

RSA Access Manager Web Agent 5.0 SP4 Release Notes

This document summarizes the features of RSA Access Manager Web Agent 5.0 SP4 (Access Manager Web Agent). It outlines the new features, platform information, and resolved and known issues.

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New Features

There are no new features in this release of Access Manager Web Agent.

Changes

This release of Access Manager Web Agent is designed to include the following changes:

- Support for RSA BSAFE[®] Micro Edition Suite 4.1.5 (MES)
- Support for RSA Adaptive Authentication 7.2 and 7.3 (Adaptive Authentication)
- Updated platform support:
 - Apache[™] HTTP Server 2.4.16 (64-bit)
 - Microsoft[®] Windows[®] Server 2012 R2 Standard (x86_64)
 - Novell[®] SUSE[®] Linux Enterprise Server 12 SP1 (x86_64).
 - Apache HTTP Server 2.2.31 (64-bit)
 - Novell SUSE Linux Enterprise Server 12 SP1 (x86_64).
 - IBM HTTP Server 7.0 (32-bit)
 - Red Hat[®] Enterprise Linux 7.1 (x86_64).
 - Oracle[®] iPlanet[®] Web Server 7.0 Update 15(64-bit)
 - Red Hat Enterprise Linux 7.1 (x86_64).

Supported Components

This section lists the versions of the components this release of Access Manager Web Agent is designed to support. For installation and configuration information for these components, see the *RSA Access Manager Web Agent Installation and Configuration Guide*.

Supported Operating Environments

This release of Access Manager Web Agent is designed to support the following operating environments:

- Apache HTTP Server 2.4.16 (64-bit)
 - Red Hat Enterprise Linux 7.1 (x86_64)
 - Red Hat Enterprise Linux 6.6 (x86_64)
 - Novell SUSE Linux Enterprise Server 11 (x86_64).
- Apache HTTP Server 2.2.31 (32-bit)
 - Microsoft Windows Server 2012 R2 Standard (x86_64)
 - Microsoft Windows Server 2008 R2 Enterprise SP1 (x86_64)
 - Novell SUSE Linux Enterprise Server 11 (x86)
 - Novell SUSE Linux Enterprise Server 10 (x86)
 - Oracle Solaris® 11.2 (SPARC64™)
 - Oracle Solaris 10 (SPARC64)
 - Red Hat Enterprise Linux 6.6 (x86).
- Apache HTTP Server 2.2.31 (64-bit)
 - HP-UX 11i v3 (IA64)
 - Microsoft Windows Server 2012 R2 Standard (x86_64)
 - Microsoft Windows Server 2008 R2 Enterprise SP1 (x86_64)
 - Novell SUSE Linux Enterprise Server 11 (x86_64)
 - Novell SUSE Linux Enterprise Server 10 (x86_64)
 - Oracle Solaris 11.2 (SPARC64)
 - Oracle Solaris 10 (SPARC64)
 - Red Hat Enterprise Linux 7.1 (x86_64)
 - Red Hat Enterprise Linux 6.6 (x86_64).

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- IBM Domino[®] Web Server 8.5 (32-bit)
 - Oracle Solaris 10 (SPARC64).
- IBM HTTP Server 8.5 (64-bit)
 - AIX[®] 7.1 (PowerPC)
 - AIX 6.1 (PowerPC)
 - Red Hat Enterprise Linux 7.1 (x86_64)
 - Red Hat Enterprise Linux 6.6 (x86_64).
- IBM HTTP Server 8.5 (32-bit)
 - AIX 6.1 (PowerPC)
 - Microsoft Windows Server 2012 R2 Standard(x86_64)
 - Microsoft Windows Server 2008 R2 Enterprise SP1 (x86_64).
- IBM HTTP Server 7.0 (32-bit)
 - AIX 6.1 (PowerPC)
 - Microsoft Windows Server 2008 R2 Enterprise SP1 (x86_64)
 - Red Hat Enterprise Linux 6.6 (x86_64).
- Microsoft Internet Information Services (IIS) 8.5 (32-bit)
 - Windows Server 2012 R2 Standard (x86_64).
- Microsoft IIS 8.5 (64-bit)
 - Windows Server 2012 R2 Standard (x86_64).
- Microsoft IIS 8.0 (64-bit)
 - Windows Server 2012 Standard (x86_64).
- Microsoft IIS 7.5 (32-bit)
 - Windows Server 2008 R2 Enterprise SP1 (x86_64).
- Microsoft IIS 7.5 (64-bit)
 - Windows Server 2008 R2 Enterprise SP1 (x86_64).
- Microsoft IIS 7.0 (32-bit)
 - Windows Server 2008 Enterprise SP2 (x86)
 - Windows Server 2008 Enterprise SP2 (x86_64).
- Microsoft IIS 7.0 (64-bit)
 - Windows Server 2008 Enterprise SP2 (x86_64).
- Microsoft Forefront[®] Threat Management Gateway 2010 (64-bit)
 - Windows Server 2008 R2 Enterprise SP1 (x86_64).

- Oracle iPlanet[®] Web Server 7.0 Update 15 (32-bit)
 - Solaris 11.2 (SPARC64)
 - Solaris 10 (SPARC64)
 - Red Hat Enterprise Linux 6.6 (x86).
- Oracle iPlanet Web Server 7.0 Update 15 (64-bit)
 - Solaris 10 (SPARC64)
 - Solaris 11.2 (SPARC64)
 - Red Hat Enterprise Linux 6.6 (x86_64).

Note: Unless mentioned otherwise, 32-bit support means that all the 32-bit Access Manager Web Agents are supported on 32-bit web servers installed on 32-bit operating systems. On Solaris, installation of both 32-bit and 64-bit web servers are supported.

Discontinued Platforms

In this release, there are no discontinued platforms.

For subsequent releases of Access Manager Web Agent going forward, where a vendor discontinues mainstream support for an operating system and platform combination, RSA discontinues support from the same date.

Supported Access Manager Servers

This release of Access Manager Web Agent is designed to support the following Access Manager Server releases:

- Access Manager Server 6.2 SP4
- Access Manager Server 6.2 SP3
- Access Manager Server 6.2 SP2
- Access Manager Server 6.2 SP1 (Hotfix 6.2.1.05 and above)
- Access Manager Server 6.2 (Hotfix 6.2.0.17 and above).

Note: RSA recommends that you upgrade the Access Manager Server to the latest released hotfix of the applicable version.

Supported Browsers

This release of Access Manager Web Agent is designed to support the following browsers:

- Apple® Safari® 6.0.5
- Google® Chrome® latest version
- Microsoft Internet Explorer® 11
- Mozilla® Firefox® latest version
- Mobile browsers:
 - Apple Safari browser on iOS 8.x and 9.x
 - Google Chrome on Android® 5.x and 6.x.

Discontinued Support

In this release, support is discontinued for Microsoft Internet Explorer 8, 9 and 10.

For subsequent releases of Access Manager Web Agent going forward, where a vendor discontinues mainstream support for a browser, RSA discontinues support from the same date.

Deprecated Components

In this release of Access Manager Web Agent, the following configuration parameters are deprecated:

- `cleartrust.agent.keyserver_list`
- `cleartrust.agent.key_client_name`
- `cleartrust.agent.key_client_secret`

To support ISSO, set the following to `True`:

```
cleartrust.agent.issso.handle_slave_auth_at_asever
```

Enhancements and Resolved Issues

The following tables list the enhancements and resolved issues in previous releases of Access Manager Web Agent, ported to this release:

Table 1 Enhancements and Resolved Issues in release 5.0.2.07

ID	Description
CTAG-5144	Access Manager Agent in Mode2 changes ACTSESSION cookie from original URL requested to the URL specified in login_home_location When Adaptive Authentication is enabled.

Table 2 Enhancements and Resolved Issues in release 5.0.2.06

ID	Description
CTAG-5139	Deny access to the user if there is a UPN mismatch.

Table 3 Enhancements and Resolved Issues in release 5.0.1.11

ID	Description
CTAG-5083	Move debug data (- ctrl_fd: 14 watch_fd 16) to massive level.

Table 4 Enhancements and Resolved Issues in release 5.0.0.09

ID	Description
CTAG-5069	Move debug data (- ctrl_fd: 14 watch_fd 16) to massive level.

Known Issues

The following table lists the known issues in this release of Access Manager Web Agent:

Table 5 Known Issues

ID	Description
CTAG-4439	Special Symbols are displayed on the Licence Agreement when the Access Manager Web Agent is installed in Console Mode. Workaround: None.
CTAG-3896	For JSP pages deployed on Apache Tomcat 7 or WAS 7, user's enrolled information is 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.
CTAG-3569	Saving an edited document fails when the Access Manager session times out, if the update polling intervals and opening document management pane at startup are not enabled in the Microsoft Office client. Workaround: Save the document locally and then upload it to the SharePoint site.
CTAG-2734	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. 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 Microsoft article at https://support.microsoft.com/en-us/kb/251404 .
CTAG-2096	When Access Manager Web Agent for Apache web server on UNIX platform is configured with <i>Rules.xml</i> , the IP lock rule does not work as expected.
CTAG-1734	The Access Manager Web 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 Authorization Servers, you must assign a unique <code>cleartrust.agent.cookie_name</code> to each group of virtual hosts, so that cached credentials are maintained locally for each server. Note that SSO does not work in this configuration.
CTAG-1703	In Windows 2008, the IIS Access Manager Web Agent installer creates an empty <code>logs</code> folder with Write and Modify permissions to all users of that machine, so information is logged in any file under the <code>logs</code> folder. Deleting the <code>logs</code> folder results in the IIS Access Manager Web Agent not restarting successfully, and no information or errors are logged. Workaround: Delete only the <code>ct_agent.log</code> file. <ul style="list-style-type: none"> • If you delete the <code>logs</code> folder, grant write and modify permissions to <code><machine>/USERS</code> along with read and other default permissions.

Documentation

The Access Manager Web Agent documentation suite includes:

- This document, the *RSA Access Manager Web Agent Release Notes*, in Portable Document Format (PDF), with the latest information on Access Manager Web Agent.
- The *RSA Access Manager Web Agent Installation and Configuration Guide*, in PDF, with instructions on how to install and configure Access Manager Web Agent.
- The *RSA Access Manager Web Agent Web Agent Extension API Guide* in PDF, which summarizes the features of the WAX API and details how to create and use a WAX Program.

RSA Customer Support

Access these locations for help with your RSA product:

- [RSA SecurCare Online](#)

RSA SecurCare Online offers a knowledge base that contains answers to common questions and solutions to known problems. It also offers information on new releases, important technical news, and software downloads.

- [RSA Customer Support](#)

The RSA Customer Support site contains information on RSA support programs plus an extensive Content Library of product-related documents such as datasheets, guides and whitepapers.

- [RSA Ready](#)

RSA Ready is a platform for customers, partners, and RSA enthusiasts to learn about products certified to interoperate with RSA products including access to integration guides.

Before You Call Customer Support

Make sure you have direct access to the computer running your RSA product software.

Please have the following information available:

- Your RSA Customer Serial Number.
- The software version number of your RSA product.
- The make and model of the machine on which the problem occurs.
- The name and version of the operating system under which the problem occurs.