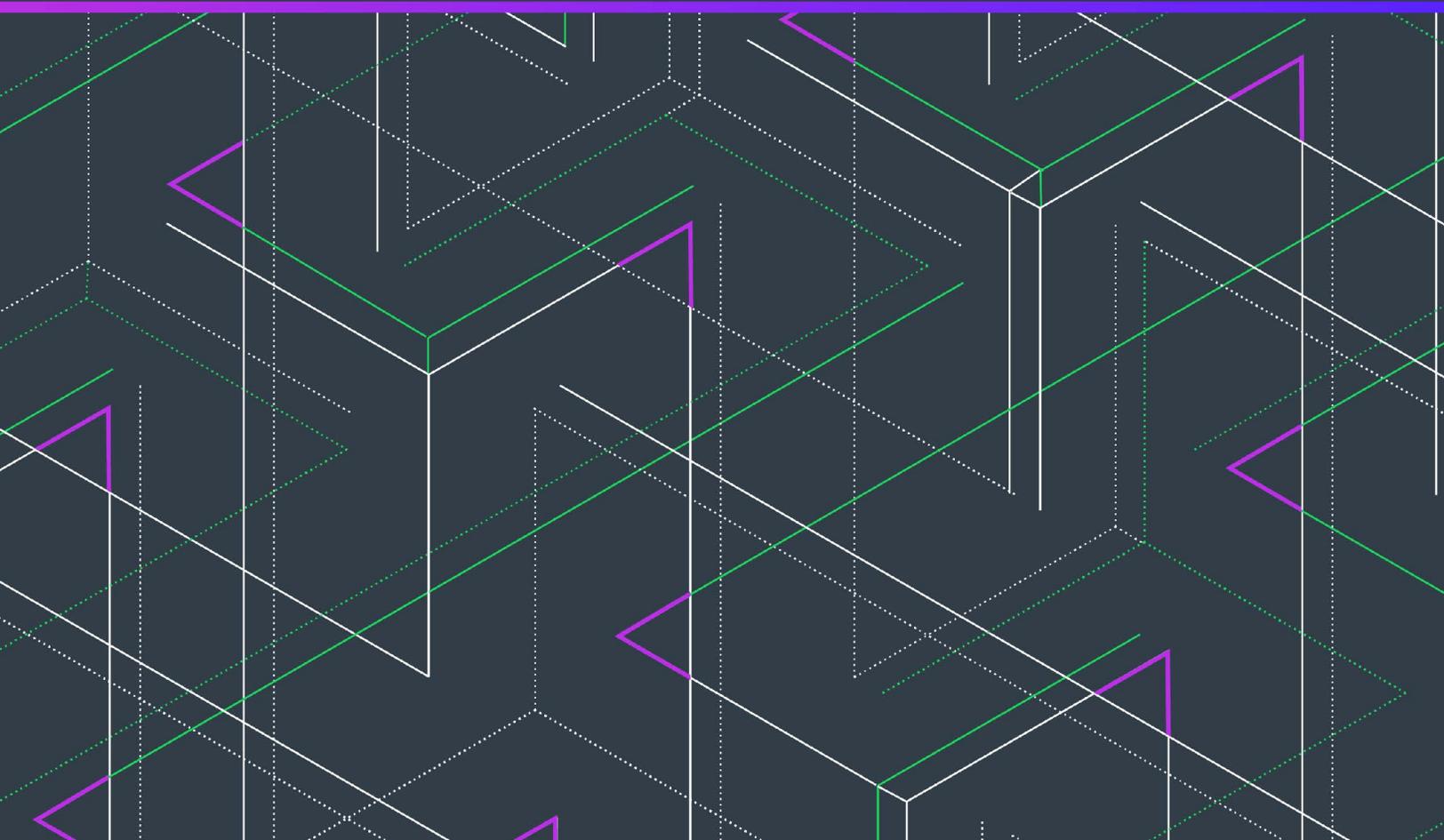


FlexNet Operations

Analytics Integration Guide for Producer AI Agents



Legal Information

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FlexNet Operations Analytics Integration Guide for Producer AI Agents



Important - This solution is available **only in UAT environments**.

Software producers' AI agents—such as **Microsoft Copilot**, **Amazon Q**, and **Claude**—can now directly query FlexNet Operations Analytics data to answer natural-language questions across your monetization data.

This capability offers an alternative to navigating dashboards, building custom reports, or directly querying Snowflake data shares or data access APIs. Instead, users can ask questions in everyday language, while an AI agent dynamically coordinates the relevant data access tools through a standardized interface.

This guide explains how AI agents connect to FlexNet Operations data access tools through a standard interface, who can use this capability, how to configure it with different AI agents, and how to troubleshoot common issues.

- [Using AI Agents to Gain Insights from FlexNet Operations Analytics Data](#)
- [Setting Up an AI Agent to Access FlexNet Operations Data](#)

Read-Only Access (No Data Changes)

When an agentic AI agent connects to FlexNet Operations in this way, it can issue read-only queries through the Data Access API. This provides read-only access to the data warehouse but does not allow changes to FlexNet Operations data and does not provide access to Web Services APIs (no create, update, or delete operations).

Product Support Resources

The following resources are available to assist you:

- [Reverera Product Documentation](#)
- [Reverera Community](#)
- [Reverera Learning Center](#)
- [Reverera Support](#)

Reverera Product Documentation

You can find documentation for all Reverera products on the [Reverera Product Documentation](#) site:

<https://docs.reverera.com>

Reverera Community

On the [Reverera Community](#) site, you can 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 Reverera's product solutions, you can access forums, blog posts, and knowledge base articles.

<https://community.reverera.com/s/>

Reverera Learning Center

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

<https://learning.reverera.com>

Reverera Support

For customers who have purchased a maintenance contract for their product(s), you can submit a support case or check the status of an existing case by first logging into the [Reverera Community](#), clicking **Support** on the navigation menu to open the **Support Hub** page, and then clicking the **Open New Case** or **Case Portal** button.

Contact Us

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<http://www.reverera.com>

You can also follow us on social media:

- [Facebook](#)
- [LinkedIn](#)
- [YouTube](#)
- [Instagram](#)

Using AI Agents to Gain Insights from FlexNet Operations Analytics Data

AI agents provide a new way to gain insights from FlexNet Operations Analytics data by allowing users to ask questions in natural language rather than navigating dashboards, building reports, or writing queries. This section introduces that approach by describing who it is intended for, the key benefits it offers, and best practices for asking effective questions.

The section also includes illustrative use cases and example questions with representative AI responses.

- [From Dashboards to AI Agents: A Fourth Way to Get Answers](#)
- [Example Use Cases for Accessing FlexNet Operations Data with AI Agents](#)
- [Example Questions and Representative AI Responses](#)
- [Feedback](#)



Note - Setup, configuration, and troubleshooting for connecting an AI agent to FlexNet Operations Analytics data are covered in [Setting Up an AI Agent to Access FlexNet Operations Data](#).

From Dashboards to AI Agents: A Fourth Way to Get Answers

Imagine a producer starting their day with a simple question: “Which customer’s usage increased this week?”

Until now, answering that question required choosing among several technical paths:

- **Analytics Dashboard**—Exploring curated charts, filters, and pre-built reports.
- **Data Access API-based apps**—Building or using internal reporting applications that call the FlexNet Operations Data Access API.
- **Snowflake data share**—Analyzing raw data directly in your own warehouse tools.

Each option works well, but all assume you know where the data lives, how fields are named, and which report or query to run.

A new, **fourth option** removes that complexity. Producers can now ask questions in plain, natural language through an AI assistant or agent:

- **Ask in everyday language**—No need to remember report names, SQL, or API field names.
- **AI agent translates the intent**—The agent converts the question into the appropriate Data Access API calls behind the scenes.

Another Way to Access Your Data — “Bring Your Own Agent”



Figure 2-1: Using AI Agents to Access FlexNet Operations Data

The system translates user intent into the appropriate calls behind the scenes—no SQL, no API field names, just questions and answers.

This is enabled by a hosted Model Context Protocol (MCP) server deployed in front of the FlexNet Operations Data Access APIs. Through this MCP server, AI agents such as **Microsoft Copilot**, **Amazon Q**, and **Claude** can securely connect, discover available tools, and query licensing and entitlement data on your behalf, while respecting all existing roles, permissions, and environments. For more information, see the following sections:

- [Who Should Use AI Agents to Access FlexNet Operations Data](#)
- [Key Benefits of Querying FlexNet Operations Analytics Data with AI Agents](#)
- [How to Ask Effective Questions When Using an AI Agent](#)
- [Security and Access Best Practices for AI Agents](#)

Who Should Use AI Agents to Access FlexNet Operations Data

AI agents are useful for a range of roles that need faster access to FlexNet Operations Analytics data without deep technical knowledge or manual analysis.

- **Business users** who want quick answers without navigating dashboards or reports.
- **Support and operations teams** that need to accelerate case resolution and usage analysis.
- **Admin and IT teams** responsible for enabling secure, governed AI access to FlexNet Operations data.

Key Benefits of Querying FlexNet Operations Analytics Data with AI Agents

Using AI agents to query FlexNet Operations Analytics data enables faster access to insights while reducing reliance on manual navigation, report building, or technical expertise.

- **Natural-language queries**—Ask questions without learning report interfaces or query syntax.
- **Instant insights**—Receive responses based on trusted FlexNet Operations Analytics data.
- **Secure by design**—Enforces existing FlexNet Operations roles and permissions.
- **Cross-platform ready**—Works across environments when appropriate credentials are provided.

How to Ask Effective Questions When Using an AI Agent

Although AI agents handle the technical complexity behind the scenes, the quality of the results still depends on how questions are phrased. Clear, specific input helps the agent return more accurate and relevant answers.

- **Be specific**—For example, “*Show entitlements expiring for product X*” is more effective than “*expiring entitlements*”.
- **Include filters when relevant**—Specify details such as product, account, version, region, or environment to narrow the scope.
- **Reference time frames clearly**—Use explicit ranges (for example, “*expiring in the next 30 days*”) to focus the results.

Security and Access Best Practices for AI Agents

Securing AI agent access to FlexNet Operations Analytics data requires careful control of permissions, credentials, and environments.

- **Least-privilege access**—Grant only the roles required for the AI agent’s intended use cases.
- **Token hygiene**—Rotate access tokens regularly and revoke them promptly when staff or responsibilities change. For more information, see [Rotate an access token](#) in the [FlexNet Operations API Reference](#).
- **Environment isolation**—Keep production and sandbox credentials separate to prevent cross-environment access.



Note - Detailed setup, authentication, and connection configuration steps are covered in [Setting Up an AI Agent to Access FlexNet Operations Data](#).

Example Use Cases for Accessing FlexNet Operations Data with AI Agents

This section provides illustrative use cases that demonstrate how AI agents can be used to query FlexNet Operations data and, in more advanced scenarios, combine insights across multiple systems.

- [Single-System Query Example](#)
- [Cross-System Query Example](#)

Single-System Query Example

This example shows how an AI agent can answer a natural-language question by querying data directly from the FlexNet Operations data warehouse.

The user asks a question in everyday language, and the agent translates that intent into the appropriate data queries and formats the response for presentation.

Use Case: Single System — FlexNet Operations

Retrieve all devices mapped to an Activation ID

Example

User:
"Retrieve all devices mapped to an Activation ID ACT-b2be-662F-274f-691, limit to 10 records for Dec 2025 to Jan 2026"

Device ID	Name	Last Seen
D-001	Edge-Gateway-01	2026-01-09 14:32Z
D-002	PLC-Alpha	2026-01-10 09:05Z
D-003	Robot-Cell-7	2026-01-12 18:21Z

Figure 2-2: Use Case: Single System - FlexNet Operations

Cross-System Query Example

In more advanced scenarios, an AI agent can orchestrate queries across multiple agent-enabled systems to provide a consolidated explanation.

This example illustrates how an agent could combine information from FlexNet Operations, CRM, and billing systems to diagnose an activation issue and summarize the results in a single response.

Use Case: Cross System

What is causing this customer's license activation to fail?

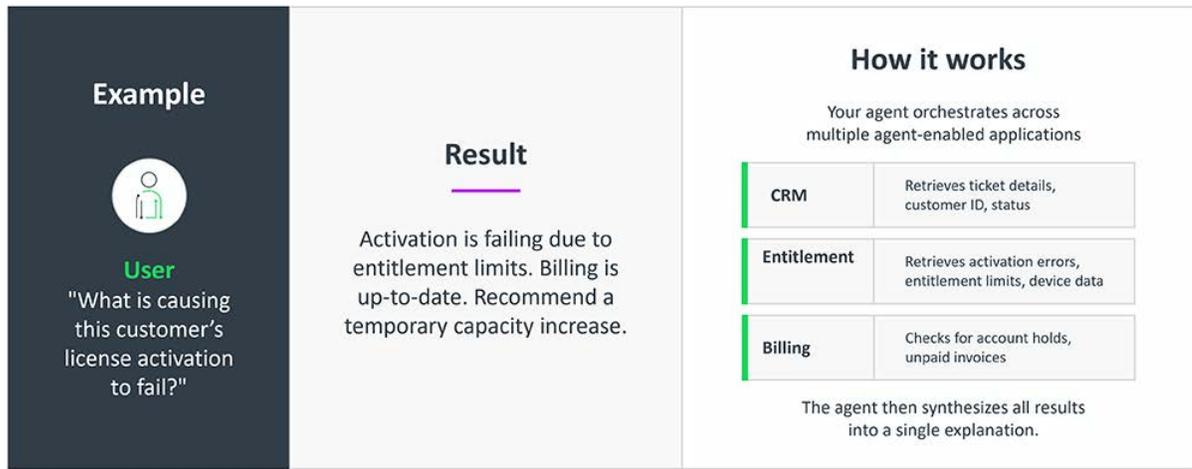


Figure 2-3: Use Case: Cross System

Example Questions and Representative AI Responses

The following examples show questions submitted through an AI agent connected to FlexNet Operations data warehouse, along with representative AI-generated responses.

- [Account Report](#)
- [Usage Report](#)
- [Device Report](#)
- [High Usage Customers Analysis](#)
- [High Usage Products Analysis](#)

Account Report

Prompt

Get me account report for past 5 days in table format.

Account Report for Past 5 Days

Here is the **Account Report for Past 5 Days** in table format.

ID	Account ID	Account Name	Account Type	Country	City	State	Created Date	Last Updated
2000001038617	Northwind	Northwind Solutions	CUSTOMER	US	-	-	2026-02-10 06:53:22	2026-02-10 06:53:22
2000001038616	BlueRidge	Blue Ridge Technologies	CUSTOMER	US	-	-	2026-02-10 06:52:50	2026-02-10 06:52:50
2000001038621	Harborview	Harborview Analytics	CUSTOMER	US	Chicago	IL	2026-02-10 21:14:30	2026-02-10 21:14:30
2000001038622	Lakeshore	Lakeshore Financial Group	CUSTOMER	US	Chicago	IL	2026-02-10 21:24:12	2026-02-10 21:24:12
2000001038625	SummitWorks	SummitWorks Consulting	CUSTOMER	US	-	-	2026-02-11 21:22:03	2026-02-11 21:22:03
2000001038658	ApexDigital	Apex Digital Services	CUSTOMER	US	-	-	2026-02-12 10:09:56	2026-02-12 10:09:56

Usage Report

Prompt

Get me usage report for 2025. Limit to 20 records in tabular format; also give an analysis.

Usage Report for 2025

Here is the report generated by the prompt.

Account	Consumer	Item	Version	Meter Type	Quantity	Used	Entitled	Instance	Usage Date
GraceNet	DataService	S1	1.0	concurrent	0	1	2	LMXSRV01	2025-03-08
GraceNet	DataService	S2	2025.05	concurrent	0	1	2	LMXSRV01	2025-05-16
Harborview	Pro-Viewer	SF2	2025.05	concurrent	0	1	3	XSRVPROD02	2025-05-21
SummitWorks	SurveyEngine	Survey	1.0	concurrent	0	1	1	XSRVSURVEY01	2025-05-21

Usage Analysis for 2025

Here is the analysis generated by the prompt.

Report Summary

- **Total Records:** 48 usage records (showing top 20)
- **Time Range:** January 2025 – February 2026
- **Report Generated:** February 13, 2026
- **Pages:** 3 total pages available

Key Insights

Account Distribution

- **SummitWorks:** 65% (13/20 records) – Most active account
- **Northwind:** 20% (4/20 records)
- **GraceNet:** 15% (3/20 records)

Top Consumers

- **Data Integration Service:** 65% of usage (13 records)
- **M. Reynolds:** 25% of usage (5 records)
- **Pro-Viewer:** 10% of usage (2 records)

Most Used Items

- **Core Analytics v1.0:** 80% (16 records) – Primary feature usage
- **Streaming Features (SF2/SF1):** 15% (3 records) – Secondary features
- **Usage Survey Module:** 5% (1 record each) – Minimal usage

Meter Types

- **Concurrent:** 70% of usage patterns
- **Unmetered:** 30% (simple access requests)

Usage Patterns

- **Peak Activity:** February 21, 2025 (15 records)
- **License Utilization:** Efficient usage with most items showing 1/10 or 1/2 ratios
- **Response Codes:** Mix of successful completions and specific service responses (12, 15)

Device Report

Prompt

Retrieve all devices using Basic_Paint. Limit to 10 records for Nov 2025 to Jan 2026 in tabular format.

Device Report

Here is the report generated by the prompt..

ID	Device ID	Device Name	Account	Status	License Status	Qty on Device	Product Version	Expiration Date	Last Modified	Site
200000132911	W9WK0T1 YR_RUHP	W9WK0T1 YR_RUHP	Northwind Retail Group	ACTIVE	LICENSE_ GENERATED	20	1.0	2025-12-31	2026-01-12 10:14:44	1102-63266 37-site
2000001355071	4965974 BY67	Rbosch_C MAP_Analytics	Barry Photo Studio	ACTIVE	LICENSE_ GENERATED	5	1.0	2027-05-19	2025-12-05 02:16:47	-
2000001355071	4965974 BY67	Rbosch_C MAP_Analytics	Barry Photo Studio	ACTIVE	LICENSE_ GENERATED	3	1.0	2025-12-31	2025-12-05 02:16:47	-

High Usage Customers Analysis

Prompt

Give me customers with high usage.

High Usage Customers Analysis Report

Here is the report generated by the prompt..

Rank	Account Name	Usage Records	Total Quantities	Entitled Capacity	Usage Pattern
1	Summit Forge	25 records	25+ units	2-10 per feature	Heavy concurrent user
2	Blue Harbor Security	12 records	12+ requests	10,000+ capacity	Elastic token testing
3	Northwind Systems	8 records	100,003+ units	Unlimited	EXTREME USAGE
4	Drew Industries	3 records	3+ units	5 per feature	Moderate user
5	Apex Health	2 records	2 units	1 per feature	Light concurrent
6	Contoso	2 records	3 units	10,000+ capacity	Elastic testing
7	Gracewell Technologies	1 record	1 unit	1 per feature	Light user

Detailed High Usage Analysis

Here is the analysis generated by the prompt.

Extreme Usage Alert - Northwind Systems

- **Single Transaction:** 100,000 units on item "DualAxis Line"
- **Usage Pattern:** Metered licensing with unlimited consumption
- **Consumer:** M. Ionescu
- **Risk Level:** **CRITICAL** - Potential runaway usage

Top Volume Customers

1. Summit Forge (Highest Activity)

- **Usage Records:** 25 (52% of all usage)
- **Primary Users:** V. Dawson (17 records), M. Reynolds (8 records)
- **Popular Items:** FlexCore (concurrent), StreamFlow, UsageSurvey
- **Pattern:** Consistent concurrent licensing with 10-license pool
- **Status:** Efficient usage - good license utilization

2. Northwind Systems (Highest Volume)

- **Usage Records:** 8 records
- **Total Volume:** 100,003+ units

High Usage Products Analysis

Prompt

Get me a list of products with high usage.

High Usage Products Analysis Report

Here is the analysis generated by the prompt.

Rank	Product Name	Usage Records	Total Quantities	Peak Single Use	Usage Type	Status
1	FlexCore	28 records	100,028+ units	100,000	Concurrent/ Metered	 EXTREME
2	ElasticRate	12 records	15+ tokens	2 per session	Elastic	 High
3	StreamFlow	3 records	3+ units	1 per session	Concurrent	 Moderate
4	DualAxis Line	2 records	100,001+ units	100,000	Metered	 CRITICAL
5	Feature Release July	2 records	1 unit	1 per session	Concurrent	 Normal
6	MeterFlex	1 record	1 unit	1	Metered	 Light
7	StreamFlow Lite	1 record	1 unit	1	Unmetered	 Light

Detailed Product Usage Breakdown

Extreme Usage Products

Product "FlexCore" – TOP USAGE CHAMPION

- **Usage Frequency:** 28 records (58% of all usage)
- **Version:** 1.0
- **Total Consumption:** 100,028+ units
- **Peak Transaction:** 100,000 units (Customer101)

Feedback

Your feedback is valuable and can help us find existing problems and inspire future change. We are looking for general impressions, improvement suggestions, bugs, and feedback about how well FlexNet Operations Hosted MCP Servers align with your use cases.

Please contact Revenera with your feedback.

3

Setting Up an AI Agent to Access FlexNet Operations Data

This section describes how to configure AI agents to securely connect to FlexNet Operations Analytics data through the hosted FlexNet Operations MCP server. It covers prerequisites, authentication options, and client-specific setup steps, along with guidance for testing connections and troubleshooting common issues.

- [Configuring AI Agents to Connect to FlexNet Operations Hosted MCP Servers](#)
- [Testing the Connection to the MCP Server](#)
- [Troubleshooting](#)

Configuring AI Agents to Connect to FlexNet Operations Hosted MCP Servers

To use natural-language questions with your FlexNet Operations data, your AI agent (Microsoft Copilot, Amazon Q, Claude) needs to connect to the hosted FlexNet Operations MCP server via a simple authorization process. This section describes how to configure the producer's AI agent to connect to an existing standard interface—the MCP server—enabling it to securely invoke Data Access API tools on your behalf.

- [Requirements and Prerequisites](#)
- [End-to-End Setup Flow for Connecting an AI Agent to FlexNet Operations](#)
- [Authentication and Token Management](#)
- [Configuring an AI Agent Using Copilot Studio](#)

Requirements and Prerequisites

This section describes the prerequisites and configuration requirements for connecting an AI agent to FlexNet Operations Analytics data, including basic setup needs and engineering-defined security and access controls.

The following requirements define the access controls, identifiers, network conditions, and environment boundaries needed for an AI agent to successfully connect to FlexNet Operations Analytics data.

Item	Requirements
FlexNet Operations Credentials	FlexNet Operations credentials with appropriate access.
MCP Compatible Client	An MCP compatible client: Microsoft Copilot, Amazon Q, or Claude.
Hosted MCP Server URL	Hosted MCP server URL (provided by your Support Department or your Administrator).
FlexNet Operations Roles and Permissions	A FlexNet Operations Publisher role is required. The FlexNet Operations Data Access REST APIs do not require any specific permissions

End-to-End Setup Flow for Connecting an AI Agent to FlexNet Operations

The following diagram illustrates the high-level flow for configuring an AI agent to connect to the FlexNet Operations hosted MCP server, from validating prerequisites through authentication, connection setup, and initial testing.

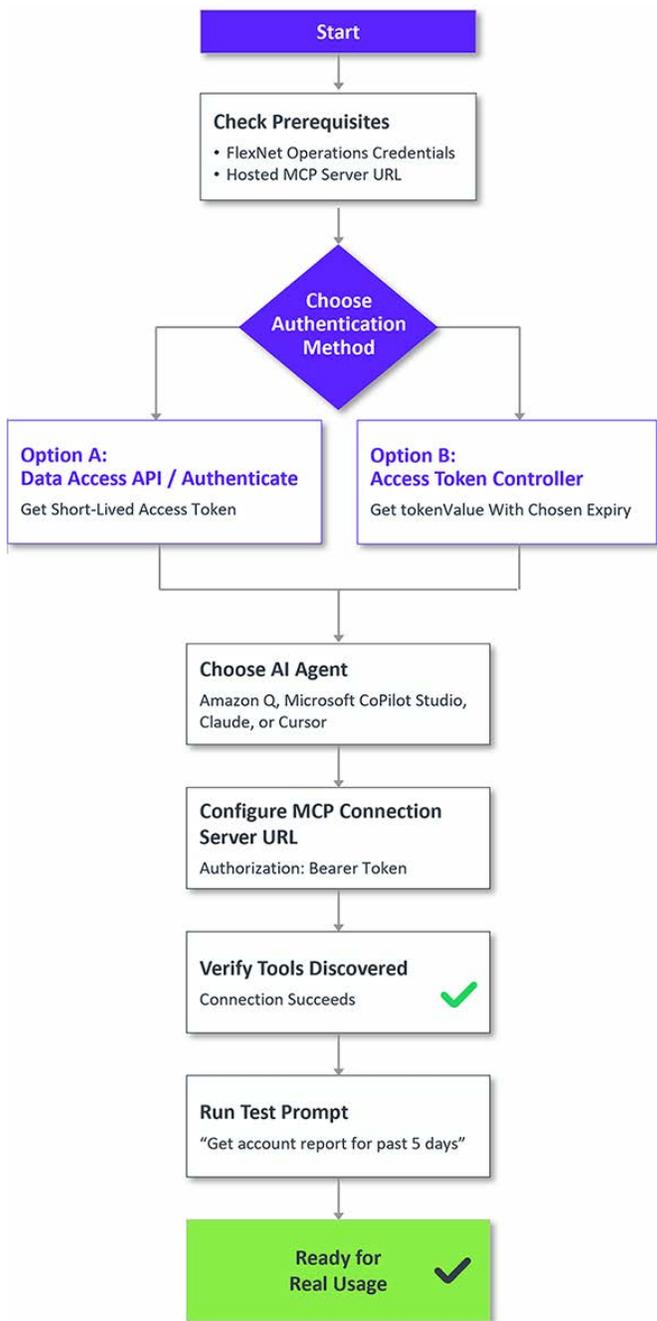


Figure 3-1: End-to-End Setup Flow for Connecting an AI Agent to FlexNet Operations

The following table describes the items in the flow diagram.

Table 3-1 ▪ End-to-End Setup Flow for Connecting an AI Agent to FlexNet Operations

Step	Description
Check Prerequisites	Verify that required prerequisites are in place, including FlexNet Operations credentials and the hosted MCP server URL.
Choose Authentication Method	Select how the AI agent will authenticate when connecting to FlexNet Operations.
Option A: Data Access API / Authenticate	Get a short-lived access token by calling the FlexNet Operations Data Access API authenticate endpoint.
Option B: Access Token Controller	Get a tokenValue with a chosen expiration duration using the Access Token Controller.
Choose AI Agent	Select the AI agent that will be configured to connect to the hosted MCP server.
Configure MCP Connection Server URL	Configure the MCP server connection, including the server URL and Authorization header using the bearer token.
Verify Tools Discovered	Confirm that the AI agent successfully connects to the MCP server and discovers the available tools.
Run Test Prompt	Run a simple test query (for example, retrieving an account report for the past five days) to validate connectivity.
Ready for Real Usage	After successful testing, the AI agent is ready for regular usage.

Using Access Token Controller (Configurable Expiration)

To authenticate a FlexNet Operations hosted DAPI MCP server using the access token controller authentication option, perform the following steps.



Task To use access token controller authentication:

1. Use the Access Token Controller REST API to obtain a token, as described in [Create an access token](#).
2. Provide the expiry for the token as desired.
3. Copy the tokenValue to use in the Agent.

The screenshot shows a REST client interface with the following details:

- URL:** `https://flex1102-fno-uat.flexnetoperations.com/flexnet/uar/v1/token`
- Method:** `POST`
- Body (raw):**

```
1 {
2   "expiryStr": "1y",
3   "tokenName": "TokenLongLived",
4   "tokenType": "NORMAL",
5   "username": "abc@test.com"
6 }
```
- Response (JSON):**

```
1 {
2   "statusMessage": "Successful",
3   "responseObject": {
4     "expiryStr": "1y",
5     "tokenName": "TokenLongLived",
6     "tokenType": "NORMAL",
7     "username": "abc@test.com",
8     "tokenIssueMillis": 1771279181315,
9     "tokenExpiryMillis": 1802815181315,
10    "tokenCreator": "flexnetoperations",
11    "tokenValue": "eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJ1eW91dCI6ImFhYyIsImV4c2kiOiIxYyIsImF1dG8iOiJ0b2tlbiJ9"
12  }
13 }
```

Configuring an AI Agent Using Copilot Studio

Copilot Studio provides a low-code way to configure an AI agent to connect to the hosted FlexNet Operations MCP server. This approach allows users to ask natural-language questions and retrieve analytics data without building custom integrations.

If you already have a Model Context Protocol (MCP) server set up, you can connect it to your AI agent.

There are two ways to connect your AI agent to an MCP server in Copilot Studio:

- **MCP Onboarding Wizard**—Add the MCP server in Copilot Studio using the *MCP Onboarding Wizard* (recommended)
- **Custom connector**—Create a custom connector to your server via Power Apps

To configure using the Copilot Studio, perform the following steps.

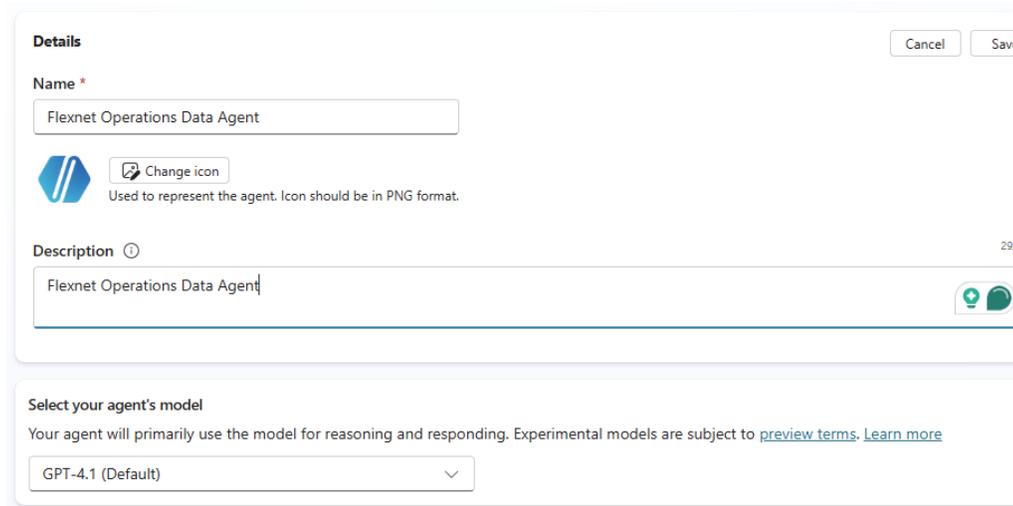


Task To configure access using Copilot Studio:

1. Click **Create blank agent**.



2. Name the agent, select an agent model, and click **Save**.



3. Open the **Tools** page for your agent.
4. Click **Add tool**.
5. Select **New tool**.

6. Select **Model Context Protocol**.

Add tool

Let your agent do more. [Learn more](#)

Create new

 **Agent flow**
These predictable automations run the same way each time, giving you more control when you need it.

 **Prompt**
Analyze and transform text, documents, images, and data, with natural language and AI reasoning.

 **Model Context Protocol**
Open standard for connecting your agent to data, designed with AI in mind.

The **Model Context Protocol** Onboarding Wizard opens.

Add a Model Context Protocol server (Preview) ✕



Model Context Protocol

Server name *

Server description *

Server URL ⓘ *

Enter the complete server path to continue

Authentication
 None API key OAuth 2.0

Create

7. Fill in the required fields:

- **Server name**—Name to identify the server.
- **Server description**—Enter a brief but clear description of what your MCP server does. The agent orchestrator uses this information to identify whether to call your server at runtime.
- **Server URL**—URL to the server.

8. Select the **Authentication** type for your MCP server, if applicable.

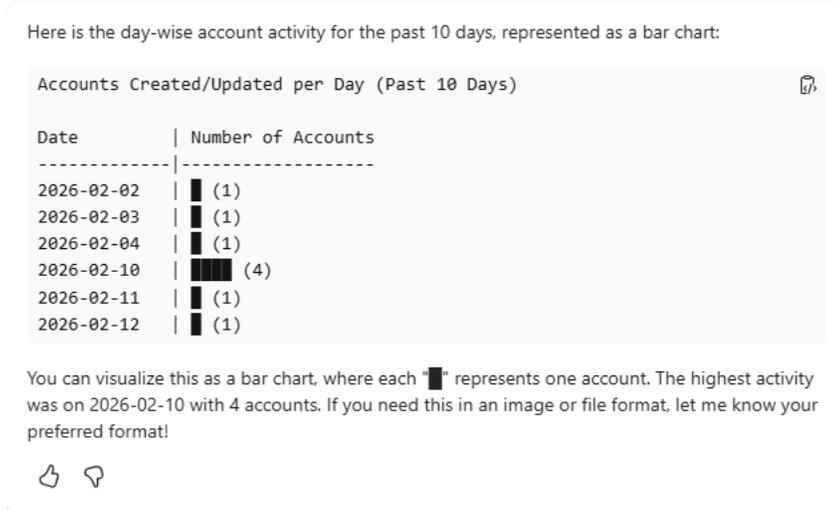
9. If you select **API key** under **Authentication**, the **Type** and **Header** name fields are displayed:

The screenshot shows a configuration form for an MCP Server. It includes the following fields and options:

- Server name ***: A text input field containing "DAPI MCP Server".
- Server description ***: A text area containing "This MCP Server will connect to Flexnet Operations Data Warehouse." with a green dot at the end.
- Server URL ⓘ ***: A text input field containing "https://<URL>-uat.flexnetoperations.com/dapi/mcp". Below it is a note: "Enter the complete server path to continue".
- Authentication**: Three radio buttons: "None", "API key" (selected), and "OAuth 2.0".
- Type**: Two radio buttons: "Header" (selected) and "Query".
- Header name ***: A text input field containing "Authorization".
- Create**: A black button with white text at the bottom.

10. For **Type**, select the type of API key to use.
- **Header**—Select this option if your MCP server requires the API key in the request header.
 - **Query**—Select this option when the API key must be passed as a URL query parameter rather than an HTTP header. The key is appended to each request URL (for example, `?api_key=xxxxx`) and included with every request.
11. Click **Create**.
- Next, you need to create a connection to the MCP Server.
12. Create a new connection.
13. Enter the **Authorization Header** value, which contains the bearer token obtained from the Data Access/authenticate API.
14. Enter the value in this format: `Bearer <Token>`.
15. After the connection details are entered, click **Add**, then click **Configure**.
16. After successful configuration, you should be able to view the available tools in the Agent.
17. Once the connection is successful, the agent is ready to execute queries.

18. Fire an accounts report query and test the agent.



Testing the Connection to the MCP Server

Use simple prompts to test your client's connection to the MCP server you configured. For example, enter this prompt:

Get me the account report for the past 5 days in tabular format

You should see a report similar to this one entitled **Account Report for Past 5 Days**.

ID	Account ID	Account Name	Account Type	Country	City	State	Created Date	Last Updated
2000001038617	NORTHWIND01	Northwind Solutions	CUSTOMER	US	-	-	2026-02-10 06:53:22	2026-02-10 06:53:22
2000001038616	BLUERIDGE01	Blue Ridge Technologies	CUSTOMER	US	-	-	2026-02-10 06:52:50	2026-02-10 06:52:50
2000001038621	HARBORVIEW01	Harborview Analytics	CUSTOMER	US	Chicago	IL	2026-02-10 21:14:30	2026-02-10 21:14:30
2000001038622	BDO-USA	BDO USA	CUSTOMER	US	Chicago	IL	2026-02-10 21:24:12	2026-02-10 21:24:12
2000001038625	SUMMITWORKS01	SummitWorks Consulting	CUSTOMER	US	-	-	2026-02-11 21:22:03	2026-02-11 21:22:03
2000001038658	APEXDIGITAL01	Apex Digital Services	CUSTOMER	US	-	-	2026-02-12 10:09:56	2026-02-12 10:09:56

Troubleshooting

The following provides troubleshooting tips for common issues encountered when using a FlexNet Operations Hosted DAPI MCP Server.

Table 3-2 ▪ Troubleshooting Common Issues

Issue Type	Troubleshooting Tip
Connection Issues	<ul style="list-style-type: none">● Verify the Hosted MCP server URL is correct and reachable from your network.● Check VPN, firewall, and proxy settings that may block outbound connections.
Authentication Errors	<ul style="list-style-type: none">● Confirm credentials, token validity, and that JWT/PKCE settings match your client configuration.● Ensure the Authorization header uses a current Bearer token.
Empty or Unexpected Results	<ul style="list-style-type: none">● Confirm relevant data exists for your query and environment.● Verify your user role has permission to access the requested objects.