947178-1

SNMP Trap Not Getting Generated When Using Hostname [156834]

Symptom:

When modifying the snmptrap.conf file using the hostname instead of an IP address, the SNMP traps are not generated in the /tmp/var/messages file.

Solution:

The snmp trap messages appear when hostname or ipaddress are specified in the snmptrap.conf file.

Star issue 20832997-01

IHS Agent on AIX Failed in a Reverse Search of the DNS [156848]

Symptom:

The DNS Reverse lookup did not work because a data structure was not setup correctly.

Solution:

This problem has been fixed.

Star issue 20812109-1

32-bit Agent Configuration Wizard Was Unable to Detect 32-bit ASF Apache [157236]

Symptom:

The 32-bit CA SiteMinder® R12.5 agent was unable to detect the 32-bit ASF Apache 2.2.22 on a 64-bit Windows 2008 R2 system. The configuration wizard returned fatal errors when fetching the web server list.

Solution:

This problem has been fixed.

Star issue 20960444-02

SOAP Fault Response Not Returned on Unsuccessful Authentication [157653]

Symptom:

Apache was serving as a reverse proxy. Web services were deployed on the application server (tomcat). If an authentication and authorization failure occcurred, the SOA agent did not return a SOAP fault message. Instead, the SOA agent returned a “500 Internal Server Error” message.

Solution:

This issue has been corrected.

Star issue 20931085-1

X-FRAME-OPTIONS Header at Website Level Did Not Display [158163]

Symptom:

X-FRAME-OPTIONS header at the website level unable to be shown on login.fcc on Windows 2003.

Solution:

The issue has been corrected.

Star issue 21012929-1

ISAPI6WebAgent.dll Not Unloading Properly (CQ158451)

Valid on Windows 2008 R2

Symptom:

The ISAPI6WebAgent.dll was not unloading properly.

Solution:

This issue is fixed.

STAR Issue # 20985107:01

Global Idle Timeout Related Failure (CQ160868)

Valid on RedHat

Symptom:

Any Idle timeouts using global override caused a looping redirect to an NTC credential collector.

Solution:

This issue is fixed.

STAR Issue # 21025754:01

Installation Wizard fails to Create Agent Configuration File (161826)

Valid on Red Hat Apache

Symptom:

The Web Agent installation wizard does not create the following file for HTTP Basic over SSL authentication:

`WebAgent.conf`

Solution:

This issue is fixed.

STAR issue: 21075584–2

Remote User Variable Not Populated in Integrated Mode (CQ162179)

Valid for Windows 2008 R2

Symptom:

The Remote User variable was not populated when my web application ran in integrated mode.

Solution:

This issue is fixed.

STAR Issue # 20950215:01

Kerberos Error Handling Issue [162775]

Symptom:

During Kerberos authentication, an error message appeared as “Unknown Error 0”.

Solution:

This issue has been resolved.

Star issue 21010896-1

Environment Script for Web Agent Generates Double Colons in the Environment Variables [163166]

Symptom:

The agent environment script modifies the environment variables with double colons instead of a single colon.

Solution:

The issue has been fixed.

Star issue 21171441-1

64-bit Web Agent Installer Fails [163221]

Symptom:

During the installation, the 64-bit Web Agent installer failed with 32-bit library error on Linux. The installation executable was ca-wa-12.5-linux-x86-64.bin.

Solution:

The Installer is running fine now and able to install the application without any issues.

Star issue 21171642-1

Switching from Persistent Realm to Anonymous Realm After Timeout Produced 500 Error (CQ163659)

Symptom:

Users received a 500 error in their browsers during the following situation:

- Users were logged in to any persistent realms with validation
- After the ream timed-out, the users tried to access a realm protected by an anonymous authentication scheme.

Solution:

This issue is fixed.

STAR Issue # 21181053:01

IIS 7.x Application Pool Crash with R12 SP3 CR11 Agent on Windows 2008 [164089]

Symptom:

During the IIS 'warm-up module' on an IIS web server, the agent failed. The failure occurred when the application pool started.

Solution:

This issue has been resolved.

Star issue 21174697-01

Agent Installation Failure on 64-bit Agent [164149]

Symptom:

On installation, the 64-bit agent installer fails with a 32-bit library error. The installer used is ca-wa-12.5-linux-x86-64.bin to install.

Solution:

This problem has been fixed.

Star issue 21171642-1

The FWS Was Not Honoring the IdleTimeout for Pre-existing and Expired SMSESSION [165857]

Symptom:

The FWS was ignoring the IdleTimeout for pre-existing and expired SiteMinder sessions.

Solution:

The issues has been resolved

Start issues 21016914;01+21151512;01

Setting JRE in PATH Varaiable to Uninstall Agent (178969)

Symptom:

The documentation states that JRE must be set in PATH variable before you uninstall the CA SiteMinder® Agent.

Solution:

This is no longer an issue. The *Web Agent Installation Guide for IIS* has been updated.

STAR Issue: 21552390-01

Chapter 8: Defects Fixed in 12.52

This section contains the following topics:

Updating web.config File Stalls Site (176078) (see page 35)
User Re-challenged On Exceeding Cookie Limit (172356) (see page 35)

Updating web.config File Stalls Site (176078)

Symptom:

With an IIS 7.5 web agent, whenever the web.config file is updated, the users are redirected to an error page.

Solution:

This is no longer an issue.

STAR Issue: 21485869-2

User Re-challenged On Exceeding Cookie Limit (172356)

Symptom:

User is rechallenged when the cookie limit exceeds 4 KB. If the Web Agent is disabled, the user is not rechallenged until the cookie limit reaches the web server defined limit of 16 KB.

Solution:

This is no longer an issue.

STAR Issue: 21466755-1

Chapter 9: Documentation

This section contains the following topics:

Release Numbers on Documentation (see page 37)
CA SiteMinder® Bookshelf (see page 37)

Release Numbers on Documentation

The release number on the title page of a document does not always correspond to the current product release number; however, all documentation delivered with the product, regardless of release number on the title page, supports the current product release.

The release number changes only when a significant portion of a document changes to support a new or updated product release. If no substantive changes are made to a document, the release number does not change. For example, a document for r12 can still be valid for r12 SP1. Documentation bookshelves always reflect the current product release number.

Occasionally, we must update documentation outside of a new or updated release. To indicate a minor change to the documentation that does not invalidate it for any releases that it supports, we update the edition number on the cover page. First editions do not have an edition number.

CA SiteMinder® Bookshelf

Complete information about CA SiteMinder® is available from the CA SiteMinder® bookshelf. The CA SiteMinder® bookshelf lets you:

- Use a single console to view all documents published for CA SiteMinder®.
- Use a single alphabetical index to find a topic in any document.
- Search all documents for one or more words.

View and download the CA SiteMinder® bookshelf from the CA Technical Support site. You do not need to log in to the site to access the bookshelf.

If you plan to download the documentation, we recommend that you download it before beginning the installation process.

Appendix A: Third–Party Software Acknowledgments

CA SiteMinder® incorporates software from third–party companies. For more information about the third–party software acknowledgments, see the CA SiteMinder® Bookshelf main page.