One Identity Starling Two Factor Authentication

Release Notes

February 2017

These release notes provide information about the One Identity Starling Two Factor Authentication release.

About this release

One Identity Starling Two Factor Authentication is designed to support non-federated applications, or applications that act as an Identity Provider (IdP), to accept a one-time password (OTP) as a two-factor authentication. It provides OTP values by SMS text, phone call, mobile, and desktop application. It also supports push notifications, where users receive approval requests on their Defender Cloud app. An application that uses One Identity Starling Two Factor Authentication is able to validate OTP values, and redirect all OTP management workflows to the Starling Two Factor Authentication Dashboard. The two-factor authentication eliminates the need for multiple implementations of different non-trivial user interface and workflows.

Known issues

The following is a list of issues known to exist at the time of release.

Table 1: General known issues

Known Issue	Issue ID
When you try to add the same collaborator again in Starling Two Factor Authentication Dashboard, an incorrect error message, "Name <*email address*> is already taken", is displayed. **WORKAROUND** Do not add a new collaborator with an already used email address.	12571
When you add a collaborator in Starling Two Factor Authentication Dashboard, the new collaborator does not appear in the list of collaborators. **WORKAROUND** The added collaborator must complete the Starling account registration when they receive an invitation from Starling.	12592
When you try to log in to Starling Two Factor Authentication Dashboard, you get an ambiguous error message, "The user account is suspended". **WORKAROUND** The error message means that the trial subscription of Starling Two Factor Authentication has expired.	13629

Product licensing

This product does not require licensing.

Accessing the service

For instructions regarding accessing Starling Two Factor Authentication service, see the *One Identity Starling Two Factor Authentication Administrator Guide*.

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).

About us

Contacting us

For sales or other inquiries, visit www.quest.com/company/contact-us.aspx or call +1 949 754-8000.

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 Quest Support Portal at https://support.quest.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
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

Third-party contributions

This product contains some third-party components listed below. Copies of their licenses may be found at referencing http://www.quest.com/legal/license-agreements.aspx. Source code for components marked with an asterisk (*) is available at http://opensource.quest.com.

Table 2: List of Third-Party Contributions

Component	License or Acknowledgement
ANTLR 3.5.x	Copyright © 2003-2007, Terence Parr

Component	License or Acknowledgement
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Application Insights for .NET Web Applications. 2.1.0	Copyright © Microsoft Corporation **License**: MIT
Log4Net 2.0.5	Copyright © 2004-2017 The Apache Software Foundation **License**: Apache 2.0
Microsoft ASP.NET MVC 5.x	Copyright © Microsoft Open Technologies, Inc. All rights reserved. **License**: Apache 2.0
Newtonsoft.Json.dll 9.0.1	Copyright © 2007 James Newton-King **License**: MIT
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SendGrid 8.0.4	Copyright © 2012-2016 SendGrid, Inc. **License**: MIT
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Legend

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

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

IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

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