ONE IDENTITY™

Safeguard for Privileged Passwords 2.11

Release Notes

January 2020

These release notes provide information about the Safeguard for Privileged Passwords 2.11 release.

About this release

Safeguard for Privileged Passwords Version 2.11 is a minor release with new features and resolved issues. The new features include:

- Access requests proceed regardless of the review state of an earlier request (TFS 805354/DevOps 191598)
- Audit history for passwords and sessions (TFS 797263/DevOps 191549)
- Azure to run in the cloud (191524)
- Generic ticket system without ticket system validation (TFS 794519/Dev Ops 191534)
- Support dynamic grouping for assets based on Active Directory groups (TFS 806225/ DevOps 191499)
- Web UI (TFS 795288/DevOps 200361)
- Windows SSH platform (TFS 792427/DevOps 191511)

For more detail, see:

- New features
- Resoved issues

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

About the Safeguard product line

The 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 time frame 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. See 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:

- **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 to integrate 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.

Figure 1: Privileged Sessions and Privileged Passwords
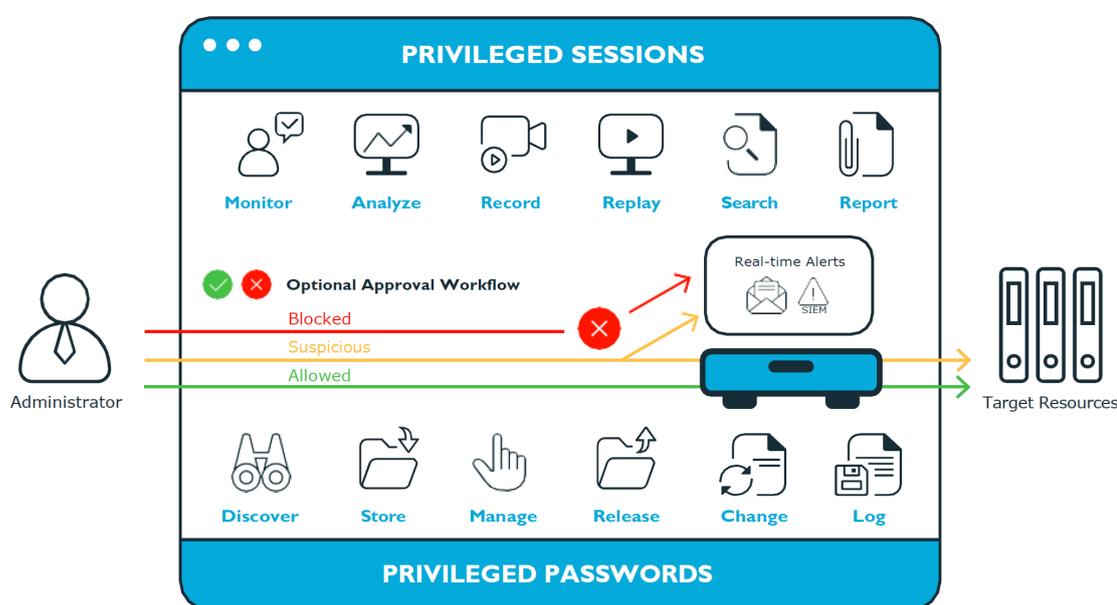
New features

⚠ | **CAUTION: The embedded sessions module in Safeguard for Privileged Passwords will be removed in the next release.**

For uninterrupted service, organizations are advised to join to the more robust Safeguard for Privileged Sessions Appliance for sessions recording and playback.

Access requests proceed regardless of the review state of an earlier request (TFS 805354/DevOps 191598)

Policy Administrators can choose to allow subsequent access requests to proceed even if the required review on a previous access request is incomplete. This prevents blocking a new session request when the prior request requires a review and the review is not done. Navigate to **Administrative Tools** | **Entitlements** | **Access Request Policies** | (create or edit a policy) | **Reviewer** tab.

Audit history for passwords and sessions (TFS 797263/DevOps 191549)

In preparation for a future release of Safeguard for Privileged Sessions, a toggle has been added to allow the Safeguard for Privileged Passwords Appliance Administrator to push audit data to SPS. Navigate to **Administrative Tools** | **Settings** | **Appliance** | **Enable or Disable Services**.

Azure to run in the cloud (191524)

Safeguard for Privileged Passwords (SPP) can be run in the cloud using Azure. A version of Safeguard for Privileged Passwords is available in the Azure Marketplace.

Generic ticket system without ticket system validation (TFS 794519/Dev Ops 191534)

Policy Administrators can require requesters to reference a ticket number in their password or session access request. Tickets do not have to be validated against an external ticketing system but, optionally, may be validated against the regular expression of a generic ticketing system. The ticket number is used in the decision to approve the request and serves as a reference visible in the Activity Center. Navigate to **Administrative Tools** | **Settings** | **External Integration** | **Ticket Systems**. In **Type**, select **Other**.

Support dynamic grouping for assets based on Active Directory groups (TFS 806225/ DevOps 191499)

Implementers can create tags / asset groups based on any Active Directory group of which the asset is a member unrelated to discovery.

For account or asset groups, use the rule editor controls on:

- **Account Rules** tab of the **Dynamic Account Group** dialog
- **Asset Rules** tab of the **Dynamic Asset Group** dialog

To add a dynamic tag for an asset or asset account, use the **✚New** button on the **Tags** pane in the **Settings | Asset Management** settings page.

Web client (TFS 795288/DevOps 200361)

The Safeguard for Privileged Passwords web client provides a web-based user interface that can be used instead of the desktop client for the request workflow and some administration functions.

Requesters use the web client to:

- Search for and request password access, session access, or both.
- Concurrently request access to multiple passwords and sessions.
- Create and use a favorite to quickly access the common access requests.

Reviewers use the web client to review requests.

Approvers use the web client to:

- See the access requests awaiting approval.
- See which access requests require immediate attention.
- View the details of each access request.
- Approve or deny an access request.
- Select multiple access requests to approve or deny at the same time.
- Return to an approved, active access request and revoke the request.

Administrators can also use the web client to:

- Configure time, network, and license.
- Shutdown or reboot the appliance

See the Administration Guide, Using the web client.

Windows SSH platform (TFS 792427/DevOps 191511)

Safeguard for Privileged Passwords can utilize SSH to connect to the target Windows asset and run commands to manage standard platform tasks. Using SSH only requires opening a single well known SSH port. OpenSSH is the recommended connectivity tool; however, other SSH servers may also work. Windows SSH assets support both SSH password and SSH session access requests. From **Administrative Tools** | **Assets** | **Management** tab, you can select the **Product** as **Windows SSH** and the **Version**.

Best practices

When configuring the SSH service on the asset, it is recommended to use automatic (versus manual) startup. You can also set the default shell to PowerShell. You can control this by going to `HKLM\SOFTWARE\OpenSSH` and creating a new string value called "`DefaultShell` and setting it to `C:\Windows\System32\WindowsPowerShell\v1.0\powershell.exe`.

See also:

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Resoved issues

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

Table 1: General resolved issues

Resolved issue	DevOps Issue ID	TFS Issue ID
Sync group tasks are appropriately managed for efficient scheduling and cancellation, as needed.	216780/ 216625	NA
Adding a user group and directory group functions correctly.	216007	NA
Factory reset runs successfully.	200915	NA
Manual passwords can be set from a replica.	200370	806873
Asset properties refer to directory asset properly.	197766	805415
Archiving works without timeout.	197755	806479
More information was added to the "Review Needed" email template. Default values now include: AccessRequestType, ReasonCode, and RequesterUsername.	197742	806173
Lowered minimum permissions to check, change, and check connection.	197685	798720
One Identity Starling uses a new web SSL certificate, signed by the Sectigo certificate authority, that needs to be manually added to Safeguard. See KB article: Safeguard for Privilege Passwords Root certificate update for Starling 2FA and Approval Anywhere (311790).	197619	806686
Task passwords are updated so tasks can run.	197615	806806
An enrollment warning is provided if there is no progress and the enrollment timeout is extended.	188724	806018
Documentation explains how Safeguard for Privileged Passwords load balances within context of managed network. See the Safeguard for Privileged Passwords Administration Guide, Managed Networks topic.	188716	804494
Regardless of the order, both a session (RDP or SSH) request and a password request for the same account is allowed.	188652	806154
TLS 1.2 only switch can be enabled by the Appliance Administrator.	187914	806016

Resolved issue	DevOps Issue ID	TFS Issue ID
In **Assets | Import Assets | CSV Template Assistant**, **ServiceAccountID** is available.	187822	805658
When you create an asset template .csv with the Tag column, then import, the tags in the .csv are assigned to the asset.	187816	804974
Documentation for the User: Authentication tab properties is correct.	187799	806671
Factory reset via MGMT port generates challenge for factory reset (not the bootstrap admin password reset).	187613	806613

Known issues

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

Known issue	DevOps Issue ID	TFS Issue ID
In the web client, ⊞**My Requests** page, **Pending Due Today** is in the UTC time zone not the user's time zone. Click Click 🔍 to change the search field **RequestedFor:** <date> to the user's date.	200370	806873

When joined to Safeguard for Privileged Sessions, the playback button does not display in the Activity Center even though a session was recorded. You can validate that a session was recorded by using the SPS web interface (select **Search** in the left menu).
 	
The workaround is to use the API to reset the `Enable Session Recording` flag for the access policy back to true.
 	
1. Install the powershell cmdlets ([https://-github.com/OneIdentity/safeguard-ps](https://github.com/OneIdentity/safeguard-ps)).
 	
2. From the PowerShell command line execute:
 	
`(Get-SafeguardAccessPolicy) | Where-Object {`
`$_.SessionProperties.EnableSessionRecordings -eq $false } |`
`ForEach-Object {`
 	
`$Obj = $_`
 	
`$Obj.SessionProperties.EnableSessionRecordings = $true`
	215727	NA

Known issue	DevOps Issue ID	TFS Issue ID
```Invoke-SafeguardMethod core PUT "AccessPolicies/$($_.Id)" - Body $Obj }```		
After upgrading to Safeguard for Privileged Passwords version 2.11, users may need to manually refresh their web browser to view and use the new web user interface (UI) due to possible caching.	215825	NA
When patching to 2.11, if you have open requests that require review, access requests may be blocked by requests pending review for unrelated accounts. A Policy Administrator or policy reviewer must resolve the open access requests that are pending review. Future requests are not affected.	215876	NA

System requirements

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

It is recommended 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 are any further questions, please check with your Network Administration team.

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 2: Desktop client requirements

Component	Requirements
Technology	Microsoft .NET Framework 4.6 (or later)
Windows platforms	64-bit editions of: • Windows 7 • Windows 8.1 • Windows 10 • Windows Server 2008 R2 • Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2016 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. Considerations: • 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). • 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 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 3: Web requirements

Component	Requirements
Web browsers	Desktop browsers: • Google Chrome 77 (or later) • Microsoft Internet Explorer 11 and Edge • Mozilla Firefox 69 (or later) NOTE: To use FIDO2 two-factor authentication, you will need a web browser that supports the WebAuthn standard. Mobile device browsers: • Apple iOS 13 (or later) • Google Chrome on Android version 77 (or later) The web client is implemented for modern web browser technology, using: • HTML5 • CSS • JavaScript NOTE: If your browser lacks these required technologies, then use the desktop client.

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 4: Web kiosk requirements

Component	Requirements
Web management console	Desktop browsers: • Google Chrome 77 (or later) • Microsoft Internet Explorer 11 and Edge • Mozilla Firefox 69 (or later) NOTE: To use FIDO2 two-factor authentication, you will need a web browser that supports the WebAuthn standard. The web management console is implemented for modern web browser technology, using:

Component	Requirements

- HTML5
- CSS
- JavaScript

Supported platforms

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 5: Supported platforms: Assets that can be managed

Platform	Version	Architecture (all versions unless noted)	SPP	SPS
ACF2 - Mainframe	r14, r15	zSeries	True	True
ACF2 - Mainframe LDAP	r14, r15	zSeries	True	False
Active Directory			True	False

Platform	Version	Architecture (all versions unless noted)	SPP	SPS
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	(ver 6) x86, x86_64	True	True
	7	(ver 7) x86_64		
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
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

Platform	Version	Architecture (all versions unless noted)	SPP	SPS
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 (ver 11) SPARC, x86_64	True	True
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	11 12	(ver 11) x86, x86_64, PPC, zSeries,	True	True

Platform	Version	Architecture (all versions unless noted)	SPP	SPS
Server (SLES)		IA-64		
		(ver 12) x86_64, PPC, zSeries		
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
Windows SSH	7, 8, 8.1, 10		True	True
	Server 2008 R2, 2012, 2012 R2, 2016, 2019			
	Windows SSH Other			

Table 6: 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 the *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 remove 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 that 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 Safeguard for Privileged Passwords 2000 Appliance specifications and power requirements are as follows.

Table 7: Safeguard 2000 Appliance: Feature specifications

Safeguard for Privileged Passwords 2000	Feature / Specification
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 8: 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 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 9: Appliance LCD and controls

Control	Description
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.

Control	Description
	⚠️ **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>

Product licensing

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

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

To add a Safeguard for Privileged Passwords module license

The first time you log in to 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.

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 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 Safeguard for Privileged Passwords 2000 Appliance

If this is a new Safeguard for Privileged Passwords 2000 Appliance, see the *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-for-privileged-passwords/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 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 2.11 patch.

- **Clustered environment**: Please see the *Patching cluster members* section in the *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.

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 *Safeguard for Privileged Passwords Administration Guide*.

Download the latest update from the One Identity Support Portal:

https://support.oneidentity.com/one-identity-safeguard-for-privileged-passwords/download-new-releases

To install the software patch

1. As an Appliance Administrator, log in to 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 that can be downloaded from the appliance web client portal. You do not need administrator privileges to install the 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. Go to 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 in to 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-for-privileged-passwords/technical-documents
- One Identity Communities: https://www.quest.com/community/one-identity/
- Knowledge Base: https://support.oneidentity.com/one-identity-safeguard-for-privileged-passwords/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.

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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

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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:

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