

Delinea Platform Upgrade FAQ

Answers to common customer questions so you can upgrade with confidence.

Data protection and support

Will my secrets be moved or lost during the upgrade?

No. Your secrets remain in Secret Server Cloud. Configuration and management of users, groups, permissions, and roles will shift from Secret Server Cloud to the Delinea Platform to consolidate identity management and improve efficiency and control.

Is there any risk of data exposure during the upgrade?

No. Data remains in your specific SSC and Platform tenants.

Should we back up our data before upgrading?

No. There's no need to back up. The upgrade does not alter your Secret Server Cloud data.

What happens if something goes wrong mid-upgrade?

Delinea's Center of Excellence, a dedicated team of Professional Services and Support engineers focused on platform upgrades, is available if you encounter an issue. [Log a support ticket](#) and it will be routed to the team for fast-tracked resolution at no added cost.

If you are in the upgrade process and need help, use the Support Portal to open a ticket. Do not email support to create a ticket. As you open that ticket, please select the following from the picklist:

- Case Record Type: Technical Support
- Product Type: Delinea Platform
- Product Family: Platform Upgrade Center

Downtime and timing

Will there be any downtime?

For most customers, downtime is minimal to none. Small deployments typically experience near-zero interruption. Downtime is expected only for very large environments during the data schema check step.

How long does the upgrade take?

Most small deployments are completed in under two hours.

Can we complete the upgrade in stages?

Yes. Many customers set up the tenant, verify that it works, and then schedule the final unification step during off-hours. There is no time limit between phases.

URLs, APIs, and end-user impact

Will our Secret Server URL change for end users?

The Platform Upgrade Center recommends moving user logins to Platform. This is beneficial for compliance and auditing. Users should be directed to use the new Platform URL, though it doesn't need to happen immediately. Before cutting over to the Platform, users continue accessing secrets through the same secretservercloud.com URL they use today.

Will our API calls and integrations break?

No. APIs do not change. Secret Server Cloud continues running as the underlying system. Existing API endpoints, authentication tokens, and integration configurations remain intact.

What changes for non-admin users?

End users can continue to use the current URL, login, and workflows, but will have a better experience moving to the platform. For Business Users, the change is more significant: the user will be pushed to use the Delinea Credential Manager.

SSO and authentication

Will our SSO, such as Okta, Microsoft Entra, or Active Directory, still work?

Yes. Your existing SSO configuration continues working. During Phase 1, you create a new app in your identity provider for the platform tenant as a standard one-time setup step. Your existing Secret Server Cloud SSO configuration is not modified.

Do we need to reconfigure our identity provider from scratch?

No. You only add one new app in Okta, Microsoft Entra, or Active Directory for the platform tenant. Everything else remains in place.

Cost and licensing

Is there any cost to upgrade?

No. Moving through the self-guided technical upgrade process requires no Professional Services fees, licensing changes, or contract modifications. As a platform customer, you also receive additional entitlements, including discovery and analytics features, at no added cost.

Will our pricing change after the upgrade?

Performing the technical upgrade itself does not change your pricing. Standard annual renewal adjustments, typically 3-5%, are unrelated to the upgrade and follow your normal renewal schedule.

Can we pay Professional Services to handle the upgrade for us?

The upgrade is designed to be self-guided. If you need assistance, the Center of Excellence team is available to answer questions. For complex environments, your account team can discuss Professional Services options.

Deadlines and scheduling

Is the deadline shown in the app a hard cutoff?

No. Dates shown in the app are soft staging targets, similar to a golf tee time. They help stagger upgrades across thousands of customers so everyone is not attempting the upgrade at once. Nothing happens if you miss the date. Choose a timing that works for your team.

What is the actual deadline to upgrade?

The Secret Server Cloud admin console is being retired in 2027. There is no hard deadline before then, but upgrading before year-end 2026 is recommended to avoid congestion and to begin benefiting from platform features sooner.

Upgrade process

What are the four phases of the upgrade?

- Phase 1: Stand up a new parallel platform tenant integrated with your existing authentication. No data is touched.
- Phase 2: Configure your platform tenant with identity providers.
- Phase 3: Synchronize user metadata between Secret Server and Platform.
- Phase 4: Unify the admin experience so the Secret Server Cloud admin console merges into the Delinea Platform admin console. End users are unaffected throughout.

Where do we start?

Start in the Platform Upgrade Center documentation, which guides admins step by step through the process. For questions before starting, contact your account team or log a support ticket to reach the Center of Excellence.

Do we need to rebuild our distributed engines?

In most cases, no. Standard deployments do not require rebuilding distributed engines. If your environment has specific complexity, the Center of Excellence team can assess and guide you before you begin.

About Delinea

Delinea is a pioneer in securing human and machine identities through intelligent, centralized authorization, empowering organizations to seamlessly govern their interactions across the modern enterprise. Leveraging AI-powered intelligence, Delinea's leading cloud-native Identity Security Platform applies context throughout the entire identity lifecycle – across cloud and traditional infrastructure, data, SaaS applications, and AI. It is the only platform that enables you to discover all identities – including workforce, IT administrator, developers, and machines – assign appropriate access levels, detect irregularities, and respond to threats in real-time. With deployment in weeks, not months, 90% fewer resources to manage than the nearest competitor, and a 99.995% uptime, Delinea delivers robust security and operational efficiency without compromise. Learn more about Delinea on [Delinea.com](https://delinea.com), [LinkedIn](#), [X](#), and [YouTube](#).