

# CA SiteMinder®

## Web Agent Release Notes

r12.0 SP3



Fourth Edition

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# Chapter 1: Web Agent Release Notes

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



# Chapter 2: New Features

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This section contains the following topics:

[Two Types of Agents for Internet Information Services \(IIS\) Web Servers](#) (see page 13)

[Multiple Agent Configuration Methods Supported](#) (see page 14)

[Switching Pipeline Modes Supported](#) (see page 14)

[Enabling or Disabling 32-bit Application Support Allowed](#) (see page 14)

[Application Request Routing \(ARR\) Feature Supported](#) (see page 15)

[Inline Credentials Support](#) (see page 15)

## Two Types of Agents for Internet Information Services (IIS) Web Servers

SiteMinder r12.0 SP3 now offers the following types of Agents for Internet Information Services (IIS) web servers:

### SiteMinder Agent for IIS

A SiteMinder Web Agent for IIS implemented as an ISAPI plug-in and a native HTTP module that supports the following functions:

- Application pools using Integrated or Classic pipeline mode.
- Application pools that are configured with the Enable 32-bit applications option.
- The optional IIS Application Request Routing (ARR) feature.
- Supported with IIS 7.0 and 7.5, including IIS clusters and shared configuration deployments.

### SiteMinder Web Agent

A SiteMinder Web Agent implemented as an ISAPI plug-in that supports the following functions:

- Application pools in Classic pipeline mode only.
- Supported with IIS 6.0, 7.0 and 7.5 standalone deployments only.

## Multiple Agent Configuration Methods Supported

The SiteMinder Agent for IIS now supports the following configuration methods:

- SiteMinder Configuration wizard.
- Silent or unattended configurations.
- Manual configurations.

**Note:** For more information on this feature, see the SiteMinder Agent Installation Guide for IIS.

## Switching Pipeline Modes Supported

The SiteMinder Agent for IIS supports switching between the following pipeline modes for application pools on IIS 7.x web servers:

- Integrated pipeline mode
- Classic pipeline mode

**Note:** We recommend performing this action during off-peak times or during maintenance periods.

**More information:**

[Agent for IIS Procedures in Separate Guide](#) (see page 79)

## Enabling or Disabling 32-bit Application Support Allowed

When installed on 64-bit Windows operating environments (WOW64), the SiteMinder Agent for IIS supports enabling or disabling support for 32-bit applications for application pools on IIS 7.x web servers.

**Note:** We recommend performing this action during off-peak times or during maintenance periods.

## Application Request Routing (ARR) Feature Supported

The SiteMinder Agent for IIS supports the Application Request Routing feature (ARR version 2.0) that is available from Microsoft for use on Internet Information Services web servers.

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

## Inline Credentials Support

The SiteMinder Agent for IIS supports the use of Inline Credentials or allows for redirects to an NTC (for backward compatibility with existing SiteMinder Windows authentication schemes).

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



# Chapter 3: Operating System Support

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For a list of supported platforms:

1. Log in to the [Technical Support](#) web site.
2. Search for the SiteMinder Platform Matrix.

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

This section contains the following topics:

[Agent for IIS is only Agent Available for 64-bit Windows Operating Environments](#) (see page 17)

## Agent for IIS is only Agent Available for 64-bit Windows Operating Environments

The SiteMinder Agent for IIS is the only SiteMinder Agent available for 64-bit Windows operating environments.



# Chapter 4: Installation and Upgrade Considerations

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This section contains the following topics:

[Only One SiteMinder Agent per Computer Supported for r12.0 SP3](#) (see page 19)

[Upgrade from Previous Web Agents not Supported](#) (see page 19)

[Considerations for Localized Installations](#) (see page 20)

[Windows Server 2008 System Considerations](#) (see page 21)

[JDK Required for Federation and OCSP on Windows Platforms](#) (see page 22)

[Agent Installation Does Not Terminate When there is Insufficient Disk Space \(26152\)](#) (see page 23)

[Upgrading a Collocated Policy Server and Web Agent](#) (see page 23)

[For UNIX Installations in Non-Default Directories, Update the ca\\_wa\\_env.sh File Manually \(72693\)](#) (see page 24)

[Back Channel Connections Using AES Ciphers Fail on IIS 6.0](#) (see page 24)

[Windows 2008 SP2 Silent Installation and DLL Files](#) (see page 24)

## Only One SiteMinder Agent per Computer Supported for r12.0 SP3

The SiteMinder Agent for IIS, released in SiteMinder r12.0 SP3, *cannot* be installed on the same computer with any other SiteMinder Web Agents.

If you want to install the SiteMinder Web Agent r12.0 SP3 on a particular computer, verify that no other SiteMinder Web Agents have been installed previously on that computer.

Remove any other SiteMinder Web Agents first.

## Upgrade from Previous Web Agents not Supported

Upgrading any previous version of the SiteMinder Web Agent to the SiteMinder Agent for IIS, is *not* supported.

Remove any SiteMinder Web Agent from your IIS web server first, and then install the SiteMinder Agent for IIS.

## Considerations for Localized Installations

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

Consider the following before installing a SiteMinder Web Agent 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 Web Agent on a Japanese operating system. A Japanese version of the Web Agent will not run properly on an English operating system.

- There are several considerations for Microsoft Internet Explorer browser users whose credentials are validated by SiteMinder Web Agents:
  - Due to limitations with Microsoft Internet Explorer 6, users cannot access Japanese language SiteMinder Web Agents using IE 6. Use Microsoft Internet Explorer 7.
  - When a user requests a resource from a browser on a non-Japanese system URL data must be encoded using UTF-8 by the browser. To enable this option for Microsoft Internet Explorer 7 go to Options, Advanced, International and select Send UTF-8 URLs.
  - Web developers who create applications protected by Japanese SiteMinder Web Agents must verify that HTTP query data included in URLs are properly encoded. Japanese SiteMinder Web Agents require that the query string be UTF-8 encoded.

**Note:** This restriction applies to resources accessed from Microsoft Internet Explorer 7 even if the Send UTF-8 parameter has been selected. Web Developers must verify that all query strings are UTF-8 encoded for Japanese SiteMinder Web Agents.
- 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.

Limitations include the following:

- The Web Agent cannot be installed using the silent installation mode in a directory with a name that uses multi-byte characters.

## 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)

## 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](#).

## Agent Installation Does Not Terminate When there is Insufficient Disk Space (26152)

**Symptom:**

If the InstallAnywhere program encounters an insufficient disk space warning when you try to install a Web Agent on a UNIX or Windows platform, the InstallAnywhere proceeds with the installation instead of exiting.

**Solution:**

Ensure the installer has enough room to extract the installation files by doing the following tasks:

1. Create an environment variable named IATEMPDIR
2. Set the value of the IATEMPDIR variable to a folder/directory that has enough room for the installer to extract the files.
3. Run the installation.

**Note:** This issue affects Web Agents installed on UNIX or Windows.

## 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.

## For UNIX Installations in Non-Default Directories, Update the ca\_wa\_env.sh File Manually (72693)

If you install a SiteMinder Web Agent for a UNIX platform in a non-default directory, you must edit the ca\_wa\_env.sh script manually. Do the following:

1. Open the script with a text editor and replace the following string:

```
wa-loc
```

with this string :

```
non-default_directory/webagent/ETPKI
```

2. Run the script after updating it.

## Back Channel Connections Using AES Ciphers Fail on IIS 6.0

By default, the IIS 6.0 Web Server does not support the AES cipher suites. As a result, attempts to establish a back channel connection using only AES ciphers fail when running in FIPS-Only mode.

### Workaround

To use AES cipher (non-FIPS 140) certificates for the back channel while running in FIPS-only mode, apply the following Windows update to add support for the AES cipher suites in Windows Server 2003:

<http://support.microsoft.com/kb/948963/en-us>

If you require a fully compliant FIPS-only environment, use only back channel certificates that are compatible with FIPS 140.

## Windows 2008 SP2 Silent Installation and DLL Files

If you deploy a SiteMinder Web Agent to Windows 2008 SP2 using a silent installation, the installer automatically overwrites the following dll files:

- AtI71.dll
- MFC71.dll

These files are located in C:\windows\system32.

**Note:** The Windows installation wizard prompts you to overwrite the dll files during the installation.

# Chapter 5: Known Issues

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This section contains the following topics:

[Add Agent Configuration Parameters for SiteMinder Agent for IIS Manually \(CQ 135135\)](#)  
(see page 25)

[User Account Control Dialog Appears when Installing SiteMinder Components \(135417\)](#)  
(see page 26)

[IPv6 Addresses Not Supported by Web Agents Configured as 4.x Agent Types \(65071\)](#)  
(see page 26)

[Web Agent Installation Fails on 64-bit Linux \(63714, 62738\)](#) (see page 26)

[Multiple obj.conf Files and nete-wa-config \(18615, 56424\)](#) (see page 27)

[Web Agent Installation May Fail with Older Linux Kernels \(54534\)](#) (see page 27)

[Agent Logs from r12.0 SP3 CR04 still show CR03 after Upgrade](#) (see page 28)

[r12.0.3.09 Agents for IIS with ARR in Classic Pipeline Mode not Prompting for Credentials \(154054\)](#) (see page 29)

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

### Symptom:

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

```
IISDefaultSettings
```

### Solution:

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

- InlineCredentials
- LogFileName32
- TraceConfigFile32
- TraceFileName32

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

## 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.

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

Web Agents that are configured to act as 4.x Agents do not support IPv6 addresses. For example, if you configure an r12.0 SP3 Web Agent to operate as a 4.x Web Agent, then this Web Agent will *not* support IPv6 addresses.

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

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

**Symptom:**

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

**Solution:**

Install the following patches:

**For Web Agents running on 64-bit Linux systems**

- Binutils 2.17
- GCC 4.1.0

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

### Symptom:

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

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

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

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

### Solution:

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

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

## Web Agent Installation May Fail with Older Linux Kernels (54534)

### Symptom:

Linux users using the JRockit JVM and Linux kernel versions lower than 2.4.21-27.EL may experience a failure to install the web agent.

### Solution:

This problem was resolved in the RHEL3 U4 kernel on 1-Dec-2004 (in kernel version 2.4.21-27.EL).

## Agent Logs from r12.0 SP3 CR04 still show CR03 after Upgrade

**Symptom:**

I upgraded from r12.0 SP3 CR03 to CR04 using the installation media provided. The log files for my agents indicate r12.0 SP3 CR03 is operating instead of CR04.

**Solution:**

This error in the log file version is expected behavior. r12.0 SP3 CR04 is operating properly.

## r12.0.3.09 Agents for IIS with ARR in Classic Pipeline Mode not Prompting for Credentials (154054)

### Valid on IIS 7.0 and 7.5

#### Symptom:

The agent protecting my backend resources on an IIS 7.x web server does not challenge users for credentials when operating in classic pipeline mode.

The agent only challenges users when operating in integrated pipeline mode.

#### Solution:

Perform *one* of the following work-arounds if you use classic mode to protect your backend resources with ARR.

- For IIS 7.5 web servers, go to Step 1.
- For IIS 7.0 web servers, go to Step 6.

**Important!** Do not use Notepad, Wordpad (or any other text editor with line-length limitations) to edit the .config (XML) files. A text editor that is designed for writing programming source code typically does not have such line-length limitations. For more information, see the documentation or online help for your respective editor.

#### Follow these steps:

1. On your IIS 7.5 web server, open the applicationHost.config file with a text editor.

- a. Locate the following line:

```
<add name="CASiteMinderWebagentModule" image="C:\Program  
Files\CA\webagent\win64\bin\IIS7WebAgent.dll"  
preCondition="integratedMode,bitness64" />
```

- b. Remove integratedMode from the preCondition section, as shown in the following example:

```
<add name="CASiteMinderWebagentModule" image="C:\Program  
Files\CA\webagent\win64\bin\IIS7WebAgent.dll" preCondition="bitness64" />
```

- c. Locate the following line:

```
<add name="CASiteMinderWebagentModule-32" image="C:\Program  
Files\CA\webagent\win32\bin\IIS7WebAgent.dll"  
preCondition="integratedMode,bitness32" />
```

- d. Remove integratedMode from the preCondition section, as shown in the following example:

```
<add name="CASiteMinderWebagentModule-32" image="C:\Program  
Files\CA\webagent\win32\bin\IIS7WebAgent.dll" preCondition="bitness32" />
```

2. Save the applicationHost.config file.

3. On your IIS 7.5 web server, open the web.config file with a text editor.

- a. Locate the following line:

```
<add name="CASiteMinderWebagentModule"  
preCondition="integratedMode,bitness64" />
```

- b. Remove integratedMode from the preCondition section, as shown in the following example:

```
<add name="CASiteMinderWebagentModule" preCondition="bitness64" />
```

- c. Locate the following line:

```
<add name="CASiteMinderWebagentModule-32"  
preCondition="integratedMode,bitness32" />
```

- d. Remove integratedMode from the preCondition section, as shown in the following example:

```
<add name="CASiteMinderWebagentModule-32" preCondition="bitness32" />
```

4. Save the web.config file.
5. Repeat Steps 3 through 4 for each application on your IIS 7.5 server that you protect with SiteMinder.

The changes to your IIS 7.5 web server are complete.

6. On your IIS 7.0 web server, open the applicationHost.config file with a text editor.

- a. Locate the following line:

```
<add name="CASiteMinderWebagentModule" image="C:\Program  
Files\CA\webagent\bin\IIS7WebAgent.dll" preCondition="integratedMode" />
```

- b. Remove the entire preCondition section, as shown in the following example:

```
<add name="CASiteMinderWebagentModule" image="C:\Program  
Files\CA\webagent\bin\IIS7WebAgent.dll" />
```

7. Save the applicationHost.config file.

8. On your IIS 7.0 web server, open the web.config file with a text editor.

- a. Locate the following line:

```
<add name="CASiteMinderWebagentModule" preCondition="integratedMode" />
```

- b. Remove the entire preCondition section, as shown in the following example:

```
<add name="CASiteMinderWebagentModule" />
```

9. Save the web.config file.
10. Repeat Steps 8 through 9 for each application on your IIS 7.0 server that you protect with SiteMinder.

The changes to your IIS 7.0 web server are complete.

STAR Issue # 20665837:01

# Chapter 6: Defects Fixed

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This section contains the following topics:

[Defects Fixed in r12.0 SP3 CR8 through CR10](#) (see page 31)

[Defects fixed in r12.0 SP3 CR4 through CR7](#) (see page 42)

[Defects fixed in r12.0 SP3 CR1 and CR2](#) (see page 51)

[Defects Fixed in r12.0 SP3](#) (see page 53)

[Defects fixed in r12.0 SP2](#) (see page 65)

[Defects Fixed in r12.0 SP1](#) (see page 66)

## Defects Fixed in r12.0 SP3 CR8 through CR10

This section lists the defects fixed in r12.0 SP3 CR8 through CR10.

### Web Agent Option Pack Upgrade Not Notified (159350, 161221)

**Symptom:**

If the Web Agent Option Pack is already installed, the installer does not detect the existing version and notify the user.

**Solution:**

This is no longer an issue. The Web Agent Option Pack installer uninstalls the existing version and upgrades to the new version automatically.

STAR Issue: 20921319

## **FCC Mistakenly Allows User to Authenticate Against a Resource Protected by the Windows Authentication Scheme (151098)**

### **Symptom:**

In certain configurations, a vulnerability existed whereby an attacker could use a Web Agent acting as an FCC to generate a SiteMinder session for any valid Windows user. This vulnerability existed in configurations in which the same SiteMinder Agent name or Agent group name is used in both an HTML Forms-protected realm and a Windows-protected realm.

### **Solution:**

This issue has been fixed. The FCC no longer authenticates against Windows authentication schemes by default. However, this behavior can be changed by setting the EnableFCCWindowsAuth configuration parameter.

Star Issue: 20729316;01

## **User Names with Accentuated Characters Appeared Differently in REMOTE\_USER Variable than in Other SiteMinder Variables (142470, 154435)**

### **Valid on Domino**

### **Symptom:**

User names with accentuated characters appeared differently in the REMOTE\_USER variable than they did in other SiteMinder variables because of the way SiteMinder processed them. This sometimes caused problems with non-ASCII characters in user names.

### **Solution:**

This issue is fixed. SiteMinder now returns the values that it receives from Domino without modification. All characters are preserved in their original format.

STAR Issue: 20164526:01

## Protection Levels not Working when the FCCCompatMode Value is Yes and Application Request Routing is Used (153058, 150865)

### Valid on Agents for IIS 7.x

#### Symptom:

Protection levels do not work when I use Application Request Routing and the value of the FCCCompatMode parameter is set to yes.

#### Solution:

This issue is fixed. Set the following configuration parameter to control when cookies are processed:

#### EarlyCookieCommit

Specifies if cookies are set at an early point during processing or at a later point. Set the value of this parameter to yes when all of the following conditions exist:

- The IIS web server uses Application request routing (ARR).
- The value of the FCCCompatMode parameter is yes.

Set the value of this parameter to yes to preserve the behavior of earlier SiteMinder agents for any custom applications early cookie processing.

**Limits:** Agents for IIS 7.x only.

**Default:** No (cookies are set later).

STAR Issue: 20639491:01

## Potential Header Injection for smpwservices.fcc (154517, 154468)

**Symptom:**

Malicious smerrorpage parameter can be injected because the error page was not validated.

**Solution:**

This issue is fixed. Use the following agent parameter to validate the domains of error pages:

**ValidErrorPageDomain**

Specifies a list of valid domains for customized SiteMinder error pages. SiteMinder only redirects users to custom error pages when the domain of the error page appears in this parameter. If the domain is not listed, then a blank error page is displayed and a corresponding unauthorized message (such as smpwservices.unauth) is returned.

**Default:** None (no domains listed).

STAR Issue #: 20628512:01

## Bad TARGET Characters Documentation (154505, 154518)

**Symptom:**

Information about Bad TARGET Characters was missing in the documentation.

**Solution:**

This is no longer an issue. The *Web Agent Configuration Guide* has been updated.

STAR Issue: 20700738-1

## Browser Looping (154341)

**Symptom:**

When accessing a resource that is protected using anonymous authentication scheme with a cookie provider set, the browser gets into a loop.

**Solution:**

This is no longer an issue.

STAR Issue: 20782764-1

## Web Agent Reinstall shown as Upgrade (153732)

**Symptom:**

The Web Agent installation wizard shows reinstallation of the same version of a Web Agent as an upgrade.

**Solution:**

This is no longer an issue.

STAR Issue: 20743966-1

## Web Agent and the IIS6 Web Server Process (153710)

**Symptom:**

The Web Agent does not recover when the IIS6 Web Server process exits abnormally.

**Solution:**

This is no longer an issue.

STAR Issues: 20575789-1, 20225161-1, 20268047-1, 20437631-1, 20458907

## IIS 7 Web Agent and AllowCacheHeaders ACO Paramter (152474)

**Symptom:**

The AllowCacheHeaders ACO parameter does not work properly with the Web Agent for IIS 7.

**Solution:**

This is no longer an issue.

STAR Issue: 20719722-1

## Web Agent Installer on HP-UX Itanium (151514)

**Symptom:**

The Web Agent installer did not copy the libmod\_sm22.so file during installation on the HP-UX Itanium platform.

**Solution:**

This is no longer an issue.

STAR Issue: 20796812-1

## Web Agent 64-bit Installer Upgrade (150217)

**Symptom:**

The 64-bit Web Agent installer did not update the 32-bit directory during an upgrade.

**Solution:**

This is no longer an issue.

STAR Issue: 20743966-1

## IIS Web Agent Configuration Wizard Password (147810)

**Symptom:**

The IIS Web Agent configuration wizard does not accept a password that contains the \$ symbol.

**Solution:**

This is no longer an issue.

STAR Issue: 20630784-1

## RedHat 5 64 bit Apache 2.2.x Agent Not Working with Kerberos (146997)

**Symptom:**

The Web Agent for RedHat 5 64 bit Apache 2.2.x is not working with the Kerberos authentication scheme.

**Solution:**

This is no longer an issue.

STAR Issue: 20162273-1

## Name Resolution in the Web Agent (146721)

**Symptom:**

An intermittent abnormal exit occurs during name resolution (gethostbyname call) in the Web Agent.

**Solution:**

This is no longer an issue.

STAR Issue: 20186078-1

## Anonymous SiteMinder Authentication Scheme with Domino Documentation (145910, 156404)

**Symptom:**

Information about the settings that are required for using an anonymous SiteMinder authentication scheme with a Domino agent was missing.

**Solution:**

This is no longer an issue. The *Web Agent Configuration Guide* has been updated.

STAR Issue: 20363442-3

## Disable Windows Security Context Documentation (145501, 147164)

**Symptom:**

Information about how to disable Windows security context on Agents for IIS was missing.

**Solution:**

This is no longer an issue. The *Web Agent Configuration Guide* has been updated.

STAR Issue: 19575144-1

## Authentication Dialog appears twice in Firefox Browser (145446)

**Symptom:**

In Firefox browser, the authentication dialog appears twice when accessing a resource protected with cert and basic authentication.

**Solution:**

This is no longer an issue.

STAR Issue: 20469699

## WebLogic ASA Agent Search for Groups Fails (145340)

**Symptom:**

When using the Critical Path 4.2.5 user directory, the WebLogic ASA Agent fails on performing the search for groups.

**Solution:**

This is no longer an issue.

STAR Issue: 20397633-1

## XSS and BadCSSChars (144850)

**Symptom:**

XSS is not blocked if the BadCSSChars string is multiple characters and one character has multiple encodings.

**Solution:**

This is no longer an issue. The decoded URL is now compared against multiple character strings specified in BadCSSChars to block XSS.

STAR Issue: 20405501-1

## POST Preservation Data Security Vulnerability (144792)

**Symptom:**

The Web Agent does not detect and block XSS script if the script is associated with POST preservation data in an .fcc file. The Web Agent does not encode the XSS chars either. Due to these issues, the script gets executed resulting in a security vulnerability.

**Solution:**

This is no longer an issue.

STAR Issue: 20219379-01, 20455177-01

## Custom .net Applications not working after IIS7 Web Agent Upgrade (144135)

**Symptom:**

On upgrading an IIS7 Web Agent, the custom .net applications which are on the same IIS server are not working.

**Solution:**

This is no longer an issue.

STAR Issue: 20458824-1

## Agent Not Re-initializing After SunOne Server Restart (143576)

**Symptom:**

Agent fails to reinitialize properly after restart of the SunOne web server.

**Solution:**

This is no longer an issue.

STAR Issue: 19937926-1, 20048181-1, 20684358-1

## Performance Issues with Sharepoint Agent (143394)

**Symptom:**

Under load, the SharePoint agent was unable to function optimally.

**Solution:**

This is no longer an issue.

STAR Issue: 20466389-1

## Web Agent for IIS 7 Crashes with Some ACO Parameters (143317)

**Symptom:**

Web agent for IIS 7 crashes when the value of DisableUserNameVars is set to No and the value of SetRemoteUser is set to Yes.

**Solution:**

This is no longer an issue.

STAR Issue: 19772111-1

## SharePoint Agent Installation Fails (143245)

**Symptom:**

SharePoint agent installation fails due to the failure of site definition WSP deployment on SharePoint.

**Solution:**

This is no longer an issue.

STAR Issue: 2046384-1

## Accented Characters Not Displayed Correctly (142470)

**Symptom:**

Accented characters are not displayed correctly in Domino if the DominoUseHeaderForLogin ACO parameter is not set.

**Solution:**

This is no longer an issue. Accented characters are displayed properly if the DominoUseHeaderForLogin ACO parameter is set and the DominoLookupHeaderForLogin ACO parameter is set to Yes.

STAR Issue: 20164526

## Web Agent Configuration Wizard Resets EnableWebAgent Value (140141, 147841)

**Symptom:**

The Web Agent Configuration wizard resets the value of the EnableWebAgent option to No.

**Solution:**

This is no longer an issue.

STAR Issue: 20356750-1

## Wily Introscope plugin Not Reading Server Hostname (139797)

**Symptom:**

The Wily Introscope plug-in does not read the server hostname correctly.

**Solution:**

This is no longer an issue.

STAR Issue: 20017443-2

## IIS 7.5 Crashes If DisableUserNameVars is Disabled (139097)

**Symptom:**

IIS 7.5 crashes under the following conditions:

- Web Agent is enabled
- DisableUserNameVars is disabled

**Solution:**

This is no longer an issue.

STAR Issue: 20252684-1

## SPAuthenticate Cookie of SharePoint 2007 Agent Not Encrypted (139070)

**Symptom:**

The SPAuthenticate cookie of the SharePoint 2007 agent was not encrypted resulting in security vulnerability.

**Solution:**

This is no longer an issue.

STAR Issue: 20320649-1

## Web Agent Abnormally Terminates IIS 7 Application Pool (138514)

**Symptom:**

On Windows 2008, the Web Agent abnormally terminates IIS 7 application pool.

**Solution:**

This is no longer an issue.

STAR Issue: 20306725-1

## SafeWord HTML Form Displays Undefined Message (134497)

**Symptom:**

SafeWord HTML form displays the following message when authentication fails.

Undefined

**Solution:**

This is no longer an issue.

STAR Issue: 20081127-1

## Defects fixed in r12.0 SP3 CR4 through CR7

This section lists the defects fixed in r12.0 SP3 CR4 through CR7.

## UseDominoUserForUnprotected Parameter not Documented (CQ143837)

**Symptom:**

I could not find the UseDominoUserForUnprotected parameter in the Web Agent Configuration Guide.

**Solution:**

This issue is fixed. The UseDominoUserForUnprotected is described in the Web Agent Configuration Guide.

STAR Issue: 20363442-01

## Possible Locale and File Name Case-Sensitivity in Localized FCC Forms (CQ136679, CQ136482)

**Symptom:**

The file name of my smpwservices\*.properties file seems to be case-sensitive, but this case-sensitivity was not documented.

**Solution:**

This issue is fixed.

For more information, see the *Web Agent Configuration Guide*.

STAR Issue: 20125361:02

## CSS Vulnerability with FCCs Corrected (CQ143044, 139648)

**Symptom:**

SiteMinder FCC URLs were vulnerable to cross-site-scripting.

**Solution:**

The values used by the BadFormChars agent configuration parameter were updated. This issue is fixed.

STAR Issue: 20340892:01

## Password Change Links not Embedded in FCC Files use Different Syntax (CQ133285)

**Symptom:**

I want to use a password-change link, but I do not want to embed that link in an FCC file. The example link shown in the documentation only works in FCC files.

**Solution:**

Password change links used in other files require a different syntax. This issue is fixed.

For more information, see the *Web Agent Configuration Guide*.

STAR Issue: 20006281:01

## Cookie Provider Replay Vulnerability (CQ143685, CQ143669)

**Symptom:**

The cookie provider was vulnerable to a replay attack.

**Solution:**

The following agent configuration parameter has been added:

TrackCPSessionDomain

For more information, see the *Web Agent Configuration Guide*.

STAR Issue: 20354751:01

## **PASSWORD Attribute Name in FCC Files Requires Uppercase Characters (CQ144053)**

**Symptom:**

FCC files require an uppercase PASSWORD attribute name, but this is not documented.

**Solution:**

This issue is fixed.

STAR Issue: 20489025:01

## **Changing Document Root Directory of Web Server Requires SiteMinder Agent Reconfiguration**

**Symptom:**

I changed the location of the document root directory on my web server. Now my sites are unprotected.

**Solution:**

Run the agent configuration wizard after changing directories.

STAR Issue: 20300522:02

## **500 Error After Configuring SiteMinder Agent for IIS (CQ143438)**

**Valid on IIS 7.5 web servers**

**Symptom:**

I installed and configured a SiteMinder Agent for IIS, but I get a 500 error in my browser when I access a protected resource.

**Solution:**

Verify that the application pool identities associated with the protected resources have access to the appropriate SiteMinder files and directories.

For more information, see the *Web Agent Configuration Guide*.

STAR Issue: 20466756:01

## Clarification of InlineCredentials Configuration Procedure (CQ139435)

**Symptom:**

Which of the existing procedures apply to my Agent for IIS when I do not want to set the new InlineCredentials configuration parameter?

**Solution:**

This issue is fixed.

For more information, see the *Web Agent Configuration Guide*.

## Note about write permission to the NETWORK SERVICE account for SmHost.conf missing (135382)

**Symptom:**

A note about adding write permission to the NETWORK SERVICE account for SmHost.conf, If you have upgraded IIS Web Agent r6, was missing in the *Web Agent Installation Guide*.

**Solution:**

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

STAR Issue: 20065574:01

## Web Agent Removal Documentation (134936)

**Symptom:**

The Web Agent Installation Guide did not state that the com.zerog.registry.xml file must be removed manually after uninstalling the Web Agent.

**Solution:**

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

STAR issue: 20088610-1

## Agents for IIS 6.0 not adding content-length headers to HTTP 1.1 packets (131215)

### Valid for IIS 6.0

#### Symptom:

Agents running on IIS 6.0 web servers did not add the correct content-length header to HTTP 1.1 packets.

#### Solution:

This issue is fixed.

STAR Issue: 19772111:01

## Incorrect Password Services Messages Displayed to Users (134505)

#### Symptom:

Some password services messages were not displayed correctly because the agent did not properly decode incoming messages that complied with RFC 2047.

#### Solution:

This issue is fixed.

STAR Issue: 20109865:01

## Conversion of multi-line headers to single line headers in Integrated Pipeline Mode (137312)

### Valid only on IIS 7.x agents

#### Symptom:

The Agent for IIS did not convert headers with multiple lines into headers with single lines in Integrated pipeline mode.

#### Solution:

This issue is fixed.

STAR Issue: 20251808:01

## Agent for SharePoint Installer not Recognizing Special Characters in Passwords (121283)

**Symptom:**

The installer for the Agent for SharePoint did not accept special characters in the password of the SharePoint farm administrator.

**Solution:**

This issue is fixed.

STAR Issues: 19447783:01 and 19981220:01

## Persistence of Cookie Provider Domain Cookies (125799,127827)

**Valid for rearchitected IIS 6.0, Apache 2.0, and Oracle iPlanet agents.**

**Symptom:**

Applications using CookieProviders with the value of the PersistentCookies parameter set to yes, also had a persistent cookie from CookieProvider domain.

**Solution:**

This issue is fixed. The cookie from the cookie provider domain is no longer persistent.

STAR Issue: 19711080:01

## Oracle HTTP Server Not Starting (127287)

**Symptom:**

I installed and configured a SiteMinder agent on an Oracle HTTP server, but it does not start properly.

**Solution:**

This issue is fixed.

STAR Issue: 19711080:01

## Agent for SharePoint Configuration files not Copied into Non-default IIS 6.0 Directories (113320)

**Valid for IIS 6.0**

**Symptom:**

My IIS 6.0 web server was installed in a non-default location. The Agent for SharePoint configuration wizard did not copy the configuration files into the non-default virtual directories.

**Solution:**

This issue is fixed.

STAR Issues: 19116718:01, 19981208:01, and 19980937:01

## Agent for SharePoint Management UI Ignored User Names containing Backslashes (113612)

**Symptom:**

The SiteMinder Management UI (used with the Agent for SharePoint) did not migrate users if their names contained a backslash.

**Solution:**

This issue is fixed.

STAR Issue: 19171225:01

## URL Decoding Error with FCCs (128242)

**Symptom:**

The agent did not decode certain characters in URLs properly when FCCs were used.

**Solution:**

This issue is fixed.

STAR Issues: 19856357:01, 19825168:01 and 19833481:01

## SSO Zone Idle Timeouts and Persistent Sessions (121500)

**Symptom:**

Users were blocked when trying to return to an SSO zone from where they originally authenticated after moving to another SSO zone. This behavior occurred if the session in the first SSO zone timed out while the user was in a different SSO zone.

**Solution:**

This issue is fixed.

STAR Issue: 19356990:01

## SM--Console-based Configuration Program Prevented Entry of Different Trusted Host Name if Existing Name Used (128429)

**Symptom:**

When I entered the name of an existing trusted host name in the console-based configuration wizard, I received an error. The console-based program directed me to the wrong screen and I could not enter a unique trusted host name.

**Solution:**

This issue is fixed.

STAR Issue: 19807922:02

## Problems with Configuration Wizard on Apache-based Agents Running RedHat and Advanced Authentication (127093)

**Symptom:**

The agent configuration wizard did not configure my agent properly in the following situation:

- Apache-based agent.
- Red Hat operating environment.
- Advanced Authentication

**Solution:**

This issue is fixed.

STAR Issue: 19807922:01

## Incorrect smauthreason codes shown when step-up authentication credentials fail (129622)

**Symptom:**

I was using step-up authentication, but the wrong smauthreason code appears if the credentials of the user are invalid.

**Solution:**

This issue is fixed. The correct smauthreason code now appears.

STAR Issue: 19669137:01

## Problems with FCCs and Passwords Containing \$% (124912)

**Symptom:**

The FCC forms will not accept user passwords containing the following string:

\$%

**Solution:**

This issue is fixed.

STAR Issue: 19691336:01

## Problem Importing Large Numbers of Users with the Agent for SharePoint (121860)

**Symptom:**

I had problems importing large numbers of users with the SiteMinder Management UI component of the Agent for SharePoint.

**Solution:**

This issue is fixed.

STAR Issue: 19536633:01, 19554870:01

## Defects fixed in r12.0 SP3 CR1 and CR2

### Web Agent did not Decode URL Correctly when Redirecting to Logon Page (128424)

**Symptom:**

The Web Agent did not correctly decode the URL when redirecting the user to a logon page.

**Solution:**

This issue is fixed.

STAR Issues: 19856357:01, 19825168:01, 19833481:01

### First Request to an Agent with Kerberos Enabled Returned a 500 Error (121433)

**Symptom:**

The first request to an Agent that had Kerberos enabled returned a 500 error.

**Solution:**

This issue is fixed.

STAR Issues: 19539985:01

### SSOZones Fail After Idle Timeout Expires with Persistent Sessions (121500)

**Symptom:**

The Web Agent did not work correctly when a SSO zone idle timed out and the user crossed to another zone using a persistent session.

**Solution:**

This issue is fixed.

STAR Issue: 19356990:01

## Secure version of smpwservices.fcc File Vulnerability (128304)

**Symptom:**

The username of the secure version of the smpwservices.fcc example file was vulnerable to script insertions.

**Solution:**

This issue is fixed.

STAR Issue: 19736055:01

## Problem with NULL Values Returned from Response Attribute Cache to Agent (124636)

**Symptom:**

The Agent terminated abnormally if it retrieved a NULL value from its response attribute cache.

**Solution:**

This issue is fixed.

STAR Issue: 19542050:02

## Multi-line Header Variable Problem (122273)

**Symptom:**

The Agent did not handle multi line header variables properly.

**Solution:**

This issue is fixed.

STAR Issue: 19488427:01

## Step-Up Credential Failure Did Not Produce Error Message (129622, 128828)

**Symptom:**

The Agent did not return an error code when step-up authentication was used and the step-up authentication failed.

**Solution:**

This issue is fixed. The Agent now returns authentication reason 28 when step-up authentication fails.

STAR Issue: 19669137:01

## SiteMinder FCCs not Supporting Passwords containing \$% String (124912)

**Symptom:**

SiteMinder FCCs did not support passwords containing the following string:

\$%

**Solution:**

This issue is fixed. Strings with \$% are supported in FCCs.

STAR Issue: 19691336:01

## Defects Fixed in r12.0 SP3

### LowercaseProtocolSpecifier Parameter not in Web Agent Configuration Guide (120313)

**Symptom:**

The LowercaseProtocolSpecifier parameter was not described in the Web Agent Configuration Guide.

**Solution:**

This issue is fixed.

STAR Issue: 19474137:01

## Web Agent Variable Script Reference in `apachectl` Script (112481, 112697)

**Valid on Apache web servers**

**Symptom:**

The Web Agent Installation Guide lacked instructions on how to reference the Web Agent script that set the SiteMinder environment variables from the `apachectl` script on an Apache web server.

**Solution:**

This issue is fixed.

STAR Issue: 19103253:01

## Incorrect `obj.conf` File Reference (113629, 117006)

**Valid on Oracle iPlanet (formerly Sun Java System) web servers**

**Symptom:**

Some procedures incorrectly described editing the default `obj.conf` file instead of the `instance_name-obj.conf` file.

**Solution:**

This issue is fixed.

STAR Issues: 19054545:02, 19273953:01

## Workaround for `CSSErrorFile` and `ServerErrorFile` Parameters (119732)

**Valid on Oracle iPlanet (formerly Sun Java System) web servers**

**Symptom:**

The `CSSErrorFile` and `ServerErrorFile` configuration parameters did not work.

**Solution:**

A workaround has been added to the Web Agent Configuration Guide.

STAR Issue: 19410522:01

## 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

## Legacy Development Tools for RedHat Documentation (114895)

**Symptom:**

Previous versions of the r12 Web Agent Installation Guide did not indicate that the Legacy Development Tools were required for the RedHat Enterprise Linux operating environment.

**Solution:**

This issue is fixed.

STAR Issue: 19188527:01

## Cookie Provider Extension Documentation (118005)

**Symptom:**

The Web Agent Configuration Guide did not mention that the .ccc extension also needed to be set in the IgnoreExt parameter values after specifying a cookie provider.

**Solution:**

This issue is fixed.

Star Issue: 19369901:01

## AllowCacheHeaders Behavior (117875, 116454, 116028, 8410)

**Symptom:**

The previous version of the Web Agent Configuration Guide did not describe how the AllowCacheHeaders parameter setting affected SMSESSION cookies.

**Solution:**

This issue is fixed.

Star Issue: 19276783:01

## Configuration Wizard did not Set Non-Default Policy Server Port Numbers Correctly during Host Registration (118391, 118388, 115707)

**Symptom:**

The Web Agent Configuration Wizard did not configure the port numbers for multiple policy servers correctly when non-default port numbers were used.

**Solution:**

This issue is fixed.

Star Issue: 19263874:01

## SiteMinder Settings Remained in startserv file of Web Server after Removing Web Agent (110847, 118426, 118514)

**Valid on Oracle iPlanet Web Server (formerly Sun Java System web server)**

**Symptom:**

After removing a SiteMinder Web Agent from the web server, SiteMinder settings still remained in the startserv file of the web server.

**Solution:**

This issue is fixed.

Star Issue: 18904280:01

## Traditional Web Agents Crashing Intermittently (97558, 101701)

**Symptom:**

Traditional Web Agents crash intermittently.

**Solution:**

This is no longer an issue.

STAR Issue: 18656331-1

## BadURLChars Settings on URLs over 512 Characters Long (97239, 99571)

**Valid on IIS 6.0, re-architected Apache 2.0, re-architected SunOne agents**

**Symptom:**

The Web Agent did not handle URLs over 512 characters long when the URL contained a character listed in the BadURLChars parameter.

**Solution:**

This is no longer an issue.

STAR Issue: 18617676:2

## Web Agent Not Supporting UTF-8 Character Sequence Checking (99941,101703)

**Symptom:**

The Web agent was not supporting UTF-8 character sequence checking for characters existing in URL in the parsers meant for bad CSS character checking.

**Solution:**

This issue has been fixed.

STAR issue: 18617330-1

## Traditional Agent with Framework Agent as Cookie Provider (98688, 101704)

**Symptom:**

When a traditional agent was configured with a framework agent as a cookie provider, there were no updates back to the traditional agent, and the traditional agent timed out.

**Solution:**

This issue has been fixed.

STAR number: 18696800

## Apache Connections Got Stuck (97610, 109553)

**Symptom:**

Apache 2.2.11 connections got stuck sending smpwservices.fcc responses.

**Solution:**

This is no longer an issue.

STAR Issue: 18590683-1

## dynamicRetry.fcc Returned Incorrect Error Message when User Provided Wrong Credentials (109312, 111178)

**Symptom:**

If a user submitted the wrong credentials to the dynamicRetry.fcc form, the credential collector returned the following error message:

(SMERROR=00-0010)

**Solution:**

This issue is fixed.

STAR Issue: 18916266:01

## TargetAsRelativeURI Parameter not working with Integrated Windows Authentication (IWA) Scheme

**Symptom:**

When the value of the TargetAsRelativeURI parameter was set to yes, the Web Agent redirected to the credential collector with a fully-qualified domain name as the target. The Web Agent would reject the target, and the following error appeared in the Web Agent trace log:

[Invalid Target found in the URL]

**Solution:**

This issue is fixed.

STAR Issue: 18876346:01

## Domino Agents Crashed while Testing for Cross-Site Scripting Protection (110165, 111827)

**Symptom:**

The Web Agent for Domino crashed during testing for cross-site scripting-protection.

**Solution:**

This issue is fixed.

STAR Issue: 18960481:01

## Password Expiration Reminder Functionality Fails with SecureURLs Parameter Enabled (110455, 112634)

**Symptom:**

If the SecureURLs configuration parameter was enabled, users were not redirected correctly after clicking Remind me later on the password change page.

**Solution:**

This issue is fixed.

STAR Issue: 18987878-1

## URL Incorrectly Decoded When login.jsp Page does a POST to an FCC Login Form (99475, 113172)

**Symptom:**

URLs containing the following encoded string were not decoded properly by the Web Agent when a login.jsp page performed a POST request to an FCC login form:

`%EA%B2%80%EC%83%89`

**Solution:**

This issue is fixed.

STAR Issue: 18640118:01

## Web Agent Trace Log Error Message Looping Causing Application Outage (113333, 113381)

**Symptom:**

The Web Agent is repeatedly reporting the same error message in an endless, ultimately leading to application outages.

**Solution:**

This issue has been fixed.

STAR Issue: 19075612-01

## Override HTTP Host Header Requirement (97175, 109591, 113476)

**Symptom:**

SiteMinder rejects HTTP 0.9 and 1.0 requests that do not contain a HOST header.

**Solution:**

Add the DefaultHostName configuration parameter to your Web Agent. For more information, see the *Web Agent Guide*.

STAR Issue: 18452990:02

## Date and Time Stamps Not Appearing in Web Agent Trace Logs on z/OS (112397, 113579)

**Symptom:**

Date and time stamps are not being associated with entries in Web Agent trace logs on z/OS.

**Solution:**

This is no longer an issue.

STAR Issue: 19091520

## Web Agent Configuration Corrupted after Web Application Server Plug in Installed (99113, 114676)

**Valid on IIS 7.0**

**Symptom:**

Installing the Web Application Server plug in on an IIS 7.0 Web Agent corrupted the Web Agent configuration settings, and prevented the IIS 7.0 web server from starting.

**Solution:**

This issue is fixed.

STAR Issue: 18680407:1

## ValidTargetDomain Parameter Settings not Enforced (110418, 115549)

**Symptom:**

The Web Agent re-directed users to URLs that were not specified in the ValidTargetDomain parameter.

**Solution:**

This issue is fixed.

STAR Issue: 18957629:04

## **IIS Web Server Logs Show OK Status [Code 200] when SiteMinder Agent Redirects [Code 302] to an FCC Login Form (110723, 110668, 115698)**

### **Valid on Windows**

#### **Symptom:**

When a SiteMinder Agent redirected a user to an FCC login form, the log for the IIS web server showed an HTTP status code of 200 (OK) instead of the expected HTTP status code of 302 (redirect).

#### **Solution:**

This issue is fixed.

STAR Issue: 19011116:01

## **NULL Query Data Problem with smpwselfchange Switch (97074)**

### **Valid for IIS 6.0, re-architected Apache 2.0, re-architected SunOne and Domino agents**

#### **Symptom:**

The smpwselfchange switch did not work correctly if the query data is NULL.

#### **Solution:**

This issue is fixed.

Star Issue: 18127159:01

## **Random\_data Symbol Error At Startup (101607)**

### **Valid for Apache 2.0 Agents on the Solaris x86 operating environment**

#### **Symptom:**

The Web Agent generated a random\_data symbol error upon startup.

#### **Solution:**

This issue is fixed.

Star Issue: 18870903:01

## **Incorrect Values in CSSErrorFile or ReqCookieErrorFile Parameters Crashed Web Agent (111827, 110165)**

**Valid on IIS 6.0, re-architected Apache 2.0, re-architected SunOne, and Domino agents**

**Symptom:**

The Web Agent crashed if any of the following configuration parameters contained invalid values:

- CSSErrorFile
- ReqCookieErrorFile

**Solution:**

This issue is fixed.

Star Issue: 18960481:01

## **'No Active Cluster found' Error Message in Trace File upon Failover (73075, 112880)**

**Valid on IIS 6.0, re-architected Apache 2.0 and re-architected SunOne agents**

**Symptom:**

When the Web Agent failed over from active cluster number two back to active cluster number one, the trace file incorrectly recorded the following error message:

"No active clusters found"

**Solution:**

This issue is fixed.

Star Issue: 17323827:01

## Set the LD\_LIBRARY\_PATH Variable on the IBM HTTP Server 7.0 Before Configuring a Web Agent (112051,111746, 116807)

**Valid on UNIX/Linux**

**Symptom:**

When I try to start my IBM HTTP Server 7.0, I receive an error message that resembles the following:

```
httpd: fatal: relocation error: file /netegrity/webagent/bin/  
referenced symbol not found
```

**Solution:**

Before you run the Web Agent Configuration wizard to configure an IBM HTTP Server 7.0, set the LD\_LIBRARY\_PATH variable as shown in the following example:

```
LD_LIBRARY_PATH=home_directory_of_your_IHS_7.0_server/lib
```

## Child Process Crashed on Apache Web Server (117790)

**Valid on UNIX and Linux operating environments**

**Symptom:**

A child process on my Apache web server crashed.

**Solution:**

This issue is fixed.

Star Issue: 19414142:01

## Defects fixed in r12.0 SP2

### ADAM User Stores Mistaken for Active Directory User Stores (100598/115558)

**Symptom:**

An ADAM user store was mistaken for an Active Directory user store.

**Solution:**

This issue is fixed.

STAR Issue: 18783667:01

### GUI Configuration not Working for 64-bit Apache Server on 64-bit Red Hat (110870, 114964)

**Valid for Apache 64-bit web servers on 64-bit Red Hat operating environments**

**Symptom:**

The Web Agent configuration wizard fails with a permissions error when GUI mode is used.

**Solution:**

This issue is fixed.

STAR Issue: 18810553:01

### Length of BadURLChars Parameter Values Kept Web Agent from Starting (97239, 99571, 99447)

**Symptom:**

The Web Agent could not start due to the number of values in the BadURLChars parameter.

**Solution:**

This issue is fixed. The *Web Agent Guide* now mentions the maximum number of characters allowed in the value of the BadURLChars parameter.

STAR Issue: 18617676:02

## SHA224\_DIGESTSIZE Processing on 64-bit Linux (115036)

**Valid on 64-bit Linux operating environments**

**Symptom:**

The web agent terminated abnormally when processing SHA224\_DIGESTSIZE encryption.

**Solution:**

This issue is fixed.

Star Issue: 19188527:01

## Defects Fixed in r12.0 SP1

### Domino Web Agent Removes Characters from Redirect URL (82059)

**Symptom:**

A Domino Web agent removes characters from the target query string in the redirect URL during the URL normalization process. This behavior occurs even when the Agent Configuration Object (ACO) parameter DominoNormalizeURLs is set to No.

**Solution:**

A Domino Web agent only removes characters from the target query string in the redirect URL when the ACO parameter DominoNormalizeURLs is set to Yes.

STAR Issue: 17382179;01

### localconfigfile Warning Is Output to Web Agent Log (82955)

**Symptom:**

The following warning is output to the Web agent log repeatedly:

CONFIG: Missing required configuration setting 'localconfigfile'.

This warning occurs even when the AllowLocalConfig parameter is set to No in the Agent Configuration Object (ACO).

**Solution:**

This problem is no longer an issue.

STAR Issue: 17929760-01

## Web Agent and Policy Server Crash at Startup (83324)

**Symptom:**

When a trace log filename is specified without the .log extension, the Web agent and Policy Server crash at startup.

**Solution:**

This problem is no longer an issue.

STAR Issue: 17969275-01

## Silent Installation and Configuration of Web Agent Fails in IBM Environment (85165)

**Symptom:**

Silent installation and configuration of a Web agent fails on an AIX 5.3 operating system and IHS 6.1 Web server.

**Solution:**

This problem is no longer an issue.

STAR Issue: 18057139;01+18092126;01

## Failover to the Second Policy Server in the Cluster Not Working with SOA Agent (78289)

**Symptom:**

Failover to the second policy server in the cluster was not working with SOA Agent on Web servers.

**Solution:**

This is no longer an issue.

## Mime Type of the Application Request Changed with Post Preservation (83267)

**Symptom:**

The Mime type of the application request is changed when the user is redirected from SMMakeCookie.ccc URL to the application URL.

Star Issue # 16586329;01

**Solution:**

This is no longer an issue.

## Custom page that posts to an FCC with invalid credentials causes the agent to redirect to login.fcc (69552/80254)

**Symptom:**

Custom page that posted to an FCC with invalid credentials caused the agent to redirect to login.fcc instead of that custom page.

Star issue #16987873

**Solution:**

A new smaceauth.fcc file containing new directive @smacefcc has been introduced that deals with proper redirection and setting of new password in case the fcc is used with ACE authentication. The directive should be set to 1 in case the user wishes to use the fcc with ACE authentication.

## IIS 6 Crashing Intermittently (75715/81043)

**Symptom:**

IIS 6 crashing intermittently; ISAPIExtension causing stack corruptions.

Star issue #17460931;01

**Solution:**

This is no longer an issue.

## Change in Behavior Between 5.0.8 and 6.0.5 WA for AllowCacheHeaders Parameter (73604/80256)

### Symptom:

The problem is that after logoff, a request for protected resource redirect8 is met with a 304 and causes an auth reject. User flow is attached as smaccess\_UAT\_log\_cacheissue.txt in UAT.zip. In the customer's WA 5.0.8.02 UAT environment it gives a 200 response, but in the customer's WA 6.0.5.19 SIT environment it gives an undesired 304 response.

### Solution:

This is no longer an issue.

STAR Issue: 17365359:1

## Error Message for Failed Shared Memory/Semaphore Allocation Does Not Show errno Message (75110/82743)

### Symptom:

Error message for failed shared memory/semaphore allocation does not show errno message as expected.

Star issue #17415983;02

### Solution:

This is no longer an issue.

## Password Change Page Shows Encoded Message If Old Password Is Wrong (75232/80259)

### Symptom:

Password change page shows encoded message if old password is wrong.

Star issues 17416747-1; 17494129-1; 17154401-1; 17568597-1

### Solution:

This is no longer an issue.

## Performance Issues with Domino Web Agent (75503/80260)

**Symptom:**

Performance issues with Domino Web agent. A user authenticates from IIS6 Web Agent, and then navigates to Domino 7.0.2. All requests to Domino resources are validated against the Policy Server. Requests were not processed in cache; they went to the Policy Server over and over.

Star issue #17422044;01

**Solution:**

Update Session Start and Expire time appropriately in ThisUser as per the information available from the validated session, so as to prevent the user session from getting expired.

## IHS Web Server on AIX Crashes Under Load Test (80262/76647)

**Symptom:**

Web Agents running on an IHS web server on the AIX operating environment would consume 100% of the CPU resources during a load test.

STAR Issue # 17530738:01

**Solution:**

This issue has been fixed.

## TLI Tracing Not Working (80273/78843)

**Symptom:**

Transaction Layer Interface (TLI) tracing was not working on the Web Agent.

STAR Issue # 17619466:01

**Solution:**

This issue has been fixed.

## ServerErrorFile did not Work on IIS if the SMAGENT value was invalid

**Symptom:**

The ServerErrorFile did not work on an IIS web server when the request was sent to the web agent and the SMAGENT value was invalid.

STAR Issue # 17587745:01

**Solution:**

This issue has been fixed.

## Back-end Server of Reverse Proxy Configuration not Trusting Proxy Session when ProxyTrust parameter set to yes (81619/80349)

**Symptom:**

The back-end server in a reverse-proxy configuration was not trusting the session even though the value of the proxytrust parameter was set to yes on the proxy server.

**Solution:**

This issue has been fixed.

STAR Issue: 17609461:01

## IIS 6.0 Running on Windows Server 2003 has Application Pools Crash (80275/79088)

**Symptom:**

An IIS Web Server running on the Windows Server 2003 operating environment had application pool crashes.

STAR Issue # 17663373:01

**Solution:**

This issue has been fixed.

## Web Agent Did not Read LocalConfig.conf Settings of LogFile and LogFileName Parameters (80147/78824)

### Symptom:

When the value of the AllowLocalConfig parameter was set to no in a Web Agent Configuration Object, the Web Agent still read any parameter values in the WebAgent.conf file on the web server.

STAR Issue # 17627472:02

### Solution:

This issue has been fixed. The Web Agent now uses "white-list parsing" and loads *only* the following parameters from the WebAgent.conf file :

- HostConfigFile
- AgentConfigObject
- EnableWebAgent
- ServerPath
- LocalConfigFile
- EnableIntrospectAgentSupport
- LoadPlugin

## Colons Encoded in URLs Caused FCC Redirect Failure (80148/77990)

### Valid on UNIX

### Symptom:

If the URL of a target resource contained a colon (:), the Web Agent would not redirect to the Forms Credential Collector (FCC) properly.

STAR Issue # 17582660:01

### Solution:

This issue has been fixed.

## POST Preservation Data Does Not Work with X509 Client Certificate or Form Template Authentication Scheme (77783/80271)

**Symptom:**

If a resource is protected by an "X509 client certificate" or "form template" authentication scheme, and if the user authenticates by using form credentials, then POST Preservation data is lost. If Client Certificate is used, then POST Data is preserved.

Star issue #17514370-1

**Solution:**

This is no longer an issue.

## Apache Agent on UNIX Changes the File Permissions When Creating the Web Agent and Trace Logs (77153/82737)

**Valid on UNIX**

**Symptom:**

The Apache Web Agent changes the file permissions from 644 to 600 when creating the Web Agent logs and trace logs.

**Solution:**

This is no longer an issue.

STAR Issue: 17547538:01

## Basic Authentication Prompt Appears over SSL Login Popup Twice after the SMSESSION Cookie Expired (77014/80152)

**Symptom:**

Basic authentication prompt appears over SSL login popup twice after the SMSESSION cookie expired, only on Firefox browser.

Star issue 17385666;01

**Solution:**

This is no longer an issue.

## Agent Intermittently Failing on Startup of Web Server (76931/80270)

**Symptom:**

Agent intermittently failing on startup of Web Server.

Star issue #17530547-01

**Solution:**

This is no longer an issue.

## After Upgrading from 5QMR7 to 6QMR5, the Web Agent fails To Resolve the URL Properly (76622/80268)

**Symptom:**

After upgrading from 5QMR7 to 6QMR5, the Web Agent fails to resolve the URL properly.

Star issue # 17546358-1

**Solution:**

This is no longer an issue.

## LegacyTransferEncoding Parameter Not Working As Expected (76082/80267)

**Symptom:**

LegacyTransferEncoding parameter not working as expected.

Star issue #17068787-1

**Solution:**

This is no longer an issue.

## Web Agent Metrics seem to report anomalous data (76541/82506)

**Symptom:**

SiteMinder Web Agent metrics seem to report anomalous data when used with Wily Introscope.

STAR Issue # 17733759:01, 17502633:01

**Solution:**

This issue has been fixed.

## Accessing an FCC with the Target Site in a Query String but without the SMAGENTNAME Parameter does not Map to the Agent (82493/78339)

**Symptom:**

Accessing an FCC URL that contains the URL of a target site in the query string portion, did not map to the Web Agent properly if the query string portion did not also contain the SMAGENTNAME parameter.

STAR Issue # 17434864:01

**Solution:**

This issue has been fixed.



# Chapter 7: International Support

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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 8: Documentation

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This section contains the following topics:

[Agent for IIS Procedures in Separate Guide](#) (see page 79)

[Release Numbers on Documentation](#) (see page 79)

[SiteMinder Bookshelf](#) (see page 80)

## Agent for IIS Procedures in Separate Guide

For SiteMinder r12.0 SP3, the procedures for installing a Web Agent on an IIS web server were moved to a separate installation Guide. Select the guide that fits your requirements from the following list:

- To install or configure an Agent on an IIS web server, see the SiteMinder *Agent Installation Guide for IIS*.
- To install or configure an Agent on any other type of web server, see the SiteMinder *Web Agent Installation Guide*.

**More information:**

[Two Types of Agents for Internet Information Services \(IIS\) Web Servers](#) (see page 13)

## Release Numbers on Documentation

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

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

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

## 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.