

One Identity Safeguard for Privileged Sessions 7.1.1

Release Notes

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

About this release

One Identity Safeguard for Privileged Sessions Version 7.1.1 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 7.1.1

- **Share connection policy with SPS**

The **Functions shared with SPP** option has been extended with the new **Share connection policy with SPS** option. Using the **Share connection policy with SPS** option, you can initiate sessions from SPS without using SPP directly, but using the credentials provided by and stored in SPP. Currently, the **Share connection policy with SPS** option is supported with SSH and RDP protocols.

Navigate to:

- **RDP Control > Connections**
- **SSH Control > Connections**

- **Export zat/zatx...**

Using the new **Export zat/zatx...** option of Safeguard Desktop Player, you can save the audit trail currently opened to a selected location.

- **AA plugin**

AA plugin is also enabled beside SGAA plugin in SSH and RDP connection policies. For more information, see the following topics in the *SPS Administration Guide*:

- *Sharing SSH connection policies with SPP*
- *Sharing SSH connection policies with SPS*
- *Sharing RDP connection policies with SPP*
- *Sharing RDP connection policies with SPS*

- **Sharing worker resources between multiple indexer services**

You can now share your worker resources between multiple indexer services by configuring a service pool. For more information, see *Configuring a service pool* in the *SPS Administration Guide*.

- **Federated login with SAML2**

The SPS web interface now supports federated authentication and single sign-on with SAML2.

Other improvements

- In SPP version 7.0, the Desktop client has been deprecated and only the web UI is available. The terminology has been updated in configuring SPP for Sessions-, and for Passwords-initiated workflows in the *SPS Administration Guide*.
- The session search cleanup has been modified: the **Delete search metadata from SPS after** option has been removed from the connection policies and from the

Global options. The session search cleanup option is available under **Policies > Audit data cleanup policy**.

Changes and improvements in SPS REST API Reference Guide version 7.1.1:

- **Retrieving all sessions from the session database with the advanced search method**

Using the advanced search method, you can retrieve all session metadata stored at a specified moment from the sessions database. The advanced search method builds on using session database snapshots.

- **Defaults query parameter**

You can now use the `?defaults` query parameter to get information about all default configuration values under `/api/configuration`. For more information, see *Defaults query parameter* in the *SPS REST API Reference Guide*.

- **SPS support bundle generation**

Previously, generating a support bundle for SPS was possible only from the SPS web interface, at **Basic Settings > Troubleshooting > Create support bundle**. Using the `/support-bundle` endpoint, administrators can start support bundle generation jobs and download a snapshot of the current state of the specified SPS appliance. To troubleshoot multiple SPS appliances, you must generate the support bundle for each appliance.

- **SAML2 login using REST**

Configure the SAML2 (Security Assertion Markup Language 2.0) Service Provider settings to control federated user access to SPS.

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 7.1.1

Resolved Issue	Issue ID
When opening the "Users & Access Control > Appliance Access" page, the "Search/Search (classic)" ACL may be listed as granted permission if the "Search in all connections" ACL is granted.	340468
The "Search (classic)" menu has been deprecated, and therefore, it is no longer present on the UI. However, if the "Search in all connection" permission was granted, the related ACL object was still visible on the "Application Access" page, due to incomplete deprecation. Also, the <code>/opt/scb/etc/menu.yml</code> configuration file contained a reference to the "Search (classic)" menu, which was also removed.	
Since these had no functions, they were removed completely. As a result,	

Resolved Issue	Issue ID
<p>the "Search (classic)" object will no longer be listed among the ACL objects.</p> <p>This change does not result in any change in the permissions or require the upgrade of the XML configuration file.</p>	
<p>We have removed the "Mousewheel scrolling of search results" option from User menu > Preferences.</p> <p>The "Mousewheel scrolling of search results" option is redundant, as the new search function no longer uses this feature.</p>	340477
<p>RDP login could terminate all connections.</p> <p>In some rare cases, a domain user who successfully logged in to a domain-joined RDP server through 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 can now pass.</p>	388421
<p>Using the default timeout for NFS mounts.</p> <p>Previously, the NFS timeout was set to 15 seconds, instead of the default value of 60 seconds.</p> <p>This has been fixed and now the default value is used.</p>	389010
<p>There was an upgrade scenario which could result in data loss if the Elasticsearch re-indexing did not finish before the upgrade. This issue has been resolved.</p>	392760

Table 2: Resolved Common Vulnerabilities and Exposures (CVE) in release 7.1.1

Resolved Issue	Issue ID
bind9:	CVE-2022-2795
	CVE-2022-38177
	CVE-2022-38178
cloud-init:	CVE-2022-2084
curl:	CVE-2022-32221
	CVE-2022-35252

Resolved Issue	Issue ID
dbus:	CVE-2022-42010
	CVE-2022-42011
	CVE-2022-42012
gmp:	CVE-2021-43618
gnutls28:	CVE-2021-4209
	CVE-2022-2509
heimdal:	CVE-2021-3671
	CVE-2022-3116
isc-dhcp:	CVE-2022-2928
	CVE-2022-2929
ldb:	CVE-2021-3670
	CVE-2022-32745
	CVE-2022-32746
libjpeg-turbo:	CVE-2020-17541
	CVE-2020-35538
	CVE-2021-46822
libksba:	CVE-2022-3515
libtirpc:	CVE-2021-46828
libxml2:	CVE-2016-3709
libxslt:	CVE-2021-30560

Resolved Issue	Issue ID
linux:	CVE-2021-33061
	CVE-2021-33655
	CVE-2021-33656
	CVE-2022-1652
	CVE-2022-1679
	CVE-2022-1734
	CVE-2022-2586
	CVE-2022-2588
	CVE-2022-2602
	CVE-2022-28893
	CVE-2022-3176
	CVE-2022-34918
	CVE-2022-36946
	CVE-2022-41674
	CVE-2022-42720
	CVE-2022-42721

Resolved Issue	Issue ID
mysql-8.0:	CVE-2022-21509
	CVE-2022-21515
	CVE-2022-21517
	CVE-2022-21522
	CVE-2022-21525
	CVE-2022-21526
	CVE-2022-21527
	CVE-2022-21528
	CVE-2022-21529
	CVE-2022-21530
	CVE-2022-21531
	CVE-2022-21534
	CVE-2022-21537
	CVE-2022-21538
	CVE-2022-21539
	CVE-2022-21547
	CVE-2022-21553
	CVE-2022-21569
	net-snmp:
CVE-2022-24806	
CVE-2022-24807	
CVE-2022-24808	
CVE-2022-24809	
CVE-2022-24810	
open-vm-tools:	CVE-2022-31676
pcre2:	CVE-2022-1586
	CVE-2022-1587
perl:	CVE-2020-16156
pillow:	CVE-2022-22817

Resolved Issue	Issue ID
postgresql-12:	CVE-2022-2625
rsync:	CVE-2022-37434
samba:	CVE-2021-3670
	CVE-2022-2031
	CVE-2022-32742
	CVE-2022-32744
	CVE-2022-32745
	CVE-2022-32746
sqlite3:	CVE-2020-35525
	CVE-2020-35527
	CVE-2021-20223
strongswan:	CVE-2022-40617
tiff:	CVE-2022-0907
	CVE-2022-0908
	CVE-2022-0909
	CVE-2022-0924
	CVE-2022-1354
	CVE-2022-1355
	CVE-2022-2056
	CVE-2022-2057
	CVE-2022-2058
	CVE-2022-22844
vim:	CVE-2022-0943
	CVE-2022-1154
	CVE-2022-1616
	CVE-2022-1619
	CVE-2022-1620
	CVE-2022-1621
wayland:	CVE-2021-3782
zlib:	CVE-2022-37434

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

CAUTION:

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. To resolve this issue, see External indexer disconnected due to certificates expiry (4368875) (oneidentity.com) .	PAM-16883

System requirements

Before installing SPS 7.1.1, ensure that your system meets the following minimum hardware and software requirements.

The One Identity Safeguard for Privileged Sessions Appliance is built specifically for use only with the One Identity Safeguard for Privileged Sessions software that is already installed and ready for immediate use. It comes hardened to ensure the system is secure at the hardware, operating system, and software levels.

For the requirements about installing One Identity Safeguard for Privileged Sessions as a virtual appliance, see one of the following documents:

NOTE: When setting up a virtual environment, carefully consider the configuration aspects such as CPU, memory availability, I/O subsystem, and network infrastructure to ensure the virtual layer has the necessary resources available. Please consult [One Identity's Product Support Policies](#) for more information on environment virtualization.

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

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

Product licensing

To enable a trial license

1. Visit the [Download Trials page](#), and navigate to **One Identity Safeguard for Privileged Sessions > Download Free trial**.
2. Complete the registration form, and click **Download Trial**.
3. You will receive the details on how to access your license key and the download the ISO files in email.

To enable a purchased commercial license

1. Navigate to **My Account > My License Assets** on the [support portal](#).
2. To access your license key, click **Retrieve Key** next to your product.
3. Once you have the license keys, navigate to **My Account > My Products** and click **Download** next to your product. The **Download Software** page is displayed.
4. Download the ISO image (install cdrom) of your product.

If you need help with accessing your license, navigate to the [Licensing Assistance](#) page, and follow the instructions on screen.

Upgrade and installation instructions

The One Identity Safeguard for Privileged Sessions appliance is built specifically for use only with the One Identity Safeguard for Privileged Sessions software that is already installed and ready for immediate use.

To upgrade to One Identity Safeguard for Privileged Sessions 7.1.1

For step-by-step instructions on upgrading to SPS 7.1.1, 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 7.1.1, 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 7.1.1 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 7.1.1 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

Third-party contributions

This appendix includes the open source licenses and attributions applicable to One Identity Safeguard for Privileged Sessions.

GNU General Public License

Version 2, June 1991

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Free Software Foundation, Inc. 51 Franklin Street, Fifth Floor, Boston, MA 02110-1301 USA

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Version 2, June 1991

Preamble

The licenses for most software are designed to take away your freedom to share and change it. By contrast, the GNU General Public License is intended to guarantee your freedom to share and change free software - to make sure the software is free for all its users. This General Public License applies to most of the Free Software Foundation's software and to any other program whose authors commit to using it. (Some other Free Software Foundation software is covered by the GNU Library General Public License instead.) You can apply it to your programs, too.

When we speak of free software, we are referring to freedom, not price. Our General Public Licenses are designed to make sure that you have the freedom to distribute copies of free software (and charge for this service if you wish), that you receive source code or can get it if you want it, that you can change the software or use pieces of it in new free programs; and that you know you can do these things.

To protect your rights, we need to make restrictions that forbid anyone to deny you these rights or to ask you to surrender the rights. These restrictions translate to certain responsibilities for you if you distribute copies of the software, or if you modify it.

For example, if you distribute copies of such a program, whether gratis or for a fee, you must give the recipients all the rights that you have. You must make sure that they, too, receive or can get the source code. And you must show them these terms so they know their rights.

We protect your rights with two steps:

1. copyright the software, and
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