

# One Identity Safeguard for Privileged Sessions 7.0.2.1 LTS

## Release Notes

**30 March 2023, 16:48**

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 7.0.2.1 LTS is a maintenance release with known issues. For details, see:

- [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.

# Resolved issues

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

**Table 1: General resolved issues in release 7.0.2.1 LTS**

Resolved Issue	Issue ID
<p>If a session was terminated, the following message appeared in the session details view of the "Search" page, under "Monitoring Info &gt; Verdict" field: "Terminated by a content policy". The same message was also found in the "Advanced Search recording.verdict" filter suggestion list, next to the value "ACCEPT_TERMINATED" in brackets. The problem with this text was that it was misleading because a session can be terminated not only by a content policy but also by the user.</p> <p>The "ACCEPT_TERMINATED" recording.verdict message has been fixed to "Terminated by user or content policy". This message now reflects that not only the content policy but also the user can terminate a session.</p>	340185
<p>When generating a report that included the "Four eyes authorizers" subchapter, if there were sessions without four-eyes authorizers, the value pie chart displayed "-1".</p> <p>Similarly, in "Top 10 username/four-eyes authorizer ..." subchapters if the username was unknown, "-1" represented the value.</p> <p>Since "-1" is not an intuitive value to represent unknown data, it has been replaced with "n/a".</p>	340215
<p>Text input fields are sometimes too short for SSH algorithms and TLS Cipher strings.</p> <p>When specifying algorithms on the "SSH Control/Settings" page, the text input fields did not allow to enter texts longer than 150 characters. On the "MSSQL", "RDP", "Telnet" and "VNC Control/Settings" page, the "Cipher strength" field was also affected by the same limitation.</p> <p>This issue has been fixed. The limit has been raised to 512 characters for SSH algorithms and to 4096 characters for TLS Cipher strings.</p>	340518
<p>In trust stores, when users started to drag and drop something to the certificate upload field, a little overlay appeared on the text field. If the users changed their minds and did not drop the file there, then this overlay stuck. The same problem came up in "Audit keystore &gt; Add new key" (upload-key component).</p> <p>Drag and drop is no longer stuck in a drag state for certification upload and key upload when the drag event leaves the page or is dropped on the wrong target.</p>	340528
<p>RDP connections may fail after installing the January 11, 2022 Windows update.</p>	340538

## Resolved Issue

## Issue ID

After installing the January 11, 2022 Windows update or later Windows updates containing protections for CVE-2022-21857, RDP connections failed if the following conditions were true:

- There were multiple domains (for example domain A and B) with a trust relationship.
- The RDP connection was transparent or SPS acted as a Remote Desktop Gateway.
- NTLM authentication was configured with "Require domain membership" enabled.
- SPS was in domain A.
- The target server and user were in domain B.

In these cases the following line was displayed in the system log: "DC refused user authentication;"

The issue is fixed now. The NTLM authentication process has been improved to work with the new security checks.

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When trying to generate video and screenshot files over the REST API to an MSSQL session using the `/api/audit/sessions/<session-id>/screenshots/_generate` and `/api/audit/sessions/<session-id>/video/_generate` endpoints, respectively, the indexer accepted the job, instead of notifying the users that generating screenshot and video files are not supported by the MSSQL session. 340553

This has been fixed. Now, when users try to generate a screenshot or video for an MSSQL session over REST API, they receive a 400 ContentGenerationNotSupported error on REST API.

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Large number of gateway authentications might cause all connections to terminate. 340554

In some cases, after a very large number of gateway authentication, all connections of the affected protocol could terminate due to a double-free issue. In these cases, a core file was also generated, and a stackdump was written to the system log. The issue primarily affected HTTP connections, and, to a smaller degree, RDP connections where SPS was acting as a Remote Desktop Gateway. This issue has been fixed.

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When trying to sort sessions on SPS UI under the Search page by analytics score related fields (host login, login time, keystroke, mouse or window title), if none of the sessions had data for the selected analytics field, the REST API of SPS mistakenly returned 400 NotParsableQuery error referring to that the received search query is invalid. 340583

This has been fixed now and sorting should not fail if data is not available for the analytics score related fields.

Resolved Issue	Issue ID
<p>Trying to generate a Report from the SPS REST API with an ISO-8061 date format that correctly does not have a month part in the start or the end date field, returns an error.</p> <p>When sending a request to the SPS report generating API endpoint (/api/reports) with a valid ISO 8061 date format in the start or the end date field parameter, SPS responds with an error message if one of the date fields contains a date that does not have a month part. As a result of this, the report generation does not start.</p> <p>This has been fixed, users can specify the date in the start and end date fields in the SPS REST API in all previous formats and also in ISO 8061 formats. This was achieved by introducing an ISO date parser and keeping the old date parser too. Now SPS successfully performs the report generation between the desired dates.</p>	340592
<p>Users trying to generate a Report from the SPS REST API with an ISO-8061 date format containing week numbers in the start or the end date field (for example 2022-W37-1) got an error message.</p> <p>When sending a request to the report generating API endpoint (/api/reports) with a valid ISO 8061 date format containing week numbers in the start or the end date field parameter, SPS responded with a 400 "InvalidDate" error. As a result of this, the report generation did not start.</p> <p>This has been fixed, now the users can specify the date in the start and end date fields in the SPS REST API in all previous formats and also in ISO 8061 formats. The fix included introducing an ISO date parser and keeping the old date parser too. SPS now successfully performs the report generation between the desired dates.</p>	340607
<p>When the user tries to download an archived session audit trail on central search deployment, the download could fail because SPS could not find the audit trail and the user gets an error message when opening a new tab in the browser.</p> <p>Trying to download an archived audit trail from SPS in central search deployment gave back an error message when opening a new tab in the browser. This was due to SPS trying to obtain the audit trail file through the local Content Service of the central search node, but it did not succeed because the given audit trail was only available through the Content Service of the minion node on which the given session was recorded.</p> <p>This issue has been fixed. When the user tries to download an archived trail from the central search node, SPS contacts the Content Service of the minion node on which the session was recorded.</p>	340626
<p>Permission error when attempting to start manual backup, restore, or archive operation with per-connection-policy permission.</p>	380785

Resolved Issue	Issue ID
<p>When a user who had read and write/perform permission for only a few select connection policies within a protocol (but not all connection policies of that protocol) attempted to manually start the backup, restore, or archive operations for such a connection policy, the operation failed to start and a permission error was shown saying "Permission error / Access denied to object; object='/config/scb//connections/connection[@id = '...'], access='write'".</p> <p>This issue has been fixed. Now users can start the backup, restore, and archive operations for all connection policies for which they had been granted the read and write/perform permission.</p>	
<p>Indexer policy field allowed to use the Next button even when no indexer policy value was selected.</p> <p>Indexer policy field now requires an indexer policy value to be set when indexing is enabled in Quick Connection Setup.</p>	387412
<p>Users could save the X.509 editing page, when the "Status" was "Enabled" but they did not select any trust store.</p> <p>Fixed the missing 'required' validation on the "X.509 login method form &gt; Trust store field".</p> <p>Now users cannot submit the form without a trust store selected.</p>	387447
<p>RDP logon could cause all connections to terminate.</p> <p>In some rare cases, a domain user successfully logging into a domain joined RDP server via SPS could cause all RDP connections to terminate. In this case, a core file was also generated. This issue mainly affected transparent connections, or connections where SPS was acting as an RD Gateway, and where the server was behaving in a specific incorrect way during SPNEGO-based NLA authentication.</p> <p>This has been fixed, the non-standard server behavior is now handled gracefully, and the affected connections will now pass.</p>	388421
<p>Some SSH host keys were not listed.</p> <p>If the SSH target servers used "ecdsa-sha2-nistp384" or "ecdsa-sha2-nistp521" host keys, then those keys were not displayed under "SSH Control &gt; Server" host keys. This error has been fixed.</p> <p>As a consequence, the key types above are also supported on the /api/ssh-host-keys endpoint of the REST API.</p>	388635
<p>Protocols TLS 1.0 and 1.1 are removed from indexer service. Only TLS 1.2 or newer protocol versions are supported on the TCP port of the external indexer.</p>	389039
<p>When editing an AD/LDAP server in the case of an already specified Trust store under "User &amp; Access Control &gt; Login Options &gt; Manage AD/LDAP</p>	400763

Resolved Issue	Issue ID
<p>servers", although it was possible to select "Certificate" with "None" status, an error occurred while committing the changes.</p> <p>This issue has been fixed. You can save and commit your changes when editing AD/LDAP servers.</p>	
<p>Even though the '_' character is allowed in an FQDN on the REST API, users could not set a server with this name using the web UI.</p> <p>FQDN validations have been fixed on the UI.</p>	400765
<p>Misleading error message displayed when MSSQL inband target server does not exist.</p> <p>In MSSQL connections, using inband target selection, when the DNS name resolution of the target server hostname failed, a misleading login error message, "Gateway authentication failed", was displayed in the MSSQL client. In this case, a traceback was also written to the system log.</p> <p>These errors have been fixed, and the error message has been updated to reflect that name resolution has failed.</p>	404204
<p>Audit trails and events of Citrix ICA connections may have incorrect dates.</p> <p>The channels in ICA audit trails recorded on affected SPS versions may appear to be recorded in the future, specifically at, or after 2035-10-29T06:32:22 (UTC). Since audit trails also serve as a basis for audit events, the dates and times shown on the Search interface are also incorrect for the affected sessions.</p> <p>Digitally signed timestamps created by Time Stamping Authorities, when this feature is enabled for the audit trail, are not affected.</p> <p>Also, only the records indicating the start of a new channel have wrong timestamps in the audit trail. The actual audited traffic, such as keystrokes, mouse events or graphical content, internally have correct timestamps, but due to an automatic time correction during indexing, those events are also displayed with incorrectly adjusted dates and times.</p> <p>The audit trail recording error has been fixed, SPS now writes correct times in the audit trail when opening new channels. Existing audit trails recorded with an affected SPS, however, will still show incorrect dates and times.</p>	405227
<p>The RAID status is not displayed after the installation.</p> <p>Previously, at the end of the installation of Safeguard 4000, the RAID sync status was not displayed. This issue has been corrected.</p>	407479
<p>Icons disappeared from policy editing pages for all users, except for local administrators, even if users had "read and write/perform" permissions.</p> <p>On the web user interface, icons, such as addition and deletion of rows,</p>	410511

<b>Resolved Issue</b>	<b>Issue ID</b>
and so on, disappeared from most of the policy editing pages for all users, except for the local administrator, even if the user had "read and write/perform" permission for the particular page. This has been fixed, now the icons do appear again for all users who have the necessary access permissions for editing policies or configuration.	
Connecting to a remote SSH server through SPS using agent authentication can cause SSH connections to terminate  When the relayed authentication method was set to 'Public key' with 'Agent' selected for an SSH Authentication policy and users had multiple keys in their SSH agent with at least one RSA key, connecting to a remote SSH server through SPS could cause all SSH connections to terminate. In this case, a core file was generated and a backtrace was written to the system log. This issue has been fixed, authenticating with an SSH agent containing multiple keys is possible again.	412260
The supported upgrade paths have been extended, which means that SPS 7LTS versions can be upgraded directly from the following versions: <ul style="list-style-type: none"> <li>• SPS 6.0.0</li> <li>• SPS 6.0.11 or later patch version</li> <li>• SPS 6.9.4 or later patch version</li> <li>• SPS 6.11, SPS 6.12, SPS 6.13</li> <li>• any previous versions of 7LTS</li> </ul> Upgrade to feature versions in SPS 7 product line (7.x) are supported from any patch version of SPS 7LTS and previous SPS 7 feature versions.	412382
Data migration failed on hardware installations. Previously, data migration failed on the hardware installations, because the stopped core firmware caused the target machines to be in secondary state, which prevented the data to be copied to the target machines. This issue has been fixed. Now, on all hardware, data migration ensures that the target machines are in primary state.	412397

**Table 2: Resolved Common Vulnerabilities and Exposures (CVE) in release 7.0.2.1 LTS**

<b>Resolved Issue</b>	<b>Issue ID</b>
bind9:	CVE-2022-3094

<b>Resolved Issue</b>	<b>Issue ID</b>
curl:	CVE-2022-43552
	CVE-2023-23916
	CVE-2023-27533
	CVE-2023-27534
	CVE-2023-27535
	CVE-2023-27536
	CVE-2023-27538
gnutls28:	CVE-2023-0361
heimdal:	CVE-2021-44758
	CVE-2022-3437
	CVE-2022-42898
	CVE-2022-44640
	CVE-2022-45142
krb5:	CVE-2021-36222
	CVE-2021-37750
	CVE-2022-42898
ldb:	CVE-2021-3670
	CVE-2022-32745
libksba:	CVE-2022-47629
libxpm:	CVE-2022-44617
	CVE-2022-46285
	CVE-2022-4883

<b>Resolved Issue</b>	<b>Issue ID</b>
linux:	CVE-2022-2663
	CVE-2022-3061
	CVE-2022-3545
	CVE-2022-3643
	CVE-2022-41218
	CVE-2022-4139
	CVE-2022-42896
	CVE-2022-43945
	CVE-2022-45934
	CVE-2022-47520
	CVE-2023-0266
	CVE-2023-0461
net-snmp:	CVE-2022-4479
	CVE-2022-44792
	CVE-2022-44793
nss:	CVE-2023-0767
openjdk-lts:	CVE-2023-21835
	CVE-2023-21843
openssl:	CVE-2022-4304
	CVE-2022-4450
	CVE-2023-0215
	CVE-2023-0286
pam:	CVE-2022-28321
php7.4:	CVE-2022-31631
	CVE-2023-0567
	CVE-2023-0568
	CVE-2023-0662
postgresql-12:	CVE-2022-41862

<b>Resolved Issue</b>	<b>Issue ID</b>
protobuf:	CVE-2021-22570
	CVE-2022-1941
python-future:	CVE-2022-40899
python-urllib3:	CVE-2021-33503
python3.8:	CVE-2023-24329
rsync:	CVE-2022-29154
samba:	CVE-2022-3437
	CVE-2022-3796
	CVE-2022-37966
	CVE-2022-37967
	CVE-2022-38023
	CVE-2022-42898
	CVE-2022-44640
	CVE-2022-45141
setuptools:	CVE-2022-40897
sudo:	CVE-2023-22809
systemd:	CVE-2022-3821
	CVE-2022-4415
tar:	CVE-2022-48303
tiff:	CVE-2023-0795
	CVE-2023-0796
	CVE-2023-0797
	CVE-2023-0798
	CVE-2023-0799
	CVE-2023-0800
	CVE-2023-0801
	CVE-2023-0802
	CVE-2023-0803
	CVE-2023-0804

Resolved Issue	Issue ID
vim:	CVE-2022-0392
	CVE-2022-0417
	CVE-2022-47024
	CVE-2023-0049
	CVE-2023-0054
	CVE-2023-0288
	CVE-2023-0433
	CVE-2023-1170
	CVE-2023-1175
	CVE-2023-1264

## 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 3: General known issues**

Known Issue
<p><b>⚠ CAUTION:</b></p> <p><b>After upgrading to version 7.0 LTS, SPS requires a new license. To avoid possible downtimes due to certain features not being available, before starting the upgrade, ensure that you have a valid SPS license for 7.0 LTS.</b></p> <p><b>Upgrade as follows:</b></p> <ol style="list-style-type: none"> <li><b>1. Perform the upgrade to 7.0 LTS with your current license.</b></li> <li><b>2. Update your SPS license to 7.0 LTS.</b></li> </ol> <p><b>For a new SPS license for 7.0 LTS, <a href="#">contact our Licensing Team</a>.</b></p>

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.

## Known Issue

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.

**Table 4: General known issues**

Known Issue	Issue ID
External indexer disconnected due to certificates expiry. You are only affected by this issue if you have enabled external indexing while running SPS version 6.0.4 or 6.4.0 or later where the external indexer certificates were created with a limit of 800 days. To resolve this issue, see <a href="#">External indexer disconnected due to certificates expiry (4368875) (oneidentity.com)</a> .	PAM-16883

## System requirements

Before installing SPS 7.0.2.1 LTS, 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.

## Supported web browsers and operating systems

### ⚠ CAUTION:

From version 6.13.0, SPS does not support Internet Explorer 11 (IE11) anymore. SPS version 6.12.0 and previous versions continue to support IE11.

From SPS version 6.10, the Google WebM Video for Microsoft Internet Explorer plugin is not required for replaying audit trails in your browser. The supported browsers are:

- Google Chrome
- Firefox
- Safari
- Internet Explorer 11 (IE11) - supported until SPS version 6.12.0

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](#).

### ⚠ CAUTION:

SPS version 4 F3 and later versions do not support Internet Explorer 9 (IE9) and Internet Explorer 10 (IE10), as the official support of IE9 and IE10 ended in January, 2016.

**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 following browsers are supported:

- Mozilla Firefox (the latest version)
- Google Chrome
- Microsoft Edge (Microsoft Edge Legacy is not supported)

The browser must support TLS-encrypted HTTPS connections, JavaScript, and cookies. Make sure that both JavaScript and cookies are enabled.

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.

## Supported operating systems

The following operating systems are supported:

- Windows 2008 Server
- Windows 2012 Server
- Windows 2012 R2 Server
- Windows 2016
- Windows 7
- Windows 8
- Windows 8.1
- Windows 10
- Linux

# Safeguard Desktop Player system requirements

The Safeguard Desktop Player application supports the following operating systems:

- **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 to install the following packages:

- On Debian-based GNU/Linux:
  - libxcb-render-util0
  - libxcb-keysyms1
  - libxcb-image0
  - libxcb-randr0
  - libxcb-xkb1
  - libxcb-xinerama0
  - libxcb-icc4
- On CentOS/Red Hat:
  - xcb-util-renderutil
  - xcb-util-keysyms
  - xcb-util-image
- **Mac:**
  - macOS Catalina 10.15, or newer.

To install the Safeguard Desktop Player application, you need 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 5: Hardware specifications**

Product	Redundant PSU	Processor	Memory	Capacity	RAID	IPMI
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	Yes

Product	Redundant PSU	Processor	Memory	Capacity	RAID	IPMI
					CacheVault Power Module 02 (CVPM02) Kit	
Safeguard Sessions Appliance 4000	Yes	1 x Intel Xeon Silver ICX 4310T @ 2.30GHz, 10C/20T	8 x 8 GB	4x20 TB SAS/SATA	1 x Broadcom 9560-8i RAID controller 1 x Broadcom CacheVault battery	Yes

The Safeguard Sessions Appliance 3500 is equipped with a dual-port 10Gbit interface. This interface has SFP+ connectors (not RJ-45) labeled 5 and 6, 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 7.0.2.1 LTS

For step-by-step instructions on upgrading to SPS 7.0.2.1 LTS, 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, SPS (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 LTS releases

This is a long-term-supported (LTS) release.

For more information on the product support, see [Product Support - One Identity Safeguard for Privileged Sessions](#).

For a full description of long-term-supported and feature releases, see [Product Life Cycle & Policies - One Identity Safeguard for Privileged Sessions](#).

### If you have a physical appliance based on MBX hardware

One Identity recommends you to upgrade to SPS 7.0.2.1 LTS, 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 running a previous long-term-supported release.

### If you have a physical appliance based on Pyramid hardware

Do NOT upgrade to SPS 7.0.2.1 LTS if you are running SPS on Pyramid hardware:

## Verify successful installation

Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 7.0.2.1 LTS 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.

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

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- Sign up for product notifications
- Download software and technical documentation
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- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

## Third-party contributions

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## Section 6

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