PRODUCT SUPPORT MATRIX

# Symantec SiteMinder 12.9

Last Modified: April 4, 2025

New items highlighted in green.

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# 1. At a Glance

Welcome to Symantec SiteMinder 12.9 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.

# 2. SiteMinder Server Components

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

- Policy Server
- Policy Server SDK
- Administrative User Interface

## 2.1 Operating System for Policy Server, SDK & Access Gateway

The following table lists SiteMinder server components and Access Gateway support for Operating Systems [1]:

| SiteMinder Component | Windows Server [3] | Red Hat [2] |
|---|---|---|
| Policy Server 64 bit [4,5,6] | 2022<br>2019 | 9<br>8 |
| Policy Server SDK 64 bit | 2022<br>2019 | 9<br>8 |

| SiteMinder Component | Windows Server [3] | Red Hat [2] |
|---|---|---|
| Access Gateway 64 bit | 2022<br>2019 | 9<br>8 |

**Applicable Support Notes:**

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

2. 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.

3. Windows 2019 (Standard, Essential & Datacenter Editions) and Windows 2022 (Standard, Datacenter, and Datacenter: Azure Editions) are supported.

4. SiteMinder Policy Server includes a Scripting Interface (or Command Line Interface) that uses Perl scripts to configure and manage policy stores. The installation program installs a full version of Perl.

5. Building custom authentication schemes on Linux: When building custom authentication schemes, or any other custom-built components, you must use GCC version 3.4.6 and above.

6. When building custom components for the Policy Server (e.g. authentication schemes) they must be compiled as a 64-bit binary.

## 2.2 Operating System for SiteMinder Administrative User Interface

1. Administrative User Interface with embedded Application Server is supported on the operating systems supported by the Policy Server.

2. Browser support for the Administrative User Interface

    a. Microsoft Edge – last tested version was 133.0.3065.92
    b. Safari – last tested version was 18.3 (20620.2.4.11.5)
    c. Firefox – last tested version was 135.0.1
    d. Google Chrome – last tested version was 132.0.6834.83

## 2.3 Database and Directory Systems

The following table lists Database and Directory systems that SiteMinder supports for various data stores:

| Data Store System [1] | Version | Policy Store | Session Store | User Store | Basic Password Services | Admin UI Store | Audit Store |
|---|---|---|---|---|---|---|---|
| Symantec Directory Server | 14.1.x | Yes | Yes | Yes | Yes | Yes | |
| CA LDAP Server for z/OS RACF | 15 | | | Yes | | | |
| CA LDAP Server for z/OS ACF-2 | 15 | | | Yes | | | |
| CA LDAP Server for z/OS Top Secret | 15, 16 | | | Yes | | | |

| Data Store System [1] | Version | Policy Store | Session Store | User Store | Basic Password Services | Admin UI Store | Audit Store |
|---|---|---|---|---|---|---|---|
| IBM LDAP Server for Z/OS | 4.4 | | | Yes | | | |
| IBM DB2 UDB | 11.5 | Yes | Yes | Yes | Yes | | Yes |
| IBM Verify Directory | 10.0 | Yes | | Yes | Yes | Yes | |
| Microsoft Active Directory (AD)[2] | 2022 | Yes | | Yes | Yes | Yes | |
| | 2019 | Yes | | Yes | Yes | Yes | |
| Microsoft ADLDS | 2022 | Yes | | Yes | Yes | Yes | |
| Microsoft Azure SQL db | 12.0.2x | Yes | Yes | Yes | Yes | Yes | Yes |
| Microsoft SQL Server Including cluster [2,3] | 2022 | Yes | Yes | Yes | Yes | Yes | Yes |
| | 2019 | Yes | Yes | Yes | Yes | Yes | Yes |
| MySQL Community Edition[7] | 8.0.34 | Yes | Yes | Yes | Yes | | Yes |
| NetIQ (Novell) eDirectory | 9.2.9 | Yes | | Yes | Yes | Yes | |
| Oracle MySQL Enterprise Server | 8.0.41 | Yes | Yes | Yes | Yes | | Yes |
| Oracle RDBMS[4] | 19.7 SEHA[6] | Yes | Yes | Yes | Yes | Yes | Yes |
| | 19c[5] | Yes | Yes | Yes | Yes | Yes | Yes |
| | 19c | Yes | Yes | Yes | Yes | Yes | Yes |

| Data Store System [1] | Version | Policy Store | Session Store | User Store | Basic Password Services | Admin UI Store | Audit Store |
|---|---|---|---|---|---|---|---|
| Oracle RAC | 19c | Yes | Yes | Yes | Yes | Yes | Yes |
| Red Hat Directory Svr | 12.x | Yes | | Yes | Yes | Yes | |
| | 11.x | Yes | | Yes | Yes | Yes | |
| PostgreSQL | 16 | Yes | | Yes | Yes | | Yes |
| | 15 | Yes | | Yes | Yes | | Yes |
| | 14 | Yes | Yes | Yes | Yes | | Yes |
| | 13.8 RDS | Yes | Yes | Yes | Yes | | Yes |

**Applicable Support Notes:**

1. Information on Policy Store's multi-master replication mode is available in the Product Documentation.
2. Microsoft Windows Server and for Microsoft SQL Server, service packs (e.g., SP1, SP2) are supported in addition to the base releases shown in the matrix.
3. The following Microsoft SQL Server Editions are supported: Standard Edition, Enterprise Edition and Datacenter Edition.
4. The following Oracle RDBMS Editions are supported: Standard Edition One, Standard Edition, and Enterprise Edition.
5. Supported Amazon RDS for Oracle versions
6. SEHA = Standard Edition High Availability
7. MySQL Community Edition is ONLY supported when the Policy Server is configured for Native database drivers

## 2.4 Java Virtual Machine (JVM)

Review this section carefully. The Java support varies in recent Service Packs

The following table lists the Java Virtual Machine (JVM) support requirements for release 12.9

| SiteMinder Component | Java Runtime Environment [1,2] |
|---|---|
| Policy Server[3] | AdoptOpenJDK 17 or 11 or 1.8.262 (or later updates on 17.x or 11.x or 1.8.x) 64 bit<br>Oracle JDK 17 or 11 or 1.8.262 (or later updates on 17.x or 11.x or 1.8.x) 64 bit |
| Policy Server SDK 64 bit | AdoptOpenJDK 17 or 11 or 1.8.262 (or later updates on 17.x or 11.x or 1.8.x) 64 bit<br>Oracle JDK 17 or 11 or 1.8.262 (or later updates on 17.x or 11.x or 1.8.x) 64 bit |
| Access Gateway[3] | AdoptOpenJDK 17 or 11 or 1.8.262 (or later updates on 17.x or 11.x or 1.8.x) 64 bit<br>Oracle JDK 17 or 11 or 1.8.262 (or later updates on 17.x or 11.x or 1.8.x) 64 bit |

**Applicable Support Notes:**

1. Please note that Java Developer Kit (JDK) is required and not just the Java Runtime Environment (JRE) package.
2. Listed JVM build or above on the same series are supported.
3. Policy Server requires AdoptOpen JDK 8 (JRE 8) HotSpot JVM, AdoptOpenJDK 11 (JRE 11) HotSpot JVM or AdoptOpenJDK 17 (JRE 17) HotSpot JVM and Access Gateway requires AdoptOpen JDK 8 (JDK8) HotSpot JVM, AdoptOpenJDK 11 (JDK 11) HotSpot JVM or AdoptOpenJDK 17 (JDK 17) HotSpot JVM

# 3. SiteMinder Optional Components

## 3.1 One View Monitor

One View Monitor component can be deployed on Tomcat 9.x or 8.5.x and can be run on the Operating Systems supported by the Policy Server (noted in section 2.1).

## 3.2 Advanced Password Services (APS)

**APS Policy Server Components:** APS components that run on the SiteMinder Policy Server are supported on the Operating Systems supported by the Policy Server (noted in section 2.1)

**APS Web Agent Components** : Web agent support for APS is listed the Web Agent platform matrices.

**APS Database and Directory:**

| Data Store | Version |
|---|---|
| Symantec Directory | 14.1.x |
| Microsoft Active Directory | 2022<br>2019 |

# 4. Broadcom Security Cross Product Compatibility

## 4.1 Policy Server and Agents Compatibility

SiteMinder Policy Server 12.9 supports previous versions of Agents and Access Gateways (previously called Secure Proxy Server) with the following caveats:

- The 12.9 Policy Server includes changes initially delivered in the 12.6 Policy Server that were made to the design of the Enhanced Session Assurance with DeviceDNA™ feature. That redesigned feature requires and will only work with the 12.6 or higher numbered versions of the Access Gateway. NOTE this restriction only applies to the Session Assurance feature. All other usage patterns (e.g. reverse proxy, federation, Rest interface, session linking) are supported with the 12.8 Policy Server in combination with earlier versions of the Access Gateway.
- Any 6.x versions of Web Agents, Access Gateways (previously called Secure Proxy Server), ERP Agents, ASA Agents, and 5.x versions of ERP Agents that are not beyond their end-of-service date do not support IPv6 or FIPS Mode (and can only connect to 12.9 Policy Server in FIPS Compatibility Mode).
- The 12.9 release provides backward compatibility between the SiteMinder Policy Server and earlier versions of the Web Agent Option Pack (WAOP) back to SiteMinder r12 SP3 CR9. WAOPs prior to r12 SP3 CR9 are not supported with 12.9 Policy Servers

## 4.2 Security Product Compatibility

The following table lists supported integrations between SiteMinder and other Broadcom Products:

| Product | Version | SiteMinder Policy Server Operating System |
|---|---|---|
| Symantec Identity Manager/Suite | 14.5<br><br>It is not recommended to place SiteMinder and Identity Manager on the same system | Windows Server 2022, 2019<br><br>RHEL 9,8 |
| Symantec Advanced Authentication ( Strong Authentication, Risk Authentication) Adapter | 9.1.5 | Windows Server 2022, 2019<br><br>RHEL 9, 8 |
| Symantec PAM | 4.2.x, 4.1.x | Windows Server 2022, 2019<br><br>RHEL 9, 8 |

# 5. Third-Party Product Compatibility

## 5.1 RSA Authentication Manager

The following table lists supported third-party products:

| Product | Version |
|---|---|
| RSA Authentication Manager | 8.7 |

## 5.2 Thales Luna HSM

| Luna Product Name | Luna Appliance Version | HSM Firmware Version | Universal Client |
|---|---|---|---|
| Luna A Series 700, 750, 790 | 7.3 | 7.3.2 | 10.5 |
| Luna S Series 700, 750, 790 | 7.7.1 | 7.7.0 | 10.3 |

# 6. Container-format Tested Environments

In addition to its historical format, starting with SiteMinder 12.8.8 CR01, SiteMinder is offered in a container format. The container format is deployed in a Kubernetes environment and supports an installation process that automatically establishes and updates the policy store schema. These and other differences lead to the specification of the detail listed in this section.

Generally, Broadcom's Kubernetes-based products support all actively supported Kubernetes versions. This includes any Kubernetes-based vendor products. However, each Broadcom product release and/or each Kubernetes/vendor release presents an opportunity for a breaking change. As it becomes known, Broadcom products will publish information if a specific Broadcom product release requires any specific Kubernetes version. Broadcom assumes forward versions of Kubernetes or vendor based Kubernetes products will be compatible, unless otherwise noted by the product in their online support documents.

The specifically tested versions of Kubernetes are noted in the next section.

> Note: The SiteMinder container images can be downloaded from the Broadcom image repository using a token issued by Broadcom. To acquire a unique token for your organization, visit your organizations software entitlements on the Broadcom web site and you will see a Docker Icon that you click on to obtain a token. If you have any problems, please contact Broadcom Support.

## 6.1 Kubernetes – Tested Environments

| Kubernetes Platform | Kubernetes Version | SiteMinder Version/Service Pack |
|---|---|---|
| Amazon Web Services (EKS) | 1.32, 1.31, 1.30 | 12.9 |
| Azure (AKS) | 1.32, 1.31, 1.30 | 12.9 |
| Google (GKE) | 1.32, 1.31, 1.30 | 12.9 |

| Kubernetes Platform | Kubernetes Version | SiteMinder Version/Service Pack |
|---|---|---|
| OpenShift [Managed Cluster] | AWS 4.18.x, 4.17.x | 12.9 |
| | Azure 4.16.x, 4.15.x | 12.9 |
| OpenSource | 1.32, 1.31 | 12.9 |

## 6.2 Stores (User, Policy, Session, Audit)

### 6.2.1 User Store

SiteMinder in container format supports the same user stores (vendors and versions) as are supported by the traditional format, for the same version of SiteMinder. For example, SiteMinder 12.9 in container format will support the exact same user stores as SiteMinder 12.9 in the traditional format (as listed in section 2.3 of this document).

### 6.2.2 Policy Store, Session Store, Audit Store

In container format, the SiteMinder policy object schema is automatically installed during the Helm Install command. As a result, the insertion and update of the schema are executed via code and are supported on specific versions of specific vendors' repositories as seen in this table.

| Store | Version | Policy Store | Session Store | Audit Store |
|---|---|---|---|---|
| Symantec Directory | 14.1.x | YES | YES | |
| Microsoft SQL Server | 2022 | YES | YES | YES |

| Store | Version | Policy Store | Session Store | Audit Store |
|---|---|---|---|---|
| MySQL Community Edition | 8.0 | YES | YES | YES |
| PostgreSQL | RDS 16.8.x | YES | YES | YES |
| | 16.6.x | YES | YES | YES |
| Oracle MySQL Enterprise Edition | 8.4 | YES | YES | YES |
| | RDS 8.4 | YES | YES | YES |
| Oracle RDBMS | 19c | YES | YES | YES |

### 6.2.3 Helm Charts

Using Helm to deploy SiteMinder container images will work with a number of different Helm versions. This table lists the specific versions we have tested with.

| Helm Version | SiteMinder Version/Service Pack |
|---|---|
| 3.10.x and above | 12.9 |

# 7 Support Considerations

## 7.1 IPV6 Support Statement

SiteMinder supports IPv6 with the sole exception of communication to the Advance Password Services component for all communication unless the 3rd party software component that SiteMinder is communicating with does not support IPv6.

## 7.2 Internationalization Support

SiteMinder 12.9 has been internationalized. This means every component of the SiteMinder product family that carries the 12.9 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 been translated.

## 7.3 Reasonable Commercial Effort Statement

Broadcom 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 and with an unsupported Kubernetes version, for the container formatted version of SiteMinder, as follows as follows:

Broadcom Technical Support will accept support incidents (support requests) involving a software platform of a combination of software platforms or a Kubernetes version, for the container formatted version of SiteMinder, that is not officially supported per the then-current 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, a customer 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. Broadcom, 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.

## 7.4 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.

See section 7.5 for the policy on support for Kubernetes versions with the SiteMinder container format.

## 7.5 SiteMinder Container Kubernetes Test Statement

The availability of the container format, as reflected in section 6, requires support of a new platform, Kubernetes. Kubernetes releases (kubernetes.io/releases) occur roughly every 3-4 months. For SiteMinder, we will release updated Policy Server (both the transaction Policy Server and the Administrative Policy Server) and Access Gateway container images. With each image release, we

intend to test with the three most current Kubernetes versions that are supported by the 3rd party cloud platforms (e.g. Google, Amazon, and Azure) at that point in time. For older Kubernetes versions that have not reached EOL on the 3rd party platform, we will provide assistance consistent with our Reasonable Commercial Effort Statement (section 7.3) until they have passed the end of their support period as published by the 3rd party vendors. Cloud Kubernetes service providers (e.g. Google, Amazon, and Azure) indicate they will auto-upgrade clusters to more current, supported Kubernetes versions once the older Kubernetes version passes the EOL dates as published by each cloud Kubernetes service provider.