

# One Identity Starling Two-Factor Authentication

## Release Notes

### December 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 and applications that act as an Identity Provider (IdP), to accept a one-time password (OTP) for two-factor authentication. It provides OTP by SMS, phone call or Starling 2FA app. It also supports push notifications, where users receive approval requests on their Starling 2FA app for two-factor authentication. An application that uses Starling Two-Factor Authentication is able to validate OTP and redirect all OTP and push notification management workflows to Starling Two-Factor Authentication. Starling Two-Factor Authentication provides a single interface for two-factor authentication.

## Known issues

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

**Table 1: General known issues**

<b>Known Issue</b>	<b>Issue ID</b>
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. <b>WORKAROUND</b> 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. <b>WORKAROUND</b> 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". <b>WORKAROUND</b> The error message means that the trial subscription of Starling Two-Factor Authentication has expired.	13629

## System requirements

Before installing Starling Two-Factor Authentication, ensure that your system meets the following minimum browser requirements.

**Table 2: Browser requirements**

<b>Browser</b>	<b>Version</b>
Internet Explorer®	10 and later versions
Google Chrome™	Latest
Mozilla® Firefox®	Latest
Microsoft Edge	Latest
Safari®	Latest
Opera™	Latest

# 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).

## 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 3: List of Third-Party Contributions**

<b>Component</b>	<b>License or Acknowledgement</b>
ANTLR 3.5.x	Copyright © 2003-2007, Terence Parr <b>License:</b> BSD JCraft 1.0
Application Insights for .NET Web Applications. 2.1.0	Copyright © Microsoft Corporation <b>License:</b> MIT

Component	License or Acknowledgement
Log4Net 2.0.5	Copyright © 2004-2017 The Apache Software Foundation <b>License:</b> Apache 2.0
Microsoft ASP.NET MVC 5.x	Copyright © Microsoft Open Technologies, Inc. All rights reserved. <b>License:</b> Apache 2.0
Newtonsoft.Json.dll 9.0.1	Copyright © 2007 James Newton-King <b>License:</b> MIT
Quartz.NET 2.4.1	Copyright © 2001-2014 Marko Lahma and partially Terracotta Inc. <b>License:</b> Apache 2.0
SendGrid 8.0.4	Copyright © 2012-2016 SendGrid, Inc. <b>License:</b> MIT
WebGrease 1.6.x	Copyright © 2012 Microsoft <b>License:</b> Apache 2.0

# About us

## Contacting us

For sales or other inquiries, visit [www.quest.com/company/contact-us.aspx](http://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 4: List of Third-Party Contributions**

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

Component	License or Acknowledgement
Application Insights for .NET Web Applications. 2.1.0	<p data-bbox="738 264 1066 293"><b>License:</b> BSD JCraft 1.0</p> <p data-bbox="738 320 1198 349">Copyright © Microsoft Corporation</p> <p data-bbox="738 365 922 394"><b>License:</b> MIT</p>
Log4Net 2.0.5	<p data-bbox="738 421 1342 483">Copyright © 2004-2017 The Apache Software Foundation</p> <p data-bbox="738 499 1018 528"><b>License:</b> Apache 2.0</p>
Microsoft ASP.NET MVC 5.x	<p data-bbox="738 555 1358 618">Copyright © Microsoft Open Technologies, Inc. All rights reserved.</p> <p data-bbox="738 633 1018 663"><b>License:</b> Apache 2.0</p>
Newtonsoft.Json.dll 9.0.1	<p data-bbox="738 689 1374 752">Copyright © 2007 James Newton-King <b>License:</b> MIT</p>
Quartz.NET 2.4.1	<p data-bbox="738 779 1294 842">Copyright © 2001-2014 Marko Lahma and partially Terracotta Inc.</p> <p data-bbox="738 857 1018 887"><b>License:</b> Apache 2.0</p>
SendGrid 8.0.4	<p data-bbox="738 913 1246 943">Copyright © 2012-2016 SendGrid, Inc.</p> <p data-bbox="738 958 922 987"><b>License:</b> MIT</p>
WebGrease 1.6.x	<p data-bbox="738 1014 1102 1043">Copyright © 2012 Microsoft</p> <p data-bbox="738 1059 1018 1088"><b>License:</b> Apache 2.0</p>

## Copyright 2017 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site ([www.quest.com](http://www.quest.com)) for regional and international office information.




## Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at [www.quest.com/legal](http://www.quest.com/legal).

## Trademarks

Quest, One Identity, and the One Identity logo are trademarks and registered trademarks of Quest Software Inc. and/or its affiliates in the U.S.A. and other countries. For a complete list of Quest Software trademarks, please visit our website at [www.quest.com/legal](http://www.quest.com/legal). All other trademarks, servicemarks, registered trademarks, and registered servicemarks are the property of their respective owners.

## 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.

Starling Two-Factor Authentication Release Notes  
Updated - December 2017