

# One Identity Safeguard for Privileged Sessions 7.0.5 LTS

## Release Notes

**07 March 2024, 17:35**

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

## About this release

One Identity Safeguard for Privileged Sessions Version 7.0.5 LTS is a maintenance release with resolved issues. For details, see:

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

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

## About the Safeguard product line

The One Identity Safeguard Appliance is built specifically for use only with the Safeguard privileged management software, which is pre-installed and ready for immediate use. The appliance is hardened to ensure the system is secured at the hardware, operating system and software levels. The hardened appliance approach protects the privileged management software from attacks while simplifying deployment and ongoing management -- and shortening the timeframe to value.

## Safeguard privileged management software suite

Safeguard privileged management software is used to control, monitor, and govern privileged user accounts and activities to identify possible malicious activities, detect entitlement risks, and provide tamper proof evidence. The Safeguard products also aid incident investigation, forensics work, and compliance efforts.

The Safeguard products' unique strengths are:

- One-stop solution for all privileged access management needs
- Easy to deploy and integrate
- Unparalleled depth of recording
- Comprehensive risk analysis of entitlements and activities
- Thorough Governance for privileged account

The suite includes the following modules:

- **One Identity Safeguard for Privileged Passwords** automates, controls and secures the process of granting privileged credentials with role-based access management and automated workflows. Deployed on a hardened appliance, Safeguard for Privileged Passwords eliminates concerns about secured access to the solution itself, which helps to speed integration with your systems and IT strategies. Plus, its user-centered design means a small learning curve and the ability to manage passwords from anywhere and using nearly any device. The result is a solution that secures your enterprise and enables your privileged users with a new level of freedom and functionality.

- **One Identity Safeguard for Privileged Sessions** is part of One Identity's Privileged Access Management portfolio. Addressing large enterprise needs, Safeguard for Privileged Sessions is a privileged session management solution, which provides industry-leading access control, as well as session monitoring and recording to prevent privileged account misuse, facilitate compliance, and accelerate forensics investigations.

Safeguard for Privileged Sessions is a quickly deployable enterprise appliance, completely independent from clients and servers - integrating seamlessly into existing networks. It captures the activity data necessary for user profiling and enables full user session drill-down for forensics investigations.

- **One Identity Safeguard for Privileged Analytics** integrates data from Safeguard for Privileged Sessions to use as the basis of privileged user behavior analysis. Safeguard for Privileged Analytics uses machine learning algorithms to scrutinize behavioral characteristics and generates user behavior profiles for each individual privileged user. Safeguard for Privileged Analytics compares actual user activity to user profiles in real time and profiles are continually adjusted using machine learning. Safeguard for Privileged Analytics detects anomalies and ranks them based on risk so you can prioritize and take appropriate action - and ultimately prevent data breaches.

# Resolved issues

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

**Table 1: General resolved issues in release 7.0.5 LTS**

Resolved Issue	Issue ID
<p>When trying to commit changes that included the deletion of a subchapter that is referenced in a report either under <b>Reporting &gt; Create &amp; Manage Reports</b> or via the REST API, SPS displayed an error with an ambiguous error message: "The referenced subchapter 'subchapter-id' does not exist."</p> <p>This has been fixed so that when deleting a subchapter, SPS checks whether the subchapter is referenced in a report, and if so, it will immediately display an error with a meaningful error message indicating that the subchapter is referenced in a report and that it should be unreferenced first.</p>	393727
<p>Fixed authentication can be blocked by other users issue.</p> <p>SPS worked in a way that the authentication and authorization attempts of a user could possibly block the authentication of other users. This limitation did not cause problems while the authentication or authorization were performed nearly instantaneously. However, if the process was waiting for the slow response of a remote AD/LDAP or RADIUS server, then every authentication request of other users was blocked too. This was especially noticeable when the remote server was overloaded or when it was waiting for some interaction with the user (for example, MFA), and in this case, users might have experienced slow page load times or authentication timeout errors.</p> <p>This issue was fixed, and now the authentication attempts are performed concurrently. Note that although remote resource consumption manifests in parallel authentication requests, these can still be slow when the remote resources are overloaded.</p>	420845
<p>Fixed the Remote Desktop Gateway packet overload can cause an out-of-memory crash issue.</p> <p>If the RDP proxy acts as a Desktop Gateway, it caches packets temporarily when the client is unable to consume them. In cases of heavy and permanent packet loads, this cache could increase until the resource limit is reached.</p> <p>This has been fixed, and the buffer is now involved in the flow control decision.</p>	340013
<p>Fixed RDP crashing during server authentication if the SPNEGO response contains only an error code.</p>	439931

Resolved Issue	Issue ID
<p>The server responded with a vendor-specific error code (HRESULT 80090302: unsupported function) only in the SPNEGO response, which format was not expected by SPS.</p> <p>This has been fixed, and SPS now properly handles such responses.</p>	
<p>The <b>SSH Control &gt; Options</b> page only allowed uploading or deleting the Kerberos keytab for the local administrator, even when other users were granted write and perform access to this page.</p> <p>This has been fixed, and now all users with the proper access permissions can upload and delete the keytab.</p>	442599
<p>Fixed the DNS resolution timeout problem.</p> <p>Previously, when SPS tried to resolve a domain name and the DNS server was unresponsive, SPS waited for too long to time out. This has been fixed, and now the timeouts are correctly enforced when resolving domain names.</p>	418170
<p>Due to an error during plugin API check, plugins with two-digit plugin API versions (for example, 1.7) could not be uploaded. The version check is fixed and the two-digit API version can be used from now on.</p>	441702
<p>There were only 3 time ranges previously:</p> <ul style="list-style-type: none"> <li>• Hour: if the time range was shorter than / equal to a day.</li> <li>• Day: if the time range was shorter than / equal to 30 days.</li> <li>• Month: if the time range was longer than 30 days.</li> </ul> <p>A new time range (week) has been introduced, and the time period distributions have changed to the following:</p> <ul style="list-style-type: none"> <li>• Hour: if the time range is shorter than / equal to a day.</li> <li>• Day: if the time range is shorter than / equal to 14 days.</li> <li>• Week: if the time range is shorter than / equal to 12 weeks.</li> <li>• Month: if the time range is longer than 14 weeks.</li> </ul>	340221
<p>Columns containing 0 items are also presented.</p>	
<p>CSRF protection for the SPS REST API was optional. With this fix, SPS will force CSRF protection if the User-Agent refers to a browser.</p>	428406
<p>When generating a report that includes content subchapters either from the SPS UI or via the SPS REST API, if approximately more than 1000 sessions matched the content query, report generation could fail.</p> <p>When generating reports that include content subchapters, <b>Reporting</b> collects sessions that match the content query. For each session, a QR code image is generated in temporary files that are embedded in the</p>	431434

**Resolved Issue****Issue ID**

generated PDF file. Unfortunately, file descriptors had not been closed properly for these temporary files. As a result, if there were so many sessions matching the content query that the number of open file descriptors exceeded the operation system's limit, report generation failed and the following backtrace was written in the /var/log/messages log file: "ERROR OSError: [Errno 24] Too many open files."

This issue has been fixed by making sure that file descriptors are properly closed.

**Table 2: Resolved Common Vulnerabilities and Exposures (CVE) in release 7.0.5 LTS**

<b>Resolved Issue</b>	<b>Issue ID</b>
avahi:	CVE-2023-38469
	CVE-2023-38470
	CVE-2023-38471
	CVE-2023-38472
	CVE-2023-38473
bind9:	CVE-2023-4408
	CVE-2023-50387
	CVE-2023-50868
	CVE-2023-5517
	CVE-2023-6516
curl:	CVE-2023-38546
	CVE-2023-46218
freerdp2:	CVE-2017-2834
	CVE-2017-2835
	CVE-2017-2836
	CVE-2017-2837
	CVE-2017-2838
	CVE-2017-2839
	CVE-2019-17177
	CVE-2020-11042

<b>Resolved Issue</b>	<b>Issue ID</b>
	CVE-2020-11044
	CVE-2020-11045
	CVE-2020-11046
	CVE-2020-11047
	CVE-2020-11048
	CVE-2020-11049
	CVE-2020-11058
	CVE-2020-11095
	CVE-2020-11096
	CVE-2020-11097
	CVE-2020-11098
	CVE-2020-11099
	CVE-2020-11521
	CVE-2020-11522
	CVE-2020-11523
	CVE-2020-11524
	CVE-2020-11525
	CVE-2020-11526
	CVE-2020-13396
	CVE-2020-13397
	CVE-2020-13398
	CVE-2020-15103
	CVE-2020-4030
	CVE-2020-4031
	CVE-2020-4032
	CVE-2020-4033
	CVE-2021-41159
	CVE-2021-41160
	CVE-2022-24882

<b>Resolved Issue</b>	<b>Issue ID</b>
	CVE-2022-24883
	CVE-2022-39282
	CVE-2022-39283
	CVE-2022-39316
	CVE-2022-39317
	CVE-2022-39318
	CVE-2022-39319
	CVE-2022-39320
	CVE-2022-39347
	CVE-2022-41877
	CVE-2023-39350
	CVE-2023-39351
	CVE-2023-39352
	CVE-2023-39353
	CVE-2023-39354
	CVE-2023-39356
	CVE-2023-40181
	CVE-2023-40186
	CVE-2023-40188
	CVE-2023-40567
	CVE-2023-40569
	CVE-2023-40589
glibc:	CVE-2023-4806
	CVE-2023-4813
gnutls28:	CVE-2023-5981
	CVE-2024-0553
jinja2:	CVE-2020-28493
	CVE-2024-22195
krb5:	CVE-2023-36054

<b>Resolved Issue</b>	<b>Issue ID</b>
less:	CVE-2022-48624
libssh:	CVE-2023-48795
	CVE-2023-6004
	CVE-2023-6918
libuv1:	CVE-2024-24806
libvpx:	CVE-2023-44488
	CVE-2023-5217
libx11:	CVE-2023-43785
	CVE-2023-43786
	CVE-2023-43787
libxml2:	CVE-2024-25062
libxpm:	CVE-2023-43786
	CVE-2023-43787
	CVE-2023-43788
	CVE-2023-43789
linux:	CVE-2021-4001
	CVE-2023-0597
	CVE-2023-1206
	CVE-2023-31083
	CVE-2023-31085
	CVE-2023-3212
	CVE-2023-34319
	CVE-2023-37453
	CVE-2023-3772
	CVE-2023-3863
	CVE-2023-39189
	CVE-2023-39192
	CVE-2023-39193
	CVE-2023-4132

<b>Resolved Issue</b>	<b>Issue ID</b>
	CVE-2023-4194
	CVE-2023-42752
	CVE-2023-42753
	CVE-2023-42754
	CVE-2023-42755
	CVE-2023-42756
	CVE-2023-45863
	CVE-2023-45871
	CVE-2023-4622
	CVE-2023-4623
	CVE-2023-4881
	CVE-2023-4921
	CVE-2023-5178
	CVE-2023-51781
	CVE-2023-5717
	CVE-2023-6040
	CVE-2023-6606
	CVE-2023-6915
	CVE-2023-6931
	CVE-2023-6932
	CVE-2024-0565
	CVE-2024-0646
nghttp2:	CVE-2023-44487
open-vm-tools:	CVE-2023-34058
	CVE-2023-34059
openjdk-lts:	CVE-2023-22081
	CVE-2024-20918
	CVE-2024-20919
	CVE-2024-20921

<b>Resolved Issue</b>	<b>Issue ID</b>
	CVE-2024-20926
	CVE-2024-20945
	CVE-2024-20952
openldap:	CVE-2023-2953
openssh:	CVE-2021-41617
	CVE-2023-48795
	CVE-2023-51385
openssl:	CVE-2023-3446
	CVE-2023-3817
	CVE-2023-5678
	CVE-2024-0727
pam:	CVE-2024-22365
perl:	CVE-2023-47038
php7.4:	CVE-2023-3823
	CVE-2023-3824
pillow:	CVE-2023-44271
	CVE-2023-50447
postfix:	CVE-2023-51764
postgresql-12:	CVE-2023-5868
	CVE-2023-5869
	CVE-2023-5870
	CVE-2024-0985
procps:	CVE-2023-4016
python-cryptography:	CVE-2023-23931
python-urllib3:	CVE-2023-43804
	CVE-2023-45803
python3.8:	CVE-2023-40217
rabbitmq-server:	CVE-2023-46118
samba:	CVE-2023-4091

<b>Resolved Issue</b>	<b>Issue ID</b>
	CVE-2023-4154
	CVE-2023-42669
shadow	CVE-2023-4641
sqlite3:	CVE-2023-7104
strongswan:	CVE-2023-41913
tar:	CVE-2023-39804
tiff:	CVE-2022-40090
	CVE-2023-1916
	CVE-2023-3576
	CVE-2023-52356
	CVE-2023-6228
	CVE-2023-6277
vim:	CVE-2022-1725
	CVE-2022-1771
	CVE-2022-1897
	CVE-2022-2000
	CVE-2022-3234
	CVE-2022-3256
	CVE-2022-3324
	CVE-2022-3352
	CVE-2022-3520
	CVE-2022-3591
	CVE-2022-3705
	CVE-2022-4292
	CVE-2022-4293
	CVE-2023-46246
	CVE-2023-4733
	CVE-2023-4735
	CVE-2023-4750

Resolved Issue	Issue ID
	CVE-2023-4751
	CVE-2023-4752
	CVE-2023-4781
	CVE-2023-48231
	CVE-2023-48233
	CVE-2023-48234
	CVE-2023-48235
	CVE-2023-48236
	CVE-2023-48237
	CVE-2023-5344
	CVE-2023-5441
	CVE-2023-5535

## Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

**Table 3: General known issues**

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

TLS version 1.3 is not supported when using the inWebo, Okta or One Identity Starling 2FA plugins. To ensure that TLS 1.2 is used by SPS during negotiation, specify the minimum and maximum TLS version as follows:

## Known Issue

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- 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*.

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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.

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Report generation may fail if a report subchapter references a connection policy that has been deleted previously.

SPS can create reports giving detailed information about connections of every connection policy. For this, the user can add connection subchapters in the **Report Configuration Wizard**, under **Reporting > Create & Manage Reports**.

For a successful report generation, the referenced connection policy must exist on the appliance. However, when deleting a connection policy that is referenced as a connection subchapter, the user is not warned that the report subchapter must be removed, otherwise the subsequent report generation will fail.

This affects scheduled report generation as well.

**Table 4: General known issues**

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

## System requirements

Before installing SPS 7.0.5 LTS, ensure that your system meets the following minimum hardware and software requirements.

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

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

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

## Supported web browsers and operating systems

### ⚠ CAUTION:

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

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

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

For SPS version 6.9 and earlier versions, even though the One Identity Safeguard for Privileged Sessions (SPS) web interface supports Internet Explorer and Microsoft Edge in general, to replay audit trails, you need to use Internet Explorer 11, and install the [Google WebM Video for Microsoft Internet Explorer plugin](#).

If you cannot install Internet Explorer 11 or another supported browser on your computer, use the the Safeguard Desktop Player application. For details, see *Replaying audit trails in your browser* in the *Administration Guide* and *Safeguard Desktop Player User Guide*.

### ⚠ CAUTION:

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

**NOTE:** SPS displays a warning message if your browser is not supported or JavaScript is disabled.

**NOTE:** The minimum recommended screen resolution for viewing One Identity Safeguard for Privileged Sessions's (SPS's) web interface is 1366 x 768 pixels on a 14-inch widescreen (standard 16:9 ratio) laptop screen. Screen sizes and screen resolutions that

are equal to or are above these values will guarantee an optimal display of the web interface.

## Supported browsers

The following browsers are supported:

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

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

The SPS web interface can be accessed only using TLS-encryption and strong cipher algorithms.

Opening the web interface in multiple browser windows or tabs is not supported.

## Supported operating systems

The following operating systems are supported:

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

# Safeguard Desktop Player system requirements

The Safeguard Desktop Player application supports the following operating systems:

- **Microsoft Windows:**  
64-bit version of Windows 7 or newer. Install the appropriate driver for your graphic card.
- **Linux:**

RHEL 7, CentOS 7, or newer. The Safeguard Desktop Player application will probably run on other distributions as well that have at least libc6 version 2.17 installed.

Depending on the distribution, you will need to install the following packages:

- On Debian-based GNU/Linux:
  - libxcb-render-util0
  - libxcb-keysyms1
  - libxcb-image0
  - libxcb-randr0
  - libxcb-xkb1
  - libxcb-xinerama0
  - libxcb-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	Yes	2x Intel Xeon Silver 4110	8 x 8 GB	9x2 TB NLSAS	1 x Broadcom	Yes

Product	Redundant PSU	Processor	Memory	Capacity	RAID	IPMI
3500		2.1GHz			MegaRAID SAS 9361-16i + LSI Avago CacheVault Power Module 02 (CVPM02) Kit	
Safeguard Sessions Appliance 4000	Yes	1 x Intel Xeon Silver ICX 4310T @ 2.30GHz, 10C/20T	8 x 8 GB	4x20 TB SAS/SATA	1 x Broadcom 9560-8i RAID controller 1 x Broadcom CacheVault battery	Yes

The Safeguard Sessions Appliance 3500 is equipped with a dual-port 10Gbit interface. This interface has SFP+ connectors (not RJ-45) labeled 5 and 6, and can be found right of the Label 1 and 2 Ethernet interfaces. If you want faster communication, for example, in case of high data load, you can connect up to two 10Gbit network cards. These cards are not shipped with the original package and have to be purchased separately.

## Product licensing

### **To enable a trial license**

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

### **To enable a purchased commercial license**

1. Navigate to **My Account > My License Assets** on the [support portal](#).
2. To access your license key, click **Retrieve Key** next to your product.
3. Once you have the license keys, navigate to **My Account > My Products** and click

**Download** next to your product. The **Download Software** page is displayed.

4. Download the ISO image (install cdrom) of your product.

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

## Upgrade and installation instructions

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

### To upgrade to One Identity Safeguard for Privileged Sessions 7.0.5 LTS

For step-by-step instructions on upgrading to SPS 7.0.5 LTS, see *Upgrade Guide*.

**NOTE:** Due to legal reasons, installation packages of the external indexer application will be available only from the SPS web interface. After SPS versions 6.4 and 6.0.3 are released, the installation packages will be removed from our website.

#### **CAUTION:**

**Starting from 6.10.0, SPS (SPS) has changed to hardened SSL settings. As a result, during TLS session establishment, the following items are not considered secure:**

- Private keys and X.509 certificates having RSA or DSA keys shorter than 2048 bits, or ECC keys shorter than 224 bits.
- Certificates (other than Root CA certificates) with signatures that use the SHA-1 or the MD5 hashing algorithm.

**With the hardened SSL settings, SPS will not connect to remote systems that are protected with weak certificates.**

**You cannot upgrade SPS if your configuration contains insecure certificates, keys or certificate chains in any of the following sections:**

- SPS web interface
- internal CA certificate
- connection policy TLS settings
- client X.509 credentials for external LDAP, SMTP or Syslog connections
- server X.509 certificates for external SMTP or Splunk servers
- external indexer credentials (only writable over the REST API)
- CA certificates in Trusted CA Lists and Trust Stores

**Note that the certificates and keys that are used for signing, timestamping, encryption or decryption are not affected by this change.**

## About LTS releases

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

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

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

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

One Identity recommends you to upgrade to SPS 7.0.5 LTS, if you are not running SPS on Pyramid hardware and any of the following is true:

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

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

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

Do NOT upgrade to SPS 7.0.5 LTS if you are running SPS on Pyramid hardware:

## Verify successful installation

Navigate to **Basic Settings > System > Version details** and verify that SPS is running version 7.0.5 LTS of the firmware. If not, it means that the upgrade process did not complete properly and SPS performed a rollback to revert to the earlier firmware version. In this case, complete the following steps:

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

## More resources

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

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

# Globalization

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

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

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

## About us

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

## Contacting us

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