

CA SiteMinder®

Policy Server Release Notes

r12.0 SP3



Seventh Edition

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Chapter 1: Policy Server Release Notes

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:

[Arcot Integration](#) (see page 21)

[Data Store Certifications](#) (see page 21)

[CA SiteMinder Agent for SharePoint Support](#) (see page 21)

[OSCP and CRL Enhancements](#) (see page 22)

[Automatic RDB Policy Store Configuration](#) (see page 23)

[Improved Trusted Host Processing](#) (see page 23)

Arcot Integration

SiteMinder r12.0 SP3 supports an integration with the following:

- An on-premise implementation of CA Arcot WebFort and CA Arcot RiskFort.
- A hosted implementation of CA Arcot A-OK.

Note: For more information about the integration, see the *SiteMinder Implementation Guide*.

Data Store Certifications

For a complete list of the supported directory servers and databases, see the latest SiteMinder r12.0 SP3 Platform Support Matrix on the Technical Support Site.

More information:

[Locate the Platform Support Matrix](#) (see page 178)

CA SiteMinder Agent for SharePoint Support

SiteMinder r12.0 SP3 supports CA SiteMinder Agent for SharePoint r12.0.

Note: For more information, see the CA SiteMinder Agent for SharePoint documentation.

OCSP and CRL Enhancements

SiteMinder OCSP and Certificate Revocation List (CRL) functionality now supports the following features:

Signing OCSP Requests with SHA-2 Algorithms

The SiteMinder Policy Server now lets you sign OCSP requests when using certificate-based authentication schemes using the more secure SHA-2 family of hashing algorithms. Signing OCSP requests enables SiteMinder to communicate with OCSP responders that require signed requests.

Validation of OCSP and CRL Responses Created with SHA-2 Hash Algorithms

The SiteMinder Policy Server can now work with any certificate, CRL, and OCSP response that is signed using SHA-2 family of algorithms, including SHA224, SHA256, SHA384, SHA512. Previously, SiteMinder only supported SHA1.

Support for Processing of Certificate Authority Chains with OCSP

The SiteMinder Policy Server now validates the full OCSP response certificate chain. In previous versions of SiteMinder, the OCSP response signature was validated, but the certificate chain was ignored. This change applies to all affected certificate-based authentication schemes in SiteMinder 12.0 SP3.

Failover Between OCSP and CRLs for Certificate Validation

The SiteMinder Policy Server can use OCSP and CRLs as certificate validation mechanisms for X.509 certificate authentication schemes. You can now designate a primary validation mechanism. If the primary method fails, the Policy Server can fail over to the other mechanism. If you configure OCSP as the primary method, the Policy Server can fail over to CRL checking. If CRL checking is the primary method, the Policy Server can fail over to OCSP.

Policy Support for OCSP on Red Hat Linux

The SiteMinder Policy Server now supports OCSP on Red Hat Linux operating platforms. For the specific versions of Red Hat Linux, see the SiteMinder Platform Support Matrix on the CA Technical Support <http://ca.com/support> site.

For more information about all these features, see the *Policy Server Configuration Guide*.

Automatic RDB Policy Store Configuration

The Policy Server installer and the Policy Server Configuration Wizard can be used to configure a Microsoft SQL Server and Oracle RDBMS policy store automatically.

This support includes importing the required schema and default policy store objects.

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

Improved Trusted Host Processing

The processing of trusted hosts is now faster for policy stores that contain over 1000 trusted host entries. This improved processing reduces the time it takes for a Web Agent to establish a connection with a Policy Server using a large policy store.

Chapter 3: Changes to Existing Features

This section contains the following topics:

[Report Server](#) (see page 25)

[SiteMinder Documentation](#) (see page 25)

[Cache Management Options](#) (see page 26)

[Custom CA SSO Authentication Scheme Can Be Configured for Failover](#) (see page 26)

[Warning Output When SQL Query Results Exceed Maximum](#) (see page 26)

[Deprecated Features](#) (see page 26)

[Dynamic Host Configuration Object](#) (see page 27)

[Policy Server Log Messages](#) (see page 27)

[PriorityThreadCount Registry Key Values Increased](#) (see page 27)

[Audit Data Import Tool for ODBC Enhancement](#) (see page 27)

Report Server

In previous releases, CA Business Intelligence installed BusinessObjects Enterprise XI 2.1 as a stand-alone component. This stand-alone component is known as the Report Server.

In this release, CA Business Intelligence installs BusinessObjects Enterprise XI 3.1 SP3 as a stand-alone component.

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

SiteMinder Documentation

In previous versions, you installed the SiteMinder bookshelf using the documentation installation kit.

The SiteMinder bookshelf is now available from the Support site. You no longer install the SiteMinder documentation.

More information:

[Locate the Bookshelf](#) (see page 178)

Cache Management Options

You can view the refresh status of Policy Server caches and disable or enable cache flushing through the FSS Administrative UI or through three new `smpolicy` command-line options. By using these options to suspend and resume cache flushing, you can resolve policy evaluation issues.

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

STAR Issue: 18297048-01

Custom CA SSO Authentication Scheme Can Be Configured for Failover

When you create a custom CA SSO authentication scheme, you can configure one CA SSO Policy Server to failover to another CA SSO Policy Server. For more information about this feature, see the *Policy Server Configuration Guide*.

Warning Output When SQL Query Results Exceed Maximum

SQL queries that return large numbers of records can cause the Policy Server to hang or crash. To manage this outcome, you can output a warning message to the SMPS logs when the number of records returned exceeds a maximum value that you specify. This warning allows you to modify your SQL queries and fine-tune the number of records returned, as needed.

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

STAR Issue: 18413308-01

Deprecated Features

SiteMinder r12.0 SP3 has deprecated the following features:

- The CRYPTOCARD™ RB-1 authentication scheme
- The TeleID authentication scheme
- Hardware key storage
- Administrative UI support of the Netscape web browser

Dynamic Host Configuration Object

With dynamic Host Configuration Object (HCO) updates, you can add Policy Servers to and remove them from a Policy Server cluster without needing to reboot the Web Server for the changes to take effect. The Web agent picks up the Policy Server changes dynamically and the Host Configuration Object is updated without a reboot. For more information, see the *Policy Server Administration Guide*.

Policy Server Log Messages

The Policy Server now logs three key rollover messages and two cache update messages to SMPS.log to facilitate troubleshooting. For more information, see the General SiteMinder Troubleshooting chapter in the *Policy Server Administration Guide*.

STAR Issue: 18750443-02, 18677907-02

PriorityThreadCount Registry Key Values Increased

The default value for the PriorityThreadCount registry key has been increased from two to five. The maximum value for this key has been increased from five to 20. These changes were made to address handshake errors between Web Servers and Policy Servers.

Note: For more information, see the *Policy Server Management Console Help*.

STAR Issue: 18312198

Audit Data Import Tool for ODBC Enhancement

The smauditimport tool can now support an ODBC database configured as an audit store with 5.x or 6.x schema. For detailed information about the smauditimport tool, see the *Policy Server Administration Guide*.

STAR Issue: 19002967-01

Chapter 4: Operating System Support

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

More information:

[Locate the Platform Support Matrix](#) (see page 178)

Chapter 5: System Requirements

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**—x86 or x64.
- **Memory**—2 GB system RAM.
- **Available disk space:**
 - 2 GB free disk space in the install location.
 - .5 GB of free space in the temporary file location of the system.

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:

- **CPU**
 - **Solaris**—SPARC.
 - **Red Hat**—x86 or x64.
- **Memory**—2 GB RAM.

- **Available disk space:**
 - 2 GB free disk space.
 - .5 GB free disk space in /tmp.

Note: Typically, 10 MB of 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 Required for Federation and OCSP on Windows Platforms

SiteMinder r12.0 SP3 supports JDK version 1.6. Use a JDK on the Windows system that hosts the Policy Server if you want to use federation or OCSP functionality.

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**—Intel® Pentium™ 4-class processor, 2.0 GHz.
- **Memory**—2 GB of RAM.
- **Available disk space**—10 GB.
Note: This requirement is the space that is required to install the Report Server. This requirement does not account for the disk space that is 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:

- [Considerations for Upgrading r6.x to r12.x](#) (see page 33)
- [Considerations for Localized Installations](#) (see page 34)
- [Installation Media Names](#) (see page 35)
- [ETPKI Library Installation](#) (see page 37)
- [Upgrading a Collocated Policy Server and Web Agent](#) (see page 37)
- [Policy Server Upgrade Creates a New JVMOptions File](#) (see page 37)
- [Connection Between PS on UNIX and SQL Server](#) (see page 37)
- [Character Restriction for Passwords in Installations \(72360\)](#) (see page 38)
- [Distributed CA Directory Server Policy Store](#) (see page 38)
- [Importing Event Handler Libraries](#) (see page 39)
- [Application Objects in the FSS Administrative UI](#) (see page 39)
- [Report Server and the SunOne Directory Server](#) (see page 40)
- [IPv6 Addresses and Object Store Connections \(65040\)](#) (see page 40)
- [Upgrading a Japanese Policy Server](#) (see page 41)
- [MDAC Versions](#) (see page 41)
- [Multi-Mastered LDAP Policy Stores](#) (see page 41)
- [Multi-Mastered LDAP User Store Support Limitations \(53677\)](#) (see page 42)
- [Compatibility with Other Products](#) (see page 42)
- [Updated snmptrap File](#) (see page 42)
- [Operational Changes from 5.x](#) (see page 42)
- [Windows Considerations](#) (see page 44)
- [Solaris Considerations](#) (see page 46)
- [Red Hat Enterprise Linux AS and ES Considerations](#) (see page 48)

Considerations for Upgrading r6.x to r12.x

If your Policy Server and policy store are operating in mixed-mode during an upgrade to r12.0 SP3, the following error message appears when you start the Policy Server:

```
[8114/21][Fri Oct 15 2010 09:10:26][CA.XPS:LDAP0014][ERROR] Error occurred during
"Modify" for
xpsParameter=CA.XPS: :$PolicyStoreID,ou=XPS,ou=policysvr4,ou=siteminder,ou=netegri
ty,dc=PSRoot",text: Object
class violation
```

```
[8114/21][Fri Oct 15 2010 09:10:26][CA.XPS:XPSI0024][ERROR] Save Policy Store ID
failed.
```

This message is expected behavior and does not affect the SiteMinder environment.

This message occurs because the r6.x policy store is not upgraded. Part of the upgrade process includes importing the policy store data definitions. The error appears in the SiteMinder Policy Server log because the data definitions are not available in the policy store.

Considerations for Localized Installations

There are a number of limitations and considerations for installations of localized versions of SiteMinder.

Consider the following before installing the SiteMinder Policy Server on a system with a non-English operating system:

- Localized versions of SiteMinder must be installed on a corresponding operating system.

For example, you must install a Japanese version of the SiteMinder Policy Server on a Japanese operating system. A Japanese version of the Policy Server will not run properly on an English operating system.

Limitations include the following:

- SiteMinder cannot be installed using the silent installation mode in a directory with a name that uses multi-byte characters.
- The Administrative UI cannot be installed in any mode (silent, command line, GUI) in a directory with a name that uses multi-byte characters.
- Windows 2008 lets you set different regional and language settings for individual user accounts. However, the System and other service accounts must be set to use the default Japanese locale or the component you are installing will not initialize.

To set the locale for the System or other service accounts, see the Microsoft documentation.

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 SP3 SiteMinder Platform Support Matrix on the Technical Support site.

Documentation

The SiteMinder bookshelf is available on the Support site. There is no documentation installer. For more information, see [Locate the Bookshelf](#) (see page 178).

Policy Server

Platform	Installation Executable
Linux	ca-ps-12.0-sp3-cr-linux.bin
Solaris	ca-ps-12.0-sp3-cr-sol.bin
Windows	ca-ps-12.0-sp3-cr-win32.exe

cr

Specifies the cumulative release number. The base r12.0 SP3 release does not include a cumulative release number.

Important! If you are running this wizard on Windows Server 2008, run the executable file with administrator permissions. Use these permissions even if you are logged in to the system as an administrator. For more information, see the release notes for your SiteMinder component.

Administrative UI

Platform	Installation Executable
Linux	<ul style="list-style-type: none"> ■ (Prerequisite) adminui-pre-req-12.0-sp3-cr-linux.bin ■ (Administrative UI) ca-adminui-12.0-sp3-cr-linux.bin

Platform	Installation Executable
Solaris	■ (Prerequisite) adminui-pre-req-12.0-sp3-cr-sol.bin
	■ (Administrative UI) ca-adminui-12.0-sp3-cr-sol.bin
Windows	■ (Prerequisite) adminui-pre-req-12.0-sp3-cr-win32.exe
	■ (Administrative UI) ca-adminui-12.0-sp3-cr-win32.exe

cr

Specifies the cumulative release number. The base r12.0 SP3 release does not include a cumulative release number.

Important! If you are running this wizard on Windows Server 2008, run the executable file with administrator permissions. Use these permissions even if you are logged in to the system as an administrator. For more information, see the release notes for your SiteMinder component.

Report Server

Platform	Installation Executable
Solaris	■ (Report Server) cabiinstall.sh
	■ (Report Server Configuration Wizard) ca-rs-config-12.0-sp3-cr-sol.bin
Windows	■ (Report Server) cabiinstall.exe
	■ (Report Server Configuration Wizard) ca-rs-config-12.0-sp3-cr-win32.exe

cr

Specifies the cumulative release number. The base r12.0 SP3 release does not include a cumulative release number.

Important! If you are running this wizard on Windows Server 2008, run the executable file with administrator permissions. Use these permissions even if you are logged in to the system as an administrator. For more information, see the release notes for your SiteMinder component.

More information:

[Locate the Platform Support Matrix](#) (see page 178)

ETPKI Library Installation

The Policy Server and Web Agent installations include a CA ETPKI library.

For Windows operating environments, 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 operating environments, 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.

Upgrading a Collocated Policy Server and Web Agent

Valid on Windows

Symptom:

If a Policy Server and Web Agent are installed to the same host system, after you upgrade the Policy Server, the IIS web server fails to start and an error is logged in the Event Viewer.

Solution:

Upgrade the Web Agent. The IIS web server starts after you upgrade the Web Agent.

Policy Server Upgrade Creates a New JVMOptions File

During a Policy Server upgrade, the existing JVMOptions.txt file is renamed to JVMOptions.txt.backup. A new JVMOptions.txt file is created.

If the original file included customized parameters, be sure to modify the newly created file to include these customized parameters.

Connection Between PS on UNIX and SQL Server

When attempting to connect a SiteMinder Policy Server on Red Hat or Solaris to a Microsoft SQL Server 2008 database, you should correctly define the paths to the TraceFile, TraceDll and InstallDir parameters specified in the [ODBC] section of the system_odbc.ini file. Failure to do so may result in connectivity errors.

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 SP3:

- 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 SP3:

- 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 SP3 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 SP3 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 SP3 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 SP3 version of the Policy Server is not localized for the Japanese language. Upgrading the Policy Server to r12.0 SP3 results in a version that is not localized.

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 CA Identity Manager and CA SiteMinder WSS 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 SP3.

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 SP3, 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 SP3 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 the registry key is enabled, values other than 0 or 1 are unsupported and have undefined behavior.

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 SP3 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 SP3 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 SP3 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 SP3 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 Considerations

The following considerations apply to supported Windows operating environments:

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.

Windows Server 2008 System Considerations

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

- Installation
- Configuration
- Administration
- Upgrade

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

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

1. Right-click the executable and select Run as administrator.
The User Account Control dialog appears and prompts you for permission.
2. Click Allow.
The wizard starts.

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

1. Right-click the shortcut and select Run as administrator.
The User Account Control dialog appears and prompts you for permission.
2. Click Allow.
The Policy Server Management Console opens.

To run SiteMinder command-line tools or utilities on a Windows Server 2008 system

1. Open your Control Panel.
2. Verify that your task bar and Start Menu Properties are set to Start menu and *not* Classic Start menu.
3. Click Start and type the following in the Start Search field:
Cmd
4. Press Ctrl+Shift+Enter.
The User Account Control dialog appears and prompts you for permission.

5. Click Continue.

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

6. Run the SiteMinder command.

More information:

[Contact CA Technologies](#) (see page 3)

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.

Report Server Required Update

The *Policy Server Installation Guide* contains the system requirements required to install the Report Server. SAP BusinessObjects Enterprise requires an additional Windows update for Windows 2003 R2.

Before you install the Report Server, update the host system with the [Update for Windows Server 2003 \(KB925336\)](#).

Note: Although this update is for Windows 2003 SP2, the update also applies to Windows 2003 R2.

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	<ul style="list-style-type: none"> ■ 111722-04 or any superseding patch ■ 111711-15 or any superseding patch 	none

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 BusinessObjects Enterprise provides additional patch specifications. Before installing the Report Server:

1. Go to *temporary_location/docs*.

temporary_location

Specifies the location to which you copied the installation media.

2. Open *SAP BusinessObjects Enterprise XI 3.1 SP3 for Solaris – Supported Platforms (supported platforms SP3 - Solaris.pdf)*.
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 SP3 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:

- Safeword authentication scheme
- SiteMinder Test Tool

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`

Chapter 7: General Considerations

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 SP3 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:

- An external administrator user store with an Administrative UI configured with WebSphere
- SafeWord authentication scheme on Red Hat AS
- SiteMinder Test Tool on Red Hat AS
- Password services with Microsoft Active Directory Global Catalog
- Password services with the Microsoft Active Directory 2008 fine grained password policy feature
- Enhanced LDAP referrals with Microsoft Active Directory Application Mode (ADAM)
- Enhanced LDAP referrals with Novell eDirectory

- 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.

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 SP3 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 SP3 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 that are installed on the following directories:

- Novell eDirectory
- Active Directory

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

Symptom:

If multiple Policy Servers share a single policy store, the data inside the policy store could possibly be out of synchronization. Synchronization issues can occur under the following conditions:

- The system times on the Policy Servers differ.
- Network latency.

For example, suppose the system time on Policy Server A is 10:00, and the system time on Policy Server B is 10:05. Policy Server A sends its data to the policy store at 10:00. Policy Server B does *not* record any changes in the data timestamped *before* 10:05 because those events appear to have occurred earlier.

Solution:

To accommodate different system times or network latency issues:

1. Create the following DWORD registry setting:
SiteMinder\CurrentVersion\ObjectStore
Key: ServerCommandTimeDelay
2. Set the value of the key to the number of seconds that corresponds to the time difference. For example, for a five-minute time difference, set the value of the key to 300.

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 smservauth -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:

- OneView Monitor GUI
- SNMP support
- Policy stores

The wizard 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.

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 SP3](#) (see page 59)

Known Issues in r12.0 SP3

The following are known issues in r12.0 SP3:

Uninstalling the Report Server Leaves Files and Registry Entries

Valid on Windows

Symptom:

When I uninstall BusinessObjects Enterprise, some files and registry entries remain.

Solution:

These items are left behind deliberately. These items are required if a user wants the information available for a new installation.

To remove the files and registry entries on Windows 32-bit platforms

1. After uninstalling BusinessObjects Enterprise, delete all files in the installation directory.

Note: The default installation directory is C:\Program Files\CA\SC\CommonReporting3.

2. Delete the following registry entries:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\Shared\CommonReporting3
HKEY_CURRENT_USER\Software\Business Objects
HKEY_USERS\.DEFAULT\Software\Business Objects
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BOE120SIANODENAME
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BOE120MySQL
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BOE120Tomcat
HKEY_LOCAL_MACHINE\SOFTWARE\Apache Software Foundation\Procrun
2.0\BOE120SIA<SIANODENAME>HKEY_LOCAL_MACHINE\SOFTWARE\Apache Software
Foundation\Procrun 2.0\BOE120Tomcat
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\Folder
s\INSTALLDIR
```

The leftover files and registry entries are removed.

To remove the files and registry entries on Windows 64-bit platforms

1. After uninstalling BusinessObjects Enterprise, delete the following directory:

installation_directory\CommonReporting3.

Note: The default installation directory is C:\Program Files(x86)\CA\SC\CommonReporting3.

2. Delete the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432NODE\Business Objects

The leftover files and registry entries are removed.

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

Symptom:

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

Solution:

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

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

Cache Time Limit while Creating a Response Attribute

While creating a response attribute in a response group, you can configure a time for which the cache is valid. Although the Administrative UI lets you enter any value, the maximum time allowed is 3600 seconds.

JDK Memory Leak with SAML 1.1 Artifact Transactions

If your federated environment is running on the following configuration, JDK 1.6.x may leak up to 4 KB of memory at the Identity Provider for each SAML 1.1 Artifact transaction:

- An r12.0 SP3 Policy Server is installed on Solaris 9.
- Java 1.6.x is installed on the Policy Server host system.
- Oracle databases are deployed as a SiteMinder session store, a user store, or both.

A case has been opened with Oracle to investigate the Sun Java 1.6 leak when running on Solaris 9.

If you have the previous configuration, contact Support for instructions on how to resolve this issue.

This leak is specific to the previous configuration. The leak does not occur if:

- A database other than Oracle is deployed as a SiteMinder session store, a user store, or both.
- The Policy Server is installed on Solaris 10.

ACE Server does not Accept the Policy Server Authentication Request

Symptom:

If the following are true, the ACE Server does not accept the Policy Server authentication request:

- The ACE environment is using ACE Client 7.0 or later.
- The ACE environment is not using a Node Secret.
- One of the following:
 - ACE is protecting another application, which SiteMinder does not protect.
 - ACE is protecting another non–SiteMinder product

The ACE Server does not accept the authentication request because the first application that contacts ACE creates and holds the securid file. As a result, the Policy Server cannot contact the ACE Server.

Solution:

Configure the ACE paths to point to the location of the securid file.

Active Directory Synchronization (115248)

When integrating Microsoft Active Directory with SiteMinder, Active Directory user stores that are clustered or configured for round robin load balancing may not synchronize correctly between each use. As a result, some fields may not behave as expected. The unexpected behavior is associated with known Active Directory synchronization limitations.

Contact Microsoft to resolve problems associated with replication and synchronization.

STAR issue: 19249325–01

Incorrect ACE Client Configuration Requires Policy Server Restart

Symptom:

After successfully configuring the RSA SecurID authentication scheme using the Administrative UI, if the RSA ACE 7.1 Client becomes incorrectly configured, SecurID authentication does not work properly again until the Policy Server is restarted.

Solution:

1. Properly configure the RSA ACE 7.1 Client.
2. Restart the Policy Server.

Windows Server 2008 System Considerations

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

- Installation
- Configuration
- Administration
- Upgrade

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

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

1. Right-click the executable and select Run as administrator.
The User Account Control dialog appears and prompts you for permission.
2. Click Allow.
The wizard starts.

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

1. Right-click the shortcut and select Run as administrator.
The User Account Control dialog appears and prompts you for permission.
2. Click Allow.
The Policy Server Management Console opens.

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

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

Cmd

4. Press Ctrl+Shift+Enter.

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

5. Click Continue.

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

6. Run the SiteMinder command.

More information:

[Contact CA Technologies](#) (see page 3)

Administrative UI Installer may use Incorrect WebLogic Domain Folder

If the WebLogic domain folder that was specified during the Administrative UI installation is not located under the default WebLogic installation folder, the installer may not use the specified folder. Rather, the installer may use an incorrect domain folder.

Oracle RAC Propagation Window Results in SiteMinder Errors

Symptom:

The Oracle RAC nodes propagate changes within 7 seconds. SiteMinder could read and write objects to a policy store, user store, session store, or audit store more often. As a result, the default Oracle RAC propagation window can result in SiteMinder errors. These SiteMinder errors occur because the write operation was made into one node and the read operation was made to another node.

Solution:

Configure the following setting in the Oracle RAC cluster:

MAX_COMMIT_PROPAGATION_DELAY=0

Note: For more information about configuring this setting, see the Oracle documentation.

Policy Server may Fail to Insert Audit Events into the Audit Database

Symptom:

Under heavy load, the Policy Server may fail to insert queued audit events into the audit store. If the failure occurs, the SiteMinder Policy Server log (smps.log) displays the following error:

```
[INFO] Failed attempt to bulk insert audit message: Code: -1044. DB Code: 2
```

Solution:

Two registry keys determine when the Policy Server inserts audit events into the audit database: `SQLBulkInsertFlushInterval` and `SQLBulkInsertFlushRowCount`:

- `SQLBulkInsertFlushInterval` determines the frequency in which the Policy Server inserts queued audit events into the audit database. The default value of this registry key is 60 seconds. If 60 seconds elapses before the value defined by the `SQLBulkInsertFlushRowCount` is reached, the Policy Server inserts all queued audit events into the audit database.
- `SQLBulkInsertFlushRowCount` determines how many audit events occur before the Policy Server inserts audit events into the audit database. The default value of this registry key is 1,000. If 1,000 audit events are queued before the value defined by `SQLBulkInsertFlushInterval` is reached, the Policy Server inserts all queued audit events into the audit database.

Modify the `SQLBulkInsertFlushRowCount` registry key to resolve the error message.

To modify the registry key

1. Access the Policy Server host system and do one of the following:
 - (Windows) Open the Registry Editor and navigate to `HKEY_LOCAL_MACHINE\Software\Netegrity\SiteMinder\CurrentVersion\Reports\NamespaceProviders`.
 - (UNIX) Open the `sm.registry` file. The default location of this file is `siteminder_home/registry`.

siteminder_home

Specifies the Policy Server installation path.

2. Increase the value of the `SQLBulkInsertFlushRowCount` registry key.

Increase the value to be at least twice as large as the number of audit events that were created, per second, when the error appeared in the SiteMinder Policy Server log.

Example: If 1,500 audit events occurred when the error appeared, increase the value to 3,000.

3. Do one of the following:
 - (Windows) Save the registry key and exit the Registry Editor.
 - (UNIX) Save the sm.registry file.
4. Restart the Policy Server.

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. Log in 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 2,097,000 KB.
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 SP3 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.

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 SP3, 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 can cause the following errors to be written to the trace log:

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

The error is expected behavior. The data is ultimately written to the session store 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 rout HTTP requests from the web server to a ServletExec Application Server (AS) instance.

The webadapter.properties file contains the following properties:

servlethec.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:

```
servlethec.aliasCheckInterval=10
```

```
servlethec.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

An EPM application 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

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:

(Linux) 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.

Error Message Appears When Starting the Policy Server (127332) (135676)

Symptom:

If your Policy Server and policy store are operating in mixed-mode during an upgrade to r12.0 SP3, the following error message appears after the Policy Server starts:

```
[CA.XPS:LDAP0014][ERROR] Error occurred during "Modify" for  
xpsParameter=CA.XPS: :$PolicyStoreID,ou=XPS,ou=policysvr4,ou=siteminder,ou=netegri  
ty,dc=PSRoot  
,text: Object class violation
```

```
[CA.XPS:XPSI0024][ERROR] Save Policy Store ID failed.
```

Solution:

This message is expected behavior and does not affect the SiteMinder environment.

This message occurs because the r6.x policy store is not upgraded. Part of the upgrade process includes importing the policy store data definitions. The error appears in the SiteMinder Policy Server log because the data definitions are not available in the policy store.

STAR issue: 19759432-01 and 20134656-01

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 SP3](#) (see page 79)

[Defects Fixed in r12.0 SP1 and r12.0 SP2](#) (see page 140)

Defects Fixed in r12.0 SP3

XPS Initialization Failures Not Treated as FATAL Errors (157891, 153622)

Valid on Solaris 10

Symptom:

The extensible policy store (XPS) of my policy server failed to initialize. My Policy Server started, but later crashed due to this error.

Solution:

These failures are now treated as FATAL errors, and the affected Policy Servers do not start when they occur.

STAR Issue # 20843539:01

Redirect Problem with Relative Path for HTML Form Template Authentication Scheme (86379)

Symptom:

If an additional attribute list is configured for an HTML Form Template authentication scheme, the relative path defined in the scheme does not properly redirect to an .fcc page. Instead, additional attributes get appended to the Server parameter specified in the Policy Server UI.

Solution:

This is no longer an issue. The additional attributes no longer get appended to the parameter.

STAR Issue: 18110089-01

Windows NT Incorrectly Listed as Supported User Store in Policy Server Configuration Guide (156703)

Symptom:

According to the platform support matrix, Windows NT is no longer supported as a SiteMinder user store. However, there is a section in the Policy Server Configuration guide that mentions Windows NT user stores.

Solution:

This section has been removed from the Policy Server Configuration guide.

STAR Issue # 21015808:01

Performance Issues Using SQL Query Schemes on Non-Unicode Databases (144327)

Symptom:

Performance is impacted when using a SQL query scheme to find user data in a non-Unicode database. The performance degradation is because default Policy Server behavior is to append an "N" to the SQL query to enable Unicode searching.

Solution:

This is no longer an issue. To prevent performance degradation when using an SQL query scheme to find user data in a non-Unicode database, use the following procedure to disable Unicode searching:

1. Create the following registry setting:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Netegrity\SiteMinder\CurrentVersion\Database\DisableMSSQLUnicodeSearch
```

2. Set the value of the setting to 1.

Unicode searching is disabled.

STAR Issue: 20517732-01

Authentication Using an Oracle Encrypted Password Locks Out Users (86447, 115554)

Symptom:

The Oracle encrypted password feature is causing users to become locked out of the Oracle database. If the user enters an invalid password that user is not authenticated; however, the Policy Server tries to connect with this user repeatedly. This eventually locks the user out after 5 failed authentication attempts.

Solution:

This is no longer an issue. If an invalid password is specified, the user is not authenticated but not locked out.

STAR Issue: 18049323

Administrative UI Installation Documentation (92608,141158)

Symptom:

The *Policy Server Installation Guide* contained incomplete Administrative UI installation prerequisites.

Solution:

This is no longer an issue. The guide states that you cannot run the installer from a mapped network share or UNC path.

STAR issue: 20387663-1

Policy Server Shut Down Causes Failure (92616,119903)

Symptom:

When the Policy Server shuts down it causes a major failure.

Solution:

This is no longer an issue. The Policy Server now shuts down properly.

STAR Issues: 18388054-1,18261655-1

Failed User Initiated Password Change Results in Incorrect User Status (96197, 99640)

Valid on Active Directory

Symptom:

When a user-initiated password change failed because the password did not meet the complexity requirements, the user status was incorrectly changed. Rather than remaining the same, the user status was changed to "User must change password at next logon".

Solution:

This is no longer an issue.

STAR issue: 18543151-1

User Accounts Incorrectly Disabled (96283)

Valid for password policies configured with Active Directory.

Symptom:

When a password policy was configured with an Active Directory user store that was part of a cluster, unexpected behavior occurred when a user exceeded the maximum number of failed login attempts. SiteMinder disabled the user account instead of locking it.

Solution:

In a clustered Active Directory environment, each member of the cluster has its own failed login count. Until one of the cluster nodes hits the limit, the user is not locked out. For example, if an Active Directory cluster contains three members and each member has a lockout threshold of three failed login attempts, between three through seven failed login attempts can be allowed.

To configure SiteMinder to track failed logins correctly and lock user accounts when user stores are part of an Active Directory cluster

1. Log into the Policy Server host system.
2. Do one of the following:
 - (Windows) Open the Registry Editor and navigate to HKEY_LOCAL_MACHINE\Software\Netegrity\SiteMinder\CurrentVersion\Policy Server.

- (UNIX) Open the sm.registry file. The default location of this file is *siteminder_home/registry*.

siteminder_home

Specifies the Policy Server installation path.

3. Create the ADLockoutMode registry key with a registry value type of DWORD.

Value: 1 or 0

1

Enables the registry key.

0

Disables the registry key.

If the registry value is zero (0) or does not exist, the default existing behavior is executed.

4. Do one of the following:
 - (Windows) Exit the Registry Editor.
 - (UNIX) Save the sm.registry file.
5. Restart the Policy Server.

STAR Issue: 18593389

OneView Monitor Setting Inadvertently Modified (97421)

Symptom:

After configuring the Connect to Remote Monitor value in the Policy Server Management Console, each time the Policy Server Management Console was opened, the value was pre-pended with part of the string from the original entry.

Solution:

This is no longer an issue.

STAR issue: 18649888-01

Long URLs Result in ODBC Audit Log Exceptions (97994, 99430)

Symptom:

A URL with more than 3,200 characters caused exceptions in ODBC audit logs.

Solution:

This is no longer an issue.

STAR issue: 18528295

Policy Server Moving to Next User Directory (98585, 115557)

Symptom:

The Policy Server is moving to the next user directory in the search order with the user in New PIN/Next Token Mode and the authreason is already determined.

Solution:

This issue is fixed.

STAR Issue: 18696894-1

User Directory Re-Connection Issue (99515, 112590)

Symptom:

Two Policy Servers started authentication users against the backend user store (ODBC), but one Policy Server did not connect to the backend database for another hour.

Solution:

This issue is fixed.

STAR Issue: 18753939-01

Could Not Add User Attribute Pair into Policy (98692, 114531)

Symptom:

You could not add a user attribute name/value pair into policy, if that name/value search returned too many objects.

Solution:

This issue is fixed.

STAR Issue: 18656190-01

ADAM is Incorrectly Identified as Active Directory (100598, 115558)

Symptom:

During authentication, the Policy Server incorrectly identified ADAM as Active Directory. As a result, the Policy Server searched for attributes that may not have existed, which may have caused the authentication to fail

Solution:

This is no longer an issue.

STAR issue: 18783667-1

Weekly Key Rollover Occurred at Incorrect Hour (109706/101243)

Symptom:

The weekly dynamic key rollover did not occur at the correct hour value.

Solution:

This issue is fixed.

STAR Issue: 18281580-02

Last Password Update Time not Updated (101445, 111175)

Symptom:

The last password update time was not updated correctly when the user account was re-enabled.

Solution:

This issue is fixed.

STAR Issue: 18875875

Creating a Password Policy Results in an Error Message (101554)

Symptom:

If a password policy was configured with a password expiry, but without tracking successful or failed user logins, an error message appeared when the password policy was submitted.

Solution:

This is no longer an issue.

STAR issue: 18856389-01

Incorrect SMAUTHREASONCODE for CRL Expiration or Revocation (101568, 110563)

Symptom:

The SMAUTHREASON code was not set correctly when a CRL has expired or has been revoked.

Solution:

This issue is fixed.

STAR Issue: 18737576-01

Inconsistent Policy Server Behavior with Locked-Out User Account (101702)

Symptom:

The Policy Server behaves differently when a user logs in with a locked-out account as compared to the behavior when a user logs in using invalid credentials. The behavior should be consistent across these scenarios to ensure security.

Solution:

This is no longer a problem. The behavior is now consistent.

STAR issue: 18619507

Policy Server Ignored Value in User Not Found Active Rule (101706, 110528)

Symptom:

The Policy Server ignored the return value from the UserNotFound Active Rule.

Solution:

This issue is fixed

STAR Issue: 18838896:01

Load Balancing and Failover do not Work with EPM Applications (102148)

Symptom:

LDAP user store load balancing and failover was not working correctly with Enterprise Policy Management (EPM) applications.

Solution:

This is no longer an issue.

STAR issue: 18906822-1

XPSConfig Displays Passwords in Clear Text

Symptom:

The XPSConfig utility was displaying passwords for database connections in clear text.

Solution:

This is no longer an issue.

STAR issue: 18885852-01

OCSP Checking Fails so User is not Authenticated (92382)

Symptom:

After upgrading from CR16, OCSP checking is failing. Client certificates are checked by the Responder, but the check fails after SiteMinder attempts to get the responder certificate.

Solution:

This is no longer an issue.

STAR Issue: 18167251

Administrative UI Installation Fails on Secondary Drives (109637)

Symptom:

If the Administrative UI was installed to a drive other than C, the SiteMinder Administrative UI service was not created. This caused the installation to fail.

Solution:

This is no longer an issue.

STAR issue: 18746415

More information:

[Administrative UI Fails on Secondary Partition \(111072\)](#) (see page 90)

SNMP Event Handler Libraries are Unavailable (109789)

Valid on Red Hat Linux

Symptom:

The event handler libraries for SNMP were not being loaded correctly by the XPSConfig utility.

Solution:

This is no longer an issue.

STAR issue: 18900679-01

Policy Server Dependency on a Microsoft Visual C++ Runtime (109840)

Symptom:

The Policy Server had a dependency on a Microsoft Visual C++ runtime. The following files had to be manually installed to *policy_server_home*\bin:

- Microsoft.VC80.CRT.manifest
- msvcm80.dll
- msvcp80.dll
- msvcr80.dll

policy_server_home

Specifies the Policy Server installation path.

Solution:

This is no longer an issue. The Policy Server installer installs the relevant Microsoft distributable.

STAR issue:18960100–1

XPSImport Fails with an Error Message (109933)

Symptom:

XPSImport failed to import all SiteMinder objects and terminated with the following error message:

Delete of Tombstones failed.

Solution:

This is no longer an issue.

STAR issue: 18942855

Using a Search Filter to Select a Global Response Fails (110208)

Symptom:

If you used a search filter to add a response to a rule, the Administrative UI failed to apply the correct response.

Solution:

This is no longer an issue.

STAR issue: 18981323

Global Responses Documentation (110663)

Symptom:

The documentation incorrectly stated that global responses can be a member of any global or domain-specific response group.

Solution:

The documentation states that global responses cannot be added to responses groups. There are no global response groups.

STAR issue: 18977480

Administrative UI Fails on Secondary Partition (111072)

Valid on Windows

Symptom:

If second partition was created, for example E:\, and the Administrator TEMP and TEMP folders were set to the new partition, the SiteMinder Administrative UI service was not created when the Administrative UI was installed. This caused the installation to fail.

Solution:

This is no longer an issue.

STAR issue: 19024369-1

More information:

[Administrative UI Installation Fails on Secondary Drives \(109637\)](#) (see page 88)

Policy Server Allows Response Groups with Circular Dependencies (111130, 113577)

Symptom:

The Policy Server let SiteMinder administrators create response groups with circular dependencies.

Solution:

This issue is fixed.

STAR Issue: 19042073-01

Policy Server Profiler Log Fails to Roll Over (111119)

Symptom:

The Policy Server profiler log was not rolling over properly.

Solution:

This issue is fixed.

STAR Issue: 18976129-1

Policy Server not Reconnecting to LDAP Directory (111262, 101357)

Symptom:

The Policy Server did not reconnect to the LDAP store correctly when the LDAP store was stopped and the LDAP contents were immediately viewed by the Administrative UI.

Solution:

This issue is fixed.

STAR Issue: 18534066:01

Policy Server Processes Authentication Request for Disabled User (111627)

Symptom:

If a user is present in multiple LDAP user stores with the same password, and is disabled in one of the user stores, the Policy Server continues to query the remaining user stores to determine if the user is authenticate. Querying all user stores is the default Policy Server behavior.

Only if the user is disabled in all user stores, does the Policy Server determine that the user is not authenticated.

Solution:

You can create a registry key to prevent the default Policy Server behavior. The ReturnOnDisabledUser registry key stops the Policy Server from querying subsequent user stores after determining that a user is disabled in one of the stores.

To create the registry key

1. Access the Policy Server host system and do one of the following:
 - (Windows) Open the Registry Editor and navigate to HKEY_LOCAL_MACHINE\Software\Netegrity\SiteMinder\CurrentVersion\Policy Server.
 - (UNIX) Open the sm.registry file. The default location of this file is *siteminder_home/registry*.

siteminder_home

Specifies the Policy Server installation path.

2. Create ReturnOnDisabledUser with a registry value type of DWORD.

Value: 1 or 0

1

Enables the registry key.

0

Disables the registry key.

If the registry value is 0 or does not exist, the Policy Server is configured with the default behavior

3. Do one of the following:
 - (Windows) Exit the Registry Editor.
 - (UNIX) Save the sm.registry file.
4. Restart the Policy Server.

OneView Monitor Behavior After Changing Default Port Number (111672, 101587)

Symptom:

The documentation did not explain the changes that appeared in the OneView monitor settings of the Policy Server Administrative Console after the default port number settings in the conapi.conf file were changed.

Solution:

This issue is fixed. For more information, see the *Policy Server Administration* Guide.

Star issue: 18816072-01

Unavailable Authorization Directory Results in an Unclear Error Message (111757, 113035)

Symptom:

If directory mapping was configured and the authorization directory became unavailable, the error message that appeared in the Policy Server log (smps.log) only stated that a user identity failed to resolve. The error message did not state which user identity failed to resolve.

Solution:

This issue is fixed. The error message states which user identity failed to resolve.

STAR Issue: 19056714

Global Policy Setting is Inadvertently Cleared (112404)

Symptom:

If you used the Variables tab while modifying a domain, and then returned to the General tab, the Global Policies Apply setting was cleared.

Solution:

This is no longer an issue.

STAR issue: 19104944-1

Password Policies are not Applied Correctly (112399)

Symptom:

If a password policy was applied to part of the user directory using a search expression, it did not work.

Solution:

This is no longer an issue.

STAR issue: 19073666-1

Policy Server Trace Logs Not Showing Agent Name (112540, 113357)

Symptom:

The trusted host name was being incorrectly added to entries in the Policy Server trace log, instead of the agent name.

Solution:

This is no longer an issue.

STAR Issue: 19091889

Up time Command Displays Incorrect Date (112999)

Symptom:

The XPS up time command (SmCommand CA.XPS::Uptime) returned the incorrect month. The month that was displayed was one month behind the current month.

Solution:

This is no longer an issue.

STAR issue: 19097687-1

Authentication Schemes and Password Services Documentation (113302)

Symptom:

The *Policy Server Configuration Guide* did not explicitly describe which SiteMinder Authentication Schemes supported Password Services.

Solution:

See the following topic in the *Policy Server Configuration Guide*:

Supported Authentication Schemes and Password Policies

STAR Issue: 19002627:01

Administrative UI Redirected Disabled Users in External User Stores to an Incorrect URL (113800)

Symptom:

When a user account from an external user store was disabled, the Administrative UI redirected the user to the following URL:

```
/siteminder//logout.jsp
```

Solution:

This issue is fixed.

Star Issue: 19051477:03

JBoss Shutdown Script does not Work (113987)

Valid on Linux

Symptom:

The JBoss shutdown script (shutdown.sh) did not stop JBoss. Rather, the following message appeared:

```
JBoss is not running (no PID file)
```

Solution:

This is no longer an issue.

STAR issue: 19172916-01

Upgrade Results in Inability to Create Global Response (114023)

Symptom:

Upgrading from r12.0 SP1 to r12.0 SP2 resulted in an inability to create a global response object.

Solution:

This is no longer an issue.

STAR issue: 19150468-1

Default Administrative UI File Transposed Key Store Values (115123)

Symptom:

The default server.xml file transposed the variable values for the key store password (keystorePassword) and key store type (keystoreType). This resulted in an error message that stated that the password could not be found.

Solution:

This is no longer an issue. The file contains the correct values.

STAR issue: 19246007-1

Profiler Configuration Issue Causes Unclear Error Message (84984)

Symptom:

If the profiler configuration file (smtracedefault.txt) has a syntax error, misspelling, or incorrect case, the Policy Server generates an error in the smps.log file that suggests there is an issue with the output file or directory.

Solution:

The error message has been clarified. This issue is no longer a problem.

STAR Issue: 18031028-1

Policy Store Migration Documentation (115651)

Symptom:

The *PolicyServer Administration Guide* and the *SiteMinder Upgrade Guide* did not contain information about environment-specific policy store objects that a policy store migration can affect.

Solution:

This is no longer an issue.

STAR issue: 19092239-1

Policy Server Hangs after Web Agent Communication Failure (115704)

Symptom:

If a Web Agent goes offline during a Policy Server request, for example, during a network outage, and does not notify the Policy Server of the communication failure, the Policy Server continues to wait for the Web Agent data. The Policy Server continues to wait, even after the Web Agent regains network functionality and closes the connection to the Policy Server.

If many requests from one or more Web Agents are lost in this manner, the Policy Server can become unresponsive because the worker threads handling the requests are not released.

Solution:

Creating and enabling the SiteMinder Enable TCP Keep Alive (SM_ENABLE_TCP_KEEPALIVE) environment variable configures the Policy Server to send KeepAlive packets to idle Web Agent connections. The interval at which the Policy Server sends the packets is based on OS-specific TCP/IP parameters.

Consider the following when configuring the parameters:

- When the Policy Server must start to send the packets.
- The interval at which the Policy Server sends the packets.
- The number of times the Policy Server sends the packets before determining that the Web Agent connection is lost.

Note: For more information about configuring TCP/IP parameters, see your OS-specific documentation.

To configure the Policy Server to send KeepAlive packets to idle Web Agent connections

1. Log into the Policy Server host system.
2. Do one of the following:
 - (Windows) Create the following system environment variable with a value of 1:
SM_ENABLE_TCP_KEEPALIVE
 - (UNIX)
 - a. Create the following system environment variable:
SM_ENABLE_TCP_KEEPALIVE=1
 - b. Export the environment variable.

Note: The value must be 0 (disabled) or 1 (enabled). If a value other than 0 or 1 is configured, the environment variable is disabled. If the environment variable is disabled, the Policy Server does not send KeepAlive packets to idle Web Agent connections.

STAR issues: 18887284–1 and 18887284–2

Required Linux Library Documentation (115705)

Symptom:

The installation documentation did not list the required Linux libraries for components supported on a Linux operating system.

Solution:

This is no longer an issue.

STAR issue:19180227–1

'smpolicyrv -starttrace' command returns error after upgrade (115708)

Valid on Solaris 9

Symptom:

After upgrading a Solaris 9 Policy Server from r6.0 SP5 CR 30 or earlier to r12.0 SP2, running the 'smpolicyrv -starttrace' command generated the following error message in the SMPS.log;

```
[CServer.cpp:6518][ERROR] Error 2 waiting for server management messages.  
Error text: No such file or directory
```

Solution:

This is no longer an issue.

STAR Issue: 18743503-01

Some Policy Store Schema File Names Referenced Incorrect Release (115727)

Symptom:

The Novell eDirectory and IBM Directory Server policy store schema file names incorrectly referenced r12.0 SP1.

Solution:

This is no longer an issue. The policy store schema file names correctly reference r12.0 SP2.

STAR issue: 19270387-01

Policy Server Failed Due to Memory Violation (115970)

Symptom:

When a policy link is created for response group through the SDK PM API, during validation (prior to save), the response object is created from the OID. The response object is being set in cache in place of response group object. Now when user clicks on response group from UI, it fetches the response object from the cache instead of response group in a temporary object. Now while deleting the temporary object, memory violation occurs because the object of “response group” type is to be deleted, whereas the current object is of type “response”. This leads to core dump.

Solution:

Changes has been done to set the objects appropriately, that is, response in response type object and response group in response group type object.

Star issue: 19276710-1

Non-Default Port for an Audit Report Connection is Reverted (116412)

Symptom:

If you created an audit report connection with a non-default port, modifying the connection resulted in the port reverting to the default settings for MS SQL Server or Oracle, 1433 or 1521, respectively.

Solution:

This is no longer an issue.

STAR issue: 19290973-1

Report Server Documentation (117058)

Symptom:

The documentation did not state that the tables in the report database must be manually removed after uninstalling the Report Server.

Solution:

The documentation states that the tables in the report database must be manually removed after uninstalling the Report Server.

STAR issue: 19272647-2

CA SSO Integration Documentation (117579)

Symptom:

The SiteMinder and CA SSO integration prerequisites included an erroneous note about installing the CA SSO Policy Server to an LDAP database.

Solution:

This is no longer an issue.

STAR issue: 19399328-1

Policy Server Failure During SafeWord Authentication on Solaris (119381)

Symptom:

Because of incompatibilities between how SiteMinder uses ETPKI and how SafeWord uses OpenSSL, the Policy Server could fail during SafeWord initialization.

Solution:

If you are using SafeWord Authentication, follow these steps as a workaround:

1. Stop the Policy Server if it is running with this command:

```
%ps -ef | grep smpol
```
2. Navigate to the Policy Server rppt directory and run the following script:

```
%. ./ca_ps_env.ksh
```
3. Run the following command:

```
% export  
LD_PRELOAD_32=$NETE_PS_ROOT/lib/libcrypto.so.0.9.7:$NETE_PS_ROOT/lib/libssl.so.0.9.7
```

Note: The preceding command is all on one line; no spaces anywhere from LD_PRELOAD32 to the end of the command.
4. Start the Policy Server using the start-all shell script.
5. Do the SafeWord authentication.

Star issue: 19473695-1

Administrative UI Registration Failed (119848)

Symptom:

I tried to register the Administrative UI but I got the following message:

```
[com.ca.siteminder.webadmin.configuration.ui.InitialLoginBean] Initial login failed.
```

Solution:

This issue is fixed.

Star Issue: 19460423:02

CA Directory Policy Store Documentation

Symptom:

The *Policy Server Installation Guide* includes the steps for configuring CA Directory as a policy store. These steps were not technically accurate.

Solution:

This is no longer an issue.

STAR issue: 19460423-2

Unable to Modify the Key Store Storage Type (116678)

Valid on Red Hat Linux

Symptom:

If you did not configure a policy store during the Policy Server installation, and then tried to use the Policy Server Management Console to configure a key store, you were unable to change the default Key Store Storage type from ODBC.

Solution:

This is no longer an issue.

STAR issue: 19235660-1

Multiple Identical Entries are Logged in the Audit Log (116715)

Symptom:

If audit logging was configured for ODBC, multiple identical entries were logged to the audit store. This behavior occurred for successful and failed login attempts.

Solution:

This is no longer an issue.

STAR issue: 19350964-01

Policy Server on Solaris Fails To Make SSL Connection

Symptom:

The SiteMinder r12.0 SP2 Policy Server on Solaris 10 fails to make SSL connection to LDAP Server.

Solution:

This is no longer an issue.

Star issue: 19242076-2

SSL Connection from Policy Server to LDAP Server Fails (119359)

Valid on Solaris 10 operating environment

Symptom:

The Policy Server could not establish an SSL connection to the LDAP directory server.

Solution:

This issue is fixed.

Star Issue: 19242076:02

Authorization Directory Is Not Available When Creating a Policy (119755)

Symptom:

If a domain contained multiple realms, and each realm contained a directory mapping with different directories, the Administrative UI did not behave as expected.

Under specific circumstances, the Administrative UI did not display the authorization directory from the Users tab when creating a policy. Rather, only the directory from the first realm was made available to the policy.

Solution:

This is no longer an issue:

STAR issue: 19468089-1

Unexpected Policy Store Searches (120001)

Symptom:

A set of unexpected ldap searches against the Policy Store caused a SiteMinder r12 deployment to fail.

Solution:

This is no longer an issue.

STAR issue: 19504007

Custom Schema Crashed Policy Server During User Role Evaluation (120546)

Symptom:

If the user store used a custom schema, the Policy Server crashed while evaluating roles during the authorization process.

Solution:

This issue is fixed.

Star Issue: 19384737:01

Administrative UI Login Page Had Cross-Site Scripting Vulnerability (120847)

Symptom:

The login page for the Administrative UI had a cross-site scripting vulnerability.

Solution:

This issue is fixed.

Star Issue: 19552396:01

SM Key Database Password appears in Clear Text (121541,121551)

Symptom:

If you configured a SiteMinder key database (smkeydatabase) when installing the Policy Server, the policy store log (ca-ps-details.log) displayed the password in clear text.

Solution:

The log file will no longer display the password in clear text. However, you must manually delete old installation log files from previous installations of R12, or you must delete the clear text password line from old log files if this is a security concern.

STAR issue: 19555494 and 19555494-1

Policy Server Crashed During Network Outage (121615)

Symptom:

The Policy Server crashed during a network outage.

Solution:

This issue is fixed.

Star Issue: 19572281:01

Policy Server Management Console Help Cross Reference (121942, 121950)

Symptom:

The *Policy Server Administration Guide* contains procedures that instruct users to configure settings in the Policy Server Management Console. These procedures did not include a cross reference to the Policy Server Management Console Help.

Solution:

This is no longer an issue. The respective procedures cross reference the Policy Server Management Console Help.

STAR issue: 19579536–1 and 19582683–1

FORM POST Variable Documentation (122186)

Symptom:

The *Policy Server Configuration Guide* contained content that stated and implied that FORM POST variables can be used in a response.

Solution:

This is no longer an issue. The documentation is updated to state that FORM POST variables cannot be used in a response.

STAR issue: 19406145–1

External Administrator Authentication Store Documentation (122570)

Symptom:

The documentation about configuring a connection to an external administrator authentication store was missing information. The documentation did not state that if multiple Administrative UI instances are to share the same external store, each connection must identify the directory server using the same network identifier.

Solution:

This is no longer an issue. The documentation states that if multiple Administrative UI instances are to share the same external store, each connection must identify the directory server using the same network identifier. Mixing network identifiers for multiple Administrative UI connections to the same external store is not supported.

STAR issue: 19442469–1

Connections to ODBC Policy Stores Sometimes Hang (123191)

Symptom:

The connection between the Policy Server and an ODBC policy store sometimes hangs.

Solution:

This is no longer an issue.

STAR issues: 19266363-2;19855594-1

XPSRegClient Documentation (123400)

Symptom:

The *Policy Server Installation Guide* did not state that the SiteMinder environment variables must be set on a UNIX operating system before using XPSRegClient.

Solution:

This is no longer an issue.

STAR issue: 19620777

Session Index Updates Causes SLO to Fail (123496)

Symptom:

A user authenticates at the IdP and is redirected back to the SP with an assertion. If the user clicks the browser back button upon returning to the SP, the session index is updated and stored in the SP session store.

When the user logs out, SiteMinder uses the session index from the original assertion, resulting in a session index mismatch. Single logout, if configured, fails.

Solution:

A new SAML 2.0 property named SAML_SP_REUSE_SESSION_INDEX has been added to the C and Perl CLIs. Enable this property so single log out works with third-party partners that do not honor the session index passed in newer assertions.

STAR Issue: 19613507-1

Updating an Authentication Scheme for a Realm Requires a Restart (125171)

Symptom:

If you updated an authentication scheme that was tied to an existing realm for which an authentication scheme was previously configured, you were required to restart the Policy Server.

Solution:

This is no longer an issue.

Red Hat Directory Server as a Policy Store Documentation (126534)

Symptom:

The *Directory Configuration Guide* has a procedure for creating the policy store schema for Red Hat Directory Server. This procedure was not technically accurate.

Solution:

This is no longer an issue. A new step was added to Create the Policy Store Schema in Red Hat Directory Server. This step instructs users to:

1. Restart the directory server after importing the policy store schema.
2. Re-import the policy store schema after restarting the directory server.

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

STAR issue: 19560839-01

Incorrect Statement about Web Server Processing of Certificates Corrected (CQ127390)

Symptom:

The Policy Configuration Guide implied incorrectly that different web server products processed x509 certificate data differently before passing it to the Policy Server. The web server only passes such data to the SiteMinder Policy Server for verification.

Solution:

These topics have been corrected. Differences in x509 certificates occur because of the different third-party tools (such as certutil.exe or OpenSSL) used to generate x509 certificates. The Policy Server uses mappings to accommodate different values in the certificates it receives.

STAR Issue # 19770088:01

SmObjExport Does Not Export the Reference of Global Objects, Causing Corruption of Policy Store on Import (128071)

Symptom:

Importing a domain that contains global objects and that was exported without system objects results in corruption of the Policy Store.

Solution:

This is no longer an issue.

STAR issue: 19788822

Policy Server Audit Logging Text File Documentation (128086)

Symptom:

The *Policy Server Release Notes* incorrectly stated that the Policy Server audit logging text file did not include impersonation events.

Solution:

This is no longer an issue. The related topic has been deleted from *Policy Server Release Notes*.

STAR issue: 19793657-01

SAML 2.0 Assertion Does Not Have the Correct Timestamp (128759)

Symptom:

The SAML assertion generated by SiteMinder does not contain the expected timestamp because of the SessionNotOnOrAfter attribute that SiteMinder automatically adds to the assertion. You cannot omit this parameter.

Solution:

To make the configuration of the SessionNotOnOrAfter assertion parameter more flexible, two new properties have been added to the C and Perl CLIs.

The two properties are:

- SAML_SP_CUSTOM_TIME_OUT
- SAML_SP_SESSION_NOTORAFTER_TYPE

For more information about these properties, see the *Programming Guide for C* or the *Programming Guide for Perl*.

STAR Issue: 19635319

IBM Directory Server Policy Store Documentation (128935)

Symptom:

The procedure for configuring IBM Directory Server as a policy store incorrectly instructed users to use the `smlldapsetup` utility to create and import the policy store schema file.

Solution:

This is no longer an issue. The procedure instructs users to import the `V3.siteminderR12sp3` policy store schema file. This schema file is included with the Policy Server installation.

STAR issue: 19850044-01

Administrator with SuperUser Permissions cannot Cleanup Submitted Tasks (129230)

Symptom:

The Cleanup Submitted Tasks option is unavailable in the Administrative UI for an administrator with superuser permissions, and so cannot run scheduled jobs for cleanup tasks.

Solution:

The Cleanup Submitted Tasks option appears in the Administrative UI only for the SiteMinder System Manager account. Only this user can run scheduled job for cleanup tasks.

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

STAR Issue: 19825003-01

Attributes and Expressions Reference Documentation (129763)

Symptom:

The *Policy Server Configuration Guide* incorrectly listed an unsupported function. This function was the WITH user context management function.

Solution:

This is no longer an issue. The WITH function is removed from the documentation.

STAR issue: 19853320-01

Importing Identity Manager Roles Established Against a Previous Version of SiteMinder Causes smobjimport to Crash (129748)

Symptom:

smobjimport crashes when importing CA Identity Manager roles established against a previous version of SiteMinder.

Solution:

This is no longer an issue.

STAR issue: 19821141-1

RADIUS Responses Returning Incorrect Values When Used With Active Directory (129913)

Symptom:

RADIUS responses are returning incorrect values

Solution:

This is no longer an issue.

STAR issue: 19602059-2

DisallowUsernameInURL Setting Does Not Work (130603)

Valid on Windows

Symptom:

DisallowUsernameInURL setting does not work. The URL mentioned in the *Policy Server Configuration Guide* is incorrect.

Solution:

This is no longer an issue. The *Policy Server Configuration Guide* is updated with the correct URL.

STAR issue: 19903505-01

Cache Time Limit while Creating a Response Attribute is 3600 seconds (130802)

Symptom:

While creating a response attribute in a response group, you can configure a time for which the cache is valid. Although the Administrative UI lets you enter any value, the maximum time allowed is 3600 seconds.

Solution:

This is a known issue. The *Policy Server Configuration Guide* and the *Policy Server Release Notes* are updated accordingly.

STAR issue: 19519462-03

Order of Parameters for Stored Procedures in Oracle Functions Missing (130985)

Symptom:

The order of parameters for the stored procedures in Oracle functions is not specified in the *Policy Server Configuration Guide*.

Solution:

This is no longer an issue. The *Policy Server Configuration Guide* is updated with the order of the parameters.

STAR Issue: 19879350-2

User Groups Cannot be Added to Policies Using Administrative UI (131043)

Symptom:

User groups are not displayed in the User/Groups table that appears when you click Add Members from the Users tab of the Create Policy screen of the Administrative UI. Groups cannot therefore be added to policies.

Solution:

This is no longer an issue.

STAR issue: 19848527;01

Data Column for Attribute 200 Incorrectly Populated with Agent Name Instead of Trusted Host Name in Trace Logs (131157)

Symptom:

The data column for attribute 200 is being incorrectly populated with the agent name instead of the trusted host name in trace logs

Solution:

This is no longer an issue.

STAR issue: 19890955

Policy Server Crashes with Custom Authentication Scheme (131416)

Symptom:

Policy Server crashes when the custom authentication scheme is used.

Solution:

This is no longer an issue.

STAR Issue: 19972824-1

When SiteMinder and Identity Manager Are Integrated, Importing Identity Manager r8.1 SP2 Environment Fails (131655)

Symptom:

Attempting to import an Identity Manager Environment (IME) exported from IM r8.1 Sp2 causes "null" response failure in an integrated SiteMinder and CA Identity Manager deployment.

Solution:

This is no longer an issue.

STAR issue: 19978492-1

Authentication Schemes for EPM Applications Cannot be Modified in the Administrative UI If the Application Has Two or More Components (132332)

Symptom:

Modifying the authentication scheme of an EPM application with 2 or more components in the Administrative UI does not work - the change is ignored. The change only occurs if made in the advanced properties.

Solution:

This is no longer an issue.

STAR issue: 20029852

Oracle Wire Protocol Driver Support Documentation (132970)

Symptom:

The *Policy Server Release Notes* incorrectly stated that the Policy Server Oracle wire protocol drivers did not support the Oracle Parallel Server or Oracle Real Application Clusters.

Solution:

This is no longer an issue. The related topic has been removed from *Policy Server Release Notes*.

STAR issue: 20062074-1

Policy Server Removal Documentation (134136)

Symptom:

The *Policy Server Installation* guide did not state that the com.zerog.registry.xml file must be removed manually after uninstalling the Policy Server.

Solution:

This is no longer an issue. The related procedures are updated to reference the com.zerog.registry.xml file.

STAR issue: 20088610-1

Oracle User Directory Connection Over SSL Documentation (134145)

Symptom:

The documentation to configure an Oracle user directory connection over SSL was unavailable.

Solution:

This is no longer an issue. The *Policy Server Configuration Guide* has been updated.
STAR Issue: 20107409-1

Policy Server in Integrated SiteMinder and Identity Manager Environment Crashes On Attempt to Delete Identity Manager Environment (134148)

Symptom:

When CA Identity Manager and SiteMinder are integrated, the Siteminder Policy Server crashes when there is any attempt to delete an established Identity Manager Environment (IME).

Solution:

This is no longer an issue.
STAR issue: 20034691-1

WebSphere DataSource Documentation (134624,136534,138098)

Symptom:

The *Policy Server Configuration Guide* contained incomplete information for configuring an external administrator store using a WebSphere datasource.

Solution:

This is no longer an issue. The documentation states that the JNDI name of the WebSphere datasource must be prefixed with the following:

jdbc/

STAR issue: 20070629-1

Administrative UI Installed on IBM WebSphere 6.1 Cannot Locate the JDBC Data Source to Connect to an External Administrative Store (134624)

Symptom:

When the Administrative UI is installed on IBM WebSphere 6.1, a JDBC data source created in WebSphere does not appear in the Configure Administrative Authentication wizard and cannot therefore be configured as an external administrative store.

Solution:

This is no longer an issue.

STAR issue: 20070629;1

Administrative UI Retains Password Policy Values (134921)

Symptom:

Using the Administrative UI, a password policy is saved with the Allow nested group option enabled. Viewing the saved password policy shows the Allow nested group option as not selected.

Solution:

This is no longer an issue.

STAR Issue: 20121750-1

Policy Server Incorrectly Sending timeout = 0 When Communicating With LDAP Policy Store (135103)

Symptom:

The Policy Server is incorrectly sending timeout = 0 when communicating with an LDAP policy store.

Solution:

This is no longer an issue.

STAR issue: 19764990/7

International Support Documentation (135188)

Symptom:

The release notes for all SiteMinder components did not detail the extent to which each component was internationalized and localized.

Symptom:

This is no longer an issue. The release notes for each component are updated to reference the SiteMinder Platform Support Matrix for r12 SP3 J for information about internationalization and localization.

STAR issue: 20106078-1

Enhanced Active Directory Integration Documentation (135192)

Symptom:

Information about enhanced Active Directory integration was not available in the *Policy Server Configuration Guide*.

Solution:

This is no longer an issue. The *Policy Server Configuration Guide* is updated accordingly.

STAR issue: 20085868-1

Policy Server Crashes On Using External Directory As Authentication Directory (135334)

Symptom:

Policy Server crashes when trying to use an external directory as the authentication directory using the Administrative UI.

Solution:

This is no longer an issue.

STAR Issue: 20143325

Policy Server Sometimes Crashes During Failover to ODBC Policy Store (135430)

Symptom:

The Policy Server can sometimes crash when failing over to an ODBC policy store.

Solution:

This is no longer an issue.

STAR issue: 0160743-1

Administrative UI URL Documentation (135323)

Symptom:

The *Policy Server Administration Guide* referenced an incorrect URL for accessing the Administrative UI using a web browser. The incorrect URL was `http://host_name.domain:port_number/iam/siteminder`.

Solution:

This is no longer an issue. The correct path is available in the *Policy Server Administration Guide*. The correct example is `http://fqdn:port/iam/siteminder/adminui`.

STAR issue: 20157967-01

Documentation about connecting to AD user store on a UNIX Policy Server missing (135589)

Symptom:

If the Policy Server is installed on a UNIX operating system, you cannot use the AD namespace for connecting to the AD user store. This information was missing in the *Policy Server Configuration Guide*.

Solution:

This is no longer an issue. The *Policy Server Configuration Guide* has been updated.

STAR Issue: 20126461-01

EMS Events Logged in to SMACCESS File in Proper Format (136273)

Symptom:

When Enhance Tracing is enabled for the Policy Server, the EMS events are not logged in to the SMACCESS file in a proper format. As a result, while using the Administrative UI to manage user accounts, an invalid entry is logged in the audit log file.

Solution:

This is no longer an issue.

STAR Issue: 20194630-1

Policy Server Restarts Abnormally When Custom Authentication Schemes are Used with an LDAP Directory (136532)

Symptom:

The Policy Server sometimes restarts without being commanded to do so when using a custom authentication scheme that authenticates against an LDAP user directory.

Solution:

This is no longer an issue.

STAR issue: 19738385-1

FSS Administrative UI Does Not Save Assigned Users When Saving a Policy For Which No Rules Have Yet Been Assigned (136562)

Solution:

When you attempt to save a policy for which rules have not yet been assigned in the FSS Administrative UI, any users that have been assigned are lost.

Symptom:

This is no longer an issue.

STAR Issue: 20147624;1

SM--Windows Policy Server Fails to Start When Disabled Policies Are Present in the Policy Store (136672)

Symptom:

Windows Policy Servers fail to start when disabled policies are present in the policy store.

Solution:

This is no longer an issue.

STAR issue: 20192766-1

Audit Logs Not Recording Midnight Time Properly (136706)

Symptom:

Audit log files do not record midnight time in correct format.

Solution:

This is no longer an issue.

STAR Issue: 20145022-2

Authorization Fails for ODBC User Store Group Users (136721)

Symptom:

Authorization fails for users in a group in an ODBC user store.

Solution:

This is no longer an issue.

STAR Issue: 20097769-1

Incorrect Registry Key for Password Services (136906)

Symptom:

The registry key set to remove the login ID when redirecting for password services in Unix was incorrect.

Solution:

This is no longer an issue. The *Policy Server Configuration Guide* has been updated.

STAR Issue: 20192634-3

Policy Server Fails to Shut Down and Hangs (137074)

Symptom:

The Policy Server sometimes fails to shut down and becomes nonresponsive.

Solution:

This is no longer an issue.

STAR issue: 20140866;2

smobjexport and XPSEXport Terminate Abnormally When No Response is Present in the Policy Link (137164)

Symptom:

smobjexport terminates abnormally when no response is present in the policy link.

Solution:

This is no longer an issue.

STAR Issue: 20252915-01

Performance Issues Using DMS API (137335)

Symptom:

Policy Server performance degrades when processing multiple administrative DMS API requests sent in a short amount of time (particularly when multiple threads send requests simultaneously). Performance suffers because the Policy Server verifies that the user performing each operation is an administrator of the directory it is trying to manage.

Solution:

The DMS API now contains a new set of methods that perform administrative operations without verifying the administrator each time. (The administrator is verified once at login, but not for subsequent operations). The new methods each starts with the same name as an existing method with a "NoAdminCheck" suffix. For example, if you are currently using the getRoles method, use the getRolesNoAdminCheck method to resolve performance issues.

For more information, refer to the Javadoc.

Star issue: 19755226

Key Store Upgrade Documentation (137376)

Symptom:

The *SiteMinder Upgrade Guide* contained incomplete documentation on how to migrate a stand-alone r6.x key store to r12.0 SP3.

Solution:

This guide is updated with the process for migrating an r6.x stand-alone key store to an r12.0 SP3 stand-alone key store.

STAR issue: 19982739-01

LogLastRolloverTime Value Results in Failure to Parse Input File (137461)

Symptom:

XPSExport stores an invalid value for the LogLastRolloverTime parameter in the XML file. As a result, XPSImport fails to parse the input file.

Solution:

This is no longer an issue.

STAR Issue: 20251579-2, 20180501-1, 20407930-1

Policy Server Core Dumps with SafeWord Authenticaion Scheme (137675)

Symptom:

Policy Server core dumps with the SafeWord authentication scheme forcing a restart.

Solution:

This is no longer an issue.

STAR Issue: 20254131-1

Policy Server Takes Longer to Startup (137907)

Symptom:

Policy Server takes around 90 minutes to start up.

Solution:

This is no longer an issue.

STAR Issue: 20280482

Report Server Documentation (137989)

Symptom:

The *Policy Server Installation Guide* contained incomplete Report Server troubleshooting documentation.

Solution:

This guide is updated with information about how to troubleshoot an Administrative UI error message that states that the report parameter definition is unavailable.

STAR issue: 20269217-1

Policy Server Cannot Connect to the Session Store If it Was Not Up During Policy Store Initialization (138032)

Symptom:

If the session store is not up during Policy Server initialization, the Policy Server cannot connect to the session store even after it is available.

Solution:

This is no longer an issue.

STAR issue: 19351102

Policy Server Crashes on Accessing Agents and Agent Groups in Cache (138139)

Symptom:

Policy Server terminates abnormally while accessing the agents and the agent groups in the cache.

Solution:

This is no longer an issue.

STAR Issue: 20293922-1

Registering the Administrative UI Documentation (138170)

Symptom:

The *Policy Server Installation Guide* contained incomplete documentation on how to register the Administrative UI.

Solution:

This is no longer an issue. The documentation states that the CA_SM_PS_FIPS140 environment variable must be created if:

- The Policy Server to which you are registering is operating in FIPs-only mode.
- The Administrative UI is not installed to the Policy Server host system.

STAR issue: 20244195

FSS Administrative UI Not Consistently Displaying Agent and Agent Group Objects (138154)

Symptom:

Agents, agent groups present in the policy store do not always appear in the FSS Administrative UI.

Solution:

This is no longer an issue.

STAR Issue: 20293190

Policy Server Not Handling IPv4 Addresses Correctly (138605)

Symptom:

Policy Server does not handle the IPv4 addresses correctly if policies are fired based on the IP range.

Solution:

This is no longer an issue.

STAR Issue: 20309234-1

Policy Server Crashes During Tunnel Library Initialization (139373)

Symptom:

Policy Server terminates abnormally during the initialization of tunnel library.

Solution:

This is no longer an issue.

STAR Issue: 20307367

Policy Server Output Displays Escaped Characters (139902)

Symptom:

When stopping or starting the Policy Server on Red Hat 5.5 32 bit, escaped characters are displayed in the output.

Solution:

This is no longer an issue.

STAR Issue: 20342262-1

Policy Server Unable to Decode SSO Client Cookie (139945)

Symptom:

If SsoTokenVersion is set to 12 in client.ini, the Policy Server is unable to decode the SSO Client cookie.

Solution:

This is no longer an issue.

STAR Issue: 20266428-1

CA SSO SiteMinder Authentication Scheme Denies Access to Protected Page (139990)

Symptom:

Access to a SiteMinder protected page is denied if the SSO Cookie contains the < and > characters.

Solution:

This is no longer an issue. The CA SSO SiteMinder (smauthetsso) authentication scheme has been enhanced to decode the < and > characters.

STAR Issue: 20122191-2

Context Root Dropdown Box Truncates Name (140018)

Symptom:

In the Administrative UI under the Policies tab for Applications, the context root drop-down list truncates the name.

Solution:

This is no longer an issue.

STAR Issue: 20350905

Policy Server Can Crash When Attempting to Find Agents and Agent Groups (140090)

Symptom:

The Policy Server can sometimes crash when attempting to find agents and agent groups in the cache.

Solution:

This is no longer an issue.

STAR issue: 20293922-01

XPS Audit Log Reporting Midnight Incorrectly in 12 Hour Format (140091)

Symptom:

The Policy Server XPS audit log is incorrectly reporting midnight in 12 hour format as 00 AM.

Solution:

This is no longer an issue. The audit log now correctly reports midnight in 12 hour format as 12 AM.

STAR Issues: 20145022-2, 20145022-5

Policy Server Crashes with PUBLISH Command (140579)

Symptom:

Policy Server terminates abnormally during execution of the PUBLISH command.

Solution:

This is no longer an issue.

STAR Issue: 18614886-1

XPSImport Fails if Sub Realm Name of Two Realms are Same (140664)

Symptom:

XPSImport fails when importing policy store data, which contains the same sub realm name under different realms which belong to the same domain. The Administrative UI also fails while creating these realms.

Solution:

This is no longer an issue.

STAR Issue: 20143325-2

User Accounts to Connect to Policy Store and Key Store are Locked (141000, 147878)

Symptom:

While importing the policy store using the XPSImport utility, the user accounts to connect to the policy store and the key store are locked out. If the encryption key is changed between the XPSExport and XPSImport, policy store import fails.

Solution:

This is no longer an issue. A new parameter has been added to the XPSImport utility for successfully importing the policy store.

Note: For more information about resetting the policy store encryption key, see *Policy Server Administration Guide*.

STAR Issue: 20251579-3, 20427843-2

Change Password Fails When Using an Additional Attribute with AD (141051)

Symptom:

When using an additional attribute with AD, the change password functionality is not working properly.

Solution:

This is no longer an issue.

STAR Issue: 19919234

ReturnOnDisabledUser Key Not Working As Expected (141153)

Symptom:

The following SiteMinder registry key is not working as expected.

ReturnOnDisabledUser

Solution:

This is no longer an issue.

STAR Issue: 20380271-1

Changing Directory Server credentials (141657)

Symptom:

The *Policy Server Configuration Guide* contained incomplete information about changing directory server credentials, if the Administrative UII was installed to an external application server.

Solution:

This is no longer an issue. The *Policy Server Configuration Guide* has been updated with the steps required to change the directory server credentials.

STAR Issue: 20365100-1

Policy Server Converts Username to Lowercase (141881)

Symptom:

Valid users were not authorized if the authorization is based on a user attribute. Policy Server converted username to lowercase resulting in authorization failure.

Solution:

This is no longer an issue.

STAR Issue: 20402708-1

User not challenged for Certificate after Password Change (141987)

Symptom:

If the following conditions are met, a user is forwarded to the protected resource without SiteMinder challenging for a certificate:

- Password Services was enabled with the certificate and basic authentication scheme.
- The target resource was protected over SSL.
- The user initiated a successful password change.

Solution:

This is no longer an issue. If the target resource is protected over SSL, SiteMinder challenges for a certificate after a user initiated password change.

STAR Issue: 20366139-01

Password Policy Modification Deletes Regular Expressions Object (142281)

Symptom:

Modifying the password policy results in deletion of the Regular Expressions object.

Solution:

This is no longer an issue.

STAR Issue: 20402570-1

Users Can Federate Even After User Store Removal from Affiliate Object (142556)

Symptom:

Users are able to federate even after removing the user store from the affiliate object.

Solution:

This is no longer an issue.

STAR Issue: 19798216-1

Linux SNMP instructions unclear (142887)

Symptom:

The instructions to upgrade the net-snmp package did not specify which file to use and its location.

Solution:

This is no longer an issue. The *Policy Server Installation Guide* has been updated.

STAR Issue: 20445038-1

Authorization Requests Intermittently Fail (143327)

Symptom:

Authorization requests intermittently failing.

Solution:

This is no longer an issue.

STAR Issues: 20460986-1; 20430495

SAML 1.1 POST invokes uid=* in LDAP Search (143944)

Symptom:

SAML 1.1 POST invokes uid=* in LDAP even when LDAP is not configured as part of the SAML artifact.

Solution:

This is no longer an issue. LDAP search is applicable only for the attribute present in user context. The LDAP search corresponds to the users that are added in the affiliate object for SAML 1.1 transaction.

STAR Issue: 20354028-1

Max AdmComm Buffer Size Range Incorrect (144800)

Symptom:

The range of Max AdmComm Buffer Size setting was incorrect.

Solution:

This is no longer an issue.

STAR Issue: 20480989-01

OneView Monitor Installation Fails (143242)

Symptom:

In Red Hat 5.4 64-bit, when the OneView monitor option is selected, the Policy Server installation wizard exits on entering the path for ServletExec 6.0.

Solution:

This is no longer an issue.

STAR Issue: 20457133-1

SMAUDITIMPORT Fails with Unexpected Delimiters In Logged Fields (143572)

Symptom:

If unexpected delimiters are present in the logged fields, the SMAUDITIMPORT tool fails.

Solution:

This is no longer an issue. A new registry key EscapeAuditFields has been added.

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

STAR Issue: 19764797-1

Policy Server Hangs in TCPRecv Call (143615)

Symptom:

Policy Server hangs in TCPRecv call if there is a network disruption between the Policy Server and the Web Agent.

Solution:

This is no longer an issue.

STAR Issue: 20429737-1, 20117695-1

Policy Server Exits with Java SDK Client (143637)

Symptom:

Policy Server exits abnormally when updating a realm through the Java SDK client.

Solution:

This is no longer an issue.

STAR Issue: 20368125-1

Old Password Not Verified in Active Directory User Store (143948)

Symptom:

If Active Directory is configured as a user store, the old password is not verified before changing to a new password.

Solution:

This is no longer an issue.

STAR Issue: 20444706-1

Unable to Change Cert7 File Information Using Smlldapsetup Command (145100)

Symptom:

Running the smlldapsetup command does not change the cert7.db file information if cert7 was previously configured.

Solution:

This is no longer an issue.

STAR Issue: 20503498-1

Policy Store Crashes When Non-Default Administrator Exports Data (145229)

Symptom:

When a non-default SiteMinder administrator authenticated by a custom authentication scheme exports data, the policy store exits abnormally.

Solution:

This is no longer an issue.

STAR Issue: 20633411-1

Policy Server Crashes During Authorization (145238)

Symptom:

Policy Server abnormally exits during authorization if the password policy has regular expressions and if LDAP is used as a user directory.

Solution:

This is no longer an issue.

STAR Issue: 20547231-1

Policy Server Audit Logs Display Encoded String for Password Expiry Error (145349)

Symptom:

The Policy Server audit logs display an encoded string for the password expiry error code "Sm_Api_Reason_PwWillExpire".

Solution:

This is no longer an issue. The Policy Server audit logs now display a custom message for the password expiry error code.

STAR Issue: 20423615-1

Novell eDirectory Policy Store Limitations Documentation (147372)

Symptom:

The *Directory Configuration Guide* included incomplete information about the limitations of a Novell eDirectory policy store.

Solution:

This is no longer an issue. The limitations are updated to include the following:

Use a policy store root DN no longer than 15 characters. A Novell eDirectory DN cannot exceed 256 characters. Some SiteMinder objects can reach 241 characters. If your root DN is longer than 15 characters, some objects can exceed the 256-byte limit.

STAR issue: 20599908-1

Policy Store Import Fails (147462)

Symptom:

Importing the policy store using the smobimport utility fails with Out of Memory error.

Solution:

This is no longer an issue.

STAR Issue: 20633411-1

Policy Server Fails Authorization After Deletion of a Policy Domain (145537, 146731)

Symptom:

The Policy Server does not process requests after deletion of a policy domain.

Solution:

This is no longer an issue. A new registry key CacheFailureTimeout has been added.

Note: For more information about Cache Failure Timeout, see *Policy Server Administration Guide*.

STAR Issue: 20492972-1

Global Policy and Domain Policy for the same Event (148036)

Symptom:

The documentation did not specify that the standard policy takes precedence over the global policy under certain conditions.

Solution:

This is no longer an issue. The *Policy Server Configuration Guide* has been updated.

STAR Issue: 20578183-1

Policy Server Crashes on Running XPSSweeper Command (148257)

Symptom:

When LDAP search fails, Policy Server exits abnormally on running the XPSSweeper command.

Solution:

This is no longer an issue.

STAR Issue: 20663356-1

SMPS Memory Leak (148332)

Symptom:

A memory leak occurs in SMPS during the Webservice and Federation attribute variable resolution.

Solution:

This is no longer an issue.

STAR Issue: 20666353

Smkeydatabase Fails While Installing and Configuring Policy Server (148426)

Symptom:

The Policy Server installation wizard fails to create a smkeydatabase while installing and configuring the Policy Server in one go.

Solution:

This is no longer an issue.

STAR Issue: 20642217-1

Non-Fatal Errors in Install Logs During Policy Server Upgrade (149036)

Symptom:

While upgrading the Policy Server from r12 SP3 CR 5 to r12 SP3 CR 7 on Windows 2008 R2 64-bit, some non-fatal error messages are displayed in the install logs.

Solution:

This is no longer an issue.

STAR Issue: 20685795-1

High Thread Count Prevents Policy Server Shutdown (149223)

Symptom:

High thread count in the Policy Server prevents clean shutdown of the Policy Server.

Solution:

This is no longer an issue.

STAR Issue: 20703958

Smobjexport argument description incorrect (149373)

Symptom:

The documentation for the smobjexport utility did not specify that the session ticket keys are also exported along with Agent keys.

Solution:

This is no longer an issue. The *Policy Server Administration Guide* has been updated.

STAR Issue: 20659275-1

Administrative UI Displays Empty Response List (149409)

Symptom:

When one of the Response attributes is deleted from the list in a domain, the Administrative UI displays an empty Response list.

Solution:

This is no longer an issue.

STAR Issue: 20708283-1

Policy Server Exits with LDAP Admin Limit Exceeded Error (149820, 151311)

Symptom:

The Policy Server gracefully exits when LDAP search to Policy Store/Key Store fails with the following error:

LDAP_ADMINLIMIT_EXCEEDED (error code 11)

Solution:

This is no longer an issue. For more information, see the *Policy Server Administration Guide*.

STAR Issue: 20674375-1

SiteMinder and Enterprise Single Sign-On integration Not Working in FIPS Mode (150671)

Symptom:

In Windows, SiteMinder and Enterprise Single Sign-On integration not working in FIPS mode.

Solution:

This is no longer an issue.

STAR Issue: 20736967

Change of Saml Namespace Prefix (152588)

Symptom:

When using the WSFED protocol, saml.namespace.prefix changes from saml to ns1 automatically.

Solution:

This is no longer an issue.

STAR Issue: 20572229-1, 20666241-1, 20700082-1

Policy Server Terminates Connection with Agents (153069)

Symptom:

The Policy Server terminates the connection with the Agents after six hours. This is expected behavior.

Solution:

This is no longer an issue. To retain the connection between the Policy Server and the Agent after six hours, create the KeepAgentConnections registry key in the following location:

HKEY_LOCAL_MACHINE\SOFTWARE\Netegrity\SiteMinder\CurrentVersion\PolicyServer

KeepAgentConnections

Lets the Policy Server stay connected with the Agent after six hours.

Value: 1

Policy Server Crashes When Custom Authentication Scheme Calls GetProp (153262)

Symptom:

Policy Server exits abnormally when the custom authentication scheme is used which makes calls to GetProp.

Solution:

This is no longer an issue.

STAR Issue: 20865637-1

Policy Server Fails to Reconnect to Database after Database Restart (151412, 153725)

Symptom:

The Policy Server does not connect to the database again automatically after a restart of the database.

Solution:

To enable the Policy Server to establish a connection with the database after a restart of the database, set the EnableRetryForInvalidCredentialsError with a value of 1.

Create the registry key EnableRetryForInvalidCredentialsError of type DWORD at the following location:

HKEY_LOCAL_MACHINE\SOFTWARE\Netegrity\SiteMinder\CurrentVersion\Database\Default

EnableRetryForInvalidCredentialsError

Disables or enables the Policy Server to reconnect to the database after a restart of the database.

Values: 0 (disabled) or 1 (enabled)

STAR Issue: 20593071-1

Policy Server is Unable to Reconnect with Database

Symptom:

The Policy Server is unable to reconnect with the database if the database is restarted.

Solution:

This is no longer an issue. The *Policy Server Administration Guide* has been updated.

STAR Issue: 20775937

Incorrect Registry Key Location

Symptom:

The location of the EscapeAuditFields registry key was incorrect.

Solution:

This is no longer an issue. The *Policy Server Administration Guide* has been updated.

STAR Issue: 21026020

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

The SiteMinder r12.0 SP3 release contains the following fixes:

Unable to login as Admin User after Configuring an LDAP Administrator Store Connection (125448)

Symptom:

After configuring an external LDAP administrator user store connection, you are redirected to the login page. If you try to login using any valid administrator account, including a super user account, you are redirected to a logout page.

Solution:

This issue has been fixed. The user is warned not to point to any attribute that is used or written to by the directory server or any other applications, to avoid this problem.

STAR Issue: 19582769-01

Inconsistent Policy Server Behavior with Locked-Out User Account (101702)

Symptom:

The Policy Server behaves differently when a user logs in with a locked-out account as compared to the behavior when a user logs in using invalid credentials. The behavior should be consistent across these scenarios to ensure security.

Solution:

This is no longer a problem. The behavior is now consistent.

STAR Issue: 18619507

OCSP Checking Fails so User is not Authenticated (109616)

Symptom:

After upgrading from CR16, OCSP checking is failing. Client certificates are checked by the Responder, but the check fails after SiteMinder attempts to get the responder certificate.

Solution:

This is no longer an issue.

STAR Issue: 18167251

Profiler Configuration Issue Causes Unclear Error Message (115628)

Symptom:

If the profiler configuration file (smtracedefault.txt) has a syntax error, misspelling, or incorrect case, the Policy Server generates an error in the smps.log file that suggests there is an issue with the output file or directory.

Solution:

The error message has been clarified. This issue is no longer a problem.

STAR Issue: 18031028-1

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

Solution:

When XPSConfig 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 SP3.

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 `smpolicysrv` 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 user interface of the product, online help and other documentation, as well as local language default settings for date, time, currency, and number formats.

SiteMinder has been internationalized and localized to the extent indicated in the platform support matrix for SiteMinder r12sp3 J

Chapter 11: Documentation

This section contains the following topics:

[SiteMinder Bookshelf](#) (see page 177)

[Command Line Scripting \(CLI\) Documentation](#) (see page 177)

SiteMinder Bookshelf

Complete information about SiteMinder is available from 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.

View and download the SiteMinder bookshelf from the [CA Technical Support site](#). You do not need to log in to the site to access the bookshelf.

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

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.

Chapter 12: Platform Support and Installation Media

Locate the Platform Support Matrix

Use the Platform Support Matrix to verify that the operating environment and other required third-party components are supported.

Follow these steps:

1. Log in to the CA [Support site](#).
2. Locate the Technical Support section.
3. Enter SiteMinder in the Product Finder field.
The SiteMinder product page appears.
4. Click Product Status, SiteMinder Family of Products Platform Support Matrices.

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

Locate the Bookshelf

The SiteMinder bookshelf is available on the Technical Support site.

Follow these steps:

1. Go to the [Technical Support site](#).
Note: You do not have to log in.
2. (Optional) 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. Enter SiteMinder in the Select a Product Page field and press Enter.
The 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 the installation media on the Technical Support site.

Follow these steps:

1. Log in to the [CA Support site](#).
2. Locate the Technical Support section.
3. Click Download Center.
4. Locate the Support by Product section.
5. Type **SiteMinder** in the Select a Product Page field, and then press Enter.
6. Click Downloads.

The Download Center screen appears.

7. Enter **SiteMinder** in the Select a Product field.
8. Select a release from the Select a Release drop-down list.
9. Select a Service Pack from the Select a Gen Level drop-down list.
10. Click Go.

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

Appendix A: Third-Party Acknowledgements

This section contains the following topics:

[AIX JRE 1.4.2](#) (see page 181)
[Apache](#) (see page 181)
[Apache Commons Beanutils 1.6.1](#) (see page 188)
[Apache APR](#) (see page 190)
[Apache Commons EL v.1.0](#) (see page 200)
[ANTLR 3](#) (see page 203)
[DOM4J](#) (see page 203)
[ICU4C](#) (see page 204)
[JBoss](#) (see page 205)
[JDOM 1.0](#) (see page 209)
[JWSDP 1.3](#) (see page 210)
[LDAP SDK 6.0.4](#) (see page 210)
[MIT Kerberos](#) (see page 221)
[Open SSL](#) (see page 226)
[Oracle JDBC Driver 10g Release 2](#) (see page 232)
[PCRE 6.3](#) (see page 232)
[RSA](#) (see page 233)
[Rhino](#) (see page 234)
[SAXPath](#) (see page 243)
[SNMP Java Toolkit](#) (see page 244)
[Sun JDK 1.6.0](#) (see page 245)
[WSDL4J](#) (see page 252)
[Zlib 1.2.3](#) (see page 253)
[ZThread 2.3.2](#) (see page 253)

AIX JRE 1.4.2

CONTAINS IBM(R) 32-bit Runtime Environment for AIX(TM), Java(TM) 2 Technology Edition, Version 1.4 Modules

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file_io/unix/mktemp.c, strings/apr_strings.c:

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From network_io/unix/inet_ntop.c, network_io/unix/inet_pton.c:

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From strings/apr_strnatcmp.c, include/apr_strings.h:

strnatcmp.c -- Perform 'natural order' comparisons of strings in C.

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From strings/apr_snprintf.c:

*

* cvt - IEEE floating point formatting routines.

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lib/gssapi/mechglue/g_accept_sec_context.c
lib/gssapi/mechglue/g_acquire_cred.c
lib/gssapi/mechglue/g_canon_name.c
lib/gssapi/mechglue/g_compare_name.c
lib/gssapi/mechglue/g_context_time.c
lib/gssapi/mechglue/g_delete_sec_context.c
lib/gssapi/mechglue/g_dsp_name.c
lib/gssapi/mechglue/g_dsp_status.c
lib/gssapi/mechglue/g_dup_name.c
lib/gssapi/mechglue/g_exp_sec_context.c
lib/gssapi/mechglue/g_export_name.c
lib/gssapi/mechglue/g_glue.c
lib/gssapi/mechglue/g_imp_name.c
lib/gssapi/mechglue/g_imp_sec_context.c
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lib/gssapi/mechglue/g_initialize.c
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lib/gssapi/mechglue/g_inq_names.c

lib/gssapi/mechglue/g_process_context.c

lib/gssapi/mechglue/g_rel_buffer.c

lib/gssapi/mechglue/g_rel_cred.c

lib/gssapi/mechglue/g_rel_name.c

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lib/gssapi/mechglue/g_seal.c

lib/gssapi/mechglue/g_sign.c

lib/gssapi/mechglue/g_store_cred.c

lib/gssapi/mechglue/g_unseal.c

lib/gssapi/mechglue/g_verify.c

lib/gssapi/mechglue/mglueP.h

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Zlib 1.2.3

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```
/* zlib.h -- interface of the 'zlib' general purpose compression library version 1.2.1,
November 17th, 2003
```

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```
*/
```

ZThread 2.3.2

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