FlexNet Operations Orientation Guide

March 2022

Welcome to FlexNet Operations

This document is designed for new FlexNet Operations customers and provides basic getting started information.

In this guide, information about FlexNet Operations is provided in the following sections:

- Software Monetization Terminology

- FlexNet Operations Environments

- Revenera System Status Dashboard

- FlexNet Operations SOAP Web Services and REST API

- Your Resources

- New Customer Checklist

- Legal Information

Note ▪ The complete product documentation set for FlexNet Operations can be found on the Revenera Product Documentation site.

Software Monetization Terminology

The following terms are often used when discussing Revenera's software monetization solution.

Term	Description
Activation	Process of retrieving license rights from the entitlement system and installing them.
Activation Offline	Installation of license rights on the client system by a disconnected device.
Activation Online	Installation of license rights on the client system by a connected device.
Add-Ons	A type of product which is generally sold to extend the capability of another product.
Capabilities (Features)	The representation of an atomic functionality.
Capability Request/ Response	FlexNet Embedded activation mechanisms.

Term	Description
Device	A device is a hardware component which uses FlexNet Embedded to license its features. FlexNet Embedded devices connect to FlexNet Operations to manage ownership, state, features, and more. Examples of devices include high-end medical equipment, routers and microchip scanners.
Device Model	A device definition with base software installed without the need for an entitlement.
Devices Series	A collection of device models which are physically identical but upgradable in the field through license changes and add-on capabilities.
Download Packages	A group of files needed to install or upgrade a product.
End-User Portal	A FlexNet Operations portal intended for the enterprise users.
End-Users	Refers to the Enterprises who are the eventual users of the published software or hardware.
Entitlement	The right to use a certain product sold to a customer.
ESD	ESD stands for Electronic Software Delivery. The purchasable Electronic Software Delivery module enables producers to create download packages and files, which they can then make available for their users and channel partners to download from the End-User Portal.
Feature	Entities used by licensed software to control the device behavior.
Files	Software files the end user downloads. These could be binaries, file images and documents.
FlexNet Operations	Revenera's entitlement management system. Available on-premises or in the Cloud.
FNE	FlexNet Embedded, one of Revenera's licensing solutions
FNE Client API (SDK)	Core libraries encapsulating the FlexNet Embedded technology.
FNE Toolkit (XT)	FlexNet Embedded tools for handling FlexNet Embedded licensing in software.
Identity Files	Public Key Infrastructure (PKI) key files.
License Model	Captures the revenue intent, such as perpetual, subscription, etc.
Producer	Refers to a Software Producer or an Intelligent Device Manufacturer.
Producer Portal	A FlexNet Operations portal intended for the software producers.

Term	Description
Product	The software item sold to end customers, comprised of individual features and associated with one or more license models.
Publisher Keys	Secret keys provided by Revenera specific to the purchased operating system(s).
Trusted Storage	A secure file location where the license rights are stored in FlexNet Embedded.
Users	Individuals who can log into FlexNet Operations Producer or End-user Portals, and carry out activities governed by the roles they have been assigned.

FlexNet Operations Environments

FlexNet Operations has two environments:

- User Acceptance Testing (UAT)

- Production (PROD)

About Your Site ID

The URLs for the entry points into the FlexNet Operations systems use a site ID, which is supplied by Revenera. This ID is usually your organization's **DNS name**, but can also be the **Tenant ID** that was assigned to your organization when FlexNet Operations was first implemented, and would have the format: `flexNNNN`.

For example, the URL for the FlexNet Operations Producer Portal for the company ABCD with the tenant ID of 1234 might appear as follows:

Method	Site ID in URL
Using the DNS name	`https://ABCD-fno.flexnetoperations.com/flexnet/operations`
Using the Tenant ID	`https://flex1234-fno.flexnetoperations.com/flexnet/operations`

User Acceptance Testing (UAT)

The UAT environment is a place to perform configuration, integration development, testing, and training. The following URLS are entry points into the FlexNet Operations system.

Use	URL
Producer Portal (you)	`https://<siteid>-fno-uat.flexnetoperations.com/flexnet/operations`
End User Portal (end customers and channel partners)	`https://<siteid>-uat.flexnetoperations.com/flexnet/operationsportal`
Web Services Management	`https://<siteid>-uat.flexnetoperations.com/flexnet/services`
FlexNet Embedded Activation Endpoint	`https://<siteid>-uat.compliance.flexnetoperations.com/deviceservices`
Cloud Licensing Service Module Endpoint	`https://<siteid>-uat.compliance.flexnetoperations.com/instances/<CLS instance ID>/request`
Download Packaging Service	`https://<siteid>-fno-uat.flexnetoperations.com/flexnet/services/v2/DownloadPackagingService`
Electronic Software Delivery FTP Site	`uploaduat.flexnetoperations.com`
Notification Server (for Updates and Insights)	`https://<siteID>-ns-uat.flexnetoperations.com/`

Note ▪ For more information on `<siteID>`, see About Your Site ID.

Tip ▪ Revenera customers can view the FlexNet Operations release schedule on the Software Monetization Release Schedule page in the Revenera Community.

Production (PROD)

The Production instance is for customer entitlement management and licenses, usage, and delivery activities. The following URLS are entry points into the FlexNet Operations system

Use	URL
Producer Portal (you)	`https://<siteid>-fno.flexnetoperations.com/flexnet/operations`
End User Portal (end customers and channel partners)	`https://<siteid>.flexnetoperations.com/flexnet/operationsportal`
Web Services Management	`https://<siteid>.flexnetoperations.com/flexnet/services`
FlexNet Embedded Activation Endpoint	`https://<siteid>.compliance.flexnetoperations.com/deviceservices`
Cloud Licensing Service Module Endpoint	`https://<siteid>.compliance.flexnetoperations.com/instances/` `<CLS instance ID>/request`
Download Packaging Service	`https://<siteid>-fno.flexnetoperations.com/flexnet/services/v2/` `DownloadPackagingService`
Electronic Software Delivery FTP Site	`upload.flexnetoperations.com`
Notification Server (for Updates and Insights)	`https://<siteID>-ns.flexnetoperations.com/`

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Note ▪ For more information on `<siteID>`, *see About Your Site ID.*

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Tip ▪ Newly created users in the Producer Portal environment receive a password emails from flex<siteid>@flexnetoperations.com.

Revenera System Status Dashboard

The Revenera System Status Dashboard (https://status.revenera.com) provides real-time insights into service availability. Its purpose is to inform you whether there is a system disruption. In addition to the dashboard display, you can subscribe for either email or SMS notifications from the dashboard. By default, you are opted in to all product notifications. There is an option to set your product preferences to limit which notifications you receive for a specific cloud service availability.

The dashboard lists:

- Scheduled outages, due to maintenance or product or certificate update

- Unscheduled outages

FlexNet Operations SOAP Web Services and REST API

FlexNet Operations supports the integration of software license delivery into the business operations of software producers. Much of the FlexNet Operations functionality is exposed as SOAP-based Web Services to facilitate its integration with software producer back office systems. In addition, FlexNet Operations supports REST endpoints for managing entity-specific data extracts.

- For information on using the FlexNet Operations SOAP Web Services and REST API, see the FlexNet Operations Web Services Integration Guide.

- For detailed information on FlexNet Operations SOAP Web Services, see the FlexNet Operations SOAP Web Services Guide.

Your Resources

You have the following resources available to you when using FlexNet Operations:

- Product Documentation

- Customer Community

- Your Technical Support Team

- Revenera Consulting Services

Product Documentation

Online help is available to you when using both the FlexNet Operations Producer Portal or End User Portal. To open the FlexNet Operations User Guide, click the **?** icon located in the top right hand corner of the user interface.
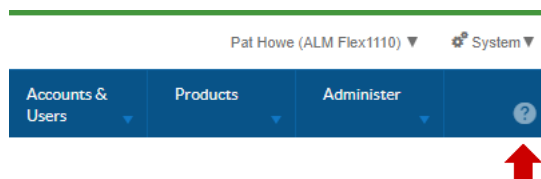

Figure 1: Help Icon

In addition to the in-product online help, FlexNet Operations Cloud product documentation is also published on the Revenera Product Documentation site at:

https://docs.revenera.com

On the Revenera Product Documentation home page, select **FlexNet Operations** from the **PRODUCT** list and the product version you would like to view from the **VERSION** list. For the most recent version, select **CURRENT** from the **VERSION** list.
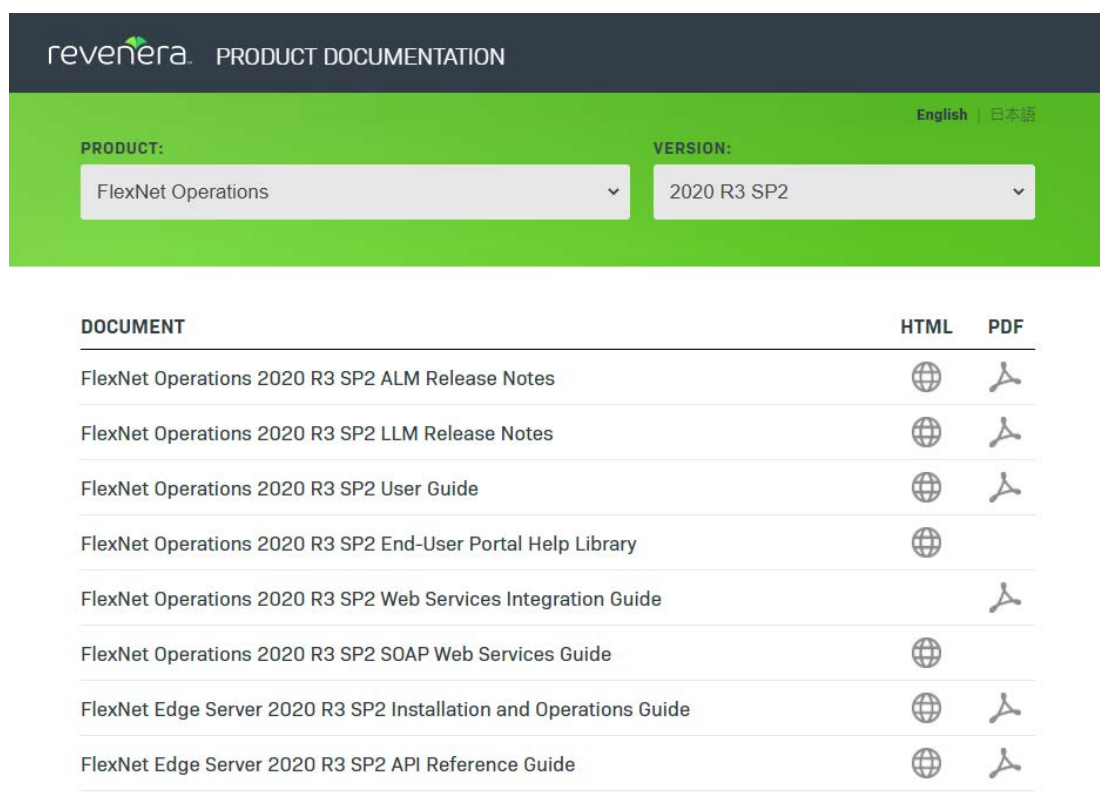

Figure 2: Revenera Product Documentation

Customer Community

The Revenera Customer Community is the most efficient way to engage with your technical support team.

https://community.revenera.com/

Through the Revenera Community, you can:

- Submit a support request

- Access Knowledge Base articles

- Engage with other users through product forums

- Subscribe to product news blogs

- Register for product training on our Learning Center

For more information on using the Revenera Community, see Community How Tos and Community Help.

Note ▪ For instructions on how to create an account in the Revenera Community, see How to Create a Revenera Community User Account.

Your Technical Support Team

Revenera's Technical Support team assists you with:

- Site localization and customization

- End-User portal configurations

- 3rd party licensing setup

- Vendor certificate generator hosting

- Distributor tier setup

If you have purchased a maintenance contract and are logged into the Community, you can contact Technical Support by making selections from the **Get Support** menu in the Revenera Community:
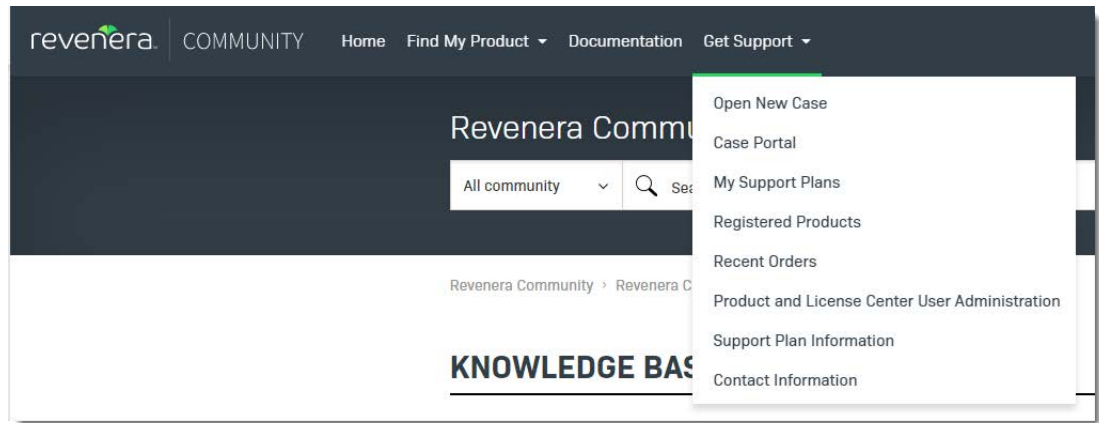
Figure 3: Get Support Menu in Revenera Community

Revenera Consulting Services

Leveraging best practice planning and delivery methodologies, Revenera Consulting Services help our software monetization customers achieve desired business outcomes through robust consultation, implementation, training and business transformation offerings.

Our consultants are fully versed in software monetization best practices as well as the range of functionality of Revenera solutions. Our consulting service practice experts apply proven methodologies that result in thorough planning, sound design, and smooth configuration and implementation of your Software Monetization solutions.

- Business consulting

- Implementation services

- Training services

- Cloud transformation

For more information about these services, please complete the Contact Us form.

New Customer Checklist

The following table lists key onboarding tasks.

Item	Description
FlexNet Operations Environments	- Accessed the PROD and UAT environment - Bookmarked environment URLs - Enabled access/permission to FlexNet Operations for the appropriate individuals - Located the online help library in the Producer and End-User Portals
Product Documentation	- Visited the Revenera Product Documentation site. - Reviewed the appropriate sections of the FlexNet Operations **Getting Started** documentation, found in the most recent version of the FlexNet Operations User Guide.
Revenera Customer Community	- Updated technical contacts in **My Profile**. - Registered for product training in the Revenera Learning Center
System Notifications	- Accessed and bookmarked https://status.revenera.com - Reviewed Customer Community Knowledge Base Article (log in credentials required) - Signed up for notifications

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