



One Identity Safeguard for Privileged
Sessions 5.10

Safeguard for Privileged Analytics
Configuration Guide

Copyright 2019 One Identity LLC.

ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC .

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

One Identity LLC.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our Web site (<http://www.OneIdentity.com>) for regional and international office information.




Patents

One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <http://www.OneIdentity.com/legal/patents.aspx>.

Trademarks

One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC. in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at www.OneIdentity.com/legal. All other trademarks are the property of their respective owners.

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.

Contents

Introduction	4
Before you start	5
Algorithms	7
Enable One Identity Safeguard for Privileged Analytics	9
Configure analytics	10
Analyze data using One Identity Safeguard for Privileged Analytics	12
Reindex historical sessions	21
About us	22
Contacting us	22
Technical support resources	22

Introduction

This guide walks you through the steps required to configure One Identity Safeguard for Privileged Sessions (SPS) so that you can start analyzing session data and user behavior using One Identity Safeguard for Privileged Analytics (SPA).

SPS and SPA are part of the One Identity Safeguard solution, which in turn is part of One Identity's Privileged Access Management portfolio.

SPA integrates data from SPS to use as the basis of user behavior analysis. SPA uses machine learning algorithms to scrutinize behavioral characteristics (using data from SPS), and generates user behavior profiles for each individual privileged user. SPA compares actual user activity to user profiles in real time, with profiles being continually adjusted using machine learning. When SPA detects unusual activity, this is indicated on the user interface of SPS in the form of high scores and visualized insight.

NOTE:

The primary audience of this guide is One Identity Pre-Sales and Support Engineers, as well as Engineers representing One Identity's Partners.

If you wish to configure SPS to interwork with SPA as an end user, [contact our Support Team](#) or Professional Services for assistance.

Before you start

Prerequisites

One Identity Safeguard for Privileged Sessions has the following requirements when using it with One Identity Safeguard for Privileged Analytics:

Table 1: One Identity Safeguard for Privileged Sessions prerequisites

Type	Requirement
SPS version	Any supported version from version 5 F4 onward, ideally the latest one.
License	<p>A license that has One Identity Safeguard for Privileged Analytics (SPA) enabled.</p> <p>To find out if your license supports SPA, obtain a support bundle, and check license information in the configuration XML.</p> <p>For details on how to obtain a support bundle, see "Collecting logs and system information for error reporting" in the Administration Guide.</p> <p>Alternatively, if you are unsure whether you have licensing enabled, it is safe to assume that you do not.</p> <p>NOTE: If you are using SPS 5 F5 or later, you are able to run SPA without a license option for 2 months.</p>
Access rights	A user account with admin access rights.
Session data from network traffic	<p>Session data that:</p> <ul style="list-style-type: none"> contains real, unique usernames linked to users other than root/administrator or a shared account has commands extracted has keystrokes extracted has window titles extracted <p>For more details, see Prerequisites in Analyze data using One Identity Safeguard for Privileged Analytics on page 12.</p>

NOTE:

If you are upgrading to SPS version 5 F4 or later from an earlier version, wait for the session database upgrade to finish.

To track progress, check the system monitor. It displays a message telling you that the session database upgrade is in progress, and it also shows the percentage of completion.

You can also go to **Search > Search**, where all data that has been through the upgrade process is available.

In the case of large databases, the upgrade can take hours or even days, but the system should remain completely usable during the process. The upgrade starts with the most recent sessions and goes backward in time.

Limitations

SPS used in combination with SPA currently has the following limitations:

- SPA requires at least 12GB RAM to operate. If you are interested in upgrading your appliance, [contact our Support Team](#).
- SPA requires a lot of computation, which can put pressure on SPS:
 - The keystroke algorithm is much more resource-hungry than the other algorithms, therefore our recommendation is to start analyzing data using the algorithms that require less resources.
 - Before you start using SPA, make sure that at least half the capacity of SPS is available.
- SPA only analyzes audit trails and SPS metadata, it does not analyze log data.

Algorithms

One Identity Safeguard for Privileged Analytics analyzes user behavior with the help of algorithms, also called analytics.

The algorithms of One Identity Safeguard for Privileged Analytics are mathematical methods that can be used to analyze session data from multiple angles. Algorithms have to be trained using a history of session data. Based on this training, an algorithm can build a baseline of a particular user's behavior and score new sessions. Scores will indicate whether a particular user's behavior is normal or unusual, compared to the baseline. Algorithms also provide visualization to display insight about user behavior.

Currently, the following algorithms are supported:

- The *keystroke algorithm* is able to tell whether a user is really who they say they are based on their typing dynamics. SPA compiles a typing profile for each user based on how many seconds it typically takes for the user to press combinations of keys on their keyboard. The keystroke algorithm analyzes keyboard data coming from RDP or SSH sessions and compares it with the user's profile.
- SPA compiles a commands profile for the user based on the commands that they usually execute. The *command algorithm* determines the probability of the occurrence of certain commands within a session.
- The *login time algorithm* builds a profile based on the exact time in a day when a user logs in. Based on the user's profile, it can tell how unusual the time of login is, given the daily distribution of the user's login events in the past.
- The *host login algorithm* analyzes how similar two hosts are based on the users that log in to those hosts. When a user logs in to a host that they never or only very rarely log in to, that will not be considered an anomaly if that host is similar to other hosts that the user frequently uses.
- The *frequent item set (fis) algorithm* is similar to a "customers who bought these items also bought" type of algorithm used on e-commerce websites. It examines multiple attributes of sessions and attempts to find values that frequently appear together, forming a set. Using this information, the fis algorithm is able to discover patterns in user behavior, such as "this person only uses RDP in the middle of the night from this IP address".
- The *window title algorithm* analyzes window titles to uncover unusual user behavior, that is, it identifies users based on what window titles they usually have on their

screen. It is currently an experimental algorithm and is disabled by default.

- The *clockmaster algorithm* is able to detect unnaturally precise sessions that start repeatedly at certain peak minutes of an hour (for example, at 8:30, 10:30, 11:30, and so on). The algorithm flags such sessions as scripted sessions. The reason behind this is that the minutes in the timestamps of humans' activities in a longer time period supposedly have random uniform distribution or are very close to it.
- The *gapminder algorithm* is able to detect scripted sessions based on the time gaps between the sessions that belong to a given account. When the time gaps between sessions have typical, repeating values, then that suggests unnatural periodic behavior. The gapminder algorithm does not build baselines. Instead, it continuously checks for time gaps of equal length between sessions. If there are four consecutive sessions with equal time gaps between them and they are followed by a fifth session with the same time gap, then the algorithm flags the fifth session as a scripted session.

Regarding the size of time gaps and how big a gap qualifies as a time gap worth monitoring, the algorithm considers the time elapsed between two sessions to be a time gap if the length of the gap is equal to or greater than 10 minutes and equal to or less than two days.

The range of algorithms available is planned to be extended in future releases.

Enable One Identity Safeguard for Privileged Analytics

Prerequisites:

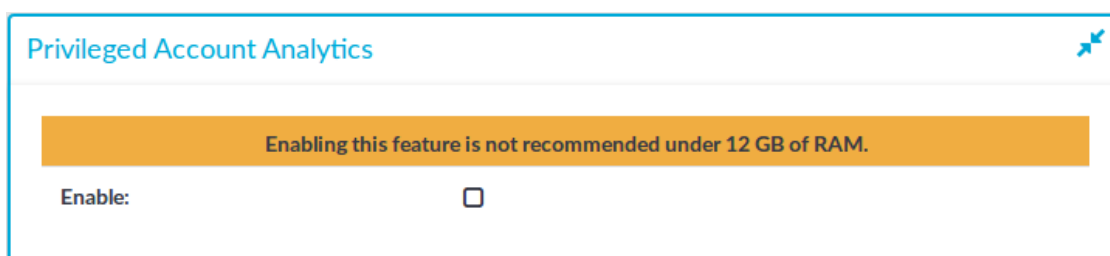
A license that has One Identity Safeguard for Privileged Analytics (SPA) enabled.

The following describes how to enable SPA.

To enable SPA

1. Go to **Basic Settings > Local Services > Privileged Account Analytics**.

Figure 1: Basic Settings > Local Services > Privileged Account Analytics



2. Select the **Enable** checkbox.

3. Click .

Configure analytics

Select the analytics (also called algorithms) that you wish to use to analyze session data and enable them in SPS.

Session data is scored by any combination of algorithms that you enable. The scores given by algorithms are aggregated to create a single score.

During the aggregation process, the lowest and highest scores are removed. This is required in order to lower the number of false positives and false negatives. A typical attack is indicated by signs of unusual user behavior, unusual from multiple points of view. However, some things are usually perfectly normal about even the strangest sessions. This is why removing scores at the two extremes helps minimize the number of false positives and false negatives.

The following describes how to configure algorithms in SPS.

To configure algorithms in SPS

1. In SPS, go to **Policies > Analytics Policies**.
2. Enter a name for your analytics policy.
3. For each algorithm, select one of the following values:
 - **Disable:** Select this value if you do not want to use a particular algorithm.
 - **Use:** Select this value if you want to use a particular algorithm.
 - **Trust:** Select this value if you want to use a particular algorithm, and wish to include in the final aggregated score all the scores given by this algorithm.
Remember that during score aggregation, the lowest and highest scores are removed. You can choose to override this principle by selecting **Trust** for those algorithms that you wish to have a bigger weight in the final, aggregated, single score.
4. The **Scripted session detection** option is enabled by default. Decide whether or not you want to enable the detection of scripted sessions.

Scripted session detection is currently done by the clockmaster and gapminder algorithms.

5. Click

A blue rectangular button with the word "Commit" written in white text.

Figure 2: Policies > Analytics Policies — Recording an analytics policy

Keystroke analytics:	Trust
Command analytics:	Trust
Login time analytics:	Use
Host login analytics:	Use
FIS analytics:	Use
Window title analytics (EXPERIMENTAL):	Disable
Scripted session detection:	<input checked="" type="checkbox"/>

6. Go to **<Protocol name> Control > Connections**, and in the **Analytics policy** field, select the policy that you want to use for your connections.

Figure 3: <Protocol name> Control > Connections > Analytics policy — Adding an analytics policy to a connection policy

Channel policy:	terminal-only
Audit policy:	default
LDAP server:	
Usermapping policy:	
Backup policy:	
Archive/Cleanup policy:	
Analytics policy:	my_analytics_polic
Credential Store:	
AA plugin:	

7. Click .

Analyze data using One Identity Safeguard for Privileged Analytics

Prerequisites:

Make sure that you have session data from network traffic that:

- contains real, unique usernames linked to users other than root/administrator or a shared account

To check this, navigate to **Search > Search**, and check whether the **Username** column contains data. This is important, because session data will be linked to users.

If you do not have unique usernames in your session data, review your authentication settings and consult with the One Identity Professional Services team to learn about your options to tie accounts to users.

- has commands extracted (using lightweight or full indexing, or in real-time through content policies)

For instructions on how to configure indexing and include commands in the scope of indexing, see ["Indexing audit trails" in the Administration Guide](#).

For details on how to configure real-time command extraction using a content policy, see ["Creating a new content policy" in the Administration Guide](#).

- has keystrokes extracted (using lightweight or full indexing, or in real-time through content policies)

The minimum required amount of data for reliable insight is 5 sessions with approximately 200 keystrokes each.

For instructions on how to configure indexing and include typing biometrics in the scope of indexing, see ["Indexing audit trails" in the Administration Guide](#).

For details on how to configure real-time extraction of keystroke-related data using a content policy, see ["Creating a new content policy" in the Administration Guide](#).

- has window titles extracted (using lightweight or full indexing, or in real-time through content policies)

For instructions on how to configure indexing and include window titles in the scope of indexing, see ["Indexing audit trails" in the Administration Guide](#).

For details on how to configure real-time window title extraction using a content policy, see ["Creating a new content policy" in the Administration Guide](#).

The following describes how to start using SPA.

To start using SPA

1. Build the first baseline. You can do this in either of the following ways:

- Wait for the daily periodic building to kick in (run by cron).
- Log in through SSH into the core-shell, and then issue **/opt/pam-pipeline/bin/build-baselines**.

For the first run, running it with `-ld` (log to console and debug) is a good idea, it will not affect performance.

It might take a while for baseline building to complete if there is a lot of data, so it makes sense to run it in screen from a fixed node.

Baseline building is a periodical asynchronous process, meaning that incoming sessions do not immediately change the baseline.

2. Check if the baselines have been built:

- a. Connect to PostgreSQL, the database that permanently stores the outcome of any analyses performed by SPA for later display on the Search interface:

```
psql -U paa paa
```

- b. Issue SQL queries to get a list of users for whom a baseline has been built:

- For the keystroke algorithm, use:

```
select distinct user_id from keystroke;
```
- For the command algorithm, use:

```
select distinct user_id from command;
```
- For the login time algorithm, use:

```
select distinct user_id from logintime;
```
- For the host login algorithm, use:

```
select distinct user_id from hostlogin;
```
- For the fis algorithm, use:

```
select distinct user_id from fis;
```
- For the window title algorithm, use:

```
select distinct user_id from windowtitle;
```

- For the clockmaster algorithm, use:

```
select distinct user_id from clockmaster;
```

Scoring only happens when there is a baseline.

3. Start getting scores.

Scoring happens in real-time, meaning that as soon as new data (even data from an ongoing session) is available, SPA immediately scores it.

TIP:

When data is not immediately available to you and you are unable to wait until sufficient amount of data comes in from production traffic, you can resort to the following:

- Manually reindex historical sessions. For details, see ["Reindex historical sessions" in the Safeguard for Privileged Analytics Configuration Guide](#).
- Specifically for window title data, run the **pam-process-historical-window-titles** command to invoke window title processing for sessions that have been both closed and indexed.

This can be useful, for example, when you have upgraded from a SPS version earlier than 5 F6 or you simply have never used the window title algorithm, and therefore SPS has not done any window title processing before.

Scores represent an aggregated amount. Session data is scored by multiple algorithms independent from each other. Scores given by individual algorithms are aggregated to create a single score.

4. Search for sessions with high scores.

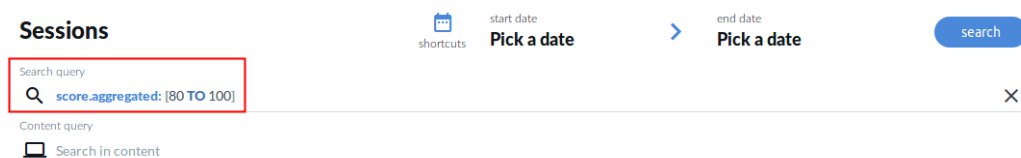
- Go to **Search > Search**.

Sessions are displayed sorted by date. For ongoing sessions, the Search interface is updated in real-time to always show the most up-to-date information.

- In the **Search query** field, type `score.agggregated: [80 TO 100]`, and click **Search**.

A score between 80 and 100 indicates unusual user behavior.

Figure 4: Searching for sessions with unusual user behavior using a search query



Results that show sessions with high scores are displayed.

Figure 5: Sessions with high scores — table view

Sessions start date Pick a date end date Pick a date search

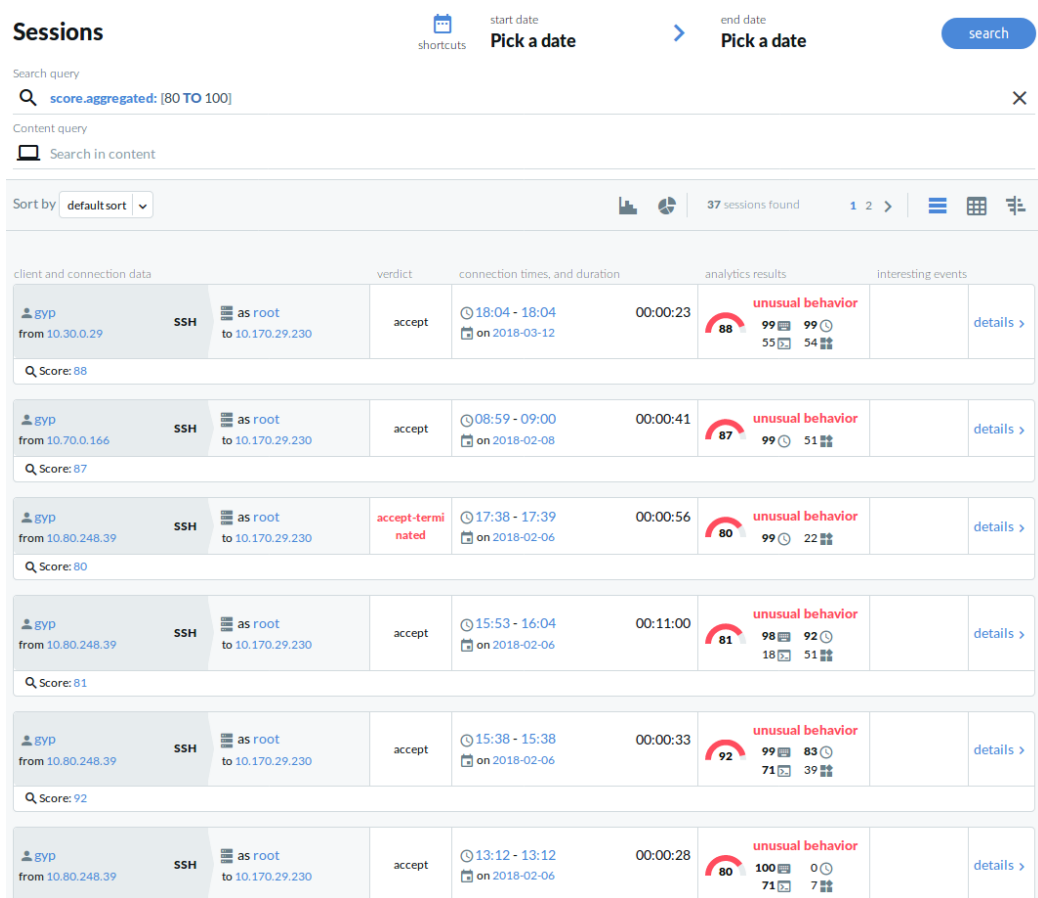
Search query: **score.aggregated: [80 TO 100]**

Content query: Search in content

Sort by: defaultsort | 37 sessions found | 1 2 >

score	start date	end date	duration	user	server user	client address	server address	server port	protocol	interesting events	verdict
88	2018-03-12 18:04:14	2018-03-12 18:04:37	00:00:23	gyp	root	10.30.0.29	10.170.29.230	22	ssh		ACCEPT
87	2018-02-08 08:59:44	2018-02-08 09:00:25	00:00:41	gyp	root	10.70.0.166	10.170.29.230	22	ssh		ACCEPT
80	2018-02-06 17:38:32	2018-02-06 17:39:28	00:00:56	gyp	root	10.80.248.39	10.170.29.230	22	ssh		ACCEPT-TERMINATED
81	2018-02-06 15:53:46	2018-02-06 16:04:46	00:11:00	gyp	root	10.80.248.39	10.170.29.230	22	ssh		ACCEPT
92	2018-02-06 15:38:07	2018-02-06 15:38:40	00:00:33	gyp	root	10.80.248.39	10.170.29.230	22	ssh		ACCEPT
80	2018-02-06 13:12:14	2018-02-06 13:12:42	00:00:28	gyp	root	10.80.248.39	10.170.29.230	22	ssh		ACCEPT
93	2018-02-01 10:10:45	2018-02-01 10:20:50	00:10:05	gyp	root	10.70.0.166	10.170.29.230	22	ssh		ACCEPT
99	2018-01-29 17:57:40	2018-01-29 17:59:01	00:01:21	gyp	root	10.80.248.39	10.170.29.230	22	ssh	pg_dump	ACCEPT
99	2018-01-29 17:56:40	2018-01-29 17:57:13	00:00:33	gyp	root	10.80.248.39	10.170.29.230	22	ssh		ACCEPT
98	2018-01-25 11:27:43	2018-01-25 11:31:06	00:03:23	gyp	root	10.80.248.39	10.170.29.230	22	ssh		ACCEPT-TERMINATED
100	2018-01-24 11:00:02	2018-01-24 11:24:50	00:24:48	dbago	root	10.80.248.39	10.170.29.61	22	ssh		ACCEPT
99	2018-01-24 10:38:37	2018-01-24 10:41:50	00:03:13	gyp	root	10.80.248.39	10.170.29.241	22	ssh	pg_dump	ACCEPT
100	2018-01-16 17:48:07	2018-01-16 17:48:22	00:00:15	root	root	10.30.0.29	10.170.29.230	22	ssh		ACCEPT
100	2018-01-16 17:39:28	2018-01-16 17:39:33	00:00:05	testuser	root	10.30.0.29	10.170.29.230	22	ssh		ACCEPT
99	2018-01-16 17:39:06	2018-01-16 17:39:11	00:00:05	dbago	root	10.30.0.29	10.170.29.230	22	ssh		ACCEPT

Figure 6: Sessions with high scores — card view



For detailed instructions on how to search effectively and replay audit trails that contain interesting events, see ["Using the Search interface" in the Administration Guide](#).

5. Alternatively, search for scripted sessions.

In the **Search query** field, type `analytics.scripted:true`, and click **Search**.

6. To view details of a session, click  when you are in table view.

Alternatively, click [details >](#) when you are in card view.

7. Click the **analytics** tab.

The top of the page displays a summary of key insights about the session, such as:

- The aggregated score (indicated by a gauge). The following color codes are used:
 - Scores between 80-100 indicate unusual behavior, their color code is red.
 - Scores between 70-79 indicate behavior that might require further

analysis and attention, their color code is amber.

- Scores between 0-69 indicate normal behavior, their color code is gray.
- A one-sentence summary of each algorithm's verdict about the session and user behavior.

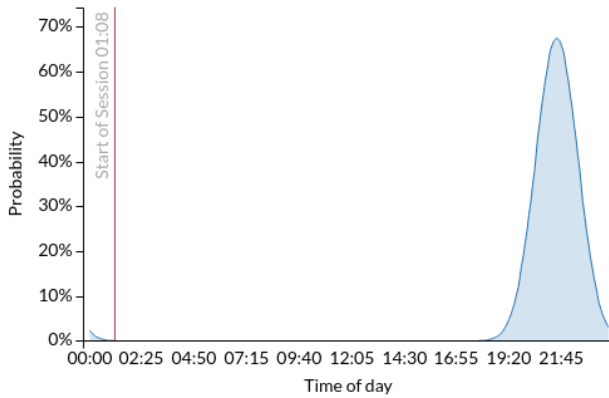
The **Anomalies found** and **Normal behavior** sections of the page display detailed analyses provided by each of the configured algorithms. This includes short information on how a particular algorithm works and how to read the visualized insight, as well as scores given by the individual algorithms.

Figure 7: Search – Viewing details on the analytics tab: Anomalies found

The screenshot shows the analytics interface for a session. At the top, there's a navigation bar with 'session info', 'gyp@10.170.29.230 indexed', and buttons for 'start generation', 'refresh enabled', and 'download trail'. Below this is a breadcrumb trail: 'overview details events contents analytics'. The main section is titled 'Analytics summary' and features a gauge showing a score of 92, with 'normal' on the left and 'unusual' on the right. Three key findings are listed: 'Login time is unusual for gyp', 'Keyboard typing patterns are unusual for gyp', and 'gyp executed unusual commands'. Below the summary, there are two detailed sections: 'Commands' and 'Keystrokes'. The 'Commands' section has a score of 71 and shows 'unusual commands in session' (ip 3, vi 1) and 'usual commands in session' (no unusual commands found). The 'Keystrokes' section has a score of 99 and notes 'Unusual typing patterns detected.' Both sections include explanatory text about how PAA compiles profiles and how command colors and numbers are used.

🕒 Login time

83



PAA compiles a login time profile for the user based on the exact time in a day when the user logs in. The area shows the probability of login by this user at a certain time.

Login time is unusual for *gyp*, the probability of login around 01:02 is 2%.

Normal behavior

📦 Frequent item set

39

This session **fits into the common patterns** of *gyp*

The FIS algorithm examines multiple attributes of sessions and attempts to find values that frequently appear together, forming a set. Using this information, the algorithm is able to discover patterns in user behavior.



Not scored

🖥️ Host login

n/a

This user regularly logs in to the great majority of hosts. We cannot assign a score to this session.

Figure 8: Search – Viewing details on the analytics tab: Normal behavior

[session info](#)

[start generation](#)
[refresh enabled](#)
[download trail](#)

Administrator@10.170.255.203 indexed

[overview](#)
[details](#)
[events](#)
[contents](#)
[analytics](#)

Analytics summary

12
normal unusual

Login to 10.170.255.203 is normal for Administrator

Usual window titles in this session for Administrator

Normal behavior

Window Title 16

Normal window titles in this session

- windows internet explorer 3%
- internet explorer enhanced security configuration not enabled windows internet explorer 3%
- network <1%
control panel <1%
prompt <1%

Frequent window titles not seen in this session

- savinelli windows internet explorer 3%
antik rgi 3%
- bing windows internet explorer 3%
forbidden windows internet explorer 3%
- gallwitz-pipa.hu windows internet explorer 3%
tollak windows internet explorer 3%
- honlapja windows internet explorer 3%

PAA compiles a window title profile for the user based on the window titles it sees on the screen. ✓

Window titles shown in green are the window titles seen in this session that are considered usual. Window titles shown in red indicate titles that were rarely or never seen before and are considered unusual. Numbers indicate how likely it is to see the given window title on this user's screen.

Host login

0

current session


server	probability	
10.170.255.203	100%	<div style="width: 100%; height: 10px; background-color: #4CAF50;"></div>

top 10 servers most probably used by Administrator

server	probability	
10.170.255.203	100%	<div style="width: 100%; height: 10px; background-color: #4CAF50;"></div>

The host login algorithm analyzes how likely it is for a user to log in to a given host.

Peer groups are taken into consideration: when users log in to hosts that are unusual for them but frequently used by their peers, such sessions are scored low.



Not scored

Commands

n/a

baseline not found for Administrator

Keystrokes

n/a

baseline not found for Administrator

Login time

n/a

baseline not found for Administrator

Frequent item set

n/a

baseline not found for Administrator

Reindex historical sessions

When data is not immediately available to you and you are unable to wait until sufficient amount of data comes in from production traffic, you can resort to manual reindexing.

To manually reindex historical session data, complete the following steps.

⚠ CAUTION:

Hazard of data loss! Reindexing can potentially crash your system or lead to permanent loss of audit data. Reindexing is therefore recommended only to advanced users. Do not reindex session data unless you exactly know what you are doing.

1. Connect to metadb (the PostgreSQL database of SPS):

```
psql -U scb scb
```

2. Check the index status of sessions to see the volume of unindexed sessions:

```
select index_status, count(*) from channels group by index_status order by index_status;
```

3. Trigger the reindex (in this example, for sessions from the last 100 days):

```
update channels set index_status=1 where index_status=3 AND session_start > (SELECT extract(epoch from now()) - 8640000);
```

To check progress, you can use the `indexer_status` page or the SQL query in [the step about checking the index status of sessions](#).

4. Wait approximately 5 minutes before building baselines.

The results of reindexing are picked up after about 5 minutes.

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
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product