

FlexNet Operations Export Compliance Automation Guide

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Introduction

Export compliance refers to the regulations that control how software and technology can be distributed across countries and to specific individuals or organizations, based on government restrictions and security policies. In FlexNet Operations, these regulations are enforced by evaluating download requests against compliance criteria to determine whether a download can be delivered to a specific end user.

When an end user attempts to download a product from the End-User Portal, an export compliance check is performed as a standard security measure. In some cases, a download may be blocked due to a potential match identified during compliance screening. When this occurs, a support case is automatically created.

This document describes the automated workflow that is initiated when a compliance check fails and outlines the actions required from customers to complete the process. The automated process replaces manual handling with notification and approval steps, enabling faster processing and resolution.

This document covers the following sections:

- [Export Compliance Restriction Triggers](#)
- [Customer Workflow and Actions](#)

- [Additional Resources](#)
- [Getting Assistance](#)

Export Compliance Restriction Triggers

Depending on the product classification of a particular software product (as administered by the Department of Commerce Bureau of Industry and Security), FlexNet Operations checks the following data elements for any individual who initiates a download using the service:

- User name on denial list
- User email address domain—check for country of origin/government
- User profile address—check for country of origin/government
- Account Name on denial list
- IP address lookup
- Domain from DNS lookup for IP address (only used if the user profile address check fails)

If any of these checks fail, access to the download package is denied and an *Entity Export Compliance Restriction* is triggered.

When this occurs:

- A case is automatically created at Revenera support.
- The Export Compliance Automation process is initiated.
- Customers will receive a notification to review their end user or account restrictions.

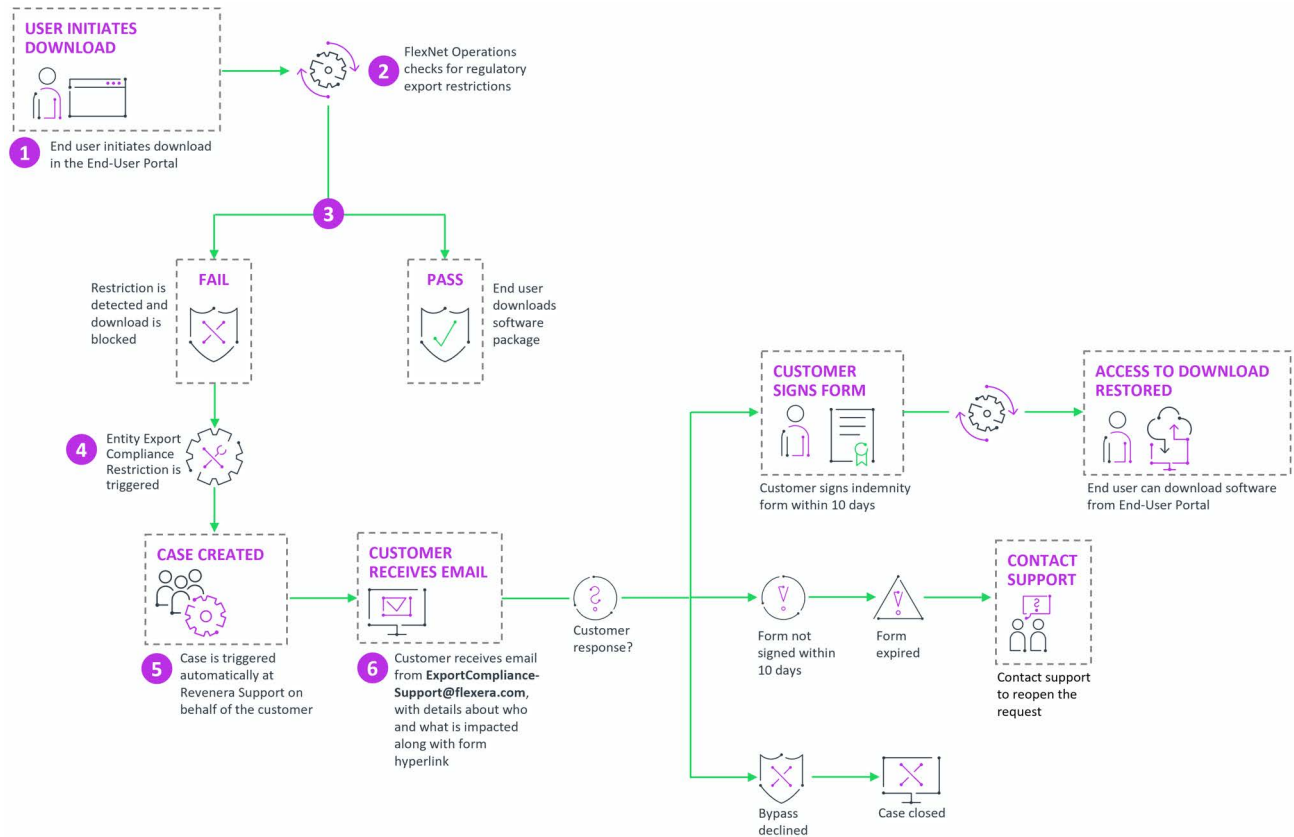
This automated workflow applies to all such compliance check failures and replaces the previous manual handling process.

Customer Workflow and Actions

The workflow for the automated export compliance check consists of the following steps:

1. [Configure Prerequisites and Setup](#)
2. [Receive Approval Request Notification Email](#)
3. [Complete Indemnity Form in Adobe Acrobat Sign](#)

The following diagram provides a visual overview of the automated export compliance workflow, from the initial compliance check to final resolution. It illustrates the sequence of system actions and required customer steps.



Configure Prerequisites and Setup

Before the Export Compliance Automation process is enabled, your company's IT administrator must complete the following preparatory steps:

- Update Approved Senders List**—Add the following email address to your approved senders list to prevent communication issues: **exportcompliance-support@flexera.com**

 Emails received from this address will have the following subject line: "RE: Case # <Case Number> - Export Compliance Failure - <Tenant ID>"
- Update Recipient Email Address** (optional)—Export Compliance notifications will continue to be delivered to the same email addresses currently used in the manual process. If you would like to update the recipient email address, open a case through the Support Hub (customer login required) or contact us at support@revenera.com.
- Review Internal Security Guidelines**—Review and update any internal security, firewall, or email filtering rules to ensure that:
 - Automated emails are not blocked
 - Attachments and hyperlinks from Adobe Acrobat Sign are allowed

Receive Approval Request Notification Email

When the Export Compliance Automation workflow is initiated, your designated recipient email address will receive an automated Approval Request Notification Email.

The email is sent from **exportcompliance-support@flexera.com** and provides key details to help you identify the affected account or user. It includes the following information:

- Case number
- Account or user/member name
- User details
- Tenant ID
- Name of the product/download package
- Link to the indemnity form

Complete Indemnity Form in Adobe Acrobat Sign

Completing the indemnity form is a mandatory step in the Export Compliance Automation workflow. After receiving the Approval Request Notification Email, the approver must use the link provided in the email to open the indemnity form in Adobe Acrobat Sign.

To complete the approval process, the reviewer must:

- Review the indemnity form carefully.
- Provide their name and email address.
- Approve or decline it directly in Adobe Acrobat Sign.

Only approvals completed through Adobe Acrobat Sign are accepted. Any other forms of approval (including email replies, attachments, or alternative written approvals) will not be processed.

Completion Timeline

Approvals must be completed in Adobe Acrobat Sign within ten (10) days. A reminder email will be sent on the ninth (9th) day if no action has been taken. If not completed within this period, the indemnity form will expire automatically and the bypass request will be closed.

If the indemnity form has expired and you wish to reopen the request later, create a support ticket by emailing support@flexera.com. Include the relevant case number for reference.

After the Form Is Signed

Once the indemnity form has been signed:

- The request is processed automatically.
- A confirmation email is sent to the recipient email address you provided.
- Download access is restored without further manual intervention.
- You can now inform the restricted user that download access has been successfully restored.

Additional Resources

For further information about the Export Compliance Automation process, including background context and a complete walk-through, refer to the following resources:

FAQ (Reverera Knowledge Base Article)

The article [FlexNet Operations Export Compliance Process Automation FAQs](#), available from the [Reverera Knowledge Base](#), provides detailed information about the purpose of the change, impact on customer responsibilities, notification behavior, turnaround times, and other commonly asked questions.

Export Compliance Automation Video

The video [Software Delivery Export Compliance Automated Process](#), available on the Reverera YouTube channel, demonstrates the end-to-end workflow, including case creation, automated notifications, and the indemnity form process.

FlexNet Operations User Guide

For detailed information about export compliance, see the [About Export Compliance](#) section in the [FlexNet Operations User Guide](#).

Getting Assistance

If you have any questions or encounter issues at any stage of this process, the Reverera Support team is available to assist.

For additional background information and a walk-through of the export compliance workflow, refer to the resources listed in [Additional Resources](#).

Legal Information

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