

One Identity Safeguard for Privileged Sessions

Release Notes

Version 7.5.1

10 January 2025, 10:39

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 7.5.1 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 One Identity Safeguard for Privileged Sessions (SPS) version 7.5.1

- **Single web UI session per user**

To improve security, SPS does not allow parallel logins to the web UI for the same user. If a user logs in from a different browser or a different computer, SPS immediately invalidates the previous session.

- **New indexer status page view**

You can monitor the status of your indexer services in a summarized view on the new **Indexer Status** page of the **Main Menu**, or switch to a more detailed view on the classic view of the page.

For more information, see *Monitoring the status of the indexer services* and *Monitoring the status of the indexer services in classic view* in the *Administration Guide*.

Other improvements

- **Improved navigation experience**

The navigation menu of the home page has been improved.

Related topics

- [Enhancements](#)
- [Resolved issues](#)

Deprecated features

Apache lucene database

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

After the switch to the search 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 **Sessions** 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*.

User lists

On the **Policies** page, **User lists** are allow lists or deny lists of usernames that allow fine-control over who can access a connection or a channel. However, the configuration and the semantics of this policy can be ambiguous. Therefore, One Identity is planning the deprecation and removal of the **User lists** feature in a future SPS release. If you want to maintain the list of allowed usernames, you can use AD/LDAP groups instead.

NOTE: This feature will be deprecated and removed in a future SPS release. The feature is still available in SPS 7.5.1.

Resolved issues

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

Table 1: General resolved issues in release 7.5.1

Resolved Issue	Issue ID
Mouse algorithm baselines can grow too large preventing backup to happen. After this patch, mouse baselines are cleaned up much earlier.	441246
Fixed the issue where event processing could stop after a configuration change.	460598
Fixed CVE-2024-40595. For more information, see the knowledge base article .	339857

Table 2: Resolved Common Vulnerabilities and Exposures (CVE) in release 7.5.1

Resolved Issue	Issue ID
apparmor:	CVE-2016-1585
bash:	CVE-2022-3715
bind9:	CVE-2023-3341
	CVE-2023-4236
	CVE-2023-4408
	CVE-2023-50387
	CVE-2023-50868
	CVE-2023-5517
	CVE-2023-5679
	CVE-2024-0760
	CVE-2024-1737
	CVE-2024-1975
	CVE-2024-4076
busybox:	CVE-2022-48174
cpio:	CVE-2015-1197
	CVE-2023-7207
cups:	CVE-2024-35235
curl:	CVE-2024-2398
	CVE-2024-7264
expat:	CVE-2023-52425

Resolved Issue	Issue ID
	CVE-2024-28757
freerdp2:	CVE-2024-22211
	CVE-2024-32039
	CVE-2024-32040
	CVE-2024-32041
	CVE-2024-32458
	CVE-2024-32459
	CVE-2024-32460
	CVE-2024-32658
	CVE-2024-32659
	CVE-2024-32660
	CVE-2024-32661
glib2.0:	CVE-2024-34397
glibc:	CVE-2024-2961
	CVE-2024-33599
	CVE-2024-33600
	CVE-2024-33601
	CVE-2024-33602
gnutls28:	CVE-2024-28834
	CVE-2024-28835
jinja2:	CVE-2024-34064
klibc:	CVE-2016-9840
	CVE-2016-9841
	CVE-2018-25032
	CVE-2022-37434
krb5:	CVE-2024-37370
	CVE-2024-37371
less:	CVE-2024-32487
libvpx:	CVE-2024-5197

Resolved Issue	Issue ID
linux:	CVE-2023-23000
	CVE-2023-24023
	CVE-2023-32247
	CVE-2023-46838
	CVE-2023-47233
	CVE-2023-52447
	CVE-2023-52530
	CVE-2023-52600
	CVE-2023-52603
	CVE-2023-52629
	CVE-2023-52752
	CVE-2023-52760
	CVE-2023-6039
	CVE-2024-1085
	CVE-2024-1086
	CVE-2024-21823
	CVE-2024-2201
	CVE-2024-22705
	CVE-2024-23307
	CVE-2024-23850
	CVE-2024-23851
	CVE-2024-24855
	CVE-2024-24861
	CVE-2024-25742
	CVE-2024-26581
	CVE-2024-26583
	CVE-2024-26584
	CVE-2024-26585
	CVE-2024-26622

Resolved Issue	Issue ID
	CVE-2024-26642
	CVE-2024-26643
	CVE-2024-26680
	CVE-2024-26733
	CVE-2024-26735
	CVE-2024-26736
	CVE-2024-26748
	CVE-2024-26782
	CVE-2024-26792
	CVE-2024-26809
	CVE-2024-26828
	CVE-2024-26830
	CVE-2024-26886
	CVE-2024-26921
	CVE-2024-26922
	CVE-2024-26924
	CVE-2024-26926
	CVE-2024-26952
	CVE-2024-27017
	CVE-2024-36016
	CVE-2024-36901
	CVE-2024-39292
	CVE-2024-39484
nghttp2:	CVE-2024-28182
nss:	CVE-2022-34480
	CVE-2023-0767
	CVE-2023-5388
	CVE-2023-6135
openjdk-17:	CVE-2023-22025

Resolved Issue	Issue ID
	CVE-2023-22081
	CVE-2023-22091
	CVE-2023-30589
	CVE-2024-21011
	CVE-2024-21012
	CVE-2024-21068
	CVE-2024-21094
	CVE-2024-21131
	CVE-2024-21138
	CVE-2024-21140
	CVE-2024-21145
	CVE-2024-21147
openssh:	CVE-2024-6387
openssl:	CVE-2022-40735
	CVE-2024-2511
	CVE-2024-4603
	CVE-2024-4741
	CVE-2024-5535
	CVE-2024-6119
php8.1:	CVE-2022-4900
	CVE-2024-2756
	CVE-2024-3096
	CVE-2024-5458
pillow:	CVE-2024-28219
postgresql-14:	CVE-2024-4317
	CVE-2024-7348
python-idna:	CVE-2024-3651
python-zipp:	CVE-2024-5569
python3.10:	CVE-2023-6597

Resolved Issue	Issue ID
	CVE-2024-0397
	CVE-2024-0450
	CVE-2024-4032
sqlparse:	CVE-2024-4340
strongswan:	CVE-2022-4967
tiff:	CVE-2023-3164
util-linux:	CVE-2022-0563
	CVE-2024-28085
vim:	CVE-2023-2426
	CVE-2024-22667
	CVE-2024-41957
	CVE-2024-43374
wget:	CVE-2024-38428

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>The <code>api/audit/sessions</code> endpoint cannot return fields of complex objects nested in lists. When the <code>api/audit/sessions</code> endpoint receives a query where the <code>fields</code> parameter is provided with list type fields, then these fields will be missing from the response, for example: <code>vault.reviewed.*</code> and <code>vault.approved.*</code>.</p>
<p>Search-based subchapters present some data as missing, regardless of their actual status.</p> <p>When trying to create a report with subchapters that include the fields listed below, <code>n/a</code> will be presented in the report for these fields, even if data is stored in the database for those fields.</p> <p>Known affected fields:</p> <ul style="list-style-type: none"> Reviewed user id

Known Issue

- 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:

From One Identity Safeguard for Privileged Sessions 7.0 LTS, One Identity Safeguard for Privileged Sessions 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 One Identity Safeguard for Privileged Sessions license for 7.5.1.

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, 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

Known Issue

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 External indexer disconnected due to certificates expiry (4368875) (oneidentity.com) .	PAM-16883

System requirements

Before installing One Identity Safeguard for Privileged Sessions 7.5.1, 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. For more information about environment virtualization, see [One Identity's Product Support Policies](#).

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
7.4.0	-	✓	✓	✓	✓	-
7.3.0	-	✓	✓	✓	✓	-
7.2.0	-	✓	✓	✓	✓	-
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
7.4.0	✓	-
7.3.0	✓	-
7.2.0	✓	-
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 10 (from version 1607)
- 64-bit version of Windows 11
- Windows Server 2016 (from version 1607)
- Windows Server 2019
- Windows Server 2022

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 macOS Monterey 12, 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 7.5.1

For step-by-step instructions on upgrading to SPS 7.5.1, 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, 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 7.5.1, 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 SPS 7.5.1 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 7.5.1 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:

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

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