

Starling Connect

Release Notes

21 May 2020

These release notes provide information about the 21 May 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 .

21 May 2020 new features

The following updates are released:

- The **PingOne** Starling connector is released and it can be used for provisioning or de-provisioning resources.

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

7 May 2020 new features

The following updates are released:

- The **OneLogin** Starling connector is released and it can be used for provisioning or de-provisioning resources.
- The **WorkDayHR** Starling connector is released. It allows update on some attributes of the **Employees** endpoint and does not support provisioning or de-provisioning. For more information about the list of attributes, see Starling Connect Hosted - One Identity Manager Administration Guide on the [Support site](#).
- The **Marketo** Starling connector is released and it can be used for provisioning or de-provisioning resources.
- **SuccessFactors HR** enhancements.
- **Coupa** connector enhancements and bug fixes.
- See also:
 - [7 May 2020 enhancements](#)
 - [7 May 2020 resolved issues](#)
 - [Known issues](#)

23 April 2020 new features

There are no new features in this release.

The following updates are released:

- Internal bug fixes for BaseCRM connector
- Documentation updates for Synchronization and integration of Roles object type with One Identity Manager for the following connectors:
 - OpsGenie
 - DataDog

15 April 2020 new features

The following updates are released:

- **SuccessFactors HR** connector enhancements.
- **SuccessFactors** connector enhancements.
- **Coupa** connector enhancements.
- **Salesforce** connector enhancements.
- **ServiceNow** connector enhancements.
- See also: [15 April 2020 enhancements](#)

9 April 2020 new features

The following updates are released:

- **Coupa** connector enhancements.
- **SalesForce** connector enhancements.

- See also:
 - [9 April 2020 resolved issues](#)
 - [9 April 2020 enhancements](#)

26 March 2020 new features

The following updates are released:

- The **AppDynamics** Starling connector is released and it can be used for provisioning or de-provisioning resources.
- **RSA Archer** enhancement.
- See also:
 - [Known issues](#)
 - [26th March 2020 enhancements](#)

12 March 2020 new features

The following updates are released:

- **Okta** enhancement.
- See also:
 - [12 March 2020 enhancements](#)
 - [12 March 2020 resolved issues](#)

27 February 2020 new features

The following updates are released:

- The **Informatica Cloud Services** Starling connector is released and it can be used for provisioning or de-provisioning resources.
- **Amazon S3 AWS** connector enhancements.
- **Coupa** connector bug fixes.
- See also:
 - [27th February 2020 enhancements](#)
 - [27th February 2020 resolved issues](#)

13 February 2020 new features

The following updates are released:

- The **OpsGenie** Starling connector is released and it can be used for provisioning or de-provisioning resources.
- **Box** connector enhancements.
- **SuccessFactors HR** enhancements - A new version of the connector v. 2.0 is available, which enhances the **GetEmployee API**.
- **RSA Archer** enhancements.

- Starling Connect Support for Active Roles.
- See also: [13 February 2020 enhancements](#)

30 January 2020 new features

The following updates are released:

- The **DataDog** Starling connector is released and it can be used for provisioning or de-provisioning resources.
- The **Hideez** Starling connector is released.
For integration with One Identity Manager, see issue ID [220412](#) in [Known issues](#).
- **SuccessFactors HR** connector enhancements.
- See also:
 - [30 January 2020 enhancements](#)
 - [30 January 2020 resolved issues](#)

6 January 2020 new features

The following updates are released:

- **Coupa connector enhancements.**
- **SuccessFactors HR connector bug fixes.**
- See also:
 - [6 January 2020 enhancements](#)
 - [6 January 2020 resolved issues](#)

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 November 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](#)

Enhancements

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

There are no enhancements for this release.

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

7 May 2020 enhancements

Table 1: Connector enhancements

Connector	Enhancements	Work item ID
SuccessFactors HR	<p>The connector is enhanced to allow you to create custom attributes for all the objects in Startling Connect UI in the Custom Attributes section of the Schema Configuration.</p> <p>NOTE: This feature is available from version 3.0 onwards. It is not available in the earlier versions.</p>	225305
SuccessFactors HR	<p>The connector is enhanced to support a new field, dateOfBirth, which is added as a new column on the Employees endpoint.</p> <p>NOTE:</p> <ul style="list-style-type: none"> This feature is available in the versions v.1.0, v.2.0 and v.3.0 of the connector. In versions v.1.0 and v.2.0, this feature is available as a minimal attribute. 	230932
SuccessFactors HR	<p>The connector is enhanced to allow you to retrieve the future-dated rehire records along with prehire records and the existing records in the Employees endpoint.</p> <p>NOTE: This feature is available from version 2.0 onwards. It is not available in the earlier versions.</p>	232196

15 April 2020 enhancements

Table 2: Connector enhancements

Connector	Enhancements	Work item ID
SuccessFactors HR	<p>A new version v.3.0 is available for the connector, in which, you can disable or enable the attributes of all object schemas while configuring the connector.</p> <p>NOTE: This feature is available only in version 3.0 of the connector. It is not available in the earlier versions.</p>	225308
SuccessFactors	<p>The connector is enhanced to support the disable attribute feature. You can now disable or enable the attributes of the User object, including those of Enterprise User, while configuring the connector.</p>	226396
Coupa	<p>A new version v.2.0 is available for the connector, in which, you can create custom attributes for User</p>	225306

Connector	Enhancements	Work item ID
	<p>object in Starling Connect in the Custom Attributes section in the Schema Configuration.</p> <p>NOTE:</p> <ul style="list-style-type: none"> • Coupa cloud application allows you to create custom attributes only for User objects. • This feature is available only in version 2.0 of the connector. • In version 1.0, the procedure to create custom attributes is different. For more information, see the section Configuring custom attributes in Starling for Coupa v.1.0 in the Starling Connect Hosted - One Identity Manager Administration Guide on the Support site. 	
ServiceNow	<p>A new version v.2.0 is available for the connector, in which, you can create custom attributes for the Users, Groups and Roles object schemas in Starling Connect in the Custom Attributes section in the Schema Configuration.</p> <p>NOTE:</p> <ul style="list-style-type: none"> • This feature is available only in version 2.0 of the connector. It is not available in version 1.0. • In version 1.0, the procedure to create custom attributes is different. For more information, see the section Configuring custom attributes in ServiceNow v.1.0 in the Starling Connect Hosted - One Identity Manager Administration Guide on the Support site. 	225307
Salesforce	<p>A new version v.3.0 is available for the connector, in which, you can create custom attributes for the User object schema in Starling Connect in the Custom Attributes section in the Schema Configuration.</p> <p>NOTE: This feature is available only in version 3.0 of the connector. It is not available in the earlier versions.</p>	222093

9 April 2020 enhancements

Table 3: Connector enhancements

Connector	Enhancements	Work item ID
Coupa	The connector is enhanced to allow you to update the value of the property work-confirmation-approval-limit of the User object. Earlier, this was a ReadOnly property and now it is a ReadWrite property, which allows you to update the value.	230324
Salesforce	<p>A new version v.2.0 is available for the connector, which has the below listed additional attributes for the User object:</p> <ul style="list-style-type: none"> • Extension.UserPreferencesContentEmailAsAndWhen • Extension.UserPreferencesContentNoEmail • Extension.CallCenterId <p>NOTE: This feature is available only in version 2.0 of the connector. It is not available in version 1.0.</p>	224429

26th March 2020 enhancements

Table 4: Connector enhancements

Connector	Enhancements	Work item ID
RSA Archer	<p>A new version v.2.0 is available for the connector, in which, the following fields have been removed from User Mapping and schema:</p> <ul style="list-style-type: none"> • StreetAddress • Locality • Country • PostalCode <p>NOTE: To avoid any breakage in the existing system, these changes have been implemented only in the version 2.0 of the connector.</p>	226015
SuccessFactors HR	<p>Version v.2.0 of the connector is enhanced to support the return of future hires in the current Employees endpoint.</p> <p>NOTE: This feature is available only in version 2.0 of the connector. It is not available in version 1.0.</p>	227655

12 March 2020 enhancements

Table 5: Connector enhancements

Connector	Enhancements	Work item ID
Okta	The connector is enhanced to support the: <ul style="list-style-type: none"> display of group type for Group object. implementation of permanent delete of a User object in a single call. 	222270

27th February 2020 enhancements**Table 6: Connector enhancements**

Connector	Enhancements	Work item ID
Amazon S3 AWS	The connector is enhanced to support Roles endpoint.	221506

13 February 2020 enhancements**Table 7: Connector enhancements**

Connector	Enhancements	Work item ID
RSA Archer	The connector is enhanced to support the updation of the email ID of the user.	220314
SuccessFactors HR	A new version v.2.0 is available for the connector to support the synchronization of Inactive Employee objects of SuccessFactors HR into One Identity Manager. NOTE: This feature is available only in version 2.0 of the connector. It is not available in version 1.0.	219616
Box	The connector is enhanced to support the addition of multiple email addresses to the user account.	201522

30 January 2020 enhancements**Table 8: Connector enhancements**

Connector	Enhancements	Work item ID
SuccessFactors HR	The connector is enhanced to support the updation of the username field for Employee Object using One Identity Manager.	218723

6 January 2020 enhancements

Table 9: 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

19 December 2019 enhancements

Table 10: Connector enhancements

Connector	Enhancements	Work item ID
SuccessFactors HR	The connector is enhanced to support the below listed additional endpoints: <ul style="list-style-type: none">• PerPhone• EventReason• PicklistLabel• PicklistOption	186671

5 December 2019 enhancements

Table 11: 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: <ul style="list-style-type: none">• Supervisor Configuration Parameters Minimal Attributes<ul style="list-style-type: none">• BusinessUnit• EmpEmployment• JobCode• Position• PerPersonal• Supported objects and operations<ul style="list-style-type: none">• JobCode• Position	171886

Connector	Enhancements	Work item ID
	<ul style="list-style-type: none"> EmpEmployment PerPersonal 	

21 November 2019 enhancements

Table 12: 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 13: Connector enhancements

Connector	Enhancements	Work item ID
Salesforce	<p>The connector is enhanced to support the below listed additional attributes for:</p> <ul style="list-style-type: none"> • User mapping <ul style="list-style-type: none"> • Groups[].value(OnDemand) • Entitlements[].Value • Entitlements[].Display • Roles[].Value • Roles[].Display • Role mapping <ul style="list-style-type: none"> • Id • DisplayName • Members[].value • Members[].display • Meta.Created • Meta.LastModified • Profile mapping <ul style="list-style-type: none"> • Id 	167283

Connector	Enhancements	Work item ID
	<ul style="list-style-type: none"> • DisplayName • Members[].value • Members[].display • Meta.Created • Meta.LastModified • Permission Sets mapping <ul style="list-style-type: none"> • Id • DisplayName • Members[].value • Members[].display • Meta.Created • Meta.LastModified 	

24 October 2019 enhancements

Table 14: Connector enhancements

Connector	Enhancements	Work item ID
Coupa	The connector is enhanced to support additional endpoints to manage Account Groups and User Groups for Users .	151683
ServiceNow	The connector is enhanced to support dynamic custom attributes.	153617

10 October 2019 enhancements

Table 15: SuccessFactorsHR connector enhancements

Connector	Enhancements	Work item ID
SuccessFactors HR	<p>The connector is enhanced to support the below listed additional attribute for Supervisor Configuration Parameters:</p> <ul style="list-style-type: none"> • Minimal Attributes <p>i 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.</p>	166908

12 September 2019 enhancements

Table 16: Coupa connector enhancements

	Enhancements	Work item ID
Coupa	The connector is enhanced to support the below listed additional attribute for User resource type: <ul style="list-style-type: none">• workConfirmationApprovalLimit	140245

29 August 2019 enhancements

Table 17: Coupa connector enhancements

Connector	Enhancements	Work item ID
Coupa	The connector is enhanced to support the below listed additional attributes for User resource type: <ul style="list-style-type: none">• invoiceSelfApprovalLimit• requisitionApprovalLimit• requisitionSelfApprovalLimit• contractApprovalLimit• contractSelfApprovalLimit• defaultChartOfAccountsName• defaultAccountCode• defaultAccountCodeSegment1• defaultAccountCodeSegment2• defaultCurrency• defaultAddressLocationCode• accountSecurityType• businessGroupSecurityType• mentionName• newUser• deliveryInfo	140143

16 August 2019 enhancements

Table 18: 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 19: 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 20: 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 21: 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 22: RSA connector enhancement

Connector	Enhancements	Work item ID
RSA Archer	The connector is enhanced to process <i>RSA Archer ISMS Groups</i> Object types in ready-only mode.	78017

Deprecated features

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

21 November 2019 deprecated features

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

Resolved issues

The following issues were resolved in this release of Starling Connect .

There are no resolved issues in this release.

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

7 May 2020 resolved issues

Table 23: General resolved issues

Resolved issue	Issue ID
For the Coupa connector, the user creation operation fails in OneIM8.1.2 with HF#32901 since Meta~location is treated as a mandatory attribute. NOTE: In OneIM8.1.2 with HF#32901 , when the parent attribute is declared mandatory, its child attributes are treated as mandatory. Hence, the child attribute Meta~location was treated as a mandatory attribute though it was declared non-mandatory in the connector Schema.	233642

9 April 2020 resolved issues

Table 24: General resolved issues

Resolved issue	Issue ID
Two different STS IP addresses are available, one each for the West US and East US regions.	229285

12 March 2020 resolved issues

Table 25: General resolved issues

Resolved issue	Issue ID
For the Salesforce connector, in the section Setting a trial account on Salesforce To setup a trial account in the Starling Connect Connectors Administration Guide, the url https://app.getpostman.com/oauth2/callback must be used just to configure the trial account and not as a browsing link.	226930
For the Coupa connector, the connector limitations were updated.	227576

27th February 2020 resolved issues

Table 26: General resolved issues

Resolved issue	Issue ID
For the Coupa connector, the logic to set account-security-type value has been updated with the valid account groups members count.	223650

30 January 2020 resolved issues

Table 27: General resolved issues

Resolved issue	Issue ID
For the SuccessFactors connector, the Starling Connect Connectors Administration Guide has a typo in the additional outbound IP address for West US. The correct outbound IP address is 104.40.57.101 but it was written as 10.40.57.101 in the Starling Connect Connectors Administration Guide.	221058

6 January 2020 resolved issues

Table 28: 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

19 December 2019 resolved issues

Table 29: 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 connector, the Target System Browser does not display some columns for the Employee Object.	216016

11 December 2019 resolved issues

Table 30: General resolved issues

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 31: General resolved issues

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 32: General resolved issues

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 33: 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 34: 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.	125091

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.

20 June 2019 resolved issues

Table 35: 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 36: 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 37: 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 38: 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 39: 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 40: 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 41: General resolved issues

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

15 August 2018 resolved issues

Table 42: 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 <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 43: General known issues

Known issue	Issue ID
In Starling Connect Connector for the SuccessFactors HR connector, if a custom attribute has the character / or \ as part of attribute navigation, you must replace these characters with \$\$ when you enter the custom attribute in Starling Connect.	233632
Starling connect UI does not validate the custom attributes that are configured in the cloud application. Hence, make sure that the valid custom attributes are configured in Starling Connect UI. This is common for all connectors that allow you to configure custom attributes in Starling Connect UI.	228146
In Starling Connect Connector for the RSA Archer connector, the GET Users endpoint returns \n in the address attribute. This is in line with the response received from the RSA Archer target system API call. Starling Connect would not remove this \n new line character in the response to avoid displaying the complete address in a single line, without line breaks, in One Identity Manager Endpoint.	227763
In Starling Connect Connector for the Hideez connector, One Identity Manager Integration cannot use the existing synchronization templates. The endpoints provided by Hideez are different when compared to that of other Starling connectors. And, none of the existing One Identity Manager Synchronization templates that are available for SCIM Connector or CHS modules template would work with Hideez endpoints.	220412
In Starling Connect Connector for OpsGenie connector, assign and unassign operations for Roles is functional tested but the integration testing is partially done as this requires One Identity Manager onsite customization.	221217
In Starling Connect Connector for DataDog connector, assign and unassign operations for Roles is functional tested but the integration testing is partially done as this requires One Identity Manager onsite customization.	221216
In Starling Connect Connector for the Hideez connector, appropriate error messages are not being displayed.	220065
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

Known issue	Issue ID
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. This issue is applicable to all the connectors.	54659
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 <i>Get User</i> 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	125325

Known issue	Issue ID
operations are not supported in the current release. Support for the feature would be available in the subsequent release.	
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. As a work around, the endpoint or client system has to be customized for successful integration of Groups and Roles memberships.	128542
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

System requirements

Before using the 21 May 2020 Starling Connect release, ensure that your system meets the below mentioned requirements.

Table 44: 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 45: 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.

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

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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.