FlexNet Operations 2020 R3 SP3 ALM Release Notes

November 2020

Introduction

This Release Notes document summarizes the features, enhancements, and updates delivered with FlexNet Operations 2020 R3 SP3 in November 2020. The document includes the following information:

- Overview of Changes in FlexNet Operations R3 SP3

- Features and Enhancements

- System Requirements

- Resolved Issues

- Known Issues

- Special Notes

- Legal Information

Note • For additional details about the changes, contact Revenera support (see Resources).

Resources

The following resources can help you stay up to date with FlexNet Operations news and product knowledge:

- In addition to providing case management, the Revenera Community site can help you quickly find answers to your questions by searching content from other customers, product experts, and thought leaders. You can also post questions on discussion forums for experts to answer. For each of Revenera's product solutions, you can access forums, blog posts, and knowledge base articles.

- You can find documentation for FlexNet Operations and all other Revenera products on the Revenera Product Documentation site.

- The Revenera Learning Center offers free, self-guided, online videos to help you quickly get the most out of your Revenera products. You can find a complete list of these training videos in the Learning Center.

- Customers who have purchased a maintenance contract for their product(s) can submit a support case or check the status of an existing case by making selections on the **Get Support** menu of the Revenera Community:

  https://community.revenera.com

FlexNet Operations Videos

These brief, informative videos walk you through the getting-started exercises found in the *FlexNet Operations User Guide* (online help or PDF version). We recommend that you first read the appropriate "Getting Started" section in the *User Guide* to gain an understanding of the concepts it covers, and then click the section title in the table below to view the video.

Guide	Topics
Getting Started with Entitlement Management	Creating an account, a user, a product, and an entitlement.
Getting Started with FlexNet Embedded Licensing	Setting up a publisher, identity, and a licensed product. Creating a device and activating its license. Creating and provisioning FlexNet Embedded license servers.
Getting Started with Electronic Software Delivery	Creating a producer and download packages, associating download packages with a product, creating files, associating files with download packages, and viewing and downloading files from the FlexNet Operations End-User Portal.
Getting Started with Usage Management	Creating a usage-based license model, a feature, a product, and an entitlement. Obtaining the license server URL to which the usage data is sent. Running a usage-capture client. Viewing usage information graphs and gauges.
Getting Started with FlexNet Publisher License File-Based Licensing	Activating and returning a certificate license.
Getting Started with Cloud Licensing Service	Creating a cloud-hosted license server.
Getting Started with FlexNet Customer Growth	Customer growth concepts and configuring notifications for expiring entitlements and expired entitlements.

Overview of Changes in FlexNet Operations R3 SP3

The FlexNet Operations 2020 R3 Service Pack (SP) 3 release contains the following changes:

● New features and enhancements described in Features and Enhancements in 2020 R3 SP3.

● Resolved issues described in Issues Resolved in 2020 R3 SP3.

The remaining information in this document, which pertains to the previous FlexNet Operations 2020 R3 and R3 service pack releases, required no additional updates for this service pack.

Features and Enhancements

The following features and enhancements have been introduced in FlexNet Operations 2020 R3 and its associated service packs:

- Features and Enhancements in 2020 R3 SP3

- Features and Enhancements in 2020 R3 SP2

- Features and Enhancements in 2020 R3 SP1

- Features and Enhancements in 2020 R3

Features and Enhancements in 2020 R3 SP3

The following FlexNet modules contain new features and enhancements in FlexNet Operations 2020 R3 SP3:

- Device Management

- Download Manager

- Email Notification System

- SOAP and REST Web Services

- Updates and Insights

- User Experience

Device Management

The following enhancement to the management of devices is available in this release.

Package Downloads Now Enabled from the "Device Details" Page for Standalone Devices

The **Device Details** page for a standalone device, which currently shows tabs for the **Overview** and **Updates** information relating to the device, has been enhanced to add a third tab, **Downloads**, for displaying the downloads available to the device. This new tab enables Producers and Customers to determine in a single view what software downloads in Electronic Software Delivery can be installed on the device and to navigate to any of the **Download Package** details pages in order to download specific files.

Optionally, a button can be displayed on the **Downloads** tab that allows all files for selected download packages to be downloaded in a single archive directly from the tab.

The new **Downloads** tab is not visible by default, but is enabled by means of a new system configuration setting, **System > Configure > End-User Portal Setup > Devices Page > Show Downloads Tab**.

Similarly, the button to download all files for selected packages directly from the **Downloads** tab is enabled by a separate system configuration setting, **System > Configure > End-User Portal Setup > General Options > Show Download Button**. This setting is applied only if the previously described **Show Downloads Tab** setting is enabled.

Download Manager

The following enhancement to the Download Manager is available in this release.

Proxy Settings Now Read Directly from Mac, SuSE, or CentOS Machine

When an end-user Mac, SuSE or CentOS machine is configured to use a proxy server, the Download Manager can now read this configuration information directly from the machine when performing a download. Users are no longer required to explicitly input the machine's proxy settings during the Download Manager installation, thus providing a seamless download experience for users. (This same "seamless download" capability was made available for end-user Windows machines in an earlier release.)

Consider the following:

- The Download Manager will process system-wide and user-specific proxy settings. Any other application-specific proxy settings will not be considered.

- The NSS Security Tools (mozilla-nss-tools) must be installed on CentOS and SuSE platforms for the Download Manager to successfully download files through a proxy.

Email Notification System

The following enhancement to the Email Notification system is available in this release.

New Column to Track the Date of Last Change to an Email Template

A **Date Modified** date/time column has been added to the **List Email Templates** and **List All Versions** pages for email templates. This value reflects the date of the latest *content* update to a given template (active or draft version) in the list. The value does not reflect the date of the latest update to the template's definition (for example, an update to the template's variation name or any other editable attribute).

Note that the **Date Modified** column value remains blank until the content for the email template is updated for the first time *after this release*.

SOAP and REST Web Services

The following enhancement to FlexNet Operations SOAP and REST Web services is available in this release.

New Property to Capture the Device Creation Date

A new **createdOn** property showing the device creation date is now returned by the **getDevice** SOAP web service request.

This change is implemented as part of the v4 **ManageDeviceService** web service.

Updates and Insights

The following enhancement to the Updates and Insight module is available in this release.

Event Logging

Updates and Insights now provides the ability for devices to log events in the Notification Server.

Events are ways for devices to provide early and frequent feedback from the software installed on the device. They can be of particular interest to Product Managers in understanding the following:

- Precise difficulties an update might have experienced

- Whether certain activities (for example, a post-install test) have been completed

- How software is being used

- Whether new features are being adopted

- Detailed information about the device's overall status

An Update and Insight event consists of an **event name** and optionally the following elements:

- An **event group** used to categorize and search for events across a range of devices

- An **event value**, which adds extra contextual information to the event

For more information about event logging, refer to the section "Getting Started with Updates and Insights" in the *FlexNet Operations User Guide*. For details about the REST APIs that support event logging, see the online Swagger documentation at the following location (where [producer] is the producer code for your organization):

- **Production:** https://[producer]-ns.flexnetoperations.com/uai/documentation/swagger-ui.html

- **UAT:** https://[producer]-ns-uat.flexnetoperations.com/uai/documentation/swagger-ui.html

User Experience

The following enhancement to user experience in FlexNet Operations is available in this release.

Custom Message on the End-User Change Password Page

Producers can now add a custom message to the **End-User Change Password** page (for example, if they want to provide more information about password requirements). The content for this message is defined using the new configuration setting, **System > System Configuration > End User Portal Setup > Login Page > Custom Message**. Currently, no size restriction is applied to the message text.

Features and Enhancements in 2020 R3 SP2

The following FlexNet modules contain new features and enhancements in FlexNet Operations 2020 R3 SP2:

- Account and User Management

- Device Management

- Email Notification System

- System Administration

- Updates and Insights

- User Experience

Account and User Management

Th following enhancement for managing accounts and users is available in this release.

Configurable Display of "Created By" Column for Accounts in the End-User Portal

Enabling the display of the **Created By** column on the **Accounts** page in the End-User Portal is now configurable. (By default, the column is displayed.) Contact Revenera Support if the **Created By** column should be hidden.

Device Management

This following enhancement for managing devices is available in this release.

Ability to Remove Accounts from a Device

You can now disassociate an account from a device so that the device can be assigned to another account. Previously, you could not obsolete or reset a device because you could not remove its account.

Email Notification System

The following enhancement to the Email Notification system is available in this release.

New Column to Track the Date of Last Change to an Email Template

A **Last Modified** date/time column has been added to the **List Email Templates** and **List All Versions** pages for email templates.

System Administration

The following enhancement is available in this release to assist in the administration of FlexNet Operations.

Configuration to Provide "Privacy Terms and Agreement" for Self-Registering Users

Administrators can now configure a "Privacy Terms and Conditions" link on the **Register for Account** page for self-registering users in the End-User Portal. The options to configure the link—**Enable terms and conditions panel** and **Terms and conditions URL**—are found in the **General Options** section of the **End-User Portal Setup** page in **System > Configure**.

Updates and Insights

The following enhancement is available for the Updates and Insights module in this release.

Important • Updates and Insights is a paid module.

Streamlined Menus and UI for "Standalone Updates and Insights"

The "Standalone Updates and Insights" version now has a streamlined FlexNet Operations UI that focuses on only the features and functionality relevant to the management and use of anonymous devices. (Anonymous devices are not associated with accounts and therefore are not associated with entitlements.) The following is a brief summary of the UI changes for the "Standalone" version:

- The **Accounts and Users** menu is renamed to **Users** and will show only options related to users, not accounts.

- In general, user functionality is streamlined since only producer users are supported and since no roles or accounts are assigned to users.

- The **Products** and **Administer** menus show only options relevant to the use and management of anonymous devices.

- **Devices** functionality is limited since no account selection is required.

- **Import Data Objects** supports only Download Packaging and Updates.

- No access to the End-User Portal is provided in the "Standalone" version.

User Experience

The following enhancement related to user experience is available in this release.

File Downloads Now Performed on Separate Tabs

When users click the link to download a file from the **Downloads** page in the End-User Portal, the download now opens to a new tab, enabling users to navigate between tabs during multiple downloads.

Features and Enhancements in 2020 R3 SP1

The following FlexNet modules contain new features and enhancements in FlexNet Operations 2020 R3 SP1:

- Account and User Management
- Email Notification System

Account and User Management

This following new Account and User management enhancement is available in this release.

New Permissions to Control Producer-Management of Other Users

This enhancement enables Producer users to manage Customer and or Partner users, independently of managing other Producer users. Previously with the single **View and Manager Users** permission, Producer users had access to modify all User types in the system, and could not be constrained to just Partners or Customers. In this release, the following user-management permissions have been added to define a Producer role:

- **View and Manage Customer Users**—Enables the Producer user to create and manage only Customer users.

- **View and Manage Partner Users**—Enables the Producer user to create and manage only Partner users.

These new permissions provide a control for the types of users that a Producer user can manage. (This might be necessary, for example, to comply with internal security measures.)

If the Producer user is assigned the **View and Manage Users** permission, the other two permissions are ignored since they are folded into the **View and Manage Users** permission. However, if the Producer user is configured with either or both of the new permissions, but not with the **View and Manage Users** permission, the producer can manage the only type of users specified by the selected permission(s); the producer cannot manage other Producer users.

*Important • The Producer user also requires the **View and Manage Accounts** permission to manage users using any of these three user-management permissions. Without this "umbrella" permission, the Producer user cannot create users or save updates, view transaction histories (updates, deletes, or so forth), or reset passwords for those user types that the producer has permission to manage.*

Email Notification System

The following are enhancements were introduced for email notifications in this release.

- New Merge Tag for Email Recipients
- Single Email Notification for a Product with Multiple Line Items During Bulk Entitlement Upgrade
- Accounts and User Custom Attributes Available for Use as Merge Tags

New Merge Tag for Email Recipients

A new merge tag **RecipientName** is available in the Entitlement and License email templates. This tag ensures that the correct name is used when addressing individual recipients in the emails triggered after the completion of a bulk entitlement operation.

Single Email Notification for a Product with Multiple Line Items During Bulk Entitlement Upgrade

When a bulk operation does an upgrade for entitlements, end users are sent a single email for each upgraded line item within a single entitlement. Previously, however, due to this system design, when the same product existed on multiple line items within a single entitlement, end users received multiple email notifications for the same product.

Now, when multiple entitlement line items for the same product within a single entitlement are upgraded during an entitlement bulk upgrade operation, users receive a single email notification is for the product, not a notification for each upgraded line item.

Note • This update is not supported when multiple lines items for the same product within multiple entitlements in a given account are upgraded using a bulk operation.

Accounts and User Custom Attributes Available for Use as Merge Tags

Account and User custom attributes (`[[ACCOUNT_CA]]` and `[[USER_CA]]`, respectively) can now be used as merge tags in the "Welcome" email template. Additionally, a FOR-EACH merge tag has been included to iterate through the Account custom attributes.

Features and Enhancements in 2020 R3

The following new features and enhancements, listed by module, were included in FlexNet Operations 2020 R3:

- Account and User Management
- Download Manager
- SOAP and REST Web Services
- System Administration
- Updates and Insights
- User Experience

Account and User Management

This release offers the following new enhancements for managing accounts and users.

- Allowing Additional Users on Self-Registered Accounts
- Control Over Editing Account ID and Account Name in the End-User Portal
- Control Over Creating Customer and Partner Accounts in the End-User Portal

Allowing Additional Users on Self-Registered Accounts

At initial login, End-User Portal users have been able to self-register themselves and the organization to which they belong as long as they have an entitlement or activation ID. This dual registration of the organization and the user is performed from the **Register for Account** page, available through the **Register** option on the End-User Portal login screen. However, in previous releases, a user could not self-register with an existing self-registered account.

In this release, a user can now self-register with an existing self-registered account at initial login. A new option, **Register for existing Account**, has been added to the **Register for Account** page to allow this type of registration. The user is automatically added to the self-registered account identified by the entitlement or activation ID.

Additionally, to control the availability of this new option on the **Register for Account** page, a system administration option, **Enable Self-Registration for an existing Account**, has been added to the **System > Configure > End-User Portal Setup** page.

Control Over Editing Account ID and Account Name in the End-User Portal

The End-User Portal allows users to edit their account ID and account name. However, for some sites, this capability is not desirable. To address this situation, a new system administration option has been added in the Producer Portal to enable or disable the end users' ability to update the account ID and name. The option, **Prevent editing of Account ID and Account Name**, is available in the **Manage Accounts & Users** section of the **End-User Portal Setup** configuration page in **System > Configure**. This option is disabled by default to maintain the behavior of previous releases.

Control Over Creating Customer and Partner Accounts in the End-User Portal

The End-User Portal allows users to create customer or partner accounts. Some sites prefer not having end users create accounts. However, they still want these users to assign account users and perform other account management tasks. Disabling the end-user permission to manage accounts prevents users from creating accounts but also prevents them from performing other account management tasks. To address this issue, a new system administration option has been added in the Producer Portal that enables or disables the end users' specific permission to create customer and partner accounts in the End-User Portal.

The option, **Hide Create an Account**, is available in the **Manage Accounts & Users** section of the **End-User Portal Setup** configuration page in **System > Configure**. This option is disabled by default to maintain the behavior of the previous releases.

Download Manager

The following new enhancements are available for the Download Manager in this release.

- Link to Download Manager Installer Now in a More Accessible Location

- Seamless Downloads When Using Proxy Servers on Windows

Link to Download Manager Installer Now in a More Accessible Location

Previously, the prompt screen informing you that you needed to download the latest version of the Download Manager provided the link to the Download Manager installer at the bottom of the screen. This link has now been moved to an easily found location at the beginning of the prompt screen.

Seamless Downloads When Using Proxy Servers on Windows

When an end-user Windows machine is configured to use a proxy server, the Download Manager now reads this configuration information directly from the machine when performing a download. Users no longer need to explicitly input the machine's proxy settings during the Download Manager installation, thus providing a more seamless download experience for users.

Users preforming downloads using a proxy server must have permissions to access the Windows registry and all files related to the proxy configuration on their machine.

SOAP and REST Web Services

The following new enhancements are available for SOAP and REST web services in this release.

- New Batch-size Limits in SOAP and REST Web Services

- lastModifiedDate Parameter Available in searchDevices Request

New Batch-size Limits in SOAP and REST Web Services

Batch-size maximum limits have been implemented for requests issued from SOAP and REST web services. Specifying a batch size higher than the new cap results in an error.

- All read services—that is, get*Object*Query and similar methods (for example, **getEntitlementQuery** and **searchDevices**)—now have a maximum batch size of 2000.

- All services that result in a write—such as create*Object*, update*Object*, or createOrUpdate*Object*—now have a batch size maximum of 25 records.

lastModifiedDate Parameter Available in searchDevices Request

A new parameter, **lastModifiedDate**, is now available with the **searchDevices** SOAP web service to enable users to filter results by the date that devices were last modified.

System Administration

The following new enhancements are available for FlexNet Operations system administration in this release.

- Administrator Permission to Set CLS Password

- Localization for Certain Custom Content IDs

Administrator Permission to Set CLS Password

FlexNet Operations administrators now have permission to reset the Cloud Licensing Server (CLS) producer *user* password for both existing and future Cloud License Server (CLS) instances. (A producer user password is used to obtain Authorization tokens for all instances.) Administrators can set this password using the **Enable Producer User for CLS** option and the associated **Producer User's Password for CLS** field found in the **Embedded Device Settings** section of the **FlexNet Operations** page in **System > Configure**.

Localization for Certain Custom Content IDs

Producers can now localize the following Custom Content IDs, used to display custom instructions and information on specific End-User Portal pages:

- DownloadContent

- epAnnouncements

- ForgotOrResetPassword

Custom Content IDs are defined using the **System > Custom Content** page in the Producer Portal. To localize the content associated with the IDs listed above, you must add the locale code as a suffix to the ID. For example, to localize the epAnouncements content for France, add the "-fr_FR" suffix to the ID:

    epAnnouncements-fr_FR

For more information about Custom Content, refer to the "Administrator Reference" section in the *FlexNet Operations User Guide*.

Updates and Insights

The following new enhancement is available for Updates and Insights in this release.

Important • *Updates and Insights is a paid module.*

Support for Update Requests from Server Devices

Updates and Insights now supports requests for updates and associated manifests from server devices, so that served devices can call the following APIs in the Notification Server:

- Updates

- Signed Updates

- Status Log

For these calls, a new optional parameter called **deviceClass** has been added to the request payload so that the device making the request can be specified as a server.

Note the following:

- This enhancement applies to the Updates and Insights APIs only. Server device Updates and Insights activity is not yet reported on the FlexNet Operations Producer or End-User Portal devices pages.

- The Updates and Insights API used to register devices does not support server devices. Instead, a server device must always be created in the FlexNet Operations UI *before* it can start requesting Update information.

User Experience

The following enhancement related to user experience is available in this release.

Additional Language Support for End-User Portal Localization

The following additional languages are now available for localizing the End-User Portal.

Language	Locale code	Language	Locale code
Bulgarian	bg-BG	Norwegian	nb-NO
Croatian	hr-HR	Polish	pl-PL
Czech	cs-CZ	Portuguese (Europe)	pt-PT
Danish	da-DK	Romanian	ro-RO

Language	Locale code	Language	Locale code
Dutch	nl-NL	Russian	ru-RU
Estonian	et-EE	Serbian	sr-RS
Finnish	fi-FI	Simplified Chinese	zh-CN
Greek	el-GR	Slovakian	sk-SK
Hungarian	hu-HU	Slovenian	sl-SI
Indonesian	in-ID	Swedish	sv-SE
Kazakh	kk-KZ	Traditional Chinese	zh-TW
Korean	ko-KR	Turkish	tr-TR
Latvian	lv-LV	Ukranian	uk-UA
Lithuanian	lt-LT	Vietnamese	vi-VN

System Requirements

Detailed system requirements for FlexNet Operations include the following.

Requirement	Description
Web browsers	- Microsoft Edge - Mozilla Firefox 75.0 - Google Chrome 80.0.3987.163
FlexNet licensing module	- FlexNet Publisher Toolkit 11.12.0 or later - FlexNet Embedded Toolkit 2015 R2 or later *Note • FlexNet Operations supports these FlexNet Embedded host ID types: Ethernet, FlexID 9, FlexID 10, String, VM_UUID, User, Extended, PUBLISHER_DEFINED, Internet, and Internet6.*

Requirement	Description
Vendor certificate generator	The current versions of the VCG kit are 12.11.0 and 16.2.2.0.
	These VCGs were tested with the following compilers:
	• Windows—Visual Studio 2010 Professional Edition
	• Linux—gcc 4.1.2 (RHEL 5.0)
	• Linux—gcc 4.4.4 (RHEL 6.0)

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> *Note • The 12.11.0 VCG is built with FlexNet Publisher 11.11.1 and shares the same minimum C compiler requirements on each supported platform. (See the FlexNet Publisher 11.11.1 release notes for C/C++ compiler support.)*

Resolved Issues

The following issues have been resolved in FlexNet Operations 2020 R3 and its associated service packs:

- Issues Resolved in 2020 R3 SP3
- Issues Resolved in 2020 R3 SP2
- Issues Resolved in 2020 R3 SP1
- Issues Resolved in 2020 R3

Issues Resolved in 2020 R3 SP3

Issues for the following FlexNet Operations modules were resolved in 2020 R3 SP3:

- Entitlement Management
- License Models and Management
- SOAP and REST Web Services
- User Experience

Entitlement Management

The following issue involving entitlement management was resolved in this release.

Bulk Entitlement Issue with User-Supplied Web Register Keys Resolved

Previously, when a user attempted to create a bulk entitlement using an imported xml file to generate user-supplied Web register keys, the bulk entitlement job succeeded. However, emails and alerts were not triggered, and the Web register keys were not generated. This issue is now resolved so that, when a bulk entitlement is created as such, the Web register keys are generated and the emails and alerts are triggered.

License Models and Management

The following issues involving license models or license management were resolved in this release.

Spaces at Beginning or End of License Model Names Removed

FlexNet Operations now trims any spaces located at the beginning and end of license model names to avoid potential processing errors.

Correct Available License Counts Displayed

Previously, in certain cases an incorrect data source was being used to calculate available license counts, resulting in incorrect available counts being presented. This issue has been resolved so that the correct data source is used to present accurate counts.

Searches on ASR Pages Now Working

A search by Product or Part Number from any ASR page now functions properly. Previously, searches based on either criterion could erroneously return empty results.

SOAP and REST Web Services

The following issue involving the FlexNet Operations SOAP and REST web services was resolved in this release.

Incorrect Entitlement Data No Longer Extracted After Entitlement Updates

Previously, the Entitlement data extract could show incorrect information if the expiration date or any other entitlement field had been updated using either the SOAP web service method **updateEntitlementLineItemRequest** or an import job for update entitlement. This issue has been resolved so that the extract now presents correct data.

User Experience

The following issues involving user experience in FlexNet Operations were resolved in this release.

Company Logo Now Properly Displaying

Previously, in an AWS environment only, a producer's company logo (configured through **System > End-User Portal Setup > Custom Branding**) was not displaying in the End-User Portal. The logo is now properly displayed.

Misdirected Page Issue Resolved

Previously, when a user attempted to self-register through the FlexNet Operations UI *running in a Firefox browser* and provided an email address that exceeded the maximum size, the expected error popup was displayed; but, when the user clicked **OK** to close the popup, the UI displayed a blank page.

This issue is now resolved so that, when this error popup is closed, the user is properly directed back to the login window.

Issues Resolved in 2020 R3 SP2

Issues for the following FlexNet Operations modules were resolved in 2020 R3 SP2:

- Account and User Management
- Device Management
- Entitlement Management
- Security

Account and User Management

This following issues related to the management of accounts and users were resolved in this release.

Last Login Date for SSO User Now Updating Properly

The date that an SSO user last logged into the End-User Portal is now updating correctly on the **User** page in the Producer Portal.

Proper Error Message When Producer Creates a User with Same Email as Producer

A proper error message now displays when the Producer attempts to create a user account that has the same email as the Producer's account. (The duplicate emails might occur, for example, when the Producer uses a data import template to create user accounts.)

Device Management

The following issue involving device management has been resolved in this release.

Initial Attempt to Self-Register a Device No Longer Failing

Previously, when an unknown device attempted to register using an activation ID for an entitlement owned by only a partner account, the first capability request failed with the message: "The activation ID was denied." Consequently, the device was not able to self-register. However, a subsequent request would then succeed, and the device was ultimately registered.

This issue has been resolved so that device registration succeeds with the first registration request.

Entitlement Management

The following issues involving entitlement management were resolved in this release.

Licensing Issue with Vendor-Defined Hostid of "Any" Resolved

Previously, users could create a license using the **VENDOR_DEFINED** keyword with a hostid of **ANY**. The resulting license file contained the keyword **HOSTID=ANY**, enabling the license to be used on any device. For some producers, the ability to use the license on any device created the potential for license leakage.

Now, if users attempt to generate a license using a hostid of **ANY** for the **VENDOR_DEFINED** keyword, an error is thrown along with a message stating that the hostid is invalid. However, existing license files created in this manner prior to 2020 R3 SP2 continue to work as before.

Appropriate Distribution Tier Now Displaying

When you add an account to an entitlement, the **Distribution Tier** value on the **End Customer and Channel Partners** window now shows the correct tier as you toggle between the **Partners** and **Customers** tabs. This fix ensures that the entitlement is created with the correct tier for the selected account type.

Security

The following security issue has been resolved in this release.

Possible Security Issue Addressed in the End-User Portal

A security issue has been addressed in the End-User Portal where the URL could be compromised, giving unwarranted access to a Producer's account list to a customer or partner user.

Issues Resolved in 2020 R3 SP1

Issues for the following FlexNet Operations modules were resolved in 2020 R3 SP1:

- Device Management

- Download Package Management

- License Models and Management

- SOAP and REST Web Services

Device Management

The following issues involving device management have been resolved.

Configuration to Allow or Disallow Registration of Unknown Devices Now Working Properly

The **Allow Adding Unknown Hosts** and **Allow Server Without Activation IDs** system configuration settings are now working correctly to ensure that unknown standalone and server devices can be properly registered or disallowed registration depending on this configuration. Additionally, appropriate error messages are now displayed when registration is denied.

Return of Devices Successful with or without Destination Devices

The Return Device feature now supports the return of devices with or without a destination device ID. Previously, device returns were erroneously requiring a destination device.

Download Package Management

The following issue involving the management of download packages has been resolved.

Issue with Downloads Incorrectly Tagged as "anonymous user" Downloads Resolved

Previously, downloads that were not "anonymous user" downloads were logged as such if an end user used the **Download Now** link from the **List Entitlements** page on the End-User Portal. This issue has been resolved.

License Models and Management

The following issue involving license models or license management was resolved in this release.

Batch Rehost Error for Producer Users Resolved

Previously, a batch rehost failed with an "unexpected error" for those Producer users who did not have product line **ALL** assigned to them. In this release, batch rehost succeeds for all Producer users.

SOAP and REST Web Services

The following issues with SOAP and REST web services have been resolved.

Counts Now Consistent for "searchEntitilement..." Web Services

Web Service calls to **searchEntitlementRequest** and **searchEntitlementLineItemPropertiesRequest** were returning different available count totals for the same activation ID. This issue has been resolved so that the counts are consistent.

EntitlementOrderService Issue Resolved

The error generated when you attempted to update or create entitlements concurrently using **EntitlementOrderService** methods has been resolved.

Issues Resolved in 2020 R3

Issues for the following FlexNet Operations modules were resolved 2020 R3:

- Data Extracts
- Device Management
- Download Package Management
- Email Notification System
- Entitlement Management
- Export and Import
- Product Management
- Reporting

- User Experience

- Security

Data Extracts

The following issue involving data extracts has been resolved in this release.

Data Extracts Now Properly Encoded

Previously, extracts were not being properly UTF-8 encoded. The extracts are now properly formatted in UTF-8.

Device Management

The following issues involving device management have been resolved in this release.

- Device No Longer Created with Licenses from Two Different Accounts

- Device Searches No Longer Failing

- Improved Loading Time for Devices Page

Device No Longer Created with Licenses from Two Different Accounts

Previously, when a capability request was sent containing activation IDs for two or more different accounts, a device was created with licenses from all accounts. Now, when such a capability request is sent, it is rejected. However, the request is accepted if it has one or more activation IDs for the same account.

Device Searches No Longer Failing

Previously, if an illegal character was present in the device dictionary, an attempt to view details on the **View Device** or **View Server** page for a selected device failed. This issue has been resolved.

Improved Loading Time for Devices Page

Changes have been applied to improve the time required to load the **Devices** page.

Download Package Management

The following issue has been resolved for managing download packages in this release.

Extended File Descriptions with Anchored Tags Now Properly Displaying

When an **Extended Description** for a file in a download package was defined with anchor tags (such as tags to create an HTML link) in the Producer Portal, the description was not displaying properly on the **Downloads** page in the End-User Portal. The description is now displaying correctly.

Email Notification System

The following issues involving email notifications have been resolved in this release.

Email Template Now Localizing Characters Correctly

The issue with the email templates not displaying characters in other languages correctly in email subject lines and other locations has been resolved.

Emails No Longer Being Sent in Draft Status

Email notifications could be inadvertently triggered when the email template was in draft status. The logic behind when email notifications are sent has been updated to prevent their being sent when the template is still in draft status.

Entitlement Management

The following issues involving entitlement management have been resolved in this release.

- Merge Entitlements Now Properly Working

- Improved Error Message for Out-of-Range Start Date

- Improved Performance for Loading Entitlements Pages

- Auto-Provisioning Failures Addressed

- Correct License Count After Certificate License Returned

Merge Entitlements Now Properly Working

Previously, when you attempted to merge entitlements that were activated on the same host, the merge failed. You can now perform this merge scenario successfully.

Improved Error Message for Out-of-Range Start Date

A more helpful error message now displays when a user attempts to create an entitlement with an out-of-range or unacceptable start date.

Improved Performance for Loading Entitlements Pages

Changes have been applied to improve the time required to load the **List Entitlements** and **List Entitlements by Order** pages in the Producer Portal and End-User Portal.

Auto-Provisioning Failures Addressed

Auto-provision could fail if an entitlement creation coincided with restarting an FlexNet Operations component. This issue has been resolved so that the auto-provision re-try is now successful.

Correct License Count After Certificate License Returned

The **List Entitlements** view in the End-User Portal was not showing the correct license count when a FlexNet Publisher certificate license was returned. The correct license count is now displayed.

Export and Import

The following issue involving export and import has been resolved in this release.

Exported Expiration Date for Entitlement Lines No Longer Incorrect

During an export, the entitlement line expiration date was off by one day. This issue has been resolved.

Product Management

The following issues involving product management have been resolved in this release.

- Only Product Lines Associated with User Displayed
- Partners No Longer Able to Select Non-Related Accounts on Entitlements Pages

Only Product Lines Associated with User Displayed

Previously, the **Product Lines** page in the Producer Portal was showing product lines not associated with the current user. Now this page shows only those product lines associated with the user.

Partners No Longer Able to Select Non-Related Accounts on Entitlements Pages

Previously, when a Partner user typed an account name directly in a source or target account field on the **Transfer Entitlement** or the **Merge Entitlements** page, an automatic dropdown listing accounts that started with the typed character sequence incorrectly allowed the user to select an account not related to the Partner account.

Now, when a Partner user types in these fields, only those accounts associated with the Partner account are available for selection.

Reporting

The following issue involving the Reporter has been resolved in this release.

Record with Null Value for Custom Attribute Now Reported Properly

Previously when the value for a custom attribute was changed to NULL, the Reporter ignored the NULL value and retained the previous value in reports. This issue has been resolved.

User Experience

The following issue involving user experience has been resolved in this release.

Password Issue Addressed

Previously, an encryption error was generated when resetting a password if the old password contained special characters. The old password is now properly encrypted during the reset process.

Security

The following security issue has been resolved in this release.

Resolved Security Issue Detected by WhiteHat

An information-leakage issue involving the **System > About Advanced Management Lifecycle Module** page has been resolved.

Known Issues

The following describes known issues in the current FlexNet Operations Release.

FNO-60845: Size limitation for license models

A License Model definition is stored in JSON format in the database. Additionally, the definition is transformed into an internal representation, which is also stored in the database for use by the server. Currently, the Model definition or its transformation cannot exceed 8000 bytes in length.

FNO-60241: Entities not replicated properly to Electronic Software Delivery

In some cases, entities, such as download packages and newly created entitlements, are not being properly replicated in the Electronic Software Delivery (ESD) for deployment.

Workaround: Update the entity again.

FNO-61266: Translation issues with localization

Per the enhancement Additional Language Support for End-User Portal Localization available in this release, certain strings, such as alerts and validation messages, in the End-User Portal are not being translated properly when localization is in effect. These issues will be addressed in an upcoming release.

Special Notes

This section contains special information pertaining to FlexNet Operations.

Best Practice for Uploading New File Versions for Electronic Software Delivery

The following practice helps to prevent the delivery of "stale" file content to your customers.

When you upload a new version of a file (or package) whose previous version exists in the Electronic Software Delivery system, best practice is to give the new file version a unique name, different from the name of the existing file version. (For example, use a version number in the file name.) Try to avoid simply uploading a file using the same name as the existing file so that the existing file is overwritten.

If you must upload a new file using the same name as the existing file, delete the existing file and wait 10-15 minutes before uploading the new version. This process will reduce the probability of re-caching the old content.

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