



# One Identity Safeguard for Privileged Passwords

## Appliance Setup 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](http://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

<b>Hardware appliance</b> .....	<b>4</b>
Package contents .....	4
Front and back panels .....	5
Operating conditions and regulatory compliance .....	7
Setting up the hardware appliance .....	9
Warnings and precautions .....	13
Standardized warning statements for AC systems .....	14
<b>Virtual appliance</b> .....	<b>17</b>
Using the virtual appliance and web management console .....	17
Setting up the virtual appliance .....	19
Support Kiosk .....	21
Virtual appliance backup and recovery .....	23
<b>Completing the appliance setup</b> .....	<b>24</b>
<b>About us</b> .....	<b>28</b>
Contacting us .....	28
Technical support resources .....	28

# Hardware appliance

Safeguard for Privileged Passwords can be run from the One Identity Safeguard for Privileged Passwords 2000 Appliance (hardware), or a virtual appliance.

This section covers the background and steps you need to set up the hardware appliance for the first time. See the following sections:

- [Package contents](#)
- [Front and back panels](#)
- [Operating conditions and regulatory compliance](#)
- [Setting up the hardware appliance](#)
- [Warnings and precautions](#)
- [Standardized warning statements for AC systems](#)

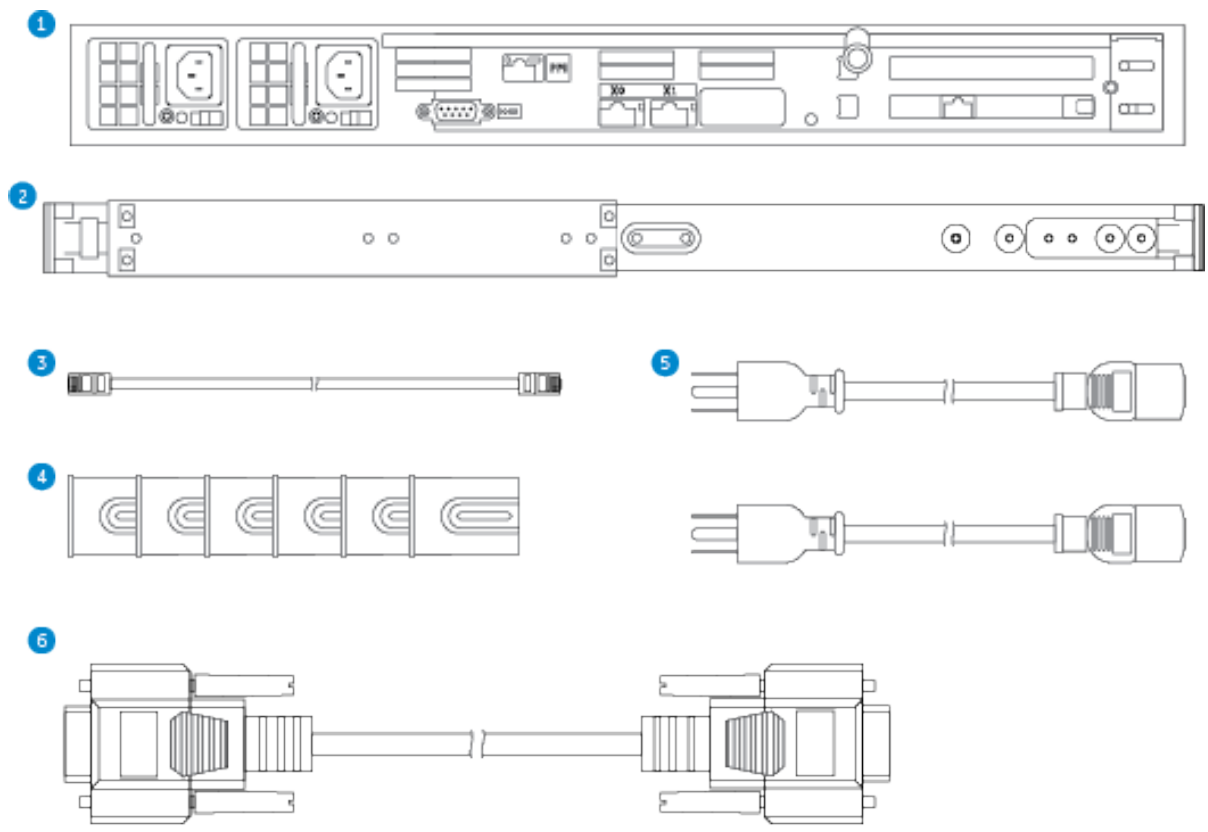
## Package contents

In addition to this guide, the One Identity Safeguard for Privileged Passwords package contents include:

1. One Identity Safeguard for Privileged Passwords 2000 Appliance
2. Rail (2)
3. Ethernet cable
4. Extra rail installation brackets
5. Power cord (2)\*
6. 6 foot DB9F/DB9F serial cable

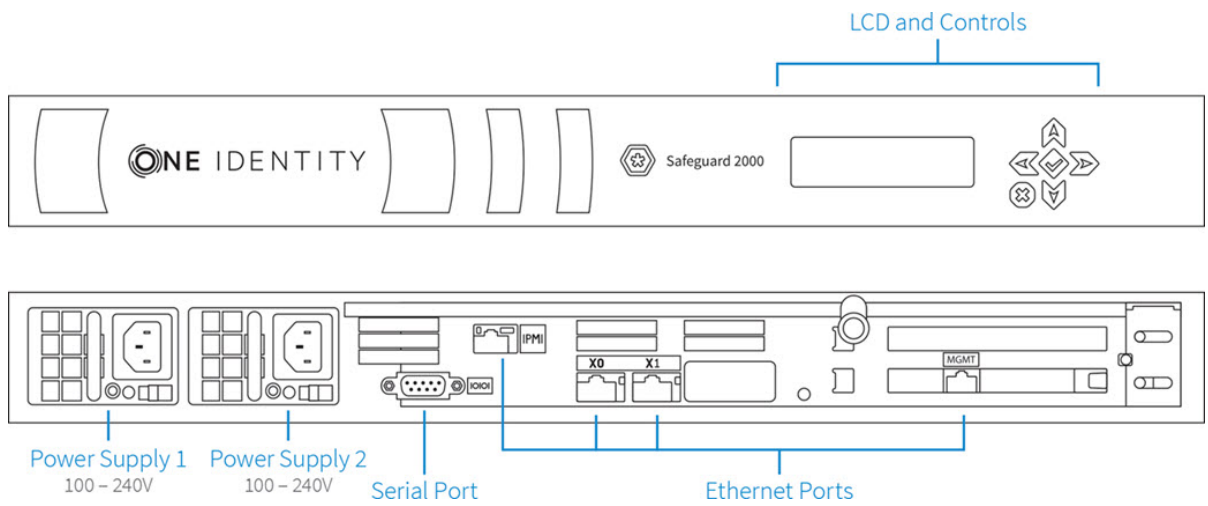
\* The included power cords are approved by use only in specific countries or regions. Before using a power cord, verify that it is rated and approved for use in your location. The power cord is for AC mains installation only.

If any items are missing from your package, contact Support at: <https://support.oneidentity.com>



## Front and back panels

The following diagram shows the front and back panels on the One Identity Safeguard for Privileged Passwords 2000 Appliance.



# Operating conditions and regulatory compliance

## Operating conditions (運行条件)

Input (輸入/輸入): 100-140 / 180-240 Vac, 50-60 Hz, 8.5-6.0 / 5.0-3.8 A

Operating Temperature (工作温度): 5 C to 35 C

Altitude of Operation (m)...: Up to 2000 m (操作高度(m): 最高2000 m)

## Regulatory compliance

Electromagnetic Emissions: FCC Class A, EN 55032 Class A, EN 61000-3-2/-3-3, CISPR 32 Class A, VCCI Class A

Electromagnetic Immunity: EN 55024/CISPR 24, (EN 61000-4-2, EN 61000-4-3, EN 61000-4-4, EN 61000-4-5, EN 61000-4-6, EN 61000-4-8, EN 61000-4-11)

Safety: CSA/EN/IEC/UL 60950-1 Compliant, UL or CSA Listed (USA and Canada), CE Marking (Europe)

## FCC warning

This equipment has been tested and found to comply with the regulations for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with this user's guide, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.

## CE Mark warning

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

## VCCI warning

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

この装置は、クラスA 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

VCCI-A

## Taiwan BSMI Class A Warning Statement

This is a Class A Information Product, when used in residential environment, it may cause radio frequency interference, under such circumstances, the user may be requested to take appropriate countermeasures.

警告使用者：  
這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。



# Setting up the hardware appliance

Follow these steps to set up and configure the One Identity Safeguard for Privileged Passwords 2000 Appliance.

## Step 1: Before you start

Ensure that you install the Microsoft .NET Framework 4.6 (or greater) on your management host.

## Step 2: Prepare for installation

Gather the following items before you start the appliance installation process:

1. Laptop
2. IP address
3. IP subnet mask
4. IP gateway
5. DNS server address
6. NTP server address

If a Safeguard for Privileged Passwords Appliance is going to be used for both Privileged Passwords and the sessions module, you need this network interface information for both the appliance and the embedded sessions module.

**⚠ CAUTION:** The embedded sessions module in Safeguard for Privileged Passwords version 2.7 will be removed in a future release (to be determined). For uninterrupted service, organizations are advised to join to the more robust Safeguard for Privileged Sessions Appliance for sessions recording and playback.

7. One Identity Safeguard for Privileged Passwords license.

If you purchased One Identity Safeguard for Privileged Passwords, the appropriate license files should have been sent to you via email. If you have not received an email or need it to be resent, visit <https://support.oneidentity.com/contact-us/licensing>. If you need to request a trial key, please send a request to [sales@oneidentity.com](mailto:sales@oneidentity.com) or call +1-800-306-9329.

- 📘 NOTE:** One Identity Safeguard for Privileged Passwords ships with the following modules, each requiring a valid license to enable functionality:
- Privileged passwords
  - Embedded sessions module

### Step 3: Rack the appliance

Prior to installing the racks for housing the appliance, see [Warnings and precautions](#)

### Step 4: Power on the appliance

Prior to powering up the appliance, see [Standardized warning statements for AC systems](#)

The One Identity Safeguard for Privileged Passwords 2000 Appliance includes dual power supplies for redundant AC power and added reliability.

1. Plug the power cords to the power supply sockets on the appliance back and then connect the cords to AC outlets.
2. Press the **Green check mark** button on the front panel of the appliance for NO more than one second to power on the appliance.

**TIP:** As a best practice, connect the two power cords to outlets on different circuits. One Identity recommends using an UPS on all appliances.

**CAUTION:** Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Green check mark button. Holding this button for four or more seconds will cold reset the power of the appliance and may result in damage.

You can use the **Red X** button to shut down the appliance. Once the Safeguard for Privileged Passwords Appliance is booted, press and hold the **Red X** button for four seconds until it displays POWER OFF.

**NOTE:** If the Safeguard for Privileged Passwords Appliance is not yet booted, it may be necessary to press the **Red X** button for up to 13 seconds.

**CAUTION:** Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Red X button for more than 13 seconds. This will hard power off the appliance and may result in damage.

### Step 5: Connect the management host to the appliance



The port used for a secure first-time configuration of the appliance is **MGMT**. This IP address is a fixed address that cannot be changed. It will always be available in case the primary interface becomes unavailable. The **MGMT** IP address is: 192.168.1.105.

The "primary interface" that connects your appliance to the network is **X0**. You must change the primary interface IP to match your network configuration. The default **X0** IP is: 192.168.0.105.

The appliance can take up to five minutes to boot up. In addition, ping replies have been disabled on the appliance, so you will not be able to ping this secure appliance.

1. Connect an Ethernet cable from the laptop to the **MGMT** port on the back of the appliance.
2. Set the IP address of the laptop to 192.168.1.100, the subnet mask to 255.255.255.0, and no default gateway.

## Step 6: Log into Safeguard for Privileged Passwords

1. Open a browser on the laptop and connect to the IP address of the **MGMT** port <https://192.168.1.105>.  
If you have problems accessing the configuration interface, check your browser Security Settings or try using an alternate browser.
2. Accept the certificate and continue. This is only safe when using an Ethernet cable connected directly to the appliance.
3. Log into the Safeguard for Privileged Passwords Web client using the Bootstrap Administrator account:
  - User name: **admin**
  - Password: **Admin123**
4. The Bootstrap Administrator is a built-in account that allows you to get the appliance set up for first time use. To keep your Safeguard for Privileged Passwords Appliance secure, change the default password for the Bootstrap Administrator's account.
  - To change the password from the web client, click  **Settings** in the upper right corner of the screen and select **Change Password**.
  - If this password is ever lost, you can reset it to the default of Admin123. See the *Safeguard for Privileged Passwords Administration Guide*, "Admin password reset" topic.
5. Configure the primary network interface (X0):
  - a. On the **Appliance Configuration** page, configure the following. Click the  **Edit** icon to modify these settings.
    - **Time:** Enable NTP and set the primary NTP server; if desired, set the secondary NTP server, as well. Click **Save**. By default, the NTP server is set to pool.ntp.org.
    - **Network (X0):**
      - Enter the appliance's IPv4 and/or IPv6 address information (IP address, Subnet Mask, Gateway)
      - Enter the DNS server address.
      - Optional, enter the DNS suffixes.
      - Click **Save**.

**NOTE:** The **Network Interface (X1)** information must be configured to use the embedded sessions module. You can configure the **Network Interface (X1)** for the Privileged Sessions module now or later using the Windows desktop client or web client.

If one or more Safeguard Sessions Appliances are joined to Safeguard for Privileged Passwords, X1 is not available in Safeguard for Privileged Passwords.

## Step 7: Connect the appliance to the network

- Connect an Ethernet cable from your primary interface (X0) on the appliance to your network.

## Warnings and precautions

The following precautions must be taken for proper installation.

### Rack precautions

- Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor with the full weight of the rack resting on them.
- In a single-rack assembly, stabilizers should be attached to the rack. In a multi-rack assembly, the racks should be coupled together.
- Always ensure the rack is stable before extending a component from the rack.
- Extend only one component at a time; extending two or more components simultaneously may cause the rack to become unstable.

### Component precautions

- Review the electrical and general safety precautions. For more information, see [Standardized warning statements for AC systems](#) on page 14.
- Determine the placement of each component in the rack BEFORE you install the rails.
- Install the heaviest components on the bottom of the rack first, and then work up.
- Use a regulating uninterruptible power supply (UPS) to protect the component from power surges, voltage spikes and to keep your system operating in case of a power failure.
- Allow the hot plug SATA drives and power supply modules to cool before touching them.
- Always keep the rack's front door and all panels and components on the appliance closed when not servicing to maintain proper cooling.

## Appliance and mounting considerations

The following conditions are required for proper installation:

### **Ambient operating temperature**

If installed in a closed or multi-rack assembly, the ambient operating temperature of the rack environment may be greater than the ambient temperature of the room. Therefore, consideration should be given to installing the equipment in an environment compatible with the manufacturer's maximum rated ambient temperature (T<sub>mra</sub>).

### **Reduced airflow**

Mount the equipment into the rack so that the amount of airflow required for safe operation is not compromised.

### **Mechanical loading**

Mount the appliances evenly in the rack in order to prevent a hazardous condition due to uneven mechanical loading.

### **Circuit overloading**

Consideration must be given to the connection of the equipment to the power supply circuit. Appropriate consideration of equipment nameplate ratings must be used when addressing this concern. Do not overload the circuit.

### **Reliable ground**

Reliable grounding of rack-mounted equipment must be maintained at all times. To ensure this, the rack itself should be grounded. Particular attention must be given to power supply connections other than the direct connections to the branch circuit, such as power strips.

## Standardized warning statements for AC systems

The following statements are industry standard warnings, provided to warn the user of situations which have the potential for bodily injury. Should you have questions or experience difficulty, contact One Identity technical support for assistance. Only certified technicians should attempt to install or configure components.

Read this appendix in its entirety BEFORE installing or configuring components in the One Identity Safeguard for Privileged Passwords 2000 Appliance.

- ① **NOTE:** These warning statements are also available in multiple languages on the One Identity support site:  
<https://support.oneidentity.com/one-identity-safeguard/2.0/technical-documents>.

## Warning definition

- ⊗ **WARNING:** This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

## Installation instructions

- ⊗ **WARNING:** Read the installation instructions before connecting the system to the power source.

## Circuit Breaker

- ⊗ **WARNING:** This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that the protective device is rated not greater than: 250 V, 20 A.

## Power Disconnection Warning

- ⊗ **WARNING:** The system must be disconnected from all sources of power and the power cord removed from the power supply module(s) before accessing the chassis interior to install or remove system components.

## Equipment installation

- ⊗ **WARNING:** Only trained and qualified personnel should be allowed to install, replace, or service this equipment.

## Restricted area

- ⊗ **WARNING:** This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security. (This warning does not apply to workstations).

## Battery handling

- ⊗ **WARNING:** There is a danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

## Redundant power supplies

- ⊗ **WARNING:** This unit might have more than one power supply connection. All connections must be removed to de-energize the unit.

## Backplane voltage

- ⊗ **WARNING:** Hazardous voltage or energy is present on the backplane when the system is operating. Use caution when servicing.

## Comply with local and national electrical codes

- ⊗ **WARNING:** Installation of equipment must comply with local and national electrical codes.

## Product disposal

- ⊗ **WARNING:** Ultimate disposal of this product should be handled according to all national laws and regulations.

## Hot swap fan warning

- ⊗ **WARNING:** The fans might still be turning when you remove the fan assembly from the chassis. Keep fingers, screwdrivers, and other objects away from the openings in the fan assembly's housing.

## Power cable and AC adapter

- ⊗ **WARNING:** When installing the product, use the provided or designated connection cables, power cables and AC adapters. Using any other cables and adapters could cause a malfunction or a fire. Electrical Appliance and Material Safety Law prohibits the use of UL or CSA -certified cables (that have UL/CSA shown on the code) for any other electrical devices than products designed by One Identity LLC only.



## Virtual appliance

Safeguard for Privileged Passwords can be run from a virtual appliance or the One Identity Safeguard for Privileged Passwords 2000 Appliance (hardware).

This section covers the background and steps you need to set up the virtual appliance for the first time.

[Using the virtual appliance and web management console](#)

[Setting up the virtual appliance](#)

[Support Kiosk](#)

[Virtual appliance backup and recovery](#)

## Using the virtual appliance and web management console

### Before you start: platforms and resources




Platforms and versions that have been tested with the web management console follow.

- Operating system: Windows 10 Enterprise including dynamic disks
- Supported VMs and suggested resources:
  - VMware vSphere with vSphere Hypervisor (ESXi) version 6.5 or higher
  - VMWare Workstation version 6.5 or higher

The following resources are recommended: 4 CPUs, 10GB RAM, and a 60GB disk

### Available wizards

The Appliance Administrator responsible for racking and initial configuration of the appliance can create the virtual appliance, launch the Safeguard web management console, and select one of the following wizards.

-  **Initial Setup:** Used to set up the virtual appliance for the first time including naming, OS licensing, and networking. For more information, see [Setting up the virtual appliance](#) on page 19.
-  **Setup:** After the first setup, Safeguard for Privileged Passwords updates and networking changes can be made via the web management console by clicking **Setup**.
-  **Support Kiosk:** The **Support Kiosk** is used to diagnose and resolve issues with Safeguard for Privileged Passwords. Any user able to access the kiosk can perform low-risk support operations including appliance restart or shutdown and support bundle creation. In order to reset the admin password, the user must obtain a challenge response token from One Identity support. For more information, see [Support Kiosk](#) on page 21.

## Security and backups

To maximize security in the absence of a hardened appliance, restrict the access to the Safeguard virtual disks, the web management console, and the MGMT interface to as few users as possible. Recommendations:

- X0 hosts the public API and is network adapter 1 in the virtual machine settings. Connect this to your internal network.
- MGMT hosts the web management console and is network adapter 2 in the virtual machine settings. This interface always has the IP address of 192.168.1.105. Connect this to a private, restricted network accessible to administrators only or disconnect it from the network to restrict unauthenticated actions such as rebooting or shutting down the appliance. The web management console is also available via the VMware console.

Once setup is completed, you can verify which of your NICs is MGMT and X0 by referring to the MAC address information found in **Support Kiosk | Appliance Information | Networking** for X0 and MGMT. For more information, see [Support Kiosk](#) on page 21.

To protect the security posture of the Safeguard hardware appliance, Safeguard hardware appliances cannot be clustered with Safeguard virtual appliances. Backups taken from a hardware appliance cannot be restored on virtual appliances and backups taken from a virtual appliance cannot be restored on a hardware appliance. For more information, see [Virtual appliance backup and recovery](#) on page 23.

## Upload and download

There is a web management console running on 192.168.1.105. When you connect to the virtual appliance via the virtual display, the web management console is displayed automatically, however, upload and download functionality are disabled when connected this way.

You may choose to configure the networking of your virtual machine infrastructure to enable you to proxy to <https://192.168.1.105> from your desktop. Connecting in this way will enable you to upload and download from the web management console.

**CAUTION:** Cloning and snapshotting are not supported and should not be used. Instead of cloning, deploy a new VM and perform Initial Setup. Instead of snapshotting, take a backup of the virtual appliance.

## Setting up the virtual appliance

The Appliance Administrator uses the initial setup wizard to give the virtual appliance a unique identity, license the underlying operating system, and configure the network. The initial setup wizard only needs to be run one time after the virtual appliance is first deployed, but you may run it again in the future. It will not modify the appliance identity if run in the future.

Once set up, the Appliance Administrator can change the appliance name, license, and networking information but not the appliance identity (ApplianceID). The appliance must have a unique identity.

The steps for the Appliance Administrator to initially set up the virtual appliance follow.

### Step 1: Deploy the VM

Deploy the virtual machine (VM) to your virtual infrastructure. The virtual appliance is in the **InitialSetupRequired** state.

### Step 2: Initial access

Initiate access using one of these methods:


- Via a virtual display: Connect to the virtual display of the virtual machine. You will not be offered the opportunity to apply a patch with this access method. Upload and download is not available from the virtual display. Continue to step 3.
- Via a browser: Configure the networking of your virtual infrastructure to proxy <https://192.168.1.105> on the virtual appliance to an address accessible from your workstation then open a browser to that address. For instructions on how to do this, consult the documentation of your virtual infrastructure (for example, VMWare). You will be offered the opportunity to apply a patch with this access method. Upload and download is available from the browser. Continue to step 3.

**IMPORTANT:** After importing the OVA and before powering it on, check the VM to make sure it doesn't have a USB controller. If there is a USB controller, remove it.

### Step 3: Complete initial setup

Click **Begin Initial Setup**. Once this step is complete, the appliance resumes in the **Online** state.

## Step 4: Log in and configure Safeguard for Privileged Passwords

1. To log in, enter the following default credentials for the Bootstrap Administrator then click **Log in**.
  - User Name: admin
  - Password: Admin123
2. If you are using a browser connected via <https://192.168.1.105>, the **Initial Setup** pane identifies the current Safeguard version and offers the opportunity to apply a patch. Click **Upload Patch** to upload the patch to the current Safeguard version or click **Skip**. (This is not available when using the Safeguard Virtual Kiosk virtual display.)
3. In the web management console on the  **Initial Setup** pane, enter the following.
  - a. **Appliance Name**: Enter the name of the virtual appliance.
  - b. **Windows Licensing**: Select one of the following options:
    - **Use KMS Server**: If you leave this field blank, Safeguard will use DNS to locate the KMS Server automatically. If KMS is not registered with DNS, enter the network IP address of your KMS server.
    - **Use Product Key**: If selected, your appliance will need to be connected to the internet for the necessary verification to add your organization's Microsoft activation key.  
  
You can update this information in **Administrative Tools | Settings | Appliance | Operating System Licensing**. For more information, see the *Safeguard for Privileged Passwords Administration Guide*, Operating system license.
  - c. **NTP**: Complete the Network Time Protocol (NTP) configuration.
    - Select **Enable NTP** to enable the protocol.
    - Identify the **Primary NTP Server** IP address and, optionally, the **Secondary NTP Server** IP address.
  - d. **Network (X0)**: For the X0 (public) interface, enter the IPv4 and/or IPv6 information, and **DNS Servers** information.
4. Click **Save**. The virtual appliance displays progress information as it configures Safeguard, the network adapter(s), and the operating system licensing.
5. When you see the message Maintenance is complete, click **Continue**.

## Step 5: Access the desktop client or use the web client


You can go to the virtual appliance's IP address for the X0 (public) interface from your browser to log in and download the desktop client or use the web client. For more information, see the *Safeguard for Privileged Passwords Administration Guide*, Installing the desktop client.

## Step 6: Change the Bootstrap Administrator's password

For security reasons, change the password on the Bootstrap Administrator User. For details, see the *Safeguard for Privileged Passwords Administration Guide*, Setting a local user's password.


### View or change the virtual appliance setup

From the web management console, click  **Home** to see the virtual appliance name, licensing, and networking information.

After the first setup, Safeguard for Privileged Passwords updates and networking changes can be made via the web management console by clicking  **Setup**.

# Support Kiosk

An Appliance Administrator triaging a virtual appliance that has lost connectivity or is otherwise impaired can use the support kiosk even when the virtual appliance is in quarantine. For more information, see the *Safeguard for Privileged Passwords Administration Guide*, What do I do when an appliance goes into quarantine.

1. On the web management console, click  **Support Kiosk**.
2. Select any of the following activities.
  - **Appliance Information**  
This is read-only. You can re-run setup to change networking information.
  - **Power Options**  
You can reboot or shutdown the virtual appliance.
    - a. Enter the reason you want to reboot or shutdown the virtual appliance.
    - b. Click **Reboot** or **Shutdown**.
  - **Admin Password Reset**  
The Bootstrap Administrator is a built-in account to get the appliance running for the first time. The default credentials (admin/Admin123) should be changed once Safeguard is configured. If you lose the password, you can reset it to the default using the challenge response process below.
    - a. Enter your email (or full name) to receive the challenge question from the virtual appliance.
    - b. Click **Get Challenge** and perform one of the following to get the challenge response:
      - Click **Copy Challenge**. The challenge is copied to the clipboard. Send that challenge to Safeguard support. Support will send back a "challenge response" that is good for 48 hours. Do not refresh your screen.

- Screenshot the QR code and send it to Support. Support will send back a "challenge response" that is good for 48 hours. Do not refresh your screen. .
  - Use a QR code reader on your phone to get the "challenge response".
- c. In the **Response** text box, paste the "challenge response". The "challenge response" authenticates the action and allows it.
  - d. Click **Reset Password**.
- **Support Bundle**  
A support bundle includes system and configuration information sent to One Identity Support to analyze and diagnose issues. You can download a support bundle or save the bundle to a Windows share location which you have already set up. To generate a support bundle:
    - a. Select **Include Event Logs** if you want to include operating system events. Unless requested by support, it is recommended to leave this unchecked because it takes much longer to generate the support bundle.
    - b. Create the support bundle using one of these methods:
      - If you are connected via the browser not the display, you can click **Download**, navigate to the location for the download, and click **OK**.
      - To copy the bundle to the share:
        - i. Enter the **UNC Path, Username, and Password**.
        - ii. Select **Include Event Logs**, if appropriate.
        - iii. Click **Copy To Share**. A progress bar displays. The operation is complete when you see The bundle was successfully copied to the share.
- **Factory Reset**  
Perform a factory reset to recover from major problems or to clear the data and configuration settings on a hardware appliance. All data and audit history is lost and the hardware appliance goes into maintenance mode. (A virtual appliance is reset by the recovery steps to redeploy and not a factory reset.) For more information, see [Factory reset from a kiosk](#).
  - **Lights Out Management (BMC)**  
The Lights Out Management feature allows you to remotely manage the power state and serial console to Safeguard for Privileged Passwords using the baseboard management controller (BMC). When a LAN interface is configured, this enables the Appliance Administrator to power on an appliance remotely or to interact with the recovery kiosk. For more information, see [Lights Out Management \(BMC\)](#).

# Virtual appliance backup and recovery

Use the following information to backup and recover a Safeguard for Privileged Passwords virtual appliance. Factory reset is not an option for virtual appliances. To factory reset a virtual appliance, just redeploy the appliance.

## Backing up the virtual appliance

To ensure security of the hardware appliance, backups taken from a hardware appliance cannot be restored on virtual appliances and backups taken from a virtual appliance cannot be restored on a hardware appliance.

Backup is handled via **Administrative Tools | Settings | Backup and Retention**. For more information, see the *Safeguard for Privileged Passwords Administration Guide*, Backup and retention settings.

## Recovery of the virtual appliance

A Safeguard for Privileged Passwords virtual appliance is reset by using the following recovery steps.

1. Redeploy the virtual appliance and run **Initial Setup**. For more information, see [Setting up the virtual appliance](#) on page 19.
2. Restore the backup. For more information, see [Backup and Retention settings](#). For more information, see the *Safeguard for Privileged Passwords Administration Guide*, Backup and retention settings.

## Completing the appliance setup

After setting up the hardware appliance or virtual appliance, complete these steps.

### Step 1: Install the desktop client application and desktop player

- NOTE:** The install also includes: Safeguard for Privileged Passwords PuTTY which is used to launch the SSH client for SSH session requests.

#### *Installing the Safeguard for Privileged Passwords desktop client application*

1. To download the Safeguard for Privileged Passwords desktop client Windows installer .msi file, open a browser and navigate to:  
`https://<Appliance IP>/Safeguard.msi`  
Save the **Safeguard.msi** file in a location of your choice.
2. Run the MSI package.
3. Select **Next** in the **Welcome** dialog.
4. Accept the **End-User License Agreement** and select **Next**.
5. Select **Install** to begin the installation.
6. Select **Finish** to exit the desktop client setup wizard.

#### *Installing the Desktop Player*

- CAUTION:** If the Desktop Player is not installed and a user tries to play back a session from the Activity Center, a message like the following will display: No Desktop Player. The Safeguard Desktop Player is not installed. Would you like to install it now? The user will need to click **Yes** to go to the **download page to install the player following step 2 below.**

1. Once the Safeguard for Privileged Passwords installation is complete, go to the Windows **Start** menu, **Safeguard** folder and click **Download Safeguard Player** to be taken to the [One Identity Safeguard for Privileged Sessions - Download Software](#) web page.
2. Follow the *Install Safeguard Desktop Player* section of the player user guide found here:



- a. Click this link: [One Identity Safeguard for Privileged Sessions - Technical Documentation](#).
- b. Scroll to **User Guide** and click *One Identity Safeguard for Privileged Sessions [version] Safeguard Desktop Player User Guide*.

## New Desktop Player versions

When you have installed a version of the Safeguard Desktop Player application, you will need to uninstall the previous version to upgrade to a newer player version.

## Step 2: Start the desktop client

1. Log in using the Bootstrap Administrator account.
2. Run the desktop client and log in with the configured IPv4 or IPv6 address for the primary interface (X0). To log in with an IPv6 address, enter it in square brackets.
3. License one or both of the Safeguard for Privileged Passwords modules using the provided license files:
  - Privileged passwords
  - Embedded sessions module
4. Designate an archive server for storing session recordings. Defining archive server configurations and assigning an archive server to an appliance are done from the desktop's **Administrative Tools** view:
  - Go to **Settings | Backup and Retention | Archive Servers** to configure archive servers.
  - Go to **Settings | Sessions | Session Recordings Storage Management** to assign an archive server to an appliance for storing recording files.
5. To configure the time zone:
  - a. Navigate to **Administrative Tools | Settings | Safeguard Access | Time Zone**.
  - b. Select the time zone in the **Default User Time Zone** drop-down menu.
6. Ensure that your Safeguard for Privileged Passwords Appliance has the latest software version installed. To check the version:
  - a. From the Safeguard for Privileged Passwords Desktop Client, log in with admin account credentials.
  - b. Click **Settings | Appliance | Appliance Information**. The **Appliance Version** is displayed.
  - c. Go to the following product support page for the latest version:  
<https://support.oneidentity.com/one-identity-safeguard/download-new-releases>
  - d. If necessary, apply a patch. Wait for maintenance. If you are installing multiple patches, repeat as needed.

### Step 3: Backup Safeguard for Privileged Passwords

Immediately after your initial installation of Safeguard for Privileged Passwords, make a backup of your Safeguard for Privileged Passwords Appliance.

**NOTE:** The default backup schedule runs at 22:00 MST, which can be modified rather than manually running a backup.

1. From the Safeguard for Privileged Passwords desktop Home page, select **Administrative Tools**.
2. In **Settings**, select **Backup and Retention | Backups**.
3. Click **+ Run Now**.

### Step 4: Update Safeguard for Privileged Passwords

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

1. From the Safeguard for Privileged Passwords desktop Home page, select **Administrative Tools**.
2. In **Settings**, select **Appliance | Updates**.
3. Click **Upload a File** and browse to select an update file.

**NOTE:** When you select a file, Safeguard for Privileged Passwords uploads it to the server, but does not install it.
4. Click **Install Now** to install the update file immediately.
5. Once you have updated Safeguard for Privileged Passwords, be sure to backup your Safeguard for Privileged Passwords Appliance.

### Step 5: Add a user with Authorizer administrative permissions


The Authorizer administrator is responsible for granting administrative access to One Identity Safeguard for Privileged Passwords.

1. From the Safeguard for Privileged Passwords desktop Home page, select **Administrative Tools**.

**NOTE:** This is where you add all the objects you need to write access request policies, such as users, accounts, and assets.
2. In **Administrative Tools**, select **Users**.
3. Click **+ Add User** to create a Safeguard for Privileged Passwords user with a "local" authentication provider and Authorizer Administrator permissions.

**NOTE:** When you choose **Authorizer** permissions, Safeguard for Privileged Passwords also selects **User** and **Help Desk** permissions. These additional settings cannot be cleared.

4. Log out:

- a. In the upper-right corner of the screen, click the  user avatar.
- b. Select **Log Out**.

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