



PRODUCT SUPPORT MATRIX

Symantec SiteMinder 12.52 & 12.52 SP01

(Includes updates for base release and all later CRs for these releases)

(Last Updated **April 1, 2021**. Changes are noted in **Green**.)

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1 At a Glance

Welcome to Symantec SiteMinder 12.52 Platform Support Matrix. This document describes a variety of software components, operating system, database, directory and other 3rd party software components supported for this release. The document also highlights additional support policies, guidelines and clarifications as appropriate for the different components.

Important note: This version of the platform support matrix has removed all content related to the SiteMinder 12.52 Policy Server since that version of the Policy Server reached its End of Service Date on February 28, 2019. The remainder of the platform support matrix content is for the SiteMinder agents that continue to be released and supported.

2 SiteMinder Server Components

This section lists combinations of platform choices supported for the SiteMinder server components, including the following components:

- SiteMinder Policy Server
- SiteMinder Policy Server SDK
- SiteMinder Secure Proxy Server (SPS)
- Administrative User Interface
- Advanced Password Services (APS)

These components of SiteMinder 12.52 reached their end of service date on February 28, 2019.

3 Web Agent & Web Agent Option Pack (WAOP)

3.1 Web Agent 64-bit

The following table lists SiteMinder Web Agents available on various combinations of Web Servers and Operating Systems¹:

Web Server	Version	Windows Server 64-bit ²	Red Hat 64-bit ^{3,7}	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
ASF Apache 64-bit ^{4,5}	2.4.x	2019 (from SP1 CR10) 2016 (SP1 CR08) 2012 R2 (SP1 CR02) 2012 (SP1 CR01) 2008 R2 (SP1 CR01)	8 (from SP1 CR10) 7 (SP1 CR1) 6	11 SPARC 10 SPARC 11 x86		7.1 (SP01 CR04)
	2.2.x		6 5	10 SPARC	11.31 (IA64) 11.23 (IA64)	6.1 ⁶



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Web Server	Version	Windows Server 64-bit²	Red Hat 64-bit^{3,7}	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
HP Apache Server 64-bit	2.2.x				11.31 (IA64)	
	2.0.5x				11.31 (IA64) 11.23 (IA64)	
IBM Domino 64-bit	9.0.x	2016 (SP1 CR08) 2008 R2 2012, 2012 R2 (SP01 CR02)	6 (SP01 CR02)			7.1 (SP01 CR02)
	8.5.x	2008, 2008R2	6			
IBM HTTP Server 64-bit ⁵	9.0.x	2019 (SP1 CR10)	8 (from SP1 CR11) 7 (SP01 CR08)	11 (SP1 CR10)		7.2 (SP01 CR09) 7.1 (SP01 CR09)



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Web Server	Version	Windows Server 64-bit²	Red Hat 64-bit^{3,7}	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
	8.5.x		7 (SP01 CR02) 6 5	11 SPARC 10 SPARC		7.2 (SP01 CR09) 7.1 6.1
	8.0.x		6 5 ⁶	11 SPARC 10 SPARC		7.1 6.1 ⁶
	7.0			10 x86		
Microsoft IIS 64-bit	10	2019 (SP1 CR10A) 2016 (SP1 CR08)				
	8.5	2012 R2 (SP01 CR02)				
	8.0	2012				
	7.5	2008 R2				
	7.0	2008				



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Web Server	Version	Windows Server 64-bit²	Red Hat 64-bit^{3,7}	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
Oracle HTTP Server 64-bit	12c (includes support for 12.x patch sets with Apache 2.2.x & 2.4.x)	2019 (SP1 CR11) 2008 R2 ⁶	8 (SP1 CR11) 7 (SP1 CR10) 6 ⁶	11 SPARC ⁶		7.2 (SP1 CR11) 7.1 (R12.52 SP01 CR04)
	11g, 11gR1, 11g R2 (Apache 2.2)	2012 ⁶ 2008 R2	6 5	11 SPARC 10 SPARC		7.1 (R12.52 SP01)
	10.1.x (Apache 2.0.x)				11.23 (IA64)	
Oracle iPlanet 64-bit (Previously SunOne) ⁵	7.0 (includes Updates/SPs)		6 5	11 SPARC 10 SPARC		
	6.1 (includes SPs)			10 SPARC		



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Web Server	Version	Windows Server 64-bit²	Red Hat 64-bit^{3,7}	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
RedHat Apache 64-bit ⁵	2.4.x		8 (SP1 CR11) 7, 6 (SP01 CR02)			
	2.2.x		6 5			
RedHat Jboss Web Server(JWS)	5.0		7 (SP01 CR08)			
	3.1		6, 7 (SP01 CR07)			
	3		7, 6 (SP01 CR02)			
RedHat Jboss Enterprise WebServer 64-bit	2.0	2008 R2, 2012, 2012 R2 (SP01 CR02)	6			
	2.1	2008 R2, 2012, 2012 R2 (SP01 CR02)	6, 7 (SP01 CR02)	10 (certified with SP01 CR05)		
RedHat JBoss Core Services (JCBS)	2.4.x		8 (SP1 CR11) 7 (SP1 CR08)			

Applicable Support Notes:

1. Hardware requirements:
 - a. Windows Server on x86 and x64 (Intel and AMD).
 - b. Red Hat Enterprise Linux on x86 and x64 (Intel and AMD).
 - c. Solaris on SUN SPARC, Solaris on x86 and x64 (Intel and AMD) where noted in the tables.
 - d. HP-UX on Itanium.
 - e. AIX on PowerPC.
2. Windows Server Standard/Enterprise/Web Editions supported. For Microsoft Windows Server 2008 & 2008 R2, service packs (e.g., SP1, SP2) are supported in addition to base releases shown in the matrix.
3. Red Hat AS, Red Hat ES, Red Hat Enterprise Linux and Red Hat Enterprise Linux Advanced Platform are supported with all Red Hat updates. Any problems reported will be fixed on the latest Red Hat update. Security Enhanced Red Hat Linux is supported, please see vendor's documentation for setup instructions to enable third-party processes (such as SiteMinder) to run on the system.
4. Agent support policy for Open Source (ASF) Apache:
 - a. For Apache 2.0.x, Apache 2.2.x, 2.4.x, Broadcom will specify the minimum version supported. Any problems reported will be fixed on the latest version of Apache.
 - b. As Apache releases new versions, Broadcom cannot certify the agents against those releases immediately, but will plan to test and update the minimum supported version to the newest Apache version in a following release. Meanwhile, customers may use the most recent web agent release with the newer version of Apache. If problems are discovered, the issues should be reported to Broadcom Support and Broadcom will address the issues as escalations.
 - c. Covalent web servers will not be specifically certified. However, Covalent uses underlying ASF Apache, and claims that as long as the underlying ASF Apache version is certified, the corresponding Covalent version of Apache should work. Any issues found using web agents with Covalent Apache will be fixed only when they can be reproduced using ASF Apache agents.
5. Web Servers with supported Reverse Proxy (if this is not listed for a web server that supports reverse proxy, this configuration is not supported with the Web Agent).
6. Certification added in SiteMinder 12.52 SP1.
7. Red Hat may be supported by the Red Hat organization or the SUSE organization.

3.2 Web Agent Option Pack (WAOP) 64-bit

The following table lists Web Agent Option Packs available on various combinations of Application Servers and Operating Systems¹. Please note that SiteMinder Access Gateway (previously called the Secure Proxy Server) now includes built-in Federation and WAOP functionality and could be an alternative approach to deploying the WAOP separately on application servers.

Application Server ⁵	Version	Windows Server 64-bit ²	Red Hat 64-bit ^{3,6}	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
ASF Tomcat 64-bit	9.0.x	2019 (from SP1 CR11) 2016 (from SP1 CR08)				
	9.0		7 (SP01 CR09)			
	8.5	2019 (from SP1 CR11) 2012 R2 (SP01 CR05)	7 (SP01 CR08)			
	8.0		6, 7 (SP01 CR02)			
	7.0	2008 R2 2012, 2012 R2 (SP01 CR02)	6 7 (SP01 CR02)	11 SPARC (SP01 CR02)		

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Application Server ⁵	Version	Windows Server 64-bit ²	Red Hat 64-bit ^{3,6}	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
	6.0	2008				
IBM WebSphere 64-bit ⁵	9.0		7 (SP01 CR08)			
	8.5.x	2012 2008 R2	7 (SP01 CR8) 6 5			6.1
	8.0.x	2012 2008 R2	6	11 SPARC		7.1
	7.0	2008 R2 2008	6	10 SPARC		6.1
Oracle WebLogic Server 64-bit ⁵	12c (12.1.3 onwards)	2012, 2012 R2 (SP01 CR02)	8 (SP01 CR10) 7, 6 (SP01 CR02)	11 SPARC (SP01 CR02)		
	11g R1	2008 R2 2008	6	11 SPARC 10 SPARC	11.31 (IA64)	

Application Server ⁵	Version	Windows Server 64-bit ²	Red Hat 64-bit ^{3,6}	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
Red Hat JBoss EAP 64-bit	7.2		7 (SP01 CR11)			
	7.1		6 (SP01 CR09)			
	6.4		7, 6 (SP01 CR02)			
	6.x (supported till 6.3)	2008 R2	6 11 SPARC 10 SPARC			
	5.1.2	2008 R2 2008	6 11 SPARC 10 SPARC			
New Atlanta ServletExec AS	6.0	2008 R2	6 (SP01 CR02)			

Applicable Support Notes:

1. Hardware requirements:
 - a. Windows Server on x86 and x64 (Intel and AMD).
 - b. Red Hat Enterprise Linux on x86 and x64 (Intel and AMD).



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- c. Solaris on SUN SPARC, Solaris on x86 and x64 (Intel and AMD) where noted in the tables.
- d. HP-UX on Itanium.
- e. AIX on PowerPC.

2. Windows Server Standard/Enterprise/Web Editions supported. For Microsoft Windows Server 2008 & 2008 R2, service packs (e.g., SP1, SP2) are supported in addition to base releases shown in the matrix.

3. Red Hat AS, Red Hat ES, Red Hat Enterprise Linux and Red Hat Enterprise Linux Advanced Platform are supported with all Red Hat updates. Any problems reported will be fixed on the latest Red Hat update. Security Enhanced Red Hat Linux is supported, please see vendor's documentation for setup instructions to enable third-party processes (such as SiteMinder) to run on the system.

4. Web Agent Option Pack notes:

- a. Any supported Web Agent/web server combination can front-end a supported application server listed above for the Web Agent Option Pack, provided that the application server also supports the web server as a proxy plug-in. The Web Agent Option Pack support includes application server clustering. Please see third-party vendor's support matrix for operating system support.
- b. The version of the Web Agent Option Pack **no longer** must match the Policy Server version to the specific CR number. Specifically, with the SiteMinder 12.52 release there is backward compatibility between SiteMinder 12.52 policy server and earlier versions of the Web Agent Option Pack back to SiteMinder r12 SP3 CR9.
- c. Additionally, as long as the Web Agent Option Pack is numbered with the same Service Pack number then the WAOP can have a later CR than the SiteMinder Policy Server (examples, a 12.52 CRx WAOP is supported with the base SiteMinder 12.52 Policy Server).
- d. If the Web Agent and Web Agent Option Pack are installed on the same machine, they must be the same version, including the Service Pack and CR version.

5. Web Agent Option Packs that run on WebSphere support the JDKs that are native to those application servers. For all other applications servers supported(Oracle Weblogic, ASF Tomcat, Redhat Jboss, NewAtlanta ServeletExec), we support Sun/Oracle Java version 1.7 (or later 1.7.xx version) and Sun/Oracle Java version 1.8 (or later 1.8.xx version), **as per Application Servers' vendor support matrix.**

6. Red Hat may be supported by the Red Hat organization or the SUSE organization.

3.3 Web Agent 32-bit

The following table lists Web Agents available on various combinations of Web Servers and Operating Systems ^{1,2}:

Web Server	Version	Windows Server ³	Red Hat ^{4,7}	Solaris	HP UX	AIX
ASF Apache ^{5,6}	2.4.x	2008 R2 (SP1 CR1)	6	11 SPARC 10 SPARC 10 x86 11 x86	11.31 (IA64)	7.1
	2.2.x	2008 R2 2008	7 6 5	10 SPARC 10 x86	11.31 (IA64)	6.1
HP Apache Server	2.2.x				11.31 (IA64)	



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Web Server	Version	Windows Server³	Red Hat^{4,7}	Solaris	HP UX	AIX
	2.0.5x				11.23 (IA64)	
IBM Domino	9.0.x	2008R2 (SP01 CR02) 2012R2 (SP01 CR04)				7.1 (SP01 CR02)
	8.5.x	2008 R2 (SP01 CR05) 2008 2012, 2012 R2 (SP01 CR02)	5 6	10 SPARC		7.1
	8.0.x			10 SPARC		6.1
IBM HTTP Server ⁶	9.x	2012 R2 (64 bit) (SP01 CR08)				



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Web Server	Version	Windows Server ³	Red Hat ^{4,7}	Solaris	HP UX	AIX
	8.5.x	2008 R2	7	11 SPARC		
		2008	6			
		2012 R2 (SP1 CR4)	5			
		2016 (SP1 CR10)				
	8.0.x	2008 R2	6	10 SPARC		7.1
		2008				
		2012				
	7.0	2008 R2	6	10 SPARC		6.1
		2008	5			
Microsoft IIS	7.0	2008				
Oracle HTTP Server	11g (Apache 2.2)	2008 R2	5			
	10.1.x (Apache 2.0.x)		5	10 SPARC 10 x86		

Web Server	Version	Windows Server ³	Red Hat ^{4,7}	Solaris	HP UX	AIX
Oracle iPlanet ⁶	7.0 (includes Updates/SPs)	2008 R2 2008	6 5	11 SPARC 10 SPARC 10 x86		7.1 (R12.52 SP01 CR02) 6.1 (R12.52 SP01 CR01)
	6.1 (includes SPs)			10 SPARC 10 x86		
Red Hat Apache ⁶	2.2.x		6 5			

Applicable Support Notes:

1. Hardware requirements:
 - a. Windows Server on x86 and x64 (Intel and AMD).
 - b. Red Hat Enterprise Linux on x86 and x64 (Intel and AMD).
 - c. Solaris on SUN SPARC, Solaris on x86 and x64 (Intel and AMD) where noted in the tables.
 - d. HP-UX on Itanium.
 - e. AIX on PowerPC.
2. 32-bit/64-bit Support: SiteMinder 32-bit Web Agents deployed on 32-bit web servers running on 32-bit or 64-bit Operating System machines are supported.

3. Windows Server Standard/Enterprise/Web Editions supported. For Microsoft Windows Server 2008 & 2008 R2, service packs (e.g., SP1, SP2) are supported in addition to base releases shown in the matrix.
4. Red Hat AS, Red Hat ES, Red Hat Enterprise Linux and Red Hat Enterprise Linux Advanced Platform are supported with all Red Hat updates. Any problems reported will be fixed on the latest Red Hat update. Security Enhanced Red Hat Linux is supported, please see vendor's documentation for setup instructions to enable third-party processes (such as SiteMinder) to run on the system.
5. Agent support policy for Open Source (ASF) Apache:
 - a. For Apache 2.0.x, Apache 2.2.x, 2.4.x, Broadcom will specify the minimum version supported. Any problems reported will be fixed on the latest version of Apache.
 - b. As Apache releases new versions, Broadcom cannot certify the agents against those releases immediately, but will plan to test and update the minimum supported version to the newest Apache version in a following release. Meanwhile, customers may use the most recent web agent release with the newer version of Apache. If problems are discovered, the issues should be reported to Broadcom Support and Broadcom will address the issues as escalations.
 - c. Covalent web servers will not be specifically certified. However, Covalent uses underlying ASF Apache, and claims that as long as the underlying ASF Apache version is certified, the corresponding Covalent version of Apache should work. Any issues found using web agents with Covalent Apache will be fixed only when they can be reproduced using ASF Apache agents.
6. Web Servers with supported Reverse Proxy (if this is not listed for a web server that supports reverse proxy, this configuration is not supported with the Web Agent).
7. Red Hat may be supported by the Red Hat organization or the SUSE organization.

3.4 Web Agent Option Pack (WAOP) 32-bit

The following table lists Web Agent Option Packs available on various combinations of Application Servers and Operating Systems^{1,2}. Please note that SiteMinder Secure Proxy Server (SPS) now includes built-in Federation and WAOP functionality and is the recommended way for Federation deployments.

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Application Server⁶	Version	Windows Server³	Red Hat^{4,7}	Solaris	HP UX	AIX
ASF Tomcat	7.0	2008 R2 2008	6	10 SPARC		
IBM WebSphere ⁶	8.5.x	2008 R2	6			7.1
	8.0.x	2008 R2		11 SPARC		7.1 6.1
	7.0	2008 R2 2008		10 SPARC		
Oracle WebLogic Server ⁶	11g R1	2008 R2 2008	6	10 SPARC		
	11g (10.3.1)	2008 R2 2008	5	10 SPARC		
Red Hat JBoss EAP	5.1.2	2008 R2 2008		10 SPARC		
	6.x (supported till 6.3)	2008	6	11 SPARC 10 SPARC		

Application Server ⁶	Version	Windows Server ³	Red Hat ^{4,7}	Solaris	HP UX	AIX
New Atlanta ServletExec AS	6.0	2008 R2 2008	6 5	10 SPARC		

Applicable Support Notes:

1. Hardware requirements:
 - a. Windows Server on x86 and x64 (Intel and AMD).
 - b. Red Hat Enterprise Linux on x86 and x64 (Intel and AMD).
 - c. Solaris on SUN SPARC, Solaris on x86 and x64 (Intel and AMD) where noted in the tables.
 - d. HP-UX on Itanium.
 - e. AIX on PowerPC.
2. 32-bit/64-bit Support: SiteMinder 32-bit Web Agent Option Packs deployed on 32-bit application servers running on 32-bit or 64-bit Operating Systems are supported.
3. Windows Server Standard/Enterprise/Web Editions supported. For Microsoft Windows Server 2008 & 2008 R2, service packs (e.g., SP1, SP2) are supported in addition to base releases shown in the matrix.
4. Red Hat AS, Red Hat ES, Red Hat Enterprise Linux and Red Hat Enterprise Linux Advanced Platform are supported with all Red Hat updates. Any problems reported will be fixed on the latest Red Hat update. Security Enhanced Red Hat Linux is supported, please see vendor's documentation for setup instructions to enable third-party processes (such as SiteMinder) to run on the system.
5. Web Agent Option Pack notes:
 - a. Any supported Web Agent/web server combination can front-end a supported application server listed above for the Web Agent Option Pack, provided that the application server also supports the web server as a proxy plug-in. The Web Agent Option Pack support includes application server clustering. Please see third-party vendor's support matrix for operating system support.



- b. The version of the Web Agent Option Pack **no longer** must match the Policy Server version to the specific CR number. Specifically, with the SiteMinder 12.52 release there is backward compatibility between SiteMinder 12.52 policy server and earlier versions of the Web Agent Option Pack back to SiteMinder r12 SP3 CR9.
- c. Additionally, as long as the Web Agent Option Pack is numbered with the same Service Pack number then the WAOP can have a later CR than the SiteMinder Policy Server (examples, a 12.52 CRx WAOP is supported with the base SiteMinder 12.52 Policy Server).
- d. If the Web Agent and Web Agent Option Pack are installed on the same machine, they must be the same version, including the Service Pack and CR version.

6. Web Agent Option Packs that run on WebSphere and Weblogic support the JDKs that are native to those application servers. For all other applications servers supported, we support the Sun/Oracle Java version 1.7 (or later 1.7.xx version), as per Application Servers' vendor support matrix.

7. Red Hat may be supported by the Red Hat organization or the SUSE organization.

3.5 Agent SDK

Operating System:

The following table lists supported combinations of platforms for running the SiteMinder Agent SDK¹:

SiteMinder SDK	Windows Server ³	Red Hat ^{4,5}	Solaris	HP UX	AIX
Agent SDK 64-bit	2012	7 (certified starting with SP01 CR05)	11 SPARC	11.31 (IA64)	7.1
	2012 R2	6	10 SPARC	11.23 (IA64)	6.1
	2008 R2	5	10 x86		

SiteMinder SDK	Windows Server ³	Red Hat ^{4,5}	Solaris	HP UX	AIX
Agent SDK 32-bit ²	2012	6	11 SPARC	11.31 (IA64)	7.1
	2012 R2	5	10 SPARC	11.23 (IA64)	6.1
	2008 R2		10 x86		
	2008				

Applicable Support Notes:

1. Hardware requirements:
 - a. Windows Server on x86 and x64 (Intel and AMD).
 - b. Red Hat Enterprise Linux on x86 and x64 (Intel and AMD).
 - c. Solaris on SUN SPARC, Solaris on x86 and x64 (Intel and AMD) where noted in the tables.
 - d. HP-UX on Itanium.
 - e. AIX on PowerPC.
2. 32-bit/64-bit Support: SiteMinder 32-bit components running on the following 64-bit Operating Systems are supported: Windows 2008, Solaris 10, 11 SPARC 64-bit and Red Hat 5, 6 64-bit.
3. Windows Server Standard/Enterprise/Web Editions supported. For Microsoft Windows Server 2008 & 2008 R2, service packs (e.g., SP1, SP2) are supported in addition to base releases shown in the matrix.
4. Red Hat AS, Red Hat ES, Red Hat Enterprise Linux and Red Hat Enterprise Linux Advanced Platform are supported with all Red Hat updates. Any problems reported will be fixed on the latest Red Hat update. Security Enhanced Red Hat Linux is supported, please see vendor's documentation for setup instructions to enable third-party processes (such as SiteMinder) to run on the system.
5. Red Hat may be supported by the Red Hat organization or the SUSE organization.

Java Virtual Machine (JVM):

The following table lists the Java Virtual Machine (JVM) support requirements:

SiteMinder Component	Java Runtime Environment ¹
Agent SDK 64-bit	Oracle 1.8 64-bit Oracle (formerly Sun) 1.7 64-bit IBM Java 1.7.x & 1.8.x (with SSO version 12.52 SP01 CR02 onwards) 64-bit
Agent SDK 32-bit	Oracle 1.8 64-bit Oracle (formerly Sun) 1.7 32-bit IBM Java 1.7.x & 1.8.x (with SSO version 12.52 SP01 CR02 onwards) 32-bit

Applicable Support Notes:

1. The JDK is required (as opposed to the JRE) on the Policy Server.
2. Listed JVM build or above on the same series are supported. For example, Sun 1.6.0_32 or above on the Sun 1.6.x series only.

3.6 Mainframe Web Agent and Web Agent Option Pack (WAOP)

The following table lists software combinations supported on mainframe hardware²:

Web Agent:

	Version	Red Hat Linux for System z^{5,6}	Z/OS
ASF Apache ¹	2.4 & higher 64-bit ³	5 64-bit	
	2.2 & higher 64-bit ³	5 64-bit	
	2.2 & higher 31/32-bit	5 31/32-bit	
	2.0.54 & higher 64-bit ³	5 64-bit	
	2.0.54 & higher 31/32-bit	5 31/32-bit	
IBM HTTP Server	8.5.5 64-bit		2.2 (SP01), 2.1 on Z13 (SP01)
	8.5.x 64-bit	7 64-bit (SP01 CR02)	2.1 (64 bit) (SP01 CR02)
	8.0.x 64-bit	6 64-bit	1.13 (64 bit), 2.1 (64 bit) ⁷
	7.0 64-bit	6 64bit, 5 64-bit, 5	

Web Agent Option Pack (WAOP) ⁴:

	Version	Red Hat Linux for System z ⁵	Z/OS
ASF Tomcat	7.0 64-bit	5 64-bit	
	6.0 64-bit	5 64-bit	
IBM WebSphere	7.0 64-bit	5 64-bit	
	7.0 32-bit	5 64-bit, 5	

Agent SDK ⁶:

	Red Hat Linux for System z ⁵	Z/OS
Agent SDK 32-bit		

Notes:

1. Agent support policy for Open Source (ASF) Apache:

- For Apache 2.0.x, Apache 2.2.x, 2.4.x, Broadcom will specify the minimum version supported. Any problems reported will be fixed on the latest version of Apache.
- As Apache releases new versions, Broadcom cannot certify the agents against those releases immediately, but will plan to test and update the minimum supported version to the newest Apache version in a following release. Meanwhile, customers may use the most recent web agent release with the newer version of Apache. If problems are discovered, the issues should be reported to Broadcom Support and Broadcom will address the issues as escalations.
- Covalent web servers will not be specifically certified. However, Covalent uses underlying ASF Apache, and claims that as long as the underlying ASF Apache version is certified, the corresponding Covalent version of Apache should work. Any

issues found using web agents with Covalent Apache will be fixed only when they can be reproduced using ASF Apache agents.

2. Hardware requirements:

- Solaris on SUN SPARC, Solaris on x86 and x64 (Intel and AMD) where noted in the tables.
- Red Hat Enterprise Linux on x86 and x64 (Intel and AMD)
- Red Hat Enterprise Linux on s390 and s390x (IBM Mainframes) as noted in table 4.6
- HP-UX on Itanium
- AIX on PowerPC
- z/OS on IBM Mainframes where support is noted in table 4.6

3. 32-bit/64-bit Support:

- The SiteMinder Policy Server is supported as a 32-bit application that can run on the following 64-bit Operating Systems: Window 2008, Windows 2008 R2, Solaris 10, 11Sparc 64-bit and Red Hat 5, 6 64-bit.
- SiteMinder Web Agents are supported as 32-bit applications running on 32-bit web servers running on 32-bit or 64-bit Unix and Linux Operating Systems.
- The SiteMinder Web Agent Option Pack is a 32-bit application that can run with a 32-bit Application Server on a 32-bit or 64-bit UNIX and Linux Operating Systems.

4. Any supported Web Agent/web server combination can front-end a supported application server listed above for the Web Agent Option Pack, provided that the application server also supports the web server as a proxy plug-in. The Web Agent Option Pack support includes application server clustering. Please see third-party vendor's support matrix for operating system support.

5. Supported with all Red Hat updates. Any problems reported will be fixed on the latest Red Hat update. Security Enhanced Red Hat Linux is supported, please see vendor's documentation for setup instructions to enable third-party processes (such as SiteMinder) to run on the system.

6. When building SiteMinder custom auth schemes, or any other custom built components, you must use GCC version 3.4.6.

7. Certification added in SiteMinder 12.52 SP1.

4 Support Considerations

4.1 IPV6 Support Statement

SiteMinder supports IPv6 for all communication unless the 3rd party software component that SiteMinder is communicating with does not support IPv6.

4.2 Internationalization Support

SiteMinder 12.52 has been internationalized. This means every component of the SiteMinder product family that carries the 12.52 version number or a later version number has been internationalized and will run on localized versions of operating systems, support localized applications, and localized data. Please see the product documentation for information about what parts of the SiteMinder family have, themselves, been translated.

4.3 Reasonable Commercial Effort Statement

Technical Support will make a reasonable commercial effort to troubleshoot and/or resolve customer support requests that involve the use of currently supported versions of SiteMinder on or with “unsupported” platforms as follows:

Broadcom Technical Support will accept support incidents (support requests) involving a software platform or a combination of software platforms that is not officially supported per the then-current Broadcom published platform support matrices. Broadcom will troubleshoot the issue up to the point that Broadcom has reason to believe that the problem is related to the use of software that is not specified in a then-current platform supported matrix. At such point, Broadcom shall require that the customer reproduce the problem on a fully supported combination of platforms before Broadcom proceeds in troubleshooting the incident.

Linux Reasonable Commercial Effort Statement:

This Support Statement applies to SiteMinder that offers documented support for one or more Linux Reference Platforms. Broadcom strives to meet our clients' diverse and ever changing needs. Broadcom products support and manage many of today's leading platforms,



operating systems and applications across the IT enterprise. A Linux Reference Platform is a specific version of a particular Linux variant, such as Red Hat Enterprise Server 5/6, which is used in Broadcom development, QA, and Support, and is documented as a supported environment in which to run SiteMinder. To verify the Linux Reference Platforms supported for SiteMinder, review the system requirements section of the respective product documentation, or check with Broadcom Support. Many of our clients use variants of the Linux operating system as their production operating system platform, for example Oracle Enterprise Linux, SUSE, etc. Some of those Linux variants claim compatibility (compatibility modes) with SiteMinder supported Linux Reference Platforms.

Note: Broadcom does not test every possible configuration of SiteMinder running on the many Compatible Linux Variants available and cannot certify specific client configurations.

To facilitate a quick resolution and isolate the root cause of any potential product issue encountered running on Compatible Linux Variants, Broadcom is establishing the following support protocol for SiteMinder operated in these environments:

- The current GA version of a Linux Reference Platform and the prior major version of that environment are supported. Any exceptions will be noted in respective product documentation.
- The client is responsible for properly configuring their Linux Variant to be compatible with a Linux Reference Platform supported by SiteMinder.
- The client is responsible for having an active maintenance agreement for both their SiteMinder and for the Compatible Linux variant.
- While Broadcom does not require that clients recreate each issue on a Linux Reference Platform before contacting support, we can request that the client diagnose and troubleshoot specific issues without the Linux Variant "variable" through reproducing the issue on the Linux Reference Platform. Broadcom will only do this when we have reason to believe the issue is directly related to the Compatible Linux Variant environment.
- While functional problems are rare under Compatible Linux Variants, problems may occur related to the third-party components embedded in applications, and those embedded products' support of Compatible Linux Variants may be limited or unavailable. Diagnosis and resolution of this class of problem may require the client to return to a Linux Reference Platform.
- Compatible Linux Variants are diverse; Broadcom may require extra time to understand, collect data, troubleshoot and possibly reproduce reported issues.
- If Broadcom Support cannot directly identify the root cause as a Broadcom or a Compatible Linux Variant issue, client can open a support issue with their Compatible Linux Variant vendor and any other necessary third-party vendors to expedite the resolution of the issue. Broadcom, the vendor(s), and the client will work together toward a quick resolution where there business relationship mechanism to do so. Broadcom, NetIQ, IBM and many other software vendors belong to the Technical Support



Alliance Network (<http://www.tsanet.org>) that may be engaged by either Broadcom or the Compatible Linux variant vendor if and when the need for a third-party arises as long as active maintenance exists for the Broadcom and third party vendor's product.

Note if the customer does not have a Vendor support agreement for the Linux variant, there is no third party Broadcom may work with.

- Any known issues with running SiteMinder on specific Compatible Linux Variants will be noted in the respective product documentation.

4.4 Third-Party Products End of Support Statement

When a third-party product reaches the end of its primary, premier, production-phase or mainstream support (which is prior to, and distinct from optional, separately purchased, add-on extended support vendor support), Broadcom will no longer provide explicit support / certification for that third-party product or any SiteMinder components that interoperate with the third-party product.

Third-party products under optional, separately purchased, add-on extended vendor support are not used in development / release cycles of upcoming major releases OR minor releases like CR / SP. They are at best supported within our 'Reasonable Commercial Effort Statement', so as to help customers move to newer versions supported by SiteMinder components. Examples of third-party products are: web server, application server, operating system, directory, database, etc.