

One Identity Safeguard for Privileged Sessions 6.11.1

Release Notes

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These release notes provide information about the One Identity Safeguard for Privileged Sessions release. For the most recent documents and product information, see [One Identity Safeguard for Privileged Sessions - Technical Documentation](#).

About this release

One Identity Safeguard for Privileged Sessions Version 6.11.1 is a release with new features and resolved issues. For details, see:

- [New features](#)
- [Resolved issues](#)
- [Known 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 Safeguard for Privileged Sessions (SPS) version 6.11.1:

- You can use a new plugin when using SRA in Sessions-initiated (SPS-initiated) workflows.
- The accuracy of replaying audit trails in Asian languages (Traditional Chinese, Korean) has been enhanced. Due to this change, when upgrading SPS to version 6.11.0, all your sessions will be reindexed, and while reindexing is in progress, your sessions on the Search interface are incomplete. For this reason, plan your upgrade to SPS 6.11.0 accordingly.
- When auditing encrypted audit trails, you can only upload certificates permanently. Uploading certificates temporarily is not supported anymore.
- The creating a new setting profile option for **HTTP Control** has been enhanced and redesigned. After clicking **Create new** on **HTTP Control > Settings**, you can configure the new setting profile on the following pages:
 - Name and timeout
 - Session cookies
 - TLS settings
- From the **Timeline** tab of the details view on the Search interface, you can start playing the video of an audit session from a selected event.
- If you use the browser to follow active sessions or to play videos of audit sessions, you can use the following new options:
 - Copying the link of a session, optionally from a selected timestamp.
 - Setting the encoding of graphical and terminal-based protocols.
 - Jumping back in the video while following active sessions, and then resuming following the session.
 - Jumping to a specific timestamp in the video.
- You can enable the auditing of sound that is transferred between an RDP client and the server. To enable this new option, in the **Channel Policies** settings of the **RDP Control** option, select the **Record audit trail** checkbox for the **Sound** and the **Dynamic virtual channel** in the channel policy that you want to use for this purpose.

Using the **Export audio** option of Safeguard Desktop Player, you can export the sound from the audit trail to a .wav file. The exported .wav file contains the sound that is coming from the audited user.

Changes and improvements in Safeguard for Privileged Sessions REST API Reference Guide version 6.11.1

- **Configuring Starling Join:** Use the `/starling/join` endpoint to configure the **Starling Join** feature on One Identity Safeguard for Privileged Sessions (SPS), to be

able to join SPS to One Identity Starling, or unjoin SPS from it.

- **Retrieving the status of services related to Starling Join/Unjoin:** Use the /status endpoint to retrieve information about the availability of the services needed for Starling Join/Unjoin.
- **Enabling One Identity Safeguard Remote Access without Starling Join:** Use the /starling endpoint to enable the One Identity Safeguard Remote Access (SRA) feature of One Identity Starling without **Starling Join** information.

Deprecated features

RPC API

The RPC API has been deprecated and removed. One Identity recommends using the REST API instead.

Resolved issues

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

Table 1: General resolved issues in release 6.11.1

| Resolved Issue | Issue ID |
|--|-----------|
| SPS cannot be upgraded as RAID status is permanently reported as "not in optimal state". When SPS is run on a physical appliance and it is upgraded to the next version, the pre-check phase fails with the "Raid is not in optimal slave on master node" message, and it prohibits upgrading to the next version. This issue has been corrected. | PAM-15252 |
| After an upgrade to 6.11.0, the SPP initiated session and the session that involves SPP as the credential store stopped working because of the missing configuration of the SGAA and SGCredStore plugins. The SGAA and SGCredstore plugins require a minimal configuration since 6.11.0. If SPS was joined to SPP before the 6.11.0 upgrade, the upgrade did not fill the required plugin configuration for the SGAA and SGCredstore plugins. This issue has been corrected: the missing upgrade step was added, which fills the required plugin configuration. | PAM-15256 |
| Due to the limitations of Elasticsearch, the content alert match_content fields that are longer than 8191 characters are not analyzed, and they cannot be searched, but they are stored in the content alert event. | PAM-15051 |

Resolved Issue**Issue ID**

Previously, if the `matched_content` field was too large, the publish request failed, which could result in reaching the queue size limit.

Strings longer than 8191 characters are not analyzed, and they cannot be searched, but they are stored in the content alert event.

This solution is used to protect against Lucene's term byte-length limit of 32766.

The validation of proxy settings name differed on the REST API and on the Web UI.

PAM-15042

The REST API allowed '.' and '-' characters in the name of proxy settings, which resulted in an invalid configuration. The validation has been synchronized and invalid proxy settings cannot be set anymore on the REST API.

The authentication cache needs to be updated only when the authentication is not done from the cache.

PAM-15016

The authentication cache was updated every time a user was authenticated, therefore, the `soft_limit` always equaled the `hard_limit`.

This issue has been fixed and now the cache is only updated when the authentication is not done from the cache.

Colon (':') is not allowed in the Dynamic Virtual Channel names of the RDP Channel policy.

PAM-14942

Dynamic Virtual Channel names in RDP may contain a wide range of characters, including the colon (':'), which is used extensively in many dynamic virtual channel names. The configuration in SPS on the RDP > Channel Policy page did not allow colons, which made it impossible to selectively allow such channels.

This issue has been fixed and the colon is now an accepted character in RDP Dynamic Virtual Channel names.

Incorrect handling of RDP Dynamic Virtual Channels.

PAM-14941

The Remote Desktop Protocol allows the use of Dynamic Virtual Channels (DVCs), which may be opened and closed by the server anytime during an RDP connection, and the client is free to accept or reject such channels.

In SPS, it is possible to define channel policy decisions for these DVCs. For example, it is possible to selectively allow or deny such channels based on their names, or to enable auditing for only some of them.

Due to the incorrect handling of DVCs which were rejected by the client or denied by policy, any of the following could occur, depending on the configuration: allowing a DVC which should have been denied by policy; denying a DVC which should have been allowed by policy; recording a DVC in the audit trail which should not have been recorded; not recording a DVC

| Resolved Issue | Issue ID |
|---|-----------|
| <p>which should have been recorded; recording a DVC with a wrong name in the audit trail.</p> <p>These have been fixed, channels denied by policy or rejected by the client are now evaluated and recorded correctly.</p> | |
| <p>When the browser was used to play video files and only the upstream was encrypted, the video file playing could not start.</p> <p>This issue has been fixed: the browser can play the video files, and a warning is displayed that there are missing keys.</p> | PAM-14870 |
| <p>When the system restarted agetty to update the console screen with the authentication banner, rarely, SPS halted at reboot.</p> <p>The authentication banner is added to the login screen of the console. The system restarted agetty to update the console screen. On a rare occasion, this halted SPS at reboot.</p> <p>This issue has been fixed and agetty is restarted in a safe manner to avoid a system error.</p> | PAM-14783 |
| <p>The authentication banner on the login screen of the console only displayed the initial IP address of SPS.</p> <p>The authentication banner was added to the login screen of the console. The banner used the initial version of the console screen, which only displayed the initial IP address of SPS.</p> <p>This issue has been fixed and all the admin web and SSH listen addresses are listed on the login screen of the console.</p> | PAM-14781 |
| <p>The login screen of the console was managed by two entities.</p> <p>The login screen of the console was updated from two places: the listen address of the local services (admin web, SSH) and the authentication banner, which could overwrite the changes of the listen addresses.</p> <p>This issue has been fixed and the console screen is managed by one entity, which manages the listen addresses and the authentication banner.</p> | PAM-14780 |
| <p>SSH public key gateway authentication without a user mapping policy does not work.</p> <p>Performing a public key based gateway authentication with SPS without a user mapping policy configured required a gateway username to be explicitly set in the username on the SSH client in order to work.</p> <p>This has been fixed.</p> | PAM-14694 |
| <p>SUDO_IOLOG was not a supported protocol in Advanced Search.</p> <p>When the user used Advanced Search to filter for the protocol, the helper marked SUDO_IOLOG invalid, but the query was successfully executed.</p> | PAM-14681 |

| Resolved Issue | Issue ID |
|---|-----------|
| Advanced Search now supports the SUDO_IOLOG protocol and it is marked valid in the helper. | |
| Hiding the time-seekbar if there are no events in a recorded trail. If there are no events in a recorded trail, the time-seekbar is hidden, because there is no reason to display it. | PAM-14560 |
| In the previous release, there was a little lag when the user tried to follow a live session. In the previous release, the follow mode was an experimental feature. In the current release, if the browser is used to play audit trails, we give full support for almost real-time follow mode playback. | PAM-14553 |
| Session Details > Timeline tab error for the HTTP session type. Previously, there was an error for the HTTP session type on the Session Details > Timeline tab and the session was not archived. This has been fixed. | PAM-14531 |
| Selecting the WebSocket channel type in an HTTP channel policy threw an error. When the WebSocket channel type was selected in an HTTP channel policy, the "Could not create template" error message was displayed. This has been fixed. | PAM-14530 |
| Resolving SPS IP address in content subchapter configuration has been fixed. To display links to sessions recorded by SPS in reports, the IP address of the SPS appliance has to be resolved and presented in the content subchapter configuration. Previously, it was always the physical address of the default network interface (eth0) that was used as the IP address of SPS, which in rare cases, when a customer configured and used another network interface to access SPS, caused an error during the presentation of the subchapter configuration. This issue has been fixed by using the first available SPS IP address from Basic Settings > Local Services > Web Login (Admin and User), which always points to a valid and usable IP address. | PAM-14500 |
| Disk full alert did not work. The disk full alert did not work, as the relevant sub-tree was missing from the SNMP message. This has been fixed. | PAM-14278 |
| When the user downloaded a generated report, the name of the report was the report ID, not a user-understandable name. The downloaded report name was not user-understandable. SPS now downloads reports named in the following format: [report_name]_[session_start]-[session_end].pdf. | PAM-14128 |

| Resolved Issue | Issue ID |
|---|-----------|
| For example, operational_report_2021_07_15_0000-2021_07_15_2359.pdf | |
| SPS did not allow to delete the referred policy, as the related checks were slow and were executed at the page loading, which could look like a system error. | PAM-13970 |
| SPS did not allow to delete the referred policy. In case of archive policies, even the record of the audit trails are checked, which can be very slow. This check was executed when the page was loading, which could look like a system error from the users' perspective. | |
| With this fix, SPS checks the archive policy - audit trail integrity at the delete request, and the loading of the page does not get stuck. | |
| Uninformative and noisy logs were created when the cluster nodes failed to synchronize policies or cluster configuration from the central management node, which was typically due to transient errors. | PAM-13599 |
| When a typically transient problem (for example, an administrator holding the configuration lock on the web user interface temporarily) prevented an SPS cluster node from updating its policies or cluster configuration from the central management node, then a traceback was logged in syslog without any information about the root cause of the problem. This has been fixed, so transient problems only trigger a shorter log message, which also contains information about the root cause. | |
| On certain endpoints, in incomplete request bodies, the REST API silently filled missing configuration elements with default values. | PAM-13542 |
| For certain endpoints, incomplete configurations were accepted and the missing values were silently filled in with the default values. This has been fixed. | |
| The affected endpoints were: | |
| <ul style="list-style-type: none"> - /api/configuration/aaa/local_database/users/ - /api/configuration/http/settings_policies/ - /api/configuration/mssql/settings_policies/ - /api/configuration/ssh/connections/ | |
| The range overflowed on the Timeline tab when there were no events. | PAM-13376 |
| In the current version, if there are no events, the time-seekbar is hidden, because it has no function in such a case. If there are no events, there is nothing to search for on the time-seekbar. | |
| For SSH, both Inband gateway authentication and Web gateway authentication can be configured. User mapping was checked before all of the gateway authentication methods succeeded, and this caused an error. | PAM-13240 |
| This issue has been fixed, and now, the user mapping is checked only after | |

| Resolved Issue | Issue ID |
|--|-----------|
| the final gateway authentication, using the final gateway username. | |
| When creating a new subchapter from the Reporting page, pressing ESC closed all the side-sheets. | PAM-13069 |
| Now this is handled in the correct way, not all side-sheets are closed, but only the top-most one. | |
| The log did not display properly the ES failure reasons. | PAM-12526 |
| When the user navigates to Basic Settings/Management/System backup and clicks on Backup now, a backup process is started. During this backup, an ES backup is also created. If the ES backup returned multiple errors (for example, not allocated primary shard), the log contained an "array" string, instead of the detailed failure reason. | |
| This issue has been fixed. The log now contains the details of the failures. | |
| The Report subchapter could not be saved. | PAM-12420 |
| The report creation has a different UI now for creating subchapters and the subchapter can be saved. | |
| With a locked private keystore, the 'Start rendering' button was not displayed. | PAM-11023 |
| After the browser/onbox enhancement, it is not necessary to render videos. | |
| The MetaDB import feature reported import errors if broken (unclosed) sessions remained in the database after a restart. | PAM-10254 |
| The MetaDB import feature reported import errors if broken (unclosed) sessions remained in the database after a restart. This issue has been fixed. | |
| The channel selector, before playing the video file, did not display correctly. With the new online/browser player, the channel selector has been fixed. | PAM-9849 |
| The log message of LDAP group-based authorization is incomplete. | PAM-9842 |
| When SPS performed a successful LDAP query to determine the group membership of the connecting user, but the user was not a member of any of the configured groups, the connection failed and the relevant log lines did not help with how to troubleshoot it. Now, it is clearly indicated why the connection has failed. | |
| Previously, sometimes the Play/Pause functionality got into an endless loop in the Onbox/Browser player and could not play the video file. | PAM-8062 |
| The play and pause functionality of the Browser/Onbox player has been fixed. | |

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 2: General known issues

Known Issue

TLS version 1.3 is not supported when using the inWebo, Okta or One Identity Starling 2FA plugins. To ensure that TLS 1.2 is used by SPS during negotiation, specify the minimum and maximum TLS version as follows:

- For the minimum TLS version, select TLS version 1.2.
- For the maximum TLS version, select TLS version 1.3.

For more information, see ["Verifying certificates with Certificate Authorities using trust stores" in the Administration Guide](#).

The accuracy of replaying audit trails in Asian languages (Traditional Chinese, Korean) has been enhanced. Due to this change, when upgrading SPS to version 6.11.0, all your sessions will be reindexed, and while reindexing is in progress, your sessions on the Search interface are incomplete. For this reason, plan your upgrade to SPS 6.11.0 accordingly.

Report generation may fail if a report subchapter references a connection policy that has been deleted previously.

SPS can create reports giving detailed information about connections of every connection policy. For this, the user can add connection subchapters in the **Report Configuration Wizard**, under **Reporting > Create & Manage Reports**.

For a successful report generation, the referenced connection policy must exist on the appliance. However, when deleting a connection policy that is referenced as a connection subchapter, the user is not warned that the report subchapter must be removed, otherwise the subsequent report generation will fail.

This affects scheduled report generation as well.

System requirements

Before installing SPS 6.11.1, 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](#)
- [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:

From SPS version 6.10, you do not need to install the Google WebM Video for Microsoft Internet Explorer plugin to replay audit trails in your browser. The supported browsers are Google Chrome, Firefox, Safari, and IE11.

For SPS version 6.9 and earlier versions, 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, Google Chrome, Microsoft Edge (Microsoft Edge Legacy is not supported), 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 7, CentOS 7, or newer. The Safeguard Desktop Player application will probably run on other distributions as well that have at least libc6 version 2.17 installed.

Depending on the distribution, you will need the following packages installed:

- On Debian-based GNU/Linux:
 - libxcb-render-util0
 - libxcb-keysyms1
 - libxcb-image0
 - libxcb-randr0
 - libxcb-xkb1
 - libxcb-xinerama0
 - libxcb-icccm4
- On CentOS/Red Hat:
 - xcb-util-renderutil

- xcb-util-keysyms
- xcb-util-image

- **Mac:**

macOS High Sierra 10.13, or newer.

Installing the Safeguard Desktop Player application requires about 200MB 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

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

Table 3: Hardware specifications

| Product | Redundant PSU | Processor | Memory | Capacity | RAID | IPMI |
|-----------------------------------|---------------|-------------------------------------|-----------|--------------|---|------|
| SPS T-1 | No | 1x Intel Xeon X3430 2.40GHz | 2 x 4 GB | 2 x 1 TB | Software RAID | Yes |
| SPS T-4 | Yes | 1x Intel Xeon E3-1275 v2 3.50GHz | 2 x 4 GB | 4 x 2 TB | LSI MegaRAID SAS 9271-4i SGL | Yes |
| SPS T-10 | Yes | 2 x Intel Xeon E5-2630 v2 2.6GHz | 8 x 4 GB | 13 x 1 TB | LSI 2208 (1GB cache) | Yes |
| Safeguard Sessions Appliance 3000 | Yes | 1x Intel Xeon E3-1275 v6 3.80GHz | 2 x 16 GB | 4x2 TB NLSAS | LSI MegaRAID SAS 9361-4i Single | Yes |
| Safeguard Sessions Appliance 3500 | Yes | 2x Intel Xeon Silver 4110 2.1GHz | 8 x 8 GB | 9x2 TB NLSAS | 1 x Broadcom MegaRAID SAS 9361-16i + LSI Avago CacheVault Power | Yes |

| Product | Redundant PSU | Processor | Memory | Capacity | RAID | IPMI |
|---------|---------------|-----------|--------|----------|------------------------|------|
| | | | | | Module 02 (CVPM02) Kit | |

The Safeguard Sessions Appliance 3500 is equipped with a dual-port 10Gbit interface. This interface has SFP+ connectors (not RJ-45) labeled A and B, and can be found right of the Label 1 and 2 Ethernet interfaces. If you want faster communication, for example, in case of high data load, you can connect up to two 10Gbit network cards. These cards are not shipped with the original package and have to be purchased separately.

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 6.11.1

For step-by-step instructions on upgrading to SPS 6.11.1, 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.

⚠ CAUTION:

Starting from 6.10.0, Safeguard for Privileged Sessions (SPS) has changed to hardened SSL settings. As a result, during TLS session establishment, the following items are not considered secure:

- **Private keys and X.509 certificates having RSA or DSA keys shorter than 2048 bits, or ECC keys shorter than 224 bits.**
- **Certificates (other than Root CA certificates) with signatures that use the SHA-1 or the MD5 hashing algorithm.**

With the hardened SSL settings, SPS will not connect to remote systems that are protected with weak certificates.

You cannot upgrade SPS if your configuration contains insecure certificates, keys or certificate chains in any of the following sections:

- **SPS web interface**
- **internal CA certificate**
- **connection policy TLS settings**
- **client X.509 credentials for external LDAP, SMTP or Syslog connections**
- **server X.509 certificates for external SMTP or Splunk servers**
- **external indexer credentials (only writable over the REST API)**
- **CA certificates in Trusted CA Lists and Trust Stores**

Note that the certificates and keys that are used for signing, timestamping, encryption or decryption are not affected by this change.

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 6.11.1 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 **Self Service Tools > Product Support > 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 SPS6.11.1, 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 SPS6.11.1 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 6.11.1 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:

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