

One Identity Starling Two-Factor Authentication

Release Notes

3 July 2019

These release notes provide information about the 3 July 2019 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.

Starling Two-Factor Authentication 3 July 2019 is a general release.

New features

New features in the 3 July 2019 release of Starling Two-Factor Authentication:

- There are no new features for this release. See below for information regarding new features in previous releases.

See also:

- [Resolved issues](#) on page 2

The following were new features in previous releases of Starling Two-Factor Authentication.

19 June 2019 new features

- New user interface – The Starling Two-Factor Authentication service has been redesigned to improve your experience and create a more seamless transition as you move between Starling services.
- Mobile compatibility – Some functionalities within Starling Two-Factor Authentication can now be performed from mobile devices.
- Configurable one-time password length – You can now select a character length (6-8) for one-time passwords.

15 July 2018 new features

- Updated country code list – In the **Users** pane, the **Add Users** dialog box displays the updated list of available country codes.

Resolved issues

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

Table 1: General resolved issues

Resolved Issue	Issue ID
Error message stating that an Administrator is unable to remove the last Primary Administrator from Starling Two-Factor Authentication is not appearing. The Primary Administrator is not removed even though the error message does not appear.	115138

The following issues were resolved in previous releases of Starling Two-Factor Authentication.

26 June 2019 resolved issues

Table 2: General resolved issues

Resolved Issue	Issue ID
Collaborator invites and approval requests randomly failing for Administrators.	123952

Resolved Issue	Issue ID
Workaround: Delete any failed approval and try as a Primary Administrator.	
The install link for the Starling Two-Factor Authentication application stopped working.	124117
Approval for a new subscription key failing.	124089

19 June 2019 resolved issues

Table 3: General resolved issues

Resolved Issue	Issue ID
On the Users page, you are unable to filter results based on country code.	56525
Canceling out of saved changes when leaving a page may result in a stuck loading dialog.	112134
Workaround: Refresh the page (F5).	

8 May 2019 resolved issues

Table 4: General resolved issues

Resolved Issue	Issue ID
An error page displays if trying to access Starling Two-Factor Authentication subscription from the Access Summary page of Starling. The service tile is not impacted.	114465

24 April 2019 resolved issues

Table 5: General resolved issues

Resolved Issue	Issue ID
When you try to open the Starling Two-Factor Authentication service, the following ambiguous error message is displayed: The user account is suspended. This error message means that the subscription has expired.	13629
The Collaborator page CUI control (buttons) does not reset after performing an operation on the selected item.	28507
When using the Edge browser, the Approvals page incorrectly displays the status of the requests as pending. Attempting to manage approval requests using Edge may result in errors.	28645
Workaround: Do not use Edge to view or manage approvals.	

14 April 2019 resolved issues

Table 6: General resolved issues

Resolved Issue	Issue ID
On the 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

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 7: General known issues

Known Issue	Issue ID
Leaving the Settings page discards unsaved changes without prompting for confirmation.	113515

System requirements

Before using the 3 July 2019 Starling Two-Factor Authentication release, ensure that your system meets the following minimum hardware and software requirements.

Browser requirements

Table 8: Supported desktop browsers

Browser	Minimum OS/Platform	Version
Internet Explorer	Windows 7	11
Google Chrome	Windows 10 Mac OS X Yosemite	Latest
Mozilla Firefox	Windows 8.1	Latest
Microsoft Edge	Windows 10	Latest
Safari	Mac OS X Yosemite	See OS/Platform

Table 9: Supported mobile browsers

Browser	Minimum OS/Platform	Version
Google Chrome	Android	Latest
Safari	iOS	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.

New service instructions

For information and instructions on adding the Starling Two-Factor Authentication service to a Starling organization, see the *Starling Two-Factor Authentication Administration Guide*.

More resources

Additional information is available from the following:

- [Online product documentation](#)
- [Starling online community](#)

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

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One Identity LLC.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

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-  **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.**