

FlexNet Operations 2026 ALM Release Notes

April 2026

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Introduction

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

- [Resources](#)
- [New Capabilities](#)
- [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.

New Capabilities

Reverera is transitioning its Analytics platform in the FlexNet Operations Producer Portal to a new analytics provider, to provide users with advanced analytics capabilities.

As of **March 23, 2026**, the new Analytics platform is available in Production environments and can be accessed from the **Analytics** menu. With the retirement of **Analytics (Legacy)**, the menu is now labeled simply **Analytics** and provides access only to the new Analytics experience.

For more information about this transition, refer to the [FAQs: Change to Analytics Platform in FlexNet Operations ALM](#).

Known Issues

The following known issues currently exist with the new Analytics platform. Reverera is actively working to address these issues.

- **SWM-32716: Bookmark names not unique**—In the Analytics Dashboard, multiple users can create public views with the same name (under **Bookmark > Save Current View**). Bookmark view names are not currently enforced as unique across users.

As a temporary measure, we recommend using a naming convention (for example, including the creator's name or team) when creating public views to avoid ambiguity.

- **SWM-33013: "Resources Exceeded" error when loading report**—When any report is run against a large volume of data, the report may fail with a "Resources Exceeded" error. This typically occurs due to a combination of factors, including the number of rows returned, the size of individual records, and the overall data volume being processed. In our testing, reports returning approximately 10,000 to 30,000 rows have generally been downloaded successfully, but larger or more complex datasets may time out.

As a workaround, reduce the data volume by narrowing the date range or limiting the selected columns before loading the report.

- **SWM-32963: Cannot export to Excel or CSV**—Users may be unable to export reports to Excel or CSV when the export request exceeds system limits of 1.5MB, preventing access to the full dataset in a single export.

Workaround: Reduce the export size by limiting the date range and/or selecting fewer columns before exporting. Alternatively, subscribe to the report, which delivers the full dataset without requiring a manual export.

- **SWM-33028: Duplicate records**—In some scenarios, duplicate records may appear in the Entitlement Line Item Summary of the Entitlements report, resulting in the same data being shown more than once.

If you have any questions or concerns regarding the transition to the new Analytics platform, Reverera is available to assist. Please contact Reverera Technical Support for help or guidance.

Features and Enhancements

The following sections describe the new features and enhancements added to FlexNet Operations in 2026:

- [Features and Enhancements in 2026.04](#)
- [Features and Enhancements in 2026.03](#)
- [Features and Enhancements in 2026.02](#)
- [Features and Enhancements in 2026.01](#)

Features and Enhancements in 2026.04

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.04 release:

- [Entitlement Management Enhancements in 2026.04](#)
- [Export and Import Enhancements in 2026.04](#)
- [SOAP and REST Web Services Enhancements in 2026.04](#)

Entitlement Management Enhancements in 2026.04

The following enhancement to entitlement management was added in the 2026.04 release.

Improved Feature Control and Provisioning for Cloud License Server

(FNE-24318)

FlexNet Operations now provides enhanced control over which license features are provisioned to Cloud Licensing Service (CLS) instances. This enhancement is controlled by a new configuration option in the FlexNet Operations Producer Portal, **Enable feature filtering on Cloud License Servers** (under **System > Configure > FlexNet Operations > Embedded Device Settings**) which allows producers to explicitly manage which features are published to a Cloud License Server. Note that the configuration only applies to features, but not feature bundles.

When this configuration option is selected, the **Create a Feature** page in the Producer Portal displays an **Include on Cloud License Server** checkbox. Producers can use this checkbox to explicitly select which features should be provisioned to a Cloud License Server. When the option is unselected, the checkbox is hidden and all features are provisioned to the Cloud License Server by default.

By default, **Enable feature filtering on Cloud License Servers** is not selected, meaning producers will not see the checkbox and existing behavior—all features are provisioned to the Cloud License Server—is preserved.



Important ▪ Selecting **Enable feature filtering on Cloud License Servers** is discouraged. As a best practice, entitlements should be configured to include only the licenses that need to be mapped to a Cloud License Server, rather than excluding features by using this option. This approach reduces unnecessary processing in the back office. Additionally, the license mappings shown in the Producer Portal may not match what appears in the **/features** endpoint for the Cloud License Server.



Note ▪ See also [Selecting Features for Provisioning on Cloud License Server](#).

Export and Import Enhancements in 2026.04

The following enhancement involving the Data Export and Import functionality was added in the 2026.04 release.

Selective Product Export Enhancement

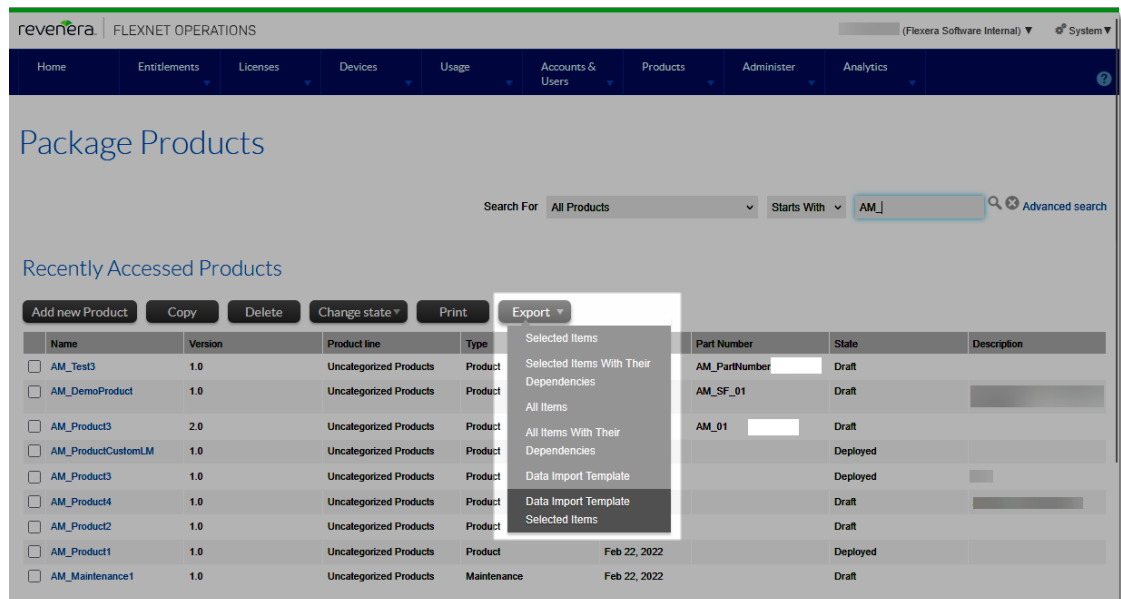
(Cases 02812468, 04306478; SWM-29786)

Previously, when exporting product data from the **Package Products** page by clicking **Export > Data Import Template**, FlexNet Operations generated an Excel file containing all products, regardless of which products were selected in the UI. This made it difficult to work with a specific subset of products.

Starting with the 2026.04 release, FlexNet Operations now supports selective product export. You can generate and download an Excel file that includes only the products you selected in the **Products** page.

New “Data Import Template Selected Items” Option

To enable users to export only a subset of products, the **Package Products** page now includes an additional option called **Data Import Template Selected Items** in the **Export** menu, as shown in this screenshot:



When exporting selected products using the **Data Import Template Selected Items** option, the generated Excel file includes the same set of worksheets as when exporting all products. Specifically, the export includes the following information for the selected products:

- Maintenance
- Part numbers
- Product relationships
- Features

The following screenshot shows an example of the exported Excel file:

| | A | B | C | D | E | F | G | H | I | J | K |
|---|---------------------|----------------|----------------|----------------|-------------------|-------------|----------------|--------------|----------------|-------------|----------|
| | TransactionType | ProductName | ProductVersion | OldProductName | OldProductVersion | DeployState | Description | FeatureName | FeatureVersion | FeatureType | Quantity |
| 2 | CreateUpdateProduct | Demo Product 1 | 1.0 | | | Deployed | | | | | |
| 3 | CreateUpdateProduct | Demo Product 2 | 1.0 | | | Deployed | Demo feature | 2026 Feature | 1.1 | | 1 |
| 4 | CreateUpdateProduct | Demo Product 3 | 2.0 | | | Deployed | Demo feature 2 | | | | 1 |
| 5 | CreateUpdateProduct | Demo Product 4 | 2.0 | | | Deployed | Demo feature 3 | DemoFeature3 | | | 1 |
| 6 | CreateUpdateProduct | Demo Product 5 | 2.0 | | | Deployed | | | 1 | | 1 |
| 7 | CreateUpdateProduct | Demo Product 6 | 2.0 | | | | | | | | 1 |

SOAP and REST Web Services Enhancements in 2026.04

The following enhancement was added to the SOAP and REST Web Services module in the 2026.04 release.

Selecting Features for Provisioning on Cloud License Server

(FNE-24318)

The ProductPackagingService web service has been enhanced to support more granular control over feature provisioning on Cloud Licensing Service (CLS) instances.

A new optional boolean field, **IncludeOnCLs**, has been added to the **createFeature** and **updateFeature** APIs. This field indicates whether a feature will be provisioned on the Cloud License Server.

The **IncludeOnCLs** flag is evaluated only when the configuration **Enable feature filtering on Cloud License Servers** (under **System > Configure > FlexNet Operations > Embedded Device Settings**) is enabled in the FlexNet Operations Producer Portal (see also [Improved Feature Control and Provisioning for Cloud License Server](#)). In all other cases, this field is ignored.

Settings:

- **true**—Default setting. All features are provisioned on the Cloud License Server.
- **false**—Prevents a feature from being provisioned on the Cloud License Server.



Important ▪ Use of this option is discouraged. As a best practice, entitlements should be configured to include only the licenses that need to be mapped to a Cloud License Server, rather than excluding features by using this field. This approach helps reduce unnecessary processing in the back office. Additionally, the license mappings shown in the Producer Portal may not match what appears in the **/features** endpoint for the Cloud License Server.



Note ▪ For detailed information about the changes made to the `productPackagingTypes.xsd` file, see the [Change Log for 2026.04](#).

Features and Enhancements in 2026.03

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.03 release:

- [Device Management Enhancements in 2026.03](#)
- [Documentation Enhancements in 2026.03](#)
- [Entitlement Management Enhancements in 2026.03](#)
- [SOAP and REST Web Services Enhancements in 2026.03](#)

Device Management Enhancements in 2026.03

The following enhancement to device management was added in the 2026.03 release.

Expiry Times Displayed in User Time Zone on the View Served Device Page

(Case 03940309, SWM-30295)

Previously, license expiry times on the **View Served Device** page were always displayed in a fixed system time zone (such as Pacific Time). As a result, users often needed to manually convert times to determine when a feature would actually expire. This could lead to confusion, errors, and inefficiencies when monitoring license usage and expiry dates across teams in different geographic locations.

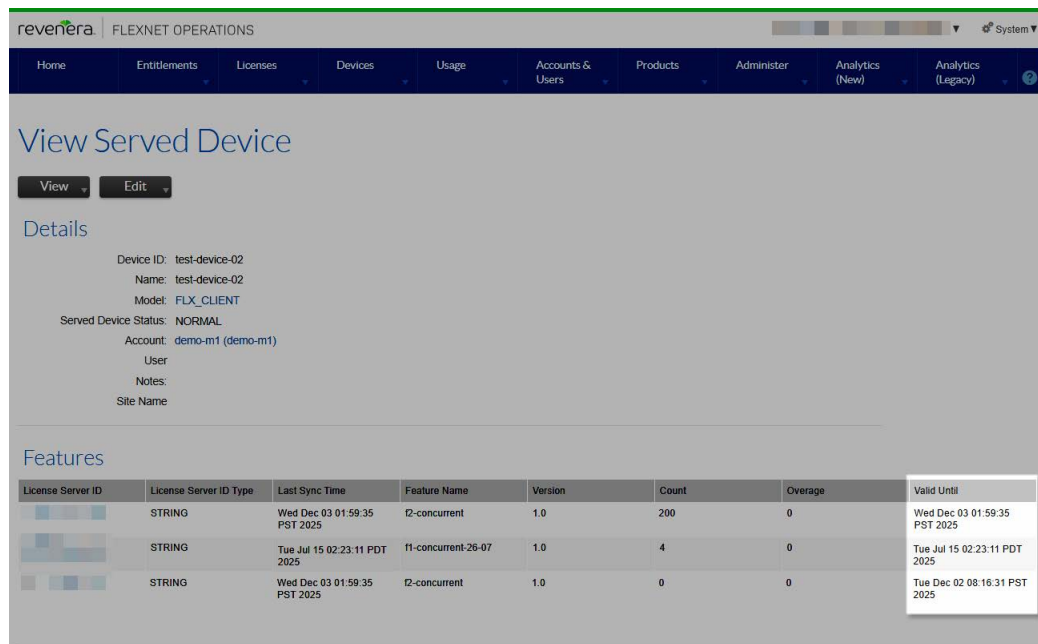


Figure 1: The **View Served Device** page showing expiry times in Pacific Time.

To address this, FlexNet Operations now supports displaying license expiry times for served devices on the **View Served Device** page using the logged-in user's configured time zone. When enabled, this provides a clearer and more predictable experience when monitoring license expiry information.

This behavior applies to devices served by both local license servers and Cloud Licensing Service (CLS) instances. The logged-in user's configured time zone can be viewed on the **Edit Profile** page, as shown in the following example:

revenera | FLEXNET OPERATIONS

Home Entitlements Licenses Devices Usage Accounts & Users Products

Edit Profile

User name* @revenera.com

First name*

Last name*

Email address* @revenera.com

Receive email messages No Yes

Password

New password

Confirm new password

Security question* In what city or town was your first job?

Security answer

Container registry secret Copy Reset

Phone

Fax

Street

City

State/Province

Zip/Postal code

Country United States

Locale English (United States)

Timezone (GMT -8.0) Pacific Time

Account MYORG (MYORG)

Shared Login

Created Apr 23, 2024 8:34:03 AM

Last login Mar 3, 2026 6:37:01 AM

Figure 2: Example of the **Edit Profile** page, showing the logged-in user's time zone.

Enabling New Behavior

By default, the existing behavior remains unchanged and license expiry times will continue to be displayed in the system time zone (Pacific Time).

Producers who want license expiry times for served devices to be shown in the logged-in user's configured time zone must contact Revenera Support to request that this feature be enabled.

Documentation Enhancements in 2026.03

The following enhancement to FlexNet Operations documentation was added in the 2026.03 release.

FlexNet Operations API Documentation Consolidated

Beginning with the 2026.03 release, the API documentation for the Data Access API, Registry Service API, and Access Token Controller API has been consolidated into a single, unified reference.

Previously, documentation for these APIs was available through multiple links listed on docs.revenera.com. From the 2026.03 release onwards, the API documentation is available through a single link on docs.revenera.com, called **FlexNet Operations API Reference** (<https://fnoapi.redocly.app/>).

To minimize disruption, customers who have bookmarked the previous documentation links will be automatically redirected to the new FlexNet Operations API Reference. The legacy API documentation links on docs.revenera.com will be removed.

This consolidation provides a more streamlined and consistent documentation experience for FlexNet Operations APIs.

Entitlement Management Enhancements in 2026.03

The following enhancement to entitlement management was added in the 2026.03 release.

Entitlement Line Custom Attributes Available in Entitlement Certificate Email Templates

(Case 04307435, SWM-29966)

The Entitlement Certificate email template has been enhanced to support entitlement line-level custom attributes.

Previously, the email template supported only account-level custom attributes, which limited the ability to include entitlement line-specific information in entitlement certificate emails. As a result, entitlement certificate emails could lack important details needed for downstream installation or activation workflows.

With this enhancement, a new merge tag, `[[ENT_LINE_CA]]`, is now available for use in Entitlement Certificate email templates. This tag allows entitlement line custom attribute values to be included directly in the certificate content:

- Custom attribute number
- Custom attribute text
- Custom attribute date
- Custom attribute boolean value

The following screenshot shows how these values could be used in an email template:

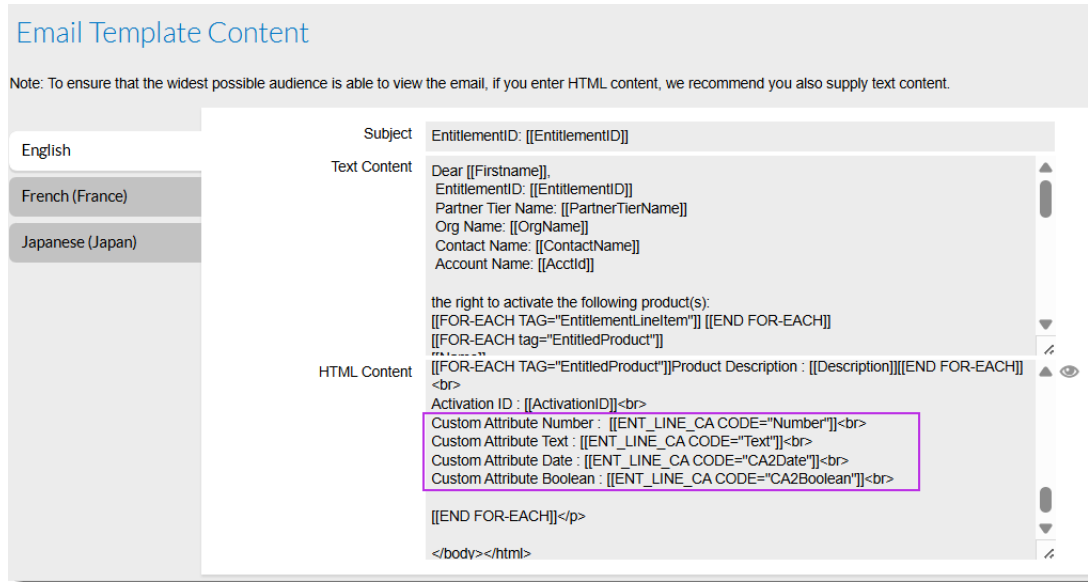


Figure 3: Example of an email template including entitlement line custom attribute values.

The template engine has been updated to retrieve and populate entitlement line custom attributes for each entitlement line item during certificate generation. These values are now visible both when viewing the entitlement certificate in the user interface and in the entitlement certificate email attachment. This enhancement works consistently across the **List Entitlements** and **List Entitlements By Order** workflows.

Key Benefits

- Entitlement line item details can be included directly in the certificate email via `[[ENT_LINE_CA]]`. Reduced need for manual data handling outside of FlexNet Operations.
- Eliminates manual copy-paste steps, accelerating installation preparation.
- Prevents accidental alterations to activation codes or formatting, ensuring accurate license delivery.
- The certificate email can now be used as-is to generate text-based license files.

SOAP and REST Web Services Enhancements in 2026.03

The following enhancements were added to the SOAP and REST Web Services module in the 2026.03 release.

- [Vendor Dictionary Metadata Available in searchDevicesRequest in ManageDeviceService](#)
- [Device UUID Now Returned in Capability Response SOAP Calls](#)

Vendor Dictionary Metadata Available in searchDevicesRequest in ManageDeviceService

(SWM-31270)

The searchDevicesRequest SOAP endpoint has been enhanced to include device-level metadata stored in the <vendorDictionary> element.

Previously, <vendorDictionary> was available only through the getDevicesRequest endpoint. As recent platform capabilities and migration workflows rely on searchDevicesRequest, the absence of vendor dictionary data limited the ability to retrieve and work with device-specific metadata during migrations and operational processes.

In FlexNet Operations 2026.03, a new version 9 of the ManageDeviceService SOAP web service is introduced. In this version, searchDevicesRequest fully supports <vendorDictionary> as an optional element, aligning its behavior with getDevicesRequest and providing consistent access to device metadata across SOAP endpoints.

Key Changes

The update includes:

- **Schema extension**—Added <vendorDictionary> to the searchDevicesRequest response schema in ManageDeviceService version 9.
- **Query and return capability**—Metadata in <vendorDictionary> can now be:
 - returned in search results
 - used to filter/search devices as migration workflows require
- **Backward compatibility preserved**—Clients not expecting this field see unchanged default behavior.

Sample Request and Response for searchDevices

The following sections show sample code for searchDevices using the <vendorDictionary> element:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v9.fne.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:searchDevicesRequest>
      <!--Optional:-->
      <urn:queryParams>
        <urn:deviceId>
          <urn:value>Dev_LLS</urn:value>
          <urn:searchType>EQUALS</urn:searchType>
        </urn:deviceId>
      </urn:queryParams>
      <!--Optional:-->
      <urn:responseConfig>
        <!--Optional:-->
        <urn:name>>false</urn:name>
        <!--Optional:-->
        <urn:description>>true</urn:description>
        <!--Optional:-->
        <urn:status>>true</urn:status>
        <!--Optional:-->
        <urn:servedStatus>>true</urn:servedStatus>
        <!--Optional:-->
        <urn:hostTypeName>>true</urn:hostTypeName>
      </urn:responseConfig>
    </urn:searchDevicesRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

```

<!--Optional:-->
<urn:hosted>>false</urn:hosted>
<!--Optional:-->
<urn:soldTo>>true</urn:soldTo>
<!--Optional:-->
<urn:hasLicense>>true</urn:hasLicense>
<!--Optional:-->
<urn:bufferLicense>>true</urn:bufferLicense>
<!--Optional:-->
<urn:addOnLicense>>true</urn:addOnLicense>
<!--Optional:-->
<urn:publisherIdentity>>false</urn:publisherIdentity>
<!--Optional:-->
<urn:parent>true</urn:parent>
<!--Optional:-->
<urn:machineType>>false</urn:machineType>
<!--Optional:-->
<urn:vmDetails>true</urn:vmDetails>
<!--Optional:-->
<urn:userInfo>true</urn:userInfo>
<!--Optional:-->
<urn:lastRequestTime>true</urn:lastRequestTime>
<!--Optional:-->
<urn:lastSyncTime>true</urn:lastSyncTime>
<!--Optional:-->
<urn:addOnActivationId>>false</urn:addOnActivationId>
<!--Optional:-->
<urn:addOnCounts>true</urn:addOnCounts>
<!--Optional:-->
<urn:addOnProduct>true</urn:addOnProduct>
<!--Optional:-->
<urn:addOnProductLine>true</urn:addOnProductLine>
<!--Optional:-->
<urn:addOnPartNumber>>false</urn:addOnPartNumber>
<!--Optional:-->
<urn:addOnEntitlementId>true</urn:addOnEntitlementId>
<!--Optional:-->
<urn:vendorDictionary>true</urn:vendorDictionary>
<!--Optional:-->
<urn:hasUpdates>>false</urn:hasUpdates>
<!--Optional:-->
<urn:addOnExpirationDate>true</urn:addOnExpirationDate>
<!--Optional:-->
<urn:siteName>true</urn:siteName>
</urn:responseConfig>
<!--Optional:-->
<urn:sortBy>
  <!--1 or more repetitions:-->
  <urn:sortBy>
    <urn:sortKey>DEVICE_ID_TYPE</urn:sortKey>
    <urn:ascending>>false</urn:ascending>
  </urn:sortBy>
</urn:sortBy>
<!--Optional:-->
<urn:pageNumber>1</urn:pageNumber>
<!--Optional:-->

```

```

        <urn:batchSize>10</urn:batchSize>
    </urn:searchDevicesRequest>
</soapenv:Body>
</soapenv:Envelope>

```

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

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="XML
Schema " xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">

```

```

    <soapenv:Body>
        <searchDevicesResponse xmlns="urn:v9.fne.webservices.operations.flexnet.com">
            <statusInfo>
                <status>SUCCESS</status>
            </statusInfo>
            <devices>
                <device>
                    <deviceId>
                        <id>Dev_LLS</id>
                        <idType>ETHERNET</idType>
                        <publisherName>fndemo</publisherName>
                        <deviceClass>SERVER</deviceClass>
                    </deviceId>
                    <hostTypeName>FLX_SERVER</hostTypeName>
                    <status>ACTIVE</status>
                    <soldTo>
                        <id>Account_A1</id>
                        <name>Account_A1</name>
                    </soldTo>
                    <hasBufferLicense>>false</hasBufferLicense>
                    <hasAddonLicense>>true</hasAddonLicense>

```

```

<addonLicense>AAAD5QAAjVL/////AAACwABAAAAAAMAAAAoAK0FAAAACwCuAAAAB+kAAAAALAK8AAAAACwAAAAAsAA
AAAAAAAAACwDKAAAAAYAAAAALALgAAAAACAAABMAtwJCQUNLX09GRk1DRQAAAAA1APAFAAAAACwBEAAAAAGAAAATAEUC
QkFDS19PRkZJQ0UAAAAACwArAAABUYAAAAALAF0AAAAAAXABpV738AAAAACwE1AAAAAAPAE0CRGV2X0xMU
wAAAAALAKYAAAAAwAAAAAsAzgAAAAAAdgDdAjMxOTEzMAAAAJKACKFAAAAABwAzCgAAABEADgIzRFB5cmFtaWQAAA
AADwAHAmZuZWR1bW8AAAAACwAPAJEUMAAAAARADQCcGVybWwFuZW50AAAAACAggoAAAANASsCRk1YRUQAAAAAFgCRAjN
oeXgtMwYxbGM5dHJMAAAAACEALwJAAAAAEQAAAAAwAAAAA8ARQJEZXXZftExTAAAAAB0AQwUAAAAALAEQAAAAABAAAAAsA
RQJBT1kAAAAACwC+AAAFrgAAAAALAL0AAAAABAAAAABIAOgIyLWphbi0yMDI2AAAAABIAPIyLWphbi0yMDI2AAAAABkAO
AJsdD17bG1jZW5zZV90eXB1fQAAAAAPAD8CcmVycTEyMwAAAAANADsCQ211bmEAAAAADQA5AjEYmZQ1AAAAAG0BNQUAAA
ATATECRW1iZWRfCHJvZDEAAAAACwEzAjEuMAAAAAAZATQCRU5UX1Z1bkRyY3Rpb25hcnkAAAAALwEYAjBhZTgtYjdmOC0
wMMWQ3LTRjOGItYTk0YS0wOTdmLTkyNmQtY2NmZQAAAAACvAGoFAAAACwBsAAAAAAMAAAAALAJIAAAAAAAsAUwAAAAAB
AAAAhWBrCwPmsNbM940tP81evVXCHgNmOtI6nWeIUbAxfN2MMwN9tUmYezqrY8m+MCMky1IFUjYR108X72C3MwJqYu+d
S5TQqrmZBxGKYeVT+acD50ViwX19UwQGMKcmQT8kPzWyKxsD9xtpJBr/NSgUFDrmHJbzMMrvkEkw5oRRHy6CDuvAAAArW
BqBQAAAAAsAbAAAAADAAAAACwCSAAAAAALAFMAAAAAQAAAIcAawuy+w1E/uQtFbP86QigZk1o6wXmV/cZShMNdI
UP+rSaGKC24Bc8x53o/Ih90cjh/8ZfIPwQetevMvMooGD1396W70Y7MfSmD5adkfQrUHMFFJasL4CrIssdvgFWHmBT4ra
7+Q0Ad9Zz1RlgrxRmUzkv0vQvI153x1XU6BF7dnnJw==</addonLicense>

```

```

        <lastModified>2026-01-02T12:45:51.120Z</lastModified>
        <lastRequestTime>2026-01-02T12:45:48.000Z</lastRequestTime>
        <addon>
            <entitlementId>ENT_VenDictionary</entitlementId>
            <requestedCopies>1</requestedCopies>
            <consumedCopies>1</consumedCopies>
            <generatedCopies>1</generatedCopies>
            <licenseState>LICENSE_GENERATED</licenseState>
            <productList>
                <entitledProduct>
                    <product>

```

```

        <primaryKeys>
            <name>Embed_prod1</name>
            <version>1.0</version>
        </primaryKeys>
        <productLine>Uncategorized Products</productLine>
    </product>
    <quantity>1</quantity>
</entitledProduct>
</productList>
<addOnExpirationDate>9999-12-31T00:00:00.000Z</addOnExpirationDate>
</addOn>
<vendorDictionary>
    <entry>
        <name>FLX_DEVICE_SOLD_TO</name>
        <stringValue>Account_A1</stringValue>
    </entry>
</vendorDictionary>
</device>
</devices>
</searchDevicesResponse>
</soapenv:Body>
</soapenv:Envelope>

```



Note - For detailed information about the changes made to the `ManageDeviceService.wsdl` file and its associated `.xsd` file in version 9, see the [Change Log for 2026.03](#).

Device UUID Now Returned in Capability Response SOAP Calls

(SWM-30999)

When generating a capability response via the `generateCapabilityResponse` SOAP operation and including a line item section in the request, FlexNet Operations now populates and returns the device UUID in the SOAP response.

The following example shows the populated `uniqueId` value in the SOAP response:

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
    <soapenv:Body>
        <generateCapabilityResponseResponse
xmlns="urn:v8.fne.webservices.operations.flexnet.com">
            <statusInfo>
                <status>SUCCESS</status>
            </statusInfo>
            <responseData>
                <device>
                    <deviceIdentifier>
                        <deviceType>CLIENT</deviceType>
                        <uniqueId>2000000717835</uniqueId>
                        <deviceId>stdl_130326</deviceId>
                        <deviceIdType>STRING</deviceIdType>
                        <publisherName>fnetest</publisherName>
                    </deviceIdentifier>

```

```

<addonLicense>AAAC9QAAb7/////AAACwABAAAAAAMAAoAK0FAAAACwCuAAAAB+oAAAAALAK8AAAAABAAAAAsAA
AAAAAAAAACwDKAAAAAYAAAAALALgAAAAACAAAABMAtwJCQUNLX09GRk1DRQAAAAA1APAFAAAAACwBEAAAAAAGAAAAATAEUC
QkFDS19PRkZJQ0UAAAAACwArAAABUYAAAAALAF0AAAAAAXABpuTKpAAAAACwE1AAAAAATAE0Cc3RkbF8xM
zAzMjYAAAAACwCmAAAAAAGAAAAALM4AAAAAABUA3QIyMDAwMDAwNjI0ODYzAAAAABYBOAJhY2NvdW50XzEzMdMyNg
AAAAAWATkCYWnjb3VudF8xMzAzMjYAAAAABnQApBQAAAAACmwoAAAAWAA4CZmVhdHVyZV8xMzAzMjYAAAAADwAHAmZuZXR
Ic3QAAAAACwAPAJEuMAAAAAARADQCcGVybwFuZW50AAAAAAsAEAAAAAKAAAADQErAkZJWEVEAAAAABoAKQJwaXNkMjIw
MS0xZjF5Y211cGIAAAAAJQBDBQAAAAAsRAAAAAAIAAAAEwBFAnN0ZGxfMTMwMzI2AAAAABMA0gIxNy1tYXItMjAyNgAAA
AATADwCMTmtbWFlTIwMjYAAAAAFgA7Ak15IENvcnBvcmlF0aw9uAAAAAIYBNQUAAAAWATECCHJvZHVjdF8xMzAzMjYAAA
AACwEzAjEuMAAAAAvATQCNGM5Mi1iZTQ5LWZlYzItNDJkZi1iNGE1LTZhODEtMjY1YmM4AAAAAC8BMgI4MTA1LTJ
lYmItNmQ2ZS00N2RmLWwEwNTAtOGQ1Yy0yNjZmLTg1YTUAAAAANQbQAAAAAsAbAAAAAACAAAACwCSAAAAAALAFMA
AAAAA0AAu1P6I2mJ8AAAA1AGoFAAAACwBsAAAAAIAAAALAJIAAAAAAAsAUwAAAAAADQBrC/VhFczo7
A==</addonLicense>
    <bufferLicense>>false</bufferLicense>
  </device>
</responseData>
</generateCapabilityResponseResponse>
</soapenv:Body>
</soapenv:Envelope>

```

The uniqueId field has been defined since version 4 of the ManageDevice service's generateCapabilityResponseResponse, but was previously not populated in this scenario. Starting with this release, the field is now populated, enabling more complete and traceable audit data without introducing a new field or API version.

Features and Enhancements in 2026.02

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.02 release:

- [Entitlement Management Enhancements in 2026.02](#)
- [User Experience Enhancements in 2026.02](#)

Entitlement Management Enhancements in 2026.02

The following enhancement to entitlement management was added in the 2026.02 release.

Corrected Behavior for “ALL” Product Line Assignments

(Case 03070509, SWM-27453)

When the configuration **Enable Product Lines for Products, Users, and Accounts** (under **System > Configure > FlexNet Operations > General Options**) is enabled, product lines can be assigned at both the organization and user levels. Previously, there was a special product line called “ALL” that was automatically assigned to newly created users. As per the documented definition, assigning ALL was expected to grant access to all product lines within the tenant.

However, assigning ALL to a user had no functional impact, and users did not automatically gain access to all product lines. Additionally, product lines created by one user and assigned to another often took a noticeable amount of time to reflect.

Another key gap was the absence of any defined relationship or enforcement logic between organization-level and user-level product line assignments, even though assignments existed at both levels.

Fix and New Behavior

As part of this fix, the expected relationship and behavior between organization-level and user-level product line assignments has been clearly defined and implemented. When **Enable Product Lines for Products, Users, and Accounts** is enabled, the resulting behavior is as follows:

| Organization has "ALL" | User has "ALL" | Behavior |
|------------------------|----------------|---|
| Yes | Yes | User sees all products. |
| Yes | No | User sees products only from explicitly assigned user categories. |
| No | Yes | User sees all products from org-assigned categories. |
| No | No | User sees products from categories assigned to both org and user. |

User Experience Enhancements in 2026.02

The following user experience enhancements were added in the 2026.02 release:

- [Environment Details in Producer Portal Footer](#)
- [Easier Navigation from Line Items to Associated Devices](#)

Environment Details in Producer Portal Footer

(Case 02907179, SWM-23101)

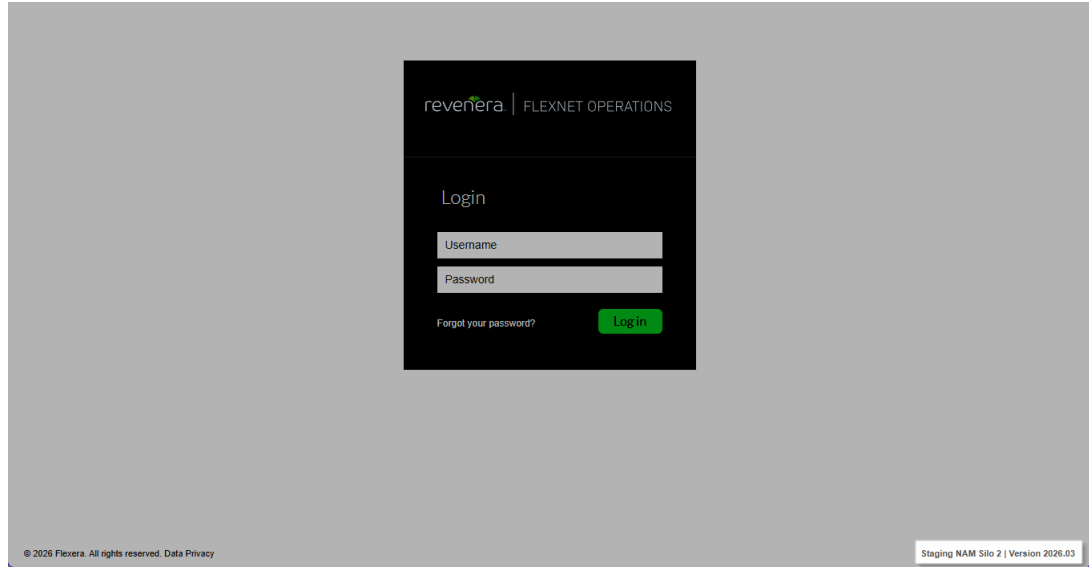
The FlexNet Operations Producer Portal footer now shows Environment, AWS Region, and Silo ID, giving customers quick visibility into the AWS shard hosting their deployment.

Implementation Details

In the bottom right corner of every page, the footer displays the following:

- **Environment:** Production, UAT, PCS, QA or Staging
- **Region:** NAM or EU
- **Silo:** Dynamically retrieved silo number based on request headers passed from API Gateway

The following screenshot shows an example of the new footer on the Producer Portal login page for a staging environment:



Customer Benefits

Users now have immediate access to shard-specific environment details without needing backend access or support intervention. This enhancement:


- Improves customer autonomy when troubleshooting
- Ensures correct mapping to status page components
- Simplifies communication with Technical Support

Easier Navigation from Line Items to Associated Devices

(Case 02870391, SWM-31441)

A new column named **Associated Devices/Servers** has been introduced in the **Line Items** section of the **Entitle Customers To Licenses | Create An Entitlement** page in the Producer Portal. This enhancement is applicable only for FlexNet Embedded products and provides additional device-related insights.

Behavior of Associated Devices/Servers Column

- Displays an icon  for FlexNet Embedded products.
- Hovering over the icon shows a tooltip with the text: "Show devices/servers associated with Activation the icon opens the associated **Devices** page in a new browser window.

The following screenshot shows how the **Associated Devices/Servers** column with the new icons appears in the UI:

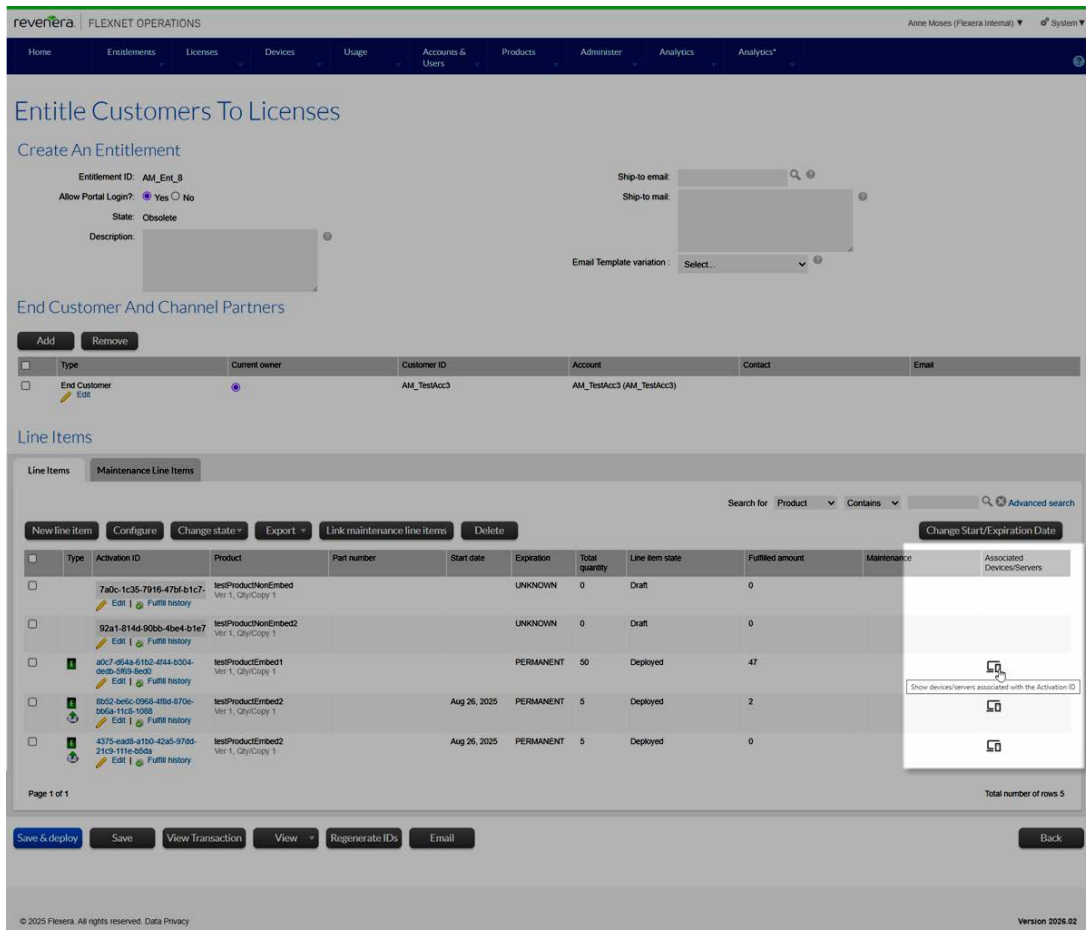


Figure 4: Clicking an icon in the **Associated Devices/Servers** column opens the **Devices** page which lists the devices or servers associated with the line item.

Content of Devices Page

- On the **Devices** page, the list of devices is pre-filtered by the activation ID to show the related devices.
- Clicking the hyperlinked server/device name or ID on the **Devices** page opens the device view (unchanged behavior).

Features and Enhancements in 2026.01

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.01 release:

- [Data Analytics Enhancements in 2026.01](#)
- [Device Management Enhancements in 2026.01](#)
- [Entitlement Management Enhancements in 2026.01](#)
- [Security Enhancements in 2026.01](#)

- [SOAP and REST Web Services Enhancements in 2026.01](#)

Data Analytics Enhancements in 2026.01

The following enhancement was made to the Analytics functionality in 2026.01.

Product Suite Information in Analytics

(Case 03009114, SWM-30884)

We've enhanced the Analytics functionality by adding new columns to existing views. This improvement enables customers to retrieve detailed information about product suites and their associated products, providing better relational insights.

The following table lists the modified views and changes:

| Views Modified | Columns Added | Description |
|--------------------|---------------------|----------------------------|
| VW_SUITE_PRODUCTS | SUITE_DESCRIPTION | Description of the Suite |
| VW_PRODUCT_FEATURE | PRODUCT_DESCRIPTION | Description of the Product |

The new fields can also be extracted using the [Data Access API](#) (DAPI).

Device Management Enhancements in 2026.01

The following enhancement to device management was added in the 2026.01 release.

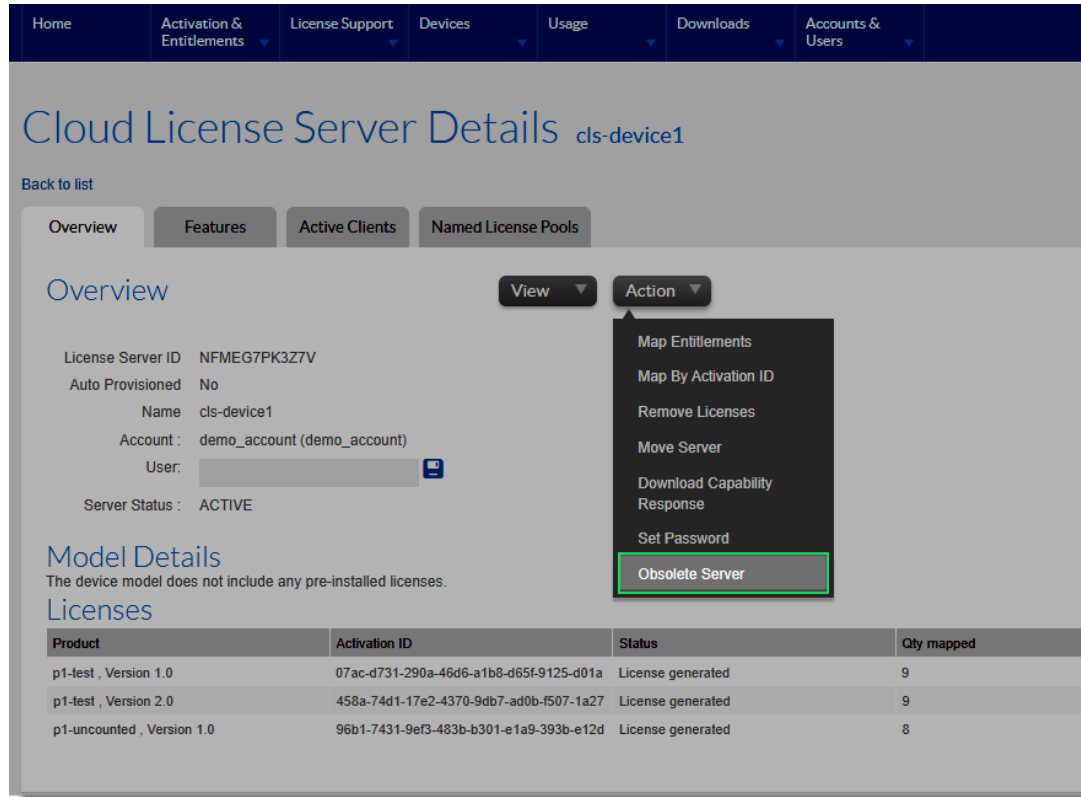
Obsoleting Cloud License Servers in End-User Portal

(Case 03906962, SWM-30696)

In the 2025.12 release, we introduced new functionality in the End-User Portal that allowed end users to obsolete local license servers and devices from the **View Server** and **Device** pages.

This capability has now been extended to include Cloud Licensing Service (CLS) instances.

Users can obsolete a Cloud License Server from the **Cloud License Server Details** page by selecting **Obsolete Server** from the **Action** menu, as shown in the following screenshot:



The **Obsolete Server** action provides the same functionality as the **Make Obsolete** feature in the Producer Portal.

Configuration & Permissions

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

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

Entitlement Management Enhancements in 2026.01

The following enhancements to entitlement management were added in the 2026.01 release:

- Added Country Code IC (Canary Islands) to FlexNet Operations
- Bulk Upgrades with Auto Fulfillment – Increased Line Capacity

Added Country Code IC (Canary Islands) to FlexNet Operations

(Cases 03569483, 03769701; SWM-29287)

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

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

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

Bulk Upgrades with Auto Fulfillment – Increased Line Capacity

(Case 02984932, SWM-25091)

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

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

Security Enhancements in 2026.01

The following enhancement related to FlexNet Operations security was added in the 2026.01 release.

Input Validation in Accounts & Users Pages

(SWM-30769, SWM-30770)

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

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

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

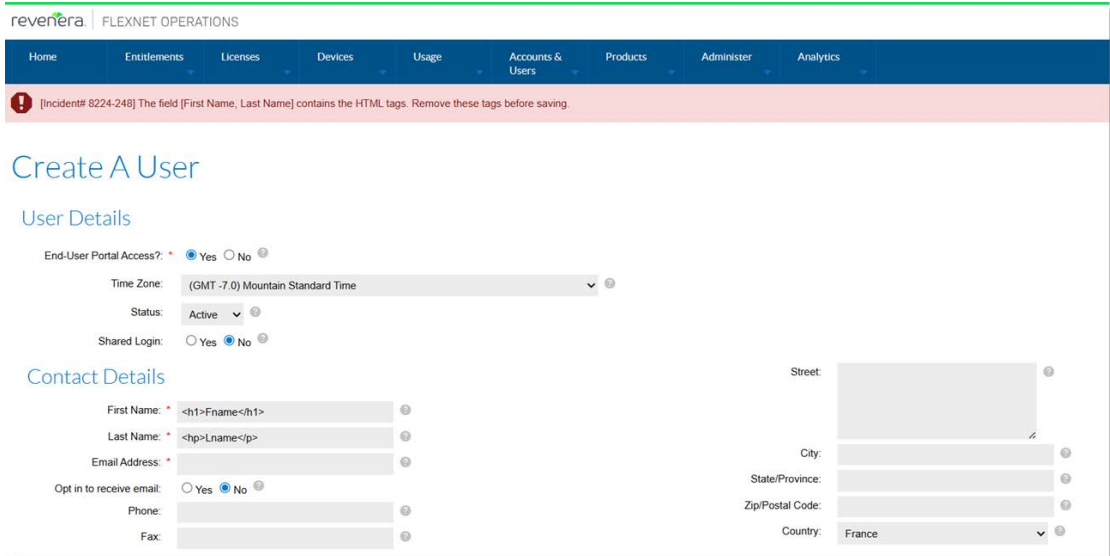


Figure 5: An example of the error displayed when using HTML code on the **Create A User** page.

SOAP and REST Web Services Enhancements in 2026.01

The following enhancement was added to the SOAP and REST Web Services module in the 2026.01 release.

Device Retrieval by Order Parameters

(Case 04075157, SWM-29382)

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

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

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

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

Usage Examples

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

getDeviceCount Request

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

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v8.fne.webservices.operations.flexnet.com">
```

```

<soapenv:Header/>
<soapenv:Body>
  <urn:getDeviceCountRequest>
    <!--Optional:-->
    <urn:queryParams>
      <!--Optional:-->
      <urn:orderId>
        <urn:value>2</urn:value>
        <urn:searchType>EQUALS</urn:searchType>
      </urn:orderId>
      <!--Optional:-->
      <urn:orderLineNumber>
        <urn:value>14</urn:value>
        <urn:searchType>EQUALS</urn:searchType>
      </urn:orderLineNumber>
    </urn:queryParams>
  </urn:getDeviceCountRequest>
</soapenv:Body>
</soapenv:Envelope>

```

getDevicesQuery Request

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

```

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



```



Note - For detailed information about the changes made to the `v8/manageDeviceTypes.xsd` file, see the [Change Log for 2026.01](#).

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  <p>Note - FlexNet Operations supports these FlexNet Embedded host ID types: ETHERNET, INTERNET, INTERNET_6, FLEXID9, FLEXID10, STRING, USER, VM_UUID, EXTENDED, PUBLISHER_DEFINED, and CONTAINER_ID.</p> |
| 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>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 2026 releases to date:

- [Issues Resolved in 2026.04](#)
- [Issues Resolved in 2026.03](#)
- [Issues Resolved in 2026.02](#)

- [Issues Resolved in 2026.01](#)

Issues Resolved in 2026.04

Issues in the following areas were resolved in the FlexNet Operations 2026.04 release:

- [Electronic Software Delivery Resolved Issues in 2026.04](#)
- [Entitlement Management Issues Resolved in 2026.04](#)
- [User Experience Issues Resolved in 2026.04](#)

Electronic Software Delivery Resolved Issues in 2026.04

The following issue was resolved in the Electronic Software Delivery (ESD) module in the 2026.04 release.

Download Package LastModifiedDateTime Field Updated After Reidentification (DownloadPackagingService)

(Case 04833833, SWM-31657)

When a download package is reidentified, FlexNet Operations now updates the **LastModifiedDateTime** field returned by the `getDownloadPackageQuery` request (DownloadPackagingService web service). Previously, although the **Search Results: Transactions** page showed the correct dates (see screenshot below), the SOAP API continued to return the old timestamp. The **LastModifiedDateTime** field is now consistent across the UI and web service and reflects the most recent change.

| System Trans ID | Trans ID | BalchID | Process Start Time | Process End Time | Submitted by | Status | Trans Type | Object ID |
|-----------------|----------|---------|---------------------------|---------------------------|--------------|------------|----------------------------------|-------------|
| 5056037648 | | | Apr 1, 2026 23:21:55 PDT | Apr 1, 2026 23:21:55 PDT | | Successful | Reidentify Product | AS_DP_09111 |
| 5101222992 | | | Nov 27, 2022 01:19:08 PST | Nov 27, 2022 01:19:08 PST | | Successful | Remove Product from Catalog Item | AS_DP_09111 |
| 5101222592 | | | Nov 27, 2022 01:18:13 PST | Nov 27, 2022 01:18:13 PST | | Successful | Add Product to Catalog Item | AS_DP_09111 |
| 4955334042 | | | Jan 5, 2022 06:24:33 PST | Jan 5, 2022 06:24:33 PST | | Successful | Add/Update Product | AS_DP_09111 |
| 4955149292 | | | Jan 4, 2022 20:58:20 PST | Jan 4, 2022 20:58:21 PST | | Successful | Add/Update Product | AS_DP_09111 |
| 4862886802 | | | Sep 5, 2021 21:42:45 PDT | Sep 5, 2021 21:42:45 PDT | | Successful | Update Product | AS_DP_09111 |
| 4862883832 | | | Sep 5, 2021 21:41:16 PDT | Sep 5, 2021 21:41:16 PDT | | Successful | Update Product | AS_DP_09111 |
| 4775670272 | | | Jul 5, 2021 16:43:34 PDT | Jul 5, 2021 16:43:34 PDT | | Successful | Add/Update Product | AS_DP_09111 |

Entitlement Management Issues Resolved in 2026.04

The following issues were resolved for entitlement management in the 2026.04 release.

- [Improved Clarity When Editing License Model Attributes](#)
- [Entitlement Email Requests Now Return Immediate Validation Errors](#)

Improved Clarity When Editing License Model Attributes

(Case 04578889, SWM-31554)

In earlier releases, when editing a license model attribute associated with a deployed license technology, the Producer Portal UI displayed success messages for certain changes—such as marking an attribute as Required or modifying the selected options under **When to request this attribute value**—even though these changes were not applied. After refreshing or reopening the license model attribute, the values remained unchanged.

The following screenshot shows the previous behavior, where the **Create Custom Attribute | Create a License Model Attribute** page displayed a success message (“License model attribute successfully edited”) even though the changes were not persisted.

revenera | FLEXNET OPERATIONS

Home Entitlements Licenses Devices Usage Accounts & Users Products Administer Analytics

i License model attribute successfully edited.

Create Custom Attribute

Create A License Model Attribute

Name: AM_LicenseModelAttribute

License technology: TempLicTech

Status: Active Inactive

When to request this attribute value:

- License model creation
- Entitlement
- Fulfillment

Make this a required attribute

Type: Number Text Long text Boolean Date

Max length: 128

Text type: Free form Single select Multi-valued text

Display type: Text field Text area

Save Add new Reset Cancel

| Name | License technology |
|--------------------------|--------------------|
| AM_LicenseModelAttribute | TempLicTech |

Figure 6: The **Create Custom Attribute | Create a License Model Attribute** page showing a success message, even though changes did not persist.

In 2026.04, the UI has been enhanced to clearly indicate which fields can be edited based on the state of the associated license technology. When the license model technology is Deployed, any non-editable fields on the **Create Custom Attribute | Create a License Model Attribute** page are now disabled (grayed out).

The following screenshot shows the updated behavior, where non-editable fields are clearly grayed out. This includes:

- The **Make this a required attribute** checkbox
- The **When to request this attribute value** checkboxes

These settings can be modified only when the associated license technology is in Draft state, providing clearer guidance and preventing misleading success messages.

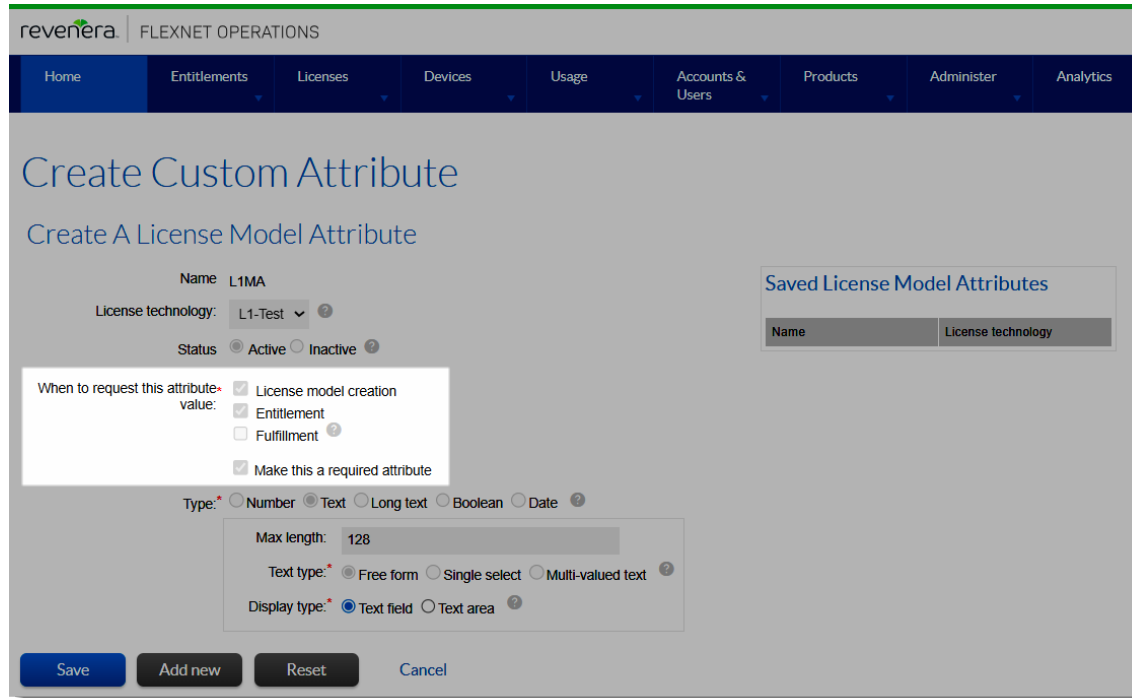


Figure 7: The updated **Create Custom Attribute | Create a License Model Attribute** page, with non-editable options grayed out.

Entitlement Email Requests Now Return Immediate Validation Errors

(Case 02860184, SWM-20568)

FlexNet Operations provides the configuration option **Send entitlement email only for deployed entitlements** (under **System > Configure > FlexNet Operations > General Options**) which restricts entitlement emails to entitlements that are in a Deployed state when the option is enabled.

In earlier releases, when this option was enabled and an entitlement email was sent for an entitlement that was not in a Deployed state, the request could time out if the entitlement contained a large number of line items. Because no validation message was returned to explain that entitlement emails can be sent only for deployed entitlements, customers were unable to identify the cause of the issue or take corrective action.

Starting with the 2026.04 release, this behavior has been improved. When **Send entitlement email only for deployed entitlements** is enabled and an entitlement email is requested for an entitlement that is not deployed, FlexNet Operations now returns the following clear and actionable error message immediately:

“Entitlement email cannot be sent, because the entitlement <Entitlement ID> is not in a Deployed state.”

This ensures consistent validation behavior and avoids unnecessary timeouts when sending entitlement emails from the UI or through web services, regardless of the number of line items associated with the entitlement.

In addition, the **Send entitlement email only for deployed entitlements** configuration option was previously disabled by default. Starting with 2026.04, this option is enabled by default for all environments.

User Experience Issues Resolved in 2026.04

The following issue related to user experience was addressed in the 2026.04 release.

Resource Center Restored in Producer Portal

(SWM-32688)

The Resource Center is now available again in the FlexNet Operations Producer Portal.

In the 2026.03 release, the Resource Center was temporarily unavailable, which also affected in-product announcements and the cookie preference manager. These features have been restored as part of the 2026.04 release.

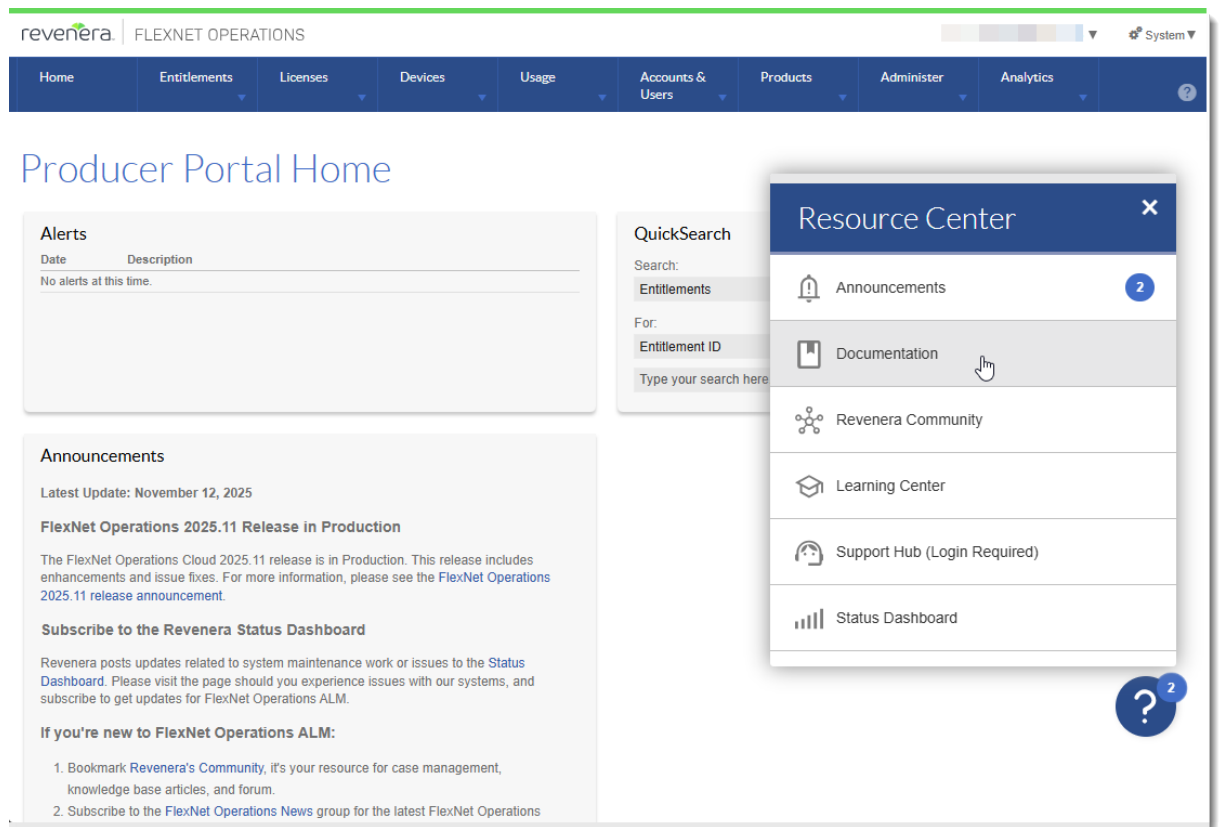


Figure 8: The Resource Center provides quick access to key customer resources and in-app notifications.

Issues Resolved in 2026.03

Issues in the following areas were resolved in the FlexNet Operations 2026.03 release:

- [Account and User Management Issues Resolved in 2026.03](#)
- [Device Management Issues Resolved in 2026.03](#)
- [Documentation Issues Resolved in 2026.03](#)
- [Electronic Software Delivery Issues Resolved in 2026.03](#)

- [Entitlement Management Issues Resolved in 2026.03](#)
- [SOAP and REST Web Services Issues Resolved in 2026.03](#)
- [User Experience Issues Resolved in 2026.03](#)

Account and User Management Issues Resolved in 2026.03

The following issues involving the management of accounts and users were resolved in the 2026.03 release.

- [Account Deletion After Merge Now Works As Expected](#)
- [Distributor Updates Now Applied to the Correct Entity](#)

Account Deletion After Merge Now Works As Expected

(SWM-21071)

An issue was resolved where, after merging two accounts, the original (source) account could not be deleted because some references still pointed to it. This occurred when certain bulk upgrade-related records were not fully transferred during the merge process, causing the system to report that the source account was still in use.

In FlexNet Operations 2026.03, all account-related references, including bulk upgrade data, are now correctly moved to the target account during a merge. As a result, the source account no longer retains any dependencies and can be deleted successfully after the merge without encountering errors.

Distributor Updates Now Applied to the Correct Entity

(Cases 04306592, 04309450; SWM-30017)

Previously, when users edited a distributor on the **Entitle Customer to Licenses** page under **End Customer and Channel Partners**—selecting a partner account ID on the **Partners** tab and creating or updating a contact—the saved changes incorrectly updated the End Customer record. This behavior caused data inconsistencies and required workarounds to restore the correct distributor tier.

With this fix, when users edit a distributor and save partner account ID and contact information, the system now correctly updates only the distributor record. The distributor tier is preserved, and the end customer remains unchanged.

The fix is applied consistently across both the Producer Portal and the End-User Portal, ensuring the entity is displayed with the correct distributor role and sold-to assignment.

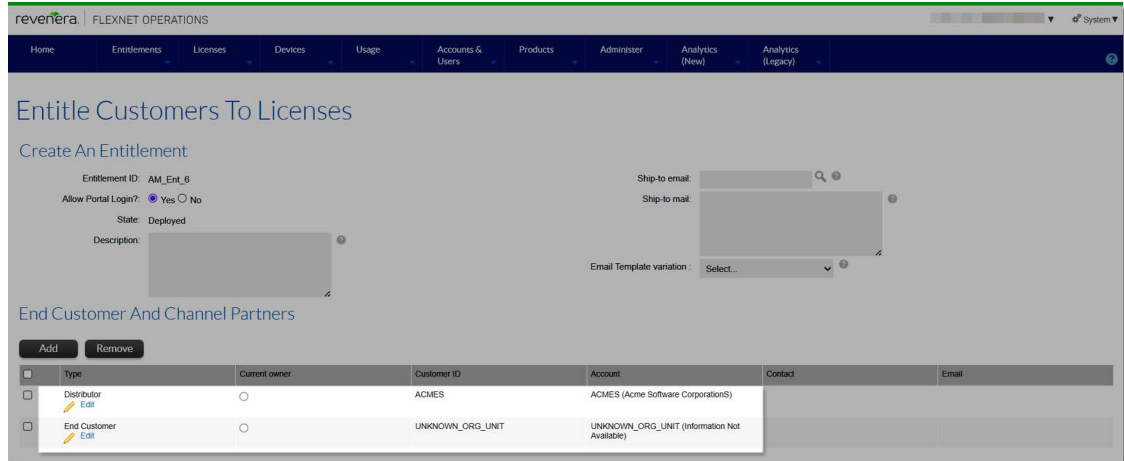


Figure 9: On the **Entitle Customer to Licenses** page, users can edit a distributor.

Device Management Issues Resolved in 2026.03

The following issue involving the management of devices was resolved in the 2026.03 release.

Device Model Creation Button Now Fully Functional

(Case 02973538, SWM-24584)

This release resolves an issue where users were unable to create a device model (under **Administer > Create Device Model**), because the **Add** button in the **Add Pre-Installed Product** dialog did not respond. The issue prevented administrators from adding a selected pre-installed product to the new device model, effectively blocking completion of the workflow. This affected users in the following scenarios:

- Administrators attempting to configure new device models in the Device Management workflow.
- Any situation where a pre-installed product needed to be added to a model as part of the creation process.

In FlexNet Operations 2026.03, the **Add** button now works as expected, allowing pre-installed products to be added and device models to be created without workarounds.

The following screenshot shows the **Add Pre-Installed Product** dialog with the **Add** button:

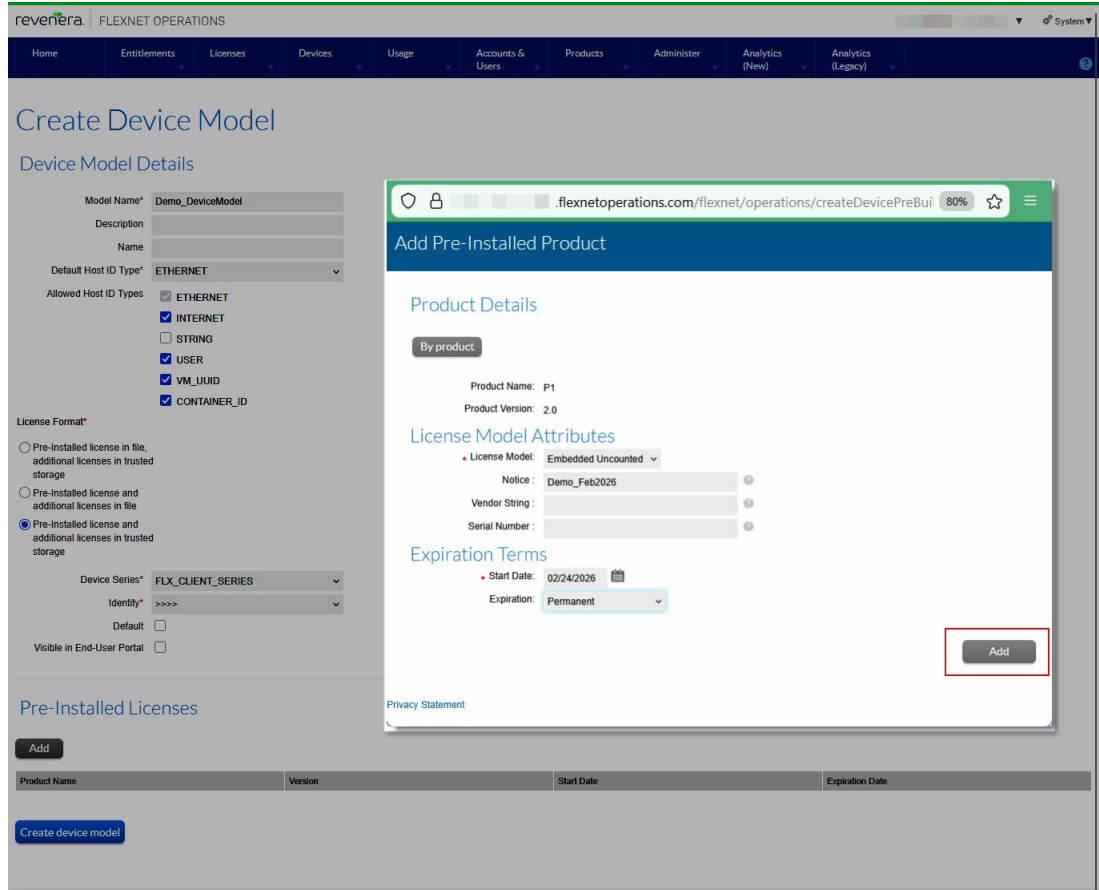


Figure 10: Clicking **Add** on the **Create Device Model** page opens the **Add Pre-Installed Product** dialog, with the (previously unresponsive) **Add** button.

Documentation Issues Resolved in 2026.03

The following issue related to FlexNet Operations documentation was addressed in the 2026.03 release.

Authentication Requirements for Public Service APIs

FlexNet Operations provides a small set of Public Service APIs that allow external systems to retrieve entitlement and line-item information. These APIs are exposed at the following endpoints:

- <https://<site-id>.flexnetoperations.com/flexnet/pubservices/lineitemdetails>
- <https://<site-id>.flexnetoperations.com/flexnet/pubservices/entitlementdetails>
- <https://<site-id>.flexnetoperations.com/flexnet/pubservices/registeruser>
- <https://<site-id>.flexnetoperations.com/flexnet/pubservices/mapentitlement>

Historically, these endpoints could be accessed without authentication. This behavior has been deprecated because unauthenticated access is considered a security risk and does not align with modern security best practices.

Authentication Enforcement and Configuration

The FlexNet Operations 2024.10 release introduced authentication support for Public Service APIs. The configuration option, **Enable authentication for Public Webservices** (under **System > Configure > FlexNet Operations > General Options**) was added.

By default, this option is enabled, and authentication is enforced for all Public Service API requests. Producers who require additional time to update their integrations can temporarily disable authentication by clearing this option.

At the time authentication support was introduced, the available documentation did not fully describe the supported authentication mechanisms or how to apply them when calling the Public Service APIs. These documentation gaps have now been addressed (see [Public Service APIs](#) in the [Web Services Integration Guide](#)).

Mandatory Authentication (Effective 2027.08)

Beginning with the FlexNet Operations 2027.08 release, authentication is mandatory for all Public Service API requests. The **Enable authentication for Public Webservices** configuration option will be removed, and unauthenticated requests will no longer be supported.

Supported Authentication Methods

Public Service API requests can be authenticated using either of the following methods:

- Basic authentication, using a valid FlexNet Operations user name and password
- Token-based authentication, using an access token issued by FlexNet Operations

Details on token-based authentication, including token generation and usage, are documented in the [Web Services Integration Guide](#), in the topic [Token-Based Authentication](#).

Electronic Software Delivery Issues Resolved in 2026.03

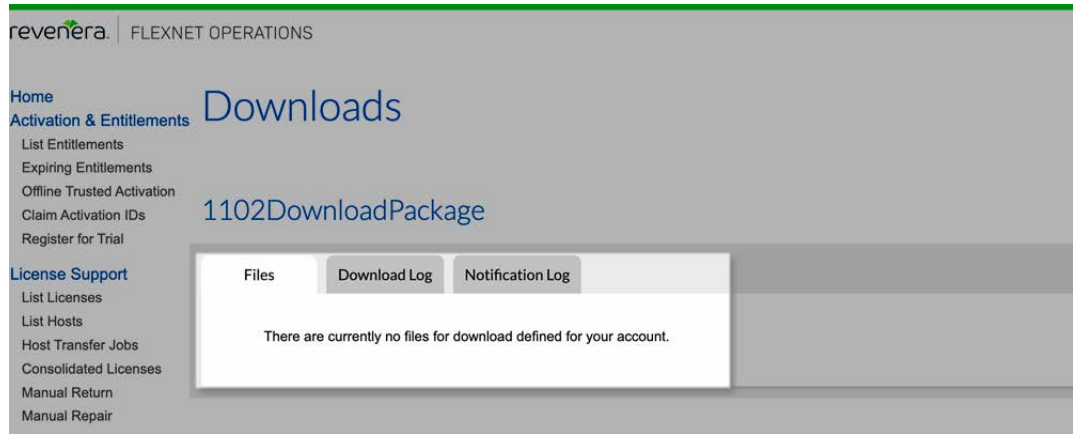
The following issue was resolved for Electronic Software Delivery (ESD) in the 2026.03 release:

Customer Access to Download Package Files Restored

(Case 02881969, SWM-22289)

Previously, in the End-User Portal, some customer users were unable to see or access download files within download packages to which they were entitled.

As shown in the following screenshot, the **Downloads** page displayed the message “There are currently no files for download defined for your account”, even though the associated download package did contain files:



Similarly, files in affected download packages could not be retrieved using web services. Calls to `getDownloadableFiles` from `ESDSservice` failed with the error “Unknown organization requested for the member.”

This issue occurred when the associated account name or account ID contained special (non-ASCII) characters.

This issue has been resolved in the 2026.03 release. FlexNet Operations now correctly handles account names that include special characters, ensuring that entitled download files are visible and accessible to customer users through both the End-User Portal and web services.

Entitlement Management Issues Resolved in 2026.03

The following issues were resolved for entitlement management in the 2026.03 release.

- [Resolved Entitlement Mapping Error](#)
- [Auto Fulfill Failure for Bulk Upgrade Jobs With Configuration “Use SUPERSEDE or SUPERSEDE_SIGN Keyword”](#)
- [Resolved Bulk Operations Page Loading Issue](#)

Resolved Entitlement Mapping Error

(SWM-32126)

Previously, users were unable to map line items to a device because the **Map Entitlements** page displayed an application error and failed to load. This issue has been resolved, and entitlement mapping now works as expected.

Auto Fulfill Failure for Bulk Upgrade Jobs With Configuration “Use SUPERSEDE or SUPERSEDE_SIGN Keyword”

(SWM-32033)

Bulk upgrade jobs failed to complete when auto fulfill was enabled and the configuration **Use SUPERSEDE or SUPERSEDE_SIGN Keyword** was set for the UPGRADE operation. This issue has been resolved, and bulk upgrade jobs with auto fulfill enabled now run successfully under this configuration.

Resolved Bulk Operations Page Loading Issue

(Case 04833117, SWM-31549)

Previously, it was possible to save a bulk operation record without a type configured, which prevented the page **Bulk Operations** page from loading. This has been corrected by ensuring that bulk operation records cannot be saved without a valid type.

SOAP and REST Web Services Issues Resolved in 2026.03

The following issue related to FlexNet Operations Web Services was addressed in the 2026.03 release:

Improved Accuracy of Entitlement Fulfillment Reporting

(Case 04866996, SWM-31698)

An issue has been resolved for FlexNet Embedded licensing scenarios, where the `getEntitlementLineItemProperties` function in the `EntitlementOrderService` (all versions) returned an incorrect `fulfilledAmount` value, even when `fulfilledAmount` was explicitly requested via the `responseConfig` parameter.

This behavior was reported in certain UAT and production environments and could result in inconsistent entitlement data being returned by the API.

In the 2026.03 release, the `fulfilledAmount` is now correctly populated and returned when requested.

User Experience Issues Resolved in 2026.03

The following issue related to user experience was addressed in the 2026.03 release.

License File Email Now Uses the Configured License Technology Template

(SWM-31862)

An issue was resolved where FlexNet Operations sent license files using the `DEFAULT` email template when no template was selected on the **Send License File Via Email** page, even if a specific template was configured for the license technology. FlexNet Operations now correctly uses the email template defined for the license technology unless the user explicitly selects a different template.

Issues Resolved in 2026.02

Issues in the following areas were resolved in the FlexNet Operations 2026.02 release:

- [Electronic Software Delivery Issues Resolved in 2026.02](#)
- [Entitlement Management Issues Resolved in 2026.02](#)
- [Security Issues Resolved in 2026.02](#)
- [SOAP and REST Web Services Issues Resolved in 2026.02](#)
- [User Experience Issues Resolved in 2026.02](#)

Electronic Software Delivery Issues Resolved in 2026.02

The following issues were resolved for Electronic Software Delivery (ESD) in the 2026.02 release:

- [Accurate File Status If Akamai Deletion Fails](#)
- [Download Package Timestamp Now Updates on Product Link Changes](#)

Accurate File Status If Akamai Deletion Fails

(SWM-30789)

When a file is deleted from FlexNet Operations, the system attempts to remove the corresponding file from Akamai storage.

Previously, in cases where the Akamai deletion request failed, on its **View File** page FlexNet Operations erroneously updated the file status to “Deleted” even though the file still existed in Akamai.

This has now been fixed. When deleting a file, FlexNet Operations now updates the file status on the **View File** page to “Deleted” only after the file has been successfully removed from Akamai storage.

Download Package Timestamp Now Updates on Product Link Changes

(Cases 04833833, 03533381; SWM-28266)

Previously, the Last Modified date of a download package did not update when the package was linked or unlinked from a product.

With this fix, the Last Modified timestamp is now automatically updated whenever a download package is associated or disassociated with a product. This updated value is also accurately reflected in the `getDownloadPackageQuery` results.

Entitlement Management Issues Resolved in 2026.02

The following issue was resolved for entitlement management in the 2026.02 release.

Bulk Upgrades No Longer Failing

(Cases 04861701, 04933439; SWM-31771)

A defect in the 2026.01 release caused bulk upgrade jobs to fail during execution when processing fewer than the documented limit of 6000 FlexNet Embedded line items.

The bulk upgrade jobs failed when the following combination of system configurations were set:

- **Enable Product Lines for Products**—selected
- **Enable Product Lines for Products, Users, and Accounts**—unselected
- **Enable visibility of all product lines for system administrators**—selected

In addition, when the following options were also enabled:

- **Display option to retain mapping of parent version to devices when using auto-fulfill**
- **Retain parent activation ID on devices/servers**

bulk upgrade jobs failed with an even smaller number of line items.

This issue has been resolved, and bulk upgrade jobs now execute successfully under these configuration scenarios.

Security Issues Resolved in 2026.02

The following issue related to FlexNet Operations security was addressed in the 2026.02 release.

Input Validation Update

(Case 04861815, SWM-31672)

We removed an outdated special-character check that caused updates to user data to fail when existing records already included special characters.

What's New

- Special characters (non-HTML) are now supported in user data.
- HTML and script content is blocked to help protect against injection attacks.

What This Means for You

- Existing profiles can now be updated without errors.
- HTML and script content is restricted, and only standard, non-HTML input is allowed.
- If HTML or script tags are entered, you'll see a clear message: "The field contains HTML tags. Remove these tags before saving."

SOAP and REST Web Services Issues Resolved in 2026.02

The following issues related to FlexNet Operations Web Services were addressed in the 2026.02 release:

- [Latest Changes to Line Item Custom Attributes Now Reflected in Transaction History](#)
- [versionDate Now Persisting During Entitlement Creation](#)

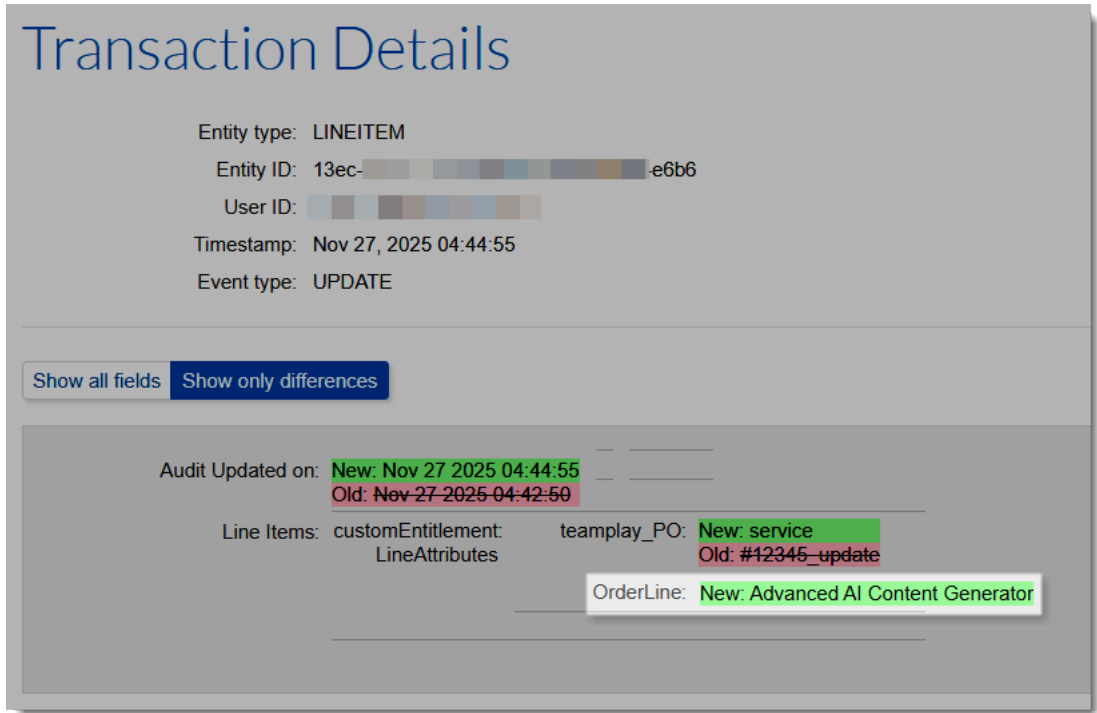
Latest Changes to Line Item Custom Attributes Now Reflected in Transaction History

(Case 04198407; SWM-29531, SWM-30796)

Previously, updates made to a line item's custom attributes were not appearing on the **Transaction Details** page (available under **System > Transaction History**). This issue occurred because certain field types were not properly supported. The system now correctly records and displays the most recent changes.

The following example illustrates the issue:

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



versionDate Now Persisting During Entitlement Creation

(Case 02487789, SWM-26904)

We resolved an intermittent issue where the **versionDate** provided during entitlement creation was not consistently saved. In affected cases, this resulted in empty **versionDate** values, which in turn blocked license generation.

This defect has been fully addressed in the new REST API, where the **versionDate** is now reliably persisted for all entitlement creation requests.

User Experience Issues Resolved in 2026.02

The following issues related to user experience were addressed in the 2026.02 release.

- Fully Functional Navigation in Online Help
- Fix for Bulk Operations Stuck in Draft

Fully Functional Navigation in Online Help

(SWM-30906)

This update resolves an issue where users opening online help from the FlexNet Operations portals were unable to navigate back to previous pages. The help content opened in a special browser window that did not include standard navigation controls such as the Back button, causing inconvenience and repeated searches. This affected users in the following scenarios:

- Users performing a search within the help content and needing to review multiple results.

- Any situation where users needed to return to the previous help page after navigating forward.

Root Cause

The help content was being opened in a modified browser window that intentionally removed standard navigation controls. Modern browsers, especially Chrome, no longer allow full navigation features in such pop-up windows. As a result, users had no Back button available when viewing help this way.

Fix Implemented

The help content is now opened in a new browser tab instead of a pop-up window. A new tab automatically includes full browser navigation options such as Back, Forward, and Refresh. Users can now easily move between help pages, return to search results, and explore topics without repeating searches.

Fix for Bulk Operations Stuck in Draft

(Case 04225152, SWM-29600)

In some scenarios, bulk operations could become stuck in Draft state after being submitted. This issue has now been resolved.

Issues Resolved in 2026.01

Issues in the following areas were resolved in the FlexNet Operations 2026.01 release:

- [Account and User Management Issues Resolved in 2026.01](#)
- [Entitlement Management Issues Resolved in 2026.01](#)
- [SOAP and REST Web Services Issues Resolved in 2026.01](#)
- [User Experience Issues Resolved in 2026.01](#)

Account and User Management Issues Resolved in 2026.01

The following issue involving the management of accounts and users was resolved in the 2026.01 release.

Account-Level Restrictions on Obsolete Devices and Servers

(SWM-30699)

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

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

Entitlement Management Issues Resolved in 2026.01

The following issues were resolved for entitlement management in the 2026.01 release.

- [Updating Line Item Quantity Via Web Services](#)
- [Transferring Line Items of Type Upgrade Order Using SOAP API](#)

Updating Line Item Quantity Via Web Services

(Cases 03042184, 04103062; SWM-27652)

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

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

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

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

Transferring Line Items of Type Upgrade Order Using SOAP API

(Case 02974592, SWM-24805)

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

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

In the 2026.01 release, upgrade order line items can be transferred without issue using the transferLineItems operation of the EntitlementOrderService SOAP API, which creates parity with the Producer Portal functionality.

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

SOAP and REST Web Services Issues Resolved in 2026.01

The following issue related to FlexNet Operations Web Services was addressed in the 2026.01 release.

Creation of Simple Entitlement of Type NEW No Longer Failing

(SWM-25523)

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

Sample Request and Response

The following shows sample code for createSimpleEntitlementRequest.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v9.webservices.operations.flexnet.com">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:createSimpleEntitlementRequest>
      <urn:simpleEntitlement>
        <urn:entitlementId>
          <urn:autoGenerate>true</urn:autoGenerate>
        </urn:entitlementId>
        <urn:description>aeoliam venit</urn:description>
        <urn:lineItems>
          <urn:activationId>
            <urn:autoGenerate>true</urn:autoGenerate>
          </urn:activationId>
          <urn:description>profundum quippe ferant</urn:description>
          <urn:product>
            <urn:primaryKeys>
              <urn:name>embedded prod 1</urn:name>
              <urn:version>1.0</urn:version>
            </urn:primaryKeys>
          </urn:product>
          <urn:licenseModel>
            <urn:primaryKeys>
              <urn:name>Embedded Counted</urn:name>
            </urn:primaryKeys>
          </urn:licenseModel>
          <urn:numberOfCopies>100</urn:numberOfCopies>
          <urn:startDate>2025-02-02</urn:startDate>
          <urn:startDateOption>DEFINE_NOW</urn:startDateOption>
          <urn:isPermanent>true</urn:isPermanent>
          <urn:lineItemType>NEW</urn:lineItemType>
        </urn:lineItems>
        <urn:autoDeploy>true</urn:autoDeploy>
        <urn:allowPortalLogin>>false</urn:allowPortalLogin>
      </urn:simpleEntitlement>
      <urn:opType>CREATE_OR_UPDATE</urn:opType>
    </urn:createSimpleEntitlementRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

The following shows sample code for createSimpleEntitlementResponse.

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

```

<uniqueId>HID-27</uniqueId>
<entitlementId>8ab0-c12b-269c-4243-8730-5e6d-de71-2da9</entitlementId>
<lineItemUniqueIds>HID-12</lineItemUniqueIds>
<lineItemIdentifiers>
  <uniqueId>HID-12</uniqueId>
  <primaryKeys>
    <activationId>5ea5-2297-fa56-4344-b9c0-fc20-302e-cdeb</activationId>
  </primaryKeys>
</lineItemIdentifiers>
</createdSimpleEntitlement>
</responseData>
</createSimpleEntitlementResponse>
</soapenv:Body>
</soapenv:Envelope>

```

User Experience Issues Resolved in 2026.01

The following issue related to user experience was addressed in the 2026.01 release.

Resolved Page Rendering Issue

(SWM-28539)

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

In the 2026.01 release, this issue has been resolved. The application now properly handles Content Security Policy requirements, ensuring that all pages and features function normally while maintaining enhanced security standards for the FlexNet Operations Producer Portal.

Known Issues

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

SWM-31839: 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 following issues occur:

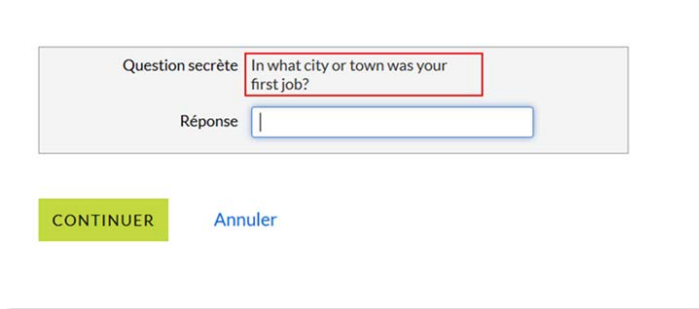
- The **Analytics** menu reverts to a previous version. Selecting any option in this menu results in a blank page displaying an “unexpected error” message or, in some cases, logs the user out of the application.
- The **Configure Single Sign-On** option (Under the **Administer** menu) is no longer displayed 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-26453: Secret Question on Forgot Password Page Not Localized

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



The screenshot shows a form with the following elements:

- A label "Question secrète" followed by a text input field containing the question "In what city or town was your first job?".
- A label "Réponse" followed by an empty text input field.
- Two buttons: "CONTINUER" (highlighted in green) and "Annuler" (blue).

Figure 11: The secret question is not displayed in the language selected on the End-User Portal’s **Login** page.

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

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

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

SWM-24042: Input Sanitization Disabled

(Case 02889178)

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

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

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

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

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

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

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

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



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

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

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

SSRE-20257: Upload of Large File Images Failing

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

SWM-19052: Feature Count Aggregation Not Working As Expected

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

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

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

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

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

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

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

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

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

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



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

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

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

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

FNO-68962: Invalid Characters in Device ID Causing Issues

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

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

^B ^D ^E ^G ^N ^O ^P ^Q ^R ^S ^T ^U ^W ^X ^Y ^[^\ ^] ^F ^C ^^ ^A ^V ^_

SWM-10701: Search Functionality in End-User Portal Erroneously Displays Download Link

In the End-User Portal, users who should be denied access to a file based on their geographical location are able to display the download link for a restricted file when searching for the file name (using the Search function with the **Files** option on the **Download Search** page). However, users are not able to download the restricted file.

FNO-66018: Errors in UI Updated for Download Package Selection Across Multiple Pages

In 2021.09, the **Download Packages** window was updated to allow package selection across multiple pages. The following errors currently exist for the updated UI.

- [Incorrect error message for EULA license on Review & Resolve page](#)
- [Search string not properly clearing](#)
- [No option to return to full \(unfiltered\) Download Package list when “failed validation” message displays](#)
- [Failed validation error displayed for search results](#)
- [Pagination control fields not showing correct information](#)
- [Inappropriate message displayed for already downloaded packages](#)

Incorrect error message for EULA license on Review & Resolve page

When you attempt to download packages that fail validation, the following message is displayed: “Some of the selected packages failed validation. You need to review and resolve the validation errors.” Then, on the **Failed Packages** window that is displayed if you click the “review and resolve” link in the message, the error for an unaccepted EULA incorrectly shows the following:

“EULA has not been accepted. To accept EULA, click on the Download package ID.”

Instead of “click on the Download Package ID”, the message should instruct the user to “...click ‘I Agree’”.

Search string not properly clearing

After you filter the package list on the **Download Packages** window, the message “Results for Download package name: <name>” is appropriately displayed. However, if you then click the **Clear** link at the end of message, the search string used to filter the package list remains, the list remains filtered (even if you move to the next page), and the “Results for the Download package name...” message is still displayed. You must manually delete the search string and click **Search** to clear the filter.

No option to return to full (unfiltered) Download Package list when “failed validation” message displays

If the “failed validation” message is displayed after you attempt to download packages from a filtered list on the **Download Packages** window, no mechanism exists to clear the filter to display all packages. You must manually delete the search field contents and click **Search**.

Failed validation error displayed for search results

After searching for and attempting to download a package containing an unaccepted EULA, the expected message “Some of the selected packages failed validation...” is displayed on the **Download Packages** window. However, if you then search for a package that does not contain an EULA (but do not attempt to download the package), you received the “failed validation” message instead of the correct message describing the filter results: “Results for Download package name: <name>”.

Pagination control fields not showing correct information

The pagination control fields on the **Download Packages** window are not displaying the correct totals for a filtered list of packages.

Inappropriate message displayed for already downloaded packages

When you select an entitlement line item whose packages have already been downloaded, the **Download Packages** window is displayed with incorrect message “Files sent for download. Please monitor the download manager pop up”. The message should be removed altogether or displayed only as package files are being sent to the Download Manager (before the actual **Download Manager** window is displayed).

SWM-7952: Not All Applicable Download Links Available on “List Downloads” Page in End-User Portal

When end users are logged in with an activation ID for an entitlement line item that is associated with multiple products, the **Downloads** page (accessed from **Downloads > List Downloads**) in the End-User Portal does not always show links to all applicable product downloads.

SWM-7786: SHA2 Checksum Value of Previous File Shown

If a user has provided a file’s expected SHA2 checksum value for an upload and the file image is subsequently deleted, the **Upload File** page, when opened again, might show the SHA2 checksum value of the previously loaded file image.

FNO-65909: Download Files Not Visible For Self-registered And Trial Users

Download files might not be visible in the End-User Portal for self-registered users and those users registered through the “Try Before You Buy” registration.

FNO-61266: Translation Issues with Localization

Per a previous enhancement in 2020 R3 to add more language support for End-User Portal localization, certain strings—such as alerts and validation messages—are not being translated properly when localization is in effect. These issues will be addressed in an upcoming release.

Special Notes

This section contains special information pertaining to FlexNet Operations.

- [Change to Documentation Delivery Format](#)
- [Communication of Changes in Data Access API, Data Share, and Analytics](#)
- [Plug-in Upgrade Needed for High-Speed File Uploads](#)
- [Handling UI Conflicts When Using a Custom CSS for the End-User Portal](#)

Change to Documentation Delivery Format

Starting with the 2026.05 release, PDF versions of the FlexNet Operations documentation published on docs.reverera.com will be prepared for Production releases only.

For UAT releases, updated documentation will continue to be available in HTML format on docs.reverera.com.

Communication of Changes in Data Access API, Data Share, and Analytics

(SWM-27132)

Reverera is committed to addressing customer requests and enhancement suggestions by expanding the existing Data Access API, the Data Share, and Analytics functionality. Starting with the 2025.06 release, any modifications resulting from these requests will be managed and communicated as follows.

Refer to the following sections for details:

- [Addition of Fields and Columns](#)
- [Examples for Additional Columns](#)
- [Modification or Removal of Fields and Columns](#)
- [Examples for Removing or Changing Columns](#)
- [Consumer Implementation Requirements](#)

Addition of Fields and Columns

Any additional fields or columns required for enhancing data accessibility or extending functionality will be incorporated directly into the existing version of the Data Access API and Data Share views.

There is no impact on the Analytics functionality, as any newly added fields will not appear in reports by default. Customers can choose to include them as needed.

These changes will not be announced prior to implementation; however, any schema modifications will be documented and communicated through release notes.

Examples for Additional Columns

This section provides examples illustrating how new fields will appear in:

- [Data Share](#)
- [Data Access API](#)
- [Analytics](#)

Data Share

The following screenshots show examples for additional columns in the Data Share.

| # | REF_ID | TENANT_ID | # ID | DEVICE_NAME | DEVICE_TYPE | MACHINE_TYPE | DEVICE_ALIAS | SITE_NAME | STATUS |
|---|---------|-----------|---------|-------------|---------------|--------------|--------------|-----------------------|--------|
| 1 | 2838310 | 1129 | 3102751 | 60386361 | SERVED_CLIENT | UNKNOWN | 60386361 | Default hosted server | ACTIVE |
| 2 | 2217646 | 1129 | 2607230 | 59307571 | SERVED_CLIENT | UNKNOWN | 59307571 | | ACTIVE |
| 3 | 2838311 | 1129 | 3084355 | 79610557 | SERVED_CLIENT | UNKNOWN | 79610557 | Default hosted server | ACTIVE |
| 4 | 2217647 | 1129 | 2552053 | 63331801 | SERVED_CLIENT | UNKNOWN | 63331801 | | ACTIVE |
| 5 | 2638312 | 1129 | 3115937 | 80173757 | SERVED_CLIENT | UNKNOWN | 80173757 | Default hosted server | ACTIVE |
| 6 | 2217648 | 1129 | 2531797 | 64821371 | SERVED_CLIENT | UNKNOWN | 64821371 | | ACTIVE |
| 7 | 2838313 | 1129 | 3103001 | 80014637 | SERVED_CLIENT | UNKNOWN | 80014637 | Default hosted server | ACTIVE |
| 8 | 2217649 | 1129 | 2615964 | 67393521 | SERVED_CLIENT | UNKNOWN | 67393521 | | ACTIVE |
| 9 | 2838314 | 1129 | 3072209 | 79417197 | SERVED_CLIENT | UNKNOWN | 79417197 | Default hosted server | ACTIVE |

Figure 12: An example view of SEC_VW_DEVICE before a change.

| # | REF_ID | TENANT_ID | # ID | DEVICE_NAME | DEVICE_TYPE | MACHINE_TYPE | DEVICE_ALIAS | SITE_NAME | DEVICE.CREATED BY | DEVICE.UPDATED BY | ADDON.CREATED BY | ADDON.UPDATED BY |
|---|---------|-----------|---------|-------------|---------------|--------------|--------------|-----------------------|----------------------------------|---------------------|------------------|------------------|
| 1 | 2838310 | 1129 | 3102751 | 60386361 | SERVED_CLIENT | UNKNOWN | 60386361 | Default hosted server | Changqing.Dong1@cbcl.com#FLEXnet | null | | |
| 2 | 2217646 | 1129 | 2607230 | 59307571 | SERVED_CLIENT | UNKNOWN | 59307571 | | web-service-fro@... com#FLEXnet | web-service-fro@... | | |
| 3 | 2838311 | 1129 | 3084355 | 79610557 | SERVED_CLIENT | UNKNOWN | 79610557 | Default hosted server | web-service-fro@... com#FLEXnet | | | |
| 4 | 2217647 | 1129 | 2552053 | 63331801 | SERVED_CLIENT | UNKNOWN | 63331801 | | null | null | | |
| 5 | 2638312 | 1129 | 3115937 | 80173757 | SERVED_CLIENT | UNKNOWN | 80173757 | Default hosted server | dhruvshah@... com#FLEXnet | | | |
| 6 | 2217648 | 1129 | 2531797 | 64821371 | SERVED_CLIENT | UNKNOWN | 64821371 | | web-service-fro@... com#FLEXnet | | | |
| 7 | 2838313 | 1129 | 3103001 | 80014637 | SERVED_CLIENT | UNKNOWN | 80014637 | Default hosted server | null | null | | |
| 8 | 2217649 | 1129 | 2615964 | 67393521 | SERVED_CLIENT | UNKNOWN | 67393521 | | null | null | | |
| 9 | 2838314 | 1129 | 3072209 | 79417197 | SERVED_CLIENT | UNKNOWN | 79417197 | Default hosted server | web-service-fro@... MFLEXnet | | | |

Figure 13: An example view of SEC_VW_DEVICE after columns have been added, with additions highlighted.

Data Access API

The following screenshots show examples for additional fields in the **device** data set of the Data Access API.

```

{
  "DeviceID": "XXXXXXXXXX",
  "DeviceType": "SERVER",
  "DeviceMachineType": "UNKNOWN",
  "Alias/Device Name": "ALM_CHS1",
  "SiteName": "",
  "Status": "ACTIVE",
  "Type": "FLX_SERVER",
  "VMName": "",
  "IDType": "STRING",
  "BackupDeviceID": "",
  "PublisherName": "fnetest",
  "DeviceSeries": "",
  "Notes": "",
  "DeviceUserEmail": "",
  "DeviceAccountID": "anand_cust",
  "DeviceAccountName": "anand_cust",
  "LastModifiedDate": "2025-02-05 00:46:34.510",
  "CreateDate": "2023-01-05 01:42:52.743",
  "ConsumedCountDelta": "10",
  "EntitlementID": "d304-d112-67a6-XXXXXXXXXX-39fc-ad8e-aa20",
  "QtyOnDevice": "10",
  "LicenseStatus": "LICENSE_GENERATED",
  "ActivationID": "2d5c-781d-XXXXXXXXXX-31-8750-5474-6fb4-e207",
  "ActiveActivation": "1",
  "BaseProduct": "",
  "ProductName": "AutoProvisionedAnand",
  "ProductVersion": "1.0",
  "PartNumber": "",
  "IsPermanent": "Yes",
  "ExpirationDate": "9999-12-31 00:00:00.000",
  "VendorDictionary": "",
  "ProductDeleted": "N",
  "ActivationDeleted": "N",
  "UserDeleted": "N",
  "AccountDeleted": "N",
  "DeviceDeleted": "N"
},

```

Figure 14: An example view of the **device** dataset before a change.

```

"DeviceID": "XXXXXXXXXX",
"DeviceType": "SERVER",
"DeviceMachineType": "UNKNOWN",
"Alias/Device Name": "ALM_CMS1",
"SiteName": "",
"Status": "ACTIVE",
"Type": "FLX_SERVER",
"VMName": "",
"IDType": "STRING",
"BackupDeviceID": "",
"PublisherName": "fnetest",
"DeviceSeries": "",
"Notes": "",
"DeviceUserEmail": "",
"DeviceAccountID": "anand_cust",
"DeviceAccountName": "anand_cust",
"LastModifiedDate": "2025-02-05 00:46:34.510",
"CreateDate": "2023-01-05 01:42:52.743",
"ConsumedCountDelta": "10",
"EntitlementID": "d304-d112-67a6-XXXXXXXXXX-39fc-ad8e-aa20",
"QtyOnDevice": "10",
"LicenseStatus": "LICENSE_GENERATED",
"ActivationID": "2d5c-7aid-XXXXXXXXXX-8750-5474-6fb4-e287",
"ActiveActivation": "1",
"BaseProduct": "",
"ProductName": "AutoProvisionedAnand",
"ProductVersion": "1.0",
"PartNumber": "",
"IsPermanent": "Yes",
"ExpirationDate": "9999-12-31 00:00:00.000",
"VendorDictionary": "",
"ProductDeleted": "N",
"ActivationDeleted": "N",
"UserDeleted": "N",
"AccountDeleted": "N",
"DeviceDeleted": "N"
"DeviceCreatedBy": "XXXXXXXXXX",
"DeviceUpdatedBy": "XXXXXXXXXX",
"AddOnCreatedBy": "XXXXXXXXXX",
"AddOnUpdatedBy": "XXXXXXXXXX"

```

Figure 15: An example view of the **device** dataset after fields have been added, with additions highlighted.

Analytics

The following screenshot shows an example of the Devices Details table and newly added columns.

| ACCOUNT_NAME | ACCOUNT_ID | ACTIVATION_ID | ACTIVATION_DELETED | BACKUP_DEVICE_NAME | CREATE_DATE |
|-------------------------------|-------------------------------|---------------|--------------------|--------------------|---------------|
| Acc_Child | Acc_Child | | N | | 1-18 05:02:41 |
| Account-1eg7bikpa2xm7 | Account-1eg7bikpa2xm7 | | N | | 1-06 21:44:40 |
| Account-1e7h0b8061hby | Account-1e7h0b8061hby | | N | | 1-08 05:43:56 |
| Flx_Account-19hu4eglsorz | Flx_Account-19hu4eglsorz | | N | | 1-08 05:45:46 |
| Account-1x9f37xp7nje | Account-1x9f37xp7nje | | N | | 1-08 05:36:45 |
| AccountForAutoProv.zq9fzlxk5g | AccountForAutoProv.zq9fzlxk5g | | N | | 1-08 05:39:10 |
| Account-1x9f37xp7nje | Account-1x9f37xp7nje | | N | | 1-08 08:43:16 |
| Flx_Account-1gdb12ora7a | Flx_Account-1gdb12ora7a | | N | | 1-08 08:12:22 |
| Account-1eh613pxwfgg | Account-1eh613pxwfgg | | N | | 1-08 08:45:39 |
| Account-1eh613pxwfgg | Account-1eh613pxwfgg | | N | | 1-08 08:09:47 |
| | | | N | | 1-26 05:26:53 |

Figure 16: An example view of the Devices Details table in Analytics, with newly added columns being unselected by default.

Modification or Removal of Fields and Columns

If any fields or columns need to be modified or deprecated due to architectural changes, compliance updates, or optimization efforts, a structured communication approach will be followed:

- Stakeholders will be informed well in advance through official communication channels (release notes, documentation updates).
- Depending on the nature of the update, a new API version will be introduced.
- Legacy versions will be maintained for a defined period to facilitate migration.

Examples for Removing or Changing Columns

This section provides examples illustrating the removal of columns or fields in:

- [Data Share](#)
- [Data Access API](#)

Data Share

As an example, the following screenshots shows the renaming of the DEVICE_ALIAS column to DEVICE_DISPLAY_NAME and the deletion of the MACHINE_TYPE column in the Data Share.

| | # REF_ID | TENANT_ID | # ID | DEVICE_NAME | DEVICE_TYPE | MACHINE_TYPE | DEVICE_ALIAS | SITE_NAME |
|---|----------|-----------|---------|-------------|---------------|--------------|--------------|-----------------------|
| 1 | 2838310 | 1129 | 3102751 | 60386361 | SERVED_CLIENT | UNKNOWN | 60386361 | Default hosted server |
| 2 | 2217646 | 1129 | 2607236 | 59307571 | SERVED_CLIENT | UNKNOWN | 59307571 | Default hosted server |
| 3 | 2838311 | 1129 | 3084355 | 79610557 | SERVED_CLIENT | UNKNOWN | 79610557 | Default hosted server |
| 4 | 2217647 | 1129 | 2552053 | 63331801 | SERVED_CLIENT | UNKNOWN | 63331801 | Default hosted server |
| 5 | 2838312 | 1129 | 3115937 | 80173757 | SERVED_CLIENT | UNKNOWN | 80173757 | Default hosted server |
| 6 | 2217648 | 1129 | 2531797 | 64821371 | SERVED_CLIENT | UNKNOWN | 64821371 | Default hosted server |
| 7 | 2838313 | 1129 | 3103001 | 80014837 | SERVED_CLIENT | UNKNOWN | 80014837 | Default hosted server |
| 8 | 2217649 | 1129 | 2615964 | 67393521 | SERVED_CLIENT | UNKNOWN | 67393521 | Default hosted server |
| 9 | 2838314 | 1129 | 3072269 | 79417197 | SERVED_CLIENT | UNKNOWN | 79417197 | Default hosted server |

Figure 17: An example view of SEC_VW_DEVICE before removing the MACHINE_TYPE column and changing the name of the DEVICE_ALIAS column.

| | # REF_ID | TENANT_ID | # ID | DEVICE_NAME | DEVICE_TYPE | DEVICE_DISPLAY_NAME | SITE_NAME |
|---|----------|-----------|---------|-------------|---------------|---------------------|-----------------------|
| 1 | 2838310 | 1129 | 3102751 | 60386361 | SERVED_CLIENT | 60386361 | Default hosted server |
| 2 | 2217646 | 1129 | 2607236 | 59307571 | SERVED_CLIENT | 59307571 | Default hosted server |
| 3 | 2838311 | 1129 | 3084355 | 79610557 | SERVED_CLIENT | 79610557 | Default hosted server |
| 4 | 2217647 | 1129 | 2552053 | 63331801 | SERVED_CLIENT | 63331801 | Default hosted server |
| 5 | 2838312 | 1129 | 3115937 | 80173757 | SERVED_CLIENT | 80173757 | Default hosted server |
| 6 | 2217648 | 1129 | 2531797 | 64821371 | SERVED_CLIENT | 64821371 | Default hosted server |
| 7 | 2838313 | 1129 | 3103001 | 80014837 | SERVED_CLIENT | 80014837 | Default hosted server |
| 8 | 2217649 | 1129 | 2615964 | 67393521 | SERVED_CLIENT | 67393521 | Default hosted server |
| 9 | 2838314 | 1129 | 3072269 | 79417197 | SERVED_CLIENT | 79417197 | Default hosted server |

Figure 18: The same view of SEC_VW_DEVICE, where the MACHINE_TYPE column has been removed. The DEVICE_ALIAS column has been renamed to DEVICE_DISPLAY_NAME.

Data Access API

This screenshot illustrates the following modifications in the Data Access API:

- changing **DeviceAlias** to **DeviceDisplayName** and
- deleting the key **DeviceMachineType**.

```
{
  "DeviceID": " ",
  "DeviceType": "SERVER",
  "DeviceMachineType": "UNKNOWN",
  "DeviceAlias": "ALM_CMS1",
  "SiteName": "",
  "Status": "ACTIVE",
  "Type": "FLX_SERVER",
  "VMName": "",
  "IDType": "STRING",
  "BackupDeviceID": "",
  "PublisherName": "fnetest",
  "DeviceSeries": "",
  "Notes": "",
  "DeviceUserEmail": "",
  "DeviceAccountID": "anand_cust",
  "DeviceAccountName": "anand_cust",
  "LastModifiedDate": "2025-02-05 00:46:34.510",
  "CreateDate": "2023-01-05 01:42:52.743",
  "ConsumedCountDelta": "10",
  "EntitlementID": " ",
  "QtyOnDevice": "10",
  "LicenseStatus": "LICENSE_GENERATED",
  "ActivationID": " ",
  "ActiveActivation": "1",
  "BaseProduct": "",
  "ProductName": "AutoProvisionedAnand",
  "ProductVersion": "1.0",
  "PartNumber": "",
  "IsPermanent": "Yes",
  "ExpirationDate": "9999-12-31 00:00:00.000",
  "VendorDictionary": "",
  "ProductDeleted": "N",
  "ActivationDeleted": "N",
  "UserDeleted": "N",
  "AccountDeleted": "N",
  "DeviceDeleted": "N"
},
```

Figure 19: An example view of the **device** dataset before renaming and removing fields.

```
{
  "DeviceID": "[REDACTED]",
  "DeviceType": "SERVER",
  "DeviceDisplayName": "ALM_CMS1",
  "SiteName": "",
  "Status": "ACTIVE",
  "Type": "FLX_SERVER",
  "VMName": "",
  "IDType": "STRING",
  "BackupDeviceID": "",
  "PublisherName": "fnetest",
  "DeviceSeries": "",
  "Notes": "",
  "DeviceUserEmail": "",
  "DeviceAccountID": "anand_cust",
  "DeviceAccountName": "anand_cust",
  "LastModifiedDate": "2025-02-05 00:46:34.510",
  "CreateDate": "2023-01-05 01:42:52.743",
  "ConsumedCountDelta": "10",
  "EntitlementID": "[REDACTED]",
  "QtyOnDevice": "10",
  "LicenseStatus": "LICENSE_GENERATED",
  "ActivationID": "[REDACTED]",
  "ActiveActivation": "1",
  "BaseProduct": "",
  "ProductName": "AutoProvisionedAnand",
  "ProductVersion": "1.0",
  "PartNumber": "",
  "IsPermanent": "Yes",
  "ExpirationDate": "9999-12-31 00:00:00.000",
  "VendorDictionary": "",
  "ProductDeleted": "N",
  "ActivationDeleted": "N",
  "UserDeleted": "N",
  "AccountDeleted": "N",
  "DeviceDeleted": "N"
},
```

Figure 20: An example view of the **device** dataset where fields have been renamed and removed.

Consumer Implementation Requirements

To avoid any integration breakage, customers are required to implement their consumers as follows:

- Ensure consumers ignore unknown fields or column in the Data Access API and Data Share.
- Adopt robust parsing logic to improve data integrity, such as using keys and names instead of relying on indexes or hard-coded structures.

Plug-in Upgrade Needed for High-Speed File Uploads

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

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

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

SOAP API Change Log

The following sections describe the changes that have been made to the FlexNet Operations SOAP API in the FlexNet Operations 2026 releases to date:

- [Change Log for 2026.04](#)
- [Change Log for 2026.03](#)
- [Change Log for 2026.01](#)

Change Log for 2026.04

The following SOAP API changes were made in 2026.04:

- [Cloud License Server Feature Provisioning Control](#)

Cloud License Server Feature Provisioning Control

The createFeature and updateFeature methods of the ProductPackagingService web service now support the includeOnCls parameter, which determines whether a feature is provisioned to the Cloud License Server (CLS).

To support the new feature, the ProductPackagingService web service was modified by adding new definitions to featureTypes.xsd, which is included by the productPackagingTypes.xsd file.

- [featureTypes.xsd](#)



Note - This enhancement was tracked in FNE-24318.

featureTypes.xsd

The following changes were made. Additions are highlighted.

| # | Change |
|---|---|
| 1 | <pre><xs:complexType name="featureDataType"> <xs:sequence> <xs:element name="featureName" type="xs:string"/> <xs:element name="versionFormat" type="tns:VersionFormatType"/> <xs:element name="version" type="xs:string" minOccurs="0"/> <xs:element name="maxVersion" type="xs:string" minOccurs="0"/> <xs:element name="description" type="xs:string" minOccurs="0"/> <xs:element name="aggregationType" type="tns:AggregationType" minOccurs="0"/> <xs:element name="vendorAuthString" type="xs:string" minOccurs="0"/> <xs:element name="includeOnCls" type="xs:boolean" minOccurs="0"/> <xs:element name="featureOverrideParams" type="tns:featureOverrideParamsType" minOccurs="0"/> </xs:sequence> </xs:complexType></pre> |

Change

```
2 <xs:complexType name="updateFeatureDataType">
  <xs:sequence>
    <xs:element name="featureIdentifier" type="tns:featureIdentifierType" />
    <xs:element name="featureName" type="xs:string" minOccurs="0"/>
    <xs:element name="versionFormat" type="tns:VersionFormatType" minOccurs="0"/>
    <xs:element name="version" type="xs:string" minOccurs="0"/>
    <xs:element name="maxVersion" type="xs:string" minOccurs="0"/>
    <xs:element name="description" type="xs:string" minOccurs="0"/>
    <xs:element name="vendorAuthString" type="xs:string" minOccurs="0"/>
    <xs:element name="aggregationType" type="tns:AggregationType" minOccurs="0"/>
    <xs:element name="includeOnCls" type="xs:boolean" minOccurs="0"/>
    <xs:element name="featureOverrideParams" type="tns:featureOverrideParamsType" minOccurs="0"/>
  </xs:sequence>
</xs:complexType>
```

Change Log for 2026.03

The following SOAP API changes were made in 2026.03:

- [Enhancement of searchDevicesRequest Endpoint in ManageDeviceService to Support <vendorDictionary> Data Capture](#)

[Enhancement of searchDevicesRequest Endpoint in ManageDeviceService to Support <vendorDictionary> Data Capture](#)

In the 2026.03 release, the searchDevicesRequest endpoint in the ManageDeviceService web service was enhanced to incorporate the <vendorDictionary> property, enabling data capture and query capabilities for device-specific metadata via SOAP queries. This will align the endpoint's functionality with getDevicesRequest and support business-critical FlexNet Embedded / FlexNet Operations Cloud migration workflows.

Previously, the vendorDictionary tag was only available in the getDevicesRequest endpoint.

To implement this new functionality, the ManageDeviceService.wsdl file and its associated .xsd file have been updated from v8 to v9:

```
/schema-public/v9/ManageDeviceService.wsdl
/schema-public/v9/manageDeviceTypes.xsd
```

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

- [manageDeviceTypes.xsd](#)



Note • This enhancement was tracked in SWM-30808 and SWM-31270, see [Vendor Dictionary Metadata Available in searchDevicesRequest in ManageDeviceService](#).

manageDeviceTypes.xsd

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

Change

```
1 <xs:complexType name="searchDeviceResponseConfigType">
  <xs:sequence>
    <xs:element minOccurs="0" name="name" type="xs:boolean"/>
    <xs:element minOccurs="0" name="description" type="xs:boolean"/>
    <xs:element minOccurs="0" name="status" type="xs:boolean"/>
    .
    .
    .
    <xs:element minOccurs="0" name="addOnEntitlementId" type="xs:boolean"/>
    <xs:element minOccurs="0" name="vendorDictionary" type="xs:boolean"/>
    <xs:element minOccurs="0" name="hasUpdates" type="xs:boolean"/>
    <xs:element minOccurs="0" name="addOnExpirationDate" type="xs:boolean"/>
    <xs:element minOccurs="0" name="siteName" type="xs:boolean"/>
  </xs:sequence>
</xs:complexType>
```

```
<xs:complexType name="searchDeviceResponseData">
  <xs:sequence>
    <xs:element minOccurs="0" name="deviceId" type="tns:deviceId"/>
    <xs:element minOccurs="0" name="backupDeviceId" type="xs:string" />
    <xs:element minOccurs="0" name="name" type="xs:string"/>
    .
    .
    .
    <xs:element maxOccurs="unbounded" minOccurs="0" name="addon" type="tns:addonData"/>
    <xs:element minOccurs="0" name="vendorDictionary" type="tns:dictionaryType"/>
    <xs:element minOccurs="0" name="hasUpdates" type="xs:boolean"/>
    <xs:element minOccurs="0" name="siteName" type="xs:string"/>
  </xs:sequence>
</xs:complexType>
```

Change Log for 2026.01

The following SOAP API changes were made in 2026.01:

- [Efficient Device Retrieval by Order Parameters](#)

Efficient Device Retrieval by Order Parameters

In the 2026.01 release, the ManageDeviceService API now supports `orderId` (Factory Order Number) and `orderLineNumber` (Sales Order Number) as query parameters in `getDevicesQuery` and `getDeviceCount`.

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

- Direct device lookup using `orderId` or `orderLineNumber`.

- Faster performance for large orders with hundreds of line items
- Improved scalability for cloud-based LIT portal operations.

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

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

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

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

- [manageDeviceTypes.xsd](#)



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

manageDeviceTypes.xsd

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

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

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

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