

FlexNet Operations 2025 ALM Release Notes

April 2025

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Introduction

This Release Notes document summarizes the features, enhancements, and updates delivered with FlexNet Operations 2025.04 in April 2025. 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](#)
- [Previous FlexNet Operations Release Notes](#)

Revenera Resources

The following resources can help you stay up to date with FlexNet Operations news and product knowledge:

- In addition to providing case management, the [Revenera Community](#) site can help you quickly find answers to your questions by searching content from other customers, product experts, and thought leaders. You can also post questions on discussion forums for experts to answer. For each of Revenera's product solutions, you can access forums, blog posts, and knowledge base articles. You can also access the Product and License Center from the Community's **Other Resources** menu to download Revenera products.
- You can find documentation for FlexNet Operations and all other Revenera products on the [Revenera Product Documentation](#) site.

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

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

- Customers who have purchased a maintenance contract for their product(s) can submit a support case or check the status of an existing case by 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.

FlexNet Operations Videos

These brief, informative videos walk you through the getting-started exercises found in the FlexNet Operations User Guide (online help or PDF version). We recommend that you first read the appropriate “Getting Started” section in the *User Guide* to gain an understanding of the concepts it covers, and then click the section title in the table below to view the video.

| Guide | Topics |
|---|---|
| Getting Started with Entitlement Management | Creating an account, a user, a product, and an entitlement. |
| Getting Started with FlexNet Embedded Licensing | Setting up a publisher, identity, and a licensed product. Creating a device and activating its license. Creating and provisioning FlexNet Embedded license servers. |
| Getting Started with Electronic Software Delivery | Creating a producer and download packages, associating download packages with a product, creating files, associating files with download packages, and viewing and downloading files from the FlexNet Operations End-User Portal. |
| Getting Started with Usage Management | Creating a usage-based license model, a feature, a product, and an entitlement. Obtaining the license server URL to which the usage data is sent. Running a usage-capture client. Viewing usage information graphs and gauges. |
| Getting Started with FlexNet Publisher License File-Based Licensing | Activating and returning a certificate license. |
| Getting Started with Cloud Licensing Service | Creating a cloud-hosted license server. |
| Getting Started with FlexNet Customer Growth | Customer growth concepts and configuring notifications for expiring entitlements and expired entitlements. |

Previous FlexNet Operations Release Notes

To view the release notes associated with FlexNet Operations ALM releases from previous years, access <https://docs.reverera.com/?product=FlexNet%20Operations> and select the appropriate year from the **VERSION** list.

Features and Enhancements

The following sections describe the new features and enhancements added to FlexNet Operations in 2025:

- [Features and Enhancements in 2025.04](#)
- [Features and Enhancements in 2025.03](#)
- [Features and Enhancements in 2025.02](#)
- [Features and Enhancements in 2025.01](#)

Features and Enhancements in 2025.04

Features and enhancements were added to the following areas of FlexNet Operations in the 2025.04 release:

- [Entitlement Management Enhancements in 2025.04](#)
- [User Experience Enhancements in 2025.04](#)
- [SOAP and REST Web Services Enhancements in 2025.04](#)

Entitlement Management Enhancements in 2025.04

The following enhancements to entitlement management were added in the 2025.04 release.

- [Allow Renewal License to Start Upon Expiry of Parent License](#)
- [Grouping Product Information in Entitlements Email Template](#)
- [New “Features” Column on List Entitlements Page](#)

Allow Renewal License to Start Upon Expiry of Parent License

(Case 02679546; SWM-21239)

Currently, mapping a renewal license to a device can result in the parent license being unmapped, temporarily leaving the device without a license.

This issue occurs when a renewal relation is set up between the parent and the child line items, and the renewed (child) line item has a future start date. When the renewed line is activated, it replaces the parent line mapped to the device. It is possible to create a renewal line item without linking to the parent line item; in this case there is no gap in license coverage.

To address this issue, the 2025.04 release introduces a configuration which allows producers to change the behavior when mapping renewal licenses to devices. The new configuration called **Retain mapping of the parent activation to the devices when mapping a child activation** is available under **System > Configure > Embedded Devices > Host Options**. By default, the option is unselected, maintaining the behavior of previous releases.

When this option is selected, the parent license remains mapped to the device even when a child license (for a renewal, upgrade or upsell) is applied. This means that the parent license continues to be available after the child line item has been mapped.

This enhancement allows producers to issue renewal licenses well before the parent license expires, and it enables customers to apply the renewal license early. This ensures uninterrupted license coverage throughout the device's activation lifecycle, preventing any interruptions.

There has been no change to the user experience. Activations are mapped as before:

- Producer Portal—On the **View Device** or **View Server** page (under **Devices > Devices**, click a hyperlinked device name), click **Licenses > Map Entitlements** or **Map by Activation IDs**.
- SOAP web services—Using the the **incrementAddonLineItems** and **linkAddonLineItems** operations of the **ManageDeviceService** web service.



Note - Producers are responsible for explicitly unmapping unused/expired activations.

Grouping Product Information in Entitlements Email Template

(Cases 02749254, 02956269; SWM-21546)

This release introduces a new merge tag `[[FOR-EACH tag="EntitledProductLine"]]` for the Entitlement email template. This tag can be used to group all the products from a product line along with information about each product in the Entitlement email that customers will receive.

Use of the new merge tag is controlled by the configuration option **Allow grouping of product information based on product line in entitlement email template** (under **System > Configure > FlexNet Operations > General Options**). By default, this option is disabled.

This enhancement gives producers more flexibility when structuring their entitlement emails. Depending on whether the configuration option is selected or unselected, the Entitlement email can either:

- iterate the product line and print product information, or
- iterate the product and print product line information.

The following examples illustrate the different Entitlement emails that can be generated:

- [Configuration Option Selected, Iterating Product Lines](#)
- [Configuration Option Unselected, Iterating Products](#)

Configuration Option Selected, Iterating Product Lines

The following example code shows how to use the merge tag `[[FOR-EACH tag="EntitledProductLine"]]` to iterate through product lines and then iterate the products for each product line, along with sample output.

```
[[FOR-EACH TAG="Entitlement" child-only="true"]]  
  [[FOR-EACH TAG="EntitlementLineItem"]  
    [[IF TAG="LicenseGenerator" VALUE="demo"]  
      [[FOR-EACH tag="EntitledProductLine"]  
        Product Line - [[ProductLine]]  
        [[FOR-EACH tag="EntitledProduct"]  
          Product Name: [[Name]]  
          Product Description: [[Description]]  
        [[END FOR-EACH]]  
      [[END FOR-EACH]]  
    [[END FOR-EACH]]  
  [[END FOR-EACH]]
```

```

Part Number: [[PartNumber]]
Permanent: [[Permanent]]
Start Date: [[StartDate]]
Expiry Date: [[ExpirationDate]]
ActivationID: [[ActivationID]]
    [[END IF]]
  [[END FOR-EACH]]
[[END FOR-EACH]]

```

A resulting Entitlement email might look like this:

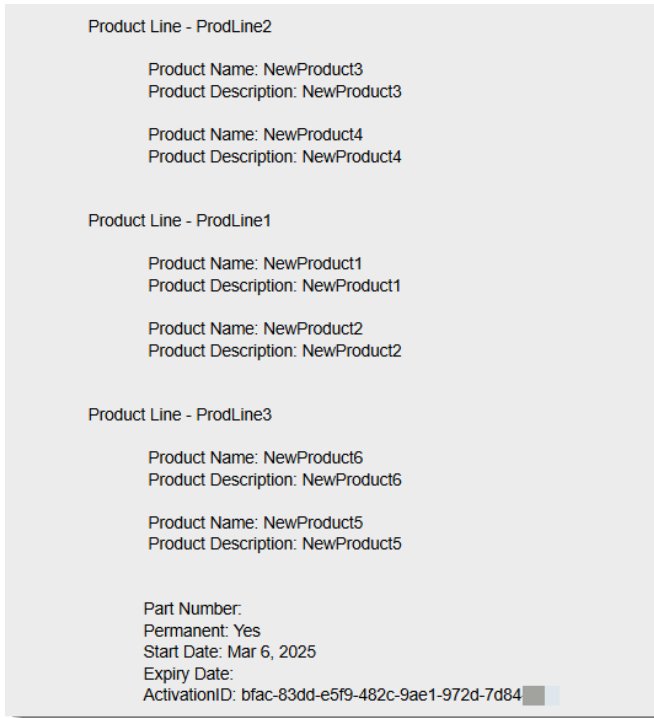


Figure 1: Entitlement email using the `[[FOR-EACH tag="EntitledProductLine"]]` merge tag

Configuration Option Unselected, Iterating Products

When the configuration option **Allow grouping of product information based on product line in entitlement email template** is unselected, the merge tag `[[FOR-EACH tag="EntitledProduct"]]` iterates through products and includes product line information. Below is some sample code and an example of a resulting Entitlement email.

```

[[FOR-EACH TAG="Entitlement" child-only="true"]]
  [[FOR-EACH TAG="EntitlementLineItem"]]
    [[IF TAG="LicenseGenerator" VALUE="demo"]]
      [[FOR-EACH tag="EntitledProduct"]]
        Product Name: [[Name]]
        Product Description: [[Description]]
        Product Line: [[ProductLine]]
      [[END FOR-EACH]]
    Part Number: [[PartNumber]]
    Permanent: [[Permanent]]
    Start Date: [[StartDate]]
    Expiry Date: [[ExpirationDate]]
  [[END FOR-EACH]]

```

```
ActivationID: [[ActivationID]]
[[END IF]]
[[END FOR-EACH]]
[[END FOR-EACH]]
```

A resulting Entitlement email might look like this:

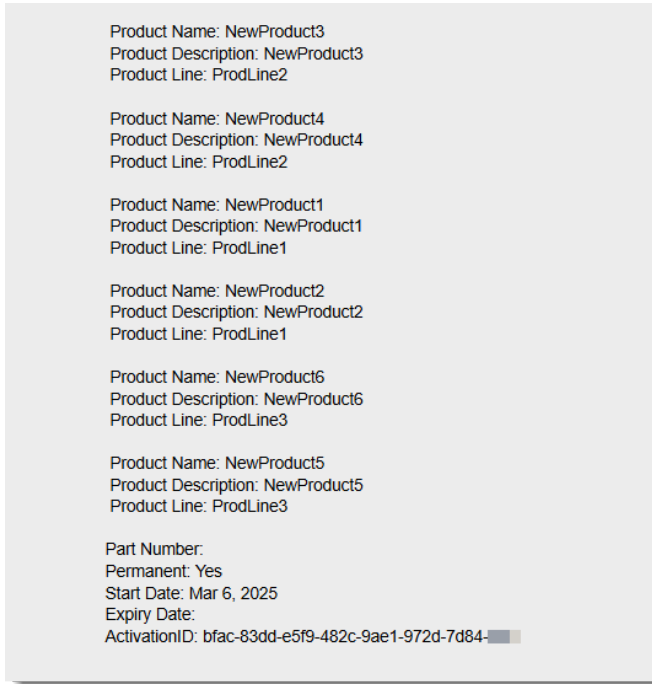


Figure 2: Entitlement email using the `[[FOR-EACH tag="EntitledProduct"]]` merge tag

New “Features” Column on List Entitlements Page

(Case 02982636, SWM-25094)

In the Producer Portal and the End-User Portal, the **List Entitlements** page can display an additional **Features** column, which would show the name and the version of the feature that is associated with a product. If a product includes more than one feature, a **more...** link is displayed. Pointing to the link lists all features that are linked to the product.

This enhancement makes it easier for producers and their customers who might be more familiar with feature names than product names to identify and manage the features associated with a product.

Displaying the Features Column

This enhancement is disabled by default. Producers who would like the **Features** column to be displayed should send a request to Reverera support. Reverera strongly recommends that producers ensure that displaying the **Features** column does not interfere with the way they currently use the **List Entitlements** page.

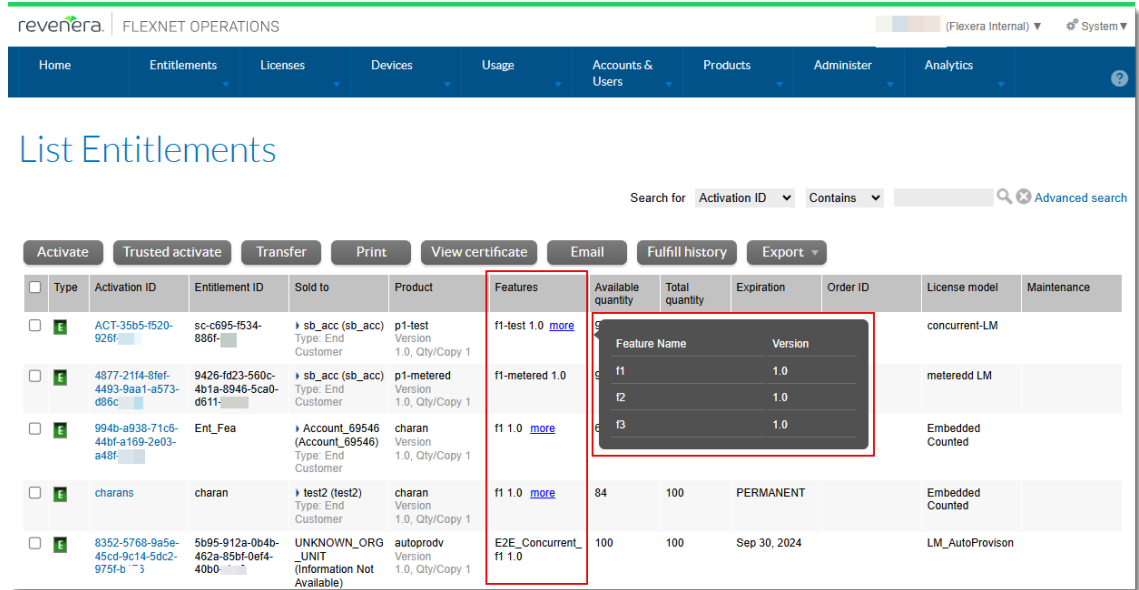


Figure 3: The **List Entitlements** page with the **Features** column displaying feature information in the Producer Portal

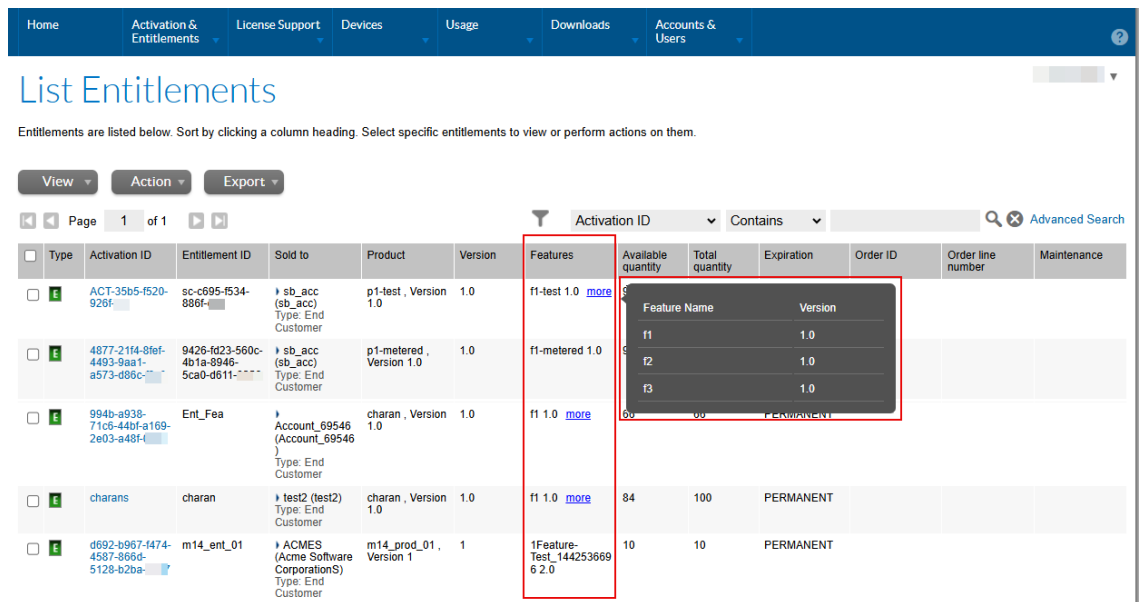


Figure 4: The **List Entitlements** page with the **Features** column displaying feature information in the End-User Portal

User Experience Enhancements in 2025.04

The following user experience enhancement was added in the 2025.04 release.

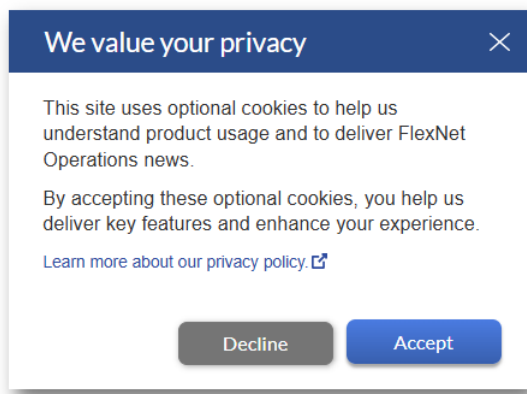
- [New In-App Messaging Functionality](#)
- [Improved Transaction Visibility in Producer Portal](#)

- [Updated Localizations of Field Labels on List Entitlements Page in End-User Portal](#)
- [Changes Around Security Question Now Localized](#)
- [New Endpoint for Displaying Date of Next Database Refresh](#)
- [Easier Login to Reverera Registry](#)

New In-App Messaging Functionality

We are introducing a new capability in the FlexNet Operations Producer Portal, to help us modernize in-app messaging, streamline product on-boarding, and understand product usage. The main difference you should notice is improved messaging about FlexNet Operations maintenance, and new features being released.

However, the utility requires the use of optional cookies, and so upon logging into FlexNet Operations Producer Portal for the first time after this release, a pop-up will prompt your producer users to accept the cookie policy to enable the utility. (Until now, only essential cookies have been used in FlexNet Operations, which is why this is the first time we have introduced a cookie opt-out dialog. This dialog will only affect optional cookies for in-app messaging and product usage.)



Refer to the [FAQs](#) article if you have additional questions.



Note - This change will not affect the End-User Portal.

Improved Transaction Visibility in Producer Portal

(SWM-24573, SWM-24815, SWM-24816, SWM-24820)

Producers can now view all transactions performed on a device—whether initiated via web services or in the Producer Portal or End-User Portal—on the **Search Transactions** page in the Producer Portal (under **System > Transaction History**). There are four exceptions to the webservice-based transactions reported:

- Move device from one account to another
- Return device when it is no longer in use
- Any changes initiated using generateCapabilityResponse
- Any requests to generate a clone detection report

These transactions will be added during the coming releases in Q2 this year.

Previously, only transactions performed through the Producer Portal or the End-User Portal interface were tracked in the Transaction History.

This enhancement provides a comprehensive audit trail, enabling better tracking of past actions for compliance and troubleshooting purposes.

For more details, see the following sections:

- [Tracked Operations](#)
- [Use Case Example](#)
- [Viewing Transaction Details](#)

Tracked Operations

Transactions are tracked for standalone devices, Cloud License Server 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 |
|---|-------------------------|------------|--|
| Creating a device | createDeviceRequest | CREATE | Tracks all successful and failed attempts to create a device. |
| Linking entitlement line items to a device | linkAddonLineItems | UPDATE | Tracks transactions where an entitlement line item was linked to a device, or where a metered license was removed from a device. |
| Incrementing entitlement line items to devices | IncrementAddonLineItems | UPDATE | Tracks transactions where an entitlement line item was incremented on a device. |
| Updating a device | updateDevice | UPDATE | Tracks transactions where a device was updated. |

Use Case Example

Your company provides industrial software licenses via FlexNet Operations. A customer complains that their software has stopped working. Your support team checks the Transaction History in the Producer Portal and sees that your customer's own IT administrator mistakenly deactivated the license. Instead of escalating the issue, you can immediately guide them to reactivate their license, saving time and frustration.

Viewing Transaction Details

To view transaction details for a device, click **System > Transaction History**. On the **Search Transaction History** page, select the entity type **Device**, and enter any other search criteria. The **Search Transactions: Results** page displays a list of transactions. Click the **View details** link to see the details of a particular transaction. The details will look similar to this:

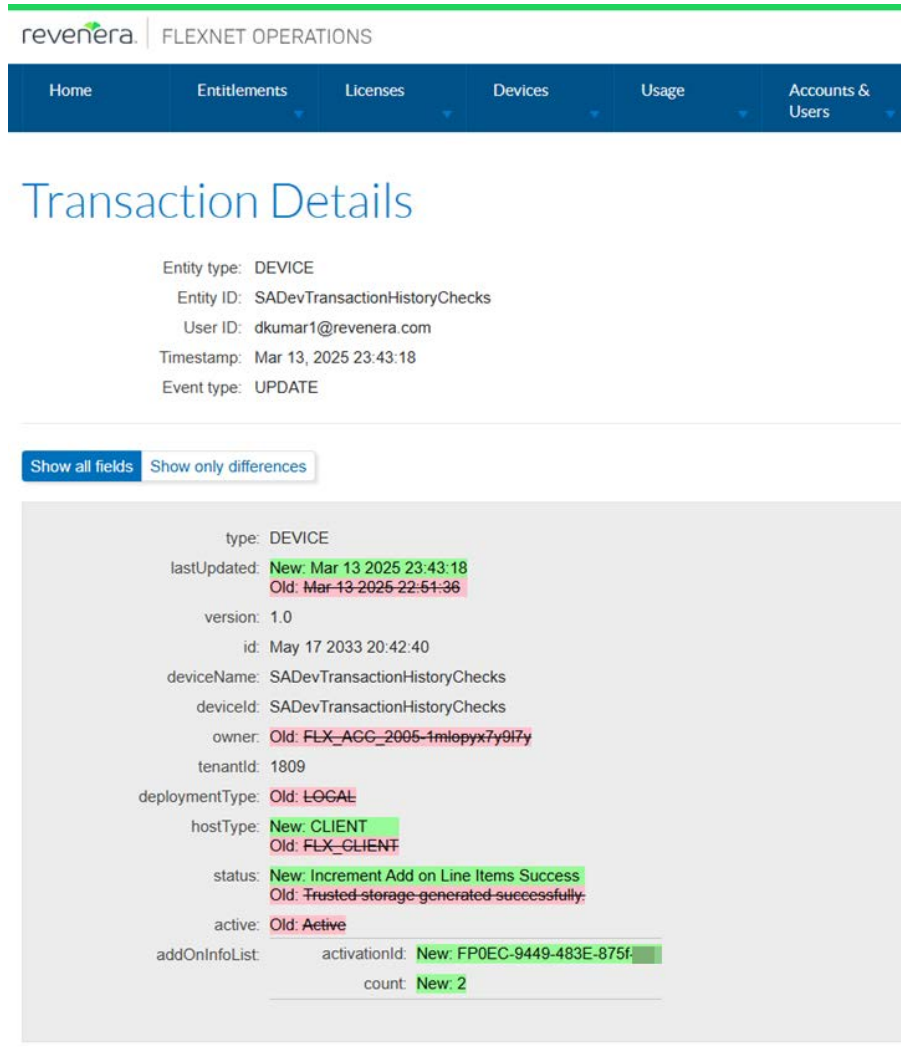


Figure 5: The **Transaction Details** page showing updates made to a device

Updated Localizations of Field Labels on List Entitlements Page in End-User Portal

(SWM-22971)

In the End-User Portal, on the **List Entitlements** page, two of the labels in the Search drop-down menu had been changed in the 2024.10 release to more meaningful names as well as to match the equivalent labels used in the Producer Portal (see [User Experience Enhancements in 2024.10](#)). The new labels are **Sold-to Account Name** and **Sold-To Account ID**.

To provide the same enhanced user experience for users of the localized interface of FlexNet Operations, the translations of these two labels have now been updated.

The following screenshot shows the **List Entitlements** page in the End-User Portal:

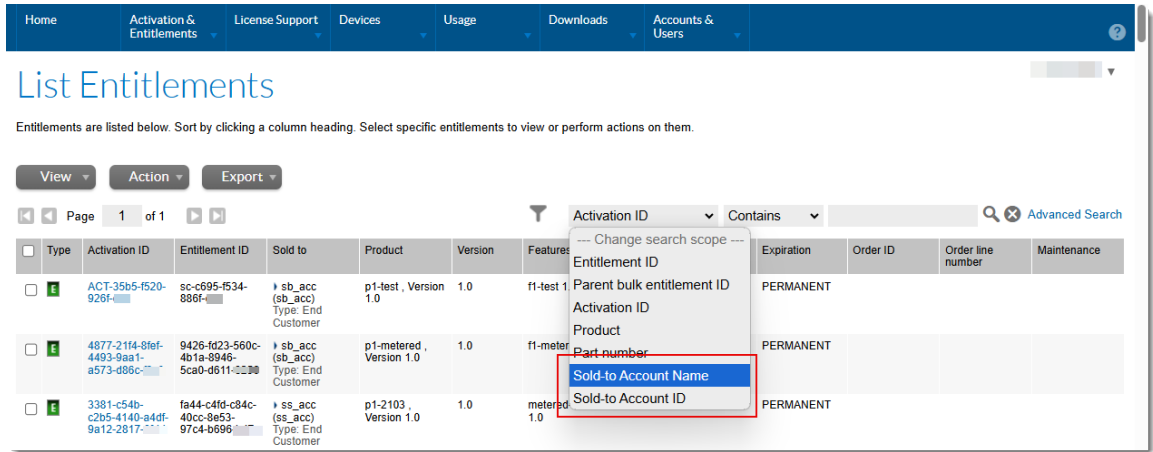


Figure 6: The **Sold-to Account Name** and **Sold-to Account ID** fields on the **List Entitlements** page in the End-User Portal now have more meaningful translations.

Changes Around Security Question Now Localized

(SWM-25768)

In the 2025.03 release, the dialog for the security question was updated for existing users who had selected “Where were you when you first heard about 9/11?” as their security question (see [Removed Security Question](#)). The warning text that was added in 2025.03 has now been translated and will appear in the localized versions of the End-User Portal.

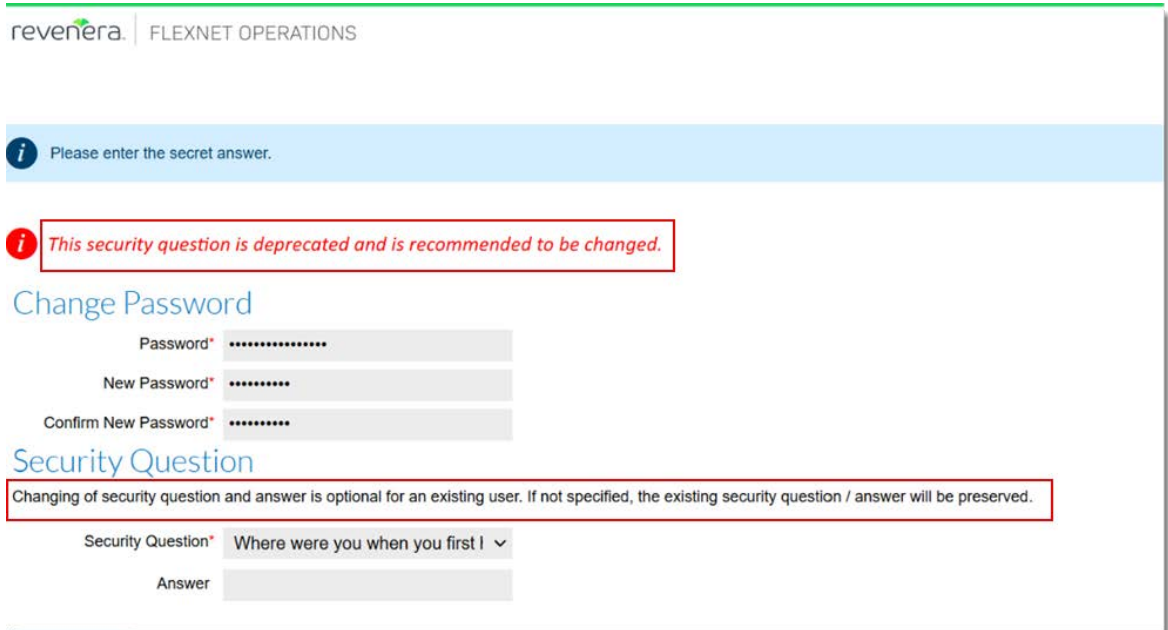


Figure 7: This screenshot shows the (English) text that has been localized in the 2025.04 release.

New Endpoint for Displaying Date of Next Database Refresh

(Case 02912896, SWM-23482)

For Production Copy Service (PCS) environments, a new REST endpoint **/flexnet/operations/rest/pcsRefreshDate** has been introduced. When called, it returns the next production copy refresh date. The refresh date could be displayed in a banner like this:

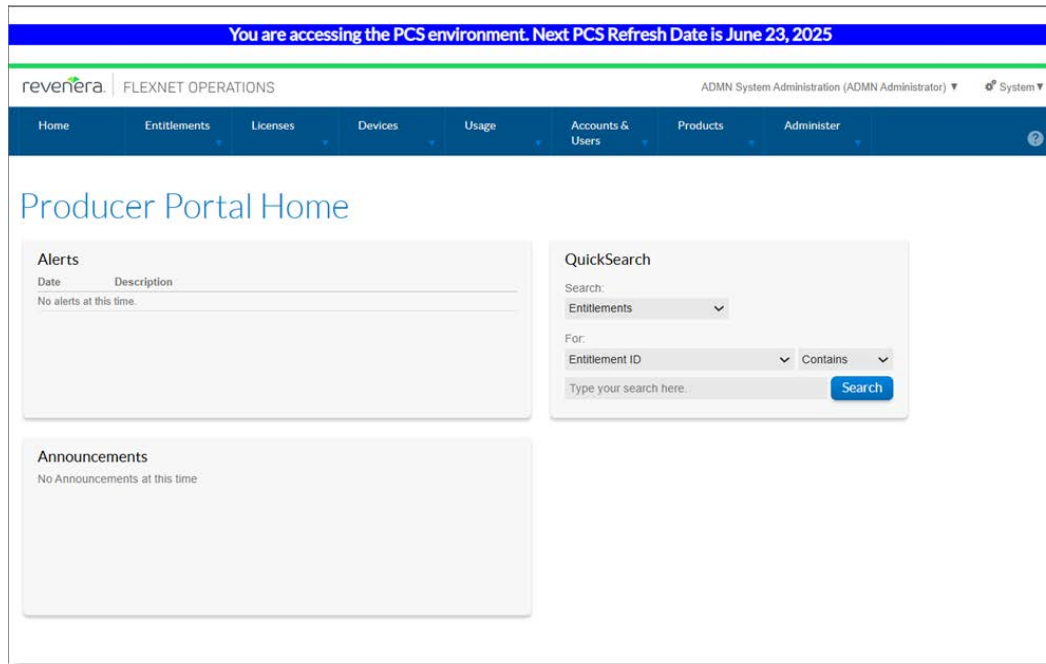


Figure 8: This screenshot shows an example of a banner displaying the PCS refresh date.

Knowing the database refresh date can provide guidance when the PCS environment is used as a staging instance before deploying changes to the production environment.

Easier Login to Revenera Registry

(SWM-20249)

An end customer wanting to pull a container image must first log into the registry. However, this presumes that the customer already knows the registry URL, which is not always the case.

To make this process easier for customers, on the **Downloads** page, the End-User Portal now contains a new button, **Container Registry login**, which will copy the Docker login command with the appropriate tenant URL to the clipboard. Customers can then easily paste the command into the Docker command-line interface to log into the registry.

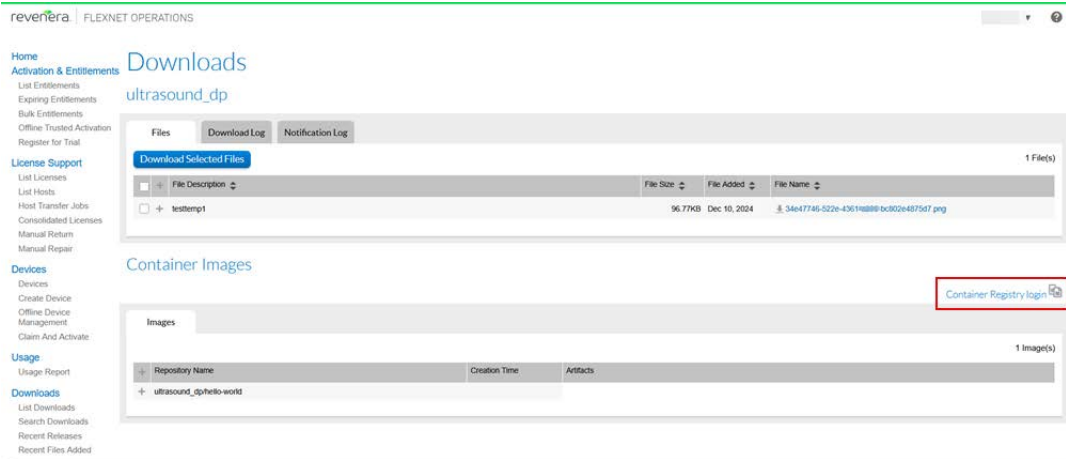


Figure 9: The **Downloads** page of the End-User Portal with the new **Container Registry login** button.

SOAP and REST Web Services Enhancements in 2025.04

The following enhancement was added to the SOAP and REST Web Services module in the 2025.04 release.

New Entitlement Management REST API

This release introduces the beta version of the first REST API in a series of new APIs aimed at simplifying integration with low-code platforms and improving overall performance. The first API, for creating a simple entitlement, is designed to streamline the process of creating entitlements in FlexNet Operations through an easy-to-use RESTful interface, making it ideal for low-code users. The new APIs are also optimized for performance, ensuring faster response times and improved scalability.

To authenticate requests to the Entitlement Management API, users must provide an authentication token, which can be obtained using the REST web service **access-token-controller** or using the **Manage Access Tokens** page in the Producer Portal.

For details about the new REST API, see the section [RESTful Services for Entitlement Management](#) in the Web Services Integration Guide.

Features and Enhancements in 2025.03

Features and enhancements were added to the following areas of FlexNet Operations in the 2025.03 release:

- [Entitlement Management Enhancements in 2025.03](#)
- [User Experience Enhancements in 2025.03](#)

Entitlement Management Enhancements in 2025.03

The following enhancements to entitlement management were added in the 2025.03 release.

- Inactive Line Items Can Now Be Changed to Draft to Allow Editing
- Warning Message When Activating Licenses for Upgrade Line Items
- Confirmation Message Displayed After Merging Entitlements
- Visibility of Product Lines Created by Other Producer Users
- Changing the Prefix for Trial Activation IDs

Inactive Line Items Can Now Be Changed to Draft to Allow Editing

(Case 02552542, SWM-25355)

The 2025.03 release now allows producers to change the state of line items from Inactive to Draft. Previously, to edit an inactive line item, its status had to be changed to Deployed. This enhancement means that producers can edit or re-use previously inactive line items, without the need to deploy these line items first.

Example: A producer wants to update the part number for a certain product. The products are already associated with entitlements, some of which are inactive. The producer can now change a line item's status from Inactive to Draft, which then makes the line item editable. The producer can update the part number and then change the status back to Inactive.

The following screenshots show the **Line Items** section, where a line item has its status changed to Inactive, and the **Customers to Licenses** page with the subsequent success message.

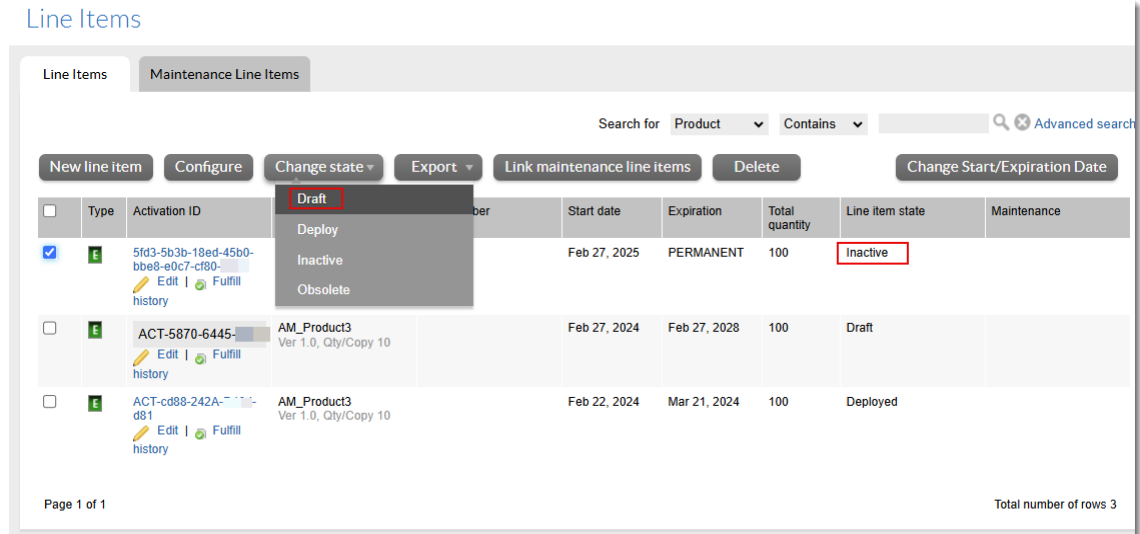


Figure 10: Changing the line item status from Inactive to Draft in the **Line Items** section of the **Entitle Customers to Licenses** page

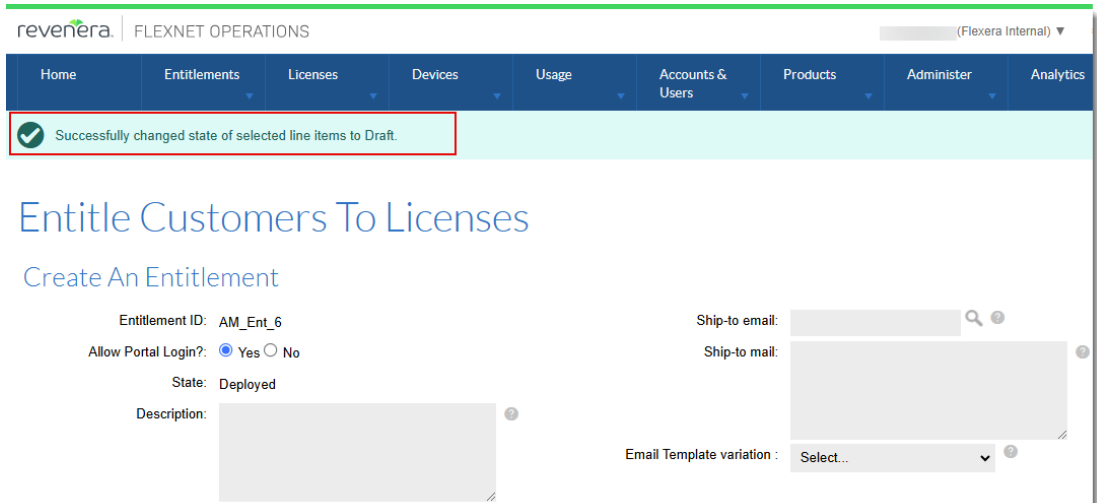


Figure 11: The **Entitle Customers to Licenses** page shows a confirmation message after changing the line item's status.

Warning Message When Activating Licenses for Upgrade Line Items

(Case 02733304, SWM-19396)

In FlexNet Operations, when a base line item is associated with an upgrade line item, and the upgrade line item is activated, the quantity is consumed on the parent line. Returning the upgrade line item will not free up the count on the base line item. This is to prevent license leakage.

However, customers who are not aware of this behavior might be frustrated. Imagine the following scenario: a customer upgrades to a new product version and activates the upgraded version. For some reason, the upgraded version of the product does not live up to their expectations. When the customer tries to return the upgraded line item, in the hope of being able to use the previous product, they find that this is no longer possible. They now have no choice but continue using the upgrade that they do not like.

To help users make conscious decisions when upgrading, FlexNet Operations now includes 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 the behavior of the Producer Portal and the End-User Portal:

- When the configuration option is *selected*, and a user tries to activate an upgrade line item that is linked to the parent line item (by navigating to the **List Entitlements** page, selecting an entitlement and clicking **Activate**), 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 message makes it clear to the user that they cannot revert back to the previous version after the upgrade.

- When the configuration option is *unselected*, and a user tries to activate an upgrade line item that is linked to the parent line item, no warning message is displayed. The **Generate Licenses** page opens for activating the license. (It is the Current Behaviour).

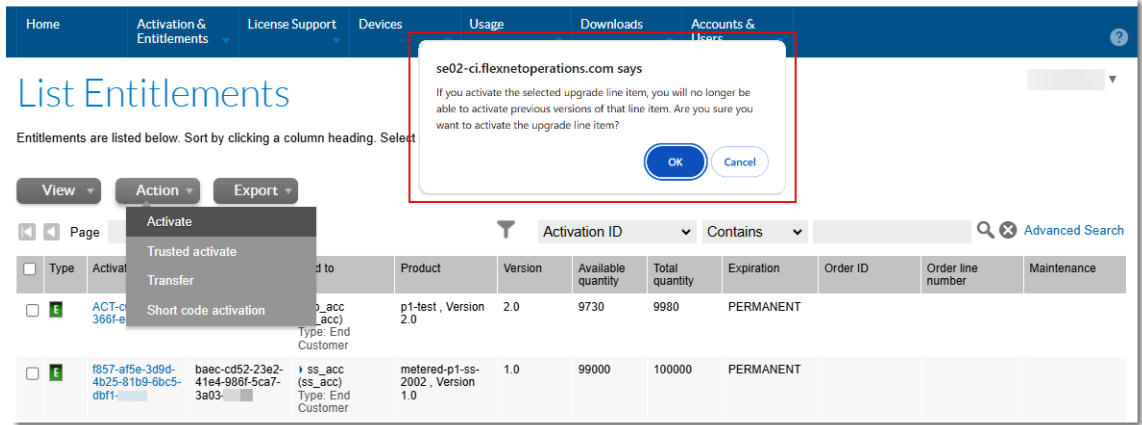


Figure 12: Example of the warning message in the End-User Portal

Confirmation Message Displayed After Merging Entitlements

(Case 02974495, SWM-24762)

Previously, when a user initiated a merge operation by selecting the assets to be merged and clicking **Complete** on the **List Entitlements By Order | Merge Entitlements** page, the Producer Portal redirected the user to the **List Entitlements By Order** page which then listed the merged assets. This behavior was confusing, because the user had no immediate way of knowing whether the merge was successful.

To improve the user experience, the **List Entitlements By Order | Merge Entitlements** page now displays a confirmation message which indicates whether the merge was successful. In the event of an error, a meaningful error message is displayed.

The following screenshot shows the **List Entitlements By Order | Merge Entitlements** page with a confirmation message for a successful merge operation:

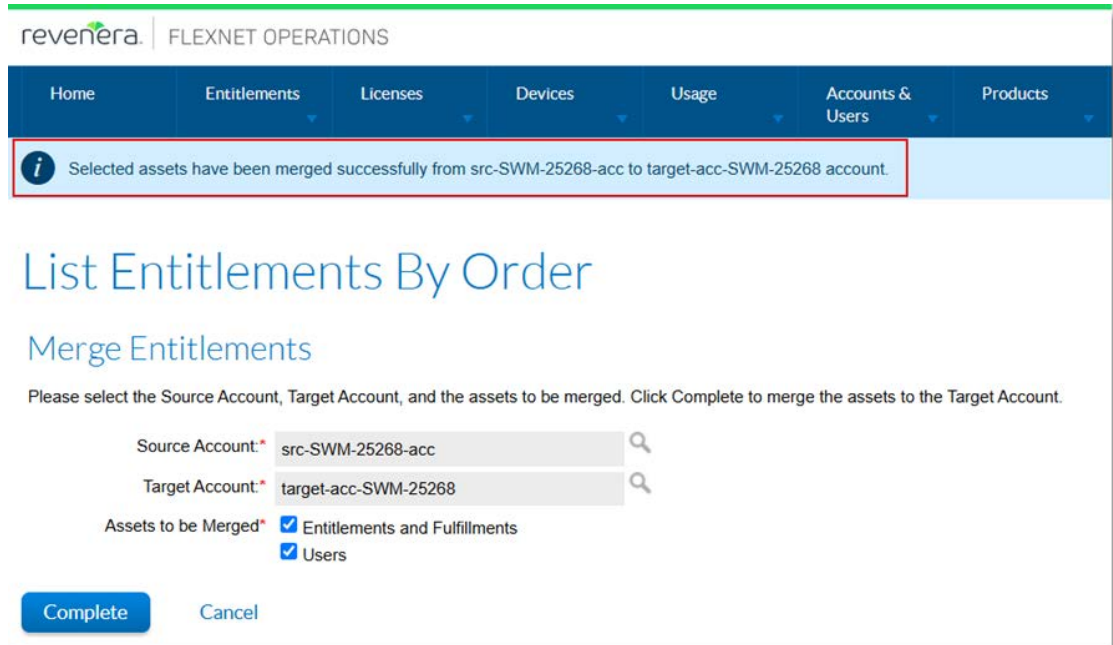


Figure 13: The confirmation message after a merge on the **List Entitlements By Order | Merge Entitlements** page

After the merge, users can navigate away from the page using the options in the top navigation bar.

This enhancement applies to operations for merging entitlements and fulfillments and for merging users.

Visibility of Product Lines Created by Other Producer Users

(Case 02774078, 02848224; SWM-20402)

In previous FlexNet Operations releases, a producer user could only access the product lines they created. However, this could create issues when system administrators left and new staff had to take over their responsibility for product lines. Product lines that were created by the previous administrator were not visible to the new administrators, making product line management very difficult.

The 2025.03 therefore introduces a new configuration option **Enable visibility of all product lines for system administrators** (under **System > Configure > FlexNet Operations > General Options**). If enabled, the **Product Lines** section on the **Create a User** and **Create an Account** pages in the Producer Portal displays all product lines, including those created by other producer users. The **Link product lines** button in that section, which was previously limited to product lines created by the logged-in user, now allows linking of product lines created by other producer users.

By default, the **Enable visibility of all product lines for system administrators** option is disabled.

Note that the configuration option **Enable Product Lines for Products, Users, and Accounts** (also under **System > Configure > FlexNet Operations > General Options**) must be selected for the new configuration option **Enable visibility of all product lines for system administrators** to be effective.

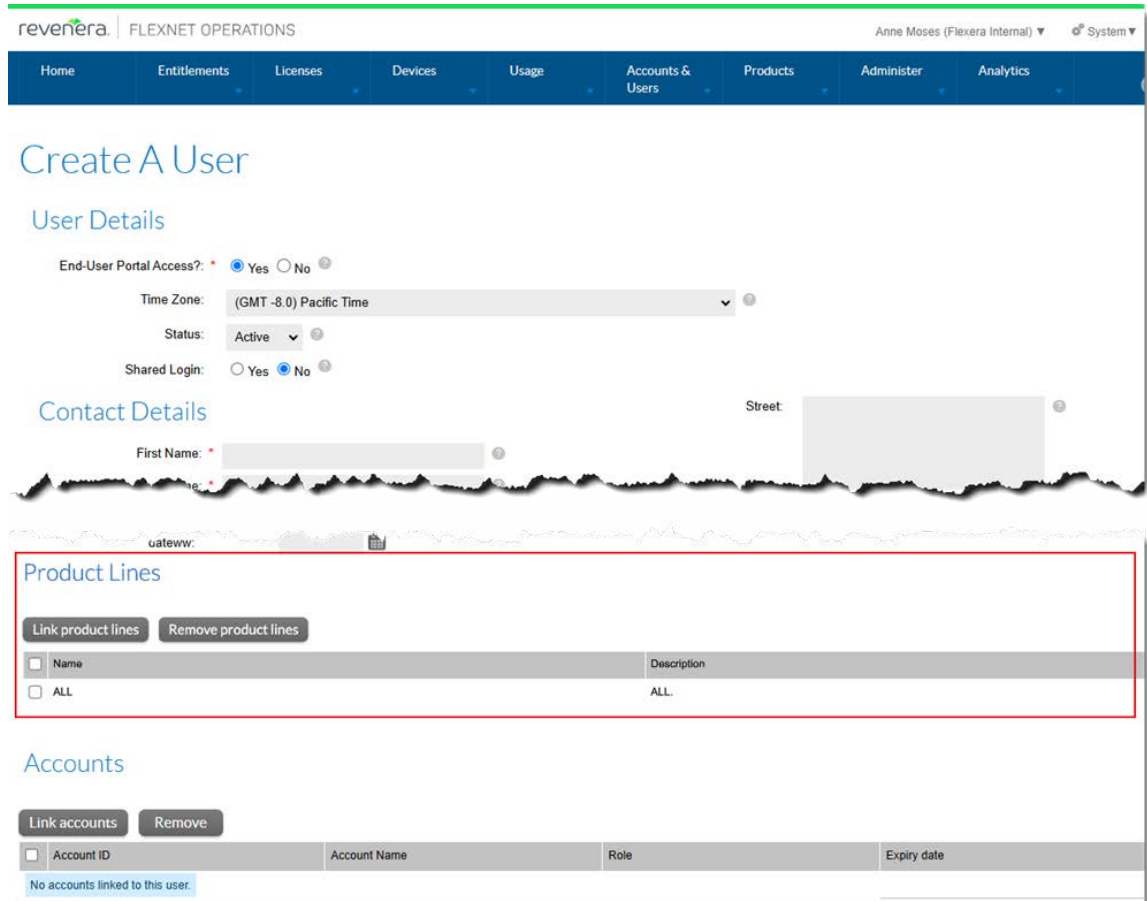


Figure 14: When **Enable Product Lines for Products, Users, and Accounts** is selected, the **Product Lines** section on the **Create a User** page (pictured) and the **Create an Account** page displays all product lines, including those created by other producer users.

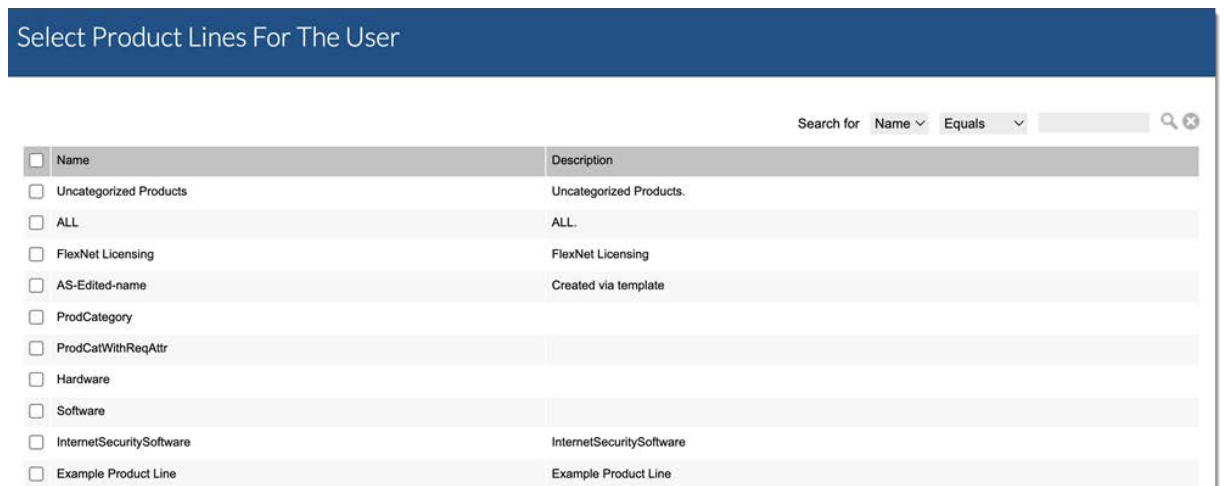


Figure 15: Clicking **Link product lines** in the **Product Lines** section on the **Create a User** page and the **Create an Account** page displays the **Select Product Lines for the User** window, where producer users can link or remove a product line, including those product lines created by other producer users.

Changing the Prefix for Trial Activation IDs

(Case 02461881, SWM-21200)

The 2025.03 release allows producers to customize the short string that is used as a prefix for trial activation IDs.

Previously, customization was not allowed. When a trial entitlement was created, its activation ID had the fixed prefix “Act”, which was a limitation when the entitlement needed to match or validate old or existing licenses and made trial conversions or renewals difficult. A configurable prefix gives producers the flexibility to match the activation IDs in these various phases.

Producers wanting to change the prefix can do so in the configuration option **Custom pre-fix string from Trial License Activation ID** (under **System > Configure > FlexNet Operations > General Options**).

User Experience Enhancements in 2025.03

The following user experience enhancement was added in the 2025.03 release.

Removed Security Question

(Case 02954443, SWM-24008)

When users set or change their password for the Producer Portal or the End-User Portal, they need to select a security question as an additional authentication factor. In previous releases, the list of security questions included the question “Where were you when you first heard about 9/11?”. In the 2025.03 release, inclusion of this question has changed because it could be distressing for some users:

- **New users and users who did not use 9/11 as a security question** will no longer see the question “Where were you when you first heard about 9/11?” when they are setting their password and security question.
- **Existing users who had already selected “Where were you when you first heard about 9/11?”** as their security question are not forced to select a different security question. Instead, they will see a warning message, “This security question is deprecated and is recommended to be changed.” This approach gives existing users time to select a new security question. Once they selected a different security question, the message is no longer displayed.

The following screenshot shows the screen presented to existing users:

revenera | FLEXNET OPERATIONS

i Please enter the secret answer.

i This security question is deprecated and is recommended to be changed.

Change Password

Password*

New Password*

Confirm New Password*

Security Question

Changing of security question and answer is optional for an existing user. If not specified, the existing security question / answer will be preserved.

Security Question*

Answer

Figure 16: Existing users are informed that the 9/11 security question is deprecated.

These changes apply to the Producer Portal and End-User Portal.

Features and Enhancements in 2025.02

Features and enhancements were added to the following areas of FlexNet Operations in the 2025.02 release:

- [Data Analytics Enhancements in 2025.02](#)
- [Entitlement Management Enhancements in 2025.02](#)
- [SOAP and REST Web Services Enhancements in 2025.02](#)

Data Analytics Enhancements in 2025.02

The following enhancement was made to the Analytics functionality in 2025.02.

New Report to Analyze Denied Access Requests

The License Server Usage report (under **Analytics > License Server Usage**) has been expanded to include a new chart, called **Denials Distribution**, covering denials data. To reflect this new capability, the License Server Usage report has been renamed to License Server Usage and Denials.

The License Server Usage and Denials report analyzes the denials made by a Cloud Licensing Service (CLS) instance, Dynamic Monetization instance or a local license server and provides insights into causes and patterns where requests to access licensed software were rejected. The report reveals details about:

- **Denial reasons**—Reasons are grouped by the denial status code, along with the percentage distribution per denial code. Identifying the most common reasons for denials—such as, for

example, insufficient feature counts or elastic tokens, expired features, features not available due to rule rejection—allows producers and their customer to take corrective action.

- **Denial patterns**—Discover which accounts are experiencing the highest number of denials. This information helps producers uncover key accounts that might not be sufficiently provisioned with licenses to meet their day-to-day operational requirements.
- **Denial trends**—Patterns in denied requests can help producers forecast future demand for certain features, products, or license types. This insight supports better resource allocation, product development, and infrastructure planning to meet anticipated growth.

Clicking the **Denials Distribution** chart opens a new page which shows the Denials Distribution pie chart, the Denials by Account bar chart, and the Denials Summary table (described below).



Note • For usage data from a local license server to be available in the Data Warehouse, the following policy settings must be configured:

- **usageService.sync.enabled**—Must be set to **true**.
- **usageService.sync.url**—Must point to the usage service URL, which is
`https://<siteId>.compliance.flexnetoperations.com/usage/api/1.0/sync`
where `<siteId>` is replaced with the specific site ID supplied by Reverera, for example:
`https://flex1234.compliance.flexnetoperations.com/usage/api/1.0/sync`
- **licensing.trackDeniedRequests**—Must be set to **true** if the usage data should also include denied request information. To disable tracking of denied requests, **licensing.trackDeniedRequests** set to **false**.

For more information, see the topic “Pushing Usage Data to the Data Warehouse” in the *FlexNet Embedded License Server Producer Guide* (available from the [Product and License Center](#)).

Denials Distribution Pie Chart

The Denials Distribution pie chart visualizes the different types of denials along with their percentage distribution, providing insights into denial patterns. Hover over a pie slice to see the following information:

- Denial status code and description
- Absolute number of denials
- Percentage of denials

You can filter the pie chart using the using the widget filter at the top, to focus on specific denial status codes, accounts, or other criteria.

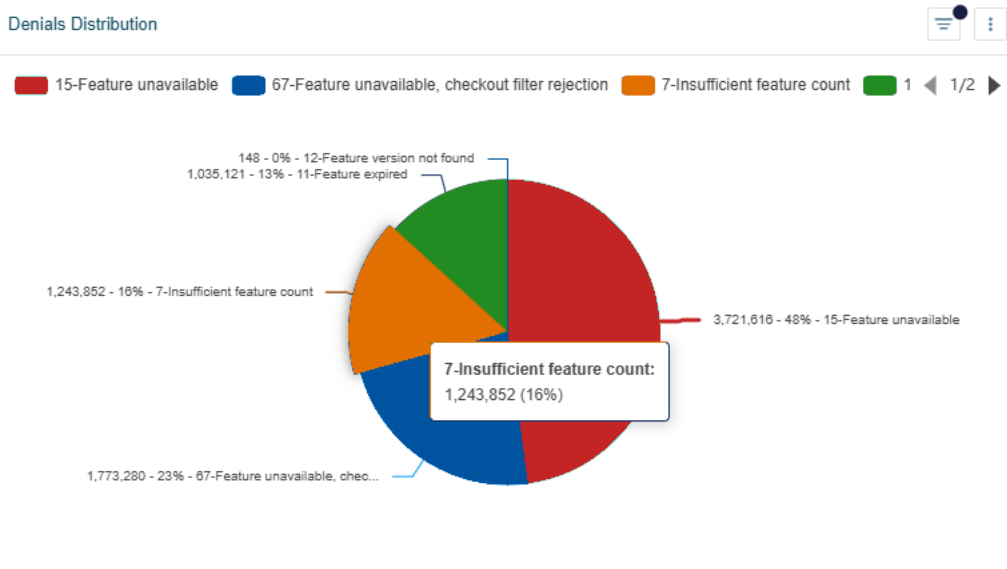


Figure 17: Example of a Denials Distribution pie chart

Denials by Account Bar Chart

The Denials by Account bar chart shows the denials segmented by account, offering valuable insights into the key accounts that should be prioritized for revenue generation opportunities.



Figure 18: Example of a Denials by Account bar chart

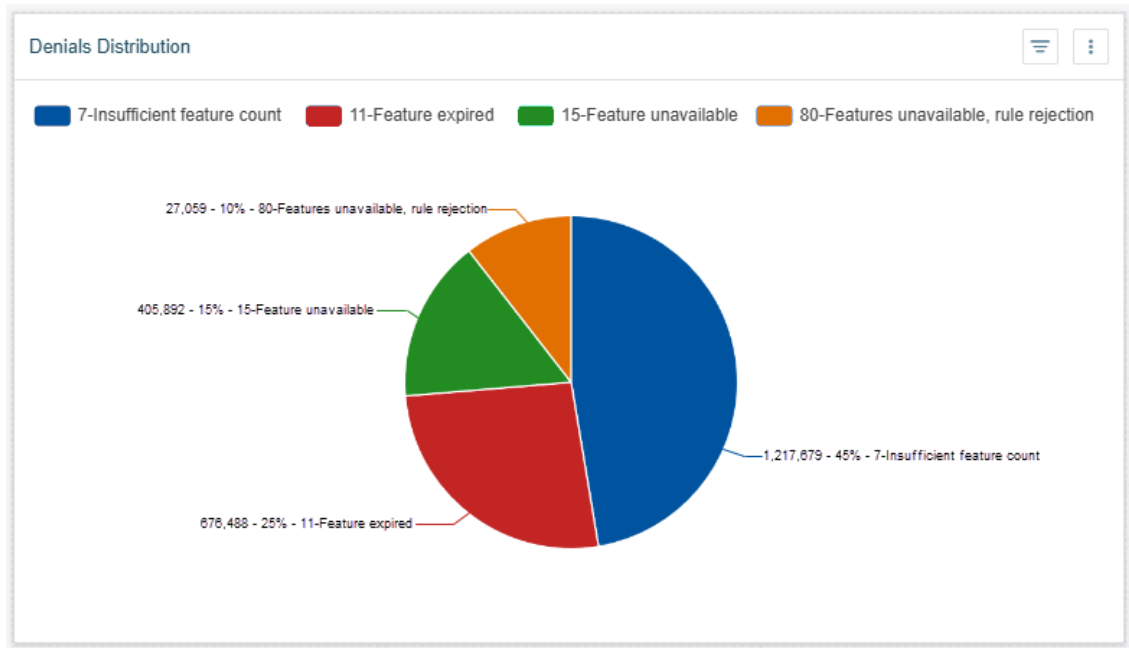
Denials Summary Table

The Denials Summary table offers detailed insights into denials, showing data such as users/clients, features and timestamp, enabling data-driven conversations with customers.

Insights Gained From the Denials Distribution Report

The following example illustrates how producers might benefit from the insights provided by the Denials Distribution report.

Let's assume that your Software as a Service (SaaS) company offers subscription-based software licenses, but users frequently face license checkout denials when trying to access the software. You generate a Denials Distribution report to analyze the issue. The screenshot below shows the findings of the report:



The report lists the most common denial reasons, which enables you to take action and turn the denials into upsell or cross-sell opportunities. This in turn also reduces the impact on your customer support team.

Table -1 - Example Findings of a Denials Distribution report

| Denial Reason | Denial Rate (%) | Insights | Opportunity |
|--|-----------------|--|--|
| Insufficient feature count available Insufficient elastic tokens available (Dynamic Monetization) | 45% | The main reason for denials is that demand exceeds the current subscription plan. | Upselling additional licenses: Sales, the Renewals team or Customer Success Managers can leverage the report's insights to discuss upgrading the subscription plan, introduce dynamic license allocation or on-demand scaling with the customer. |
| Feature expired No valid active line items (Dynamic Monetization) | 25% | Loss of revenue due to missed renewals. | Increase renewal opportunities: Engage the Renewals team to lead data-driven conversation with the customer. Send proactive renewal reminders, set up automated renewal reminders, or enable auto-renewal. |
| Feature unavailable Item not found in any effective rate table (Dynamic Monetization) | 15% | User attempting to access a premium product not included as part of the current subscription plan. | The Sales or Renewals team can leverage this opportunity for cross-selling or upselling. |

Table -1 ▪ Example Findings of a Denials Distribution report

| Denial Reason | Denial Rate (%) | Insights | Opportunity |
|--|-----------------|--|--|
| <p>Feature unavailable, checkout filter rejection</p> <p>Feature unavailable, rule rejection</p> | 10% | Users unable to activate software due to rules of access or feature selectors. | <p>Opportunity to upsell additional licenses:</p> <p>The denials might indicate additional demand for a feature.</p> <p>Customer Success Managers could share this report with the enterprise license administrator to enable them to:</p> <ul style="list-style-type: none"> ● Identify users/clients unable to activate software due to certain restrictions, but who require access to features. ● Adjust feature selectors and rules of access to allocate licenses to users/client/departments that derive the most value from the software. |

Entitlement Management Enhancements in 2025.02

The following enhancements to entitlement management were added in the 2025.02 release.

- [Error Message When Activating Obsolete/Inactive Line Items](#)
- [Overhaul of the “Show Line Items with Zero Copies by Default” Configuration Option](#)

Error Message When Activating Obsolete/Inactive Line Items

(Case 02954549, SWM-23892)

Previously, attempting to activate an obsolete or inactive line item on a device using a FlexNet Embedded toolkit failed as expected, but no error message was displayed. This lack of error messages while activating obsolete or inactive line items made it difficult for producers to notice and resolve errors in a timely manner.

From the 2025.02 release onwards, attempting to activate an obsolete or inactive line item will result in an error being displayed. For example, the response might include a status like this:

```
Status=("Activation ID not permitted": 5f4d-123e-a456-7894-b123-66f4-88h7-56f3)
```

This screenshot shows a sample response:

```
C:\Work\SWM\flexnet_client-x64_windows-2024.11.0\flexnet_client-x64_windows-2024.11.0\bin\tools>caprequestutil.bat -id silo2cs.bin -host
-idtype -rightsId 871a-fe91-ece8-47f2-bee1-7f7f-6d1c- 5 https://flexera1000-ci.compliance.flexnetoperations.com/deviceservices -full
"x-publisherid" 1000

Response has valid back-office signature
MessageType="Capability response"
FneVersion=(Major=2024 Minor=6 Maint=0)
ProtocolVersion=6
ServerIDType=String
ServerID=BACK_OFFICE
SourceIds=BACK_OFFICE
Lifetime=0
ResponseTime="Dec 31, 2024 1:00:30 PM"
LastResponseTimeMilliseconds=0
RequestHostID=
RequestHostIDType=
MachineType=Unknown
Status="Activation ID not permitted": 871a-fe91-ece8-47f2-bee1-7f7f-6d1c-
Signature=(
  SignatureType=RSA
  SignatureSource=Back-office
  SignatureStrength=0
  SignatureValue=
```

This enhancement enables producers to identify the cause of the error and take corrective action, if required.

Overhaul of the “Show Line Items with Zero Copies by Default” Configuration Option

(Case 02876825, SWM-24336)

In previous releases, the configuration option **Show Line Items with Zero Copies by Default** (under **System > Configure > FlexNet Operations > General Options**) did not work as expected. It has now undergone an overhaul to fix functional issues and broaden its scope:

- In previous releases, even if the configuration option was disabled, the **List Entitlements** in the End-User Portal page erroneously displayed line items with zero copies remaining. This has now been resolved.
- The previous description of the configuration was misleading, because it referred to the page names “Activatable Items” and “Entitlements” that do not exist in the End-User Portal. The wording has now been corrected to refer to the “List Entitlements” page.
- The scope of the configuration option has been broadened. Whereas previously it controlled only which entitlements would be displayed on the **List Entitlements** page in the End-User Portal, it now also controls which entitlements are displayed on the **List Entitlements** page of the Producer Portal. To reflect this, the description has been changed as follows: “Select to show line items with zero copies by default in the **List Entitlements** page in the Producer Portal and End-User Portal.”

This enhancement gives producers and their end-users greater control over the content displayed on the **List Entitlements** pages.

How the option affects which line items are displayed in 2025.02

When **Show Line Items with Zero Copies by Default** is selected, the Producer Portal and the End-User Portal show line items with zero copies remaining on their **List Entitlements** pages. The **List Entitlements** page is available in the Producer Portal under **Entitlements > List Entitlements** and in the End-User Portal under **Activation & Entitlements > List Entitlements**.

When **Show Line Items with Zero Copies by Default** is unselected (the default), line items with zero copies are hidden on the **List Entitlements** pages.



Note - A known issue exists; see [SWM-24042: Input Sanitization Disabled](#).

SOAP and REST Web Services Enhancements in 2025.02

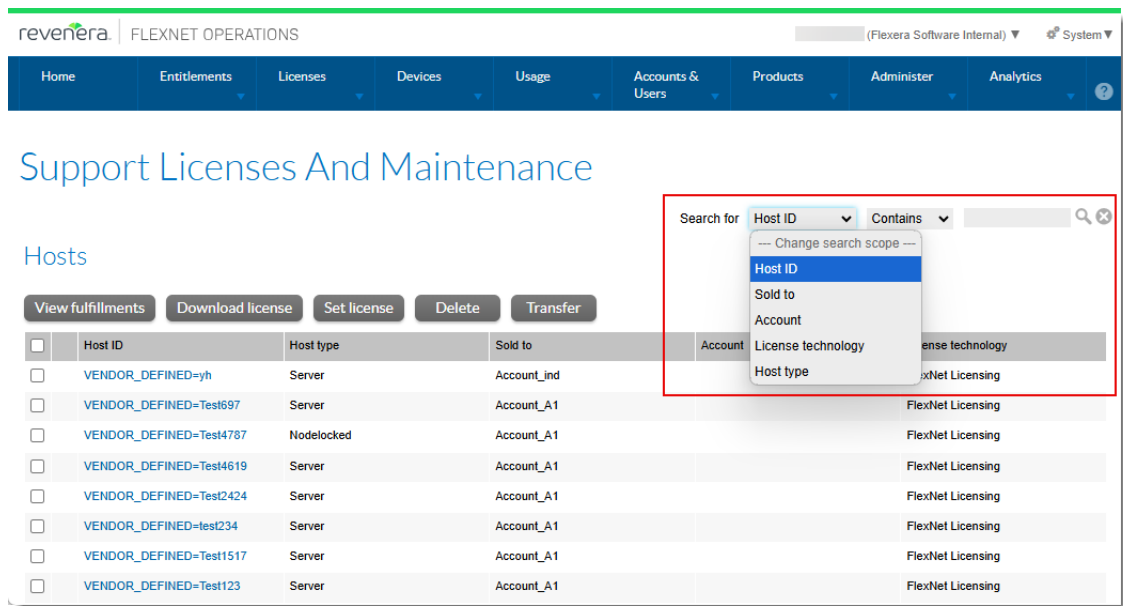
The following enhancements were added to the SOAP and REST Web Services module in the 2025.02 release.

- [Returning Fulfillment and License Information for Non-Embedded Technologies Using Web Services](#)
- [New Operation for Getting Host Count in License Service SOAP Web Service](#)

Returning Fulfillment and License Information for Non-Embedded Technologies Using Web Services

(Case 02370066, SWM-22714)

In the Producer Portal, producers can list fulfillment or license information for non-embedded licensing technology (such as FlexNet Publisher) for specific hostids on the **Support Licenses and Maintenance** page (under **Licenses > Hosts**). The following screenshot shows the **Support Licenses and Maintenance** page along with the search options:



To provide the same functionality using web services, the 2025.02 release now introduces version 2 of the LicenseService SOAP web service. This enhancement enables producers to do the following:

- Collect all hostids to provide a list of current hostids for new activations
- Collect all active fulfillments for a dedicated server in preparation to create "emergency" licenses for that server
- Collect fulfillment and license information in preparation to rehost a server

Implementation of getHostQuery

Version 2 of the LicenseService SOAP web service includes the new operation **getHostQuery**. The following XML fragment illustrates a **getHostQuery** message:

```
<operation name="getHostQuery">
```

```

    <input message="tns:getHostQueryRequest"/>
    <output message="tns:getHostQueryResponse"/>
</operation>

```

The operation **getHostQuery** extracts the same information as that available on the **Support Licenses and Maintenance** page: Host ID, Sold To, Account, License Technology, and Host Type. In addition, producers can filter for hosts that have active or inactive fulfillments.



Tip - For pagination, producers can use the **getHostCount** operation to determine the number of hosts and specify that number in the *batchSize* parameter (see [New Operation for Getting Host Count in License Service SOAP Web Service](#)).

The following snippet shows sample XML code:

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v2.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:getHostQueryRequest>
      <!--Optional:-->
      <urn:queryParams>
        <!--Optional:-->
        <urn:hostId>
          <urn:value>?</urn:value>
          <urn:searchType>?</urn:searchType>
        </urn:hostId>
        <!--Optional:-->
        <urn:soldTo>
          <urn:value>?</urn:value>
          <urn:searchType>?</urn:searchType>
        </urn:soldTo>
        <!--Optional:-->
        <urn:licenseTechnology>
          <urn:value>?</urn:value>
          <urn:searchType>?</urn:searchType>
        </urn:licenseTechnology>
        <!--Optional:-->
        <urn:hostType>
          <urn:value>?</urn:value>
          <urn:searchType>?</urn:searchType>
        </urn:hostType>
        <!--Optional:-->
        <urn:account>
          <urn:value>?</urn:value>
          <urn:searchType>?</urn:searchType>
        </urn:account>
        <!--Optional:-->
        <urn:fulfillmentState>
          <urn:value>?</urn:value>
          <urn:searchType>?</urn:searchType>
        </urn:fulfillmentState>
      </urn:queryParams>
      <urn:pageNumber>?</urn:pageNumber>
      <urn:batchSize>?</urn:batchSize>
    </urn:getHostQueryRequest>
  </soapenv:Body>
</soapenv:Envelope>

```

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

For detailed information about the changes made to the LicenseFulfillmentService.wsdl and the .xsd files that it references, see the [Change Log for 2025.02](#).

New Operation for Getting Host Count in License Service SOAP Web Service

(Related to Case 02370066, SWM-25245)

Along with the **getHostQuery** operation (see [Returning Fulfillment and License Information for Non-Embedded Technologies Using Web Services](#)), version 2 of the LicenseService SOAP web service also introduces the **getHostCount** operation. **getHostCount** returns the number of hosts that match specified criteria.

This operation is equivalent to displaying the number of hosts that fit certain criteria by filtering hosts using the **Search for** option in the Producer Portal in the **Support Licenses and Maintenance** page:

The screenshot shows the 'Support Licenses And Maintenance' page in the FlexNet Operations interface. A search bar at the top right is set to 'Host ID' and contains the value 'VENDOR_DEFINED'. Below the search bar, a table lists 7 hosts. The first row is highlighted with a red box. At the bottom of the table, there are two boxes: 'Page 1 of 1' and 'Total number of rows 7'.

| | Host ID | Host type | Sold to | Account | License technology |
|--------------------------|-------------------------|-------------|------------|---------|--------------------|
| <input type="checkbox"/> | VENDOR_DEFINED-Test697 | Server | Account_A1 | | FlexNet Licensing |
| <input type="checkbox"/> | VENDOR_DEFINED-Test4787 | Node-locked | Account_A1 | | FlexNet Licensing |
| <input type="checkbox"/> | VENDOR_DEFINED-Test4619 | Server | Account_A1 | | FlexNet Licensing |
| <input type="checkbox"/> | VENDOR_DEFINED-Test2424 | Server | Account_A1 | | FlexNet Licensing |
| <input type="checkbox"/> | VENDOR_DEFINED-Test234 | Server | Account_A1 | | FlexNet Licensing |
| <input type="checkbox"/> | VENDOR_DEFINED-Test1517 | Server | Account_A1 | | FlexNet Licensing |
| <input type="checkbox"/> | VENDOR_DEFINED-Test1123 | Server | Account_A1 | | FlexNet Licensing |

Implementation of getHostCount

The following XML fragment illustrates a **getHostCount** message:

```
<operation name="getHostCount">
  <input message="tns:getHostCountRequest"/>
  <output message="tns:getHostCountResponse"/>
</operation>
```

The operation **getHostCount** returns the number of hosts that fit specified criteria. The following search criteria are available: Host ID, Sold To, Account, License Technology, and Host Type.



Tip - The returned number can be used as the batch size input for **getHostQuery** (see [Returning Fulfillment and License Information for Non-Embedded Technologies Using Web Services](#)).

The following snippet shows sample XML code:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v2.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:getHostCountRequest>
      <!--Optional:-->
      <urn:queryParams>
        <!--Optional:-->
        <urn:hostId>
          <urn:value?></urn:value>
          <urn:searchType?></urn:searchType>
        </urn:hostId>
        <!--Optional:-->
        <urn:soldTo>
          <urn:value?></urn:value>
          <urn:searchType?></urn:searchType>
        </urn:soldTo>
        <!--Optional:-->
        <urn:licenseTechnology>
          <urn:value?></urn:value>
          <urn:searchType?></urn:searchType>
        </urn:licenseTechnology>
        <!--Optional:-->
        <urn:hostType>
          <urn:value?></urn:value>
          <urn:searchType?></urn:searchType>
        </urn:hostType>
        <!--Optional:-->
        <urn:account>
          <urn:value?></urn:value>
          <urn:searchType?></urn:searchType>
        </urn:account>
        <!--Optional:-->
        <urn:fulfillmentState>
          <urn:value?></urn:value>
          <urn:searchType?></urn:searchType>
        </urn:fulfillmentState>
      </urn:queryParams>
    </urn:getHostCountRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

For detailed information about the changes made to the LicenseFulfillmentService.wsdl and the .xsd files that it references, see the [Change Log for 2025.02](#).

Features and Enhancements in 2025.01

Features and enhancements were added to the following areas of FlexNet Operations in the 2025.01 release:

- [Entitlement Management Enhancements in 2025.01](#)
- [User Experience Enhancements in 2025.01](#)
- [Device Management Enhancements in 2025.01](#)
- [Dynamic Monetization Enhancements in 2025.01](#)

Entitlement Management Enhancements in 2025.01

The following enhancement to entitlement management was added in the 2025.01 release.

Instance ID Merge Tag Now Available in Entitlement Email Template

(Case 02875263, SWM-21918)

Previously, the merge tag `[[DEFAULT_GLS_INSTANCE_ID]]` (available in the Entitlement email template) could only be included above the email text, but not in the email within `LicenseModel` or `EntitlementLineItem` tags.

In the 2025.01 release, the merge tag `[[DEFAULT_GLS_INSTANCE_ID]]` can be nested inside the `LicenseModel` or `EntitlementLineItem` tag, and producers can now insert the Cloud Licensing Service (CLS) instance ID into the table in an Entitlement email. (This allows an Entitlement email, for example, to contain a table with rows for each line item, and to specify the CLS ID in the rows related to the CLS.)

The following sample shows how the merge tag `[[DEFAULT_GLS_INSTANCE_ID]]` is nested inside the `EntitlementLineItem` tag:

```
[[FOR-EACH TAG="EntitlementLineItem"]]  
  [[DEFAULT_GLS_INSTANCE_ID]]  
[[END FOR-EACH]]
```

User Experience Enhancements in 2025.01

The following user experience enhancement was added in the 2025.01 release.

New Configuration Hides Menu Options for Making Entities Obsolete

(Case 02902521, SWM-22852)

In FlexNet Operations, the status "Obsolete" is typically used to remove entities (for example, products, features, feature bundles, devices, suites, and license models) from use permanently. This status helps distinguish outdated or superseded entities from those currently in use, without completely deleting them from the system.

However, producers need to use great care when setting an entity's status to Obsolete, because the status Obsolete is permanent and cannot be reverted. The 2025.01 release therefore introduces the configuration option **Allow state change of entities to obsolete** (under **System > Configure > FlexNet**

Operations > General Options), which enables producers to hide the **Obsolete** or **Make Obsolete** menu options in the Producer Portal. Specifically, when the option is unselected, the **Obsolete** or **Make Obsolete** menu options are no longer displayed in the following locations in the Producer Portal:

- **Entitlements > List Entitlements By Order > Change State** menu
- **Entitlements > Create > Line Items** and **Maintenance Line Items** tabs > **Change State** menu
- **Devices > Devices > clicking the hyperlinked device name** opens the **Device** or **View Server** page > **Edit** menu
- **Products > Products > Change State** menu
- **Products > Features > Change State** menu
- **Products > Feature Bundles > Change State** menu
- **Products > Suites > Change State** menu
- **Administer > License Models > Change State** menu

Unselecting **Allow state change of entities to obsolete** prevents users from—accidentally or intentionally—changing the state of products, features, feature bundles, devices, suites, license models, and similar entities, to Obsolete using the user interface. However, entities can still have their status changed to Obsolete using an API web service call.

By default, **Allow state change of entities to obsolete** is selected.



Note - Operations that involve changing an entity's state to Obsolete as part of a transfer or upgrade process are not impacted.

Device Management Enhancements in 2025.01

The following enhancement to device management was added in the 2025.01 release:

Reassigning Returned Standalone Devices

(Case 01948947, SWM-20276)

This release includes an enhancement for returned standalone devices.

Returning a device is intended for devices that no longer receive capability responses or license files, or servers that no longer serve devices or communicate with the FlexNet Operations back office. Previously, returning a device was an irreversible action. When a device was returned, it was permanently disassociated from its account.

The 2025.01 release introduces the ability to reassign returned standalone devices to an account and reactivate such devices. This enables producers to take returned standalone devices back into service.

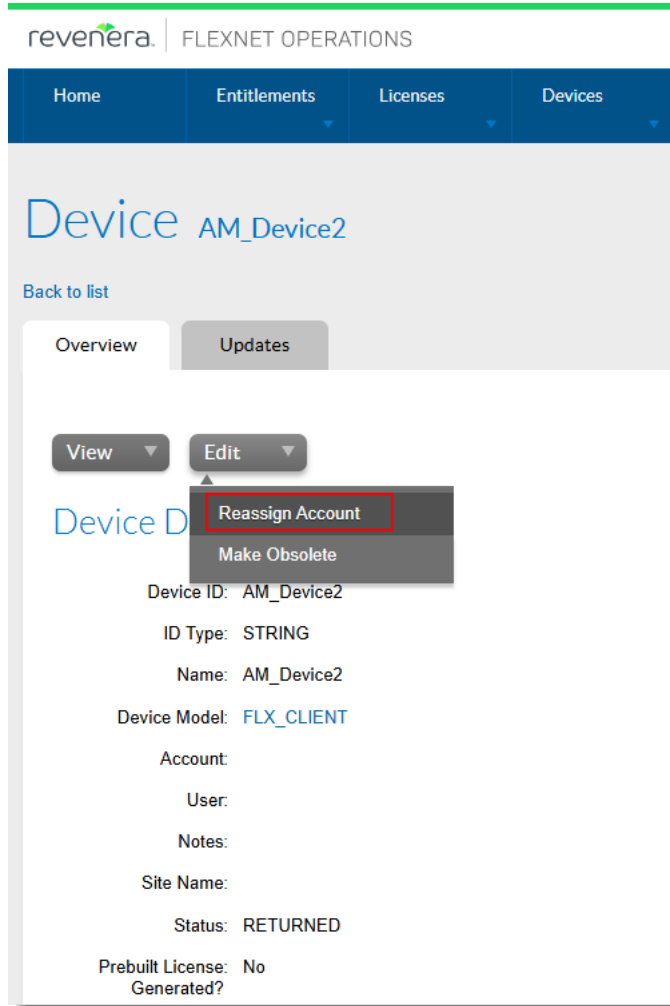
Reassigning a Device Using the Producer Portal

Producers can reassign a returned device to an account using the menu item **Reassign Account** from the **Edit** menu on the **Device** page. (To access the **Device** page for a returned device, click **Devices > Devices > click a hyperlinked device name**.)

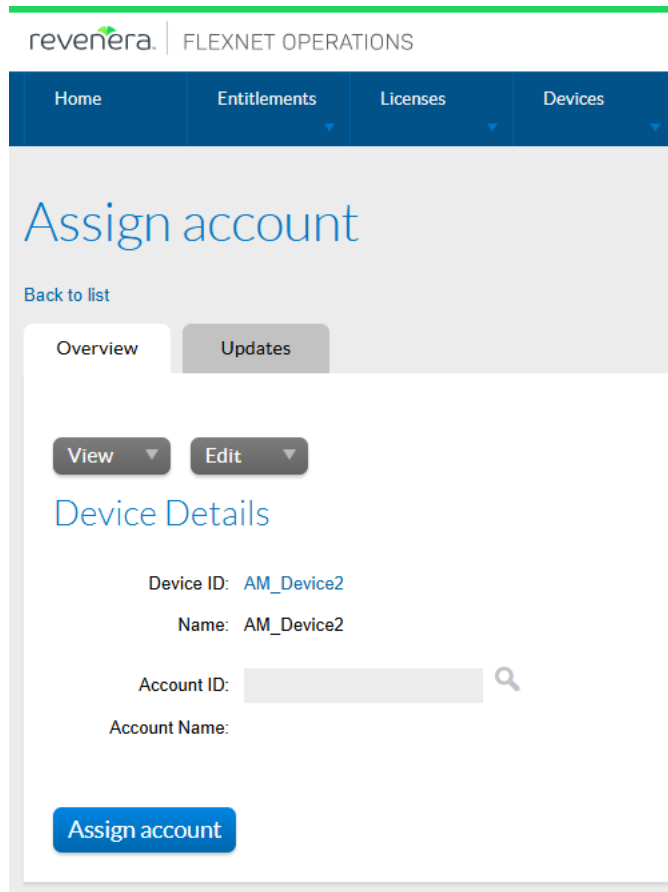


Note - Returned devices have a status of Returned and are by default not listed on the **Devices** page (under **Devices** > **Devices**) even when searched. To display returned devices on the **Devices** page, select the option **Inactive** in the filter above the devices list.

The following screenshot shows the new menu item **Reassign Account** on the **Device** page:



Clicking **Reassign Account** opens the **Assign account** page, where you can select a new account for the device.



After a standalone device has been reassigned to an account, the device status is changed to Active. The device can now have entitlements mapped to it.

Reassigning a Standalone Device Using Web Services

Returned standalone devices can also be reassigned using the **updateDevice** operation of the ManageDeviceService web service.

The following code snippet illustrates how to use the **updateDevice** operation:

```
<urn:updateDeviceRequest>
  <urn:device>
    <urn:deviceIdentifier>
      <urn:deviceType>CLIENT</urn:deviceType>
      <!-- Note: This is the device to be updated, currently in RETURNED state -->
      <urn:deviceId>Test123</urn:deviceId>
      <urn:deviceIdType>STRING</urn:deviceIdType>
      <urn:publisherName>fnepublisher</urn:publisherName>
    </urn:deviceIdentifier>
    <urn:updateChannelPartners>
      <urn:channelPartners>
        <urn:channelPartner>
          <!-- Note: Only END CUSTOMER is supported as per existing functionality-->
          <urn:tierName>bo.constants.partnertiernames.endcustomer</urn:tierName>
          <!-- Note: This is the account to which the device is to be reassigned -->
          <urn:accountUnit>
```

```

        <urn:primaryKeys>
            <urn:name>MyAccount</urn:name>
        </urn:primaryKeys>
    </urn:accountUnit>
</urn:channelPartner>
</urn:channelPartners>
<!-- Note: Only REPLACE is supported as per existing functionality-->
    <urn:opType>REPLACE</urn:opType>
</urn:updateChannelPartners>
</urn:device>
</urn:updateDeviceRequest>

```

There have been no changes to any of the .wsdl or .xsd files for SOAP services.

Reassigning a Standalone Device Using the End-User Portal

To use a returned standalone device in the End-User Portal, the device must first be reassigned to an account using the Producer Portal. Once it has been assigned to an account, an end user can claim the device in the End-User Portal by clicking **Devices > Claim and Activate**.



Note - The **Claim and Activate** option only appears in the **Devices** menu of the End-User Portal for users with roles specifically granted the End-User Portal permissions **Claim Device and Activate** and **Generate Licenses**.

Dynamic Monetization Enhancements in 2025.01

The following enhancement for Dynamic Monetization was added in the 2025.01 release.

Allowing Overdrafts in Elastic Access

(SWM-23936)

When end customers run out of Elastic Access tokens before the expiration of a line item, producers may want to allow them to continue using capabilities and to consume tokens until a new purchase of tokens can be arranged. To enable end customers to consume tokens beyond their entitled count, Elastic Access now allows an overdraft limit to be provided on line items. The recorded usage data provides a basis for subsequent billing.

In the Producer Portal, Elastic Access license models can be set up using a new overdraft attribute. Producers can specify the overdraft using one of the following settings:

- **Not used**
- **Unlimited**
- **Specify # now**
- **Specify % now**
- **Specify % at entitlement time**

The default setting is **Not used**, and a zero overdraft limit will be enforced if this setting is chosen.

When an overdraft is set, line items using this license model will be configured with the value, allowing end customers to consume tokens from the line item up to the overdraft limit above the entitled quantity.

If **Unlimited** is selected, then an “infinite” overdraft limit is used, and end customers can consume tokens without constraint.

In the Producer Portal, producers set the overdraft for Elastic Access license models on the **Package Products - License Models | Create A License Model** page (under **Administer > License Models > Create new license model**), as shown here:

Package Products - License Models

Create A License Model

Choose if this license model is counted.

Name: ?

Description: ?

State

Expiration: None
 Permanent
 Expiring

Type: Embedded ?
 Non Embedded ?
 Dynamic Monetization ?

Elastic: Yes ?
 No ?

Attributes: ?

| | |
|-------------------|--|
| Auto Provision | <input type="text" value="Yes"/> ? |
| Rate Table Series | <input type="text" value="Specify Value At Entitlement Time"/> ? |
| Overdraft | <input type="text" value="Not Used"/> ? |

- Not Used
- Unlimited
- Specify # Now
- Specify % Now
- Specify % At Entitlement Time

Producers who use a back office other than FlexNet Operations can set the overdraft directly in the **/line-items** API, using the attributes parameter and the `overdraftLimit` and `overdraftType` properties.

To allow an unlimited overdraft, set `overdraftType` to `Unlimited`.

To allow a limited overdraft, set `overdraftType` to `Number` and set `overdraftLimit` to the number of tokens that can be consumed from the line item above the entitled quantity.

The following snippet shows a sample request for a limited overdraft:


```
{
  "activationId": "string",
  "state": "string",
  "quantity": 1,
  "start": 0,
  "end": 0,
  "attributes": {
    "elastic": false,
    "rateTableSeries": "",
    "overdraftLimit": 100,
    "overdraftType": "Number"
  }
}
```


For details about this API, see the Dynamic Monetization API documentation, topic [Map a line item to an instance](https://fnoapi-dynamicmonetization.redoc.ly/#operation/addActivation) (<https://fnoapi-dynamicmonetization.redoc.ly/#operation/addActivation>).

The overdraft details are recorded in the Usage Metrics table in the Snowflake Data Warehouse (field `OVERDRAFT_COUNT`) and can also be returned using the Data Access API (field `overdraftCount`). For more information, see the [Data Access API and Data Share Entity Relationship Details](#).

System Requirements

Detailed system requirements for FlexNet Operations include the following.

| Requirement | Description |
|---------------------------------|---|
| Web browsers | <ul style="list-style-type: none">● Microsoft Edge● Mozilla Firefox 75.0● Google Chrome 80.0.3987.163 |
| FlexNet licensing module | <ul style="list-style-type: none">● FlexNet Publisher Toolkit 11.12.0 or later● FlexNet Embedded Toolkit 2015 R2 or later |
| |  Note - FlexNet Operations supports these FlexNet Embedded host ID types: <code>ETHERNET</code> , <code>INTERNET</code> , <code>INTERNET_6</code> , <code>FLEXID9</code> , <code>FLEXID10</code> , <code>STRING</code> , <code>USER</code> , <code>VM_UUID</code> , <code>EXTENDED</code> , <code>PUBLISHER_DEFINED</code> , and <code>CONTAINER_ID</code> . |

| Requirement | Description |
|-------------------------------------|--|
| Vendor certificate generator | <p>The current versions of the VCG kit are 12.11.0 and 16.2.2.0.</p> <p>These VCGs were tested with the following compilers:</p> <ul style="list-style-type: none"> • Windows—Visual Studio 2010 Professional Edition • Linux—gcc 4.1.2 (RHEL 5.0) • Linux—gcc 4.4.4 (RHEL 6.0) <p></p> <p>Note - The 12.11.0 VCG is built with FlexNet Publisher 11.11.1 and shares the same minimum C compiler requirements on each supported platform. (See the FlexNet Publisher 11.11.1 release notes for C/C++ compiler support.)</p> |
| High Speed File Upload | <p>If you intend to use the High Speed Upload option to upload files, the following plug-in is required:</p> <p>Aspera Connect 3.10.0 or later</p> |

Resolved Issues

The following sections describe the issues that have been resolved in the FlexNet Operations 2025 releases to date:

- [Issues Resolved in 2025.04](#)
- [Issues Resolved in 2025.03](#)
- [Issues Resolved in 2025.02](#)
- [Issues Resolved in 2025.01](#)

Issues Resolved in 2025.04

An issue in the following area was resolved in the FlexNet Operations 2025.04 release:

- [Electronic Software Delivery Issues Resolved in 2025.04](#)

Electronic Software Delivery Issues Resolved in 2025.04

The following issue was resolved for Electronic Software Delivery (ESD) in the 2025.04 release.

Uploading New File Versions Will Update Existing Content

(Cases 02225917, 02567912, 02680773, 02834194, 02918066, 02918272, 02995536, 03003837, 03008991; SWM-19909)

Previously, when uploading a new version of a file (or package) whose previous version existed in the Software Delivery system, it was recommended to use a new file name. This best practice prevented the delivery of “stale” file content to customers, because uploading a new file with the same file name would not reliably overwrite the existing file.

Now, you can upload new content using an existing file name, which will replace the existing content.

Issues Resolved in 2025.03

Issues in the following areas were resolved in the FlexNet Operations 2025.03 release:

- [Account and User Management Issues Resolved in 2025.03](#)
- [Electronic Software Delivery Issues Resolved in 2025.03](#)
- [Entitlement Management Issues Resolved in 2025.03](#)
- [Export and Import Issues Resolved in 2025.03](#)
- [Security Issues Resolved in 2025.03](#)

Account and User Management Issues Resolved in 2025.03

The following issues involving the management of accounts and users was resolved in the 2025.03 release.

- [Users With Expired Accounts No Longer Fail to Update](#)
- [Partners Can Now Filter Devices by Account Name and ID in End-User Portal](#)

Users With Expired Accounts No Longer Fail to Update

(Case 02917771, SWM-24640)

In previous releases, when an account was linked to a user whose association with a different account had expired, the account could not be updated. When attempting to update such an account, FlexNet Operations returned an error message. The following example illustrates the scenario in which the error was displayed:

1. The following two end-customer accounts exist: account ACME and account INDIGO.
2. User A is linked to account ACME. The expiry date was set using the Data Import template; and the association between user A and account ACME is set to expire on **January 10**.
3. On **January 28**, you want to link user A to the INDIGO account. This fails with the error message “Expiry date should be either today or after date”

If the user expiry was set via web services or the Producer Portal user interface, and the date has passed, the user could be linked to another account. The problem occurred only when the expiry date was set via the Data Import template.

This issue has now been resolved. Users whose expiry dates are set using the Data Import template are allowed to be linked to other accounts when those expiry dates have passed. If a user is expired on one account, this does not prevent the linking on another account.

Partners Can Now Filter Devices by Account Name and ID in End-User Portal

(Cases 02114107, 02908843; SWM-6311)

Previously, when a channel partner logged in to the End-User Portal and tried to filter the **Devices** page for devices by account ID or account name, the query did not return any devices. This limitation made it difficult for partners to assist their customers with license allocation and troubleshooting.

In the 2025.03 release, this limitation has been addressed, and channel partners can now filter the **Devices** page for devices by account ID or account name.

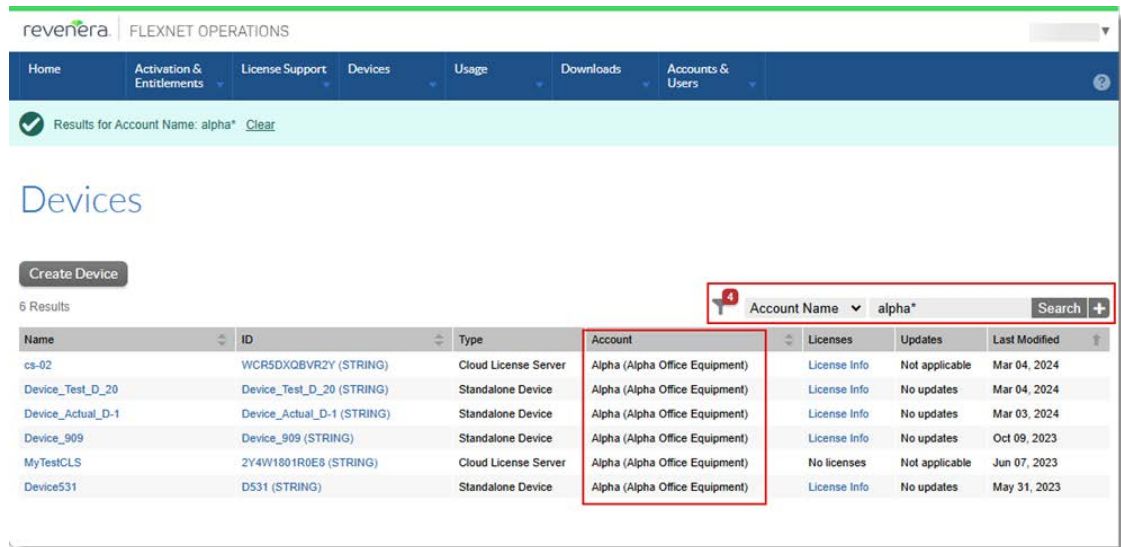


Figure 19: Example screenshot showing filtering devices by account name

Electronic Software Delivery Issues Resolved in 2025.03

The following issue was resolved for Electronic Software Delivery (ESD) in the 2025.03 release.

Download Package Search No Longer Returns Duplicate Counts

(Case 02988915, SWM-25228)

When retrieving download package counts using the **getDownloadPackageCount** operation of the DownloadPackagingService web service or using the **Search Download Packages** page in the Producer Portal, the query could return incorrect counts. This issue occurred in the following scenarios:

- The **getDownloadPackageCount** operation returned an incorrect count if a download package had multiple values set for a multi-value text custom attribute.
- The **Search Download Packages** page returned duplicate values when searching for a download package using a wildcard character (*) in a custom attribute.

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Home Entitlements Licenses Devices Usage Accounts & Users Products Administrator

Search Download Packages

To perform a Download Package search fill out at least one criterion. If you fill out multiple criteria, the search will look for Download Packages that match all criteria entered. Use * for a wildcard on any field except System Download Package ID. Note: the search is not case sensitive.

Download Package ID

System Download Package ID

Download Package Name

Version

Availability ALL

Download Package Producer

Product Line

OR Enter Product Line ID

End User License Agreement ** None **

Created After

Created Before

DownloadPackage_Wildcard *

ANONYMOUS_ALLOWED

Figure 20: Previously, using a wildcard (*) in a custom attribute when searching for download packages could cause the Producer Portal to return duplicates.

This issue has now been resolved. The fix for the `getDownloadPackageCount` operation applies to all versions of the DownloadPackagingService web service.

Entitlement Management Issues Resolved in 2025.03

The following issues were resolved for entitlement management in the 2025.03 release.

- [Google reCAPTCHA Challenge Now Displays Complete Set of Pictures, Allowing to Send Entitlement Emails](#)
- [Saving a Feature with Space in Version Number Triggers Meaningful Error Message](#)
- [Rearranging Features on the Products Page in the Producer Portal](#)
- [Filter "Is remaining copies more than zero?" Now Working as Expected in Producer Portal](#)
- [Resolved Discrepancy Between Number of Entitlements in End-User Portal and Producer Portal](#)

Google reCAPTCHA Challenge Now Displays Complete Set of Pictures, Allowing to Send Entitlement Emails

(Case 02552507, SWM-20758)

In the Producer Portal, if the Google reCAPTCHA challenge is active, the Google reCAPTCHA challenge now displays a complete set of pictures when attempting to send entitlement emails from the **List Entitlements** page.

To send an email from the **List Entitlements** page (under **Entitlements > List Entitlements**), select an entitlement and click **Email**. On the next page, click **I'm not a robot**. The Google reCAPTCHA challenge displays a set of pictures and prompts you to select certain pictures to prove that you are human before sending the email.

Previously, some of the pictures were missing, making it impossible for users to complete the challenge and send emails from the **List Entitlements** page (by selecting an entitlement and clicking Email).

The following screenshots show an example of the reCAPTCHA screen with missing pictures and the same page with the fix:

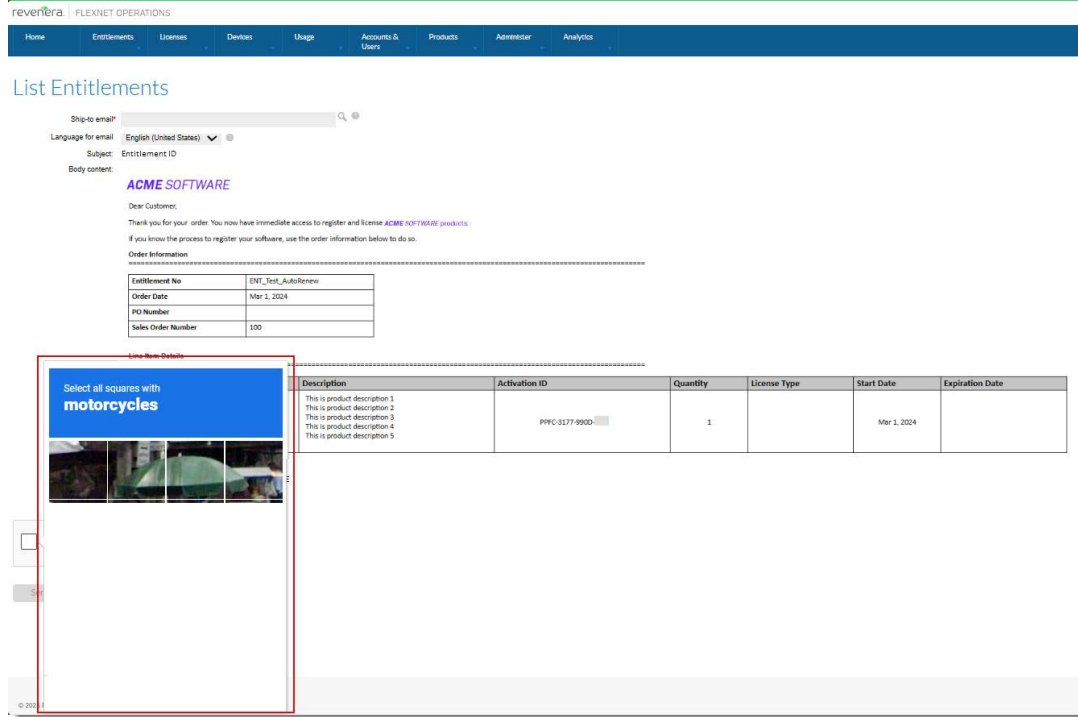


Figure 21: Entitlement email with corrupted reCAPTCHA panel

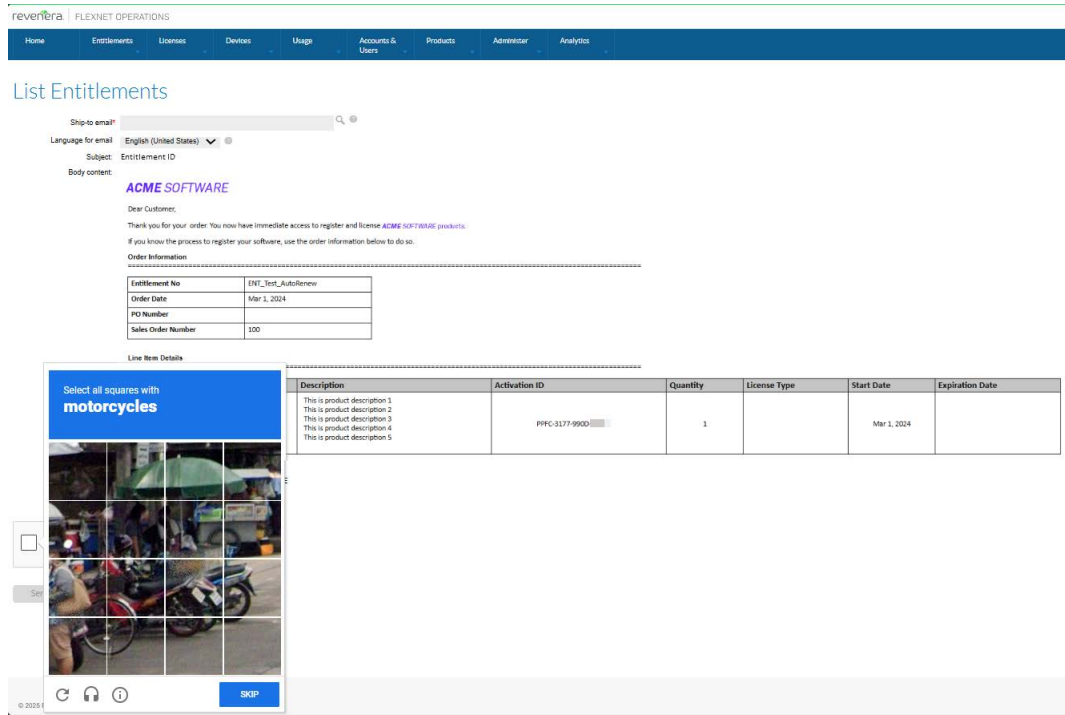


Figure 22: Entitlement email with fixed reCAPTCHA panel, showing all pictures.



Note - To use Google reCAPTCHA, the following configuration options must be set:

- **Recaptcha Site key and Recaptcha Secret password** (under **System > Configure > FlexNet Platform Server > General Options**)
- **Use Recaptcha validation when sending entitlement emails** (under **System > Configure > FlexNet Operations > General Options**) must be selected.

Saving a Feature with Space in Version Number Triggers Meaningful Error Message

(Case 02990348, SWM-25307)

In previous releases, when a feature was created with the **Version Format Type** set to **Fixed** and the **Version** field included a space (for example, "1.0 "), the feature was created successfully. However, adding such features to a product later failed with the following error message:

The version string "2.0 " for feature "TestSpaceInVersionField" is not a valid FlexNet version: must be <number>.<number> [Incident# 9379-0620915R]

To be able to map the feature to a product, producers had to return to the feature and modify the version to remove spaces, which caused frustration and wasted producers' time.

New Behavior

In the 2025.03 release, producers are alerted during the feature creation process that a feature with the **Version Format Type** set to **Fixed** cannot have a version number containing spaces. If a feature's **Version Format Type** is set to **Fixed** and the **Version** field contains a space, upon saving the feature the following error message is displayed:

The version format is invalid. Please follow the standard format and avoid any spaces.

The following screenshot shows the **Package Products | Create a Feature** page with the red banner and the error message, because the version includes a space ("1.0 "):

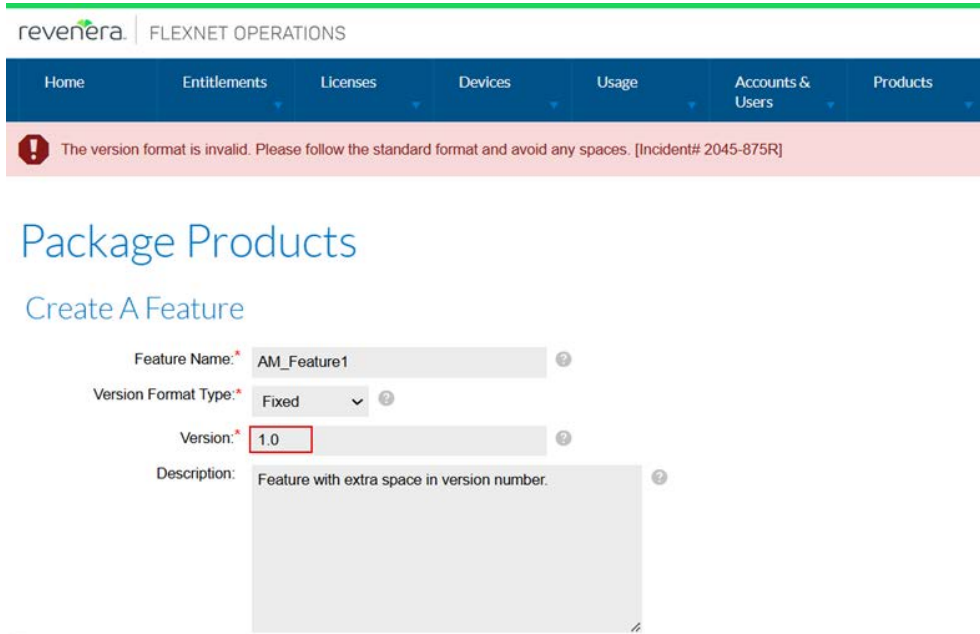


Figure 23: The **Package Products | Create a Feature** page with the red banner and error message

Rearranging Features on the Products Page in the Producer Portal

(SWM-22618)

On the **Products** page (under **Products > Product >** click a product name), features and feature bundles (on the **Features** tab) can now be sorted based on the date they were added to the product. By default, they are arranged in ascending order (the oldest feature or feature bundle is displayed at the top of the list). The order can be reversed by clicking the header of the **Feature or Feature Bundle Name** column.

The following screenshot shows the **Feature or Feature Bundle Name** column where the order of features can now be changed.

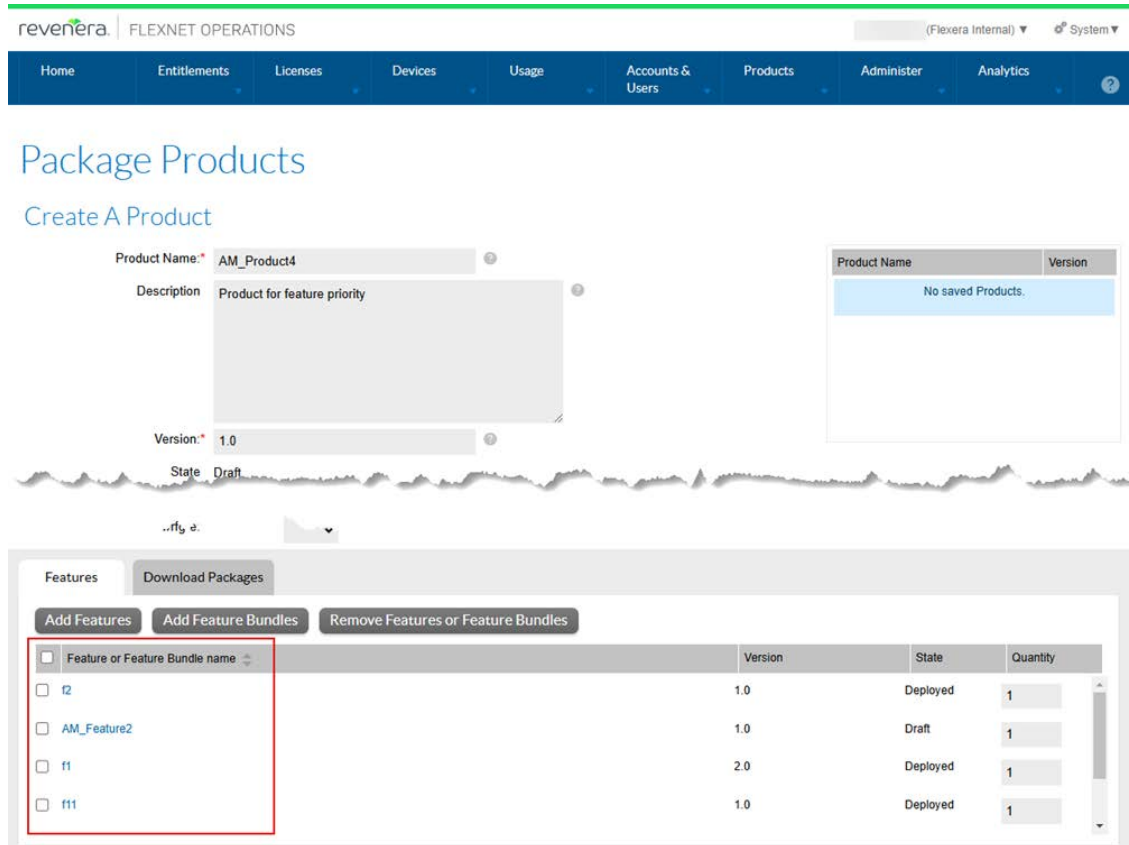


Figure 24: On the **Package Products | Create a Product** page, the order of features can now be changed.



Note - When exporting feature information (using either `.jar` or Data Import template `(.xlt)` format), the feature to product linkage is reset to have the timestamp of the import.

Filter "Is remaining copies more than zero?" Now Working as Expected in Producer Portal

(Case 02905595, SWM-25218)

This release resolves an issue with the option **Is remaining copies more than zero?** that is available in the **Advanced search** panel on the **List Entitlements** page. In previous releases, regardless of whether the option was set to **Yes** or **No**, the **List Entitlements** page showed entitlements with copies greater than 0 as well as those with 0 copies.

In the 2025.03 release, the option **Is remaining copies more than zero?** works as expected:

- **Yes**—The **List Entitlements** page shows only entitlements with copies greater than 0.
- **No**—The **List Entitlements** page shows only entitlements with 0 copies.
- **None**—The **List Entitlements** page shows entitlements with copies greater than 0 and those with 0 copies.

The following screenshot shows the option **Is remaining copies more than zero?**:

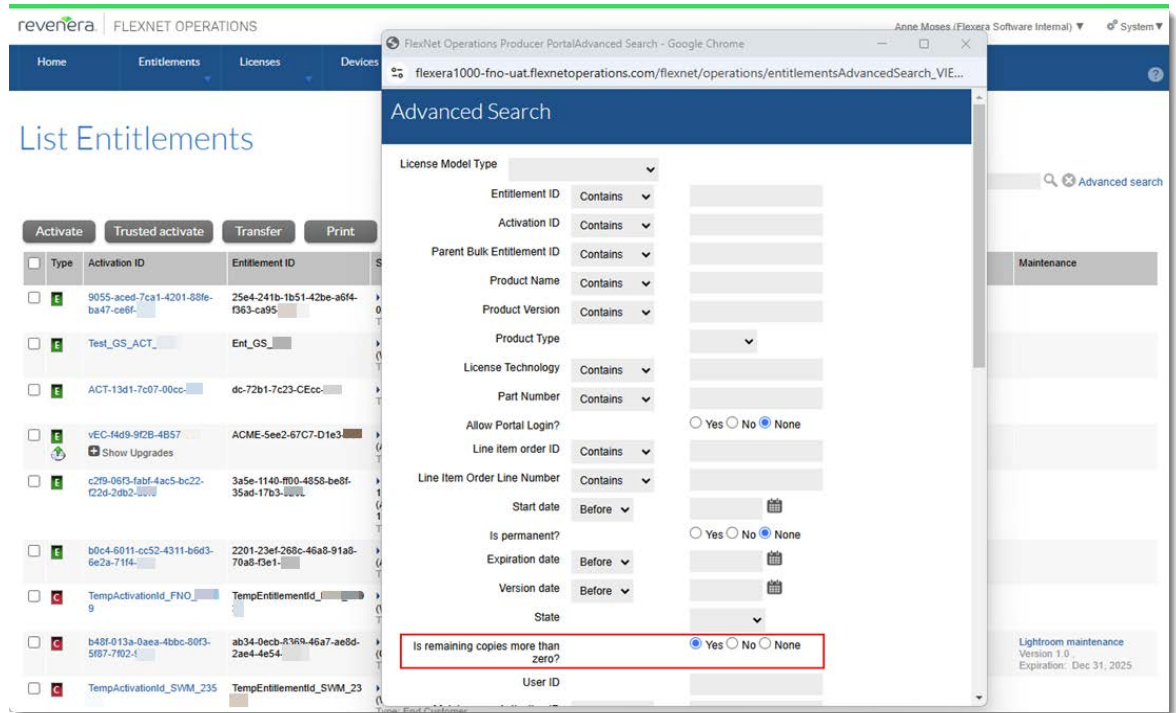


Figure 25: The **Advanced search** panel on the **List Entitlements** page



Note - A related known issue exists for entitlements for Embedded license models, see [SWM-24042: Input Sanitization Disabled](#).

Resolved Discrepancy Between Number of Entitlements in End-User Portal and Producer Portal

(Cases 02979909, 02553109; SWM-24947, SWM-23317)

Previously, when the configuration option **Show Line Items with Zero Copies by Default** (under **System > Configure > FlexNet Operations > General Options**) is unselected, there was a discrepancy between the number of entitlements listed on the **List Entitlements** page in the Producer Portal and on the **List Entitlements** page in the End-User Portal. The reason was a synchronization issue, which meant that entitlements with an available quantity of zero were erroneously displayed on the **List Entitlements** page in the End-User Portal.

This issue no longer occurs, and the **List Entitlements** page shows the correct number of entitlements in both portals.

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Home Entitlements Licenses Devices Usage Accounts & Users Products Administer Analytics

List Entitlements

Search for Entitlement ID Equals SWM-24947_ent1 Advanced search

Activate Trusted activate Transfer Print View certificate Email Fulfill history Export

| Type | Activation ID | Entitlement ID | Sold to | Product | Available quantity | Total quantity | Expiration | License model | Maintenance |
|--------------------------|------------------------------------|----------------|---|--|--------------------|----------------|------------|------------------|-------------|
| <input type="checkbox"/> | db60-a9a3-eb33-42e8-a811-145d-b69 | SWM-24947_ent1 | ▶ Akash_customer_1 (Akash_customer_1) Type: End Customer | SWM-24947_prod3 Version 1, Qty/Copy 1 | 0 | 1 | PERMANENT | Embedded Counted | |
| <input type="checkbox"/> | 63b5-7388-0145-4d5e-a6ae-28b6-18d5 | SWM-24947_ent1 | ▶ Akash_customer_1 (Akash_customer_1) Type: End Customer | SWM-24947_prod2 Version 1, Qty/Copy 1 | 0 | 2 | PERMANENT | Embedded Counted | |
| <input type="checkbox"/> | b16b-e5ff-f129-4b0c-8aae-2566-704c | SWM-24947_ent1 | ▶ Akash_customer_1 (Akash_customer_1) Type: End Customer | SWM-24947_prod1 Version 1, Qty/Copy 1 | 0 | 2 | PERMANENT | Embedded Counted | |

Figure 26: The **List Entitlements** page in the Producer Portal shows entitlements with zero available quantity only when the configuration option **Show Line Items with Zero Copies by Default** is selected.

Home Activation & Entitlements License Support Devices Usage Downloads Accounts & Users

List Entitlements

Entitlements are listed below. Sort by clicking a column heading. Select specific entitlements to view or perform actions on them.

View Action Export

Page 1 Activation ID Contains Advanced Search

| Type | Activation ID | Entitlement ID | Sold to | Product | Version | Available quantity | Total quantity | Expiration | Order ID | Order line number | Maintenance |
|--------------------------|-------------------------------------|------------------------------------|---|-------------------------------|---------|--------------------|----------------|------------|----------|-------------------|-------------|
| <input type="checkbox"/> | 8a31-6769-9dcc-4fda-959a-842b-e8754 | 05c9-b317-9fde-476a-a2c5-560c-3dc0 | ▶ pg_acc (pg_acc) Type: End Customer | p1-metered , Version 1.0 | 1.0 | 9982 | 9990 | PERMANENT | | | |
| <input type="checkbox"/> | da2a-8d34-108f-4406-9068-c4b4-cd64 | 05c9-b317-9fde-476a-a2c5-560c-3dc0 | ▶ pg_acc (pg_acc) Type: End Customer | ft-p , Version 1.0 | 1.0 | 0 | 999 | PERMANENT | | | |
| <input type="checkbox"/> | ccb2-3801-6130-4316-b39b-3740-6c73 | bdff-fdc5-e2f3-4541-8480-e9c1-7e3 | ▶ pg_acc (pg_acc) Type: End Customer | auto-p1-ss-2301 , Version 1.0 | 1.0 | 0 | 100 | PERMANENT | | | |
| <input type="checkbox"/> | f2f4-ef59-6942-42a5-9804-a1d1-7ec5 | 8ad8-ae2e-8faa-456f-8b6b-4dba-3d91 | ▶ sb_acc (sb_acc) Type: End Customer | ft-p , Version 1.0 | 1.0 | 0 | 100 | PERMANENT | | | |

Figure 27: An example of the **List Entitlements** page in the End-User Portal showing entitlements with zero available quantity.

Export and Import Issues Resolved in 2025.03

The following issue related to the Data Export and Import functionality was resolved in the 2025.03 release.

- [Import/Export Jobs No Longer Getting Stuck on Job Server Restart](#)
- [Retriggering Stuck Jobs for Bulk Upgrade Operations](#)

Import/Export Jobs No Longer Getting Stuck on Job Server Restart

(Case 02874418, 02902735, 02909549; SWM-21535)

In previous releases, when an import/export job was running and at the same time the job server was restarted, the job was stuck in the "in Process" state and never completed until it was resubmitted.

This behavior was problematic, because producers had to resubmit those stuck import/export jobs, which took up extra time.

This has now been resolved. If an import/export job is in process while a job server restart occurs, that job will be moved to a waiting state so that the next run can pick it up. Producers no longer need to manually resubmit the hanging job.

Retriggering Stuck Jobs for Bulk Upgrade Operations

(Case 02969947, SWM-24096)

In the past, jobs for bulk upgrade operations could get stuck with the status “Submitted” or “In Progress”. There was no indication of whether the job was running. Restarting the job server had no impact on the job; it would remain stuck. The only solution for producers was to manually retrigger the job.

This issue has now been resolved. If a job for a bulk upgrade operation gets stuck, restarting the job server triggers a new job which will pick up the work from the original job. This new job is scheduled to run within 2 minutes of the server restart.

Security Issues Resolved in 2025.03

The following issue related to FlexNet Operations security was addressed in the 2025.03 release.

Enforcing Account Access Permissions for Portal Users

(SWM-25459)

Previously, users with the Portal User role could access information that they are not entitled to see, by manipulating URL parameters.

In the 2025.03 release, it is no longer possible to access information without the necessary permissions, by manipulating URL parameters.

Issues Resolved in 2025.02

Issues in the following areas were resolved in the FlexNet Operations 2025.02 release:

- [Entitlement Management Issues Resolved in 2025.02](#)
- [Security Issues Resolved in 2025.02](#)
- [User Experience Issues Resolved in 2025.02](#)

Entitlement Management Issues Resolved in 2025.02

The following issues were resolved for entitlement management in the 2025.02 release.

- [Restrict Activations on Expired Line Items for FlexNet Publisher Products](#)
- [Resolved Issue With Entitlement Emails](#)

Restrict Activations on Expired Line Items for FlexNet Publisher Products

(Case 02144139, SWM-23877)

Previously, when an end user attempted to activate an expired FlexNet Publisher line item (using web services or the `appactutil` utility) and that line item had previously been activated on a client, the request erroneously succeeded. The reason for this behavior was that FlexNet Operations located the relevant fulfilment record and treated the activation as a reinstall. However, this behavior resulted in clients being able to continue using the software beyond the license expiration date.

To address this issue, FlexNet Operations now checks the line item expiration date before activation. If a line item has expired then the activation request is denied and an error message is shown.

This change applies to all types of activations (online, offline, manually, or via web services). Other license lifecycle operations such as return, repair, or rehost are not affected.

Resolved Issue With Entitlement Emails

(Case 02988204, 02988951; SWM-25192)

A change introduced in the 2025.01 release caused an issue which meant that no entitlement emails could be sent to end users. When attempting to send an entitlement email, the following error was displayed: Tenant `nnn` does not have an associated publisher/identity.

This issue has now been resolved, and entitlement emails are sent to end users.

Security Issues Resolved in 2025.02

The following issue related to FlexNet Operations security was addressed in the 2025.02 release.

Improved Error Handling for Status 500 Errors

(Case 2889182, SWM-22287)

Previously, status 500 errors could reveal the server hostname in the fault details of the response, which is considered a security risk. Such an error could be triggered by sending a bad request using web services—for example, by attempting to update a user with a typo in the request, like `<urn:lastNam?></urn:lastName>`.

This issue has now been addressed, and status 500 errors no longer reveal implementation details.

User Experience Issues Resolved in 2025.02

The following issues involving user experience were resolved in the 2025.02 release.

- [Increased Download Speed in End-User Portal](#)
- [Updated Link to Customer Community](#)
- [Removed Truncation in End-User Portal on View Server Page](#)

Increased Download Speed in End-User Portal

(Case 02776698, SWM-19906)

In the End-User Portal, end users associated with several accounts can now download content more quickly. The syncing process has been optimized, allowing users to access downloads shortly after their accounts and entitlements are provisioned.

Updated Link to Customer Community

(SWM-24485)

Following the recent introduction of the new Revenera Community, the link **Customer Community** (available in the Producer Portal from the **System** menu) has been updated to point to the Community's new URL, <https://community.revenera.com>.

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demo (Flexera Internal) System

Home Entitlements Licenses Devices Usage Accounts & Users Products

Configure
Custom Content
End-User Portal
Transaction History
Reports
About Advanced Lifecycle Management Module
About Electronic Software Delivery Module
Uptime
Latest News
Customer Community

Producer Portal Home

| Date | Description |
|-------------------------|---|
| Aug 23, 2024 6:49:03 AM | The Line Item Auto Renewal Job got completed. |
| Aug 23, 2024 6:48:03 AM | The Line Item Auto Renewal Job got completed. |
| Aug 23, 2024 6:47:03 AM | The Line Item Auto Renewal Job got completed. |
| Aug 23, 2024 6:47:03 AM | The Line Item Auto Renewal Job got completed. |
| Aug 23, 2024 6:47:03 AM | The Line Item Auto Renewal Job got completed. |

QuickSearch

Search: Customer Accounts

For: Account ID

Type your search here.

Announcements

No Announcements at this time

<https://community.revenera.com>

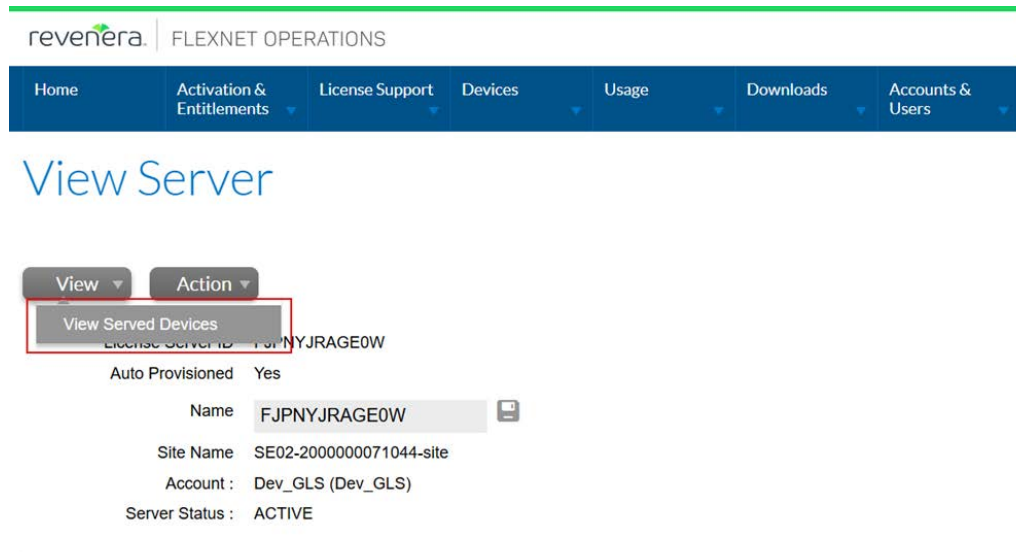
Any users attempting to access the previous URL, <http://flexeracommunity.force.com/customer/>, will be redirected to the new URL.

Removed Truncation in End-User Portal on View Server Page

(Case 02981114, SWM-24922)

Previously, the menu options available from the **View** menu on the **View Server** page in the End-User Portal were truncated on the left side of the screen and not readable. To access the **View Server** page, click **Devices > Devices**, then click the hyperlinked name or ID for a server (Cloud License Server instance or local license server).

The following screenshot shows the fixed menu of the **View Server** page, with the menu options fully visible:



Issues Resolved in 2025.01

Issues in the following areas were resolved in the FlexNet Operations 2025.01 release:

- [Entitlement Management Issues Resolved in 2025.01](#)
- [User Experience Issues Resolved in 2025.01](#)

Entitlement Management Issues Resolved in 2025.01

The following issues were resolved for entitlement management in the 2025.01 release.

- [Request Button Now Triggering Renewal Email](#)
- [Entitlement Line Item Start or Expiry Updated Using "Change Start/Expiration Date" Button Now Reflected on CLS](#)
- [Confirmation Step No Longer Skipped During License Count Update](#)

Request Button Now Triggering Renewal Email

(Case 02890657, SWM-22556)

On the End-User Portal's **Expiring Entitlements** page, end users can click a **Request** button to send an email message to the producer about their intent to renew selected entitlements.

In previous releases, the End-User Portal failed to send such renewal emails. In the 2025.01 release, this issue has been resolved. When an end user clicks the **Request** button, the End-User Portal sends a renewal email to the email address specified in the configuration option **Request Renewal Notification Email** (under **System > Configure > FlexNet Operations > Renewals**). That email address is also used to populate the **From** field. The end user requesting the renewal will receive a copy of the renewal email, as their email address is included in the **Cc** field.



Important - Renewal emails are sent only if the following conditions are fulfilled:

- An email address is specified in the configuration option **Request Renewal Notification Email** (under **System > Configure > FlexNet Operations > Renewals**).
- The email address specified in **Request Renewal Notification Email** has been verified in the Producer Portal on the **Email/Domain Verification** page (available from the **Administer** menu in the **Email** group).

Entitlement Line Item Start or Expiry Updated Using "Change Start/Expiration Date" Button Now Reflected on CLS

(Case 02913332, SWM-24187)

Previously, when an entitlement was mapped to a Cloud Licensing Service (CLS) instance and one of its line items had its start or expiration date changed using the **Change Start/Expiration Date** button on the **Entitle Customers to Licenses | Create an Entitlement** page (under **Entitlements > List Entitlements by Order** > click the entitlement's hyperlinked ID), the new start or expiration date was not reflected on the CLS instance. This means that served clients' subsequent capability requests were not aligned with the new start or expiration date.

This issue no longer occurs. An entitlement line item's changed start or expiration date is now immediately reflected on the mapped CLS instance, and can be viewed as follows:

- On the **View Server** page (**Devices > Devices** > click a hyperlinked device name > **View > View Response**) in the **Capability Response** section.
- Calling the `/features` endpoint.

Confirmation Step No Longer Skipped During License Count Update

(Case 02912962, SWM-24195)

Previously, when removing line items mapped to a local license server or a standalone device, FlexNet Operations was not enforcing the step where a confirmation of changes is needed before quantities on the device are updated, even though the configuration option **Skip Confirmation** or **Skip Confirmation for Producer** was unselected.

The bug occurred when **Generate Response** was triggered on the **View Server** or **Device** page (under **Devices > Devices** > click hyperlinked name of a device), which changed the license status to **License generated** and decreased the license count on the device without waiting for the device to confirm the changes. This bypassed the expected **Waiting for confirmation** status, which should remain until the device explicitly sends a confirmation request.

This has been fixed in the 2025.01 release. Clicking **Generate Response** now changes the license status to **Waiting for confirmation**. The license count is only updated on the device after it has sent a capability request to confirm the changes.

The following table shows the behavior and license status when a user clicks **Generate Response** after a license count change, depending on the selection of the **Skip Confirmation** and **Skip Confirmation for Producer** configuration options.

| Skip Confirmation | Skip Confirmation for Producer | Behavior in 2025.01 |
|-------------------|--------------------------------|--|
| Unselected | Unselected | Status changes to Waiting for confirmation . Once a capability request is sent or uploaded, the status changes to License generated and the license count is updated on the device. |
| Selected | Selected | Status changes to License generated . Once a capability request is sent or uploaded in the Producer Portal and the End User Portal, the license count is updated on the device. |
| Selected | Unselected | Status changes to License generated . Once a capability request is sent or uploaded in the Producer Portal or the End User Portal, the license count is updated on the device. |
| Unselected | Selected | Status changes to License generated . Once a capability request is sent or uploaded in the Producer Portal (and optionally in the End User Portal), the license count is updated on the device. |

User Experience Issues Resolved in 2025.01

The following issue involving user experience was resolved in the 2025.01 release.

Configuration Changes Now Updated After Saving

(SWM-22817)

In previous releases, when changing a configuration setting under **Embedded Devices** (under **System > Configure**) and clicking **Save Configs**, the previous setting (either the previous value or selected/unselected state of the check box) was still shown. The updated setting was only visible after clicking **Save Configs** a second time. In addition, after saving changes, the confirmation message “The configuration was updated successfully” was formatted differently to other FlexNet Operations confirmation messages (using a white background instead of a blue banner).

Both issues have been resolved in the 2025.01 release. Changes to configuration settings are now saved and visible after clicking **Save Configs** once, and the confirmation message is formatted as a blue banner.

Known Issues

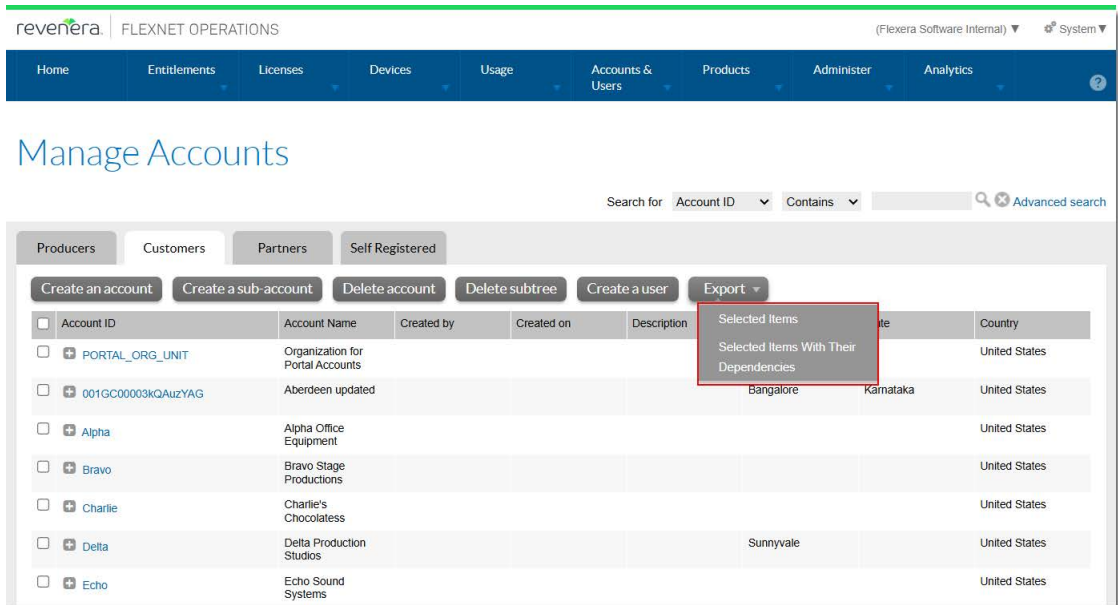
The following describes known issues in the current FlexNet Operations release.

SWM-26609: Account Data Export Not Working

At present, accounts information cannot be exported.

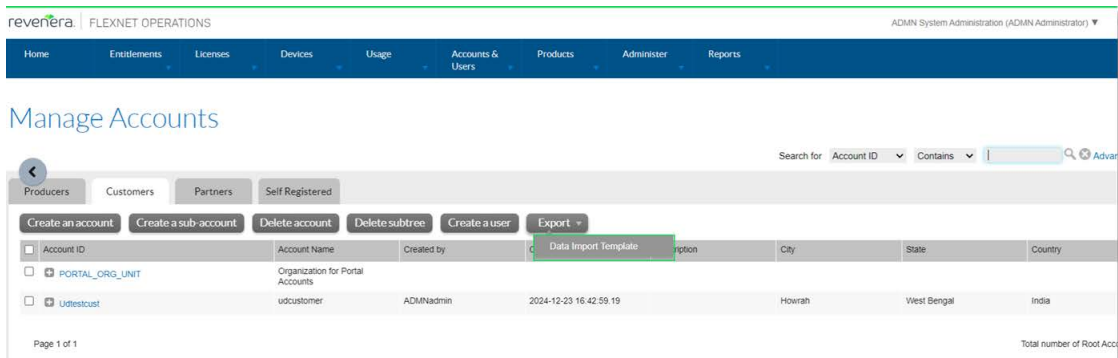
In its **Export** menu, the **Manage Accounts** page (available from **Accounts & Users > All Accounts**) currently shows the options **Selected Items** and **Selected Items with Their Dependencies**, which have no underlying functionality (.JAR export is not available for accounts and users).

The image below shows the **Manage Accounts** page and the incorrect options in the **Export** menu:



Instead of the options **Selected Items** and **Selected Items with Their Dependencies**, the **Export** menu should display the option **Data Import Template**. Clicking **Export > Data Import Template** would usually trigger an export job, which would create a downloadable Data Import Template (.xlt) file containing the relevant entities.

The image below shows the option **Data Import Template**, which is currently not visible within the **Export** menu:



SWM-26045: Using Incorrect Country Codes in createUser API

Reverera identified an issue with the **createUser** API of the UserAcctHierarchyService web service that impacts users created without a supported country code. In such cases, the **createUser** API assigns a default country code, which results in incorrect data. These users are not synced with the Electronic Software Delivery (ESD) system and are therefore unable to access their software downloads in the End-User Portal.

For example, if "US" is the required country code and an unsupported variant like "USA" is provided, the API will successfully create the user but assign an incorrect default country code instead of "US." As this process does not return an error, customers may be unaware of the discrepancy. Consequently, the affected user is not properly synced with the ESD system and is unable to access downloads.

To avoid interruptions in software delivery access, Reverera strongly recommends using only supported country codes when calling the **createUser** API.

SWM-26277: System Roles Visible in Portals

Certain system roles are visible in the Producer Portal (roles **Default Producer Role** and **Manage Impersonated Access Tokens PP**) and the End-User Portal (roles **Default Portal Role** and **Manage Impersonated Access Tokens EP**).

These roles are not intended for selection by producers or end users and may be mistakenly assigned, leading to potential misconfigurations. Administrators should not assign these roles to users.

Reverera aims to hide system roles from the Producer Portal and End-User Portal in a future release.



Note - The roles **Manage Impersonated Access Tokens PP** and **Manage Impersonated Access Tokens EP** contain permissions for issuing so-called impersonated access tokens, which are a means to securely authorize SOAP and REST web service calls to FlexNet Operations. While the term "impersonated" might sound concerning, it simply refers to a mechanism where a privileged user can securely act on behalf of another user with limited permissions.

SWM-23190: Analytics Menu and Configure Single Sign-On Page Not Accessible from Electronic Software Download Module Pages

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) are no longer displayed and therefore cannot be accessed.

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

As a temporary workaround, to access the **Analytics** menu, users should navigate away from an Electronic Software Download page (for example, by clicking **Home** in the navigation bar). The **Analytics** menu will become visible again and can be accessed.

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

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

Best Practice for Uploading New File Versions for Software Delivery

The following practice helps to prevent the delivery of “stale” file content to your customers.

When you upload a new version of a file (or package) whose previous version exists in the Software Delivery system, best practice is to give the new file version a unique name, different from the name of the existing file version. (For example, use a version number in the file name.) Try to avoid uploading a file using the same name as the existing file so that the existing file is overwritten.

If you must upload a new file using the same name as the existing file, delete the existing file and wait 10-15 minutes before uploading the new version. This process will reduce the probability of re-caching the old content.

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

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

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 releases to date:

- [Change Log for 2025.02](#)

Change Log for 2025.02

Ability to List Fulfillment And License Information for Specified Host

The `LicenseFulfillmentService.wsdl` has been updated to v2. It includes the following:

- New `getHostQuery` operation to list fulfillment and license information by hostid.
- New `getHostCount` operation to get the number of hosts that fit certain criteria. This number can be used as `batchSize` input in `getHostQuery`.



Note - These enhancements were tracked in SWM-22714 and SWM-25245, respectively (see [Returning Fulfillment and License Information for Non-Embedded Technologies Using Web Services](#) and [New Operation for Getting Host Count in License Service SOAP Web Service](#)).

Changes to the WSDL and XSD Files

The `LicenseFulfillmentService.wsdl` file includes a reference to the `licenseFulfillmentTypes.xsd` file, and that `.xsd` file refers to the following additional `.xsd` files:

- `licenseFulfillmentTypes.xsd`
- `trustedOfflineActivationTypes.xsd`
- `fulfillmentTypes.xsd`
- `commonTypes.xsd`

LicenseFulfillmentService.wsdl

In addition to updating the version number from 1 to 2 in multiple locations in the `LicenseFulfillmentService.wsdl` file, the following additional changes were made. Additions are highlighted.

| # | Change |
|---|---|
| 1 | <pre><message name="createLicenseResponse"> <part name="msgparameters" element="tns:createLicenseResponse"/> </message> <message name="createCVDFulfillmentsRequest"> <part name="msgparameters" element="tns:createCVDFulfillmentsRequest"/> </message> <message name="createCVDFulfillmentsResponse"> <part name="msgparameters" element="tns:createCVDFulfillmentsResponse"/> </message></pre> |

Change

```
2 <message name="createLicensesAsBatchAndConsolidateResponse">
  <part name="msgparameters" element="tns:createLicensesAsBatchAndConsolidateResponse"/>
</message>
<message name="createCVDLicenseFileRequest">
  <part name="msgparameters" element="tns:createCVDLicenseFileRequest"/>
</message>
<message name="createCVDLicenseFileResponse">
  <part name="msgparameters" element="tns:createCVDLicenseFileResponse"/>
</message>
```

```
3 <message name="transferHostResponse">
  <part name="msgparameters" element="tns:transferHostResponse"/>
</message>
<message name="getHostQueryRequest">
  <part name="msgparameters" element="tns:getHostQueryRequest"/>
</message>
<message name="getHostQueryResponse">
  <part name="msgparameters" element="tns:getHostQueryResponse"/>
</message>
<message name="getHostCountRequest">
  <part name="msgparameters" element="tns:getHostCountRequest"/>
</message>
<message name="getHostCountResponse">
  <part name="msgparameters" element="tns:getHostCountResponse"/>
</message>
```

```
4 <operation name="createLicense">
  <input message="tns:createLicenseRequest"/>
  <output message="tns:createLicenseResponse"/>
</operation>
<operation name="createCVDFulfillments">
  <input message="tns:createCVDFulfillmentsRequest"/>
  <output message="tns:createCVDFulfillmentsResponse"/>
</operation>
```

```
5 <operation name="createLicensesAsBatchAndConsolidate">
  <input message="tns:createLicensesAsBatchAndConsolidateRequest"/>
  <output message="tns:createLicensesAsBatchAndConsolidateResponse"/>
</operation>
<operation name="createCVDLicenseFile">
  <input message="tns:createCVDLicenseFileRequest"/>
  <output message="tns:createCVDLicenseFileResponse"/>
</operation>
```


Change

- ```
6 <operation name="transferHost">
 <input message="tns:transferHostRequest"/>
 <output message="tns:transferHostResponse"/>
</operation>
<operation name="getHostQuery">
 <input message="tns:getHostQueryRequest"/>
 <output message="tns:getHostQueryResponse"/>
</operation>
<operation name="getHostCount">
 <input message="tns:getHostCountRequest"/>
 <output message="tns:getHostCountResponse"/>
</operation>
```
- 
- ```
7 <operation name="createLicense">
  <soap:operation style="document"/>
  <input>
    <soap:body use="literal"/>
  </input>
  <output>
    <soap:body use="literal"/>
  </output>
</operation>
<operation name="createCVDFulfillments">
  <soap:operation style="document"/>
  <input>
    <soap:body use="literal"/>
  </input>
  <output>
    <soap:body use="literal"/>
  </output>
</operation>
```
-
- ```
8 <operation name="createLicensesAsBatchAndConsolidate">
 <soap:operation style="document"/>
 <input>
 <soap:body use="literal"/>
 </input>
 <output>
 <soap:body use="literal"/>
 </output>
</operation>
<operation name="createCVDLicenseFile">
 <soap:operation style="document"/>
 <input>
 <soap:body use="literal"/>
 </input>
 <output>
 <soap:body use="literal"/>
 </output>
</operation>
```
-

## # Change

```
9 <operation name="transferHost">
 <soap:operation style="document"/>
 <input>
 <soap:body use="literal"/>
 </input>
 <output>
 <soap:body use="literal"/>
 </output>
</operation>
<operation name="getHostQuery">
 <soap:operation style="document"/>
 <input>
 <soap:body use="literal"/>
 </input>
 <output>
 <soap:body use="literal"/>
 </output>
</operation>
<operation name="getHostCount">
 <soap:operation style="document"/>
 <input>
 <soap:body use="literal"/>
 </input>
 <output>
 <soap:body use="literal"/>
 </output>
</operation>
```

---

### **licenseFulfillmentTypes.xsd**

The only change made to the `licenseFulfillmentTypes.xsd` file between v1 and v2 was to update the version number from 1 to 2 in multiple locations in the file.

### **trustedOfflineActivationTypes.xsd**

The only change made to the `trustedOfflineActivationTypes.xsd` file between v1 and v2 was to update the version number from 1 to 2 in multiple locations in the file.

## fulfillmentTypes.xsd

In addition to updating the version number from 1 to 2 in multiple locations in the fulfillmentTypes.xsd file, the following complexTypes were added.

| # | Change |
|---|--------|
|---|--------|

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <pre>&lt;!-- START createCVDFulfillments --&gt; &lt;xs:element name="createCVDFulfillmentsRequest" type="tns:createFulfillmentRequestType"/&gt; &lt;xs:element name="createCVDFulfillmentsResponse" type="tns:createFulfillmentResponseType"/&gt; &lt;!-- END createCVDFulfillments --&gt; &lt;!-- START verifyCreateLicense --&gt; &lt;xs:element name="verifyCreateLicenseRequest" type="tns:createFulfillmentRequestType"/&gt; &lt;xs:element name="verifyCreateLicenseResponse" type="tns:createFulfillmentResponseType"/&gt; &lt;!-- END verifyCreateLicense --&gt;</pre> |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

---

## # Change

```
2 <!-- END consolidatedFulfillments -->
<!-- START createCVDLicenseFile -->
<xs:complexType name="createCVDLicenseFileRequestType">
 <xs:sequence>
 <xs:element name="queryParams" type="tns:CVDLicenseFileQueryParametersType" minOccurs="0"/>
 <xs:element name="vendorStringIsCumulative" type="xs:boolean"/>
 <xs:element name="pageNumber" type="xs:integer" nillable="true"/>
 <xs:element name="batchSize" type="xs:integer" nillable="true"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="CVDLicenseFileQueryParametersType">
 <xs:sequence>
 <xs:element name="hostId" type="tns:SimpleQueryType" minOccurs="0"/>
 <xs:element name="nodeLockHostId" type="tns:SimpleQueryType" minOccurs="0"/>
 <xs:element name="customHostAttributes" type="tns:customAttributesQueryListType" minOccurs="0"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="createCVDLicenseFileResponseType">
 <xs:sequence>
 <xs:element name="statusInfo" type="tns:StatusInfoType"/>
 <xs:element name="responseData" type="tns:CVDLicenseFileConsolidatedResponseType"
minOccurs="0"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="CVDLicenseFileConsolidatedResponseType">
 <xs:sequence>
 <xs:element name="licenseTechnology" type="tns:CVDLicenseFileConsolidatedLicenseDataType"
minOccurs="0" maxOccurs="unbounded"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="CVDLicenseFileConsolidatedLicenseDataType">
 <xs:sequence>
 <xs:element name="licenseTechnologyName" type="xs:string" minOccurs="0"/>
 <xs:element name="soldTo" type="xs:string"/>
 <xs:element name="criteria" type="xs:string"/>
 <xs:element name="licenseGenerator" type="tns:CVDLicenseGeneratorType" minOccurs="0"
maxOccurs="unbounded"/>
 <xs:element name="state" type="tns:StateType" minOccurs="0"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="CVDLicenseGeneratorType">
 <xs:sequence>
 <xs:element name="licenseGeneratorName" type="xs:string"/>
 <xs:element name="consolidatedLicenseId" type="xs:string"/>
 <xs:element name="consolidatedFulfillments" type="tns:fulfillmentIdentifierListType"/>
 <xs:element name="licenseFiles" type="tns:licenseFileDataListType" minOccurs="0"/>
 </xs:sequence>
</xs:complexType>
<xs:element name="createCVDLicenseFileRequest" type="tns:createCVDLicenseFileRequestType"/>
<xs:element name="createCVDLicenseFileResponse" type="tns:createCVDLicenseFileResponseType"/>
<!-- END createCVDLicenseFile -->
```

## # Change

```
3 <!-- end transferHost -->
<!--START getHostQueryTypes -->
<xs:complexType name="hostDataType">
 <xs:sequence>
 <xs:element name="soldTo" type="xs:string"/>
 <xs:element name="licenseTechnology" type="tns:licenseTechnologyIdentifierType" minOccurs="0"/>
 <xs:element name="state" type="tns:StateType" minOccurs="0"/>
 <xs:element name="hostID" type="xs:string" minOccurs="0"/>
 <xs:element name="hostType" type="xs:string" minOccurs="0"/>
 <xs:element name="account" type="xs:string" minOccurs="0"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="hostQueryParametersType">
 <xs:sequence>
 <xs:element name="hostId" type="tns:SimpleQueryType" minOccurs="0"/>
 <xs:element name="soldTo" type="tns:SimpleQueryType" minOccurs="0"/>
 <xs:element name="licenseTechnology" type="tns:SimpleQueryType" minOccurs="0"/>
 <xs:element name="hostType" type="tns:SimpleQueryType" minOccurs="0"/>
 <xs:element name="account" type="tns:SimpleQueryType" minOccurs="0"/>
 <xs:element name="fulfillmentState" type="tns:fulfillmentStateQueryType" minOccurs="0"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="getHostQueryRequestType">
 <xs:sequence>
 <xs:element name="queryParams" type="tns:hostQueryParametersType" minOccurs="0"/>
 <xs:element name="pageNumber" type="xs:integer" nillable="true"/>
 <xs:element name="batchSize" type="xs:integer" nillable="true"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="getHostQueryResponseDataType">
 <xs:sequence>
 <xs:element name="hostData" type="tns:hostDataType" minOccurs="0" maxOccurs="unbounded"/>
 <xs:element name="fulfillmentState" type="xs:string" minOccurs="0"/>
 </xs:sequence>
</xs:complexType>
<xs:complexType name="getHostQueryResponseType">
 <xs:sequence>
 <xs:element name="statusInfo" type="tns:StatusInfoType"/>
 <xs:element name="responseData" type="tns:getHostQueryResponseDataType" minOccurs="0"/>
 </xs:sequence>
</xs:complexType>
<xs:element name="getHostQueryRequest" type="tns:getHostQueryRequestType"/>
<xs:element name="getHostQueryResponse" type="tns:getHostQueryResponseType"/>
<!-- END getHostQueryTypes -->
```

## commonTypes.xsd

In addition to updating the version number from 1 to 2 in multiple locations in the commonTypes.xsd file, the following additional changes were made. Additions are highlighted in **blue**.

| # | Change                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <pre>&lt;xs:simpleType name="CreateOrUpdateOperationType"&gt;   &lt;xs:restriction base="xs:NMTOKEN"&gt;     &lt;xs:enumeration value="CREATE_OR_UPDATE"/&gt;     &lt;xs:enumeration value="CREATE_OR_IGNORE"/&gt;   &lt;/xs:restriction&gt; &lt;/xs:simpleType&gt; &lt;xs:simpleType name="CreateOrUpdateOperationAccountType"&gt;   &lt;xs:restriction base="xs:NMTOKEN"&gt;     &lt;xs:enumeration value="CREATE_OR_UPDATE"/&gt;     &lt;xs:enumeration value="CREATE_OR_IGNORE"/&gt;   &lt;/xs:restriction&gt; &lt;/xs:simpleType&gt; &lt;xs:simpleType name="CollectionOperationType"&gt;   &lt;xs:restriction base="xs:NMTOKEN"&gt;     &lt;xs:enumeration value="REPLACE"/&gt;     &lt;xs:enumeration value="ADD"/&gt;     &lt;xs:enumeration value="DELETE"/&gt;   &lt;/xs:restriction&gt; &lt;/xs:simpleType&gt; &lt;xs:simpleType name="CollectionOperationAccountType"&gt;   &lt;xs:restriction base="xs:NMTOKEN"&gt;     &lt;xs:enumeration value="REPLACE"/&gt;     &lt;xs:enumeration value="ADD"/&gt;     &lt;xs:enumeration value="DELETE"/&gt;   &lt;/xs:restriction&gt; &lt;/xs:simpleType&gt;</pre> |

## # Change

```
2 <xs:complexType name="OrgTypeList">
 <xs:sequence>
 <xs:element name="orgType" type="tns:OrgType" minOccurs="1" maxOccurs="unbounded" />
 </xs:sequence>
</xs:complexType>

<xs:simpleType name="accountType">
 <xs:restriction base="xs:NMTOKEN">
 <xs:enumeration value="CUSTOMER"/>
 <xs:enumeration value="PUBLISHER"/>
 <xs:enumeration value="CHANNEL_PARTNER"/>
 <xs:enumeration value="SELF_REGISTERED"/>
 </xs:restriction>
</xs:simpleType>
<xs:complexType name="accountTypeList">
 <xs:sequence>
 <xs:element name="accountType" type="tns:accountType" minOccurs="1" maxOccurs="unbounded" />
 </xs:sequence>
</xs:complexType>
<xs:complexType name="fulfillmentStateQueryType">
 <xs:sequence>
 <xs:element name="value" type="tns:fulfillmentStateType"/>
 <xs:element name="searchType" type="tns:simpleSearchType"/>
 </xs:sequence>
</xs:complexType>
<xs:simpleType name="fulfillmentStateType">
 <xs:restriction base="xs:NMTOKEN">
 <xs:enumeration value="ACTIVE"/>
 <xs:enumeration value="OBSOLETE"/>
 <xs:enumeration value="ON_HOLD"/>
 </xs:restriction>
</xs:simpleType>
```

---

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