

June 1, 2023

Recommended SiteMinder Policy Server Patch to Avoid Crash

Reason for the Notice: The SiteMinder Policy Server will crash under a rare combination of configurations

Versions Where This Could Occur: SiteMinder versions including and later than 12.8.04 (12.8.03 or lower numbered versions are not impacted).

Circumstances Under Which the Crash Occurs:

This crash will occur only if these configurations and steps occur in this specific order. ***If the order of these is changed or if any one of the items noted below is not set/executed, then the crash does not happen.***

Step/Configuration #1: Configure SiteMinder Policy Server to generate Trace Logs (as described here: <https://techdocs.broadcom.com/us/en/symantec-security-software/identity-security/siteminder/12-8/configuring/web-agent-configuration/logging-and-tracing/how-to-set-up-trace-logging.html>)

Step/Configuration #2: Toggle on the Buffered Tracing feature in the SiteMinder Policy Server Management Console Profile tab

Step/Configuration #3: Modify the components or data elements that Trace log is going to collect. This can be done one of two ways, either by directly editing and saving the smtracedefault.txt file or modifying and then applying a change in the SiteMinder Policy Server Management Console UI interface.

As noted above if these three steps are executed in this order then the Policy Server will crash. The time between the executions of these steps is not relevant. As an example if you execute step 1 and 2 on day 1 and then days, months or years later execute step 3, the Policy Server will crash shortly after step 3 is completed.

What You Should Do:

1. Check that the Buffered Tracing configuration is off, or modify the setting so that you toggle the Buffered Tracing setting to off position. Download and install the patch that is available. The patch is titled "SiteMinder Solution for the Policy Server Crash due to Enabled Buffering" and is found here: <https://support.broadcom.com/web/ecx/support-content-notification/-/external/content/release-announcements/CA-Single-Sign-On-Hotfix-Cumulative-Release-Index/6544#BUFFERTRACINGCRASH>.

Explanation: A patch has been created that you can install on the impacted SiteMinder Policy Servers that will keep you from experiencing the crash. However, it may take time to test and deploy the patch in your environment. In the meantime to be sure you will not experience the crash you can toggle the Buffered Tracing setting to off or make sure it is currently set to off. By doing that you will avoid the possibility of a crash. Then proceed to plan and execute the installation of the patch. Once the patch is installed and in place then you are free to use the Buffered Tracing setting.

2. You may choose never to install the patch. That assumes you will never execute the configuration and steps that results in the crash. This is not recommended, but it is a viable option.

The code change delivered in the patch will be part of the standard SiteMinder release starting with the upcoming 12.8.08 service pack.