

# One Identity Starling

## Release Notes

### 6 May 2020

These release notes provide information about the 6 May 2020 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 6 May 2020 is a general release.

## New features

New features in the 6 May 2020 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.**

### 25 March 2020 new features

- An email notification will now be sent to alert customers 30 days before their paid

(non-hybrid) subscriptions are set to expire.

### **11 March 2020 new features**

- Paid (non-hybrid) subscriptions now display the expiration date on the service tile.

### **15 January 2020 new features**

- The Starling sign in process has been updated.

### **4 December 2019 new features**

- Starling Governance Access Certification is no longer available as a service.
- Starling Identity Analytics & Risk Intelligence is no longer available as a service.

### **20 November 2019 new features**

- Starling Identity Analytics & Risk Intelligence new subscriptions unavailable – Starling Identity Analytics & Risk Intelligence is in the process of being removed. New subscriptions are no longer available.

### **6 November 2019 new features**

- Starling Governance Access Certification technical preview ending – The technical preview of Access Certification is concluding. New subscriptions are no longer available.

### **5 June 2019 new features**

- European Union data center deployment available – New Starling organizations are now able to select between using the European Union or United States data centers. The European Union data center currently only supports the Starling Connect service.

## **Deprecated features**

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

- There were no deprecated features for the 6 May 2020 release. See below for information regarding deprecated features in previous releases.

### **The following features were deprecated in previous releases of Starling.**

#### **4 December 2019 deprecated features**

- Starling Governance Access Certification is no longer available as a service.
- Starling Identity Analytics & Risk Intelligence is no longer available as a service.

#### **20 November 2019 deprecated features**

- Starling Identity Analytics & Risk Intelligence new subscriptions unavailable: Starling Identity Analytics & Risk Intelligence is in the process of being removed. New

subscriptions are no longer available.

## 6 November 2019 deprecated features

- Starling Governance Access Certification new preview subscriptions: You are unable to add a technical preview subscription for Access Certification and information related to the service has also been removed from the Access Summary page.

# 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>
In rare cases when using Firefox to register an invited collaborator the registration page may not fully load. Workaround: Refresh the page or use a different browser.	231654

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

## 11 March 2020 resolved issues

**Table 2: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
Trying to add a new service to an organization via a direct link to the service does not work. Workaround: Use the Starling home page to add a new service. For more information on this process, see the One Identity Starling User Guide.	224669

## 4 December 2019 resolved issues

**Table 3: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
After validating a new Starling account, the navigation menu is not appearing. Workaround: Refresh the page.	170562

# 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 4: 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 6 May 2020 Starling release, ensure that your system meets the following minimum software requirements.

## Browser requirements

**Table 5: 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 6: Supported mobile browsers**

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

# (Optional) Feature requirements

Table 7: (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 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.