

# One Identity Starling Connect

## Release Notes

### 16 August 2019

These release notes provide information about the 16 August 2019 One Identity Starling Connect release.

## About this release

Accessible from the One Identity Starling site (<https://www.cloud.oneidentity.com/>), Starling Connect extends your investment in identity governance beyond on-premises apps to target cloud applications that are used by your partners. Starling Connect builds on One Identity Manager to unify governance, extend access controls, and ensures compliance, to reduce the time taken to provision / de-provision users and groups.

## New features

The following Starling connectors for provisioning or de-provisioning resources along with the new features are released in the 16 August 2019 release of Starling Connect are mentioned below.

- **AWS Cognito connector**

See also:

- [Resolved issues](#)

**The following were new features in previous releases of Starling Connect.**

### **2 August 2019 new features**

The following updates were released:

- **No new features or enhancement except minor internal fixes.**

### **4 July 2019 new features**

The following updates were released:

- **Coupa connector**
- **RSA Archer diagnostic logs enhancement. For more information on the enhancement, see [RSA connector enhancement section in the Enhancements](#) topic.**

### **20 June 2019 new features**

The following updates were released:

- **Updated BaseCRM to Zendesk Sell**

### **9 May 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **GoToMeeting**

### **25 April 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Concur**
- **Tableau**

### **11 April 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Azure AD**
- **G Suite**

### **28 March 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Zendesk**
- **ShareFile**

### **14 March 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Workbooks**
- **DocuSign**

### **28 February 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Statuspage**
- **BaseCRM**

### **14 February 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Oracle IDCS**
- **Bitbucket**

### **31 January 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Egnyte**
- **SugarCRM**

### **17 January 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Nutshell**
- **Insightly**

### **08 January 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **SuccessFactorsHR**

### **03 January 2019 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Pipedrive**

### **20 December 2018 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Trello**
- **Box**

### **05 December 2018 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **AtlassianJC**

### **22 November 2018 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Dropbox**
- **Crowd**

### **25 October 2018 new features**

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Amazon (S3 and AWS)**
- **ServiceNow**

### **17 October 2018 new features**

- Starling RSA Archer connector was updated to process *RSA Archer ISMS Groups* Object types, in ready-only mode. See below for information regarding new features in previous releases.

### **26 September 2018 new features**

The following Starling connector was released and it can be used for provisioning or de-provisioning resources:

- **SuccessFactors**

## 15 August 2018 new features

The following Starling connectors were released and they can be used for provisioning or de-provisioning resources:

- **Salesforce**
- **Facebook Workplace**
- **SAP Cloud Platform**
- **JIRA Server**
- **RSA Archer**

## Resolved issues

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

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

### 16 August 2019

No resolved issues in this release.

### 1 August 2019

No resolved issues in this release.

### 18 July 2019

No resolved issues in this release.

### 4 July 2019

**Table 1: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
In Starling Connect Connectors for SuccessFactors, performance enhancement by removing additional calls made during <b>User</b> retrieval. Logging is enabled to log the resource count in trace messages of App Insights.  <b>i</b> <b>NOTE:</b> Update the synchronization shell or create a new synchronization shell in One Identity Manager as the changes are introduced in the schema. <b>Roles</b> and <b>Group</b> Memberships are removed in the schema.	125091

### 20 June 2019

**Table 2: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
For the Starling Connect Connector RSA Archer, the ISMS group properties that is <b>leads</b> , <b>leadBackup</b> , and <b>coaches</b> now support multi-value. The schemas for these properties are updated from <b>'type': 'string'</b> and <b>'multiValued': false</b> to <b>'type': 'complex'</b> and <b>'multiValued': true</b> .	121821

**i** **NOTE:** Update the synchronization shell or create a new synchronization shell in One Identity Manager as the changes are introduced in the schema for ISMS attributes.

**9 May 2019**

No resolved issues in this release.

**25 April 2019**

No resolved issues in this release.

**11 April 2019**

No resolved issues in this release.

**28 March 2019**

No resolved issues in this release.

**14 March 2019**

No resolved issues in this release.

**28 February 2019**

**Table 3: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
In Starling Connect Connectors for RSA Archer, error 500 is displayed when special characters are used during User Provisioning.	107843

**14 February 2019**

No resolved issues in this release.

**31 January 2019**

**Table 4: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
In Starling Connect Connector for RSA Archer, the connector endpoint responses are slow.	105558

## 17 January 2019

**Table 5: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
In Starling Connect Connector for ServiceNow, the password does not get encrypted.	103029

## 22 November 2018

**Table 6: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
In Starling Connect Connector for RSA Archer, it is not possible to remove a user from certain groups.	97716

## 25 October 2018 resolved issues

**Table 7: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
The runtime versions of all the connectors are incorrectly pinned.	80025

## 15 August 2018 resolved issues

**Table 8: General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
In Salesforce instances containing huge number of users and groups, Starling Connect – Connectors may log many server exceptions.	32425
On entering wrong credentials, the Salesforce connector fails and error 500 is seen.	51042
The Salesforce TokenManager uses <b>.Result</b> instead of <code>async/await</code> .	51044

## 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 9: General known issues**

Known Issue	Issue ID
In Starling Connect Connector for Concur, after deleting the user on One Identity Manager, an error message is displayed that the request could not be completed successfully though the user is deleted in the target instance. Note this error does not affect the functionality as the user is already deleted.	114620
In Starling Connect Connector for SAP Cloud Platform, Password Policy must be applied appropriately in One Identity Manager to enable the User Create feature to work successfully.	51186
In Starling Connect Connector for Facebook Workplace, to use a group, the group must contain at least one member.	51185
In Starling Connect Connector for Facebook Workplace, removing the last member of a group deletes the group automatically.	51170
In Starling Connect Connector for JIRA Server, deletion of a group is not allowed.	51518
In Starling Connect Connector for RSA Archer, it is not possible to have multiple log-ins with the same instance.	53534
In Starling Connect Connector for JIRA Server, the <i>Get Specific Group</i> request, that has special characters from the Supervisor returns <i>404 Not Found</i> error.	51276
When an incorrect SCIM or target URL, such as an invalid cloud instance URL is configured in the Supervisor, the error code 404 and error message <i>Invalid cloud endpoint</i> must be displayed. However, the expected error code and message are not displayed in all the cases. <b>This issue is applicable to all the connectors.</b>	54659
In Starling Connect Connector for Amazon (S3 and AWS), addition or removal of entitlements for Groups is currently not supported by One Identity Manager.	79680
In Starling Connect Connector for Dropbox, a user is not able to update optional field values to blank values.	88925
In Starling Connect Connector for Dropbox, results are displayed to an end user, even when the startIndex value is greater than the TotalResults.	88927
In Starling Connect Connector for RSA Archer, an error is displayed after a user is created.	98585
In Starling Connect Connector for RSA Archer, when the last pagination request is sent, the next cursor comes up.	99100
In Starling Connect Connector for Insightly, certain Group names are not displayed in the Manager console, in the 7.1.4 version of One Identity Manager.	102317
In Starling Connect Connector for Insightly, an error is returned, in the Target	102344



Known Issue	Issue ID
system browser for Groups, in the 8.0.2 version of One Identity Manager, with HF 30426	
In Starling Connect Connector for Egnyte, a successful response is received when the <i>Get User</i> operation is requested, when the <b>Password</b> field is left blank.	104777
In Starling Connect Connector for Egnyte, creation of user fails if a special character is provided in the <b>userName</b> field.	105413
In Starling Connect Connector for Egnyte, the sync fails if the number of groups is more than ten for a trial account.	105441
In Starling Connect Connector for Coupa, <b>Groups</b> and <b>Roles</b> membership operations are not supported in the current release. Support for the feature would be available in the subsequent release.	125325
In Starling Connect Connector for AtlassianJC, the pagination for users is truncated to the first 1000 resources, beyond which the users are not displayed.	127066
In Starling Connect Connector for AtlassianJC, SCIM to UCI synchronization does not have all the user accounts as the email address is not available in the cloud user response.	127068
In Starling Connect Connector for Coupa, the implementation of Group and Role memberships are User centric operations. This is because the Coupa target system does not provide dedicated APIs to work with Groups and Roles object types.  As a work around, the endpoint or client system has to be customized for successful integration of Groups and Roles memberships.	128542

## Enhancements

The following is a list of enhancements implemented in Starling Connect.

**Table 10: General enhancements**

Enhancement	Issue ID
Optimized logging capability by excluding 503 error code from being logged as an exception in app insights.	113284
Ability to test the connection before saving the connection parameters and credentials to ensure connectivity with the target instance.	111615

**July 4 2019**

**Table 11: RSA connector enhancement**

Enhancement	Issue ID
RSA Archer diagnostic logs are enhanced to collect counters for group member operations and status of the request responses.	124018

**July 18 2019****Table 12: Box connector enhancement**

Enhancement	Issue ID
The Box Connector is enhanced to support the RFC 7643 ( <a href="https://tools.ietf.org/html/rfc7643#section-2.1">https://tools.ietf.org/html/rfc7643#section-2.1</a> ) IETF standards. The returnability of a property, such as, <b>Groups</b> attributes of <b>User</b> object type have to be specified by the endpoints.	116527

**August 16 2019****Table 13: SuccessFactorsHR connector enhancement**

Enhancement	Issue ID
SuccessFactorsHR <b>GETEmployees</b> api is enhanced to work with limited set of attributes so that the endpoint synchronization does not fail with disabled attributes in the SuccessFactors environment of the customer.	127509

## System requirements

Before using the 16 August 2019 Starling Connect release, ensure that your system meets the below mentioned requirements.

**Table 14: Supported Browsers**

Browser	Minimum OS/Platform	Version
Internet Explorer	Windows 7	11
Google Chrome	Windows 10, Android, Mac OS X Yosemite	Latest
Mozilla Firefox	Windows 8.1	Latest
Microsoft Edge	Windows 10	Latest
Safari	Mac OS X Yosemite, iOS 8	See OS/Platform
Opera	Windows 7, Mac OS X Yosemite	Latest

# Supported Client Platforms

The below mentioned **One Identity Manager** versions are verified to work with Starling Connect:

- 7.1.3
- 7.1.4
- 8.0.1
- 8.0.2
- 8.1.0

**NOTE:** The below mentioned versions of One Identity Manager are not verified to work with the JIRA Server connector:

- 7.1.4
- 8.0.2
- 8.1.0

**NOTE:** The links to different hotfixes, that are applicable for different versions of One Identity Manager, are mentioned below.

- 7.1.3
  - <https://support.oneidentity.com/download-install-detail/6091441>
  - <https://support.oneidentity.com/starling-connect/kb/260186/one-identity-manager-7-1-3-hotfix-30002>
- 7.1.4
  - <https://support.oneidentity.com/download-install-detail/6091443>
- 8.0.1
  - <https://support.oneidentity.com/download-install-detail/6091445>
  - <https://support.oneidentity.com/starling-connect/kb/260185/one-identity-manager-8-0-1-hotfix-30002>
- 8.0.2
  - <https://support.oneidentity.com/download-install-detail/6091447>

**NOTE:** For consuming Starling Connect HR connectors (for example, SuccessFactorsHR) into the One Identity Manager Synchronization Client, the One Identity Manager CHS module has to be installed and configured. You can download the appropriate CHS module by navigating through links below:

- 7.1.3
  - <https://support.oneidentity.com/identity-manager/7.1.3/download-new-releases>
- 7.1.4
  - <https://support.oneidentity.com/identity-manager/7.1.4/download-new-releases>
- 8.0.1
  - <https://support.oneidentity.com/identity-manager/8.0.1/download-new-releases>
- 8.0.2
  - <https://support.oneidentity.com/identity-manager/8.0.2/download-new-releases>
- 8.1.0
  - <https://support.oneidentity.com/identity-manager/8.1/download-new-releases>

## Additional hardware and software requirements

In addition to the browser compatibility requirements for Starling (see [Supported Browsers](#)), some additional requirements may need to be met. See the table below for information on those requirements.

The services available through Starling may also include additional hardware and software requirements. Any requirements that must be met by users of a particular service are available within the documentation specific to the service.

**Table 15: Additional One Identity Starling requirements**

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</li></ul>
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they register independently from the organization.

Event forwarding

To use the event forwarding feature, you need the following:

- 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 requires an activation or license key to operate.

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

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