



## One Identity Safeguard for Privileged Sessions 5.7

### Upgrade Guide

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### Legend

-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **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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## Preface

Welcome to One Identity Safeguard for Privileged Sessions (SPS) version 5 F7 and thank you for choosing our product. This document describes the upgrade process from existing SPS installations to SPS 5 F7. The main goal of this paper is to help system administrators in planning the migration to the new version of SPS.

**⚠ CAUTION:**

**Read the entire document thoroughly before starting the upgrade.**

This document covers the One Identity Safeguard for Privileged Sessions 5 F7 product.

## Versions and releases of SPS

As of June 2011, the following release policy applies to One Identity Safeguard for Privileged Sessions:

- *Long Term Supported or LTS releases* (for example, SPS 4 LTS) are supported for 3 years after their original publication date and for 1 year after the next LTS release is published (whichever date is later). The second digit of the revisions of such releases is 0 (for example, SPS 4.0.1). Maintenance releases to LTS releases contain only bugfixes and security updates.
- *Feature releases* (for example, SPS 4 F1) are supported for 6 months after their original publication date and for 2 months after a succeeding Feature or LTS release is published (whichever date is later). Feature releases contain enhancements and new features, presumably 1-3 new features per release. Only the last feature release is supported (for example, when a new feature release comes out, the last one becomes unsupported in 2 months).

For a full description of stable and feature releases, open the [SPS product page on the Support Portal](#) and navigate to **Product Life Cycle & Policies > Product Support Policies > Software Product Support Lifecycle Policy**.

**⚠ CAUTION:**

**Downgrading from a feature release is not supported. If you upgrade from an LTS release (for example, 4.0) to a feature release (4.1), you have to keep upgrading with each new feature release until the next LTS version (in this case, 5.0) is published.**

## Prerequisites for upgrading SPS

This section describes the requirements and steps to perform before starting the SPS upgrade process.

- You must have a valid software subscription to be able to download the new version of SPS, and also the new license file.
- You will need a [support portal](#) account to download the required ISO image. Note that the registration is not automatic, and might take up to two working days to be processed.
- Back up your configuration and your data.

For more information on creating configuration and data backups, see "[Data and configuration backups](#)" in the *Administration Guide*.

- Export your configuration.  
For more information, see "[Exporting the configuration of SPS](#)" in the *Administration Guide*.
- Verify that SPS is in good condition (no issues are displayed on the System Monitor).
- Optional: If you have core dump files that are necessary for debugging, download them from **Basic Settings > Troubleshooting > Core files**. These files are removed during the upgrade process.

If you have a high availability cluster:

- Verify that you have IPMI access to the slave node. You can find detailed information on using the IPMI interface in the following documents:

For SPS T4 and T10, see the [X9 SMT IPMI User's Guide](#). For SPS T1, see the [SMT IPMI User's Guide](#).

- On the **Basic Settings > High Availability** page, verify that the HA status is not degraded.

If you are upgrading SPS in a virtual environment:

- Create a snapshot of the virtual machine before starting the upgrade process.
- Configure and enable console redirection (if the virtual environment allows it).

## Notes and warnings about the upgrade

The following is a list of important notes and warnings about the upgrade process and changes in SPS 5 F7.

### ⚠ CAUTION:

As part of the upgrade, SPS upgrades its session database. Depending on the size of the session database, this process can take several days to finish. You can check the status of the upgrade process in the System Monitor.

During this upgrade, the session database used when searching on the REST API and the new Search interface is incomplete, and older sessions might not appear in the search results. The classic search is unaffected.

If there are any errors during the upgrade, [contact our Support Team](#).

### ⚠ CAUTION:

SPS 5 F4 and later versions use a new encryption algorithm to encrypt the recorded audit trails (AES128-GCM). This change has the following effects:

- If you are using external indexers to index your audit trails, you must upgrade them to the latest version. Earlier versions will not be able to index encrypted audit trails recorded with SPS 5 F4 and later.
- To replay an encrypted audit trail recorded with SPS 5 F4 or later, you can use the latest version of the Safeguard Desktop Player application, or the browser-based player of SPS. You cannot replay such audit trails using earlier versions of Safeguard Desktop Player, nor any version of the Audit Player application.

### ⚠ CAUTION:

It is no longer possible to search for screen contents indexed by the old Audit Player on the new search UI and the REST interface. Searching in session metadata (such as IP addresses and usernames) and in extracted events (such as executed commands and window titles that appeared on the screen) remains possible.

As the old Audit Player was replaced and deprecated as an indexing tool during the 4.x versions, this should only affect very old sessions. Sessions that were processed by the new indexing service will work perfectly. If you wish to do screen content searches in historical sessions, [contact our Support Team](#).

## Upgrading from SPS 5.0.0 or later:

### CAUTION:

Physical SPS appliances based on Pyramid hardware are not supported in 5 F1 and later feature releases. Do not upgrade to 5 F1 or later on a Pyramid-based hardware. The last supported release for this hardware is 5 LTS, which is a long-term supported release.

If you have purchased SPS before August, 2014 and have not received a replacement hardware since then, you have Pyramid hardware, so do not upgrade to SPS 5 F1 or later. If you have purchased SPS after August 2014, you can upgrade to 5 F1.

If you do not know the type of your hardware or when it was purchased, complete the following steps:

1. Login to SPS.
2. Navigate to Basic Settings > Troubleshooting > Create debug bundle for support ticket, click Create and save debug bundle from current system state, and save the file.
3. Open a ticket at <https://support.oneidentity.com/create-service-request/>.
4. Upload the file you downloaded from SPS in Step 1.
5. We will check the type of your hardware and notify you.

## Upgrade path to SPS 5 F7

Upgrading to SPS 5 F7 is tested and supported using the following upgrade path:

- *The latest SPS 5 LTS maintenance version (for example, 5.0.x) -> SPS 5 F7*  
Always upgrade to the latest available maintenance version of SPS 5 LTS before upgrading to SPS 5 F7.
- *The latest maintenance versions of the previous three feature releases (in this case, SPS 5 F4 or later) -> SPS 5 F7*  
Always upgrade to the latest available maintenance version of the feature release before upgrading to SPS 5 F7.

From older releases, upgrade to 5 LTS first. For details, see [How to upgrade to One Identity Safeguard for Privileged Sessions 5 LTS](#).



## Upgrading to SPS 5 F7

### Purpose:

If you want to upgrade a SPS cluster, see . To upgrade a standalone SPS node to version 5 F7, complete the following steps.

### Prerequisites:

Read the following warnings before starting the upgrade process.

#### ⚠ CAUTION:

- **After performing the upgrade, it is not possible to downgrade to the earlier version. Upgrading to SPS 5 F7 is an irreversible process.**
- **It is recommended to test the upgrade process first in VMware. To do this, download a VMware image of the latest SPS version, import the configuration of your SPS into this VMware version, and perform the upgrade. If everything is working, perform the upgrade on the production system.**

### Steps:

Complete the prerequisites described in and upgrade SPS to the latest revision of the current version.

Login to your [support portal](#).

Download the SPS 5 F7 firmware files from the [Downloads page](#).

Upload the latest 5 F7 firmware files to your SPS. For details, see [Upgrading SPS](#) in *The One Identity Safeguard for Privileged Sessions 5 LTS Administrator Guide*.

Click **Test** for the new firmware to check if your configuration can be upgraded to version 5 F7. If the test returns any errors, correct them before continuing the upgrade process. If you encounter any problems, [contact our Support Team](#).

Select **After reboot**.

#### ⚠ CAUTION:

**Proceed only if the upgrade test is successful.**

Activate the firmware.

*Recommended step.* To help troubleshoot potential issues following the upgrade, collect and save system information (create a debug bundle) now.

Navigate to **Basic Settings > Troubleshooting > Create debug bundle for support ticket** and choose **Create and save debug bundle from current system state**.

**⚠ CAUTION:**

**Do NOT click Reboot cluster during the upgrade process unless explicitly instructed.**

Navigate to **Basic Settings > System > System Control > This node > Reboot** to reboot the machine. SPS will start with the new firmware and upgrade its configuration, database, and other system components. During the upgrade process, SPS displays status information and other data on the local console and on the web interface of SPS, at any of the **Listening addresses** configured at **Basic settings > Local Services > Web login (admin and user)**.

**ℹ NOTE:**

If you are upgrading to version 5 F7 from version 5.0.x, status information is displayed on the web interface only after the first boot to version 5 F7. So during the upgrade to version 5 F7, you will not be able to see any upgrade logs on the web interface.

**⚠ CAUTION:**

**If the connection database is large and contains information about several thousands of sessions, the upgrade process can take about 15-20 minutes or more, depending on the actual hardware.**

**CAUTION:**

After the reboot in 5 F7, SPS will start importing large amounts of data from metadb. This process can take about 30-40 minutes or more. During the import process, the REST base search might not function properly, since the data to search in might still be incomplete.

To make sure that the import process has finished, check the logs.

Navigate to **Basic Settings > Troubleshooting > View log files**. Select **syslog** as **Logtype**, the day of the upgrade process as **Day** and enter **Run metadb\_importer.py** in the **Show only messages containing** field. Click **View**.

If the import process has finished, the following line is displayed:

```
systemd[1]: Started Run metadb_importer.py to import data from metadb to elasticsearch if necessary...
```

**⚠ CAUTION:**

**In case the SPS web interface is not available within 30 minutes of rebooting SPS, check the information displayed on the local console and [contact our Support Team](#).**

**If you experience any strange behavior of the web interface, first try to reload the page by holding the SHIFT key while clicking the Reload button of your browser to remove any cached version of the page.**

**ℹ NOTE:**

In the unlikely case that SPS encounters a problem during the upgrade process and cannot revert to its original state, SPS performs the following actions:

- Initializes the network interfaces using the already configured IP addresses.
- Enables SSH-access to SPS, unless SPS is running in sealed mode. That way it is possible to access the logs of the upgrade process, which helps the [One Identity Support Team](#) to diagnose and solve the problem. Note that SSH access will be enabled on every active interface, even if management access has not been enabled for the interface.

Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 5 F7 of the firmware. If not, it means that the upgrade process did not complete properly and SPS performed a rollback to revert to the earlier firmware version. In this case, complete the following steps:

1. Navigate to **Basic Settings > Troubleshooting > Create debug bundle for support ticket** and click **Create and save debug bundle from current system state**.
2. Save the resulting ZIP file.
3. [Contact the One Identity Support Team](#) and send them the file. They will analyze its contents to determine why the upgrade was not completed and assist you in solving the problem.

Upgrade your Safeguard Desktop Player installations to the latest version. For details, see [Upgrading the Safeguard Desktop Player](#).

**⚠ CAUTION:**

**As part of the upgrade, SPS upgrades its session database. Depending on the size of the session database, this process can take several days to finish. You can check the status of the upgrade process in the System Monitor.**

**During this upgrade, the session database used when searching on the REST API and the new Search interface is incomplete, and older sessions might not appear in the search results. The classic search is unaffected.**

1. **If there are any errors during the upgrade, [contact our Support](#)**

## Team.

2. *Optional step:* If SPS was in a domain before the upgrade, navigate to **RDP Control** -> **Domain membership** and make sure that your domain-related settings are correct. In case of correct settings, you will see the following:

- **Fully qualified domain name (realm name): Host joined currently configured domain successfully.**
- **Currently joined domains:** <name.of.the.joined.domain>

This is important because in rare cases, the appliance might fall out from the domain after an upgrade, and a manual rejoin might be required based on its status.

## Upgrading the Safeguard Desktop Player

Upgrading the Safeguard Desktop Player application is only a simple installation process. See the [Safeguard Desktop Player User Guide](#) for details. You can download the Safeguard Desktop Player application from the [Downloads page](#).

**⚠ CAUTION:**

**SPS 5 F4 and later versions use a new encryption algorithm to encrypt the recorded audit trails (AES128-GCM). This change has the following effects:**

- **If you are using external indexers to index your audit trails, you must upgrade them to the latest version. Earlier versions will not be able to index encrypted audit trails recorded with SPS 5 F4 and later.**
- **To replay an encrypted audit trail recorded with SPS 5 F4 or later, you can use the latest version of the Safeguard Desktop Player application, or the browser-based player of SPS. You cannot replay such audit trails using earlier versions of Safeguard Desktop Player, nor any version of the Audit Player application.**

## Upgrading the external indexer

To upgrade the indexer application on your external indexer hosts, complete the following steps.

### ⚠ CAUTION:

**SPS 5 F4 and later versions use a new encryption algorithm to encrypt the recorded audit trails (AES128-GCM). This change has the following effects:**

- **If you are using external indexers to index your audit trails, you must upgrade them to the latest version. Earlier versions will not be able to index encrypted audit trails recorded with SPS 5 F4 and later.**
- **To replay an encrypted audit trail recorded with SPS 5 F4 or later, you can use the latest version of the Safeguard Desktop Player application, or the browser-based player of SPS. You cannot replay such audit trails using earlier versions of Safeguard Desktop Player, nor any version of the Audit Player application.**

### Prerequisites:

Before you start, create a backup copy of the `/opt/external-indexer/etc/indexer/indexerworker.cfg` and `/opt/external-indexer/etc/indexer/indexer-certs.cfg` indexer configuration files.

### Steps:

1. Download the latest indexer package from the [Downloads page](#).
2. Copy the downloaded `.rpm` package to your external indexer hosts.
3. Stop the indexer by using the following command.
  - On Red Hat or CentOS 6.5:

```
service external-indexer stop
```
  - On Red Hat or CentOS 7:

```
systemctl stop external-indexer.service
```
4. Execute the following command: **`yum upgrade -y indexer.rpm`**

5. Resolve any warnings displayed during the upgrade process.
6. Restart the indexer by using the following command.
  - On Red Hat or CentOS 6.5:

```
service external-indexer start
```
  - On Red Hat or CentOS 7:

```
systemctl start external-indexer.service
```
7. Repeat this procedure on every indexer host.



## Upgrading a SPS cluster to 5 F7

### Prerequisites:

Make sure that you have physically connected the IPMI interface to the network and that it is properly configured. This is important because you can only power the slave node on through the IPMI interface. For details on configuring the IPMI interface, see "[Out-of-band management of SPS](#)" in the [Administration Guide](#).

### Purpose:

To upgrade a SPS high-availability cluster, complete the following steps.

#### ⚠ CAUTION:

- After performing the upgrade, it is not possible to downgrade to the earlier version. Upgrading to SPS 5 F7 is an irreversible process.
- It is recommended to test the upgrade process first in VMware. To do this, download a VMware image of the latest SPS version, import the configuration of your SPS into this VMware version, and perform the upgrade. If everything is working, perform the upgrade on the production system.

#### ⚠ CAUTION:

Do NOT reboot any of the SPS nodes unless explicitly instructed.

#### ⚠ CAUTION:

Do NOT click Reboot cluster during the upgrade process unless explicitly instructed.

### Steps:

Complete the prerequisites described in and upgrade SPS to the latest revision of the current version.

Login to your [support portal](#).

Download the SPS 5 F7 firmware files from the [Downloads page](#).

Upload the latest 5 F7 firmware file to your SPS. For details, see [Upgrading SPS](#) in *The One Identity Safeguard for Privileged Sessions 5 LTS Administrator Guide*.

Click **Test** for the new firmware to check if your configuration can be upgraded to version 5 F7. If the test returns any errors, correct them before continuing the upgrade process. If you encounter any problems, [contact our Support Team](#).

Select **After reboot**.

**⚠ CAUTION:**

**Proceed only if the upgrade test is successful.**

Activate the firmware.

*Recommended step.* To help troubleshoot potential issues following the upgrade, collect and save system information (create a debug bundle) now.

Navigate to **Basic Settings > Troubleshooting > Create debug bundle for support ticket** and choose **Create and save debug bundle from current system state**.

**⚠ CAUTION:**

**Do NOT click Reboot cluster during the upgrade process unless explicitly instructed.**

Navigate to **Basic Settings > System > System Control > This node > Reboot** to reboot the machine. SPS will start with the new firmware and upgrade its configuration, database, and other system components. During the upgrade process, SPS displays status information and other data on the local console and on the web interface of SPS, at any of the **Listening addresses** configured at **Basic settings > Local Services > Web login (admin and user)**.

**📘 NOTE:**

If you are upgrading to version 5 F7 from version 5.0.x, status information is displayed on the web interface only after the first boot to version 5 F7. So during the upgrade to version 5 F7, you will not be able to see any upgrade logs on the web interface.

**⚠ CAUTION:**

**If the connection database is large and contains information about several thousands of sessions, the upgrade process can take about 15-20 minutes or more, depending on the actual hardware.**

**CAUTION:**

After the reboot in 5 F7, SPS will start importing large amounts of data from metadb. This process can take about 30-40 minutes or more. During the import process, the REST base search might not function properly, since the data to search in might still be incomplete.

To make sure that the import process has finished, check the logs.

Navigate to **Basic Settings > Troubleshooting > View log files**. Select `syslog` as **Logtype**, the day of the upgrade process as **Day** and enter `Run metadb_importer.py` in the **Show only messages containing** field. Click **View**.

If the import process has finished, the following line is displayed:

```
systemd[1]: Started Run metadb_importer.py to import data from metadb to elasticsearch if necessary...
```

**⚠ CAUTION:**

In case the SPS web interface is not available within 30 minutes of rebooting SPS, check the information displayed on the local console and [contact our Support Team](#).

If you experience any strange behavior of the web interface, first try to reload the page by holding the **SHIFT** key while clicking the **Reload** button of your browser to remove any cached version of the page.

**ℹ NOTE:**

In the unlikely case that SPS encounters a problem during the upgrade process and cannot revert to its original state, SPS performs the following actions:

- Initializes the network interfaces using the already configured IP addresses.
- Enables SSH-access to SPS, unless SPS is running in sealed mode. That way it is possible to access the logs of the upgrade process, which helps the [One Identity Support Team](#) to diagnose and solve the problem. Note that SSH access will be enabled on every active interface, even if management access has not been enabled for the interface.

Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 5 F7 of the firmware. If not, it means that the upgrade process did not complete properly and SPS performed a rollback to revert to the earlier firmware version. In this case, complete the following steps:

1. Navigate to **Basic Settings > Troubleshooting > Create debug bundle for support ticket** and click **Create and save debug bundle from current system state**.
2. Save the resulting ZIP file.
3. [Contact the One Identity Support Team](#) and send them the file. They will analyze its contents to determine why the upgrade was not completed and assist you in solving the problem.

Upgrade your Safeguard Desktop Player installations to the latest version. For details, see [Upgrading the Safeguard Desktop Player](#).

1. Wait until the new firmware is synchronized to the slave node. This is usually completed within 60 seconds.
2. Navigate to **Basic Settings > High availability & Nodes > Other node** and click **Shutdown** to power off the slave node.

**⚠ CAUTION:**

**Do not power on the slave node.**

3. If the master reboot has been successful, power up the slave node through IPMI.

4. **⚠ CAUTION:**

**As part of the upgrade, SPS upgrades its session database. Depending on the size of the session database, this process can take several days to finish. You can check the status of the upgrade process in the System Monitor.**

**During this upgrade, the session database used when searching on the REST API and the new Search interface is incomplete, and older sessions might not appear in the search results. The classic search is unaffected.**

**If there are any errors during the upgrade, [contact our Support Team](#).**

5. If SPS is functioning properly after the upgrade, power up the slave node through the IMPI web interface.

The slave node attempts to boot with the new firmware, and reconnects to the master node to sync data. During the sync process, certain services (including Heartbeat) are not available. Wait for the process to finish, and the slave node to boot fully.

## Troubleshooting

If you experience any strange behavior of the web interface, first try to reload the page by holding the SHIFT key while clicking the Reload button of your browser to remove any cached version of the page.

In the unlikely case that SPS encounters a problem during the upgrade process and cannot revert to its original state, SPS performs the following actions:

- Initializes the network interfaces using the already configured IP addresses.
- Enables SSH-access to SPS, unless SPS is running in sealed mode. That way it is possible to access the logs of the upgrade process that helps the One Identity Support Team to diagnose and solve the problem. Note that SSH access will be enabled on every active interface, even if management access has not been enabled for the interface.

In case the web interface is not available within 30 minutes of rebooting SPS, check the information displayed on the local console and [contact our Support Team](#).

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

## 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 at [www.YouTube.com/OneIdentity](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product