PRODUCT SUPPORT MATRIX

CA SiteMinder® 12.52 & 12.52 SP01

agility
made possible™

ca technologies

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

(Last Updated Nov 27, 2018. Changes are noted in Green.)

Table of Contents

1   At a Glance

Welcome to CA Technologies 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.

2   SiteMinder Server Components

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

- CA SiteMinder Policy Server
- CA SiteMinder Policy Server SDK
- CA SiteMinder Secure Proxy Server (SPS)
- CA Administrative User Interface

2.1   Operating System for Policy Server & Secure Proxy Server (SPS)

The following table lists CA SiteMinder server components support for Operating Systems [1,2]:

CA SiteMinder Component	Windows Server [3]	Red Hat [4, 7,12]	Solaris
Policy Server [5, 6,9]	2008 R2	6	11 SPARC
	2008	5	10 SPARC
Policy Server SDK [10] 32-bit	2008 R2	6	11 SPARC
	2008	5	10 SPARC

CA SiteMinder Component	Windows Server [3]	Red Hat [4, 7,12]	Solaris
Secure Proxy Server (SPS)[8]	2012, 2012R2 (SP01 CR02)	6	11 SPARC
		5	10 SPARC
	2008 R2		
	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.

2. 32-bit/64-bit Support: SiteMinder 32-bit components 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. CA Single Sign-On authentication scheme (smauthetsso) is supported for Windows, Solaris (SPARC), and Red Hat Linux Policy Servers.

6. 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. The Interface is available on all platforms supported by the Policy Server.

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

8. SiteMinder SPS 12.52 is compliant with WS-Federation Active profile requests. This additional support is provided in an effort to support Single Sign-on between Microsoft client tools and Microsoft backend services such as Office 365. CA already verified the following client tools: Lync, Outlook and the CRM plug-in for Outlook. CA will accept all support incidents (support requests) related to WS-Federation Active profile support and will work to verify support of a requested function even if it is not listed here. If however, CA cannot validate support, CA shall be under no obligation to provide support for functional areas that have not yet been validated by CA. CA, at its sole discretion (and upon notification to customer), may elect to close any such support request once it determines that the problem is related to the use of the software for a functional area not listed here.

9. Support for eGov 2.0 Negative Assertion functionality requires Policy Server and SPS/WAOP upgrade to SiteMinder 12.52 or above.

10. It is recommended to use or upgrade to matching SDK version with policy server release version, in order to achieve all designed functionalities and features.

11. Browser support: SiteMinder supports any browser that supports HTTP 1.x requests, HTTP cookies, and where appropriate SSL/TLS.

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

2.2   Operating System for SiteMinder Administrative User Interface

The following table lists platform combinations supported for running the SiteMinder Administrative User Interface:

Application Server	Version	Windows Server	Red Hat[4]	Solaris
Embedded (Recommended)	N.A.	2008 R2 2008	6 5	11 SPARC 10 SPARC
Red Hat JBoss EAP	5.1.2	2008 R2 2008	6 5	10 SPARC
IBM WebSphere [1,2]	7.0.x	2008 R2 2008	6 5	10 SPARC
Oracle WebLogic [2]	11gR1	2008 R2 2008	6 5	10 SPARC

Applicable Support Notes:

1. For Windows 2008 64 bit and 2008 R2, customers must use at least WebSphere 7.0.3 or later

2. 32-bit/64-bit Support: SiteMinder 32-bit components running on 32-bit or 64-bit Operating Systems are supported.

3. Browser support for the administrative User Interface

      a. Internet Explorer – supported with IE8 or higher, latest being tested is IE11 (supported in "compatibility mode").
      b. Microsoft Edge, tested with SP1 CR02.
      c. Firefox - supported with version 10.0.2 and higher, latest being is 41.0.x
      d. Google Chrome – supported with version 21 or higher, latest being tested is 45.0.x
      e. Safari – supported with Safari version 9.0.1 (SSO WAM UI version 12.52 SP01 CR02 onwards)

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

2.3   Database and Directory Systems

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

Data Store System [1]	Version	Policy Store	Session Store	User Store	Password Services	Admin UI Store	Audit Store
CA Directory Server	12.x	Yes	12 SP7 or later	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			Yes			

Data Store System [1]	Version	Policy Store	Session Store	User Store	Password Services	Admin UI Store	Audit Store
IBM Domino LDAP	8.5	Yes		Yes		Yes	
IBM Tivoli Directory Server	6.4	Yes		Yes	Yes	Yes	
	6.3	Yes		Yes	Yes	Yes	
	6.2	Yes		Yes	Yes	Yes	
IBM DB2 UDB	10.5	Yes	Yes	Yes	Yes		Yes
	10.1	Yes	Yes	Yes	Yes		Yes
	9.7	Yes	Yes	Yes	Yes		Yes
Microsoft Active Directory (AD)[2]	2012	Yes		Yes	Yes	Yes	
	2012 R2	Yes		Yes	Yes	Yes	
Microsoft SQL Server Including cluster [2,3]	2016	SP01 CR7		SP01 CR7			
	2014	SP01 CR02	SP01 CR02	SP01 CR02	SP01 CR02		SP01 CR02
	2012	Yes	Yes	Yes	Yes	Yes	Yes
	2008 R2	Yes	Yes	Yes	Yes	Yes	Yes
	2008	Yes	Yes	Yes	Yes	Yes	Yes
Novell eDirectory	9.0	Yes SP01		Yes SP01	Yes SP01	Yes SP01	
	8.8.x	Yes		Yes	Yes	Yes	

Data Store System [1]	Version	Policy Store	Session Store	User Store	Password Services	Admin UI Store	Audit Store
OpenLDAP	2.4	Yes		Yes	Yes	Yes	
Oracle Directory Server Enterprise Edition [5]	11gR1(11.1.1.x)	Yes		Yes	Yes	Yes	
Oracle Internet Directory	11gR1	Yes		Yes	Yes	Yes	
Oracle MySQL Enterprise Server	5.1 and above	Yes	Yes	Yes	Yes		Yes
Oracle RDBMS[4]	12c	SP1	SP1	SP1	SP1	SP1	SP1
	11gR2	Yes	Yes	Yes	Yes	Yes	Yes
Oracle RAC	11gR2	Yes	Yes	Yes	Yes	Yes	yes
	12C	Yes	Yes	Yes	Yes	Yes	yes
Oracle Unified Directory (OUD)	11gR2	Yes		Yes	SP01CR02	SP01CR02	
Oracle Virtual Directory (OVD)	11gR1	Yes		Yes			
RadiantOne	7.2			Yes			
	7.1			Yes			
Red Hat Directory Server	10.x	SP01 CR04		SP01 CR04	SP01 CR04	SP01 CR04	
	9.x	Yes		Yes	Yes	Yes	

Data Store System [1]	Version	Policy Store	Session Store	User Store	Password Services	Admin UI Store	Audit Store
	8.2	Yes		Yes	Yes	Yes	
	8.1	Yes		Yes	Yes	Yes	
PostgreSQL	9.4	SP01 CR02	SP01 CR02	SP01 CR02	SP01 CR02		SP01 CR02
	9.3	SP1	SP1	SP1	SP1		SP1

Applicable Support Notes:

1. Information on SiteMinder Policy Stores 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. Oracle Directory Server Enterprise Edition 11.1.1.x (validated till 11gR1-Patch Set 2)

2.4 Java Virtual Machine (JVM)

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

CA SiteMinder Component	Java Runtime Environment [1]
SiteMinder Policy Server	Oracle (formerly Sun) 1.7 32-bit Oracle (formerly Sun) 1.6.0_32 32-bit or above

CA SiteMinder Component	Java Runtime Environment [1]
Secure Proxy Server (SPS)	Oracle (formerly Sun) 1.7 32-bit
Policy Server SDK 32-bit	Oracle (formerly Sun) 1.7 32-bit Oracle (formerly Sun) 1.6.0_32 32-bit or above

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. For example, Sun 1.6.0_32 or above on the Sun 1.6.x series only.

3 SiteMinder Optional Components

3.1 SiteMinder Report Server

The following table lists various platform combinations supported for running the 3.3 Report Server:

Operating System	Database Version[1]	Data Connector for Report server (Will always be 32-bit)	Report Database (CMS)	Data Connector for Audit store (Will always be 32-bit)	Audit
Microsoft Windows 2008 32/64 bit	MSSQL 2008/2008 R2/2012	Microsoft ODBC SNAC (Native Client)[2]	MSSQL	Microsoft ODBC SNAC (Native Client)[2]	MSSQL
Microsoft Windows 2008 32/64 bit	Embedded SQL Anywhere (Recommended) (Version will be the one supported by specific CABI version being used)	N.A.	Embedded SQL Anywhere (Recommended)	Oracle Net Client[1]	Oracle
Microsoft Windows 2008 32/64 bit	Embedded SQL Anywhere (Recommended) (Version will be the one supported by specific CABI version being used)	N.A.	Embedded SQL Anywhere (Recommended)	Microsoft ODBC SNAC (Native Client)[2]	MSSQL
Microsoft Windows 2008 32/64 bit	Oracle 11 G	Oracle Net Client[1]	Oracle	Oracle Net Client[1]	Oracle

Red Hat Linux 6 32/64 bit	Embedded SQL Anywhere (Recommended)	N.A.	Embedded SQL Anywhere	Oracle Net Client[1]	Oracle
Red Hat Linux 6 32/64 bit	Oracle 11 G	Oracle Net Client[1]	Oracle	Oracle Net Client[1]	Oracle
Red Hat Linux 5 32/64 bit	Embedded SQL Anywhere (Recommended)	N.A.	Embedded SQL Anywhere	Oracle Net Client[1]	Oracle
Red Hat Linux 5 32/64 bit	Oracle 11 G	Oracle Net Client[1]	Oracle	Oracle Net Client[1]	Oracle
Solaris 10 SPARC	Embedded SQL Anywhere (Recommended)	N.A.	Embedded SQL Anywhere	Oracle Net Client[1]	Oracle
Solaris 10 SPARC	Oracle 11 G	Oracle Net Client[1]	Oracle 11 G	Oracle Net Client[1]	Oracle
Solaris 11 SPARC	Embedded SQL Anywhere (Recommended)	N.A.	Embedded SQL Anywhere	Oracle Net Client[1]	Oracle
Solaris 11 SPARC	Oracle 11 G	Oracle Net Client[1]	Oracle 11 G	Oracle Net Client[1]	Oracle

The following table lists various platform combinations supported for running the 4.1 SP3 Report Server:

Operating System	Database Version[1]	Data Connector for Report server (Will always be 64-bit)	Report Database (CMS)	Data Connector for Audit store (Will always be 64-bit)	Audit
Microsoft Windows 2008 SP2 64 bit	MSSQL 2008 SP2/2008 R2/2012	Microsoft ODBC SNAC (Native Client)[2]	MSSQL	Microsoft ODBC SNAC (Native Client)[2]	MSSQL
Microsoft Windows 2008 SP2 64 bit	Embedded SQL Anywhere (Recommended) (Version will be the one supported by specific CABI version being used)	N.A.	Embedded SQL Anywhere (Recommended)	Oracle Net Client[1]	Oracle
Microsoft Windows 2008 SP2 64 bit	Embedded SQL Anywhere (Recommended) (Version will be the one supported by specific CABI version being used)	N.A.	Embedded SQL Anywhere (Recommended)	Microsoft ODBC SNAC (Native Client)[2]	MSSQL
Microsoft Windows 2008 SP2 64 bit	Oracle 11 G R2	Oracle Net Client[1]	Oracle	Oracle Net Client[1]	Oracle
Red Hat Linux 6 U2 64 bit	Embedded SQL Anywhere (Recommended)	N.A.	Embedded SQL Anywhere	Oracle Net Client[1]	Oracle
Red Hat Linux 6 U2 64 bit	Oracle 11 G R2	Oracle Net Client[1]	Oracle	Oracle Net Client[1]	Oracle

Red Hat Linux 5 U3 64 bit	Embedded SQL Anywhere (Recommended)	N.A.	Embedded SQL Anywhere	Oracle Net Client[1]	Oracle
Red Hat Linux 5 U3 64 bit	Oracle 11 G R2	Oracle Net Client[1]	Oracle	Oracle Net Client[1]	Oracle
Solaris 10 SPARC	Embedded SQL Anywhere (Recommended)	N.A.	Embedded SQL Anywhere	Oracle Net Client[1]	Oracle
Solaris 10 SPARC	Oracle 11 G R2	Oracle Net Client[1]	Oracle 11 G R2	Oracle Net Client[1]	Oracle
Solaris 11 SPARC	Embedded SQL Anywhere (Recommended)	N.A.	Embedded SQL Anywhere	Oracle Net Client[1]	Oracle
Solaris 11 SPARC	Oracle 11 G R2	Oracle Net Client[1]	Oracle 11 G R2	Oracle Net Client[1]	Oracle

Applicable Support Notes:

1. Oracle net client version should be same as per the version of the oracle database.
2. Microsoft ODBC SNAC (Native Client) version should be same as per the database version used.
3. Operating systems for Audit database could be any of the OS mentioned in the table as long as the combination of Report database and audit database is fulfilled as per the table above.
4. 12.52 SP1 installations should use CA Business Intelligence 3.3 SP1.
5. 12.52 SP1 CR4 installations should use CA Business Intelligence 4.1 SP3.

3.2   One View Monitor

One View Monitor component is deployed on New Atlanta ServletExec AS 6.0 across the following Operating Systems and Web Servers:

CA SiteMinder 12.52 Product Support Matrix

Web Server	Version	Windows Server	Red Hat Linux[2]	Solaris
ASF Apache	2.4			11 SPARC
	2.2	2008	6, 5	10 SPARC
	2.0		6, 5	10 SPARC
Microsoft IIS	7.5	2008 R2		
	7.0	2008		
Oracle iPlanet Java	7.0		6, 5	11 SPARC, 10 SPARC
	6.1			10 SPARC

Legacy FSS Administrative User Interface

ca technologies logo

CA SiteMinder 12.52 Product Support Matrix

Web Server	Version	Windows Server	Red Hat Linux	Solaris
ASF Apache	2.2	2008 R2, 2008	6, 5	11 SPARC, 10 SPARC
	2.0		6, 5	11 SPARC, 10 SPARC
Microsoft IIS (classic pipeline mode only)	7.5	2008 R2		
	7.0	2008		
Oracle iPlanet Java	7.0		6, 5	11 SPARC, 10 SPARC
	6.1			11 SPARC, 10 SPARC
IBM Http Server	8.0		6, 5	

Applicable Support Notes:

1. Browser support for Legacy FSS Administrative User Interface
   a. Internet Explorer – supported with IE8 or higher (IE9 is supported in "compatibility mode")
   b. Firefox - supported with version 10.0.2 and higher

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

3.3   Advanced Password Services (APS)

APS Policy Server Components:APS components that run on the SiteMinder Policy Server supports the same operating system platforms as noted above for the SiteMinder Policy Server.

APS Web Agent Components :APS is supported only on IIS, iPlanet & Apache-based webservers (ASF Apache, RedHat Apache & IBM/Oracle Http Servers). For supported versions of these webservers & corresponding operating systems, please refer to SiteMinder web agents in section 4.1 & 4.3 of platform support matrix.

APS Database and Directory:

Data Store	Version
CA Directory	12.x
IBM Tivoli Directory Server	6.3 (certified starting with 12.52 SP1 CR6)
Microsoft Active Directory	2012R2 (SP01 CR02)
Microsoft SQL Server	2012 (SP01 CR02)
	2008, 2008 R2
Oracle RDBMS	11gR2, 12c (SP01 CR02)
Novell eDirectory	8.8.x
Sun Java System Directory Server EE	7.x

Applicable Support Notes:

1. Web servers are 32-bit, except where noted, but are supported on 64-bit Solaris and Red Hat. The bit-level of the Web Agent must match the bit level of the web server.
2. IIS 7.0 support is available only via SiteMinder Agent for IIS, r12.52 and is supported only with IIS application pools with the following settings: Classic Pipeline, Enable 32-bit Applications. Note that Integrated Pipeline and 64-bit Application Pools are not supported with APS.
3. IIS 7.5 support is available only via SiteMinder Agent for IIS, r12.52 and is supported with IIS application pools with the following settings:
   a. Classic Pipeline, 32-bit and 64-bit Application Pools.
   b. Integrated Pipeline, 32-bit and 64-bit Application Pools.

4 Web Agent & Web Agent Option Pack (WAOP)

4.1 Web Agent 64-bit

The following table lists CA SiteMinder Web Agents available on various combinations of Web Servers and Operating Systems [1]:

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	2016 (SP1 CR08) 2012 R2 (SP1 CR02) 2012 (SP1 CR01) 2008 R2 (SP1 CR01)	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]
HP Apache Server 64-bit	2.2.x				11.31 (IA64)	

Web Server	Version	Windows Server 64-bit [2]	Red Hat 64-bit [3,7]	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
	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		7 (SP01 CR08)			
	8.5.x		7 (SP01 CR02) 6 5	11 SPARC 10 SPARC		7.1 6.1

Web Server	Version	Windows Server 64-bit [2]	Red Hat 64-bit [3,7]	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
	8.0.x		6 5 [6]	11 SPARC 10 SPARC		7.1 6.1 [6]
	7.0			10 x86		
Microsoft IIS 64-bit	10	2016 (SP1 CR08)				
	8.5	2012 R2 (SP01 CR02)				
	8.0	2012				
	7.5	2008 R2				
	7.0	2008				
Oracle HTTP Server 64-bit	12c (includes support for 12.x patch sets with Apache 2.2.x & 2.4.x)	2008 R2 [6]	6 [6]	11 SPARC [6]		7.1 (R12.52 SP01 CR04)

Web Server	Version	Windows Server 64-bit [2]	Red Hat 64-bit [3,7]	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
	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		
RedHat Apache 64-bit [5]	2.4.x		7, 6 (SP01 CR02)			
	2.2.x		6 5			
RedHat Jboss Web Server(JWS)	3.1		6, 7 (SP01 CR07)			
	3		7, 6 (SP01 CR02)			

Web Server	Version	Windows Server 64-bit [2]	Red Hat 64-bit [3,7]	Solaris 64-bit	HP UX 64-bit	AIX 64-bit
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)		

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 CA will specify the minimum version supported. Any problems reported will be fixed on the latest version of Apache.
   b. As Apache releases new versions, CA 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 CA Support and CA 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.

4.2 Web Agent Option Pack (WAOP) 64-bit

The following table lists Web Agent Option Packs available on various combinations of Application Servers and Operating Systems [1]. Please note that SiteMinder Secure Proxy Server (SPS) 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	8.5	2012 R2 (SP01 CR05)	7 (SP01 CR08)			
	8.0		6, 7 (SP01 CR02)			

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
	7.0	2008 R2	6			
		2012, 2012 R2 (SP01 CR02)	7 (SP01 CR02)	11 SPARC (SP01 CR02)		
	6.0	2008				
IBM WebSphere 64-bit[5]	8.5.x	2012 2008 R2	<mark>7 (SP01 CR8)</mark> 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)	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	5.1.2	2008 R2 2008	6	11 SPARC 10 SPARC		
	6.x (supported till 6.3)	2008 R2	6	11 SPARC 10 SPARC		
	6.4		7, 6 (SP01 CR02)			
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).
   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.

4.3   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)	

Web Server	Version	Windows Server [3]	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)				

Web Server	Version	Windows Server [3]	Red Hat [4,7]	Solaris	HP UX	AIX
	8.5.x	2008 R2 2008 2012 R2 (SP1 CR4)	7 6 5	11 SPARC		
	8.0.x	2008 R2 2008 2012	6	10 SPARC		7.1
	7.0	2008 R2 2008	6 5	10 SPARC		6.1
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 CA will specify the minimum version supported. Any problems reported will be fixed on the latest version of Apache.
    b. As Apache releases new versions, CA 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 CA Support and CA 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.

4.4   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.

Application Server [6]	Version	Windows Server [3]	Red Hat [4,8]	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		

Application Server [6]	Version	Windows Server [3]	Red Hat [4,8]	Solaris	HP UX	AIX
Red Hat JBoss EAP	5.1.2	2008 R2 2008		10 SPARC		
	6.x (supported till 6.3)	2008	6	11 SPARC 10 SPARC		
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.

7. 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.

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

4.5 Agent SDK

Operating System:

The following table lists supported combinations of platforms for running CA SiteMinder Agent SDK[1]:

CA SiteMinder SDK	Windows Server [3]	Red Hat [4,5]	Solaris	HP UX	AIX
Agent SDK 64-bit	2012 2012 R2 2008 R2	7 (certified starting with SP01 CR05) 6 5	11 SPARC 10 SPARC 10 x86	11.31 (IA64) 11.23 (IA64)	7.1 6.1
Agent SDK 32-bit [2]	2012 2012 R2 2008 R2 2008	6 5	11 SPARC 10 SPARC 10 x86	11.31 (IA64) 11.23 (IA64)	7.1 6.1

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: Window 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:

CA 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

CA SiteMinder Component	Java Runtime Environment [1]
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.

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

The following table lists software combinations supported on mainframe hardware[2]:

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	

	Version	Red Hat Linux for System z [5,6]	Z/OS
	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 CA will specify the minimum version supported. Any problems reported will be fixed on the latest version of Apache.
• As Apache releases new versions, CA 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 CA Support and CA 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.

5   CA Security Cross Product Compatibility

5.1   Policy Server and Agents Compatibility

CA SiteMinder Policy Server 12.52 supports previous versions of Web Agent, Secure Proxy Server (SPS), ERP Agent, ASA Agent, and SAML Affiliate Agent with the following caveats:

- 6.x versions of Web Agent, SPS, ERP Agent, ASA Agent, and SAML Affiliate Agent and 5.x versions of ERP Agent do not support IPv6 or FIPS Mode (can only connect to 12.x Policy Server in FIPS Compatibility Mode).
- Web Agent, SPS, ERP Agent, ASA Agent, and SAML Affiliate Agent versions prior to r12.0 SP3 cannot be installed on the same machine as an r12.0 SP3 or higher Policy Server.
- CA SiteMinder12.52 Policy Server supports Web Agents at a higher CR (cumulative release) number than the Policy Server provided both are the same level Service Pack.
- The version of the Web Agent Option Pack **no longer** must match the Policy Server version, including the Service Pack and CR version.
- CA SiteMinder 12.52 release there is backward compatibility between SiteMinder Policy Server and earlier versions of the Web Agent Option Pack back to SiteMinder r12 SP3 CR9.
- 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).
- If the Web Agent and Web Agent Option Pack are installed on the same machine, they must also be the same version, including the Service Pack and CR version.

5.2   CA SiteMinder Web Services Security Compatibility

As of the release of SiteMinder 12.51 and above, SiteMinder Web Services Security functionality is incorporated in the base SiteMinder Policy Server and SiteMinder Administrative UI. As a result the supported operating systems for the SiteMinder Web Services Security Policy Server are the same as the operating systems listed for SiteMinder Policy Server and the SiteMinder Administrative UI. The supported operating systems for SiteMinder WSS Agents can be found on the platform support matrix for the SiteMinder Web Services

Security product page that can be located from this root page. Locate the matrix on the product page at this link:
https://support.ca.com/irj/portal/anonymous/phpsbpldgpg

5.3   CA Security Product Compatibility

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

Product	Version	CA SiteMinder Policy Server Operating System
CA SiteMinder Federation Standalone (previously CA Federation Manager)	12.52 12.5 12.1 SP3	Windows Server 2008, 2008R2 Solaris SPARC 10,11 Red Hat 5, 6
CA Identity Manager	14.2,14.1, 14.0,12.6, 12.5 The latest Service Pack and Cumulative Release is assumed. It is not recommended to place CA Single Sign-On and CA Identity Manager on the same system	Windows Server 2008, 2008R2 [1] Red Hat 6 [1] Solaris SPARC 10, 11 [1]

Product	Version	CA SiteMinder Policy Server Operating System
CA DataMinder	14.5 14.0	Windows Server 2008, 2008R2 Solaris SPARC 10,11 Red Hat 5, 6
CA Strong Authentication, CA Risk Authentication, AFM	8.1, 8.0.1	Windows Server 2008[1], 2008R2[1], RHEL 6[1], Solaris SPARC 10 [1]
CA AuthMinder (AFM 2.2.9)	7.1	Windows Server 2008, 2008R2, RHEL 6[1], Solaris SPARC 10 [1]
CA RiskMinder (AFM 2.2.9)	3.1	Windows Server 2008, 2008R2, RHEL 6 [1], Solaris SPARC 10 [1]
CA Arcot WebFort (Adapter 2.2.1)	6.2.x	Windows Server 2008, 2008R2
CA Arcot RiskFort (Adapter 2.2.1)	2.2.6 and above	Windows Server 2008, 2008R2

1. Certification added in SiteMinder 12.52 SP1

6   Third-Party Product Compatibility

The following table lists supported third-party products:

Product	Version	CA SiteMinder Policy Server Operating System
RSA Authentication Manager	8.1 [SP1 CR4]	Red Hat 6, Solaris 10
	8.1 [SP1 CR1]	Windows Server 2008 R2
	8.0 7.1	Windows Server 2008 R2, 2008 Solaris SPARC 10 Red Hat 5

Applicable Support Notes:

1.   RSA SecurID On-Demand Authenticator is supported only with RSA Authentication Manager 8.0.

7   Support Considerations

7.1   IPV6 Support Statement

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

7.2   Virtualized Environment Support

SiteMinder follows the general CA Policy for Virtualization noted below:

http://www.ca.com/us/services-support/ca-support/ca-support-online/product-content/recommended-reading/announcements/ca-support-statement-for-virtualization.html

7.3   Internationalization Support

CA 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.

7.4   Reasonable Commercial Effort Statement

CA 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 CA SiteMinder on or with "unsupported" platforms as follows:

CA Technical Support will accept support incidents (support requests) involving a software platform of a combination of software platforms that is not officially supported per the then-current CA published platform support matrices. CA will troubleshoot the issue up to the point that CA 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, CA shall require that the customer reproduce the problem on a fully supported combination of platforms before CA proceeds in troubleshooting the incident.

Linux Reasonable Commercial Effort Statement:

This Support Statement applies to CA SiteMinder that offers documented support for one or more Linux Reference Platforms. CA strives to meet our clients' diverse and ever changing needs. CA 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 CA development, QA, and Support, and is documented as a supported environment in which to run CA SiteMinder. To verify the Linux Reference Platforms supported for CA SiteMinder, review the system requirements section of the respective product documentation, or check with CA 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 CA SiteMinder supported Linux Reference Platforms.

Note: CA does not test every possible configuration of CA 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, CA is establishing the following support protocol for CA 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 CA SiteMinder.
- The client is responsible for having an active maintenance agreement for both their CA SiteMinder and for the Compatible Linux variant.
- While CA 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. CA 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; CA may require extra time to understand, collect data, troubleshoot and possibly reproduce reported issues.
- If CA Support cannot directly identify the root cause as a CA 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. CA, the vendor(s), and the client will work together toward a quick resolution where there business relationship mechanism to do so. CA, Novell, and many other software vendors belong to the Technical Support Alliance Network (http://www.tsanet.org) that may be engaged by either CA or the Compatible Linux variant vendor if and when the need for a third-party arises as long as active maintenance exists for the CA 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 CA may work with.
- Any known issues with running CA SiteMinder on specific Compatible Linux Variants will be noted in the respective product documentation.

7.5 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), CA will no longer provide explicit support / certification for that third-party product or any CA Single Sign-On 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 CA Single Sign-On components. Examples of third-party products are: web server, application server, operating system, directory, database, etc.