

Release Notes

RSA Access Manager Web Agent 5.0 SP1



December 17, 2013

Introduction

This document lists what's new and changed in RSA Access Manager Web Agent 5.0 SP1. It includes additional installation information, as well as workarounds for known issues. Read this document before installing the software. This document contains the following sections:

- [What's New In This Release](#)
- [Obsolete Parameters](#)
- [Fixed Issues](#)
- [Known Issues](#)
- [Support and Service](#)

These *Release Notes* may be updated. The most current version can be found on RSA SecurCare Online at <https://knowledge.rsasecurity.com>.

What's New In This Release

This section describes the major changes introduced in this release. For detailed information on each change, refer to the *RSA Access Manager 5.0 SP1 for Web Servers Installation and Configuration Guide*.

Centralized Management of RSA Access Manager Agent Logs. RSA Access Manager Web Agent 5.0 SP1 supports logging of Agent logs to a centralized log server. This feature facilitates distributed Agent deployments across the enterprise to redirect all the Agent logs to a central log server for better troubleshooting, maintenance and archiving.

- **Log server fail-over Capability.** RSA Access Manager Web Agent 5.0 SP1 leverages the fail-over capability of RSA Access Manager Log servers. With this capability, Agent can detect when primary log server becomes inaccessible and switch to the secondary log server.

Support for Syslog server. RSA Access Manager Web Agent 5.0 SP1 supports redirection of Agent logs to local Syslog server for effective management of log files.

Agent log roll-over Capability. RSA Access Manager Web Agent 5.0 SP1 supports sequential numbering and roll-over of rotated log files to overcome limitation of disk space. This capability also allows you to set the maximum number of rotated log files to be present in the log directory.

Microsoft Outlook Web Access (2010) Single Sign-On Support. RSA Access Manager Web Agent 5.0 SP1 supports Windows Single Sign-On (SSO) into Outlook Web Access (OWA) 2010 for IIS 7.0 and 7.5 web servers.

Safari Browser Support. RSA Access Manager Web Agent 5.0 SP1 supports Safari browser across Mac platform.

New Supported Platforms

- IBM HTTP Server (IHS) 8.5 (64-bit)
 - Red Hat Enterprise Linux Edition 6.2 (x86-64 bit)
 - Red Hat Enterprise Linux Edition 6.4 (x86-64 bit)
 - AIX 6.1
- IBM HTTP Server (IHS) 8.5 (32-bit) for Microsoft Windows Server 2008 R2 SP1 Enterprise (x86-64 bit)
- IIS Web Server 8.0 (64-bit) on Microsoft Windows Server 2012 Enterprise (x86-64 bit).

Supported Platforms From Previous Releases

- Apache 2.2.23 Web Server (32-bit)
 - SUSE Linux Enterprise Server 10 and SUSE Linux Enterprise Server 11(x86)
 - Oracle Solaris 10 (SPARC64)
 - Red Hat Enterprise Linux Edition 6.0 (x86)
- Apache 2.2.23 Web Server (64-bit)
 - SUSE Linux Enterprise Server 10 and SUSE Linux Enterprise Server 11 on (x86-64 bit)
 - Oracle Solaris 10 (SPARC64)
 - Red Hat Enterprise Linux Edition 6.0 (x86-64 bit)
 - HP-UX 11i v3 (IA64)
- Apache 2.2.22 Web Server (64-bit) on Microsoft Windows Server 2008 R2 SP1 (x86-64 bit).
- Apache 2.2.22 Web Server (32-bit) on Microsoft Windows Server 2008 R2 SP1(x86-64 bit).
- Apache 2.4.3 Web Server (64-bit)
 - Red Hat Enterprise Linux Edition 6.0 (x86-64 bit)
 - SUSE Linux Enterprise Server 11 (x86-64 bit)
- Oracle Sun Java System Web Server 7.0 Update 8 (64-bit).
 - Oracle Solaris 10 (SPARC64)
 - Red Hat Enterprise Linux 5.5 on (x86-64 bit)
- Oracle Sun Java System Web Server 7.0 Update 8 (32-bit).
 - Oracle Solaris 10 (SPARC64)
 - Red Hat Enterprise Linux 5.5 (x86)
- IBM HTTP Server (IHS) 7.0 (32-bit)
 - Microsoft Windows Server 2008 R2 SP1 Enterprise (x86-64 bit)
 - AIX 6.1
 - Red Hat Enterprise Linux 6.2 on (x86-64 bit)
- IBM HTTP Server (IHS) 8.5 (32-bit) on AIX 6.1
- IIS Web Server 7.0 (64-bit) on Microsoft Windows Server 2008 Enterprise SP2 (x86-64 bit).
- IIS Web Server 7.0 (32-bit) on Microsoft Windows Server 2008 Enterprise SP2 (x86) and (x86-64 bit).
- IIS Web Server 7.5 (64-bit) on Microsoft Windows Server 2008 Enterprise R2 SP1 (x86-64 bit).
- IIS Web Server 7.5 (32-bit) on Microsoft Windows Server 2008 Enterprise R2 SP1 (x86-64 bit).
- IBM Domino Web Server 8.5 (32-bit) on Oracle Solaris 10 (SPARC 64).
- Microsoft Forefront Threat Management Gateway (TMG) 2010 on Microsoft Windows Server 2008 Enterprise R2 SP1 (x86-64 bit).

Supported Browsers

- Mozilla Firefox
- Microsoft Internet Explorer version 8 and 9
- Google Chrome
- Safari 6.0.5

Obsolete Parameters

The Distributed Credential Protection (DCP) authentication type is no longer supported. As a result, the following parameters are obsolete.

- cleartrust.agent.login_form_location_dcp
 - cleartrust.agent.login_error_user_location_dcp
 - cleartrust.agent.login_error_pw_location_dcp
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Fixed Issues

This section lists the issues that have been fixed in this release along with the following items:

- [Fixed Issues in Web Agent 5.0 SP1 Release](#)
- [Hotfixes Rolled up in Web Agent 5.0 SP1 Release](#)
- [Enhancements for Web Agent 5.0 SP1 Release](#)

Fixed Issues in Web Agent 5.0 SP1 Release

Tracking Number	Description
CTAG-4587	Input fields like password allows auto complete in Agent logon pages.
CTAG-4590	Version update required when initiating Agent 5.0 for IIS 7.0 web server.

Hotfixes Rolled up in Web Agent 5.0 SP1 Release

Bug Number	HotFix Number	Description
CTAG-4516	4.8.0.55	IIS Agent checks the resource status twice.
CTAG-3983	4.9.3.04	w3wp.exe gives error while cleartrust.agent.populate_logonuser_with_iis_user parameter is set to False condition.
CTAG-4541	4.9.3.06	Agent crashes when the length of certain http headers exceeds 4096 characters.
CTAG-4685	4.9.3.10	Agent crashes when an user submits the challenge page with no question answered from the browser where javascript is disabled.
CTAG-4697	4.9.3.11	When ISSO is configured, IIS 7 Agent loops continuously creating large query string.
CTAG-4512	4.9.1.16	Access Manager Integration with SharePoint 2010 does not serve excluded content
CTAG-4533	4.9.1.17	The cleartrust.agent.iis.msapp_anonymous_resource_list parameter fails to handle the URLs containing space
CTAG-4552	4.9.1.19	ACTSESSION cookie does not retain escaped characters in Agent 5.0 for IIS 7 server.
CTAG-4555	5.0.0.01	ACTSESSION cookie does not retain escaped characters in Agent 5.0 for IIS 7 server.
CTAG-4620	5.0.0.02	Agent crashes in DEBUG mode when the parameter cleartrust.agent.httponly is set to TRUE condition.

Bug Number	HotFix Number	Description
CTAG-4639	5.0.0.03	IIS Agent crashes in DEBUG mode when the cleartrust.agent.httponly parameter is set to TRUE condition.

Enhancements for Web Agent 5.0 SP1 Release

Enhancements	Description
CTAG-3838	Require Agent logover enhancements like sequential numbering of rotated log files.
CTAG-3872	Ability to redirect Agent logging into local Syslog server.
CTAG-4511	Ability to redirect Agent logs to configurable levels for Access Manager log server.
CTAG-4561	Require Agent log server failover capabiliy.

Known Issues

This section describes issues that remain unresolved in this release. Wherever a workaround or fix is available, it has been noted or referenced in detail. For many of the workarounds in this section, you must have administrative privileges. If you do not have the required privileges, contact your administrator.

Cookie Cache does not differentiate between authorization server pools.

Tracking Number: CTAG-1734

Problem: The RSA Access Manager agent maintains a single cache for user tokens, and does not differentiate between Authorization Server connection pools.

Workaround: If the Authorization Server pools for web server virtual hosts are configured to point to different RSA Access Manager Authorization Servers, you must assign a unique cleartrust.agent.cookie_name to each group of virtual hosts, so that cached credentials are maintained locally for each server. Note that Single Sign On (SSO) does not work in this configuration.

Lock rule does not work as intended when RSA Access Manager agent for Apache web server on UNIX is configured with Rules.xml

Tracking Number: CTAG-2096

Problem: When RSA Access Manager Agent for Apache web server on UNIX platform is configured with Rules.xml, the IP lock rule does not work as expected.

Workaround: None.

Post-form is posting with empty data, even after successful NTLM authentication.

Tracking Number: CTAG-2734

Problem: After a successful Windows NT LAN Manager (NTLM) authentication using Microsoft Internet Explorer 6.0 or later versions, posting data to the web server fails. When a user tries to post data to the web server after successful NTLM authentication, Internet Explorer requires the user to submit the domain credentials again and post data is lost in the process.

Workaround: Microsoft has confirmed this to be a problem with Microsoft Internet Explorer 6.0 and later versions, and has provided a workaround. For more information about the workaround, see this [Microsoft article](#).

When ctagent.log file is Deleted, it does not Allow Restart Without Changes.

Tracking Number: CTAG-1703

Problem: In Windows 2008, deleting the "logs" folder to remove all log files results in the IIS Agent not restarting successfully. The agent does not log any information or error.

Workaround: In Windows 2008, the IIS Agent installer creates the empty Logs folder with Write and Modify permissions to all Users of that machine. This allows the IIS agent to log information in any file under Logs folder. To avoid this problem:

- You must only delete ct_agent.log file.
- If you delete the "logs" folder, grant write and modify permissions to <machine>/USERS along with read and other default permissions

When the Access Manager session times out, saving an edited document fails.

Tracking Number: CTAG-3569

Problem: When the Access Manager session times out and if update polling intervals and opening document management pane at startup is not enabled in the Microsoft Office client, saving an edited document fails.

Workaround: You must save the document locally and then upload it to the SharePoint site.

French Characters not getting displayed correctly for RSA Access Manager Agent JSP Pages deployed on Tomcat 7 or WAS 7

Tracking Number: CTAG-3896

Problem: For RSA Access Manager Agent JSP pages deployed on Tomcat 7 or WAS 7, user's enrolled information is getting displayed in "ISO-8859-1" encoding instead of "UTF-8" encoding format. As a result, the french characters are displayed incorrectly during user challenge or editing the enrollment data.

Workaround: None.

Special Symbols get displayed on Licence Agreement when Agent is installed in Console Mode.

Tracking Number: CTAG-4439

Problem: When you read through the license agreement in the installers, you will find some special symbols.

Workaround: None.

Support and Service

RSA SecurCare Online	https://knowledge.rsasecurity.com
Customer Support Information	www.rsa.com/support
RSA Secured Partner Solutions Directory	https://gallery.emc.com/community/marketplace/rsa?view=overview

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