

# One Identity Starling

## Release Notes

### 13 March 2019

These release notes provide information about the 13 March 2019 One Identity Starling release.

## 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 13 March 2019 is a general release.

## New features

New features in the 13 March 2019 release of Starling:

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

See also:

- [Resolved issues](#)

## The following were new features in previous releases of Starling.

### 27 February 2019 new features

- Authentication Services 4.2 – The latest version of Authentication Services is eligible to use the One Identity Hybrid Subscription service.
- Starling Governance Access Certification (Technical Preview) – Related to the One Identity Hybrid Subscription, the Starling Governance Access Certification (Technical Preview) service is used for uploading data from One Identity Safeguard for Privileged Passwords (which is connected to Starling using One Identity Hybrid Subscription) in order to run a campaign which allows you to make decisions regarding whether or not the correct permissions are currently in effect. The Starling Governance Access Certification service is only available as a technical preview at this time.

### 24 October 2018 new features

- Support page – A new page is available that provides access to support resources.

### 15 August 2018 new features

- Starling Connect – The Starling Connect service is now available for trial or purchase.

### 1 August 2018 new features

- Access Summary page – This page replaces and expands on the now deprecated Users page. It is available to organization administrators for viewing and managing the users, clients, and products associated with your organization.
- Managing Organization Admins page – Starling organization roles are now managed on a new page.

### 18 July 2018 new features

- Active Roles 7.3 – The latest version of Active Roles is eligible to use the One Identity Hybrid Subscription service.

### 20 June 2018 new features

- Password Manager 5.8.0 – The latest version of Password Manager is eligible to use the One Identity Hybrid Subscription service.
- Safeguard 2.2 – The latest version of Safeguard is eligible to use the One Identity Hybrid Subscription service.

### 23 May 2018 new features

- One Identity Hybrid Subscription – A new service is available that allows you to join a One Identity on-premises product with Starling. Password Manager 5.8.0 and

Safeguard 2.2 are a couple of the upcoming products that will be eligible to use this service.

- General Data Protection Regulation changes – Due to the new GDPR requirements, a GDPR contact is now required for your Starling account. For more information, see the Starling User Guide. Also, please take time to review the [One Identity legal page](#).

## Deprecated features

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

- There were no deprecated features for the 13 March 2019 release. See below for information regarding deprecated features in previous releases.

### 1 August 2018 deprecated features

- Users page: The Users page was removed as part of changes to how Starling provides insight into accounts and how it assigns organization level permissions.

## Resolved issues

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

**Table 1: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
Certain symbols are unavailable for use when creating a password for a new account (for example: @). If a symbol that is currently unavailable is used there will be an invalid password notice.	108579

**The following issues were resolved in previous releases of Starling.**

### 26 September 2018 resolved issues

**Table 2: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
The search box on the Access Summary page is case sensitive for Starling Two-Factor Authentication accounts. Searches for Starling Identity Analytics & Risk Intelligence accounts are not case sensitive.	21972

## 1 August 2018 resolved issues

**Table 3: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
When creating a new organization, work accounts that click Sign in without filling in the registration fields will be redirected to an error page.	28939

## 9 May 2018 resolved issues

**Table 4: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
What's New page is not displaying updated content.	28520

## 11 April 2018 resolved issues

**Table 5: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
UI doing full authentication reload when refreshing token.	27286

# 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 6: General known issues**

<b>Known Issue</b>	<b>Issue ID</b>
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 are unable to reset your Starling account password if using Firefox.	103602
Access Certification: An incorrect upload count may be displayed on the Data Imports page.	108677

# System requirements

Before using the 13 March 2019 Starling release, ensure that your system meets the following minimum software requirements.

## Browser requirements

**Table 7: 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 8: Supported mobile browsers**

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

## (Optional) Feature requirements

**Table 9: (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 Identity Analytics & Risk Intelligence](#) for Starling and Starling Identity Analytics & Risk Intelligence documentation.
  - [Starling Two-Factor Authentication](#) for Starling and Starling Two-Factor Authentication documentation.
  - [Starling Connect](#) for Starling and Starling Connect 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 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](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 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.