

CA Single Sign-On (formerly called CA SiteMinder®) Fix Strategy

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Maintenance Delivery & Timeframes

CA Single Sign-On (formerly called CA SiteMinder) provides maintenance using the following delivery methods. The goal of the CA Single Sign-On product team is to ensure delivery of all required fixes in a timely manner using three different types of releases.

- Service Packs (SP)
- Cumulative Releases (CR)
- Pre-GA Fix for Customer Validation (Development Fix)

Service Pack (SP): A set of cumulative fixes for a particular version of the software, and typically contains in addition to fixes, minor new features or minor new functionality. A Service Pack supersedes previously issued fixes and service packs and is tied to the related version.

Cumulative Release (CR): A cumulative release is a delivery mechanism used by GA distributed products to deliver all confirmed fixes for a component(s) since the last GA release, service pack, or prior CR and provides a full product install or upgrade option. The Cumulative release may contain minor new functionality and features deemed low risk. Cumulative releases are included in and superseded by the next cumulative release and service pack.

Pre-GA Fix for Customer Validation (Development Fix): Addresses a specific critical product issue. Development Fixes are released with abbreviated testing and are prototypes for a customer to validate that the fix will address a specific issue. Customers should be aware that, due to the abbreviated testing, a Development Fix could potentially have unintended adverse consequences to the performance or functionality of the software in the customer's test environment. Customers should not apply software Development Fixes directly to production systems without first verifying them in a test environment. Customers should also note that Development Fixes are temporary and they become obsolete when a Service Pack or Cumulative Release for the particular issue is made available, at which point in time Customers will be required to apply the Service Pack or Cumulative Release. (Note: The use of Need it Now fixes (NINs) have been deprecated.)

Our maintenance delivery schedule is forecasted up to the end of calendar year 2016 for releases r12.51 and r12.52.

	2015	2016			
	Q4 2015	Q1	Q2	Q3	Q4
12.51		X			X
12.52 SP1	X		X	X	
12.52 SP2	X		X		

Note: Release dates are subject to change; there are no currently scheduled CRs or SPs for the following components: r12.0, r12.0J, r12.5, Federation Manager 12.5, SharePoint Agent 12.5, Application Server Agent or ERP Agent.

Installation and Maintenance Methodology

The CA Single Sign-On CRs and SPs are provided as a complete installable kit that can be run by itself for a new server or on top of a previous installation. The installer provides both a fresh install and upgrade options. For a Cumulative

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Release this includes a roll-up of all fixes in previous Cumulative Releases back to the most recent Version/Cumulative Release/Service Pack. For a Service Pack this includes a roll-up of all Cumulative Releases published subsequent to the most recent Version/Release/Service Pack.

Future releases will include additional functionality as well as a roll up of any previously delivered Cumulative Release or Service Packs.