

syslog-ng Store Box 6.0

Release Notes

March 2020

These release notes provide information about the syslog-ng Store Box release.

Upgrade to the new release

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

Prerequisites and notes

This is a Long Term Supported release, which means that it will be supported at least for 3 years. Note that you need a new license file to upgrade an existing deployment to version 6.0. For details, see "[Updating the SSB license](#)" in the [Upgrade Guide](#).

CAUTION:

SNMP destinations and SQL sources have been removed in the SSB 5.2.0 release

Do not upgrade to SSB 5.2.0 if you are currently using and want to continue to use:

- **SNMP destinations**
- **SQL sources**

These functionalities have been removed from SSB starting with version 5.2.0. Upgrading from 5 LTS and its minor versions would mean that you would have to upgrade to 5.2.0 - to continue to receive support for the product.

Staying on 5 LTS and its minor versions means that you will not have access to the HDFS destination functionality available in SSB starting with version 5.1.0, however, you will continue to get support for 3 years after the original publication date of 5 LTS (December 2017) and for 1 year after the next LTS release is published (whichever date is later).

If you wish to carry on using SNMP destinations or SQL sources, contact zoltan.szasz@oneidentity.com.

⚠ CAUTION:

Pyramid hardware is not supported

SSB 5 LTS is not supported on the following hardware: SSB N1000, SSB N1000d, SSB N5000, SSB N10000.

In case you have SSB deployed on other, newer hardware or you have SSB 4 LTS, those will not be affected in any way. The version policy applies to those. For details, open the [SSB product page on the Support Portal](#) and navigate to Product Life Cycle & Policies > Product Support Policies > Software Product Support Lifecycle Policy.

If you wish to take advantage of new features and remain supported beyond the end date of the Extended Support phase, you need to upgrade your hardware. For assistance with your hardware upgrade, [contact our Sales Team](#). For further inquiries, [contact our Support Team](#).

If you do not know the type of your hardware or when it was purchased, complete the following steps:

1. Login to SSB.
2. Navigate to Basic Settings > Troubleshooting > System debug, click Collect and save current system state info, and save the file.
3. Open a ticket at <https://support.oneidentity.com/create-service-request>.
4. Attach the file you downloaded from SSB in Step 1.
5. We will check the type of your hardware and notify you.

About this release

Welcome to syslog-ng Store Box(SSB). This document describes what is new in the latest version of SSB.

New features

New features in SSB version 6.0.1:

Version 6.0.1 is a new, more stable version of syslog-ng Store Box.

New features in SSB version 6.0:

Support for new hardware appliances

Version 6.0.1 supports the new syslog-ng Store Box Appliance 3000 and 3500 appliances. For the technical details of these appliances, see "[Hardware specifications](#)" in the [Installation Guide](#).

Enhancements

If you are using a high-availability SSB cluster, then each node provides information about its own status using a specific community. This community is the Node ID of the node (as displayed in the **Basic Settings > High Availability > This node > Node ID** field), for example, 00:56:56:6f:00:8f.

The **Address** and **Port** pair must be unique for each remote destination.

New features between SSB 5.0 and 5.3

Operating system upgrade

In version 5.3, we have upgraded the operating system underlying the SSB appliance. The upgrade brings you a more recent and thus, more secure version of the operating system, with longer support lifetime.

Single-file firmware

Starting with version 5.3, SSB can be updated using a single firmware file instead of having to upload the core and boot firmware separately. Maintenance releases of the 5.3 line will already use this mechanism, and will be released as an ISO file. Note that upgrading to SSB 5.3 still requires two separate firmware files.

OpenSSL upgrade

The OpenSSL package in SSB has been updated. As a result, the rc4 and 3des ciphers, the sslv3 protocol, and the sha-0 digest method became unsupported. For details on the consequences of these changes, see [Removed features](#).

HDFS destination

It is now possible to forward log messages from SSB to Hadoop Distributed File System (HDFS) servers, allowing you to store your log data on a distributed, scalable file system. This is especially useful if you have huge amounts of log messages that would be difficult to store otherwise, or if you want to process your messages using Hadoop tools. For more information, see "[Forwarding log messages to HDFS destinations](#)" in the [Administration Guide](#).

New syslog-ng version

SSB now uses syslog-ng Premium Edition version 7.0. As a result, the following features have changed:

- The **Pair separator string** option has been added to **Log > Parsers**. You can now define a character or string that separates the key-value pairs from each other.
- Reliable Log Transfer Protocol (RLTP) has been renamed to Advanced Log Transfer Protocol (ALTP).

For details on the removed features in connection with this change, see [Removed features](#).

Other changes and enhancements

- From SSB version 5.2.0, SSB now supports SMB 2.1 or later. This change affects your servers and clients that you use for archive, backup and shared logspace purposes. Make sure that they support SMB 2.1 or later. Otherwise these features

will not work.

- On the **Log > Sources** page, several options have been rearranged to make configuring log sources easier.
- On the **Log > Sources** page, the **Do not parse** option has been added to the **Incoming log protocol and message format** section. This option completely disables syslog message parsing and stores the complete log in the message part. It is useful if incoming messages do not comply with the syslog format.
- Because of the change to syslog-ng Premium Edition version 7.0, the **Ignore ambiguous program field** option has been removed from the **Log > Sources** page, because syslog-ng PE now handles this both in case of IETF and BSD protocols.
- On the **Basic Settings > Dashboard** page, in the **syslog-ng** module, the following parameter names have changed to better represent their values:
 - **destination_stored** has been renamed to **destination_queued**.
 - **source_stored** has been renamed to **source_queued**.
- The **Firmware management** menu has been removed from the console menu.
- The **Validity** information has been removed from **Search > Peer Configuration Change**.
- The **Peer configuration - Invalid configuration signature** element has been removed from the reports.

Removed features

The following is a list of features that have been removed from SSB 5.3.0.

- **Unsupported protocol:** The sslv3 protocol is unsupported. Make sure that your clients support a newer protocol (at least tlsv1.0), otherwise SSB will not be able to receive log messages from them.
- **Unsupported ciphers:** The rc4 and 3des cipher suites are unsupported. Make sure that your clients support a cipher suite that contains more secure ciphers, otherwise SSB will not be able to receive log messages from them.
- **Unsupported digest method:** The sha-0 (sha) digest method cannot be used in logstores anymore. If you have a logstore that uses this digest method, you must configure the logstore to use a different method before upgrading to SSB 5.3. Note that SSB rotates the logstore files every midnight. After changing the digest method, you must wait for the next logrotation before upgrading to SSB 5.3. For details on changing the digest method, see "[General syslog-ng settings](#)" in the [Administration Guide](#).

⚠ CAUTION:

After upgrading to SSB 5.3, you will not be able to access and search the logstore files that use the sha-0 digest method.

- The **Special > Firmware** user privilege has been removed. To upload a new firmware, the user now needs to have the **Basic Settings > System** privilege. Note that users who had only the **Special > Firmware** privilege will not be able to login to SSB after upgrading to version 5.3. For details on managing user privileges, see ["User management and access control" in the Administration Guide](#).
- Configuration changes of syslog-ng Premium Edition peers can be displayed only for peers running syslog-ng Premium Edition 3.0-6.0.x. Peers running syslog-ng Premium Edition version 7.0.x do not send such notifications. As a result, if you are forwarding the logs of an SSB node to another SSB node, such log messages will not be available. You can check the configuration changes of SSB on the **AAA > Accounting** page.

The following is a list of features that have been removed from SSB 5.2.0.

SSB now uses syslog-ng Premium Edition version 7.0. As a result, the following features have been removed:

- The SQL source has been removed from **Log > Sources**. In connection with this, the **ssbSqlSourceAlert** alert has been removed from **Basic Settings > Alerting Monitoring**.
- The SNMP destination has been removed from **Log > Destinations**.

This means the following:

- When attempting to upgrade to version 5.2, if you are using SQL source or SNMP destination in your current SSB configuration, the upgrade process will fail. To remedy this issue, delete any SQL source or SNMP destination and retry the upgrade process.
- When attempting to import a configuration that contains SQL source or SNMP destination to a newly installed SSB, the import process will fail. To remedy this issue, start the machine that you have exported the configuration from, delete any SQL source or SNMP destination, reexport the configuration and then retry the import process.

Resolved issues

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

Table 1: Resolved issues in SSB 6.0.1

Resolved Issue	Issue ID
Security package updates	
<ul style="list-style-type: none"> • bind9 	
	CVE-2018-5743
	CVE-2019-6471

Resolved Issue**Issue ID**

-
- CVE-2019-6477
 - cups
 - CVE-2019-86
 - CVE-2019-8675
 - CVE-2019-8696
 - curl
 - CVE-2019-5346
 - CVE-2019-5481
 - CVE-2019-5482
 - file
 - CVE-2019-18218
 - glib2.0
 - CVE-2019-12450
 - CVE-2019-13012
 - libjpeg-turbo
 - CVE-2018-14498
 - CVE-2019-2201
 - libmspack
 - CVE-2019-1010305
 - libpng1.6
 - CVE-2019-7317
 - linux
 - CVE-2018-12126
 - CVE-2018-12127
 - CVE-2018-12130
 - CVE-2018-12207
 - CVE-2018-14678
 - CVE-2018-16884
 - CVE-2018-18021
 - CVE-2018-19824
 - CVE-2018-20976
 - CVE-2018-21008
 - CVE-2018-3620
 - CVE-2018-3639

Resolved Issue**Issue ID**

CVE-2018-3646
CVE-2018-5383
CVE-2019-0154
CVE-2019-0155
CVE-2019-10126
CVE-2019-11085
CVE-2019-11091
CVE-2019-11135
CVE-2019-1125
CVE-2019-11478
CVE-2019-11479
CVE-2019-11815
CVE-2019-11833
CVE-2019-11884
CVE-2019-12614
CVE-2019-12818
CVE-2019-12819
CVE-2019-12984
CVE-2019-13233
CVE-2019-13272
CVE-2019-14283
CVE-2019-14284
CVE-2019-14835
CVE-2019-14895
CVE-2019-14896
CVE-2019-14897
CVE-2019-14901
CVE-2019-15030
CVE-2019-15031
CVE-2019-15098
CVE-2019-17666
CVE-2019-18660
CVE-2019-19083

Resolved Issue**Issue ID**

-
- CVE-2019-2101
 - CVE-2019-3459
 - CVE-2019-3460
 - CVE-2019-3846
 - CVE-2019-3874
 - CVE-2019-3882
 - CVE-2019-6974
 - CVE-2019-7221
 - CVE-2019-7222
 - CVE-2019-7308
 - CVE-2019-8912
 - CVE-2019-8980
 - CVE-2019-9213
 - CVE-2019-9500
 - CVE-2019-9503
 - mysql-5.7
 - CVE-2019-2566
 - CVE-2019-2581
 - CVE-2019-2592
 - CVE-2019-2614
 - CVE-2019-2627
 - CVE-2019-2628
 - CVE-2019-2632
 - CVE-2019-2683
 - CVE-2019-2737
 - CVE-2019-2738
 - CVE-2019-2739
 - CVE-2019-2740
 - CVE-2019-2741
 - CVE-2019-2757
 - CVE-2019-2758
 - CVE-2019-2774
 - CVE-2019-2778

Resolved Issue**Issue ID**

-
- CVE-2019-2791
 - CVE-2019-2797
 - CVE-2019-2805
 - CVE-2019-2819
 - CVE-2019-2910
 - CVE-2019-2911
 - CVE-2019-2914
 - CVE-2019-2922
 - CVE-2019-2923
 - CVE-2019-2924
 - CVE-2019-2938
 - CVE-2019-2946
 - CVE-2019-2948
 - CVE-2019-2960
 - CVE-2019-2969
 - CVE-2019-2974
 - CVE-2019-2993
 - nss
 - CVE-2019-11719
 - CVE-2019-11729
 - CVE-2019-11745
 - CVE-2019-17006
 - CVE-2019-17007
 - openldap
 - CVE-2019-13057
 - CVE-2019-13565
 - openssl
 - CVE-2018-0732
 - CVE-2018-0734
 - CVE-2018-0735
 - CVE-2018-0737
 - CVE-2019-1543
 - open-vm-tools
 - CVE-2013-3237

Resolved Issue**Issue ID**

-
- CVE-2014-4199
 - CVE-2015-5191
 - perl
 - CVE-2018-12015
 - CVE-2018-18311
 - CVE-2018-18312
 - CVE-2018-18313
 - CVE-2018-18314
 - CVE-2018-6797
 - CVE-2018-6798
 - CVE-2018-6913
 - php7.2
 - CVE-2019-11034
 - CVE-2019-11035
 - CVE-2019-11036
 - CVE-2019-11039
 - CVE-2019-11040
 - CVE-2019-11041
 - CVE-2019-11042
 - CVE-2019-11043
 - CVE-2019-11045
 - CVE-2019-11046
 - CVE-2019-11047
 - CVE-2019-11050
 - CVE-2019-9637
 - CVE-2019-9638
 - CVE-2019-9639
 - CVE-2019-9640
 - CVE-2019-9641
 - CVE-2019-9675
 - postgresql-10
 - CVE-2019-10130
 - CVE-2019-10164

Resolved Issue**Issue ID**

-
- CVE-2019-10208
 - python2.7
 - CVE-2018-1000802
 - CVE-2018-14647
 - CVE-2018-20852
 - CVE-2019-10160
 - CVE-2019-16056
 - CVE-2019-16935
 - CVE-2019-5010
 - CVE-2019-9636
 - CVE-2019-9740
 - CVE-2019-9947
 - CVE-2019-9948
 - python3.6
 - CVE-2018-20852
 - CVE-2019-10160
 - CVE-2019-16056
 - CVE-2019-16935
 - CVE-2019-5010
 - CVE-2019-9636
 - CVE-2019-9740
 - CVE-2019-9947
 - CVE-2019-9948
 - python-crypto
 - CVE-2018-6594
 - samba
 - CVE-2018-16860
 - CVE-2019-10218
 - CVE-2019-14833
 - CVE-2019-14847
 - CVE-2019-14861
 - CVE-2019-14870
 - CVE-2019-14902

Resolved Issue	Issue ID
CVE-2019-14907 CVE-2019-3880 <ul style="list-style-type: none"> systemd CVE-2019-15718 CVE-2019-3842 <ul style="list-style-type: none"> tiff CVE-2019-14973 CVE-2019-17546 <ul style="list-style-type: none"> wget CVE-2018-20483 CVE-2019-5953	
The slave node could not be joined to make an asynchronous HA cluster. This has been fixed.	SSB-3053
The NTLM SSP security option is added to the supported CIFS security methods.	SSB-3052
Clarified the right way of using certificate chains with remote logspaces	SSB-3056
The licensed hosts list used to grow incrementally when a new host appeared, but we never deleted the hosts no longer in service. This has been fixed.	SSB-2368
This is the OpenSSL version in SSB 6.0.0 LTS: OpenSSL 1.1.0g-2ubuntu4.3bb1 and it does not support RSA PSS signed certificates from Microsoft AD CS. The customer ran into that as their web server did not start and had to replace the certificate manually via SSH. This has been fixed.	SSB-3075

Table 2: Resolved issues in SSB 6.0.0

Resolved Issue	Issue ID
Security package updates avahi usn-3876-1 (https://usn.ubuntu.com/3876-1/) bind9 usn-3893-1 (https://usn.ubuntu.com/3893-1/) curl usn-3882-1 (https://usn.ubuntu.com/3882-1/) file usn-3911-1 (https://usn.ubuntu.com/3911-1/) libgd2 usn-3900-1 (https://usn.ubuntu.com/3900-1/) linux <ul style="list-style-type: none"> usn-3931-1 (https://usn.ubuntu.com/3931-1/) usn-3901-1 (https://usn.ubuntu.com/3901-1/) 	SSB-2920

Resolved Issue	Issue ID
<ul style="list-style-type: none"> • usn-3871-1 (https://usn.ubuntu.com/3871-1/) • usn-3847-1 (https://usn.ubuntu.com/3847-1/) 	
mysql-5.7 usn-3867-1 (https://usn.ubuntu.com/3867-1/)	
nss usn-3898-1 (https://usn.ubuntu.com/3898-1/)	
openssh usn-3885-1 (https://usn.ubuntu.com/3885-1/)	
usn-3885-2 (https://usn.ubuntu.com/3885-2/)	
perl usn-3834-1 (https://usn.ubuntu.com/3834-1/)	
systemd usn-3891-1 (https://usn.ubuntu.com/3891-1/)	
Internal log message fragmentation	SSB-2906
Logs from the boot firmware's systemd journal were getting fragmented into multiple lines. This has now been fixed.	
Indexer instance crash	SSB-2863
Indexer instances could crash when the archive directory was scanned while logindexd was shutting down. This has now been fixed.	
Duplicate destinations error	SSB-2515
Multiple destinations pointing to the same protocol, port and host resulted in syslog-ng failing to start. Now committing this type of configuration is prevented by the web UI. Upgrade checks now prevent upgrades with such configuration.	
CRL files are not cleaned up in SSB	SSB-2376
CRL files of CAs were left on the device and not cleaned up properly. This has been fixed.	
Alert emails are not sent	SSB-2865
If SNMP alerts were not configured, SSB did not send any email alerts. This has been corrected, now SSB sends e-mail alerts properly if only email alerts are selected and the SNMP server is not configured.	

Resolved issues between versions 5.0 and 5.3

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

Table 3: Resolved issues in SSB 5.3

Resolved Issue	Issue ID
Time is not synchronized to the secondary node In high availability (HA) installations, the NTP synchronization to the secondary node was not working in some cases. This has been fixed.	SSB-2823
Search causes 'RPC response is too big from indexer' error In some cases if the search results were too big (for example, many very long messages), the Search interface only received an 'RPC response is too big from indexer' error message instead of the search results. This has been fixed, now large search results are handled properly.	SSB-2806
Accented characters in LDAP group name cause problems SSB did not properly handle users if the groupname of their LDAP groups contained accented characters. This has been fixed.	SSB-2803
CRL is not updated When downloading the CRL from an external server, the CRL updater could get stuck when it encountered network issues, causing subsequent updates to fail as well. This has been fixed.	SSB-2788
The username field is empty in xcbLogout alerts The logout alert did not contain any username. This has been fixed.	SSB-2776
Improper shutdown in HA mode In some cases, errors occurred and error messages were displayed when shutting down the secondary node of a high availability installation. This has been fixed, now the secondary node can be shut down without any errors.	SSB-2682
Not enough shared memory error in certain HA cases In certain high availability (HA) installations, SSB sent the following alert: XCB-SNMP-MIB::description Internal Error, shm_put_var(): not enough shared memory left This has been fixed.	SSB-2379

Table 4: Security package updates in SSB 5.3

Resolved Issue	Issue ID
Security package updates The operating system of SSB has been updated in this release. As part of the operating system update, several security package updates have been incorporated into the release, including the following.	
<ul style="list-style-type: none"> • systemd <ul style="list-style-type: none"> • USN-3855-1 (https://usn.ubuntu.com/3855-1/) 	

Table 5: Security package updates in SSB 5.2

Resolved Issue	Issue ID
Security package updates	SSB-2789
<ul style="list-style-type: none"> • bind9 <ul style="list-style-type: none"> • USN-3769-1 (https://usn.ubuntu.com/3769-1/) • curl <ul style="list-style-type: none"> • USN-3765-1 (https://usn.ubuntu.com/3765-1/) • glib2.0 <ul style="list-style-type: none"> • USN-3767-1 (https://usn.ubuntu.com/3767-1/) • gnupg <ul style="list-style-type: none"> • USN-3733-1 (https://usn.ubuntu.com/3733-1/) • libgd2 <ul style="list-style-type: none"> • USN-3755-1 (https://usn.ubuntu.com/3755-1/) • libmspack <ul style="list-style-type: none"> • USN-3728-1 (https://usn.ubuntu.com/3728-1/) • libxml2 <ul style="list-style-type: none"> • USN-3739-1 (https://usn.ubuntu.com/3739-1/) • mysql-5.7 <ul style="list-style-type: none"> • USN-3725-1 (https://usn.ubuntu.com/3725-1/) • openjdk-8 <ul style="list-style-type: none"> • USN-3734-1 (https://usn.ubuntu.com/3734-1/) • php7.0 <ul style="list-style-type: none"> • USN-3766-1 (https://usn.ubuntu.com/3766-1/) • postgresql-9.5 <ul style="list-style-type: none"> • USN-3744-1 (https://usn.ubuntu.com/3744-1/) • samba <ul style="list-style-type: none"> • USN-3738-1 (https://usn.ubuntu.com/3738-1/) 	

Table 6: General resolved issues in SSB 5.1

Resolved Issue	Issue ID
Unstable indexing under high load	SSB-2760
Unresponsive indexer processes are killed and restarted by syslog-ng, and this could cause the unwanted restart of an indexer under high load. We have improved the responsiveness of the indexer in this situation.	
syslog-ng crash	SSB-2749

Resolved Issue	Issue ID
A regression in SSB 5.0.2 could cause a syslog-ng crash in certain situations. This has been fixed.	
Core dumps cannot be removed on the web interface	SSB-2742
The option to remove core dumps was missing from the Basic Settings > Troubleshooting page of the web interface. This has been fixed.	
syslog-ng memory consumption issues	SSB-2738
The size of syslog-ng's output buffers has been automatically calculated since SSB 4.9. In certain configurations, this could cause syslog-ng to use up all the memory in the system for buffering logs. The method of calculation has been rewritten to achieve a better balance between resource consumption and performance.	

Table 7: Security package updates in SSB 5.1

Resolved Issue	Issue ID
Security package updates in version 5.1	SSB-2758
<ul style="list-style-type: none"> • cups <ul style="list-style-type: none"> • USN-3713-1 (https://usn.ubuntu.com/3713-1/) • libgcrypt20 <ul style="list-style-type: none"> • USN-3689-1 (https://usn.ubuntu.com/3689-1/) • linux <ul style="list-style-type: none"> • USN-3696-1 (https://usn.ubuntu.com/3696-1/) • USN-3654-1 (https://usn.ubuntu.com/3654-1/) • ntp <ul style="list-style-type: none"> • USN-3707-1 (https://usn.ubuntu.com/3707-1/) • openssl <ul style="list-style-type: none"> • USN-3628-1 (https://usn.ubuntu.com/3628-1/) • USN-3692-1 (https://usn.ubuntu.com/3692-1/) • perl <ul style="list-style-type: none"> • USN-3684-1 (https://usn.ubuntu.com/3684-1/) • python-crypto <ul style="list-style-type: none"> • USN-3616-1 (https://usn.ubuntu.com/3616-1/) • USN-3199-1 (https://usn.ubuntu.com/3199-1/) • USN-3199-2 (https://usn.ubuntu.com/3199-2/) • python3.5 <ul style="list-style-type: none"> • USN-3496-3 (https://usn.ubuntu.com/3496-3/) • USN-3134-1 (https://usn.ubuntu.com/3134-1/) 	

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 8: General known issues

Known Issue	Issue ID
<p>When rebooting an SSB node under high load, it might happen that the indexer processes do not stop before the node reboots. As a result, the log messages that were indexed at the time of the reboot can be displayed incorrectly (not displayed in the search results, or misplaced on the timeline) when searching for these messages. If you experience such problems, contact our Support Team. Note that no log data is lost.</p> <p>To avoid this situation, when you want to reboot SSB, complete the following steps:</p> <ol style="list-style-type: none">1. Temporarily disable incoming log traffic: Basic Settings > System > Service control > Disable2. Wait a few minutes for the indexers to finish processing the log messages.3. Reboot SSB.4. Enable incoming log traffic: Basic Settings > System > Service control > Enable	
<p>When upgrading a high-availability SSB cluster from version 5.3 to 6.0, in some rare cases the primary node does not automatically reboot after clicking Upgrade, reboot master, and shut down slave, but displays the following error message instead:</p>	
<pre>Internal Error stream_socket_client(): unable to connect to tcp://1.2.4.1:8000 (No route to host)</pre>	
<p>To solve the problem, click System control > This node > Reboot.</p>	
<p>RSA-PSS certificates that use the RSASSA-PSS signature algorithm are currently not supported in SSB. Typically, the Active Directory - Certificate Services (AD CS) of Windows servers generate such certificates when using PKCS #1 v2.1 signatures. Do not upload such certificates. Uploading such certificates causes the SSB web interface to become inaccessible.</p>	
<p>One Identity recommends to configure your PKI systems to use an alternate signature format, for example, use the SHA256RSA signature algorithm instead.</p>	

Product licensing

To enable a trial license

1. Log in to the [Trial Licenses page](#). Watch the short demo under **How to Create a Trial License using Trial Depot?**.
2. Request a Trial License using the [Trial Depot](#).
The license keys will be emailed to you.
3. Once you have the license keys, download the ISO image from the [Free Trial of syslog-ng Store Box](#) page.

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

For details on upgrading to version 6.0.1, see [Upgrade Guide](#).

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

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