

# Starling Connect

## Release Notes

### 13 February 2020

These release notes provide information about the 13 February 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 .**

### 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:
  - [Enhancements](#)

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

### **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 .

Table 1: 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 <b>Inactive Employee</b> objects of <b>SuccessFactors HR</b> into One Identity Manager.  <b>NOTE:</b> 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

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

## 30 January 2020 enhancements

Table 2: 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 3: Connector enhancements**

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

**19 December 2019 enhancements**

**Table 4: Connector enhancements**

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

**5 December 2019 enhancements**

**Table 5: Connector enhancements**

<b>Connector</b>	<b>Enhancements</b>	<b>Work item ID</b>
<b>Amazon S3 AWS</b>	The connector is enhanced to support the configuration of entitlements for <b>User</b> and <b>Group</b> .	170686
<b>SuccessFactors HR</b>	The connector is enhanced to support the below listed additional attributes for: <ul style="list-style-type: none"><li>• Supervisor Configuration Parameters  Minimal Attributes<ul style="list-style-type: none"><li>• BusinessUnit</li><li>• EmpEmployment</li><li>• JobCode</li><li>• Position</li><li>• PerPersonal</li></ul></li><li>• Supported objects and operations<ul style="list-style-type: none"><li>• JobCode</li><li>• Position</li><li>• EmpEmployment</li><li>• PerPersonal</li></ul></li></ul>	171886

## 21 November 2019 enhancements

Table 6: 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 7: 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"><li>• <b>User mapping</b><ul style="list-style-type: none"><li>• Groups[].value(OnDemand)</li><li>• Entitlements[].Value</li><li>• Entitlements[].Display</li><li>• Roles[].Value</li><li>• Roles[].Display</li></ul></li><li>• <b>Role mapping</b><ul style="list-style-type: none"><li>• Id</li><li>• DisplayName</li><li>• Members[].value</li><li>• Members[].display</li><li>• Meta.Created</li><li>• Meta.LastModified</li></ul></li><li>• <b>Profile mapping</b><ul style="list-style-type: none"><li>• Id</li><li>• DisplayName</li><li>• Members[].value</li><li>• Members[].display</li><li>• Meta.Created</li></ul></li></ul>	167283

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

## 24 October 2019 enhancements

**Table 8: Connector enhancements**

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

## 10 October 2019 enhancements

**Table 9: SuccessFactorsHR connector enhancements**

Connector	Enhancements	Work item ID
<b>SuccessFactors HR</b>	<p>The connector is enhanced to support the below listed additional attribute for <b>Supervisor Configuration Parameters</b>:</p> <ul style="list-style-type: none"> <li>• Minimal Attributes</li> </ul> <p><b>i</b> <b>NOTE:</b> The default value is <b>false</b>. When the value is set to <b>true</b>, 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 10: Coupa connector enhancements**

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

**29 August 2019 enhancements**

**Table 11: Coupa connector enhancements**

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

**16 August 2019 enhancements**

**Table 12: SuccessFactors HR connector enhancement**

Connector	Enhancements	Work item ID
SuccessFactors HR	<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 <b>SuccessFactors HR</b> environment of the customer.	127509

**18 July 2019 enhancements****Table 13: Box connector enhancement**

Connector	Enhancements	Work item ID
Box	The 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

**4 July 2019 enhancements****Table 14: 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 15: 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 16: RSA connector enhancement**

<b>Connector</b>	<b>Enhancements</b>	<b>Work item ID</b>
<b>RSA Archer</b>	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 .

30 January 2020 resolved issues

**Table 17: General resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
For the <b>SuccessFactors</b> 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 <b>104.40.57.101</b> but it was written as <b>10.40.57.101</b> in the Starling Connect Connectors Administration Guide.	221058

6 January 2020 resolved issues

**Table 18: General resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
For the <b>SuccessFactors HR</b> connector, the Starling Connect Connectors Administration Guide should have a mapping table for the Target System Object and the corresponding endpoint.	216825
For the <b>SuccessFactors HR</b> 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 19: General resolved issues**

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

11 December 2019 resolved issues

**Table 20: General resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
In Starling Connect Connectors for <b>SuccessFactors HR</b> , Error 400 is displayed while browsing <b>BusinessUnits</b> , Companies and Divisions.	215599
The Starling connector is unable to fetch some of the attributes of the <b>Employee</b> object for <b>SuccessFactors HR</b> .	215600
The <b>Coupa</b> connector has been updated to remove the custom attributes <b>new-user</b> and <b>delivery-info-on-user-record</b> 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 21: General resolved issues**

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

## 24 October 2019 resolved issues

**Table 22: General resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
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 23: General resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
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 24: 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.	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 25: General resolved issues

Resolved issue	Issue ID
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> . <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 for ISMS attributes.	121821

## 9 May 2019 resolved issues

Table 26: 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 27: 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 28: 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 29: 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 resolved issues**

**Table 30: 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 31: 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 32: 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 33: General known issues**

Known issue	Issue ID
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
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

Known issue	Issue ID
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 <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 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
As a work around, the endpoint or client system has to be customized for successful integration of Groups and Roles memberships.	

Known issue	Issue ID
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 13 February 2020 Starling Connect release, ensure that your system meets the below mentioned requirements.

**Table 34: 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 35: 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](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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Aliso Viejo, CA 92656

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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.