

# One Identity Safeguard for Privileged Passwords 2.10.0

## Release Notes

### November 2019

These release notes provide information about the One Identity Safeguard for Privileged Passwords 2.10.0 release.

## About this release

One Identity Safeguard for Privileged Passwords Version 2.10.0 is a minor release with new features and resolved issues. The new features include:

- A2A service supports events for multiple accounts (804349)
- Active Directory account discovery dynamic tags and dynamic groups (798532, 797024)
- Configure Web Client Inactivity Timeout (803424, 782603)
- "Other Managed" platform type (805372)

For more detail, see:

- [New features](#)
- [Resolved issues](#)

**NOTE:** For a full list of key features in One Identity Safeguard for Privileged Passwords, see the *One Identity Safeguard for Privileged Passwords Administration Guide*.

# About the Safeguard product line

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. When setting up a virtual environment, carefully consider the configuration aspects such as CPU, memory availability, I/O subsystem, and network infrastructure to ensure the virtual layer has the necessary resources available. Please consult [One Identity's Product Support Policies](#) for more information on environment virtualization.

## 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

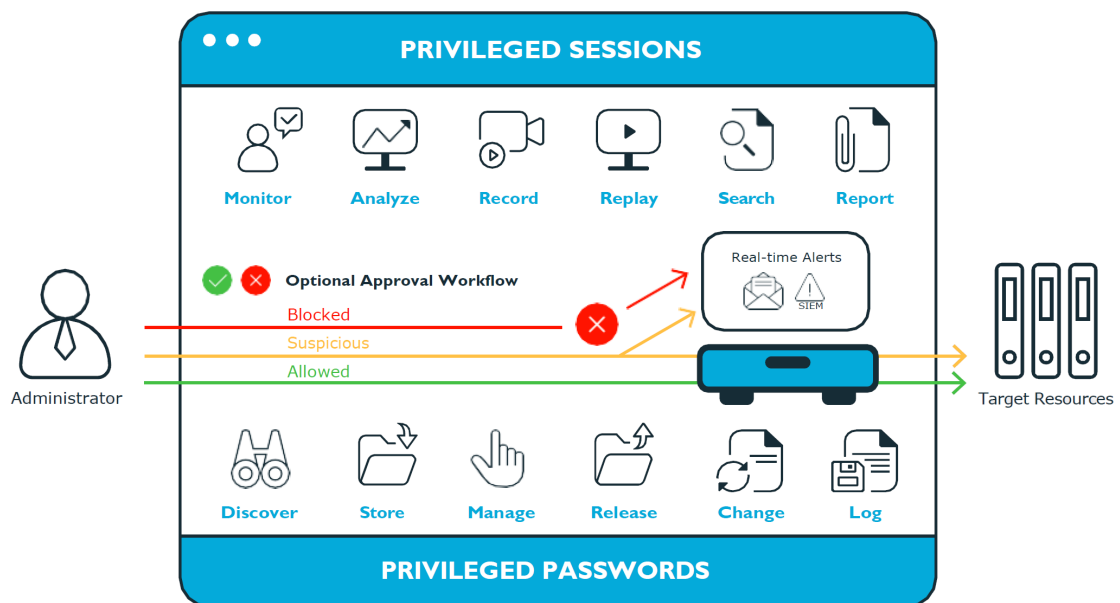
The suite includes the following modules:

- **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.



## New features

### A2A service supports events for multiple accounts (804349)

Using the A2A service, an administrator can use a single signalR connection to monitor password change events for multiple accounts across multiple A2A registrations.

A signalR connection failure message is returned if any of the following occur:

- The accounts sent in the authorization header is larger than 8K.
- One or more of the API keys sent failed validation.

- One or more of the API keys sent failed to match the user certificate used for authentication. This may occur across multiple A2A registrations.

## Active Directory account discovery dynamic tags and dynamic groups (798532)

An Asset Administrator can:

- Dynamically tag an account from Active Directory.
- Add an account to a dynamic account group based on membership in an Active Directory group.
- Add an account to a dynamic account group based on if the account is in a particular organizational unit (OU) in Active Directory.

The options to select **Include objects from sub containers** is available when adding an account discovery rule from **Administrative Tools | Discovery | Account Discovery | Account Discovery Rule** dialog. For more information, see [Adding an Account Discovery rule](#).

## Configure Web Client Inactivity Timeout (803424, 782603)

The Appliance Administrator can configure the **Web Client Inactivity Timeout** which is the time that has elapsed since the user made a request to the server. The minimum value is 5 minutes and the maximum value is 2880 minutes (2 days). When the timeout period is met, a message displays and the user can continue or log out. If there is no response, the user is automatically logged out. The default is 15 minutes. To configure the value, navigate to **Administrative Tools | Settings | Safeguard Access | Login Control** and set **Web Client Inactivity Timeout**.

## "Other Managed" platform type (805372)

To ensure the automation environment is compliant, a System Integrator can use a generated password that is securely stored and periodically rotated.

To ensure compliance in an ultra secure environment, an Asset Administrator can manage an asset that Safeguard for Privileged Passwords cannot connect to (for example, when there is a one-way firewall).

In the Add Asset dialog under the **Management** tab, select the **Product** setting **Other Managed**. When selected, Safeguard for Privileged Passwords stores the password and can automatically check and change it per the profile configuration. There is no active connection or service account. The passwords are rotated internally and an event notifications is sent when the rotation is complete. Another component or piece of automation can change the password or make use of the password in the configuration files. For example, a listener can pick up the change event via the Safeguard for Privileged Passwords Application to Application (A2A) service and perform actions, as required.

See also:

- [Resolved issues](#) on page 5

## Resolved issues

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

**Table 1: General resolved issues**

Resolved Issue	Issue ID
Can import signed CSR. CRL Distribution points are accessible.	796288
If you have a desktop background set on your Windows machine, your session will have that background. The RDP connection quality-dependent features (including Desktop composition) are auto detected.	802584
The toast popup review button sends a review (POST).	802841
The Safeguard password change on a Windows 2016 server updates the task password.	803646
The Radius timeout defaults to 20 seconds.	803687
Isolate works without the appliance going into quarantine.	803986
Version 2.8.1 and higher, customers are able to discover accounts from Active Directory groups and configure in the user interface. In version 2.8 and lower, a workaround is available.	804050
When using dynamic Access-Control-Allow-Origin headers, the "Vary: Origin" header is specified.	804237
Middleware has enough free threads.	804244
Recipients receive one email from the primary.	804771
A diagnostic tool for measuring throughput between two nodes is now available.	804818
The desktop client generates an Access Request with the correct duration value.	804843
The putty version supplied in Safeguard Client has been updated to Release 0.72.	804966
Documentation updated to read:  For Safeguard Desktop player version 1.8.6 and later, ensure your signed web certificate has a Subject Alternative Name (SAN) that includes each IP address of each of your cluster members. If the settings are not correct, the Safeguard Desktop Player will generate a certificate warning like the following when replaying sessions: Unable to verify SSL certificate. To resolve this issue,	805020

<b>Resolved Issue</b>	<b>Issue ID</b>
import the appropriate certificates including the root CA.	
Changes can be made on the <b>Asset Discovery</b> job, <b>General</b> tab by clicking <b>OK</b> .	805424
Asset requests work correctly without timeout or error.	805521
Run Now on the Audit logs performs as expected.	805629
Web and desktop client queries run at login perform as expected.	805632
Creating an Asset Discovery job using the Network Scan method performs as expected.	805869

## Known issues

The following is a list of issues known to exist at the time of release.

**Table 2: Known issues**

<b>Known Issue</b>	<b>Issue ID</b>
Patching from any build prior to 2.10 to 2.10 or later includes migrating discovered accounts data. If you have a lot of assets and/or accounts, you will experience a longer primary patch time. The replicas are not be impacted. Once patched to 2.10 or later, subsequent patches will not be impacted.	805426

## System requirements

One Identity Safeguard for Privileged Passwords has two graphical user interfaces that allow you to manage access requests, approvals and reviews for your managed accounts and systems. Ensure that your system meets the following minimum hardware and software requirements for these clients.

### 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 500 milliseconds. 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.

## Windows desktop client requirements

The desktop client is a native Windows application suitable for use on end-user machines. 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.

**Table 3: Desktop client requirements**

Component	Requirements
Technology	Microsoft .NET Framework 4.6 (or later)
Windows platforms	64-bit editions of: <ul style="list-style-type: none"><li>• Windows 7</li><li>• Windows 8.1</li><li>• Windows 10</li><li>• Windows Server 2008 R2</li><li>• Windows Server 2012</li><li>• Windows Server 2012 R2</li><li>• Windows Server 2016</li></ul> <p>If the appliance setting, <b>TLS 1.2 Only</b> is enabled, (<b>Administrative Tools   Settings   Appliance   Appliance Information</b>), 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.</p> <ul style="list-style-type: none"><li><b>NOTE:</b> 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 <b>Internet Options</b> dialog (In Internet Explorer, go to <b>Tools   Internet Options   Advanced</b> tab).</li><li><b>NOTE:</b> To use FIDO2 two-factor authentication, you will need a web browser that supports the WebAuthn standard.</li></ul>
Desktop Player	See <i>One Identity Safeguard for Privileged Sessions [version] Safeguard Desktop Player User Guide</i> available at: <a href="#">One Identity Safeguard for Privileged Sessions - Technical Documentation, User Guide</a> .

## Web client requirements

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.

**Table 4: Web client requirements**

Component	Requirements
Web browsers	<p>Desktop browsers:</p> <ul style="list-style-type: none"><li>• Google Chrome 66 (or later)</li><li>• Microsoft Internet Explorer 11 and Edge</li><li>• Mozilla Firefox 52 (or later)</li></ul> <p><b>i</b> <b>NOTE:</b> To use FIDO2 two-factor authentication, you will need a web browser that supports the WebAuthn standard.</p> <p>Mobile device browsers:</p> <ul style="list-style-type: none"><li>• Apple Safari iOS 10 (or later)</li><li>• Google Chrome on Android</li></ul> <p>The web client is implemented for modern web browser technology, using:</p> <ul style="list-style-type: none"><li>• HTML5</li><li>• CSS</li><li>• JavaScript</li></ul> <p><b>i</b> <b>NOTE:</b> If your browser lacks these required technologies, then use the desktop client.</p>

## Web kiosk requirements

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

**Table 5: Web kiosk requirements**

Component	Requirements
Web management console	<p>Desktop browsers:</p> <ul style="list-style-type: none"><li>• Google Chrome 66 (or later)</li></ul>



Component	Requirements
	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 11 and Edge</li> <li>• Mozilla Firefox 52 (or later)</li> </ul> <p><b>i</b> <b>NOTE:</b> To use FIDO2 two-factor authentication, you will need a web browser that supports the WebAuthn standard.</p> <p>The web management console is implemented for modern web browser technology, using:</p> <ul style="list-style-type: none"> <li>• HTML5</li> <li>• CSS</li> <li>• JavaScript</li> </ul>

## Supported platforms

One Identity Safeguard for Privileged Passwords supports a variety of platforms, including custom platforms.

### Safeguard for Privileged Passwords tested platforms

The following table lists the platforms and versions that have been tested for Safeguard for Privileged Passwords (SPP). Additional assets may be added to Safeguard for Privileged Passwords. If you do not see a particular platform listed when adding an asset, use the "Other", "Other Managed", or "Other Linux" selection on the **Management** tab of the **Asset** dialog.

### SPP joined to SPS: Sessions platforms

When Safeguard for Privileged Passwords (SPP) is joined with a Safeguard for Privileged Sessions (SPS) appliance, platforms are supported that use one of these protocols:

- SPP 2.8 or lower: RDP, SSH
- SPP 2.9 or higher: RDP, SSH, or Telnet.

Some platforms may support more than one protocol. For example, a Linux (or Linux variation) platform supports both SSH and Telnet protocols.

For the embedded sessions module, platforms that support RDP and SSH protocols are generally supported.

**Table 6: Supported platforms: Assets that can be managed**

<b>Platform</b>	<b>Version</b>	<b>Architecture (all versions unless noted)</b>	<b>SPP</b>	<b>SPS</b>
ACF2 - Mainframe	r14, r15	zSeries	True	True
ACF2 - Mainframe LDAP	r14, r15	zSeries	True	False
Active Directory			True	False
AIX	6.1, 7.1, 7.2	PPC	True	True
Amazon Linux	2	x86_64	True	True
Amazon Web Services (AWS)	1		True	False
CentOS Linux	6 7	(ver 6) x86, x86_64 (ver 7) x86_64	True	True
Cisco ASA	7.x, 8.x		True	True
Cisco IOS	12.X, 15.X		True	True
Debian GNU/Linux	6, 7, 8, 9	x86, x86_64, MIPS, PPC, zSeries	True	True
Dell iDRAC	7, 8		True	True
ESXi (VSphere)	5.5, 6.0, 6.5, 6.7		True	False
F5 Big-IP	12.1.2, 13.0, 14.0		True	True
Facebook (deprecated)			True	False
Fedora	21, 22, 23, 24, 25, 26, 27, 28, 29, 30	x86, x86_64	True	True
Fortinet FortiOS	5.2, 5.6		True	True
FreeBSD	10.4, 11.1, 11.2	x86, x86_64	True	True
HP iLO	2, 3, 4	x86	True	True
HP iLO MP	2, 3	IA-64	True	True
HP-UX	11iv2 (B.11.23), 11iv3 (B.11.31)	PA-RISC, IA-64	True	True

<b>Platform</b>	<b>Version</b>	<b>Architecture (all versions unless noted)</b>	<b>SPP</b>	<b>SPS</b>
IBM i	7.1, 7.2, 7.3	PPC	True	True
Junos - Juniper Networks	12, 13, 14, 15		True	True
macOS	10.9, 10.10, 10.11, 10.12, 10.13	x86_64	True	True
MongoDB	3.4, 3.6, 4.0		True	False
MySQL	5.6, 5.7		True	False
OpenLDAP	2.4		True	False
Oracle	11g Release 2, 12c Release 1		True	False
Oracle Linux (OEL)	6 7	(ver 6) x86, x86_64 (ver 7) x86_64	True	True
Other			False	False
Other Linux			True	True
Other Managed			True	False
PAN-OS	6.0, 7.0, 8.0, 8.1		True	True
PostgreSQL	9.6, 10.2, 10.3, 10.4, 10.5		True	False
RACF - Mainframe	z/OS V2.1 Security Server, z/OS V2.2 Security Server	zSeries	True	True
RACF - Mainframe LDAP	z/OS V2.1 Security Server, z/OS V2.2 Security Server	zSeries	True	False
Red Hat Enterprise Linux (RHEL)	6, 7, 8	(ver 6) x86, x86_64, PPC, zSeries (ver 7 and 8) x86, x86_64, PPC, zSeries	True	True
SAP HANA	2.0	Other	True	False
SAP Netweaver Application Server	7.3, 7.4, 7.5		True	False
Solaris	10, 11	(ver 10) SPARC, x86, x86_64	True	True

Platform	Version	Architecture (all versions unless noted)	SPP	SPS
		(ver 11) SPARC, x86_64		
SonicOS	5.9, 6.2		True	False
SonicWALL SMA or CMS	11.3.0		True	False
SQL Server	2012, 2014, 2016		True	False
SUSE Linux Enterprise Server (SLES)	11 12	(ver 11) x86, x86_64, PPC, zSeries, IA-64  (ver 12) x86_64, PPC, zSeries	True	True
Sybase (Adaptive Server Enterprise)	15.7, 16		True	False
Top Secret - Mainframe	r14, r15	zSeries	True	True
Top Secret - Mainframe LDAP	r14, r15	zSeries	True	False
Twitter (deprecated)			True	False
Ubuntu	14.04 LTS, 15.04, 15.10, 16.04 LTS, 16.10, 17.04, 17.10, 18.04 LTS, 18.10, 19.04	x86, x86_64	True	True
Windows	Vista, 7, 8, 8.1, 10 Enterprise (including LTSC and IoT).		True	True
Windows Server	2008, 2008 R2, 2012, 2012 R2, 2016, 2019		True	True

**Table 7: Supported platforms: Directories that can be searched**

Platform	Version
Microsoft Active Directory	Windows 2008+ DFL/FFL
OpenLDAP	2.4

## Custom platforms

The following example platform scripts are available:

- Custom HTTP
- Linux SSH
- Telnet
- TN3270 transports are available

For more information, see *Safeguard for Privileged Passwords Administration Guide*, Custom Platforms and Creating a custom platform script.

**⚠ CAUTION: Facebook and Twitter functionality has been deprecated. Refer to the custom platform open source script provided on GitHub. Facebook and Twitter platforms will be removed in a future release.**

Sample custom platform scripts and command details are available at the following links available from the [Safeguard Custom Platform Home](#) wiki on GitHub:

- Command-Reference:  
<https://github.com/OneIdentity/SafeguardCustomPlatform/wiki/Command-Reference>
- Writing a custom platform script:  
<https://github.com/OneIdentity/SafeguardCustomPlatform/wiki/WritingACustomPlatformScript>
- Example platform scripts are available at this location:  
<https://github.com/OneIdentity/SafeguardCustomPlatform/tree/master/SampleScripts>

**⚠ CAUTION: Example scripts are provided for information only. Updates, error checking, and testing are required before using them in production. Safeguard for Privileged Passwords checks to ensure the values match the type of the property which include: a string, boolean, integer, or password (which is called secret in the API scripts). Safeguard for Privileged Passwords cannot check the validity or system impact of values entered for custom platforms.**

## Appliance specifications

The Safeguard for Privileged Passwords Appliance is built specifically for use only with the Safeguard for Privileged Passwords privileged management 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.

The One Identity Safeguard for Privileged Passwords 2000 Appliance specifications and power requirements are as follows.

**Table 8: Safeguard 2000 Appliance: Feature specifications**

<b>Safeguard for Privileged Passwords 2000</b>	<b>Feature / Specification</b>
Processor	Intel Xeon E3-1275v5 3.60 GHz
# of Processors	1
# of Cores per Processor	4
L2/L3 Cache	4 x 256KB L2, 8MB L3 SmartCache
Chipset	Intel C236 Chipset
DIMMs	DDR4-2400 ECC Unbuffered DIMMs
RAM	32GB
Internal HD Controller	LSI MegaRAID SAS 9391-4i 12Gbps SAS3
Disk	4 x Seagate EC2.5 1TB SAS 512e
Availability	TPM 2.0, EEC Memory, Redundant PSU
I/O Slots	x16 PCIe 3.0, x8 PCIe 3.0
RAID	RAID10
NIC/LOM	3 x Intel i210-AT GbE
Power Supplies	Redundant, 700W, Auto Ranging (100v~240V), ACPI compatible
Fans	4 x 40mm Counter-rotating, Non-hot-swappable
Chassis	1U Rack
Dimensions (HxWxD)	43 x 437.0 x 597.0 (mm) 1.7 x 17.2 x 23.5 (in)
Weight	Max: 46 lbs (20.9 Kg)
Miscellaneous	FIPS Compliant Chassis

**Table 9: Safeguard 2000 Appliance: Power requirements**

Input Voltage	100-240 Vac
Frequency	50-60Hz
Power Consumption (Watts)	170.9
BTU	583

# Appliance LCD and controls

The front panel of the One Identity Safeguard for Privileged Passwords 2000 Appliance contains the following controls for powering on, powering off, and scrolling through the LCD display.

- ✓ Green check mark button: Use the **Green check mark** button to start the appliance. Press the **Green check mark** button for NO more than one second to power on the appliance.
  - ▲ **CAUTION:** Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Green check mark button. Holding this button for four or more seconds will cold reset the power of the appliance and may result in damage.
- Red X button: Use the **Red X** button to shut down the appliance. Press and hold the **Red X** button for four seconds until the LCD displays POWER OFF.
  - ▲ **CAUTION:** Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Red X button for more than 13 seconds. This will hard power off the appliance and may result in damage.
- Down, up, left and right arrow buttons: When the appliance is running, the LCD home screen displays: Safeguard for Privileged Passwords <version number>. Use the arrow buttons to scroll through the following details:
  - Serial: <appliance serial number>
  - X0: <appliance IP address>
  - X1: <IP address of the sessions module interface>  
If one or more Safeguard Sessions Appliances are joined to Safeguard for Privileged Passwords, X1 is not available in Safeguard for Privileged Passwords.
  - MGMT: <management IP address>
  - MGMT MAC: <media access control address>
  - IPMI: <IP address for IPMI>

**Table 10: Appliance LCD and controls**

Control	Description
Green check mark button	Use the <b>Green check mark</b> button to start the appliance. Press the <b>Green check mark</b> button for NO more than one second to power on

Control	Description
	<p>the appliance.</p> <p><b>⚠ CAUTION:</b> Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Green check mark button. Holding this button for four or more seconds will cold reset the power of the appliance and may result in damage.</p>
Red X button	<p>Use the <b>Red X</b> button to shut down the appliance. Press and hold the <b>Red X</b> button for four seconds until the LCD displays POWER OFF.</p> <p><b>⚠ CAUTION:</b> Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Red X button for more than 13 seconds. This will hard power off the appliance and may result in damage.</p>
Down, up, left and right arrow buttons	<p>When the appliance is running, the LCD home screen displays:</p> <ul style="list-style-type: none"> <li>• Safeguard for Privileged Passwords &lt;version number&gt;</li> </ul> <p>Use the arrow buttons to scroll through the following details:</p> <ul style="list-style-type: none"> <li>• Serial: &lt;appliance serial number&gt;</li> <li>• X0: &lt;appliance IP address&gt;</li> <li>• X1: &lt;IP address of the sessions module interface&gt;</li> </ul> <p>If one or more Safeguard Sessions Appliances are joined to Safeguard for Privileged Passwords, X1 is not available in Safeguard for Privileged Passwords.</p> <ul style="list-style-type: none"> <li>• MGMT: &lt;management IP address&gt;</li> <li>• MGMT MAC: &lt;media access control address&gt;</li> <li>• IPMI: &lt;IP address for IPMI&gt;</li> </ul>

## Product licensing

The One Identity Safeguard for Privileged Passwords 2000 Appliance ships with the following modules, each requiring a valid license to enable functionality:

- One Identity Safeguard for Privileged Passwords
- One Identity Safeguard for Privileged Sessions

### ***To add a Safeguard for Privileged Passwords module license***

The first time you log into the Safeguard for Privileged Passwords desktop client as the Appliance Administrator, it prompts you to add a license. In addition, you can add additional Safeguard for Privileged Passwords module licenses.



1. Navigate to **Administrative Tools | Settings | Appliance | Licensing** in the desktop client.
2. Click **+**.
3. **Browse** to select the license file.  
Once you add a license, Safeguard for Privileged Passwords displays the current license information and additional links that allow you to update the license.
4. To add another module license, click **Add Another License** from the **Success** dialog.

**i** **NOTE:** To avoid disruptions in the use of Safeguard for Privileged Passwords, the Appliance Administrator must configure the SMTP server, and define email templates for the *License Expired* and the *License Expiring Soon* event types. This ensures you will be notified of an approaching expiration date.

## Update and installation instructions

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

### To setup a new One Identity Safeguard for Privileged Passwords 2000 Appliance

If this is a new One Identity Safeguard for Privileged Passwords 2000 Appliance, see the *One Identity Safeguard for Privileged Passwords Appliance Setup Guide* that was included in the package with your appliance. You can also find this guide on the One Identity Support Portal: <https://support.oneidentity.com/one-identity-safeguard/2.1/technical-documents>.

### To update an existing Safeguard for Privileged Passwords 2000 Appliance with this patch

It is the responsibility of the Appliance Administrator to upgrade One Identity Safeguard for Privileged Passwords by installing an update file (patch). Consider the following:

- **Minimum patch version:** 2.0.1.5037. If you are running an earlier version of the Safeguard for Privileged Passwords Appliance, you must upgrade to this version before applying the 2.10.0 patch.
- **Clustered environment:** Please see the *Patching cluster members* section in the *One Identity Safeguard for Privileged Passwords Administration Guide* for instructions on how to deploy a patch so all appliances in the cluster are on the same version.

**i** **IMPORTANT:** Always back up your appliance before you install an update file. Once you install an update file, you cannot uninstall it. For more information, see the *One Identity Safeguard for Privileged Passwords Administration Guide*.

Download the latest update from the One Identity Support Portal:

<https://support.oneidentity.com/one-identity-safeguard/>

### **To install the software patch**

1. As an Appliance Administrator, log into the Safeguard for Privileged Passwords desktop client.
2. From the **Home** page, select **✕ Administrative Tools**.
3. Select **Settings | Appliance | Updates**.  
The current appliance and client versions are displayed.
4. Click **Upload a File** and browse to select the update file you downloaded from the One Identity support web site.

**NOTE:** When you select a file, Safeguard for Privileged Passwords uploads it to the server, but does not install it.

5. Once the file has successfully uploaded, click **Install Now**.

### **To install the Safeguard for Privileged Passwords desktop client**

To define and enforce security policy for your enterprise, install the Windows desktop client application which gives you access to the Administrative Tools. You install the Windows desktop client by means of an MSI package which can be downloaded from the appliance web client portal. You do not need administrator privileges to install the One Identity Safeguard for Privileged Passwords desktop client.

**NOTE:** PuTTY is used to launch the SSH client for SSH session requests and is included in the install. The desktop client looks for any user-installed PuTTY in the following locations:

- Any reference to putty in the PATH environment variable
- c:/Program Files/Putty
- c:/Program Files(x86)/Putty
- c:/Putty

If PuTTY is not found, the desktop client uses the version of PuTTY that it installed at:  
<user-home-dir>/AppData/Local/Safeguard/putty.

If the user later installs PuTTY in any of the locations above, the desktop client uses that version which ensures the user has the latest version of PuTTY.

### **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*.
3. For Safeguard Desktop player version 1.8.6 and later, ensure your signed web certificate has a Subject Alternative Name (SAN) that includes each IP address of each of your cluster members. If the settings are not correct, the Safeguard Desktop Player will generate a certificate warning like the following when replaying sessions: Unable to verify SSL certificate. To resolve this issue, import the appropriate certificates including the root CA.

### **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.

## **Verify successful installation**

You can verify that the correct version has been successfully installed from the Safeguard for Privileged Passwords desktop client or the LCD on the Safeguard for Privileged Passwords 2000 Appliance.

### ***To verify the uploaded patch was installed***

1. Log into the Safeguard for Privileged Passwords desktop client as an Operations Administrator or an Appliance Administrator.
2. Select ✕ **Administrative Tools**.

3. Select **Settings | Appliance | Appliance Information**.

4. Verify the correct appliance version is displayed in the appliance properties pane.

In addition, when the appliance is running, the LCD home screen on the front panel of the appliance displays **Safeguard for Privileged Passwords** <version number>. Therefore, you can verify the correct appliance version is running from there as well.

## More resources

Additional information is available from the following:

- Online product documentation: <https://support.oneidentity.com/one-identity-safeguard/technical-documents>
- One Identity Communities: <https://www.quest.com/community/one-identity/>
- Knowledge Base: <https://support.oneidentity.com/one-identity-safeguard/kb>

## 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. It supports simultaneous operation with multilingual data. 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).

The release is localized to the following languages: Arabic (Saudi Arabia), Chinese (Traditional), Dutch, French, German, Italian, Japanese, Korean, Russian, Spanish.

# 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

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- View Knowledge Base articles
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- Download software and technical documentation
- View how-to videos at: [www.YouTube.com/OneIdentity](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

## Third-party components

This product contains third-party components (listed below). Copies of component licenses may be found at <https://www.oneidentity.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (\*) is available at <http://opensource.quest.com>.

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