

One Identity Starling

Release Notes

25 January 2023

These release notes provide information about the 25 January 2023 One Identity Starling release. For the most recent documents and product information, see [Online product documentation](#).

About this release

One Identity Starling helps to combine products from the One Identity line to create a secure and customizable cloud service. Administrators use the Starling site to create a new organization, register new accounts, add services to their organization, and gain secure access to those services.

Starling 25 January 2023 is a general release.

New features

New features in the 25 January 2023 release of Starling:

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

The following were new features in previous releases of Starling.

14 December 2022 new features

- DNS connectivity requirements now included in the documentation. For more information, see [System requirements](#).

24 August 2022 new features

- DNS connectivity requirements now included in the documentation. For more information, see [System requirements](#).

16 March 2022 new features

- Subscriptions to Starling Cloud Assistant now available – A new product is available for subscriptions. Starling Cloud Assistant is a messaging services that allows you to both view and respond to messages from on-premises One Identity products (that have been joined to your Starling organization) in an external channel (for example, Microsoft Teams).

Deprecated features

The following is a list of features that are no longer supported for Starling.

- The ability to add additional Azure AD work account collaborators or administrators by selecting them from a pre-populated list is no longer available. You will need to manually enter the full name and email address for all users.
- The Starling Two-Factor Authentication service is no longer available

The following features were deprecated in previous releases of Starling.

16 November 2022 deprecated features

- The Starling CertAccess service is no longer available.

26 January 2022 deprecated features

- Internet Explorer 11 is no longer supported.

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 1: General known issues

Known Issue	Issue ID
In rare cases an email address may not be accepted when signing up for Starling. Contact Support for assistance if you are having difficulties creating an account.	30736
You may be unable to reset your Starling account password if using Firefox. Workaround: Use a different browser to reset your password.	103602

System requirements

Before using the 25 January 2023 Starling release, ensure that your system meets the following minimum software requirements.

Supported browsers

The following browsers are supported when accessing the Starling service.

Table 2: Supported desktop browsers

Browser	Minimum OS/Platform	Version
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 3: Supported mobile browsers

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

Connectivity requirements for Starling

The following DNS addresses are required when integrating with Starling overall. Depending on the Starling service(s) used, additional DNS addresses may be required. For more information, see the documentation for each service.

Table 4: DNS addresses

DNS Name	Purpose
account.cloud.oneidentity.com account.cloud.oneidentity.eu	Landing page of a Starling organization.
accountsupervisor.cloud.oneidentity.com accountsupervisor.cloud.oneidentity.eu	Join/unjoin a product to a Starling organization.
discovery.cloud.oneidentity.com	Determine correct URLs for subsequent calls based on geography.

DNS Name	Purpose
discovery.cloud.oneidentity.eu	
sts.cloud.oneidentity.com sts.cloud.oneidentity.eu	Obtain access tokens for calling various Starling APIs.
www.cloud.oneidentity.com (cloud.oneidentity.com) www.cloud.oneidentity.eu (cloud.oneidentity.eu)	Public landing page of Starling services.
status.cloud.oneidentity.com status.cloud.oneidentity.eu	Public Starling service status page.
directory-proxy.cloud.oneidentity.com directory-proxy.cloud.oneidentity.eu	API endpoint for service to access user and group information.

(Optional) Feature requirements

Table 5: (Optional) Feature requirements

Feature	Requirement
Work accounts	To authenticate using a work account, you need the following: <ul style="list-style-type: none"> Fully configured Azure AD tenant capable of authenticating users In cases where an organization has registered an Azure AD tenant but it is not fully synchronized or an account has not yet been added, the owner of that account will be unable to use Starling at that time unless they register independently from the organization.
Event forwarding	To use the event forwarding feature, you need the following: <ul style="list-style-type: none"> A service that supports SYSLOG (for example, Loggly)

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 organization instructions

The following instructions explain how to create a new One Identity Starling organization.

Creating a One Identity Starling organization

1. From the One Identity Starling home page (<https://www.cloud.oneidentity.com/>) , click **TRY STARLING**.
2. Follow the instructions to complete your registration. For additional information, see the online documentation information in [More resources](#).

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. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe.

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 and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

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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Legend

-  **WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.