

# One Identity Safeguard for Privileged Sessions 5.10

## Release Notes

### March 2019

These release notes provide information about the One Identity Safeguard for Privileged Sessions 5 F10 release.

## About this release

The One Identity Safeguard Appliance is built specifically for use only with the Safeguard privileged management software, which is pre-installed and ready for immediate use. The appliance is hardened to ensure the system is secured at the hardware, operating system and software levels. The hardened appliance approach protects the privileged management software from attacks while simplifying deployment and ongoing management -- and shortening the timeframe to value.

The privileged management software provided with One Identity Safeguard consists of the following modules:

- **One Identity Safeguard for Privileged Passwords** automates, controls and secures the process of granting privileged credentials with role-based access management and automated workflows. Deployed on a hardened appliance, Safeguard for Privileged Passwords eliminates concerns about secured access to the solution itself, which helps to speed integration with your systems and IT strategies. Plus, its user-centered design means a small learning curve and the ability to manage passwords from anywhere and using nearly any device. The result is a solution that secures your enterprise and enables your privileged users with a new level of freedom and functionality.
- **One Identity Safeguard for Privileged Sessions** is part of One Identity's

Privileged Access Management portfolio. Addressing large enterprise needs, Safeguard for Privileged Sessions is a privileged session management solution, which provides industry-leading access control, as well as session monitoring and recording to prevent privileged account misuse, facilitate compliance, and accelerate forensics investigations.

Safeguard for Privileged Sessions is a quickly deployable enterprise appliance, completely independent from clients and servers - integrating seamlessly into existing networks. It captures the activity data necessary for user profiling and enables full user session drill-down for forensics investigations.

- **One Identity Safeguard for Privileged Analytics** integrates data from Safeguard for Privileged Sessions to use as the basis of privileged user behavior analysis. Safeguard for Privileged Analytics uses machine learning algorithms to scrutinize behavioral characteristics and generates user behavior profiles for each individual privileged user. Safeguard for Privileged Analytics compares actual user activity to user profiles in real time and profiles are continually adjusted using machine learning. Safeguard for Privileged Analytics detects anomalies and ranks them based on risk so you can prioritize and take appropriate action - and ultimately prevent data breaches.

For details on this release, see [New features](#).



**NOTE:**

For a full list of key features in One Identity Safeguard for Privileged Sessions, see [Administration Guide](#).

## New features

### Join to Starling

You can now join SPS to One Identity Starling. One Identity Starling helps to combine products from the One Identity line to create a secure and customizable cloud service. For details on One Identity Starling, see [Starling - Technical Documentation](#).

For more information, see "[Joining to One Identity Starling](#)" in the [Administration Guide](#).

### Install the Safeguard Desktop Player application on Mac

It is now possible to install the Safeguard Desktop Player application on Mac.

For more information, see "[Install Safeguard Desktop Player on Mac](#)" in the [Safeguard Desktop Player User Guide](#).

### Windows 2019 Server support

SPS now supports Windows 2019 Server as a client and server in RDP sessions.

## Session cookies in HTTP auditing

SPS can now distinguish the audited HTTP requests and responses based on the session cookies of web applications. For details, see ["Creating and editing protocol-level HTTP settings" in the Administration Guide](#).

## REST API

- **Search, download and index sessions section restructure**

The Search, download and index sessions section has been restructured and updated in the SPS REST API.

For more information, see ["Search, download, and index sessions" in the REST API Reference Guide](#).

- **HTTP connection policies can now be configured through REST**

The endpoint is now writable and allows create, update and delete.

For more information, see ["HTTP connections" in the REST API Reference Guide](#).

- **The user now has the same privileges on the web UI and REST API**

For the user to have full access over the SPS REST API, they must have the **REST server** privilege. The user privileges on the web UI and REST API are now synchronized. For example, if the user has the **ICA Control / Connections** privilege then they can access this page on the web UI and also the `/api/configuration/ica/connections` endpoint on the REST API.

For more information, see ["Authenticate to the SPS REST API" in the REST API Reference Guide](#).

- **Changes to audit data access rules (ADAR) on REST**

The endpoint can only be queried and is not writable. It does not allow create, update, or delete.

For more information, see ["Audit data access rules" in the REST API Reference Guide](#).

## New documents

- The [Creating custom Authentication and Authorization plugins](#) document is now publicly available. This document describes how to create custom Authentication and Authorization plugins.
- The [Creating custom Credential Store plugins](#) document is now publicly available. This document describes how to create custom Credential Store plugins.

## Deprecated features

The following is a list of features that are no longer supported starting with SPS 5.10.

- SSLv3 encryption is not supported in SPS version 5.10 and later. This has the following effects:
  - You cannot configure SPS if your browser does not support at least TLSv1.
  - If you are auditing HTTP, Telnet or VNC sessions that use TLS encryption, the client- and server applications must support at least TLSv1.
- Support for X.509 host certificates is deprecated. This feature will be removed from SPS version 6 LTS (6.0). One Identity recommends using public keys instead.
- Support for DSA keys is deprecated. This feature will be removed from SPS version 6 LTS (6.0). One Identity recommends using RSA keys instead.

## Hardware specifications

One Identity Safeguard for Privileged Sessions appliances are built on high performance, energy efficient, and reliable hardware that are easily mounted into standard rack mounts.

**Table 1: Hardware specifications**

Product	Redundant PSU	Processor	Memory	Capacity	RAID	IPMI
SPS T-1	No	Intel(R) Xeon(R) X3430 @ 2.40GHz	2 x 4 GB	2 x 1 TB	Software RAID	Yes
SPS T-4	Yes	Intel(R) Xeon(R) E3-1275V2 @ 3.50GHz	2 x 4 GB	4 x 2 TB	LSI MegaRAID SAS 9271-4i SGL	Yes
SPS T-10	Yes	2 x Intel(R) Xeon (R) E5-2630V2 @ 2.6GHz	8 x 4 GB	13 x 1 TB	LSI 2208 (1GB cache)	Yes

The SPS T-10 appliance is equipped with a dual-port 10Gbit interface. This interface has SFP+ connectors (not RJ-45) labeled A and B, and can be found right of the Label 1 and 2 Ethernet interfaces. If you want faster communication, for example, in case of high data load, you can connect up to two 10Gbit network cards. These cards are not shipped with the original package and have to be purchased separately.

## Resolved issues

The following is a list of issues addressed in this release.

**Table 2: General resolved issues in release 5.10.0b**

<b>Resolved Issue</b>	<b>Issue ID</b>
Setting syslog and SIEM forwarding to the same IP:port pair causes errors Setting syslog forwarding (Basic Settings > Management > Syslog) and SIEM forwarding to the same ip:port pair caused an error in forwarding the messages. This has been corrected.	PAM-8540
MFA plugin does not return gateway user when derived from remote username When there is no gateway authentication, the remote username is used to look up the MFA identity. However, the plugin did not set this identity as the gateway user, causing Channel policies to fail. This has been corrected.	PAM-8601
Gateway authentication fails when gateway username is not set Previous versions of SPS attempted gateway authentication even when no gateway user was specified and there was no Usermapping policy configured: the default gateway user was the remote username. After upgrading to 5.10.0a, the gateway authentication was not performed at all. This has been corrected.	PAM-8630
Permission errors on the Search page After upgrading to SPS 5.10.0, permission errors were displayed for the admin user on the Search page. This has been corrected.	PAM-8796
Upgrading a search_master SPS node causes errors Upgrading an SPS node that had the search_master role caused errors in the session database service, for example: elasticsearch[434]: 2019-02-07 14:32:34,156 main ERROR Unable to create file /usr/share/elasticsearch/logs/elasticsearch.log java.io.IOException: Could not create directory /usr/share/elasticsearch/logs This has been corrected.	PAM-8808

**Table 3: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
LDAP connections leak the file descriptors in some cases In certain cases, LDAP connections could leak the related file descriptor, consuming the file descriptors if this error occurred a lot. This has been corrected.	PAM-8441
Misleading error message during cleanup None	PAM-8377
"Too many open files" errors during LDAP lookups In some cases the connection was terminated in the initialization phase and the error message "Too many open files" appeared in the logs. The file limit was	PAM-8332

Resolved Issue	Issue ID
raised to support heavy system load better.	
<p data-bbox="201 353 788 380">Incorrect license usage numbers on the GUI</p> <p data-bbox="201 403 1286 533">Even though the license limits were enforced correctly, the current usage number on the interface was incorrectly capped at around 2000 target hosts. This limitation has been removed and larger usage numbers are now reported correctly everywhere.</p>	PAM-8306
<p data-bbox="201 557 1011 584">Selecting "Enable pre channel check" breaks ICA connections</p> <p data-bbox="201 607 1262 736">If the setting "Enable pre channel check" was selected for an ICA session at ICA Control &gt; Settings (it is turned off by default), connections could not be established. This is now fixed and the "Enable pre channel check" setting can be selected for ICA sessions, too.</p>	PAM-8253
<p data-bbox="201 761 1023 788">LDAP service fails if the connection to the LDAP server is slow</p> <p data-bbox="201 810 272 837">None</p>	PAM-8183
<p data-bbox="201 862 1150 889">X509 authentication for the web GUI does not support certificate chains</p> <p data-bbox="201 911 1278 1041">Starting with version 5.7, it was not possible to log in to the web interface if the certificate chain used for client-side authentication had multiple CAs in it. A "400 Bad Request" error message was displayed instead of the login page. This is now fixed and it is possible to log in using such certificates again.</p>	PAM-8141
<p data-bbox="201 1066 1129 1126">"504 Gateway Timeout" errors on the configuration interface for large configurations</p> <p data-bbox="201 1149 1262 1276">Starting with version 5.7, if the configuration of the appliance was extremely complex (for example, contained hundreds of connection policies), the error message "504 Gateway Timeout" was displayed when the user attempted to log in to the web GUI. This is now fixed.</p>	PAM-8111
<p data-bbox="201 1301 895 1328">Out-of-memory errors for large volume HTTP traffic</p> <p data-bbox="201 1350 1246 1449">The internal Redis service that is used to track HTTP traffic could run out of its allocated memory under heavy load. This could prevent new HTTP connections from being initiated. The memory limit has been increased significantly.</p>	PAM-8026
<p data-bbox="201 1473 1214 1534">LDAP and Active Directory performance issue with large number of gateway groups</p> <p data-bbox="201 1556 1270 1684">Starting with version 5.8, the membership to each gateway group specified on channel policies were checked sequentially which could be very slow if a large number of groups were used. This process has been optimized and these checks are now performed in parallel.</p>	PAM-8010
<p data-bbox="201 1709 1166 1736">Local credential store finds the first host entry, not the most specific one</p> <p data-bbox="201 1758 1238 1818">If there were multiple entries in a local credential store that matched both the target username and the target host network, SPS always used the first hit.</p>	PAM-7967

Resolved Issue	Issue ID
<p>Because the order of the entries cannot be changed, that made it difficult to configure such credential stores. This behavior is now changed and SPS always uses the most specific match from the host specifications.</p>	
<p>Citrix ICA proxy generates lots of core files</p> <p>In certain cases, the standalone ICA proxy generated lots of core files. This has been corrected.</p>	PAM-7877
<p>Extreme memory usage in indexing very large terminal SSH sessions</p> <p>When indexing the SSH sessions that have the terminal set to unusually large, the indexer could consume the memory. This has been corrected.</p>	PAM-7821
<p>In HA mode both nodes use the same MAC address</p> <p>When SPS is configured in HA, the primary and the secondary nodes used the same MAC address on the network. This has been removed from the software so from now each node will communicate using its own MAC address.</p>	PAM-7609
<p>Floating point values ending with .0 not accepted as thresholds on Alerting &amp; Monitoring</p> <p>The GUI did not accept floating point numbers ending with .0 on the Basic Settings &gt; Alerting &amp; Monitoring page as alerting thresholds. This has been corrected and it is now possible to specify any floating point values there.</p>	PAM-7606
<p>Filtering gateway groups does not work for RDP Channel Policies</p> <p>It is possible to restrict the usage of different protocol channels based on the group memberships of the gateway user in Channel Policies. This filtering was broken for RDP sessions and if a group restriction was specified, that channel was blocked for all users. The problem did not affect other protocols, nor the 5.0.x branch. The filtering has been fixed and this restriction is now correctly applied.</p>	PAM-7597
<p>Browser playback of audit trails created a large number of download records</p> <p>The playback of an audit trail using the browser-based player filled the audit trail download record list with a huge number of entries. This has been corrected and only one record is created now for every playback.</p>	PAM-7561
<p>LDAP schema error with pooled connections</p> <p>Starting with 5.7.0, in some rare cases when multiple LDAP servers were used, the session initiation could fail due to schema validation errors even if the LDAP servers worked perfectly. The underlying issue is now fixed and there are no more false schema validation errors.</p>	PAM-7321
<p>SPS does not detect the username in certain Telnet sessions</p> <p>SPS did not correctly detect the username for Telnet sessions when the user immediately became a privileged user (without manually enabling config mode). This has been corrected, SPS now correctly handles the username for such</p>	PAM-7314

Resolved Issue	Issue ID
sessions.	
<p>Wrong client IP address sent as NAS IP ADDRESS during RADIUS authentication</p> <p>If RADIUS was used for authentication, the appliance always sent the first IP address of the first physical interface as the NAS IP ADDRESS during RADIUS authentication, which could cause problems depending on the network configuration. This has been fixed and we always use the source IP address configured for the configuration GUI.</p>	PAM-7300
<p>Certificate chains are not supported in LDAP/AD</p> <p>Starting with version 5.7 certificate chains could not be used to verify TLS sessions for LDAP and AD connections, the only option was to upload a root CA certificate that signed the AD/LDAP server's certificate directly. This has been fixed and certificate chains are now fully supported again.</p>	PAM-7244
<p>Unicity check of user/host pairs in local credential store only performed for new entries</p> <p>To avoid confusion, the user-host pairs were verified to be unique in local credential stores. However, this check was only performed for new entries and not when existing entries were changed. This is now fixed and changed entries are checked too.</p>	PAM-7140
<p>Manual restarting of the HTTP proxy leaves ongoing sessions open</p> <p>If the user restarted the HTTP proxy manually at Basic Settings &gt; System &gt; Traffic control page, ongoing sessions were not closed, they remained open on the Search interface and their indexing never started. This is now fixed and all ongoing sessions are properly closed if the HTTP proxy is restarted.</p>	PAM-7105
<p>Permission query fails for groups with special characters</p> <p>Querying the permissions of groups that had non-Latin-2 characters in their name always returned empty results on the AAA &gt; Permission Query page. This is now fixed and the full UTF-8 character set is supported here.</p>	PAM-6699
<p>Some system alerts are not sent out</p> <p>Due to an issue in the underlying SNMP infrastructure, some alerts, including high system load alerts, were not sent out even if they were enabled. This included SNMP traps and email-based alerts too. This is now fixed and all alerts are sent out properly.</p>	PAM-6122
<p>VNC sessions with failed authentication were not visible on the Search interface</p> <p>If the user could not provide the right credentials and the authentication failed during the initiation of a VNC session, that session was not visible on the new Search interface, only on the classic one. This is now fixed and such sessions are displayed properly with the right verdict on the new Search interface too.</p>	PAM-6031

Resolved Issue	Issue ID
<p>Show missing elements on the Channel Policies page in read-only mode</p> <p>Some elements were not visible on the Channel Policy pages in read-only mode, making it impossible to review the current settings. This is now fixed and all elements are properly displayed.</p>	PAM-4352
<p>"Illegal action" error messages in the log when using the search interface</p> <p>While someone was using the search interface of the appliance, log messages about "Illegal actions" appeared in the logs. It was not a sign of any actual intrusion, only an issue with how the software checked if the user has the right permissions to terminate a session. This is now fixed and such errors no longer appear in the logs.</p>	PAM-3641
<p>Misleading message about time sync of the primary-secondary nodes</p> <p>When attempting to sync the secondary node's time to the primary node on the GUI with the Basic Settings &gt; Date &amp; Time &gt; Timezone/NTP settings &gt; Sync Slave to Master button, the following popup message was displayed: "Time synchronization with other node succeed", even though that clicking the button only starts the synchronization process and it will take some time to complete. The popup message was rewritten to avoid confusion.</p>	PAM-384

## System requirements

Before installing SPS 5.10, ensure that your system meets the following minimum hardware and software requirements.

## Supported web browsers and operating systems

Supported browsers: the current version of Mozilla Firefox and Google Chrome, Microsoft Edge, and Microsoft Internet Explorer 11 or newer. The browser must support TLS-encrypted HTTPS connections, JavaScript, and cookies. Make sure that both JavaScript and cookies are enabled.

### **⚠ CAUTION:**

Since the official **support of Internet Explorer 9 and 10 ended in January, 2016, they are not supported in SPS version 4 F3 and later.**

**CAUTION:**

Even though the SPS web interface supports Internet Explorer and Microsoft Edge in general, to replay audit trails you need to use Internet Explorer 11, and install the [Google WebM Video for Microsoft Internet Explorer plugin](#). If you cannot install Internet Explorer 11 or another supported browser on your computer, use the the Safeguard Desktop Player application. For details, see [Replaying audit trails in your browser in Search \(classic\)](#) and [Safeguard Desktop Player User Guide](#).

**NOTE:**

SPS displays a warning message if your browser is not supported or JavaScript is disabled.

**NOTE:**

The minimum recommended screen resolution for viewing SPS's web interface is 1366 x 768 pixels on a 14-inch widescreen (standard 16:9 ratio) laptop screen. Screen sizes and screen resolutions that are equal to or are above these values will guarantee an optimal display of the web interface.

Supported operating systems: Windows 2008 Server, Windows 7, Windows 2012 Server, Windows 2012 R2 Server, Windows 8, Windows 8.1, Windows 10, Windows 2016, and Linux.

The SPS web interface can be accessed only using TLS encryption and strong cipher algorithms.

Opening the web interface in multiple browser windows or tabs is not supported.

## Safeguard Desktop Player system requirements

The Safeguard Desktop Player application supports the following platforms:

- **Microsoft Windows:**

64-bit version of Windows 7 or newer. Install the appropriate driver for your graphic card.

- **Linux:**

RHEL 6, CentOS 6, or newer. The Safeguard Desktop Player application will probably run on other distributions as well that have at least libc6 version 2.12 installed.

- **Mac:**

macOS High Sierra 10.13, or newer.

Installing the Safeguard Desktop Player application requires about 120MB disk space, and a temporarily used disk space to store the audit trails that are replayed. The size of the temporary files depends on the size of the replayed audit trails.

You can install the Safeguard Desktop Player application with user privileges.

## Supported virtual environments for evaluating One Identity Safeguard for Privileged Sessions

To evaluate One Identity Safeguard for Privileged Sessions as a virtual appliance, you can download and install the latest SPS ISO file into a virtual machine. The following virtual environments are supported for evaluation:

- Kernel-based Virtual Machine (KVM)
- Microsoft Hyper-V
- VMware
- vSphere (VMware ESX)

SPS may work in other virtual environments like VirtualBox as well, although these are officially not supported. You can obtain an evaluation license and the ISO file using your [support portal](#) account.

## Product licensing

### *To enable a trial license*

1. Visit the [Download Trials page](#), and navigate to **One Identity Safeguard for Privileged Sessions > Download Free trial**.
2. Complete the registration form, and click **Download Trial**.
3. You will receive the details on how to access your license key and the download the ISO files in email.

### *To enable a purchased commercial license*

1. Navigate to **My Account > My License Assets** on the support portal.
2. To access your license key, click **Retrieve Key** next to your product.
3. Once you have the license keys, navigate to **My Account > My Products** and click **Download** next to your product. The **Download Software** page is displayed.
4. Download the ISO image (install cdrom) of your product.

If you need help with accessing your license, navigate to the [Licensing Assistance](#) page, and follow the instructions on screen.

# Upgrade and installation instructions

The One Identity Safeguard for Privileged Sessions appliance is built specifically for use only with the One Identity Safeguard for Privileged Sessions software that is already installed and ready for immediate use.

## To upgrade to One Identity Safeguard for Privileged Sessions 5 F10

### ⚠ CAUTION:

Due to a bug in the SPS 5.7 release, in order to upload this firmware to an installation running SPS version 5.7, you have to upload the new image on the web interface and then activate it in the console menu. From SPS version 5.8 or SPS version 5.9, direct upgrade is possible on the web interface.

### ⚠ CAUTION:

Due to a change in the underlying database, the upgrade process removes all risk scores generated earlier by One Identity Safeguard for Privileged Analytics. Sessions initiated after the upgrade will be scored again.

For step-by-step instructions on upgrading to SPS 5 F10, see [Upgrade Guide](#).

## About feature releases

This is a feature release, which means that it will be supported for 6 months after the release date or 2 months after the release of a succeeding feature release (whichever date is later). It also means that if you are running a previous feature release (such as versions 5 F1 or 5 F2), you have 2 months to upgrade to version 5 F10 if you want to keep running on a supported release.

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**.

## If you have a physical appliance based on MBX hardware

One Identity recommends you to upgrade to SPS 5 F10, if you are not running SPS on Pyramid hardware and any of the following is true:

### ℹ NOTE:

If you do not know the type of your hardware, see [If you have a physical appliance based on Pyramid hardware](#).

- You wish to take advantage of any of the new features.
- You are running a previous feature release.
- You are OK with having to continuously upgrade to the latest feature release to

remain supported.

We are releasing new feature releases approximately once every 2 months.

## If you have a physical appliance based on Pyramid hardware

Do NOT upgrade to SPS 5 F10 if you are running SPS on Pyramid hardware:

### ⚠ 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 support bundle, click Create support bundle, 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.**

## Downgrading from a feature release

Do NOT downgrade from a feature release.

### ⚠ 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.**

## Verify successful installation

Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 5 F10 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 support bundle** and click **Create support bundle**.
2. Save the resulting ZIP file.
3. [contact our 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.

## More resources

To obtain more information, read the technical documentation or consult the community:

- [One Identity Safeguard for Privileged Sessions - Technical Documentation](#)
- [One Identity Community](#)

## Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand).

This release has the following known capabilities or limitations: OCR is limited to Nuance supported languages. No support for RTL languages.

## About us

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

## Third-party contributions

This appendix includes the open source licenses and attributions applicable to One Identity Safeguard for Privileged Sessions.

# GNU General Public License

Version 2, June 1991

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Version 2, June 1991

## Preamble

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Version 2.1, February 1999

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Thus, it is not the intent of this section to claim rights or contest your rights to work written entirely by you; rather, the intent is to exercise the right to control the distribution of derivative or collective works based on the Library.

In addition, mere aggregation of another work not based on the Library with the Library (or with a work based on the Library) on a volume of a storage or distribution medium does not bring the other work under the scope of this License.

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