

FlexNet Operations 2022 ALM Release Notes

December 2022

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Introduction

This Release Notes document summarizes the features, enhancements, and updates delivered with FlexNet Operations in 2022. The document includes the following information:

- [Resources](#)
- [Features and Enhancements](#)
- [System Requirements](#)
- [Resolved Issues](#)
- [Known Issues](#)
- [Special Notes](#)
- [Legal Information](#)

Resources

These resources are available for more information about FlexNet Operations and other Revenera products:

- [Revenera Resources](#)
- [FlexNet Operations Videos](#)
- [Previous FlexNet Operations Release Notes](#)

Revenera 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 also access the Product and License Center from the Community's **Other Resources** menu to download Revenera products.
- You can find documentation for FlexNet Operations and all other Revenera products on the [Revenera Product Documentation](#) site.

Note that any FlexNet Operations documentation published for UAT is subject to finalization until the Production release.

- 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.

Previous FlexNet Operations Release Notes

To access the release notes associated with previous FlexNet Operations ALM releases, do either of the following:

- To view all the release notes for 2022 ALM releases, access this location:

<https://docs.revenera.com/?product=FlexNet%20Operations&version=Current>

- To view the release notes associated with FlexNet Operations versions from previous years, access the site referenced above and select the appropriate year from the **VERSION** list.

Features and Enhancements

The following sections describe the new features and enhancements added to FlexNet Operations in 2022:

- [Features and Enhancements in 2022.12](#)
- [Features and Enhancements in 2022.11](#)
- [Features and Enhancements in 2022.10](#)
- [Features and Enhancements in 2022.09](#)
- [Features and Enhancements in 2022.08](#)
- [Features and Enhancements in 2022.07](#)
- [Features and Enhancements in 2022.06](#)
- [Features and Enhancements in 2022.03](#)
- [Features and Enhancements in 2022.02](#)
- [Features and Enhancements in 2022.01](#)

Features and Enhancements in 2022.12

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.12 release:

- [Entitlement Management Enhancements in 2022.12](#)
- [Export and Import Enhancements in 2022.12](#)

Entitlement Management Enhancements in 2022.12

The following enhancement to entitlement management was added in the 2022.12 release.

Ability in Bulk Upgrade Wizard to Copy Custom Attributes

A new option called **Copy Custom Attribute** has been introduced in the Bulk Upgrade Wizard. With this option, any custom attribute values associated with the parent line item can be copied automatically to the new line item during the bulk upgrade process, saving producers valuable time.

The option is available for the bulk operations Upgrade and Test Upgrade.

Export and Import Enhancements in 2022.12

The following enhancement to Data Export and Import functionality was added in the 2022.12 release.

Ability to Update Product Line Names Using Product Packaging Template

A new column has been added to the Product Packaging template (PackageProducts.xlsx), which now enables producers to update the product line name. (Import templates can be downloaded in the Producer Portal under **Administer > Import Data Objects**, from the **Data Import Templates** tab.)

To update the product line name, producers provide the old product line name in the new column **OldProductLineName**. This column is optional.

If no existing product line is found in the FlexNet Operations database that matches the value provided in **OldProductLineName**, a new product line will be created using the value in **ProductLineName**.

Features and Enhancements in 2022.11

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.11 release:

- [Export and Import Enhancements in 2022.11](#)
- [SOAP Web Services Enhancements in 2022.11](#)

Export and Import Enhancements in 2022.11

The following enhancement to Data Export and Import functionality was added in the 2022.11 release.

Ability to Update Maintenance Product Name Using the Product Packaging Template

A new column has been added to the Product Packaging import template (PackageProducts.xlsx), which now enables producers to update the maintenance product name in bulk. (Import templates can be downloaded in the Producer Portal under **Administer > Import Data Objects**, from the **Data Import Templates** tab.)

To update the maintenance product name, producers provide the old maintenance product name in the new column **OldMaintenanceName**. This column is optional.

If no existing product is found in the FlexNet Operations database that matches the value provided in **OldMaintenanceName**, a new maintenance product will be created using the value in **MaintenanceName**.

SOAP Web Services Enhancements in 2022.11

The following features and enhancements were added to the SOAP Web Services module in the 2022.11 release:

Sorting Columns Using getUsersQuery in UserAcctHierarchy Service (v4)

The getUsersQuery method in the UserAcctHierarchy Service now supports the optional sortBy parameter. This enables producers who are building their own Web portal to sort columns.

Only one sortBy parameter can be sent per request.

Here is an example request:

```
<urn:sortBy>
  <urn:sortBy>
    <urn:sortKey>EMAIL</urn:sortKey>
    <urn:ascending>false</urn:ascending>
  </urn:sortBy>
</urn:sortBy>
```

The following fields can be sorted:

```
ACCOUNT_NAME
ACCOUNT_ID
CAN_LOGIN
CITY
COUNTRY
DISPLAY_NAME
EMAIL
FIRST_NAME
ISACTIVE
LAST_MODIFIED
LAST_NAME
STATE
```

Sorting Columns Using getEntitlementLineItemsProperties in EntitlementOrder Service

The getEntitlementLineItemsProperties method in the EntitlementOrder Service now supports the optional sortBy parameter. This enables producers who are building their own Web portal to sort columns.

Only one sortBy parameter can be sent per request.

Here is an example request:

```
<urn:sortBy>
  <urn:sortBy>
    <urn:sortKey>LINE_ITEM_LAST_MODIFIED</urn:sortKey>
    <urn:ascending>true</urn:ascending>
  </urn:sortBy>
</urn:sortBy>
```

The following fields can be sorted:

```
ENTITLEMENT_ID
PARENT_BULK_ENTITLEMENT_ID
ACTIVATION_ID
LINE_ITEM_ORDERABLE_NAME
LINE_ITEM_ORDERABLE_VERSION
LINE_ITEM_SKU
LINE_ITEM_START_DATE
LINE_ITEM_EXPIRATION_DATE
LINE_ITEM_ORDER_ID
LINE_ITEM_ORDER_LINE_NUMBER
LINE_ITEM_FULFILLED_AMOUNT
CONTACT
```

SOLD_TO_NAME
LINE_ITEM_ACTIVATABLE_ITEM_TYPE
SOLD_TO_DISPLAY_NAME
CURRENT_OWNER_ORG_NAME
LINE_ITEM_CREATED_ON
LINE_ITEM_LAST_MODIFIED

Filtering Functionality for searchDevices Operation in Manage Device Web Service (v5)

The **searchDevices** operation now supports searching and filtering by the parameters addOnExpirationDate and hasLicense.

This enhancement enables producers to filter out devices that have expired or invalid licenses.

Here is an example request:

```
<urn:addOnExpirationDate>  
  <urn:value>2015-10-10</urn:value>  
  <urn:searchType>AFTER</urn:searchType>  
</urn:addOnExpirationDate>  
<urn:hasLicense>true</urn:hasLicense>
```

The parameters addOnExpirationDate and hasLicense are both returned in the response, based on the response config parameter.

This change is implemented as part of the Manage Device v5 Web service.

Features and Enhancements in 2022.10

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.10 release:

- [SOAP Web Services Enhancements in 2022.10](#)

SOAP Web Services Enhancements in 2022.10

The following features and enhancements were added to the Web Services module in the 2022.10 release:

- [Introducing Download Packaging Service Version 3](#)

Introducing Download Packaging Service Version 3

This release introduces version 3 of the Download Packaging Service. Version 3 has a new search parameter LastModifiedDateTime in requests, which enables producers to import data about periodic updates into their back office system and make this data available to their end customers.

The parameter LastModifiedDateTime is optional and available for the following operations:

- getDownloadPackageQuery
- getDownloadPackageCount
- getFileQuery

- `getFileCount`

In a request, the parameter has the following structure:

```
<LastModifiedDateTime>
  <value>2022-09-13T15:00:34+02:00</value>
  <searchType>AFTER</searchType>
</LastModifiedDateTime>
```

Description

- **value**—The date and time value is used to select items based on when they were last modified. If no time zone is provided in the request, the search is carried out in the time zone of the FlexNet Operations database (Pacific Standard Time (PST) or Pacific Daylight Time (PDT)). This can be overridden by specifying a time zone in the request. When including a time zone in the request, the time zone should be specified as offset from GMT (for example, 2022-09-13T15:00:34+02:00).
- **searchType**—One of the following values: ON, AFTER, BEFORE.

The date and time in the response are provided in Pacific Standard Time (PST).



Note • The default value of the last modified field for `getFileQuery` and `getFileCount`, when the request payload is first loaded from the WSDL, does not show the timezone. You should add the required timezone to the parameter. Without a specifically stated timezone, the date will be treated as either PST or PDT (depending on which of those is in force at the time of the request.)

Features and Enhancements in 2022.09

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.09 release:

- [SOAP Web Services Features & Enhancements in 2022.09](#)
- [REST Web Services Enhancements in 2022.09](#)
- [Entitlement Management Enhancements in 2022.09](#)
- [Electronic Software Delivery Features & Enhancements in 2022.09](#)

SOAP Web Services Features & Enhancements in 2022.09

The following features and enhancements were added to the Web Services module in the 2022.09 release.

Enhancement to ProductPackagingService (Version 2)

A new optional parameter called `LastModifiedDateTime` has been added to the `ProductPackagingService` web service (version 2). The new parameter can be used with the `getProductsQuery` and `getProductsCount` operations.

This enhancement enables producers who manage their own end-user portal to display periodic updates to their products.

REST Web Services Enhancements in 2022.09

The following enhancement to the Web Services module was added in the 2022.09 release.

Generating a Random Registry Secret

When using the **/secret** endpoint of the Software Container Delivery API in a PUT call, the new-secret parameter is now optional. When new-secret is left blank, a random registry secret is generated.

Entitlement Management Enhancements in 2022.09

The following enhancement to entitlement management was added in the 2022.09 release:

License Model Custom Attributes Now Editable

In previous releases, the values of license custom attributes could not be edited even if the **Allow Editing of Deployed Entities** configuration setting (under **System > Configure > FlexNet Operations > General Options**) was selected.

This issue has now been resolved and license model custom attributes are editable when **Allow Editing of Deployed Entities** is selected.

Electronic Software Delivery Features & Enhancements in 2022.09

The following Electronic Software Delivery (ESD) feature was added in the 2022.09 release.

Producer Portal Shows Registry URL for Helm Repository Management

Similar to the End-User Portal, the Producer Portal now has an **Add Repo Command** button on the Downloads page in the Helm Charts section. When clicked, the button shows the syntax and registry URL for the `helm repo add` command which is needed to add a local chart repository. This helps producers to determine the registry URL in cases where no charts have been added yet.

The following shows the syntax of the `helm repo add` command:

```
helm repo add --username=<username> --password=<cli-secret> <repo-name>  
<registry-hostname>/<path-to-project>/<project-name>
```

Here is an example command:

```
helm repo add --username=example-user --password=mypassword myrepo  
https://container-registry.uat1102-uswest1.revenera.com/chartrepo/container-package-demo
```

Features and Enhancements in 2022.08

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.08 release:

- [REST Web Services Enhancements in 2022.08](#)
- [Electronic Software Delivery Features & Enhancements in 2022.08](#)

REST Web Services Enhancements in 2022.08

The following enhancements to the Web Services module were added in the 2022.08 release.

New Endpoint for Managing Users in the Software Container Delivery API

When FlexNet Operations creates a project in the registry, information about producer users and entitled end-users that are associated with the download package in FlexNet Operations is automatically propagated to the registry. This includes:

- All producer users from the producer account and its sub-accounts who have the "View and Manage Download Packages" permission. In the registry, these producer users are added as "members" to the project.
- All end-users who are entitled to the download package and have the "Get Downloads" permission.

The Software Container Delivery REST API now includes a new **/projects/{project_name}/members** endpoint which returns a list of the members who have access to a particular project.

To retrieve information about a particular member, producers can specify the relevant user name using the query parameter `user_id`.

New Data Access API Documentation Platform: Redocly

Documentation about the Data Access API is now available on an additional platform:

<https://fnoapi-da.redoc.ly/>

The Data Access Report API pages on the Redocly platform provide the same information as the Data Access API pages on Swagger, but in a slightly different format.

The **Try It Console** enables you to test requests and responses. Before you can make an API call, you need to authenticate yourself. To do so, open the **Security** panel and enter your user name and password. Enter your site ID (supplied by Reverera) below the **Security** panel.

Electronic Software Delivery Features & Enhancements in 2022.08

The following Electronic Software Delivery (ESD) feature was added in the 2022.08 release.

End-User Portal Shows Registry URL for Helm Repository Management

In the End-User Portal, the Downloads page now shows a new **Add Repo Command** button in the Helm Charts section. When clicked, the button shows the syntax and registry URL for the `helm repo add` command which is needed to add a local chart repository. This helps end-users and producers to determine the registry URL in cases where no charts have been added yet.

The following shows the syntax of the `helm repo add` command:

```
helm repo add --username=<username> --password=<cli-secret> <repo-name>
<registry-hostname>/<path-to-project>/<project-name>
```

Here is an example command:

```
helm repo add --username=example-user --password=myspassword myrepo  
https://container-registry.uat1102-uswest1.revenera.com/chartrepo/container-package-demo
```

Features and Enhancements in 2022.07

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.07 release:

- [Entitlement Management Enhancements in 2022.07](#)
- [Export and Import Enhancements in 2022.07](#)

Entitlement Management Enhancements in 2022.07

The following enhancements to entitlement management were added in the 2022.07 release:

- [Enhancement to Bulk Upgrade Functionality for Embedded Devices Using Auto-Fulfill](#)
- [Improved Cloud License Server Behavior for Feature Changes](#)

Enhancement to Bulk Upgrade Functionality for Embedded Devices Using Auto-Fulfill

In previous releases, producers could upgrade FlexNet Embedded devices only one device at a time. The enhancement introduced in 2022.07 enables producers to perform a bulk upgrade for their FlexNet Embedded devices (standalone devices only). When selecting the **Auto-Fulfill** option (available in the Bulk Operations wizard, under **Entitlements > Bulk Operations**), all line items in the bulk operation are automatically fulfilled. Previously, selecting the **Auto-Fulfill** option for a bulk upgrade of FlexNet Embedded devices resulted in an error.

The following limitations exist for bulk upgrades for FlexNet Embedded devices with auto-fulfill:

- Bulk upgrades can only be performed for a single product.
- All accounts that are entitled to the product must be upgraded.
- All line items for the single product must have at least been partially fulfilled. If one of the line items is not fulfilled, auto-fulfillment fails with an error.

Producers who require this modified behavior should contact Revenera Support to have the necessary modification made.

New Status Dialog for Upgrade Bulk Operations

The enhancement also includes a new status dialog, which enables producers to view the status of upgrade bulk operations that use auto-fulfill for FlexNet Embedded devices. The new Bulk Upgrade Status dialog can be accessed by clicking a link in the **Status** column of the **Bulk Operation** page. The dialog shows the parent activation IDs and the child activation IDs that are generated by the batch upgrade operation.

Improved Cloud License Server Behavior for Feature Changes

Adding or removing features to or from an existing product with a line item mapped to a Cloud License Server (CLS) instance will result in the feature changes being cascaded to all CLS instances with that line item.

Export and Import Enhancements in 2022.07

Ability to Update Product Name and Version Using the Product Packaging Template

Two new columns have been added to the Product Packaging import template (PackageProducts.xlsx), which now enables producers to update the product name and product version in bulk. (Import templates can be downloaded in the Producer Portal under **Administer** > **Import Data Objects**, from the **Data Import Templates** tab.)

To update the product name and version, producers provide the old product name and version in the new columns **OldProductName** and **OldProductVersion**. Both columns are optional.

If no existing product is found in the FlexNet Operations database that matches both values provided in **OldProductName** and **OldProductVersion**, a new product will be created using the values in **ProductName** and **ProductVersion**.

Features and Enhancements in 2022.06

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.06 release:

- [REST Web Services Enhancements in 2022.06](#)
- [Electronic Software Delivery Features & Enhancements in 2022.06](#)

REST Web Services Enhancements in 2022.06

The following enhancement to the Web Services module was added in the 2022.06 release.

New Endpoints for Managing Containerized Software

This release expands the RESTful services for software container delivery (previously referred to as Registry Service REST API) that were introduced in the 2022.03 release. The Software Container Delivery REST APIs now enable producers who distribute containerized applications using the Reverera registry to manage their projects directly, without using the Docker or Helm command-line interface (CLI). This allows producers to incorporate relevant functionality into their own portal implementations.

Producers can now use the Software Container Delivery REST APIs to do the following:

- Get and reset the Reverera registry secret for producer and customer registry users.
- Retrieve from the Reverera registry a list of projects (which represent download packages) and the images and charts present in those projects.

- Retrieve artifacts from a project repository
- Delete images and charts from a registry project.

For more information about the Software Container Delivery REST APIs, refer to the *FlexNet Operations Web Services Integration Guide*.

Electronic Software Delivery Features & Enhancements in 2022.06

The following Electronic Software Delivery (ESD) feature was added in the 2022.06 release.

New Option in Download Package Search

The Search Download Packages page (**Products > Search Download Packages**) now includes an additional **Container Delivery** filter option. It enables producers to distinguish between download packages containing files that are delivered to users via the End-User Portal and download packages that contain containerized software (distributed using the Revenera registry). Producers who do not wish to filter download packages by the delivery type can leave the option blank.

On the Search Results: Download Packages page, the new **Container Delivery** column indicates the delivery method of the download package.

Features and Enhancements in 2022.03

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.03 release:

- [REST Web Services Enhancements in 2022.03](#)

REST Web Services Enhancements in 2022.03

The following enhancement to the Web Services module was added in the 2022.03 release.

New Registry Service REST API

This release introduces a new set of Registry Service REST APIs that enable producers to download a log showing a summary of their end-customers' download activity from all registry service instances.

Calling the **/downloads** endpoint retrieves the following data:

- The ID of the artifact that was downloaded
- The name of the user who downloaded the artifact
- The account to which user belongs
- The timestamp when an artifact was accessed

Authentication to the **/downloads** endpoint is facilitated by the new **/authenticate** endpoint. Producers pass their credentials—a base64-encoded string, which is a combination of the producer’s user name and password separated by a colon (:)—to the new **/authenticate** endpoint, which creates a JWT token that can be used to authorize access to the **/downloads** endpoint.

For more information about the Registry Service REST APIs, refer to the *FlexNet Operations Web Services Integration Guide*.

Features and Enhancements in 2022.02

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.02 release:

- [Electronic Software Delivery Features & Enhancements in 2022.02](#)
- [SOAP and REST Web Services Features & Enhancements in 2022.02](#)

Electronic Software Delivery Features & Enhancements in 2022.02

The following Electronic Software Delivery (ESD) feature was added in the 2022.02 release.

Additionally, see [New APIs for Electronic Software Delivery](#) in the “SOAP and REST Web Services Features & Enhancements in 2022.02” section.

Geographic Restrictions for Downloading Packages Now in Production

Currently, ESD download packages can be edited to restrict access to certain accounts. Starting in this release, producers can now restrict access to packages for **file** downloads to certain countries, and optionally to regions in those countries.

The **Restrict Download Package** page (accessed from the **View Download Package** page in the Producer Portal) enables producers to add countries or specific regions in countries to which the download package will be available. In the End-User Portal, only users in those accounts assigned to these geographic locations will see the download package, even if the accounts are otherwise entitled to the download.

Note the following about geographic restrictions:

- The geographic restrictions are in addition to the existing Grant or Deny Account Access restrictions available on the **Restrict Download Package** page. Accounts must meet both sets of restrictions in order to access the download package.
- If you set up geographical restrictions and sell through Channel Partners, you must include a Channel Partner’s country and region in the geographical restriction list of countries and regions for a download package.
- Geographic restrictions do not apply to containerized applications.

SOAP and REST Web Services Features & Enhancements in 2022.02

The following features and enhancements were added to the Web Services module in the 2022.02 release.

New APIs for Electronic Software Delivery

A new SOAP Web Service, the **ESDSERVICE**, is now available to customers who have purchased the Software Delivery module. These APIs provide customers with access to Download Package information **for file delivery**, so that they can build their own customer portals.

To take advantage of the ESDService, producers must update their Web Service client code to reference the following WSDL and endpoint URL:

- **WSDL:** `https://<siteID>-esd.flexnetoperations.com/esd-service/svc/wsd1/ESDSERVICE.wsdl`
- **Endpoint:** `https://<siteID>-esd.flexnetoperations.com/esd-service/svc`

where <siteID> is your organization's site ID which is supplied by Revenera.

The Web Service is described in the [FlexNet Operations SOAP Web Services Guide](#), which details the specific API calls, provides information about the calls used in a simple workflow, and describes the authentication process.



Note - These APIs are provided for building customer portals. They should not be called from high-load scripted environments or anywhere a rapid call loop is used.

Data Access APIs for Deployments in the AWS in EMEA

Currently, Data Access REST APIs are available for FlexNet Operations deployments in the Data Center. These APIs provide access to data in the FlexNet Operations Data Warehouse—which includes information about accounts, users, entitlements, fulfillments, devices, and served devices. The APIs are typically used to provide the data for billing and other analysis purposes and for building reports through various analytics tools.

Starting in this release, the Data Access APIs will also be available to FlexNet Operations deployments in AWS (Amazon Web Services) in EMEA (Europe, Middle East, and Asia). Refer to the *FlexNet Operations Web Services Integration Guide* for more information about how to use these APIs.

Features and Enhancements in 2022.01

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.01 release:

- [Device Management Features & Enhancements in 2022.01](#)

Device Management Features & Enhancements in 2022.01

The following features and enhancements for the management of devices were added in the 2022.01 release.

Return of a FlexNet Embedded Device with Expired/Inactivated Licenses Now Allowed

Currently, a user in the Producer Portal or End-User Portal is not allowed to return a FlexNet Embedded device (license server or standalone device) if one or more of its licenses are expired or inactive *and* the return process is configured to transfer the device's licenses to another device. When the user attempts to initiate the device return, the following message is displayed: "Either the feature limit has been exceeded or its license has expired, or the feature is not allowed at all on the host."

However, some customers might want the ability to return a FlexNet Embedded device even though one or more of its licenses are expired or inactive. In this release, a customer can now request to have this behavior enabled. If enabled, the return process would be as follows:

- If some of the licenses are expired or inactive, the device is returned, and only those licenses that are active are transferred to the destination device. Any expired or inactive licenses are returned to the appropriate entitlement line-item counts in FlexNet Operations.
- If all the device's licenses are expired or inactive, the device is returned, but no licenses are added to the destination device and instead are returned to the appropriate entitlement line-item counts.

If a customer requires this modified behavior, contact Revenera Support to have the necessary modification made.


System Requirements

Detailed system requirements for FlexNet Operations include the following.

Requirement	Description
Web browsers	<ul style="list-style-type: none">● Microsoft Edge● Mozilla Firefox 75.0● Google Chrome 80.0.3987.163
FlexNet licensing module	<ul style="list-style-type: none">● 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, INTERNET, INTERNET_6, FLEXID9, FLEXID10, STRING, USER, VM_UUID, EXTENDED, PUBLISHER_DEFINED, and CONTAINER_ID.

Requirement	Description
Vendor certificate generator	<p>The current versions of the VCG kit are 12.11.0 and 16.2.2.0.</p> <p>These VCGs were tested with the following compilers:</p> <ul style="list-style-type: none"> • Windows—Visual Studio 2010 Professional Edition • Linux—gcc 4.1.2 (RHEL 5.0) • Linux—gcc 4.4.4 (RHEL 6.0)  <hr/> <p>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.)</p>
High Speed File Upload	<p>If you intend to use the High Speed Upload option to upload files, the following plug-in is required:</p> <p>Aspera Connect 3.10.0 or later</p>

Resolved Issues

The following sections describe the issues that have been resolved in the FlexNet Operations 2022 releases to date:

- [Issues Resolved in 2022.12](#)
- [Issues Resolved in 2022.11](#)
- [Issues Resolved in 2022.09](#)
- [Issues Resolved in 2022.08](#)
- [Issues Resolved in 2022.06](#)
- [Issues Resolved in 2022.04](#)
- [Issues Resolved in 2022.03](#)
- [Issues Resolved in 2022.02](#)
- [Issues Resolved in 2022.01](#)

Issues Resolved in 2022.12

Issues in the following area were resolved in the FlexNet Operations 2022.12 release:

- [REST Web Services Issues Resolved in 2022.12](#)
- [Entitlement Management Issues Resolved in 2022.12](#)

REST Web Services Issues Resolved in 2022.12

The following issue related to FlexNet Operations Web Services was addressed in the 2022.12 release.

Resolved Issue with Parameter “lastModifiedDate”

The search parameter lastModifiedDate that is available for the **/manageDevice/2.0/devices** REST API can now filter results based on the last modified timestamp. Previously, the results were filtered only by date.

Note that a known issue exists whereby the parameter lastModifiedDate only considers timezone information in GMT specified in the search request. See [FNO-68308: Parameter “lastModifiedDate” Does Not Consider Timezone](#).

Entitlement Management Issues Resolved in 2022.12

The following issue was resolved for entitlement management in the 2022.12 release.

Entitlement Emails No Longer Sent to Obsolete Users

FlexNet Operations no longer sends email messages to communicate new entitlements to obsolete users.

When an entitlement is associated with multiple users, FlexNet Operations sends the entitlement email if at least one of the associated users is non-obsolete (distributor or end customer). If all of the associated users are obsolete, the entitlement email is not sent and the following error message is displayed: Email could not be sent to the recipients as the entitlement contact is obsolete.

Issues Resolved in 2022.11

Issues in the following area were resolved in the FlexNet Operations 2022.11 release:

- [Security Issues Resolved in 2022.11](#)
- [Electronic Software Delivery Issues Resolved in 2022.11](#)

Security Issues Resolved in 2022.11

The following security issues were addressed in the 2022.11 release.

- [Restricted File Types for File Import](#)
- [File Type Extensions in File Import no Longer Case Sensitive](#)
- [Configuration Added for Avoiding Concurrent Sessions in Producer Portal and End-User Portal](#)

Restricted File Types for File Import

The browser file upload dialogs in the Producer Portal and End-User Portal now restrict the types of files that can be imported. Valid file types depend on the product area and are as follows:

- Producer Portal
 - **System > Configure > Import:** *.jar
 - **Usage > Upload Historical Usage:** *.csv
 - **Licenses > Manual Activation:** *.xml
 - **Licenses > Manual Repair:** *.xml
 - **Licenses > Manual Return:** *.xml
 - **Devices > Offline Device Management > Generate license or confirm license reduction or return:** *.xml, *.bin, *key
 - **Devices > Offline Device Management > Upload synchronization history:** *.xml, *.bin, *.syncref
 - **Administer > Identities > Create Identity:** *.bin
 - **Administer > Identities > Update Identity:** *.bin
 - **Entitlements > List Entitlements > select an entitlement > Next > Web Register Key:** *.xml
- End-User Portal:
 - **License Support > Manual Return:** *.xml
 - **License Support > Manual Repair:** *.xml
 - **Devices > Offline Device Management > Generate license or confirm license reduction or return:** *.xml, *.bin, *key
 - **Devices > Offline Device Management > Upload synchronization history:** *.xml, *.bin, *.syncref
 - **Activation & Entitlements > Offline Trusted Activation:** *.xml

File Type Extensions in File Import no Longer Case Sensitive

When importing files into FlexNet Operations, the file extension is no longer treated as case sensitive.

Configuration Added for Avoiding Concurrent Sessions in Producer Portal and End-User Portal

A new configuration **Prevent multiple browser sessions** enables producers to disallow concurrent sessions in the Producer Portal and End-User Portal. The option is located under **System > Configure > FlexNet Platform Server > General Options**.

By default, multiple browser sessions are allowed. When multiple browser sessions are disallowed, users can still open multiple tabs.

Current Limitations

The new configuration is currently available only for FlexNet Operations deployments in AWS.

The fix does not apply to the following types of login:

- Producer Portal: Single sign-on

- End-User Portal:
 - Login with Entitlement ID
 - Login with Activation ID

Electronic Software Delivery Issues Resolved in 2022.11

The following issues were resolved for Electronic Software Delivery (ESD) in the 2022.11 release.

Resolved Issue with “Add Repo Command” Button

Previously, in the Producer Portal, the **Add Repo Command** button (available on the Downloads page in the Helm Charts section) was not displayed when no charts had been added yet.

This issue has now been resolved and the **Add Repo Command** button is displayed regardless of whether charts have been added.

Resolved Permissions Issue

Previously, only users whose role included the **Get Downloads** permission could view projects in the Revenera registry.

This has now been corrected: producer users require the permission **View and Manage Download Packages** to access the Revenera registry, while end users require the **Get Downloads** permission to access the Revenera registry.

Download Pages Now Displayed Correctly in End-User Portal for Certain Locales

The End-User Portal download pages did not load content for certain locales like Dutch and Turkish. This issue has been fixed, and all locales load the content for the download pages.

Issues Resolved in 2022.09

Issues in the following area were resolved in the FlexNet Operations 2022.09 release:

- [Entitlement Management Issues Resolved in 2022.09](#)
- [Electronic Software Delivery Issues Resolved in 2022.09](#)
- [Security Issues Resolved in 2022.09](#)

Entitlement Management Issues Resolved in 2022.09

The following issue was resolved for entitlement management in the 2022.09 release.

Resolved Issue with Bulk Upgrade Functionality for Embedded Devices Using Auto-Fulfill

Previously, when performing a bulk upgrade for embedded devices, auto-fulfillment only succeeded if all line items for the product were at least partially fulfilled. If one of the line items was not fulfilled, auto-fulfillment failed. This behavior made the feature difficult to use, because line items without mappings had to be identified first and excluded from the bulk upgrade.

In this release, customers can now configure and submit a bulk upgrade using the Auto-Fulfill option for embedded devices if some or all of the products to be upgraded are not used on any devices.

Electronic Software Delivery Issues Resolved in 2022.09

The following issue was resolved for Electronic Software Delivery (ESD) in the 2022.09 release.

Fixed Typo in Add Repo Command in End-User Portal

In the 2022.08 release, an **Add Repo Command** was introduced in the End-User Portal on the Downloads page in the Helm Charts section (see [End-User Portal Shows Registry URL for Helm Repository Management](#)). When clicked, the button shows the syntax and registry URL for the `helm repo add` command.

However, for some tenants, the command syntax included an extra “/” in the URL that is part of the command. This has now been removed.

In addition, in the command, the repo name `producer-container-repo` has been replaced with `myrepo`, which is consistent with the naming convention used for pull commands.

Security Issues Resolved in 2022.09

The following security issue was addressed in the 2022.09 release.

Configuration Added for Locking Out Users After Repeatedly Providing an Incorrect Security Answer

In the Producer Portal and End-User Portal, the password reset page is followed by a request for the correct response to the user's security question. Configuration options are now available to enable FlexNet Operations to lock out users after they repeatedly provided the wrong security answer:

- **System > Configure > Validators > Lock out user upon repeated security question attempts**—Enable this option to lock out a user for a set amount of time after they repeatedly provided the wrong security answer when attempting to reset their password. The number of consecutive failed attempts is defined as part of the FlexNet Platform Server configuration, under **System > Configure > FlexNet Platform Server > Consecutive attempts to provide correct security answer**.
- **System > Configure > Validators > Lockout period after failed security question attempts**—The number of minutes a user is locked out before allowed to answer the security question again.

These parameters work in conjunction with the following parameter, which sets the limit on the number of consecutive security question attempts allowed before a user is locked out.

System > Configure > FlexNet Platform Server > General Options > Consecutive attempts to provide correct security answer

Any error messages that are displayed as a result of the user entering the wrong security answer are currently available in English only.

This added functionality is part of an ongoing effort to improve overall FlexNet Operations security.

Issues Resolved in 2022.08

Issues in the following areas were resolved in the FlexNet Operations 2022.08 release:

- [Download Package Management Issues Resolved in 2022.08](#)
- [Export and Import Issues Resolved in 2022.08](#)

Download Package Management Issues Resolved in 2022.08

The following issue was resolved for the management of download packages in the 2022.08 release:

ENC Values

For export classification ECCN 5D002, the following ENC values have been added:

- 740.17(a)(1)
- 740.17(a)(2)
- 740.17(b)(2)

For export classification ECCN 5D992, the following ENC values have been added:

- 740.17(b)(1)
- 740.17(b)(3)

These values are for documentation and auditing purposes only.

Export and Import Issues Resolved in 2022.08

The following issue related to the Data Export and Import functionality was resolved in the 2022.08 release.

Product Import With Dependencies No Longer Fails When Using Config Option "Enable Product Lines for Products, Users, and Accounts"

Previously, an issue occurred when importing a product linked to a product line while the configuration option **Enable Product Lines for Products, Users, and Accounts** was enabled. Attempting to import such a product with its dependencies would fail with the error "Cannot set product line. It is not part of the users account".

This issue has now been resolved by fixing the linking between the user account and the product line. Products are imported successfully and are correctly displayed in the Producer Portal.

Issues Resolved in 2022.06

Issues in the following areas were resolved in the FlexNet Operations 2022.06 release:

- [Entitlement Management Issues Resolved in 2022.06](#)
- [Electronic Software Delivery Issues Resolved in 2022.06](#)
- [SOAP and REST Web Services Issues Resolved in 2022.06](#)
- [General Issues Resolved in 2022.06](#)
- [User Experience Issues Resolved in 2022.06](#)

Entitlement Management Issues Resolved in 2022.06

The following issue was resolved for entitlement management in the 2022.06 release.

Resolved Issue with Entitlement Line Item Creation for Self-Registered Users

Previously, a stack overflow error could be observed when an entitlement line item was created and if the entitlement was associated with a self-registered user. This has now been resolved.

Electronic Software Delivery Issues Resolved in 2022.06

The following issue was resolved for Electronic Software Delivery (ESD) in the 2022.06 release.

Resolved ESD Access Issue

Since 2021.08, any user created via the Create User menu in the Producer Portal would not have had access to ESD downloads. A workaround existed, where a subsequent save on the user would enable access to downloads. This issue has been resolved.

SOAP and REST Web Services Issues Resolved in 2022.06

The following issue related to FlexNet Operations Web Services was addressed in the 2022.06 release.

Resolved Unexpected Token Expiry

Due to a conversion issue, the authorization token generated for the FlexnetAuthentication web service calls to FlexNet Operations could expire early. This issue no longer occurs.

General Issues Resolved in 2022.06

The following general issue related to FlexNet Operations was addressed in the 2022.06 release.

Third-Party Component moment.js Upgrade

moment.js has been upgraded to version 2.29.3 to address potential security issues.

User Experience Issues Resolved in 2022.06

The following issues involving user experience were resolved in the 2022.06 release.

Resolved Display Issue in FlexNet Operations End-User Portal

In the FlexNet Operations End-User Portal, user names containing an apostrophe are now displayed correctly.

Improved UI Label for Offline License Return or Reduction

The label for the option to initiate an offline license return or reduction has been reworded to make it clearer. The label can be found in the FlexNet Operations Producer Portal and the End-User Portal under **Devices > Offline Device Management**. It now reads **Generate License or Confirm License Reduction or Return**.

Issues Resolved in 2022.04

Issues in the following areas were resolved in the FlexNet Operations 2022.04 release:

- [Security Issues Resolved in 2022.04](#)
- [Entitlement Management Issues Resolved in 2022.04](#)

Security Issues Resolved in 2022.04

The following security issue was addressed in the 2022.04 release.

Clear Text Password No Longer Exposed

A potential information leakage issue has been addressed, where an encrypted password was identified as part of the HTML source of the Create License Technology page.

As a result of the fix, the “test connection” action on the page can now be performed only upon saving the changes when creating and updating the license technology.

If a user attempts to test the connection before saving their changes, an error message is displayed which prompts the user to save their changes to the license technology before continuing.

Entitlement Management Issues Resolved in 2022.04

The following issue was resolved for entitlement management in the 2022.04 release.

Incorrect Date Conversion for Custom Attributes

An issue could be observed in the FlexNet Operations Producer Portal where custom attributes of type date were converted incorrectly to an earlier date upon saving the associated entitlement or product. This issue only occurred in deployments hosted in AWS.

This has now been resolved.

Issues Resolved in 2022.03

Issues in the following areas were resolved in the FlexNet Operations 2022.03 release:

- [Account Management Issues Resolved in 2022.03](#)
- [Electronic Software Delivery Issues Resolved in 2022.03](#)
- [Entitlement Management Issues Resolved in 2022.03](#)
- [Security Issues Resolved in 2022.03](#)

Account Management Issues Resolved in 2022.03

The following issue involving the management of accounts was resolved in the 2022.03 release.

Resolved Issue with Advanced Search Using Custom Attributes in Bulk Renewal

In previous releases, when a producer used the advanced search functionality to select accounts for bulk renewal operations, the search failed with an application error when a custom attribute was used as search criteria.

This issue has been resolved. The advanced search now produces the expected results when using a custom attribute as search criteria for bulk renewal operations.

Electronic Software Delivery Issues Resolved in 2022.03

The following issue was resolved for Electronic Software Delivery (ESD) in the 2022.03 release.

Data Import Template Functionality Now Applies Maintenance Expiration Date to ESD Entitlements

Previously, when a maintenance line item was linked to an ESD entitlement line item, the maintenance expiration date was not updated to the entitlement line item.

In 2022.02, a fix was applied that resolved this issue for maintenance line items that were linked to ESD entitlement line items through the FlexNet Operations UI or Web Services. The issue could still be observed when the Import Data Template functionality was used to link maintenance line items to ESD entitlement line items.

In the 2022.03 release, the fix was expanded to also cover maintenance line items that are linked to an ESD entitlement line item using Data Import Template functionality. This means that the expiration of a maintenance line item is now properly applied to an ESD entitlement line item, regardless of the functionality used for linking.

Entitlement Management Issues Resolved in 2022.03

The following issue was resolved for entitlement management in the 2022.03 release.

Line Item's Last Modified Time No Longer Fails to Update

In recent releases, when a license was removed from a device, the corresponding line item's last modified time was not updated. This issue no longer occurs.

Security Issues Resolved in 2022.03

The following security issue was addressed in the 2022.03 release.

Configuration Added for Re-Validating Users Before Sending Entitlement Emails

A new configuration option **Use Recaptcha validation when sending entitlement emails** has been introduced to enable the Google ReCAPTCHA validation mechanism when sending entitlement emails. The option is located under **System > Configure > FlexNet Operations > General Options**.

If selected, entitlement emails will only be sent after re-authentication using the Google reCAPTCHA mechanism.

This option works in conjunction with the following existing options for setting the site key and reCAPTCHA password:

- **System > Configure > FlexNet Platform Server > General Options > Recaptcha Site key**
- **System > Configure > FlexNet Platform Server > General Options > Recaptcha Secret password**

If selected, the **List Entitlements** email preview page of the Producer Portal shows the “I’m not a robot” check box which enables the user to send an entitlement email.

By default, this option is unselected.

Issues Resolved in 2022.02

Issues in the following areas were resolved in the FlexNet Operations 2022.02 release:

- [Device Management Issues Resolved in 2022.02](#)
- [Electronic Software Delivery Issues Resolved in 2022.02](#)
- [Entitlement Management Issues Resolved in 2022.02](#)
- [License Management Issues Resolved in 2022.02](#)
- [Security Issues Resolved in 2022.02](#)

Device Management Issues Resolved in 2022.02

The following issue with device management was resolved in the 2022.02 release.

Devices with Names Containing HTML-like Characters Now Handled Properly

When a device was created using characters in its name that could be confused with HTML tags, the **Device Details** page sometimes rendered the device name incorrectly. This issue has been fixed so that the device name is rendered correctly with all valid device name characters.

Electronic Software Delivery Issues Resolved in 2022.02

The following issue was resolved for Electronic Software Delivery (ESD) in the 2022.02 release.

Maintenance Expiration Now Properly Updated to ESD Line Items

Previously (from 2021.03 forward), when a maintenance line item was linked to an ESD entitlement line item through the FlexNet Operations UI or Web Services, the maintenance expiration date was not updated to the entitlement line item.

This issue is now resolved. When a maintenance line item is linked to an ESD entitlement line item, the expiration date of the maintenance line item now takes precedence over the entitlement line expiration date. For example, if the entitlement line item is permanent, linking a maintenance line item with a fixed expiration date will ensure that the ESD entitlement expires on that date.

For more information about the visibility of download packages based on the maintenance line expiration, see the following topic in the “Getting Started with Electronic Software Delivery” section of the *FlexNet Operations User Guide*:

https://docs.revenera.com/fno_CURRENT/producer/Content/helplibrary/opsGS_ESD_SetupAdvTopics.htm#fno_gs_esd_3336344908_1116758

This fix applies only when maintenance line items are linked to ESD entitlement line items through the FlexNet Operations UI or Web Services. This issue still exists when using Import Data Template functionality to link maintenance line items to ESD entitlement line items.

Entitlement Management Issues Resolved in 2022.02

The following issues were resolved for entitlement management in the 2022.02 release.

Advanced Search of Accounts by Custom Attributes No Longer Failing During Bulk Upgrade Setup

In previous releases, during the configuration of an entitlement Bulk Upgrade operation, attempts to use a custom attribute as a criterion to perform an Advanced Search on accounts would fail with an application error. This issue is now fixed so that using a custom attribute to search accounts no longer fails during the Bulk Upgrade setup.

Note that a related known issue still existed in 2022.02 when setting up a Bulk Renewal operation. This has been fixed in 2022.03 (see [Resolved Issue with Advanced Search Using Custom Attributes in Bulk Renewal](#)).

Removal/Unlinking Older Maintenance Line Items from an Entitlement Line Now Possible

Previously, when multiple maintenance line items were linked to a single entitlement line, removing older maintenance line items was not possible without removing the more recent maintenance line items. This issue has now been fixed. Older maintenance line items can be removed/unlinked from the entitlement line.

Disparity Between Mapped License Quantities for the Same “Last Modified” Date

Previously, when users mapped licenses to a device, the last modified timestamp on a line item was updated *before* the update to the mapped-license quantity was applied. As a result, customers who pulled data from FlexNet Operations (for example, using the **getActivatableItemsQuery** SOAP method) before the mapped-license quantity was updated would see a stale quantity value corresponding to the last modified date in the response. However, users would then observe the correct mapped-license quantity for that same date in the FlexNet Operations portals.

Now the last modified time on the line item is updated *after* the change to the mapped license quantity.

Issue with Mapping Over 2100 Activation IDs Addressed

In 2022.01 and earlier, attempts to map more than about 2,100 activation IDs at once to a device would result in an error. This error has now been fixed so that such mappings should complete successfully.

However, users should still apply caution when mapping extremely large numbers of activation IDs in one step. If the number of activation IDs is large, processing can be very slow; and, if the number of IDs is large enough, a timeout can still occur.

Hence, the general recommendation is not to map extremely large numbers of activation IDs in one step. Use an alternate process instead.

License Management Issues Resolved in 2022.02

The following issue involving license management has been resolved in the 2022.02 release.

Concurrent License Requests Now Handled Properly on CLS Instances

In previous releases, concurrent license updates for a Cloud License Server (CLS) instance could result in the failure of one of the requests, thus leading to a count mismatch between the FlexNet Operations UI and the CLS REST endpoint output. This issue has been resolved so that concurrent requests are handled properly without leading to any count mismatch.

Security Issues Resolved in 2022.02

The following security issue was addressed in the 2022.02 release.

Configuration Added for Locking Out Users after Successive Attempts to Reset Password

The following configuration parameters are now available to enable FlexNet Operations to lock out users after a succession of invalid attempts to reset their password:

- **System > Configure > Validators > Lock out user upon repeated password reset attempts**—The option that, when enabled, locks out a user for a set amount of time after successive failed password-reset attempts. (The number of consecutive failed attempts is defined as part of the existing **FlexNet Platform Server** configuration, as described below.)
- **System > Configure > Validators > Lockout period after failed reset attempts**—The number of minutes a user is locked out before allowed to reset password again. The lockout period begins immediately after the user's last password-reset attempt.

These parameters work in conjunction with the following existing parameter, which sets the limit on the number of consecutive password-reset attempts allowed before a user is locked out.

System > Configure > FlexNet Platform Server > General Options > Consecutive Failed Authentications

This added functionality is part of an ongoing effort to improve overall FlexNet Operations security.

Issues Resolved in 2022.01

Issues in the following areas were resolved in the FlexNet Operations 2022.01 release:

- [Electronic Software Delivery Issues Resolved in 2022.01](#)
- [Export and Import Issues Resolved in 2022.01](#)

Electronic Software Delivery Issues Resolved in 2022.01

The following issues related to Electronic Software Delivery (ESD) were addressed in the 2022.01 release.

Download Packages Now Properly Hidden from Users of Accounts Denied Package Access Due to Geographical Restrictions

Previously in this Beta feature, although an account was denied access to a download package due to a geographic restriction, the package was still visible in various UI locations in the End-User Portal for users of the account. (Note however that, when users attempted to download the package, an appropriate error was thrown, not allowing them to perform the download.)

This issue has been resolved so that a download package to which an account is denied access due to a geographic restriction is no longer visible to the account's users in the End-User Portal.

Option to Select All Countries When Configuring Geographic Restrictions for Download Packages

An option is now available to select all countries with a single click when configuring geographic restrictions for a download package. This option is especially helpful when the list of countries is long. Producer users can quickly select all countries (and then optionally unselect the few that should not included.)

Export and Import Issues Resolved in 2022.01

The following issue related to the Data Export and Import functionality was resolved in the 2022.01 release.

Unrestricted Data Upload for an Import Now Addressed

Previously, FlexNet Operations would allow almost any file type to be uploaded from the **Import Data Objects** window, including file types not supported by the import. Although FlexNet Operations would throw an error for the unsupported file type when the actual import of the uploaded file was attempted, the fact that any file could be uploaded to a web root folder was a security issue.

To address this issue, FlexNet Operations now shows only supported file types (Unicode text and executable jar) for an import at the time the user selects the file from the **Import Data Objects** window. If the selected file type is unsupported for the type of upload requested, an error is thrown, telling the user to select a file type corresponding to the upload type.

Known Issues

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

SWM-4175: Invalid Characters Causing Issue in Devices Search

When a search is carried out on the Devices page and a device name contains an invalid character, the Devices page does not load as expected.

The following control characters are not allowed in device names:

^B ^D ^E ^G ^N ^O ^P ^Q ^R ^S ^T ^U ^W ^X ^Y ^[^\ ^]

FNO-68308: Parameter “lastModifiedDate” Does Not Consider Timezone

The search parameter lastModifiedDate that is available for the **/manageDevice/2.0/devices** REST API only considers timezone information in GMT (as in the default request format) included in the search request. The response to a request that includes timezone information in a timezone other than GMT returns “Success” without including relevant device details.

Requests that do not include a timezone return the device information as expected.

SWM-10701: Search Functionality in End-User Portal Erroneously Displays Download Link

In the End-User Portal, users who should be denied access to a file based on their geographical location are able to display the download link for a restricted file when searching for the file name (using the Search function with the **Files** option on the **Download Search** page). However, users are not able to download the restricted file.

SWM-6755: Attempts to Export All Entitlements From End-User Portal Unsuccessful

An attempt by a producer user to export all entitlements from the End-User Portal can fail.

SWM-8779: Feature Names With “SERVER” Truncated in Trusted Storage

Feature names containing the string “SERVER” are truncated when the features are activated in trusted storage.

FNO-66018: Errors in UI Updated for Download Package Selection Across Multiple Pages

In 2021.09, the **Download Packages** window was updated to allow package selection across multiple pages. The following errors currently exist for the updated UI.

- Incorrect error message for EULA license on Review & Resolve page
- Search string not properly clearing
- No option to return to full (unfiltered) Download Package list when “failed validation” message displays
- Failed validation error displayed for search results
- Pagination control fields not showing correct information
- Inappropriate message displayed for already downloaded packages

Incorrect error message for EULA license on Review & Resolve page

When you attempt to download packages that fail validation, the following message is displayed: “Some of the selected packages failed validation. You need to review and resolve the validation errors.” Then, on the **Failed Packages** window that is displayed if you click the “review and resolve” link in the message, the error for an unaccepted EULA incorrectly shows the following:

“EULA has not been accepted. To accept EULA, click on the Download package ID.”

Instead of “click on the Download Package ID”, the message should instruct the user to “...click ‘I Agree’”.

Search string not properly clearing

After you filter the package list on the **Download Packages** window, the message “Results for Download package name: <name>” is appropriately displayed. However, if you then click the **Clear** link at the end of message, the search string used to filter the package list remains, the list remains

filtered (even if you move to the next page), and the “Results for the Download package name...” message is still displayed. You must manually delete the search string and click **Search** to clear the filter.

No option to return to full (unfiltered) Download Package list when “failed validation” message displays

If the “failed validation” message is displayed after you attempt to download packages from a filtered list on the **Download Packages** window, no mechanism exists to clear the filter to display all packages. You must manually delete the search field contents and click **Search**.

Failed validation error displayed for search results

After searching for and attempting to download a package containing an unaccepted EULA, the expected message “Some of the selected packages failed validation...” is displayed on the **Download Packages** window. However, if you then search for a package that does not contain an EULA (but do not attempt to download the package), you received the “failed validation” message instead of the correct message describing the filter results: “Results for Download package name: <name>”.

Pagination control fields not showing correct information

The pagination control fields on the **Download Packages** window are not displaying the correct totals for a filtered list of packages.

Inappropriate message displayed for already downloaded packages

When you select an entitlement line item whose packages have already been downloaded, the **Download Packages** window is displayed with incorrect message “Files sent for download. Please monitor the download manager pop up”. The message should be removed altogether or displayed only as package files are being sent to the Download Manager (before the actual **Download Manager** window is displayed).

SWM-7952: Not All Applicable Download Links Available on “List Downloads” Page in End-User Portal

When end-users are logged in with an activation ID for an entitlement line item that is associated with multiple products, the **Downloads** page (accessed from **Downloads > List Downloads**) in the End-User Portal does not always show links to all applicable product downloads.

SWM-7786: SHA2 Checksum Value of Previous File Shown

If a user has provided a file’s expected SHA2 checksum value for an upload and the file image is subsequently deleted, the **Upload File** page, when opened again, might show the SHA2 checksum value of the previously loaded file image.

FNO-65909: Download Files Not Visible For Self-registered And Trial Users

Download files might not be visible in the End-User Portal for self-registered users and those users registered through the “Try Before You Buy” registration.

FNO-61266: Translation Issues with Localization

Per a previous enhancement in 2020 R3 to add more language support for End-User Portal localization, certain strings—such as alerts and validation messages—are not being translated properly when localization is in effect. These issues will be addressed in an upcoming release.

FNO-60845: Size Limitation For License Models

The JSON definition of a license model and the definition's internal representation are both stored in the FlexNet Operations database. Neither the JSON definition nor its internal representation can exceed 8000 bytes in length.

Special Notes

This section contains special information pertaining to FlexNet Operations.

Plug-in Upgrade Needed for High-Speed File Uploads

If you intend to use the high-speed upload option to upload files, upgrade the Aspera plug-in to Aspera Connect 3.10.0 or later.

Best Practice for Uploading New File Versions for 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 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 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.

Handling UI Conflicts When Using a Custom CSS for the End-User Portal

When you use your own CSS to customize the look of the End-User Portal, sometimes your custom CSS code conflicts with existing Revenera CSS code that is used to define certain buttons, pages, and other UI elements. When conflicts occur, handle each case individually, determining the basis of the conflict and adjusting the custom CSS as needed. If you require assistance, contact Revenera Technical Support (see [Revenera Resources](#)).

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