

# FlexNet Operations 2025 R2 On-Premises Release Notes

April 2026

<b>Introduction</b>	<b>2</b>
<b>Resources</b>	<b>2</b>
Revenaera Resources	2
FlexNet Operations Videos	3
<b>Features and Enhancements</b>	<b>3</b>
Account and User Management Enhancements	4
Device Management Enhancements	6
Entitlement Management Enhancements	20
Export and Import Enhancements	29
Security Enhancements	30
SOAP and REST Web Services Enhancements	30
User Experience Enhancements	43
<b>System Requirements</b>	<b>51</b>
<b>Resolved Issues</b>	<b>52</b>
Account and User Management Issues Resolved	52
Device Management Issues Resolved	55
Entitlement Management Issues Resolved	57
License Management Issues Resolved	62
Security Issues Resolved	62
SOAP and REST Web Services Issues Resolved	74
User Experience Issues Resolved	83
<b>Known Issues</b>	<b>89</b>
<b>Special Notes</b>	<b>95</b>
<b>SOAP API Change Log</b>	<b>96</b>
Ability to Exclude Expired Activations (EntitlementOrderService)	96
Entitlement Order Service Now Accepts Multiple Account Names	97
New API Commands to Report Custom Attributes for Entitlements and Line Items	98
Ability to Retrieve Devices Not Associated to Any Account (ManageDeviceService)	103
Optional vendorAuthString parameter in getFeaturesQueryRequest API (ProductPackagingService)	103
Efficient Device Retrieval by Order Parameters (ManageDeviceService)	105
<b>Legal Information</b>	<b>107</b>

# Introduction

This Release Notes document summarizes the features, enhancements, and updates delivered with FlexNet Operations 2025 R2 in April 2026. The document includes the following information:

- [Resources](#)
- [Features and Enhancements](#)
- [System Requirements](#)
- [Resolved Issues](#)
- [Known Issues](#)
- [Special Notes](#)
- [SOAP API Change Log](#)
- [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.

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 first logging into the [Revenera Community](#), clicking

**Support** on the navigation menu to open the **Support Hub** page, and then clicking the **Open New Case** or **Case Portal** button.

## 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 in the 2025 R2 release:

- [Account and User Management Enhancements](#)
- [Device Management Enhancements](#)
- [Entitlement Management Enhancements](#)

- [Export and Import Enhancements](#)
- [Security Enhancements](#)
- [SOAP and REST Web Services Enhancements](#)
- [User Experience Enhancements](#)

## Account and User Management Enhancements

The following enhancements for the management of accounts and users were added.

- [Support for Country Field in FlexNet Operations' User Synchronization Service](#)
- [Assigning Account When Processing Capability Requests Without User-Related Information](#)

### Support for Country Field in FlexNet Operations' User Synchronization Service

(Case 04164122, SWM-29615)

FlexNet Operations now supports capturing the user's country information during SCIM-based user provisioning.

Previously, all users created via FlexNet Operations' user synchronization functionality (see [Automated User Provisioning from Identity Providers \(IdPs\) to FlexNet Operations](#) for more information) were assigned a default country code of **US**. The country code for users based in countries other than the US had to be updated manually to reflect the correct country.

Now, a user's country information (if available) is passed from the Identity Provider (IdP) during user synchronization and stored directly in the user profile. This enhancement reduces manual effort required to update user profiles and helps ensure accurate country data for compliance checks, including Electronic Software Delivery (ESD) validations.

#### Implementation Notes

The country value must be provided in ISO 3166-1 Alpha-2 format (for example, IN for India, GB for United Kingdom).

If the country code is invalid or not in the correct format, the system will return an error and the user will not be created in FlexNet Operations.

If the country code is missing, the user will still be created in FlexNet Operations, but will be assigned a default country code of **US**. No error message will be displayed in this case.

Customers who need assistance updating their Identity Provider (IdP) configuration to include the country code attribute in their user data for FlexNet Operations' User Synchronization Service should contact Reverera Support.

### Assigning Account When Processing Capability Requests Without User-Related Information

(SWM-23219)

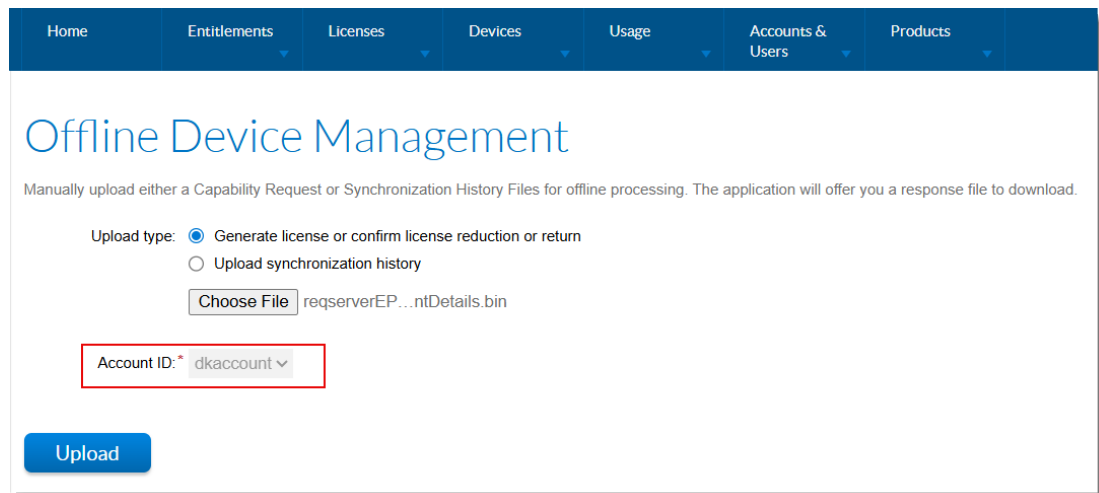
When a capability request that does not include an enterprise ID or activation ID is uploaded to the End-User Portal, FlexNet Operations creates the corresponding device. However, the device does not appear on the End-User Portal's **Devices** page, because it is created without an associated account.

This release introduces an enhancement that changes this behavior: When a capability request is uploaded via the End-User Portal, the device can now be automatically assigned to the account of the logged-in user, ensuring it is visible on the **Devices** page.

### Behavior Details

The following happens when uploading a capability request without user-related information in the End-User Portal (under **Devices > Offline License Management**):

- If the logged-in user is associated with a single account, a dropdown menu is displayed with that account pre-selected.



The screenshot shows the 'Offline Device Management' page in the End-User Portal. The page has a blue navigation bar with tabs for Home, Entitlements, Licenses, Devices, Usage, Accounts & Users, and Products. Below the navigation bar, the title 'Offline Device Management' is displayed in blue. A subtitle reads: 'Manually upload either a Capability Request or Synchronization History Files for offline processing. The application will offer you a response file to download.' The main content area contains an 'Upload type' section with two radio buttons: 'Generate license or confirm license reduction or return' (selected) and 'Upload synchronization history'. Below this is a 'Choose File' button and a file name 'reqserverEP...ntDetails.bin'. A red box highlights the 'Account ID:\* dkaccount' dropdown menu. At the bottom left, there is a blue 'Upload' button.

**Figure 1:** The new **Account ID** dropdown menu shows the account that the user will be associated with.

- If the logged-in user is associated with multiple accounts, the dropdown menu lists all associated accounts. The user can then select the appropriate account to associate with the device.

**Figure 2:** Using the **Account ID** dropdown menu, the user can select the account to be associated with the device.

### Enabling New Behavior

This enhancement is controlled by a release flag and is disabled by default. Producers can enable the new behavior by setting the following flag:

`autoAssignLoggedUserToOfflineDeviceConfig.enabled`



**Note** - When the configuration option **Allow Server Without Activation IDs** is enabled, FlexNet Operations can process capability requests generated by a FlexNet Embedded local license server that do not include an activation ID.

## Device Management Enhancements

The following enhancements to device management were added.

- [Devices Template Enhancements](#)
- [Obsolete Device and Server Actions in End-User Portal](#)
- [New Job “Obsolete Inactive Devices”](#)
- [Device Event Notifications to Include CLS Instance](#)
- [Enhanced Visibility into Cloud Licensing Service Instance Details and Features](#)

## Devices Template Enhancements

(Cases 02880447, 02880444; SWM-21905, SWM-27074, SWM-27230, SWM-26157)

In this release, the Devices Import template has been enhanced to help producers manage devices at scale. See the following sections for details:

- [Creating Devices](#)
- [Updating Device Attributes](#)
- [Returning Devices](#)
- [Adding Site Name](#)
- [Using the Devices Template](#)

### Creating Devices

The new **CreateHost** worksheet streamlines the creation of devices and servers via Excel import, eliminating the need for manual entry — which is often time-consuming and error-prone.

You can specify the following details on the **CreateHost** worksheet:

- Host ID
- Host alias
- Identity
- Publisher name
- Host class
- Server deployment type
- Host ID type
- Host model
- Account ID
- Site name
- Notes
- User ID
- Backup server ID

### Updating Device Attributes

The new sheet called **UpdateHost** has been added to the template, enabling bulk updates to the following device attributes: site name, notes, user ID, backup server ID, and device display name.

In the template, the following properties must be provided to update device attributes: host ID, host alias, publisher name, host class, and host ID type.

This screenshot shows an example of a populated template:

TransactionType	HostID	HostAlias	PublisherName	HostClass	HostIDType	SiteName	Notes	UserID	BackupServerID
UpdateHost	AB12CD34EF5	Device_01	fnedemo	CLIENT	ETHERNET	EMEA_01		<a href="mailto:DemoUser@mycompany.com">DemoUser@mycompany.com</a>	
UpdateHost	CD12EF34HI5	Device_02	fnedemo	CLIENT	ETHERNET	EMEA_02		<a href="mailto:DemoUser@mycompany.com">DemoUser@mycompany.com</a>	
UpdateHost	EF12GH34IJ5	Device_03	fnedemo	CLIENT	ETHERNET	EMEA_03		<a href="mailto:DemoUser@mycompany.com">DemoUser@mycompany.com</a>	
UpdateHost	GH12IJ34LM5	Device_04	fnedemo	SERVER	VM_UUID	APAC_08		<a href="mailto:DemoUser@mycompany.com">DemoUser@mycompany.com</a>	

**Figure 3:** Example of a populated **UpdateHost** sheet.

### Returning Devices

The new **ReturnHost** worksheet enables users to return (de-register) multiple devices in a single operation. This approach significantly reduces execution time for bulk device returns.

You can specify the following details on the **ReturnHost** worksheet:

- Transaction Type
- Host ID
- Publisher Name
- Host Class
- Host ID Type
- Target Host ID
- Target Host Publisher Name
- Target Host Class
- Target Host ID Type
- Return Material Authorization Number

### Adding Site Name

A new optional column, **SiteName**, has been added to the **AssignAccountToHost** sheet of the Devices Template. While this column cannot be used as input for this operation, it helps producers more effectively differentiate between devices and servers based on their site name.

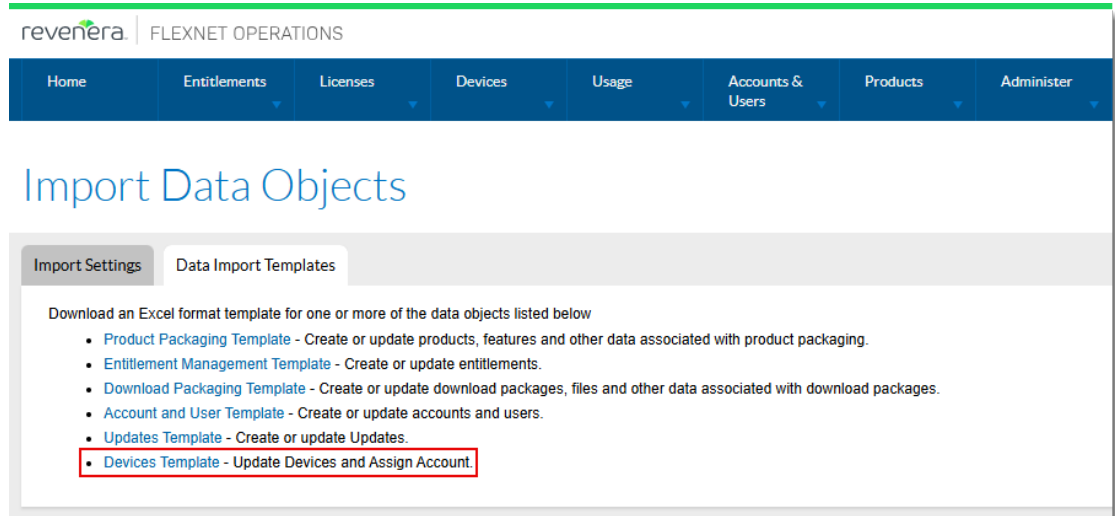
TransactionType	HostID	PublisherName	HostClass	HostIDType	AccountID	SiteName
AssignAccountToHost	AB12CD34EF5	fnedemo	CLIENT	ETHERNET	ACMESoftware	EMEA_01
	CD12EF34HI5	fnedemo	CLIENT	ETHERNET	ACMESoftware	EMEA_02
	EF12GH34IJ5	fnedemo	CLIENT	ETHERNET	ACMESoftware	EMEA_03
	GH12IJ34LM5	fnedemo	SERVER	VM_UUID	ACMESoftware	APAC_08

**Figure 4:** Example of a populated **SiteName** column on the **AssignAccountToHost** sheet of the Devices Template.

## Using the Devices Template

Producers would perform the following steps to create, update, or return devices in bulk using the updated template:

1. Navigate to **Administer > Import Data Objects** and select the **Data Import Templates** tab.
2. Click the hyperlinked name of the **Devices Template** to download it.



**Figure 5:** The Devices Template can be downloaded from the **Import Data Objects** page.

3. Open `DevicesTemplate.xlsx` and locate the desired sheet. For example, to create multiple devices, select the **CreateHost** sheet. Provide relevant details for each device or server.



**Note** - In the template, column headers formatted in bold indicate mandatory fields.

4. Save the populated spreadsheet as a Unicode .txt file.
5. Return to the **Import Settings** tab on the **Import Data Objects** page and upload the .txt file to import the new entities (see also **Importing Entities** in the FlexNet Operations User Guide).

This screenshot shows an example of a populated template:

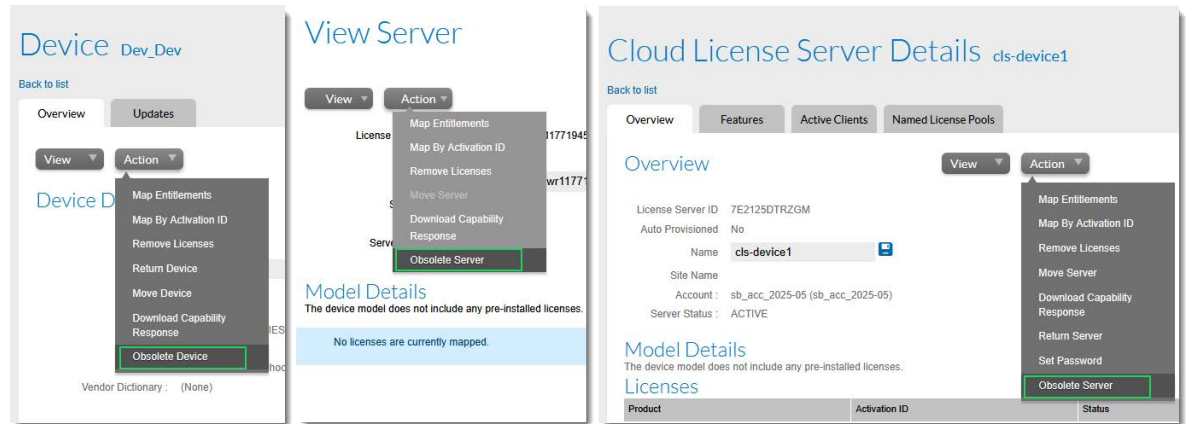
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	<b>TransactionType</b>	<b>HostID</b>	<b>HostAlias</b>	Identity	PublisherName	<b>HostClass</b>	ServerDeploymentType	<b>HostIDType</b>	HostModel	<b>AccountID</b>	SiteName	Notes	UserID	BackupServerID
1	CreateHost	a123456789	dev_5019		fnedemo	CLIENT	LOCAL	STRING		Acc_123456				
2	CreateHost	k258147369	dev_5051		fnedemo	CLIENT	LOCAL	STRING		Acc_123456				
3	CreateHost	z963852741	dev_5087		fnedemo	CLIENT	LOCAL	STRING		Acc_123456				
4	CreateHost	k159487263	dev_5098		fnedemo	CLIENT	LOCAL	VM_UUID		Acc_887795				
5	CreateHost	326598741p	dev_5074		fnedemo	CLIENT	LOCAL	STRING		Acc_887795				
6	CreateHost	host_KS_73	mach_797		fnedemo	SERVER	CLOUD	ETHERNET		Acc_123456				

## Obsolete Device and Server Actions in End-User Portal

(Case 03906962, SWM-29036, SWM-30696)

We've added new functionality to the End-User Portal, enabling end users to manage devices—standalone devices, local license servers and Cloud License Servers—more effectively:

- The **Device**, **View Server** and **Cloud License Server Details** pages now include the **Obsolete Device** and **Obsolete Server** options in the **Action** menu.



- These actions provide functionality equivalent to the existing **Make Obsolete** feature in the Producer Portal.

## Configuration & Permissions

The new options can be hidden by deselecting the system configuration option **Allow Obsolete Devices/Servers** (under **System > Configure > End-User Portal Setup > Devices Page**). By default, the configuration option is selected.

Only users with the permission **Obsolete Devices/Servers** (part of the **Account Permissions - End-User Portal** group) can view and use these actions. This permission is assigned by default only to system administrator users.

## New Job “Obsolete Inactive Devices”

(SWM-27146)

The 2025 R2 release introduces a new job, Obsolete Inactive Devices. This job enables producers to mark any devices as Obsolete that have not been updated within a specified period of inactivity. This feature is particularly useful for generating accurate analytics reports that reflect only active devices.

Devices are evaluated based on their Last Modified date. Any device that exceeds a configured inactivity threshold will be updated to an Obsolete status.

The inactivity threshold is defined using the new configuration option **Device inactivity period** (under **System > Configure > FlexNet Operations > Embedded Device Settings**).

The value must include a number followed by a time unit:

- D = Days
- W = Weeks
- M = Months
- Y = Years

## Examples for Configuration Values

- **2Y**—Devices not modified in the last 2 years will be marked obsolete.
- **20W**—Devices inactive for 20 weeks will be marked obsolete.

### Setting up the Obsolete Inactive Devices Job

You can access the Obsolete Inactive Devices job on the **Configure Alerts/Jobs** page (available by clicking **Administer > Configure Alerts/Jobs**).

To activate the job:

- On the **Configure Alerts/Jobs** page, change its status to Active.
- Set the configuration option **Device inactivity period** to the desired value.

### Important Notes for the Obsolete Inactive Devices Job

Marking a device as Obsolete is a permanent action and cannot be undone. Use this job with caution, especially in production environments. To help prevent accidental obsolescence, the following safeguards are in place:

- The Obsolete Inactive Devices job is disabled by default.
- The default device inactivity period is set to 100 years (**100Y**).

## Device Event Notifications to Include CLS Instance

(Case 03008370, FNE-22963)

Previously, when a device notification was triggered for a feature update, the notification included the relevant device ID and the state of the license update. However, it did not include information about the Cloud Licensing Service (CLS) instance where the update occurred. This made it difficult for producers to selectively update any middleware (for example, their own licensing database) with the relevant licensing information.

Starting with the 2025 R2 release, producers can now receive real-time notifications that include the Cloud Licensing Service (CLS) instance ID whenever a CLS instance is updated (e.g., license or configuration changes). This enables producers to then trigger targeted **/features** requests to only those CLS instances, without increasing the load on other instances.

### Implementation Details

A device event notification is generated for any update on a CLS instance. This includes license changes, configuration updates, or metadata modifications.

Each notification payload includes the unique device ID of the updated CLS instance.

### Activating CLS Device Event Notifications

To receive device event notifications from a CLS instance, update the CLS configuration using the following API call:

```
PUT https://<siteID>-uat.compliance.flexnetoperations.com/api/1.0/instances/<CLS-instanceID>/configuration
```

For production environments, omit “-uat”.

### Payload

In the payload, specify **true** to receive CLS device event notifications, or **false** to deactivate CLS device event notifications.

```
{
  "licensing.enableChangeNotification": "true"
}
```

### Sample Payload for a Cloud Licensing Service Device Event Notification

The following shows a sample payload that would be delivered to a webhook endpoint when a certain event occurs on a Cloud Licensing Service instance.

```
{
  "eventHeader": {
    "event": "CLS_INSTANCE",
    "eventType": "UPDATE",
    "userId": "producer",
    "tenant": "ADMN",
    "timeStamp": "1752645569000"
  },
  "eventBody": {
    "deviceName": "H6WF4YMBFGGK",
    "deviceId": "H6WF4YMBFGGK",
    "version": "4",
    "id": "434485",
    "siteName": null,
    "owner": null,
    "identity": null,
    "deploymentType": "CLOUD",
    "hostType": null,
    "status": "License Updated",
    "active": "Active",
    "notes": null,
    "errorMessage": null,
    "idtype": null,
    "lastUpdated": "1752645569000",
    "ownerName": null,
    "addOnInfoList": null
  }
}
```

## Enhanced Visibility into Cloud Licensing Service Instance Details and Features

The Producer Portal and End-User Portal now feature an upgraded interface that provides extended visibility into Cloud Licensing Service (CLS) instances.

The new built-in, intuitive user interface offers a clearer view of features, licenses and devices, which simplifies license operations for both producers and customers.

As an out-of-the-box solution, the interface eliminates the need for producers to develop custom UIs—reducing overhead, accelerating time-to-value, and helping customers better understand entitlement purchases and usage.

## Key Enhancements

- Producer Portal and End-User Portal users can now view Cloud License Server information equivalent to that available for Local License Servers in the FlexNet License Server Manager.
- Clicking a Cloud License Server device name on the **Devices** page opens a redesigned page with a tabbed layout.

## Tabbed Interface Breakdown

This release introduces the following new tabs. Click on the relevant link to jump to the section:

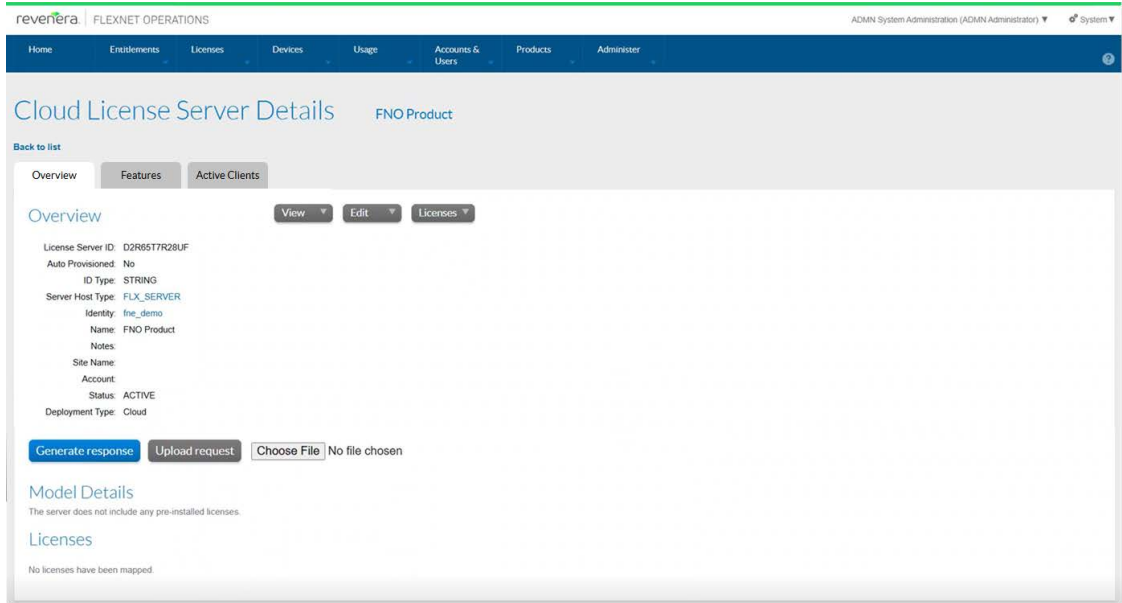
- **Overview Tab**
- **Features Tab**
- **Active Clients**
- **Named License Pools**



**Note** - The pages to display device information for standalone devices, served devices and local license servers remain unchanged.

### Overview Tab

The **Overview** tab displays the same server information previously shown on the **View Server** page. This tab is selected by default.



**Figure 6:** Example of the **Overview** tab with information for a Cloud License Server.



**Note** - No changes have been made to the commands available from the **View**, **Edit**, and **Licenses** menus on this page.

## Features Tab

The **Features** tab contains two subtabs: **Summary** and **Details**. The **Details** tab can also display a detailed feature view. Use the following links to jump to each section:

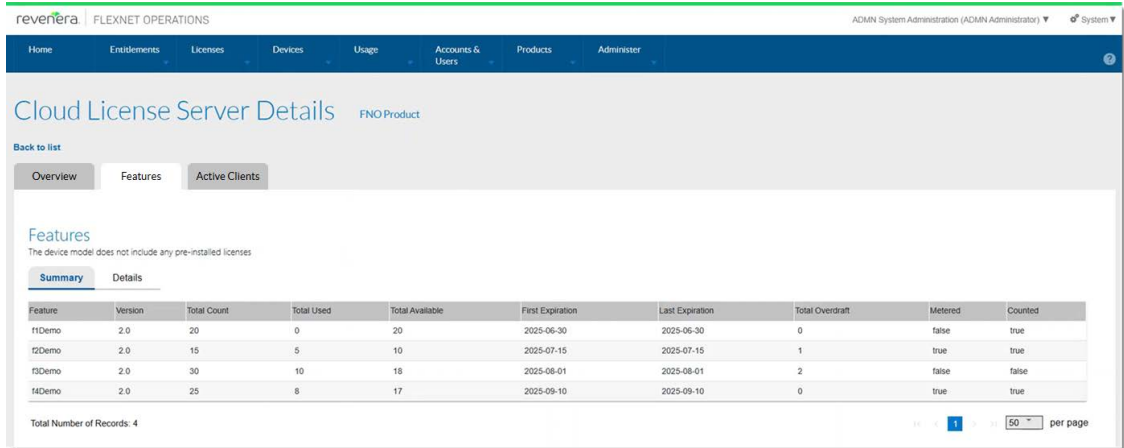
- [Summary Tab](#)
- [Details Tab](#)
- [Details Tab—Feature View](#)

### Summary Tab

The **Summary** tab (default view) provides a consolidated view of feature usage on the license server. It groups feature records by feature name, summing up counts across different entitlements, activations, or product associations. This view is ideal for high-level monitoring and reporting. The individual columns are described in the following table:

Column	Description
<b>Feature</b>	The name of the feature or capability available on the license server.
<b>Version</b>	The version number of the feature.
<b>Total Count</b>	The total number of license units available for this feature across all entitlements and activations.
<b>Total Used</b>	The number of license units currently checked out or in use by clients.
<b>Total Available</b>	The number of license units still available for checkout. Calculated as Total Count minus Total Used.
<b>First Expiration</b>	The earliest expiration date among all line items for this feature. Helps identify the soonest expiring entitlement.
<b>Last Expiration</b>	The latest expiration date among all line items for this feature. Indicates the longest validity period.
<b>Total Overdraft</b>	The number of overdraft units used, if any. Overdrafts allow usage beyond the entitled count under specific conditions.
<b>Metered</b>	Indicates whether the feature is metered (usage is tracked and reported) or not.
<b>Counted</b>	Indicates whether the feature is counted (limited by quantity) or uncounted (unlimited usage allowed).

This screenshot shows the layout of the **Features** tab with the **Summary** subtab:

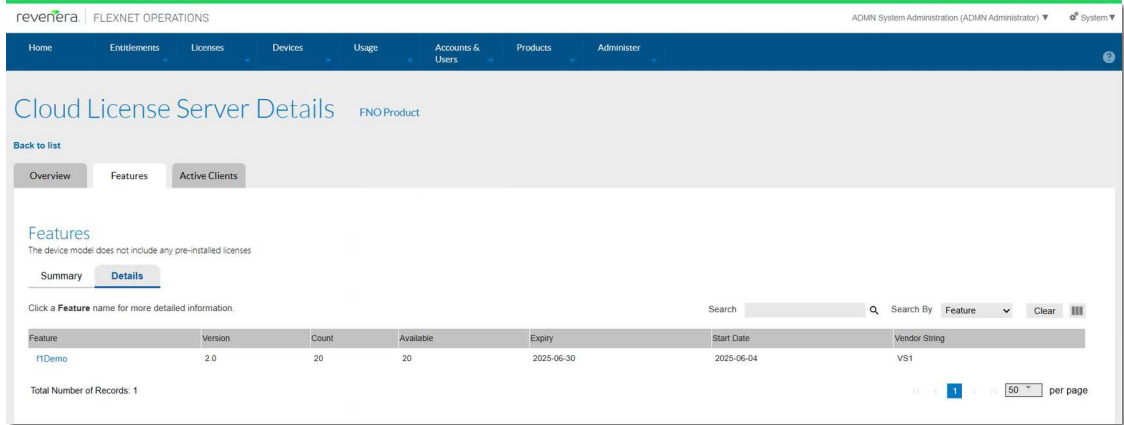


## Details Tab

The **Details** tab displays all individual feature records as they exist on the license server. This granular view helps in troubleshooting, auditing, and understanding how licenses are distributed. The following table gives details about each column:

Column	Description
<b>Feature</b>	The name of the feature or capability. Each row represents a distinct record, even if the feature name is the same.
<b>Version</b>	The version of the feature. This helps differentiate between multiple releases of the same feature.
<b>Count</b>	Number of license units allocated for this specific feature record.
<b>Available</b>	The number of license units still available for checkout from this record.
<b>Expiry</b>	The expiration date of this feature record. If marked as permanent, the feature does not expire.
<b>Start Date</b>	The date from which this feature record becomes valid and available for use.
<b>Vendor String</b>	Optional metadata defined by the producer, often used for filtering or categorization.

This screenshot shows the layout of the **Features** tab with the **Details** subtab:



### Details Tab—Feature View

Clicking a hyperlinked feature name on the **Details** subtab opens a detailed view for the selected feature. The view includes the following fields:

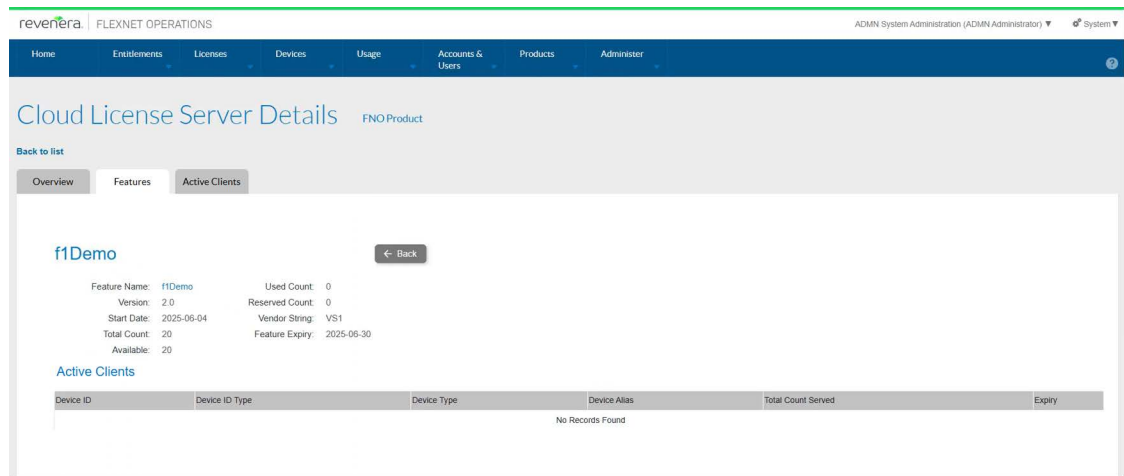
Column	Description
<b>Feature Name</b>	The name of the feature or capability.
<b>Version</b>	The version of the feature. This helps differentiate between multiple releases of the same feature.
<b>Start Date</b>	The date from which this feature record becomes valid and available for use.
<b>Total Count</b>	The total number of license units available for this feature across all entitlements and activations.
<b>Available</b>	The number of license units still available for checkout from this record.
<b>Used Count</b>	The count currently being used.
<b>Reserved Count</b>	The number of reserved licenses within the used count.
<b>Vendor String</b>	Optional metadata defined by the producer, often used for filtering or categorization.
<b>Feature Expiry</b>	The expiration date of this feature record. If marked as permanent, the feature does not expire.

The feature view also includes an **Active Clients** section, which lists the active client devices that currently have counts from this feature currently checked out. The following information is provided:

Column	Description
<b>Device ID</b>	The ID identifying the device that has count checked out.

Column	Description
<b>Device ID Type</b>	The device host ID type.
<b>Device Type</b>	The device on which the feature is used (client, served client, or license server).
<b>Device Alias</b>	A user-defined name (sometimes called host name) for the device.
<b>Total Count Served</b>	The total count served to the device.
<b>Expiry</b>	The expiration date of this feature record on the device. If marked as permanent, the feature does not expire.

This screenshot shows the **Features** tab with detailed information for a selected feature:

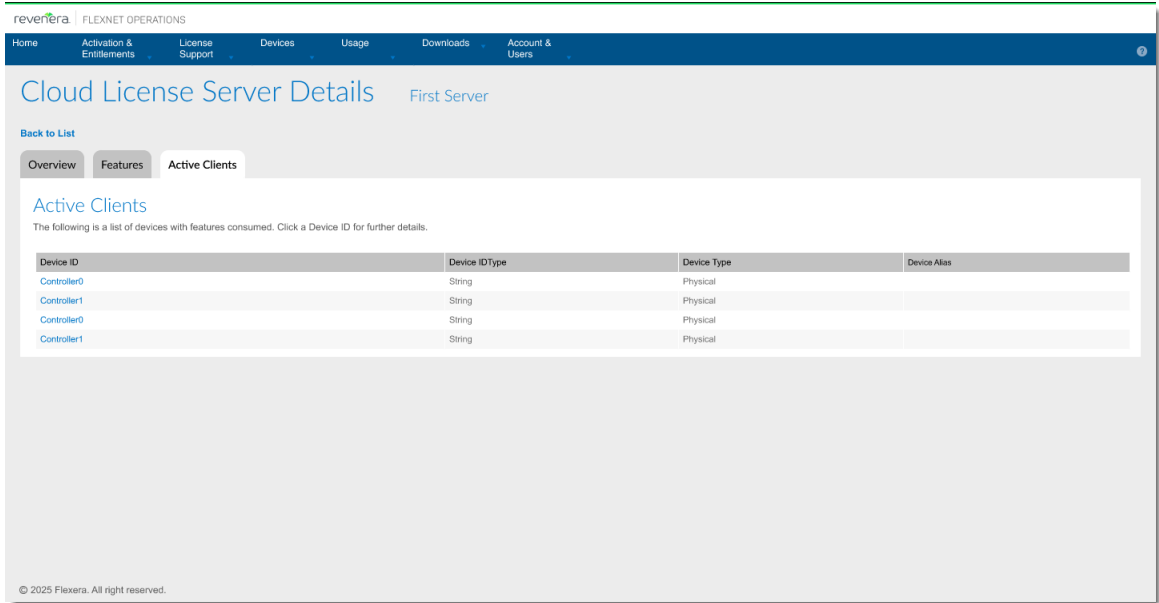


**Figure 7:** Example of a detailed view for a selected feature.

Users can click the **Back** button to return to the **Details** subtab.

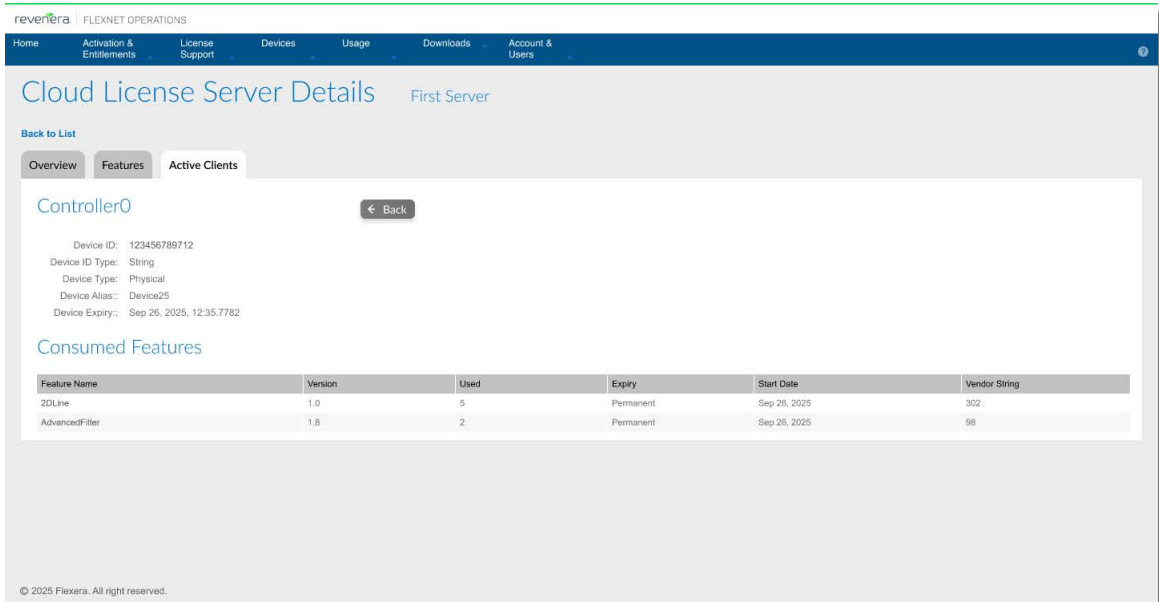
### Active Clients

The **Active Clients** tab displays the client devices recognized by the license server as having been served licenses from the server’s shared pool or from licenses reserved for the client. Each client is identified by its device ID, the ID type, and the device type—physical, virtual, or unknown. In addition, a device alias might be displayed if this has been set on the device. (A device alias is also sometimes referred to as a device name or host name. It is a human-readable alias—in contrast to the hostid—which can optionally be included in a capability request.)



**Figure 8:** Example of the active clients overview.

When you click the device ID for a specific client, a detailed view opens, showing details about the client device and the list of features currently served to the client. (Click **Back** to exit the page.)



**Figure 9:** Example of a detailed view of an active client.

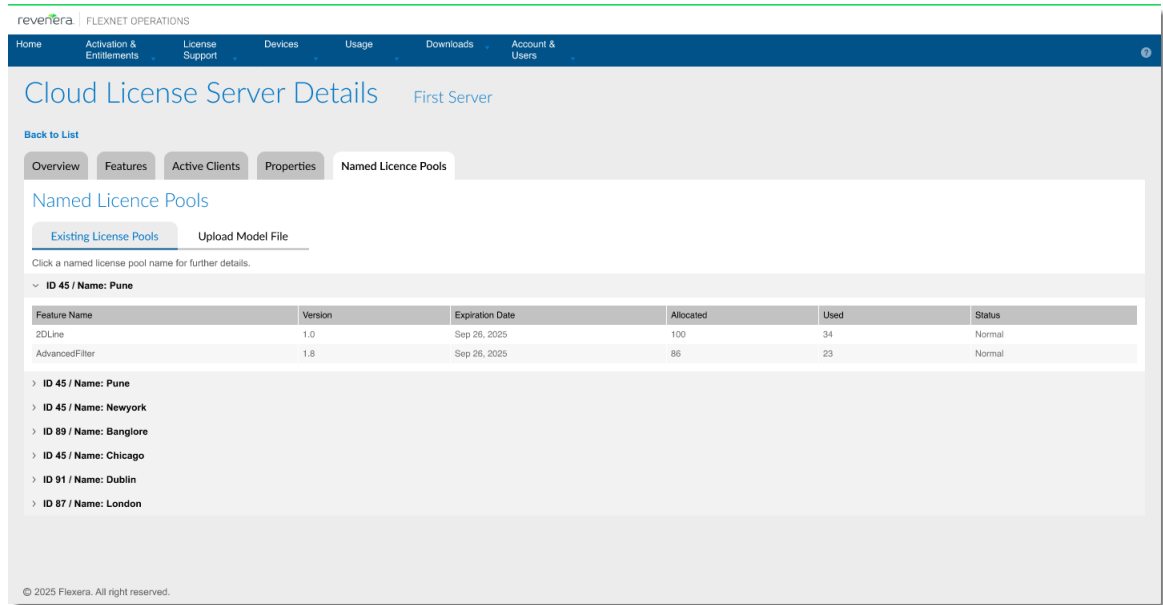
Note that the **Device Expiry** field shows the timestamp when all currently checked-out features will expire on the device. This timestamp is determined either by the borrow expiration for the checked-out concurrent features or the final expiration date (as defined in the back office) for checked-out metered features.

The **Expiry** field for a feature in the **Consumed Features** list shows its final expiration date as defined in the back office.

### Named License Pools

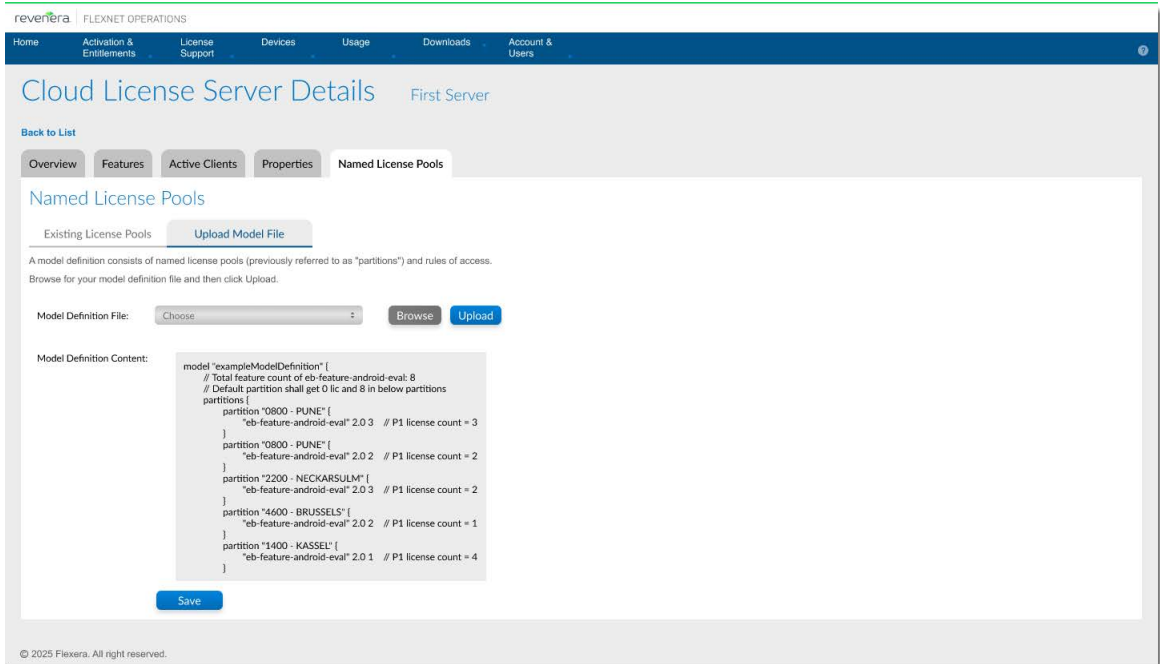
The **Named License Pools** tab is divided into the **Existing License Pools** and **Upload Model File** subtabs. The **Existing License Pools** subtab displays the list of named license pools that have been defined on the CLS instance as well as the default license pool.

When you click a license pool name, the view expands to show details about the features that are currently included in the license pool.



**Figure 10:** Example of the **Named License Pools** view.

The **Upload Model File** tab displays the model definition that is currently active on the license server. The model definition specifies the license pools and the rules of access that define how licenses are allocated to license pools (named or default).



**Figure 11:** Example of the view for uploading a model definition.

To change the model definition, browse for the model definition that you want to use by clicking **Browse** and then click **Upload**.

## Entitlement Management Enhancements

The following enhancements to entitlement management were added.

- Added Country Code IC (Canary Islands) to FlexNet Operations
- Bulk Upgrades with Auto Fulfillment – Increased Line Capacity
- Copy Order ID in Bulk Upgrade Operations
- Monitoring Status of FlexNet Publisher Bulk Upgrade Jobs
- Entitlement Status Change Propagates to All Associated Line Items and CLS
- New Option to Select License Email Template Variations for FlexNet Publisher Licenses
- Email Template Enhancement: Filtering Expired Activation IDs
- Setting a Default Distribution Tier Type for Entitlement Creation
- Display Account Name in Entitlement History
- Simplified Activation and Deactivation of Line Items in FlexNet Operations

### Added Country Code IC (Canary Islands) to FlexNet Operations

(Cases 03569483, 03769701; SWM-29287)

FlexNet Operations now includes the ISO 3166-1 alpha-2 reserved country code **IC** for the **Canary Islands**, ensuring accurate regional handling in entitlement and customer management.

The Canary Islands have a unique customs and VAT status within Spain and the EU, recognized by the World Customs Organization. While officially part of Spain (code ES), the reserved code IC acknowledges their distinct economic and customs characteristics.

This enhancement removes the need for manual workarounds when creating entitlements for customers in the Canary Islands and helps producers correctly manage customers in FlexNet Operations as per the region where an order is coming from.

## Bulk Upgrades with Auto Fulfillment – Increased Line Capacity

(Case 02984932, SWM-25091)

We've enhanced the Bulk Upgrade with Auto Fulfillment capability to support processing jobs with up to 6,000 line items, compared to the previous limit of 1,000. This improvement eliminates the need for breaking large upgrade jobs into smaller batches, significantly reducing manual effort and saving several hours for customers performing large-scale upgrades.

The new capacity has been tested successfully with 6,000 line items, with jobs completing in approximately 1 hour and 14 minutes. If more than 6,000 items are selected, FlexNet Operations will prevent saving and display an error.

## Copy Order ID in Bulk Upgrade Operations

(Case 02795165, 02984932; SWM-20010)

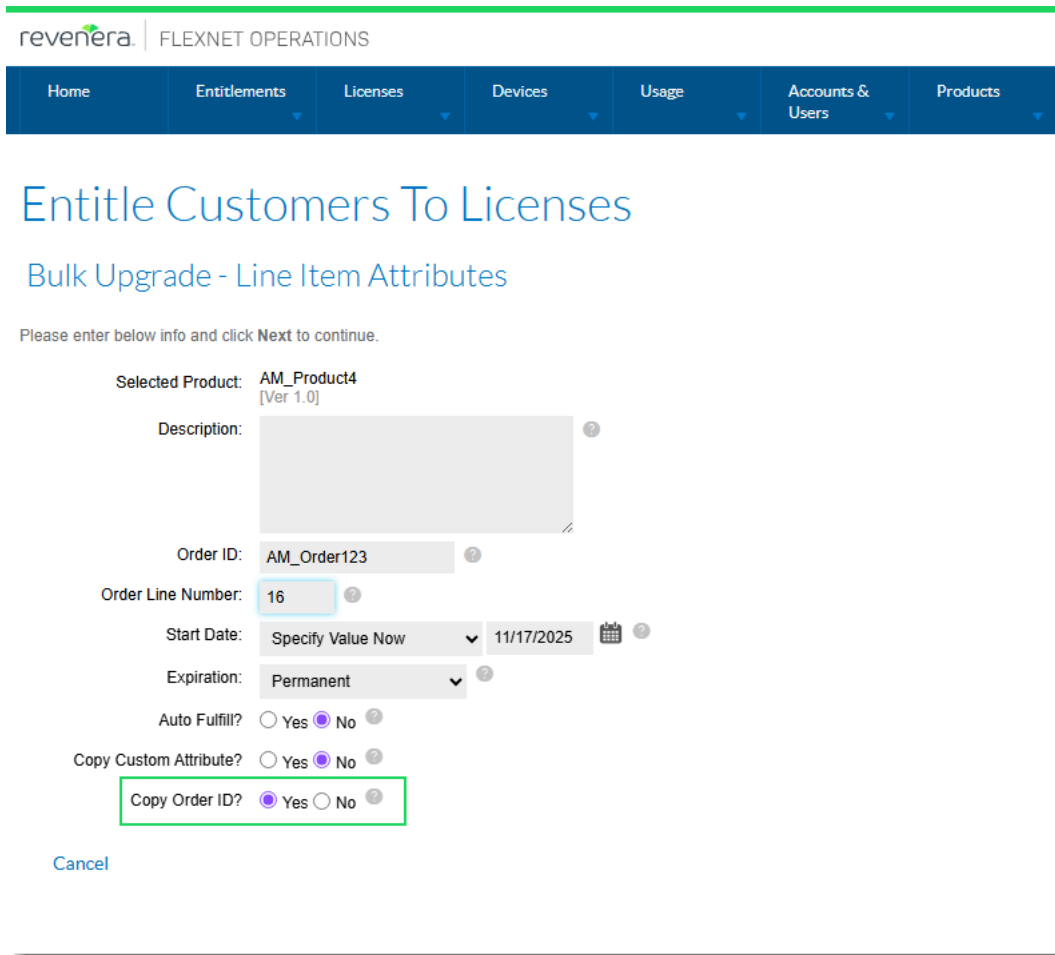
FlexNet Operations now supports copying the order ID from the parent entitlement line item to the upgraded line item during Bulk Upgrade operations.

Previously, users could manually set the order ID when creating an entitlement line item. However, during upgrades, the order ID was not automatically carried over to the target line item.

### Implementation Notes

In upgrade scenarios (for example, when **Product04** is upgraded to **Product05**), users can now choose to copy the order ID from the original entitlement line to the upgraded one.

During the upgrade operation, selecting **Yes** for the new **Copy Order ID?** option (on the **Entitle Customer To Licenses | Bulk Upgrade - Line Item Attributes** page) will trigger the system to carry over the order ID.



**Figure 12:** The new **Copy Order ID?** option on the **Entitle Customer To Licenses | Bulk Upgrade - Line Item Attributes** page.

To verify that the order ID has been applied to the upgraded line item, navigate to the **List Entitlements by Order** section, where the upgraded line item will display the same order ID as its parent.

Additionally, when editing the upgraded entitlement, the retained Order ID is clearly visible, confirming successful copying.

### Monitoring Status of FlexNet Publisher Bulk Upgrade Jobs

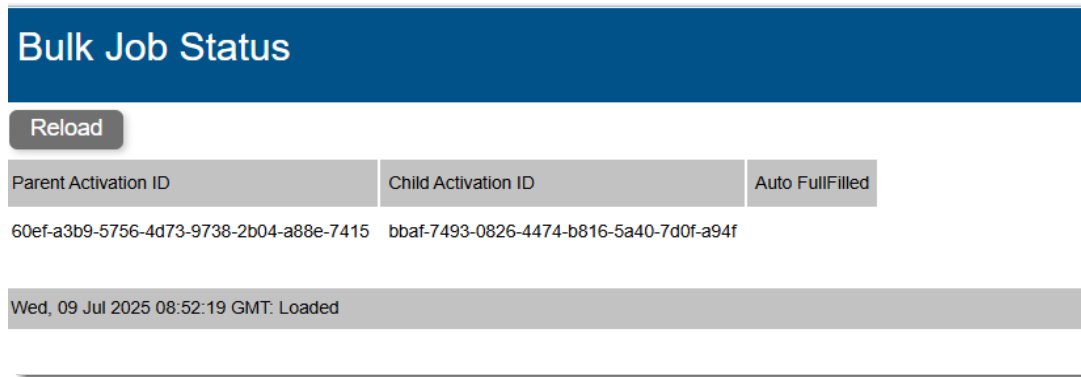
(Case 02840512, SWM-27668)

Producers can now monitor the status of upgrade bulk operations for FlexNet Publisher licenses.

Clicking the **Status** column on the **Entitle Customers To Licenses | Bulk Operations** page (under **Entitlements > Bulk Operations**) for a FlexNet Publisher bulk operation opens the **Bulk Job Status** dialog, which displays the progress of mapping activation IDs from parent activation IDs to corresponding child activation IDs.

The following table outlines how the columns in the **Bulk Job Status** dialog will be populated based on the outcome of the bulk job and the auto-fulfill configuration.

Scenario	Parent Activation ID	Child Activation ID	Auto-Fulfill
<b>Upgrade successful, no auto-fulfill</b>	Populated	Populated	Blank
<b>Upgrade successful, with auto-fulfill</b>	Populated	Populated	Success or Failure
<b>Upgrade failed</b>	Populated	Blank	Failure



**Figure 13:** Example of the **Bulk Job Status** dialog for a successful upgrade without auto-fulfill

## Entitlement Status Change Propagates to All Associated Line Items and CLS

(SWM-29203)

This enhancement introduces the ability for producers to seamlessly toggle the status of an entitlement between Active and Inactive within FlexNet Operations. Building on existing line item-level functionality, this feature extends license control to the entitlement level, simplifying bulk license management and renewal workflows.

When a producer deactivates an entitlement, all associated line items—including maintenance line items—automatically transition to an Inactive state. The entitlement and its associated features will be set to a non-deployed status in Cloud Licensing Service (CLS), ensuring that no licenses are served.

### Implementation Notes

The functionality is controlled by the configuration option **License server features will become inactive when the entitlement or line item state is changed to Inactive** (under **System > Configure > FlexNet Operations > General Options**).

This option can only be enabled both the following configuration options are unselected:

- **Remove licenses from CLS when the line item state changes to Inactive/Obsolete**

- **Allow used entitlement/line item state change to Inactive or Obsolete**



**Note** - This enhancement does not include data template-based entitlement updates.

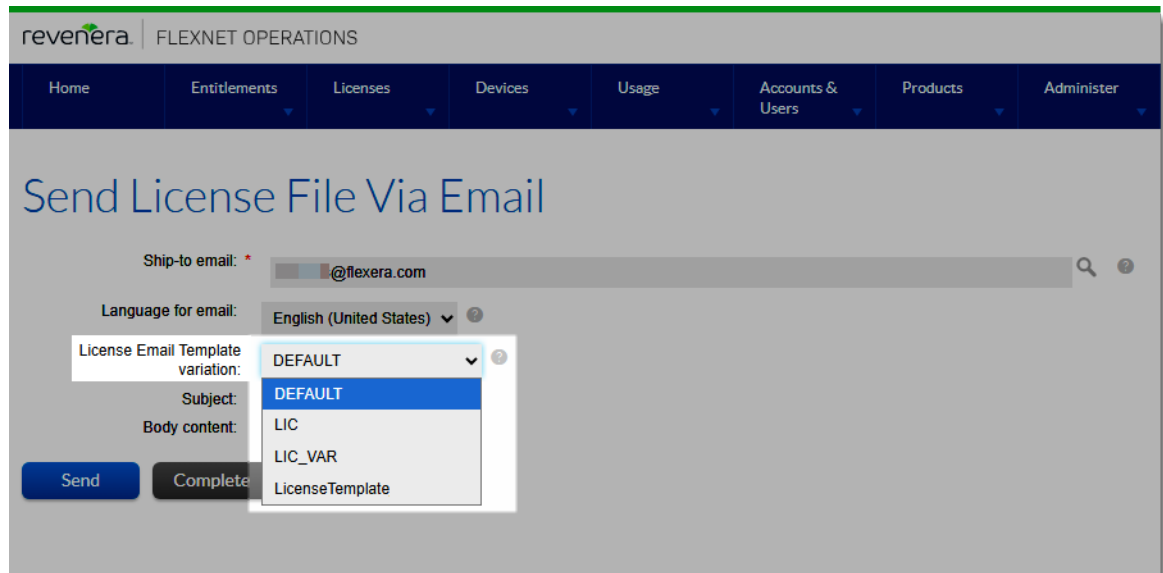
## New Option to Select License Email Template Variations for FlexNet Publisher Licenses

(Cases 02448267, 02461390; SWM-19918)

Previously, when emailing a FlexNet Publisher license to a customer, producers had the following options:

- use the DEFAULT variation of the License Email template from the **Send License File Via Email** page (available by selecting a fulfillment on the **Support Licenses and Maintenance** page and clicking **Email License**)
- add a license template when creating a license technology on the **Create a License Technology** page (under **Administer** > **License Technologies** > **Add a License Technology**).

To provide more flexibility in selecting a License Email template, we added a new dropdown menu **License Email Template variation** to the **Send License File Via Email** page. This enables producers to choose any available License Email template variation from the list when sending a FlexNet Publisher license.



**Figure 14:** For FlexNet Publisher licenses, producers can select the License Email template from the **License Email Template variation** dropdown menu on the **Send License File Via Email** page.

This enhancement provides greater control and customization, ensuring the right template is used for each customer communication.

## Email Template Enhancement: Filtering Expired Activation IDs

(Cases 02429882, 02449414; SWM-9903)

Previously, email templates could filter line items based on state (for example, excluding drafts), but not based on expiration. This limitation meant that expired activation IDs could still appear in entitlement communications.

With the 2025 R2 release, FlexNet Operations introduces the `[[Expired]]` merge tag to exclude expired line items. This is especially useful for co-termed entitlements, where multiple subscriptions are aligned to renew at the same time.

This enhancement allows customers to include only active activation IDs in their entitlement emails, ensuring that recipients receive relevant and current licensing information.

To use this enhancement:

- Update your DEFAULT entitlement email template to include the `[[Expired]]` tag logic.
- Alternatively, create a new version of the entitlement email template tailored for co-termed entitlements.

### Example Template

XYZ Corporation grants

```
[[FOR-EACH TAG="Entitlement" child-only="true"]]
[[FOR-EACH TAG="ChannelPartners" child-only="true"]]
[[FOR-EACH TAG="ChannelPartner"]]
    Partner Tier Name: [[PartnerTierName]]
    Org Display Name: [[Name]]
    Org Name: [[OrgName]]
    Contact Name: [[ContactName]]
[[END FOR-EACH]]
[[END FOR-EACH]]
```

the right to activate the following product(s):

```
[[FOR-EACH TAG="EntitlementLineItem"]]
    [[IF TAG="Expired" value= "No"]]
        ActivationID: [[ActivationID]]
        [[FOR-EACH tag="EntitledProduct"]]
            Product Name: [[Name]]
            Product Description: [[Description]]
            Count: [[Count]]
        [[END FOR-EACH]]
        Order ID: [[OrderID]]
        Quantity: [[SeatCount]]
        Start Date: [[StartDate]]
        Expiration Date: [[ExpirationDate]]
        Expired : [[Expired]]
        Permanent: [[Permanent]]
        Duration :
            Length: [[Length]]
            Units: [[Units]]
        [[END IF]]
    [[END FOR-EACH]]
```

The Activation IDs will be required to login. You will also need the Hostid of the computer with which these licenses will be associated.

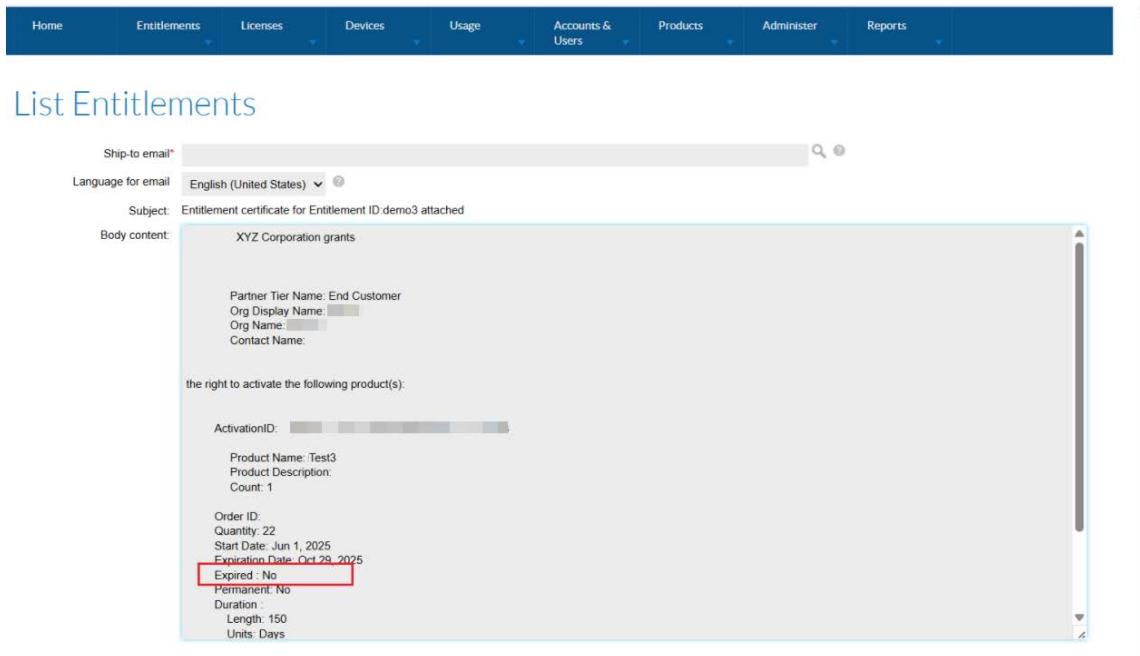
If you have any questions, contact your local XYZ Corporation office.

Rights and restrictions on the use of the products are set forth in XYZ Corporation License Terms agreement.

```
[[END FOR-EACH]]
```

## Example Email

The email template above could produce an email similar to the following:



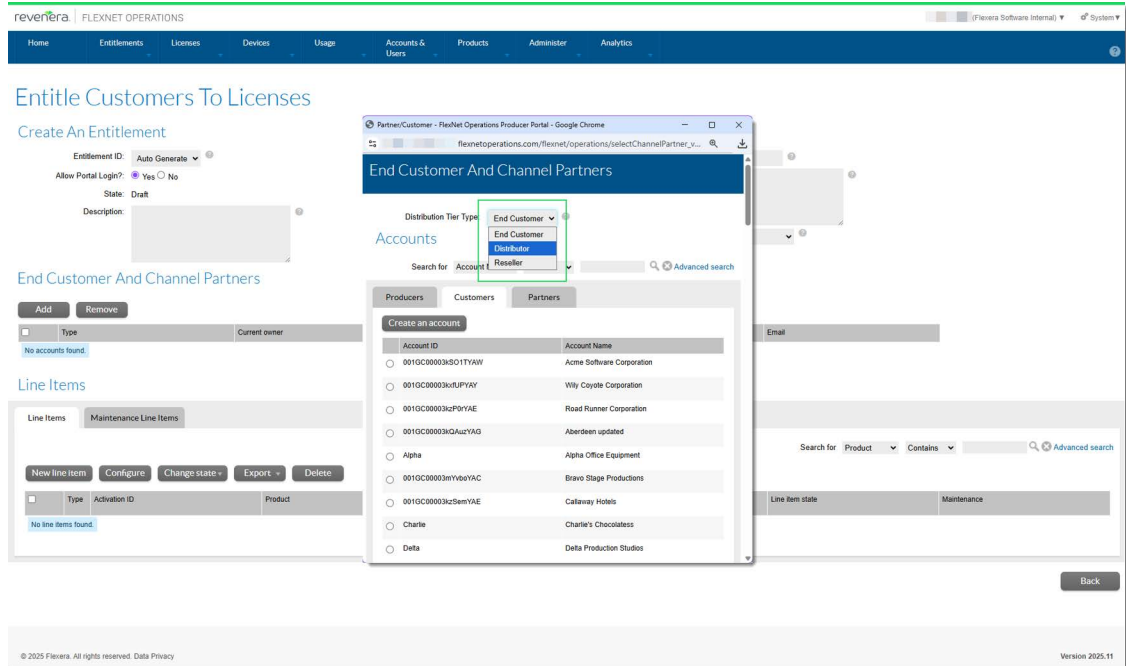
## Setting a Default Distribution Tier Type for Entitlement Creation

(Cases 03569865, 03569975; SWM-28314)

This enhancement introduces a new configuration option **Default Operator Used for default Distribution Tier Type** (under **System > Configure > FlexNet Operations > General Options**) that allows producers to set a default value for the distribution tier type when creating entitlements.

Once configured, the **Distribution Tier Type** dropdown menu in the **End Customer And Channel Partners** dialog (displayed when adding line items to an entitlement) is automatically populated with the pre-set value.

Previously, the Distribution Tier Type order was randomly set when additional partner tiers were added, requiring manual selection during entitlement creation. Producers with multiple partner tiers had to manually select the correct tier (for example, Distributor) during entitlement creation, as shown in the following screenshot:



**Figure 15:** The **Distribution Tier Type** dropdown menu will be automatically populated if the option **Default Operator Used for default Distribution Tier Type** is configured.

Missing this step often led to errors and additional corrective actions.

For producers who frequently use a certain distribution tier as the initial partner tier, this enhancement simplifies entitlement creation and improves accuracy, reducing operational overhead.

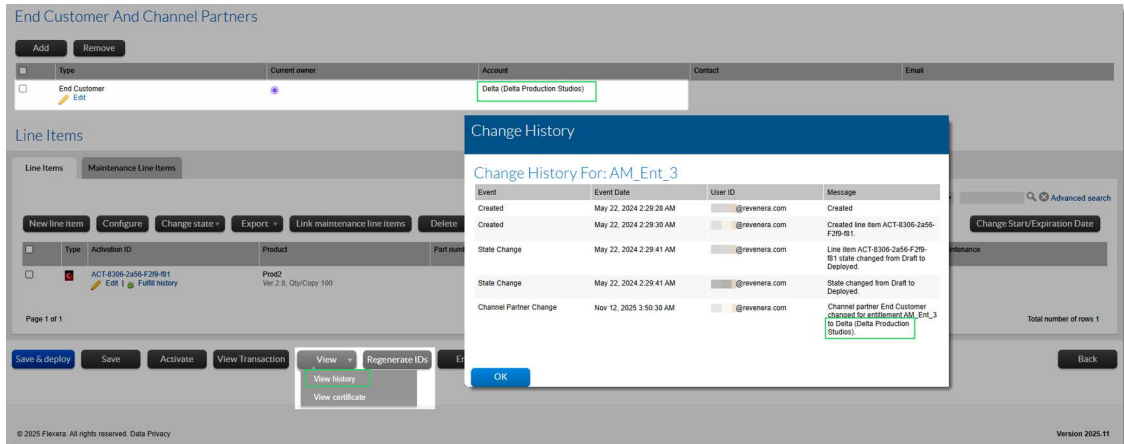
## Display Account Name in Entitlement History

(Case 02917663, SWM-24012)

Previously, in the **Change History** window of an entitlement (available by clicking **View > View History** on the **Entitle Customers to Licenses | Create An Entitlement** page), the event **Channel Partner Change** displayed only the updated account ID when the sold-to account was changed. To view the corresponding account name, users had to navigate to **View Transactions > View details** for that entitlement.

In the 2025 R2 release, the **Change History** window now includes both the account name and the account ID for the **Channel Partner Change** event for better clarity. This improvement enables users to immediately see account details related to entitlement changes without performing extra searches.

The following screenshot illustrates the changes: the **Change History** window shows the account ID and the name of the updated account, **Delta Production Studios**.



**Figure 16:** The **Change History** window—available by clicking **View > View History** in the **Entitle Customers to Licenses | Create An Entitlement** page—now displays the account name if the sold-to account of the entitlement is updated.

## Simplified Activation and Deactivation of Line Items in FlexNet Operations

(03038349, SWM-25089)

FlexNet Operations now offers a unified and streamlined operation that allows producers to seamlessly toggle the status of an entitlement line item between active and inactive states. This enhancement allows efficient control over license allocation without requiring manual interventions, significantly improving operational efficiency and user experience.



**Important** - This enhancement is still under active development and may not perform consistently across all use cases. We advise using it with care and thoroughly validating any results it produces.

### Overview

When a line item is marked Inactive, Cloud Licensing Service (CLS) instances will stop serving licenses associated with that line item. However, if the line item state is changed back to Deployed, the CLS instance will resume serving the license as usual.

This behavior is controlled by a new configuration option, **License server features will become inactive when the line item state is changed to Inactive** (under **System > Configure > FlexNet Operations > General Options**). This option is disabled by default. Enable the configuration option to use this new functionality.

The configuration **License server features will become inactive when the line item state is changed to Inactive** can only be enabled if both the following two configurations are disabled:

- **Remove licenses from CLS when the line item state changes to Inactive/Obsolete**
- **Allow used entitlement/line item state change to Inactive or Obsolete.**

Attempting to enable this setting while either of the above configurations is active will result in a conflict. In such cases, the following error message is displayed:

"You can only enable either 'License server features will become inactive when the line item state is changed to Inactive' or 'Remove licenses from CLS when the line item state changes to Inactive/Obsolete' or 'Allow used entitlement/line item state change to Inactive or Obsolete'."

### Behavior When Configuration is Enabled

When the configuration **License server features will become inactive when the line item state is changed to Inactive** is enabled and you make a line item associated with the CLS instance inactive, the **/features** endpoint will reflect this change.

Specifically, when **/features** is called with the `includeInactive` parameter, the response will indicate that the feature status for the line item is marked as Inactive.



**Important** - Enabling both the **License server features will become inactive when the line item state is changed to Inactive** setting and the **Enable feature count aggregation** option (located under **System > Configure > FlexNet Operations > Embedded Device Settings**) can prevent users from marking certain individual line items as Inactive. For this reason, Revenera strongly advises against activating both configurations simultaneously.

### Obsoleting Line Items

When **License server features will become inactive when the line item state is changed to Inactive** is enabled, FlexNet Operations will not allow the line item state to be changed to Obsolete. If an attempt is made to do so, an error message will be triggered:

"You cannot set the line item state to Obsolete while the configuration 'License server features will become inactive when the line item state is changed to Inactive' is enabled. Disable this configuration to proceed."

### Limitations

Feature deactivation is not supported when using feature aggregation. Therefore, the configuration option **Enable feature count aggregation** must be deselected (under **System > Configure > FlexNet Operations > Embedded Device Settings**).

## Export and Import Enhancements

The following enhancement involving the Data Export and Import functionality was added.

### Removing Field Values for Download Packages Using the Download Packaging Template

(02840821, SWM-22856)

Producers can now remove values from any string-accepting fields in the Download Packages template by entering "NULL" or "null" in the desired field. During import, these entries will result in blank fields, effectively clearing the original content.

In previous releases, it was not possible to remove values using the Download Package template. Leaving fields empty during import would retain existing values. This behavior made it challenging for producers to clear values in bulk.

This enhancement applies to all non-mandatory columns that can accept a null string, for example, **ExtendedDescription**, **Version**, **ReleaseGroup**, and **DownloadInstructions** (non-exhaustive list).

To determine whether a column supports null string values, refer to the column's note. Any column designated to accept string input will also accept "NULL" or "null" to clear its value.

For any columns left blank in the Download Packages template, the previous behavior is unchanged. If a column is left blank or is removed from the template, the existing value will be retained.

## Security Enhancements

The following enhancement related to FlexNet Operations security was added.

### Input Validation in Accounts & Users Pages

(SWM-30769, SWM-30770)

We have added checks to prevent HTML tags being entered in user input fields on the **Accounts & Users** pages of the Producer Portal and End User Portal.

Any attempt to submit HTML or script content on the **Accounts & Users** page will trigger the following error message: "The fields <field name> contains HTML tags. Remove these tags before saving."

This fix improves security by blocking HTML injection. Only safe, non-HTML inputs are allowed.

The screenshot shows the 'Create A User' page in the FlexNet Operations interface. At the top, there is a navigation bar with links for Home, Entitlements, Licenses, Devices, Usage, Accounts & Users, Products, Administer, and Analytics. Below the navigation bar, a red error message is displayed: "[Incident# 8224-248] The field [First Name, Last Name] contains the HTML tags. Remove these tags before saving." The main content area is titled 'Create A User' and contains two sections: 'User Details' and 'Contact Details'. The 'User Details' section includes fields for 'End-User Portal Access?' (radio buttons for Yes and No), 'Time Zone' (a dropdown menu set to '(GMT-7:0) Mountain Standard Time'), 'Status' (a dropdown menu set to 'Active'), and 'Shared Login' (radio buttons for Yes and No). The 'Contact Details' section includes fields for 'First Name', 'Last Name', 'Email Address', 'Opt in to receive email' (radio buttons for Yes and No), 'Phone', 'Fax', 'Street', 'City', 'State/Province', 'Zip/Postal Code', and 'Country' (a dropdown menu set to 'France'). The error message is specifically pointing to the 'First Name' and 'Last Name' fields, which contain HTML tags: '<h1>Fname</h1>' and '<h1>Lname</h1>'.

**Figure 17:** An example of the error displayed when using HTML code on the **Create A User** page.

## SOAP and REST Web Services Enhancements

The following enhancements were added to the SOAP and REST Web Services module:

- [Retrieving Devices Not Associated to Any Account \(ManageDeviceService, Version 7\)](#)
- [Device Retrieval by Order Parameters \(ManageDeviceService, Version 8\)](#)

- [Restriction on Modifying publisherIDname After Device Creation \(ManageDeviceService, All Versions\)](#)
- [Excluding Expired Activation from Search Results in getEntitlementLineItemPropertiesQuery \(EntitlementOrderService, Version 9\)](#)
- [New API Commands to Report Custom Attributes for Entitlements and Line Items \(EntitlementOrderService, Version 9\)](#)
- [Entitlement Order Service Now Returning Activatable Item Owner Details \(EntitlementOrderService, Version 9\)](#)
- [Optional vendorAuthString parameter in getFeaturesQueryRequest API \(ProductPackagingService, Version 3\)](#)
- [Configurable Inclusion of Line-Item Custom Attributes in Event Notifications](#)

## Retrieving Devices Not Associated to Any Account (ManageDeviceService, Version 7)

(Case 02874971, SWM-21765)

The 2025 R2 release now enables producers to retrieve devices or servers that are not linked to any account, expanding flexibility in device management workflows.

In the ManageDeviceService SOAP web service (version 7), a new enum value IS\_EMPTY has been added to the **simpleSearchType** for the **searchDevices** SOAP request. This allows searching for devices where **soldToAcctId** is blank.

### Usage Example

To use the new IS\_EMPTY searchType in a **searchDevices** request:

```
<urn:soldToAcctId>
  <urn:value></urn:value>
  <urn:searchType>IS_EMPTY</urn:searchType>
</urn:soldToAcctId>
```

Note that the <urn:value> field must remain empty for the query to work as intended.



**Note** - For detailed information about the changes made to the `v7/manageDeviceTypes.xsd` file, see [Ability to Retrieve Devices Not Associated to Any Account \(ManageDeviceService\)](#).

### Sample Request and Response for searchDevices

The following shows sample code for a **searchDevices** request.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:urn="urn:v7.fne.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:searchDevicesRequest>
      <urn:queryParams>
        <urn:deviceClasses>
          <urn:deviceClass>CLIENT</urn:deviceClass>
        </urn:deviceClasses>
      </urn:queryParams>
    </urn:searchDevicesRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

```

    <urn:soldToAcctId>
      <urn:value></urn:value>
      <urn:searchType>IS_EMPTY</urn:searchType>
    </urn:soldToAcctId>
    <urn:status>
      <urn:value>ACTIVE</urn:value>
      <urn:searchType>EQUALS</urn:searchType>
    </urn:status>
    <urn:lastModifiedDate>
      <urn:value>2024-06-14</urn:value>
      <urn:searchType>AFTER</urn:searchType>
    </urn:lastModifiedDate>
  </urn:queryParams>
  <urn:responseConfig>
    <urn:name>true</urn:name>
    <urn:soldTo>true</urn:soldTo>
  </urn:responseConfig>
  <urn:sortBy>
    <urn:sortBy>
      <urn:sortKey>LAST_MODIFIED_DATE</urn:sortKey>
      <urn:ascending>true</urn:ascending>
    </urn:sortBy>
  </urn:sortBy>
  <urn:pageNumber>1</urn:pageNumber>
  <urn:batchSize>25</urn:batchSize>
</urn:searchDevicesRequest>
</soapenv:Body>
</soapenv:Envelope>

```

The following shows sample code for a **searchDevices** response.

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <searchDevicesResponse xmlns="urn:v7.fne.webservices.operations.flexnet.com">
      <statusInfo>
        <status>SUCCESS</status>
      </statusInfo>
      <devices>
        <device>
          <deviceId>
            <id>Cloud purpose</id>
            <idType>ETHERNET</idType>
            <publisherName>fnetest</publisherName>
            <deviceClass>CLIENT</deviceClass>
          </deviceId>
          <name>Test_5_Aug</name>
          <lastModified>2024-08-05T11:30:37.333Z</lastModified>
        </device>
        <device>
          <deviceId>
            <id>a</id>
            <idType>STRING</idType>
            <publisherName>fnetest</publisherName>
            <deviceClass>CLIENT</deviceClass>
          </deviceId>

```

```

        <name>a</name>
        <lastModified>2024-08-15T15:37:57.103Z</lastModified>
    </device>
</devices>
</searchDevicesResponse>
</soapenv:Body>
</soapenv:Envelope>

```

## Device Retrieval by Order Parameters (ManageDeviceService, Version 8)

(Case 04075157, SWM-29382)

The newly introduced version 8 of the Manage Device SOAP web service supports OrderID (Factory Order Number) and OrderLineNumber (Sales Order Number) as query parameters in getDevicesQuery and getDeviceCount.

This enhancement eliminates the need for multiple entitlement-based service calls, enabling:

- Direct device lookup using OrderID or OrderLineNumber
- Faster performance for large orders with hundreds of line items
- Improved scalability for cloud-based licensing portal operations

End users can now retrieve device details and counts quickly without delays caused by iterative calls.



**Note** - For detailed information about the changes made to the v8/*manageDeviceTypes.xsd* file, see the [Efficient Device Retrieval by Order Parameters \(ManageDeviceService\)](#).

### Usage Examples

The examples in this section illustrate how to use the query parameters OrderID and OrderLineNumber in a getDeviceCount and getDevicesQuery request.

#### *getDeviceCount Request*

Example for using the optional query parameters OrderID and OrderLineNumber in a getDeviceCount request:

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:urn="urn:v8.fne.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:getDeviceCountRequest>
      <!--Optional:-->
      <urn:queryParams>
        <!--Optional:-->
        <urn:orderId>
          <urn:value>2</urn:value>
          <urn:searchType>EQUALS</urn:searchType>
        </urn:orderId>
        <!--Optional:-->
        <urn:orderLineNumber>
          <urn:value>14</urn:value>
          <urn:searchType>EQUALS</urn:searchType>
        </urn:orderLineNumber>
      </urn:queryParams>
    </urn:getDeviceCountRequest>
  </soapenv:Body>
</soapenv:Envelope>

```

```

        </urn:queryParams>
    </urn:getDeviceCountRequest>
</soapenv:Body>
</soapenv:Envelope>

```

### getDevicesQuery Request

Example for using the optional query parameters **OrderID** and **OrderLineNumber** in a **getDevicesQuery** request:

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v8.fne.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:getDevicesRequest>
      <!--Optional:-->
      <urn:queryParams>
        <!--Optional:-->
        <urn:orderId>
          <urn:value>2</urn:value>
          <urn:searchType>EQUALS</urn:searchType>
        </urn:orderId>
        <!--Optional:-->
        <urn:orderLineNumber>
          <urn:value>100</urn:value>
          <urn:searchType>EQUALS</urn:searchType>
        </urn:orderLineNumber>
      </urn:queryParams>
      <urn:pageNumber>1</urn:pageNumber>
      <urn:batchSize>100</urn:batchSize>
    </urn:getDevicesRequest>
  </soapenv:Body>
</soapenv:Envelope>

```

## Restriction on Modifying publisherIDname After Device Creation (ManageDeviceService, All Versions)

(SWM-28354)

Previously, users were able to modify the publisher identity name (publisherIDname) of a device after its creation, even when the device's identity had already been mapped. This led to inconsistencies in license management, as changing the publisherIDname could result in mismatches between devices and their allocated licenses, potentially causing compliance issues and inaccurate license counts.

From the 2025 R2 release onwards, users will no longer be able to change the publisherIDname once a device has been created and its identity is mapped. Attempts to change the publisherIDname after device creation will now result in an error.

This change applies to all device updates made through the ManageDeviceService SOAP API. It ensures data integrity, maintains accurate license tracking, and aligns device management with licensing policies, ultimately reducing the risk of license misallocation and improving compliance for customers.



**Note** - If a change to publisherIDname is necessary, the device must be deleted and recreated with the desired identity.

## Excluding Expired Activation from Search Results in getEntitlementLineItemPropertiesQuery (EntitlementOrderService, Version 9)

(Cases 03002310, 03047299; SWM-27421)

In the EntitlementOrderService version 9, a new optional input query parameter named **excludeExpired** has been introduced for the **getEntitlementLineItemPropertiesQuery** to enable you to exclude expired activations from search results.

- **True**—When **excludeExpired** is set to **true**, all expired activations—those with expiration dates earlier than the current local date—will be excluded from the results.
- **False**—If **excludeExpired** is omitted or set to **false**, all activations, including expired ones, will be included.



**Note** - For detailed information about the changes made to the *EntitlementOrderService.wsdl* and the *.xsd* files that it references, see [Ability to Exclude Expired Activations \(EntitlementOrderService\)](#).

The following sections show sample code for **getEntitlementLineItemPropertiesQuery**.

### Sample request for getEntitlementLineItemPropertiesQuery

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v9.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:searchEntitlementLineItemPropertiesRequest>
      <urn:queryParams>
        <urn:isPermanent>false</urn:isPermanent>
        <!--Optional:-->
        <urn:expirationDate>
          <!--type: date-->
          <urn:value>2025-06-30</urn:value>
          <!--type: datedSearchType - enumeration: [BEFORE,AFTER,ON]-->
          <urn:searchType>BEFORE</urn:searchType>
        </urn:expirationDate>
        <urn:excludeExpired>true</urn:excludeExpired>
      </urn:queryParams>
      <urn:entitlementLineItemResponseConfig>
        <urn:activationId>true</urn:activationId>
        <urn:expirationDate>true</urn:expirationDate>
      </urn:entitlementLineItemResponseConfig>
      <!--type: integer-->
      <urn:batchSize>100</urn:batchSize>
      <!--Optional:-->
      <!--type: integer-->
      <urn:pageNumber>1</urn:pageNumber>
    </urn:searchEntitlementLineItemPropertiesRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

```
</soapenv:Body>
</soapenv:Envelope>
```

### Sample response for getEntitlementLineItemPropertiesQuery

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  soapenv:Body
    <searchEntitlementLineItemPropertiesResponse
xmlns="urn:v9.webservices.operations.flexnet.com">
      <statusInfo>
        <status>SUCCESS</status>
      </statusInfo>
      <entitlementLineItem>
        <activationId>
          <uniqueId>HID-1</uniqueId>
          <primaryKeys>
            <activationId>58b1-6e12-3bfa-4ffd-b1b5-45ed-11d3-019</activationId>
          </primaryKeys>
        </activationId>
        <expirationDate>2025-06-25</expirationDate>
      </entitlementLineItem>
      <entitlementLineItem>
        <activationId>
          <uniqueId>HID-5</uniqueId>
          <primaryKeys>
            <activationId>f479-77c6-64d5-4ba5-ac68-cdf8-d70f-9010</activationId>
          </primaryKeys>
        </activationId>
        <expirationDate>2025-06-25</expirationDate>
      </entitlementLineItem>
      <entitlementLineItem>
        <activationId>
          <uniqueId>HID-9</uniqueId>
          <primaryKeys>
            <activationId>37e5-f876-1b8b-476f-9ed4-db83-0255-ade</activationId>
          </primaryKeys>
        </activationId>
        <expirationDate>2025-06-26</expirationDate>
      </entitlementLineItem>
    </searchEntitlementLineItemPropertiesResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

## New API Commands to Report Custom Attributes for Entitlements and Line Items (EntitlementOrderService, Version 9)

(Case 02852081, SWM-19774)

This release introduces version 9 of the EntitlementOrderService web service. Version 9 enables users to retrieve details of all custom attributes—including Entitlement, Line Item, and Maintenance attributes—using the operations **getEntitlementsAttributeQuery** and **getEntitlementAttributeCount** with the query parameters **searchEntitlementAttributeRequest** and **getEntitlementAttributeCountRequest**.

The response contains an optional element `activationId` for `searchEntitlementAttributeRequest` and `getEntitlementAttributeCountRequest`.

The new API command returns all entitlements, line items and maintenance line items with their custom attributes.

### Key changes:

- New version 9 of `EntitlementOrderService.wsdl`
- New Operations: **`getEntitlementsAttributeQuery`**, **`getEntitlementAttributeCount`**
- New Parameters: `searchEntitlementAttributeRequest`, `getEntitlementAttributeCountRequest`



**Note** - For detailed information about the changes made to the `EntitlementOrderService.wsdl` and the `.xsd` files that it references, see [New API Commands to Report Custom Attributes for Entitlements and Line Items](#).

### Sample Request and Response for `getEntitlementsAttributeQuery`

The following sections show sample code for `getEntitlementsAttributeQuery`.

#### Sample Request for `getEntitlementsAttributeQuery`

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v9.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:searchEntitlementAttributeRequest>
      <urn:entitlementAttributeSearchCriteria>
        <!--Optional:-->
        <urn:entitlementId>
          <urn:value>ENT_Test_AutoRenew9</urn:value>
          <urn:searchType>EQUALS</urn:searchType>
        </urn:entitlementId>
      </urn:entitlementAttributeSearchCriteria>
      <urn:batchSize>10</urn:batchSize>
    </urn:searchEntitlementAttributeRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

#### Sample Response for `getEntitlementsAttributeQuery`

This sample has been condensed to fit within space constraints.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <searchEntitlementAttributeResponse xmlns="urn:v9.webservices.operations.flexnet.com">
      <statusInfo>
        <status>SUCCESS</status>
      </statusInfo>
      <entitlement>
        <simpleEntitlement>
          <entitlementId>
```

```

        <id>ENT_Test_AutoRenew9</id>
    </entitlementId>
    ...
    <maintenanceLineItems>
        <maintenanceProduct>
            <uniqueId>HID-200000001928</uniqueId>
            <primaryKeys>
                <name>Main_Test3</name>
                <version>1.0</version>
            </primaryKeys>
        </maintenanceProduct>
        <orderId>2001</orderId>
        <orderLineNumber>201</orderLineNumber>
        <startDate>2024-03-01</startDate>
        <expirationDate>2026-02-26</expirationDate>
        <isPermanent>false</isPermanent>
        <parentLineItem>
            <uniqueId>HID-2000000142914</uniqueId>
            <primaryKeys>
                <activationId>TestAct_AutoRenew</activationId>
            </primaryKeys>
        </parentLineItem>
        <associatedLineItems>
            <uniqueId>HID-2000000142914</uniqueId>
            <primaryKeys>
                <activationId>TestAct_AutoRenew</activationId>
            </primaryKeys>
        </associatedLineItems>
        <maintenanceLineItemAttributes>
            <attribute>
                <attributeName>MLIA_ET_Boolean</attributeName>
                <booleanValue>true</booleanValue>
            </attribute>
            <attribute>
                <attributeName>TempCA1_Boolean_FNO_54060</attributeName>
                <booleanValue>false</booleanValue>
            </attribute>
            <attribute>
                <attributeName>TempCA_Boolean_FNO_54060</attributeName>
                <booleanValue>false</booleanValue>
            </attribute>
        </maintenanceLineItemAttributes>
        <state>DEPLOYED</state>
    </maintenanceLineItems>
    ...
    </entitlementAttributes>
</simpleEntitlement>
</entitlement>
</searchEntitlementAttributeResponse>
</soapenv:Body>
</soapenv:Envelope>

```

### Sample Request and Response for getEntitlementAttributeCount

The following sections show sample code for **getEntitlementAttributeCount**.

### Sample Request for getEntitlementAttributeCount

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v9.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:getEntitlementAttributeCountRequest>
      <urn:queryParams>
        <!--Optional:-->
        <urn:entitlementId>
          <urn:value>ENT_Test_AutoRenew9</urn:value>
          <urn:searchType>EQUALS</urn:searchType>
        </urn:entitlementId>
      </urn:queryParams>
    </urn:getEntitlementAttributeCountRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

### Sample Response for getEntitlementAttributeCount

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <getEntitlementAttributeCountResponse
xmlns="urn:v9.webservices.operations.flexnet.com">
      <statusInfo>
        <status>SUCCESS</status>
      </statusInfo>
      <count>1</count>
    </getEntitlementAttributeCountResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

## Entitlement Order Service Now Returning Activatable Item Owner Details (EntitlementOrderService, Version 9)

(Cases 02847862, 03002310, 03004150, 03033984, 03034028; SWM-20135)

Producers can now extract information about self-registered end-users using the new version 9 of the EntitlementOrderService web service. This enhancement is especially useful for renewals, because it enables producers to tie self-registered end-users to the details in their ERP system.

Most importantly, producers can extract the end-users's email address that is displayed in the **Activatable Item Owner** field for a line item, as seen in this sample screenshot:

## Line Item Details

Entitlement ID	AM_Ent_3				
Entitlement State	Deployed				
Account	001GC00003kxrfJPYAY (Wily Coyote Corporation)				
Description					
Activation ID	ACT-8306-2a56-F2f9-f81				
Product Information	<table border="1"> <thead> <tr> <th>Product</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Prod2</td> <td>Version 2.0, Qty/Copy 100</td> </tr> </tbody> </table>	Product	Description	Prod2	Version 2.0, Qty/Copy 100
Product	Description				
Prod2	Version 2.0, Qty/Copy 100				
Line Item Description					
Part Number					
Part Number Description					
Qty	100				
Qty Remaining	100				
Start Date Option	Specify Value Now				
Start Date	Dec 17, 2024				
Permanent	true				
Number of Extra Activations	0				
Remaining Extra Activations	0				
Maximum Overdraft					
Overdraft Remaining					
Overdraft Floor					
Overdraft Ceiling					
Number of Rehosts	Ignore Policy				
Number of Returns	Ignore Policy				
Number of Repairs	Ignore Policy				
Allowed Server Host ID Types	Ignore Policy				
Allowed Nodelocked Host ID Types	Ignore Policy				
Hosts					
Credit count back to entitlement on a return?	Yes				
Allow activation on Virtual Machines?	Yes				
Deny repair if ACPI generation ID is changed?					
Activatable Item Owners	User@MyCompany.com				
Parent Entitlement Owners					
License Model	Floating Counted				
Notice					
Region Code					

### Details of Changes to EntitlementOrderService.wsdl

The following new filters were added to **getEntitlementLineItemPropertiesQuery**:

- **productLine**: For searching a line item based on the entitled product's product line.
- **expiresIn**: For searching a line item based on the expiration period. Available search units: DAYS, WEEKS, MONTHS, YEARS. This enables producers to filter for entitlements expiring within, for example, 30 days or 3 months.
- **activatableItemOwnersSearch**: Can have multiple **activatableItemOwner** child nodes. Retrieves all line items that belong to either of the emails provided as child elements.
- **soldToDisplayName**: For searching based on the display name of the assigned account.

The following optional response field was added to **getEntitlementLineItemPropertiesQuery**:

- **activatableItemOwners**: Can have multiple **activatableItemOwner** child nodes. Lists all the owners of a given line item.



**Note** - For detailed information about the changes made to the *EntitlementOrderService.wsdl* and the *.xsd* files that it references, see the [New API Commands to Report Custom Attributes for Entitlements and Line Items](#).

## Optional `vendorAuthString` parameter in `getFeaturesQueryRequest` API (ProductPackagingService, Version 3)

(SWM-27118)

The `getFeaturesQueryRequest` API in the `ProductPackagingService` web service (version 3) now supports a new optional parameter: `vendorAuthString`.

The vendor auth string is used to sign license files for FlexNet Publisher licenses.

When a non-null, non-empty value is provided for `vendorAuthString`, it will be included in the API response. This enhancement allows producers to:

- Retrieve the vendor auth string alongside other feature properties.
- Query feature information using the vendor auth string as a filter.



**Note** - For detailed information about the changes, see [Optional vendorAuthString parameter in getFeaturesQueryRequest API \(ProductPackagingService\)](#).

### Sample Request and Response for `getFeaturesQuery`

The following sections show sample code for `getFeaturesQuery`.

#### Sample Request for `getFeaturesQuery`

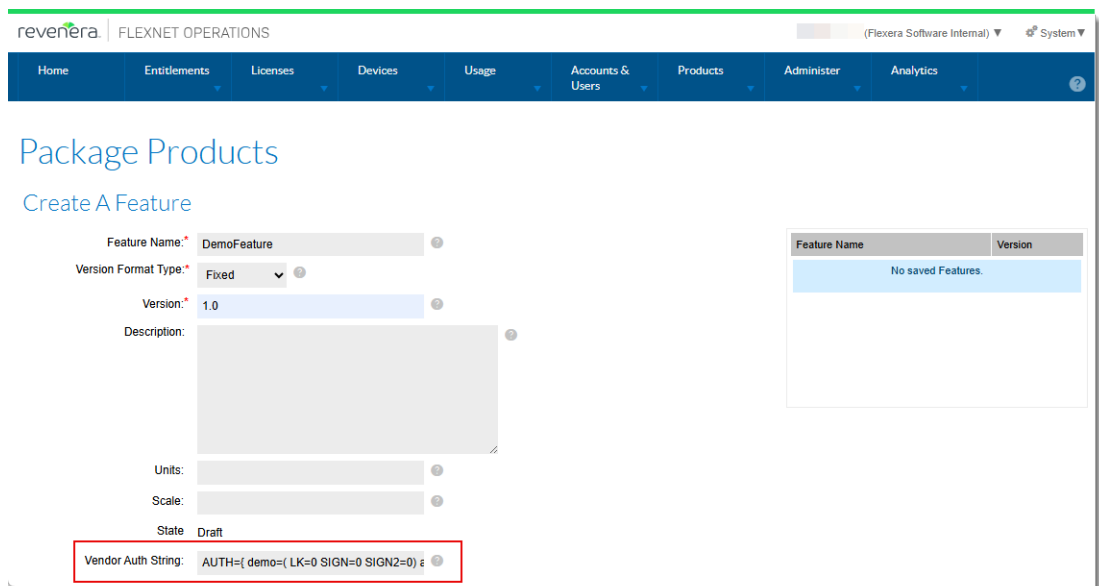
```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v3.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:getFeaturesQueryRequest>
      <!--Optional:-->
      <urn:queryParams>
        <!--Optional:-->
        <urn:featureName>
          <!--type: string-->
          <urn:value>zstart</urn:value>
          <!--type: simpleSearchType - enumeration:
[STARTS_WITH,CONTAINS,ENDS_WITH,EQUALS]-->
          </urn:searchType>EQUALS</urn:searchType>
        </urn:featureName>
      </urn:queryParams>
      <!--type: integer-->
      <urn:pageNumber>1</urn:pageNumber>
      <!--type: integer-->
      <urn:batchSize>100</urn:batchSize>
    </urn:getFeaturesQueryRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

### Sample Response for getFeaturesQuery

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <getFeaturesQueryResponse xmlns="urn:v3.webservices.operations.flexnet.com">
      <statusInfo>
        <status>SUCCESS</status>
      </statusInfo>
      <responseData>
        <feature>
          <uniqueId>HID-8</uniqueId>
          <featureName>Zstart</featureName>
          <versionFormat>DATE_BASED</versionFormat>
          <version/>
          <description/>
          <state>DEPLOYED</state>
          <vendorAuthString>AUTH={ demo=( LK=0 SIGN=0 SIGN2=0) demo2=( SIGN=0 SIGN2=0)
}</vendorAuthString>
          <featureOverrideParams>
            <dupGroup>
              <dupGroupOption>NO_OVERRIDE</dupGroupOption>
            </dupGroup>
          </featureOverrideParams>
        </feature>
      </responseData>
    </getFeaturesQueryResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

### Vendor Auth String in Producer Portal

The vendor auth string can also be displayed in the Producer Portal on the **Create A Feature** page (under **Products > Features > Add new Feature**):



By default, the **Vendor Auth String** field is hidden. Producers who wish to have it displayed should contact Revenera support.

## Configurable Inclusion of Line-Item Custom Attributes in Event Notifications

(Case 04198407, SWM-30140)

A new configuration parameter has been added to the Event Notification Service REST API that allows system integrators to control whether line-item custom attributes are included in event notifications sent to a webhook URL. This parameter, `includeLineItemCustomAttributes`, is a boolean property that can be passed when calling the `/notificationService` endpoint using either POST (create) or PATCH (update).

Unless explicitly set in a call, `includeLineItemCustomAttributes` defaults to `false`, meaning line-item custom attributes are excluded from the payload. When set to `true`, the payload include line-item custom attributes.

This change is fully backward compatible, ensuring that existing webhook consumers are not affected when the configuration is not enabled.

# User Experience Enhancements

The following user experience enhancements were added.

- [Enhanced Login Experience in End-User Portal](#)
- [Selectively Retriggering Failed Bulk Operations](#)
- [New Role-based Permissions for Email and View Certificate Options in End-User Portal](#)
- [Enhanced UI for Import Tab in System Configuration](#)
- [Additional Web Service Transactions Visible in Producer Portal](#)
- [Auto-Upload of Default Public Key for CLS](#)
- [Shortened Configuration Option Name](#)
- [Extended File Download Period on “Recent Files Added” Page in End-User Portal](#)
- [Enhanced Performance for Cloud Licensing Service](#)

## Enhanced Login Experience in End-User Portal

(Case 02820421, SWM-25340)

The login screen now includes a password visibility toggle to improve usability and reduce login errors. Users can press and hold the new eye icon to temporarily reveal their password:

- **Closed eye icon** (default): Password is hidden

revera | FLEXNET OPERATIONS

### Login

With User Name  
 With Entitlement ID  
 With Activation ID

Username

.....

English (United States)

Forgot password? | Register [Log in](#)

- **Open eye icon** (while pressed): Password is visible

revera | FLEXNET OPERATIONS

### Login

With User Name  
 With Entitlement ID  
 With Activation ID

Username

mypassword

English (United States)

Forgot password? | Register [Log in](#)

This enhancement enables users to confirm the password they've entered, which is especially helpful in avoiding mistakes caused by caps lock, keyboard locale changes, or other typing errors.

## Selectively Retriggering Failed Bulk Operations

(Cases 02840512, 02840512; SWM-25800, SWM-28102)

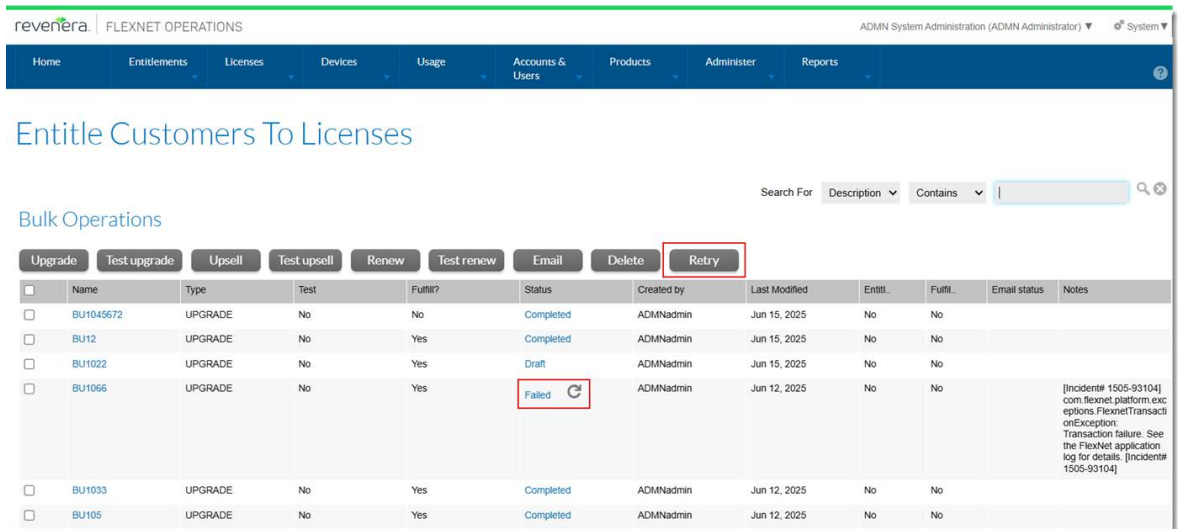
Previously, when a bulk upgrade job completed but failed to upgrade entitlement line items, there was no way to identify which items had failed or succeeded to upgrade. This lack of visibility made it challenging to selectively retrigger only the failed upgrades.

To address this challenge, the **Bulk Operations** page now lists failed upgrade lines along with their failure reasons, which enables administrators to efficiently identify and reprocess only the failed items, improving both reliability and operational efficiency. This enhancement is available for entitlements using FlexNet Embedded and FlexNet Publisher.

Administrators can rerun failed upgrade jobs in the following ways:

- Retrigger a single job: Click the new **Retry** icon next to a failed job entry.
- Retrigger multiple jobs: Select the checkboxes for multiple failed jobs and click the new **Retry** button (located above the table).

This screenshot shows the **Bulk Operations** page with the new button and icon:

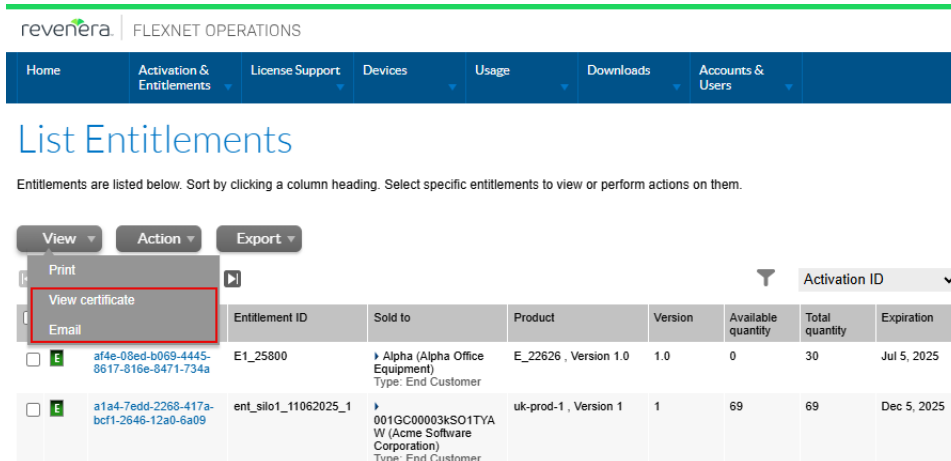


**Figure 18:** An example of the **Bulk Operations** page with the new **Retry** button.

## New Role-based Permissions for Email and View Certificate Options in End-User Portal

(Case 02978952, SWM-25242)

This release introduces two new permissions to allow a more granular, role-based control over the visibility of the **Email** and **View certificate** menu items on the **List Entitlements** page in the End-User Portal.



**Figure 19:** View of the **List Entitlements** page in the End-User Portal (cropped view).

Previously, the visibility of the **Email** and **View certificate** menu items was controlled globally by the configuration settings **Hide View Certificate** and **Hide Email** (under **System > Configure > End-User Portal Setup > Entitlements Page**). These settings applied to all users, limiting flexibility for organizations with diverse user roles and access needs.

To allow a more tailored access control, two new permissions have been introduced under **Account Permissions - End-User Portal**:

- View Certificate
- Email Licenses

These permissions allow administrators to control access to the respective menu items based on user roles.

### Behavior Details

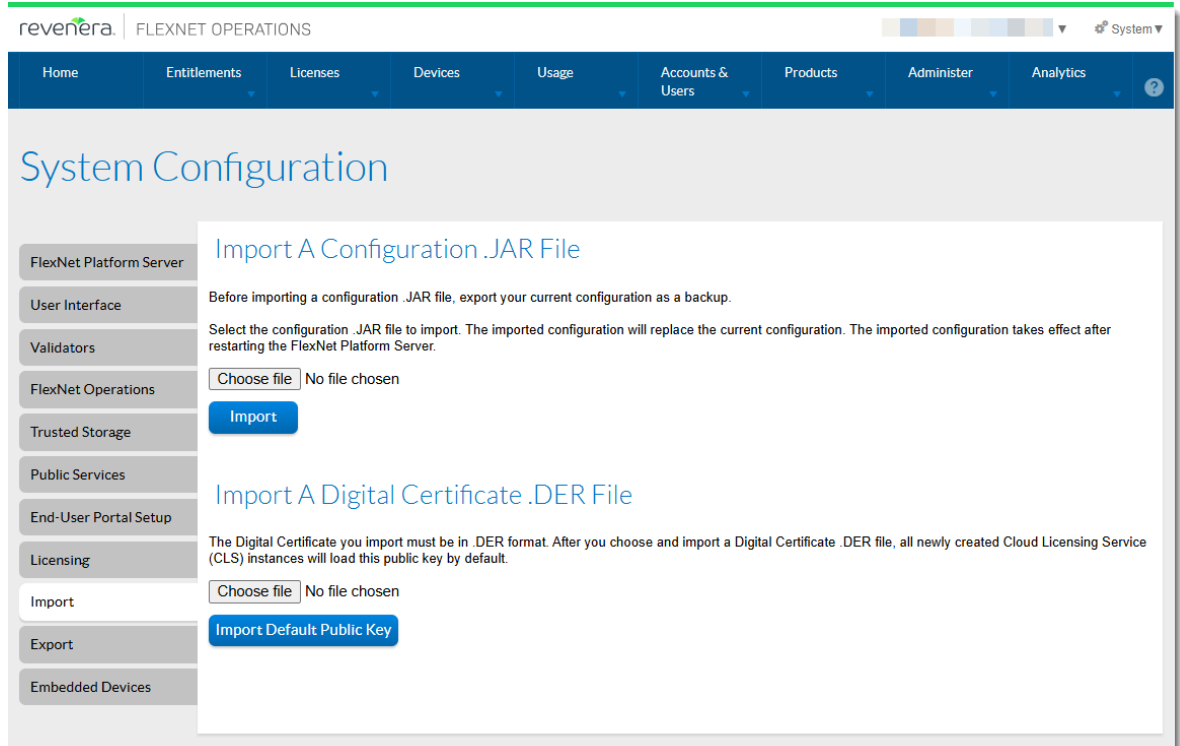
- The configuration takes priority. If the global configuration to hide a menu item is enabled, the item will remain hidden for all users, regardless of their permissions.
- If the global configuration is disabled, only users with the corresponding permission will see the **Email** or **View Certificate** menu items.
- By default, all existing roles that have the permission **Email Licenses** (listed under **Operations License Management - Producer Portal**) are granted these new permissions to maintain current behavior and avoid disruption.

## Enhanced UI for Import Tab in System Configuration

(SWM-26018)

The UI for **Import** settings (under **System > Configure > Import**) has been redesigned to improve usability and clarity.

The two sections for importing a configuration .JAR file and a digital certificate .DER file have been clearly separated and renamed for better understanding. The following screenshot shows the improved UI (for comparison, a screenshot of the previous UI can be found in [Auto-Upload of Default Public Key for CLS](#)).



**Figure 20:** Redesigned UI of the **Import** section in the system configuration.

## Additional Web Service Transactions Visible in Producer Portal

(SWM-24819, SWM-24814, SWM-27695)

The list of transactions displayed on the **Search Transactions** page in the Producer Portal (under **System > Transaction History**) now also includes the following transactions:

- A response was generated for a device using web services.
- A pre-installed license is generated for a device using web services.
- A host was returned using web services.

These enhancements are a continuation of the transparency improvements made in the previous release (see the [FlexNet Operations 2025 R1 On-Premises Release Notes](#), section [User Experience Enhancements](#), enhancement “Improved Transaction Visibility in Producer Portal”)

## Tracked Operations In 2025 R2

Transactions are tracked for standalone devices, Cloud Licensing Service instances and local license servers. The following table lists the operations of the ManageDeviceService web service that are now tracked:

Transaction	Web Service Operation	Event Type	Description
<b>Transactions tracked from release 2025 R2 onwards</b>			

Transaction	Web Service Operation	Event Type	Description
<b>Generating a capability response</b>	generateCapabilityResponse	UPDATE	Tracks transactions where a capability response was generated for a device.
<b>Generating a pre-installed license</b>	generatePrebuiltLicense	UPDATE	Tracks transactions where a pre-installed license was generated for a device.
<b>Returning a host</b>	returnHost	UPDATE	Tracks transactions where the status of a host is set to "RETURNED".
<b>Transactions tracked from release 2025 R1 onwards</b>			
<b>Deleting a line item from a device</b>	deleteAddOnLineItemsRequest	UPDATE	Tracks transactions where an entitlement line item was deleted on a device.
<b>Obsoleting the host for a device</b>	obsoleteHostRequest	DELETE	Tracks transactions where a host for a device was deleted.
<b>Removing add-on line items</b>	decrementAddonLineItemsRequest	UPDATE	Tracks transactions where an add-on line item was removed from a device.
<b>Moving a device to a different account</b>	moveDeviceRequest	UPDATE	Tracks transactions where a device is moved to a different account.
<b>Deleting a device</b>	deleteDeviceRequest	DELETE	Tracks transactions where a device is deleted.
<b>Creating a device</b>	createDeviceRequest	CREATE	Tracks all successful and failed attempts to create a device.
<b>Linking entitlement line items to a device</b>	linkAddonLineItems	UPDATE	Tracks transactions where an entitlement line item was linked to a device, or where a metered license was removed from a device.
<b>Incrementing entitlement line items to devices</b>	IncrementAddonLineItems	UPDATE	Tracks transactions where an entitlement line item was incremented on a device.
<b>Updating a device</b>	updateDevice	UPDATE	Tracks transactions where a device was updated.

For a use case example or information about how to view transaction details, see the [FlexNet Operations 2025 R1 On-Premises Release Notes](#), section [User Experience Enhancements](#), enhancement “Improved Transaction Visibility in Producer Portal”.

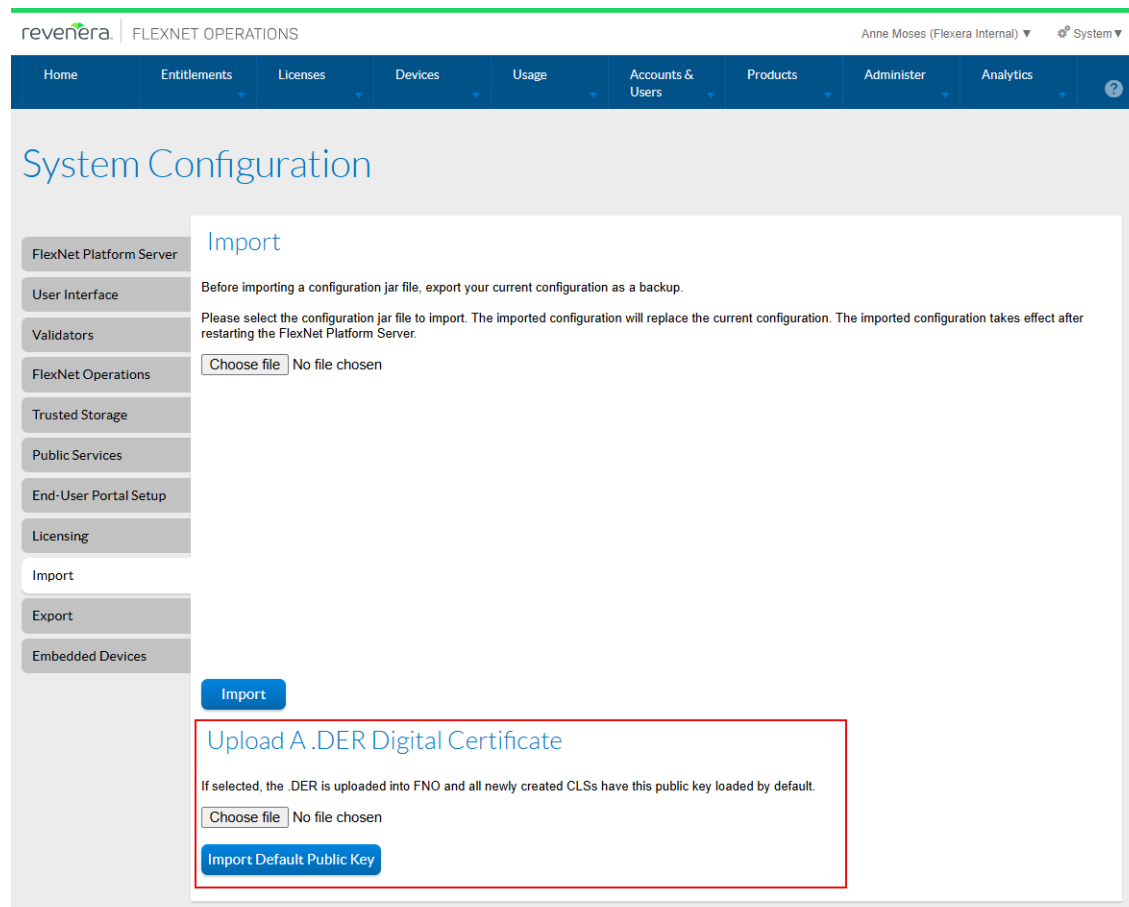
## Auto-Upload of Default Public Key for CLS

(SWM-26018, SWM-26942)

Producers can now configure a default .DER public key in the Producer Portal. This key will be automatically applied to all newly created Cloud License Server (CLS) instances. It means that producers no longer need to manually upload the public key (.DER) file to each of their CLS instances, saving time and effort.

Once a .DER file has been uploaded via the **Import** tab, it cannot be overwritten using the existing **import\_access\_key** REST API endpoint of the Cloud Licensing Service Module. Also, there is currently no option to view or delete an uploaded .DER file. However, you can upload a new .DER file, which will replace the existing one.

Producers upload the .DER file on the **Import** tab of the **System Configuration** page (under **System > Configure**). Uploaded .DER files are validated to confirm they are in the correct format. The following screenshot shows the new interface for the upload:



**Figure 21:** The **Import** tab on the **System Configuration** page now includes the **Import Default Public Key** button for uploading a .DER file that will be automatically applied to all newly created Cloud Licensing Service (CLS) instances.

## Shortened Configuration Option Name

(SWM-26378)

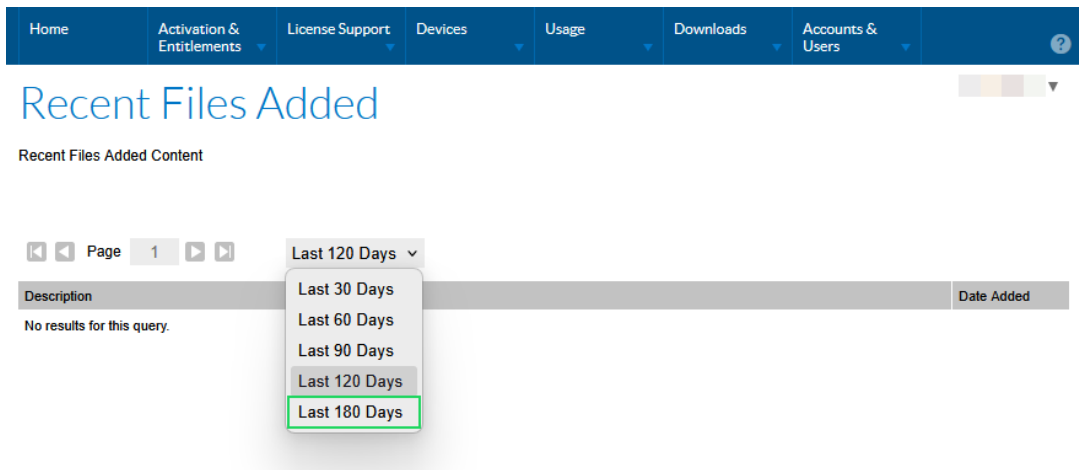
The 2025 R1 release introduced a configuration which allows producers to change the behavior when mapping renewal licenses to devices. This configuration was called **Retain mapping of the parent activation to the devices when mapping a child activation** (available under **System > Configure > Embedded Devices > Host Options**).

In the 2025 R2 release, the configuration name was shortened to **Retain parent activation ID on devices/servers**, to provide a better user experience.

## Extended File Download Period on “Recent Files Added” Page in End-User Portal

(Case 02844268, SWM-19857)

Previously, the End-User Portal allowed quick access to file downloads on the **Recent Files Added** page for recent periods of 30, 60, 90, and 120 days. To meet customer requirements, the available selection on the **Recent Files Added** page has been expanded to include a 180-day option. This enhancement provides greater flexibility for retrieving older content on this page.



**Figure 22:** The dropdown menu on the **Recent Files Added** list now includes a new **Last 180 Days** option.

## Enhanced Performance for Cloud Licensing Service

(Cases 02869447, 02904288, 02908404; SWM-16623)

Performance upgrades to the Cloud Licensing Service (CLS) now enable faster processing and better scalability for high-volume operations:



Previous Performance	Current Performance
Processing 200 CLS license updates took 5-7 minutes	3,000 CLS instances mapped to a product with feature quantity change completed in 2 minutes 20 seconds.

Previous Performance	Current Performance
Changes for 1,400 CLS instances took up to 1.5 hours.	10,000 CLS license updates now processed in just 7 minutes.
High-volume CLS changes took up to 12 hours.	

These enhancements dramatically reduce wait times and improve efficiency for high-volume licensing operations.

## System Requirements

Detailed system requirements for FlexNet Operations include the following.

Requirement	Description
<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>
<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>

Requirement	Description
<b>High Speed File Upload</b>	If you intend to use the <b>High Speed Upload</b> option to upload files, the following plug-in is required:  Aspera Connect 3.10.0 or later

## Resolved Issues

Issues in the following areas were resolved in the FlexNet Operations 2025 R2 On-Premises release:

- [Account and User Management Issues Resolved](#)
- [Device Management Issues Resolved](#)
- [Entitlement Management Issues Resolved](#)
- [License Management Issues Resolved](#)
- [Security Issues Resolved](#)
- [SOAP and REST Web Services Issues Resolved](#)
- [User Experience Issues Resolved](#)

## Account and User Management Issues Resolved

The following issues involving the management of accounts and users were resolved in the 2025 R2 release.

- [Account-Level Restrictions on Obsolete Devices and Servers](#)
- [Role Details Page in End-User Portal Now Loads Without Error](#)
- [Expanded Permissions for Merging Entitlements](#)
- [New Permission for Managing Part Numbers](#)

### Account-Level Restrictions on Obsolete Devices and Servers

(SWM-30699)

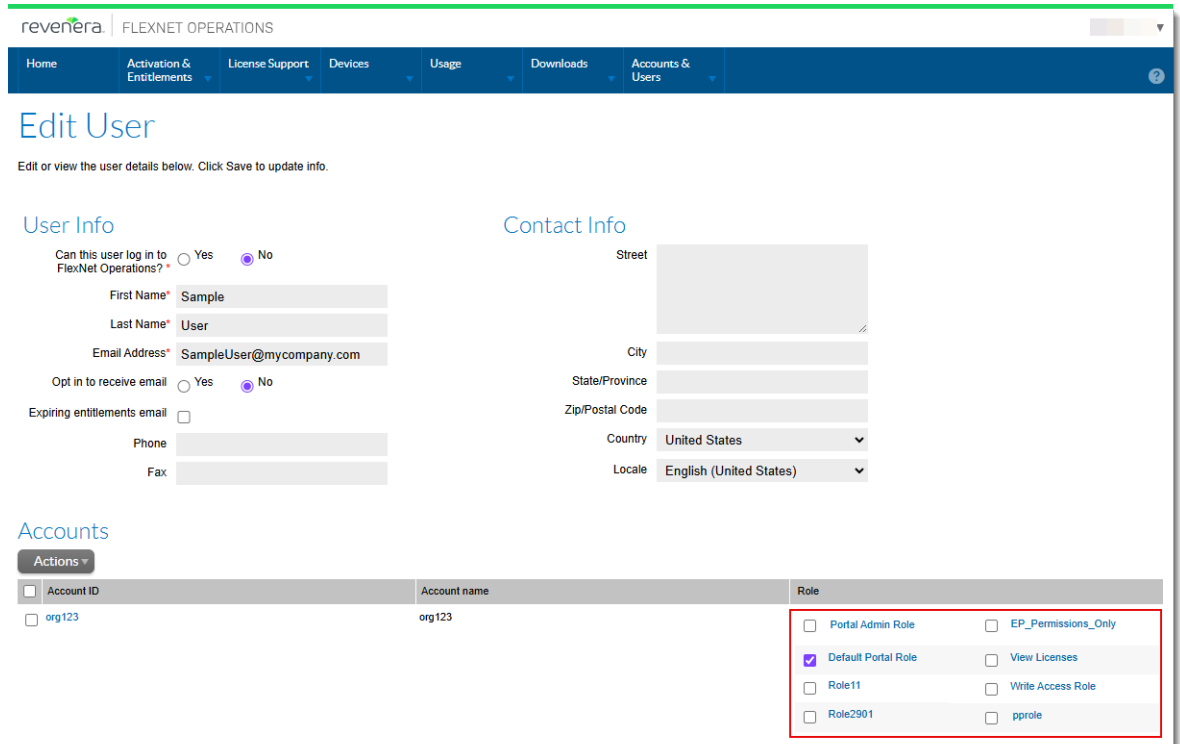
Previously, in the End-User Portal, users with the **Obsolete Devices/Servers** permission could mark devices or servers as obsolete even if those assets belonged to a different account. This behavior was unintended and violated account-level restrictions.

This issue has been fixed. Users can now only mark devices or servers as obsolete within their own account.

### Role Details Page in End-User Portal Now Loads Without Error

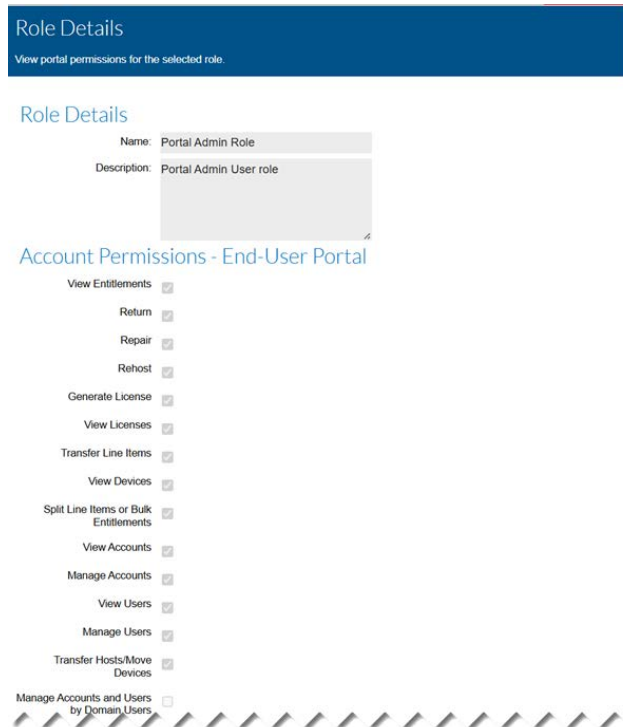
(SWM-29535)

Previously, clicking on any role link within the **Edit Account** or **Edit User** pages in the End-User Portal triggered an error message, preventing users from accessing role-specific information.



**Figure 23:** Clicking a role (highlighted in red) resulted in an error message.

This issue has now been resolved. Clicking a role link correctly opens the **Role Details** page, which displays the permissions associated with that role.



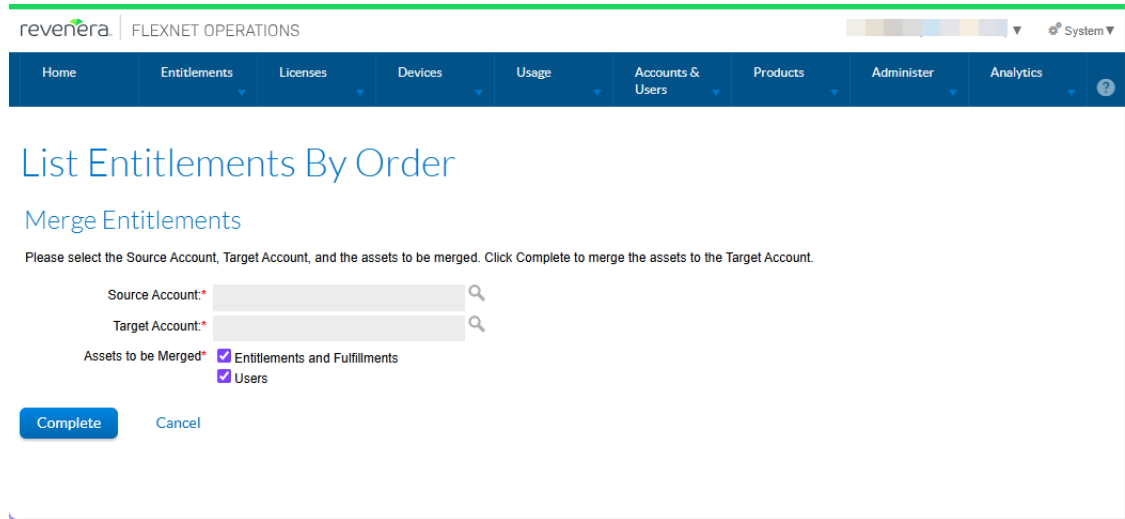
**Figure 24:** In 2025 R2, clicking a role now opens the **Role Details** page.

This enhancement improves usability by allowing customers to easily view and understand the permissions tied to their roles, supporting better transparency and role management.

## Expanded Permissions for Merging Entitlements

(Case 03042145, SWM-26989)

In earlier releases, only users with the **View and Manage Users** permission could reassign users to other accounts. Users with only the **View and Manage Customer Users** permission were restricted, as the relevant **Users** checkbox on the **List Entitlements by Order | Merge Entitlements** page (under **Entitlements > Merge**) was disabled.



**Figure 25:** The **Merge Entitlements** page showing the active **Users** checkbox, available to users with the **View and Manage Customer Users** or **View and Manage Users** permission.

This restriction has been lifted in the 2025 R2 release. Users who hold either the **View and Manage Customer Users** permission or the **View and Manage Users** permission—or both—can now reassign users to other accounts.

## New Permission for Managing Part Numbers

(SWM-27450)

Previously, users with the **View Products, Suites, and Maintenance** permission could still perform Create, Update, and Delete operations on part numbers.

To support more granular access control, the 2025 R2 release updates the existing **Create Part Numbers** permission—renaming it to **Manage Part Numbers** and expanding its scope. This revised permission now explicitly governs the ability to add, modify, or delete part numbers.

Roles that previously included the **Create Part Numbers** permission have been automatically updated to include **Manage Part Numbers**, ensuring continuity of access for affected users.

Only users assigned a role that includes **Manage Part Numbers** can perform these operations. Users that do not have the **Manage Part Numbers** permission will no longer have access to part number management actions.

## Device Management Issues Resolved

The following issues involving the management of devices were resolved.

- [Email Notifications for Obsolete Inactive Devices Job Alert](#)
- [Fixed Label on Named License Pools Tab for Cloud License Server](#)

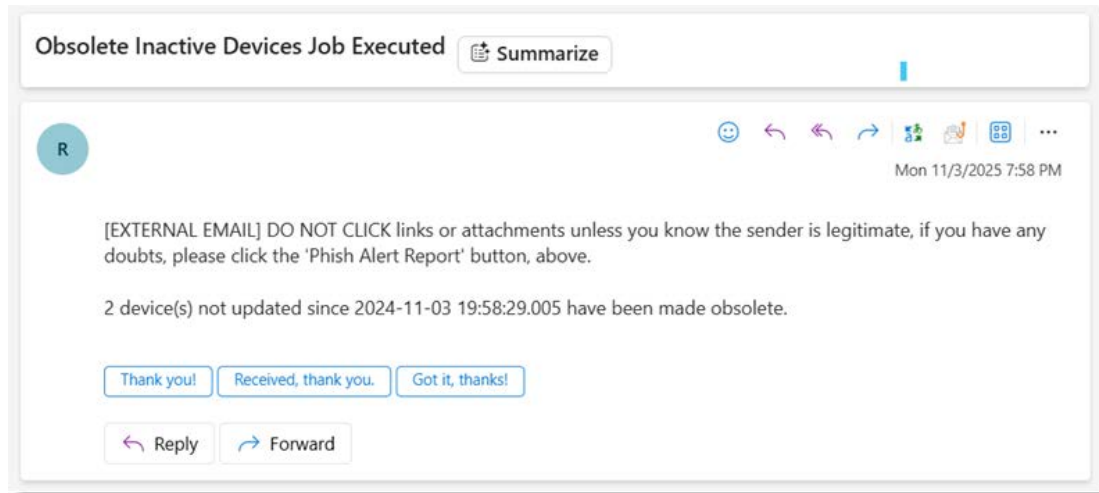
### Email Notifications for Obsolete Inactive Devices Job Alert

(Case 03032649, SWM-29520)

Previously, users subscribed to the alert for the Obsolete Inactive Devices job did not receive email notifications after the job was executed because no email template was associated with the alert.

This issue has been fixed by adding a new template that sends notifications to subscribed users when the job runs. The email now includes details such as the inactivity date and the number of devices that were obsoleted.

The following screenshot shows an example of an email based on the new template:

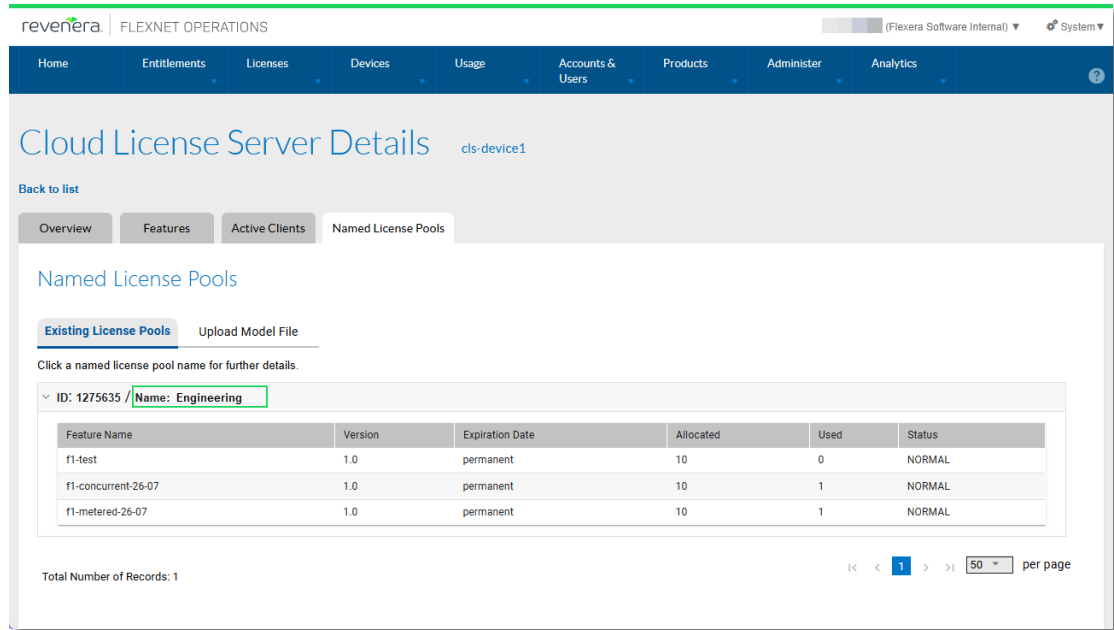


**Note** - The alert templates do not appear on the **Templates** page and cannot be modified by users.

## Fixed Label on Named License Pools Tab for Cloud License Server

(FNE-23801)

Previously, on the newly introduced **Named License Pools** tab (on the **Cloud License Server Details** page), the **Existing License Pools** subtab displayed the feature name next to the pool ID instead of the expected license pool name. This mislabeling has been fixed in the 2025 R2 release:



**Figure 26:** The list on the **Existing License Pools** subtab now correctly shows the license pool names.

## Entitlement Management Issues Resolved

The following issues were resolved for entitlement management in the 2025 R2 release.

- [Updating Line Item Quantity Via Web Services](#)
- [Preventing Deployment of Inactive Line Items When Entitlement Is Inactive](#)
- [Fixed Incorrect Date Display on Active Clients Tab](#)
- [Resolved Bulk Upgrade Failures with Custom License Generators](#)
- [Corrected Display of Account Name in Email Templates](#)
- [Upgrade Activation Warning Extended to Activation ID Logins](#)
- [Faster Attribute Search](#)
- [Correct Line Item Selection in Entitlement Notification Emails](#)

### Updating Line Item Quantity Via Web Services

(Cases 03042184, 04103062; SWM-27652)

Previously, FlexNet Operations returned an error when attempting to update the quantity of a deployed line item through web services under the following system configuration settings (both under **System > Configuration > FlexNet Operations > General Options**):

- **Update line item count of deployed line item** was selected.
- **Allow Editing of Deployed Entities** was unselected.

This behavior was incorrect, as the first setting should allow quantity updates even when deployed.

The issue has been resolved. Users can now successfully update the quantity of a deployed line item using web services when the above configuration is applied.

## Preventing Deployment of Inactive Line Items When Entitlement Is Inactive

(SWM-29442)

Previously, the system allowed inactive line items to be deployed even when their associated entitlement was inactive. This behavior could lead to inconsistencies by permitting deployments that should not occur.

The issue has been fixed. The system now prevents deployment of an inactive line item if its entitlement status is inactive. When such an attempt is made, an error message is displayed:

“Cannot deploy line item <activation id>. The parent entitlement <entitlement id> is not deployed.”

The screenshot shows the Flexera FlexNet Operations interface. At the top, a navigation bar includes 'Home', 'Entitlements', 'Licenses', 'Devices', 'Usage', 'Accounts & Users', 'Products', 'Administer', 'Analytics', and 'Analytics\*'. A red error banner at the top reads: "Cannot deploy line item 1adc-b000-562c-420c-93b6-db19-af45-9360. The parent entitlement AM\_Ent1 is not deployed. [Incident# 6110-2467]".

The main content area is titled "Entitle Customers To Licenses" and "Create An Entitlement". It shows fields for "Entitlement ID: AM\_Ent1", "Allow Portal Login?: Yes (selected) No", "State: Inactive", and a "Description" text area. On the right, there are fields for "Ship-to email:", "Ship-to mail:", and "Email Template variation: Select...".

Below this is the "End Customer And Channel Partners" section, which includes "Add" and "Remove" buttons and a table with columns: Type, Current owner, Customer ID, Account, Contact, and Email.

The "Line Items" section is active, showing a "Change state" dropdown menu with options: Draft, Deploy, Inactive, and Obsolete. Below the menu is a table with columns: Product, Part number, Start date, Expiration, Total quantity, Line item state, and Maintenance. The table contains one row with the following data:

Product	Part number	Start date	Expiration	Total quantity	Line item state	Maintenance
AM_Product3 Ver 1.0, Qty/Copy 10		Nov 17, 2025	PERMANENT	100	Inactive	

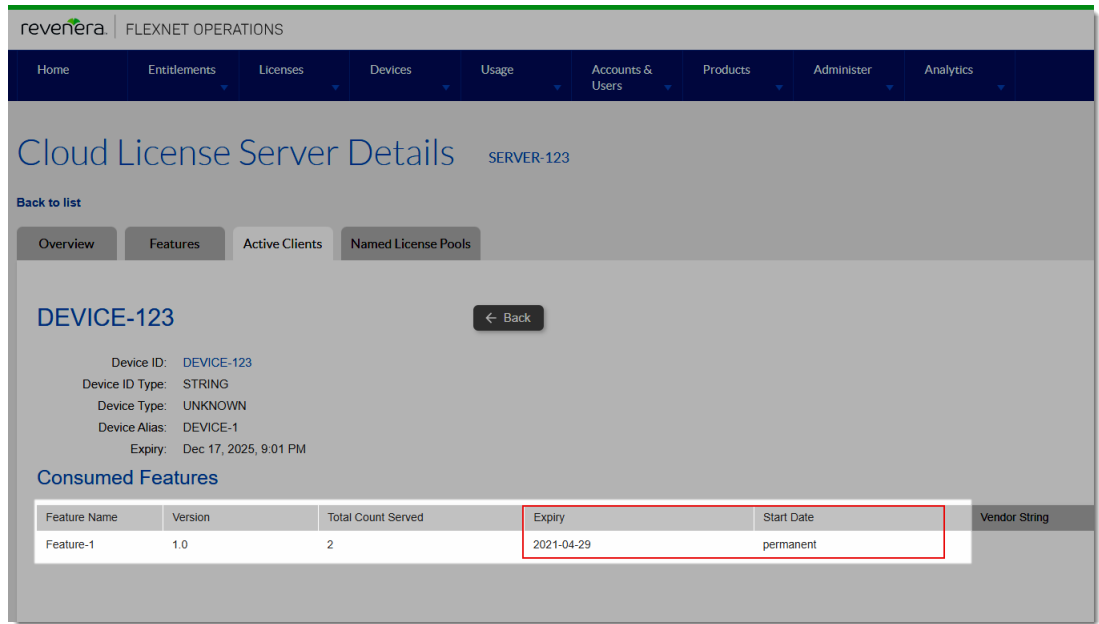
At the bottom of the interface, there are buttons for "Save & deploy", "Save", "View Transaction", "View", "Regenerate IDs", "Email", and "Back". The footer includes "© 2025 Flexera. All rights reserved. Data Privacy" and "Version 2026.01".

**Figure 27:** Screenshot showing the error message when attempting to deploy a line item whose entitlement status is inactive (Draft).

## Fixed Incorrect Date Display on Active Clients Tab

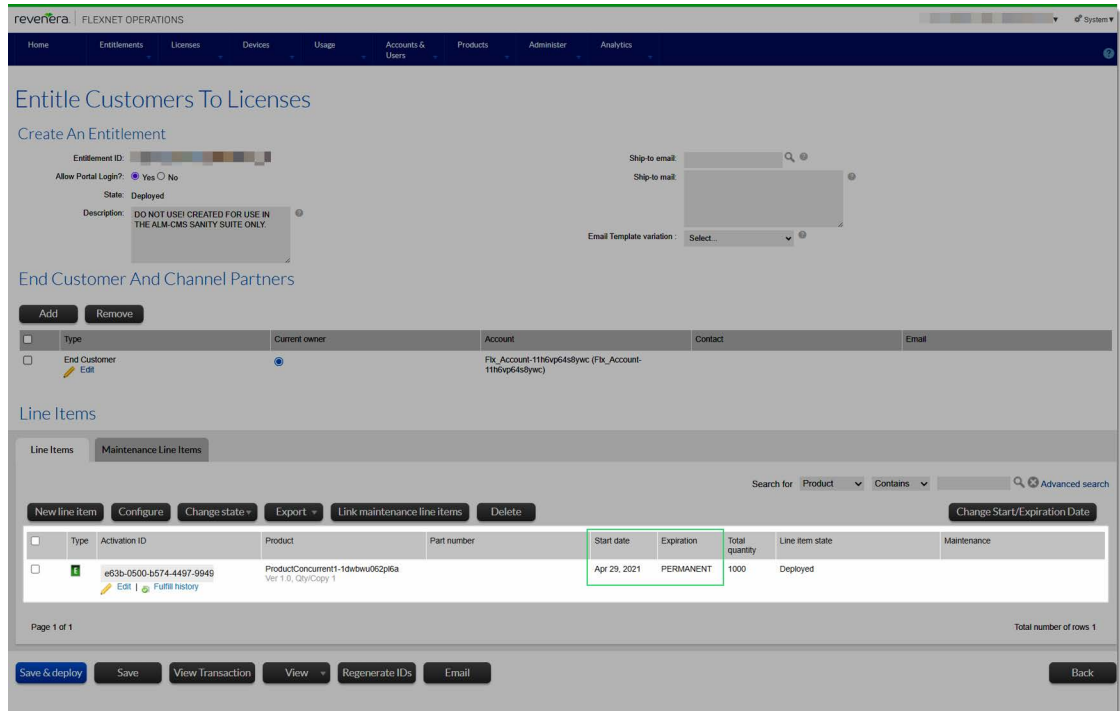
(SWM-30473)

Previously, on the **Cloud License Server Details** page, the **Active Clients** tab displayed incorrect date values. The **Expiry Date** column showed the start date, and the **Start Date** column showed the expiry date.



**Figure 28:** Example of the reversed dates on the **Active Clients** tab.

This issue did not affect the dates in the line item itself, as shown by this screenshot for the same entitlement line item:



**Figure 29:** The actual line item dates were correct.

This issue no longer occurs in the 2025 R2 release.

## Resolved Bulk Upgrade Failures with Custom License Generators

(Case 03036320, SWM-26777)

Bulk upgrade operations no longer fail when a custom license generator is used to generate the upgraded licenses.

## Corrected Display of Account Name in Email Templates

(Case 04171893, SWM-29538)

The `[[Name]]` merge tag in some email templates was previously resolving to a value from the License Model custom attribute instead of the intended Account Name. While previews showed the correct value, the final email output showed an incorrect value.

The following templates were affected:

- License Template
- Multiple Licenses Template
- Consolidated License
- Multiple Consolidated Licenses

This issue has been fixed. The `[[Name]]` tag now correctly resolves to the Account Name in all relevant templates.

## Upgrade Activation Warning Extended to Activation ID Logins

(Case 02733304, SWM-27200)

The 2025 R1 release introduced a new configuration option **Display warning message when activating upgrade line item linked to parent line item** (under **System > Configure > FlexNet Operations > General Options**). The option controls whether the Producer Portal and the End-User Portal displays a warning message to alert users that activating a certain upgrade line item means that they can no longer activate previous versions of that line item. For details, see the [FlexNet Operations 2025 R1 On-Premises Release Notes](#), section [Entitlement Management Enhancements](#), enhancement “Warning Message When Activating Licenses for Upgrade Line Items”.

However, the changes made in 2025 R1 meant that the warning message (if configured) would only be displayed in cases where the user logs into the End-User Portal using their user name or entitlement ID. The warning was not displayed when a user logged in using an activation ID and then proceeded to activate an upgrade line item by navigating to the **List Entitlements** page, selecting an entitlement and clicking **Activate**.

The 2025 R2 release now addresses this gap. If **Display warning message when activating upgrade line item linked to parent line item** is selected, and a user tries to activate an upgrade line item that is linked to the parent line item, the following warning is displayed:

“If you activate the selected upgrade line item, you will no longer be able to activate previous versions of that line item. Are you sure you want to activate the upgrade line item?”

This warning will be displayed irrespective of whether the user logged into the End-User Portal using a user name, entitlement ID, or activation ID.

## Faster Attribute Search

(SWM-27365)

Previously, performing advanced searches on custom entitlement attributes, custom attributes, and custom line item attributes resulted in slow response times on the **List Entitlements by Order** and **List Entitlements** pages.

In the 2025 R2 release, the underlying queries have been optimized, significantly improving response times for these advanced searches. Users can now expect faster and more efficient retrieval of entitlement data when using custom attribute filters.

## Correct Line Item Selection in Entitlement Notification Emails

(Case 03047793, SWM-27343)

In the 2025 R1 release, an enhancement was introduced to allow producers to select individual line items on the **List Entitlement By Orders** page for inclusion in entitlement notification emails, rather than including all line items in the notification email by default.

Previously, this functionality did not work as intended: while the email preview displayed only the selected line items, the actual email sent to customers included all line items, ignoring the applied filters.

This issue has now been fixed. The system correctly sends entitlement notification emails containing only the line items selected by the producer.

# License Management Issues Resolved

The following issue involving license management has been resolved.

## Filtering By Predefined Host Type

(SWM-25288)

In earlier versions, searches on the **Support Licenses and Maintenance | Hosts** page (under **Licenses > Hosts**) using predefined host types—such as Server, Nodelocked, Custom, and Trusted—did not return any results, even though searches using custom host type names functioned correctly.

As of release 2025 R2, this issue has been resolved. Searches using predefined host types now return the expected host records, ensuring consistent and reliable search behavior across all host type categories.

The screenshot shows the 'Support Licenses And Maintenance' page in the FlexNet Operations interface. The search bar is set to 'Host type' with the operator 'Equals' and the search term 'Server'. Below the search bar, there are buttons for 'View fulfillments', 'Download license', 'Set license', 'Delete', and 'Transfer'. A table displays the search results:

<input type="checkbox"/>	Host ID	Host type	Sold to	Account	License technology
<input type="checkbox"/>	VM_UUID=12	Server	Road Runner Corporation		FlexNet Licensing
<input type="checkbox"/>	VM_UUID=12	Server	San Org2		FlexNet Licensing
<input type="checkbox"/>	VM_UUID=12	Server	cloud_customer		FlexNet Licensing
<input type="checkbox"/>	VENDOR_DEFINED=11	Server	Alpha Office Equipment 31		FlexNet Licensing
<input type="checkbox"/>	USER=wer	Server	Org_Test		FlexNet Licensing

# Security Issues Resolved

The following issues related to FlexNet Operations security were addressed.

- [Resolved Access Control Vulnerability for Agreements](#)
- [Enforced Permission Checks for License Pages in Producer Portal](#)
- [JWT Signature Verification for apiCookie Requests](#)
- [Secure Access to Swagger Documentation](#)
- [Phone Number Validation on Edit Profile Page](#)
- [Special Character Validation for Accounts & Users in End-User Portal](#)
- [HTML Injection Vulnerability Mitigation Across FlexNet Operations](#)
- [Access Restriction on Email Templates Module](#)
- [Encoding of Special Characters in Role Names and Descriptions](#)

## Resolved Access Control Vulnerability for Agreements

(SWM-28053, SWM-30096)

This release addresses a broken access control vulnerability that allowed low-privilege users to access transaction details for agreements they were not authorized to view (under **Products > List Agreements**).

The 2025 R2 release introduces a refined access control model:

- Download and Update operations are restricted to high-privilege users.
- View and Search operations are permitted for low-privilege users, enabling them to locate and inspect transactions they are authorized to access, without compromising data security.

This change ensures that only high-privilege users can modify or extract transaction data, while still allowing basic visibility for low-privilege users. The update aligns with best practices for role-based access control and enhances usability without sacrificing security.

## Enforced Permission Checks for License Pages in Producer Portal

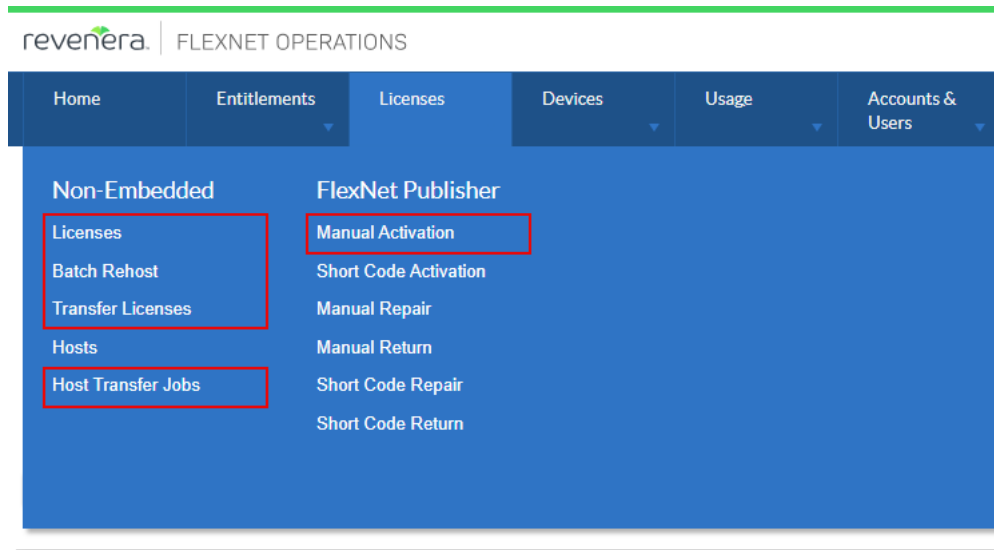
(SWM-29912)

This release resolves a vulnerability in the Producer Portal, where low-privilege users could access restricted license-related pages via direct URLs.

Prior to this fix, users without access to certain pages available from the **Licenses** menu could bypass UI restrictions and access the following pages directly by navigating to the corresponding URL:

- **Licenses > Support Licenses and Maintenance**
- **Batch Rehost > Support Licenses and Maintenance | Batch Rehost - Select Customer Account and Hosts**
- **Transfer Licenses > Support Licenses and Maintenance | Transfer Licenses**
- **Host Transfer Jobs > Host Transfer Jobs**
- **Manual Activation > Manual Activation**

This behavior allowed unauthorized users to perform actions reserved for higher-privilege roles.



**Figure 30:** Low-privileged users could access the highlighted menu items via direct URLs.

To prevent unauthorized access, permission checks have now been enforced for each of the above pages. The required permissions are as follows:

UI Path and Page Header	Required Permissions
<b>Licenses &gt; Support Licenses and Maintenance</b>	<b>View Licenses</b>
<b>Batch Rehost &gt; Support Licenses and Maintenance   Batch Rehost - Select Customer Account and Hosts</b>	<b>View Licenses</b> and <b>Rehost Licenses</b>
<b>Transfer Licenses &gt; Support Licenses and Maintenance   Transfer Licenses</b>	<b>View Licenses</b> and <b>Rehost Licenses</b>
<b>Host Transfer Jobs &gt; Host Transfer Jobs</b>	<b>View Licenses</b>
<b>Manual Activation &gt; Manual Activation</b>	<b>View Licenses</b> and <b>Manual Activation</b>

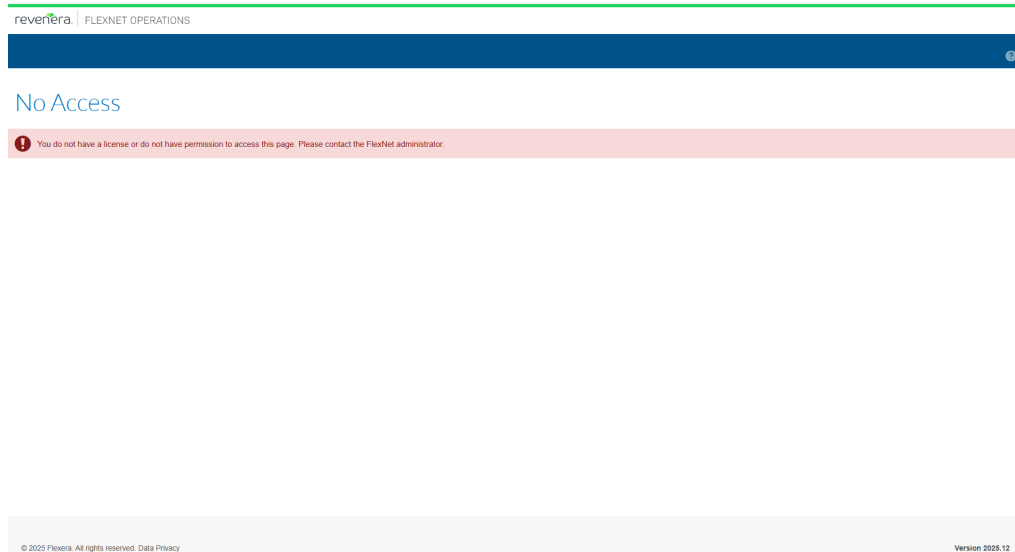
This update ensures that only users with the appropriate role-based permissions can access and perform actions on these pages, thereby aligning with best practices for secure access control.

## JWT Signature Verification for apiCookie Requests

(SWM-29861)

Previously, requests containing apiCookie were not validated for JWT (JSON Web Token) signature integrity. This posed a potential security risk by allowing tokens with invalid signatures to be processed.

Starting with the 2025 R2 release, JWT signature verification can be enforced for all apiCookie requests. Any request with an invalid JWT—such as a tampered or malformed signature—will result in a 401 Unauthorized response and redirect the user to the **No Access** page:



This change enhances security by ensuring only valid tokens are accepted, preventing unauthorized access and improving the security of the application.



**Note** - JWT signature verification is disabled by default. Customers who wish to enable this feature should contact Support.

## Secure Access to Swagger Documentation

(SWM-28832)

As of the 2025 R2 release, direct access to the Swagger documentation hosted at <https://<siteID>.flexnetoperations.com/flexnet/swagger-ui.html> is no longer permitted without authentication. Users attempting to access this page are now redirected to the FlexNet Operations login screen. Upon successful login, the Swagger interface is displayed. No additional permissions are required.

This change ensures that sensitive endpoints—such as token controllers—are only visible to authenticated FlexNet Operations users, strengthening platform security and protecting critical API resources.

## Phone Number Validation on Edit Profile Page

(SWM-28833)

Previously, users could enter malformed or otherwise invalid values into the **Phone** field when editing their profile; such as non-numeric characters, incorrectly short or long numbers, or missing required digits.

The 2025 R2 release introduces validation for the **Phone** field on the **Edit Profile** page (available by opening the User menu and clicking **My Profile**). The field now enforces acceptable phone-number formats, rejects inputs with invalid characters or incorrect length, and normalizes input where appropriate.

The screenshot shows the 'Edit Profile' page in the Flexera FlexNet Operations interface. The page title is 'Edit Profile'. The user's profile information is displayed, including: User name (redacted), First name (Test), Last name (User), Email address (redacted), Receive email messages (Yes selected), Password, New password, Confirm new password, Security question (In what city or town was your first job?), Security answer, Phone (07123 456789), Fax, Street, City, State/Province, Zip/Postal code, Country (United Kingdom), Locale (English), Timezone (GMT 0.0 Coordinated Universal Time), Account (MYORG (MYORG)), and Shared Login (unchecked). The Phone and Country fields are highlighted with red boxes.

**Figure 31:** User input in the fields **Phone** and **Country** is validated.

### Validation Rules and Handling of Failed Validation

The following validation rules apply to the **Phone** field:

- **Allowed characters:** digits (0-9), hyphens (-), plus signs (+), and spaces.
- **Examples:** +91 9123456789, 07123 456789, +1-555-867-5309
- If a user attempts to save a profile with a phone number containing invalid characters, this error message will appear:

“Phone number must contain only digits and allowed symbols.”

Additionally, the phone number must correspond to the country selected in the **Country** dropdown:

- If the phone number does not match the selected country’s format or numbering plan, the following error message is displayed:
- “Invalid phone number for the selected country.”
- **Example:** The phone number 07123 456789 with the country set to United States will be flagged as invalid for the selected country.

## Special Character Validation for Accounts & Users in End-User Portal

(SWM-28834)

To improve data integrity and prevent malformed input, the 2025 R2 release introduces validation for special characters in the input fields for all submenus under **Accounts & Users** in the End-User Portal. Fields now reject entries containing disallowed characters such as :<>{}@;=\\, !/|?\"#\$%~^'`.

If a user attempts to enter invalid characters—for example, in the **First Name** field—they will receive the following error message:

“The field [First Name] contains the following illegal characters: :<>{}@;=\\, !/|?\"#\$%~^'`. Remove these characters before saving.”

No validation is currently applied to fields where special characters are typically expected, such as **Description**, **Address 1** and **Address 2**. Special character checks for these fields will be introduced in a future release.

This update helps ensure consistent and clean data entry across key user and account fields.

## HTML Injection Vulnerability Mitigation Across FlexNet Operations

(SWM-28025, SWM-28027, SWM-28029, SWM-28050, SWM-28051)

FlexNet Operations was found to be vulnerable to HTML injection across several input fields in both the End-User Portal and the Producer Portal. The affected areas included:

- Fields in the End-User Portal on the **Create Account** and **Edit Account** pages:
  - **Account ID**
  - **Account Name**
- Fields in the Producer Portal on the **Create Server Host Type** page and **Edit Server Host Type** pages:
  - **Server Host Type Name**
  - **Description**
  - **Name**
- Fields in the Producer Portal on the **Entitle Customers to Licenses** page:
  - **Description**
  - **Ship-to email**
  - **Ship-to mail**
- Fields in the Producer Portal on the **Device | New Device** page:
  - **Name**
  - **ID**
  - **Site Name**
  - **Notes**
- Fields in the Producer Portal on the **Update** page (**Products > Updates > Create**):

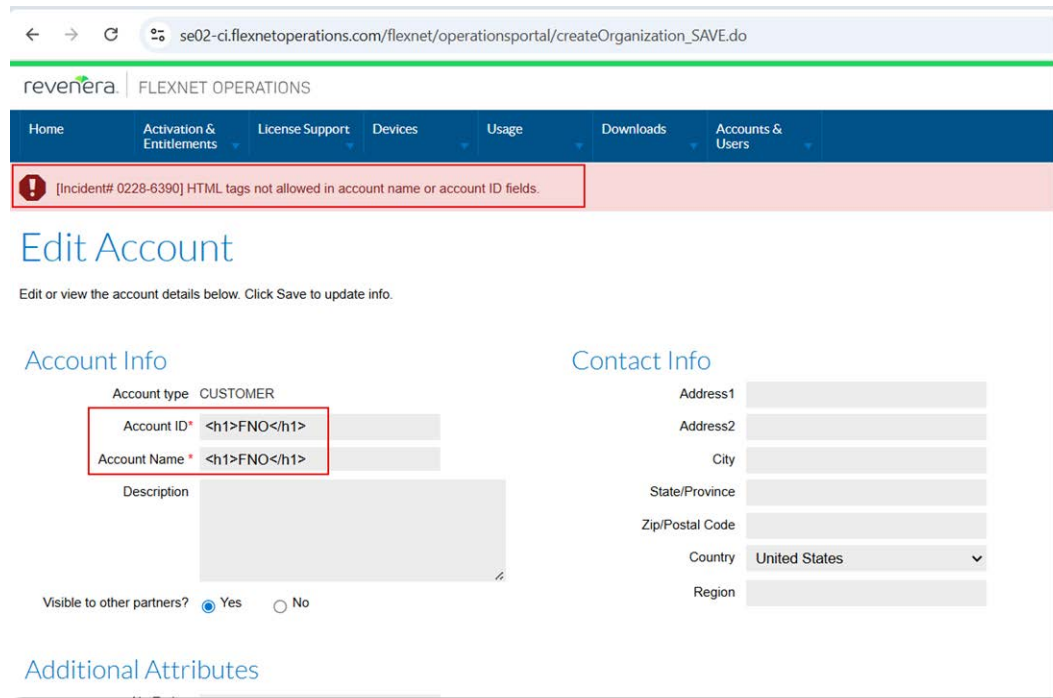
- **Name**
- **Update ID**
- **Description**

## Mitigation and Improvements

To mitigate HTML injection vulnerabilities, input sanitization and validation mechanisms have been put in place. These enhancements ensure that affected fields now properly detect and neutralize malicious HTML content. As a result, the application's security posture is strengthened, effectively preventing cross-site scripting (XSS) attacks and promoting safe handling of user-supplied data.

Any attempt to include HTML tags in restricted fields now triggers specific error messages to prevent misuse and guide users, as shown in the following screenshots:

- **Creating/Editing an Account:**



**Figure 32:** Error message when attempting to use HTML in the input fields of the **Edit Account** page.

- **Creating/Editing a Server Host Type:**

## Create Server Host Type

 HTML tags not allowed in name or description fields

Server Host Type Name\* PentestFNO

Description <h1>Pentest</h1>

Name <h1>Pentest</h1>

Default Host ID Type\* ETHERNET

Allowed Host ID Types

- ETHERNET
- INTERNET
- INTERNET\_6
- FLEXID\_10
- STRING
- USER
- VM\_UUID
- TOLERANT
- EXTENDED
- PUBLISHER\_DEFINED
- CONTAINER\_ID

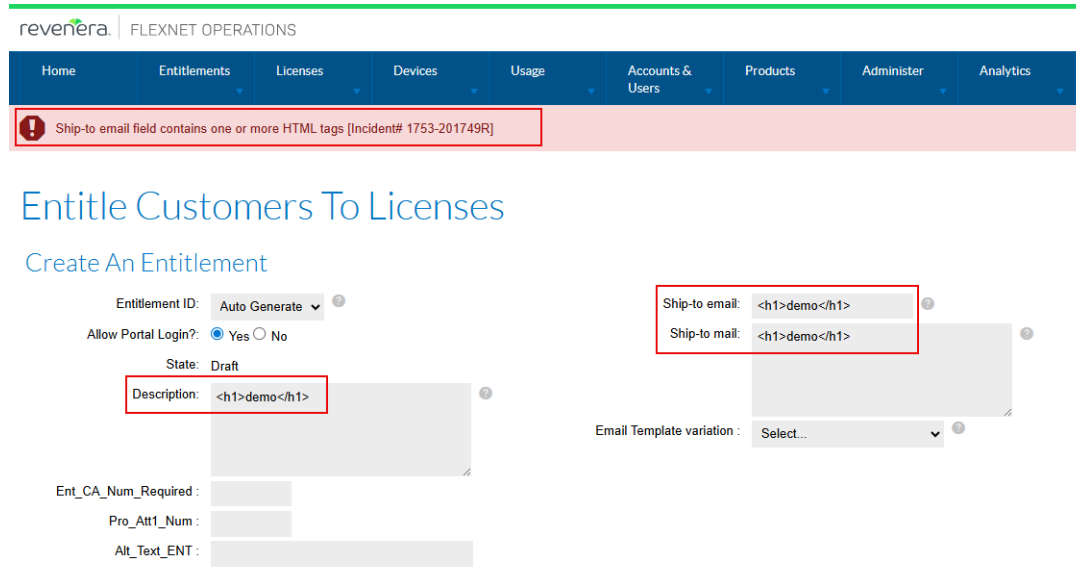
Identity CLS\_fnedemo\_id\_1024

Default

Visible in End-User Portal

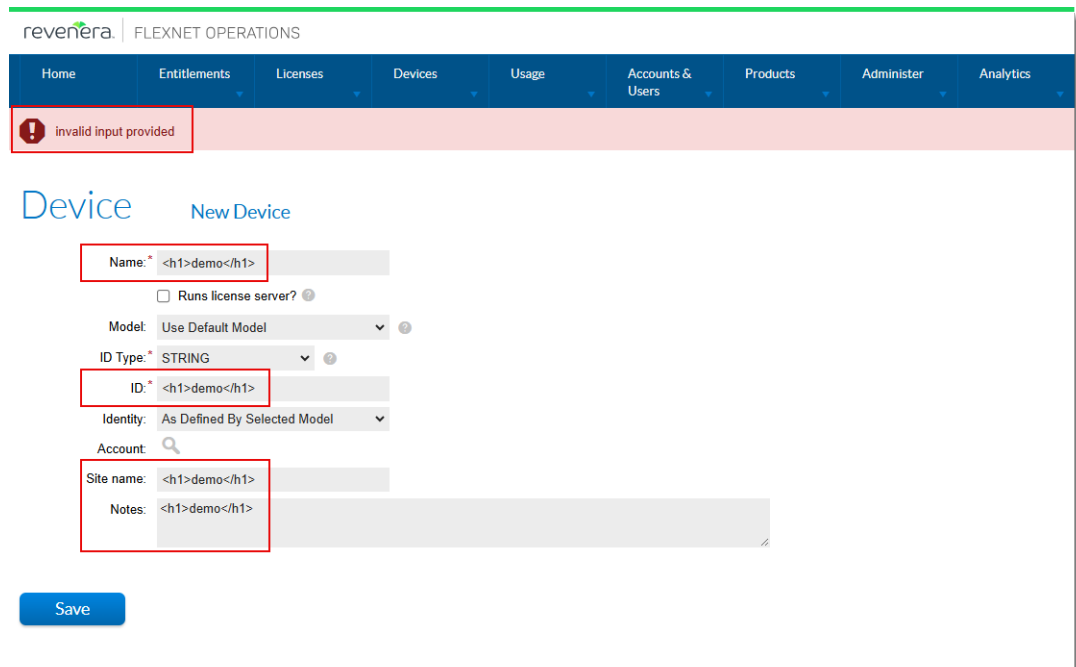
**Figure 33:** Error message when attempting to use HTML in the input fields of the **Create Server Host Type** page.

- **Creating/Editing an Entitlement:**



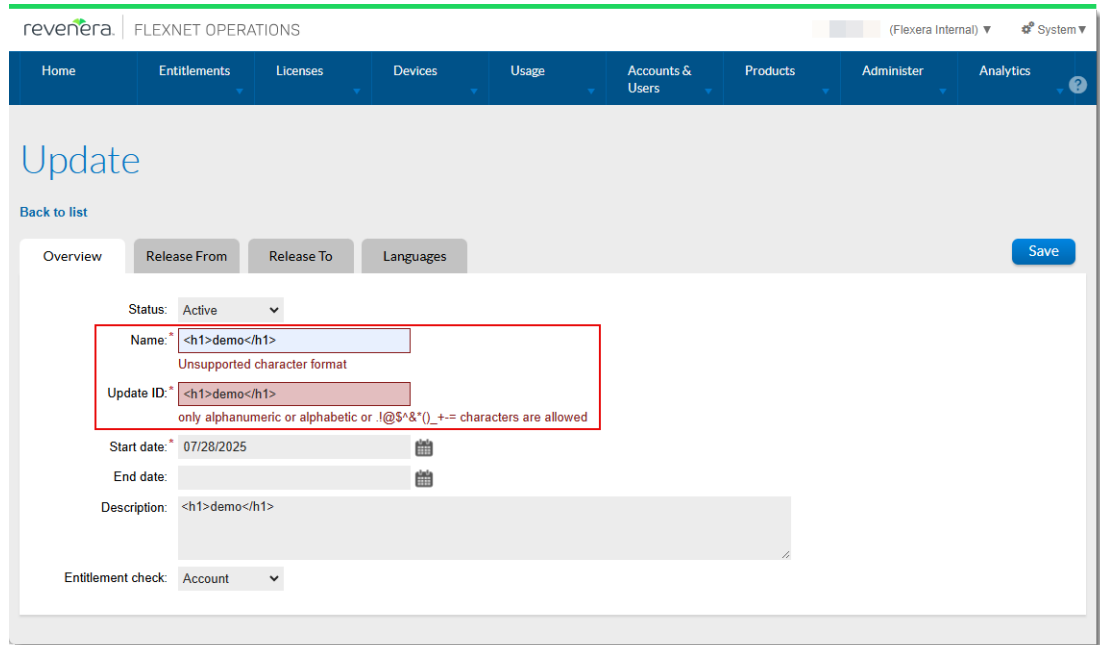
**Figure 34:** Error message when attempting to use HTML in the input fields of the **Entitle Customers To Licenses | Create An Entitlement** page.

- **Creating a Device:**



**Figure 35:** Error message when attempting to use HTML in the input fields of the **Create Device** page.

- **Creating an Update:**



**Figure 36:** Error message when attempting to use HTML in the input fields of the **Update** page.



**Note** • These changes do not affect existing fields that already contain HTML tags.

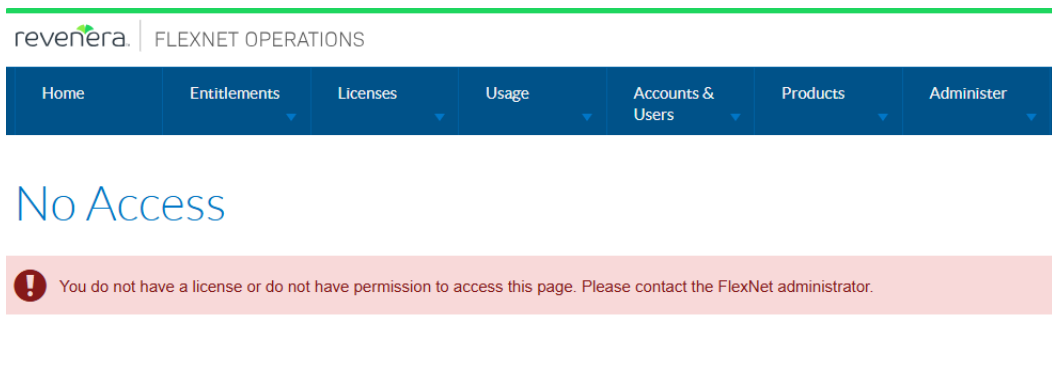
## Access Restriction on Email Templates Module

(SWM-28022)

Previously, low-privilege users were able to access the Email Templates module through force browsing, bypassing intended access controls.

With this release, access control has been enforced. Low-privilege users can no longer access the Email Templates module, even via force browsing attempts.

If a low-privilege user attempts to access the module through force browsing, they will now be presented with a "No Access" error message on the FlexNet Operations UI:



**Figure 37:** Error message when a low-privilege user attempts to access the Email Templates module.

## Encoding of Special Characters in Role Names and Descriptions

(Case 02889178, SWM-22286)

To enhance security and prevent potential vulnerabilities, role names and descriptions that include specific special characters are now encoded before being stored in the database. These values are automatically decoded when displayed to users.

If a role name or description contains any of the special characters listed in the following table, it will be encoded using hexadecimal format during storage. Upon retrieval, the encoded values are decoded to ensure proper display in the user interface.

Character	Name
!	Exclamation mark
“	Quotation mark (double quote)
#	Number sign (hash or pound)
\$	Dollar sign
%	Percent sign
&	Ampersand
'	Apostrophe (single quote)
(	Left parenthesis
)	Right parenthesis
*	Asterisk
+	Plus sign
,	Comma
-	Hyphen (minus sign)
.	Period (dot)
/	Slash (forward slash)
:	Colon
;	Semicolon
<	Less-than sign
=	Equals sign

Character	Name
>	Greater-than sign
?	Question mark
@	At sign
[	Left square bracket
]	Right square bracket
^	Caret
_	Underscore
`	Grave accent
{	Left curly brace
	Vertical bar (pipe)
}	Right curly brace
~	Tilde

This change applies to existing roles as well as newly created roles.



**Note** - Role names containing any of the special characters listed in the table will be stored in an encoded format in the Reporter database.

### Updating Users with Existing Roles with Special Characters

When an existing role name contains special characters, calling the **updateUser** operation of the UserAcctHierarchy SOAP web service will return the error "Invalid Role Name".

As a workaround, save the role name using the **Roles** page in the Producer Portal. This ensures that the role name is converted to encoded format in the database. Once the role has been saved, calling **updateUser** will no longer return an error.

This issue does not occur when managing roles via the Producer Portal.

### Adding or Editing Roles

Role names and descriptions are entered in the Producer Portal on the **Add Role** page (available by clicking **Accounts & Users > All Roles > Add**), as shown in this screenshot:

revenera FLEXNET OPERATIONS (Flexera Software Internal) System

Home Entitlements Licenses Devices Usage Accounts & Users Products Administer Analytics

## Add Role

Name	Demo Role *
Description	Demo Role for SWM-22286
Role Type	Publisher Role
Status	Active

\* required

**Figure 38:** The **Add Role** page with the **Name** and **Description** fields.

To edit a role, click **Accounts & Users > All Roles** to open the **Roles** page. Then click a role name, make your edits and save.

## SOAP and REST Web Services Issues Resolved

The following issues related to FlexNet Operations Web Services were addressed.

- [Creation of Simple Entitlement of Type NEW No Longer Failing \(EntitlementOrderService\)](#)
- [EntitlementOrderService No Longer Returning Error for accountUnitName Query](#)
- [upgradeLicenseRequest Now Correctly Establishes Upgrade Relationship Between Entitlement Line Items \(EntitlementOrderService\)](#)
- [updateEntitlementLineItem Web Service Now Supporting Upsells and Renewals \(EntitlementOrderService\)](#)
- [Transferring Line Items of Type Upgrade Order Using SOAP API \(EntitlementOrderService\)](#)
- [Case Sensitivity in DownloadPackagingService Authentication \(DownloadPackagingService\)](#)
- [Country Code Validation in createUser API \(UserAcctHierarchyService\)](#)
- [updateProduct API Call No Longer Fails to Update Product Fields \(ProductPackagingService\)](#)

### Creation of Simple Entitlement of Type NEW No Longer Failing (EntitlementOrderService)

(SWM-25523)

In the EntitlementOrderService SOAP API, requests to create a simple entitlement with LineItemType set to NEW no longer fail with a Null Pointer error.

#### Sample Request and Response

The following shows sample code for createSimpleEntitlementRequest.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v9.webservices.operations.flexnet.com">
  <soapenv:Header/>
```

```

<soapenv:Body>
  <urn:createSimpleEntitlementRequest>
    <urn:simpleEntitlement>
      <urn:entitlementId>
        <urn:autoGenerate>true</urn:autoGenerate>
      </urn:entitlementId>
      <urn:description>aeoliam venit</urn:description>
      <urn:lineItems>
        <urn:activationId>
          <urn:autoGenerate>true</urn:autoGenerate>
        </urn:activationId>
        <urn:description>profundum quippe ferant</urn:description>
        <urn:product>
          <urn:primaryKeys>
            <urn:name>embedded prod 1</urn:name>
            <urn:version>1.0</urn:version>
          </urn:primaryKeys>
        </urn:product>
        <urn:licenseModel>
          <urn:primaryKeys>
            <urn:name>Embedded Counted</urn:name>
          </urn:primaryKeys>
        </urn:licenseModel>
        <urn:numberOfCopies>100</urn:numberOfCopies>
        <urn:startDate>2025-02-02</urn:startDate>
        <urn:startDateOption>DEFINE_NOW</urn:startDateOption>
        <urn:isPermanent>true</urn:isPermanent>
        <urn:lineItemType>NEW</urn:lineItemType>
      </urn:lineItems>
      <urn:autoDeploy>true</urn:autoDeploy>
      <urn:allowPortalLogin>>false</urn:allowPortalLogin>
    </urn:simpleEntitlement>
    <urn:opType>CREATE_OR_UPDATE</urn:opType>
  </urn:createSimpleEntitlementRequest>
</soapenv:Body>
</soapenv:Envelope>

```

The following shows sample code for createSimpleEntitlementResponse.

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <createSimpleEntitlementResponse xmlns="urn:v9.webservices.operations.flexnet.com">
      <statusInfo>
        <status>SUCCESS</status>
      </statusInfo>
      <responseData>
        <createdSimpleEntitlement>
          <recordRefNo>1</recordRefNo>
          <uniqueId>HID-27</uniqueId>
          <entitlementId>8ab0-c12b-269c-4243-8730-5e6d-de71-2da9</entitlementId>
          <lineItemUniqueIds>HID-12</lineItemUniqueIds>
          <lineItemIdentifiers>
            <uniqueId>HID-12</uniqueId>
          <primaryKeys>
            <activationId>5ea5-2297-fa56-4344-b9c0-fc20-302e-cdeb</activationId>
          </primaryKeys>
        </createdSimpleEntitlement>
      </responseData>
    </createSimpleEntitlementResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

```

        </primaryKeys>
      </lineItemIdentifiers>
    </createdSimpleEntitlement>
  </responseData>
</createSimpleEntitlementResponse>
</soapenv:Body>
</soapenv:Envelope>

```

## EntitlementOrderService No Longer Returning Error for accountUnitName Query

(Case 03955183, SWM-29389)

In the previous release, using the **accountUnitName** query parameter with the **EQUALS** operator in certain EntitlementOrderService operations (versions 1 through 7) could incorrectly trigger error 21073—“Count of Account names exceeded the limit of 10”—if the specified account name contained a space.

The following operations were impacted:

- **getActivatableItemCount**
- **getActivatableItemsQuery**
- **getEntitlementLineItemPropertiesQuery**

This issue has been resolved.

As part of the fix, versions 8 and 9 of EntitlementOrderService now use the newly introduced **accountUnitNameList** parameter, which accepts multiple account names. Customers can provide multiple account unit names using repeated `<urn:value>?</urn:value>` elements.

### Example for Using accountUnitNameList

The following example code shows how to pass multiple account names.

```

<soapenv:Body>
  <urn:searchEntitlementLineItemPropertiesRequest>
    <urn:queryParams>
      <urn:accountUnitNameList>
        <!--1 or more repetitions:-->
        <urn:value>Road Runner Corporation</urn:value>
        <urn:value>Acme Corporation</urn:value>
        <urn:value>Wily Inc.</urn:value>
      </urn:accountUnitNameList>
    </urn:queryParams>
    ...
  </soapenv:Body>

```



**Note** - For detailed information about the changes made to the *EntitlementOrderService.wsdl* and the *.xsd* files that it references, see the [Entitlement Order Service Now Accepts Multiple Account Names](#).

## Guidelines for Using `accountUnitName` and `accountUnitNameList`

- In versions 1 through 9, use the **`accountUnitName`** parameter for operations that require only a single account name. Account names may include spaces.
- In versions 8 and 9, use the **`accountUnitNameList`** parameter for operations that require multiple account names, for example, **`getEntitlementLineItemPropertiesQuery`**. Account names may include spaces.



**Note** • By default, you can pass up to ten account names, or as defined by the configuration option **Maximum number of Account names accepted to search for Entitlement Line Item Properties**.

## upgradeLicenseRequest Now Correctly Establishes Upgrade Relationship Between Entitlement Line Items (EntitlementOrderService)

(Case 02760756, SWM-16718)

Previously, the **`upgradeLicense`** operation of the EntitlementOrderService SOAP web service (all versions) failed to create an upgrade relationship between entitlement line items. When submitting an **`UpgradeLicenseRequest`** to create an upgrade line item for a product configured with an Embedded Counted license model, the request returned a `NullPointerException`.

This issue has been resolved. The **`upgradeLicense`** operation now correctly establishes the upgrade relationship between line items when the upgrade path is defined between products.

## updateEntitlementLineItem Web Service Now Supporting Upsells and Renewals (EntitlementOrderService)

(SWM-22395)

The **`updateEntitlementLineItem`** method of the EntitlementOrderService web service has been enhanced to support Upsell and Renewal operations through the **`lineItemType`** field.

This enhancement improves automation capabilities for producers managing complex product relationships.

Previously, attempts to set an upsell or renewal relationship between entitlement line items using the **`updateEntitlementLineItem`** operation were unsuccessful. Although the operation returned a `SUCCESS` response, the line item type remained unchanged (e.g., stayed in `NEW` state).

To address this, the **`updateEntitlementLineItem`** method has been enhanced to support `UPSELL` and `RENEWAL` values for the **`lineItemType`** field. When there are multiple entitlement line items, the **`updateEntitlementLineItem`** method can be used to establish Upsell and Renewal relationships between two valid line items.

The enhancement affects the EntitlementOrderService web service version 7 and above.

The following section shows sample code for **`updateEntitlementLineItem`**.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v8.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:updateEntitlementLineItemRequest>
      <!--1 or more repetitions:-->
```

```

<urn:lineItemData>
  <urn:entitlementIdentifier>
    <urn:primaryKeys>
      <urn:entitlementId>Ent_150</urn:entitlementId>
    </urn:primaryKeys>
  </urn:entitlementIdentifier>
  <!--Zero or more repetitions:-->
  <urn:lineItemData>
    <urn:lineItemIdentifier>
      <urn:primaryKeys>
        <urn:activationId>c3a8-da3d-ba22-4014-a7ac-2e18-55cf-
289d</urn:activationId>
      </urn:primaryKeys>
    </urn:lineItemIdentifier>
    <urn:product>
      <urn:primaryKeys>
        <urn:name>p00002</urn:name>
        <urn:version>1.0</urn:version>
      </urn:primaryKeys>
    </urn:product>
    <urn:licenseModel>
      <urn:primaryKeys>
        <urn:name>akFloatingCounted</urn:name>
      </urn:primaryKeys>
    </urn:licenseModel>
    <urn:parentLineItem>
      <urn:primaryKeys>
        <urn:activationId>ffbd-b450-176f-4570-a7b6-d260-4b63-
0166</urn:activationId>
      </urn:primaryKeys>
      <!--Optional:-->
      <urn:lineItemType>UPSELL</urn:lineItemType>
    </urn:parentLineItem>
  </urn:lineItemData>
  <urn:autoDeploy>>false</urn:autoDeploy>
</urn:lineItemData>
</urn:updateEntitlementLineItemRequest>
</soapenv:Body>
</soapenv:Envelope>

```

If valid values for an existing **lineItem** are provided as **parentLineItem**, and the **lineItemType** is set to UPSELL, a new upsell relationship will be created between the **lineItemIdentifier** and the **parentLineItem**.

Similarly, if valid values for an existing **lineItem** are provided as **parentLineItem**, and the **lineItemType** is set to RENEWAL, a new renewal relationship will be created between the **lineItemIdentifier** and the **parentLineItem**.

## Transferring Line Items of Type Upgrade Order Using SOAP API (EntitlementOrderService)

(Case 02974592, SWM-24805)

In earlier releases, when transferring line items of type Upgrade Order from one entitlement to another via the EntitlementOrderService SOAP API, the operation failed with the following error: “Trusted or embedded license models cannot be set to line item <ID>; it is not a new order and does not have a parent defined.” The error occurred for line items using Trusted or Embedded license models.

However, the same action succeeded when it was performed through the Producer Portal UI (see the User Guide topic [Transfer Entitlement Line Item Wizard](#) for procedural information).

In the 2025 R2 release, upgrade order line items can be transferred without issue using the transferLineItems operation of the EntitlementOrderService SOAP API, which creates parity with the Producer Portal functionality.

To allow the transfer of upgrade order line items, the new configuration option **Allow transfer of child line items for upgrades via SOAP** must be selected. The option is located under **System > Configuration > FlexNet Operations > General Options**. It is unselected by default.

## Case Sensitivity in DownloadPackagingService Authentication (DownloadPackagingService)

(Cases 03047680, 04214918; SWM-27781)

The DownloadPackagingService previously failed to authenticate users when the username contained uppercase letters, due to case-sensitive handling of credentials. This issue has now been resolved by updating the authentication logic to treat usernames in a case-insensitive manner, ensuring consistent and successful authentication regardless of letter casing.

## Country Code Validation in createUser API (UserAcctHierarchyService)

(SWM-26045, SWM-27390)

Starting with the 2025 R2 release, the **createUser** API of the UserAcctHierarchyService web service now validates the provided two-letter country code (if a code country is specified). If the country code is invalid, the request fails and the API returns an error: ‘Invalid country code format. Enter a valid two-letter country code based on the ISO 3166-1 Alpha-2 code standard, such as “US” or “CA”.’

The validation is performed in all versions of the UserAcctHierarchyService web service.

Specifying a country code is optional. If provided, the country codes must follow the two-letter format based on the ISO 3166-1 Alpha-2 standard. If no country code is provided, the user will be created with the default country code “US” (United States).



**Note** - The default country code can be changed under **System > Configure > FlexNet Operations > General Options > Default Country for Users and Account Addresses**.

This change addresses an issue whereby users created without a supported country code were previously instead assigned a default country code, which resulted in incorrect data. These users were not synced with the Electronic Software Delivery (ESD) system and were therefore unable to access their software downloads in the End-User Portal. In addition, because a default country code was assigned, the process did not return an error, and customers were not aware of the discrepancy.

### Sample Code for createUser API

This section contains example code for the following scenarios:

- SOAP request with an invalid country code
- SOAP response for a request with an invalid country code
- SOAP request with a valid country code
- SOAP response for a request with a valid country code

#### SOAP request with an invalid country code

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v6.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:createUserRequest>
      <!--1 or more repetitions:-->
      <urn:user>
        <urn:firstName>Dev008</urn:firstName>
        <urn:lastName>New008</urn:lastName>
        <urn:displayName>Dev008 New008</urn:displayName>
        <urn:emailAddress>testtrial0015@revena.com</urn:emailAddress>
        <urn:street>Pehani</urn:street>
        <urn:city>Gaya</urn:city>
        <urn:state>NA</urn:state>
        <urn:zipcode>54879</urn:zipcode>
        <urn:country>Ind</urn:country>
        <urn:canLogin>1</urn:canLogin>
        <urn:acctRolesList>
          <urn:acctRoles>
            <urn:account>
              <urn:primaryKeys>
                <urn:id>123</urn:id>
              </urn:primaryKeys>
            </urn:account>
            <urn:roles>
              <urn:role>
                <urn:primaryKeys>
                  <urn:name>Portal User Role</urn:name>
                </urn:primaryKeys>
              </urn:role>
            </urn:roles>
          </urn:acctRoles>
        </urn:acctRolesList>
      </urn:user>
      <urn:opType>CREATE_OR_UPDATE</urn:opType>
    </urn:createUserRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

#### SOAP response for a request with an invalid country code

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <createUserResponse xmlns="urn:v6.webservices.operations.flexnet.com">
      <statusInfo>
        <status>FAILURE</status>
      </statusInfo>
    </createUserResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

    <reason>All input data in the request failed. Please check the specific reasons in
returned data.</reason>
  </statusInfo>
  <failedData>
    <failedUser>
      <user>
        <firstName>Dev0091</firstName>
        <lastName>New0091</lastName>
        <displayName>Dev0091 New0091</displayName>
        <emailAddress>testtrial0091@revena.com</emailAddress>
        <street>Pehani</street>
        <city>Gaya</city>
        <state>NA</state>
        <zipcode>54879</zipcode>
        <country>Ind</country>
        <canLogin>true</canLogin>
        <acctRolesList>
          <acctRoles>
            <account>
              <primaryKeys>
                <id>123</id>
              </primaryKeys>
            </account>
            <roles>
              <role>
                <primaryKeys>
                  <name>Portal User Role</name>
                </primaryKeys>
              </role>
            </roles>
          </acctRoles>
        </acctRolesList>
      </user>
      <reason>9999: [Incident# 1863-943] Please provide correct format of
country</reason>
    </failedUser>
  </failedData>
</createUserResponse>
</soapenv:Body>
</soapenv:Envelope>

```

### SOAP request with a valid country code

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v6.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:createUserRequest>
      <!--1 or more repetitions:-->
      <urn:user>
        <urn:firstName>Dev0091</urn:firstName>
        <urn:lastName>New0091</urn:lastName>
        <urn:displayName>Dev0091 New0091</urn:displayName>
        <urn:emailAddress>testtrial0091@revena.com</urn:emailAddress>
        <urn:street>Pehani</urn:street>
        <urn:city>Gaya</urn:city>
        <urn:state>NA</urn:state>

```

```

    <urn:zipcode>54879</urn:zipcode>
    <urn:country>IN</urn:country>
    <urn:canLogin>1</urn:canLogin>
    <urn:acctRolesList>
      <urn:acctRoles>
        <urn:account>
          <urn:primaryKeys>
            <urn:id>123</urn:id>
          </urn:primaryKeys>
        </urn:account>
        <urn:roles>
          <urn:role>
            <urn:primaryKeys>
              <urn:name>Portal User Role</urn:name>
            </urn:primaryKeys>
          </urn:role>
        </urn:roles>
      </urn:acctRoles>
    </urn:acctRolesList>
  </urn:user>
  <urn:opType>CREATE_OR_UPDATE</urn:opType>
</urn:createUserRequest>
</soapenv:Body>
</soapenv:Envelope>

```

### **SOAP response for a request with a valid country code**

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Body>
    <createUserResponse xmlns="urn:v6.webservices.operations.flexnet.com">
      <statusInfo>
        <status>SUCCESS</status>
      </statusInfo>
      <responseData>
        <user>
          <uniqueId>HID-75</uniqueId>
          <userName>testtrial0091@reverera.com</userName>
          <primaryKeys>
            <firstName>Dev0091</firstName>
            <lastName>New0091</lastName>
            <emailAddress>testtrial0091@reverera.com</emailAddress>
          </primaryKeys>
        </user>
      </responseData>
    </createUserResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

### **updateProduct API Call No Longer Fails to Update Product Fields (ProductPackagingService)**

(Cases 03043898, 03047906, 03048567, 03050705; SWM-27193)

In the 2025 R1 release, the **updateProduct** API of the ProductPackagingService web service (all versions) failed to update product fields such as description, part number, and product line. The API returned the following reason for the failure: “All input data in the request failed. Please check the specific reasons in returned data.”

This issue has been resolved in the 2025 R2 release. The API now correctly updates all relevant product fields as expected.

## User Experience Issues Resolved

The following issues related to user experience were addressed.

- [Resolved Page Rendering Issue](#)
- [Localized Error Messages for Japanese Locale in End-User Portal](#)
- [Error Messages in End-User Portal’s “Forgot Password” Workflow Now Correctly Localized](#)
- [Multilingual Input in Email Templates](#)
- [Country Name “Türkiye” No Longer Contains Invalid Characters](#)
- [Performance Improvements of Bulk Upgrade Operations](#)
- [Bulk Upgrade Jobs with Auto-Fulfill No Longer Failing](#)
- [Password Reset Now Working As Expected](#)
- [“View Server” or “Device” Page in End-User Portal Now Displaying Custom Logo](#)
- [Analytics Menu and Configure Single Sign-On Page Now Accessible from Electronic Software Download Module Pages](#)

### Resolved Page Rendering Issue

(SWM-28539)

Previously, when strict Content Security Policies were enforced, some Producer Portal pages and functionality did not load correctly.

This issue has been resolved. The application now properly handles Content Security Policy requirements, ensuring that all pages and features function normally while maintaining enhanced security standards for the FlexNet Operations Producer Portal.

### Localized Error Messages for Japanese Locale in End-User Portal


(SWM-30267)

Previously, when users selected the “Japanese” locale from the login page dropdown in the End-User Portal, error messages displayed during the Forgot Password workflow were shown in English instead of Japanese. This occurred in the following cases:

- When the user provided a wrong answer to the secret question.
- When the user clicked the **Submit** button without entering a user ID.

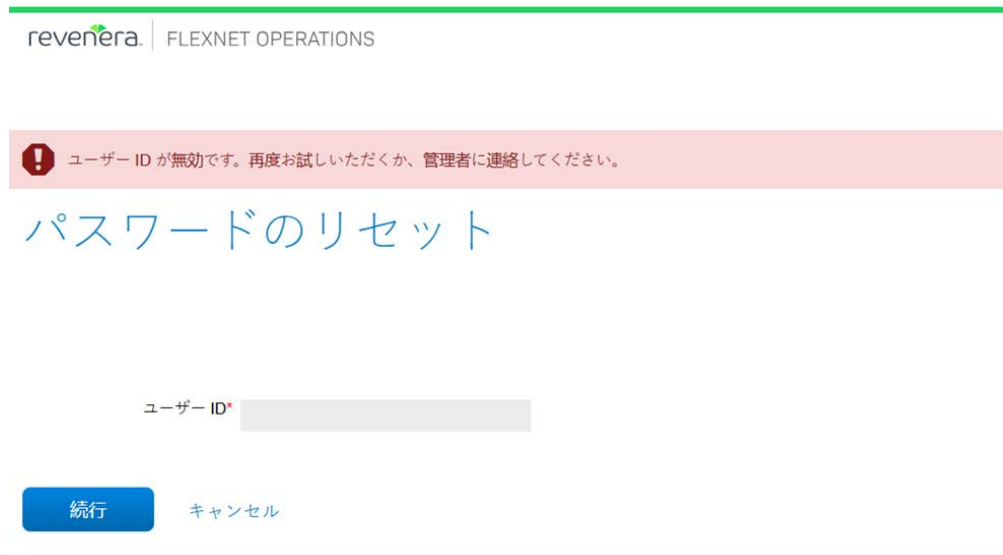
This issue has been fixed, and error messages now display in Japanese, as shown in the following screenshots:

- **Incorrect secret question answer**



The screenshot shows the 'Forgot Password' workflow in Japanese. At the top, the logo 'revenera. | FLEXNET OPERATIONS' is displayed. Below it, a red error message reads: '回答が間違っています。質問設定時に入力した内容（スペース、大文字・小文字、句読点など）と完全に一致させてください。' (Your answer is incorrect. Please match the content entered during question setup (spaces, uppercase/lowercase letters, punctuation, etc.) exactly). The main heading is 'パスワードのリセット' (Reset Password). The question is '秘密の質問 In what city or town was your first job?' (Secret question). The answer field is empty, and the label '回答' (Answer) is visible. At the bottom, there are two buttons: '続行' (Continue) and 'キャンセル' (Cancel).

- **No user ID entered**



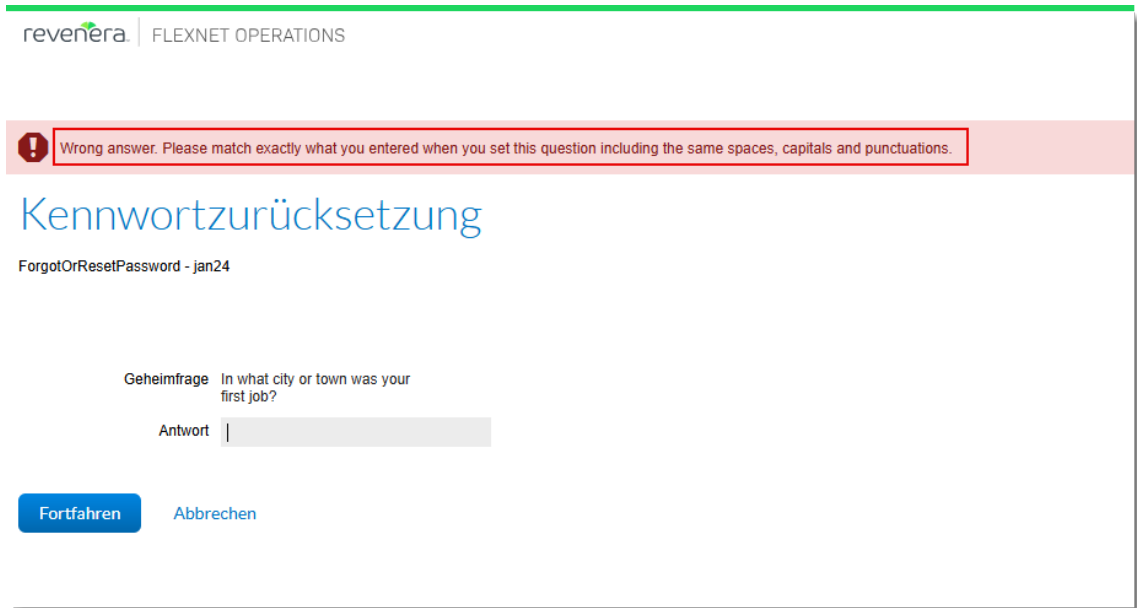
The screenshot shows the 'Forgot Password' workflow in Japanese. At the top, the logo 'revenera. | FLEXNET OPERATIONS' is displayed. Below it, a red error message reads: 'ユーザー ID が無効です。再度お試しください。管理者に連絡してください。' (User ID is invalid. Please try again. Please contact the administrator). The main heading is 'パスワードのリセット' (Reset Password). The user ID field is empty, and the label 'ユーザー ID\*' (User ID\*) is visible. At the bottom, there are two buttons: '続行' (Continue) and 'キャンセル' (Cancel).

## Error Messages in End-User Portal's "Forgot Password" Workflow Now Correctly Localized

(SWM-26451)

Previously, error messages displayed during the End-User Portal's "Forgot Password" workflow were not correctly localized. Even when users selected a non-English language from the login page dropdown, error messages continued to appear in English.

The screenshot below illustrates the issue, showing an English error message displayed despite “German” being selected as locale:



Unlocalized error messages were displayed in the following scenarios:

- Entering an incorrect answer to the secret question.
- Leaving the **User ID** field blank.
- Providing an invalid user ID.

In the 2025 R2 release, the login session now correctly applies the user’s selected locale. All error messages within the "Forgot Password" flow are properly localized according to the chosen language on the login page.

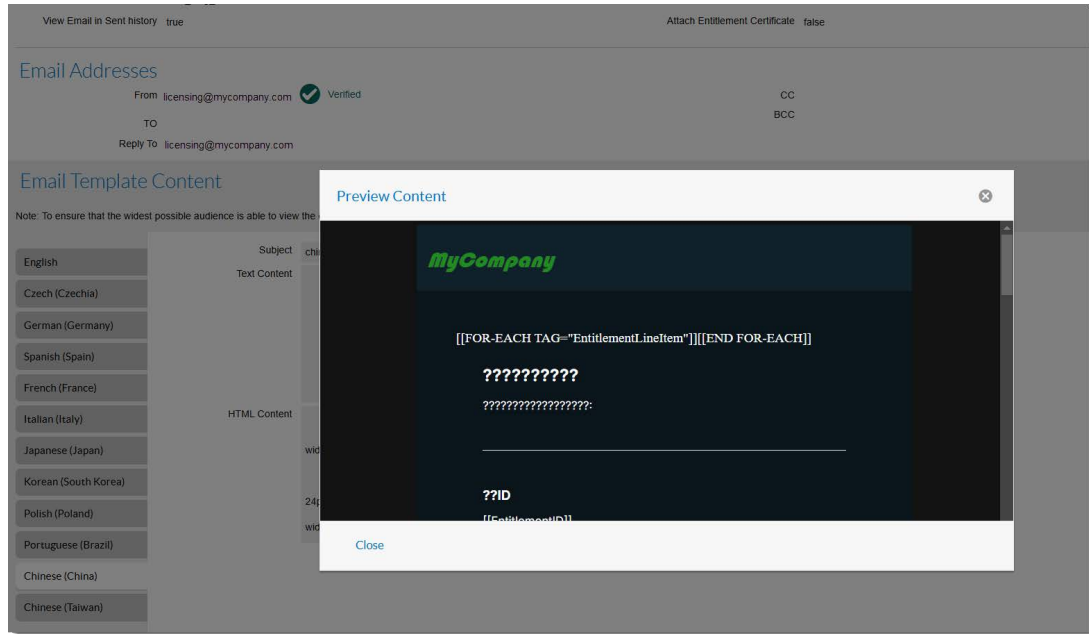


**Note** - The following related known issue remains that are being tracked separately: [SWM-26453: Secret Question on Forgot Password Page Not Localized..](#)

## Multilingual Input in Email Templates

(Case 03031323, SWM-26966)

In previous releases, email templates did not support multilingual input—such as Japanese, Chinese, or Korean—in the **Html Content** and **Text Content** fields. As a result, templates containing these characters were saved with corrupted content, typically displayed as '?????'.



**Figure 39:** Example of Chinese characters not rendered correctly.

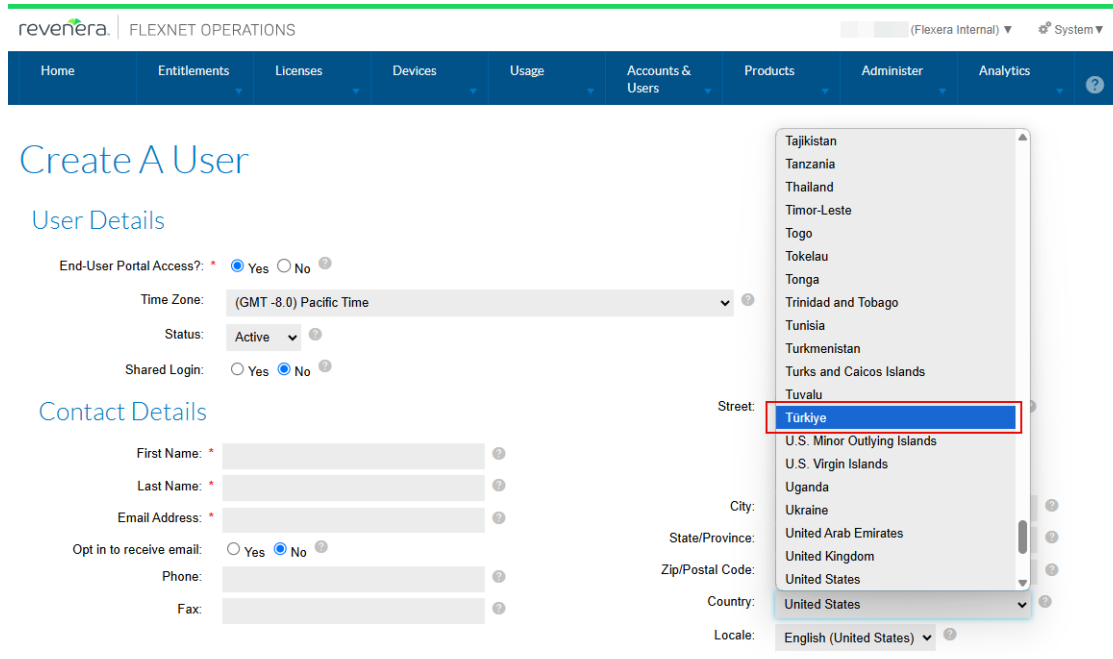
The 2025 R2 release introduces full support for multilingual character encoding in both fields during template creation. Email content will now render correctly in the user's preferred language, based on their locale settings.

## Country Name “Türkiye” No Longer Contains Invalid Characters

(Cases 03039999, 03048568; SWM-27007)

Previously, the country name “Türkiye” was not displayed correctly and appeared as “TÃ¼rkiye”. This occurred in the following cases:

- When creating a user or account in the Producer Portal
- When creating a user or a sub-account in the End-User Portal



**Figure 40:** Screenshot showing the **Create A User** page in the Producer Portal, where the country name “Türkiye” is now displayed correctly.

## Performance Improvements of Bulk Upgrade Operations

(Case 03048145, SWM-27660)

In earlier releases, bulk upgrade operations processing large data volumes could encounter failures and timeouts due to a missing filter.

In the 2025 R2 release, the missing filter has been added, significantly improving the reliability and performance of bulk operations.

## Bulk Upgrade Jobs with Auto-Fulfill No Longer Failing

(Case 03036671, SWM-26914)

Bulk operation jobs with auto-fulfill for FlexNet Embedded are no longer failing.

## Password Reset Now Working As Expected

(Case 03238562, SWM-27609)

Previously in certain environments of the Producer Portal and End-User Portal, the password reset feature did not function correctly. Specifically, this issue occurred intermittently in the Production NAM5 environment.

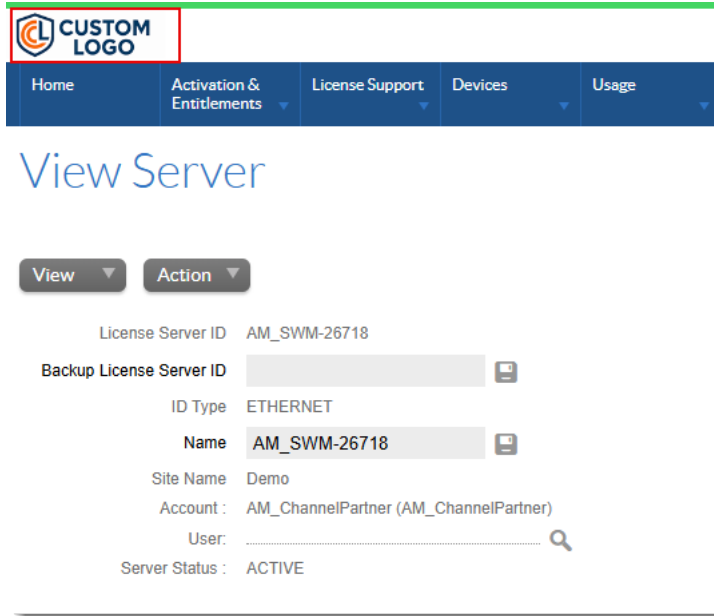
On the **Create A User** page, clicking the **Reset password** button would send an email with a temporary password. However, the password could not be used to log in to the Producer Portal or End-User Portal.

This issue has now been resolved, and the password reset process is working as intended.

## “View Server” or “Device” Page in End-User Portal Now Displaying Custom Logo

(Case 03030863, SWM-26718)

In the End-User Portal, the **Device** or **View Server** page (available from the **Devices** menu) no longer incorrectly displays the Reverera logo and “FlexNet Operations” product name, instead of a custom logo (if a custom logo has been specified).



**Figure 41:** Example of the **View Server** page in the End-User Portal with a custom logo.



**Note** - Producers can upload an image file to serve as custom logo in the End-User Portal using the **Upload Company Logo** configuration option (under **System** > **Configure** > **End-User Portal Setup** > **Custom Branding**).

## Analytics Menu and Configure Single Sign-On Page Now Accessible from Electronic Software Download Module Pages

(SWM-23190)

Previously in the Producer Portal, when navigating to any page that is part of the Electronic Software Download module, the **Analytics** menu and the **Configure Single Sign-On** option (under the **Administer** menu) were not displayed and therefore could not be accessed.

The Electronic Software Download module includes the areas **Download Packages**, **Files**, **Agreements** and **Producers** under the **Products** menu.

This issue has been resolved. The **Analytics** menu and the **Configure Single Sign-On** option now appear consistently, regardless of the navigation path taken.

# Known Issues

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

## SWM-33666: Changing Activation ID State After Activation Is Allowed

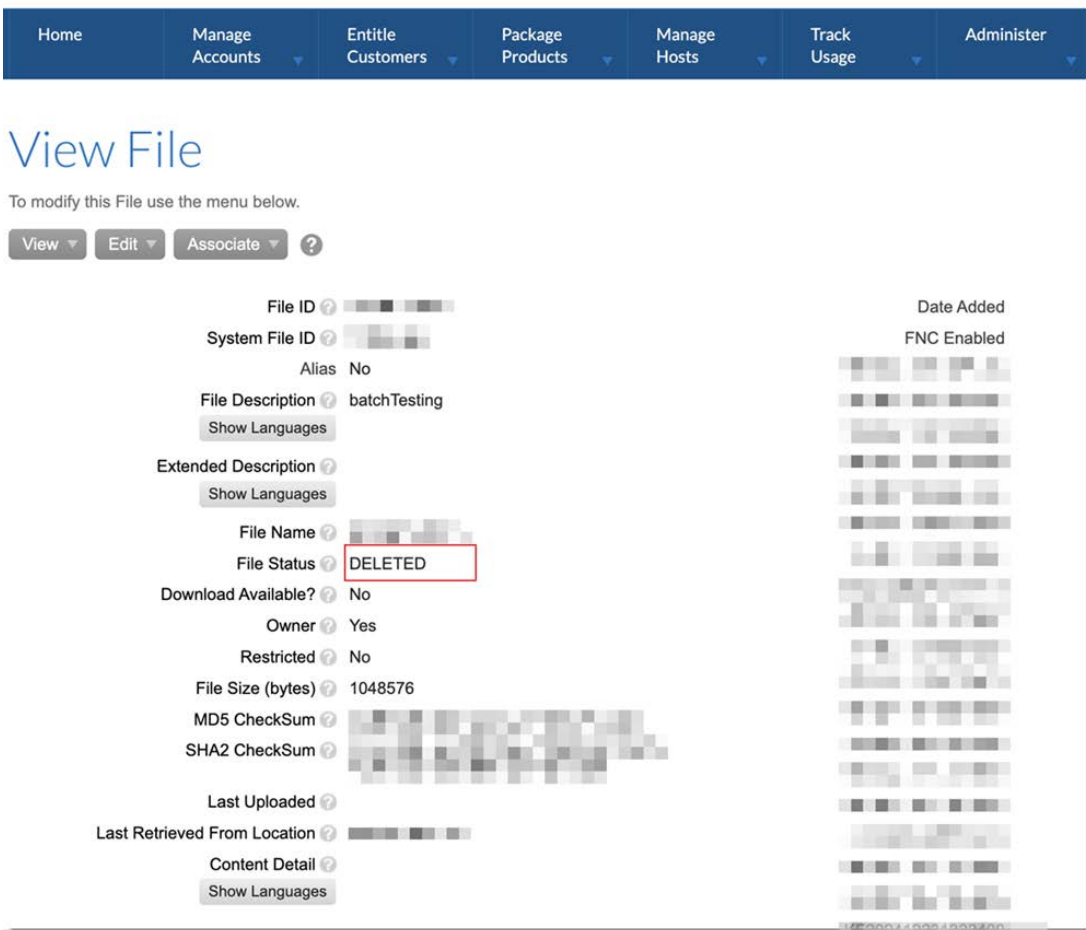
In FlexNet Operations 2025 R2, it is possible to change an Activation ID state from Deployed to Draft even after the license has already been fulfilled (activated). Changing the activation state after activation should not be allowed, and this behavior differs from earlier releases, where state changes were correctly restricted once activation had occurred.

This issue can lead to unintended state changes and inconsistencies in license management.

## SWM-30789: File Status Incorrectly Updated When Akamai Deletion Fails

When a file is deleted from FlexNet Operations, the system attempts to remove the corresponding file from Akamai storage. However, if the Akamai deletion request fails, FlexNet Operations currently updates the file status to “Deleted” even though the file still exists in Akamai. This results in an inconsistent system state, where the application indicates the file is deleted while it remains available in storage.

The following screenshot shows information for a file that is wrongly shown as “Deleted”.



## SWM-29531: Latest Changes to Line Item Custom Attributes Not Reflected in Transaction History

When updating a custom attribute for a line item, the transaction history does not reflect the latest changes.

The following example illustrates the issue:

Consider the **OrderLine** attribute for a line item was set to **Pro Marketing Suite**. It is then changed from **Pro Marketing Suite** to **Advanced AI Content Generator** in the **Configure Line Item** dialog, as shown below:

The screenshot shows the 'Configure Line Item' dialog with the following details:

- Step 4: Custom Attributes is active.
- OrderLine: Advanced AI Content Generator
- teamply\_PO: service

The change should be reflected in the **Transaction Details** page. However, the **Transaction Details** page still shows the previous value, **Pro Marketing Suite**, as shown in this screenshot:

## Transaction Details

Entity type: LINEITEM  
Entity ID: 13ec-...-e6b6  
User ID: ...  
Timestamp: Nov 27, 2025 04:44:55  
Event type: UPDATE

Show all fields Show only differences

Audit Updated on: **New: Nov 27 2025 04:44:55**  
~~Old: Nov 27 2025 04:42:50~~

Line Items: customEntitlement: teamplay\_PO: **New: service**  
LineAttributes: ~~Old: #12345\_update~~

OrderLine: **New: Pro Marketing Suite**

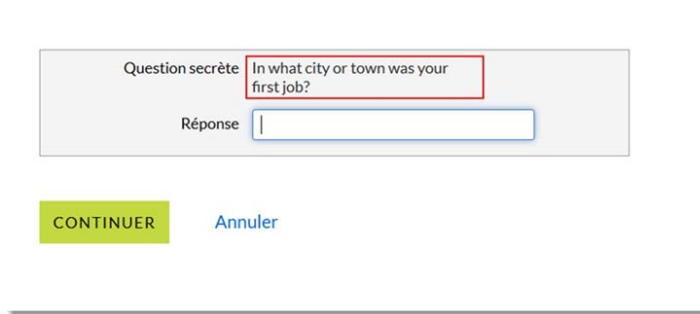
As a workaround, re-save the line item for the latest update to be published.

## SWM-30699: Obsolete Devices or Servers Across Accounts

In the End-User Portal, users with the **Obsolete Devices/Servers** permission can currently mark devices or servers as obsolete even if those assets belong to a different account. This behavior is unintended and violates account-level restrictions. Revenera plans to resolve this in the January 2026 release.

## SWM-26453: Secret Question on Forgot Password Page Not Localized

The secret question displayed on the **Forgot Password** page in the End-User Portal is currently not localized.

A screenshot of a web form for a 'Forgot Password' page. The form is titled 'Question secrète' and contains a text input field with the question 'In what city or town was your first job?'. Below the question is a text input field labeled 'Réponse'. At the bottom of the form, there are two buttons: a green button labeled 'CONTINUER' and a blue button labeled 'Annuler'. The text 'Question secrète' is in French, while the question text is in English, illustrating a localization issue.

**Figure 42:** The secret question is not displayed in the language selected on the End-User Portal's **Login** page.

The system retrieves and displays the security question in the original language it was configured and stored during the user's first login. This behavior persists regardless of the user's selected language preference in subsequent sessions.

## SWM-24928: Email Addresses for “File Created User Email” Missing in Software Delivery Download History Report

In the Software Delivery Download History report (available from the **Analytics** menu), the **File Details** table is not displaying email addresses in the **File Created User Email** column due to an issue with the field size. As a workaround, the **File Created User Email** column is populated with the same email addresses as those displayed in the **File Uploaded User Email** column, because these email addresses typically are identical.

## SWM-24042: Input Sanitization Disabled

(Case 02889178)

The FlexNet Operations 2024.12 release introduced limitations to the characters allowed in certain Producer Portal fields (see [Security Issues Resolved in 2024.12](#)). The following special characters were no longer allowed in a number of input fields to protect against injection attacks:

```
[ : < > { } @ ; = \ , ! / | ? " # $ % ~ ^ ` ' ]
```

This functionality has now been disabled to allow further impact assessment. This means that the character restrictions placed on fields listed in [Security Issues Resolved in 2024.12](#) are no longer in force.

## SWM-23586: Hanging Bulk Operation Jobs Not Showing “Failed” Status

A fix made in the 2024.11 release (see description [Import/Export Jobs Terminated Upon Job Server Restart](#)) has been reverted for bulk operations. The fix remains in place for import/export jobs.

This means that any bulk operation jobs that hang when the job server is restarted are not terminated and are not automatically retriggered.

## SWM-19547: Download Search Page in End-User Portal Not Filtering Expired Accounts

In the End-User Portal, on the **Download Search** page (available from **Downloads > Search Downloads**), the **Choose Account** dropdown list does not filter out expired accounts. Instead, it erroneously displays expired and non-expired accounts.



---

**Note** - The **Choose Account** dropdown list is only displayed if the user belongs to more than one account that is entitled to downloads.

## SWM-15171: Auto-Fulfill Failing During Large Bulk Upgrade Jobs

Auto-fulfill might fail in bulk upgrade jobs that contain more than 2200 line items.

## SSRE-20257: Upload of Large File Images Failing

The upload of file images that exceed 1 GB using HTTP upload fails. For large file images, Revenera recommends using FTP upload.

## SWM-19052: Feature Count Aggregation Not Working As Expected

If a feature’s aggregation type is changed, the relevant instance of the Cloud Licensing Service might not update the aggregated feature counts according to the new aggregation type.

However, if the entitlement for the product that contains the features is mapped to a new Cloud Licensing Service instance, the feature counts are aggregated correctly as per the new aggregation type.

## FNO-69836: Variables in Vendor String Causing License Activation Issues

License activation fails for product upgrades or normal license activation when the product to be upgraded or activated is associated with a feature that has a vendor string which contains substitution variables that are enclosed in double quotes (for example, "activationId": "{EntitlementLineItem.activationId}").

## 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.

## SWM-15870: Mismatch Between User Name and Email Address Causing Issues with ESD (UserOrgHierarchyService)

When creating a user via the UserOrgHierarchyService web service (the predecessor of the User Account Hierarchy Service web service), it is possible to have different values for user name and email address. However, users whose user name and email address do not match cannot access downloads in the End-User Portal.

Producers who use the UserOrgHierarchyService should use the methods from the User Account Hierarchy Service web service to avoid a mismatch between the user name and email address.



**Note** - The following changes have recently been made to the User Account Hierarchy Service web service:

- From the 2023.07 release onwards, it is not possible to create users with a mismatched user name and email address. See “createUser Operation in User Account Hierarchy Service Web Service No Longer Allows Mismatch Between User Name and Email Address” in the [FlexNet Operations 2023 Release Notes](#).
- From the 2023.10 release onwards, users cannot update their email address to be different from their user name. See “updateUser Operation in User Account Hierarchy Service Web Service No Longer Allows Mismatch Between User Name and Email Address” in the [FlexNet Operations 2023 Release Notes](#).

## FNO-69182: Incorrect Email Format Accepted When Creating User Via Import Template

It is possible to create or update a user with an invalid email address format by importing user information using the Account and User import template (downloadable from **Administer > Import Data Objects > Data Import Templates** in the Producer Portal). Email addresses of the format abcd@ef (that is, an email address consisting of a recipient name, @ symbol and domain name but without top-level domain) are erroneously accepted.

## 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 ^[ ^\ ^] ^F ^C ^^ ^A ^V ^\_

## 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.

## 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](#)
- [Handling UI Conflicts When Using a Custom CSS for the End-User Portal](#)

## 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.

## 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](#)).

# SOAP API Change Log

The following sections describe the changes that have been made to the FlexNet Operations SOAP API in the FlexNet Operations 2025 R2 release:

- [Ability to Exclude Expired Activations \(EntitlementOrderService\)](#)
- [Entitlement Order Service Now Accepts Multiple Account Names](#)
- [New API Commands to Report Custom Attributes for Entitlements and Line Items](#)
- [Ability to Retrieve Devices Not Associated to Any Account \(ManageDeviceService\)](#)
- [Optional vendorAuthString parameter in getFeaturesQueryRequest API \(ProductPackagingService\)](#)
- [Efficient Device Retrieval by Order Parameters \(ManageDeviceService\)](#)

## Ability to Exclude Expired Activations (EntitlementOrderService)

In the EntitlementOrderService, a new optional input query parameter named `excludeExpired` has been introduced for the `getEntitlementLineItemPropertiesQuery` to enable you to exclude expired activations from search results.

- **True**—When `excludeExpired` is set to `true`, all expired activations—those with expiration dates earlier than the current local date—will be excluded from the results.
- **False**—If `excludeExpired` is omitted or set to `false`, all activations, including expired ones, will be included.

To implement this change, the EntitlementOrderService's associated `entitlementLineItemTypes.xsd` file has been updated.



**Note** - This enhancement was tracked in SWM-27421.

## entitlementLineItemTypes.xsd

In the entitlementLineItemTypes.xsd file, the following changes were made. Additions are highlighted.

### # Change

```
1 <xs:complexType name="searchActivatableItemDataType">
  <xs:sequence>
    <xs:element name="parentBulkEntitlementId" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="entitlementId" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="activationIds" type="tns:activationIdList" minOccurs="0" />
    <xs:element name="productName" type="tns:SimpleQueryType" minOccurs="0"/>
    .
    .
    .
    <xs:element name="activatableItemOwnersSearch" type="tns:ActivatableItemOwnersType" minOccurs="0"/>
    <xs:element name="excludeExpired" type="xs:boolean" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>
```

## Entitlement Order Service Now Accepts Multiple Account Names

In the EntitlementOrderService SOAP web service (versions 8 and 9), a new accountUnitNameList parameter was added that accepts multiple account names.

In certain EntitlementOrderService operations, using the accountUnitName query parameter with the EQUALS operator could incorrectly trigger an error if the specified account name contained a space.

To address this issue, versions 8 and 9 of EntitlementOrderService use the newly introduced accountUnitNameList parameter, which accepts multiple account names. Customers can provide multiple account unit names using repeated <urn:value>?</urn:value> elements.

The following operations were impacted:

- getActivatableItemCount
- getActivatableItemsQuery
- getEntitlementLineItemPropertiesQuery

To implement this change, the following file was modified:

- [entitlementLineItemTypes.xsd](#)



**Note** • This enhancement was tracked in SWM-29389.

## entitlementLineItemTypes.xsd

The following changes/additions were made to the entitlementLineItemTypes.xsd file. Changes and additions are highlighted.

### # Change

- 1 `<xs:complexType name="searchActivatableItemDataType">`  
    `<xs:sequence>`  
        `<xs:element name="parentBulkEntitlementId" type="tns:SimpleQueryType" minOccurs="0"/>`  
        `<xs:element name="entitlementId" type="tns:SimpleQueryType" minOccurs="0"/>`  
        `<xs:element name="activationIds" type="tns:activationIdList" minOccurs="0" />`  
        `. . .`  
        `<xs:element name="allowPortalLogin" type="xs:boolean" minOccurs="0"/>`  
        `<xs:element name="accountUnitName" type="tns:PartnerTierQueryType" minOccurs="0"/>`  
        `<xs:element name="accountUnitNameList" type="tns:AccountNamesQueryType" minOccurs="0"/>`  
        `<xs:element name="currentOwnerName" type="tns:SimpleQueryType" minOccurs="0"/>`

## New API Commands to Report Custom Attributes for Entitlements and Line Items

The 2025 R2 release introduced a number of enhancements that enables users to search using specific custom entitlement attributes when using the SOAP API `getActivatableItemsQuery` command in the `EntitlementOrderService wsdl`. The new API command returns all entitlements and line items with their custom attributes. Previously, the request only supported searching using custom license attributes.

To implement these new actions, the `EntitlementOrderService.wsdl` file and its associated `.xsd` files have been updated from v8 to v9:

```
/schema-public/v9/EntitlementOrderService.wsdl
/schema-public/v9/bulkEntitlementTypes.xsd
/schema-public/v9/commonEntitlementTypes.xsd
/schema-public/v9/commonIdentifierTypes.xsd
/schema-public/v9/commonTypes.xsd
/schema-public/v9/entitlementLifeCycleTypes.xsd
/schema-public/v9/entitlementLineItemTypes.xsd
/schema-public/v9/entitlementOrderTypes.xsd
/schema-public/v9/simpleEntitlementTypes.xsd
```

In addition to updating the version, additions were made to the following files:

- `EntitlementOrderService.wsdl`
- `entitlementLineItemTypes.xsd`
- `entitlementOrderTypes.xsd`
- `entitlementAttributeTypes.xsd`, a new `.xsd` file that was added in this release



**Note** • This enhancement was tracked in SWM-19774 and SWM-20135 (see also [New API Commands to Report Custom Attributes for Entitlements and Line Items \(EntitlementOrderService, Version 9\)](#) and

*Entitlement Order Service Now Returning Activatable Item Owner Details (EntitlementOrderService, Version 9), respectively).*

### **EntitlementOrderService.wsdl**

In addition to updating the version number from 8 to 9 in multiple locations in the ManageDeviceService.wsdl file, the following additional changes were made. Additions are highlighted.

#	Change
---	--------

- |   |   |
|---|---|
| 1 | <pre>&lt;message name="unlinkMaintenanceLineItemResponse"&gt;   &lt;part name="msgparameters" element="tns:unlinkMaintenanceLineItemResponse"/&gt; &lt;/message&gt; &lt;message name="searchEntitlementAttributeRequest"&gt;   &lt;part name="msgparameters" element="tns:searchEntitlementAttributeRequest"/&gt; &lt;/message&gt; &lt;message name="searchEntitlementAttributeResponse"&gt;   &lt;part name="msgparameters" element="tns:searchEntitlementAttributeResponse"/&gt; &lt;/message&gt; &lt;message name="getEntitlementAttributeCountRequest"&gt;   &lt;part name="msgparameters" element="tns:getEntitlementAttributeCountRequest"/&gt; &lt;/message&gt; &lt;message name="getEntitlementAttributeCountResponse"&gt;   &lt;part name="msgparameters" element="tns:getEntitlementAttributeCountResponse"/&gt; &lt;/message&gt;</pre> |
| 2 | <pre>&lt;operation name="unlinkMaintenanceLineItem"&gt;   &lt;input message="tns:unlinkMaintenanceLineItemRequest"/&gt;   &lt;output message="tns:unlinkMaintenanceLineItemResponse"/&gt; &lt;/operation&gt; &lt;operation name="getEntitlementsAttributeQuery"&gt;   &lt;input message="tns:searchEntitlementAttributeRequest"/&gt;   &lt;output message="tns:searchEntitlementAttributeResponse"/&gt; &lt;/operation&gt; &lt;operation name="getEntitlementAttributeCount"&gt;   &lt;input message="tns:getEntitlementAttributeCountRequest"/&gt;   &lt;output message="tns:getEntitlementAttributeCountResponse"/&gt; &lt;/operation&gt;</pre>   |

## # Change

```
3 <operation name="getEntitlementsQuery">
  <soap:operation style="document"/>
  <input>
    <soap:body use="literal" />
  </input>
  <output>
    <soap:body use="literal" />
  </output>
</operation>
<operation name="getEntitlementsAttributeQuery">
  <soap:operation style="document"/>
  <input>
    <soap:body use="literal" />
  </input>
  <output>
    <soap:body use="literal" />
  </output>
</operation>
```

```
4 <operation name="getEntitlementCount">
  <soap:operation style="document"/>
  <input>
    <soap:body use="literal" />
  </input>
  <output>
    <soap:body use="literal" />
  </output>
</operation>
<operation name="getEntitlementAttributeCount">
  <soap:operation style="document"/>
  <input>
    <soap:body use="literal" />
  </input>
  <output>
    <soap:body use="literal" />
  </output>
</operation>
```

### entitlementLineItemTypes.xsd

In addition to updating the version number from 8 to 9 in the entitlementLineItemTypes.xsd file, the following additional changes were made. Additions are highlighted.

## # Change

```
1 <xs:element name="sortBy" type="tns:activatableItemsSortBy" minOccurs="0"/>
  <xs:element name="isEmbeddedLicenseModel" type="xs:boolean" minOccurs="0"/>
  <xs:element name="lineItemState" type="tns:StateQueryType" minOccurs="0"/>
  <xs:element name="soldToDisplayName" type="tns:SimpleQueryType" minOccurs="0"/>
  <xs:element name="productLine" type="tns:SimpleQueryType" minOccurs="0"/>
  <xs:element name="expiresIn" type="tns:DurationType" minOccurs="0"/>
  <xs:element name="activatableItemOwnersSearch" type="tns:ActivatableItemOwnersType" minOccurs="0"/>
```

## # Change

- ```
<xs:element name="fetchCreatedBy" type="xs:boolean" minOccurs="0"/>
<xs:element name="fetchLastModifiedBy" type="xs:boolean" minOccurs="0"/>
<xs:element name="activatableItemOwners" type="xs:boolean" minOccurs="0"/>
```
- ```
<xs:element name="transferredFromLineItem" type="xs:string" minOccurs="0"/>
<xs:element name="splitFromLineItem" type="xs:string" minOccurs="0"/>
<xs:element name="activatableItemOwners" type="tns:ActivatableItemOwnersType" minOccurs="0"/>
```
- ```
<xs:element name="unlinkMaintenanceLineItemRequest" type="tns:unlinkMaintenanceLineItemRequestType"/>
<xs:element name="unlinkMaintenanceLineItemResponse" type="tns:unlinkMaintenanceLineItemResponseType"/>

<xs:complexType name="ActivatableItemOwnersType">
  <xs:sequence>
    <xs:element name="activatableItemOwner" type="xs:string" minOccurs="0" maxOccurs="unbounded"/>
  </xs:sequence>
</xs:complexType>
```

### entitlementOrderTypes.xsd

In addition to updating the version number from 8 to 9 in the entitlementOrderItemTypes.xsd file, the following additional changes were made. Additions are highlighted.

## # Change

- ```
<xs:include schemaLocation="../../schema-public/v9/entitlementLifeCycleTypes.xsd"/>
<xs:include schemaLocation="../../schema-public/v9/entitlementAttributeTypes.xsd"/>
```

### entitlementAttributeTypes.xsd

The entitlementAttributeTypes.xsd file has been added in this release. It contains the following Elements:

```
<xs:complexType name="searchEntitlementAttributeDataType">
  <xs:sequence>
    <xs:element name="entitlementId" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="activationIds" type="tns:activationIdList" minOccurs="0" />
    <xs:element name="entDescription" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="productName" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="productVersion" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="productType" type="tns:ProductType" minOccurs="0"/>
    <xs:element name="partNumber" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="isBulk" type="xs:boolean" minOccurs="0"/>
    <xs:element name="soldTo" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="shipToEmail" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="contactEmail" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="shipToAddress" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="emailTemplateVariation" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="startDate" type="tns:DateQueryType" minOccurs="0"/>
    <xs:element name="isPermanent" type="xs:boolean" minOccurs="0"/>
    <xs:element name="expirationDate" type="tns:DateQueryType" minOccurs="0"/>
    <xs:element name="isAutoRenewal" type="xs:boolean" minOccurs="0"/>
    <xs:element name="renewalInterval" type="tns:DurationType" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>
```

```

    <xs:element name="renewalExpirationDate" type="tns:DateQueryType" minOccurs="0"/>
    <xs:element name="createdOn" type="tns:DateQueryType" minOccurs="0"/>
    <xs:element name="versionDate" type="tns:DateQueryType" minOccurs="0"/>
    <xs:element name="lastModifiedDate" type="tns:DateQueryType" minOccurs="0"/>
    <xs:element name="description" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="state" type="tns:StateQueryType" minOccurs="0"/>
    <xs:element name="licenseTechnology" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="createdUserId" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="accountUnitName" type="tns:PartnerTierQueryType" minOccurs="0"/>
    <xs:element name="currentOwnerName" type="tns:SimpleQueryType" minOccurs="0"/>
    <xs:element name="maintStartDate" type="tns:DateQueryType" minOccurs="0"/>
    <xs:element name="maintIsPermanent" type="xs:boolean" minOccurs="0"/>
    <xs:element name="maintExpirationDate" type="tns:DateQueryType" minOccurs="0"/>
    <xs:element name="entitlementAttributes" type="tns:entCustomAttributesQueryListType"
minOccurs="0"/>
  </xs:sequence>
</xs:complexType>

<xs:complexType name="entitlementAttributeDataType">
  <xs:choice>
    <xs:element name="simpleEntitlement" type="tns:simpleEntitlementDataType" minOccurs="0"/>
    <xs:element name="bulkEntitlement" type="tns:bulkEntitlementDataType" minOccurs="0" />
  </xs:choice>
</xs:complexType>

<xs:complexType name="searchEntitlementAttributeRequestType">
  <xs:sequence>
    <xs:element name="entitlementAttributeSearchCriteria"
type="tns:searchEntitlementAttributeDataType"/>
    <xs:element name="batchSize" type="xs:integer"/>
    <xs:element name="pageNumber" type="xs:integer" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>

<xs:complexType name="searchEntitlementAttributeResponseType">
  <xs:sequence>
    <xs:element name="statusInfo" type="tns:StatusInfoType"/>
    <xs:element name="entitlement" type="tns:entitlementAttributeDataType" minOccurs="0"
maxOccurs="unbounded"/>
  </xs:sequence>
</xs:complexType>

<xs:complexType name="getEntitlementCountAttributeRequestType">
  <xs:sequence>
    <xs:element name="queryParams" type="tns:searchEntitlementAttributeDataType"/>
  </xs:sequence>
</xs:complexType>

<xs:complexType name="getEntitlementCountAttributeResponseType">
  <xs:sequence>
    <xs:element name="statusInfo" type="tns:StatusInfoType"/>
    <xs:element name="count" type="xs:integer" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>

<xs:element name="searchEntitlementAttributeRequest" type="tns:searchEntitlementAttributeRequestType"/>

```

```
<xs:element name="searchEntitlementAttributeResponse" type="tns:searchEntitlementAttributeResponseType"/>
<xs:element name="getEntitlementAttributeCountRequest"
type="tns:getEntitlementCountAttributeRequestType"/>
<xs:element name="getEntitlementAttributeCountResponse"
type="tns:getEntitlementCountAttributeResponseType"/>
```

## Ability to Retrieve Devices Not Associated to Any Account (ManageDeviceService)

In the ManageDeviceService SOAP web service (version 7), a new enum value IS\_EMPTY has been added to the simpleSearchType to enable searching for devices/servers where soldToAcctId is blank (devices/servers that are not associated to any account).



**Note** - This enhancement was tracked in SWM-21765.

To implement this change, the following file was modified:

- [manageDeviceTypes.xsd](#)

### manageDeviceTypes.xsd

The following change was made to the manageDeviceTypes.xsd file. Additions are highlighted.

#	Change
1	<pre>&lt;xs:simpleType name="simpleSearchType"&gt;   &lt;xs:restriction base="xs:NMTOKEN"&gt;     &lt;xs:enumeration value="STARTS_WITH"/&gt;     &lt;xs:enumeration value="CONTAINS"/&gt;     &lt;xs:enumeration value="ENDS_WITH"/&gt;     &lt;xs:enumeration value="EQUALS"/&gt;     &lt;xs:enumeration value="IS_EMPTY"/&gt;   &lt;/xs:restriction&gt; &lt;/xs:simpleType&gt;</pre>

## Optional vendorAuthString parameter in getFeaturesQueryRequest API (ProductPackagingService)

The **getFeaturesQueryRequest** API in the ProductPackagingService web service (version 3) supports the new optional parameter **vendorAuthString**. Producers can use the new parameter to retrieve the vendor auth string alongside other feature properties and to query feature information.



**Note** - This enhancement was tracked in SWM-27118 (see also [Optional vendorAuthString parameter in getFeaturesQueryRequest API \(ProductPackagingService, Version 3\)](#)).

Modifications were made to the following file:

- [featureTypes.xsd](#)

### featureTypes.xsd

The following changes were made to this file. Additions are highlighted.

#### # Change

- ```
<xs:complexType name="featureDataType">
  <xs:sequence>
    <xs:element name="featureName" type="xs:string"/>
    <xs:element name="versionFormat" type="tns:VersionFormatType"/>
    <xs:element name="version" type="xs:string" minOccurs="0"/>
    <xs:element name="maxVersion" type="xs:string" minOccurs="0"/>
    <xs:element name="description" type="xs:string" minOccurs="0"/>
    <xs:element name="aggregationType" type="tns:AggregationType" minOccurs="0"/>
    <xs:element name="vendorAuthString" type="xs:string" minOccurs="0"/>
    <xs:element name="featureOverrideParams" type="tns:featureOverrideParamsType" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>
```
- ```
<xs:complexType name="featureOverrideParamsType">
  <xs:sequence>
    <xs:element name="vendorString" type="xs:string" minOccurs="0"/>
    <xs:element name="notice" type="xs:string" minOccurs="0"/>
    <xs:element name="borrowable" type="xs:string" minOccurs="0"/>
    <xs:element name="serialNumber" type="xs:string" minOccurs="0"/>
    <xs:element name="dupGroup" type="tns:dupGroupDataType" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>
```
- ```
<xs:complexType name="featureQueryDataType">
  <xs:sequence>
    <xs:element name="uniqueId" type="xs:string"/>
    <xs:element name="featureName" type="xs:string"/>
    <xs:element name="versionFormat" type="tns:VersionFormatType"/>
    <xs:element name="version" type="xs:string" minOccurs="0"/>
    <xs:element name="description" type="xs:string" minOccurs="0"/>
    <xs:element name="state" type="tns:StateType"/>
    <xs:element name="vendorAuthString" type="xs:string" minOccurs="0"/>
    <xs:element name="featureOverrideParams" type="tns:featureOverrideParamsType" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>
```

## # Change

- ```
4 <xs:complexType name="updateFeatureDataType">
  <xs:sequence>
    <xs:element name="featureIdentifier" type="tns:featureIdentifierType" />
    <xs:element name="featureName" type="xs:string" minOccurs="0"/>
    <xs:element name="versionFormat" type="tns:VersionFormatType" minOccurs="0"/>
    <xs:element name="version" type="xs:string" minOccurs="0"/>
    <xs:element name="maxVersion" type="xs:string" minOccurs="0"/>
    <xs:element name="description" type="xs:string" minOccurs="0"/>
    <xs:element name="vendorAuthString" type="xs:string" minOccurs="0"/>
    <xs:element name="aggregationType" type="tns:AggregationType" minOccurs="0"/>
    <xs:element name="featureOverrideParams" type="tns:featureOverrideParamsType" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>
```
- 
- ```
5 <xs:complexType name="featureQueryParametersType">
  <xs:sequence>
    <xs:element name="featureName" type="tns:SimpleQueryType" minOccurs="0" nillable="true"/>
    <xs:element name="version" type="tns:SimpleQueryType" minOccurs="0" nillable="true"/>
    <xs:element name="versionFormat" type="tns:VersionFormatQueryType" minOccurs="0" nillable="true"/>
    <xs:element name="description" type="tns:SimpleQueryType" minOccurs="0" nillable="true"/>
    <xs:element name="state" type="tns:StateQueryType" minOccurs="0" nillable="true"/>
    <xs:element name="creationDate" type="tns:DateQueryType" minOccurs="0" nillable="true"/>
    <xs:element name="lastModifiedDate" type="tns:DateQueryType" minOccurs="0" nillable="true"/>
    <xs:element name="vendorAuthString" type="tns:SimpleQueryType" minOccurs="0" nillable="true"/>
  </xs:sequence>
</xs:complexType>
```
- 

## Efficient Device Retrieval by Order Parameters (ManageDeviceService)

The ManageDeviceService API now supports `orderId` (Factory Order Number) and `orderLineNumber` (Sales Order Number) as query parameters in `getDevicesQuery` and `getDeviceCount`.

This enhancement eliminates the need for multiple entitlement-based service calls, enabling:

- Direct device lookup using `orderId` or `orderLineNumber`.
- Faster performance for large orders with hundreds of line items
- Improved scalability for cloud-based LIT portal operations.

End users can now retrieve device details and counts quickly without delays caused by iterative calls.

To implement these new actions, the `ManageDeviceService.wsdl` file and its associated `.xsd` file have been updated from v7 to v8:

```
/schema-public/v8/ManageDeviceService.wsdl
/schema-public/v8/manageDeviceTypes.xsd
```

In addition to updating the version, additions were made to the following file:

- [manageDeviceTypes.xsd](#)



**Note** - This enhancement was tracked in SWM-29382, see [Device Retrieval by Order Parameters \(ManageDeviceService, Version 8\)](#).

### manageDeviceTypes.xsd

In addition to updating the version number from 7 to 8 in the manageDeviceTypes.xsd file, the following additional changes were made. Additions are highlighted.

#### # Change

```
1 <xs:complexType name="getDevicesParametersType">
  <xs:sequence>
    <xs:element minOccurs="0" name="alias" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="deviceId" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="deviceIdType" type="tns:DeviceIdTypeQueryType"/>
    <xs:element minOccurs="0" name="parentId" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="hostTypeName" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="soldTo" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="soldToAcctId" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="description" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="status" type="tns:DeviceStateQueryType"/>
    <xs:element minOccurs="0" name="addOnActivationId" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="addOnProductName" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="addOnProductVersion" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="featureName" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="isServer" type="xs:boolean"/>
    <xs:element minOccurs="0" name="deviceTypes" type="tns:deviceTypeList"/>
    <xs:element minOccurs="0" name="userString" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="siteName" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="orderId" type="tns:SimpleQueryType"/>
    <xs:element minOccurs="0" name="orderLineNumber" type="tns:SimpleQueryType"/>
  </xs:sequence>
```

# Legal Information

## Copyright Notice

Copyright © 2026 Flexera Software

This publication contains proprietary and confidential information and creative works owned by Flexera Software and its licensors, if any. Any use, copying, publication, distribution, display, modification, or transmission of such publication in whole or in part in any form or by any means without the prior express written permission of Flexera Software is strictly prohibited. Except where expressly provided by Flexera Software in writing, possession of this publication shall not be construed to confer any license or rights under any Flexera Software intellectual property rights, whether by estoppel, implication, or otherwise.

All copies of the technology and related information, if allowed by Flexera Software, must display this notice of copyright and ownership in full.

FlexNet Operations incorporates software developed by others and redistributed according to license agreements. Copyright notices and licenses for these external libraries are provided in a supplementary document that accompanies this one.

## Intellectual Property

For a list of trademarks and patents that are owned by Flexera Software, see <https://www.revenera.com/legal/intellectual-property.html>. All other brand and product names mentioned in Flexera Software products, product documentation, and marketing materials are the trademarks and registered trademarks of their respective owners.

## Restricted Rights Legend

The Software is commercial computer software. If the user or licensee of the Software is an agency, department, or other entity of the United States Government, the use, duplication, reproduction, release, modification, disclosure, or transfer of the Software, or any related documentation of any kind, including technical data and manuals, is restricted by a license agreement or by the terms of this Agreement in accordance with Federal Acquisition Regulation 12.212 for civilian purposes and Defense Federal Acquisition Regulation Supplement 227.7202 for military purposes. The Software was developed fully at private expense. All other use is prohibited.