

One Identity Starling Two-Factor Authentication

Release Notes

September 2018

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.

New features

New features in Starling Two-Factor Authentication :

15 July 2018

- The list of available country codes in the **Add Users** dialog box on the Users pane is updated.

01 July 2018

- The licensing information showcased in the Starling 2FA dashboard now includes information about hybrid subscriptions.

17 June 2018

- Name of the user logged in, is displayed in the Starling 2FA dashboard, instead of the email address.

25 April 2018

- A Starling 2FA admin can view the invited collaborators
- A Starling 2FA admin can resend an invitation to a collaborator

15 March 2017

- A Starling 2FA admin can change the name of the token in the Starling 2FA app
- A Starling 2FA admin can choose and decide, whether new users must receive an SMS with a link to download the Starling 2FA app

See also:

- [Resolved issues on page 3](#)

Deprecated features

The following is a list of features that are no longer supported starting with Starling Two-Factor Authentication .

22 September 2017

- 19062: The **force_verification** setting was removed from the Starling 2FA dashboard.

5 June 2017

- 17385: Registered value in the user details panel shows an incorrect value.

Resolved issues

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

4 July 2018

Table 1: General resolved Issues

Resolved Issue	Issue ID
The 2FA dashboard users page does not display the total number of users	26977

26 April 2018

Table 2: General resolved issues

Resolved Issue	Issue ID
The Starling 2FA dashboard page displays a negative number as the user count, in service usage statistics for the current month.	17188
When you add a collaborator in Starling 2FA dashboard, the new collaborator gets added to the list of collaborators with a Invited state. The added collaborator must complete the Starling account registration in order to be an Active Collaborator	12592

14 August 2017

Table 3: General resolved issues

Resolved Issue	Issue ID
Deleting a user from the Starling 2FA dashboard removes the user from the users page instead of marking the user as deleted.	19921

20 July 2017

Table 4: General resolved issues

Resolved Issue	Issue ID
The following error occurs when provisioning Starling 2FA dashboard for Starling account, with a long company name: name is too long	17388

5 June 2017

Table 5: General resolved issues

Resolved Issue	Issue ID
Searching users based on mobile number does not work in Starling 2FA dashboard	12250

24 April 2017

Table 6: General resolved issues

Resolved Issue	Issue ID
Collaborators are not suspended while waiting for approval to delete the user	12401
Incorrect tool tip is visible for Interactive phone call option in Starling 2FA dashboard Settings	16704

7 April 2017

Table 7: General resolved issues

Resolved Issue	Issue ID
Logos that exceed image requirements are accepted but not saved in the Starling 2FA dashboard Settings	11182
In the approvals page, created by and target columns display the same name	12597

24 March 2017

Table 8: General resolved issues

Resolved Issue	Issue ID
Restore option is enabled for an active user	1455
Disable button is active for disabled users in the Starling 2FA dashboard administrator users UI	12534
File names for Main logo and Menu logo are not retained after refresh in dashboard settings Token UI tab	1363

10 March 2017

Table 9: General resolved issues

Resolved Issue	Issue ID
An unknown error occurs in the Starling 2FA dashboard when the session expires	12897

Known issues

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

Table 10: General known issues

Known Issue	Issue ID
When you try to add the same collaborator again with a different role in Starling 2FA dashboard, it changes the existing collaborator's role to a new role WORKAROUND Use the Edit collaborator window to change the role of a collaborator	35449
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 conveys that the Starling Two-Factor Authentication subscription has expired.	13629

System requirements

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

Table 11: Browser requirements

Browser	Minimum OS / Platform	Version
Internet Explorer®	Windows 7	11
Google Chrome™	<ul style="list-style-type: none">• Windows 10• Android• Mac OS X Yosemite	Latest
Mozilla® Firefox®	Windows 8.1	Latest
Microsoft Edge	Windows 10	Latest
Safari®	<ul style="list-style-type: none">• Mac OS X Yosemite• IOS 8	See OS / Platform
Opera™	<ul style="list-style-type: none">• Windows 7• Mac OS X Yosemite	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).

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 12: List of Third-Party Contributions

Component	License or Acknowledgement
ANTLR 3.5.x	Copyright © 2003-2007, Terence Parr License: BSD JCraft 1.0
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
Quartz.NET 2.4.1	Copyright © 2001-2014 Marko Lahma and partially Terracotta Inc. License: Apache 2.0
SendGrid 8.0.4	Copyright © 2012-2016 SendGrid, Inc. License: MIT
WebGrease 1.6.x	Copyright © 2012 Microsoft License: Apache 2.0

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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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