

One Identity Safeguard for Privileged Sessions 6.3

Release Notes

December 2019

These release notes provide information about the One Identity Safeguard for Privileged Sessions 6.3 release.

About this release

One Identity Safeguard for Privileged Sessions Version 6.3 is a release with new features and resolved issues. For details, see:

- [Resolved issues](#)

NOTE:

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

About the Safeguard product line

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

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

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

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

New features

New features in SPS 6.3:

Improved window title detection

Detecting window titles now supports detecting multiple windows on a screen. Also, window titles are detected on every default theme of the supported Windows versions. For details, see ["Configuring the internal indexer" in the Administration Guide](#).

New plugin for HashiCorp Vault

A new plugin is available to automatically retrieve user credentials for the server-side connections from your [HashiCorp Vault](#) deployment. For details, see [Hashicorp Vault as Credential Store](#).

Plugin improvements

The One Identity Starling Two-Factor Authentication plugin is now able to cache user IDs and other information to speed up the authentication process.

NOTE:

Version 2.2.0 and later of the One Identity Starling Two-Factor Authentication plugin works only if you have joined your SPS deployment to Starling.

If you want use version 2.2.0 and later of the One Identity Starling Two-Factor Authentication plugin, complete the ["Joining to One Identity Starling" in the Administration Guide](#) procedure before upgrading the plugin.

The plugin SDK now contains a service that plugin creators can use to store data temporarily to improve the performance of the plugin. For details, see [MemoryCache in the SDK documentation](#).

New key exchange algorithms in SSH

For the audited SSH traffic, the following new keyexchange (KEX) algorithms are supported: diffie-hellman-group14-sha256, diffie-hellman-group15-sha512, diffie-hellman-group16-sha512, diffie-hellman-group17-sha512, diffie-hellman-group18-sha512. Note that these algorithms are not enabled by default, you can add it to the list of permitted algorithms at **SSH Control > Settings > Algorithm settings > KEX algorithms**. For details, see ["Supported encryption algorithms" in the Administration Guide](#).

REST API improvements

Non-admin users can now change their passwords by using the `/api/user/password` endpoint of the API. For details, see ["Passwords stored on SPS" in the REST API Reference Guide](#).

In addition to PKCS-1 keys, you can now upload keys in the PKCS-8 format as well.

Microsoft Azure Sentinel integration

The universal SIEM forwarder is now Microsoft Azure Sentinel compatible. For further details, see [the relevant documentation](#).

Resolved issues

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

Table 1: General resolved issues in release 6.3.0

Resolved Issue	Issue ID
<p>Additional Metadata field may contain Gateway Password</p> <p>In certain cases, the "Additional Metadata" field contained the Gateway Password used in the session. This is the password that the user used to authenticate on the SPS gateway, and belongs to the Gateway Username of the user. The passwords used to authenticate on the target servers were not affected.</p> <p>For this error to occur, all of the following circumstances must have been met:</p> <ul style="list-style-type: none">• the client used an SSH session to access remote servers• in a joined SPS-SPP scenario• that used the SPS-initiated workflow• where the Authentication Policy of the SSH Connection Policy used the "Password" Gateway Authentication Method• and the version of the SPS appliance is 6.2.0 or 6.0.2.	PAM-11073

The error has been corrected.

To find out whether this error has occurred in your environment, complete the following steps.

1. Login to your SPS appliance as a user who has access to the Search page.
2. On the Search page, enter the following search query:
recording.additional_metadata: gp=
3.
 - If there are no search results, the error did not occur in your environment. Upgrade to SPS version 6.3.0a or 6.0.3 to ensure that it does not occur in the future.
 - If there are search results, continue with the next step of this procedure.
4. Click the ... button on the right of the **Export CSV** button.
5. Add the Gateway Username and the Recording Connection Policy fields to the list of fields to export.

Resolved Issue	Issue ID
6. Check which Authentication Policies do the Connection Policies that appear in Recording Connection Policy fields use.	
7. Navigate to SSH Control > Authentication Policies , and check which Authentication Backend do the affected Authentication Policies use.	
8. Contact the users appearing in the Gateway Username field to change their password in the affected backends.	

Table 2: General resolved issues in release 6.3.0

Resolved Issue	Issue ID
<p>Downloading audit trails fails on the Central Search node</p> <p>In a cluster environment, downloading from audit trails from the web interface failed on the Central Search node. This has been corrected.</p>	PAM-10971
<p>The Protocol field on the Search page contains invalid value</p> <p>In certain cases, the Protocol field contained the '-1' value instead of the name of the protocol. This has been corrected.</p>	PAM-10906
<p>The connections of an SPP access request on a joined SPS-SPP fail after upgradind to SPS 6.2</p> <p>The automatic upgrade of the SGAA/SGCredStore plugins caused a failure during the connections due to a plugin wrapper selection mistake. The plugin wrapper selection is fixed, connections now work as expected.</p>	PAM-10888
<p>'Analytics details are not available' warning appears on the UI</p> <p>In some cases, the 'Analytics details are not available' warning was displayed even though the analytics scores were available for the session.</p>	PAM-10886
<p>The Analytics tab of a session keeps loading infinitely</p> <p>Opening the Analytics tab of a session without the required privileges kept loading the page infinitely, instead of displaying a permission error. This has been corrected.</p>	PAM-10859
<p>If the session database is very large, opening new sessions is very slow</p> <p>In some cases, persisting indexer job status updates and command/title events made a big load on the database which caused big delays in opening new connections through SPS.</p> <p>The way of persisting indexer events to the database was optimized in a way that it should not add delay on new connections.</p>	PAM-10821
<p>Clicking on the chart in Flow view does not create the proper search query</p> <p>Click on the chart in the Flow view of the Search page created incorrect search queries. This has been corrected.</p>	PAM-10794

Resolved Issue	Issue ID
<p>Report queries are not updated</p> <p>In some cases, the queries of certain report subchapters were not updated, and therefore the reports contained outdated information. This has been corrected.</p>	PAM-10787
<p>None</p>	PAM-10787
<p>Error in handling compressed ICA traffic causes the server to terminate the session</p> <p>In some cases, SPS handled compressed ICA traffic incorrectly, causing the server to terminate the session. The following log message appeared in the system logs:</p> <p>'Compression PD: Unable to expand slab'</p> <p>This has been corrected, the traffic is now handled properly.</p>	PAM-10781
<p>Corrections to the on-screen instructions on checking plugin integrity</p> <p>The instructions on how to check the integrity of the plugins have been updated on the Basic Settings > Plugins page.</p>	PAM-10675
<p>None</p> <p>When selecting a session in the Search page, clicking the 'Analytics' tab for first time showed an unnecessary error message for a second, before the actual contents were loaded. This has been corrected.</p>	PAM-10671
<p>Files copy-pasted in FreeRDP sessions cannot be exported</p> <p>Files copy-pasted in FreeRDP sessions were recorded in the audit trail, but exporting them failed. This has been corrected.</p>	PAM-10668
<p>Clicking the Back button on the Search page removes every filter</p> <p>Clicking the Back button of the browser on the Search page removed every filter, not only the last one. This has been corrected.</p>	PAM-10636
<p>After deleting a filter on the Search page you cannot re-add it</p> <p>After deleting a filter from the query on the Search page, clicking on the same filter to re-add the filter did not have any effect. This has been corrected.</p>	PAM-10583
<p>Duplicate header appears on the ICA Control > Channel Policies page</p> <p>While editing a new Channel Policy on the ICA Control > Channel Policies page, clicking on the Show details icon caused a new header and footer to appear. This has been corrected.</p>	PAM-10575
<p>The Edit option is displayed on the Search Subchapter page to users with only read rights</p> <p>On the Reporting > Search Subchapters page, the Edit and Create New</p>	PAM-10429

Resolved Issue	Issue ID
Subchapter options were visible even if the user had only Read privileges to the page. This has been corrected.	
SDP cannot replay VNC sessions with TightSecurity SDP failed to replay audit trails that contained VNC over WebSocket sessions that had TightSecurity enabled. This has been corrected, now SDP can replay these sessions.	PAM-10279
Clicking values with special characters on the Search page are not escaped Clicking on values on the Search page added the value to the search query, but special characters were not escaped, resulting in incorrect search queries if the selected value contained Lucene-specific characters. This has been corrected.	PAM-10234
Misspelled OK buttons on the web interface Some OK buttons were spelled as 'Ok' on the web interface. These have been corrected.	PAM-10155
Inaccurate warning when upgrading external indexers When upgrading an external indexer, an inaccurate warning was displayed about removing the directory that contained the configuration files of the old version of the indexer. This has been corrected.	PAM-9707
Content search field does not handle the '<' character Typing the '<' character followed by other characters in the screen content search field caused the query to disappear. This has been corrected, such queries are now handled properly.	PAM-9264
OpenSSL encryption failure when changing the password of a permanent keystore In some rare cases, when changing the password of a permanent keystore on the web interface, encrypting the keys failed with the following error message: 'Fatal error: escapeshellarg(): Input string contains NULL bytes in /opt/scb/lib/OpenSSL.php on line 62' This has been corrected.	PAM-8345
If completing the Welcome Wizard using the REST API fails, the appliance becomes unreachable If completing the Welcome Wizard using the REST API failed, an internal error made the product unreachable: the IP address became 192.168.1.1 and the console access of the root user was disabled. From now on, the console access of the root user remains active, so it can be used to fix such situations.	PAM-7760
The 'Timestamping policy' field is displayed for Local policies On the <Protocol> > Global Options > Audit page, the 'Timestamping policy' field	PAM-426

was displayed even when the timestamping policy was set to 'Local'. This has been corrected, now the field appears only if 'Remote' timestamping is selected.

System requirements

Before installing SPS 6.3, ensure that your system meets the following minimum hardware and software requirements.

The One Identity Safeguard for Privileged Sessions Appliance is built specifically for use only with the One Identity Safeguard for Privileged Sessions software that is already installed and ready for immediate use. It comes hardened to ensure the system is secure at the hardware, operating system, and software levels.

For the requirements about installing One Identity Safeguard for Privileged Sessions as a virtual appliance, see one of the following documents:

- [Installation Guide](#)
- [Deployment from Azure Marketplace](#)
- [Deployment on Amazon Web Services](#)

Supported web browsers and operating systems

⚠ CAUTION:

Since the official [support of Internet Explorer 9 and 10 ended in January, 2016](#), they are not supported in One Identity Safeguard for Privileged Sessions (SPS) version 4 F3 and later.

⚠ CAUTION:

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

NOTE:

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

NOTE:

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

Supported browsers

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

Supported operating systems

Windows 2008 Server, Windows 7, Windows 2012 Server, Windows 2012 R2 Server, Windows 8, Windows 8.1, Windows 10, Windows 2016, and Linux.

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

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

Safeguard Desktop Player system requirements

The Safeguard Desktop Player application supports the following platforms:

- **Microsoft Windows:**

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

- **Linux:**

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

- **Mac:**

macOS High Sierra 10.13, or newer.

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

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

Hardware specifications

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

The following sections provide detailed information of SPS appliances.

Product licensing

To enable a trial license

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

To enable a purchased commercial license

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

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

Upgrade and installation instructions

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

To upgrade to One Identity Safeguard for Privileged Sessions 6.3

For step-by-step instructions on upgrading to SPS 6.3, see [Upgrade Guide](#).

About feature releases

This is a feature release, which means that it will be supported for 6 months after the release date or 2 months after the release of a succeeding feature release (whichever date is later). It also means that if you are running a previous feature release (such as versions 6.1), you have 2 months to upgrade to version 6.3 if you want to keep running on a supported release.

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

If you have a physical appliance based on MBX hardware

One Identity recommends you to upgrade to SPS6.3, if you are not running SPS on Pyramid hardware and any of the following is true:

NOTE:

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

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

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

If you have a physical appliance based on Pyramid hardware

Do NOT upgrade to SPS6.3 if you are running SPS on Pyramid hardware:

Downgrading from a feature release

Do NOT downgrade from a feature release.

⚠ CAUTION:

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

Verify successful installation

Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 6.3 of the firmware. If not, it means that the upgrade process did not complete properly and SPS performed a rollback to revert to the earlier firmware version. In this case, complete the following steps:

1. Navigate to **Basic Settings > Troubleshooting > Create support bundle** and click **Create support bundle**.
2. Save the resulting ZIP file.
3. [contact our Support Team](#) and send them the file. They will analyze its contents to determine why the upgrade was not completed and assist you in solving the problem.

More resources

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

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

Globalization

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

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

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

About us

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

Contacting us

For sales and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

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

Third-party contributions

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Version 2, June 1991

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