

# FlexNet Operations 2023 R1 On Premises Release Notes

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# Introduction

This Release Notes document summarizes the features, enhancements, and updates delivered with FlexNet Operations 2023 R1 On Premises. 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](#)

## 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.
- 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
<a href="#">Getting Started with Entitlement Management</a>	Creating an account, a user, a product, and an entitlement.
<a href="#">Getting Started with FlexNet Embedded Licensing</a>	Setting up a publisher, identity, and a licensed product. Creating a device and activating its license. Creating and provisioning FlexNet Embedded license servers.
<a href="#">Getting Started with Electronic Software Delivery</a>	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.
<a href="#">Getting Started with Usage Management</a>	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.
<a href="#">Getting Started with FlexNet Publisher License File-Based Licensing</a>	Activating and returning a certificate license.
<a href="#">Getting Started with Cloud Licensing Service</a>	Creating a cloud-hosted license server.
<a href="#">Getting Started with FlexNet Customer Growth</a>	Customer growth concepts and configuring notifications for expiring entitlements and expired entitlements.

## Features and Enhancements

Features and enhancements were added to the following areas of FlexNet Operations On Premises in the 2023 R1 release:

- [Entitlement Management Enhancements](#)
- [License Management Enhancements](#)
- [Device Management Enhancements](#)
- [SOAP Web Services Enhancements](#)
- [Export and Import Enhancements](#)

- Export and Import Enhancements
- Account and User Management Enhancements
- User Experience Enhancements

## Entitlement Management Enhancements

The following enhancements to entitlement management were added in the 2023 R1 release.

- Removing Metered Licenses from CLS Instance Using Web Services
- “Specify Expiration Date” During Entitlement Creation Now Marked As Mandatory
- New Configuration Option to Control Entitlement’s lastModifiedDate
- New Configuration for Removing Metered Licenses from CLS Instance
- New Configuration Option to Control “Qty to add” Field for Mapping Activation IDs
- Custom Host Attribute Support for Data Type “Hex”
- Improved Filter for Listing Entitlements in End-User Portal
- New Merge Tag for Part Number Description in Entitlement Email Template
- Ability in Bulk Upgrade Wizard to Copy Custom Attributes
- Enhancement to Bulk Upgrade Functionality for Embedded Devices Using Auto-Fulfill
- License Model Custom Attributes Now Editable
- Improved Cloud License Server Behavior for Feature Changes

### Removing Metered Licenses from CLS Instance Using Web Services

Producers can now remove or reduce metered licenses mapped to a CLS instance using the following operations of the **ManageDeviceService** web service: **deleteAddonLineItems**, **decrementAddonLineItems**, **linkAddonLineItems**, and **generateCapabilityResponse**.

As a precondition, the configuration **Allow Removing or Reducing Metered Features From a License Server** (under **System > Configure > Embedded Devices > Host Options**) must be selected.



**Note** • It is not possible to modify counts of metered licenses mapped to local license servers.

### “Specify Expiration Date” During Entitlement Creation Now Marked As Mandatory

On the **Configure Line Item** page (displayed during entitlement creation), when a user selects the value **Specify Expiration Date** for the Expiration date, a red asterisk now indicates that specifying an expiration date (using the date picker) is mandatory.

## New Configuration Option to Control Entitlement's lastModifiedDate

Previously, a change in the available license count (by mapping or removing a line item from a device) only led to the *line item's lastModifiedDate* being updated. However, the **lastModifiedDate** of the *entitlement* that contains the line item was not changed.

A new configuration option **Update entitlement last modified date** (under **System > Configure > FlexNet Operations > Embedded Device Settings**) now lets producers choose whether an entitlement's **lastModifiedDate** is updated every time the available license count changes.

By default, the new option is unselected, which means that when the available license count changes for a device, only the line item's **lastModifiedDate** is updated.

## New Configuration for Removing Metered Licenses from CLS Instance

Previously, customers who wanted to allow the removal or reduction of metered licenses from a license server instance in the FlexNet Cloud Licensing Service had to contact Reverera Support to have this functionality enabled.

From this release onwards, producers can use the new configuration option **Allow Removing or Reducing Metered Features From a License Server** to allow the removal or reduction of metered licenses mapped to a CLS instance. The configuration option is located under **System > Configure > Embedded Devices > Host Options**.

By default, the configuration option is deselected; that is, removing or reducing the number of metered features on a CLS instance is not allowed.

Note that removing or reducing metered licenses from a CLS instance can be done only through the Producer Portal and the End-User Portal, not through Web Services.



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**Note** • It is not possible to modify counts of metered licenses mapped to local license servers.

## New Configuration Option to Control “Qty to add” Field for Mapping Activation IDs

Producers can now choose whether the **Qty to add** field—located in the **Map by Activation IDs** page in the Producer Portal and End-User Portal—should show the maximum license count that is available to the end-user, or whether this field should be blank. Leaving the field blank requires the user to type in the desired license count.

Producers can control the behavior of the **Qty to add** field using the new configuration option **Prepopulate quantity to add with available count in Map by Activation IDs page** (under **System > Configure > FlexNet Operations > Embedded Device Settings**).

By default, the configuration option is selected, and the **Qty to add** field shows the maximum license count that is available.

## Custom Host Attribute Support for Data Type “Hex”

It is now possible to create custom host attributes of type “Hex” to accommodate MAC addresses and disk IDs. A custom host attribute of type “Hex” must fulfill the following requirements:

- Minimum length: 8 characters


- Allowed characters: letters A-F (uppercase and lower case are allowed), numbers 0-9, and the special characters minus (-) and colon (:)
- Maximum length: 4000 characters

This is an example for a custom host attribute of type “Hex”: AB-CD-f3-61-73-62.

Custom host attributes are created on the **Create Custom Host Attributes** page (under **Administer > Custom Host Attributes > Create**). The **Hex** option is available when selecting the attribute type **Text**.

## Improved Filter for Listing Entitlements in End-User Portal

The filter on the **List Entitlements** page in the End-User Portal (accessible under **Activation & Entitlements > List Entitlements**) has been enhanced. Users can now select whether the **List Entitlements** page should show expired or unexpired line items, or both.

When clicking the Filter icon , users have a choice of the following check boxes:

- **Show fulfilled line items**
- **Show expired line items**
- **Show unexpired line items**

Users *must* select either **Show expired line items** or **Show unexpired line items**, or both.

By default, the **List Entitlements** page now shows only unexpired line items.

## New Merge Tag for Part Number Description in Entitlement Email Template

A new merge tag `[[PartNumberDescription]]` has been introduced for the Entitlement email template, which enables users to include the part number description in a user-friendly format when sending information about an entitlement.

The following enhancement to entitlement management was added in the 2023.03 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.

## 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 this release 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.

### 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.

### 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.

## License Management Enhancements

The following enhancements for the management of licenses were added in the 2023 R1 release.

- [New Configuration Option for License Start Date](#)
- [License Consolidation for Local License Server and Embedded Devices](#)
- [Associating Served Clients With Multiple CLS Instances](#)

### New Configuration Option for License Start Date

When a device is activated and the activation date is equal to the current date in Pacific Standard Time (PST), the start date calculation logic applies a -1 day rollback. This is to compensate for time zones that are ahead of the database server time in PST.

A new configuration option **Use Activation start date without compensating time zone** (under **System > Configure > Embedded Devices > Host Options**) has been introduced for producers who do not want to apply a -1 day rollback to the license start date.

The following examples describe the behavior for a 2-year license with and without the configuration option enabled:

Configuration	Customer activates license on/at...	Customer can start using license on/at...*	A 2-year License expires on/at...**
<b>Configuration disabled: -1 day rollback is applied (current behavior)</b>	27-Jan-2023 PST (equivalent to 28-Jan-2023 GMT)	26-Jan-2023 PST (-1 day rollback from PST date)	27-Jan-2025 PST
<b>Configuration enabled: -1 day rollback is not applied (new behavior)</b>	27-Jan-2023 PST (equivalent to 28-Jan-2023 GMT)	27-Jan-2023 PST	27-Jan-2025 PST

\* The license is valid from 00:01:00 (24-hour format) on 26-Jan-2023 PST.

\*\* A license expires at midnight at the start of the indicated expiry date. In this example, the license is valid until 26-Jan-2025 23:59:59 PST (24-hour format).

## License Consolidation for Local License Server and Embedded Devices

A new configuration option **Consolidate Licenses** has been introduced for the local license server and embedded devices. The option is located under **System > Configure > Embedded Devices > Host Options**. By default, this configuration is disabled.

When this configuration is enabled, FlexNet Operations consolidates the licenses that contain multiple line items for the same feature if the following entities are identical for all line items:

- Feature Name
- Feature Version
- Vendor String
- Notice
- Serial Number
- Expiration Date
- Issuer

This added functionality is part of an ongoing effort to improve the local license server's performance.

## Associating Served Clients With Multiple CLS Instances

Previously, a served client could only be associated with one parent license server instance at a time. Processing capability requests for the served client would change the parent of the served client to be whatever server instance was associated with the request, replacing ownership by any existing server.

In the 2023.01 release, it is now possible for served clients to have multiple parent license server instances concurrently.

This functionality is disabled by default but can be enabled using a new configuration option **Support multiple license servers** (under **System > Configure > Embedded Devices > Host Options**).





**Note** - This option affects all of your customers' CLS instances.

If this functionality is enabled, both the Producer Portal and the End-User Portal show the multiple parent servers of served clients.

## Device Management Enhancements

The following enhancement to device management was added in the 2023 R1 release.

### Ability to View and Limit the Number of Binding Break Repairs

The 2023.04 release introduces new functionality that gives producers more control for managing the local license server's binding-break detection feature. (If activated, the binding-break detection feature locks license rights of a local license server to the machine on which the server is running.)

Producers can now limit or prohibit binding-break repairs on the local license server by setting the following configuration options (under **System** > **Configure** > **Embedded Devices** > **Host Options**):

- **Limit Binding Break Repairs for License Server**—Select or deselect to limit the number of repairs allowed. If unselected, unlimited binding break repairs are permitted.
- **Maximum Number of Binding Break Repairs Allowed for License Server**—Available if the option **Limit Binding Break Repairs for License Server** is selected. Sets the maximum number of times the local license server is allowed to repair a binding break. If set to 0, no binding break repairs are allowed. The local license server will cease to serve licenses if the number of binding break repairs exceeds the maximum number of allowed repairs, and no further repairs are allowed.

Producers can track how many times a license server's trusted storage has been reset to repair broken binding in the **Binding Break** section on the **View Server** page in the Producer Portal. The **Binding Break** section is displayed only if **Limit Binding Break Repairs for License Server** is selected.



**Repairs Done** shows the number of binding-break repairs since the count was last reset. The producer can click the **Reset** button to reset the count to 0 and allow further binding-break repairs.

## SOAP Web Services Enhancements

The following features and enhancements were added to the SOAP Web Services module in the 2023 R1 release:

- [Enhancement to EntitlementOrder Service \(Version 5\)](#)
- [Sorting Columns Using getEntitlementLineItemsProperties in EntitlementOrder Service \(Version 5\)](#)

- [getUsersQuery Now Returns Account Name in UserAccHierarchy Service \(Version 5\)](#)
- [Sorting Columns Using getUsersQuery in UserAcctHierarchy Service \(Version 4\)](#)
- [Filtering Functionality for searchDevices Operation in ManageDeviceService \(Version 5\)](#)
- [Introducing DownloadPackagingService Version 3](#)
- [Enhancement to ProductPackagingService \(Version 2\)](#)

## Enhancement to EntitlementOrder Service (Version 5)

A new optional parameter called **isEmbeddedLicenseModel** has been added to the EntitlementOrderService web service (version 5). The new parameter can be used with the **getEntitlementLineItemPropertiesQuery** to return entitlement line items based on their license model type (embedded or non-embedded).

If **isEmbeddedLicenseModel** is set to **true**, the operation returns all line items with an embedded license model type. If **isEmbeddedLicenseModel** is **false**, the operation returns all line items with a non-embedded license model type.

## Sorting Columns Using getEntitlementLineItemsProperties in EntitlementOrder Service (Version 5)

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

## getUsersQuery Now Returns Account Name in UserAccHierarchy Service (Version 5)

This release introduces version 5 of the UserAccHierarchy Service. In version 5, the **getUsersQuery** method returns the **name** field in the **acctRolesList** response. This enables producers to retrieve the account ID and the account name in one SOAP call, thus reducing overhead.

## Sorting Columns Using getUsersQuery in UserAcctHierarchy Service (Version 4)

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

## Filtering Functionality for searchDevices Operation in ManageDeviceService (Version 5)

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 ManageDeviceService version 5.

## Introducing DownloadPackagingService Version 3

This release introduces version 3 of the DownloadPackagingService. 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 time zone. You should add the required time zone to the parameter. Without a specifically stated time zone, the date will be treated as either PST or PDT (depending on which of those is in force at the time of the request.)

## 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.

# Export and Import Enhancements

The following enhancements to Data Export and Import functionality was added in the 2023 R1 release.

- Ability to Update Product Line Names Using Product Packaging Template
- Ability to Update Maintenance Product Name Using the Product Packaging Template
- Ability to Update Product Name and Version Using the Product Packaging Template

## 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**.

## 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**.

## 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**.

# Account and User Management Enhancements

The following features and enhancements involving the management of accounts and users were added in the 2023 R1 release.

- [Preventing Users from Editing Geographic Information in End-User Portal](#)
- [Access to Trusted Activation Requests For Users Without System Administrator Permissions](#)

## Preventing Users from Editing Geographic Information in End-User Portal

A new configuration option **Prevent editing geographic information** has been added to give producers greater control over who can edit a user's geographic information in the End-User Portal. The option is located under **System > Configure > End-User Portal Setup > Manage Accounts & Users**.

When **Prevent editing geographic information** is selected, end users and partner users are unable to edit the geographic information (**Country** field) that is displayed on the **Edit User Profile** or **Edit Account** page in the End-User Portal.

## Access to Trusted Activation Requests For Users Without System Administrator Permissions

Viewing trusted activation requests in the Producer Portal (under **Administrator > Trusted Activation Requests**) no longer requires system administration permissions (specifically the **View System Information** and the **View and Manage Configurations** permissions). Instead, a new lower-level permission **Trusted Activation Requests** has been introduced in the category **Access to trusted storage licensing functionality in Producer Portal**. This permission can be used to allow users who should not have access to sensitive system configuration parameters to view trusted activation requests.

By default, the **Trusted Activation Requests** permission is enabled for the following roles:

- Super Administrator
- System Administrator
- IT Back Office Manager
- Customer Support Representative


If required, the **Trusted Activation Requests** permission can also be enabled for other roles.

# User Experience Enhancements

The following user experience enhancements were added in the 2023 R1 release.

- [New Location for Online Help](#)
- [“Logout” Link in End-User Portal Positioned Last in User Menu](#)

## New Location for Online Help

Previously, the FlexNet Operations Producer Portal and End-User Portal online help systems—which are accessed from within the application by clicking the Help icon —were installed on the same server where the application is hosted.

From this release onwards, the FlexNet Operations Producer Portal and End-User Portal online help are hosted on the Reverera Documentation Server, <https://docs.reverera.com>, providing one central location for all FlexNet Operations documentation.

This table shows the old and new online help URLs:


Help Library	Previous URL	New URL
<b>FlexNet Operations User Guide (Producer Portal)</b>	<a href="https://&lt;siteID&gt;.flexnetoperations.com/flexnet/help/Operations">https://&lt;siteID&gt;.flexnetoperations.com/flexnet/help/Operations</a>	<a href="https://docs.reverera.com/fno_CURRENT/producer/">https://docs.reverera.com/fno_CURRENT/producer/</a>
<b>FlexNet Operations End-User Portal Help Library</b>	<a href="https://&lt;siteID&gt;.flexnetoperations.com/flexnet/help/OperationsPortal/">https://&lt;siteID&gt;.flexnetoperations.com/flexnet/help/OperationsPortal/</a>	<a href="https://docs.reverera.com/fno_CURRENT/enduser/">https://docs.reverera.com/fno_CURRENT/enduser/</a>

## “Logout” Link in End-User Portal Positioned Last in User Menu

In the End-User Portal, the order of the **Profile** and **Logout** links (these are displayed when a user clicks on their user name in the top right corner) has been reversed. **Logout** is now the last item in the user menu, in line with the standard that most sites follow.



# System Requirements

Detailed system requirements for FlexNet Operations 2023 R1 On Premises include the following.

Requirement	Description
<b>Supported Operating Systems</b>	<ul style="list-style-type: none"><li>● Microsoft Windows Server 2022</li><li>● Microsoft Windows Server 2019</li><li>● Microsoft Windows Server 2016</li><li>● Red Hat Enterprise Linux 8.4 (64-bit)</li><li>● Virtual appliance: Linux (64-bit) based on CentOS-7</li></ul> <div><b>Important</b> • All Linux platforms must be Linux Standard Base (LSB) compliant.</div>
<b>Supported databases</b>	<ul style="list-style-type: none"><li>● SQL Server 2019</li><li>● SQL Server 2017</li></ul>

Requirement	Description
<b>Servers</b>	 <p><b>Note</b> - For best performance, availability, and reliability, install each FlexNet Operations component on a separate host.</p> <p><b>For Windows servers (each)</b></p> <ul style="list-style-type: none"> <li>• Dual core</li> <li>• 8 GB of RAM for each component (FlexNet Operations, Cloud Licensing Service, Usage Analytics Service)</li> <li>• Minimum of 10 GB free disk space</li> </ul> <p><b>For Linux servers (each)</b></p> <ul style="list-style-type: none"> <li>• Dual core</li> <li>• 8 GB of RAM for each component (FlexNet Operations, Cloud Licensing Service, Usage Analytics Service)</li> <li>• Minimum of 10 GB free disk space</li> <li>• Current directory (.) must be in the path of the user who starts the FlexNet Operations server</li> </ul> <hr/> <p><b>For Virtual Appliance</b></p> <ul style="list-style-type: none"> <li>• 8 GB of virtual RAM</li> <li>• 8 GB of virtual disk space</li> <li>• VMware requires about three times as much hard disk space at Open Virtualization Format package deployment time</li> </ul>
<b>Application server</b>	WildFly version 8.2.0, with default configured heap space minimum of 4 GB and maximum of 8 GB
<b>Message broker software</b>	RabbitMQ version 3.10.6 (with Erlang/OTP v13.0.2 (25))
<b>Supported Java development kits</b>	<ul style="list-style-type: none"> <li>• Oracle JDK 1.8</li> <li>• OpenJDK 1.8</li> </ul>
<b>Web browsers</b>	<ul style="list-style-type: none"> <li>• Microsoft Edge</li> <li>• Mozilla Firefox 75.0</li> <li>• Google Chrome 80.0.3987.163</li> </ul>



Requirement	Description
<b>FlexNet licensing module</b>	<ul style="list-style-type: none"> <li>FlexNet Publisher Toolkit 11.12.0 or later</li> <li>FlexNet Embedded Toolkit 2015 R2 or later</li> </ul>  <p><b>Note</b> ▪ 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.</p>
<b>Vendor certificate generator</b>	<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"> <li>Windows—Visual Studio 2010 Professional Edition</li> <li>Linux—gcc 4.1.2 (RHEL 5.0)</li> <li>Linux—gcc 4.4.4 (RHEL 6.0)</li> </ul>  <p><b>Note</b> ▪ 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>
<b>Supported upgrade paths</b>	<p>You can upgrade from the following previous FlexNet Operations versions to the current version:</p> <ul style="list-style-type: none"> <li>2018 R1</li> <li>2020 R1.1</li> <li>2021 R1</li> <li>2022 R1</li> </ul>
<b>LDAP directory server</b>	Windows 2012 Active Directory
<b>High Speed File Upload</b>	<p>If you intend to use the <b>High Speed Upload</b> option to upload files, the following plug-in is required:</p> <p>Aspera Connect 3.10.0 or later</p>

## Resolved Issues

Issues in the following areas were resolved in the FlexNet Operations On Premises 2023 R1 release:

- Entitlement Management Issues Resolved
- License Management Issues Resolved

- Device Management Issues Resolved
- SOAP Web Services Issues Resolved
- REST API Issues Resolved
- Export and Import Issues Resolved
- Account Management Issues Resolved
- Security Issues Resolved
- User Experience Issues Resolved
- Electronic Software Delivery Issues Resolved
- Download Package Management Issues Resolved

## Entitlement Management Issues Resolved

The following issues were resolved for entitlement management in the 2023 R1 release.

- Fixed Regression With Mapping Expired Activation IDs to Device
- New Configuration to Control Line Items Displayed on “Support Licenses and Maintenance” Page
- New Fields Showing Line Item Description
- Entitlement Emails No Longer Sent to Obsolete Users
- Resolved Issue with Bulk Upgrade Functionality for Embedded Devices Using Auto-Fulfill
- Resolved Issue with Entitlement Line Item Creation for Self-Registered Users

### Fixed Regression With Mapping Expired Activation IDs to Device

In the previous release, a regression was introduced where an expired activation ID could be mapped to a device. This has now been fixed, and attempting to map or activate an expired activation ID on a device results in an error message.

### New Configuration to Control Line Items Displayed on “Support Licenses and Maintenance” Page

A new configuration **Show upgrade/upsell line items related to the license (activation ID)** enables producers to control which line items are displayed on the **Support Licenses And Maintenance** page in the Producer Portal and End-User Portal. The option is located under **System > Configure > FlexNet Operations > General Options**.

The behavior is as follows:

- **Unselected**—During an upgrade or upsell operation, the **Support Licenses And Maintenance** page lists all upgrade or upsell line items that belong to a specified activation ID. This is the default behavior.
- **Selected**—During an upgrade or upsell operation, only child line items that are related to the upgraded or upsold activation ID are displayed on the **Support Licenses And Maintenance** page. This is the modified behavior.

## New Fields Showing Line Item Description

The Producer Portal and End-User Portal now include a field to display the line item description in the **Entitlement Details** window and the **Line Items Details** window, respectively.

## 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.

## 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.

## 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.

# License Management Issues Resolved

The following issues involving license management were resolved in the 2023 R1 release.

- [Fixed Incorrect Escape Character in FlexNet Publisher Activation Requests](#)
- [Meaningful Error Message Displayed for Bulk Upgrades Exceeding 1048 Line Items](#)

## Fixed Incorrect Escape Character in FlexNet Publisher Activation Requests

Manual activation files saved in the End-User Portal or the Producer Portal now contain the correct escape character for &.

## Meaningful Error Message Displayed for Bulk Upgrades Exceeding 1048 Line Items

Bulk upgrades for embedded devices with the **Select All Line Items** option (on the **Entitle Customers To Licenses | Bulk Upgrade - Select Line Items** page) are supported for a maximum of 1048 line items.

If the number of selected line items exceeds 1048, the bulk upgrade operation does not complete and the **Notes** column (on the **Entitle Customers To Licenses | Bulk Operations** page) displays an error message similar to the following.

‘Bulk operation upgrade-100: cannot auto-fulfill because the number of line items selected with 'Select All Line Items' exceeds 1,048’

Previously, the bulk upgrade failed repeatedly and no error message was displayed.

## Device Management Issues Resolved

The following issues with device management were resolved in the 2023 R1 release.

- **Binding Break Repair Requests Now Denied After “Repairs Allowed” Value Change**
- **Illegal Characters in “Alias” in Capability Request No Longer Cause “Devices” Page Error**
- **Devices Page Now Loading Correctly When Device Name Includes Invalid Control Characters**
- **Corrected Default Value for Binding Break Limit**

### Binding Break Repair Requests Now Denied After “Repairs Allowed” Value Change

When the option **Maximum Number of Repairs Allowed** (in the Producer Portal on the **View Server** page) was set to a new value that was less than the value for **Repairs Allowed**, and a subsequent repair was requested that would exceed the maximum number of repairs allowed, the repair request erroneously succeeded. This has now been fixed, and any repair request that exceeds the maximum number of repairs after a change of the **Repairs Allowed** value allowed fails as expected.

### Illegal Characters in “Alias” in Capability Request No Longer Cause “Devices” Page Error

Previously, when the **Alias** field in the capability request contained multiple control characters (see note below), the **Devices** page did not load as expected. This issue no longer occurs.



**Note** - Control characters are characters that do not represent a printable character but instead serve to initiate a specific action. A control character is entered using a combination of the Ctrl key and a letter. The caret symbol (^) is used to indicate the Ctrl key. Example: ^A represents Ctrl+A.

The following control characters are not allowed in device names or the device ID:

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

### Devices Page Now Loading Correctly When Device Name Includes Invalid Control Characters

Previously, when a device was created using a capability request and the “Device ID” or “Alias” field contained an invalid character, the **Devices** page did not load as expected.

In this release, when a device is created using a capability request, invalid characters in the “Device ID” or “Alias” field are replaced with an empty string (for example, the device name Test^BName is saved as TestName). As a result, the **Devices** page loads without errors.

As a side effect, when an invalid character is used in the “Device ID” or “Alias” field and subsequently removed by FlexNet Operations, the license will not be processed by the FlexNet Embedded toolkit. Revenera aims to address this issue in a future release of the FlexNet Embedded toolkit.

The following control characters are invalid and are replaced with an empty string. They should not be used when creating a device using a capability request: ^B, ^D, ^E, ^G, ^N, ^O, ^P, ^Q, ^R, ^S, ^T, ^U, ^W, ^X, ^Y, ^[, ^\, ^]

### New Configuration Option

The behavior—whether invalid characters are replaced with an empty string—is controlled by a new configuration option **Retain Non-Printing Characters in Device ID and Alias** (located under **System > Configure > Embedded Devices > Host Options**). By default, this option is unselected and invalid characters are replaced with an empty string.

Customers who want to retain the original behavior (where invalid characters are *not* removed) are advised to select the new configuration. Customers should note that in this case, if the “Device ID” or “Alias” field contains an invalid character, the **Devices** page will not load correctly.

### Corrected Default Value for Binding Break Limit

Previously, the configuration option **Maximum Number of Binding Break Repairs Allowed for License Server** (available when selecting **Limit Binding Break Repairs for License Server**, under **System > Configure > Embedded Devices > Host Options**) had an incorrect default value of 0. This has now been corrected, and the default value is 3.

## SOAP Web Services Issues Resolved

The following issues related to FlexNet Operations Web Services were addressed in the 2023 R1 release.

- [Resolved Issue with Expiration Date Updates in EntitlementOrder Service](#)
- [Resolved Issue with createSimpleEntitlement API in EntitlementOrder Service](#)
- [Web Service Request No Longer Accepts Strings Without @ Symbol and Domain As Valid Email Address](#)
- [ManageDeviceService Web Service Returning User Information](#)
- [Resolved Hibernate Error for searchDevices Operation](#)
- [EntitlementOrderService Returning Line Item Information](#)
- [Resolved Unexpected Token Expiry](#)

## Resolved Issue with Expiration Date Updates in EntitlementOrder Service

Using the **CreateEntitlementLineItem** web service request, the entitlement line expiration date was not updated in ESD with the maintenance expiration when the maintenance line item was created and linked in the same request. This has been fixed and the expiration date is updated with the maintenance expiration date.

## Resolved Issue with createSimpleEntitlement API in EntitlementOrder Service

Previously, calls to the **createSimpleEntitlement** API did not return any line items that were updated using the **CREATE\_OR\_UPDATE opType**.

This issue has now been resolved, and the response for calls to **createSimpleEntitlement** includes the updated line item details.

## EntitlementOrderService Returning Line Item Information

Previously, using the **getEntitlementLineItemPropertiesQuery** to request an entitlement line item with an empty custom attribute didn't return the line item information. This issue no longer occurs.

## Web Service Request No Longer Accepts Strings Without @ Symbol and Domain As Valid Email Address

Previously, when creating a user using the **createUser** request from the UserAccHierarchy Service, an email address that only consisted of the recipient name—for example, a string such as abcd, without @ symbol and a domain—was accepted as a valid email address. This has now been fixed. When a string like abcd is specified as the user's email address, the following error message is displayed: 20409:The email address <email address input value> is not valid.

This change applies to all versions of the User Account Hierarchy Service.

However, a known issue related to email address format validation still exists (see [SWM-15690: Producer Portal Accepting Incorrect Email Format](#)).

## ManageDeviceService Web Service Returning User Information

In previous releases, some queries from the ManageDeviceService web service (versions 4 and 5)—**getDevice**, **getDevicesQuery** and **searchDevices**—returned a “Transaction Failure” error when the configuration option **Device User Option** was set to **On with validation** (under **System > Configure > FlexNet Operations > Embedded Device Settings**).

This issue has now been resolved and queries return user information as expected.

## Resolved Hibernate Error for searchDevices Operation

In the ManageDeviceService web service version 5, the **searchDevices** operation was throwing a hibernate error when searched by a combination of **addOnExpirationDate** and **soldTo** fields. This issue no longer occurs.

## 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.

# REST API Issues Resolved

The following issues related to FlexNet Operations REST APIs were addressed in the 2023 R1 release.

- [Products Extract Report Includes Details for Products Related to Suites](#)
- [Resolved Issues with Parameter “lastModifiedDate”](#)

## Products Extract Report Includes Details for Products Related to Suites

The Product Packaging Data Extract job (part of the Data Extract REST APIs) has been updated to include details about the product if the product is part of a suite. Previously, the Products Extract report did not indicate which products were part of a suite.

In addition, the Products Extract report now includes the following new fields: **SuiteProductName**, **SuiteProductVersion**, **SuiteProductState**, **SuiteProductQty**.

## Resolved Issues with Parameter “lastModifiedDate”

The search parameter **lastModifiedDate** that is available for the **/manageDevice/2.0/devices** REST API can now filter results by date and time for any time zone.

Previously, the parameter only filtered results by date (that is, not based on the last modified timestamp) and only considered time zone information in GMT (as in the default request format) included in the search request.



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**Note** - 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). If no time zone is provided in the request, the search is carried out in GMT.

# Export and Import Issues Resolved

The following issues related to the Data Export and Import functionality were resolved in the 2023 R1 release.

- [Feature Version Now Marked As Mandatory in Import Template](#)
- [Data Import Template Now Successfully Updates Product Status](#)
- [Exported Feature Bundles Now Include New Features](#)
- [Product Import With Dependencies No Longer Fails When Using Config Option "Enable Product Lines for Products, Users, and Accounts"](#)

## Feature Version Now Marked As Mandatory in Import Template

The Product Packaging Template (available under **Administer > Import Data Objects > Data Import Templates**) now indicates that specifying a feature version is mandatory. This is to avoid that producers attempt to create a product without a feature version, which would fail.

### Data Import Template Now Successfully Updates Product Status

Previously, attempting to change the state of an existing product from “Draft” to “Deployed” using the Data Import template—either by setting the value of the **DeployState** column to **Deployed** or leaving it blank—resulted in an error. This issue no longer occurs.

### Exported Feature Bundles Now Include New Features

Previously, when new features were added to an existing feature bundle, and this feature bundle was then exported into a .jar file and imported into another instance of FlexNet Operations, the new features were not imported. This issue has now been resolved and features are imported as expected.

### 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.

## Account Management Issues Resolved

The following issue involving the management of accounts was resolved in the 2023 R1 release.

### Accounts With Expired Users No Longer Fail to Update

In previous releases, when an account included an expired user, the account could not be updated and FlexNet Operations returned an error message.

This issue has now been resolved. Accounts can be updated regardless of whether they include any expired users.

## Security Issues Resolved

The following security issues were addressed in the 2023 R1 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](#)
- [Configuration Added for Locking Out Users After Repeatedly Providing an Incorrect Security Answer](#)
- [Third-Party Component moment.js Upgrade](#)



## 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.

## 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.

## 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

The following issues involving user experience were resolved in the 2023 R1 release.

- [Filter Setting Now Persisting](#)
- [Resolved Display Issue in FlexNet Operations End-User Portal](#)
- [Improved UI Label for Offline License Return or Reduction](#)

## Filter Setting Now Persisting

Previously, in the End-User Portal, the filter settings on the **List Entitlements** page were cleared when navigating through the pages of entitlements by entering a number into the page number text field. This issue no longer occurs; the filter settings now persist as expected.

## 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**.

# Electronic Software Delivery Issues Resolved

The following issues were resolved for Electronic Software Delivery (ESD) in the 2023 R1 release.

- Removed “Export” Button
- Resolved Issue with Entitlements Transfer
- Fixed Link for Aspera Connect
- Download Pages Now Displayed Correctly in End-User Portal for Certain Locales
- “Download Now” Link Now Displayed in End-User Portal
- Resolved ESD Access Issue

## Removed “Export” Button

The **Export** button has been removed from the following pages in the Producer Portal where it had no underlying functionality:

- **File Downloads** page, **Download History** section
- **View Download Package**, **File** list
- **Associate this Download Package to Products where other Download Packages are found** (available from the **View Download Package** page > **Associate Where**)
- **Associate this File to Download Packages where other Files are found** (available from the **View File** page > **Associate Where**)

Producers who want to export a set of files as a Data Import Template file can do so on the **Search Results: Files** page (available from **Products > Search Files**).

## Resolved Issue with Entitlements Transfer

In previous releases, when an entitlement for a product associated with a download package was transferred to a different account, the End-User Portal did not display the download link for the package.

This issue has now been resolved. Download links are displayed as expected, and users can download the download packages for transferred entitlements that they are entitled to.

## Fixed Link for Aspera Connect

High-speed uploads require the Aspera Connect high-speed plug-in. The link provided for downloading the Aspera Connect plug-in became invalid, but has been now updated to point to the correct location (<https://www.ibm.com/products/aspera/downloads>).

## 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.

## “Download Now” Link Now Displayed in End-User Portal

Previously, when a line item linked to maintenance was transferred to a different account via the Producer Portal or using SOAP web services, the **Download Now** link for downloading the associated download package was not displayed in the End-User Portal on the **List Entitlements** page. This issue no longer occurs.

## 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.

# Download Package Management Issues Resolved

The following issue was resolved for the management of download packages in the 2023 R1 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.

# Known Issues

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

## FNO-69069: Accessing “Trusted Activation Requests” Page Without Adequate Permission Via URL

Viewing the **Trusted Activation Requests** page requires the permission “Trusted Activation Requests”. When users who do not have the permission “Trusted Activation Requests” attempt to navigate to the page via **Administer > Trusted Activation Requests**, access is denied.

However, users without the permission “Trusted Activation Requests” can still erroneously access the **Trusted Activation Requests** page when navigating directly to the page via its URL. Revenera aims to address this issue in a future release.

### **SWM-15690: Producer Portal Accepting Incorrect Email Format**

It is possible to create a user in the Producer Portal and provide an invalid email address of the format abcd@ef (that is, an email address consisting of a recipient name, @ symbol and domain name but without top-level domain).

### **FNO-69338: Navigation in Package Products Pages Skipping Review Features Page**

When the user navigates through the Package Products pages (under **Products > Features**) using the **Next** button at the bottom of each page, the Review Features and Review Feature Bundles pages are erroneously skipped.

As a workaround, users who want to review the features and feature bundles that they just added can click the **Review Features** and **Review Feature Bundles** links, respectively, in the Packaging Guide section at the bottom of the page to access the Review Features page.

### **FNO-68962: Invalid Characters in Device ID Causing Issues**

When the FlexNet Embedded toolkit creates a device ID that contains an invalid character, an error occurs.

The following control characters are not allowed in device names or the device ID:

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

### **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.

# 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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