

One Identity Safeguard 2.1.1.5849

Hotfix Release Notes

February 2018

This hotfix includes the changes listed in the following sections. One Identity may generate additional hotfixes for future releases of the product.

About this hotfix

This hotfix addresses issues found when performing backups, restoring a quarantined appliance, using the web client for session access requests, and an intermittent password change failure on Mac OS X. The minimum version required for installing this hotfix is 2.0.1.5037.

Resolved issues

The following is a list of issues resolved in this hotfix.

Table 1: Resolved issues

Resolved issue	Issue ID
Fixed issue where the response time was slowing down and the user interface was timing out when retrieving large backup files.	723702
Fixed issues where you could not download a backup file larger than 2GB.	723710 752389

Resolved issue	Issue ID
Fixed issues where replica appliance goes into quarantine when adding it to a cluster.	724306 746485 754164
Fixed issues where after quarantine, the appliance fails to go back online as part of restart or factory reset operations.	734083 745998
Fixed a memory leak.	740776
The NTP server is now updated on all replica appliances in the cluster after performing a fail over.	746484
Improved robustness and failure recovery of internal database.	747026
Improved error handling when the appliance is started.	747436
Fixed issue where backups were not completing when a power loss of an appliance occurred during the backup process.	747442
Web Client: Fixed issue where the downloading operation for an RDP session file did not complete.	747444
Web Client: Control now returns back to home page after requesting an RDP session using a linked account or directory account.	748265
Fixed issue where password change fails intermittently on Mac OS X.	749915
Web Client: Fixed issue where you could not create a session access request using a linked account.	752225
Fixed issue where changing the IP address of the primary appliance caused the appliance to go into quarantine.	752367

Applicability of this hotfix

Table 2: Products affected by this hotfix

Product name	Version
One Identity Safeguard	2.0.1.5037
One Identity Safeguard	2.1.0.5687

Installing this hotfix

It is the responsibility of the Appliance Administrator to upgrade One Identity Safeguard by installing an update file (patch).

- ❶ **NOTE: Minimum patch version:** 2.0.1.5037. If you are running an earlier version of the Safeguard appliance, you must upgrade to this version before applying this patch.
- ❶ **NOTE: Clustered environment:** If patching Safeguard appliances running version 2.1.0.5687, see the *Patching cluster members* section in the *One Identity Safeguard 2.1 Administration Guide* for instructions on how to deploy a patch so all appliances in the cluster are on the same version. However, if patching Safeguard appliances running 2.0.1.5037, see the *Patching cluster members* section in the *One Identity Safeguard 2.0 Administration Guide*.
- ❶ **IMPORTANT:** Always back up your appliance before you install an update file. Once you install an update file, you cannot uninstall it. For more information, see the *One Identity Safeguard Administration Guide*.

Download the latest update from the One Identity Support Portal:
<https://support.oneidentity.com/one-identity-safeguard/>.

To install the software patch

1. As an Appliance Administrator, log into the Safeguard desktop client.
2. From the **Home** page, select **Administrative Tools**.
3. Select **Settings | Appliance | Updates**.
The current appliance and client versions are displayed.
4. Click **Upload a File** and browse to select the update file you downloaded from the One Identity support web site.
 - ❶ **NOTE:** When you select a file, Safeguard uploads it to the server, but does not install it.
5. Once the file has successfully uploaded, click **Install Now**.

Verifying successful installation

You can verify that the correct version has been successfully installed from the Safeguard desktop client or the LCD on the Safeguard 2000 appliance.

To verify the uploaded patch was installed

1. Log into the Safeguard desktop client as an Operations Administrator or an Appliance Administrator.
2. Select **⌘ Administrative Tools**.
3. Select **Settings | Appliance | Appliance Information**.
4. Verify the correct appliance version is displayed in the appliance properties pane.

In addition, when the appliance is running, the LCD home screen on the front panel of the appliance displays **Safeguard <version number>**. Therefore, you can verify the correct appliance version is running from there as well.

Removing this hotfix

Once you install an update file, you cannot uninstall it.

Product licensing

The One Identity Safeguard 2000 Appliance ships with the following modules, each requiring a valid license to enable functionality:

- One Identity Safeguard for Privileged Passwords
- One Identity Safeguard for Privileged Sessions

1 | **NOTE:** When installing a software patch, if these modules were previously licensed, you do NOT need to provide new licenses for this hotfix.

To add a Safeguard module license

The first time you log into the Safeguard desktop client as the Appliance Administrator, it prompts you to add a license. In addition, you can add additional Safeguard module licenses from the **Administrative Tools | Settings** view.

1. In **Settings**, select **Licensing | Licensing Modules**.
2. Click (or tap) **+ Add License**.

3. **Browse** to select the license file.

Once you add a license, Safeguard displays the current license information and additional links that allow you to update the license or view the license history for a module.

4. To add another module license, click (or tap) **Add Another License** from the Success dialog.

i **NOTE:** To avoid disruptions in the use of Safeguard, the Appliance Administrator must configure the SMTP server, and define email templates for the *License Expired* and the *License Expiring Soon* event types. This ensures you will be notified of an approaching expiration date.

More resources

Additional information is available from the following:

- Online product documentation: <https://support.oneidentity.com/one-identity-safeguard/technical-documents>
- One Identity Community: <https://www.quest.com/community/products/one-identity/>

About us

Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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Legend

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-  **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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