

CA SiteMinder®

Policy Server Release Notes

r12.0 SP2



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CA Product References

This document references the following CA products:

- CA Identity Manager
- CA Single Sign-On
- CA SiteMinder®
- CA SiteMinder® Federation Security Services

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Chapter 1: Welcome

This document contains information on Policy Server and the SiteMinder Administrative UI features, operating system support, installation considerations, known issues, and fixes.

Chapter 2: New Features

This section contains the following topics:

[Administrative UI Installation](#) (see page 15)

[New Audit Data Import Tool for ODBC](#) (see page 15)

[New smpolicysrv Command Line Options](#) (see page 16)

[Data Store Certifications](#) (see page 16)

[Managing Task-persistence Database](#) (see page 16)

[Recurring Reports](#) (see page 17)

Administrative UI Installation

The following Administrative UI installation options are available:

- **Stand-alone installation**—This option creates the required application server infrastructure through a prerequisite installer. The prerequisite installer installs an embedded application server (JBoss) and the required JDK. Verify that the Administrative UI host system meets the minimum system requirements before starting the installation.
- **Existing application server installation**—This option lets you install the Administrative UI to an existing application server infrastructure. The Administrative UI installer prompts you for application server-specific information and the location of the required JDK. Verify that the Administrative UI host system meets all system and third-party component requirements before starting the installation.

Note: For more information about installing the Administrative UI, see the *Policy Server Installation Guide*.

New Audit Data Import Tool for ODBC

The Policy Server can store audit data in an ODBC database or output audit data to a file. Now there is a tool, `smauditimport`, that can read a SiteMinder audit data text file and import the data into an ODBC database that has been configured as a SiteMinder audit store. For more information, see the *Policy Server Administration Guide*.

STAR Issue: 17593543-1

New smpolicysrv Command Line Options

You can use two smpolicysrv command-line options, `-dumprequests` and `-flushrequests`, to troubleshoot and recover more quickly from an overfull Policy Server message queue. Only use these options in the following case:

1. Agent requests waiting in the Policy Server message queue time out.
2. One or more Agents resend the timed-out requests, overfilling the message queue.

Important! Do not use `-dumprequests` and `-flushrequests` in normal operating conditions.

Note: For more information, see the *Policy Server Administration Guide*.

STAR Issue: 17832473-02

Data Store Certifications

For a complete list of the supported directory servers and databases, see the latest SiteMinder r12.0 SP2 Platform Support Matrix on the Technical Support Site.

More information:

[Locate the SiteMinder Platform Support Matrix](#) (see page 113)

Managing Task-persistence Database

Administrative UI tasks stay in the task-persistence database indefinitely or until removed by a SiteMinder administrator. You can now remove tasks from the database and free up disk space by scheduling cleanup tasks. Cleanup tasks allow you to manage the size of the task-persistence database and improve runtime performance.

For more information, see the *Policy Server Configuration Guide*.

Recurring Reports

Recurring reports are SiteMinder reports that have been scheduled to run more than once. The recurring reports feature allows you to delete SiteMinder reports that are scheduled to recur and to view and modify the schedules of recurring SiteMinder reports.

For more information, see the *Policy Server Administration Guide*.

Chapter 3: Changes to Existing Features

This section contains the following topics:

[Report Server Installation](#) (see page 19)

[Administrative UI Installation](#) (see page 20)

[SiteMinder Administrator Authentication](#) (see page 20)

[External Administrator Store Connections](#) (see page 20)

[Administrative UI and Policy Server Connections](#) (see page 21)

[Certificate Revocation List Checking](#) (see page 21)

[CA SSO Authentication Scheme Supported on HP-UX](#) (see page 22)

[Password Services Default Redirection URL](#) (see page 22)

[Enterprise Policy Management and r6.0 SP5](#) (see page 22)

Report Server Installation

In previous versions, the SiteMinder Report Server was installed using the Administrative UI installation media. The Administrative UI installer installed the Report Server and the required SiteMinder report templates.

SiteMinder reporting is now installed using the following:

- The CA Business Intelligence Common Reporting component (Report Server) installation media. This installer installs the Report Server.
- The SiteMinder Report Server Configuration Wizard. This wizard installs the required SiteMinder report templates.

Note: For more information about installing the Report Server, see the *Policy Server Installation Guide*.

Administrative UI Installation

In previous versions, installing the Administrative UI required the following third-party components:

- A database to function as an object store
- A directory server or database to function as a SiteMinder administrator store
- An application server

The Administrative UI installation no longer requires these components.

Note: For more information about installing the Administrative UI, see the *Policy Server Installation Guide*.

SiteMinder Administrator Authentication

In previous versions, the Administrative UI only used an external store as its source for SiteMinder administrator credentials.

By default, the Administrative UI now uses the policy store as its source for SiteMinder administrator credentials. The Administrative UI uses the policy store for administrator authentication until you use the Administrative UI to configure a connection to an external store. A connection to an external administrator store is optional.

Note: For more information about administrator store options and how to configure a connection to an external administrator store, see the *Policy Server Configuration Guide*.

External Administrator Store Connections

In previous versions, the Administrative UI required a directory xml file to connect to an external administrator store. You configured this file manually.

The Administrative Authentication wizard is now used to create a connection to an external administrator store. This wizard is available in the Administrative UI.

Note: For more information about configuring a connection to an external administrator store, see the *Policy Server Configuration Guide*.

Administrative UI and Policy Server Connections

In previous versions, only the super user specified during the Administrative UI installation could register a connection between the Administrative UI and a Policy Server.

By default, any super user can register a Policy Server connection.

Note: For more information about registering a Policy Server connection, see the *Policy Server Installation Guide*.

Certificate Revocation List Checking

In previous versions, if the Policy Server was configured to use the CRL Distribution Point (CDP) to locate a certificate revocation list (CRL), the only supported URL type was LDAP.

If the Policy Server is configured to use the CDP, the following URL types are now supported:

- LDAP
- HTTP
- HTTPS

Note: The HTTP and HTTPS URL types are only supported for distribution points in certificates.

If an HTTPS distribution point is used, be sure that a valid CA public certificate or certificate bundle file is present in *policy_server_home/config* or the connection to the HTTPS server fails.

policy_server_home

Specifies the Policy Server installation path.

Additionally, the certificate or certificate bundle must:

- Be in pem format (base64 encoded). A certificate in a different format can be converted to the pem format using the OpenSSL command-line utility.

Note: For more information about the OpenSSL utility, see the OpenSSL documentation.

- Be named cert.pem.
- Contain the CA root certificate for each distribution point.

Note: For more information about configuring CRL checking, see the *Policy Server Configuration Guide*, the *Programming Guide for C*, or the *Programming Guide for Perl*.

STAR Issue: 17289899-2

CA SSO Authentication Scheme Supported on HP-UX

The CA Single Sign-On authentication scheme (smauthetsso) is now supported on the following platforms:

- Windows
- Solaris
- HP-UX

Password Services Default Redirection URL

When you create a password policy in the Administrative UI, the default Redirection URL is now:

```
/siteminderagent/forms/smpwservices.fcc
```

The new Redirection URL is FCC-based and replaces the previous CGI-based Redirection URL as the default:

```
/siteminderagent/pwcgi/smpwservicescgi.exe
```

CGI-based Password Services is deprecated. FCC-based Password Services is the recommended alternative.

Enterprise Policy Management and r6.0 SP5

In previous versions, you could configure an Administrative UI with a specific version of an r6.0 SP5 Policy Server. This configuration let you use the Administrative UI to create applications, while continuing to use the r6.x Policy Server User Interface to manage all other SiteMinder objects.

Configuring an Administrative UI with an r6.0 SP5 Policy Server is no longer a supported configuration.

Note: For more information about upgrading to r12.0 SP2, see the *SiteMinder Upgrade Guide*.

Chapter 4: Operating System Support

Before you install the Policy Server, the Administrative UI, and the Report Server, be sure that you are using a supported operating system and third-party software.

More information:

[Locate the SiteMinder Platform Support Matrix](#) (see page 113)

Chapter 5: Software Requirements

This section contains the following topics:

[Policy Server Requirements](#) (see page 25)

[Administrative UI Requirements](#) (see page 27)

[Report Server Requirements](#) (see page 29)

Policy Server Requirements

The following minimum system requirements must be met for the SiteMinder Policy Server to install and run correctly.

Windows

The Windows system to which you are installing the Policy Server must meet the following minimum system requirements:

- **CPU**—Intel Pentium III or better.
- **Memory**—512 MB system RAM.
- **Available disk space:**
 - 270 MB free disk space in the install location.
 - 180 MB of free space in the system's temporary file location.

Note: These requirements are based on a medium size policy database of approximately 1,000 policies.

Note: For additional non-system requirements, see the *Policy Server Installation Guide*.

UNIX

The UNIX system to which you are installing the Policy Server must meet the following minimum system requirements:

- **Memory**—512 MB RAM.
- **Available disk space:**
 - 300 MB free disk space.
 - 200 MB free disk space in /tmp.

Note: Typically, 10 MB or less free disk space in /tmp is required for the daily operation of the Policy Server. The Policy Server creates files and named pipes under /tmp. The path to which these files and pipes are created cannot be changed.

Note: For additional non-system requirements, see the *Policy Server Installation Guide*.

JDK/JRE Considerations

Consider the following when using a supported JDK/JRE:

- JDK 1.5.0_06 through JDK 1.5.0_09 leaks handles on Windows and Solaris platforms.

This issue is a result of a Sun Microsystems bug. [Refer to Sun bug number 6399321](#).
- JDK 1.5.0_05 through JDK 1.5.0_09 causes ServletExec to crash on dual processor machines.

Note: For a list of supported CA and third-party components, refer to the SiteMinder Platform Support Matrix on the [Technical Support site](#).

To locate the support matrix from the Technical Support site

1. Click Support By Product.
2. Select CA SiteMinder from the Select a Product list.
3. Click CA SiteMinder Platform Support Matrices under Product Status.

You can download the latest JDK and JRE versions at the [Sun Developer Network](#).

Administrative UI Requirements

The minimum system requirements for the Administrative UI depend on the installation option used to install the Administrative UI.

Note: For more information about the Administrative UI installation options, see the *Policy Server Installation Guide*.

Windows Stand-Alone Installation

If the stand-alone installation option is used, the Windows system to which you are installing the Administrative UI must meet the following minimum system requirements:

- **CPU**—Single or dual-processor, Intel Pentium III (or compatible), 700-900 MHz.
- **Memory**—512 MB system RAM. We recommend 1 GB.
- **Available disk space**—540 MB.
- **Temp directory space**—450 MB.

Note: For additional non-system requirements, see the *Policy Server Installation Guide*.

UNIX Stand-Alone Installation

If the stand-alone installation option is used, the UNIX system to which you are installing the Administrative UI must meet the following minimum system requirements:

- **CPU**
 - Solaris—Sparc Workstation 440 MHz.
 - Red Hat Linux—Single or dual-processor, Intel Pentium III (or compatible), 700-900 MHz.
- **Memory**—512 MB system RAM. We recommend 1 GB.
- **Available disk space**—540 MB.
- **Temp directory space**—450 MB.

Note: For additional non-system requirements, see the *Policy Server Installation Guide*.

Windows Existing Application Server Installation

If the Administrative UI is being installed to an existing application server infrastructure, the Windows system to which you are installing the Administrative UI must meet the following minimum system requirements:

- **CPU**—Single or dual-processor, Intel Pentium III (or compatible), 700-900 MHz.
- **Memory**—512 MB system RAM. We recommend 1 GB.
Note: If you are running WebSphere, 2 GB system RAM is required.
- **Available disk space**—540 MB.
Note: If you are running WebSphere, 2 GB of available disk space is required.
- **Temp directory space**—450 MB.
- **JDK**—The required JDK version is installed on the system to which you are installing the Administrative UI.

Note: For additional non-system requirements, see the *Policy Server Installation Guide*.

UNIX Existing Application Server Installation

If the Administrative UI is being installed to an existing application server infrastructure, the UNIX system to which you are installing the Administrative UI must meet the following minimum system requirements:

- **CPU**
 - Solaris—Sparc Workstation 440 MHz.
 - Red Hat Linux—Single or dual-processor, Intel Pentium III (or compatible), 700-900 MHz.
- **Memory**—512 MB system RAM. We recommend 1 GB.
Note: If you are running WebSphere, 2 GB system RAM is required.
- **Available disk space**—540 MB.
Note: If you are running WebSphere, 2 GB of available disk space is required.
- **Temp directory space**—450 MB.
- **JDK**—The required JDK version is installed on the system to which you are installing the Administrative UI.

Note: Additional non-system requirements exist in the *Policy Server Installation Guide*.

Report Server Requirements

The following minimum system requirements must be met for the Report Server to install and run correctly.

Windows

The Windows system to which you are installing the Reports Server must meet the following minimum system requirements:

- **CPU**—Single or dual-processor, Intel Pentium III (or compatible), 2.5 GHz.
- **Memory**—2 GB RAM.
- **Available disk space**—10 GB.

Note: This requirement is the space required to install the Report Server. This requirement does not account for the disk space required to store reports.

- **Temp directory space**—1 GB.

Note: For additional non-system requirements, see the *Policy Server Installation Guide*.

UNIX

The UNIX system to which you are installing the Reports Server must meet the following minimum system requirements:

- **CPU**—Sparc Workstation 2.5 GHz.
- **Memory**—2 GB RAM.
- **Available disk space**—10 GB.

Note: This requirement is the space required to install the Report Server. This requirement does not account for the disk space required to store reports.

- **Temp directory space**—1 GB.

Note: For additional non-system requirements, see the *Policy Server Installation Guide*.

Chapter 6: Installation and Upgrade Considerations

This section contains the following topics:

- [Installation Media Names](#) (see page 31)
- [ETPKI Library Installation](#) (see page 33)
- [Character Restriction for Passwords in Installations \(72360\)](#) (see page 34)
- [Distributed CA Directory Server Policy Store](#) (see page 34)
- [Importing Event Handler Libraries](#) (see page 35)
- [Application Objects in the FSS Administrative UI](#) (see page 35)
- [Report Server and the SunOne Directory Server](#) (see page 36)
- [IPv6 Addresses and Object Store Connections \(65040\)](#) (see page 36)
- [Upgrading a Japanese Policy Server](#) (see page 37)
- [MDAC Versions](#) (see page 37)
- [Multi-Mastered LDAP Policy Stores](#) (see page 37)
- [Multi-Mastered LDAP User Store Support Limitations \(53677\)](#) (see page 38)
- [Compatibility with Other Products](#) (see page 38)
- [Updated snmptrap File](#) (see page 38)
- [Operational Changes from 5.x](#) (see page 38)
- [Windows 2008 SP2 Considerations](#) (see page 40)
- [Solaris Considerations](#) (see page 41)
- [Red Hat Enterprise Linux AS and ES Considerations](#) (see page 43)
- [HP-UX Considerations](#) (see page 44)

Installation Media Names

The following tables identify the installation executables for the following SiteMinder components:

- Documentation
- Policy Server
- Administrative UI
- Report Server

Note: The tables are organized by platform. For more information about supported operating systems, see the r12.0 SP2 SiteMinder Platform Support Matrix on the Technical Support site.

Documentation

Platform	Installation Executable
AIX	ca-sm-doc-12.0-sp2-cr-aix.bin
HP-UX	ca-sm-doc-12.0-sp2-cr-hp.bin
Linux	ca-sm-doc-12.0-sp2-cr-linux.bin
Solaris	ca-sm-doc-12.0-sp2-cr-sol.bin
Windows	ca-sm-doc-12.0-sp2-cr-win32.exe

cr

Specifies the cumulative release number. The base r12.0 SP2 release does not include a cumulative release number.

Policy Server

Platform	Installation Executable
HP-UX	ca-ps-12.0-sp2-cr-hp.bin
Linux	ca-ps-12.0-sp2-cr-linux.bin
Solaris	ca-ps-12.0-sp2-cr-sol.bin
Windows	ca-ps-12.0-sp2-cr-win32.exe

cr

Specifies the cumulative release number. The base r12.0 SP2 release does not include a cumulative release number.

Administrative UI

Platform	Installation Executable
Linux	■ (Prerequisite) adminui-pre-req-12.0-sp2-cr-linux.bin
	■ (Administrative UI) ca-adminui-12.0-sp2-cr-linux.bin
Solaris	■ (Prerequisite) adminui-pre-req-12.0-sp2-cr-sol.bin
	■ (Administrative UI) ca-adminui-12.0-sp2-cr-sol.bin
Windows	■ (Prerequisite) adminui-pre-req-12.0-sp2-cr-win32.exe
	■ (Administrative UI) ca-adminui-12.0-sp2-cr-win32.exe

cr

Specifies the cumulative release number. The base r12.0 SP2 release does not include a cumulative release number.

Report Server

Platform	Installation Executable
Solaris	■ (Report Server) cabiinstall.sh
	■ (Report Server Configuration Wizard) ca-rs-config-12.0-sp2-cr-sol.bin
Windows	■ (Report Server) install.exe
	■ (Report Server Configuration Wizard) ca-rs-config-12.0-sp2-cr-win32.exe

cr

Specifies the cumulative release number. The base r12.0 SP2 release does not include a cumulative release number.

More information:

[Locate the SiteMinder Platform Support Matrix](#) (see page 113)

ETPKI Library Installation

The Policy Server and Web Agent installations include a CA ETPKI library which is installed in the following directory:

installation_location

Specifies the Policy Server or Web Agent installation path.

Consider the following:

- For Windows platforms, if a CA ETPKI library exists on the machine to which you are installing the Policy Server or Web Agent, the installer upgrades the existing ETPKI library to the version shipped with the component. The CA ETPKI library remains in its current location.
- For UNIX platforms, the installer will install the CA ETPKI library to the *installation_location*/ETPKI directory, even if another CA ETPKI library exists elsewhere on the UNIX file system.

Character Restriction for Passwords in Installations (72360)

When installing the Policy Server, the CA Report Server, and the Administrative UI, you are asked to specify passwords for various components. Consider the following:

Policy Server

When entering password information, do not use the following characters as they are reserved or restricted:

- (Windows only) A percent sign (%)
- (Reserved by InstallAnywhere) A dollar sign (\$)
- (UNIX only) An apostrophe (')
- (UNIX only) Quotation marks ("")

CA Report Server

When entering password information, do not use the following characters as they are reserved or restricted:

- (Reserved by InstallAnywhere) A dollar sign (\$)
- (UNIX only) An apostrophe (')
- (UNIX only) Quotation marks ("")

Administrative UI

When entering password information, do not use the following characters as they are reserved or restricted:

- (UNIX only) An apostrophe (')
- (UNIX only) Quotation marks ("")

Distributed CA Directory Server Policy Store

If you are using multiple DSAs to function as a policy store, ensure that host information of the router DSA is listed first in the Policy Server Management Console. If you do not list the router DSA host information first, an error occurs when you attempt to install the policy store data definitions.

Note: For more information on configuring CA Directory Server as a policy store, refer to the *Policy Server Installation Guide*.

Importing Event Handler Libraries

Consider the following before upgrading a Policy Server to r12.0 SP2:

- If the Policy Server Management Console Advanced tab does not contain event handler libraries, the XPSAudit event handler library (XPSAudit.dll) is added to the Event Handlers field. No further action is required.
- If the Policy Server Management Console Advanced tab does contain event handler libraries, complete the following after upgrading the Policy Server:

1. Open the Policy Server Management Console and click the Advanced Tab.
2. In the Event Handlers field, replace the path to the current event handler library with the path to the XPSAudit event handler library.

Note: The default location of the XPSAudit event handler library is *policy_server_home\bin*.

policy_server_home

Specifies the Policy Server installation path.

3. Click Apply.

The path to the event handler library is saved. The Event Handlers field appears disabled.

Note: By default, the only event handler library that appears in the Advanced tab is XPSAudit.dll.

4. Use the XPSConfig utility to set additional event handler libraries, previously used or otherwise, to the XPSAudit list.

Note: More information on using the XPSConfig utility to set event handler libraries exists in the *Policy Server Administration Guide*.

Application Objects in the FSS Administrative UI

If you created Enterprise Policy Management (EPM) applications using the r12 Administrative UI, consider the following after upgrading to r12.0 SP2:

- The underlying SiteMinder components related to each application appear in the FSS Administrative UI. For example, the policy domain associated with an application appears in the Domains tab in the FSS Administrative UI.
- Do not modify the related, individual components using the FSS Administrative UI.
- Only use the r12.0 SP2 Administrative UI to modify applications created using the r12 Administrative UI.

To prevent the underlying components related to r12 applications from appearing in the FSS Administrative UI

1. Log into the r12.0 SP2 Administrative UI.
2. Click Policies, Applications.
3. Click Applications, Modify Application.

The Modify Application screen appears.

4. Search for each application created prior to the upgrade.
5. For each application:
 - a. Open the application.
 - b. Click Submit.

Note: You do not have to make changes to the application. You are only required to re-submit the application.

The application is saved and the underlying components related to the application no longer appear in the FSS Administrative UI.

Note: The underlying SiteMinder components related to applications created using the r12.0 SP2 Administrative UI do not appear in the FSS Administrative UI.

Report Server and the SunOne Directory Server

The following installation limitations exist between the Report Server and the SunOne directory server:

- You cannot install the Report Server on a machine where a SunOne LDAP directory server is installed.
- You cannot install a SunOne LDAP directory server on a machine where the Report Server is installed.

IPv6 Addresses and Object Store Connections (65040)

When you specify an object store connection during the Administrative UI installation, do not enter an IPv6 address. Instead, enter a host name.

IPv6 addresses are not supported for object store connections.

Upgrading a Japanese Policy Server

The r12.0 SP2 version of the Policy Server is not localized for the Japanese language. Upgrading the Policy Server to r12.0 SP2 results in a version that is not localized for Japanese.

MDAC Versions

It is required that the MDAC versions installed on the client and server sides are compatible.

Note: More information exists in the Microsoft MDAC documentation.

Multi-Mastered LDAP Policy Stores

LDAP directories using multi-master technology may be used as SiteMinder policy stores. The following configuration is recommended when configuring an LDAP policy store in multi-master mode:

- A single master should be used for all administration.
- A single master should be used for key storage.

This master does not need to be the same as the master used for Administration. However, we recommend that you use the same master store for both keys and administration. In this configuration, all key store nodes should point to the master rather than a replica.

Note: If you use a master for key storage other than the master for administration, then all key stores must use the same key store value. No key store should be configured to function as both a policy store and a key store.

- All other policy store masters should be set for failover mode.

Due to possible synchronization issues, other configurations may cause inconsistent results, such as policy store corruption or Agent keys that are out of sync.

Contact SiteMinder Support for assistance with other configurations.

Multi-Mastered LDAP User Store Support Limitations (53677)

The multi-mastered LDAP enhancement has the following limitations:

- The Policy Server only supports multi-mastered user stores in a backup capacity. Because Password Services makes frequent writes to the user store, you cannot simultaneously update user information in multiple master instances. In addition, the LDAP implementation could produce out-of-date information or data loss due to delayed replication.
- Multi-mastered support does not extend to custom code such as custom authentication schemes.

Compatibility with Other Products

To ensure interoperability if you use multiple products, such as IdentityMinder, Identity Manager, TransactionMinder, and eProvision, check the Platform Support Matrices for the required releases of each product. The platform matrices exist on the [Technical Support site](#).

Updated snmptrap File

This release includes an updated snmptrap.conf file. Before installation, back up and save the original snmptrap.conf file, located in *siteminder_installation*\config.

Operational Changes from 5.x

The following features behave differently in version r12.0 SP2.

Failed Password Change Requests

In a 5.5 environment, when a user submits a password change request that contains an invalid current password, the Password Change Information screen appears with a message stating that the old password is incorrect. The user can provide the correct credential and change the password. In r12.0 SP2, the Policy Server redirects the user to the login screen without the message.

Enabling the DisallowForceLogin registry key allows the 5.5 behavior in an r12.0 SP2 environment. The registry key is located at:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Netegrity\SiteMinder\CurrentVersion\PolicyServer
```

The KeyType must be configured as REG_DWORD and the Value must be 0 (disabled) or 1 (enabled). The registry key is disabled by default.

If a value other than 0x1 is configured, the feature is disabled. If the registry key is disabled, the r12.0 SP2 behavior is in effect.

Effect of Single Policy Server Process on Audit Logging to Text Files (19630)

Prior to SiteMinder 6.0, when the audit logging was configured to write to text files, each Policy Server process added to the configured base file name. The addition included a distinguishing string ("_Acct", "_Adm", "_Auth" or "_Az") and a current date-time string. The r12.0 SP2 single-process Policy Server does not add distinguishing characters to the configured file name (other than appending *number* when rolling over the log files).

Regarding the effect of new policy stores on audit logging, see Audit Logs (24116).

iPlanet Web Server Startup (24343)

An iPlanet Web server no longer starts automatically after configuration. This applies to all supported platforms.

No Default Policy Store

The r12.0 SP2 Policy Server does not have a default policy store. In addition, Microsoft Access is no longer supported as a policy store. You can find a list of supported databases at the SiteMinder Platform Matrix for r12.0 SP2 on the Technical Support [site](#).

Remote Services Variables Superseded

Remote Services variables are superseded by Web Services variables.

Cache Settings Simplified

The Cache settings in the Policy Server Management Console have been simplified to a single setting.

Changes to the Cache Model

The cache model for SiteMinder r12.0 SP2 differs from the model for 5.x:

- The Policy Store cache is no longer configurable.
- The L2 cache is replaced by self-tuning per-object-class caches.
- The User Authorization (AZ) cache size is configurable using the Policy Server Management Console. The cache can be tuned using the new counters available in the SiteMinder OneView Monitor.

Windows 2008 SP2 Considerations

The following considerations apply to Windows 2008 SP2.

DEP Error during Policy Server Installation

Symptom:

A Data Execution Prevention (DEP) error can prevent the Policy Server from installing on Windows 2008 SP2.

Solution:

1. Configure DEP for essential Windows programs and services only.
2. Run the Policy Server installer.

To configure DEP for essential programs and services

1. Right-click My Computer and select Properties.
The System Properties dialog appears.
2. Click Advanced.
The Advanced tab opens.
3. Under Performance, click Settings.
The Performance Options dialog appears.
4. Click Data Execution Prevention and select Turn on DEP for essential Windows programs and services only.
5. Click OK.
A message prompts you to restart the system.

Note: After you have successfully installed the Policy Server, you can revert the DEP settings for all programs and services.

Deploying SiteMinder Components

If you are deploying SiteMinder components on Windows 2008 SP2, we recommend installing and managing the components with the same user account. For example, if you use a domain account to install a component, use the same domain account to manage it. Failure to use the same user account to install and manage a SiteMinder component can result in unexpected behavior.

Solaris Considerations

The following considerations apply to Solaris.

Solaris 10 Support

The Policy Server and Web Agent are certified for global and non-global zones.

Note: More information on Solaris 10 support exists in the *Policy Server Installation Guide*.

Required Operating System Patches on Solaris (24317, 28691)

The following table lists required and recommended patches by version:

Version	Required	Recommended
Solaris 9	■ 111722-04 or any superseding patch	none
	■ 111711-15 or any superseding patch	

You can find patches and their respective installation instructions at SunSolve (<http://sunsolve.sun.com>).

Errors in the SMPS Log due to a gethostbyname() Error (54190)

Network connectivity errors appear in the smps log when gethostbyname() is called. These errors appear even though the directories are available on the network. This was a Solaris issue, which according to Sun bug ID 4353836, has been resolved.

Sun lists the following patches for Solaris 9:

Solaris 9

- 112874-16 (libc)
- 113319-12 (libnsl)
- 112970-05 (libresolv)
- 115545-01 (nss_files)
- 115542-01 (nss_user)
- 115544-01 (nss_compat)

Upgrading a Solaris Policy Server (57935)

Symptom:

If your license file is older than January 2005, the Policy Server may experience problems reading the license file after an upgrade. You may receive a message stating that a valid end-user license cannot be found.

Solution:

Contact Technical Support, and request a new license file.

Report Server Required Patch Clusters

The *Policy Server Installation Guide* contains the system requirements required to install the Report Server. SAP provides additional patch specifications. Before installing the Report Server:

1. Go to the [SAP Community Network](#).
2. Click View this Supported Platform Info.
A Business Objects whitepaper opens
3. Review the Solaris 9 or 10 patch requirements.

Use this resource for Solaris 9 and 10 patch requirements only. This document also provides supported operating system and hardware requirements that SiteMinder does not support. For supported operating systems, see the SiteMinder r12.0 SP2 Platform Support Matrix. For system requirements, see the *Policy Server Installation Guide*.

Red Hat Enterprise Linux AS and ES Considerations

The following considerations apply to Red Hat Enterprise Linux AS and ES.

Updated Database Drivers for Red Hat Enterprise Linux AS 3.0 to 5.1 (42834, 47304)

If you are upgrading from 6.0 SP3 or earlier, the ODBC database drivers for Red Hat Enterprise Linux AS have been updated with new drivers. As a result, if your Linux Policy Server is using these drivers to connect to an ODBC policy store, you must update the DSN connection information in the `system_odbc.ini` file with the new driver settings.

SiteMinder SDK and Red Hat Enterprise Linux AS (28203, 28268)

The SiteMinder SDK was built using `gcc 3.2.3` for Red Hat AS 3.0.

Red Hat Enterprise Linux AS Requires Korn Shell (28782)

A Policy Server installed on Red Hat AS requires the Korn shell. If you do not install a Korn shell on Red Hat AS, you cannot execute the commands that control the Policy Server from a command line, such as `start-all` and `stop-all`.

Excluded Features on Red Hat Enterprise Linux AS

The following features are not supported by the Policy Server on Red Hat AS:

- Cryptocard authentication scheme
- OCSP
- Safeword authentication scheme
- SiteMinder Test Tool
- Teleid authentication scheme

Apache 2.0 Web Server and ServletExec 5.0 on Red Hat Enterprise Linux AS (28447, 29518)

To use Apache 2.0 Web Server and ServletExec 5.0 on Red Hat AS

1. Run the ServletExec 5.0 AS installer against Apache 1.3.x.
The ServletExec AS Java instance is created.
2. Run ServletExec and Apache 1.3.x, and make sure you can run /servlet/TestServlet.
3. Shutdown Apache 1.3.x, but leave ServletExec running.
4. Using anonymous FTP, access ftp://ftp.newatlanta.com/public/servletexec/4_2/patches and download the latest zip.
5. Extract the following from the zip:
mod_servletexec2.c
6. Edit the httpd.conf file of your HP-Apache 2.x so that it contains the necessary ServletExec-specific directives.
Note: The directives are also present in the httpd.conf file of your Apache 1.3.x if you allowed the ServletExec installer to update the httpd.conf during installation. For more information on editing the httpd.conf file, refer to the New Atlanta Communication ServletExec documentation.
7. Start Apache 2.x.
8. Test the Web Server with ServletExec by accessing:
/servlet/TestServlet

HP-UX Considerations

The following considerations apply to HP-UX.

Required Operating System Patches on HP-UX

The following table lists required and recommended patches by version:

Version	Required	Recommended
HP-UX 11i	KRNG11i, PHSS_26263, PHCO_29029	none

Note: You may replace the above patches with the latest ld and linker tools cumulative patch.

It is recommended that you install the June 2003 or the latest available patch bundle for HP 11.x Operating system.

Kernel Parameters

HP provides a tool called HPjconfig, which gives the list of recommended Kernel parameters for executing Java on HP-UX systems. Because the Policy Server uses Java, this tool should be used to determine the recommended Kernel Parameters. You can search for this tool at the HP Web site: <http://www.hp.com>.

Excluded Features on HP-UX

The following features are not supported by the Policy Server on HP-UX

- Cryptocard authentication scheme
- Safeword authentication scheme
- Teleid authentication scheme
- SiteMinder Test Tool
- FIPS or IPv6

Apache 1.3.28 Web Server Installation Fails on HP-UX 11i (28327) (28302)

When you install the Apache 1.3.28 Web Server on HP-UX 11i, the installation program fails and issues a parsing error in the socket.h file during gmake. You can resolve this issue doing one of the following:

- Rename the types.h header file
- Compile Apache using the native HP compiler

To rename the types.h header file

1. Rename the types.h header file that comes with the gcc installation to types.old.

Note: The file is located in
`usr/local/lib/gcc-lib/hppa2.0n-hp-hpux11.00/3.2/include/sys`

2. Move the types.h system header file from `/usr/include/sys` to the latter directory.

To compile Apache using the native HP compiler

1. Export and set the variable CC to the following: `cc -Ae +02`
2. Run the Apache configuration script.
3. Run `gmake`.

Apache 2.0 Web Server and ServletExec 5.0 on HP-UX 11i (29517, 28446)

To use Apache 2.0 Web Server and ServletExec 5.0 on HP-UX 11i

1. Install Apache v1.3.x.
2. Run ServletExec 5.0 AS installer against Apache 1.3.x.
The ServletExec AS Java instance is created.
3. Run ServletExec and Apache 1.3.x, and make sure you can run `/servlet/TestServlet`.
4. Shutdown Apache 1.3.x, but leave ServletExec running.
5. Install HP-Apache v2.x from the `.depot` file.
Note: By default, this file is installed in `/opt/hpws/apache` directory.
6. Modify the `apxs` script by changing:

```
$opt .= " -module -avoid-version $apr_ldflags
```

to

```
$opt .= " -rpath $CFG_LIBEXECDIR -module -avoid-version $apr_ldflags
```

The extra parameter indicates that the created library will be installed in `$CFG_LIBEXECDIR`
Note: This script is located in the `/opt/hpws/apache/bin` directory.
7. Using anonymous FTP, access `ftp://ftp.newatlanta.com/public/servletexec/4_2/patches/` and download the latest zip file.
8. Extract the following file from the zip:
`mod_servletexec2.c`
9. Execute the following command:

```
apxs -n servletexec -i -a -c -D XP_UNIX -D APR_WANT_BYTEFUNC mod_servletexec2.c
```
10. Edit the `httpd.conf` file of your HP-Apache 2.x to contain the necessary ServletExec-specific directives.
Note: The directives are also present in the `httpd.conf` of your Apache 1.3.x if you let the ServletExec installer update the `httpd.conf` during installation. For more information on editing the `httpd.conf` file, refer to the New Atlanta Communication ServletExec documentation.

11. Start HP-Apache 2.x.
12. Test the Web Server with ServletExec by accessing the following:
`/servlet/TestServlet`

Chapter 7: General Considerations

This section contains the following topics:

[Application Objects Appear in the Policy Server User Interface](#) (see page 49)

[IdentityMinder Object Support in Policy Stores \(29351\)](#) (see page 49)

[NTLM Authentication Scheme Replaced by Windows Authentication Scheme](#) (see page 50)

[Unsupported Features](#) (see page 50)

[System Management Limitations](#) (see page 50)

[Policy Server Limitations](#) (see page 51)

[User Directory Limitations](#) (see page 56)

[Perl Scripting Interface Limitations](#) (see page 56)

[Compatibility Limitations](#) (see page 57)

[Japanese Policy Server Limitations](#) (see page 57)

Application Objects Appear in the Policy Server User Interface

If you are using Enterprise Policy Management in a 6.0 SP5 environment, application-related objects you create using the Administrative UI also appear in the Java applet-based Policy Server User Interface. Do not modify these objects from the Policy Server User Interface. You should only modify application-related objects using the Administrative UI.

IdentityMinder Object Support in Policy Stores (29351)

Policy Servers that have not been enabled for IdentityMinder cannot be connected to policy stores that contain IdentityMinder objects. Policy Servers that have been enabled for IdentityMinder 5.6 SP2 can be connected to r12.0 SP2 policy stores that contain IdentityMinder objects.

Note: For more information about configuring and deploying IdentityMinder, see the *IdentityMinder Web Edition Installation Guide*.

NTLM Authentication Scheme Replaced by Windows Authentication Scheme

This release does not include an NTLM authentication scheme template. This authentication scheme type has been replaced by the Windows Authentication template. Support for NTLM authentication is now provided through the new authentication scheme template.

Unsupported Features

The following features are not supported by SiteMinder:

- Identity Manager roles
- Cryptocard authentication scheme on Red Hat AS and HP-UX
- SafeWord authentication scheme on Red Hat AS and HP-UX
- TeleID authentication scheme on Red Hat AS and HP-UX
- DMS on Red Hat AS and HP-UX
- SiteMinder Test Tool on Red Hat AS and HP-UX
- OCSP on Red Hat AS
- Password services with Microsoft Active Directory Global Catalog
- Enhanced LDAP referrals with Microsoft Active Directory Application Mode (ADAM)
- Enhanced LDAP referrals with Novell eDirectory
- Enhanced LDAP referrals with Oracle OID 9.0.4 (Oracle bug 3512354)
- Enhanced LDAP referrals with Siemens DirX is only supported for searches and writes. That is, password services write referrals is supported. However, enhanced referrals for binds and thus authentication is not supported.
- FIPS and IPV6 on HPUX Policy Server

System Management Limitations

The following system management limitations exist:

Pop-up Blockers May Interfere with Help

Certain pop-up blockers or Web browsers may prevent the Administrative UI help window from opening. Many pop-up blockers allow the pop-up if you press CTRL while you click the link. You can also set your Web browser to allow pop-ups from the Administrative UI.

Registry Setting No Longer Required for Setting the Maximum Number of Connections (27442)

In previous versions of the Policy Server, two ODBC connections were created for each Policy Server service. The following registry setting overrode the default value and indicated the maximum total number of ODBC connections created by the Policy Server for all services:

```
Netegrity\SiteMinder\CurrentVersion\Database\UserDirectoryConnections
```

For r12.0 SP2 Policy Servers, the maximum number of connections is determined dynamically, based on five times the maximum number of threads specified in the Policy Server Management Console. (See the Performance group box of the Settings tab in the Management Console.)

If you are upgrading to the r12.0 SP2 Policy Server from a 5.x Policy Server, remove the UserDirectoryConnections registry setting. If you do not, and the value specified by the setting is less than the maximum number of threads calculated by the Policy Server, your Policy Server logs will contain many error messages. These messages will indicate that the value of the registry setting overrides the maximum number of connections calculated by the Policy Server.

Policy Server Limitations

The following Policy Server limitations exist:

Error Changing Long Password When Password Services is Enabled (26942)

If the Policy Server has Password Services enabled, changing the password may fail if the old password length exceeds 160 UTF8 octets and the new password length exceed 160 UTF8 octets.

Leading Spaces in User Password May Not Be Accepted (27619)

A user whose password includes leading spaces may not be able to authenticate under the following combination of circumstances:

- The Policy Server is running on Solaris.
- The password with leading spaces is stored in an LDAP User Store.

Note: A password policy may or may not be enabled.

Certificate Mappings Issue with certain Policy Stores (27027, 30824, 29487)

Certificate mappings do not work when the IssuerDN field is longer than 57 characters for policy stores installed on the following directories:

- Novell eDirectory
- Active Directory
- Critical Path

Handshake Errors with Shared Secret Rollover Enabled (27406)

In the Policy Server error log, you may see an occasional handshake error related to the shared secret, followed by a successful connection. This may occur if the shared secret rollover feature was enabled for the Web Agent communicating with the Policy Server. This behavior is expected as part of a normal shared secret rollover. You can ignore these errors.

Policy Servers Sharing Policy Store Not Updated Consistently (39844) (39837)

If you have a frequently updated policy store shared by multiple Policy Servers, not all of the Policy Servers are updated consistently. This is caused by ServerCommand getting deleted before the Policy Servers had a chance to update their cache.

To fix this problem, increase the following DWORD registry setting:

SiteMinder\CurrentVersion\ObjectStore
Key: ServerCommandTimeDelay

Change value to 10.

Internal Server Error When Using SecureID Forms Authentication Scheme (39664)

When using the SecureID forms authentication scheme, if users do not enter their passwords correctly during their initial login, they are not granted access to resources despite providing correct credentials in subsequent tries. The Policy Server presents users with an internal server error and these users must restart the Web browser to continue.

X.509 Client Certificate or Form Authentication Scheme Issue (39669)

The Policy Server's X.509 Client Certificate or Form authentication scheme is not working properly when using an alternate FCC location.

Certain User Name Characters Cause Authenticating or Authorizing Problems (39832)

When the Policy Server is using an LDAP user store, users with characters such as &, * , \, and \\ in their user names are not getting authenticated and authorized properly. For example, the Policy Server does not authenticate or authorize these sample users:

- use&r1
- use*r2
- use\r3
- use\\r4

DEBUG Logging With SafeWord Authentication Causes Policy Server to Fail (42222, 43051)

On Solaris, when resources are protected by SafeWord authentication schemes, if you enable DEBUG or ALL logging in the SmSWEC.cfg SafeWord configuration file, the Policy Server fails. As a result, do not enable DEBUG or ALL logging for SafeWord authentication schemes. The SafeWord server is PremierAccess server, using protocol 200 or 201.

Active Directory Integration Enhancement For LDAP Namespace (43264, 42601)

This limitation is related to this new AD feature from 6.0 SP 2:

"Enhanced User Account Management and Password Services Integration with Active Directory (SM5504) (28460) (23347) (24047) (25816)"

When following the instructions in section "Enabling Active Directory Integration Enhancement", be aware that this feature is only supported for the LDAP and not the AD namespace.

Policy Server Does Not Support Roll Over of Radius Log (44398) (43729) (42348)

The Policy Server does not have the capability to roll over the radius log. Prior to the 6.0 release, you could roll over the radius log by running the `smsevauth -startlog` command.

smnssetup Tool Deprecated (44964) (45908) (46489)

The `smnssetup` tool was removed from distribution in 6.0 SP 4. You should use the Policy Server Configuration Wizard (`ca-ps-config`) to configure:

- the OneView Monitor GUI
- SNMP support
- a policy store

The wizards gives you the option of using either a GUI or a console window. For more information, see the *Policy Server Installation Guide*.

Policy Server Fails to Initialize Java Virtual Machine on Red Hat AS 3.0 (44649) (44971)

On Red Hat Linux Enterprise AS 3.0 with Update 5, the Policy Server may fail to initialize the Java Virtual Machine when running on a multi-processor machine. As a result, the following SiteMinder functionality does not work:

- Java authentication schemes
- Java active rules, policies, and responses
- SAML federation

This problem is caused by an incompatibility between the Sun JDK on Linux and Red Hat's ExecShield, a kernel-based security feature. A work-around is to disable the ExecShield in the Linux SMP kernel only.

To decide if you want to disable the ExecShield, see Red Hat's "New Security Enhancements in Red Hat Enterprise Linux v.3, update 3" at http://www.redhat.com/f/pdf/rhel/WHP0006US_Execshield.pdf.

To disable ExecShield in the Linux SMP kernel only

1. In the `/etc/grub.conf` file, set the `noexec=off` kernel parameter in the SMP kernel only, as noted in the following example:

```
title Red Hat Enterprise Linux AS (2.4.21-32.ELsmp)
root (hd0,0)
kernel /vmlinuz-2.4.21-32.ELsmp ro root=LABEL=/noexec=off
initrd /initrd-2.4.21-32.ELsmp.img
```

2. Reboot the machine.

Option to Create Copies of Existing Policy Server Objects

When creating Policy Server objects in the Administrative UI, you have the option of creating a copy of an existing object of the same type. The copy option is not available for the following objects:

- Agent Type
- AuthAz Directory Mapping
- AuthValidate Directory Mapping
- Certificate Mapping
- User Directory
- Application
- Application Resource
- Domain
- Policy
- Realm
- Response
- Response Attribute
- Rule
- Global Policy
- Global Response

- Global Rule
- Password Policy
- Administrator

User Directory Limitations

The following user directory limitation exists:

ODBC User Store Failover

Given

A Policy Server is configured on Solaris to use two Oracle-based user stores: one is the primary user store and the other is the secondary user store.

Result

The time for the Policy Server to failover from the primary to the secondary, in the event of a network failure, may be as long as 8 minutes.

Solution

This time can be reduced by setting the TCP/IP setting, `tcp_ip_abort_interval`, to the desired time.

Perl Scripting Interface Limitations

The following Perl scripting interface limitations exist:

Perl use Statement for PolicyMgtAPI Must Come Before Use Statement for AgentAPI (24755)

On Solaris, a core dump results if you call `use` for AgentAPI before you call `use` for PolicyMgtAPI. If you are calling `use` for both modules, do so in the following order:

- `use Netegrity::PolicyMgtAPI;`
- `use Netegrity::AgentAPI;`

Methods that Return Arrays May Return undef in a One-Element Array (28499)

With methods that return an array, undef should be returned if an error occurs or there is nothing to return. However, these methods may incorrectly return a one-element array with the first element set to undef.

Perl Scripting Interface and Multi-valued Agent Configuration Parameters (37850)

The Perl Scripting Interface does not support setting multi-valued Agent configuration parameters.

Compatibility Limitations

The following compatibility limitation exists:

Oracle Parallel Server and Oracle Real Application Clusters Not Supported (27510)

The r12.0 SP2 Policy Server's Oracle wire protocol drivers do not support the Oracle Parallel Server or Oracle Real Application Clusters.

Japanese Policy Server Limitations

The following Japanese Policy Server limitation exists:

Agent Shared Secrets are Limited to 175 Characters (30967, 28882)

A Shared Secret for a SiteMinder Agent in a Japanese operating system environment may have no more than 175 characters.

Chapter 8: Known Issues

This section contains the following topics:

[Known Issues in r12.0 SP2](#) (see page 59)

Known Issues in r12.0 SP2

The following are known issues in r12.0 SP2:

Policy Server May Fail to Start on Windows 2003 SP2 R2

Valid on Windows 2003 SP2 R2

The Policy Server may not start because of a third-party dependency on a Microsoft Visual C++ runtime. If the following files are not present on the Policy Server host system, download the distributable from [Microsoft](#):

- Microsoft.VC80.CRT.manifest
- msvcm80.dll
- msvc80.dll
- msvcr80.dll

Place the files in *policy_server_home*\bin.

policy_server_home

Specifies the Policy Server installation path.

Upgraded Administrative UI Fails to Authorize Administrators in a New External Store

If you use the Administrative Authentication wizard to change the external administrator user store after upgrading the Administrative UI, restart the application server. If you do not restart the application server, the Administrative UI fails to authorize administrators.

Policy Server Performance with a Sun Java System Directory Server EE Policy Store

Symptom:

The Policy Server takes an exceedingly long time to start when version 6.0 of Sun Java System Directory Server EE is functioning as the policy store.

Solution:

A known indexing issue with version 6.0 results in the performance problem. Regenerate the existing policy store indexes.

Note: Version 6.3.1 of Sun Java Systems Directory Server EE contains fixes that affect the behavior of indexes. These fixes prevent the problem.

Important! The suffix DN is unavailable when you re-index the policy store.

To re-index the policy store

1. Log into the directory server host.
2. Navigate to the *directory_server_install*\bin and run the following command:

```
dsadm reindex -b -t xpsNumber -t xpsValue -t xpsSortKey -t xpsCategory -t xpsParameter -t  
xpsIndexedObject  
-t xpsTombstone instance_path policysvr4
```

directory_server_install

Specifies the Sun Java System Directory Server EE installation path.

instance_path

Specifies the path to the directory server instance functioning as the policy store.

Note: For more information about dsadm command, see your vendor-specific documentation.

3. Restart the directory server instance.

Sun Java System Directory Server EE Logs Warn that the Search is Not Indexed

Symptom:

I have configured version 6.3.1 of Sun Java System Directory Server EE as a policy store. The directory logs contain warnings stating that the search is not indexed.

Solution:

This is expected behavior and SiteMinder performance is not affected. Restart the directory server instance to stop the warnings.

Application Roles Must be Updated (76618)

Existing EPM application roles must be updated for all applications containing multiple roles. Use the Administrative UI to change the description of each effected role and submit the changes.

Searches for Many Policy Objects (63721)

When searching on many policy objects using the Administrative UI, the connection between the Administrative UI and the Policy Server can time out, the Policy Server tunnel buffer can become corrupt, or both. In such cases, the Administrative UI displays a connection timeout error and no search results are returned. To eliminate this problem, adjust the Administrative UI Policy Server connection timeout and create a registry key for the Policy Server tunnel buffer size.

To adjust the Policy Server connection timeout

1. Login to the Administrative UI.
2. Click Administration, Admin UI, Modify Administration UI Connection, Search to open the Policy Server connection object.
3. Select the appropriate Policy Server and click Submit.
4. Set the Timeout field in the Advanced section to a large value, such as 2,000 seconds.

The Policy Server connection timeout is now increased.

To create a registry key for the tunnel buffer size

1. Create the following Policy Server registry key:
HKLM\SOFTWARE\Netegrity\SiteMinder\CurrentVersion\PolicyServer\
Max AdmComm Buffer Size
2. Set this registry key to a large value, such as 5,910,496 bytes.
3. Save the changes and exit the registry.

Note: Restart the Administrative UI if these symptoms persist following the connection timeout and buffer size changes.

XPSExport Creates Read Only File (65035)

XPSExport creates read only output XML files, which XPSImport cannot use. To correct this problem, change the permissions on the output XML file to read/write before running XPSImport.

Windows LDAP Driver Version and FIPS/IPv6 Support

For the initial release of the SiteMinder r12.0 SP2 Policy Server, Windows LDAP directory drivers for policy stores and user stores have configuration limitations related to IPv6 and/or FIPS 140:

- The LDAP drivers do not support IPv6 connections, so while a Windows-based Policy Server may be configured to service Agent IPv6 connections, if it accesses LDAP stores, the LDAP connections must be configured for IPv4.
- When a Windows Policy Server is configured for FIPS-only operation and is using LDAP-over-SSL for Policy/User Stores, it does not restrict SSL to FIPS-only algorithms.

Customers wishing to strictly observe all FIPS-140 algorithm restrictions may modify the SSL configuration files accordingly and deploy FIPS-compliant certificates.

Trial Version of Policy Server Supports Only FIPS-compatibility and FIPS-migration Mode (64416)

Problem:

A trial version of the SiteMinder Policy Server can operate in FIPS-compatibility and FIPS-migration modes. Setting the Policy Server to operate in FIPS-only mode results in the Policy Server rejecting the trial license because the license was encrypted using algorithms that are not FIPS compliant.

Solution:

Ensure that the SiteMinder Policy Servers you want to migrate to FIPS-only mode are using a valid SiteMinder license and not a trial license.

Reports and SiteMinder Performance

Under certain circumstances, running analysis and audit-based reports may slow SiteMinder performance. We recommend analyzing the load patterns in your environment to determine the best time to run reports.

IPv6 ODBC Data Sources

Do not use brackets around the IP address when using IPv6 ODBC data sources or the connection fails.

Example: use fec0::9255:20c:29ff:fe47:8089 instead of [fec0::9255:20c:29ff:fe47:8089]

Note: More information on IPv6-supported databases exists in the SiteMinder Platform Support Matrix.

Searching CertSerialNumbers in a Custom Certificate Mapping Fails (59352)

Symptom:

(LDAP) The default Policy Server behavior is to treat a CertSerialNumber as a broken string of numbers. This behavior causes a custom certificate mapping to fail if the user directory stores the CertSerialNumber as an unbroken string of numbers. The Policy Server fails to lookup the user because the default LDAP search contains spaces.

Solution:

Enable the NoSpacesinCertNumbers registry setting. Enabling the registry setting causes the Policy Server to treat certificate serial numbers as an unbroken string of numbers for all serial number comparisons.

Location:

HKEY_LOCAL_MACHINE/SOFTWARE/Netegrity/Siteminder/CurrentVersion/PolicyServer/NoSpacesInCertSerialNumbers

Values: 0 (disabled) 1 (enabled)

Default Value: 0

Users are Incorrectly Redirected after Receiving a New SecureID PIN (56738)

(Windows 2003) After users have received a new PIN, they are incorrectly redirected to a Diagnostic Information page that displays the following message: "Security Protection Fault: Unknown AuthReason." The latter occurs for both user and system-generated PINs.

Mixed Certificate-Based Authentication Schemes (27997)

The following authentication schemes are affected by the value of the Web Agent parameter for FCC Compatibility Mode (FCCCompatMode):

- Certificate or HTML Forms
- Certificate and HTML Forms

Note: For more information about how FCC Compatibility Mode affects the listed authentication schemes, see the *Web Agent Configuration Guide*.

Password Change Fails if UserDN Equal to or Greater than 1024 Characters (52424)

A password change fails and the user receives an error message prompting them to contact the Security Administrator or Help Desk if the combination of the new password; old password; and user identity, which is comprised of the userID, Client IP and time stamp is equal to or exceeds 1024 characters.

Policy Server Audit Logging Text File does not Audit Impersonator Events (52235)

You can audit impersonator events in either an Oracle or SQL server database by creating the SiteMinder schema for audit logs and using the database for audit logging. For more information on creating the audit log schema and configuring the Policy Server Management Console for audit logging using an Oracle or SQL server database, see the *Policy Server Installation Guide*.

Passwords for User Accounts Stored in Active Directory cannot be Locked (48125)

SiteMinder continues to let users change their passwords when the "User cannot change password" feature is enabled for the accounts.

Testing SunOne Directory Server Connections on Windows

Symptom:

You may experience problems testing a SunOne directory server connection from the Policy Server Management Console if:

- The machine that is hosting the Policy Server is also hosting the SunOne LDAP store.
- You are starting the Policy Server Management Console from a location other than *policy_server_home*\bin.

policy_server_home

Specifies the Policy Server installation path.

This problem occurs because multiple versions of the same LDAP SDK library, *nsldap32v50.dll*, exist on the machine:

- The Policy Server installer installs one version of the DLL to *policy_server_home*\bin. This version of the DLL does not cause problems when you attempt to test the connection.
- SunOne installs another version of the DLL to the system directory, for example C:\WinNT\system32. This version of the DLL may cause problems when you attempt to test the connection.

Note: This DLL conflict does not affect Policy Server processes or any of the SiteMinder command-line tools.

On Windows, when any process calls the operating system (OS) library loader, the loader looks to specific locations, in the following order, to load the DLL:

1. The directory from which the process was launched
2. The current directory
3. The system directory, for example C:\WinNT\system32
4. The Windows directory, for example C:\WinNT\system
5. The directories that are listed in the PATH environment variable

Therefore, if you start the Policy Server Management Console from a location other than *policy_server_home*\bin, the OS library loader loads the DLL from the system directory, for example C:\WinNT\system32, which may cause problems when you test the connection.

Solution:

Start the Policy Server Management Console from the *policy_server_home*\bin location.

Linux Policy Server Does Not Delete Oracle Session Store Sessions (39143)

Symptom:

A Linux Policy Server may not immediately delete sessions from an Oracle session store when the idle timeout setting for the realm is reached.

Solution:

The Policy Server does begin to delete sessions shortly after the idle timeout setting is reached. For example, if the idle timeout setting is 30 minutes, the Policy Server may begin deleting sessions at 45 minutes.

Affiliate Domain Limitation When Upgrading 6.0 Policy Server on Japanese System (46338) (45693)

If you upgrade a 6.0 SP 1 or earlier Japanese Policy Server to r12.0 SP2, the contents of any previous affiliate domain are not displayed in FSS Administrative UI.

Single Logout Services Log Errors if ODBC/SQLError Component Enabled (41324)

If the ODBC/SQLError component is enabled in the Policy Server trace log, Single Logout Services may cause the following errors to be written to the trace log:

```
[13:42:44.0] [CSmdbODBC.cpp:189] [CSmdbConnectionODBC::MapResult] [] [-1] [Microsoft] [ODBC]
```

This is normal and the data is ultimately written to the session server database.

Incompatible SiteMinder Releases for Federation Security Services (44790)

SiteMinder versions 6.0 SP 3/6.x QMR 3 and later configured as a SAML 1.x consumer and the SAML Affiliate Agent 6.x QMR 3 and later are incompatible with SiteMinder versions 6.0 SP 2/v6.x QMR 2 and earlier configured as a SAML 1.x producer. The incompatibility is due to changes made in SiteMinder 6.0 SP 3/6.x QMR 3 to ensure conformance to the SAML specification based on the PingID certification tests.

Edit the InfoCard.properties File for Unix Platforms (72698)

Problem

Filenames are case-sensitive on Unix platforms.

Solution

Change all instances of infocard.fcc to InfoCard.fcc in the InfoCard.properties file.

Manually Create the webadapter.properties File (72353)

Problem:

The file webadapter.properties is not created in ServletExec's configuration folder, as expected. As a result, OneView Monitor does not work.

Solution:

After configuring OneView Monitor on an RHAS 4.0 platform with a supported web server, manually create the webadapter.properties file in ServletExec's configuration folder. The ServletExec adapter uses the properties in this file to route HTTP requests from the web server to a ServletExec Application Server (AS) instance.

The webadapter.properties file contains the following properties:

servletexec.aliasCheckInterval

Specifies a minimum number of seconds for the ServletExec adapter to poll the ServletExec AS instance.

Note: Setting this property to a positive number ensures that the ServletExec adapter polls the AS instance for the specified interval of time. As a result, the adapter is automatically updated when the instance's web application data is modified.

Examples:

```
servletexec.aliasCheckInterval=10
```

```
servletexec.aliasCheckInterval=-1
```

Use this value to disable polling.

instance_name

Specifies the name of a ServletExec AS instance.

servlethec.*instance_name*.hosts

Specifies one or more host names or IP addresses separated by commas.

Note: These are the hosts for which the specified ServletExec AS instance is configured to process requests.

Examples:

`servlethec.instance_name.hosts=www.abc.com:9090,www.ca.com`

`servlethec.instance_name.hosts=192.168.200.17,192.168.200.43:8000`

`servlethec.instance_name.hosts=all`

Specifies that this ServletExec AS instance is configured to process requests from all hosts.

servlethec.*instance_name*.instances

Specifies the IP address and port number of a ServletExec AS instance.

Note: This IP address and port number are used by the ServletExec adapter when forwarding HTTP requests from the web server to the specified ServletExec AS instance. Each instance must have a unique IP address/port number pair.

Example:

`servlethec.instance_name.instances=127.0.0.1:8888`

Specifies default values for the IP address and port number.

servlethec.*instance_name*.pool-increment

Specifies the number of connections that can be added to the connection pool when a connection is needed and the pool is empty.

Note: These connections are used by the ServletExec adapter to communicate with the specified ServletExec AS instance.

Example:

`servlethec.instance_name.pool-increment=5`

servlethec.*instance_name*.pool-max-idle

Specifies the maximum number of idle connections that can be present in the connection pool at any one time.

Note: This number applies to the connections that are used by the ServletExec adapter to communicate with the specified ServletExec AS instance.

Example:

`servlethec.instance_name.pool-max-idle=10`

Using the `webadapter.properties` file, the ServletExec adapter applies the following algorithm to each HTTP request:

1. Locate all ServletExec AS instances that are configured for the host specified in the HTTP request.
2. Find a match between the URL in the HTTP request and the `.instances` property of one of the instances located in step 1.
3. Forward the HTTP request to the resulting ServletExec AS instance.

Deleting Multiple Roles (72207)

Problem:

Deleting multiple roles from an application sometimes results in a "Task failed" message. This message means that one or more roles could not be removed from the policy store. In this situation, there is no harm to the integrity of the data in the policy store.

Solution:

To delete multiple roles, delete one role, submit the task for processing, and wait for the task's completion before deleting another role.

Edit or Delete Responses and Response Groups

Problem:

Responses and response groups cannot be edited or deleted in the context of a Create Domain or Modify Domain task.

Solution:

Edit and delete responses and response groups by clicking the Policies tab, Domains, and Response or Response Group.

Enterprise Policy Management (EPM) Limitations

EPM, which allows you to secure business applications, has the following limitations:

1. Each application can have multiple resources associated with it. However, each resource can have only one response associated with it.
2. Responses and response groups, once associated with an application, cannot be removed from that application.

Password Change Behavior with Active Directory (AD) User Stores (82607)

Setting the password change flag for a particular user in an Active Directory (AD) user store invalidates the user's old password. When the password change flag is set, entering any password on the login dialog redirects the user to the password change dialog. To create the new password, however, the user must match the old password in the field on the password change dialog.

This behavior results from password policies that are part of the AD user store and not from SiteMinder password policies and cannot be changed. Because the policies are integral to the AD user store, changing the namespace from AD to LDAP has no effect on this behavior.

Policy Analysis Reports Return No Results (82275)

Valid for Active Directory user directory connections configured over the LDAP namespace.

Symptom:

My Policy analysis reports are not returning user records.

Solution:

Use the Administrative UI to define an alias mapping between the inetOrgPerson attribute and the respective attribute in Active Directory.

Example: If the respective attribute is "user", create an alias attribute mapping named inetOrgPerson and define the alias as "user".

Note: For more information on attribute mapping, see User Attribute Mapping in the *Policy Server Configuration Guide*.

Creating a SiteMinder Administrator in CriticalPath IDS 4.2.5 Fails (84995)

Problem

Sun Microsystems' Logical Domains (LDOMS) 1.1 returns a host ID value of 00000000 to SiteMinder. SiteMinder uses this value to create the IDs of policy server objects. When SiteMinder uses the value of 00000000 to create the object ID of the administrator, the resulting object ID is invalid, and the newly-created administrator fails to log in to the server.

Solution

Contact Sun Microsystems for a patch that corrects the host ID value returned to SiteMinder.

Star Issue: 17982871-1

Netscape Issues

The following Netscape issues exist:

Netscape 6.2.3 Browser Causes Unreadable Date in Time Dialog (27199)

On Solaris 2.9, if you are running the FSS Administrative UI using a Netscape 6.2.3 Web browser, there is an unreadable date in the Effective Starting Date or Expiration Date fields in the Time Dialog. This problem is caused by running the FSS Administrative UI using a Netscape 6.2.3 browser. To fix this problem, run the FSS Administrative UI with a Netscape 7.0 browser. To access this dialog box, select the Set button from the SiteMinder Policy dialog.

Netscape 6.2.3 Browser Causes Missing Attribute Types in Response Attribute Editor (27214)

On Solaris 2.9, if you are running the FSS Administrative UI using a Netscape 6.2.3 Web browser, the Attribute drop-down menu in the SiteMinder Response Attribute Editor dialog box only lists the WebAgent-HTTP-Header-Variable response attribute type, which is incorrect since there should be several choices. This problem is caused by running the FSS Administrative UI using a Netscape 6.2.3 browser. To fix this problem, run the FSS Administrative UI with a Netscape 7.0 browser.

To access this dialog box

1. Select Edit > Create Response on the Domains tab.
2. Click Create.

Netscape Browser Causes Missing Attributes in SiteMinder Response Dialog (44668, 44675)

On Red Hat Linux AS 3.0 and HP-UX 11i, if you are running the FSS Administrative UI using a Netscape 6 or 7 Web browser, attributes that you create do not appear in Attribute List on the SiteMinder Response Dialog. This problem is caused by running the Policy Server UI using a Netscape 6 or 7 browser. To fix this problem, run the Policy Server UI with a Microsoft Internet Explorer browser.

To access the SiteMinder Response Dialog, create a response under a domain.

Oracle Issues

The following Oracle issues exist:

Administrative UI and Oracle Policy Store Objects (65782)

When you are using an Oracle policy store and you make changes to policy store objects in the Administrative UI, the changes are effective immediately; however, they may not be visible in the Administrative UI for up to 5 minutes.

SiteMinder Query Timeout and Oracle User Directories (68803)

The SiteMinder Query Timeout is not supported when the Policy Server is connected to an Oracle user directory. You may encounter this limitation when the Oracle response time is very slow.

Policy Server Issues

The following Policy Server issues exist:

Policy Server May Fail to Start due to a Dynamically Updated system_odbc.ini File (55265)

Symptom:

(HP-UX and Linux only) The Policy Server may fail to start because the system_odbc.ini file is dynamically updated.

Solution:

After the Policy Server installation, save the file as Read-Only.

Policy Server Installer Lists an Unsupported Operating System (55924)

The Policy Server installer lists Linux Advanced Server 2.1 as a supported operating system. Linux Advanced Server 2.1 is not supported.

Policy Server Hangs or Crashes When Stopped Under Load (64904)

The Policy Server hangs or crashes when stopped under load. This only occurs on Windows systems.

Solaris Issues

The following Solaris issues exist:

Password Screen does not Prompt for Multiple SafeWord Authenticators (56766)

(Solaris 9) Users are unable to access protected resources when a SafeWord authentication scheme requires both fixed and token-based authenticators. The password screen only prompts users for one authenticator. Therefore, the user is unable to provide both types of credentials and cannot access the protected resource.

Federation Encryption Issue with JCE on Solaris (71293)

Problem: There is an issue with the Java Cryptography Extension (JCE) and Federation Security Services encryption when an Federation Security Services Policy Server on Solaris is using JRE 1.5.0.12. When the Policy Server is acting as an IdP, SAML assertion encryption may fail. If the Policy Server is acting as an SP, SAML assertion decryption may fail.

Solution: Modify the `java.security` file in `jre_root/lib/security` so that the `sun.security.provider.Sun` provider is registered as the first provider.

Note: Other supported platform with later versions of Java may also exhibit this problem. Apply the same solution.

Chapter 9: Defects Fixed in SiteMinder Releases

This section contains the following topics:

[Defects Fixed in r12.0 SP1 and r12.0 SP2](#) (see page 75)

Defects Fixed in r12.0 SP1 and r12.0 SP2

The SiteMinder r12.0 SP2 release contains the following fixes:

Connection Errors Occur with LDAP Namespace and AD User Directory (59084)

Symptom:

LDAP connection errors occur when accessing an Active Directory user directory using an LDAP namespace.

Solution:

This problem is no longer an issue.

Anonymous Authentication Schemes Fail (75269)

Symptom:

Anonymous authentication schemes fail, and Password Services errors are reported.

Solution:

Set the Ignore password check flag to True for anonymous authentication schemes.

An Error Occurs When Updating XPS Parameters (75410)

Symptom:

When XPSConfig is used to update an overrideable XPS parameter, an error occurs.

Solution:

XPSConfig can now be used to update overrideable XPS parameters successfully.

Running Audit Reports with Oracle RAC Database Fails (80739)

Symptom:

When an administrator tries to run an audit report in the Administrative UI and the audit store is an Oracle RAC 10g database, the Agent drop-down list does not populate and the attempt fails.

Solution:

This problem is no longer an issue.

STAR Issue: 17755922-1

Field on Reports Tab Is Mislabeled (84381)

Symptom:

In the Administrative UI, the "User DN Start" field on the Reports tab is labeled incorrectly.

Solution:

This field is now correctly labeled as "Universal ID".

STAR Issue: 17892674;01

Admin Password Saved in Clear Text (84967)

Symptom:

When XPSSConfig is used to modify an administrator's password, the password is saved to the registry in clear text.

Solution:

When XPSSConfig is used to modify an administrator's password, the password is saved to the registry in RC2-encrypted format.

STAR Issue: 18033705-1

Active Directory Namespace Does Not Support Paging (86628)

Symptom:

The Active Directory namespace does not support paging, causing searches of more than 1000 users to fail.

Solution:

To support searches of large numbers of users in the Active Directory namespace, enable the following new registry key by setting it to one:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Netegrity\SiteMinder\CurrentVersion\Ds\  
LDAPProvider\EnablePagingADNameSpace
```

Note: For more information, see Active Directory Considerations in the *Policy Server Configuration Guide*.

Account Access Is Denied When Account Is Reenabled (86839)

Symptom:

Account access is denied to user, when the account is disabled due to "too many password failures and account inactivity" and then reenabled.

Solution:

This problem is no longer an issue.

STAR Issue: 17995581

Long Agent Name Values in ACOs Result in Errors (86938)

Symptom:

When administrators manage agent configuration objects, agent name values longer than 3,815 characters result in errors.

Solution:

This problem is no longer an issue.

STAR Issue: 18067972

LDAP Expression Editor Deletes Spaces in LDAP Expressions (87370)

Symptom:

The LDAP user directory search expression editor deletes spaces in LDAP expressions.

Solution:

This problem is no longer an issue.

STAR Issue: 18102391

Policy Administrators Cannot Manage Nested Realms (87505)

Symptom:

Policy administrators cannot manage nested realms in a managed domain.

Solution:

This problem is no longer an issue.

STAR Issue: 17741022

Select Agents Filter Does Not Work Correctly (88102)

Symptom:

When you add agents to an agent group, the filter applies to both selected and available members.

Solution:

The filter now applies only to available members.

STAR Issue: 18235722-1

Delegated Administrators Cannot Access Connection Tasks (88655)

Symptom:

Delegated administrators with super user rights cannot view and select the Connection option on the Administration tab in the Administrative UI and therefore, cannot execute Connection tasks like registration.

Solution:

This defect is no longer an issue.

Tab Order Differs in Administrative UI (88763)

Symptom:

The tab order differs in the Administrative UI when viewing and modifying a domain.

Solution:

This problem is no longer an issue.

STAR Issue: 18278947-01

Not All xpsregclient Flags Are Logged (90505)

Symptom:

The complete xpsregclient command line, including all flags, is not output to the log file correctly. One or more flags are missing from the output.

Solution:

This problem is no longer an issue.

STAR Issue: 18364192

Disabled Rule Setting Is Not Saved (93613)

Symptom:

When a rule is disabled in the Administrative UI and the task completes successfully, the disabled setting is not saved.

Solution:

This problem is no longer an issue.

STAR Issue: 18494284-01

Context Variables Are Evaluated Incorrectly (97146)

Symptom:

User Context variables and Request Context variables are evaluated incorrectly.

Solution:

This problem is no longer an issue.

STAR Issue: 17960400-2

Note: User Context variables and Request Context variables must begin with the percent character (%). For more information, see the *Policy Server Configuration Guide*.

Validate Entry Fails with Active Directory User Directory (98774)

Symptom:

Validate entry fails when adding entries to an Active Directory user directory on the User Directory Search Expression Editor pane while specifying users and user groups for a policy in the Administrative UI.

Solution:

You can solve this problem by clearing the new Validate Entry check box on the User Directory Search Expression Editor pane.

Memory Leak in IIS NTLM Authentication Scheme Causes Failure (59283, 81045)

Symptom:

A small memory leak in the IIS NTLM authentication scheme can cause the Policy Server to fail.

Solution:

This is no longer an issue.

Variable Definition Is Not an Option in the Administrative UI (63618)

Symptom:

Variable Definition is not an option on the Attribute Kind group box on the Create Response Attribute pane in the Administrative UI.

Solution:

This is no longer an issue.

Policy Server Fails to Recover Policy Store Connection (64563)

Symptom:

The Policy Server fails to recover connections to the policy store after a network failure.

Solution:

This is no longer an issue.

Report Server Installer Does Not Check Space Requirement (65044)

Valid on UNIX only.

Symptom:

The Report Server installer does not check the available size in /opt to determine if there is enough space to successfully complete the installation. Rather, the installation completes with errors.

Solution:

The Report Server installer checks the available size in /opt. If the space requirement is not met, the installer prompts users to quit the installation and to make more space available before continuing.

Disabling Agent Key Generation Results in Error (65387)

Symptom:

When Agent Key Generation is disabled in the Policy Server Management Console, the Administrative UI is not updated to reflect this change. As a result, you can still try to roll an Agent key in the Administrative UI, which produces an error.

Solution:

This is no longer an issue.

XPSDDInstall Sometimes Dumps Core (65459)

Symptom:

When the policy store administrator password is not re-encrypted after the Policy Server is set to operate in FIPS-only mode, XPSDDInstall dumps core.

Solution:

This is no longer an issue.

RADIUS Response Attributes Fail to Save (65534)

Symptom:

Response attributes cannot be saved for a response being protected by a RADIUS agent.

Solution:

This is no longer an issue.

Domain Administrators cannot select Authentication Schemes (65665)

Symptom:

Administrators restricted to domain administration cannot select authentication schemes when creating a realm.

Solution:

This is no longer an issue. A domain administrator may select authentication schemes when creating a realm.

Nested Realms with the Same Name Causes an Error (65698)

Symptom:

Creating nested realms with the same name under the same parent domain results in the following error: "Duplicate value of attribute." This error also presents itself during an upgrade if existing nested realms under the same parent domain have the same name.

Solution:

This is no longer an issue. Nested realms with the same name under the same parent domain do not result in an error.

Role Evaluation on SunOne LDAP User Stores Sometimes Fails (65715)

Symptom:

Role evaluation on SunOne LDAP user stores sometimes fails under load.

Solution:

This is no longer an issue.

Security Scopes do not appear for Security Category (65724)

Symptom:

When creating an Administrative UI administrator, you are unable to specify security scopes for the respective security category. The Select object scope screen does not display the valid domains or applications for the security category.

Solution:

This is no longer an issue. The appropriate domains or applications appear when attempting to assign a security scope to a security category.

Granular Import Options for XPSImport Fail for an ADAM/Active Directory Policy Store (65758)

Symptom:

While trying to run XPSImport with an ADAM or Active Directory policy store, objects were not properly imported or updated using the XPSImport ADD/OVERLAY/REPLACE options.

Solution:

This is no longer an issue. The ADD/OVERLAY/REPLACE options properly import or update policy store objects in an ADAM or Active Directory policy store.

Solaris Reports Fail to Build (65951)

Symptom:

If the Policy Server is installed on a supported Solaris system, the Users by Resource and Resources by User reports fail to return valid information.

Solution:

This is no longer an issue. Both reports return valid information, regardless of the platform to which the Policy Server is installed.

Policy Administrators cannot select User Directories (66008)

Symptom:

Administrators restricted to policy administration cannot select user directories when creating a policy.

Solution:

This is no longer an issue. A policy administrator may select user directories when creating a policy.

Non-fatal Errors Appear in the Administrative UI Installation Log (66106)

Symptom:

Non-fatal errors appear in the Administrative UI installation log.

Solution:

This is no longer an issue. Non-fatal error messages do not appear in the Administrative UI installation log.

Role Descriptions are not Saved (66274)

Symptom:

You cannot save a description when creating a role.

Solution:

This is no longer an issue.

Applications do not Support Multiple Roles (66460)

Symptom:

You cannot modify an application to include multiple roles.

Solution:

This is no longer an issue. An application can include more than one role.

Upgrade SMDIFs missing a SAML 1.x Single Sign-on Property

Symptom:

In 6.0 SP5 CR 04, a new property was added to the smpolicy.smdif file to support the use of redirect URLs for SAML 1.x single sign-on; however, this property was not included in the upgrade SMDIF files. As a result, federated environments were required to re-import smpolicy.smdif after upgrading the policy store to capture the property.

Solution:

This is no longer an issue. The upgrade SMDIF files now include the property that supports the use of redirect URLs for SAML 1.x single sign-on. Re-importing smpolicy.smdif is not required after upgrading a policy store to r12.0 SP2.

Policy Server Initialization Fails with Large XPS Stores (66468)

Symptom:

Policy Server initialization fails with large XPS LDAP stores.

Solution:

This is no longer an issue.

Policy Server Ignores All Response Attributes with NULL Values (67558)

Symptom:

The Policy Server ignores all response attributes with NULL values and does not send response attributes with NULL values to Web Agents.

Solution:

Creating and enabling the Enable Null Value Response registry key configures the Policy Server to send response attributes with NULL values to a Web Agent.

To create and enable the registry key:

1. Create the Enable Null Value Response registry key in the following location:
HKEY_LOCAL_MACHINE\Software\Netegrity\SiteMinder\CurrentVersion\PolicyServer

Note: Configure the KeyType as REG_DWORD.

2. Set the Value to 1 (enabled).

Note: The Value must be 0 (disabled) or 1 (enabled). If a value other than 0 or 1 is configured, the registry key is disabled. If the registry key is disabled, the Policy Server ignores all response attributes with NULL values.

Create Variable Wizard Incorrectly Adds Step (69856)

Symptom:

When you create a variable in the Create Domain task, the Create Variable wizard incorrectly adds a step.

Solution:

The Create Variable wizard is no longer displayed, and this symptom is no longer an issue.

SAML Assertion Variable's Value Not Saved (69857)

Symptom:

When you create a variable of type SAML Assertion in the Administrative UI, the value you enter in the Query field is not saved.

Solution:

This is no longer an issue.

Cancelling Create Variable Task Causes Error (69859)

Symptom:

Cancelling the Create Variable task on the Define Variable pane results in an error.

Solution:

This is no longer an issue.

Administrative UI Incorrectly Shows Expired Evaluation Message (71177, 78997)

Problem:

The Administrative UI shows a message that states that the SiteMinder evaluation period has expired, even though the Policy Server has a valid license.

Solution:

This problem is no longer an issue.

Memory Leaks Cause Applications to Fail (71584)

Symptom:

When applications run on Windows and Linux Policy Servers with Oracle, SQL, and SunOne user stores, memory leaks occur, and the applications fail.

Solution:

This is no longer an issue.

Static Variable Values Are Not Validated (71593)

Symptom:

The value assigned to a static variable is not compared to the variable's return type and validated.

Solution:

This is no longer an issue.

r12 SP1 Policy Servers Crash During XPSImport (71814)

Symptom:

r12 SP1 Policy Servers crash during XPSImport of policy store data that was exported from another policy store using XPSExport and a Policy Server older than r12 SP1.

Solution:

After the export and before the import, remove the following two attributes from the XPS import file that contains the TrustedHost objects:

- SecretGenTime
- SecretUsedTime

Set to Null Check Box Default Is Incorrect (72038)

Symptom:

When Variable Type is set to Static on the Create Variable pane, the Set to Null checkbox is incorrectly selected by default.

Solution:

The Set to Null checkbox is not selected by default.

Updating a Variable Expression Causes Error at Runtime (72182)

Symptom:

When a policy's variable expression is updated in the Administrative UI, the UI does not pass the variable list to the Policy Server, and the expression fails at runtime.

Solution:

This is no longer an issue.

Running smcompliance Sometimes Causes Core Dump (72295)

Symptom:

Running the smcompliance tool sometimes causes a core dump on shutdown and cleanup.

Solution:

This is no longer an issue.

XPS Tools Not Able to Delete Policy Objects (72352)

Symptom:

When the policy store is a Novell eDirectory, XPS tools are not able to delete policy objects and report an error.

Solution:

This is no longer an issue.

Policy Server Reports "Policy Is Not Applicable" Error (72434, 80261)

Symptom:

The Policy Server intermittently reports a "policy is not applicable" error, when in fact, the policy does apply.

Solution:

The Policy Server now reports a message that describes the actual error. For example, if the Policy Server cannot contact an authorization directory, it reports the following message: Authorization directory could not be contacted.

STAR Issue:17166455-1

Modify Password Policy Pane Displays Blank Fields (72479)

Symptom:

The Modify Password Policy pane displays blank Letters Minimum and Letters or Digits Minimum fields instead of their previously-set values.

Solution:

This is no longer an issue.

Installation of Administrative UI in Console Mode Fails (72760)

Symptom:

Installation of the Administrative UI fails in console mode when the Object and Administrative Stores are SQL2005.

Solution:

This is no longer an issue.

Delete Rule Pane Is Missing Information (72903)

Symptom:

The Delete Rule pane is missing Domain and Realm names.

Solution:

This is no longer an issue.

Administrator's Full Name Is Not Displayed (73071)

Symptom:

When you can click Lookup and select a user to be an administrator on the Create Administrator pane, the user's full name is not displayed in the Name field.

Solution:

This is no longer an issue.

Resources by User Report Is Missing Resources (73260)

Symptom:

The Resources by User report is missing one or more resources.

Solution:

This is no longer an issue.

Adding an Agent to an Agent Group Causes Error (73337)

Symptom:

Adding an agent to an agent group causes the Administrative UI to hang.

Solution:

This is no longer an issue.

Admin UI Login Error Causes Policy Server to Hang (73454, 80263)

Symptom:

The Admin UI Login error "xerces-c_1_5_1.dll was not found. Re-installing the application may fix this Symptom:." causes the Policy Server to hang.

Solution:

This error is no longer displayed, and the Policy Server no longer hangs.

STAR Issue: 17097843;01

Administrators with View Permission Can Update Variables (73551)

Symptom:

Administrators with view permission in two security categories, Domain Administration and Variable Administration, can create, modify, and delete variables.

Solution:

Administrators with view permission in these security categories can no longer update variables.

Policy Server Crashes on Startup (73718, 80153)

Symptom:

Policy Server crashes on startup.

Solution:

This behavior was seen on multiple large hardware platforms and is no longer an issue.

STAR Issue: 17237873-01

XPSDDInstall Fails with OpenLDAP (73944)

Symptom:

When XPSDDInstall is used to import the policy store data definitions with an OpenLDAP directory server, multiple errors are reported.

Solution:

OpenLDAP is the only supported LDAP directory that does not support server-side sorting. Instead, OpenLDAP requires that all sorting be performed on the client side. To accomplish this, all XPS objects are retrieved at start-up using server-side paging. To support client-side sorting, the OpenLDAP directory administrator must edit the slapd.conf file.

Note: For more information, see the *Directory Configuration Guide*.

Policy Server Fails to Generate Correct Resources by User Report (74007)

Symptom:

The Policy Server fails to generate a correct Resources by User report, when the resource filter is a regular expression.

Solution:

This is no longer an issue.

Response Attribute Value Does Not Display Correctly (74333)

Symptom:

When the response attribute is of type WebAgent-OnAccept-Redirect, the response attribute value does not display correctly.

Solution:

This is no longer an issue.

Policy Server Process does not Stop (74637)

Valid on Windows Policy Servers configured with ODBC user stores.

Problem:

A Policy Server stops correctly, but the service continues to run. You must manually stop the Policy Server service after stopping the Policy Server.

Solution:

This problem is no longer an issue.

Error Causes SSO Failure (74765, 80265)

Symptom:

Error "cookie name does not match" causes SSO to fail.

Solution:

This error occurred when the user's DN and the cookie DN matched, but their cases did not match. To fix this issue, both DNs are converted to lowercase and then compared.

STAR Issue: 17367123-2

Creating a Sub-Realm Fails (74932)

Symptom:

Creating a sub-realm fails when the top-level realm's active agent is an agent group.

Solution:

This is no longer an issue.

XPSImport/Export Use Crypto Functions that Cause Crashes (75167)

Symptom:

XPSImport and XPSEExport use crypto functions that sometimes cause crashes due to a crypto provider bug.

Solution:

This is no longer an issue.

Forms Authentication Scheme Setting Causes Failure (75493)

Symptom:

When you create a forms authentication scheme, the checkbox labeled Password Policies enabled for this Authentication Scheme is selected by default. However, this setting causes Password Services to fail.

Solution:

The Password Policies enabled for this Authentication Scheme checkbox functions as designed:

- When the checkbox is selected, users can access the change-password page.
- When the checkbox is not selected, users cannot access the change-password page.

Anonymous Authentication Scheme Checkbox Is Not Disabled (75509)

Symptom:

When you modify an anonymous authentication scheme on the Modify Authentication Scheme pane, the checkbox labeled Password Policies enabled for this Authentication Scheme can be selected, which is incorrect.

Solution:

The checkbox is disabled and can no longer be selected.

Certificate-Only Authentication Schemes Fail with Custom Certificate Mapping (75552, 80266)

Symptom:

When you create a custom certificate mapping for an LDAP user directory, the resulting search query string includes the LDAP User DN Lookup Start and End strings in addition to the Mapping Expression that you specify on the Create Certificate Mapping pane. The resulting query is invalid and the search fails.

Solution:

You can exclude the DN Lookup Start and End strings from the search query string by setting the

`\Netegrity\SiteMinder\CurrentVersion\PolicyServer\EnableCustomExprOnly`

registry key as follows:

- value = 1
Excludes the DN Lookup Start and End strings from the search query string.
- value /= 1 (default)
Includes the DN Lookup Start and End strings in the search query string.

STAR Issue: 17360040-01

Administrative UI Hangs (75788)

Symptom:

The Administrative UI hangs when retrieving records whose number is a multiple of 500.

Solution:

This is no longer an issue.

Administrative UI Installation of ETPKI Fails (75954)

Symptom:

When the Administrative UI installs ETPKI, the installation fails and an error results.

Solution:

This is no longer an issue.

Administrative UI Upgrade to r12 SP1 CR1 Causes Framework Error (76012)

Symptom:

After upgrading a WebSphere Administrative UI from r12 to r12 SP1 CR1, registering the Administrative UI with a Policy Server causes a Framework error.

Solution:

This is no longer an issue.

Policy Server Publish Command Creates File with Incorrect File Permission (76159, 80570)

Problem

The Policy Server publish command creates an smpublish.xml file whose default file permission value is incorrect.

Solution

This problem is no longer an issue.

STAR Issue: 17505881-1

Policy Server Does Not Check OCSP Responder Certificate Validation (76212, 80203)

Symptom:

The Policy Server does not check the OCSP responder certificate validation to verify that the DER-encoded binary certificate is issued by the Certificate Authority (CA) specified in the user directory.

Solution:

This is no longer an issue.

STAR Issue: 17461668;01

Is User Context Initialized Return Type Is Incorrect (76247)

Symptom:

When User Context is selected from the Variable Type drop-down list and Is User Context Initialized is selected from the Item drop-down list on the Define Variable pane, Return Type is set to String, not Boolean, by default.

Solution:

The Return Type is set to Boolean by default.

Modify Authentication Scheme Task Fails to Update Fields (76480)

Symptom:

The Modify Authentication Scheme task fails to update the fields on the Scheme Setup group box when Use Relative Target is selected.

Solution:

This is no longer an issue.

Application Role Deleted, But Not Policy (76621)

Symptom:

When creating an application in the Administrative UI, you can associate roles and resources on the Policies tab and thus create policies. You can modify the application by deselecting a role on the Policies tab. However, the associated policy is not deleted.

Solution:

This is no longer an issue.

Encoded OID Value Causes Certificate Authentication to Fail (76629, 80264)

Symptom:

When the Policy Server extracts an X.509 Client Certificate Subject DN's OID value for certificate authentication, the OID value is in an encoded form instead of in the form of a string as expected. This causes authentication to fail.

Solution:

This problem is no longer an issue.

STAR Issues: 17515216;01+17490798;01

Create Realm Task Fails with Anonymous Authentication Scheme (76634)

Symptom:

Creating a realm with an anonymous authentication scheme results in an error message. This error occurs when Internet Explorer is the browser used to access the Administrative UI.

Solution:

This is no longer an issue.

Modify Form Authentication Scheme in View Produces Error (76642)

Symptom:

When you view a form authentication scheme in the Administrative UI and click Modify, an error results.

Solution:

This is no longer an issue.

Windows Authentication Scheme Does Not Support Relative Target (76980, 81280)

Symptom:

When creating a Windows authentication scheme, you cannot specify a relative path name for the Target or resource that the authentication scheme protects.

Solution:

When creating a Windows authentication scheme, you can now select the Use Relative Target checkbox to specify a relative path name for the Target or resource that the authentication scheme protects. When this checkbox is selected, the Server Name field is dimmed.

STAR Issue: 16829145-01

Response Does Not Return User Groups (77151, 80571)

Symptom:

When invoked, the response does not return the user groups to which the user belongs.

Solution:

This problem is no longer an issue.

STAR Issues: 17515653-1;+16652769-1

Policy Server Stops When User Disabled in First Directory (77175, 80272)

Symptom:

Use Case: One user exists in two user directories and has the same password in both directories. In the first of the two directories, the user is disabled. The two user directories are bound to an authentication policy.

Expected Behavior: Even though the user is disabled in the first user directory, the Policy Server can authenticate the user against the second user directory.

Problem Behavior: When the user tries to authenticate, the Policy Server returns a "user disabled" error and stops processing.

Solution:

This is no longer an issue.

STAR Issue: 17405689;01

Trace Logs Show Sensitive Data in Clear Text (77314)

Problem:

The SiteMinder trace logs show the passwords of authenticated users in clear text.

Solution:

This problem is no longer an issue.

Manually Adding All Users to Policy Produces Error (77440)

Symptom:

When creating a policy that authenticates users in one directory and authorizes them in another directory using directory mapping, manually adding all users in the authorization directory to the policy results in an error.

Solution:

This is no longer an issue.

Role Evaluation Is Not Supported with AD Namespace (77450)

Symptom:

Role evaluation fails when the user directory connection is configured using the AD namespace.

Solution:

This is no longer an issue.

Non-Boolean Membership Expression Does Not Result in Error (77654)

Symptom:

When creating a role in an application, specifying a non-Boolean expression for the Membership Expression does not result in an error.

Solution:

Specifying a non-Boolean expression for a Membership Expression results in an error.

Policy Server Installed with Older Version of DataDirect Drivers (77656, 79073)

Valid for Policy Servers installed to HP-UX.

Problem:

A Policy Server installation on HP-UX:

- Installs version 2.1 of the DataDirect drivers
- References version 5.1 of the Wire protocol in the sqlserverwire.ini and oraclewire.ini files

Solution:

This problem is no longer an issue. A Policy Server installation on HP-UX:

- Installs version 2.3 of the DataDirect drivers
- References version 5.3 of the Wire protocol in the sqlserverwire.ini and oraclewire.ini files.

Policy Server Fails During Shutdown (77780, 80154)

Symptom:

The Policy Server fails when accessing the audit log file during shutdown.

Solution:

This is no longer an issue.

Selected Users Not Displayed on Create Password Policy Pane (77874)

Symptom:

When creating a password policy that applies to part of an ODBC user directory, selecting a particular user or users on the User Lookup pane does not update the User Directory Information group box on the Create Password Policy pane.

Solution:

This is no longer an issue.

Shared Secret Rolls Over with Session Key (78685, 80156)

Symptom:

When the session key rolls over, the shared secret rolls over also.

Solution:

This is no longer an issue.

STAR Issue: 17642192;01

SunONE Web Agents are not Load Balancing Properly (78821)

Valid for SunONE Web Agents installed to Solaris.

Problem:

Web Agents configured to communicate with a Policy Server cluster are not properly distributing requests based on response times from the Policy Servers. When a Policy Server become unavailable, the Web Agents continue to contact the Policy Server that is unavailable, before distributing the load to the remaining available Policy Servers in the cluster. This results in a significant degradation in performance.

Solution:

This problem is no longer an issue.

STAR ISSUE: 17608164

Policy Server Hangs When Stopped and Audit Logging Enabled (78833, 80155)

Symptom:

The Policy Server hangs when stopped and audit logging is enabled for all policy store objects.

Solution:

This problem is no longer an issue.

XPSExport Corrupts Encrypted Agent Configuration Object Properties (79000)

Problem:

During export, the XPSExport utility corrupts encrypted Agent Configuration Object properties that were created with a 6.x Policy Server Administrative UI.

Solution:

This problem is no longer an issue.

Note: Encrypted Agent Configuration properties present in XPS-exported files previous to CR3 are permanently corrupted. If these files are restored, the respective properties must be manually re-entered.

Initialization Files Include Unused Values (79073)

Valid on UNIX Policy Server installations.

Problem:

The oraclewire (oraclewire.ini) and system_odbc (system_odbc.ini) initialization files contain values for LoginID and Password. These values are not required. You enter these values in the Administrative UI and Policy Server Management Console when configuring audit, policy, session, and user stores.

Solution:

This problem is no longer an issue. The LoginID and Password values are no longer included in the initialization files.

Multiple Policy Server Connections to Oracle RAC Fail (79316)

Valid on Windows Policy Server installations.

Problem:

A Policy Server does not support multiple data store connections to Oracle RAC. After the first connection is made, subsequent connections fail. A DataDirect error appears stating that you are not licensed to use the DataDirect driver with any other application, except SiteMinder.

Solution:

This problem is no longer an issue.

Policy Server Fails When Authentication Attempted with Invalid ID (79489, 80269)

Symptom:

Policy Server fails when authentication is attempted with an invalid user ID.

Solution:

This is no longer an issue.

STAR Issue: 17687684-01

XPSImport Does Not Import File Created with -xc, -xd, or -xs Options (79833)

Problem

XPSImport does not import an export file that was created with one or more of the following options: -xc, -xd, or -xs.

Solution

This problem is no longer an issue.

STAR Issue: 17669667

Password Change Flag Reset When Password Change Fails with AD (79852, 81042)

Symptom:

The password change flag is reset when the password change fails with Active Directory (AD), allowing the user to authenticate with the old password when a new password is required.

Solution:

This problem is no longer an issue.

STAR Issue: 17651196-1

Policy Server Logs Not Rolled Over (80385, 82497)

Symptom:

Policy Server logs are not rolled over when the rollover interval is time-based.

Solution:

This problem is no longer an issue.

STAR Issue: 17730333-1

User Disabled in Authorization Directory Is Authorized (80437, 82501)

Symptom:

When directory mapping is configured, a user who is disabled in the authorization directory is authorized.

Solution:

This problem is no longer an issue.

Log Entries Longer than 1024 Characters Are Concatenated (80474, 82503)

Symptom:

Log entries longer than 1024 characters are concatenated with the next line in the log file.

Symptom:

The buffer size has been increased to hold 4096 characters, and this problem is no longer an issue.

STAR Issue: 17602184

License Expiration Warning Message Incorrectly Displayed (80874)

Problem

License expiration warning message is displayed in the Administrative UI, when the license is not expiring within the 60-day warning period.

Solution

This is no longer an issue.

STAR Issue: 17749732-1; 17706769-1

Disabled User Exceeds Maximum Login Times and Is Enabled (81291, 82101)

Symptom:

A disabled user who tries and fails to log in more than the maximum number of times permitted by the password policy and then waits for the time interval required by the password policy is enabled.

Solution:

This problem is no longer an issue.

STAR Issue: 17738132-1

Policy Server Fails When Authorization Directory Stopped (81791, 82508)

Symptom:

The Policy Server fails and restarts or stops when the user tries to access a protected resource in the following case: Directory mapping is being configured, and the authorization directory is stopped.

Solution:

This problem is no longer an issue.

Policy Server Trace Log Does Not Roll Over at Expected Times (81978, 82573)

Symptom:

When the Policy Server trace log rollover time is set to 00:00, the log does not roll over at the expected times.

Solution:

This problem is no longer an issue.

Policy Server Fails During ACE/SecurID Authentication (82098)

Problem

The Policy Server fails during authentication with an RSA ACE/SecurID authentication scheme.

Solution

This is no longer an issue.

CA SiteMinder SSO Integration Not Supported in FIPS Mode (82141)

Problem

CA SiteMinder SSO integration is not supported in FIPS mode.

Solution

CA SiteMinder SSO integration is supported in FIPS mode in CR03 and later releases.

Policy Server Management Console Profiler Output Is Excessive (80574, 88689)

Symptom:

When upgrading to SiteMinder 12.0 or greater from SiteMinder 6.0 or greater, customers find that the trace output, which is configured on the Policy Server Management Console Profiler tab, is excessive.

Solution:

To help you manage trace output, two new features have been added to the Policy Server Management Console. They have been added to the Components and Filters tabs, respectively, on the pane that opens when you click Configure Settings on the Profiler tab.

On the Components tab, you can now independently select and deselect the following two new subcomponents when the components Login_Logout/Authorization and isAuthorized are selected:

- Receive_Request
- Send_Response

On the Filters tab, you can now choose among four filters, two of them new. To the existing filters, equal and not equal, have been added the following new filters:

- contains
- does not contain

By deselecting the new subcomponents or using the new filters, you can reduce the trace output.

STAR Issue: 17523948-2

Multiple Policy Servers Share Policy Store

Symptom:

When multiple Policy Servers share one policy store or two replicated policy stores, they do not behave as expected.

Solution:

Add a DWORD registry key named FlushObjCache at the following location:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Netegrity\SiteMinder\CurrentVersion  
\ObjectStore
```

When this key value is set to one and the Flush All command is executed, both the primary and secondary Policy Server caches are flushed and rebuilt from the policy store. The primary cache is the object cache. For more information, see the Policy Server Administration Guide.

STAR Issue: 16957333

Policy Evaluation Is Incorrect (85346, 87104)

Symptom:

Policy evaluation is incorrect.

Solution:

Flush the Policy Server cache using the new command line option `-flushcache` with the command `smpolycsrv` at runtime. This option causes the Policy Server to rebuild the cache with up-to-date data from the policy store.

STAR Issue: 18075700-01

Chapter 10: 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.

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

Language	Internationalized	Translated
Brazilian-Portuguese	Yes	No
Chinese (Simplified)	Yes	No
Chinese (Traditional)	Yes	No
Czech	Yes	No
Danish	Yes	No
Dutch	Yes	No
Finnish	Yes	No
French	Yes	No
German	Yes	No
Greek	Yes	No
Hungarian	Yes	No
Italian	Yes	No
Japanese	Yes	No
Korean	Yes	No
Norwegian	Yes	No
Polish	Yes	No
Russian	Yes	No
Spanish	Yes	No

Language	Internationalized	Translated
Swedish	Yes	No
Turkish	Yes	No

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

Chapter 11: Documentation

This section contains the following topics:

[Guide Names](#) (see page 111)

[SiteMinder Bookshelf](#) (see page 112)

[Release Numbers on Documentation](#) (see page 112)

[Command Line Scripting \(CLI\) Documentation](#) (see page 112)

Guide Names

The names of the SiteMinder guides are as follows:

Guide
<i>Policy Server Release Notes</i>
<i>Web Agent Release Notes</i>
<i>SDK Release Notes</i>
<i>API Reference Guide for Java</i>
<i>Programming Guide for Java</i>
<i>API Reference Guide for C</i>
<i>Programming Guide for Perl</i>
<i>SDK Overview Guide</i>
<i>Policy Server Installation Guide</i>
<i>Upgrade Guide</i>
<i>Policy Server Configuration Guide</i>
<i>Policy Server Administration Guide</i>
<i>Web Agent Installation Guide</i>
<i>Web Agent Configuration Guide</i>
<i>Web Agent Option Pack Guide</i>
<i>Federation Security Services Guide</i>
<i>Federation Security Services Release Notes</i>
<i>Directory Configuration Guide</i>

To view PDF files, you must download and install Adobe Reader from the Adobe web site if it is not already installed on your computer.

SiteMinder Bookshelf

You can find complete information about SiteMinder by installing the SiteMinder bookshelf. The SiteMinder bookshelf lets you:

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

SiteMinder product documentation is installed separately. We recommend that you install the documentation before beginning the installation process.

Documentation installation programs are available for download from the [CA Technical Support site](#).

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.

Command Line Scripting (CLI) Documentation

The guidance and reference information for the Perl CLI API has been combined into the Perl Programming Guide, which is available on the SiteMinder Bookshelf. The Perl POD format for the CLI reference is no longer supported.

Appendix A: Platform Support and Installation Media

This section contains the following topics:

[Locate the SiteMinder Platform Support Matrix](#) (see page 113)

[Locate the Bookshelf](#) (see page 114)

[Locate the Installation Media](#) (see page 114)

Locate the SiteMinder Platform Support Matrix

You can find a comprehensive list of the CA and third-party components supported by SiteMinder on the [Technical Support site](#).

To locate the support matrix from the Support site

1. From the Technical Support site, click Enterprise/Small and Medium Business.

The Support for Business and Partners screen appears.

2. Log in to CA Support Online.

The CA Support Online Basic and Enterprise User screen appears.

3. Enter your login credentials, again.

The CA Support Online screen appears.

4. Under Support, click Support By Product.

5. Select CA SiteMinder from the Select a Product Page list.

The CA SiteMinder screen appears.

6. Scroll to the Product Status section and click CA SiteMinder Platform Support Matrices.

Note: You can download the latest JDK and JRE versions at the [Sun Developer Network](#).

Locate the Bookshelf

The SiteMinder bookshelf is available on the

To locate the support matrix from the Support site

1. Go to the CA [Technical Support site](#).
2. If the Get Support tab is not pulled to the front, click Get Support.
3. Under Find Product News and Support, click Product Pages.
The Support by Product page appears.
4. Locate CA SiteMinder in the product list and click the link.
The CA SiteMinder product page appears.
5. Click Bookshelves.
6. Click the link for the release that you require.
The SiteMinder bookshelf main page appears.

Locate the Installation Media

You can find a comprehensive list of the SiteMinder installation media on the [Technical Support site](#).

To locate the support matrix from the Support site

1. From the Technical Support site, click Enterprise/Small and Medium Business.
The Support for Business and Partners screen appears.
2. Log in to CA Support Online.
The CA Support Online Basic and Enterprise User screen appears.
3. Enter your login credentials, again.
The CA Support Online screen appears.
4. Under Support, click Download Center, Products.
The Download Center screen appears.
5. Type CA SiteMinder in the Select a Product field.
6. Select a release from the Select a Release list.

7. Select a service pack from the Select a Gen Level list.
8. Click Go.

The Product Downloads screen appears. All SiteMinder installation executables are listed.

Appendix B: Third-Party Acknowledgements

This section contains the following topics:

[Apache](#) (see page 117)
[Apache Commons EL v.1.0](#) (see page 122)
[ANTLR 2.7.5H#](#) (see page 125)
[DOM4J](#) (see page 125)
[JBoss](#) (see page 127)
[JDOM 1.0](#) (see page 128)
[RSA](#) (see page 129)
[Rhino](#) (see page 129)
[SAXPath 1.1](#) (see page 141)
[Sun JDK 1.6.0](#) (see page 143)

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- Apache Log4j
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- Apache Slide
- Apache SOAP
- Apache Tomahawk
- Apache Velocity
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- Apache Xerces-C
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Sun JDK 1.6.0

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