One Identity Starling Two-Factor RADIUS Agent 7.3

Release Notes

June 2020

These release notes provide information about the One Identity Starling Two-Factor RADIUS Agent release.

About this release

The One Identity Starling Two-Factor RADIUS Agent utilizes the RADIUS protocol for Two-Factor authentication (push notification or one-time password authentication) through Software as a Service (SaaS). The Starling Two-Factor RADIUS Agent can be used on SaaS and on-premises applications.

Resolved issues

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

Table 1: General resolved issues

Resolved Issue	Issue ID
Primary authentication fails while connecting from third party VPN providers.	226910
Performance degrades when concurrent users are authenticated from VPN providers.	233550

Resolved Issue	Issue ID
Primary authentication fails when LDAP over SSL option is enabled.	110984
Primary authentication fails when RADIUS Agent is installed on a machine that is not joined to Active Directory Domain.	110983
Authentication fails when diagnostic logging is enabled for RADIUS Agent.	110934
Initial authentication request to RADIUS Agent fails when the USERNAME & PASSWORD attribute values are empty.	110813
Non-admin User could not install Starling Two-Factor RADIUS Agent on a User Access Control system.	226013

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 2: General known issues

Known Issue	Issue ID
Unable to log in to a different Starling account after failing to connect to Starling. **WORKAROUND** Close all the RADIUS Agent configuration windows. Open the RADIUS Agent Server configuration tool, and click **Connect Starling**. Provide credentials of the user who created the Starling account.	102408
Users using 6.x versions of RADIUS Agent with the diagnostic logging set to DEBUG, are reset to default values during an upgrade. **WORKAROUND** When you upgrade from RADIUS Agent 6.x to 7.x version, perform a manual (first time only) configuration of *<log4net debug="true">* and *<level value="DEBUG">* in the *log4net.config* file, that is part of the installation directory. These settings are preserved for upgrade from 7.x onwards.	100561

Upgrade and Installation instructions

To upgrade to the latest version of One Identity Starling Two-Factor RADIUS Agent, run the **Setup.exe** file and follow the on-screen instructions.

In case of upgrade to version 7.x from 6.x, you must connect to a Starling account. When you are upgrading from 7.x to the latest version, the configuration settings will be retained.

For more information on running the installer and Connecting to Starling, refer the *One Identity Starling Two-Factor RADIUS Agent Administration Guide*.

System requirements

Before installing Starling Two-Factor RADIUS Agent 7.3, ensure that your system meets the following minimum hardware and software requirements.

NOTE: When setting up a virtual environment, carefully consider the configuration aspects such as CPU, memory availability, I/O subsystem, and network infrastructure to ensure the virtual layer has the necessary resources available. Please consult One Identity's Product Support Policies for more information on environment virtualization.

Hardware requirements

Table 3: Hardware requirements

Requirement	Details
Processor	1.4 GHz or faster, x64 architecture
Memory	4 GB
Hard disk space	50 MB or more
Operating system	• Windows Server 2019 • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2

Software requirements

Table 4: Software requirements

Requirement	Details
Microsoft .NET Framework	Microsoft .NET Framework 4.6.1 or later

Product licensing

Use of this software is governed by the Software Transaction Agreement found at www.oneidentity.com/legal/sta.aspx. This software does not require an activation or license key to operate.

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

Third-party contributions

This product contains some third-party components (listed below). Copies of their licenses may be found at referencing https://www.oneidentity.com/legal/third-party-licenses.aspx. Source code for components marked with an asterisk (*) is available at http://opensource.quest.com.

Table 5: List of Third-Party Contributions

Component	License or Acknowledgement
CsvHelper 15.0.5	Copyright © 2009-2020 Josh Close and Contributors This component is governed by Dual Licensing under MS-PL and Apache 2.0.1.0
libphonenumber-csharp 8.8.11	Original Java code is Copyright (C) 2009-2017 Google Inc This component is governed by Apache 2.0
Log4Net 2.0.8	Copyright 2004-2017 The Apache Software Foundation This component is governed by Apache 2.0
Newtonsoft.Json.Net 12.0.3	Copyright (c) 2007 James Newton-King This component is governed by The MIT License

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 indicates a potential for property damage, personal injury, or death.

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.