

# One Identity Starling

## Release Notes

### 25 August 2021

These release notes provide information about the 25 August 2021 One Identity Starling release. For the most recent documents and product information, see [More resources](#).

## 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 August 2021 is a general release.

## New features

New features in the 25 August 2021 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.**

### 30 June 2021 new features

Safeguard Remote Access is now available: This service is designed to act as a client-less, browser-based secure terminal access to servers via integration with the Safeguard for Privileged Sessions (SPS) product. For information regarding this service, see the documentation specific to Safeguard Remote Access.

## 16 June 2021 new features

Starling CertAccess: Starling Governance has been renamed to Starling CertAccess.

## 2 June 2021 new features

Joined Products page: A new settings page has been added which allows you to view and manage the One Identity products currently joined to your Starling organization.

## 5 May 2021 new features

Starling CertAccess is now available: This service allows you to manage access requests and access certifications using Starling CertAccess in an Active Directory environment managed by One Identity Active Roles. For information regarding this service, see the documentation specific to Starling CertAccess.

# 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.<br>Workaround: Use a different browser to reset your password.                          | 103602   |

# System requirements

Before using the 25 August 2021 Starling release, ensure that your system meets the following minimum software requirements.

# Browser requirements

**Table 2: Supported desktop browsers**

| Browser   | Minimum OS/Platform                | Version         |
|---|------------------------------------|-----------------|
| Internet Explorer   | Windows 7                          | 11              |
| <b>NOTE:</b> Beginning February 1, 2022, One Identity Starling will no longer support Internet Explorer 11. |                                    |                 |
| Google Chrome   | Windows 10<br>Mac OS X<br>Yosemite | Latest          |
| Mozilla Firefox   | Windows 8.1                        | Latest          |
| Microsoft Edge  | Windows 10                         | Latest          |
| Safari  | Mac OS X<br>Yosemite               | See OS/Platform |

**Table 3: Supported mobile browsers**

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

## (Optional) Feature requirements

**Table 4: (Optional) Feature requirements**

| Feature          | Requirement  |
|------------------|--|
| Work accounts    | To authenticate using a work account, you need the following: <ul style="list-style-type: none"><li>Fully configured Azure AD tenant capable of authenticating users</li><li>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.</li></ul> |
| Event forwarding | To use the event forwarding feature, you need the following: <ul style="list-style-type: none"><li>A service that supports SYSLOG (for example, Loggly)</li></ul>  |

# 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
  - [One Identity Hybrid Subscription](#) information is included in the Starling documentation.
  - [Starling Two-Factor Authentication](#) for Starling and Starling Two-Factor Authentication documentation.
  - [Starling Connect](#) for Starling and Starling Connect documentation.
  - [Starling CertAccess](#) for Starling and Starling CertAccess documentation.
  - [Safeguard Remote Access](#) for Starling and Safeguard Remote Access 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](http://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.