

Safeguard for Privileged Passwords 6.0.12 LTS

Release Notes

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These release notes provide information about the Safeguard for Privileged Passwords 6.0.12 LTS release. For the most recent documents and product information, see [One Identity Safeguard for Privileged Passwords Technical Documentation](#).

If you are updating a Safeguard for Privileged Passwords version prior to this release, read the release notes for the version found at: [One Identity Safeguard for Privileged Passwords Technical Documentation](#).

Release options

Safeguard for Privileged Passwords includes two release versions:

- Long Term Support (LTS) release, version 6.0.12 LTS
- Feature release, version 6.12.1

The versions align with Safeguard for Privileged Sessions. For more information, see [Long Term Support \(LTS\) and Feature Releases](#) on page 13.

About this release

Safeguard for Privileged Passwords Version 6.0.12 LTS is a minor LTS release.

For more details on the features and resolved issues, see:

- [Resolved issues](#)

NOTE: For a full list of key features in Safeguard for Privileged Passwords, see the *Safeguard for Privileged Passwords Administration Guide*.

About the Safeguard product line

The Safeguard for Privileged Passwords Appliance is built specifically for use only with the Safeguard for Privileged Passwords 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 time frame to value.

Safeguard for Privileged Passwords virtual appliances and cloud applications are also available. 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. See [One Identity's Product Support Policies](#) for more information on environment virtualization.

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:

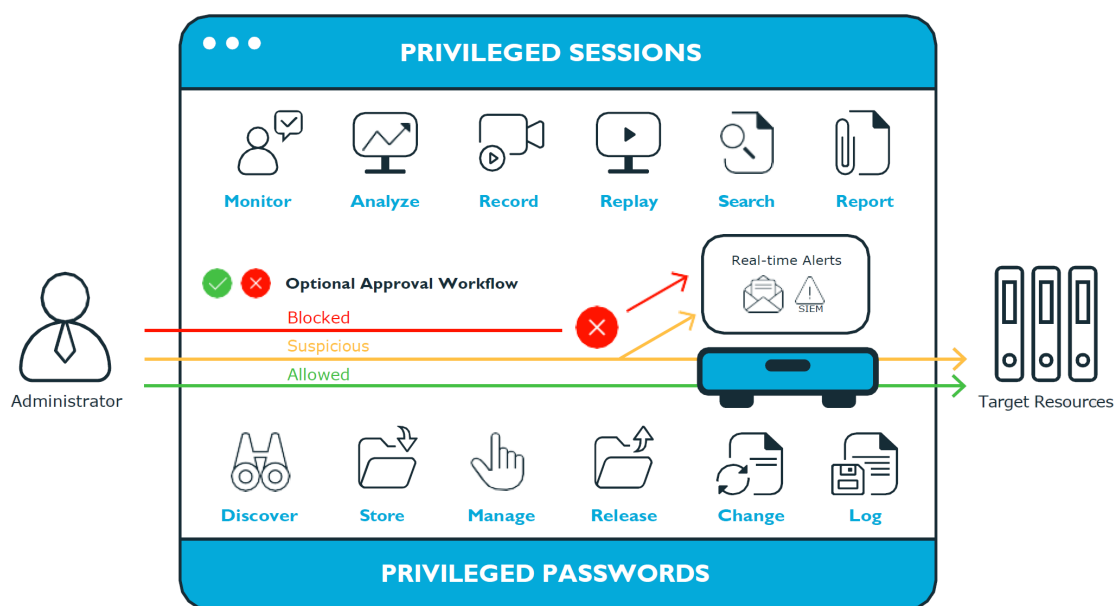
- **Safeguard for Privileged Passwords** automates, controls, and secures the process of granting privileged credentials with role-based access management and automated workflows. Deployed on a hardened appliance, Safeguard for Privileged Passwords eliminates concerns about secured access to the solution 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 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 to integrate 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.

Figure 1: Privileged Sessions and Privileged Passwords



Resolved issues

Issues addressed by this release follow.

Table 1: Resolved issues

Resolved issue	Issue ID
Removed a line from the documentation that incorrectly stated an Active Directory's service account was automatically added to the Accounts tab.	288580
In the desktop client, credential retrieval search bar on the Application to Application page is now working correctly.	291312
In the desktop client, fixed an issue where selecting multiple assets with user supplied credentials stopped showing the ticket number option.	291313
Fixed an intermittent issues where updating a custom platform would report an invalid request (70000) error.	293363

System requirements and versions

Safeguard for Privileged Passwords has several graphical user interfaces that allow you to manage access requests, approvals, and reviews for your managed accounts and systems:

- The Windows desktop client consists of an end-user view and administrator view. The fully featured desktop client exposes all of the functionality of Safeguard based on the role of the authenticated user.
- The web client is functionally similar to the desktop client end-user view and useful for requestors, reviewers, and approvers. Many administration functions are available as well.
- The web management console displays whenever you connect to the virtual appliance and is used for first time configuration.
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. See [One Identity's Product Support Policies](#) for more information on environment virtualization.

Ensure that your system meets the minimum hardware and software requirements for these clients.

If a Safeguard Sessions Appliance is joined to Safeguard for Privileged Passwords, session recording is handled via Safeguard for Privileged Session. The join is initiated from Safeguard for Privileged Sessions. For details about the join steps and issue resolution, see the [One Identity Safeguard for Privileged Sessions Administration Guide](#).

Bandwidth

It is recommended that connection, including overhead, is faster than 10 megabits per second inter-site bandwidth with a one-way latency of less than 500 milliseconds. If you are using traffic shaping, you must allow sufficient bandwidth and priority to port 655

UDP/TCP in the shaping profile. These numbers are offered as a guideline only in that other factors could require additional network tuning. These factors include but are not limited to: jitter, packet loss, response time, usage, and network saturation. If there are any further questions, please check with your Network Administration team.

Desktop client system requirements

The desktop client is a native Windows application suitable for use on end-user machines. You install the desktop client by means of an MSI package that you can download from the appliance web client portal. You do not need administrator privileges to install Safeguard for Privileged Passwords.

NOTE: PuTTY is used to launch the SSH client for SSH session requests and is included in the install. The desktop client looks for any user-installed PuTTY in the following locations:

- Any reference to putty in the PATH environment variable
- c:/Program Files/Putty
- c:/Program Files(x86)/Putty
- c:/Putty

If PuTTY is not found, the desktop client uses the version of PuTTY that it installed at:

<user-home-dir>/AppData/Local/Safeguard/putty.

If the user later installs PuTTY in any of the locations above, the desktop client uses that version which ensures the user has the latest version of PuTTY.

Table 2: Desktop client requirements

Component	Requirements
Technology	Microsoft .NET Framework 4.6 (or later)
Windows platforms	64-bit editions of: <ul style="list-style-type: none">• Windows 7• Windows 8.1• Windows 10• Windows Server 2008 R2• Windows Server 2012• Windows Server 2012 R2• Windows Server 2016 If the appliance setting, TLS 1.2 Only is enabled, (Administrative Tools Settings Appliance Appliance Information), ensure the desktop client also has TLS 1.2

Component	Requirements
	<p>enabled. If the client has an earlier version of TLS enabled, you will be locked out of the client and will not be able to connect to Safeguard for Privileged Passwords.</p> <p>IMPORTANT: The Windows 7 Desktop client has additional requirements in order to enable TLS 1.2. For information, see Update to enable TLS 1.1 and TLS 1.2 as default secure protocols in WinHTTP in Windows.</p> <p>Considerations:</p> <ul style="list-style-type: none"> To use FIDO2 two-factor authentication, you will need a web browser that supports the WebAuthn standard.
Desktop Player	<p>See <i>One Identity Safeguard for Privileged Sessions [version] Safeguard Desktop Player User Guide</i> available at: One Identity Safeguard for Privileged Sessions - Technical Documentation, User Guide.</p>

Web client system requirements

Table 3: Web requirements

Component	Requirements
Web browsers	<p>Desktop browsers:</p> <ul style="list-style-type: none"> Apple Safari 13.1 for desktop (or later) Google Chrome 80 (or later) Microsoft Edge 80 (or later) Mozilla Firefox 69 (or later) <p>Mobile device browsers:</p> <ul style="list-style-type: none"> Apple iOS 13 (or later) Google Chrome on Android version 80 (or later)

Web management console system requirements

Table 4: Web kiosk requirements

Component	Requirements
Web management console	Desktop browsers: <ul style="list-style-type: none">• Apple Safari 13.1 for desktop (or later)• Google Chrome 80 (or later)• Microsoft Edge 80 (or later)• Mozilla Firefox 69 (or later)

Platforms and versions follow.

- You must license the VM with a Microsoft Windows license. We recommend using either the MAK or KMS method. Specific questions about licensing should be directed to your Sales Representative.
- Supported hypervisors:
 - Microsoft Hyper-V (VHDX) version 8 or higher
 - VMware vSphere with vSphere Hypervisor (ESXi) version 6.5 or higher
 - VMware Workstation version 13 or higher
- Minimum resources: 4 CPUs, 10GB RAM, and a 500GB disk. The virtual appliances default deploy does not provide adequate resources. Ensure these minimum resources are met.

Supported platforms

Safeguard for Privileged Passwords supports a variety of platforms, including custom platforms.

Safeguard for Privileged Passwords tested platforms

The following table lists the platforms and versions that have been tested for Safeguard for Privileged Passwords (SPP). Additional assets may be added to Safeguard for Privileged Passwords. If you do not see a particular platform listed when adding an asset, use the **Other**, **Other Managed**, or **Other Linux** selection on the **Management** tab of the **Asset** dialog.

SPP joined to SPS: Sessions platforms

When Safeguard for Privileged Passwords (SPP) is joined with a Safeguard for Privileged Sessions (SPS) appliance, platforms are supported that use one of these protocols:

- SPP 2.8 or lower: RDP, SSH
- SPP 2.9 or higher: RDP, SSH, or Telnet

Some platforms may support more than one protocol. For example, a Linux (or Linux variation) platform supports both SSH and Telnet protocols.

Supported platform updates

For all supported platforms, it is assumed that the latest updates are applied.

Table 5: Supported platforms: Assets that can be managed

Platform	Version	Architecture (all versions unless noted)	Supports SPP	Supports SPS Access
ACF2 - Mainframe	r14, r15	zSeries	True	True
ACF2 - Mainframe LDAP	r14, r15	zSeries	True	False
Active Directory			True	False
AIX	6.1, 7.1, 7.2	PPC	True	True
Amazon Linux	2	x86_64	True	True
Amazon Web Services (AWS)	1		True	False
CentOS Linux	6 7	(ver 6) x86, x86_64 (ver 7) x86_64	True	True
Cisco ASA	7.x, 8.x		True	True
Cisco IOS	12.X, 15.X		True	True
Debian GNU/Linux	6, 7, 8, 9	x86, x86_64, MIPS, PPC, zSeries	True	True
Dell iDRAC	7, 8		True	True
ESXi	5.5, 6.0, 6.5, 6.7		True	False

Platform	Version	Architecture (all versions unless noted)	Supports SPP	Supports SPS Access
(VSphere)				
F5 Big-IP	12.1.2, 13.0, 14.0		True	True
Fedora	21, 22, 23, 24, 25, 26, 27, 28, 29, 30	x86, x86_64	True	True
Fortinet FortiOS	5.2, 5.6		True	True
FreeBSD	10.4, 11.1, 11.2	x86, x86_64	True	True
HP iLO	2, 3, 4	x86	True	True
HP iLO MP	2, 3	IA-64	True	True
HP-UX	11iv2 (B.11.23), 11iv3 (B.11.31)	PA-RISC, IA-64	True	True
IBM i (formerly AS/400)	7.1, 7.2, 7.3	PPC	True	True
Junos - Juniper Networks	12, 13, 14, 15		True	True
macOS	10.9, 10.10, 10.11, 10.12, 10.13	x86_64	True	True
MongoDB	3.4, 3.6, 4.0		True	False
MySQL	5.6, 5.7		True	False
OpenLDAP	2.4		True	False
Oracle	11g Release 2, 12c Release 1		True	False
Oracle Linux (OEL)	6 7	(ver 6) x86, x86_64 (ver 7) x86_64	True	True
Other			False	False
Other Linux			True	True
Other Managed			True	False

Platform	Version	Architecture (all versions unless noted)	Supports SPP	Supports SPS Access
PAN-OS	6.0, 7.0, 8.0, 8.1		True	True
PostgreSQL	9.6, 10.2, 10.3, 10.4, 10.5		True	False
RACF - Mainframe	z/OS V2.1 Security Server, z/OS V2.2 Security Server	zSeries	True	True
RACF - Mainframe LDAP	z/OS V2.1 Security Server, z/OS V2.2 Security Server	zSeries	True	False
Red Hat Enterprise Linux (RHEL)	6, 7, 8	(ver 6) x86, x86_64, PPC, zSeries (ver 7 and 8) x86, x86_64, PPC, zSeries	True	True
SAP HANA	2.0	Other	True	False
SAP Netweaver Application Server	7.3, 7.4, 7.5		True	False
Solaris	10, 11	(ver 10) SPARC, x86, x86_64 (ver 11) SPARC, x86_64	True	True
SonicOS	5.9, 6.2		True	False
SonicWALL SMA or CMS	11.3.0		True	False
SQL Server	2012, 2014, 2016, 2017, 2019		True	False
SUSE Linux Enterprise Server (SLES)	11 12	(ver 11) x86, x86_64, PPC, zSeries, IA-64 (ver 12) x86_ 64, PPC, zSeries	True	True
Sybase	15.7, 16		True	False

Platform	Version	Architecture (all versions unless noted)	Supports SPP	Supports SPS Access
(Adaptive Server Enterprise)				
Top Secret - Mainframe	r14, r15	zSeries	True	True
Top Secret - Mainframe LDAP	r14, r15	zSeries	True	False
Ubuntu	14.04 LTS, 15.04, 15.10, 16.04 LTS, 16.10, 17.04, 17.10, 18.04 LTS, 18.10, 19.04	x86, x86_64	True	True
Windows	Vista, 7, 8, 8.1, 10 Enterprise (including LTSC and IoT).		True	True
Windows Server	2008, 2008 R2, 2012, 2012 R2, 2016, 2019		True	True
Windows SSH	7, 8, 8.1, 10 Server 2008 R2, 2012, 2012 R2, 2016, 2019 Windows SSH Other		True	True

Table 6: Supported platforms: Directories that can be searched

Platform	Version
Microsoft Active Directory	Windows 2008+ DFL/FFL
OpenLDAP	2.4

For all supported platforms, it is assumed that you are applying the latest updates. For unpatched versions of supported platforms, Support will investigate and assist on a case by case basis but it may be necessary for you to upgrade the platform or use SPP's custom platform feature.

Custom platforms

The following example platform scripts are available:

- Custom HTTP
- Linux SSH

- Telnet
- TN3270 transports are available

For more information, see Custom platforms and Creating a custom platform script in the *Safeguard for Privileged Passwords Administration Guide*.

CAUTION: Facebook and Twitter functionality has been deprecated. Refer to the custom platform open source script provided on GitHub. Facebook and Twitter platforms will be removed in a future release.

Sample custom platform scripts and command details are available at the following links available from the [Safeguard Custom Platform Home](#) wiki on GitHub:

- Command-Reference:
<https://github.com/OneIdentity/SafeguardCustomPlatform/wiki/Command-Reference>
- Writing a custom platform script:
<https://github.com/OneIdentity/SafeguardCustomPlatform/wiki/WritingACustomPlatformScript>
- Example platform scripts are available at this location:
<https://github.com/OneIdentity/SafeguardCustomPlatform/tree/master/SampleScripts>

CAUTION: Example scripts are provided for information only. Updates, error checking, and testing are required before using them in production. Safeguard for Privileged Passwords checks to ensure the values match the type of the property that include a string, boolean, integer, or password (which is called secret in the API scripts). Safeguard for Privileged Passwords cannot check the validity or system impact of values entered for custom platforms.

License: hardware, virtual, expiration

Safeguard for Privileged Passwords is made up of a core set of features, such as the UI and Web Services layers, and a number of modules.

Hardware appliance

The Safeguard for Privileged Passwords 3000 Appliance and 2000 Appliance ship with the following module which requires a valid license to enable functionality:

- Privileged Passwords

You must install a valid license for each Safeguard for Privileged Passwords module to operate. More specifically, if any module is installed, Safeguard for Privileged Passwords will show a license state of **Licensed** and is operational. However, depending on which

models are licensed, you will see limited functionality. That is, even though you will be able to configure access requests:

- If a Privileged Passwords module license is not installed, you will not be able to request a password release.

Virtual appliance licensing

You must license the virtual appliance with a Microsoft Windows license. We recommend using either the MAK or KMS method. Specific questions about licensing should be directed to your Sales Representative.

Privileged sessions is available via a join to Safeguard for Privileged Sessions.

The virtual appliance will not function unless the operating system is properly licensed.

As a Safeguard for Privileged Passwords user, if you get an "appliance is unlicensed" notification, contact your Appliance Administrator.

Long Term Support (LTS) and Feature Releases

Releases use the following version designations:

- Long Term Support (LTS) Releases: The first digit identifies the release and the second is a zero (for example, 6.0 LTS).
- Maintenance LTS Releases: A third digit is added followed by LTS (for example, 6.0.6 LTS).
- Feature Releases: The Feature Releases are two digits (for example, 6.6).

Customers choose between two paths for receiving releases: Long Term Support (LTS) Release or Feature Release. See the following table for details.

Table 7: Comparison of Long Term Support (LTS) Release and Feature Release

	Long Term Support (LTS) Release	Feature Release
Release frequency	Frequency: Typically, every 2 years Scope: Includes new features, resolved issues and security updates Versioning: The first digit identifies the LTS and the second digit is a 0 (for example, 6.0 LTS, 7.0 LTS, and so on).	Frequency: Typically, every 3 months Scope: Includes the latest features, resolved issues, and other updates, such as security patches for the OS Versioning: The first digit identifies the LTS and the second digit is a number identifying the Feature Release (for example, 6.6, 6.7, and so on).

Maintenance Release	<p>Frequency: Typically, every 3 months during full support</p> <p>Scope: Includes critical resolved issues</p> <p>Versioning: A third digit designates the maintenance LTS Release (for example, 6.0.6 LTS).</p>	<p>Frequency: Only for highly critical issues</p> <p>Scope: Includes highly critical resolved issues</p> <p>Versioning: A third digit designates the maintenance Feature Release (for example, 6.6.1).</p>
Support	Typically 3 years after the original publication date or until the next LTS is published (whichever date is later)	Typically 6 months after the original publication date or until the next feature or LTS Release is published (whichever date is later)

Release details can be found at [Product Life Cycle](#).

⚠ CAUTION: Downgrading from the latest Feature Release, even to an LTS release, voids support for SPP.

One Identity strongly recommends always installing the latest revision of the release path you use (Long Term Support path or Feature Release path).

Moving between LTS and Feature Release versions

You can move from an LTS version (for example, 6.0.7 LTS) to the same feature version (6.7) and then patch to a later feature version. After that, you can patch from the minimum version for the patch, typically N-3. If you move from an LTS version to a feature version, you will receive a warning like the following which informs you that you will only be able to apply a Feature Release until the next LTS Release:

Warning: You are patching to a Feature Release from an LTS Release. If you apply this update, you will not be able to upgrade to a non-Feature Release until the next LTS major release version is available. See the Administration Guide for details.

You cannot move from a Feature Release to LTS Release. For example, you cannot move from 6.7 to 6.0.7 LTS. You have to keep upgrading with each new Feature Release until the next LTS Release version is published. For this example, you would wait until 7.0 LTS is available.

Patching

You can only patch from a major version. For example, if you have version 6.6 and want to patch to 7.7, you must patch to 7.0 LTS and then apply 7.7.

An LTS major version of Safeguard for Privileged Passwords (SPP) will work with the same LTS major version of Safeguard for Privileged Sessions (SPS). For the best experience, it is recommended you keep both their SPP and SPS in sync on the latest and supported version.

Appliance specifications

The Safeguard for Privileged Passwords Appliance is built specifically for use only with the Safeguard for Privileged Passwords privileged management 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.

The following two tables list the Safeguard for Privileged Passwords 3000 Appliance and 2000 Appliance specifications and power requirements.

Table 8: 3000 Appliance: Feature specifications

3000 Appliance	Feature / Specification
Processor	Intel Xeon E3-1275v6 3.8 GHz
# of Processors	1
# of Cores per Processor	4 cores (8 threads)
L2/L3 Cache	8MB L3 Cache
Chipset	Intel C236 Chipset
DIMMs	Unbuffered ECC UDIMM DDR4 2400MHz
RAM	32 GB
Internal HD Controller	LSI MegaRAID SAS 9361-4i Single
Disk Hard Drive	4 x Seagate 7E2000 2TB SAS 512E
Availability	TPM 2.0, EEC Memory, Redundant PSU
I/O Slots	x16 PCIe 3.0, x8 PCIe 3.0
RAID	RAID10
NIC/LOM	4 port - dual GbE LAN with Intel i210-AT
Power Supplies	Redundant, 700W, Auto Ranging (100v~240V), ACPI compatible
Fans	1 Supermicro SNK-P0046P and 2 Micron 16GB 2666MHz 2R ECC Unb Z01B Dual Label
Chassis	1U Rack
Dimensions (HxWxD)	43 x 437.0 x 597.0 (mm) 1.7 x 17.2 x 23.5 (in)
Weight	Max: 37 lbs (16.78 Kg)

Table 9: 2000 Appliance: Feature specifications

2000 Appliance	Feature / Specification
Processor	Intel Xeon E3-1275v5 3.60 GHz
# of Processors	1
# of Cores per Processor	4
L2/L3 Cache	4 x 256KB L2, 8MB L3 SmartCache
Chipset	Intel C236 Chipset
DIMMs	DDR4-2400 ECC Unbuffered DIMMs
RAM	32GB
Internal HD Controller	LSI MegaRAID SAS 9391-4i 12Gbps SAS3
Disk	4 x Seagate EC2.5 1TB SAS 512e
Availability	TPM 2.0, EEC Memory, Redundant PSU
I/O Slots	x16 PCIe 3.0, x8 PCIe 3.0
RAID	RAID10
NIC/LOM	3 x Intel i210-AT GbE
Power Supplies	Redundant, 700W, Auto Ranging (100v~240V), ACPI compatible
Fans	4 x 40mm Counter-rotating, Non-hot-swappable
Chassis	1U Rack
Dimensions (HxWxD)	43 x 437.0 x 597.0 (mm) 1.7 x 17.2 x 23.5 (in)
Weight	Max: 46 lbs (20.9 Kg)
Miscellaneous	FIPS Compliant Chassis

Table 10: 3000 Appliance and 2000 Appliance: Power requirements

Input Voltage	100-240 Vac
Frequency	50-60Hz
Power Consumption (Watts)	170.9
BTU	583

Safeguard for Privileged Passwords is also available as a virtual appliance and from the cloud.

Appliance LCD and controls

The front panel of the Safeguard for Privileged Passwords 3000 Appliance and 2000 Appliance contain the following controls for powering on, powering off, and scrolling through the LCD display.

- ✓ Green check mark button: Use the **Green check mark** button to start the appliance. Press the **Green check mark** button for NO more than one second to power on the appliance.
 - ⚠ **CAUTION:** Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Green check mark button. Holding this button for four or more seconds will cold reset the power of the appliance and may result in damage.
- Red X button: Use the **Red X** button to shut down the appliance. Press and hold the **Red X** button for four seconds until the LCD displays POWER OFF.
 - ⚠ **CAUTION:** Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Red X button for more than 13 seconds. This will hard power off the appliance and may result in damage.
- Down, up, left, and right arrow buttons: When the appliance is running, the LCD home screen displays: Safeguard for Privileged Passwords <version number>. Use the arrow buttons to scroll through the following details:
 - Serial: <appliance serial number>
 - X0: <appliance IP address>
 - MGMT: <management IP address>
 - MGMT MAC: <media access control address>
 - IPMI: <IP address for IPMI>

Table 11: Appliance LCD and controls

Control	Description
Green check mark button	Use the Green check mark button to start the appliance. Press the Green check mark button for NO MORE THAN one second to power on the appliance. <ul style="list-style-type: none">⚠ CAUTION: Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Green check mark button. Holding this button for four or more seconds will cold reset the power of the appliance and may result in damage.
Red X button	Use the Red X button to shut down the appliance. Press and hold the Red X button for four seconds until the LCD displays POWER OFF.

Control	Description
	<p>CAUTION: Once the Safeguard for Privileged Passwords Appliance is booted, DO NOT press and hold the Red X button for more than 13 seconds. This will hard power off the appliance and may result in damage.</p>
Down, up, left, and right arrow buttons	<p>When the appliance is running, the LCD home screen displays:</p> <ul style="list-style-type: none"> Safeguard for Privileged Passwords <version number> <p>Use the arrow buttons to scroll through the following details:</p> <ul style="list-style-type: none"> Serial: <appliance serial number> X0: <appliance IP address> MGMT: <management IP address> MGMT MAC: <media access control address> IPMI: <IP address for IPMI>

Product licensing

The Safeguard for Privileged Passwords 3000 Appliance and 2000 Appliance ship with the following modules, each requiring a valid license to enable functionality:

- One Identity Safeguard for Privileged Passwords (SPP)
- One Identity Safeguard for Privileged Sessions (SPS)
SPS is a separate product. To update the SPS license, see the *Safeguard for Privileged Sessions Administration Guide*, [Updating the SPS license](#).

To add a Safeguard for Privileged Passwords module license

The first time you log in to the Safeguard for Privileged Passwords desktop client as the Appliance Administrator, it prompts you to add a license. In addition, you can add additional Safeguard for Privileged Passwords module licenses.

1. Navigate to **Administrative Tools | Settings | Appliance | Licensing** in the desktop client.
2. Click **+**.
3. **Browse** to select the license file.
Once you add a license, Safeguard for Privileged Passwords displays the current license information and additional links that allow you to update the license.
4. To add another module license, click **Add Another License** from the **Success** dialog.

NOTE: To avoid disruptions in the use of Safeguard for Privileged Passwords, the Appliance Administrator must configure the SMTP server, and define email templates for

the *License Expired* and the *License Expiring Soon* event types. This ensures you will be notified of an approaching expiration date.

Update and installation instructions

The Safeguard for Privileged Passwords 3000 and 2000 Appliances are built specifically for use only with the Safeguard for Privileged Passwords privileged management software, which is pre-installed and ready for immediate use on the hardened appliances.

Safeguard for Privileged Passwords virtual appliances and cloud applications are also available.

To set up a new deployment: 3000 Appliance, 2000 Appliance, Virtual Machine, or Cloud

If this is a new physical appliance, virtual machine, or cloud deployment, see the *Safeguard for Privileged Passwords Appliance Setup Guide*. The guide is also included in the package with a physical appliance.

To update an existing physical appliance or virtual appliance with this patch


It is the responsibility of the Appliance Administrator to upgrade Safeguard for Privileged Passwords by installing an update file (patch). Consider the following:

- **Minimum patch version:** 6.0.0.12276. If you are running an earlier version of the Safeguard for Privileged Passwords Appliance, you must upgrade to this version before applying the 6.0.12 LTS patch.
- **Clustered environment:** See the [Patching cluster members](#) section in the *Safeguard for Privileged Passwords Administration Guide* for instructions on how to deploy a patch so all appliances in the cluster are on the same version.
- During initial installation and when applying a patch, make sure the desktop client file is the one supplied with the appliance version. If the versions are not compatible, errors will occur. For more information, see [To install the desktop client](#) on page 20.


Prepare to install a patch

1. Backup your appliance before you install a patch. Once you install a patch, you cannot uninstall it. See the *Safeguard for Privileged Passwords Administration Guide*, [Backup and restore](#) topic.
2. Download the latest physical appliance patch or virtual appliance patch from the One Identity Support Portal:
<https://support.oneidentity.com/one-identity-safeguard-for-privileged-passwords/download-new-releases>

To install the hardware patch

1. As an Appliance Administrator, log in to the Safeguard for Privileged Passwords desktop client.
2. From the **Home** page, select  **Administrative Tools**.
3. Select **Settings | Appliance | Updates**.
The current appliance and client versions are displayed.
4. Click **Upload a File** and browse to select the update file you downloaded from the One Identity support web site.
When you select a file, Safeguard for Privileged Passwords uploads it to the server, but does not install it.
5. Once the file has successfully uploaded, click **Install Now**.

To install the virtual machine patch

1. Make adequate resources available. The virtual appliances default deploy does not provide adequate resources. The minimum resources required are: 4 CPUs, 10GB RAM, and a 500GB disk. Without adequate disk space, the patch will fail and you will need to expand disk space then re-upload the patch.
2. Go to the web management console and click  **Setup** and follow the wizard.

To install the desktop client

Be sure to update the desktop client when you apply a new patch. The version of the appliance and desktop client must be compatible.

To define and enforce security policy for your enterprise, install the Windows desktop client application, which gives you access to the Administrative Tools. You install the Windows desktop client by means of an .msi package that can be downloaded from the appliance web client portal. You do not need administrator privileges to install the desktop client.

NOTE: PuTTY is used to launch the SSH client for SSH session requests and is included in the install. The desktop client looks for any user-installed PuTTY in the following locations:

- Any reference to putty in the PATH environment variable
- c:/Program Files/Putty
- c:/Program Files(x86)/Putty
- c:/Putty

If PuTTY is not found, the desktop client uses the version of PuTTY that it installed at:

<user-home-dir>/AppData/Local/Safeguard/putty.

If the user later installs PuTTY in any of the locations above, the desktop client uses that version which ensures the user has the latest version of PuTTY.

Installing the Safeguard for Privileged Passwords desktop client application

1. To download the Safeguard for Privileged Passwords desktop client Windows installer .msi file, open a browser and navigate to:
`https://<Appliance IP>/Safeguard.msi`
Save the **Safeguard.msi** file in a location of your choice.
2. Run the MSI package.
3. Select **Next** in the **Welcome** dialog.
4. Accept the **End-User License Agreement** and select **Next**.
5. Select **Install** to begin the installation.
6. Select **Finish** to exit the desktop client setup wizard.
7. Check your desktop resolution. The desktop client works the best at a resolution of 1024 x 768 or greater.

Installing the Desktop Player

⚠ CAUTION: If the Desktop Player is not installed and a user tries to play back a session from the Activity Center, a message like the following will display: No Desktop Player. The Safeguard Desktop Player is not installed. Would you like to install it now? The user will need to click **Yes** to go to the download page to install the player following step 2 below.

1. Once the Safeguard for Privileged Passwords installation is complete, go to the Windows **Start** menu, **Safeguard** folder, and click **Download Safeguard Player** to be taken to the [One Identity Safeguard for Privileged Sessions - Download Software](#) web page.
2. Follow the *Install Safeguard Desktop Player* section of the player user guide found here:
 - a. Go to [One Identity Safeguard for Privileged Sessions - Technical Documentation](#).
 - b. Scroll to **User Guide** and click *One Identity Safeguard for Privileged Sessions [version] Safeguard Desktop Player User Guide*.
3. For Safeguard Desktop player version 1.8.6 and later, ensure your signed web certificate has a Subject Alternative Name (SAN) that includes each IP address of each of your cluster members. If the settings are not correct, the Safeguard Desktop Player will generate a certificate warning like the following when replaying sessions: Unable to verify SSL certificate. To resolve this issue, import the appropriate certificates including the root CA.

New Desktop Player versions

When you have installed a version of the Safeguard Desktop Player application, you will need to uninstall the previous version to upgrade to a newer player version.

Verify successful installation

You can verify that the correct version has been successfully installed from the Safeguard for Privileged Passwords desktop client or the LCD on the Safeguard for Privileged Passwords Appliance.

To verify the uploaded patch was installed

1. Log in to the Safeguard for Privileged Passwords desktop client as an Operations Administrator or an Appliance Administrator.
2. Select **✕ Administrative Tools**.
3. Select **Settings | Appliance | Appliance Information**.
4. Verify the correct appliance version is displayed in the appliance properties pane.

In addition, when the appliance is running, the LCD home screen on the front panel of the appliance displays **Safeguard for Privileged Passwords** <version number>. Therefore, you can verify the correct appliance version is running from there, as well.

More resources

Additional information is available from the following:

- Online product documentation: <https://support.oneidentity.com/one-identity-safeguard-for-privileged-passwords/technical-documents>
- One Identity Communities: <https://www.quest.com/community/one-identity/>
- Knowledge Base: <https://support.oneidentity.com/one-identity-safeguard-for-privileged-passwords/kb>

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. It supports simultaneous operation with multilingual data. 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).

The release is localized to the following languages: Arabic (Saudi Arabia), Chinese (Traditional), Dutch, French, German, Italian, Japanese, Korean, Russian, Spanish.

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Contacting us

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

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- View how-to videos at www.YouTube.com/OneIdentity.
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