# One Identity Safeguard for Privileged Passwords 2.9

## User Guide

**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.

Safeguard for Privileged Passwords User Guide
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# 1

# Introduction

The One Identity Safeguard for Privileged Passwords User Guide is intended for non-administrative users who are authorized to request, approve or review access requests. It provides detailed instructions for performing these tasks using the Safeguard for Privileged Passwords desktop client.

# Introduction to One Identity Safeguard for Privileged Passwords

The One Identity Safeguard for Privileged Passwords Appliance is built specifically for use only with the Safeguard for Privileged Passwords 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.

A Safeguard for Privileged Passwords virtual appliance is also available.

## Safeguard privileged management software suite

Safeguard privileged management software is used to control, monitor, and govern privileged user accounts and activities to identify possible malicious activities, detect entitlement risks, and provide tamper proof evidence. The Safeguard products also aid incident investigation, forensics work, and compliance efforts.

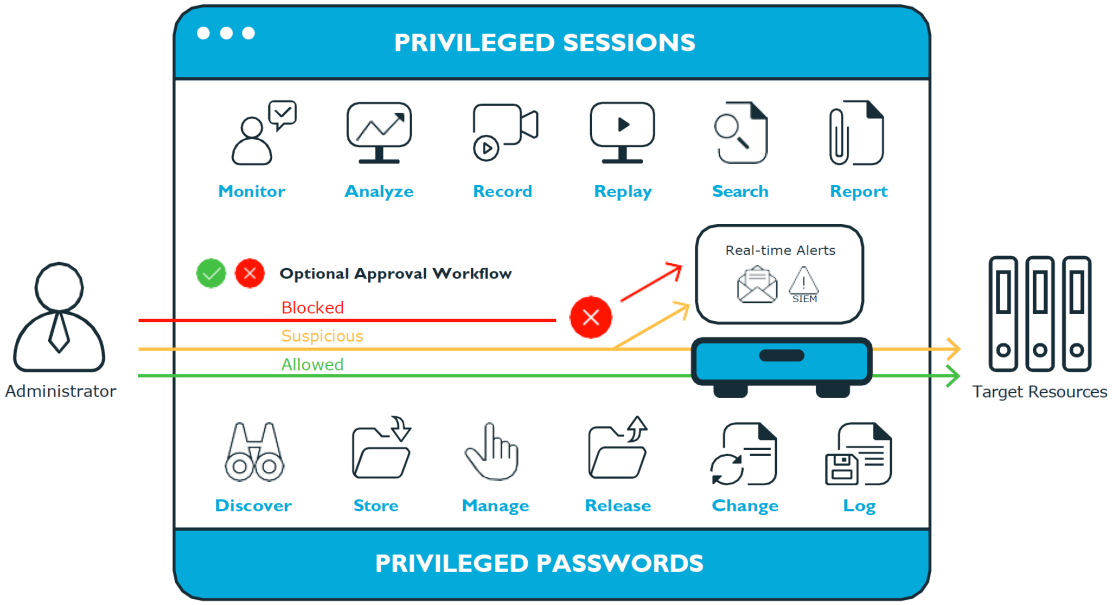
The Safeguard products' unique strengths are:

- One-stop solution for all privileged access management needs
- Easy to deploy and integrate
- Unparalleled depth of recording
- Comprehensive risk analysis of entitlements and activities
- Thorough Governance for privileged account

The suite includes 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 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.



# Overview of the entities

Safeguard for Privileged Passwords is a password, keys, and secrets vault to secure assets including computers, servers, network devices, directories, and applications. Two types of access may be granted to assets 1) passwords (including secrets) and 2) sessions.

A high level introduction to the Safeguard for Privileged Passwords entities and how they relate follows.

## Assets, partitions, and partition profiles

Assets include computers, servers, network devices, directories, or applications for Safeguard to manage. Assets have associated users and service accounts. Assets and accounts may be imported (for example, from Active Directory). Assets may or may not be part of an asset group.

The partition is a container for delegated management for account passwords (including check and change). Partitions are also useful to segregate assets to various owners to achieve Separation of Duties (SoD). Partitions allow you to set up multiple asset managers, each with the ability to define password guidelines for the managed systems in their own workspace. Typically you would partition assets by geographical location, owner, function, or by operating system. For example, you can group Unix assets in a partition and delegate the Unix administrator to manage it. Every partition should have a partition owner.

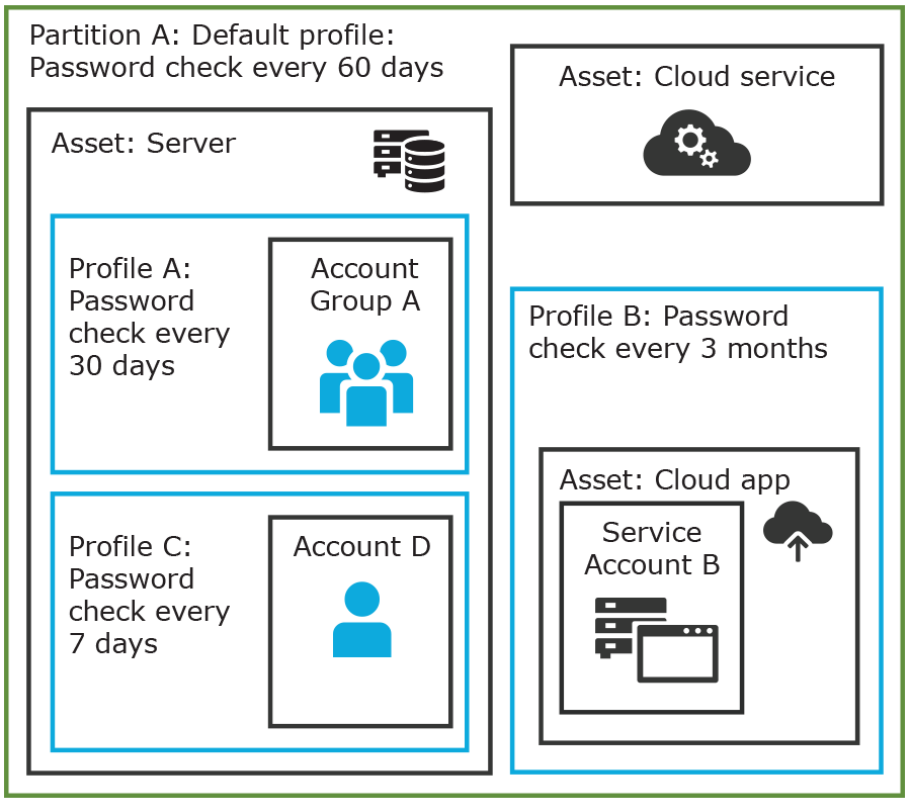
An asset can be assigned to only one partition at a time. When you assign an asset to a partition, all accounts associated with that asset are automatically reassigned to that partition, as well. Then, any new accounts you add for that asset are automatically assigned to that partition.

The partition profile includes the schedules and rules governing the partition’s assigned assets and the assets' accounts. For example, the partition profile defines how often a password check is required on an asset or account.

A partition can have multiple partition profiles, each assigned to different assets, if desired. An account is governed by only one profile. If an account is explicitly assigned to a profile, the account is governed by the one assigned to the parent asset. If that asset does not have an assigned profile, the partition's default profile is assigned.

When you create a new partition, Safeguard for Privileged Passwords creates a corresponding default profile with default schedules and rules. You can create multiple profiles to govern the accounts assigned to a partition. Both assets and accounts are assigned to the scope of a profile.

For example, suppose you have an asset with 12 accounts and you configure the partition profile to check and change passwords every 60 days. If you want the password managed for one of those accounts every 7 days, you can create another profile and add the individual account to the new profile. Now, Safeguard for Privileged Passwords will check and change all the passwords on this asset every 60 days except for this account, which will change every 7 days.




In the example above, Partition A has three profiles (Profile A, B, and C) and a default profile. Profile A checks passwords every 30 days. Profile B checks passwords every 3 months, and Profile C has the highest level of security, checking passwords every 7 days. Note that the asset Server has two partition profiles each governing different accounts associated with the asset. Profiles A, B, and C are all explicitly assigned to the accounts and assets shown. Asset Cloud service doesn't have an explicitly assigned profile so the default will be used to manage accounts on the asset.

**Details: Assets and asset groups**

- An asset may be a computer, server, network device, directory, or application.
- You can log into an asset with more than one account, but an account can only be associated with one asset.
- If you select an asset for a profile, all accounts are included.
- An asset must be assigned to only one partition. An asset typically has a profile, but it is not mandatory.
- You can create multiple assets for the same device or application then manage different accounts on each asset. For example, a directory asset can manage a subset of the forest.
- An Asset Group is a set of assets that can be added to the scope of an entitlement's access request policy.

**Details: Partitions and partition profiles**

- A partition is a group of assets (and the assets' associated accounts) governed by a partition profile and used to delegate asset management. An asset can only be in one partition at a time. All accounts associated with that asset are automatically added to the partition.
- Partition profiles are the schedules and rules that govern a partition's assets and the assets' accounts. You can set a default partition profile to assign or you can manually assign a partition profile to an asset or account.
- When a partition is created, a default profile is created for that partition. This profile is implicitly associated with all assets and accounts added to the partition. Later, a different profile can be manually assigned to assets and account which is referred to as an explicit association. Explicit associations (manual assignments) override implicit associations (auto-assignments).

## Accounts, account groups, entitlements, and entitlement access request policies

Assets have associated accounts, like a user account or an account for a Windows service. An account can only be associated with one asset.

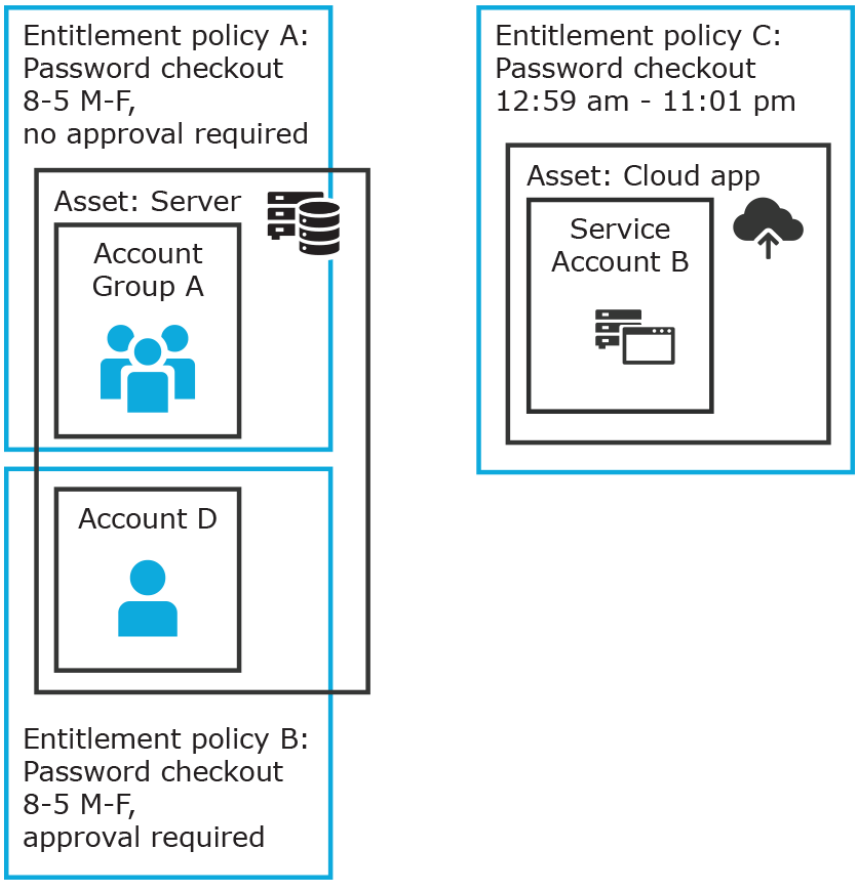
Entitlements grant access to users, user groups, or both. An entitlement includes one or more access request policies and may be related to job functions like help desk support or Unix administrators.

An entitlement access request policy defines what is managed by the policy and is referred to as the "scope of the policy". There are two types of access requests: password and sessions.

- To define an access request policy for a password request, the valid scope properties are accounts and account groups.
- To define an access request policy for a sessions request, the valid scope properties are accounts, account groups, assets, and asset groups. If only assets or asset groups are defined in the access request policy, the **Asset Based Session Access** must have an option other than **None**.

Entitlement access request policies may include:

- The access type: Password or sessions which include SSH, RDP (remote desktop), or telnet
- The scope: Accounts, account groups, assets, and asset groups as needed
- Requester settings: For example, reason for the request, comment, ticket number, and access duration
- Approver and Reviewer settings: If required, the approvers and reviewers along with notifications
- Access configuration: Settings based on the type of access (Password, SSH, or RDP set earlier)
- Session settings: If used, record sessions
- Time restrictions: If used, days and hours of access
- Emergency settings: If used, who to contact




In the example above, each account or account group is assigned to only one asset. The Server asset is associated with Account D and Account Group A which is made up of several accounts. Entitlement access request policy A is assigned to Account Group A so that group can check out passwords from 8 am to 5 pm Monday through Friday with no approval required. Entitlement access request policy B, which is associated with Account D, allows for password checkout for the same time frame but the checkouts require approvals. Entitlement access request policy C allows for password checkout from 12:59 am to 11:01 pm to allow for the system maintenance window.

**Details: Accounts and account groups**

- An account can only be associated with one asset.
- An account group is a set of accounts that can be added to the scope of an entitlement's access request policy. An account group can span multiple assets.
- Directory accounts are associated with assets that are directories.
- Both directory accounts and directory assets can can be visible or "shared" across partition boundaries, for specific purpose. Directory assets can be shared for for Asset Discovery jobs. Directory accounts can be used as a service account or dependent account to a Windows service or task.

**Details: Entitlements and access request policies**

- An entitlement is a set of access request policies that restrict resources, typically by job role.
- Entitlements are used to authorized users or members of user groups to access accounts in the scope of the set of the entitlement's access request policies. One entitlement may have zero, one, or multiple access request policies. Users and user groups can be added to entitlements.
- Access request policies contain the details of the type of access as well as conditions. For example, the type of access may include password versus session (RDP, SSH, other protocols), time limits, individual accountability (change after check-in), and other settings. Conditions may include number of approvers, time of day, ticketing system, reason codes, and other conditions. An access request policy can only be associated with one entitlement.
- Access request policies are scoped to resources. Sometimes that scoping is done directly to accounts and the asset is implied. Or, the scoping is done to the asset and the access request policy identifies the account.

## Users and user groups

Users are individuals. A user may be assigned administrative permissions to govern assets, partitions, accounts, and entitlement access request policies. A user may be assigned more than one set of permissions by the Authorizer Administrator. It is a best practice to follow the principles of separation of duties (SoD) in administration assignments. For example, the assignment of Asset Administrator, Policy Administrator, User Administrator, and Auditor should be different users.

Standard users do not have administrative permissions. They can request access, approve access requests, or review completed access requests.

Users can be configured for two-factor authentication.

**Details: Users and user groups**

- A user is a person who can log into SPP. A user can be associated with an identity provider that is local or a user can be a directory user from an external identity store such as Microsoft Active Directory. A user may be associated with user groups, partitions, entitlements, and linked accounts.
- A user group is set of users that can be added to an entitlement, typically based on roles. The user group's access is governed by the entitlement’s access request policies. Both local user groups and directory user groups can be added to SPP.
- A user can be assigned administrative permissions over assets, security, and so on. A standard user has no administrative permissions and performs other duties, for example, to approve access requests.

## Discovery

You can discover assets and accounts that are not being managed so you can place them under management, if appropriate. Discovery jobs can be configured to discover assets and accounts.

### Password request high level workflow

1. A user or service requests the password of an account. (The password may come from Active Directory and is governed by the profile setting.)
2. Based on the entitlement access request policy, the password is automatically granted or the password request can be sent through an approval process. The workflow can also include a reviewer to review all access activities for legitimacy.
3. The session launches on a machine or via a graphical user interface such as SSH or RDP (Remote Desktop Protocol).

Passwords can be checked in or are otherwise valid for the duration of the request. Safeguard resets the password and passwords are constantly changing to monitor and audit access to assets.

### Session access

Session access and activities are proxied through Safeguard and are captured in audit logs. Session activities at the screen and keystroke level can be captured, viewed, and used for forensic audits.

# Key features

The One Identity portfolio includes the industry's most comprehensive set of privileged access management solutions. You can build on the capabilities of One Identity Safeguard with solutions for granular delegation of the UNIX root account and the Active Directory administrator account; add-ons

to make open source sudo enterprise-ready; and keystroke logging for UNIX root activities – all tightly integrated with the industry's leading Active Directory bridge solution.

The following key features are available in Safeguard for Privileged Passwords.

Feature information by release is available. For more information, see the *Safeguard for Privileged Passwords Administration Guide*, Appendix D: Historical changes by release.

**Table 1: One Identity Safeguard for Privileged Passwords key features**

| Feature | Description |
|---|---|
| Auto-login | Auto-login and sessions access request launch enhances security and compliance by never exposing the account credentials to the user. |
| Activity Center | Using the Activity Center, you can quickly and easily view all actions executed by Safeguard for Privileged Passwords users and integrated processes. Activity Center reports can be searched, customized and filtered to zero-in on the actions of a single user or to audit a variety of actions across a subset of departments. In addition, you can schedule queries, and save or export the data. |

| Feature | Description |
| --- | --- |
| Always online | Safeguard for Privileged Passwords Appliances can be clustered to ensure high availability. Passwords and sessions can be requested from any appliance in a Safeguard for Privileged Passwords cluster.<br>This distributed clustering design also enables the recovery or continuation of vital technology infrastructure and systems following a natural or human-induced disaster. |
| Approval Anywhere | Leveraging One Identity Starling, you can approve or deny any access request anywhere without being on the VPN. |
| Directory integration | You can leverage your existing directory infrastructure (such as Microsoft Active Directory). You import directory users and directory groups. Directory users authenticate to Safeguard for Privileged Passwords with their directory credentials.<br>Active Directory and LDAP data is automatically synchronized by asset or identity and authentication providers schema as shown in the following lists.<br>**Asset schema list**<br>• Users<br>  • Username<br>  • Password (modifiable in LDAP and not modifiable in Active Directory)<br>  • Description<br>• Groups<br>  • Name<br>  • Member<br>• Computer<br>  • Name<br>  • Network Address<br>  • Operating System<br>  • Operating System Version<br>  • Description<br>**Identity and Authentication Providers schema list**<br>• Users<br>  • Username<br>  • First Name |

| Feature | Description |
| --- | --- |
| | • Last Name<br>• Work Phone<br>• Mobile Phone<br>• Email<br>• Description<br>• External Federation Authentication<br>• Radius Authentication<br>• Managed Objects<br>• Groups<br>• Name<br>• Members<br>• Description |
| Discovery | Quickly discover any privileged account or system on your network with host , directory, and network-discovery options. |
| Event notification options | Safeguard for Privileged Passwords allows you to configure the appliance to send event notifications to external systems such as Email, Syslog, and SNMP. |
| Favorites | Quickly access the passwords that you use the most right from the Home screen. You can group several password requests into a single favorite so you can get access to all the accounts you need with a single click. |
| One Identity Hybrid Subscription | Expand the capabilities of Safeguard with the One Identity Hybrid Subscription, which offers immediate access to cloud delivered features and services. These include all-you-can-eat Starling Two-Factor Authentication (2FA) to protect Safeguard access and Starling Identity Analytics & Risk Intelligence for Safeguard so that you can pre-emptively detect risk users and entitlements. A single subscription enables all One Identity solution deployments. |
| Partitions and Profiles | Safeguard for Privileged Passwords allows you to group managed systems into secure work areas that can be designated for delegated management. |
| Release control | Manages password requests from authorized users for the accounts they are entitled to access via a secure web browser connection with support for mobile devices. |
| RESTful API | Safeguard for Privileged Passwords uses a modernized API based on a REST architecture which allows other applications and systems. Every function is exposed through the API to enable |

| Feature | Description |
| --- | --- |
| | quick and easy integration regardless of what want to do or which language your applications are written. |
| Role-based access control (RBAC) | Safeguard for Privileged Passwords uses a role-based access control hierarchy using administrator permissions sets. Numerous roles are available for administrating Safeguard for Privileged Passwords enabling granular delegation and workflows along with least privileged access. |
| Secure access to legacy systems | Use smartcard, two-factor authentication or other strong authentication methods to gain access to systems. Because Safeguard for Privileged Passwords acts as a gateway or proxy to the system, it enables strong authentication to targets that cannot or do not support those methods natively. |
| Smartcard support | Authentication of your privileged users can be integrated with Microsoft's Active Directory support for Smartcards or manually uploaded to the Safeguard for Privileged Passwords Appliance itself. |
| Two-factor authentication support | Protecting access to passwords with another password isn't enough. Enhanced security by requiring two-factor authentication to Safeguard for Privileged Passwords. Safeguard for Privileged Passwords supports any Radius-based 2FA solution and One Identity's Starling Two-Factor Authentication (2FA) service. |
| Workflow engine for policy-based release control | Using a secure web browser with support for mobile devices, you can request access and provide approval for privileged passwords and sessions. Requests can be approved automatically or require dual/multiple approvals based on your organization’s policy. The workflow engine supports time restrictions, multiple approvers and reviewers, emergency access, and expiration of policy. It also includes the ability to input reason codes and/or integrate directly with ticketing systems. |

## Sessions key features

To record and playback sessions, you may use one of the following methods:

- The embedded sessions module that comes with Safeguard for Privileged Passwords.

  **CAUTION:** **The embedded sessions module in Safeguard for Privileged Passwords version 2.7 (and later) 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.**

- Use Safeguard for Privileged Sessions via a join to Safeguard for Privileged Passwords.

The join is initiated from Safeguard for Privileged Sessions. For details about the join steps and issue resolution, see the *One Identity Safeguard for Privileged Sessions Administration Guide* at this link: One Identity Safeguard for Privileged Sessions - Technical Documentation.

**Table 2: Key features using sessions**

| | |
|---|---|
| Command detection | During a privileged session, commands that are being run on the target host are detected. All actions are logged and can be sent out, if configured, to various logging mechanisms (syslog, email, SNMP).<br>NOTE: For an RDP session, Safeguard for Privileged Passwords can detect the title of any window that is opened on the desktop during a privileged session. |
| Full session audit, recording and replay | With sessions, every packet sent and action that takes place on the screen -- including mouse movements, clicks and keystrokes -- is captured, indexed, and stored in tamper-proof audit trails that can be viewed like a video and<br>searched like a database. The time and content of the session are cryptographically signed for forensics and compliance purposes. Only actual activity is recorded, and recordings are compressed to a fraction of the size required by other solutions to minimize offline storage requirements.<br>Security teams can search for specific events across sessions and play the recording starting from the exact location the search criteria occurred. Audit trails are encrypted, time-stamped and cryptographically signed for<br>forensics and compliance purposes. |
| Indexing | With sessions, you can create a searchable list of commands and programs that were run during the recorded session. Auditors have a quick and easy view to session activities. |
| Protocol support | The embedded sessions module provides full support for the SSH and RDP protocols. In addition, administrators can decide what options within the protocols they want to enable/disable. |
| Proxy access | All sessions are proxied to target resources. Since users have no direct access to resources, the enterprise is protected against viruses, malware, and other dangerous items on the user's system. The embedded sessions module can proxy and record Unix/Linux, Windows, network devices, firewalls, routers and more. |
| Real-time alerting and blocking | Monitor traffic in real time, and execute various actions if a certain pattern appears in the command line or on screen. Predefined patterns could be a risky command or text in a text-oriented protocol, or an suspicious window title in a graphical connection. |

| | |
|---|---|
| | In the case of detecting a suspicious user action, Safeguard can log the event, send an alert or immediately terminate the session. |
| Work the way you want | Sessions enables administrators to choose their access tools and tool preferences (for example, PuTTY) when gaining access to privileged sessions. This creates a frictionless solution that gives administrators the access they need while meeting compliance and security regulations. |

# 2

# System requirements

One Identity Safeguard for Privileged Passwords has several graphical user interfaces that allow you to manage access requests, approvals and reviews for your managed accounts and systems:

- The Windows desktop client consists of an end-user view and administrator view. The fully featured desktop client exposes all of the functionality of Safeguard based on the role of the authenticated user.
- The web client is functionally similar to the desktop client end-user view and useful for end-users requesting sessions and passwords.
- The web management console displays whenever you connect to the virtual appliance and is used for first time configuration.

Ensure that your system meets the minimum hardware and software requirements for these clients.

If a Safeguard Sessions Appliance is joined to Safeguard for Privileged Passwords, session recording is handled via Safeguard for Privileged Session. The join is initiated from Safeguard for Privileged Sessions. For details about the join steps and issue resolution, see the *One Identity Safeguard for Privileged Sessions Administration Guide* at this link: One Identity Safeguard for Privileged Sessions - Technical Documentation.

## Bandwidth

We recommend that connection, including overhead, is faster than 10 megabits per second inter-site bandwidth with a one-way latency of less than 500ms. If you are using traffic shaping, you must allow sufficient bandwidth and priority to port 655 UDP/TCP in the shaping profile. These numbers are offered as a guideline only in that other factors could require additional network tuning. These factors include but are not limited to: jitter, packet loss, response time, usage, and network saturation. If there is any questions please contact One Identity Technical Support.

# Desktop client system requirements

The desktop client is a native Windows application suitable for use on end-user machines. You install the desktop client by means of an MSI package which you can download from the appliance web client portal. You do not need administrator privileges to install One Identity Safeguard for Privileged Passwords.

NOTE: The Windows desktop client also installs:

- Safeguard for Privileged Passwords PuTTY: Used to launch an SSH client if PuTTY is not available on the machine.

**Table 3: Desktop client requirements**

| Component | Requirements |
|---|---|
| Technology | Microsoft .NET Framework 4.6 (or later) |
| Windows platforms | 64-bit editions of:<br>• Windows 7<br>• Windows 8.1<br>• Windows 10<br>• Windows Server 2008 R2<br>• Windows Server 2012<br>• Windows Server 2012 R2<br>• Windows Server 2016<br>If the appliance setting, **TLS 1.2 Only** is enabled, (**Administrative Tools** \| **Settings** \| **Appliance** \| **Appliance Information**), ensure the desktop client also has TLS 1.2 enabled. If the client has an earlier version of TLS enabled, you will be locked out of the client and will not be able to connect to Safeguard for Privileged Passwords.<br>NOTE: Internet Explorer security must be set to use TLS 1.0 or higher. Ensure the proper "Use TLS" setting is enabled on the Advanced tab of the **Internet Options** dialog (In Internet Explorer, go to **Tools** \| **Internet Options** \| **Advanced** tab).<br>NOTE: To use FIDO2 two-factor authentication, you will need a web browser that supports the WebAuthn standard. |
| Desktop Player | See *One Identity Safeguard for Privileged Sessions [version] Safeguard Desktop Player User Guide* available at: One Identity Safeguard for Privileged Sessions - Technical Documentation, **User Guide**. |

# Web client system requirements

**Table 4: Web client requirements**

| Component | Requirements |
|---|---|
| Web browsers | Desktop browsers:<br>• Google Chrome 66 (or later)<br>• Microsoft Internet Explorer 11 and Edge<br>• Mozilla Firefox 52 (or later)<br>NOTE: To use FIDO2 two-factor authentication, you will need a web browser that supports the WebAuthn standard.<br>Mobile device browsers:<br>• Apple Safari iOS 10 (or later)<br>• Google Chrome on Android<br>The web client is implemented for modern web browser technology, using:<br>• HTML5<br>• CSS<br>• JavaScript<br>NOTE: If your browser lacks these required technologies, then use the desktop client. |

# Product licensing

One Identity Safeguard for Privileged Passwords is made up of a core set of features, such as the UI and Web Services layers, and a number of modules.

## Hardware appliance

The One Identity Safeguard for Privileged Passwords 2000 Appliance ships with the following module which requires a valid license to enable functionality:

- Privileged Passwords
- Privileged Sessions

You must install a valid license for each Safeguard for Privileged Passwords module to operate. More specifically, if any module is installed, Safeguard for Privileged Passwords

will show a license state of **Licensed** and is operational. However, depending on which models are licensed, you will see limited functionality. That is, even though you will be able to configure access requests:

- If a Privileged Passwords module license is not installed, you will not be able to request a password release.
- If a Privileged Sessions module license is not installed, you will not be able to initiate a session access request from the embedded sessions module.

## Virtual appliance licensing

The Safeguard for Privileged Passwords virtual appliance requires a valid Microsoft Volume License Agreement that includes licensing for Windows 10 Enterprise. Privileged sessions is available via a join to Safeguard for Privileged Sessions.

The virtual appliance will not function unless the operating system is properly licensed.

As a Safeguard for Privileged Passwords user, if you get an "appliance is unlicensed" notification, contact your Appliance Administrator.

# Installing the desktop client

To request, approve or review password releases, you must first install the desktop client application.

These topics explain how to install, start and uninstall the Safeguard for Privileged Passwords desktop client application:

Installing the desktop client

Starting the desktop client

Uninstalling the desktop client

## Installing the desktop client

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.

# Starting the desktop client

The following steps assume the Safeguard for Privileged Passwords 2000 Appliance has been configured and licensed. As a Safeguard for Privileged Passwords user, if you get an "appliance is unlicensed" notification, contact your Appliance Administrator.

### *To start the desktop client application*

1. From the Windows Start menu, choose **Safeguard**.
2. On the server selection screen, enter or select the server's network DNS name or IP address to connect to the appliance over the network and click **Connect**.

    > NOTE: When entering an IPv6 address, enclose the IPv6 address in square brackets.

3. You will see a message like: `You'll now be redirected to your web browser to complete the login process.` You can select: `Don't show this message again.` Then, click **OK**.
4. On the user login screen, enter your credentials and click **Log in**.
    - User Name: Enter your user or display name. Do not include spaces in the User Name.

NOTE: When using directory account credentials, you have the option to enter your domain\name.

- Password: Enter the password associated with the user entered above.

5. If your Safeguard for Privileged Passwords user account requires you to log in with secondary authentication, enter the secure password token code, or other authentication for your authentication service provider account and click **Submit**.

   NOTE: The type and configuration of the secondary authentication provider (RSA SecureID, FIDO2, One Identity Starling Two-Factor Authentication, etc.) determines what you must provide for secondary authentication. Check with your system administrator for more information about how to log into Safeguard for Privileged Passwords with secondary authentication.

6. When login is successful, you can close the web browser and return to the Safeguard application.

# Uninstalling the desktop client

***To uninstall the desktop client***

1. In the Windows Control Panel, open **Programs and Features**.
2. Right-click the Safeguard for Privileged Passwords application and choose **Uninstall**.

# 4

# The console

One Identity Safeguard for Privileged Passwords has two graphical user interfaces that allow you to manage password and session requests, approvals and reviews for your managed accounts and systems:

- Windows desktop client

  The desktop client consists of an end-user view and an administrator view. The administrative functionality is dynamically enabled based on the user's permissions.

- Web client

  The web client is functionally similar to the desktop client end-user view. It exposes the access request workflow functionality and is meant primarily for the non-administrative user. The web client uses a responsive UI design to adapt to the user's device -- from desktops to tablets or mobile phones.

Since the functionality of these two user interfaces are similar, this guide only describes the Windows desktop client.

## Toolbar

The toolbar along the top-right corner of the Safeguard for Privileged Passwords console, has these controls:

- User avatar: Modify personal information, view notifications, or log out of the Safeguard client. For more information, see User information and log out on page 27.
- Settings: Configure the desktop client application, including notifications and Home page widgets, or view product information, including contact information.For more information, see Settings on page 25.

# Settings

The Safeguard for Privileged Passwords console **Settings** (⚙) allows you to configure the desktop client application.

## Notifications

Use the following options to control notifications within Safeguard for Privileged Passwords:

- **Run in the System Tray** when you close the application.

  When you enable the **Run in the System Tray** option, you cannot modify the toast notifications option. However, when you disable the **Run in the System Tray** option, you can enable or disable toast notifications.

  NOTE: When you enable the **Run in the System Tray** option, you cannot modify the toast notifications option because in that mode, you always get notifications.

- **Enable Toast Notifications** to display event alerts on your console.

  Toast notifications are alerts that appear when the desktop client application is not the active foreground application; for example, when you are in another application or when you have minimized the desktop client.

**Reset Notifications**: Click **Reset Notifications** to re-enable any notifications pop ups that have been preciously suppressed.

## Widgets

Click the toggles to enable (toggle on  ) or disable (toggle off  ) the **Home** page widgets:

- Requests
- Approvals
- Reviews

All widgets are enabled by default, indicating that the corresponding controls display on your **Home** page. The toggles appear blue with the switch to the right when a widget is enabled and gray with the switch to the left when a widget is disabled.

## About dialog tab

Click **About Safeguard for Privileged Passwords** to display the following information.

- **About**: The trademark and copyright information.
- **Contact**: Information about how to get in touch with One Identity.
- **Components**: A list of third-party components used in Safeguard for Privileged Passwords.
- **Third Party License Text**: The license text for third-party components that require this text to be included in the product documentation.

# User information and log out

Click the user avatar (or the Welcome link with your user name) to modify your personal information, manage email notifications, view current notifications, or log out of Safeguard for Privileged Passwords.

## My Account

Click **My Account** to modify your personal information and manage your email notifications.

NOTE: Safeguard for Privileged Passwords Active Directory users cannot use **My Account** to modify their email address, phone number, or change their password. They must do these actions in Active Directory

### *To update your personal information*

1. From the toolbar, select your user avatar and choose **My Account**. Perform any of the following:
   - To change your image, select **Change Photo**.
   - To change your email address or **Contact Information**, type into the appropriate box.
2. Click **Done** to close the My Accounts pane.

### *To change your user password*

1. From the toolbar, select your user avatar and choose **My Account**.
2. To change your user password, click **Change Password** and complete the information.
3. Click **Done** to close the My Accounts pane.

### *To manage your FIDO2 keys*

At least one key must be registered. When a key is added, the placeholder name is **Unnamed Key**. You can enter a meaningful name or later edit the name. It is recommended that all users have more than one key registered in case a key is lost or damaged.

1. From the toolbar, select your user avatar and choose **My Account**.
2. Click **Manage FIDO2 Keys**. The name and date each key was registered and last used displays.
   - Click **Edit** to change the name then click **Save**. Click **Cancel** to leave the editing operation.

- Click **Delete** to delete a key. One key must remain registered. If a physical security key is lost, always delete the associated key from Safeguard for Privileged Passwords.
- Click **Register New FIDO2 Key** to add a key.
    a. You will be asked to insert or connect to the new key.
    b. You will be prompted to reenter your primary credentials for verification.
    c. Tap or activate your new FIDO2 key that is being registered.
    d. You may then go back to the **Manage FIDO2 Key** page and give your newly registered key a name.

3. Click **Done** to close the My Accounts pane.

For more information, see Requiring user to log in using secondary authentication.

***To manage the notifications you receive***

1. From the toolbar, select your user avatar and choose **My Account**.
2. Click **Manage Email Notifications**.

   The **Manage Email Notifications** dialog displays the type of events for which you are receiving email notifications.

   NOTE: When there are no delegated owners assigned to a partition, email notifications related to partitions are sent to the Asset Administrator. However, when a delegated owner is specified to manage the assets and accounts in a partition, email notifications related to partitions are sent to the delegated owner, not to the Asset Administrator.

3. From this dialog, you can define the types of events for which you want to receive notifications.

   By default, all events are selected. Clear the check box for any events for which you do not want to receive an email notification.

   TIP: Select the check box next to the **Events** heading to select all of the events in the list. Similarly, clear the check box next to the **Events** heading to clear all of the event check boxes.

4. Click **OK** to save your selections and close the dialog.
5. Click **Done** to close the **My Accounts** pane.

## Log Out

Click **Log Out** to log out of the Safeguard for Privileged Passwords desktop client.

# 5

# Navigation pane

The **Home** page left navigation pane has these links.

- Home: Where you view and take action on the access request tasks that need your immediate attention. As a "requester" it also provides access to your list of "Favorite" access request queries.
- Dashboard: Where Security Policy Administrators can audit access requests. Where Asset Administrators can view information regarding accounts that are failing different types of tasks.
- Activity Center: Where you can search for and review activity for a specific time frame.
- Reports: Where you can view and export entitlement reports that show you which assets and accounts a selected user is authorized to access.
- Administrative Tools: Where you add all the objects you need to write access request policies, such as users, accounts, and assets. Where you define and management all of the administrative Safeguard for Privileged Passwords settings.

# Home

When you log into Safeguard for Privileged Passwords, you begin on the **Home** page. The **Message of the Day** displays on the right side. The rest of the Home page is tailored to your user rights and permissions. If you are authorized by an entitlement to request, approve, or review access requests, then your Home page gives you a quick view to the access request tasks that need your immediate attention.

You can turn **Requests**, **Approvals**, and **Reviews** widgets on or off in Settings.

The Appliance Administrator sets the **Message of the Day**.

## Requester's Home page view

Click the **New Request** tile to open the **New Access Request** dialog which lists the assets and accounts you are authorized to access. From this dialog you specify the assets, accounts and the type of access you are requesting, and additional details about the request.

For more information, see:

- Requesting a password release
- Requesting session access

Expand **Requests** to view the requests awaiting action.

For more information, see:

- Taking action on a password release request
- Taking action on a session request

The **Favorites** pane (right pane) displays a list of requests you have marked as a "favorite", providing a quick way to request access.

## Favorites pane: Action bar buttons

Use the toolbar buttons at the top of the **Favorites** pane to manage your favorite requests:

- **New Favorite**: Select this button to create a new favorite request. Clicking this button displays the **New Access Request** dialog allowing you to select the assets, accounts, type of access, and additional details about the request.
- Select this button to display additional options for managing your favorite requests:
  - Request Selected
  - Color Selected
  - Remove Selected

TIP: Select the check box to the left of a favorite request to use these additional buttons. Selecting the request itself will launch the **New Access Request** dialog allowing you to edit and submit the request.

### *Submit a favorite request*

To submit a favorite request, click the request or select the check box to the left of a request and select **Request Selected**. The **New Access Request** dialog displays allowing you to edit your selections or enter a required reason or comment before submitting it.

For more information, see:

- Creating, editing, or removing a favorite request

### Approver's Home page view

Your job is to approve or deny the access requests listed on your Home page. Expand **Approvals** to view the requests awaiting your approval. As an "approver" user, unless you are also designated as a requester, you will see no favorites listed.

For more information, refer to these topics:

- Approving a password release request
- Approving a session request

### Reviewer's Home page view

Your job is to review completed access requests listed on your Home page. Expand **Reviews** to view the completed requests requiring your review. As a "reviewer" user, unless you are also designated as a requester, you will see no favorites listed.

For more information, refer to these topics:

- Reviewing a completed password release request
- Reviewing a session request

# Search box

The search box located at the top of the object list pane can be used to filter the data being displayed. When you enter a text string into the search box, the results include items that have a string attribute that "contains" the text that was entered. This same basic search functionality is also available for many of the detail panes and selection dialogs allowing you to filter the data displayed in the associated pane or dialog.

When searching for objects in the object lists, an attribute search functionality is also available where you can filter the results, based on a specific attribute. That is, the search term matches if the specified attribute "contains" the text. To perform an attribute search, click the icon to select the attribute to be searched.

Rules for using the search functionality:

- Search strings are not case sensitive.
- Wild cards are not allowed.
- Try using quotes and omitting quotes. As you use the product, you will become familiar with the search requirements for the search fields you frequent. Safeguard may perform a general search (for example, omits quotes) or a literal search (for example, includes quotes). Example scenarios follow:
    - On the Settings pane, search strings must be an exact match because a literal search is performed. Do not add quotes or underlines. For example, from the Settings pane, enter `password rules` to return **Safeguard Access | Password Rules**. If you enter **"password rules"** or **password_rules**, the

following message is returned: `No matches found`.

- On the Users pane search box:
  - A general search does not return anything if you use quotes because it uses a literal search (searches for the quotes). For example: searching for "ab_misc2" returns the message: `There is nothing to show here`.
  - You can use quotes in an attribute search if there are spaces in the search name. For example, entering the following in the search box **Username: "ab_misc2"** returns: `AB_misc2`.

- When multiple search strings are included, all search criteria must be met in order for an object to be included in the results list.
- When you combine a basic search and an attribute search, the order they are entered into the search box matters. The attribute searches can be in any order, but the basic search must come after the attribute searches.
- In large environments, you will see a result number to tell you how many objects match the criteria; however, only the first 200 objects will be retrieved from the server. When you scroll down the list, more objects will be retrieved (paged) as needed.

***To search for accounts***

1. Enter a text string in the **Search** box. As you type, the list displays items whose string attributes contain the text that was entered.

   For example, enter **T** in the search box to search for items that contain the letter "T", or enter **sse** to list all items that contain the string "sse", such as "Asset".

   NOTE: The status bar along the bottom of the console shows the number of items returned.

2. To clear the search criteria, click **Clear**.

   When you clear the search criteria, the original list of objects are displayed.

You can also Search by attributeSelect a drop-down to sort.

# Search by attribute

The attributes available for searching are dependent on the type of object being searched. The search drop-down menu lists the attributes that can be selected.

### API attributes can be searched

The drop-down menu lists a limited number of attributes that can be searched; however, you can perform an attribute search using the English name of any attribute as it appears in the API. Nested attributes can be chained together using a period (.). To see a list of all the attributes, see the API documentation. For information about the API, see How do I access the API.

### *Entering the search string*

1. Click the icon and select the attribute to be searched.

   The selected attribute is added to the search box. For example, if you select **Last Name**, **LastName:** is added to the search box.

2. In the search box, enter the text string after the colon in the attribute label.

   You can specify multiple attributes, repeating these steps to add an additional attribute to the search box. Do not add punctuation marks, such as commas or colons to separate the different attributes. When multiple attributes are included, all search criteria must be met in order for an object to be included in the results list.

   As you type, the list displays items whose selected attributes contain the text that was entered.

   NOTE: The status bar along the bottom of the console shows the number of items returned.

3. To clear the search criteria, click **Clear**.

   When you clear the search criteria, the original list of objects are displayed.

## Attributes in each Search box

The following attributes are available when you click the icon. In addition, API attributes can be searched

**Accounts**

- Name
- Description
- Asset
- Domain Name
- Profile
- Partition
- Tag

**Account Groups**

- Name
- Description
- Dynamic

**Assets**

- Name
- Description
- Platform
- Forest Root Domain

- Network Address
- Partition
- Is Directory
- Tag

**Asset Groups**

- Name
- Description
- Dynamic

**Entitlements**

- Priority
- Name
- Description
- Users Display Name
- Users Name

**Partitions**

- Name
- Description

**Users**

- User Name
- Description
- First Name
- Last Name
- Email Address
- Domain Name

**User Groups**

- Name
- Description

# 6

# Privileged access requests

One Identity Safeguard for Privileged Passwords provides a workflow engine that supports time restrictions, multiple approvers, reviewers, emergency access, and expiration of policy. It also includes the ability to input reason codes and integrate directly with ticketing systems.

In order for a request to progress through the workflow process, authorized users perform "assigned" tasks. These tasks are performed from the user's **Home** page in the desktop client or web client.

As a Safeguard for Privileged Passwords user, your **Home** page provides a quick view to the access request tasks that need your immediate attention. In addition, Safeguard for Privileged Passwords can be configured to alert you when you have pending tasks awaiting your attention. For more information, see Configuring alerts on page 38.

The access request tasks you see on your **Home** page depend on the rights and permissions you have been assigned by an entitlement's access request policies. For example:

- Designated "requesters" see tasks related to submitting new access requests, as well as actions to be taken once a request has been approved (for example, viewing passwords, copying passwords, launching sessions, and checking in completed requests).

  Requesters can also define favorite requests, which then appear on their **Home** page for subsequent use. For more information, see Creating, editing, or removing a favorite request on page 36.
- Designated "approvers" see tasks related to approving (or denying) and revoking access requests.
- Designated "reviewers" see tasks related to reviewing completed (checked in) access requests, including playing back a session if session recording is enabled.

Password release and session requests use a workflow engine; however, the actions taken on a session request are slightly different than those taken on a password release request. Therefore, we will cover each of these access request workflows separately:

- Password release request workflow
- Session request workflow

# Creating, editing, or removing a favorite request

If designated as a requester, Safeguard for Privileged Passwords allows you to add an access request as a **Favorite** to your **Home** page. **Favorites** are unique for the user; they are available when you log into the desktop client or the web client.

You can create a favorite request from your **Favorites** pane on your **Home** page or from the **New Access Request** dialog when creating or editing an access request.

***To create a favorite request from your Home page***

1. In the **Favorites** pane, click **+ New Favorite**.
2. In the **New Access Request** dialog, specify the assets, accounts, and type of asset to be included in the access request.
    a. On the **Asset Selection** tab, select the assets to be included in the access request.
    b. On the **Account & Access Type** tab, select the accounts to be included in the access request and the type of access being requested for each selected account. The accounts include linked accounts, if any. For more information, see Linked Accounts tab.
        - **Account**: The available account appears in the **Account** column. When an asset has multiple accounts available, click **Select Account(s)** to select an account from the displayed list.
        - **Access Type**: The type of access request appears in the **Access Type** column. When multiple access request types are available, this value appears as a hyperlink. Click this hyperlink to select the access type.
3. Click the **Add to Favorites** button.
4. In the **Add to Favorites** dialog, specify the following:
    a. **Name**: Enter a name for the request.

    Required

    b. **Description**: Enter descriptive text about the request.
    c. **Color**: Select the icon color to be used to display the request in your **Favorites** pane.

    Click **Add**.

    The dialogs will close and the new favorite will be added to the **Favorites** pane on your **Home** page.

***To create a favorite request from the New Access Request dialog***

1. At the bottom of the **New Access Request** dialog, click the **Add to Favorites** button when you are creating a new request. The **Add to Favorites** button is

enabled when you have selected the minimum required information (that is, at least one asset, account, and an access type) for the access request.

2. In the **Add to Favorites** dialog, specify the following:
   a. **Name**: Enter a name for the request.

      Required

   b. **Description**: Enter descriptive text about the request.
   c. **Color**: Select the icon color to be used to display the request in your Favorites list.
3. Click **Add**.

***To change a favorite request's icon color***

1. At the top of the **Favorites** pane, click the ☑ button to display the **Color Selected** button.
2. Select the check box to the left of the favorite request to be changed. Selecting a favorite request, instead of the check box, displays the **New Access Request** dialog to edit and submit the access request.
3. Click **Color Selected**.
4. In the **Settings** dialog, choose a color and select **OK**.

   The icon for the favorite now appears in the color you selected.

***To remove a favorite request***

1. At the top of the **Favorites** pane, click the ☑ button to display the **Remove Selected** button.
2. Select the check box to the left of the favorite request to be removed. Selecting a favorite request, instead of the check box, displays the **New Access Request** dialog to edit and submit the access request.
3. Click the **Remove Selected** button.
4. Select **Yes** to confirm.

# Configuring alerts

All users are subscribed to the following email notifications; however, users will not receive email notifications unless they have been included in a policy as a requester (user), approver, or reviewer.

- Access Request Approved
- Access Request Denied
- Access Request Expired
- Access Request Pending Approval
- Access Request Revoked
- Password was Changed
- Review Needed

There are two ways to configure One Identity Safeguard for Privileged Passwords to send event alerts to Safeguard for Privileged Passwords users:

- Toast notifications Configure alerts that appear on your console when the desktop client application is not the active foreground application.
- Email notificationsConfigure email notifications.

# Toast notifications

**Toast notifications** are alerts that appear on your console when the desktop client application is not the active foreground application; for example, when you are in another application or when you have minimized the One Identity Safeguard for Privileged Passwords desktop client.

***To enable toast notifications***

1. Open ⚙ Settings.
2. Select the **Enable Toast Notifications** check box.

NOTE: When you select the **Run in the System Tray** check box, you cannot modify the toast notifications option because in that mode, you always get notifications.

# Email notifications

You must configure One Identity Safeguard for Privileged Passwords properly for users to receive email notifications:

- You must set your email address correctly in **My Account**. For more information, see User information and log out on page 27.
- Contact your Security Policy Administrator to ensure the access request policies are configured to notify people of pending access workflow events.
- Contact your Appliance Administrator to ensure the SMTP server is configured for email notifications.

# Password release request workflow

One Identity Safeguard for Privileged Passwords provides secure control of administrative accounts by storing account passwords until they are needed and releases them only to authorized persons. Then, Safeguard for Privileged Passwords automatically updates the account passwords based on configurable parameters.

Typically a password release request follows this workflow.

1. **Request**: Users that are designated as an authorized "user" of an entitlement can request passwords for any account in the scope of that entitlement's policies.
2. **Approve**: Depending on how the Security Policy Administrator configured the policy, a password release request will either require approval by one or more Safeguard for Privileged Passwords users, or be auto-approved. This process ensures the security of account passwords, provides accountability, and provides dual control over the system accounts.
3. **Review**: The Security Policy Administrator can optionally configure an access request policy to require a review of completed password release requests for accounts in the scope of the policy.

The following topics explain the entire end-to-end password release process from request to approval to review.

# Requesting a password release

If you are designated as an authorized "user" of an entitlement, you can request passwords for any account in the scope of the entitlement's policies.

You can configure One Identity Safeguard for Privileged Passwords to notify you of pending password release workflow events, such as when a password release request is pending, denied or revoked, and so forth. For more information, see Configuring alerts on page 38.

***To request a password release***

1. From your **Home** page, click **New Request** to open the **New Access Request** dialog. You can also submit an access request from your **Favorites** pane, if you previously saved it as a favorite.

2. On the **Asset Selection** tab, select the assets to be included in the access request. The assets available for selection are based on the scope defined in the entitlement's access request policies. There is a limit of 50 assets.
3. On the **Account & Access Type** tab, select the accounts to be included in the access request and the type of access being requested for each selected account. The accounts include linked accounts, if any. For more information, see Linked Accounts tab.
    - **Account**: The available account appears in the **Account** column. When an asset has multiple accounts available, either **Select Account(s)** or the account name appears as a hyperlink in the **Account** column. Click the hyperlink in the **Account** column to display a list of accounts available and select the accounts to be included in the access request.
    - **Access Type**: The type of access request appears in the **Access Type** column. If the type is a hyperlink, multiple access request types are available. Select the hyperlink and select the access type.

    To remove an asset or account from the list, select the entry in the grid and click the − **Delete** toolbar button.
4. On the **Request Details** tab, configure the following settings, which will apply to all of the selected assets and accounts:
    a. **Normal Access**: If the policy has emergency access enabled, select this option to gain normal access to this password. Normal access ensures the access request goes through the entire end-to-end access release process from request to approval to review as defined in the policy by the Security Policy Administrator.
    b. **Emergency Access**: If the policy has emergency access enabled, select this option to gain immediate emergency access to this password. When you use **Emergency Access**, the request requires no approval.
    c. **Request Immediately**: If selected, the request is immediately created. You can clear this option to enter a specific date and time for the request in the user's local time.
    d. **Checkout Duration**: Based on the policy, do one of the following:
        - View the checkout duration.
        - If the **Allow Requester to Change Duration** option is enabled in the policy, you can set the days, hours, and minutes that you want the password. This overrides the checkout duration set in the access request policy.
    e. **Ticket Number**: If the policy requires a ticket number, enter a ticket number. If multiple accounts are in the request and one or more require a ticket number, the ticket number is applied to all of the requests associated with this access request.
    f. **Reason**: If the policy requires a reason, enter a reason. If multiple accounts are in the request and one or more require a reason. The reason is applied to all of the requests associated with this access request.

Select the **Description** down arrow to view the description defined for the selected reason.

g. **Comment**: If required, enter information about this request. When multiple accounts are specified in the request, if any of the selected accounts require a comment, you must enter a comment. The comment will be applied to all of the requests associated with this access request. The limit is 255 characters.

5. To save the access request as a favorite, click the **Add to Favorites** button.

   The **Add to Favorites** dialog displays allowing you to specify a name and description for the access request. It also allows you to assign a color to the request's icon.

   This access request is then added to your **Home** page **Favorites** pane. Selecting it from the **Favorites** pane displays the **New Access Request** dialog allowing you to edit the request details or enter a required reason or comment before submitting the request.

6. After entering the required information, click **Submit Request**.

   The **Results** dialog displays the access requests submitted and whether a request was successful.

# Taking action on a password release request

The actions that can be taken on a password release request depends on the state of the request.

***To take action on a password release request***

1. From your **Home** page, the **Requests** widget has these controls:
   - Select (**expand down**) to open the list of active requests.
   - Select **Popout** to float the **Requests** pane. You can then select and drag the pane to any location on the console and re-size the window.

   NOTE: You enable or disable the **Home** page widgets in the Settings menu.

2. Open the list of requests and select one of the following view filters. The number indicates how many requests are in that state.
   - **All**: Requests in all states.
   - **Available**: Approved requests that are ready to view or copy.
   - **Approved**: Requests that have been approved, but the checkout time has not arrived.
   - **Pending**: Requests that are waiting for approval or for pending accounts restored when using the Safeguard for Privileged Passwords suspend feature.
   - **Revoked**: Approved requests retracted by the approver. The approver can revoke a request between the time the requester views the password and checks it in.

- **Expired**: Requests for which the checkout duration has elapsed.
- **Denied**: Requests denied by the approver.

3. Select an account to see the details of the password release request.
4. Take the following actions on password release requests:
    - **Available**: Make selections on the request.
        - Click **Copy** to check out the password. This puts the password into your copy buffer, ready for you to use. Or, click **Show** to check out the password and view the password. A password displays on your screen for 20 seconds. If the password changes while you have it checked out, and your current request is still valid, select either **Copy** or **Show** again to obtain the new password.
        - Select **Hide** to conceal the information from view.
        - Once you are done working, click **Check-In** to complete the password checkout process.
    - **Approved**: Select **Cancel** to remove the request.

      A password release request changes from "Approved" to "Available" when the requested time is reached. It stays available until you either cancel the request or it reaches the end of the duration period.
    - **Pending**: Select **Cancel** to remove the request.
    - **Revoked**: Select **Resubmit Request** to request the password again.

      Select **Remove** to delete the request from the list.
    - **Expired**: Select **Remove** to delete the request from the list.
    - **Denied**: Select **Resubmit Request** to request the password again.

      Select **Remove** to delete the request from the list.

# Approving a password release request

Depending on how the Security Policy Administrator configured the policy, a password release request will either require approval by one or more Safeguard for Privileged Passwords users, or be auto-approved. This process ensures the security of account passwords, provides accountability, and provides dual control over the system accounts.

You can revoke a request between the time the requester views it and checks it in.

Any eligible approver can deny a password release request after it has already been approved or auto-approved. Once disallowed, the requester will no longer have access to the password, but he is given another opportunity to request that password again. The requester receives an email notifying him that the request was denied.

You can configure Safeguard for Privileged Passwords to notify you of a password release request that requires your approval. For more information, see Configuring alerts on page 38.

***To approve or deny a password release request***

1. From your **Home** page, the **Approvals** widget has these controls:
    a. Select (**expand down**) to open the list of approvals.
    b. Select **Popout** to float the **Approvals** pane.

    You can then select and drag the pane to any location on the console and resize the window.

    NOTE: You enable or disable the **Home** page widgets in the Settings menu.
2. Open the list of approvals and select one of the following view filters. The number indicates how many requests are in that state.
    - **All**: Password release requests in all states.
    - **Pending**: Requests that are waiting for approval.
    - **Approved**: Requests that have been approved, but not yet available to the requester.
3. Once you open the list, select the requester's name to see the details of the password release request.
4. Take the following actions on password release requests:
    - **Pending**: Select to **Approve** or **Deny** a password release request. Optionally, enter a comment of up to 255 characters.
    - **Pending Additional Approvers**: Select to **Deny** a password release request. Optionally, enter a comment of up to 255 characters.
    - **Approved**: Select to **Deny** or **Revoke** an approved request.

# Reviewing a completed password release request

The Security Policy Administrator can configure an access request policy to require a review of completed password release requests for accounts in the scope of the policy.

You can configure Safeguard for Privileged Passwords to notify you of a password release request that requires your review. For more information, see Configuring alerts on page 38.

***To review a completed password release request***

1. From your **Home** page, the **Reviews** widget has these controls:
    a. Click (**expand down**) to open the list of pending reviews.
    b. Click **Popout** to float the **Reviews** pane.

    You can then select and drag the pane to any location on the console and resize the window.

NOTE: You enable or disable the **Home** page widgets in the Settings menu.

2. Open the list of pending reviews and select an account name to see the details of the password release request.
3. Take the following action on password release requests:
   - Select **Workflow** to review the transactions that took place in the selected request.
   - Select **Review** to complete the review process.

     Optionally, enter a comment of up to 255 characters.

   Once the review is complete, it no longer appears on the **Reviews** pane.

TIP: If one requester checks in the request and another requester wants to use it, the second requester is unable to check out the password until the original request has been reviewed. However, the Security Policy Administrator can **Close** a request that has not yet been reviewed. This will bypass the reviewer in the workflow and allow the account to be accessed by another requester.

# Session request workflow

Authorized users can authorize connections, view active connections, limit access to specific resources, be alerted if connections exceed pre-set time limits and even terminate connections.

Typically a session request follows the workflow below:

1. **Request**: Users that are designated as an authorized "user" of an entitlement can request a session for any asset in the scope of that entitlement's policies.
2. **Approve**: Depending on how the Security Policy Administrator configured the policy, a session request will either require approval by one or more Safeguard for Privileged Passwords users, or be auto-approved.
3. **Review**: The Security Policy Administrator can optionally configure an access request policy to require a review of completed requests for assets in the scope of the policy. In addition, if session recording is enabled in the policy, reviewers can audit the workflow transactions and launch the Desktop Player to replay the session as part of the review process.

The following topics explain the entire end-to-end session access process from request to approval to review (and play back if sessions recording is enabled).

# About sessions and recordings

One Identity Safeguard for Privileged Passwords proxies all sessions to target resources. Users do not have direct access to resources, therefore, the enterprise is protected against

viruses, malware or other dangerous items on the user's system. Safeguard can proxy and record Unix/Linux, Windows, network devices, firewalls, routers and more.

### Important notes

- PuTTY is installed with the Windows desktop client and is used to launch the SSH client if PuTTY is not available on the machine.
- Sessions requests are enabled by default. However, if authorized users cannot request sessions, check the **Session Requests Enabled** setting (**Administrative Tools** | **Settings** | **Access Request** | **Enable or Disable Services**).

  NOTE: You must have Appliance Administrator permissions to manage the service settings.
- All session activity (every packet sent and action that takes place on the screen, including mouse movements, clicks and keystrokes) is recorded and available for play back.
- If Safeguard for Privileged Passwords detects no activity for 10 minutes during a privileged session, the session is terminated.
- It is highly recommended to assign an archive server for each Safeguard Appliance's session recording to avoid filling up the appliance's disk space.

### Embedded session related notes

**CAUTION:The embedded sessions module in Safeguard for Privileged Passwords version 2.7 (and later) 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.**

- For some systems (SUSE and some Debian systems) that use SSH, you must enable password authentication in the package generated configuration file (sshd_config). For example, in the debian sshd_config file, set the following parameter: PasswordAuthentication yes.
- Both SSH and RDP session recordings use the Timestamping Certificate Authority.

  Recordings are signed and timestamped every 30 seconds so that partial recordings may be verified as authentic.
- During an RDP session, Safeguard proxies the connection to the target asset.

  When an RDP connection is established, the embedded sessions module will generate a certificate on the fly and sign it using the RDP Connection Signing Certificate. Therefore the RDP client trusts the RDP Connection Signing Certificate and the generated certificate that is signed by the RDP Connection Signing Certificate. This allows the client to verify that the connection is trusted.
- During an SSH session, Safeguard proxies the connection to the target asset. Therefore, Safeguard for Privileged Passwords's SSH host key (**Settings** | **Sessions** | **SSH Host Key**) must be trusted by the client. This SSH host key is unique and

produced during manufacturing. This key can be trusted by the client or replaced with a different key if desired.

# Requesting session access

If you are designated as an authorized "user" of an entitlement, you can request access for a specific period (or session) to any account or asset in the scope of the entitlement's policies.

You can configure One Identity Safeguard for Privileged Passwords to notify you of pending access request workflow events, such as when a session request is pending, denied or revoked, and so forth. For more information, see Configuring alerts on page 38.

***To request session access***

1. From your **Home** page, click **New Request** to open the **New Access Request** dialog.

   NOTE: You can also submit an access request from your **Favorites** pane, if you previously saved it as a favorite.

2. On the **Asset Selection** tab, select the assets to be included in the access request. The assets available for selection are based on the scope defined in the entitlement's access request policies. The limit is 50 assets.
3. On the **Account & Access Type** tab, select the accounts to be included in the access request and the type of access being requested for each selected account. The accounts include linked accounts, if any.
   - **Asset**: The display name of the managed system.
   - **Network Address**: The network host name or IP address of the managed system.
   - **Account**: The accounts available appear in the **Account** column. When an asset has multiple accounts available, either **Select Account(s)** or the account name appears as a hyperlink in the **Account** column. Click the hyperlink in the **Account** column to display a list of accounts available and select the accounts to be included in the access request.

     The accounts available for selection are based on the Asset-Based Session Access setting (Access Config tab) defined for the entitlement's access request policy. That is:
     - If **None** is selected in the access request policy, the accounts Safeguard for Privileged Passwords retrieved from the vault will be available for selection. The selected account will then be used when the session is requested.
     - If **User Supplied** is selected in the access request policy, you will be required to enter the user credentials as part of the request workflow,

prior to launching the SSH, RDP, or telnet session.

- If **Linked Account** is selected in the access request policy, linked directory accounts will be available for selection. The selected account will then be used when the session is requested.
- If **Directory Account** is selected in the access request policy, only the specified directory accounts will be available for selection. The selected directory account will then be used when the session is requested.

- **Domain**: The name of the domain for the request.
- **Access Type**: The type of access request appears in the **Access Type** column. When multiple access request types are available, this value appears as a hyperlink, which when selected displays an additional dialog allowing you to select the access type. Select one of the following for a session request: **RDP**, **SSH**, or **Telnet**.

  The access type options available depend on the type of asset selected on the **Asset Selection** tab. For example, RDP is only available for Windows sessions.

To remove an asset or account from the list, select the entry in the grid and click the − **Delete** toolbar button.

4. On the **Request Details** tab, configure the following settings, which will apply to all of the selected assets and accounts:
   a. **Normal Access**: If the policy has emergency access enabled, select this option to gain normal access to this password. Normal access ensures the access request goes through the entire end-to-end access release process from request to approval to review as defined in the policy by the Security Policy Administrator.
   b. **Emergency Access**: If the policy has emergency access enabled, select this option to gain immediate emergency access to this password. When you use **Emergency Access**, the request requires no approval.
   c. **Request Immediately**: Clear this option to enter a specific date and time for the request. Enter the time in the user's local time.
   d. **Checkout Duration**: This either displays the checkout duration; or, if the **Allow Requester to Change Duration** option is enabled in the policy, it allows you to set the days, hours, and minutes that you want the password and overrides the checkout duration set in the access request policy.
   e. **Ticket Number**: If the policy requires a ticket number, enter a valid ticket number for this request. When multiple accounts are specified in the request, if any of the selected accounts require a ticket number, you must specify a valid ticket number. The specified ticket number will be applied to all of the requests associated with this access request.
   f. **Reason**: If the policy requires reason, select an access request reason code for this request. Select the **Description** down arrow to view the description defined for the selected reason. When multiple accounts are specified in the request, if any of the selected accounts require a reason, you must specify a

reason. The specified reason will be applied to all of the requests associated with this access request.

g. **Comment**: Enter information about this request. When multiple accounts are specified in the request, if any of the selected accounts require a comment, you must enter a comment. The comment will be applied to all of the requests associated with this access request. The limit is 255 characters.

5. To save the access request as a favorite, click the **Add to Favorites** button.

   The **Add to Favorites** dialog displays allowing you to specify a name and description for the access request. It also allows you to assign a color to the request's icon.

   This access request is then added to your **Home** page **Favorites** pane. Selecting it from the **Favorites** pane displays the **New Access Request** dialog allowing you to edit the request details or enter a required reason or comment before submitting the request.

6. After entering the required information, click **Submit Request**.

   The **Access Request Result** dialog displays showing you the access requests submitted and whether a request was successful.

   In a rare event that the access request does not result in a launchable session request, the following notifications display:

   - `Please try again. The linked sessions module state is currently down or may be in a locked state.` This message may mean one of the following:
     - SPP could not contact SPS. Try again so the request can be redirected to another managed host in the SPS cluster.
     - The SPS configuration is locked. Try again because this condition is typically because the SPS administrator is making configuration changes to the SPS appliance at the same time that a new access request is being created or a session is being launched.
   - `Missing the session connection policy.` or
     `The selected Access Request Policy cannot be used to initiate a session from SPP. The highest priority policy must be associated with a valid SPS connection policy.`
     Check the connection policy configuration. Go to **Entitlements** | **Access Request Policy** | **Sessions Settings** to add a valid connection policy. Save the policy and recreate the access request. For more information, see Session Settings tab.

# Taking action on a session request

The actions a user authorized to request access to a privileged session can take depends on the state of the request.

***To take action on a session request***

1. From your **Home** page, the **Requests** widget has these controls:
    - Select (**expand down**) to open the list of active requests.
    - Select **Popout** to float the **Requests** pane. You can then select and drag the pane to any location on the console and re-size the window.

    NOTE: You enable or disable the **Home** page widgets in the Settings menu.
2. Open the list of requests and select one of these view filters. The number indicates how many requests are in that state.
    - **All**: Requests in all states.
    - **Available**: Approved requests that are ready (that is, a session that can be launched).
    - **Approved**: Requests that have been approved, but the checkout time has not arrived.
    - **Pending**: Requests that are waiting for approval.
    - **Revoked**: Approved requests retracted by the approver.
        - The approver can revoke a request between the time the requester launches the session and checks it back in.
        - When a user with Security Policy Administrator permissions revokes a "live" session, the active session is terminated.
    - **Expired**: Requests for which the checkout duration has elapsed.
    - **Denied**: Requests denied by the approver.
3. Select an account to see the details of the session request.
4. You can take the following actions on session requests, depending on the state.
    - **Available**: Make selections on the request. If the password changes while you have it checked out, and your current request is still valid, select either **Copy** or **Show** again to obtain the new password. **Seconds Remaining** shows you how long you have to copy information to use to log in.
        - For SSH and RDP accounts:
            - Click **Launch** to launch the SSH client or RDP connection. For more information, see Launching the SSH client or Launching an RDP session.
            - Click **Check-In** to complete the checkout process once you have ended your session.
            - In addition, you can use the following buttons to view or copy information into the dialog that contains the credentials needed to launch the session.

- Click **Copy** to check out and copy the password.
- Click **Show** to check out the password and view the password.
- Click **Help** to copy the value into the appropriate field of the configuration dialog.

- For telnet or TN3270/TN5250 over telnet accounts, the fields needed are based on the terminal service application in use:
  - For a terminal service application that uses an inband connection string (like telnet), click **Copy** to copy the **Hostname Connection** string and check out the password. Then, paste the information in the log in screen.
  - If the terminal service application requires more information for log in (for example, TN3270/TN5250 over telnet):
    - Click **Show** to display values which may include **Vault Address** (the SPP address), a one-time **Token**, **Username**, **Asset**, and **Sessions Module** (the SPS address).
    - Click **Copy** by any of the values to copy a single value. Or, you can click **Copy** at the right of all values to copy the entire the connection string, if that is required by your terminal service application.
    - Paste the necessary information into your terminal service application.
  - Click **Check-In** to complete the password checkout process. This makes the session request available to reviewers.
  - Click **Hide** to conceal the information from view.

- **Approved**: Select **Cancel** to remove the request. A session request changes from "Approved" to "Available" when the requested time is reached. It stays available until you either cancel the request or it reaches the end of the duration period.
- **Pending**: Click **Cancel** to remove the request.
- **Revoked**:
  - Click **Resubmit Request** to request the password again.
  - Click **Remove** to delete the request from the list.
- **Expired**: Click **Remove** to delete the request from the list.
- **Denied**:
  - Click **Resubmit Request** to request the password again.
  - Click **Remove** to delete the request from the list.

# Approving a session request

Depending on how the Security Policy Administrator configured the policy, a sessions request will either require approval by one or more Safeguard for Privileged Passwords users, or be auto-approved.

You can configure Safeguard for Privileged Passwords to notify you of an access request that requires your approval. For more information, see Configuring alerts on page 38.

***To approve or deny a sessions request***

1. From your **Home** page, the **Approvals** widget has these controls:
   a. Select (**expand down**) to open the list of approvals.
   b. Select **Popout** to float the **Approvals** pane.

      You can then select and drag the pane to any location on the console and re-size the window.

   NOTE: You enable or disable the **Home** page widgets in the Settings menu.
2. Open the list of approvals and select one of these view filters:

| State | Description |
|---|---|
| All | Requests in all states. |
| Pending | Requests that are waiting for approval. |
| Approved | Requests that have been approved, but not yet available to the requester. |

   NOTE: The number indicates how many requests are in that state.
3. Once you open the list, select the requester's name to see the details of the sessions request.
4. Take the following actions on sessions requests:

| State | Actions |
|---|---|
| Pending | Select to **Approve** or **Deny** a sessions request.<br>Optionally, enter a comment of up to 255 characters. |
| Pending Additional Approvers | Select to **Deny** a sessions request.<br>Optionally, enter a comment of up to 255 characters. |
| Approved | Select to **Deny** or **Revoke** an approved request.<br>You can revoke a request between the time the requester views it and checks it in. |

| State | Actions |
| --- | --- |
| | Any eligible approver can deny an access request after it has already been approved or auto-approved. Once disallowed, the requester will no longer be able to access the requested session, but he is given another opportunity to request that session again. The requester receives an email notifying him that the request was denied. For more information, see Configuring alerts on page 38. |

# Launching the SSH client

Once an SSH session request becomes available, the requester can launch the SSH client to start the session.

***To launch the SSH client to begin your session then close your session***

1. If the **User Supplied** option is selected in the policy, you will be prompted to enter your user credentials. After entering the requested credentials, click **Apply**. This will retrieve the information (for example, Hostname Connection String) required to launch the SSH client.
2. Click the ▶ **Launch** button to the right of the asset name. Clicking this button displays the **PuTTY Configuration** dialog. The required information is populated, click **Open** to launch the SSH client.

NOTE: If the required information is not populated in the **PuTTY Configuration** dialog, use the following buttons to copy and paste the information into the dialog:

a. Use the buttons to the right of the **Hostname Connection String** to perform the following tasks:

- **View**: To view the hostname connection string.
- **Copy**: To copy the value to your copy buffer, which can then be pasted into the Hostname field of the **PuTTY Configuration** dialog.
- **Help**: To copy the value into the Hostname field of the PuTTY Configuration dialog.

b. Use the buttons to the right of the **Password** to perform the following tasks.

- **View**: To view the password.
- **Copy**: To copy the password to your copy buffer, which can then be pasted into the Password field of the **PuTTY Configuration** dialog.
- **Help**: To copy the value into the Password field of the **PuTTY Configuration** dialog.

NOTE: The Password field only appears if the **Include password release with session requests** option (Access Config tab) is selected in the entitlement's access request policy.

3. In the SSH client, run the commands or programs on the target host.

   If there is no activity in an open session for about 10 minutes, the session will be terminated. However, as long as the request is in an **Available** state, you can launch the session again to resume your tasks.

4. Once you are completed, log out of the target host and select **Check in** to complete the session request process.

   This makes the session request available to reviewers. If the **Record Sessions** option is enabled in the policy, the reviewer can play back the recording as part of the review process. In addition, if the **Enable Command Detection** option is selected in the policy, the reviewer can view a list of the commands and programs run during the session.

# Launching an RDP session

Once an RDP session request becomes available, the requester can launch the remote desktop connection to start the session.

***To launch a remote desktop connection to begin your RDP session and close the session***

1. If the **User Supplied** option is selected in the policy, you will be prompted to enter your user credentials. After entering the requested credentials, click **Apply**. This will retrieve the information (for example, Username Connection String) required to launch the remote desktop session.
2. Click the ▶ **Launch** button to the right of the asset name. Clicking this button displays the **Remote Desktop Connection** dialog. Click **Connect** to launch the remote desktop session.

   NOTE: If the required information is not populated in the **Remote Desktop Connection** dialog, use the following buttons to copy and paste the information into the dialog:

   a. Use the buttons to the right of the **Username Connection String** to perform the following tasks:
      - **View**: To view the username connection string.
      - **Copy**: To copy the value to your copy buffer, which can then be pasted into the Username field of the **Remote Desktop Connection** dialog.
      - **Help**: To copy the value into the Username field of the **Remote Desktop Connection** dialog.

   b. Use the buttons to the right of the **Password** to perform the following tasks:
      - **View**: To view the password.
      - **Copy**: To copy the password to your copy buffer, which can then be pasted into the Password field of the **Remote Desktop Connection** dialog.
      - **Help**: To copy the value into the Password field of the **Remote Desktop Connection** dialog.

      NOTE: The Password field only appears if the **Include password release with session requests** option (Access Config tab) is selected in the entitlement's access request policy.

3. In the remote desktop session, run the commands or programs on the target host.

   NOTE: If there is no activity in an open session for about 10 minutes, the session will be terminated. However, as long as the request is in an **Available** state, you can launch the session again to resume your tasks.

4. Once you are completed, log out of the target host and select ✔ **Check in** to complete the session request process.

   This makes the session request available to reviewers. If the **Record Sessions** option is enabled in the policy, the reviewer can play back the recording as part of the review process. In addition, if the **Enable Window Title Detection** option is

selected in the policy, the reviewer can view a list of the windows opened on the desktop during the session.

# Reviewing a session request

The Security Policy Administrator can configure an access request policy to require a review of completed session requests for assets or accounts in the scope of the policy.

NOTE: You can configure Safeguard for Privileged Passwords to notify you of an access request that requires your review. For more information, see Configuring alerts on page 38.

***To review a completed sessions request***

1. From your **Home** page, the **Reviews** widget has these controls:
   a. Click (**expand down**) to open the list of pending reviews.
   b. Click **Popout** to float the **Reviews** pane.

      You can then select and drag the pane to any location on the console and re-size the window.

   NOTE: You enable or disable the **Home** page widgets in the Settings menu.
2. Open the list of pending reviews and select an account name to see the details of the sessions request.
3. Take the following action on sessions requests:
   a. Select **Workflow** to review the transactions that took place in the selected request.
      - If **Record Sessions** is enabled in the policy, click **Play** on the Initialize Session event to play back the session.

        A (green dot) indicates the session is "live". A user with Security Policy Administrator permissions can click this icon to follow an active session.

        If the session recording has been archived from the local Safeguard file system or was recorded prior to joining a Sessions Appliance, you will see a **Download** button instead of a **Play** button. Click **Download** to download the recording and then click **Play**.

        CAUTION: **If you receive a message like:** `No Desktop Player. The Safeguard Desktop Player is not installed. Would you like to install it now?`, **click Yes. See Installing the desktop client, Installing the Desktop Player, step 2.**
      - If **Enable Command Detection** is enabled in the policy, expand to show the details and click the **events** link on the Initialize Session event

to view a list of the commands and programs run during the session.

For an RDP session, the setting is **Enable Windows Title Detection**. When enabled, you can view a list of windows that were opened during the privileged session.

b. Select **Review** to complete the review process.

Optionally, enter a comment of up to 255 characters.

Once the review is complete, it no longer appears on the Reviews pane.

**Desktop Player User Guide**

To download the player user guide, go to: One Identity Safeguard for Privileged Sessions - Technical Documentation. Scroll to **User Guide** and click *One Identity Safeguard for Privileged Sessions [version] Safeguard Desktop Player User Guide*.

# Replaying a session

You can play back a recorded session from the **Request Workflow** dialog, which can be accessed by clicking the **Workflow** button that appears to reviewers for completed session requests and in the Activity Center view when an access request event is selected in an activity audit log report. In addition, you can play back a recorded session by clicking the icon displayed to the left of an access request session event on the activity audit log report in the Activity Center view.

NOTE: This feature is only available for session requests that have **Record Session** enabled in the access request policy (**Access Config** tab).

***To play back a session (Request Workflow dialog)***

1. Open the **Request Workflow** dialog using the **Workflow** button.

   NOTE: If accessing the **Request Workflow** dialog from the Activity Center, select an **Access Request Session** event from the activity audit log report.

2. Locate an Initialize Session event and click **Play** to launch the Desktop Player.

   A (green dot) indicates the session is "live". A user with Security Policy Administrator permissions can click this icon to follow an active session.

   If the session recording has been archived from the local Safeguard file system or was recorded from the embedded session module prior to joining a Sessions Appliance, you will see a **Download** button instead of a **Play** button. Click **Download** to download the recording and then click **Play**.

   **CAUTION: If you receive a message like:** `No Desktop Player. The Safeguard Desktop Player is not installed. would you like to install it now?`**, click Yes. See Installing the desktop client, Installing the Desktop Player, step 2.**

3. Accept the certificate to continue.

In the Certificate error message, click **Continue** to use the default Session Recording Signing certificate shipped with Safeguard for Privileged Passwords. To use a different SSL certificate, click **Abort** and then import the appropriate certificates including the root CA.

4. Use one of the following methods to play back the session recording:
    - Click ▶ **Play Channel** from the toolbar at the top of the player.
    - Click ▶ in the thumbnail in the upper right corner of the Information page.
    - Click ▶ **Play Channel** next to a channel in the Channels pane.

**Desktop Player User Guide**

To download the player user guide, go to: One Identity Safeguard for Privileged Sessions - Technical Documentation. Scroll to **User Guide** and click *One Identity Safeguard for Privileged Sessions [version] Safeguard Desktop Player User Guide*.

**Archiving session recordings**

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

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