



Starling Connect

Troubleshooting Guide

Copyright 2020 One Identity LLC.

ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC .

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

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

Refer to our Web site (<http://www.OneIdentity.com>) for regional and international office information.

Patents

One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <http://www.OneIdentity.com/legal/patents.aspx>.

Trademarks

One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC. in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at www.OneIdentity.com/legal. All other trademarks are the property of their respective owners.

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.

Contents

About this Guide	5
Starling Connect errors	6
Error 400	6
Bad request when mandatory fields are missing	7
Bad request when custom mapping is missing	7
Bad request when there is an invalid input	7
Bad request when custom attribute is missing	8
Error 401 Unauthorized	9
Invalid cloud application credentials	9
Invalid Starling credentials	9
Expired Starling subscription	9
Deleted Starling Connector connection	10
Error 403 Forbidden	10
Error 404 Not found	10
Error 406	10
Error 409 Conflict	11
Error 422 Unprocessable Entity	12
Error 500 Generic Message	12
Internal Server Error	12
Unhandled Exception from Starling connector	13
RSA Archer cloud application returns code 500 for all errors except 401 Unauthorized	13
Error 502 Bad Gateway	13
Error 503 Service Unavailable	14
Cloud account instance not awake or active (for example, ServiceNow)	14
Function Host Down	15
Error 507 Insufficient Storage	15
Error messages	15
Other error scenarios	16
About us	17
Contacting us	17

Technical support resources17

About this Guide

This document describes common issues related to Starling Connect connectors that may occur while connecting to different cloud applications using Starling Connect. It also defines how to diagnose and troubleshoot different issues concerning Starling Connect. This document will be revised by the Support team as and when information update happens.

Starling Connect errors

Different errors associated with Starling Connect are detailed in this section. This section also describes different procedures to be followed to verify the error and the scenario.

The errors related to Starling Connect are as follows:

- [Error 400](#)
- [Error 401 Unauthorized](#)
- [Error 403 Forbidden](#)
- [Error 404 Not found](#)
- [Error 406](#)
- [Error 409 Conflict](#)
- [Error 422 Unprocessable Entity](#)
- [Error 502 Bad Gateway](#)
- [Error 503 Service Unavailable](#)
- [Error 507 Insufficient Storage](#)

Error 400

Different error scenarios associated with **Error 400** are listed below:

- Bad request when mandatory fields are missing
- Bad request when custom mapping is missing
- Bad request when there is an invalid input
- Bad Request when an invalid attribute name is returned in the response

The procedures to verify the above mentioned scenarios are detailed below.

Bad request when mandatory fields are missing

To verify that Starling endpoints are working

1. Copy the failed request body from One Identity Manager.
2. Paste the request body at a SCIM client (for example, Postman).
3. Perform a **POST/PUT** operation for the request on Starling Endpoints as required.
4. Observe the JSON response with the error description.
5. Correct the request body by adding or modifying the required fields and then, reinitiate.
6. Ensure that the core schema included in the request wrapper is accurate.
7. Apply the changes that were performed in steps 5 and 6, and send the request from One Identity Manager.
8. Check for the success of synchronization.

Bad request when custom mapping is missing

To verify that Starling endpoints are working

1. Copy the failed request body from One Identity Manager.
2. Paste the request body at a SCIM client (for example, Postman).
3. Perform a **POST/PUT** operation for the request on Starling endpoints as required.
4. Observe the JSON response with error description.
5. Identify the mapping that is missing.
6. Based on requirement of the connector, add or update a custom mapping in One Identity Manager.
7. Reinitiate the request from One Identity Manager
8. Check for the success of synchronization.

Bad request when there is an invalid input

To verify that Starling endpoints are working

1. Copy the failed request body from One Identity Manager.
2. Paste the request body at a SCIM client (for example, Postman).
3. Perform a **POST/PUT** operation for the request on Starling endpoints as required.
4. Observe the JSON response with error description.
5. Based on the error description, identify the root cause.
6. Correct the request body by adding or modifying the required fields.

Bad request when custom attribute is missing

To verify that Starling endpoints are working

1. Copy the failed request body from One Identity Manager.
2. Paste the request body at a SCIM client (for example, Postman).
3. Perform a **POST/PUT** operation for the request on Starling endpoints as required.
4. Observe the JSON response with error description.
5. Identify the attribute that is missing.
6. Based on the invalid attribute that is mentioned in the error, log in to Starling Connect and disable the attribute. Save the connector in Starling Connect.
7. Update the schema and re-initiate the request from One Identity Manager.
8. Check for the success of synchronization.

The following table consists of error messages that are returned, if different request wrapper properties are missing.

Table 1: Error messages

Request wrapper property	Error message
Method	Required property missing in Request Wrapper
ClientRequest	Required property missing in Request Wrapper
Body	Required property missing in Request Body
targetUri	Required property missing in Request Wrapper
serviceCredentials	Required property missing in Request Wrapper
AuthenticationType	enum -0 (default)
ConfigProperties	Required property missing in Request Wrapper
credential information (username, password, clientID, and so on)	Credential information missing in Request Wrapper
ConfigProperties	Required property missing in Request Wrapper (from connector)

Error 401 Unauthorized

Different error scenarios associated with **Error 401 Unauthorized** are listed below:

- Invalid cloud application credentials
- Invalid Starling credentials
- Expired Starling Subscription
- Deleted Starling Connector connection

The procedures to rectify the error scenarios are detailed below.

Invalid cloud application credentials

To rectify the error

1. Log in to the cloud application and validate your credentials.
2. Log in to the Starling account.
3. Navigate to **My Connectors**.
4. Select the required connector.
5. Edit and update the connection parameters with accurate details.
6. Click **Save**.

Invalid Starling credentials

To rectify the error

1. Log in to the Starling account.
2. Navigate to **My Connectors**.
3. Select the required connector.
4. Use the Starling endpoints and credentials.

Expired Starling subscription

To rectify the error

1. Log in to the Starling account.
2. Navigate to **My Connectors**.
3. If the account is expired, get it activated.
4. Use the Starling endpoints and credentials.

Deleted Starling Connector connection

To rectify the error

1. Log in to the Starling account.
2. Navigate to **My Connectors**.
3. Ensure that the relevant connector is available.

Error 403 Forbidden

Error 403 occurs when the user does not have the required access privileges.

To rectify the error, ensure that the user has required access privileges.

Error 404 Not found

The error scenario associated with **Error 404 Not found** occurs when the Starling endpoints are not accessible.

To ensure that Starling endpoints are working

1. Open a SCIM Client (for example, Postman).
2. Perform a **GET** operation for endpoints mentioned below:
 - Schemas
 - ServiceProviderConfig
 - ResourceTypes
 - Users
 - Groups
3. Verify the JSON response, to check whether it is successful.

Error 406

The following error scenarios are associated with **Error 406** :

- Function Host Down
- Connector West US is stopped and the East US is up and running for MRF Archer

The procedures to verify the error scenarios are detailed below:

Function Host Down

To verify the scenario, check and ensure that the Function host is up and running.

Connector West US is stopped and the East US is up and running for MRF Archer

Error 406 is displayed for a short time when the connector West US is stopped and the East US is up and running for MRF Archer.

To verify the scenario, do the following:

1. Pass a request when both the West and East US connector are up and running.
2. Verify that a successful response is displayed.
3. Stop the West US app service.
4. Pass a request and verify the response.

NOTE:

- **Actual Result:** A 406 error is displayed for few seconds. The proper response is displayed a little later.
- **Expected Result:** There should not be any error because if a sync is running, the sync would fail in 1IM.

Error 409 Conflict

Error 409 Conflict occurs when duplicate values are used in unique fields of the application.

To rectify the error

1. Copy the failed request body from One Identity Manager.
2. Paste the request body at a SCIM client (for example, Postman).
3. Perform a **POST/PUT** operation for the request on Starling Endpoints as required.
4. Observe the JSON response with the error description.
5. Based on the error description, identify the unique fields that cause the conflict.
6. Correct the request body by adding or modifying the unique fields.

Error 422 Unprocessable Entity

Error 422 unprocessable Entity occurs when the number of resources limit on account has been exceeded.

To rectify the error

1. Ensure that the account has the ability to host additional user resources and group resources.
2. Repeat the steps of provision by providing values for all the mandatory fields.
3. Check and confirm that the resource has been provisioned.

Error 500 Generic Message

Different error scenarios associated with **Error 500 Generic Message** are listed below:

- Internal Server Error
- Unhandled Exception from Starling Connector
- RSA Archer cloud application returns code 500 for all errors except 401 Unauthorized

The procedures to verify the error scenarios are detailed below.

Internal Server Error

To ensure that Starling endpoints are working

1. Open a SCIM Client (for example, Postman).
2. Perform a **GET** operation for endpoints mentioned below:
 - Schemas
 - ServiceProviderConfig
 - ResourceTypes
 - Users
 - Groups
3. Verify the JSON response, to check whether it is successful.

Unhandled Exception from Starling connector

To ensure that Starling Endpoints are working

1. Open a SCIM Client (for example, Postman).
2. Perform a **GET** operation for endpoints mentioned below:
 - Schemas
 - ServiceProviderConfig
 - ResourceTypes
 - Users
 - Groups
3. Verify the JSON response, to check whether it is successful.

RSA Archer cloud application returns code 500 for all errors except 401 Unauthorized

To ensure that Starling endpoints are working

1. Open a SCIM Client (for example, Postman).
2. Perform a **GET** operation for endpoints mentioned below:
 - Schemas
 - ServiceProviderConfig
 - ResourceTypes
 - Users
 - Groups
3. Verify the JSON response, to check whether it is successful.

Error 502 Bad Gateway

The error scenario associated with **Error 502 Bad Gateway** occurs when the requests count is more than 730, and load balances are not available.

To ensure that Starling endpoints are working

1. Open a SCIM Client (for example, Postman).
2. Perform a **GET** operation for endpoints mentioned below:

- Schemas
 - ServiceProviderConfig
 - ResourceTypes
 - Users
 - Groups
3. Verify the JSON response, to check whether it is successful.

Error 503 Service Unavailable

The error scenarios associated with **Error 503 Service Unavailable** are mentioned below:

- Cloud account instance not awake or active (for example, ServiceNow)
- FunctionHost Down

The procedures to rectify the mentioned error scenarios are detailed below.

Cloud account instance not awake or active (for example, ServiceNow)

To rectify the error

1. Log in to the cloud application instance.
2. Navigate through the steps to reactivate or enable.
3. Verify using the SCIM client (for example, Postman).
4. Perform a **GET** operation for the endpoints mentioned below:
 - Schemas
 - ServiceProviderConfig
 - ResourceTypes
 - Users
 - Groups
5. Validate the cloud application instance credentials.
6. Edit and update the connection parameters for the connector at Starling subscription.

Function Host Down

To rectify the error

1. Log in to the Azure portal with the available credentials.
2. Navigate to the specific Function host and ensure that it is working.
3. Start the Function host, if it has been stopped.

Error 507 Insufficient Storage

Error 507 Insufficient Storage

To rectify the error

1. Ensure that the account has the ability to host additional user resources and group resources.
2. Repeat the steps of provision by providing values for all the mandatory fields.
3. Check and confirm that the resource has been provisioned.

Error messages

The following table consists of error messages that are returned, if different request wrapper properties are missing.

Table 2: Error messages

Request wrapper property	Error Code	Error message
Method	400	Required property missing in Request Wrapper
ClientRequest	400	Required property missing in Request Wrapper
Body	400	Required property missing in Request Body
targetURi	400	Required property missing in Request Wrapper
serviceCredentials	400	Required property missing in Request Wrapper

Request wrapper property	Error Code	Error message
AuthenticationType	412	Unsupported authentication type
ConfigProperties	400	Required property missing in Request Wrapper
credential information (username, password, clientID, and so on)	400	Credential information missing in Request Wrapper
ConfigProperties	400	Required property missing in Request Wrapper (from connector)

Other error scenarios

Table 3: Other error scenarios

Error scenario	Work item
One Identity Manager 7.1.4 does not return any users for expired Starling Supervisor accounts after the successful completion of synchronization on any connector.	170884

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product