Starling Connect

Release Notes

6 January 2020

These release notes provide information about the 6 January 2020 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 and Active Roles 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 is a list of new features in this release of Starling Connect.

6 January 2020 new features

The following updates are released:

- **Coupa connector enhancements.**
- **SuccessFactors HR connector bug fixes**.
- See also:
    - Enhancements
    - Resolved issue

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

19 December 2019 new features

The following updates were released:

- **SuccessFactors HR connector bug fixes**.
- **SuccessFactors HR connector enhancements.**
- See also:
- 19 December 2019 resolved issues
- 19 December 2019 enhancements

11 December 2019 new features

The following updates are released:

- **SuccessFactors HR connector bug fixes**.
- **Custom attributes for Coupa connector.**
- See also: 11 December 2019 resolved issues

5 December 2019 new features

The following updates were released:

- **Configuring Amazon S3 AWS connector to support entitlements for User and Group**.
- **SuccessFactors HR connector enhancements**.
- See also: 5 December 2019 enhancements

21 November 2019 new features

The following updates were released:

- **The Okta connector was released and it can be used for provisioning or de-provisioning resources.**
- **Versioning of Starling connectors.**
- **Starling Connect support for Active Roles.**
- **Custom attributes for Coupa connector.**
- **Deprecation of Bitbucket connector.**
- See also:
    - 21 November 2019 enhancements
    - 21 November 2019 resolved issues
    - 21 Novbember 2019 deprecated features

7 November 2019 new features

The following updates were released:

- **No new features**
- See also: 7 November 2019 enhancements

24 October 2019 new features

The following updates were released:

- **No new features**
- See also:
    - 24 October 2019 enhancements
    - 24 October 2019 resolved issues

10 October 2019 new features

The following updates were released:

- **No new features**
- See also: 10 October 2019 enhancements

1 October 2019 new features

The following updates were released:

- **No new features**
- See also: 1 October 2019 resolved issues

12 September 2019 new features

The following updates were released:

- **No new features**
- See also: 12 September 2019 enhancements

29 August 2019 new Features

The following updates were released:

- **No new features**
- See also: 29 August 2019 enhancements

16 August 2019 new features

The following updates were released:

- **No new features**
- See also: 16 August 2019 enhancements

2 August 2019 new features

The following updates were released:

- **No new features**

18 July 2019 new features

The following updates were released:

- **No new features**
- See also: 18 July 2019 enhancements

4 July 2019 new features

The following updates were released:

- **Coupa**
- See also:
  - 4 July 2019 enhancements
  - 4 July 2019 resolved issues

20 June 2019 new features

The following updates were released:

- **No new features**
- See also:
  - 20 June 2019 enhancements
  - 20 June 2019 resolved issues

9 May 2019 new features

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

- **GoToMeeting**
- See also: 9 May 2019 resolved issues

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**
- **GSuite**

28 March 2019 new features

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

- **Zendesk**
- **Citrix 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**
- **Zendesk Sell**
- See also: 28 February 2019 resolved issues

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**
- See also: 31 January 2019 resolved issues

17 January 2019 new features

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

- **NutShell**
- **Insightly**
- See also: 17 January 2019 resolved issues

08 January 2019 new features

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

- **SuccessFactors HR**

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:

Atlassian JIRA Confluence

22 November 2018 new features

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

- **Dropbox**
- **Crowd**
- See also: 22 November 2018 resolved issues

25 October 2018 new features

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

- **Amazon S3 AWS**
- **ServiceNow**
- See also: 25 October 2018 resolved issues

17 October 2018 new features

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

- **No new feature**
- See also: 17 October 2018 enhancements

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**
- See also: 15 August 2018 resolved issues

Resolved issues

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

Resolved issues

Table 1: General resolved issues

Resolved issue

	Issue ID
For the **SuccessFactors HR** connector, the Starling Connect Connectors Administration Guide should have a mapping table for the Target System Object and the corresponding endpoint.	216825
For the **SuccessFactors HR** connector, based on the performance analysis on the SR, it was found that the Employee Object synchronization is taking many hours due to the duplicate records being returned by the connector while running a synchronization using the One Identity Manager.	216826

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

19 December 2019 resolved issues

Table 2: General resolved issues

Resolved issue

	Issue ID
For the **SuccessFactors HR** connector, the Starling Connect Connectors Administration Guide does not show the correct mapping of SCIM schema and target system attributes.	215770
For the **SuccessFactors HR** connecter, the **Target System Browser** does not display some columns for the **Employee** Object.	216016

11 December 2019 resolved issues

Table 3: General resolved issues

Resolved issue

Resolved issue	Issue ID
In Starling Connect Connectors for **SuccessFactors HR**, Error 400 is displayed while browsing **BusinessUnits**, Companies and Divisions.	215599
The Starling connector is unable to fetch some of the attributes of the **Employee** object for **SuccessFactors HR**.	215600
The **Coupa** connector has been updated to remove the custom attributes **new-user** and **delivery-info-on-user-record** from mapping and schema. This is populated based on the custom configuration in the Starling portal while registering the connector.	184406

21 November 2019 resolved issues

Table 4: General resolved issues

Resolved issue

Resolved issue	Issue ID
User update operation fails when the members of **Role** or **Groups** has members without the **Id** field.	170605
Custom logic implemented in Coupa connector to handle the **account-security-type** attribute.	170319
SuccessFactorsHR Employees are not getting loaded in the target system browser and Synchronization process.	171916

24 October 2019 resolved issues

Table 5: General resolved issues

Resolved issue

Resolved issue	Issue ID
When the Password policy is enabled in the Archer Cloud application, the update operation on the RSA Archer User Object type will fail.	167633

1 October 2019 resolved issues

Table 6: General resolved issues

Resolved issue	Issue ID
OneIM synchronization process does not get all the Users. It always takes only 500 Users from the Coupa cloud system.	153550

4 July 2019 resolved issues

Table 7: General resolved issues

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

20 June 2019 resolved issues

Table 8: General resolved issues

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

9 May 2019 resolved issues

Table 9: General resolved issues

Resolved issue	Issue ID
Optimized logging capability by excluding 503 error code from being logged as an exception in app insights.	113284

28 February 2019 resolved issues

Table 10: General resolved issues

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

31 January 2019 resolved issues

Table 11: General resolved issues

Resolved issue	Issue ID
In Starling Connect Connector for RSA Archer, the connector endpoint responses are slow.	105558

17 January 2019 resolved issues

Table 12: General resolved issues

Resolved issue	Issue ID
In Starling Connect Connector for ServiceNow, the password does not get encrypted.	103029

22 November 2018 resolved issues

Table 13: General resolved issues

Resolved issue	Issue ID
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 14: General resolved issues

Resolved issue	Issue ID
The runtime versions of all the connectors are incorrectly pinned.	80025

15 August 2018 resolved issues

Table 15: General resolved issues

Resolved issue	Issue ID
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 **.Result** instead of async/await.	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 16: 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 *Get Specific Group* request, that has special characters from the Supervisor returns *404 Not Found* 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 *Invalid cloud endpoint* must be displayed. However, the expected error code and message are not displayed in all the cases. **This issue is applicable to all**	54659

Known issue	Issue ID
the connectors.	
In Starling Connect Connector for Amazon S3 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 if an user is created using an incorrect locale value .	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 system browser for Groups, in the 8.0.2 version of One Identity Manager, with HF 30426	102344
In Starling Connect Connector for Egnyte, a successful response is received when the *Get User* operation is requested, when the **Password** field is left blank.	104777
In Starling Connect Connector for Egnyte, creation of user fails if a special character is provided in the **userName** 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, **Groups** and **Roles** 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 Atlassian JIRA Confluence, the pagination for users is truncated to the first 1000 resources, beyond which the users are not displayed.	127066
In Starling Connect Connector for Atlassian JIRA Confluence, 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.	128542

Known issue	Issue ID
As a work around, the endpoint or client system has to be customized for successful integration of Groups and Roles memberships.	
When both the East US and West US App Services are not available, the 500 Internal Server Error, with the message "An Error occurred while sending the request", is displayed. This is because the Cloud application RSA Archer always returns the error message as 500 Internal Server Error. This issue is common for all connectors.	139480

Enhancements

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

Table 17: Connector enhancements

Connector	Enhancements	Work item ID
Coupa	The connector is enhanced to support the custom logic to handle the **account-security-type** attribute.	216651

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

19 December 2019 enhancements

Table 18: Connector enhancements

Connector	Enhancements	Work item ID
SuccessFactors HR	The connector is enhanced to support the below listed additional endpoints: • PerPhone • EventReason • PicklistLabel • PicklistOption	186671

5 December 2019 enhancements

Table 19: Connector enhancements

Connector	Enhancements	Work item ID
Amazon S3 AWS	The connector is enhanced to support the configuration of entitlements for **User** and **Group**.	170686
SuccessFactors HR	The connector is enhanced to support the below listed additional attributes for: • Supervisor Configuration Parameters| Minimal Attributes • BusinessUnit • EmpEmployment • JobCode • Position • PerPersonal • Supported objects and operations • JobCode • Position • EmpEmployment • PerPersonal	171886

21 November 2019 enhancements

Table 20: Connector enhancements

Connector	Enhancements	Work item ID
All connectors	Starling Connect is enhanced to support multiple versions of the same connector in the Starling production instance. Versioning of connectors enables administrators to choose the desired version that a customer wants to be on.	127554
Coupa	The connector is enhanced with the logic to handle custom attributes.	170546

7 November 2019 enhancements

Table 21: Connector enhancements

Connector	Enhancements	Work item ID
Salesforce	The connector is enhanced to support the below listed additional attributes for:	167283

Connector	Enhancements	Work item ID

	- **User mapping**
	  - Groups[].value(OnDemand)
	  - Entitlements[].Value
	  - Entitlements[].Display
	  - Roles[].Value
	  - Roles[].Display
	- **Role mapping**
	  - Id
	  - DisplayName
	  - Members[].value
	  - Members[].display
	  - Meta.Created
	  - Meta.LastModified
	- **Profile mapping**
	  - Id
	  - DisplayName
	  - Members[].value
	  - Members[].display
	  - Meta.Created
	  - Meta.LastModified
	- **Permission Sets mapping**
	  - Id
	  - DisplayName
	  - Members[].value
	  - Members[].display
	  - Meta.Created
	  - Meta.LastModified	

24 October 2019 enhancements

Table 22: Connector enhancements

	Enhancements	Work item ID
Coupa	The connector is enhanced to support additional endpoints to manage **Account**	151683

	Enhancements	Work item ID
	Groups and **User Groups** for **Users**.	
ServiceNow	The connector is enhanced to support dynamic custom attributes.	153617

10 October 2019 enhancements

Table 23: SuccessFactorsHR connector enhancements

	Enhancements	Work item ID
SuccessFactors HR	The connector is enhanced to support the below listed additional attribute for **Supervisor Configuration Parameters**: • Minimal Attributes ⓘ NOTE: The default value is **false**. When the value is set to **true**, only the minimal set of attributes for all the objects including Employee, Department, Location, CostCenter will be queried from the SuccessFactors HR system.	166908

12 September 2019 enhancements

Table 24: Coupa connector enhancements

	Enhancements	Work item ID
Coupa	The connector is enhanced to support the below listed additional attribute for **User resource** type: • workConfirmationApprovalLimit	140245

29 August 2019 enhancements

Table 25: Coupa connector enhancementsEnhancements

Connector	Enhancements	Work item ID
Coupa	The connector is enhanced to support the below listed additional attributes for **User resource** type: • invoiceSelfApprovalLimit	140143

Connector	Enhancements	Work item ID
	• requisitionApprovalLimit	
	• requisitionSelfApprovalLimit	
	• contractApprovalLimit	
	• contractSelfApprovalLimit	
	• defaultChartOfAccountsName	
	• defaultAccountCode	
	• defaultAccountCodeSegment1	
	• defaultAccountCodeSegment2	
	• defaultCurrency	
	• defaultAddressLocationCode	
	• accountSecurityType	
	• businessGroupSecurityType	
	• mentionName	
	• newUser	
	• deliveryInfo	

16 August 2019 enhancements

Table 26: SuccessFactors HR connector enhancement

Connector	Enhancements	Work item ID
SuccessFactors HR	**GETEmployees** api is enhanced to work with limited set of attributes so that the endpoint synchronization does not fail with disabled attributes in the **SuccessFactors HR** environment of the customer.	127509

18 July 2019 enhancements

Table 27: Box connector enhancement

Connector	Enhancements	Work item ID
Box	The connector is enhanced to support the RFC 7643 (https://tools.ietf.org/html/rfc7643#section-2.1) IETF standards. The returnability of a property, such as, **Groups** attributes of **User** object type have to be specified by the endpoints.	116527

4 July 2019 enhancements

Table 28: RSA connector enhancement

Connector	Enhancements	Work item ID
RSA Archer	Diagnostic logs are enhanced to collect counters for group member operations and status of the request responses.	124018

20 June 2019 enhancements

Table 29: Test connection enhancement

Connector	Enhancements	Work item ID
All connectors	Ability to test the connection before saving the connection parameters and credentials to ensure connectivity with the target instance.	111615

17 October 2018 enhancements

Table 30: RSA connector enhancement

Connector	Enhancements	Work item ID
RSA Archer	The connector is enhances to process *RSA Archer ISMS Groups* Object types in ready-only mode.	78017

Deprecated features

The following feature is deprecated in the previous release of Starling Connect.

21 Novbember 2019 deprecated features

- Bitucket Connector has been decommissioned due to API restrictions by the target system in accordance with GDPR implications.

System requirements

Before using the 6 January 2020 Starling Connect release, ensure that your system meets the below mentioned requirements.

Table 31: 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
Browser	Minimum OS/platform	Version

Table 32: Supported mobile browsers

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

NOTE: Starling as well as some of the services to which you can subscribe are compatible with mobile devices. Also, be aware that due to space constraints some tables may be condensed when viewed in portrait mode to only display key columns.

For more information, see Supported browsers in the One Identity Starling Hosted User Guide.

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

ℹ️ 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

ℹ️ 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, SuccessFact-orsHR) 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 33: Additional One Identity Starling requirements

Work accounts	To authenticate using a work account, you need the following:
	- 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: • 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 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