

One Identity Safeguard for Privileged Sessions 7.3

Release Notes

25 May 2023, 10:35

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 7.3 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 One Identity Safeguard for Privileged Sessions (SPS) version 7.3

- **Configurable Session list view for search-based subchapters in reporting**

From SPS version 7.3, when you create a search-based subchapter for a report, you will see a new configuration interface. In **Session list view**, you can customize the table in your report to include up to 10 custom columns that you can select from the list of session parameters.

For more information, see *Creating search-based report subchapters from search results* and *Creating search-based report subchapters from scratch* in the *Administration Guide*.

- **Power BI Integration**

From One Identity Safeguard for Privileged Sessions (SPS) version 7.3, you can use the One Identity Safeguard Power BI Connector (Power BI Connector) to import and visualize audit data from SPS in the Power BI Desktop reporting application.

For more information, see the *One Identity Safeguard Power BI Connector Tutorial* on the [One Identity Support Portal](#).

- **App switcher**

From SPS version 7.3, you can configure the external federation login methods to enable seamless switching between SPS and SPP. After the configuration, you do not have to log in each time when you are switching from SPS to SPP or from SPP to SPS.

For more information, see *Switching seamlessly between SPS and SPP* in the *Administration Guide*.

Other improvements

- In **Policies > Audit data cleanup policies**, the value range of **Audit data retention period** has been modified. The new accepted value range is 30-100,000 days.

Changes and improvements in SPS REST API Reference Guide version 7.3:

- **Advanced search method**

The 400 InvalidSearchClientId response code has been added to the HTTP response codes table.

- **Advanced search method, _count endpoint**

The `/api/audit/sessions/_count` endpoint has been extended with cache handling logic to store the snapshot ID in the internal cache so that an opened snapshot for a request with the same Remote-Addr and User-Agent headers is retrieved from the

cache. Subsequent open snapshot requests with the same Remote-Addr and User-Agent headers do not result in opening a new database snapshot until the previously opened snapshot expires in the cache.

The following response codes have been included in the HTTP response codes table:

- 400, InvalidAdvancedSearchCountQuery
- 400, InvalidSearchClientId
- 404, CountQuerySnapshotNotFound

The snapshot parameter has been added to `_count` request and response examples.

Section *Number of sessions* has been removed from the *API examples* section of the *REST API Reference Guide* and the examples have been moved to the description of the `_count` endpoint.

- **Advanced search method, `_snapshot` endpoint**

The following response codes have been included in the HTTP response codes table:

- 400, InvalidSearchClientId
- 404, CountQuerySnapshotNotFound
- 404, SearchQuerySnapshotNotFound

The following response codes have been removed from the HTTP response codes table:

- 400, InvalidSearchAfterQuery
- 400, InvalidAdvancedSearchCountQuery

Deprecated features

Apache lucene database

In SPS 7.0 LTS, One Identity modified the search for screen content in session data to use the Elasticsearch database only. The Apache lucene database support is phased out, but the query language remained lucene-like.

After the switch to the Elasticsearch database, you will be able to access content stored in an Apache lucene database only if you regenerate the content with the `reindex` tool. For more information, see [Regenerate content stored in lucene indices](#).

Due to the removal of lucene indices, users are not able to search for content in lucene indices with the **content request** parameter on the `/api/audit/sessions` and `/api/audit/sessions/stats` endpoints.

For more information, see "[Searching in the session database with the basic search method](#)" in the *REST API Reference Guide* and "[Session statistics](#)" in the *REST API Reference Guide*.

Additionally, in **Reporting**, statistics subchapters that included the **audit_content** filter will not work. Alternatively, you can use Search-based subchapters with the

screen.content filter to create statistic reports from connection metadata that included a specific content in the audit trail.

For more information, see ["Creating search-based report subchapters from search results" in the Administration Guide](#).

Content search option deprecation

On the **Search** page, the **Content search** option has been deprecated.

Advanced statistics

Creating statistics from custom queries using the **Reporting > View & edit subchapters > Advanced statistics** page has been deprecated. The `/api/configuration/reporting/custom_subchapters` REST API endpoint has also been deprecated.

During the upgrade process, existing advanced statistics subchapters and their references are removed from the SPS configuration. Additionally, advanced statistics ACLs assigned to user groups are also removed from the SPS configuration. Note that if a user group only had the advanced statistics ACL assigned under **Users & Access Control > Appliance Access**, the whole ACL entry is removed during the upgrade process.

Alternatively, you can use search-based subchapters to query connection metadata. For more information, see ["Creating search-based report subchapters from search results" in the Administration Guide](#).

Resolved issues

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

Table 1: General resolved issues in release 7.3

| Resolved Issue | Issue ID |
|---|----------|
| Typo on Connection wizard page. In the Connection created page of Connection Wizard, the SPS address was missing. This has been corrected. | 340527 |
| Screenshot generation permission error notification is too eager to appear. If a user with read permission tried to view an already generated screenshot, SPS displayed a screenshot generation error. This issue has been corrected, and now the screenshot generation permission error is displayed only if the user who wants to generate a screenshot does not have read and write permission in the search access control list. | 340529 |
| Login Options LDAP servers: Missing validator for the same addresses. | 340563 |

| Resolved Issue | Issue ID |
|---|----------|
| <p>A validator has been added for the address list of the LDAP servers, to prevent the users from saving the list if there are multiple addresses with the same hostname and port. The address list must contain unique value pairs.</p> | |
| <p>License problem not apparent on side menu.</p> <p>In the About menu, the warning icons were not displayed when the extendable panels were closed. This has been corrected, and now, if there are warnings, the warning icons are displayed even if the expandable panels are closed.</p> | 340598 |
| <p>In Login options, if an LDAP server was configured as the authentication backend for SAML2, after closing and re-opening Login options, the LDAP server was not displayed in the drop-down and could not be selected as a SAML2 login option. This issue has been corrected.</p> | 387231 |
| <p>The Audit data retention period field of Audit data cleanup policy was missing type validation. This has been corrected and the error messages on this page have been updated.</p> | 387964 |
| <p>Too many configuration elements can cause reference_id error on the UI.</p> <p>Committing extremely large configuration changes on the web GUI could fail with the error "Form reference id received does not match stored value". This has been fixed and now such extremely large configuration changes are possible within a single commit. Also, the error message has been reworded to better describe the error condition and its possible resolutions.</p> | 403615 |
| <p>The permitted redirect devices in the RDP channel policy were not saved in the configuration during the commit. This issue has been corrected.</p> | 406786 |
| <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>Connection to a remote SSH server running OpenSSH 7.4, or older, through SPS can fail.</p> <p>If the relayed authentication method was set to 'Public key' with 'Agent' selected for an SSH Authentication policy and the target SSH server was running OpenSSH 7.4, 7.3, or 7.2, connecting to the server through SPS could fail.</p> <p>In this case, the following line was written in the log: "Client side public key signature algorithm is unsupported by the server; signature_algo=..."</p> <p>This issue has been fixed. Public key authentication to remote SSH servers running OpenSSH 7.4, 7.3, or 7.2 now works.</p> | 415489 |

Table 2: Resolved Common Vulnerabilities and Exposures (CVE) in release 7.3

| Resolved Issue | Issue ID |
|-----------------------|-----------------|
| cloud-init: | CVE-2023-1786 |
| erlang: | CVE-2022-37026 |
| freetype: | CVE-2023-2004 |
| ipmitool: | CVE-2020-5208 |
| ldb: | CVE-2023-0614 |
| libwebp: | CVE-2023-1999 |
| libxml2: | CVE-2023-28484 |
| | CVE-2023-29469 |
| linux: | CVE-2022-3108 |
| | CVE-2022-3903 |
| | CVE-2023-1281 |
| | CVE-2023-1829 |
| | CVE-2023-26545 |
| openjdk-17: | CVE-2023-21930 |
| | CVE-2023-21937 |
| | CVE-2023-21938 |
| | CVE-2023-21939 |
| | CVE-2023-21954 |
| | CVE-2023-21967 |
| | CVE-2023-21968 |
| openssl: | CVE-2023-0464 |
| | CVE-2023-0465 |
| | CVE-2023-0466 |
| samba: | CVE-2023-0614 |
| | CVE-2023-0922 |
| sqlparse: | CVE-2023-30608 |

| Resolved Issue | Issue ID |
|-----------------------|-----------------|
| sudo: | CVE-2023-2848 |
| | CVE-2023-28486 |
| | CVE-2023-28487 |
| vim: | CVE-2021-4166 |
| | CVE-2021-4192 |
| | CVE-2021-4193 |
| | CVE-2022-0213 |
| | CVE-2022-0261 |
| | CVE-2022-0318 |
| | CVE-2022-0319 |
| | CVE-2022-0351 |
| | CVE-2022-0359 |
| | CVE-2022-0361 |
| | CVE-2022-0368 |
| | CVE-2022-0408 |
| | CVE-2022-0413 |
| | CVE-2022-0443 |
| | CVE-2022-0554 |
| | CVE-2022-0572 |
| | CVE-2022-0629 |
| | CVE-2022-0685 |
| | CVE-2022-0714 |
| | CVE-2022-0729 |
| | CVE-2022-1629 |
| | CVE-2022-1674 |
| | CVE-2022-1720 |
| CVE-2022-1733 | |
| CVE-2022-1735 | |
| CVE-2022-1785 | |

| Resolved Issue | Issue ID |
|-----------------------|-----------------|
| | CVE-2022-1796 |
| | CVE-2022-1851 |
| | CVE-2022-1898 |
| | CVE-2022-1927 |
| | CVE-2022-1942 |
| | CVE-2022-1968 |
| | CVE-2022-2124 |
| | CVE-2022-2125 |
| | CVE-2022-2126 |
| | CVE-2022-2129 |
| | CVE-2022-2175 |
| | CVE-2022-2183 |
| | CVE-2022-2206 |
| | CVE-2022-2207 |
| | CVE-2022-2304 |
| | CVE-2022-2344 |
| | CVE-2022-2345 |
| | CVE-2022-2571 |
| | CVE-2022-2581 |
| | CVE-2022-2845 |
| | CVE-2022-2849 |
| | CVE-2022-2923 |
| | CVE-2022-2946 |
| | CVE-2022-2980 |

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

Reporting does not handle the fallback values of the search schema properly.

This issue occurs when a user sends a POST request to the `https://SPS_IP/api/configuration/reporting/restbased_subchapters` endpoint and creates a `restbased_subchapter` that contains a field with a date type in its `fields` value list.

From SPS 7.3.0, this issue can be triggered on the SPS web UI too, under the "Reporting" > "Create & Manage Reports" menu item, if a user creates a search-based subchapter with a date type column by pressing the "View & edit subchapters" button. The bug can be found in the generated report if a date type field did not have a value in a session in the report, and instead of the expected `n/a`, an empty returned value (`"`) is displayed.

The `api/audit/sessions` endpoint cannot return fields of complex objects nested in lists.

When the `api/audit/sessions` endpoint receives a query where the `fields` parameter is provided with list type fields, then these fields will be missing from the response, for example: `vault.reviewed.*` and `vault.approved.*`.

Search-based subchapters present some data as missing, regardless of their actual status.

When trying to create a report with subchapters that include the fields listed below, `n/a` will be presented in the report for these fields, even if data is stored in the database for those fields.

Known affected fields:

- Reviewed user id
 - Reviewed user name
 - Reviewed domain name
 - Reviewed user display name
 - Reviewed client ip address
 - Reviewed comment
 - Reviewed timestamp
 - Approved user id
 - Approved user name
 - Approved domain name
 - Approved user display name
 - Approved client ip address
 - Approved comment
 - Approved timestamp
-

 **CAUTION:**

Known Issue

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.

Upgrade as follows:

1. Perform the upgrade to 7.0 LTS with your current license.
2. Update your SPS license to 7.0 LTS.

For a new SPS license for 7.0 LTS, [contact our Licensing Team](#).

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.

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. | PAM-16883 |

To resolve this issue, see [External indexer disconnected due to certificates expiry \(4368875\) \(oneidentity.com\)](#).

System requirements

Before installing SPS 7.3, 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

Supported web browsers

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

Your browser must support:

- TLS-encrypted HTTPS connections with strong cipher algorithms
- JavaScript
- Cookies

SPS supports browsers as listed in the following table.

| SPS version | IE11 | Google Chrome | Safari | Mozilla Firefox (latest version) | Microsoft EDGE | Microsoft EDGE Legacy |
|-------------|------|---------------|--------|----------------------------------|----------------|-----------------------|
| 7.1.0 | - | ✓ | ✓ | ✓ | ✓ | - |
| 7.0 LTS | - | ✓ | ✓ | ✓ | ✓ | - |
| 6.13.0 | - | ✓ | ✓ | ✓ | ✓ | - |
| 6.12.0 | ✓ | ✓ | ✓ | ✓ | ✓ | - |
| 6.11.0 | ✓ | ✓ | ✓ | ✓ | ✓ | - |
| 6.10.0 | ✓ | ✓ | ✓ | ✓ | ✓ | - |
| 6.9.0 | ✓ | ✓ | ✓ | ✓ | ✓ | - |
| 6.8.0 | ✓ | ✓ | ✓ | ✓ | ✓ | - |

Required applications and plugins

To use SPS, install and enable the following applications and plugins.

NOTE: To replay audit trails with SPS 6.9 or earlier versions with Internet Explorer 11 (IE11), install the Google WebM Video for Microsoft Internet Explorer plugin.

| SPS version | JavaScript | Google WebM Video for Microsoft Internet Explorer plugin |
|-------------|------------|--|
| 7.1.0 | ✓ | - |
| 7.0 LTS | ✓ | - |
| 6.13.0 | ✓ | - |
| 6.12.0 | ✓ | - |
| 6.11.0 | ✓ | - |
| 6.10.0 | ✓ | - |
| 6.9.0 | ✓ | Required for IE11 |
| 6.8.0 | ✓ | Required for IE11 |

Phased out browsers

SPS does not support anymore the browsers listed in the following table.

| Browser | Phased out in |
|----------------|----------------------|
| IE10 | SPS 4 F3 |
| IE9 | SPS 4 F3 |

Starting from version 4 F3, SPS does not support Internet Explorer 9 and 10, because the official support for them ended in January, 2016.

SPS web UI

Opening the web UI of SPS in multiple browser windows or tabs is not supported.

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.

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-icccm4
- 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 CacheVault Power Module 02 (CVPM02) Kit | Yes |
| 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 7.3

For step-by-step instructions on upgrading to SPS 7.3, 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 feature releases

This is a feature 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 7.3, if you are not running SPS on Pyramid hardware and any of the following is true:

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

- You wish to take advantage of any of the new features.
- You are running a previous feature release.

- You are OK with having to continuously upgrade to the latest feature release to remain supported.

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

If you have a physical appliance based on Pyramid hardware

Do NOT upgrade to SPS 7.3 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 7.3 of the firmware. If not, it means that the upgrade process did not complete properly and SPS performed a rollback to revert to the earlier firmware version. In this case, complete the following steps:

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

More resources

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

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

Globalization

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

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand).

This release has the following known capabilities or limitations: OCR is limited to Nuance supported languages. No support for RTL languages.

About us

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

Contacting us

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

Technical support resources

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

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

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
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(For example, a function in a library to compute square roots has a purpose that is entirely well-defined independent of the application. Therefore, [Subsection 2d](#) requires that any application-supplied function or table used by this function must be optional: if the application does not supply it, the square root function must still compute square roots.)

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