



PRODUCT SUPPORT MATRIX

Symantec SiteMinder 12.8 Web Agents

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

(Last Updated **October 7, 2024**. Changes are noted in **Green**.)

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1 At a Glance

Welcome to Symantec SiteMinder 12.8 Web Agent Platform Support Matrix. This document describes supported web server and operating system combinations. It also highlights additional support policies, guidelines and clarifications.

2 Web Agent

2.1 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
ASF Apache 64-bit ^{4,5}	2.4.27 or later ⁷	2022, 2019	9, 8
HCL Domino 64-bit	12	2022, 2019	
	11	2019	
IBM HTTP Server 64-bit ⁵	9.0.5.9 or later		8
Microsoft IIS 64-bit ⁶	10 ⁷	2022 2019	
Oracle HTTP Server 64-bit	12.2.1.4 or later		8

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).
2. Windows Server Standard/Enterprise/Web Editions supported.
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 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.
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. The SiteMinder Agent for IIS also supports the Windows DataCenter Edition for Windows 2019
7. These Web Agents support Advanced Password Services (APS) in combination with APS configuration on the Policy Server.

3 Support Considerations

3.1 IPV6 Support Statement

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

3.2 Internationalization Support

SiteMinder 12.8 has been internationalized. This means every component of the SiteMinder product family that carries the 12.8 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.

3.3 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 8, 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.

3.4 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.