

## Summary

Encountered a problem while running XPSDDInstall on a fresh SiteMinder v12.52 cr05 installation. The troubleshooting steps taken are shown below as well as two working solutions.

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```
XPSDDInstall SmMaster.xdd
```

```
[XPSDDInstall - XPS Version 12.52.0105.2113]
```

```
Log output: /opt/ca/siteminder/log/XPSDDInstall.log
```

```
Initializing database, please wait...
```

```
(ERROR) : [sm-xpsxps-07256] getpwuid failed with error code 0.
```

```
(WARN) : [sm-xpsxps-01040] No policy data found
```

```
(ERROR) : [sm-xpsxps-07050] Context user is unknown.
```

```
(FATAL) : [sm-xpsxps-04390] Unable to establish administration context.
```

## Analysis

Strace output shows the library: /usr/lib/libnss\_sss.so.2 attempting to be loaded, however the file doesn't exist (see screen shot below). The client uses a third-party provisioning tool to manage Unix accounts. The accounts reside in their AD server. When you examine /etc/passwd or /etc/group, there will be no trace of the SiteMinder service account (smuser:smgroup).

```
1559 open("/usr/lib/libnss_sss.so.2", O_RDONLY) = -1 ENOENT (No such file or directory)
1560 munmap(0xf74ec000, 56641) = 0
1561 open("/opt/ca/siteminder/resources/xpsxps_en.properties", O_RDONLY|O_LARGEFILE) = 4
1562 brk(0x8cc5000) = 0x8cc5000
1563 read(4, "# strings for xps/code/include/X", 8191) = 8191
1564 read(4, "e \"{}\" of Class \"{}\" during Da", 8191) = 8191
1565 read(4, "ror was encountered while resolv", 8191) = 8191
1566 read(4, "\nsm-xpsxps-02940 = Unable to set", 8191) = 8191
1567 read(4, "110 = Unable to obtain the XPS D", 8191) = 8191
1568 read(4, ": {}.\nsm-xpsxps-05600 = Unable ", 8191) = 8191
1569 read(4, "m-xpsxps-06960 = Required class ", 8191) = 4763
1570 brk(0x8ce7000) = 0x8ce7000
1571 read(4, "", 8191) = 0
1572 close(4) = 0
1573 time(NULL) = 1471539852
1574 time(NULL) = 1471539852
1575 write(3, "[21900/-143672576][Thu Aug 18 20", 141) = 141
1576 write(2, "(", 1) = 1
1577 write(2, "ERROR", 5) = 5
1578 write(2, "): ", 4) = 4
1579 write(2, "[", 1) = 1
1580 write(2, "sm-xpsxps-07256", 15) = 15
1581 write(2, "]", 1) = 1
1582 write(2, " ", 1) = 1
1583 write(2, "getpwuid failed with error code ", 34) = 34
1584 write(2, "\n", 1) = 1
1585 access("/opt/ca/siteminder", M_OK) = 0
```

## Recommendation

Either of the following will solve the problem:

1. Create local accounts on the Unix server (Not PAM or other off-box accounts)
2. Install required packages to support off-box accounts:

Note: The libraries shown below match the PAM tool encountered, which this company uses. The required library may vary for other situations.

- a. sssd-client.x86\_64 (64-bit)
- b. sssd-client.i686 (32-bit)