One Identity Starling Two-Factor Authentication

Release Notes

January 2021

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:

- As an S2FA admin, I can change Starling accounts.
- As an S2FA admin, I can see a redesigned **Dashboard** page.
- As an S2FA admin, I can see a redesigned **Collaborators** page.
- As an S2FA admin, I can see a redesigned **Users** page.
- As an S2FA admin, I can see a redesigned **Approvals** page.
- As an S2FA admin, I can see a redesigned **Settings** page.
- Name of logged in user is shown in the Starling Two-Factor Authentication **Dashboard** instead of email address.
- The term *Starling account* is changed to *My Services* in the Starling Two-Factor Authentication **Dashboard**.
- As a Starling Two-Factor Authentication admin, I can no longer see the list of registered devices for a user in the Starling Two-Factor Authentication **Dashboard**.
- As a Starling Two-Factor Authentication admin, I can see user display names in the list of users in the **Dashboard**.
- As a Starling Two-Factor Authentication admin, I can no longer see the health check option for a user in the **Dashboard**.
- Token Response gets disabled if the user is deleted.
- Interactive phone call option is disabled when **Phone Calls** is set to **OFF** in dashboard settings page.

New features in Starling Two-Factor Authentication in the previous releases:

15 July 2018

- In the Starling 2FA Users pane, the **Add Users** dialog box displays the updated list of available country codes.

01 July 2018

- The licensing information displayed in the Starling 2FA Dashboard now includes information about hybrid subscriptions.

17 June 2018

- The Starling 2FA Dashboard displays the logged in user name instead of the email address.

25 April 2018

- A Starling 2FA administrator is able to view the invited collaborators.
- A Starling 2FA administrator is able to resend an invitation to a collaborator.

15 March 2017

- A Starling 2FA administrator is able to change the name of the token in the Starling 2FA app.
- A Starling 2FA administrator is able to select and decide if 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 Starling 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

Resolved Issue	Issue ID
When you add a collaborator in the Starling 2FA Dashboard, the new collaborator gets added to the existing list of collaborators with a **Invited** state. The newly added collaborator must complete the Starling account registration 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.	19921

20 July 2017

Table 4: General resolved issues

Resolved Issue	Issue ID
When provisioning 2FA for a Starling account with a long company name, the following error occurs: *name is too long*.	17388

5 June 2017

Table 5: General resolved issues

Resolved Issue	Issue ID
In the Starling 2FA Dashboard, registered value in the user details panel displays an incorrect value.	17385
In the Starling 2FA Dashboard, searching users based on mobile number does not work.	12250

24 April 2017

Table 6: General resolved issues

Resolved Issue	Issue ID
In the Starling 2FA Dashboard, collaborators are not suspended while waiting for approval to delete the same collaborator.	12401
In the Starling 2FA Dashboard **Settings**, incorrect tool tip is visible for **Interactive phone call** option.	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 Starling 2FA Dashboard **Approvals** page, **created by** and **target** columns display the same value.	12597

24 March 2017

Table 8: General resolved issues

Resolved Issue	Issue ID
In the Starling 2FA Dashboard, **Restore** option is enabled for an active user.	1455
In the Starling 2FA Dashboard Administrator User Interface (UI), the **Disable** button is active for disabled users.	12534
In the Starling 2FA Dashboard, file names for Main logo and Menu logo are not retained after refreshing the dashboard settings **UITokens** 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
In Starling 2FA Dashboard, adding a collaborator again with a different role, changes the role of the existing collaborator to a new role. **WORKAROUND** Use the Edit collaborator window to change the role of a collaborator	35449
When you try to log in toStarling Two-Factor Authentication dashboard, the following ambiguous error message is displayed: *The user account is suspended*. **WORKAROUND** The error message conveys that the Starling Two-Factor Authentication subscription has expired.	13629
In the Starling Two-Factor Authentication Dashboard collaborator page CUI control (buttons) does not reset after performing an operation on the selected item.	28507

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™	• Windows 10 • Android • Mac OS X Yosemite	Latest
Mozilla® Firefox®	Windows 8.1	Latest
Microsoft Edge	Windows 10	Latest
Safari®	• Mac OS X Yosemite • IOS 8	See OS / Platform
Opera™	• Windows 7 • Mac OS X Yosemite	Latest

Product licensing

Use of this software is governed by the Software Transaction Agreement found at http://www.oneidentity.com/legal/sta.aspx and the SaaS Addendum at http://www.oneidentity.com/legal/saas-addendum.aspx. This software does not require an activation or license key to operate.

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

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 or other inquiries, visit https://www.oneidentity.com/company/contact-us.aspx or call +1-800-306-9329.

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

Third-party contributions

This product contains some third-party components (listed below). Copies of their licenses may be found at referencing https://www.oneidentity.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**: Apache 2.0
WebGrease 1.6.x	Copyright © 2012 Microsoft **License**: Apache 2.0

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.