

One Identity Safeguard for Privileged Sessions 6.4

Release Notes

January 2020

These release notes provide information about the One Identity Safeguard for Privileged Sessions 6.4 release.

About this release

One Identity Safeguard for Privileged Sessions Version 6.4 is a release with new features and resolved issues. For details, see:

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

NOTE:

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

About the Safeguard product line

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

Safeguard privileged management software suite

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

The Safeguard products' unique strengths are:

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

The suite includes the following modules:

- **One Identity Safeguard for Privileged Passwords** automates, controls and secures the process of granting privileged credentials with role-based access management and automated workflows. Deployed on a hardened appliance, Safeguard for Privileged Passwords eliminates concerns about secured access to the solution itself, which helps to speed integration with your systems and IT strategies. Plus, its user-centered design means a small learning curve and the ability to manage passwords from anywhere and using nearly any device. The result is a solution that secures your enterprise and enables your privileged users with a new level of freedom and functionality.
- **One Identity Safeguard for Privileged Sessions** is part of One Identity's Privileged Access Management portfolio. Addressing large enterprise needs, Safeguard for Privileged Sessions is a privileged session management solution, which provides industry-leading access control, as well as session monitoring and recording to prevent privileged account misuse, facilitate compliance, and accelerate forensics investigations.

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

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

New features

New features in SPS 6.4:

Asian language package for external indexer included in basic license

The Asian language package for external indexer OCR is included in the basic SPS license. Uploading a license enabling indexing Asian characters is no longer necessary.

MSSQL protocol support

SPS now allows you to control and audit MSSQL connections. You can configure the related settings both using the web UI and the REST API. For details, see ["MSSQL-specific settings" in the Administration Guide](#) and ["MSSQL connections" in the REST API Reference Guide](#).

External indexer download from the appliance

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.

Value range of Disk space fill-up prevention is now limited

The value range of **Disconnect clients when disks are: x percent used** field in **Basic Settings > Management > Disk space fill up prevention** is now limited to 50-98 percent. For more information, see ["Preventing disk space fill-up" in the Administration Guide](#)

Support for the Ed25519 host key

SPS allows you to use the following public SSH hostkeys.

- RSA, which is the most widely used public-key algorithm for the SSH key.

NOTE:

One Identity recommends using 2048-bit RSA keys (or stronger).

- Ed25519, which offers a better security and faster performance compared to RSA.

In SPS, Ed25519 SSH hostkeys are supported in both OpenSSH and PKCS #8 formats.

You can also have multiple SSH keys on SPS. This allows you to keep your old RSA SSH key and generate a new one that uses Ed25519.

DER format CRLs are now supported

When verifying certificates with Certificate Authorities, DER format Certificate Revocation Lists are now accepted too, in addition to PEM format CRLs.

Updated SPS user interface

The SPS user interface has changed. The change includes the main menu, user menu, and about page. For more information, see ["The structure of the web interface" in the Administration Guide](#).

REST API improvements

- You can now generate screenshots for content search results using the REST API. For details, see ["Generate and retrieve screenshot for content search" in the REST API Reference Guide](#).
- You can now configure system backups using the REST API. For details, see ["System backup policy" in the REST API Reference Guide](#).
- You can now configure Telnet Authentication Policies using the REST API. For details, see ["Telnet authentication policies" in the REST API Reference Guide](#).
- You can now delete plugins using the REST API. For details, see ["Delete a plugin" in the REST API Reference Guide](#).

Deprecated features

The following is a list of features that are no longer supported starting with SPS 6.5.

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.

Resolved issues

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

Table 1: General resolved issues in release 6.4.0

Resolved Issue	Issue ID
<p>Traceback in the logs after rejecting a four-eyes authorization request</p> <p>A traceback appeared in the logs after rejecting a four-eyes authorization request. This has been corrected, the event is now handled properly.</p>	PAM-10881
<p>Traceback appears in the logs if the LDAP server is down</p> <p>A traceback appeared in the logs if the LDAP server was unavailable and SPS tried to access this server. This has been corrected, the error is now properly handled.</p>	PAM-11028
<p>False data in archiving notice</p> <p>After deleting a Connection Policy that had recorded sessions and creating a new policy with the same name, the number of archived files in the archiving notice was invalid. This has been corrected.</p> <p>NOTE: It is not recommended to delete Connection Policies that were used in production systems, as this can prevent SPS from archiving the files and data related to these policies. We recommend disabling unneeded Connection Policies instead.</p>	PAM-9615
<p>After upgrading a High Availability cluster, the Basic Settings > High Availability page displayed the Boot firmware version of the Other node incorrectly</p> <p>After upgrading a High Availability cluster, the Basic Settings > High Availability page displayed the Boot firmware version of the Other node incorrectly, as if that node was still running the old firmware version. Despite the information displayed on the web user interface, both nodes were running the new firmware version. This has been fixed.</p>	PAM-10413
<p>Timeout in RDGW sessions causes core files on SPS</p> <p>If a connection required for a Remote Desktop Gateway session could not be established within the expected timeout, the session failed and a core file appeared on SPS. This has been corrected, such timeout errors are now handled properly.</p>	PAM-11123
<p>Resizing the screen in ICA sessions to span multiple monitors did not work</p> <p>If the number of relayed monitor screens was changed during an ICA session the change was not relayed by SPS properly which made such changes impossible. The problem is now fixed and it is possible to change the number of monitors during the session.</p>	PAM-10988
<p>Sessions are terminated when using the credit-card detection and alerting features</p> <p>In certain cases when the credit-card detection and alerting features were used, SPS terminated the affected sessions even when the Terminate action was not selected. This has been corrected.</p>	PAM-11134

Resolved Issue	Issue ID
RDP sessions shown as active even after client disconnects In certain cases, SPS reported RDP sessions as active even after the client has disconnected. This has been corrected.	PAM-11168
Client unexpectedly closes RemoteApp sessions In certain situations using RemoteApp connections, SPS sent an unneeded certificate to the client, causing the client to close the connection. This has been corrected, the unneeded certificate is not sent to the client.	PAM-11187
Overriding the global verbosity level in ICA connection policies had no effect In order to help troubleshooting, the global log verbosity level can be overridden in connection policies. This setting was ignored in ICA connections. This has been fixed, ICA connection policies now also allow setting a per-connection verbosity level.	PAM-11251
Configuration changes not taking effect In some cases, when the user modified system-related configuration settings of SPS, they did not take effect after committing the changes. This could happen for example when committing networking changes, and restarting the networking service was very slow. This has been corrected, such errors are now handled properly.	PAM-10336
Password reuse always allowed when changing the password over REST It is possible to configure SPS to prevent reusing previous passwords when changing the user password. This was not enforced when the password changed was performed through the REST API. It is now fixed and the restriction is enforced over the API, too.	PAM-11213
Remote Desktop Gateway authentication fails for Windows 2012 R2 clients Remote Desktop Gateway authentication failed for Windows 2012 R2 clients (Windows client version: Windows 2012 R2 , ver. 6.3.9600 Protocol 8.1). This has been corrected.	PAM-9967
IPv6 routing table is missing from the support bundle The IPv6 routing table was missing from the support bundle. This has been corrected.	PAM-10354
Improve the debug logging of Idapservice The debug log messages of the Idapservice process now include a unique id to simplify troubleshooting of request-response pairs.	PAM-11135
Failed screenshots in content subchapter reports Using external-indexer or near real time indexing lead to failed screenshots in content subchapter reports, indicated by the following error message in the logs:	PAM-10190

Resolved Issue

Issue ID

'Cannot retrieve image for screencontent'

This has been corrected, screenshots are now properly generated for the reports.

Following trail downloaded from Active Connections generates multiple Audit trail download events on Search

PAM-10669

When following an .srs trail downloaded from Active Connections page through Desktop Player, it spammed the 'Audit trail downloads' section on Search > Details page of the connection in every second.

This has been fixed, the 'Audit trail downloads' section displays now only once the event of download per trail download initiated from Active Connections page.

Additional Metadata field may contain Gateway Password

PAM-11073

In certain cases, the "Additional Metadata" field contained the Gateway Password used in the session. This is the password that the user used to authenticate on the SPS gateway, and belongs to the Gateway Username of the user. The passwords used to authenticate on the target servers were not affected.

For this error to occur, all of the following circumstances must have been met:

- the client used an SSH session to access remote servers
- in a joined SPS-SPP scenario
- that used the SPS-initiated workflow
- where the Authentication Policy of the SSH Connection Policy used the "Password" Gateway Authentication Method
- and the version of the SPS appliance is 6.2.0 or 6.0.2.

The error has been corrected.

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

1. Login to your SPS appliance as a user who has access to the Search page.
2. On the Search page, enter the following search query:
recording.additional_metadata: gp=
3.
 - If there are no search results, the error did not occur in your environment. Upgrade to SPS version 6.3.0a or 6.0.3 to ensure that it does not occur in the future.
 - If there are search results, continue with the next step of this procedure.

Resolved Issue	Issue ID
<ol style="list-style-type: none"> 4. Click the ... button on the right of the Export CSV button. 5. Add the Gateway Username and the Recording Connection Policy fields to the list of fields to export. 6. Check which Authentication Policies do the Connection Policies that appear in Recording Connection Policy fields use. 7. Navigate to SSH Control > Authentication Policies, and check which Authentication Backend do the affected Authentication Policies use. 8. Contact the users appearing in the Gateway Username field to change their password in the affected backends. 	
<p>Deadlock in HTTP proxy</p> <p>In some rare cases the HTTP proxy could get in a deadlock and stop working. This has been fixed.</p>	PAM-11016
<p>HA takeover issues after multi-step upgrades</p> <p>If a system was upgraded in multiple steps (eg. from 5.11 to 6.0 to 6.3) without an HA takeover between the upgrades, a range of problems occurred while detecting the version of the firmware on the master and slave nodes. The problem has been fixed and these kinds of upgrades now work well.</p>	PAM-11292
<p>Report generator service failure</p> <p>In some cases, the report generator service on the SPS appliance could fail due to a problem in the way the "Top 10 users" reports were generated. The problem has been fixed and reports are generated properly.</p>	PAM-10389
<p>Error messages not shown during Starling join</p> <p>When a join to the Starling platform was initiated, the error messages such as SSL certificate errors were not shown to the user, making troubleshooting difficult. These error messages are now shown on the UI.</p>	PAM-10969
<p>Dynamic Virtual Channels in RDP proxy are not handled properly</p> <p>Some of the Dynamic Virtual Channels in RDP proxy were allowed even if they were not enabled in a channel policy. Now it has been fixed and must be explicitly added to the "Permitted channels" under the Dynamic Virtual Channels channel policy.</p>	PAM-11319
<p>The built-in Cisco pattern set in telnet proxy does not work with Cisco Nexus 5000 devices</p> <p>Due to a different login prompt, the built-in Cisco pattern set did not extract the username properly in Cisco Nexus 5000 devices.</p>	PAM-10908

Resolved Issue	Issue ID
This has been fixed.	
Wrong file transfer direction in RDP proxy File uploads (from the client machine to the remote server) were tagged with "download", and downloads (from the remote server to the client machine) with "upload". This has been corrected and tagged properly.	PAM-10799

Table 2: General resolved issues in release 6.3.0

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

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

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

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

System requirements

Before installing SPS 6.4, ensure that your system meets the following minimum hardware and software requirements.

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

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

NOTE: 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.

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

Supported web browsers and operating systems

⚠ CAUTION:

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

CAUTION:

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

NOTE:

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

NOTE:

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

Supported browsers

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

Supported operating systems

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

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

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

Safeguard Desktop Player system requirements

The Safeguard Desktop Player application supports the following platforms:

- **Microsoft Windows:**

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

- **Linux:**

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

- **Mac:**

macOS High Sierra 10.13, or newer.

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

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

Hardware specifications

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

The following sections provide detailed information of SPS appliances.

Product licensing

To enable a trial license

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

To enable a purchased commercial license

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

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

Upgrade and installation instructions

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

To upgrade to One Identity Safeguard for Privileged Sessions 6.4

For step-by-step instructions on upgrading to SPS 6.4, see [Upgrade Guide](#).

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.

About feature releases

This is a feature release, which means that it will be supported for 6 months after the release date or 2 months after the release of a succeeding feature release (whichever date is later). It also means that if you are running a previous feature release (such as versions 6.1), you have 2 months to upgrade to version 6.4 if you want to keep running on a supported release.

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

If you have a physical appliance based on MBX hardware

One Identity recommends you to upgrade to SPS 6.4, if you are not running SPS on Pyramid hardware and any of the following is true:

NOTE:

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

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

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

If you have a physical appliance based on Pyramid hardware

Do NOT upgrade to SPS 6.4 if you are running SPS on Pyramid hardware:

Downgrading from a feature release

Do NOT downgrade from a feature release.

CAUTION:

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

Verify successful installation

Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 6.4 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:

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

More resources

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

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

Globalization

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

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin

America, Central and Eastern Europe, Far-East Asia, Japan. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand). This release has the following known capabilities or limitations: OCR is limited to Nuance supported languages. No support for RTL languages.

About us

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

Contacting us

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

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to videos at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

Third-party contributions

This appendix includes the open source licenses and attributions applicable to One Identity Safeguard for Privileged Sessions.

GNU General Public License

Version 2, June 1991

1989, 1991 Free Software Foundation, Inc.

Free Software Foundation, Inc. 51 Franklin Street, Fifth Floor, Boston, MA 02110-1301 USA

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Version 2, June 1991

Preamble

The licenses for most software are designed to take away your freedom to share and change it. By contrast, the GNU General Public License is intended to guarantee your freedom to share and change free software - to make sure the software is free for all its users. This General Public License applies to most of the Free Software Foundation's software and to any other program whose authors commit to using it. (Some other Free Software Foundation software is covered by the GNU Library General Public License instead.) You can apply it to your programs, too.

When we speak of free software, we are referring to freedom, not price. Our General Public Licenses are designed to make sure that you have the freedom to distribute copies of free software (and charge for this service if you wish), that you receive source code or can get it if you want it, that you can change the software or use pieces of it in new free programs; and that you know you can do these things.

To protect your rights, we need to make restrictions that forbid anyone to deny you these rights or to ask you to surrender the rights. These restrictions translate to certain responsibilities for you if you distribute copies of the software, or if you modify it.

For example, if you distribute copies of such a program, whether gratis or for a fee, you must give the recipients all the rights that you have. You must make sure that they, too, receive or can get the source code. And you must show them these terms so they know their rights.

We protect your rights with two steps:

1. copyright the software, and
2. offer you this license which gives you legal permission to copy, distribute and/or modify the software.

Also, for each author's protection and ours, we want to make certain that everyone understands that there is no warranty for this free software. If the software is modified by someone else and passed on, we want its recipients to know that what they have is not the original, so that any problems introduced by others will not reflect on the original authors' reputations.

Finally, any free program is threatened constantly by software patents. We wish to avoid the danger that redistributors of a free program will individually obtain patent licenses, in effect making the program proprietary. To prevent this, we have made it clear that any patent must be licensed for everyone's free use or not licensed at all.

The precise terms and conditions for copying, distribution and modification follow.

TERMS AND CONDITIONS FOR COPYING, DISTRIBUTION AND MODIFICATION

Section 0

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