



# One Identity Safeguard for Privileged Sessions 6.4

## Upgrade Guide

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### Legend

 **WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

# Contents

<b>Preface</b> .....	<b>4</b>
Versions and releases of One Identity Safeguard for Privileged Sessions (SPS) .....	4
<b>Prerequisites for upgrading SPS</b> .....	<b>6</b>
<b>Upgrade path to SPS 6.4</b> .....	<b>10</b>
<b>Upgrading a single SPS node to 6.4</b> .....	<b>11</b>
<b>Upgrading the Safeguard Desktop Player</b> .....	<b>14</b>
<b>Upgrading the external indexer</b> .....	<b>15</b>
<b>Upgrading an SPS high-availability cluster to 6.4</b> .....	<b>17</b>
<b>Upgrading an SPS central cluster to 6.4</b> .....	<b>21</b>
<b>Troubleshooting</b> .....	<b>22</b>
Increasing the amount of available free disk space .....	22
<b>About us</b> .....	<b>24</b>
Contacting us .....	24
Technical support resources .....	24

## Preface

Welcome to One Identity Safeguard for Privileged Sessions (SPS) version 6.4 and thank you for choosing our product. This document describes the upgrade process from existing SPS installations to SPS 6.4. The main goal of this paper is to help system administrators in planning the migration to the new version of SPS.

**CAUTION:**

**Read the entire document thoroughly before starting the upgrade.**

This document covers the One Identity Safeguard for Privileged Sessions 6.4 product.

## Versions and releases of One Identity Safeguard for Privileged Sessions (SPS)

The following release policy applies to One Identity Safeguard for Privileged Sessions (SPS):

- *Long Term Supported or LTS releases* (for example, SPS 6.0) are supported for 3 years after their original publication date and for 1 year after the next LTS release is published (whichever date is later). The second digit of the revisions of such releases is 0 (for example, SPS 6.0.1). Maintenance releases to LTS releases contain only bugfixes and security updates.
- *Feature releases* (for example, SPS 6.1) are supported for 6 months after their original publication date and for 2 months after a succeeding Feature or LTS release is published (whichever date is later). Feature releases contain enhancements and new features, presumably 1-3 new features per release. Only the last feature release is supported (for example, when a new feature release comes out, the last one becomes unsupported in 2 months).

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**.



**CAUTION:**

Downgrading from a feature release is not supported. If you upgrade from an LTS release (for example, 6.0) to a feature release (6.1), you have to keep upgrading with each new feature release until the next LTS version (in this case, 7.0) is published.

## Prerequisites for upgrading SPS

This section describes the requirements and steps to perform before starting the SPS upgrade process.

General requirements:

- You must have a valid software subscription to be able to download the new version of SPS.
- You will need a [support portal](#) account to download the required ISO image. Note that the registration is not automatic, and might take up to two working days to be processed.
- Back up your configuration and your data.

For more information on creating configuration and data backups, see "[Data and configuration backups](#)" in the [Administration Guide](#).

- Export your configuration.  
For more information, see "[Exporting the configuration of One Identity Safeguard for Privileged Sessions \(SPS\)](#)" in the [Administration Guide](#).
- Verify that SPS is in good condition (no issues are displayed on the System Monitor).
- Optional: If you have core dump files that are necessary for debugging, download them from **Basic Settings > Troubleshooting > Core files**. These files are removed during the upgrade process.

If you have a high availability cluster:

- Verify that you have IPMI access to the slave node. You can find detailed information on using the IPMI interface in the following documents:  
For Safeguard Sessions Appliance 3000 and 3500, see the [X9 SMT IPMI User's Guide](#).
- On the **Basic Settings > High Availability** page, verify that the HA status is not degraded.

If you are upgrading SPS in a virtual environment:

- Create a snapshot of the virtual machine before starting the upgrade process.
- Configure and enable console redirection (if the virtual environment allows it).

If you are using a plugin (for example, a Credential Store plugin, or a multi-factor

authentication plugin):

- You will need an updated version of the plugin you are using. Download it from [Downloads page](#).

**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.

## Notes and warnings about the upgrade

The following is a planned deprecation for SPS version 6.5 that does not affect the current release, but will affect the next release. Make sure that if your systems are affected, you prepare them in advance.

**CAUTION:**

**After SPS 6.5, CentOS 6 operating systems will not be supported for external indexers. This means that after upgrading to SPS 6.5, or the LTS maintenance release in that cadence, you will not be able to use your external indexers that are running on CentOS 6. Make sure that you prepare your affected systems for this change and upgrade to CentOS 7 or later.**

The following is a list of important notes and warnings about the upgrade process and changes in SPS 6.4.

**⚠ CAUTION:**

**Make sure to check the value configured in Disk space fill-up prevention before starting the upgrade process. From SPS version 6.4, the value range of Disconnect clients when disks are: x percent used field in Basic Settings > Management > Disk space fill up prevention is limited to 50-98 percent. If your configured value is outside this range, you cannot start upgrading.**

**⚠ CAUTION:**

**Upgrading to SPS 6.3.0 and later versions involves a reorganization in the internal data storage of SPS. As a result, several files are moved to new location during the upgrade process. Depending on the amount of data (logs, index files, reports, and so on) stored on the appliance, this can take a long time, usually at least 30 minutes. When you activate the new firmware file, an estimate will be displayed.**

**To avoid data loss, the appliance will not boot if this step of the upgrade fails. In this case, [contact our Support Team](#).**

**⚠ CAUTION:**

Upgrading to SPS requires at least 10% free disk space.

Increase the amount of free disk space. For details, read [Increasing the amount of available free disk space](#).

If increasing the amount of free disk space fails, or you encounter a different issue, [contact our Support Team](#).

**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.

**⚠ CAUTION:**

If you are authenticating your SPS users to an LDAP/Active Directory server, make sure that the response timeout of the LDAP/Active Directory server is at least 120 seconds.

**⚠ CAUTION:**

- X.509 host certificates are not supported, the related options have been removed from the product. One Identity recommends using public keys instead.
- DSA keys are not supported, the related options have been removed from the product. One Identity recommends using RSA or Ed25519 keys instead.
- The log ingestion feature of SPS has been removed from the product.

**⚠ CAUTION:**

Following the upgrade, support for less than 1024-bit SSH keys is lost.

**⚠ CAUTION:**

When the client uses hostname in inband destination selections, the hostname must comply with [RFC5890: Internationalized Domain Names for Applications \(IDNA\)](#). For example, from the ASCII characters only letters, digits, and the hyphen character is permitted.

Starting with version 6.1.0, SPS rejects connection requests where the hostname does not comply with RFC5890.

**NOTE:**

Due to legal reasons, installation packages of the external indexer application will be available only from the SPS web interface. After SPS versions 6.4 and 6.0.3 are released, the installation packages will be removed from our website.



**⚠ CAUTION:**

It is no longer possible to search for screen contents indexed by the old Audit Player on the search UI and the REST interface. Searching in session metadata (such as IP addresses and usernames) and in extracted events (such as executed commands and window titles that appeared on the screen) remains possible.

As the old Audit Player was replaced and deprecated as an indexing tool during the 4.x versions, this should only affect very old sessions. Sessions that were processed by the new indexing service will work perfectly. If you wish to do screen content searches in historical sessions, [contact our Support Team](#).

## Upgrade path to SPS 6.4

Upgrading to SPS 6.4 is tested and supported using the following upgrade path:

- *The latest SPS 6 LTS maintenance version (for example, 6.0.x) -> SPS 6.4*  
Always upgrade to the latest available maintenance version of SPS 6 LTS before upgrading to SPS 6.4.
- *The latest maintenance versions of the previous three feature releases since the last LTS release (in this case, SPS 6 F1 or later) -> SPS 6.4*  
Always upgrade to the latest available maintenance version of the feature release before upgrading to SPS 6.4.

From older releases, upgrade to 6 LTS first. For details, see [How to upgrade to One Identity Safeguard for Privileged Sessions 6 LTS](#).

## Upgrading a single SPS node to 6.4

The following describes how to upgrade a standalone One Identity Safeguard for Privileged Sessions (SPS) node to version 6.4.

- If you want to upgrade an SPS high-availability cluster, see [Upgrading an SPS high-availability cluster to 6.4](#).
- If you want to upgrade an SPS central search or central management cluster, see [Upgrading an SPS central cluster to 6.4](#).

### Prerequisites:

Read the following warnings before starting the upgrade process.

#### ⚠ CAUTION:

- **After performing the upgrade, it is not possible to downgrade to the earlier version. Upgrading to SPS 6.4 is an irreversible process.**
- **It is recommended to test the upgrade process first in VMware. To do this, download a VMware image of the latest SPS version, import the configuration of your SPS into this VMware version, and perform the upgrade. If everything is working, perform the upgrade on the production system.**

### To upgrade a standalone SPS node to version 6.4

1. Complete the prerequisites described in [Prerequisites for upgrading SPS](#) and upgrade SPS to the latest revision of the current version.
2. Login to your [support portal](#).  
You need a new license file for every LTS release. If there is no license file for One Identity Safeguard for Privileged Sessions 6.4 under your account, [contact our Licensing Team](#) and **Request a license key for a new version**.
3. Download the SPS 6.4 firmware ISO file from the [Downloads page](#).
4. Upload the latest 6.4 firmware ISO file to your SPS. For details, see "[Upgrading One Identity Safeguard for Privileged Sessions \(SPS\)](#)" in the [Administration Guide](#).
5. Click **Test** for the new firmware to check if your configuration can be upgraded to

version 6.4. If the test returns any errors, correct them before continuing the upgrade process. If you encounter any problems, [contact our Support Team](#).

Select **After reboot**.

6. If the upgrade test is successful, activate the firmware.
7. *Recommended step.* To help troubleshoot potential issues following the upgrade, collect and save system information (create a support bundle) now.

Navigate to **Basic Settings > Troubleshooting > Create support bundle** and choose **Create support bundle**.

8. Navigate to **Basic Settings > System**.

**⚠ CAUTION:**

**Do NOT click Reboot cluster during the upgrade process unless explicitly instructed.**

Click **System Control > This node > Reboot** to reboot the machine. SPS will start with the new firmware and upgrade its configuration, database, and other system components. During the upgrade process, SPS displays status information and other data on the local console and on the web interface of SPS, at any of the **Listening addresses** configured at **Basic settings > Local Services > Web login (admin and user)**.

**NOTE:**

If you are upgrading to version 6.4 from version 5.0.x, status information is displayed on the web interface only after the first boot to version 6.4. So during the upgrade to version 6.4, you will not be able to see any upgrade logs on the web interface.

**⚠ CAUTION:**

**If the connection database is large and contains information about several thousands of sessions, the upgrade process can take about 15-20 minutes or more, depending on the actual hardware.**

**⚠ CAUTION:**

**After the reboot in 6.4, SPS will start importing large amounts of data from metadb. This process can take about 30-40 minutes or more. During the import process, the REST base search might not function properly, since the data to search in might still be incomplete.**

9. After the reboot, login to the web interface.

**⚠ CAUTION:**

**In case the SPS web interface is not available within 30 minutes of rebooting SPS, check the information displayed on the local console and [contact our Support Team](#).**

**If you experience any strange behavior of the web interface, first try to reload the page by holding the SHIFT key while clicking the Reload button of your browser to remove any cached version of the page.**

**NOTE:**

In the unlikely case that SPS encounters a problem during the upgrade process and cannot revert to its original state, SPS performs the following actions:

- Initializes the network interfaces using the already configured IP addresses.
- Enables SSH-access to SPS, unless SPS is running in sealed mode. That way it is possible to access the logs of the upgrade process, which helps the Support Team to diagnose and solve the problem. Note that SSH access will be enabled on every active interface, even if management access has not been enabled for the interface.

10. Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 6.4 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:
  - a. Navigate to **Basic Settings > Troubleshooting > Create support bundle** and click **Create support bundle**.
  - b. Save the resulting ZIP file.
  - c. [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.
11. (Optional) If SPS was in a domain before the upgrade, navigate to **RDP Control -> Domain membership** and make sure that your domain-related settings are correct. In case of correct settings, you will see the following:
  - **Fully qualified domain name (realm name): Host joined currently configured domain successfully.**
  - **Currently joined domains:** <name.of.the.joined.domain>This is important because in rare cases, the appliance might fall out from the domain after an upgrade, and a manual rejoin might be required based on its status.
12. Upgrade your Credential Store or other plugins to the latest version. You can download official plugins from [Downloads page](#) and upload them to SPS on the **Basic Settings > Plugins > Upload/Update Plugins** page.
13. Upgrade your Safeguard Desktop Player installations to the latest version. For details, see [Upgrading the Safeguard Desktop Player](#).
14. Upgrade your external indexer installations to the latest version. For details, see [Upgrading the external indexer](#).

## Upgrading the Safeguard Desktop Player

Upgrading the Safeguard Desktop Player application is only a simple installation process.

**NOTE:** If you already have an earlier version of the Safeguard Desktop Player application installed on the host, uninstall the previous installation. If you want to keep the previous installation for some reason, install the new version into a different directory.

You can download the Safeguard Desktop Player application from the [Downloads page](#).

For more information, see [Safeguard Desktop Player User Guide](#).

## Upgrading the external indexer

This section describes how to upgrade the indexer application on your external indexer hosts.

### CAUTION:

**After SPS 6.5, CentOS 6 operating systems will not be supported for external indexers. This means that after upgrading to SPS 6.5, or the LTS maintenance release in that cadence, you will not be able to use your external indexers that are running on CentOS 6. Make sure that you prepare your affected systems for this change and upgrade to CentOS 7 or later.**

**NOTE:** The version of the external indexer must be equal to or greater than the version of One Identity Safeguard for Privileged Sessions (SPS). To make sure you meet this criterion, One Identity recommends that you always upgrade your external indexer when you upgrade SPS. You can check that SPS has established a connection to the external indexer on the **Indexer > Worker status** page of the SPS web interface.

### Prerequisites

Before you start, create a backup copy of the `/etc/indexer/indexerworker.cfg` and `/etc/indexer/indexer-certs.cfg` indexer configuration files.

### *To upgrade the indexer application on your external indexer hosts*

1. Download the latest indexer .rpm package from the **Basic Settings > Local Services > Indexer service** page of the SPS web interface.

### NOTE:

Due to legal reasons, installation packages of the external indexer application will be available only from the SPS web interface. After SPS versions 6.4 and 6.0.3 are released, the installation packages will be removed from our website.

2. Copy the downloaded .rpm package to your external indexer hosts.
3. Stop the indexer by using the following command.
  - On Red Hat or CentOS 6.5:

```
service external-indexer stop
```

- On Red Hat or CentOS 7:

```
systemctl stop external-indexer.service
```

4. Execute the following command: **yum upgrade -y indexer.rpm**
5. Resolve any warnings displayed during the upgrade process.
6. Restart the indexer by using the following command.

- On Red Hat or CentOS 6.5:

```
service external-indexer start
```

- On Red Hat or CentOS 7:

```
systemctl start external-indexer.service
```

7. Repeat this procedure on every indexer host.



## Upgrading an SPS high-availability cluster to 6.4

The following describes how to upgrade a One Identity Safeguard for Privileged Sessions (SPS) high-availability cluster.

- If you want to upgrade a standalone One Identity Safeguard for Privileged Sessions (SPS) node, see [Upgrading a single SPS node to 6.4](#).
- If you want to upgrade an SPS central search or central management cluster, see [Upgrading an SPS central cluster to 6.4](#).

### Prerequisites:

Make sure that you have physically connected the IPMI interface to the network and that it is properly configured. This is important because you can only power the secondary node on through the IPMI interface. For details on configuring the IPMI interface, see "[Out-of-band management of One Identity Safeguard for Privileged Sessions \(SPS\)](#)" in the [Administration Guide](#).

#### ⚠ CAUTION:

- **After performing the upgrade, it is not possible to downgrade to the earlier version. Upgrading to SPS 6.4 is an irreversible process.**
- **It is recommended to test the upgrade process first in VMware. To do this, download a VMware image of the latest SPS version, import the configuration of your SPS into this VMware version, and perform the upgrade. If everything is working, perform the upgrade on the production system.**

#### ⚠ CAUTION:

**Do NOT reboot any of the SPS nodes unless explicitly instructed.**

#### ⚠ CAUTION:

**Do NOT click Reboot cluster during the upgrade process unless explicitly instructed.**

## To upgrade an SPS high-availability cluster

1. Complete the prerequisites described in [Prerequisites for upgrading SPS](#) and upgrade SPS to the latest revision of the current version.
2. Login to your [support portal](#).  
You need a new license file for every LTS release. If there is no license file for One Identity Safeguard for Privileged Sessions 6.4 under your account, [contact our Licensing Team](#) and **Request a license key for a new version**.
3. Download the SPS 6.4 firmware ISO file from the [Downloads page](#).
4. Upload the latest 6.4 firmware ISO file to your SPS. For details, see "[Upgrading One Identity Safeguard for Privileged Sessions \(SPS\)](#)" in the [Administration Guide](#).
5. Click **Test** for the new firmware to check if your configuration can be upgraded to version 6.4. If the test returns any errors, correct them before continuing the upgrade process. If you encounter any problems, [contact our Support Team](#).  
Select **After reboot**.
6. If the upgrade test is successful, activate the firmware.
7. Wait until the new firmware is synchronized to the slave node. This is usually completed within 60 seconds.
8. Navigate to **Basic Settings > High availability & Nodes > Other node** and click **Shutdown** to power off the slave node.

**CAUTION:**

**Do not power on the secondary node.**

9. *Recommended step.* To help troubleshoot potential issues following the upgrade, collect and save system information (create a support bundle) now.

Navigate to **Basic Settings > Troubleshooting > Create support bundle** and choose **Create support bundle**.

10. Navigate to **Basic Settings > System**.

**CAUTION:**

**Do NOT click Reboot cluster during the upgrade process unless explicitly instructed.**

Click **System Control > This node > Reboot** to reboot the machine. SPS will start with the new firmware and upgrade its configuration, database, and other system components. During the upgrade process, SPS displays status information and other data on the local console and on the web interface of SPS, at any of the **Listening addresses** configured at **Basic settings > Local Services > Web login (admin and user)**.

**NOTE:**

If you are upgrading to version 6.4 from version 5.0.x, status information is displayed on the web interface only after the first boot to version 6.4. So during the

upgrade to version 6.4, you will not be able to see any upgrade logs on the web interface.

**⚠ CAUTION:**

**If the connection database is large and contains information about several thousands of sessions, the upgrade process can take about 15-20 minutes or more, depending on the actual hardware.**

**⚠ CAUTION:**

**After the reboot in 6.4, SPS will start importing large amounts of data from metadb. This process can take about 30-40 minutes or more. During the import process, the REST base search might not function properly, since the data to search in might still be incomplete.**

11. After the reboot, login to the web interface.

**⚠ CAUTION:**

**In case the SPS web interface is not available within 30 minutes of rebooting SPS, check the information displayed on the local console and [contact our Support Team](#).**

**If you experience any strange behavior of the web interface, first try to reload the page by holding the `SHIFT` key while clicking the Reload button of your browser to remove any cached version of the page.**

**NOTE:**

In the unlikely case that SPS encounters a problem during the upgrade process and cannot revert to its original state, SPS performs the following actions:

- Initializes the network interfaces using the already configured IP addresses.
- Enables SSH-access to SPS, unless SPS is running in sealed mode. That way it is possible to access the logs of the upgrade process, which helps the Support Team to diagnose and solve the problem. Note that SSH access will be enabled on every active interface, even if management access has not been enabled for the interface.

12. Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 6.4 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:
  - a. Navigate to **Basic Settings > Troubleshooting > Create support bundle** and click **Create support bundle**.
  - b. Save the resulting ZIP file.
  - c. [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.
13. (Optional) If SPS was in a domain before the upgrade, navigate to **RDP Control ->**

**Domain membership** and make sure that your domain-related settings are correct. In case of correct settings, you will see the following:

- **Fully qualified domain name (realm name): Host joined currently configured domain successfully.**
- **Currently joined domains:** <name.of.the.joined.domain>

This is important because in rare cases, the appliance might fall out from the domain after an upgrade, and a manual rejoin might be required based on its status.

14. If rebooting the primary node has been successful, power up the secondary node through IPMI.

The secondary node attempts to boot with the new firmware, and reconnects to the primary node to sync data. During the sync process, certain services (including Heartbeat) are not available. Wait for the process to finish, and the secondary node to boot fully. This process is finished when the **Basic Settings > High availability & Nodes > Other node** appears.

Note that at this stage, on the **Other node > Firmware version**, the version number next to **Current** is lower than the version number next to **After reboot**.

15. Click **Activate Slave**. This effectively turns the previously secondary node into the primary node. This process can take a few minutes.

To ensure that the process is finished correctly, check the version numbers next to **Current** and **After reboot** on both the primary and the secondary node. These version numbers should all be the same. If the page is not refreshed after the process is finished, press **F5** to refresh the page.

16. Upgrade your Safeguard Desktop Player installations to the latest version. For details, see [Upgrading the Safeguard Desktop Player](#).
17. Upgrade your external indexer installations to the latest version. For details, see [Upgrading the external indexer](#).

## Upgrading an SPS central cluster to 6.4

The following describes how to upgrade One Identity Safeguard for Privileged Sessions (SPS) central search or central management cluster.

- If you want to upgrade a standalone One Identity Safeguard for Privileged Sessions (SPS) node, see [Upgrading a single SPS node to 6.4](#).
- If you want to upgrade an SPS high-availability cluster, see [Upgrading an SPS high-availability cluster to 6.4](#).

### Prerequisites:

Reserve an adequate maintenance window to have time to upgrade every node of the cluster. Having different SPS versions in the cluster should be avoided in production environments. For details on the different cluster roles, see ["Cluster roles" in the Administration Guide](#).

### To upgrade an SPS cluster

1. Upgrade the nodes that have the Search Minion role. Note that until you complete upgrading the entire cluster, the already upgraded nodes cannot audit traffic. For details on upgrading a node, see [Upgrading a single SPS node to 6.4](#).
2. Upgrade the other Managed Host nodes.
3. If the Central Management node is different from the Search Master node, upgrade the Central Management node.
4. Upgrade the Search Master node.

## Troubleshooting

If you experience any strange behavior of the web interface, first try to reload the page by holding the SHIFT key while clicking the Reload button of your browser to remove any cached version of the page.

In the unlikely case that SPS encounters a problem during the upgrade process and cannot revert to its original state, SPS performs the following actions:

- Initializes the network interfaces using the already configured IP addresses.
- Enables SSH-access to SPS, unless SPS is running in sealed mode. That way it is possible to access the logs of the upgrade process that helps the One Identity Support Team to diagnose and solve the problem. Note that SSH access will be enabled on every active interface, even if management access has not been enabled for the interface.

In case the web interface is not available within 30 minutes of rebooting SPS, check the information displayed on the local console and [contact our Support Team](#).

## Increasing the amount of available free disk space

Upgrading to One Identity Safeguard for Privileged Sessions (SPS) requires at least 10% free disk space.

You can use one of the following methods to increase the amount of available free disk space.

### NOTE:

One Identity strongly recommends that you do not attempt any manual modifications to your configuration via SSH. Instead, use one of the following methods, or [contact our Support Team](#).

## Method to keep existing data

***To increase the amount of available free disk space and keep existing data, create an archive policy at [Policies > Backup & Archive/Cleanup > Archive/Cleanup policies](#).***

For further information, see ["Creating an archive policy using SMB/CIFS" in the Administration Guide](#) and ["Creating an archive policy using NFS" in the Administration Guide](#).

## Method to delete existing data

***To increase the amount of available free disk space by deleting existing data***

1. Create a cleanup policy at **[Policies > Backup & Archive/Cleanup > Archive/Cleanup policies](#)**.

For further information, see ["Creating a cleanup policy" in the Administration Guide](#).

2. Navigate to **<Protocol name> Control > Global options**. Enter how long (in days) SPS should keep the metadata into the **Delete search metadata from SPS after** field.

For further information, see ["Configuring cleanup for the One Identity Safeguard for Privileged Sessions \(SPS\) connection database" in the Administration Guide](#).

## Method for increasing the disk size of a SPS virtual appliance

If you are using a SPS virtual appliance, see ["Modifying the disk size of a SPS virtual appliance" in the Installation Guide](#).

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](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product