

# One Identity Safeguard for Privileged Sessions 6.0

# Deployment on Amazon Web Services

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#### Legend

**WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

**CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

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# Introduction

The aim of this guide is to provide detailed, step-by-step instructions on how to set up and install One Identity Safeguard for Privileged Sessions in an Amazon Web Services (AWS) virtual environment.

The document comprises the following sections:

- Prerequisites collects the requirements that you must comply with before deploying SPS on AWS.
- Limitations lists the limitations that apply when installing SPS in an AWS virtual environment.
- Installing SPS on Amazon Web Services describes how to install SPS in an AWS virtual environment.



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# **Prerequisites**

The following prerequisites must be met before deploying SPS on Amazon Web Services:

- You have a valid One Identity Safeguard for Privileged Sessions license.
- One Identity Safeguard for Privileged Sessions uses the "Bring your own license" model. Note that to deploy two active SPS nodes as an availability set, you must purchase two standalone SPS licenses. To purchase a license, contact our Support Team.
- You have an Amazon Web Services account and privileges to access the Amazon Elastic Compute Cloud (EC2) service.
- You have secure access to your Amazon Virtual Private Cloud (VPC) resources, for example, through the use of a Virtual Private Network (VPN).
- You have working knowledge of the SPS installation process.
- You have familiarity with AWS EC2.



# **Limitations**

The following limitations apply when deploying SPS on Amazon Web Services:

- If High Availability (HA) operation mode is required in a virtual environment, use the HA function provided by the virtual environment.
- When running SPS in a virtual environment, use a single network interface.
- During AWS installation, connecting directly to the Internet using a public IP address is not supported. Instead, you must access the Internet via a Virtual Private Network or a jump host.



# Installing SPS on Amazon Web Services

The following describes how to deploy One Identity Safeguard for Privileged Sessions on Amazon Web Services.

### **0** NOTE:

This chapter uses a number of screenshots for illustration purposes. Note that these are added here for reference only as the look and feel (but not the contents) of the Amazon user interface may change without this guide showing the latest changes.

### To deploy One Identity Safeguard for Privileged Sessions on Amazon Web Services

1. Log in to Amazon Web Services.

Once logged in, go to **INSTANCES** > **Instances** in the left-hand navigation pane, and then click **Launch Instance**. Alternatively, from the menu, select **Services** > **Compute** > **EC2** > **INSTANCES** > **Instances**.

aws Serv	vices ·	~ R	esource G	Group	ps 🗸 🏌					¢			*	Ireland	•	Support	*	
EC2 Dashboard		Launcl	h Instance	-	Connect	ctio	ons ♥								Q	Ð	¢	e
Tags		Q, s	earch : PAN	1 🛞	Add filter								0	< <	1 to	3 of 3	>	
Reports		•	lame	-	Instance ID		Instance Type 👻	Availability Zone 👻	Instance State 👻	Sta	atus Checks 👻	Alarm Statu	s					
Limits		<b>p</b>	am54		i-00f0b623532781328		t2.large	eu-west-1b	running	0	2/2 checks	None					1	4
INSTANCES		F	am54Ubunt	u	i-05005d93d948cfca8		t2.micro	eu-west-1a	running	0	2/2 checks	None					1	ō
Instances		F	AM 5.4 test		i-0d608283d3c8b4517	,	t2.micro	eu-west-1a	running	0	2/2 checks	None					1	4
Launch Templates																		
Spot Requests																		
Reserved Instances																		
Dedicated Hosts																		
Scheduled Instances																		

The Step 1: Choose an Amazon Machine Image (AMI) page comes up.

3. Choose an AMI that corresponds to the type of Virtual Machine (VM) that you wish to launch an instance from:



2.

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- a. Click My AMIs in the left-hand navigation pane.
- b. Go to **Ownership**, and select the **Shared with me** checkbox. Deselect the **Owned by me** checkbox. This will apply a filter and display the AMIs relevant to you.
- c. Click your preferred AMI, and click Select next to it.

_	
	TTD.
_	

To quickly find the AMI you are looking for, type a search keyword in the **Search my AMIs** search box and hitEnter.

Step 1: Choose ar	n Amazon M	lachine Image (AMI)	Cancel and Exit
An AMI is a template that cont provided by AWS, our user con	ains the software of mmunity, or the AW	onfiguration (operating system, application server, and applications) required to launch yo S Marketplace; or you can select one of your own AMIs.	ur instance. You can select an AMI
Quick Start		Session Management Y	< < 1 to 1 of 1 AMIs > >
My AMIs	of I micged		
AWS Marketplace	Δ	Privileged Session Management 5.5 - ami-97480eee	Select
/wo manaphace		Privileged Session Management 5.5	64-bit
Community AMIs		Root device type: ebs Virtualization type: hvm Owner: 128059300227 ENA Enabled: No	
<ul> <li>Ownership</li> </ul>			
Owned by me			
□ Shared with me			
<ul> <li>Architecture</li> </ul>			
32-bit			
G4-bit			
Root device type			
EBS			
Instance store			

The **Step 2: Choose an Instance Type** page comes up.

- 4. Choose an instance type:
  - a. Select an instance type by clicking the checkbox next to it.
    - **1** NOTE:

The minimum memory requirement is 8 GiB, that is, type *t2.large*. For your specific memory requirement, contact Support.

b. ClickNext: Configure Instance Details.



### Figure 3: Step 2: Choose an Instance Type

1. Choose AMI 2. Choose Instance Type 3. Configure Instance 4. Add Storage 5. Add Tags 6. Configure Security Group 7. Review

er by:	General purpose 👻	Current genera	ition 👻 Show/Hi	de Columns				
urrently	selected: t2.large (Variable	e ECUs, 2 vCPUs, 2	2.3 GHz, Intel Broadw	ell E5-2686v4, 8 GiB r	nemory, EBS only)			
	Family	Туре 🗸	vCPUs (j) 👻	Memory (GiB) 👻	Instance Storage (GB) (i) *	EBS-Optimized Available $\downarrow$	Network Performance (i) -	IPv6 Support
	General purpose	t2.nano	1	0.5	EBS only	-	Low to Moderate	Yes
	General purpose	t2.micro Free tier eligible	1	1	EBS only		Low to Moderate	Yes
	General purpose	t2.small	1	2	EBS only	-	Low to Moderate	Yes
	General purpose	t2.medium	2	4	EBS only	-	Low to Moderate	Yes
	General purpose	t2.large	2	8	EBS only		Low to Moderate	Yes
	General purpose	t2.xlarge	4	16	EBS only	-	Moderate	Yes
	General purpose	t2.2xlarge	8	32	EBS only	-	Moderate	Yes
	General purpose	m5.large	2	8	EBS only	Yes	Up to 10 Gigabit	Yes
>	General purpose	m5.xlarge	4	16	EBS only	Yes	Up to 10 Gigabit	Yes
>	General purpose	m5.2xlarge	8	32	EBS only	Yes	Up to 10 Gigabit	Yes
>	General purpose	m5.4xlarge	16	64	EBS only	Yes	Up to 10 Gigabit	Yes
	General purpose	m5.12xlarge	48	192	EBS only	Yes	10 Gigabit	Yes
	- I							

The Step 3: Configure Instance Details page comes up.

- 5. Configure instance details:
  - a. Select the required Virtual Private Cloud (VPC) from the **Network** list.
  - b. Choose a subnet to launch the instance into.
    - **1** NOTE:

Exposing SPS to the public Internet during installation is not supported at all, therefore, you must use a VPN or jump host to reach your instance and configure it.

- c. Ensure that the Auto-assign Public IP field is set to Disable or Use subnet setting (Disable). This is required so that you do not get assigned a public IP address.
- d. Use the default values for all other fields or change them as required.
- e. You can leave the **Network interfaces** part untouched as using just one network interface will suffice.

Note, however, that if you launch SPS with a single interface configured, then that interface will act as the management interface.

f. ClickNext: Add Storage.



1. Choose /	AMI 2. Choose Instance Type	3. Co	onfigure Instance	4. Add Storage	5. Add Tags	6. Co	nfigure Security Gro	7. Review	
Step 3: onfigure th n access r	Configure Instar he instance to suit your requinanagement role to the insta	rements. Ince, and	<b>etails</b> You can launch more.	multiple instances	from the same A	MI, requ	iest Spot instance	es to take advantage c	f the lower pricing, assi
	Number of instances	(i)	1		Launch into Au	ito Scalir	ng Group 👔		
	Purchasing option	(i)	Request Sp	ot instances					
	Network	(i)	vpc-49054e2	c (default)		~ (	Create new \	/PC	
	Subnet		subnet-2a811	.073   Default in u	s-west-2c	~	Create new s	subnet	
	Auto-assign Public IF	(i)	Disable	ses avaliable		~			
	IAM role	()	None			~ (	Create new I	AM role	
	Shutdown behavior	(i)	Stop			~			
Ena	ble termination protection		Protect aga	inst accidental ter	mination				
	Monitoring	()	Enable Clore Additional chare	udWatch detailed i ges apply.	monitoring				
	Tenancy	i	Shared - Run Additional char	a shared hardwa	re instance dedicated tenanc	~ V.			
Netwo	ork interfaces 🕕								
Device	Network Interface	Subnet	Pr	mary IP	Secondary I	P addre	sses		
eth0	New network interfa ~	subnet-	2a8110 ~ A	uto-assign	Add IP				

The **Step 4: Add Storage** page comes up.

- 6. Add storage to your instance:
  - a. Set the size of your instance's store volume.
    - **1** NOTE:

Choose this value wisely as once you have launched the instance, you will not be able to go back and modify it. The minimum storage size is 20 GiB, while the maximum allowed value is 16 TB (16384 GB).

b. Set the volume type of your instance's store volume.

SSD provides better performance than a Magnetic hard drive, however, it is also more expensive.

For a customer specific volume type and disc recommendation, contact



Support to discuss your needs.

TIP:

Selecting the **Delete on Termination** checkbox will automatically delete your store volume on terminating the instance. This is useful as this will free up storage place, and you will not have to pay for a store volume you are not using anymore. However, note that deleting the store volume will also delete your non-archived audit data.

c. ClickNext: Add Tags.

### Figure 5: Step 4: Add Storage

1. Choose AMI	2. Choose Instance Type	3. Configure Instance	4. Add Storage	5. Add Tags	6. Configure Security	Group 7. Revi	ew
Step 4: A Your instance w edit the settings storage options	dd Storage ill be launched with the foll of the root volume. You ca in Amazon EC2.	owing storage device s an also attach additiona	settings. You can att al EBS volumes afte	tach additional EB r launching an ins	S volumes and ins tance, but not inst	tance store volur ance store volur	mes to your instance, or nes. Learn more about
Volume Type (i)	Device (j) Snapshot	(i) Size (GiB) (j)	Volume Type (i)	IOPS (j)	Throughput (MB/s) (j)	Delete on Termination (j)	Encrypted (j)
Root	/dev/sda1 snap-ebe0	5bcc 64	Provisioned IOPS	<b>~</b> 3200	N/A		Not Encrypted
Add New Vol	ume gible customers can get up ictions.	to 30 GB of EBS Gen	eral Purpose (SSD)	or Magnetic store	ige. Learn more a	bout free usage	tier eligibility and
					Cancel Prev	rious Review	w and Launch Nex

The Step 5: Add Tag page comes up.

- 7. Create a tag for your instance:
  - a. Add a meaningful key-value pair that will help you later on to easily identify your instance.
  - b. ClickNext: Configure Security Group.



Figure 1. Choose AMI	6: Step 5: 2. Choose Instance Type	Add Tags 3. Configure Instance	4. Add Storage	5. Add Tags	6. Configure Security Group	7. Review			
Step 5: A A tag consists o A copy of a tag Tags will be app	dd Tags of a case-sensitive key-value can be applied to volumes, plied to all instances and vol	e pair. For example, you instances or both. umes. Learn more abo	u could define a t but tagging your /	ag with key = Na Amazon EC2 res	ame and value = Webserver. sources.				
<b>Key</b> (127 c	characters maximum)		Value	(255 character	s maximum)		Instances (i	Volumes	(j)
Name			demo						8
Product			PSM				$\checkmark$		8
Add another	tag (Up to 50 tags ma	ximum)							
					Cancel Previous R	eview and Laun	ch Next: Co	nfigure Secur	ity Group

#### The Step 6: Configure Security Group page comes up.

Configure security group:

a. Set a new or an existing security group to control how SPS is accessed.

Exposing SPS to the public Internet during installation is not supported at all, therefore, you must use a VPN or jump host to reach your instance and configure it. As for exposing the logging interface to the Internet after installation, contact Support to discuss your needs and how those could be met.

To achieve the above: restrict your security group to those users and log clients that access SPS from a secure network, and not over the public Internet. For example, if you are using a jump host, then you need a security group that will allow only your dedicated VPC to connect to your SPS. If there is a VPN to your home network or some other secure network, that can be allowed as well.

b. Click Review and Launch.

Figure 7:	Step 6: C	Configure	Security	Group	6 Configure Security Group	7 Review			
Step 6: Configure Security Group A security group is a set of firewall rules that control the traffic for your instance. On this page, you can add rules to allow specific traffic to reach your instance. For example, if you want to set up a web server and allow Internet traffic to reach your instance, add rules that allow unrestricted access to the HTTP and HTTPS ports. You can create a new security group or select from an existing one below. Learn more about Amazon EC2 security groups. Assign a security group: Ocreate a new security group									
Assign a security group: O Create a new security group • Select an existing security group									
Security Gr	roup ID	Name	Description				Actions		
sg-067e2a60	al	lowinternal	Allow traffic inside th	e vpc			Copy to new		
Inbound rules for	sg-067e2a60 (Select	ed security groups: s	g-067e2a60)						
Type (i)		Protocol (i)		Port Rang	e (i)	Source (i)			
All traffic		All		All		172.31.0.0/16			
					с	Cancel Previous	Review and Launch		

8.



12

The Step 7: Review Instance Launch page comes up.

Before launching your instance, double-check whether all details have been set as intended:

- a. Ensure that:
  - Under Instance Type, you have at least 8 GiB of memory assigned.
  - Under Instance Details, the Assign Public IP option is set to Disable or Use subnet setting (Disable).
- b. Make any changes if required.
- c. Once you are happy with all settings, click **Launch**.

#### Figure 8: Step 7: Review Instance Launch

1. Choose AMI	2. Choose Inst	ance Type 3.	Configure Instance	e 4. Add Storage 5	Add Tags 6. Configure Security Group	7. Review					
Step 7: Re lease review you	eview Ins ur instance lau	tance Lau	INCh can go back to	edit changes for each	ection. Click <b>Launch</b> to assign a key p	air to your instance and complete the launc	h process.				
A Your To lau usage	instance co nch an instanc restrictions.	onfiguration is that's eligible	<mark>s not eligible</mark> for the free usa	for the free usage ge tier, check your AMI	tier selection, instance type, configuration (	pptions, or storage devices. Learn more abo	× but free usage tier eligibility and				
							Don't show me this again				
	AMI Details Edit AMI										
r Instance T	Гуре						Edit instance type				
Instance 1	Гуре	ECUs	vCPUs	Memory (GiB)	Instance Storage (GB)	EBS-Optimized Available	Network Performance				
t2.large		Variable	2	8	EBS only	-	Low to Moderate				
<ul> <li>Security G</li> </ul>	Groups						Edit security groups				
Security G	roup ID			Name	Description						
sg-0abe276	9			all from BBHQ	all from BBHQ						
All selected	security gro	ups inbound ru	iles								
Туре 🕕			Protocol (i)		Port Range (i)	Source (i)	Description (i)				
All traffic		,	All		All	91.120.23.97/32					
All traffic	All traffic All			All	91.120.23.99/32						
							Cancel Previous Laune				

9.

The **Select an existing key pair or create a new key pair** pop-up window comes up.

- 10. On the Select an existing key pair or create a new key pair pop-up window:
  - a. Select the **Proceed without a key pair** option.
  - b. Tick the checkbox that says "I acknowledge that I will not be able to connect to this instance unless I already know the password built into this AMI".
  - c. Click Launch Instances.



ig ce 1	Jure 9: Step 7: Review Instance Launch — Key pair pop-up window that's eligible for the free usage tier, check your AMI selection, instance type, configuration options, or storage tier.
	Select an existing key pair or create a new key pair X
	A key pair consists of a <b>public key</b> that AWS stores, and a <b>private key file</b> that you store. Together, they allow you to connect to your instance securely. For Windows AMIs, the private key file is required to obtain the password used to log into your instance. For Linux AMIs, the private key file allows you to securely SSH into your instance.
	Note: The selected key pair will be added to the set of keys authorized for this instance. Learn more about removing existing key pairs from a public AMI.
	✓ I acknowledge that I will not be able to connect to this instance unless I already know the password built into this AMI.
	Cancel Launch Instances
	Name Description

The **Launch Status** page comes up informing you that your instance is launching. To view your instance's status, click **View Instances**.

### Figure 10: Launch Status page

Launch Status

•	Your instances are now launching The following instance launches have been initiated: i-785f9fd6 View launch log
0	Get notified of estimated charges Create billing alerts to get an email notification when estimated charges on your AWS bill exceed an amount you define (for example, if you exceed the free usage tier).
How to	connect to your instances
Your inst	ances are launching, and it may take a few minutes until they are in the running state, when they will be ready for you to use. Usage hours on your new instances will rediately and continue to accrue until you stop or terminate your instances.
Click Vie connect f	w Instances to monitor your instances' status. Once your instances are in the running state, you can connect to them from the Instances screen. Find out how to to your instances.
▼ Her	e are some helpful resources to get you started
• How t	to connect to your Linux instance       Amazon EC2: User Guide
• Learr	about AWS Free Usage Tier
While yo	ur instances are launching you can also
Creat	e status check alarms to be notified when these instances fail status checks. (Additional charges may apply)
Creat	e and attach additional EBS volumes (Additional charges may apply)
Mana	ige security groups
	View Instances

11.



The **Instances** page comes up, which should now display the instance you have just launched. Depending on the size of the instance, installation may take up to 1-5 minutes.

To access your SPS instance and start configuring it using the welcome wizard, you will need your instance's IP address and the netmask of your chosen subnet, both of which you can obtain from the AWS user interface.

12. SPS expects that the IP address provided will not change, therefore, before retrieving the IP address, perform the following check:

Click the instance you have just added, and select **Actions > Networking > Manage Private IP Addresses** from the menu at the top.

2	iguic II.	Instant	ces page	Actions	mena				
	EC2 Dashboard	Launch Insta	ance 👻 Conne	ct Actions *					6
	Events	1		Connect			£+	Υ.	G
	Tags	Q search :	: demo 🛞 🛛 Add filter	Get Windows Password		R < 11	o 2 of 2	> >	1
	Reports	Name	<ul> <li>Instance ID</li> </ul>	Launch More Like This	Availability Zone - Instance State -	Status Checks 👻 Alarm S	tatus		
	Limits			Instance State					
=	INSTANCES	demo	1-02e5614f53	Instance Settings	vwest-1c vnnning	2/2 checks None			
ī	Instances	demo	i-0498aca13	<sup>3a19</sup> Image	u-west-1c Urunning	Initializing None			
	Launch Templates			Networking	Change Security Groups				
	Spot Requests			Cloudwatch Monitoring	Attach Network Interface				
	Reserved Instances				Disassociate Elastic IP Address				
	Dedicated Hosts				Change Source/Dest. Check				
	Scheduled Instances				Manage IP Addresses				
	IMAGES								
-	AMIS								
	Bundle Tasks								
	Buildio Tabilo								
-	ELASTIC BLOCK STORE								
	Casashata								
	Shapshots	J							
=	NETWORK & SECURITY								
	Security Groups								
	Elastic IPs	Instances	00-50145202-60	(dama) Dublic DNC:					0
	Placement Groups	instance.	026201412203020860	(delito) Public Dis.					
	Key Pairs	Description	Status Checks	Monitoring Tags					
	Network Interfaces		Instance ID	0205614/5262cb9oc	Public DNS (IDv4)	_			_
Ξ	LOAD BALANCING		Instance ID	1-0225014155050060	Public DNS (IPV4)				
	Load Balancers		Instance state	running	IPv4 Public IP				
	Target Groups		Instance type	t2.large	IPv6 IPs				
Ξ	AUTO SCALING		Elastic IPs		Private DNS	ip-172-31-45-250.eu- west-1.compute.internal			
	Launch		Availability zone	eu-west-1c	Private IPs	172.31.45.250			
	Configurations		Security groups	all from BBHQ. view inbound	Secondary private IPs				

Figure 11: Instances page — Actions menu

a.

The Manage Private IP Addresses pop-up window comes up.

b. To ensure that the IP address stays the same, make sure that the **Allow reassignment** option is unchecked.



Figure 12: Instances page — Manage Private IP Addresses popup window

Ma	nage Privat	e IP Addresses	×
You o Leave that y	an assign and un e the address field ou want to assigr	assign secondary private IP addresses on I blank and an available address will be ass	each network interface. signed or enter an IP address
-	eth0: eni-116624	40 - Primary network interface - 172.31.0	0.0/20
	Private IP	Public IP	
	172.31.45.250		
	Assign new IP		
<b>A</b>	llow reassignmen	: ()	
	200 optio	NE 65	Cancel Yes, Update

- 13. To obtain and use the IP address of the instance to access the welcome wizard:
  - a. Click the instance on the **Instances** page.

This will display the description of the instance, including its private IP address.

b. Select the value in the **Private IPs** field and copy it.



Figure 13: 1	Instances page — Instance description			
EC2 Dashboard	Launch Instance  Connect Actions			~
Events		😋 🕂	9	Ø
Tags	Q search : demo ⊗ Add filter ② K <	1 to 2 of 2	> >	
Reports	Name v Instance ID 🔺 Instance Type v Availability Zone v Instance State v Status Checks v Alar	m Statue		
Limits		ii Status		
INSTANCES	demo i-02e5614f5363cb8ec t2.large eu-west-1c 🥥 running 🖉 2/2 checks None			
Instances	demo i-0498aca138a194e8d t2.large eu-west-1c 🥥 running 🖉 2/2 checks None			
Launch Templates				
Spot Requests				
Reserved Instances				
Dedicated Hosts				
Scheduled Instances				
E IMAGES				
AMIS				
Bundle Tasks				
ELASTIC BLOCK STORE				
Snanshots				
Shapshots				
NETWORK & SECURITY				
Security Groups				
Elastic IPS	Instance: i-02e5614f5363cb8ec (demo) Public DNS: ec2-34-242-216-31 eu-west-1 compute amazonaws com			
Placement Groups				
Key Pairs	Description Status Checks Monitoring Tags			U
Network Interfaces	Instance ID i-02e5614f5363cb8ec Public DNS (IPv4)			
LOAD BALANCING				
Load Balancers	Instance state running IPv4 Public IP			
Target Groups	Instance type t2.large IPv6 IPs -			
AUTO SCALING	Elastic IPS Private DNS ip-1/2-31-45-250.eu-	i i i i i i i i i i i i i i i i i i i		
Launch	Availability zone eu-west-1c Private IPs 172.31.45.250			
Configurations	Security groups all from BBHQ. view inbound Secondary private IPs			

c. Paste the IP you copied in your browser and accept the displayed certificate. The welcome wizard appears.

The SPS welcome wizard automatically preloads the **IP address**, **Prefix**, **Default GW** and **DNS server** fields as shown in the image below.

### **1** NOTE:

If data is not automatically preloaded in your welcome wizard as shown in the image below, contact Support.



1. Welcome Li	2. icense	3. Networking	4. Users	Ce	5. ertificate		6. Finish
cense file!							
working settings							
		IP address			Prefix	VLAN	ID
Physical interface EXT or	172.31.45.250			24			
Default GW:		172.31.72	.1				
lostname:							
Domainname:							
ONS server:		172.31.0.2					
NTP server:							
syslog server:							
MTP server:							
Administrator's email:							
ïmezone:		[select an	option]			-	
ск							

#### **Figure 14: Welcome wizard — Preloaded fields**

For detailed information on the SPS welcome wizard, see "The Welcome Wizard and the first login" in the Administration Guide.



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 <a href="https://www.oneidentity.com/company/contact-us.aspx">https://www.oneidentity.com/company/contact-us.aspx</a>.

### **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

