

One Identity Starling Two-Factor Authentication

Release Notes

October 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

- In the Starling Two-Factor Authentication **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 Two-Factor Authentication dashboard now includes information about hybrid subscriptions.

17 June 2018

- The Starling Two-Factor Authentication dashboard displays the logged in user name instead of the email address.

25 April 2018

- A Starling Two-Factor Authentication administrator is able to view the invited collaborators.
- A Starling Two-Factor Authentication administrator is able to resend an invitation to a collaborator.

15 March 2017

- A Starling Two-Factor Authentication administrator is able to change the name of the token in the Starling 2FA app.
- A Starling Two-Factor Authentication 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 Two-Factor Authentication 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 Two-Factor Authentication 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 Two-Factor Authentication 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 the Starling Two-Factor Authentication 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 Two-Factor Authentication dashboard removes the user from the users page.	19921

20 July 2017

Table 4: General resolved issues

Resolved Issue	Issue ID
When provisioning Starling Two-Factor Authentication for a Starling account with a long company name, the following error occurs: <i>name is too long</i> .	17388

5 June 2017

Table 5: General resolved issues

Resolved Issue	Issue ID
In the Starling Two-Factor Authentication dashboard, registered value in the user details panel displays an incorrect value.	17385
In the Starling Two-Factor Authentication 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 Two-Factor Authentication dashboard, collaborators are not suspended while waiting for approval to delete the same collaborator.	12401
In the Starling Two-Factor Authentication 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 Two-Factor Authentication dashboard Settings.	11182
In the Starling Two-Factor Authentication 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 Two-Factor Authentication dashboard, Restore option is enabled for an active user.	1455
In the Starling Two-Factor Authentication dashboard Administrator User Interface (UI), the Disable button is active for disabled users.	12534

Resolved Issue	Issue ID
In the Starling Two-Factor Authentication 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 Two-Factor Authentication 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 Two-Factor Authentication 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 to Starling Two-Factor Authentication dashboard, the following ambiguous error message is displayed: <i>The user account is suspended.</i> 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 10AndroidMac 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 YosemiteIOS 8	See OS / Platform
Opera™	<ul style="list-style-type: none">Windows 7Mac 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

Copyright 2018 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) 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.

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. 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 - October 2018