FlexNet Operations 2026 ALM Release Notes

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

FlexNet Operations Videos

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

Guide	Topics
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.revenera.com/?product=FlexNet%20Operations and select the appropriate year from the **VERSION** list.

New Capabilities

The following new capabilities were added to FlexNet Operations in 2026.

- Customer-Facing Analytics and Reporting in the End-User Portal
- Dynamic Monetization
- Revenera MCP Server for FlexNet Operations
- Analytics Platform Transition

Customer-Facing Analytics and Reporting in the End-User Portal

End users can now access analytics and reporting directly within the End-User Portal. Previously, customers relied on software producers or manual reporting requests to obtain insight into license usage, entitlement status, device deployments, and software download activity. With this embedded analytics experience, end users gain secure access to curated dashboards and reports that help streamline software asset administration, capacity monitoring, and proactive renewal planning.

The new analytics capabilities provide visibility into software entitlements, license consumption, devices, license server usage, and software downloads, enabling administrators and asset managers to make informed operational decisions without relying on producer-generated reports for routine reporting needs.

Key capabilities include:

- Access preconfigured dashboards and reports directly from the End-User Portal.
- Analyze entitlement, licensing, device, consumption, and download data.
- Filter report data and customize date ranges.
- Bookmark frequently used report views.
- Export reports in CSV, XLSX, and PDF formats.
- Access reports shared by software producers.
- Subscribe to report delivery through supported channels.

With these analytics capabilities, organizations can answer questions such as:

- What licenses do we own and how are they being used?
- Which licenses or entitlements are approaching expiration?
- Where are licenses deployed?
- Which products, features, or sites are nearing capacity limits?
- What software is being downloaded across the organization?

Administration & Access Control

Analytics are delivered through a secure, read-only experience. End users can view only their own organization's data and cannot access information belonging to other customers. Users logging in via an individual Entitlement ID or Activation ID cannot access the Analytics Dashboard.

Producers control access to End-User Portal Analytics through both a system-level setting and role-based permissions. The **Enable End-User Analytics** configuration option (under **System** > **Configure** > **End-User Portal Setup** > **Analytics Dashboard**) controls whether the **Analytics** menu is available in the End-User Portal. In addition, producers must grant the **View Reports** permission to the appropriate End-User Portal roles before users can access analytics reports and dashboards. The **Subscribe to Reports** permission can be assigned separately to allow users to create and manage report subscriptions.

At launch, the **Enable End-User Analytics** option is enabled by default. However, no End-User Portal roles are granted analytics permissions by default, so end users cannot access **Analytics** until a producer explicitly assigns the required role permissions.

Custom reports created in the Producer Portal can be marked for end-user visibility and shared as read-only reports. In the initial release, reports marked for end-user visibility are available to all eligible end-customer accounts; selective sharing to specific customer accounts is planned for a future enhancement.

Dynamic Monetization

Starting with the 2026.09 release, a Dynamic Monetization user interface (UI) is available as part of the overall Dynamic Monetization capability for producers who have purchased the Dynamic Monetization module. This UI enables producers to view and manage rate tables, instances, and related usage data directly within FlexNet Operations or a custom back office.

Scope of Enhancements

New pages have been added to both the Producer Portal and the End-User Portal to support management and visibility of Dynamic Monetization data, including rate tables, instances, and entitlement usage.

This section covers the following:

- Producer Portal UI for Rate Tables and Instances
- End-User Portal UI for Dynamic Monetization
- Availability and Integration

Producer Portal UI for Rate Tables and Instances

The enhancement for Dynamic Monetization in the Producer Portal focuses on two areas:

- Managing Rate Tables
- Viewing Instances

Permissions

The following permissions control access to the Dynamic Monetization UI in the Producer Portal:

- View Rate Tables
- Edit Rate Tables
- View Instances

System Administrators have these permissions by default.

Managing Rate Tables

A new **Manage Rate Tables** page is available in the Producer Portal, allowing producers to manage rate tables used in Elastic Access models. Users must have the **View Rate Tables** permission to view rate tables.

With this page, you can:

- View, create and delete rate tables
- Copy existing rate tables to quickly create new versions
- Search and filter rate tables by series and creation date

Rate tables define how tokens are consumed for specific items (such as features, services, or products), enabling flexible, usage-based pricing.

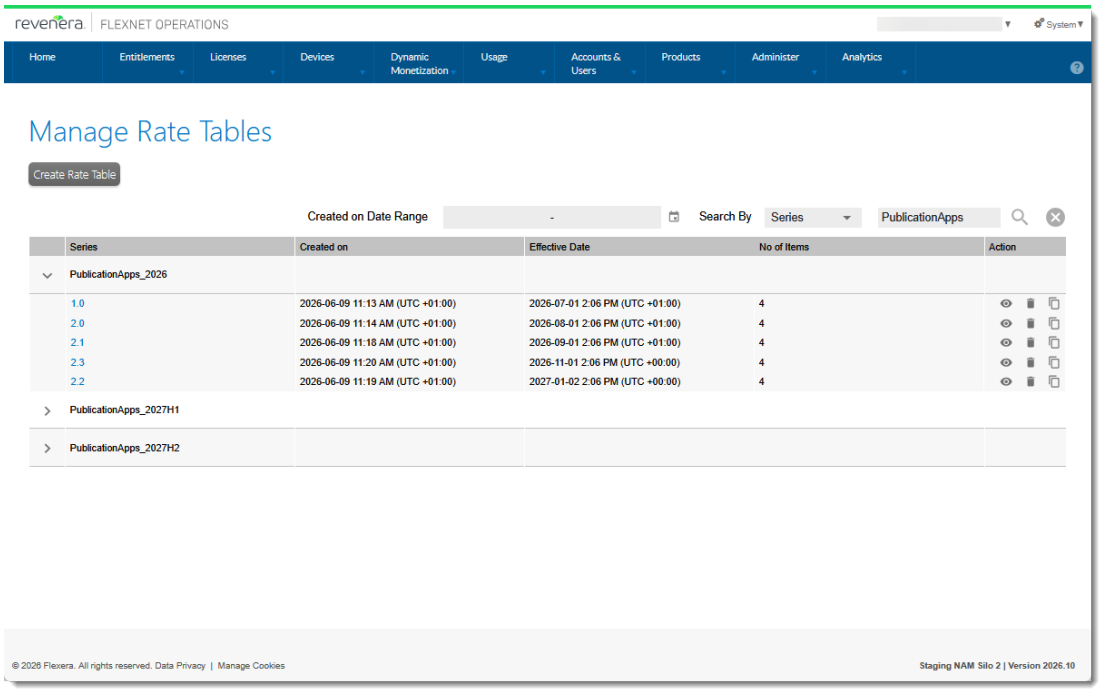


Figure 1: Example of the **Manage Rate Tables** screen.

Creating Rate Tables in the UI

Users with the **Edit Rate Tables** permission can create rate tables to define pricing models used in Dynamic Monetization directly in the Producer Portal. When creating a rate table, you can specify key attributes such as:

- **Effective** date, which determines when the rate table becomes active.
- **Version**, allowing multiple iterations of pricing definitions to be maintained over time.
- **Series** (optional), enabling logical grouping of related rate tables.
- **Items and rates**, which define how tokens are consumed for specific features, services, or products.

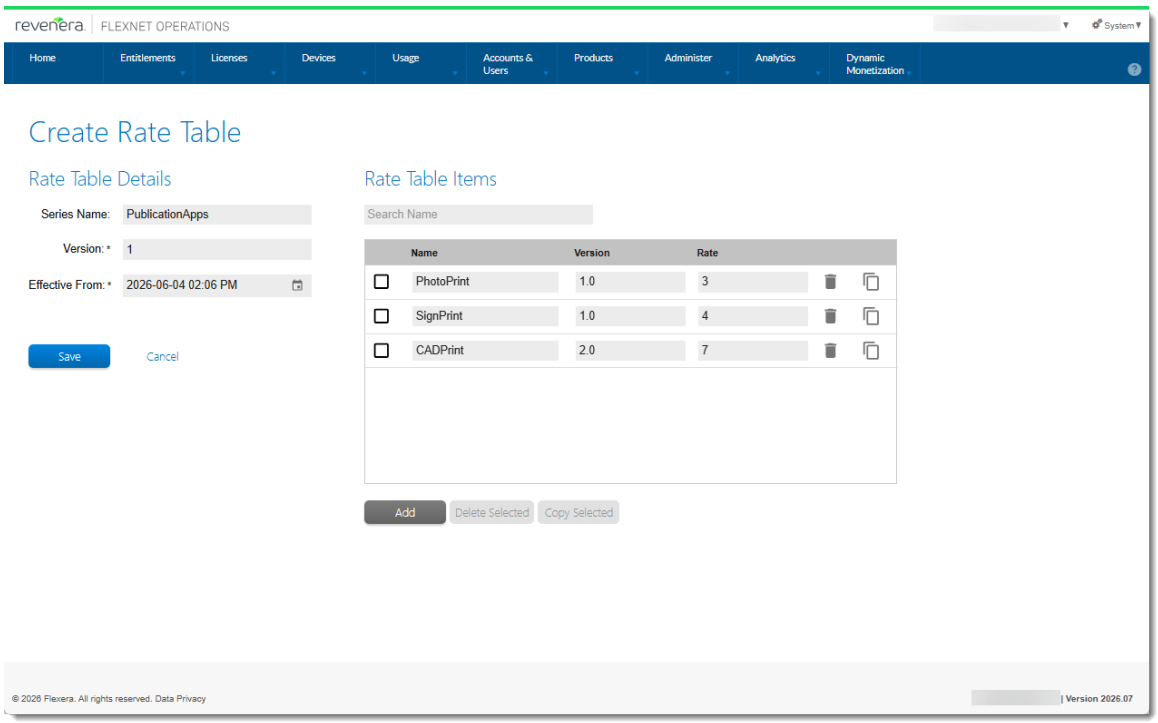


Figure 2: Example of the **Create Rate Table** screen.

Viewing Instances

A new **Manage Instances** page provides visibility into Dynamic Monetization instances and associated data. Users must have the **View Instances** permission to see instances and related data.

From this page, you can:

- Search for instances by account ID
- View instance details
- View line items and usage information for each instance

This functionality is read-only and helps you understand how tokens and rate tables are applied to customer usage.

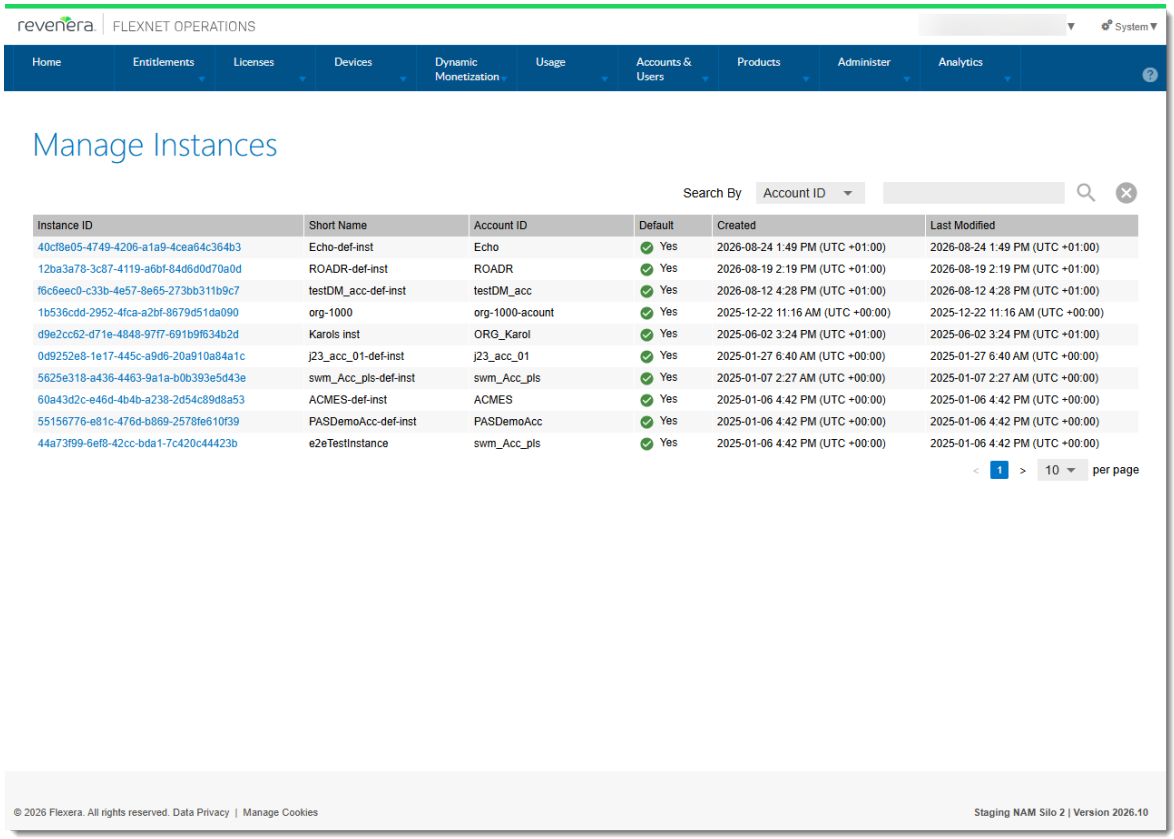


Figure 3: Example of the **Manage Instances** screen.

Typical Use Case

A common use case is reviewing all line items associated with a specific customer account.

From the **Manage Instances** page, you can locate an instance by filtering on the customer's account ID and open the **Instance Details** page.

By default, the **Overview** tab displays summary information for the selected Elastic Access instance.

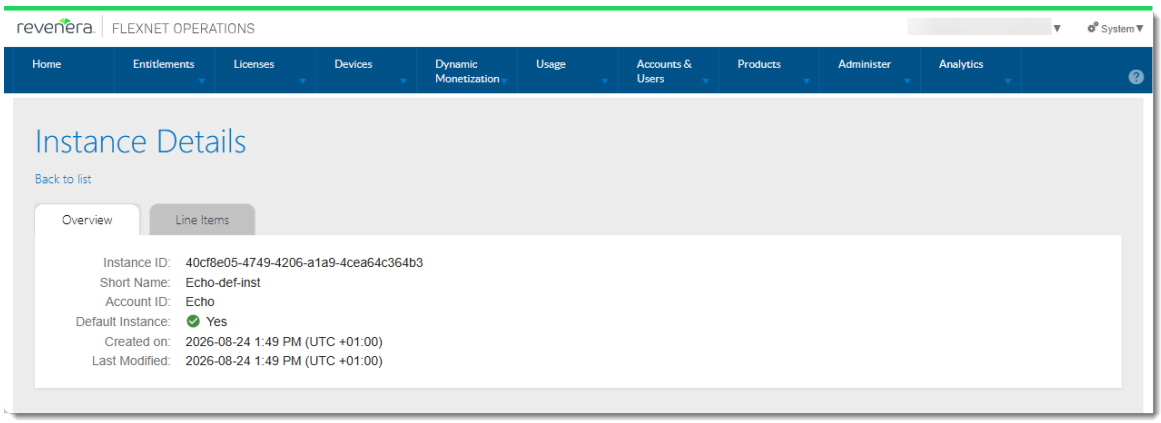


Figure 4: Example of the **Instance Details** screen with the **Overview** tab.

To view all Elastic Access line items belonging to the customer account, open the **Line Items** tab.

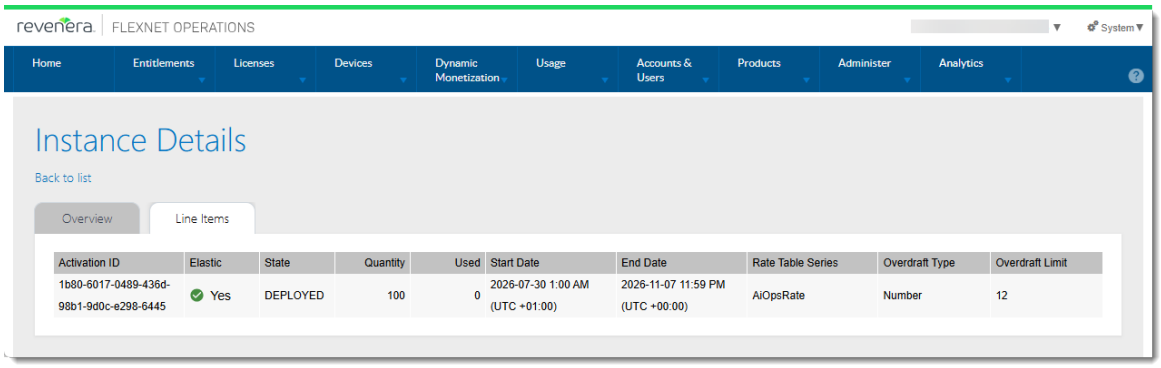


Figure 5: Example of the **Instance Details** screen with the **Line Items** tab.

The information shown on the **Line Items** tab in the Producer Portal corresponds to what end users see for their instance in the End-User Portal (see End-User Portal UI for Dynamic Monetization).

End-User Portal UI for Dynamic Monetization

In the **Activation & Entitlements** menu, a new **Token Entitlements** page is available in the End-User Portal, where end users can check the Elastic Access line items available to them and associated usage data.

Note ▪ *To make the **Token Entitlements** page available to end users, producers must add the **View Instances** permission to the appropriate End-User Portal roles. If the permission is not granted, the **Token Entitlements** page is not displayed.*

Specifically, the **Token Entitlements** page enables end users to:

- View line items associated with their entitlements
- View usage information, including:
  - **Quantity** (purchased tokens)
  - **Used** (consumed tokens)

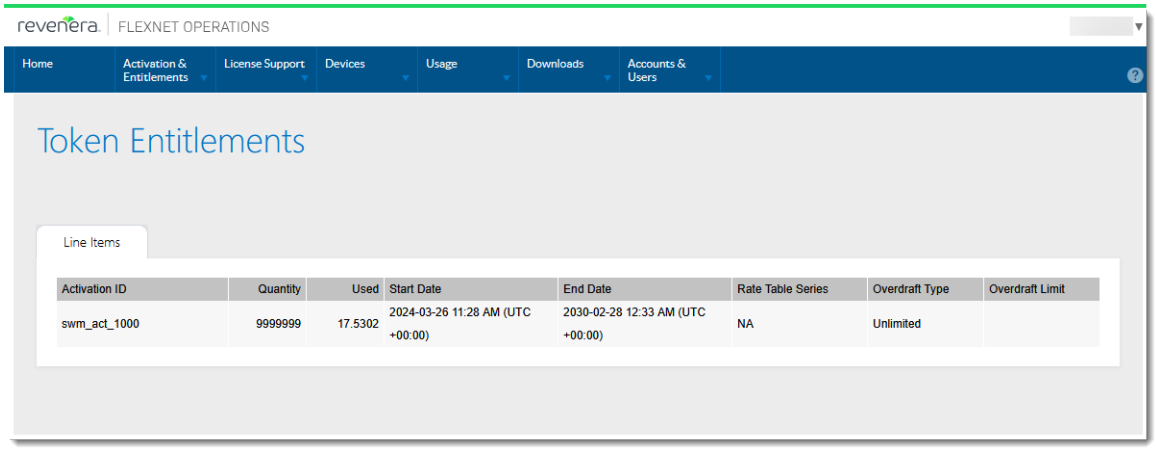


Figure 6: Example of the **Token Entitlements** screen.

Availability and Integration

Dynamic Monetization is available as a purchasable module. When enabled, it provides full Dynamic Monetization functionality along with a user interface (UI) for managing rate tables, instances, and related data.

- **Producers using FlexNet Operations**—The UI is available directly within the Producer Portal and does not require additional setup.
- **Producers using a custom back office**—The Dynamic Monetization UI is provided as NPM packages, which can be integrated into a custom application. For access to the packages and integration documentation, contact Revenera Support.

  The UI interacts with the Dynamic Monetization APIs to display and manage data. This allows producers to offer the same rate table and instances functionality without using FlexNet Operations.

Tip ▪ *For more information about Dynamic Monetization, see the Dynamic Monetization Documentation.*

Revenera MCP Server for FlexNet Operations

Beginning July 2026, FlexNet Operations includes the Revenera MCP Server, enabling AI agents such as Microsoft Copilot, Amazon Q, and Claude to securely access and query FlexNet Operations Analytics data using natural-language prompts. Instead of navigating dashboards, building custom reports, or writing queries, users can ask questions in everyday language and receive answers based on their FlexNet Operations analytics data.

Revenera MCP Server provides read-only access to Analytics data through the Data Access API while continuing to enforce existing roles, permissions, and environment boundaries.

Example Use Cases

With an AI agent connected to Revenera MCP Server, users can ask questions such as:

- "Which customers showed the largest increase in product usage this month?"
- "List entitlements for Product X that expire in the next 30 days."
- "Identify customers with declining usage over the last quarter."

The AI agent translates the user's intent into the appropriate data queries and returns the results in a consumable format, without requiring knowledge of report names, API fields, or query syntax.

Benefits

- Query FlexNet Operations Analytics data using natural-language questions.
- Connect AI agents through a standard Model Context Protocol (MCP) interface.
- Gain faster access to licensing, entitlement, account, device, and usage insights.
- Maintain security through existing FlexNet Operations authentication, roles, and permissions.
- Configure supported AI agents, including Microsoft Copilot, Amazon Q, and Claude.

For information about supported AI agents, configuration, authentication, and best practices, see the FlexNet Operations Revenera MCP Server User Guide on the Revenera Product Documentation site.

Analytics Platform Transition

Revenera has transitioned 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.

Resolved Issues

The following issues have been resolved in the new Analytics platform.

- **Duplicate records**—Previously, duplicate records could appear in the Entitlement Line Item Summary of the Entitlements report, resulting in the same data being shown more than once. This has now been resolved.
- **Unique bookmark names**—In the Analytics Dashboard, public bookmark view names are now required to be unique across users. Multiple users can no longer save public views with the same name (under **Bookmark** > **Save Current View**).
- **"Resources Exceeded" error when loading report**—Reports run against a large volume of data no longer fail with a "Resources Exceeded" error.

- **Export to Excel or CSV**—Users can now export reports to Excel or CSV for larger datasets. The previous 1.5 MB system limit, which could prevent exporting the full dataset in a single file, has been increased to 200 MB.

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

UAT Availability

Analytics functionality is now available in User Acceptance Testing (UAT) environments for FlexNet Operations.

However, Analytics data in UAT is not refreshed regularly. The most recent data refresh occurred around March 2026. As a result, while all customers can access Analytics functionality in UAT, the data may be outdated.

Customers who require up-to-date Analytics data in UAT must request full UAT Analytics access by contacting their customer representative.

Features and Enhancements

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

- Features and Enhancements in 2026.11
- Features and Enhancements in 2026.10
- Features and Enhancements in 2026.09
- Features and Enhancements in 2026.08
- Features and Enhancements in 2026.07
- Features and Enhancements in 2026.06
- Features and Enhancements in 2026.05
- 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 2026.11

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.11 release:

- Data Analytics Enhancements in 2026.11
- Entitlement Management Enhancements in 2026.11
- SOAP and REST Web Services Enhancements in 2026.11

- User Experience Enhancements in 2026.11

Data Analytics Enhancements in 2026.11

The following enhancements were made to the Analytics functionality in 2026.11.

- Improved Analytics Reporting for Bulk Entitlements
- Track Product-to-Device Associations Over Time

Improved Analytics Reporting for Bulk Entitlements

Analytics reporting for bulk entitlements has been enhanced to provide greater visibility into Web Register Key usage. Reports can now include **Available Quantity** and **Activated Quantity**, enabling you to see how many Web Register Keys are available for a bulk entitlement and how many have been activated. In addition, you can now choose to include bulk entitlements with no activated Web Register Keys in reports.

This enhancement provides a more complete view of your bulk entitlements, including quantities that are available but not yet activated.

Track Product-to-Device Associations Over Time

The Snowflake data share now includes the `ADDON_CREATE_DATE` field in the Device data set, recording when an add-on product was added to a device. This enables reporting on product-to-device associations over time, including identifying the first device to which a product was added for each account. The field is available to all customers using the Snowflake data share.

Entitlement Management Enhancements in 2026.11

The following enhancements to entitlement management were added in the 2026.11 release.

- Increased Line-Item Limit for Bulk Upgrades with Auto Fulfillment
- Auto Fulfillment for Bulk Upgrades of Selected Accounts

Increased Line-Item Limit for Bulk Upgrades with Auto Fulfillment

(Case 05097518)

In FlexNet Operations, bulk upgrade jobs with auto fulfillment can now process up to 10,000 line items in a single job. Previously, jobs with auto fulfillment were limited to 6,000 line items, requiring larger requests to be split across multiple batches. This increase enables higher-volume upgrades in a single operation, reducing manual batching and administrative overhead.

Auto Fulfillment for Bulk Upgrades of Selected Accounts

(Case 05097518)

Upgrade jobs now support **Auto Fulfillment** when a subset of accounts or entitlements is selected, removing the previous requirement to process all accounts in a single operation. This enhancement allows large upgrade deployments to be divided into manageable batches while retaining automated fulfillment. This helps organizations with high entitlement volumes avoid processing limitations and reduces manual effort during upgrade execution.

SOAP and REST Web Services Enhancements in 2026.11

The following enhancements were added to the SOAP and REST Web Services module in the 2026.11 release.

- License Model Custom Attributes Returned in getLicenseModelIdentifiers Response
- Retain Entitlement Custom Attributes When Moving Device
- Partner Tier Information Added to Entitlement Data Access API Responses

License Model Custom Attributes Returned in getLicenseModelIdentifiers Response

(Case 03488679)

When calling the `getLicenseModelIdentifiers` operation in ProductPackagingService version 4, the response now includes license model custom attributes configured with the **Specify Value Now** option during license model creation (as shown below).

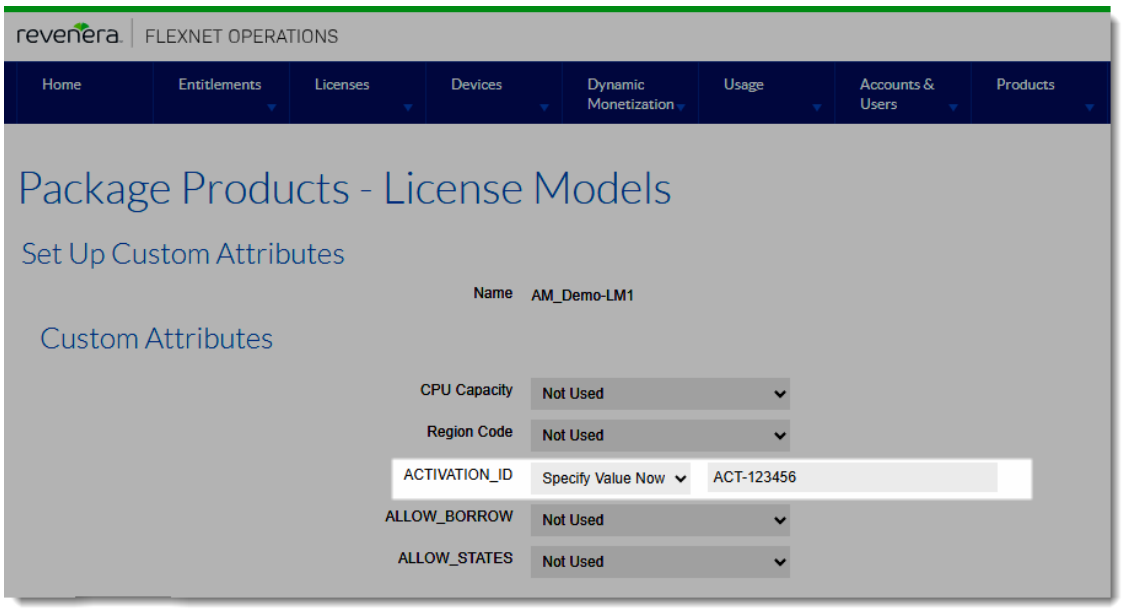


Figure 7: Configuring a custom attribute with the **Specify Value Now** option on the **Package Products | License Models - Set Up Custom Attributes** page.

Previously, these model-time custom attributes were omitted from the API response, requiring separate API calls to retrieve the complete license model configuration. Returning these attributes directly reduces client-side processing overhead and simplifies integration workflows.

Sample Response for getLicenseModelIdentifiers

The following section shows sample code for a getModelIdentifiersResponse:

```
<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>
      <getModelIdentifiersResponse xmlns="urn:v4.webservices.operations.flexnet.com">
         <statusInfo>
            <status>SUCCESS</status>
         </statusInfo>
         <responseData>
            <licenseModel>
               <licenseModelIdentifier>
                  <uniqueId>HID-13</uniqueId>
                  <primaryKeys>
                     <name>TestLicenseModel</name>
                  </primaryKeys>
               </licenseModelIdentifier>
               <licenseTechnology>
                  <uniqueId>HID-1</uniqueId>
                  <primaryKeys>
                  <name>FlexNet Licensing</name>
                  </primaryKeys>
               </licenseTechnology>
               <attributeDetails>
                  <needServerId>false</needServerId>
                  <needNodeLockId>false</needNodeLockId>
                  <needCount>false</needCount>
                  <needOverdraftCount>false</needOverdraftCount>
                  <isCounted>true</isCounted>
                  <modelType>EMBEDDED</modelType>
                  <expiration>NONE</expiration>
                  <gracePeriodDays>NOT_USED</gracePeriodDays>
                  <customAttributes>
                     <attribute>
                        <attributeName>testcustom</attributeName>
                        <booleanValue>true</booleanValue>
                     </attribute>
                     <attribute>
                        <attributeName>testcustom00001</attributeName>
                        <integerValue>2345</integerValue>
                     </attribute>
                     <attribute>
                        <attributeName>testcustom00002</attributeName>
                     </attribute>
                     <attribute>
                        <attributeName>testcustom00003</attributeName>
                        <stringValue>a</stringValue>
                     </attribute>
                     <attribute>
                        <attributeName>testcustom00004</attributeName>
                        <arrayValue>ab</arrayValue>
                        <arrayValue>abc</arrayValue>
                     </attribute>
                     <attribute>
```

```
                        <attributeName>testcustom00005</attributeName>
                        <dateValue>2026-09-15</dateValue>
                     </attribute>
                     <attribute>
                        <attributeName>testcustom01</attributeName>
                        <booleanValue>false</booleanValue>
                     </attribute>
                  </customAttributes>
               </attributeDetails>
            </licenseModel>
         </responseData>
      </getModelIdentifiersResponse>
   </soapenv:Body>
</soapenv:Envelope>
```



Note ▪ *For detailed information about the changes made to the `modelTypes.xsd` file, see the Change Log for 2026.11.*

Key Details

- **Availability**: Available in ProductPackagingService version 4 (`ProductPackagingService?wsdl`).
- **Backward compatibility**: Earlier service versions (v1–v3) remain unchanged to preserve existing integration behaviors.
- **Scope**: Applies to custom attributes configured using **Specify Value Now**; system-managed attributes not intended for customer consumption continue to be excluded.
- **Configuration**: This enhancement is configuration-driven and can be enabled or disabled based on organizational requirements.

Retain Entitlement Custom Attributes When Moving Device

(Case 02760203)

When moving a device from one account to another using either the Producer Portal UI or the `moveDevice` web service operation, entitlement custom attribute values configured on the source entitlement are now automatically copied to the newly created target entitlement. This ensures that organizational custom metadata and tracking attributes are preserved seamlessly across account transfers without requiring manual re-entry or separate attribute updates.

This enhancement applies to all supported versions of the ManageDeviceService SOAP web service.



Note ▪ *For detailed information about the changes made to the `manageDeviceTypes.xsd` file, see the Change Log for 2026.11.*

Partner Tier Information Added to Entitlement Data Access API Responses

The Data Access API (DAPI) has been enhanced to expose partner-tier account information through the new `ChannelPartnerTiers` field. The response includes **Account ID** and **Account Name** for standard and configured partner tiers, such as Reseller and End Customer, improving support for downstream reporting and auditing.

User Experience Enhancements in 2026.11

The following user experience enhancement was added in the 2026.11 release:

Contextual Help Link Added to Fulfillment History Page

(Case 04967783)

A contextual **Help** icon is now available next to the **Action** column header on the **Fulfillment History** page in the Producer Portal:

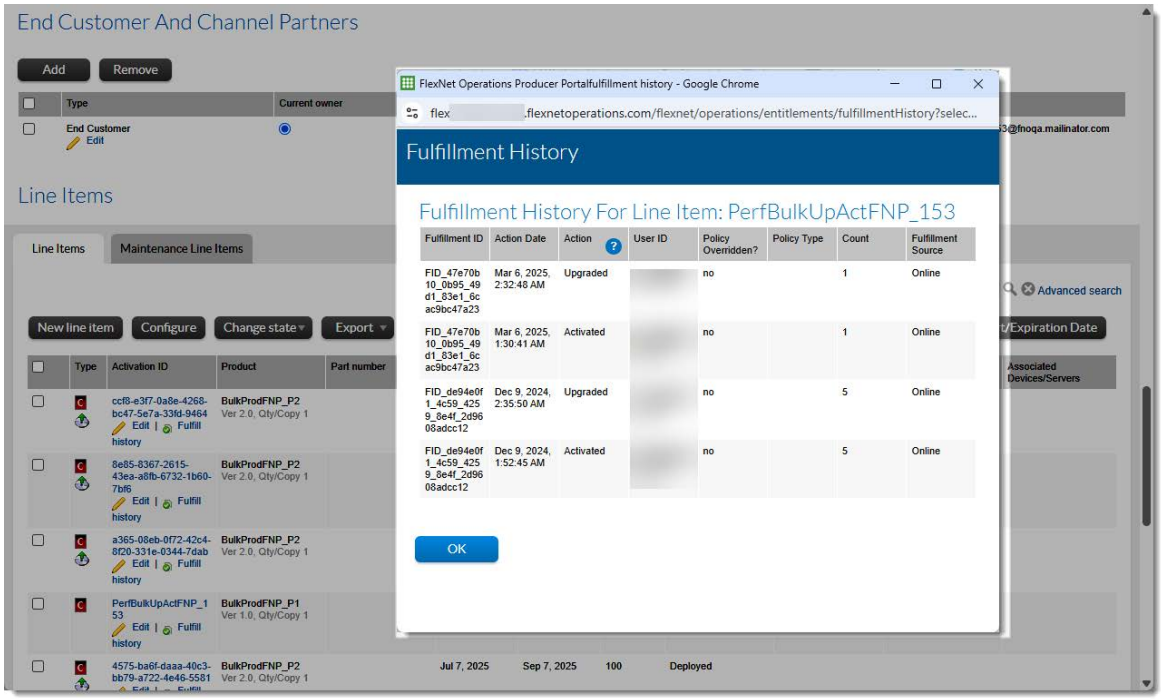


Figure 8: Contextual Help icon adjacent to the **Action** column on the **Fulfillment History** page

Clicking this icon opens the relevant User Guide topic in a new browser tab, giving users immediate definitions and guidance for recorded fulfillment actions—such as ACTIVATED, REHOSTED, REINSTALLED, and REINSTALL REQUESTED—directly from the interface.

Features and Enhancements in 2026.10

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.10 release:

- Account and User Management Enhancements in 2026.10
- Entitlement Management Enhancements in 2026.10

Account and User Management Enhancements in 2026.10

The following enhancement for the management of accounts and users was added in the 2026.10 release.

Support for Organization Names and IDs Containing Colons

(Case 02810973)

FlexNet Operations now supports organization (account) names and organization IDs that contain colon (:) characters. Previously, accounts with colons in their name or ID encountered issues when attempting to access and list downloads in the End-User Portal.

With this release, updated encoding and decoding mechanisms ensure special characters—including colons—are handled safely across server and client services without impacting portal access or integrations. Organizations no longer need to manually strip or sanitize colons from account names synced from external CRM or ERP systems.

Entitlement Management Enhancements in 2026.10

The following enhancements to entitlement management were added in the 2026.10 release.

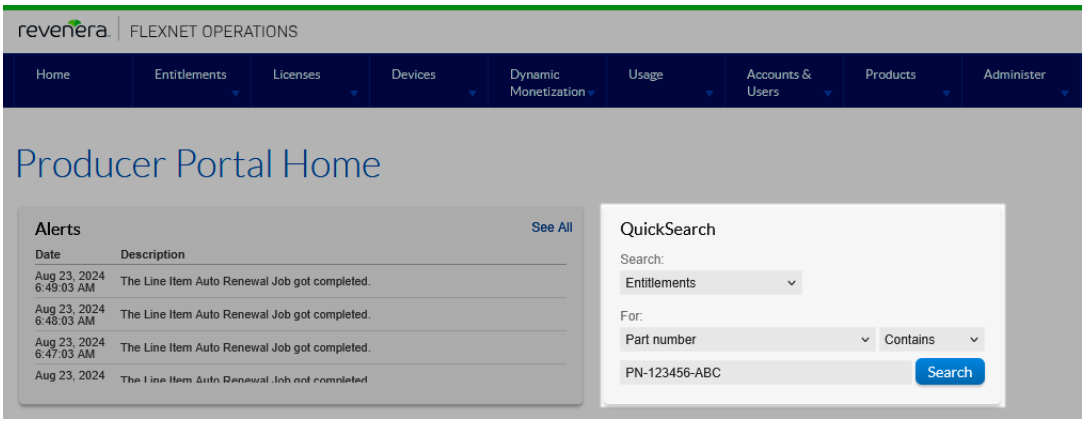
- Enhanced Entitlement Search by Associated Product Part Numbers
- Display Entitlement Line Item State on the Device Details Page
- Enhanced Visibility of Part Number Mappings for Line Items

Enhanced Entitlement Search by Associated Product Part Numbers

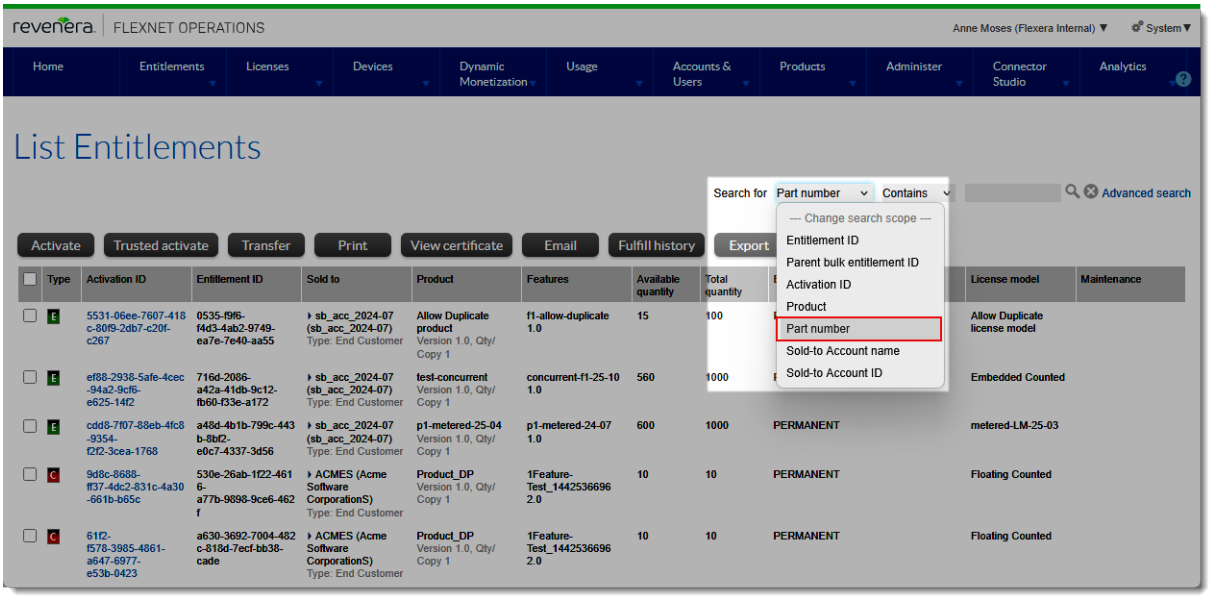
Entitlement search capabilities have been enhanced to allow administrators to search for entitlements using any associated product part number, rather than relying solely on the line item's primary top-level SKU.

Searching by a product-level part number or a part number associated with a configurable/a-la-carte product now returns all matching entitlement line items and Activation IDs across:

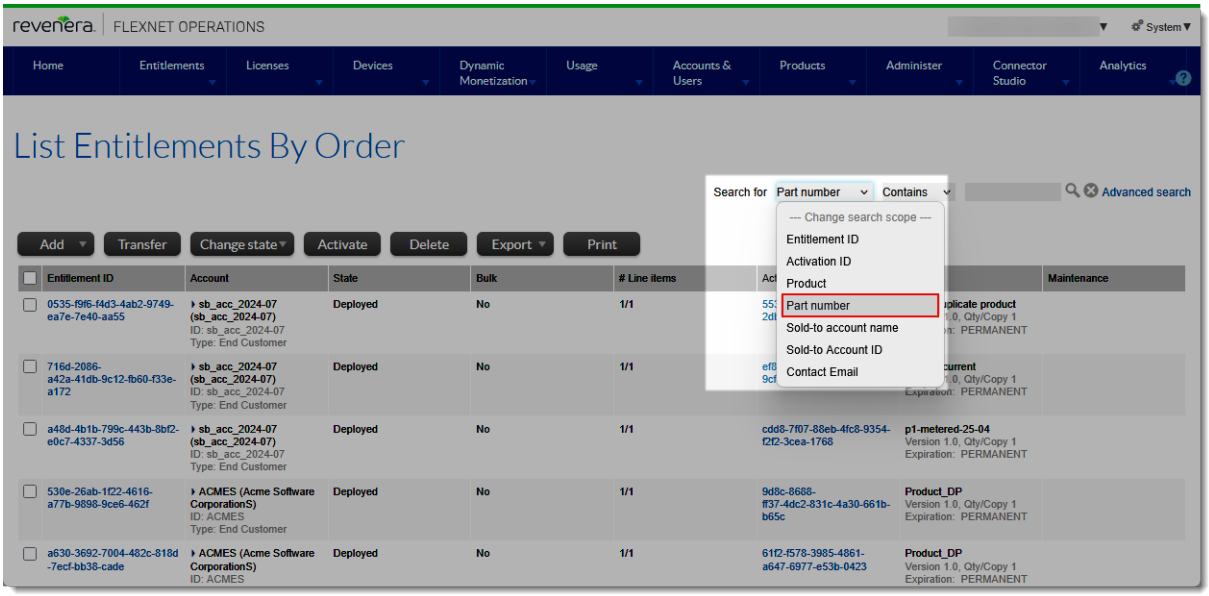
- Quick search on the **Home** page



- Entitlement search under **Entitlements** > **List Entitlements**



- Entitlement search under **Entitlements** > **List Entitlements** and **Entitlements** > **List Entitlements By Order**)



This enhancement streamlines license discovery and improves overall usability by allowing producers to quickly locate entitlements and activation IDs using a child product SKU or component part number, eliminating the need to look up parent entitlement line-item SKUs prior to searching.

Enabling New Behavior

This enhancement is disabled by default to preserve existing search behavior. Contact Revenera Support to enable this feature.

Display Entitlement Line Item State on the Device Details Page

(Case 05066031)

Previously, the **Device Details** page in the FlexNet Operations Producer Portal only displayed an Expiration Status calculated strictly from the license expiration date. When an associated entitlement line item was made inactive—such as after an upsell, downgrade, or entitlement replacement transaction—the device view continued to show the license as active until the expiration date passed.

This mismatch created ambiguity during audits, entitlement validation, order reconciliation, and operational troubleshooting, often requiring users to navigate between separate Entitlement and Device views to verify actual license validity.

To address this issue, the **Licenses** table on the **Device Details** page now includes a **Line Item State** column, giving direct visibility into the lifecycle state (such as Active or Inactive) of each associated entitlement line item alongside its expiration status.

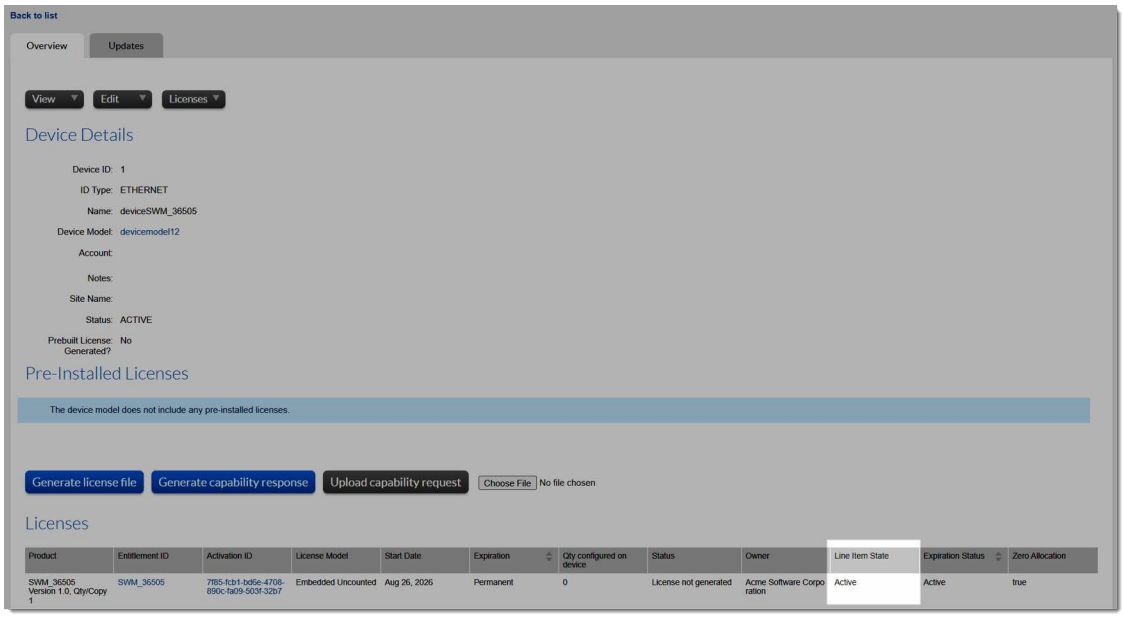


Figure 9: The **Device Details** page now includes a new column **Line Item State**.

Enhanced Visibility of Part Number Mappings for Line Items

The **Line Items** section of the **Entitle Customers To Licenses | Create an Entitlement** page can now display the part number associated with each product in a line item, rather than a single part number per line item. Products without an associated part number continue to display a blank value.

This enables licensing administrators to see all products and their associated part numbers (SKUs) in a single view, eliminating the need to click into individual records and streamlining order verification, audits, and entitlement tracking for multi-product packages.

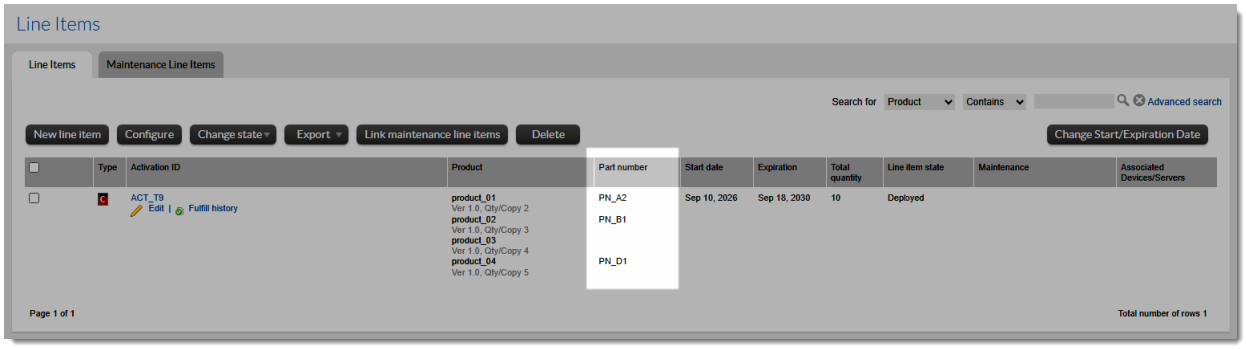


Figure 10: Create an Entitlement page showing part numbers mapped to each product in a line item.

Enabling New Behavior

This enhancement is disabled by default to maintain the current presentation of entitlement information. Contact contact Revenera Support to enable this feature.

Features and Enhancements in 2026.09

Features and enhancements were added to the following area of FlexNet Operations in the 2026.09 release:

- Account and User Management Enhancements in 2026.09
- Device Management Enhancements in 2026.09

Account and User Management Enhancements in 2026.09

The following enhancement for the management of accounts and users was added in the 2026.09 release.

Mapping Users to Multiple Accounts During Automated User Provisioning from Identity Providers

FlexNet Operations now supports group-driven, multi-account access for SCIM-provisioned users. Administrators can map IdP (Identity Provider) groups to one or more FlexNet Operations accounts, enabling users to automatically inherit access to all accounts associated with their group memberships—without any manual, per-user account assignment.

This is particularly beneficial for enterprise customers managing complex organizational structures, where a single user may need to work across multiple customer or account contexts. Account permissions from multiple group memberships are aggregated automatically, and existing group-to-role mappings continue to operate unchanged.

To use this feature, navigate to the **Configure User Synchronization** page for the Producer Portal or End-User Portal (under **Administer** > **Manage User Synchronization**) and select the new **Use multiple accounts** option. When enabled, an **Accounts** column appears in the **IdP Group to FlexNet Operations Role Mapping** table, where administrators can assign one or more accounts to each group from a dropdown menu:

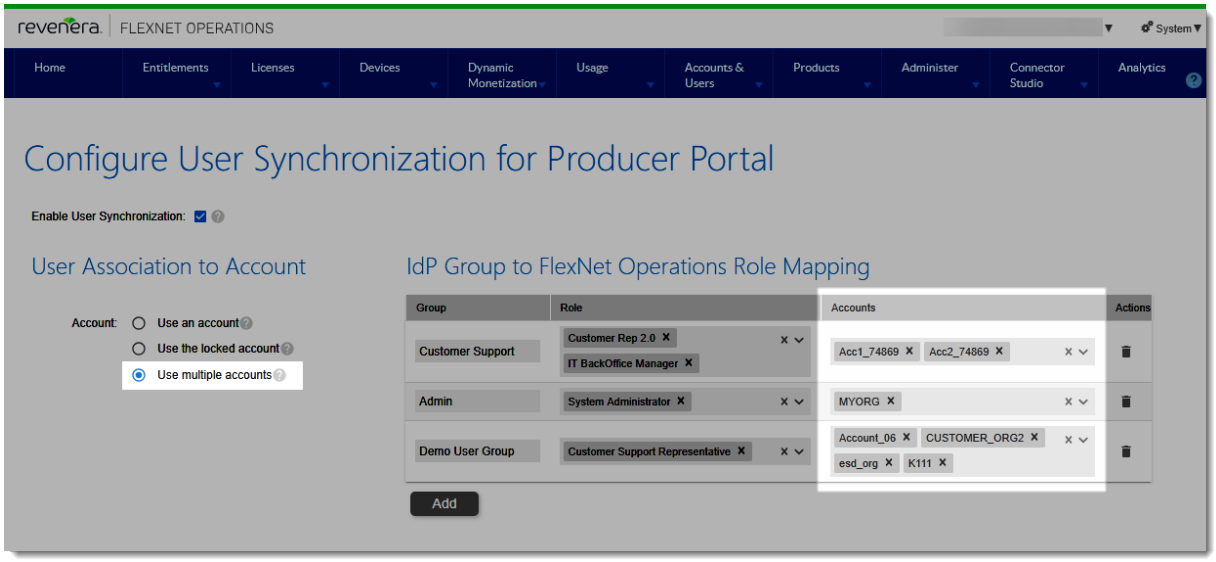


Figure 11: The **Configure User Synchronization for Producer Portal** page with the new **Use multiple accounts** option and **Accounts** column.

Device Management Enhancements in 2026.09

The following enhancements to device management were added in the 2026.09 release.

- Device Unique ID Field Label Simplified
- Account Selection Now Required When Creating a Device in the End-User Portal

Device Unique ID Field Label Simplified

(Case 05059990)

In 2026.08, the device capability response was updated to include a unique device identifier (UNIQUE_ID) field, visible in the Producer Portal under **Devices** > **View** > **View Response** and in SOAP web service responses (see Device Response Now Includes Unique Device Identifier).

In 2026.09, the label for this field has been simplified. The previous display string has been replaced with the concise label `Device Unique ID = <ID>`, as shown in the following screenshot:

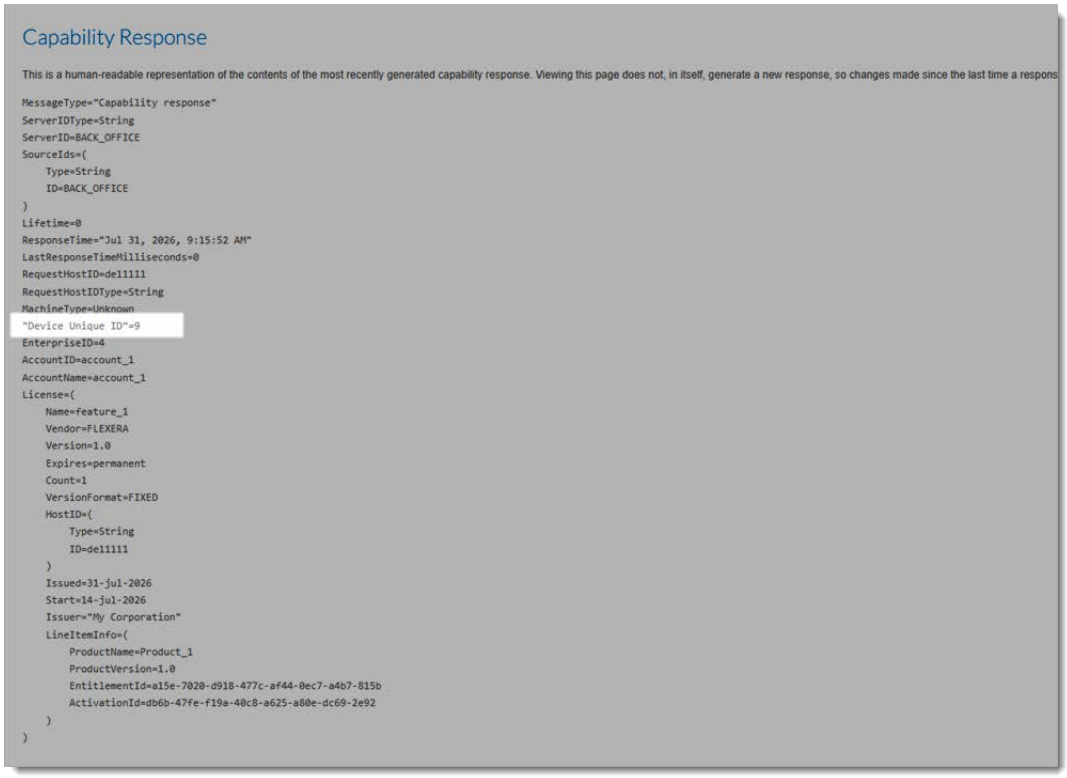


Figure 12: Example of a capability response on the **View Response** page with the simplified Unique ID field.

This change improves readability of the device response for producers reviewing device data in the Producer Portal or consuming it via SOAP web services.

Account Selection Now Required When Creating a Device in the End-User Portal

(Case 04878423)

Previously, the **Account** field on the **Device - New Device** page in the End-User Portal was automatically pre-populated, which could result in devices being inadvertently assigned to the wrong account leading to licensing, entitlement, and ownership issues.

With this release, the **Account** field is no longer auto-populated. End users are now required to explicitly select an account before a device can be created. The **Account** field is displayed blank by default and is marked as required with an asterisk (*). If a user attempts to submit the form without selecting an account, a validation error is displayed and device creation is prevented.

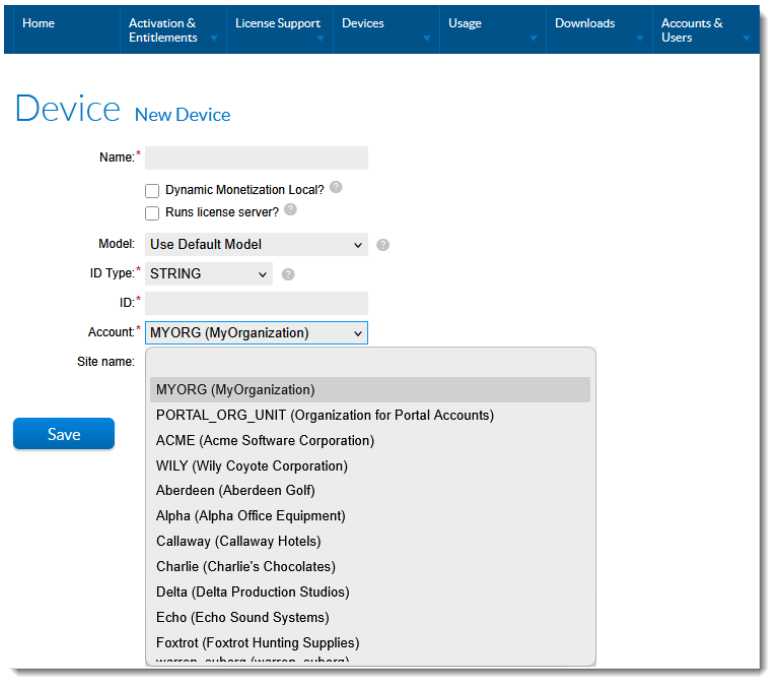


Figure 13: Example for mandatory account selection when creating a new device in the End-User Portal.

This change applies to all End-User Portal users regardless of the number of accounts they are associated with. The Producer Portal is not affected; existing device creation behavior in the Producer Portal remains unchanged.

Features and Enhancements in 2026.08

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.08 release:

- Device Management Enhancements in 2026.08
- Entitlement Management Enhancements in 2026.08
- SOAP and REST Web Services Enhancements in 2026.08
- User Experience Enhancements in 2026.08

Device Management Enhancements in 2026.08

The following enhancement to device management was added in the 2026.08 release.

Device Response Now Includes Unique Device Identifier

(Case 05059990)

The device capability response now includes a unique device identifier (`UNIQUE_ID`) field, visible in the **Producer Portal** under **Devices** > **View** > **View Response** and in SOAP web service responses.

This identifier provides a consistent, system-generated reference for each device, supporting improved device history tracking and traceability for create, update, and delete events within the Snowflake Data Warehouse.

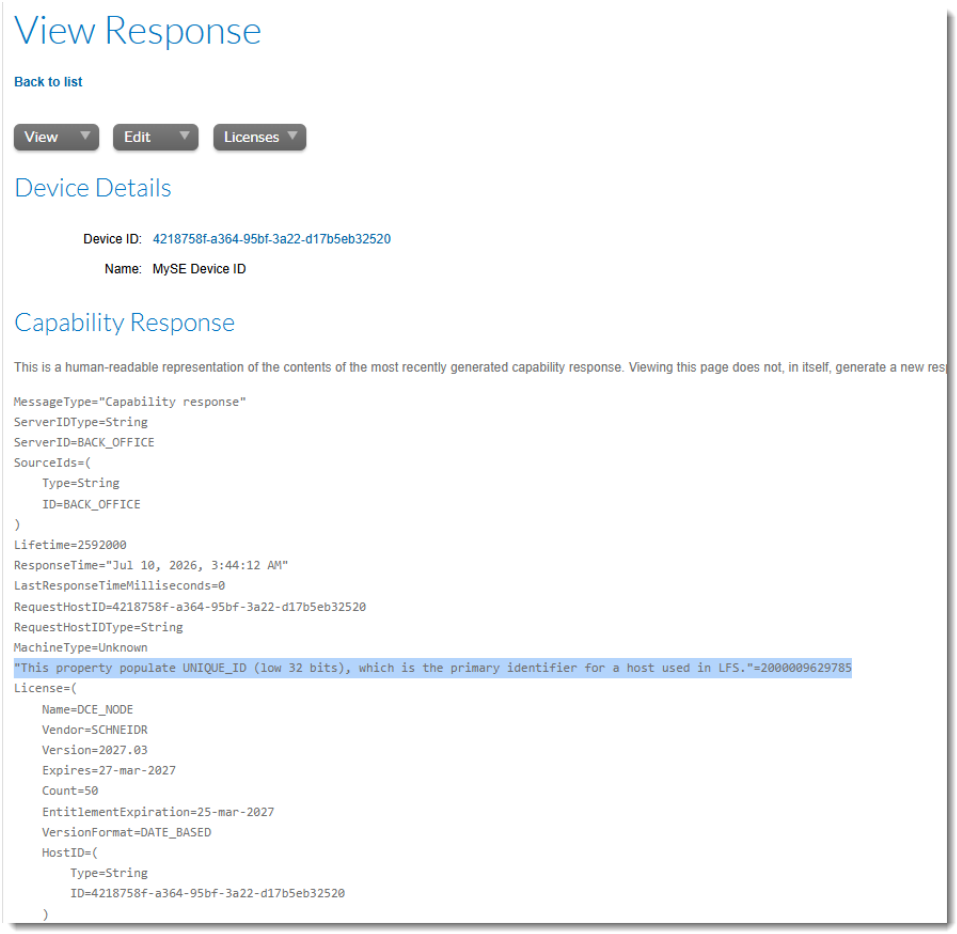


Figure 14: Example of the **View Response** page with the Unique ID field.

Note ▪ *The device identifier is an informational field only. It does not affect device functionality or require any action on your part. No existing workflows or integrations are impacted by its presence.*

Entitlement Management Enhancements in 2026.08

The following enhancement to entitlement management was added in the 2026.08 release.

Configuring Multi-Access Licensing Logic at the License Model Level

Software producers often need to support different licensing behaviors for different products or use cases within the same Cloud Licensing Server (CLS) instance or local license server. Prior to this enhancement, a CLS instance or server could use only a single licensing behavior: either conventional licensing logic or multi-access licensing logic. As a result, all features within the instance were forced

to follow the same behavior, even when customer usage patterns differed. This limitation made it difficult to support mixed consumption models and often required workarounds such as separate licensing infrastructure, additional entitlements, or changes to application design.

With this release, you can now configure the licensing behavior at the license model level. Features associated with a license model configured for multi-access licensing can coexist alongside features that continue to use conventional licensing behavior within the same CLS instance or local license server. This provides greater flexibility when designing licensing strategies for products, modules, and customer-specific workflows.

Conventional Licensing Logic vs. Multi-Access Licensing Logic

This section recaps the key differences between conventional licensing logic and multi-access licensing logic.

- **Conventional Licensing Logic**—Under conventional licensing logic, the license server follows a return-and-reacquire model. When a subsequent license request is received for the same feature, the latest request determines the resulting usage. Previous usage is effectively replaced by the most recent request.
- **Multi-Access Licensing Logic**—Under multi-access licensing logic, the license server follows a retain-and-grow model. Multiple requests for the same feature can coexist, with the license server retaining the highest license count and the longest borrow period associated with those requests. This enables multiple processes, sessions, or applications to continue using the same entitlement without interfering with one another.



Tip ▪ *For detailed information about the differences between the two licensing logics, see the Appendix "Multi-Access Licensing Logic: Behavior and Limitations" in the FlexNet Embedded Producer Guide 2026.08.*

Example Use Case

Consider an engineering organization running complex simulation software. A user needs to launch multiple simulations concurrently on the same machine using a single entitlement. Under conventional licensing logic, a subsequent license request may require an existing license usage record to be returned and then reacquired, potentially impacting running simulations. In some cases, customers addressed this limitation by issuing additional licenses.

With multi-access licensing logic enabled for the relevant license model, multiple simulations can run in parallel under the same entitlement. The license server retains usage based on the highest count and longest expiry period rather than replacing existing usage records. This allows different applications or processes to share licensing resources more effectively while reducing the need for licensing workarounds and additional administrative overhead.

Feature Allocation on a Single Device

Feature allocation is determined individually for each feature based on the licensing logic configured for the associated license model.

Therefore, a single device can simultaneously consume features that use different licensing logic. For example, within the same CLS or LLS instance, one feature can use conventional licensing logic while another uses multi-access licensing logic. Each feature's allocation is processed according to the configuration of the license model to which the feature belongs.

Multiple Features in a Single Request

When a capability request contains multiple features, the request is evaluated independently for each feature and can result in two distinct allocation paths:

- **Multi-Access Allocation Path**—The feature entitlement is allocated from the multi-access license pool, subject to available capacity.
- **Conventional Allocation Path**—If no eligible multi-access allocation is available, the feature is allocated from the conventional license pool based on applicable licensing model.

Allocation Priority For Multi-Access and Conventional Features

When the same feature and version are available under both multi-access and conventional license models, capability requests are fulfilled using the following precedence:

1. Licenses are allocated from the multi-access license pool first.
2. Once the multi-access allocation is exhausted, licenses are allocated from the conventional license pool.

Features configured for multi-access licensing are consumed first, allowing producers to take advantage of the retain-and-grow licensing model while continuing to support conventional licensing behavior where required.

Allocation Priority For Negative Requests

When the same feature and version are available under both multi-access and conventional license models, and the CLS instance or license server receive a negative capability request, features associated with a license model with conventional logic are returned first.

Features with multi-access licensing logic can only have their count reduced by a negative request, or when the feature expires.

Configuring the Licensing Logic

This release introduces a new **Multi-Access Licensing: Allow duplicate client checkouts?** option for embedded counted license models. Available on the **Create a License Model** page (**Administer** > **License Models**), this option enables producers to control licensing behavior at the license-model level.

The option appears only when **Type of license model** is set to **Embedded** and **Counted** is set to **Yes**.

- **No**—Uses **conventional licensing logic** (default).
- **Yes**—Uses **multi-access licensing logic**.

The licensing behavior applied to a feature is determined by both the instance-level `licensing.allowDuplicateClients` policy setting and the license-model-level **Multi-Access Licensing: Allow duplicate client checkouts?** option.

The following combinations of instance-level and license-model-level settings can be used to implement different licensing strategies.

Desired Outcome	licensing.allowDuplicateClients	Multi-Access Licensing: Allow duplicate client checkouts?
Use **conventional licensing behavior** for all features in the CLS instance or local license server	`false` (default)	**No** (default) for all license models
Use **multi-access licensing behavior** for all features in the CLS instance or local license server	`true`	**Yes** for all license models
Use **multi-access licensing behavior** for some features and **conventional licensing behavior** for others	`true`	Configure **Yes** for license models that should use multi-access licensing behavior and **No** for license models that should use conventional licensing behavior.



Note ▪ *The existing instance-level `licensing.allowDuplicateClients` policy acts as an enablement switch for the new license-model-level configuration. When `licensing.allowDuplicateClients` is set to `false`, all features use conventional licensing behavior regardless of the setting configured in individual license models. When `licensing.allowDuplicateClients` is set to `true`, the **Multi-Access Licensing: Allow duplicate client checkouts?** setting in each license model determines whether the associated features use conventional or multi-access licensing behavior.*

*To take advantage of the new license-model-level configuration, set **licensing.allowDuplicateClients** to `true` at the instance level and configure the desired licensing behavior in each license model.*

Controlling Visibility of the Multi-Access Licensing Option

Visibility of the **Multi-Access Licensing** option on the **Create a License Model** page is controlled by the **Enable multi-access licensing** configuration option (under **System** > **Configure** > **FlexNet Operations** > **Embedded Device Settings**). By default, the configuration option is unselected, that is, the **Multi-Access Licensing** option is hidden.

Visibility Through the Features API

The **/features** API now includes an `allowDuplicateClients` field that identifies the licensing behavior associated with each feature:

- `true`—Indicates multi-access licensing behavior.
- `false`—Indicates conventional licensing behavior.

Implications of Updating This Option After Deployment

If the **Multi-Access Licensing** option is modified after a license model has been deployed, the updated configuration is propagated to downstream systems. The license server is notified of the change, and subsequent license and capability responses reflect the new behavior. Existing borrowed licenses are not modified; they continue to operate under the original settings until they are returned or expire. Over time, as active sessions end or borrowed licenses expire, the system gradually transitions to the updated configuration, ensuring that all future requests follow the revised licensing behavior.

Summary and Key Benefits

- Configure licensing behavior at the license-model level, allowing conventional licensing logic and multi-access licensing logic to coexist within the same CLS instance or local license server.
- Use the new **Multi-Access Licensing** option when creating an embedded counted license model to select the desired licensing behavior.
- Support mixed licensing strategies within a single CLS instance or local license server, allowing some features to use conventional licensing logic and others to use multi-access licensing logic.
- Enable concurrent usage scenarios where multiple processes or applications need to consume licenses under the same entitlement.
- Reduce the need for separate infrastructure, additional entitlements, or client-side changes to support different customer consumption models.
- Continue using existing capability request formats without application changes.
- Identify the licensing behavior associated with a feature through the new `allowDuplicateClients` field returned by the **/features** API.

SOAP and REST Web Services Enhancements in 2026.08

The following enhancement was added to the SOAP and REST Web Services module in the 2026.08 release.

Data Access API: Consolidated Requester Limits Column in Usage Report

(Case 04527943)

The **requesterLimit** and **requesterLimitUsed** columns have been removed from the **usage** report in the Data Access API and replaced by a single **requesterLimits** column.

The **requesterLimits** column is populated only for Elastic Access. If a consumption limit is defined, it reports the unique identifier of the requester limit that was applied and the number of tokens consumed during the current consumption period. The period is configured differently for line items and instances; refer to the Dynamic Monetization configuration APIs for clarification.

Example:

```
"requesterLimits": {
  "instanceRequesterLimit": {
    "id": "autoTracked",
    "used": 70
  }
}
```

If you have queries or integrations that reference the **requesterLimit** or **requesterLimitUsed** columns in the **usage** report, you must update them to use the new **requesterLimits** column.

User Experience Enhancements in 2026.08

The following user experience enhancements were added in the 2026.08 release:

- Device Quick Search on the End-User Portal Home Page
- Tooltip Support for Custom Attributes When Creating Entitlements

Device Quick Search on the End-User Portal Home Page

(Case 04878420)

The **Quick Search** widget on the End-User Portal home page (introduced in 2026.07, see Quick Search for Entitlements in End-User Portal) now also includes devices as a search option, enabling end users to find device records directly from the home page without navigating to the **Devices** page first.

Using the **Quick Search** widget, users can search for devices using any of the following criteria:

- Device Name
- Device ID
- Account Name
- Account ID
- Entitlement ID
- Activation ID
- Product Name

Search results open the **Devices** page listing matching devices directly.

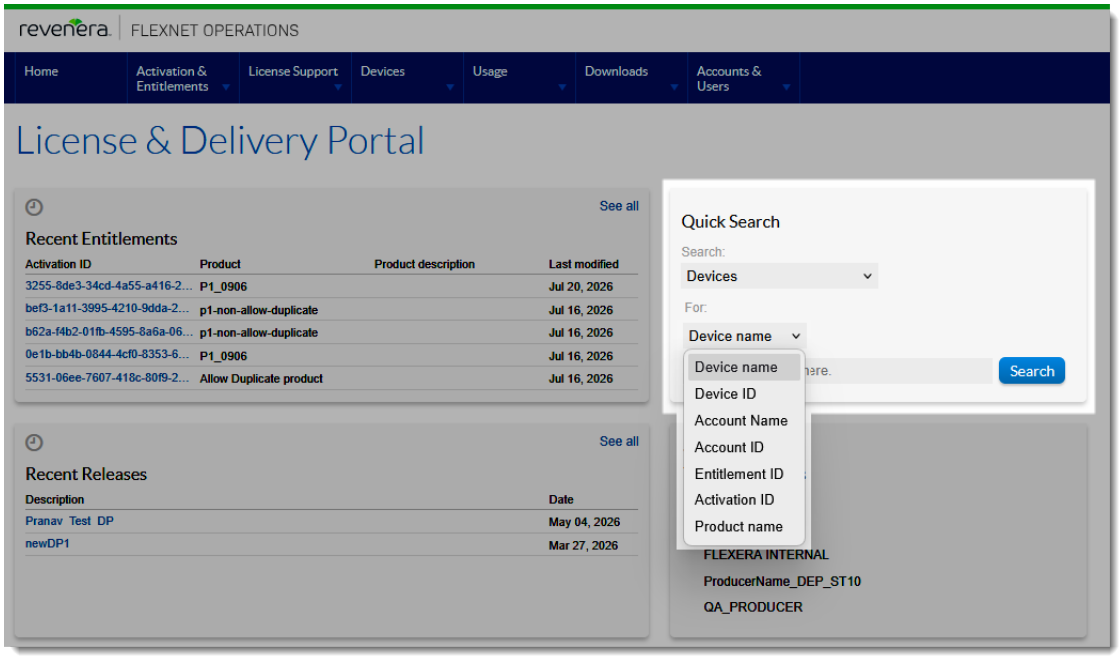


Figure 15: The **Quick Search** tile with the **Devices** option for quickly locating devices that match specified search criteria.

Configuration and Access Control

Visibility of the **Devices** option in the **Quick Search** widget is controlled by a combination of system configuration and user permission. Both conditions must be met for the option to appear. If either condition is not met, the **Devices** option is not displayed; no error message is shown to the user.

- The system configuration **Hide Devices menu** (under **System** > **Configure** > **End-User Portal Setup** > **Portal Navigation**) must be unselected.
- The logged-in user must have the **View Devices** permission (listed on the **Edit Role** page under **Account Permissions - End-User Portal**).

The **Quick Search** widget itself is displayed only when at least one search option—**Entitlements** or **Devices**—is available to the logged-in user. For the conditions that control visibility of the **Entitlements** option, see Quick Search for Entitlements in End-User Portal.

Tooltip Support for Custom Attributes When Creating Entitlements

(Case 04861406)

You can now add tooltip help text to custom attributes on the **Entitlement** page, making it easier for users to understand the purpose and expected values of each field.

What's New

When creating or editing an entitlement-type custom attribute, a new **Tooltip Text** field is available.

Any text you enter here is displayed as a help icon next to the attribute label on the **Entitle Customers to Licenses | Create an Entitlement** page. Hovering over the icon shows the configured tooltip text—the same behavior as the existing **Description** field.

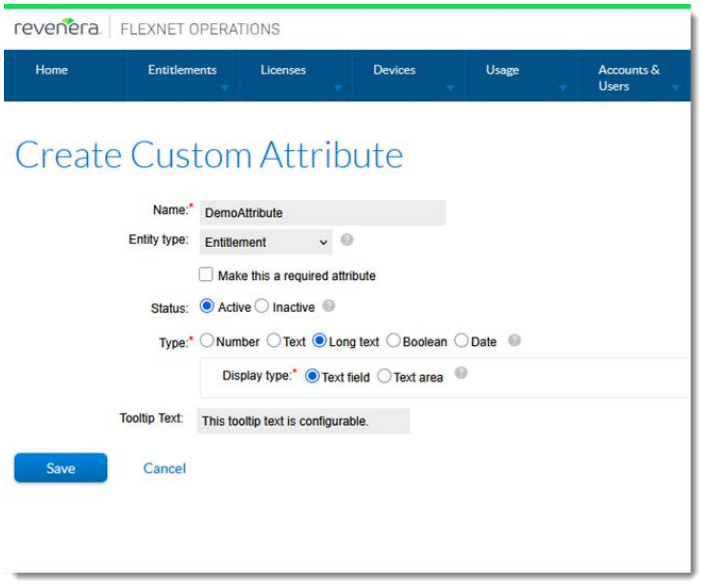


Figure 16: The **Tooltip Text** field on the **Create Custom Attribute** page.

Key Details

- Tooltip text can be added during custom attribute creation and edited afterwards.
- Maximum tooltip length: 500 characters
- Tooltip text supports plain text only.
- The help icon only appears for attributes that have tooltip text configured.
- Existing custom attributes are unaffected—if no tooltip text is defined, the attribute is displayed as before.
- This enhancement applies to entitlement-type custom attributes only.

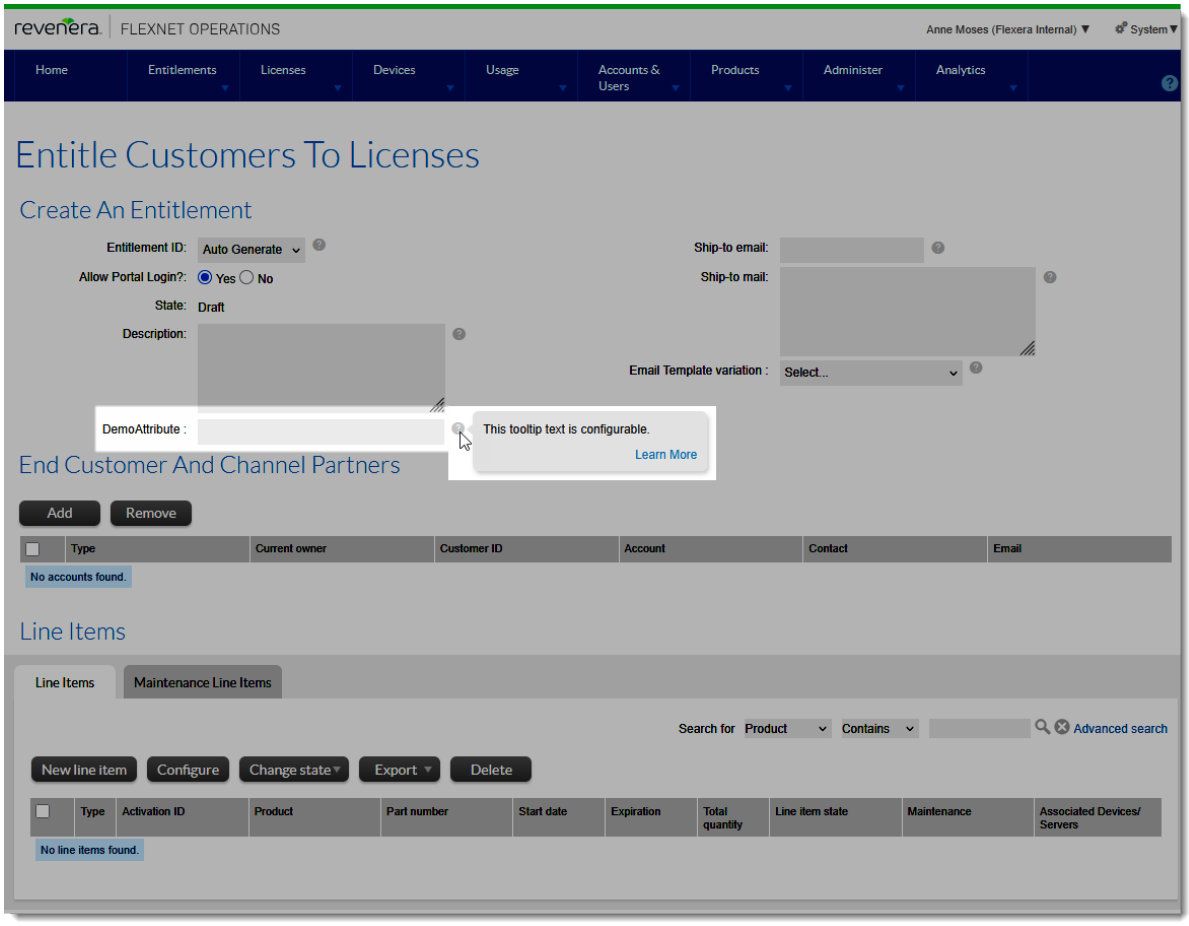


Figure 17: Hovering over the Help icon displays the configured tooltip text for the custom attribute.

Features and Enhancements in 2026.07

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.07 release:

- Data Analytics Enhancements in 2026.07
- Documentation Enhancements in 2026.07
- Entitlement Management Enhancements in 2026.07
- SOAP and REST Web Services Enhancements in 2026.07
- User Experience Enhancements in 2026.07

Data Analytics Enhancements in 2026.07

The following enhancement was made to the Analytics functionality in 2026.07.

Transaction History Reports Now Available in Analytics

A new **Transaction History** menu is now available under **Analytics**. Transaction History provides a complete, transaction-level audit trail for key entities, giving you full visibility into lifecycle changes without requiring backend access or manual investigation.

Key Entities in Transaction History

Reports are available for the following key entities:

- **Devices**—grouped into device history and device activation history, see Devices Transaction History
- **Entitlements**—see Entitlements Transaction History
- **Line items**—see Line Items Transaction History

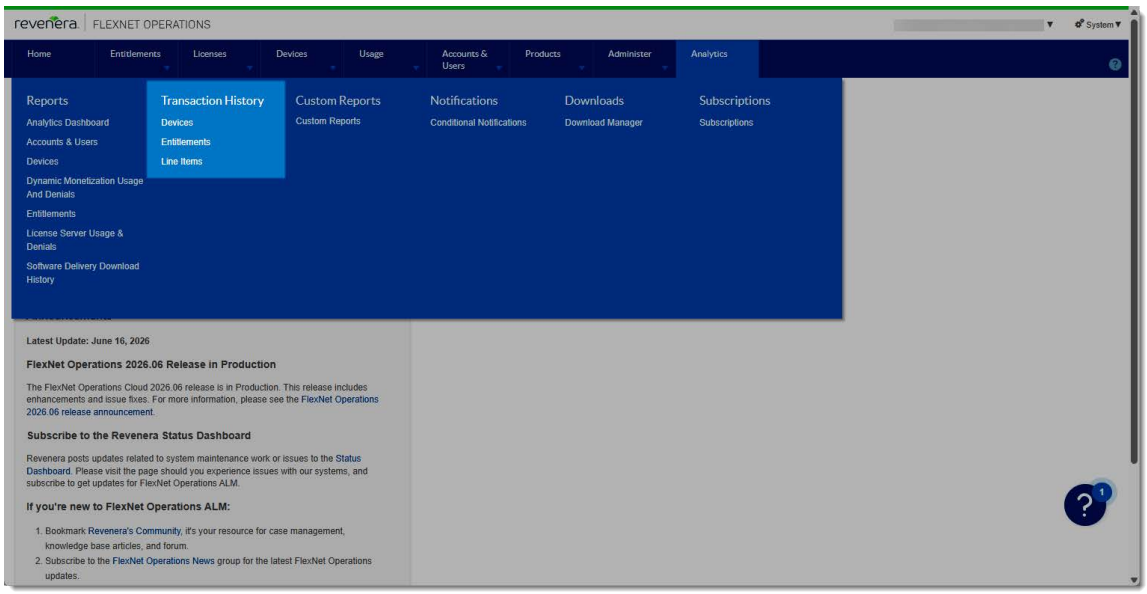


Figure 18: The new **Transaction History** option available from the **Analytics** menu.

Key Capabilities

Filter reports using the available filter options to narrow results by date range, transaction type, and other criteria.

- Export report data in CSV format.
- Subscribe to reports for scheduled delivery.
- Bookmark reports for quick access.

Availability Across Analytics Channels (DataShare, Data Access API, FlexNet Operations Analytics)

These capabilities are surfaced consistently across Snowflake DataShare, Data Access API, and FlexNet Operations Analytics, enabling multiple consumption patterns.

- FlexNet Operations Analytics enables filterable, exportable reports for auditing and operational investigation (for example, tracking entitlement changes over a defined time range).
- Data Access API provides paginated, filter-driven endpoints for retrieving entitlement transactions programmatically, supporting automation scenarios such as entitlement reconciliation and compliance checks.
- DataShare enables bulk access to entitlement history data in a Snowflake DB / DWH for large-scale analysis, joins with usage/device datasets, and integration into enterprise reporting systems.

This ensures producers can use entitlement history both for day-to-day investigation and downstream analytics/automation workflows without fragmentation.

Guard Rails

To ensure optimal performance and prevent large, unbounded queries, transaction history reports enforce the following constraints.

- **Data Access API**
  - A date range filter is optional for transaction history queries.
  - If no date range is specified, the query defaults to the most recent 1 day of data.
  - The maximum date range that can be requested in a single query is 365 days.
  - ITD data (“Inception-to-Date”; since availability in Data Warehouse) is available through the Data Access API for Transaction History reports.
  - Pagination metadata is included in API responses to support retrieval of large datasets.
  - The default page size is 500 records.
  - The maximum number of records that can be returned per page is 2,500 records.
- **FlexNet Operations UI (Analytics)**
  - Downloads and subscriptions support up to 5 million records per request.
  - A date range filter is mandatory for all transaction history queries.

Devices Transaction History

Transaction history pertaining to Devices is delivered through two separate data sub-sets:

- Device History
- Device Activation History

Device History

Tracks lifecycle changes to devices, including creation, updates, rehosting, account transfers, and decommissioning events.

Provides visibility into:

- **Device lifecycle progression**—Understand how a device evolves over time, including how it was created, reassigned across accounts, and modified throughout its lifecycle.
- **Issue investigation**—Identify and troubleshoot device-related licensing issues such as unexpected rehosts, missing devices, or incorrect mappings to entitlements by reviewing the complete sequence of device transactions.
- **License mobility and compliance**—Gain insight into how frequently devices are reassigned or rehosted over time, which is essential for enforcing licensing policies and identifying potential misuse scenarios.
- **Audit and compliance validation**—Confirm device-to-entitlement relationships at any point in time and reconcile differences between expected and actual device usage using a complete historical record.

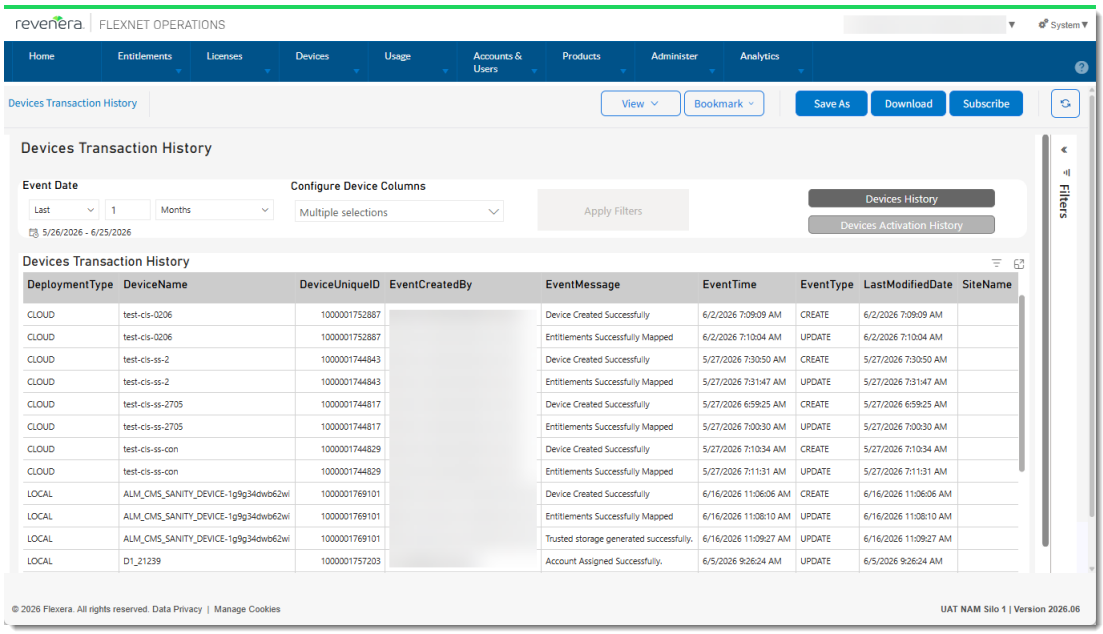


Figure 19: Example of the **Devices History** report

Device Activation History

Tracks how activations are assigned to, updated on, and removed from devices over time, including activation assignment, reassignment, and mapping events.

Provides visibility into:

- **Activation-to-device relationships**—Trace the exact relationship between devices and activations, including which entitlement-derived rights are applied to which device at any point in time, and how those relationships change.
- **Activation usage patterns**—Gain direct visibility into license consumption behavior. This allows producers to track how activations are distributed across devices, how frequently they are reassigned, and whether activation limits are being approached or exceeded.

- **Issue investigation**—Identify and troubleshoot activation-related issues such as missing licenses on a device, unexpected removals, or duplicate mappings, by exposing the full sequence of activation-device interactions rather than relying on current state alone.
- **Compliance and policy enforcement**—Validate activation usage against entitlement terms to identify issues such as excessive reassignments, unauthorized movements, or usage patterns that may indicate non-compliance.

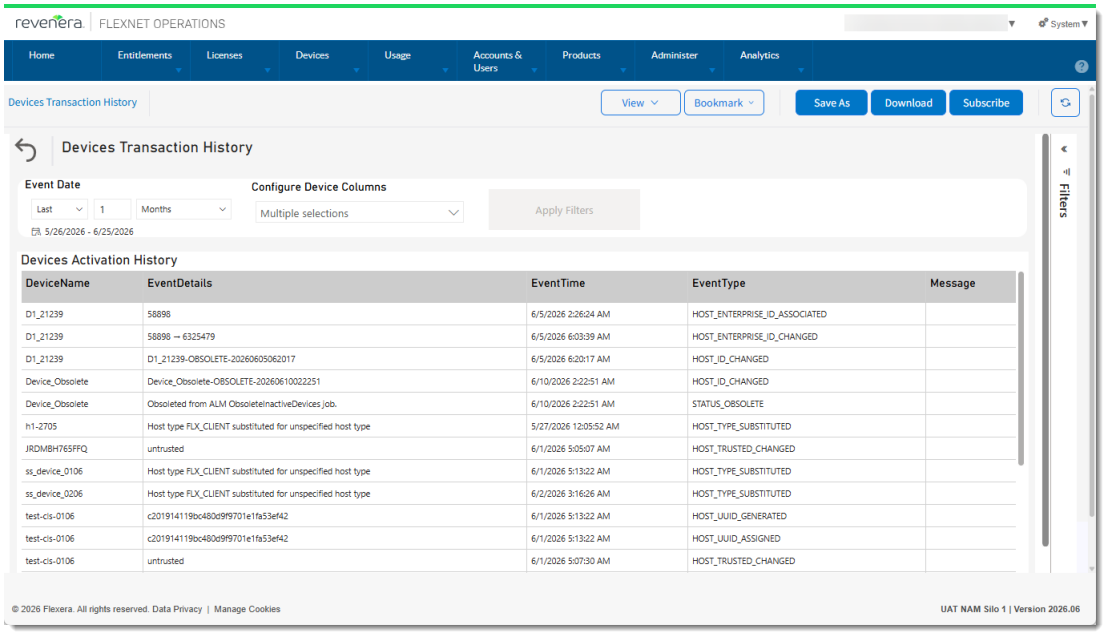


Figure 20: Example of the **Devices Transaction History** report

Entitlements Transaction History

Tracks all changes to entitlements across their lifecycle, including creation, updates, renewals, expirations, revocations, and modifications.

Provides visibility into:

- **Entitlement lifecycle changes**—See how an entitlement evolves over time, including who made changes, when those changes occurred, and which attributes were updated.
- **Audit and compliance validation**—Use historical data as a system of record to validate entitlement state at any point in time and support audits, true-ups, and regulatory reporting.
- **Issue investigation**—Identify and troubleshoot discrepancies such as incorrect quantities, unexpected expirations, or renewal mismatches by reviewing the full sequence of entitlement changes rather than only the current state.
- **Lifecycle trends and behavior**—Gain visibility into patterns such as frequent updates, renewals, or transfers, helping you understand entitlement churn, renewal timing, and how licensing changes align with your product and packaging strategy.

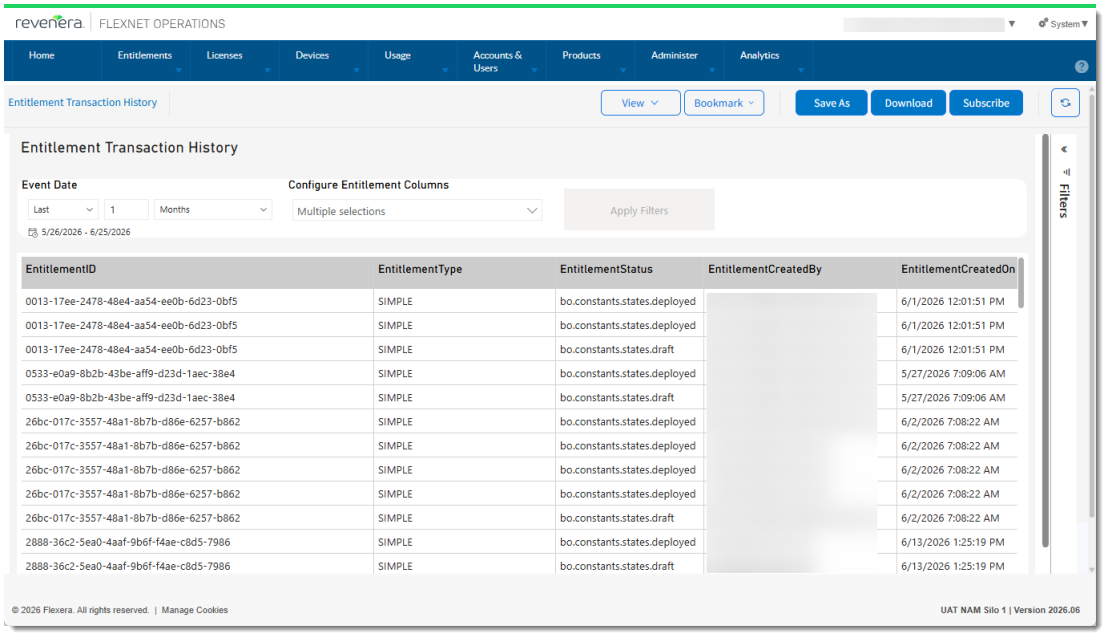


Figure 21: Example of the **Entitlement Transaction History** report

Line Items Transaction History

Tracks transaction-level changes to entitlement line items, including updates to quantities, terms, product associations, and license models.

Provides visibility into:

- **Licensing rights evolution**—Understand how the rights associated with an entitlement change over time, including adjustments to quantities, durations, and product mappings.
- **Entitlement structure changes**—See how line items have been adjusted during renewals, upsells, or contract amendments, and understand how these changes impact downstream activation and license usage patterns.
- **Issue investigation**—Identify and troubleshoot discrepancies such as unexpected license counts, incorrect term durations, or mismatches between ordered and deployed quantities by reviewing the sequence of line item changes.
- **Billing and reconciliation support**—Validate that licensing data aligns with commercial agreements by reviewing the changes that affect quantities, terms, and product definitions over time.

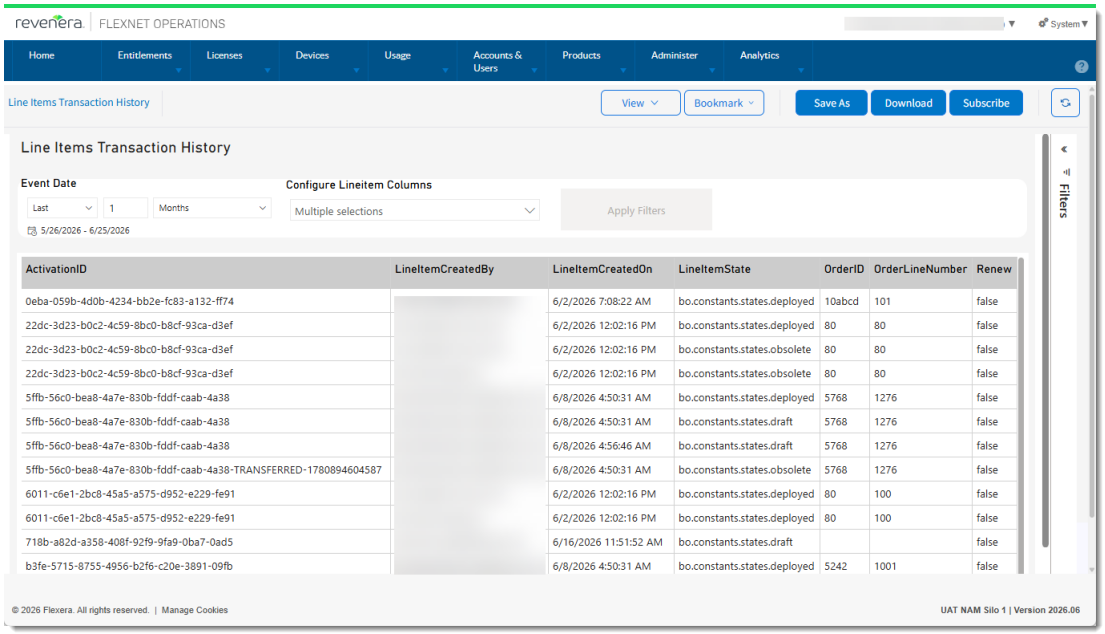


Figure 22: Example of the **Line Items Transaction History** report

Documentation Enhancements in 2026.07

The following enhancement to FlexNet Operations documentation was added in the 2026.07 release.

API Documentation Now Available at developer.revenera.com

All Revenera API documentation is now available in the Revenera Developer Portal at developer.revenera.com. The site provides a single location for access to API documentation for FlexNet Operations, Dynamic Monetization, and Usage Intelligence that were previously published across multiple documentation sites.

The new portal provides access to:

- **FlexNet Operations API Reference**

  https://developer.revenera.com/products/fno-api/api-overview

- **Dynamic Monetization Documentation (API reference and User Guide)**

  https://developer.revenera.com/products/dynamicmonetization/guides/quickstart

- **Usage Intelligence Reporting API**

  https://developer.revenera.com/products/rui/apis/v3_api_redocly

To minimize disruption, links to the previous documentation sites will automatically redirect to the corresponding content in the Revenera Developer Portal.

Note ▪ *User guides, installation guides, release notes, and other product documentation remain available at docs.revenera.com.*

Entitlement Management Enhancements in 2026.07

The following enhancement to entitlement management was added in the 2026.07 release.

Improved Reliability of License and Add-On Removal from Cloud License Server

License add-on removal from Cloud License Server (CLS) instances now uses asynchronous processing, improving reliability when multiple licenses are removed concurrently. This ensures all targeted licenses are fully removed in a single operation, eliminating partial removal outcomes.

SOAP and REST Web Services Enhancements in 2026.07

The following enhancement was added to the SOAP and REST Web Services module in the 2026.07 release.

Part Number Support in Entitlement Query APIs

This enhancement builds on the Associating Part Numbers on Product Level in Entitlement Order SOAP Web Service (v10) capability introduced in release 2026.06.

The 2026.06 release enabled part numbers to be explicitly associated with individual products when creating or updating entitlements through the **createSimpleEntitlement** and **updateEntitlementLineItem** operations. However, those product-level part number associations were not returned by the entitlement query APIs.

Starting with Entitlement Order SOAP Web Service version 10, the following APIs now return the part number associated with each entitled product directly in the response:

- **getEntitlementsQuery**
- **getActivatableItemsQuery**
- **getEntitlementLineItemPropertiesQuery**

Prior to this enhancement, callers could retrieve entitled products and quantities, but they could not determine *which SKU or part number* was associated with each individual product. Product-level part numbers were supported only during entitlement creation and update operations, where a part number could be supplied as a convenience mechanism and the corresponding product derived automatically.

By exposing part numbers in the query responses, callers can now retrieve the complete product-to-part-number mapping for an entitlement, simplifying integration scenarios that need to reconcile FlexNet Operations entitlement data with ERP, CRM, or order management systems.

How to Take Advantage of This Feature

There are two steps: set the part number when you create (or update) an entitlement, then read it back from any of the three query APIs.

Step 1. Assign a Part Number at Create Time

When calling **createSimpleEntitlement**, add a `<partNumber>` element inside each `<entitledProduct>` block on your line item.

```
<!-- Inside createSimpleEntitlementRequest -->
<urn:lineItems>
   <urn:lineItem>
      <urn:activationId>
         <urn:id>MY-ACT-0001</urn:id>
      </urn:activationId>

      <urn:entitledProducts>
         <urn:entitledProduct>

            <urn:product>
               <urn:primaryKeys>
                  <urn:name>MyProduct</urn:name>
                  <urn:version>2026.1</urn:version>
               </urn:primaryKeys>
            </urn:product>

            <urn:qty>100</urn:qty>

            <!-- NEW: supply the part number for this entitled product -->
            <urn:partNumber>
               <urn:primaryKeys>
                  <urn:partId>PROD-SKU-001</urn:partId>
               </urn:primaryKeys>
            </urn:partNumber>

         </urn:entitledProduct>
      </urn:entitledProducts>
   </urn:lineItem>
</urn:lineItems>
```



Note ▪ *The <partNumber> is optional. You may supply it for some entitled products and omit it for others within the same line item.*

Step 2. Read the Part Number Back

Once created, the part number is returned by all three query APIs automatically. No extra parameters are needed for **getEntitlementsQuery** and **getActivatableItemsQuery**. For **getEntitlementLineItemPropertiesQuery** you need to include one flag in the request configuration (see getEntitlementLineItemPropertiesquery (searchEntitlementLineItemProperties)).

Query API Reference

This section provides example queries:

- getEntitlementsQuery (searchEntitlement)
- getActivatableItemsQuery (searchActivatableItem)
- getEntitlementLineItemPropertiesquery (searchEntitlementLineItemProperties)

getEntitlementsQuery (searchEntitlement)

Use this API when you want to retrieve one or more full entitlements. Part numbers are included automatically—no changes to your existing request are required.

Example Request

```
<soapenv:Envelope
      xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
      xmlns:urn="urn:v10.webservices.operations.flexnet.com">
   <soapenv:Body>
      <urn:searchEntitlementRequest>

         <urn:entitlementSearchCriteria>
            <urn:entitlementId>
               <urn:value>MY-ENT-00042</urn:value>
               <urn:searchType>EQUALS</urn:searchType>
            </urn:entitlementId>
         </urn:entitlementSearchCriteria>

         <urn:batchSize>10</urn:batchSize>
         <urn:pageNumber>1</urn:pageNumber>

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



Note ▪ *No changes needed—this request is identical to what you send today with v9.*

Example Response

```
<searchEntitlementResponse>
   <statusInfo>
      <status>SUCCESS</status>
   </statusInfo>

   <entitlementData>
      <entitlementId>MY-ENT-00042</entitlementId>

      <lineItemData>
         <activationId>
            <id>MY-ACT-0001</id>
         </activationId>

         <!-- Part numbers now appear here automatically -->
         <entitledProducts>
            <entitledProduct>
               <product>
                  <primaryKeys>
                     <name>MyProduct</name>
                     <version>2026.1</version>
                  </primaryKeys>
               </product>
               <quantity>100</quantity>
               <partNumber>
                  <primaryKeys>
                     <partId>PROD-SKU-001</partId>
                  </primaryKeys>
               </partNumber>
            </entitledProduct>
```

```
         </entitledProducts>

      </lineItemData>
   </entitlementData>

   <totalCount>1</totalCount>
</searchEntitlementResponse>
```

getActivatableItemsQuery (searchActivatableItem)

Use this API when you need to look up a fulfillment record and the products that were available for activation. Part numbers are included automatically—no changes to your existing request are required.

Example Request

```
<soapenv:Envelope
      xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
      xmlns:urn="urn:v10.webservices.operations.flexnet.com">
   <soapenv:Body>
      <urn:searchActivatableItemRequest>
         <urn:activatableItemSearchCriteria>
            <urn:activationId>
               <urn:value>MY-ACT-0001</urn:value>
               <urn:searchType>EQUALS</urn:searchType>
            </urn:activationId>
         </urn:activatableItemSearchCriteria>

         <urn:batchSize>10</urn:batchSize>
         <urn:pageNumber>1</urn:pageNumber>

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



Note ▪ *No changes needed—this request is identical to what you send today with v9.*

Example Response

```
<searchActivatableItemResponse>
   <statusInfo>
      <status>SUCCESS</status>
   </statusInfo>

   <activatableItemData>
      <activationId>MY-ACT-0001</activationId>
      <entitlementId>MY-ENT-00042</entitlementId>

      <!-- Part numbers now appear here automatically -->
      <entitledProducts>
         <entitledProduct>
            <product>
               <primaryKeys>
                  <name>MyProduct</name>
                  <version>2026.1</version>
               </primaryKeys>
            </product>
```

```
            <quantity>100</quantity>
            <partNumber>
               <primaryKeys>
                  <partId>PROD-SKU-001</partId>
               </primaryKeys>
            </partNumber>
         </entitledProduct>
      </entitledProducts>

      </activatableItemData>

   <totalCount>1</totalCount>
</searchActivatableItemResponse>
```

getEntitlementLineItemPropertiesquery (searchEntitlementLineItemProperties)

Use this API to retrieve the properties of a specific entitlement line item, including the part numbers of its entitled products.

Add **<urn:product>true</urn:product>** to your request configuration. This tells the server to include each entitled product together with its part number.

Example Request

```
<soapenv:Envelope
      xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
      xmlns:urn="urn:v10.webservices.operations.flexnet.com">
   <soapenv:Body>
      <urn:searchEntitlementLineItemPropertiesRequest>

         <!-- Which line item to look up -->
         <urn:queryParams>
            <urn:activationId>MY-ACT-0001</urn:activationId>
         </urn:queryParams>

         <!-- Tell the server to include entitled products in the response -->
         <urn:entitlementLineItemResponseConfig>
            <urn:product>true</urn:product>
         </urn:entitlementLineItemResponseConfig>
      </urn:searchEntitlementLineItemPropertiesRequest>
   </soapenv:Body>
</soapenv:Envelope>
```

Example Response

```
<searchEntitlementLineItemPropertiesResponse>
   <statusInfo>
      <status>SUCCESS</status>
   </statusInfo>

   <lineItemData>
      <activationId>
         <id>MY-ACT-0001</id>
      </activationId>

      <entitledProducts>

         <!-- Product 1: a part number was supplied at create time -->
```

```
            <entitledProduct>
               <product>
                  <primaryKeys>
                     <name>MyProduct</name>
                     <version>2026.1</version>
                  </primaryKeys>
               </product>
               <quantity>100</quantity>
               <partNumber>
                  <primaryKeys>
                     <partId>PROD-SKU-001</partId> <!-- echoed back from your create call -->
                  </primaryKeys>
               </partNumber>
            </entitledProduct>

            <!-- Product 2: no part number was supplied -->
            <entitledProduct>
               <product>
                  <primaryKeys>
                     <name>CompanionApp</name>
                     <version>1.0</version>
                  </primaryKeys>
               </product>
               <quantity>100</quantity>
               <!-- <partNumber> is absent; product was created without one -->
            </entitledProduct>

         </entitledProducts>
      </lineItemData>
</searchEntitlementLineItemPropertiesResponse>
```

Understanding the <partNumber> Element

Situation	What you see in the response
You supplied a part number at create time	`<partNumber><primaryKeys><partId>YOURSKU</partId></primaryKeys></partNumber>`
You did not supply a part number	The `<partNumber>` element is absent (not empty, not null)
You later added a part number via `updateEntitlementLineItem`	`<partNumber>` appears from that update forward
You removed a part number via update	The `<partNumber>` element becomes absent again

The `<partId>` value will always match the part number name you supplied in the corresponding create or update call.

Error Handling When Setting Part Numbers

When you supply a `<partNumber>` on a create or update call, FlexNet Operations validates it. If validation fails, the call returns a FAILURE response—no entitlement is created or modified.

Situation	Response status	Error message
Part number does not exist in FlexNet Operations	FAILURE	Specified part number 'X' is not valid
Part number exists but belongs to a different product	FAILURE	The specified part number 'X' is not mapped to the specified product 'Y'
Part number is valid and mapped correctly	SUCCESS	N/A



***Tip** ▪ If you receive either of the above errors, verify in the FlexNet Operations UI that the part number (SKU) has been created under **Products > Part Numbers** and that it is mapped to the exact product and version you are passing in the request.*

User Experience Enhancements in 2026.07

The following user experience enhancements were added in the 2026.07 release:

- Configuring Email Preferences in the End-User Portal
- Quick Search for Entitlements in End-User Portal

Configuring Email Preferences in the End-User Portal

(Case 04309093)

End users can now manage their email preferences directly from their **Edit User Profile** page in the End-User Portal. This enhancement provides greater control over the types of emails users receive from FlexNet Operations.

Available Email Options

The new **Email Preferences** section allows users to select one of the following options:

- **Receive all system emails** (default)—Includes system, account, and product update notifications.
- **Do not receive system emails**—Blocks most system emails, except for required communications such as welcome emails and password reset notifications. These required communications are sent only if the corresponding email template has its status set to **Active** and its **Send Indicator** is set to **true**.

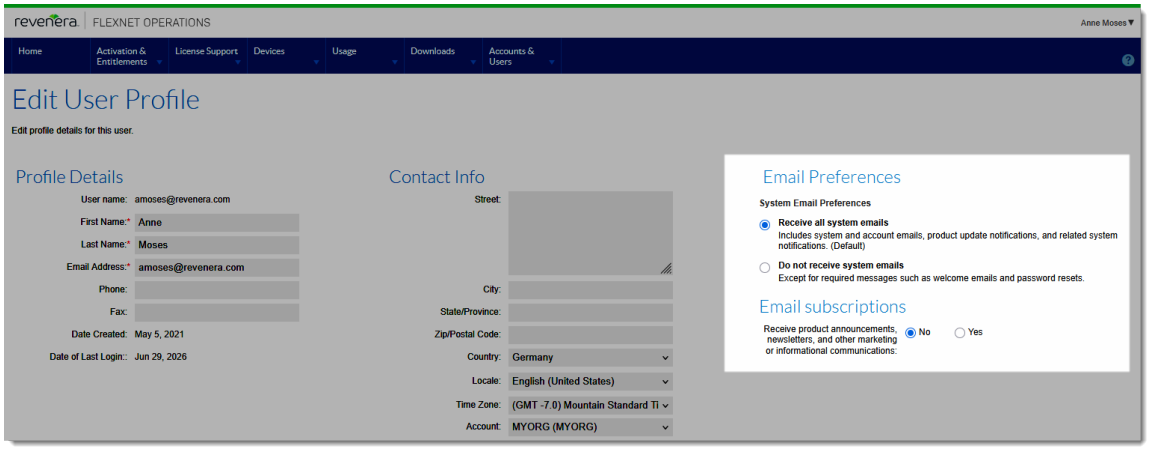


Figure 23: The new **Email Preferences** options on the **Edit User Profile** page.

Additional Information

- Email preference settings apply to all End-User Portal users.
- Certain essential communications (such as welcome emails and password resets) are always sent regardless of preferences.
- By default, all users are set to **Receive all system emails**. Users can change their preference at any time from their **Edit User Profile** page in the End-User Portal.
- Existing alert and subscription preferences are not affected by the new options. Users can continue to subscribe or unsubscribe from alerts independently.

Updates to Existing Options

- **Expiring entitlements email** functionality remains unchanged but has been moved to the **Email Preferences** section.
- **Opt in to receive email** has been renamed to **Receive product announcements, newsletters, and other marketing or informational communications** and moved to the **Email Subscriptions** section. This setting indicates whether a user has agreed to receive marketing communications (sent through external marketing systems).

Impact on Email Delivery

User email preferences affect how emails sent by producers are delivered when triggered from the **List Entitlements** page (**Email** action):

- If all selected recipients have chosen **Do not receive system emails**, the email is not sent. FlexNet Operations displays the following error message:

  "The email cannot be delivered because all recipients have email preferences that block it."

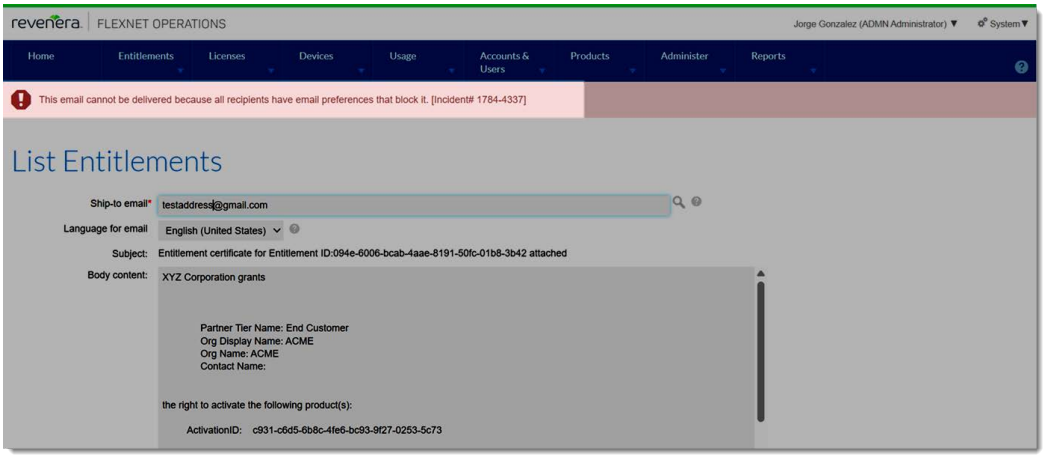


Figure 24: Error message displayed when all recipients block emails.

- When sending emails to multiple recipients, delivery is evaluated for each recipient based on their individual preferences. If some recipients have opted out, the email is delivered only to eligible users. FlexNet Operations displays the following notification:

  "Some of the recipients did not receive the email because of their email preferences."

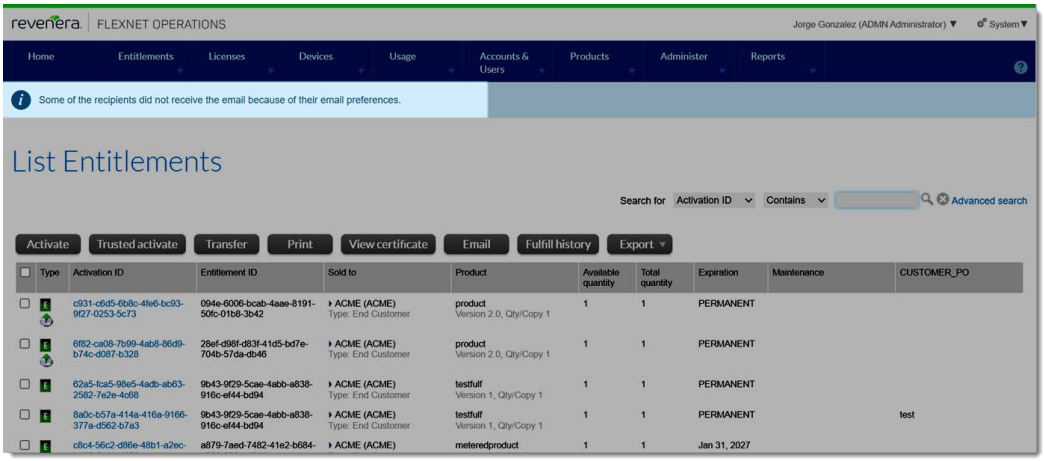


Figure 25: Notification displayed when some recipients do not receive the email.

Note ▪ *This functionality is enabled by default. Producers who do not want the* ***Email Preferences*** *options displayed in the End-User Portal should contact Revenera Support to have these options hidden.*

Quick Search for Entitlements in End-User Portal

(Case 04878417)

A Quick Search capability is now available in the End-User Portal, enabling users to quickly locate entitlements without navigating through multiple menu pages.

The new **Quick Search** tile on the home page allows users to search for entitlements using selected criteria:

- Line Item Order ID
- Entitlement ID
- Activation ID
- Product
- Sold to Account Name
- Sold to Account ID

The search supports the following operators: Contains, Equals, Starts With, and Ends With.

Search results are automatically displayed in the **List Entitlements** page, filtered based on the selected search criteria. The user experience is consistent with the quick-search functionality in the Producer Portal, providing a familiar and intuitive search workflow.

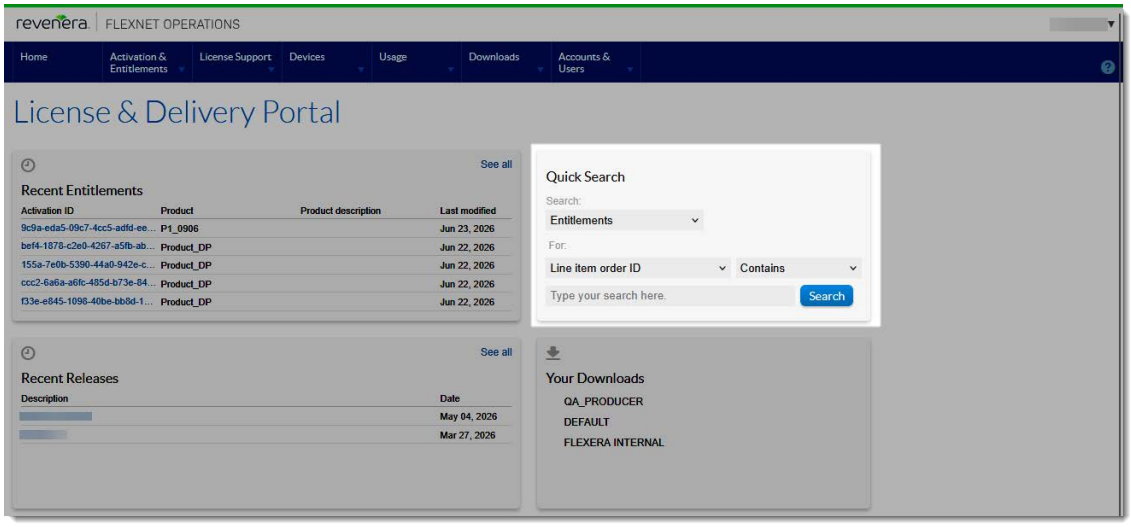


Figure 26: The new **Quick Search** tile for quickly locating entitlements that match specified search criteria.

The Quick Search widget is rendered only when all of the following conditions are satisfied. If any one is not met, the widget is suppressed silently with no error shown to the user:

- Configuration option **Hide Activation & Entitlements menu** must be unselected (under **System** > **Configure** > **End-User Portal Setup** > **Portal Navigation**).
- The logged-in user must hold the **View Entitlements** permission (listed on the **Edit Role** page under **Account Permissions - End-User Portal**). This ensures that users only see entitlements within their authorized scope.

Features and Enhancements in 2026.06

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.06 release:

- Electronic Software Delivery Enhancements in 2026.06
- Entitlement Management Enhancements in 2026.06
- SOAP and REST Web Services Enhancements in 2026.06

Electronic Software Delivery Enhancements in 2026.06

The following enhancement in the Electronic Software Delivery (ESD) module was added in the 2026.06 release.

Compliance Acknowledgment Checkbox on the Upload File Page

(Case 05001712)

A new compliance acknowledgment checkbox has been added to the **Upload File** page in the FlexNet Operations Producer Portal. Users must explicitly confirm that the file being uploaded does not contain any Personally Identifiable Information (PII) or Protected Health Information (PHI) before proceeding with the upload. The **Upload** button remains disabled until the checkbox is checked.

The checkbox applies to all upload methods available on the page: **HTTP Upload**, **FTP Upload**, **Remote FTP Server**, and **High-Speed Upload (Aspera)**.

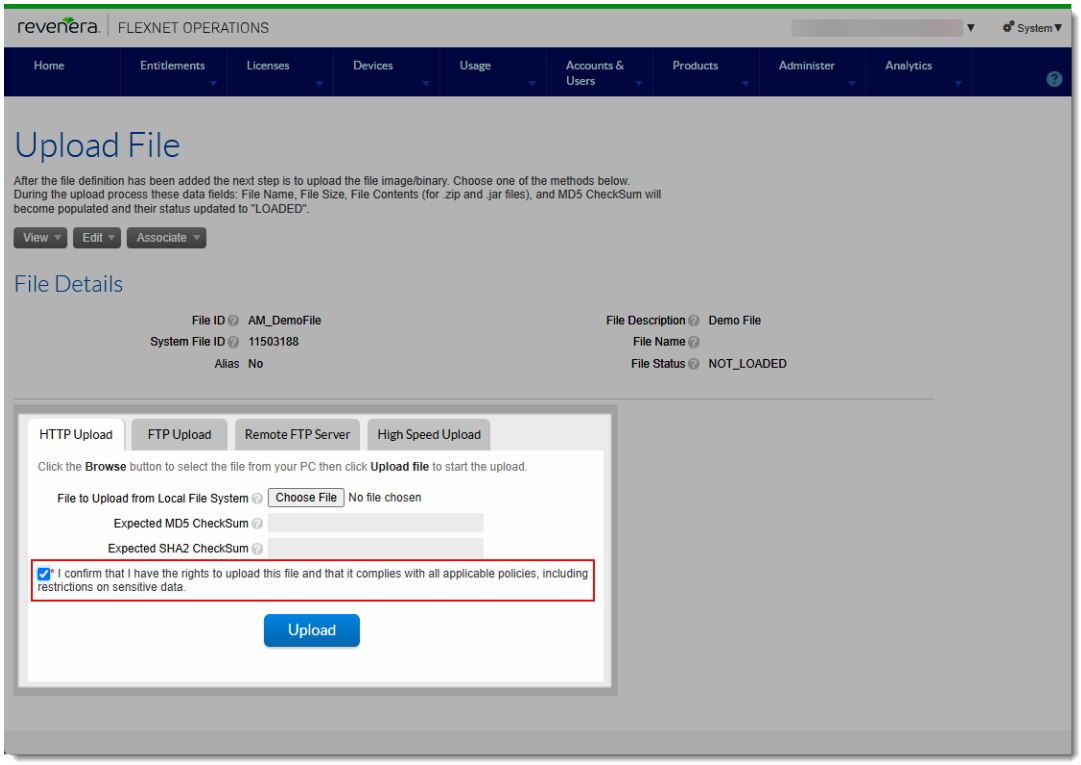


Figure 27: The **Upload File** page with the new compliance acknowledgment checkbox that must be selected before uploading.

***Note** ▪ This functionality is enabled by default. Producers who do not require the compliance acknowledgment step should contact Revenera Support to have it disabled.*

Entitlement Management Enhancements in 2026.06

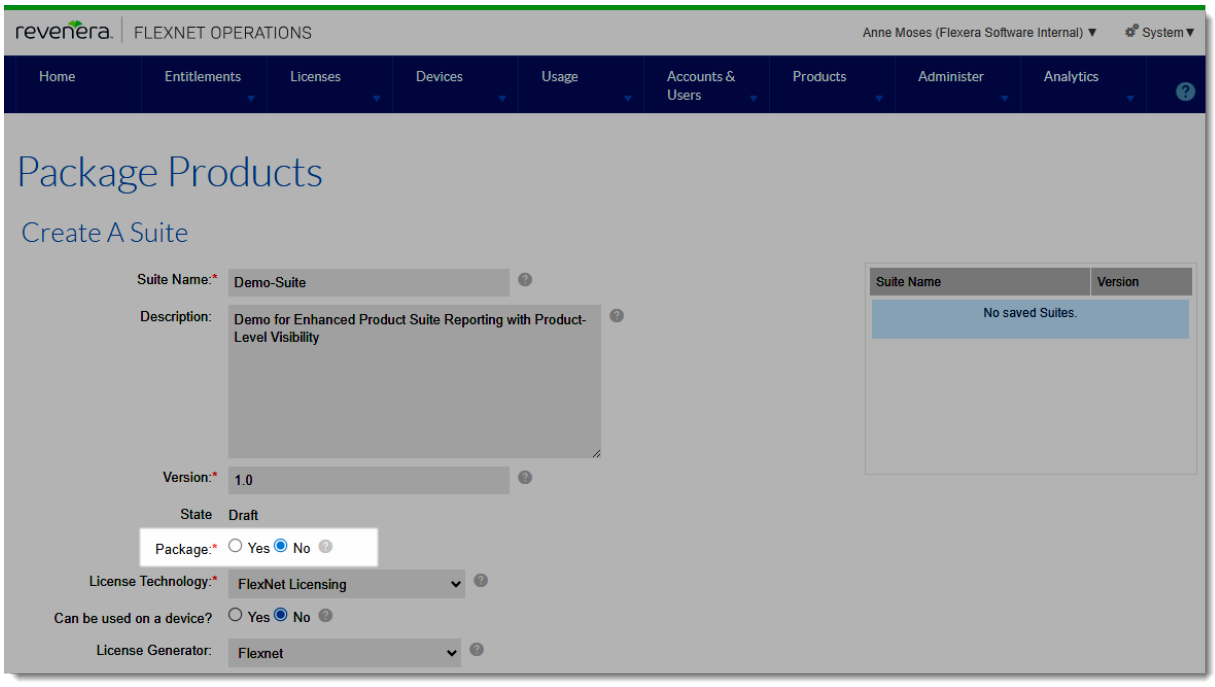
The following enhancement to entitlement management was added in the 2026.06 release.

Enhanced Product Suite Reporting with Product-Level Visibility

Previously, when products were packaged and sold as part of a suite, reporting was performed only at the suite level. This limitation resulted in reduced visibility into the individual products included in the suite and limited insight into product-level consumption.

With this enhancement, reporting now provides visibility into individual products within a suite, enabling more granular tracking of product-level usage while preserving the overall suite context.

Retention of product-level context during activation depends on the **Package** setting on the **Package Products | Create a Suite** page.



- **Package = No**
  - The suite is treated as a unified offering
  - The suite name and version are captured in the `LineItemInfo` of the capability response (in the `ProductName` and `ProductVersion` fields)
  - Reporting remains at the suite level
- **Package = Yes**

- The suite is treated as a collection of individual products
- The underlying product name and version are captured in the `LineItemInfo` of the capability response (in the `ProductName` and `ProductVersion` fields)
- Reporting is enabled at the individual product level, even when sold as part of a suite

The key difference is visible in the `LineItemInfo` section of the capability response. When **Package = Yes**, the `ProductName` and `ProductVersion` reflect the individual product within the suite. When **Package = No**, they reflect the suite itself.

Example: Package = Yes (Suite as Package)

In this example, `LineItemInfo` contains the individual *product name* (**pts1**) and its *version* (**1.0**):

```
License=(
    Name=fts1
    Vendor=fnetest
    Version=1.0
    Expires=permanent
    Count=25
    VersionFormat=FIXED
    HostID=(
        Type=String
        ID=sats1
    )
    Issued=28-apr-2026
    Start=27-apr-2026
    Issuer="My Corporation"
    LineItemInfo=(
        ProductName=pts1
        ProductVersion=1.0
        EntitlementId=ets1
        ActivationId=6977-5e5f-0905-4d77-931e-0829-d040-57ef
    )
)
```

Example: Package = No (Suite as Unified Offering)

In this example, `LineItemInfo` contains the *suite name* (**sts3**) and the *suite version* (**4.0**):

```
License=(
    Name=fts1
    Vendor=fnetest
    Version=1.0
    Expires=permanent
    Count=20
    VersionFormat=FIXED
    HostID=(
        Type=String
        ID=sats4
    )
    Issued=28-apr-2026
    Start=27-apr-2026
    Issuer="My Corporation"
    LineItemInfo=(
        ProductName=sts3
```

```
        ProductVersion=4.0
        EntitlementId=ets3
        ActivationId=d168-13b2-9546-4ff1-b5c2-92c6-11b9-cfbf
    )
)
```

This enables:

- Accurate tracking of usage at the product level within a suite
- Improved reporting and analytics capabilities
- Better alignment with flexible packaging and monetization models

Enabling New Behavior

By default, the existing behavior remains unchanged and reporting is performed at the suite-level. Producers who wish to use this functionality should contact Revenera Support to have it enabled.

SOAP and REST Web Services Enhancements in 2026.06

The following enhancement was added to the SOAP and REST Web Services module in the 2026.06 release.

- Associating Part Numbers on Product Level in Entitlement Order SOAP Web Service (v10)
- Extended searchDevicesRequest to Support Order Details and Channel Context

Associating Part Numbers on Product Level in Entitlement Order SOAP Web Service (v10)

This release introduces version 10 of the Entitlement Order Web Service SOAP API. Changes in version 10 enable producers to specify a part number (SKU) directly on individual entitled products within an entitlement line item—both when creating and updating entitlements.

Previously, only a single part number could be associated at the line-item level. With version 10, each product in the `entitledProducts` list in SOAP request can independently carry its own part number, enabling finer-grained SKU-to-product linkage on a single entitlement line.

Key Benefits

- **Richer SKU association**—Partners and integrators can now send and fetch a `partNumber` alongside each `product` in the entitled products list via the SOAP API, establishing a precise SKU-to-product relationship for each product in a configurable line item.
- **Automatic product resolution**—A part number alone (without an explicit product identifier) can be provided, and the system automatically resolves the associated product from the part number.
- **Built-in validation**—If a part number is provided alongside a product, the system validates that the part number is actually mapped to that product. Mismatches are rejected with a clear, actionable error message.
- **Backward compatible**—Existing integrations using v9 or earlier API versions are unaffected. All previous behavior is preserved.

Feature Details

The new version 10 of the Entitlement Order SOAP Web Service exposes all existing entitlement operations (create, update, delete, search) plus the new part number capability in entitled products.

The `entitledProducts` list element (`entitledProductDataType`) now supports an optional `partNumber` field in addition to the existing product field.

Schema (simplified)

The following simplified schema shows how the `entitledProductDataType` element supports both product identifiers and part numbers for line-item definition.

```
<xs:complexType name="entitledProductDataType">
    <xs:sequence>
        <xs:element name="product"    type="tns:productIdentifierType"    minOccurs="0"/>
        <xs:element name="partNumber" type="tns:partNumberIdentifierType" minOccurs="0"/>
        <xs:element name="quantity"   type="xs:integer"                   minOccurs="1"/>
    </xs:sequence>
</xs:complexType>
```

Usage Rules

The following table describes how the API processes different combinations of product and part number inputs when defining entitlement line items.

Scenario	Behaviour
`product` **only**	Same as v9—product identified directly.
`partNumber` **only**	System resolves the product from the part number automatically.
Both `product` **+**`partNumber`	Both are resolved. System validates that the part number is mapped to the given product. If not related, request is rejected.
Neither provided	Request is rejected (at least one identifier is required).



Important *▪ The `partNumber` specified inside an individual `entitledProduct` entry is separate from the line-item-level `partNumber` field. They are resolved independently and serve different purposes:*

- ***Line-item*** *`partNumber`: Identifies the primary SKU for the overall entitlement line item.*
- ***Entitled product*** *`partNumber`: Associates a specific SKU to a specific product within the entitled products list.*

Supported Operations

The following SOAP operations now support the `partNumber` field inside the `entitledProduct` element in v10:

Operation	`partNumber` in request
createSimpleEntitlement	Accepted per entitled product
updateEntitlementLineItem (ADD)	Accepted per entitled product
updateEntitlementLineItem (DELETE)	Removes product resolved by part number
updateEntitlementLineItem (REPLACE)	Accepted per entitled product



***Note** ▪ The `partNumber` field can be included in the request, but it will not be included in the response.*

Error Messages

Three new validation errors may be returned when using the `partNumber` field in `entitledProducts`:

Error Code	Meaning	When Raised
SkuNotFound	The specified part number does not exist in the system.	Part number identifier in `entitledProduct` cannot be resolved.
SkuIsNotMappedToOrderable	The part number exists but is not linked to any product.	Resolved part number has no product association.
PartNumberAndProductAreNot Related	Both `product` and `partNumber` were supplied, but the part number is not associated with the given product.	Mismatch between explicitly supplied product and part number.

All errors are returned in the standard `statusInfo` response element with `status = FAILURE` and a descriptive message.

Example Request

The following sample code shows a `createSimpleEntitlementRequest` with a per-product part number.

```
<createSimpleEntitlementRequest>
   <simpleEntitlement>
      <entitlementId>
         <id>ENT-2026-001</id>
      </entitlementId>
      <lineItems>
```

```
            <activationId>
               <id>ACT-2026-001</id>
            </activationId>
            <numberOfCopies>10</numberOfCopies>
            <startDate>2026-01-01</startDate>
            <expirationDate>2027-01-01</expirationDate>
            <!-- Entitled products with per-product part numbers (v10 feature) -->
            <entitledProducts>
               <entitledProduct>
               <!-- Option A: product + matching partNumber -->
               <product>
                  <primaryKeys><name>MyProduct</name><version>1.0</version></primaryKeys>
               </product>
               <partNumber>
                  <primaryKeys><partId>PN-12345</partId></primaryKeys>
               </partNumber>
               <quantity>5</quantity>
            </entitledProduct>
            <entitledProduct>
               <!-- Option B: partNumber only — product resolved automatically -->
               <partNumber>
                  <primaryKeys><partId>PN-67890</partId></primaryKeys>
               </partNumber>
               <quantity>3</quantity>
            </entitledProduct>
         </entitledProducts>
         </lineItems>
      </simpleEntitlement>
</createSimpleEntitlementRequest>
```



Note ▪ *For detailed information about the changes made to the `EntitlementOrderService.wsdl` file and its associated .xsd file in version 10, see the Change Log for 2026.06.*

Extended searchDevicesRequest to Support Order Details and Channel Context

(Cases 04883725, 05016444, 05022857)

Up to now, the `searchDevicesRequest()` API provided limited filtering and response capabilities compared to other device and entitlement APIs, as its original SOAP schema and service implementation were limited in scope and excluded key fields required for enterprise reporting and debugging workflows:

- No support for order-based filtering using `orderId` and `orderLineNumber`, which were available only via `getDevicesQuery`.
- No support for channel context fields, including `channelPartner` and `currentOwner`, which are available in entitlement-related APIs such as `getEntitlementLineItemPropertiesResponse`.
- Inability to retrieve order details, addon part numbers, and channel/account ownership information in a single request.

As a result, customers were forced to make multiple API calls (`searchDevicesRequest` + `getDevicesRequest` or entitlement APIs) or rely on external systems for reporting and troubleshooting.

Key Changes

The searchDevicesRequest() SOAP endpoint has been enhanced to support order-based filtering and channel partner information retrieval, aligning it with existing capabilities across device and entitlement APIs. Changes are available in the newly introduced version 10 of the ManageDeviceService SOAP web service.

Request Enhancements

The following query parameters are now supported for filtering:

- orderId
- orderLineNumber

These parameters can be specified in the queryParams section of the request.

Response Enhancements

The following fields are now available in the response:

- orderId—returned when orderId is set to **true** in responseConfig.
- orderLineNumber—returned when orderLineNumber is set to **true** in responseConfig.

In addition, the response payload now includes the following fields under the <addon> element:

- channelPartner—returned when soldTo is set to **true** in responseConfig.
- currentOwner—returned when soldTo is set to **true** in responseConfig.

Backward Compatibility Preserved

Existing integrations remain unaffected. New fields are returned only when explicitly requested via responseConfig.

Sample Request and Response for searchDevices

The following section shows sample code for searchDevices request using the new search parameters orderID and orderLineNumber:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v10.fne.webservices.operations.flexnet.com">
   <soapenv:Header/>
   <soapenv:Body>
      <urn:searchDevicesRequest>
         <!--Optional:-->
         <urn:queryParams>
         <!--Optional:-->
         <urn:orderId>
               <urn:value>10abcd</urn:value>
               <urn:searchType>CONTAINS</urn:searchType>
            </urn:orderId>
            <!--Optional:-->
            <urn:orderLineNumber>
               <urn:value>11</urn:value>
               <urn:searchType>CONTAINS</urn:searchType>
            </urn:orderLineNumber>
         </urn:queryParams>
```

```
      <!--Optional:-->
      <urn:responseConfig>
         <!--Optional:-->
         <urn:name>true</urn:name>
         <!--Optional:-->
         <urn:description>true</urn:description>
         <!--Optional:-->
         <urn:status>true</urn:status>
         <!--Optional:-->
         <urn:servedStatus>true</urn:servedStatus>
         <!--Optional:-->
         <urn:hostTypeName>false</urn:hostTypeName>
         <!--Optional:-->
         <urn:hosted>true</urn:hosted>
         <!--Optional:-->
         <urn:soldTo>true</urn:soldTo>
         <!--Optional:-->
         <urn:machineType>true</urn:machineType>
         <!--Optional:-->
         <urn:vmDetails>true</urn:vmDetails>
         <!--Optional:-->
         <urn:userInfo>true</urn:userInfo>
         <!--Optional:-->
         <urn:lastRequestTime>false</urn:lastRequestTime>
         <!--Optional:-->
         <urn:lastSyncTime>true</urn:lastSyncTime>
         <!--Optional:-->
         <urn:addOnPartNumber>true</urn:addOnPartNumber>
         <!--Optional:-->
         <urn:addOnActivationId>true</urn:addOnActivationId>
         <!--Optional:-->
         <urn:vendorDictionary>true</urn:vendorDictionary>
         <!--Optional:-->
         <urn:hasUpdates>false</urn:hasUpdates>
         <!--Optional:-->
         <urn:addOnExpirationDate>true</urn:addOnExpirationDate>
         <!--Optional:-->
         <urn:siteName>true</urn:siteName>
         <!--Optional:-->
         <urn:orderId>true</urn:orderId>
         <!--Optional:-->
         <urn:orderLineNumber>true</urn:orderLineNumber>
      </urn:responseConfig>
      <!--Optional:-->
      <urn:sortBys>
         <!--1 or more repetitions:-->
         <urn:sortBy>
            <urn:sortKey>DEVICE_ID_TYPE</urn:sortKey>
            <urn:ascending>false</urn:ascending>
         </urn:sortBy>
      </urn:sortBys>
      <!--Optional:-->
      <urn:pageNumber>1</urn:pageNumber>
      <!--Optional:-->
      <urn:batchSize>10</urn:batchSize>
   </urn:searchDevicesRequest>
```

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

The following section shows sample code for a searchDevices response which includes the channelPartner and currentOwner elements inside the <addon> tag:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
   <soapenv:Body>
      <searchDevicesResponse xmlns="urn:v10.fne.webservices.operations.flexnet.com">
         <statusInfo>
            <status>SUCCESS</status>
         </statusInfo>
         <devices>
            <device>
               <deviceId>
                  <id>Dev_TestSA</id>
                  <idType>STRING</idType>
                  <publisherName>fnedemo</publisherName>
                  <deviceClass>CLIENT</deviceClass>
               </deviceId>
               <name>Dev_TestSA</name>
               <status>ACTIVE</status>
               <hosted>false</hosted>
               <soldTo>
                  <id>Account_A1</id>
                  <name>Account_A1</name>
               </soldTo>
               <machineType>UNKNOWN</machineType>
               <lastModified>2026-02-16T11:54:05.667Z</lastModified>
               <addon>
                  <activationId>1fc8-9dc3-10f5-4b2b-8a5d-0d96-f6ef-5926</activationId>
                  <addOnExpirationDate>9999-12-31T00:00:00.000Z</addOnExpirationDate>
                  <orderId>10abcd</orderId>
                  <orderLineNumber>11</orderLineNumber>
                  <channelPartners>
                     <channelPartner>
                        <tierName>bo.constants.partnertiernames.endcustomer</tierName>
                        <accountUnit>
                           <uniqueId>HID-15</uniqueId>
                           <primaryKeys>
                              <id>UNKNOWN_ORG_UNIT</id>
                           </primaryKeys>
                        </accountUnit>
                        <contact/>
                        <currentOwner>false</currentOwner>
                     </channelPartner>
                     <channelPartner>
                        <tierName>bo.constants.partnertiernames.custom1tier</tierName>
                        <accountUnit>
                           <uniqueId>HID-92998</uniqueId>
                           <primaryKeys>
                              <id>Test Channel Partner1</id>
                           </primaryKeys>
                        </accountUnit>
                        <contact/>
```

```
                        <currentOwner>false</currentOwner>
                     </channelPartner>
                  </channelPartners>
               </addon>
               <vendorDictionary>
                  <entry>
                     <name>FLX_DEVICE_SOLD_TO</name>
                     <stringValue>Account_A1</stringValue>
                  </entry>
                  <entry>
                     <name>FLX_DEVICE_TYPE</name>
                     <stringValue>Client</stringValue>
                  </entry>
                  <entry>
                     <name>FLX_DEVICE_ATTR</name>
                     <stringValue>text</stringValue>
                  </entry>
                  <entry>
                     <name>FLX_DEVICE_DATE</name>
                     <stringValue>2/16/2026</stringValue>
                  </entry>
                  <entry>
                     <name>FLX_DEVICE_EMPTYVAL</name>
                     <stringValue>-client</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 10, see the Change Log for 2026.06.*

Features and Enhancements in 2026.05

Features and enhancements were added to the following areas of FlexNet Operations in the 2026.05 release:

- Entitlement Management Enhancements in 2026.05
- SOAP and REST Web Services Enhancements in 2026.05
- User Experience Enhancements in 2026.05

Entitlement Management Enhancements in 2026.05

The following enhancements to entitlement management were added in the 2026.05 release.

- Improved Bulk Upgrade Handling for Previously Upgraded Entitlements
- Improved Consistency of Device Webhook Events for Entitlement Mapping

Improved Bulk Upgrade Handling for Previously Upgraded Entitlements

(Case 04129521)

Previously, the Bulk Upgrade workflow did not distinguish between entitlements that had already been upgraded and those that had not. When users ran bulk upgrades multiple times under similar conditions (for example, upgrading from version 1.0 to 2.0), entitlements that were upgraded in earlier runs continued to appear in the list of available line items. Selecting those items again could result in duplicate line items being created.

To address this, FlexNet Operations now provides a system configuration, **Skip previously upgraded line items** (under **System** > **Configure** > **FlexNet Operations** > **General Options**). When this configuration is selected, entitlements that have already been upgraded to the target product version are excluded from the list of available line items during bulk upgrade selection.

The following screenshot shows the **Entitle Customers To Licenses | Bulk Upgrade – Select Line Items** page, where only eligible line items are listed for bulk upgrade selection when previously upgraded items are skipped.

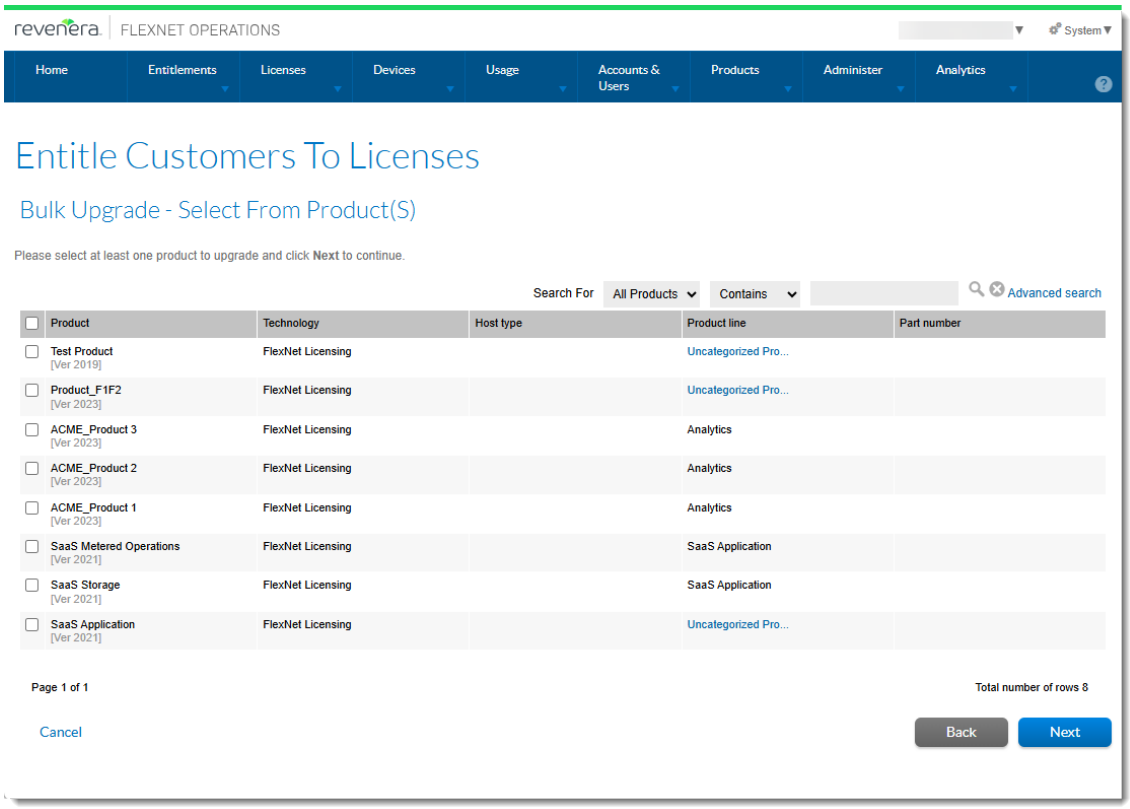


Figure 28: Bulk Upgrade selection page showing available line items for upgrade

This enhancement helps prevent duplicate data, reduces manual filtering, and improves the efficiency and reliability of bulk upgrade operations.

Improved Consistency of Device Webhook Events for Entitlement Mapping

(Case 04939120)

Previously, webhook notifications were only generated when mappings were performed through the Producer Portal user interface or web services. However, no notification was sent when mappings were performed via capability requests. This resulted in incomplete visibility of device entitlement changes in downstream systems.

In the 2026.05 release, device webhook events are consistently triggered whenever entitlements or activation IDs are mapped to devices. These events are also recorded in the transaction history, providing complete visibility and enabling reliable, near real-time synchronization of device entitlement data with external systems.

As part of this enhancement, the payload for device webhook events (including Cloud Licensing Service events) now includes a new `statusInfos` field. This field is always present in the payload and provides status information for the event. For successful events, the field is empty. For failed events, it includes a `statusCode` and a descriptive `statusMessage` indicating the reason for the failure, for example:

```
"statusInfos" : [ {
    "statusCode" : 1,
    "statusMessage" : "Specified activation ID is invalid: fc45-2g37-0g57-4450-b96b-156a-3r3e-
905"
    } ]
```



Note ▪ *This enhancement is not enabled by default. Producers who want to use this functionality must contact Revenera Support. The `statusInfos` field is included in the payload regardless of enablement; however, it is populated only when the enhancement is enabled.*

SOAP and REST Web Services Enhancements in 2026.05

The following enhancement was added to the SOAP and REST Web Services module in the 2026.05 release.

Product Creation Date Added to Product Feature Data Set in Data Access API

(Case 04527943)

To ensure accurate date-based filtering when querying products, the Data Access API now uses the product creation date instead of the feature creation date.

A new field, **ProductCreatedOn**, has been added to the Product Feature data set. When filtering products by date (for example, using `filterDate` or `pastDays`), the API now evaluates the actual product creation date rather than the date a feature was created or last modified.

As a result:

- Products created within the specified date range are now returned even if their features were created earlier or were not recently modified.
- Newly created products are no longer excluded due to older feature dates.
- Date-based product queries behave consistently and align with expected product-centric use cases.

Enhancement Details

- **ProductCreatedOn** represents the true creation date of the product, independent of feature activity.
- Historical data has been backfilled so existing products include an accurate product creation date.
- The filtering logic has been updated as follows:
  - Previous behavior: Date filtering based on **FeatureLastModified**
  - New behavior: Date filtering based on **ProductCreatedOn**

User Experience Enhancements in 2026.05

The following user experience enhancement was added in the 2026.05 release:

Improved Transaction History Performance

(Case 04838783)

Performance of the **Transaction History** page has been improved, particularly when working with large volumes of audit trail data.

Database queries used to retrieve, sort, and count transaction history records have been optimized to make more efficient use of existing database indexes. As a result, loading and interacting with transaction history data is significantly faster, reducing wait times for administrators working with extensive transaction records.

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

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

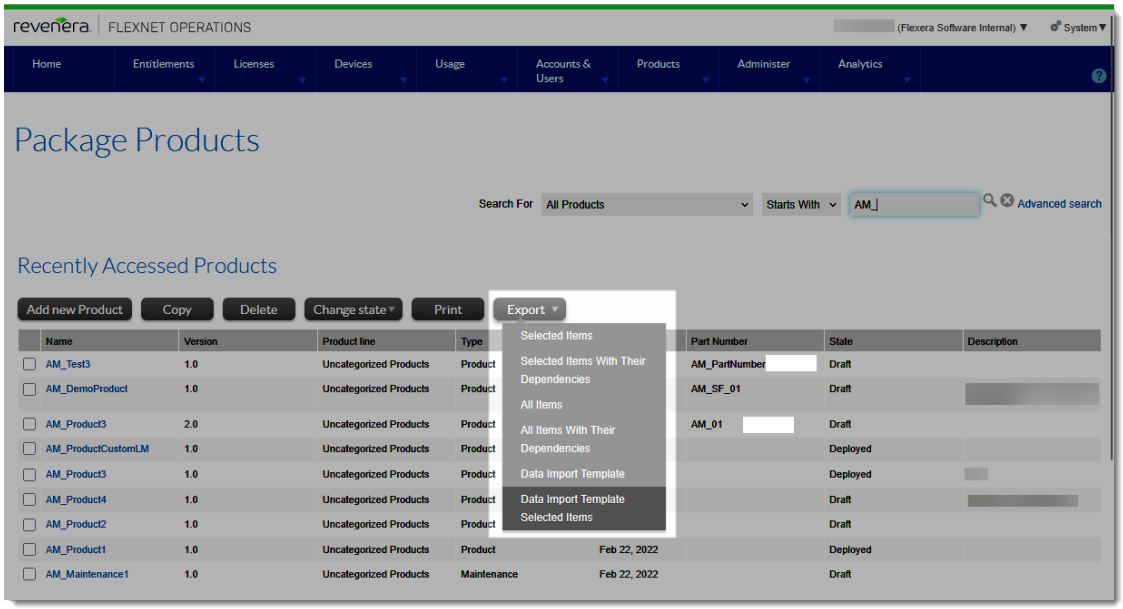
(Cases 02812468, 04306478)

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

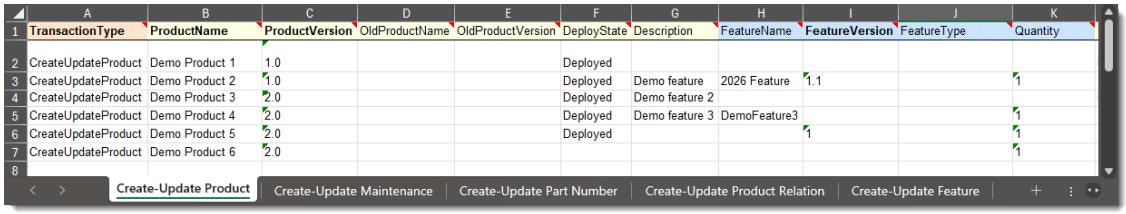
To enable users to export only a subset of products, the **Package Products** page now includes an additional option called **Data Import Template Selected Items** in the **Export** menu, as shown in this screenshot:



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
1	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				
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
8											

Create-Update Product | Create-Update Maintenance | Create-Update Part Number | Create-Update Product Relation | Create-Update Feature

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

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)

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.

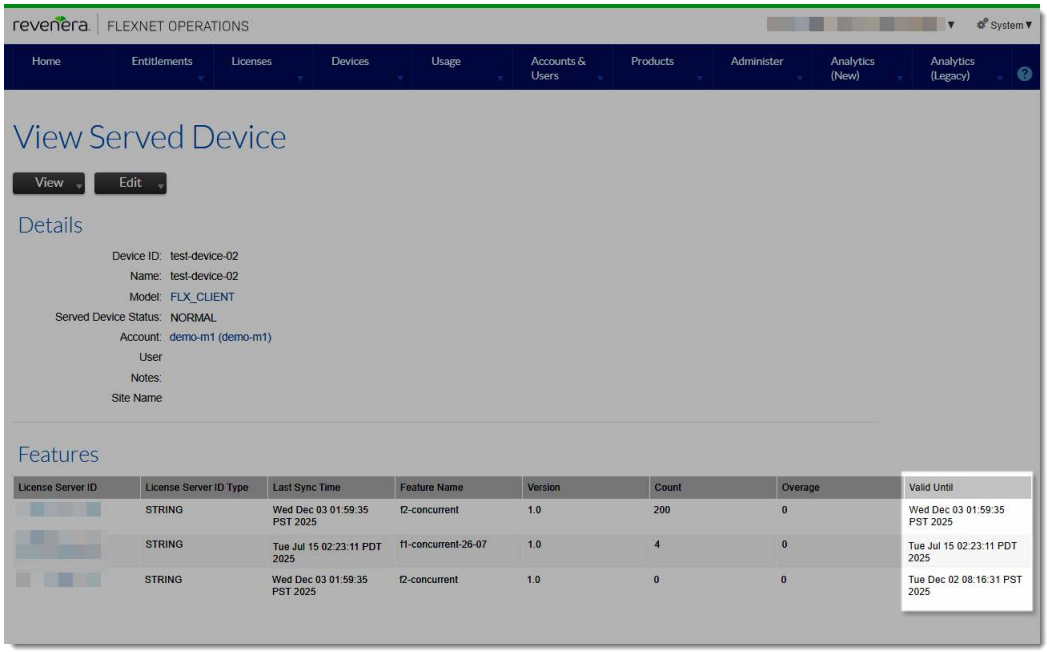


Figure 29: The **View Served Device** page showing expiry times in Pacific Time.

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:

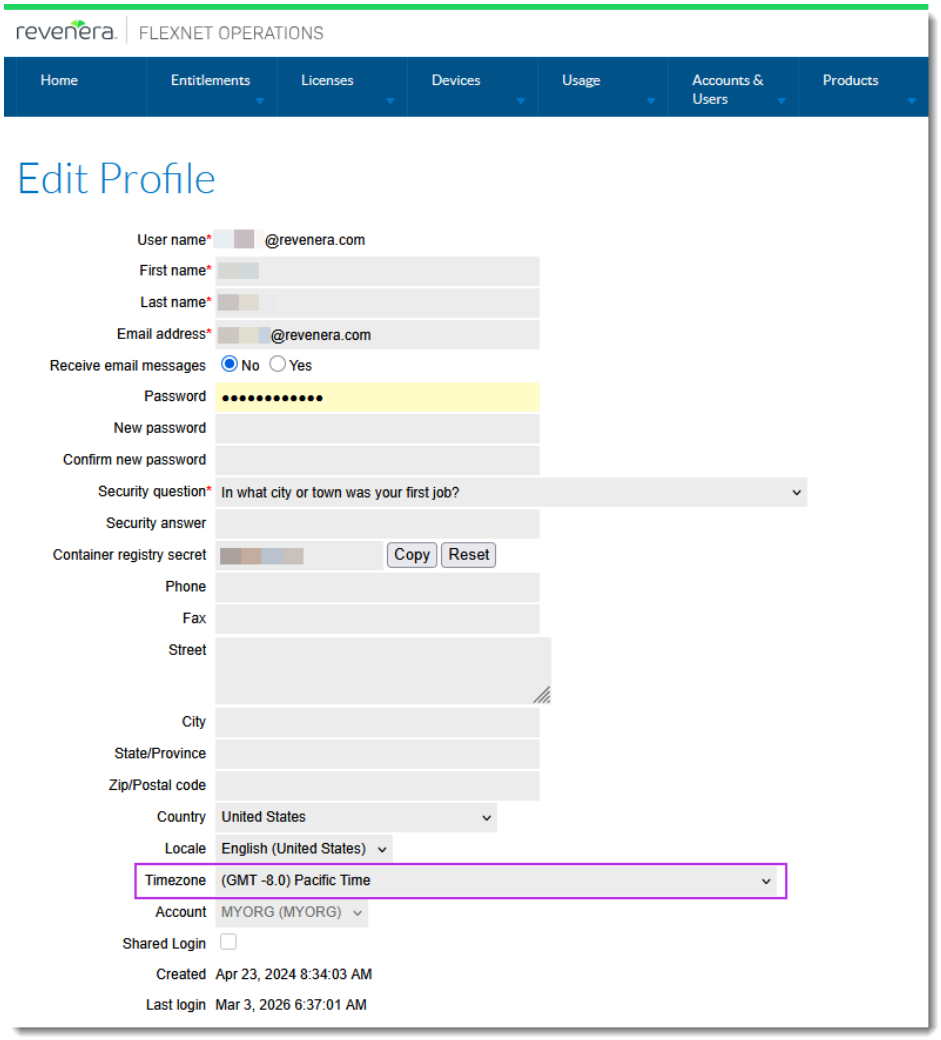


Figure 30: Example of the **Edit Profile** page, showing the logged-in user's time zone.

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)

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:

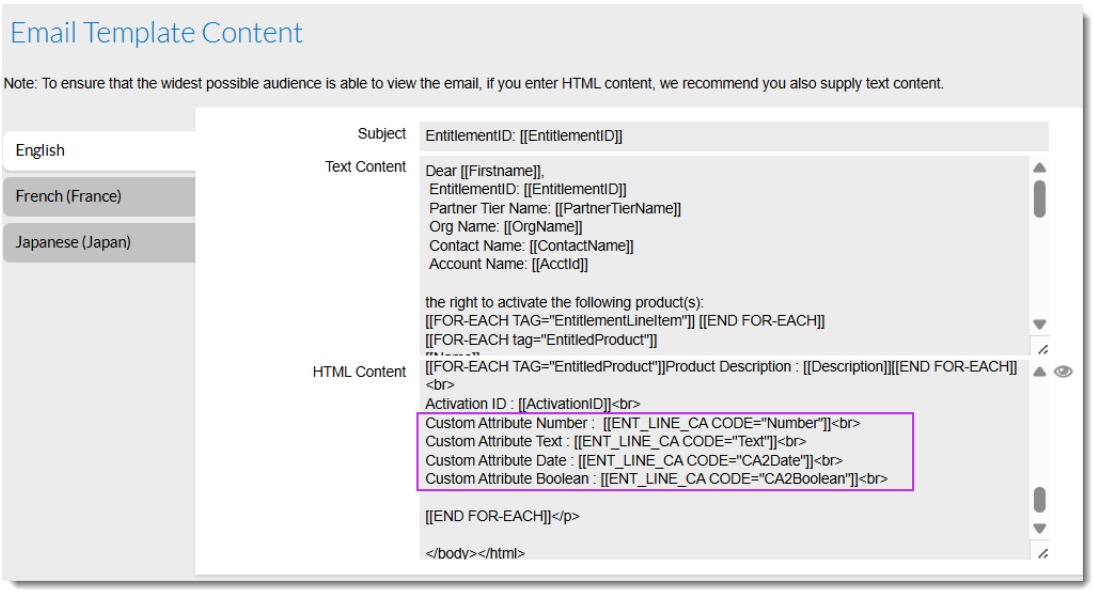


Figure 31: Example of an email template including entitlement line custom attribute values.

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

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>
            <!--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:sortBys>
            <!--1 or more repetitions:-->
            <urn:sortBy>
               <urn:sortKey>DEVICE_ID_TYPE</urn:sortKey>
               <urn:ascending>false</urn:ascending>
            </urn:sortBy>
         </urn:sortBys>
         <!--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>fnedemo</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/////AAAACwABAAAAAAMAAAAoAK0FAAAACwCuAAAAB+kAAAALAK8A
AAAACwAAAAsAsAAAAAAAAAAACwDKAAAAAAYAAAALALgAAAAACAAAABMAtwJCQUNLX09GRklDRQAAAAAlAPAFAAAACwBEA
AAAAAgAAAATAEUCQkFDS19PRkZJQ0UAAAAACwArAAABUYAAAAALAF0AAAAAAAAAAAsAXABpV738AAAACwElAAAAAAAAAA
APAE0CRGV2X0xMUwAAAAALAKYAAAAAAwAAAAsAzgAAAAAAAAAADgDdAjMxOTEzMAAAAAJKACkFAAAABwAzCgAAABEADgI
zRFB5cmFtaWQAAAAADwAHAmZuZWRlbW8AAAAACwAPAjEuMAAAAAARADQCcGVybWFuZW50AAAAAAcAggoAAAANASsCRklY
RUQAAAAAFgCRAjNoeXgtMWYxbGM5dHJmAAAAACEALwUAAAALAEQAAAAAAwAAAA8ARQJEZXZfTExTAAAAAB0AQwUAAAALA
EQAAAAABAAAAAsARQJBTlkAAAAACwC+AAAFRgAAAAALAL0AAAAABAAAABIAOgIyLWphbi0yMDI2AAAAABIAPAIyLWphbi
0yMDI2AAAAABkAOAJsdD17bGljZW5zZV90eXBlfQAAAAAPAD8CcmVycTEyMwAAAAANADsCQ2llbmEAAAAADQA5AjEyMzQ
1AAAAAG0BNQUAAAATATECRW1iZWRfcHJvZDEAAAAACwEzAjEuMAAAAAAZATQCRU5UX1ZlbkRpY3Rpb25hcnkAAAALwEy
AjBhZTgtYjdmOC0wMWQ3LTRjOGItYTk0YS0wOTdmLTkyNmQtY2NmZQAAAACvAGoFAAAACwBsAAAAAAMAAAALAJIAAAAAA
AAAAAsAUwAAAAABAAAAhwBrCwPmsNbM94OtP8levVXCHgNmOtI6nWeIUbAxafN2MMwN9tUmYezqrY8m+MCMky1IFUjYRl
08X72C3MWjqYu+dS5TQqrmZBxGKYeVT+acD5OViwxl9UWQGMKCmQT8kPzWyKxsD9xtpJBr/NSgUFDrmHJbzMMrvkEkw5o
RRhY6CDuvAAAArwBqBQAAAAsAbAAAAAADAAAACwCSAAAAAAAAAAALAFMAAAAAAQAAAIcAawuy+WlE/uQqtFbP86QigZkl
o6wXmV/cZShMNdIUP+rSaGKC24Bc8x53o/Ih90cjh/8ZfIPwQeteuMvMooGDl396W7OY7MfSmD5adkfQrUHMFFjasL4Cr
IssdvgFWHmBT4ra7+QOAd9ZzlRlgrxRmUzkvOvQvI153x1XU6BF7dnnJw==</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

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>AAAC9QAAba7/////AAAACwABAAAAAAMAAAAoAK0FAAAACwCuAAAAB+oAAAALAK8AAAAABAAAAAsAsAA
AAAAAAAAACwDKAAAAAAYAAAALALgAAAAACAAAABMAtwJCQUNLX09GRklDRQAAAAAlAPAFAAAACwBEAAAAAAgAAAATAEUC
QkFDS19PRkZJQ0UAAAAACwArAAABUYAAAAALAF0AAAAAAAAAAAsAXABpuTKpAAAACwElAAAAAAAAAAATAE0Cc3RkbF8xM
zAzMjYAAAAACwCmAAAAAAgAAAALAM4AAAAAAAAAABUA3QIyMDAwMDAwNjI0ODYzAAAAABYBOAJhY2NvdW50XzEzMDMyNg
AAAAAWATkCYWNjb3VudF8xMzAzMjYAAAABnQApBQAAAAcAMwoAAAAWAA4CZmVhdHVyZV8xMzAzMjYAAAAADwAHAmZuZXR
lc3QAAAAACwAPAjEuMAAAAAARADQCcGVybWFuZW50AAAAAAsAEAAAAAAKAAAADQErAkZJWEVEAAAAABoAkQJwaXNkMjIw
```

MS0xZjFsY2llcGIAAAAAJQBDBQAAAAsARAAAAAAIAAAAEwBFAnN0ZGxfMTMwMzI2AAAAABMAOgIxNy1tYXItMjAyNgAAA
AATADwCMTMtbWFyLTIwMjYAAAAAFgA7Ak15IENvcnBvcmF0aW9uAAAAAIYBNQUAAAAWATECcHJvZHVjdF8xMzAzMjYAAA
AACwEzAjEuMAAAAAAvATQCNGM5Mi1iZTQ5LWZlYzItNDJkZi1iNGE1LTZhODEtMjljYS1lYmM4AAAAAC8BMgI4MTA1LTJ
lYmItNmQ2ZS00N2RmLWEwNTAtOGQ1Yy0yNjZmLTg1YTUAAAAANQBqBQAAAAsAbAAAAAACAAAACwCSAAAAAAAAAAALAFMA
AAAAAAAAAA0Aawu1P6I2mJ8AAAA1AGoFAAAACwBsAAAAAAIAAAALAJIAAAAAAAAAAAsAUwAAAAAAAAADQBrC/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)

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)

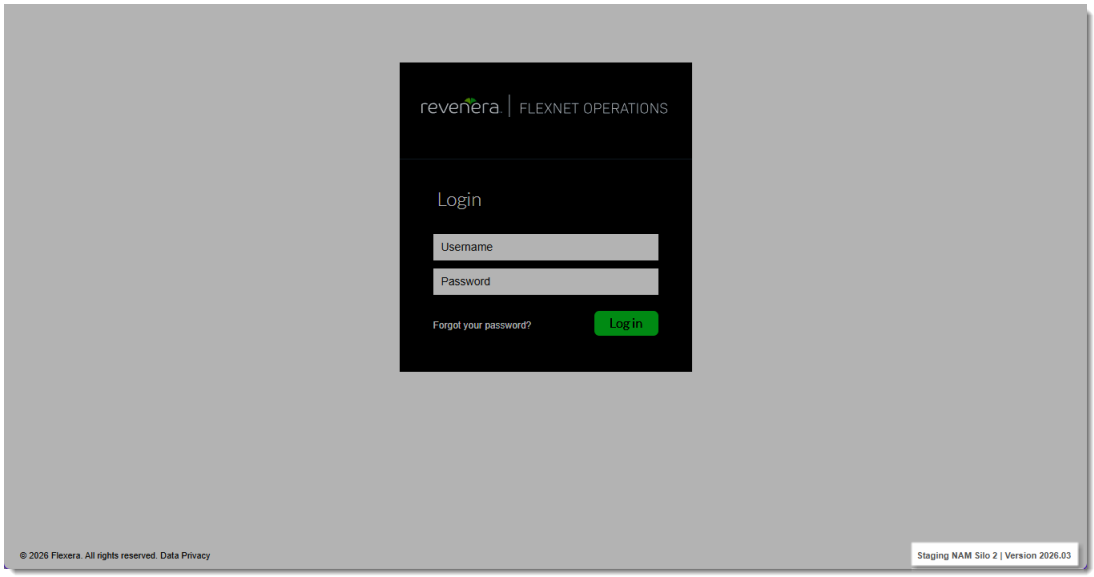
The FlexNet Operations Producer Portal footer now shows Environment, AWS Region, and Silo ID, giving customers quick visibility into the AWS shard hosting their deployment.

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)

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 Actication 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:

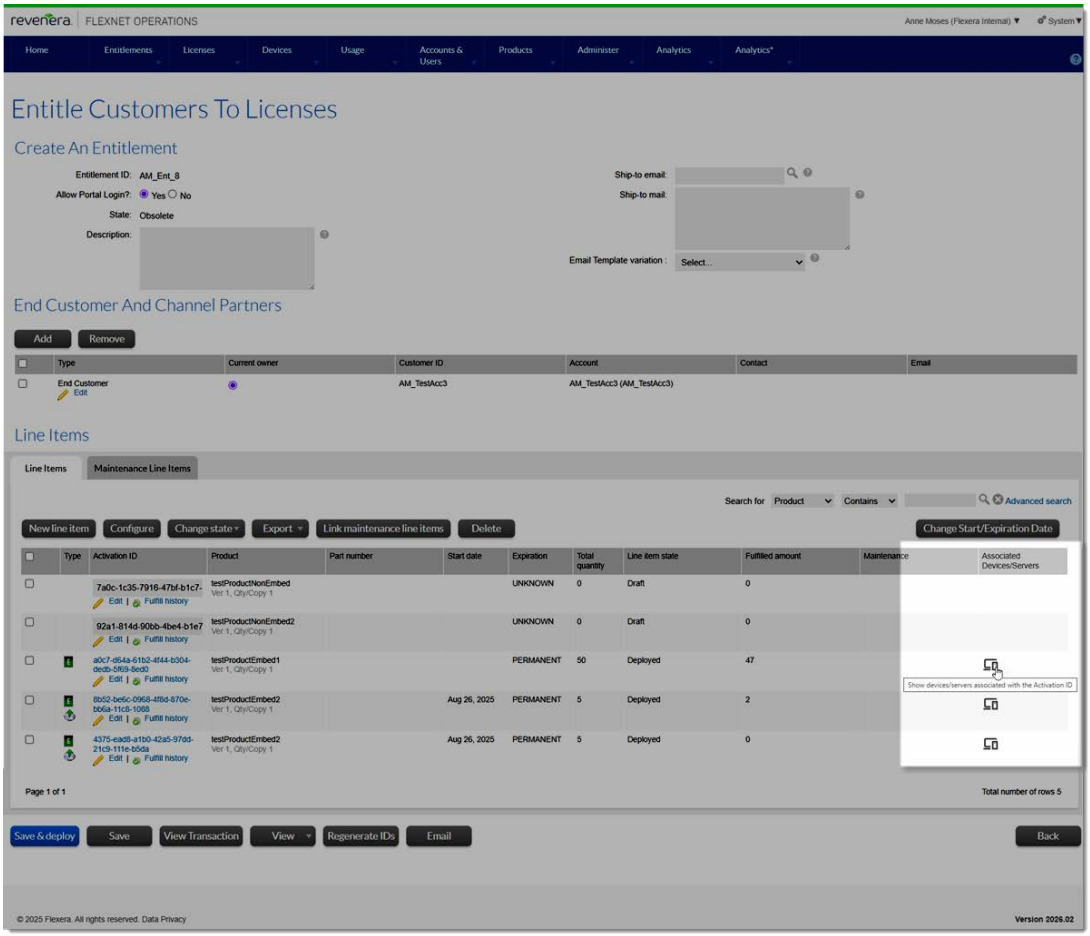


Figure 32: Clicking an icon in the **Associated Devices/Servers** column opens the **Devices** page which lists the devices or servers associated with the line item.

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)

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.

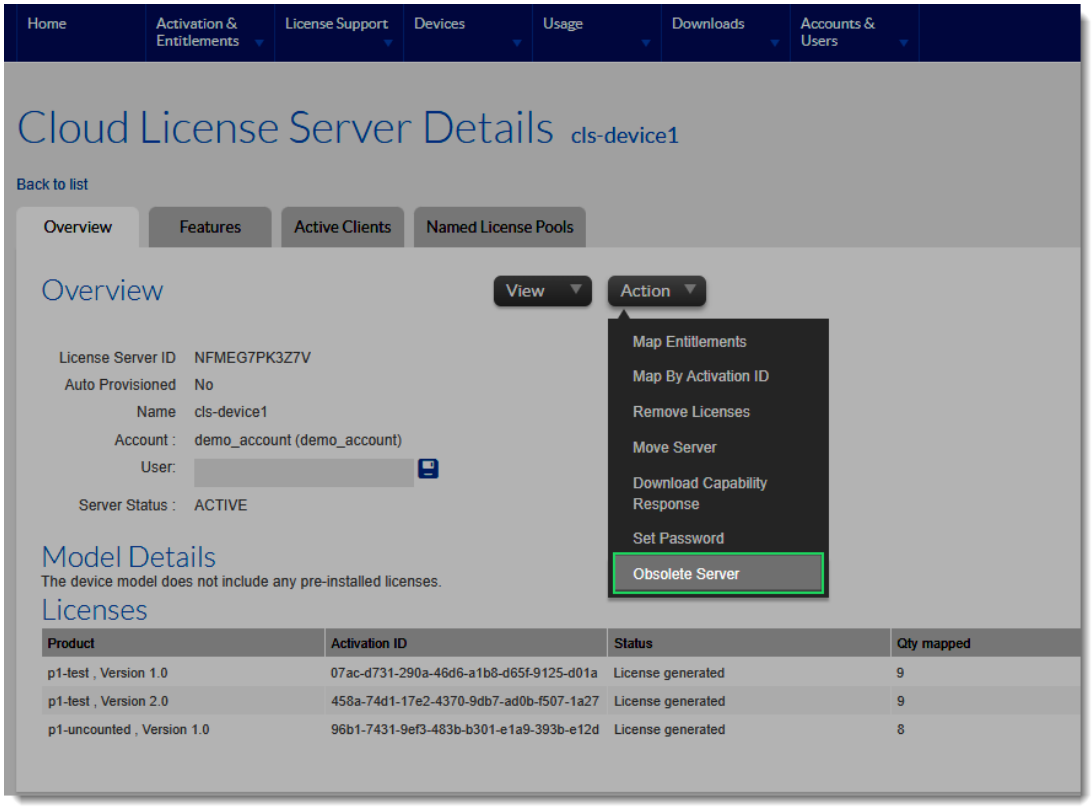
Obsoleting Cloud License Servers in End-User Portal

(Case 03906962)

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)

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)

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

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.

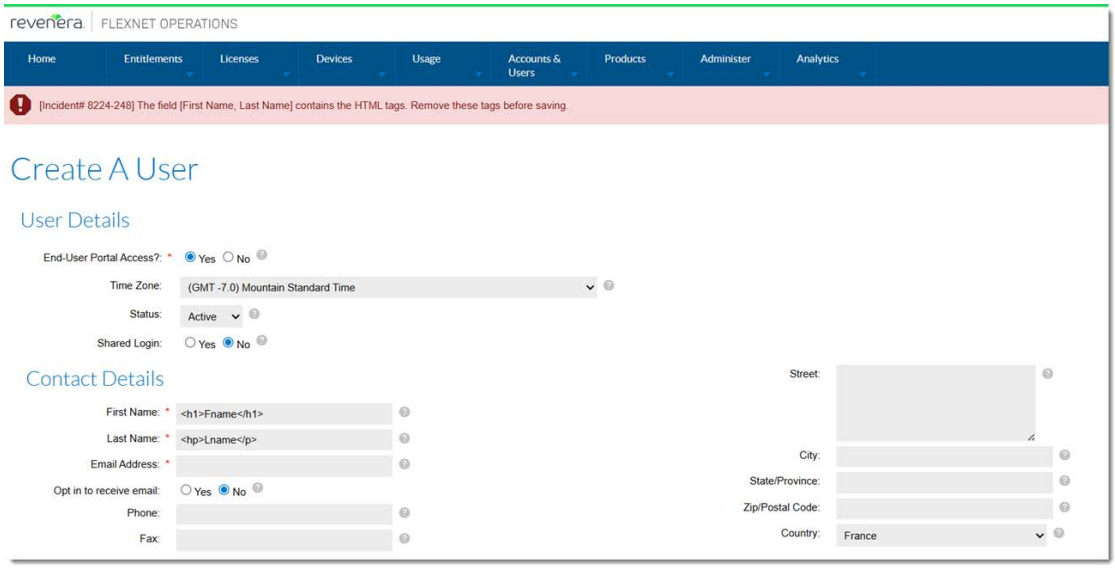


Figure 33: An example of the error displayed when using HTML code on the **Create A User** page.

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)

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	• Microsoft Edge • Mozilla Firefox 75.0 • Google Chrome 80.0.3987.163
FlexNet licensing module	• FlexNet Publisher Toolkit 11.12.0 or later • FlexNet Embedded Toolkit 2015 R2 or later  ***Note*** *▪ FlexNet Operations supports these FlexNet Embedded host ID types: ETHERNET, INTERNET, INTERNET_6, FLEXID9, FLEXID10, STRING, USER, VM_UUID, EXTENDED, PUBLISHER_DEFINED, and CONTAINER_ID.*
Vendor certificate generator	The current versions of the VCG kit are 12.11.0 and 16.2.2.0. These VCGs were tested with the following compilers: • Windows—Visual Studio 2010 Professional Edition • Linux—gcc 4.1.2 (RHEL 5.0) • Linux—gcc 4.4.4 (RHEL 6.0)  ***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.)*
High Speed File Upload	If you intend to use the **High Speed Upload** option to upload files, the following plug-in is required: Aspera Connect 3.10.0 or later

Resolved Issues

The following sections describe the issues that have been resolved in the FlexNet Operations 2026 releases to date:

- Issues Resolved in 2026.11
- Issues Resolved in 2026.10
- Issues Resolved in 2026.09

- Issues Resolved in 2026.08
- Issues Resolved in 2026.07
- Issues Resolved in 2026.06
- Issues Resolved in 2026.05
- Issues Resolved in 2026.04
- Issues Resolved in 2026.03
- Issues Resolved in 2026.02
- Issues Resolved in 2026.01

Issues Resolved in 2026.11

Issues in the following areas were resolved in the FlexNet Operations 2026.11 release:

- User Experience Issues Resolved in 2026.11

User Experience Issues Resolved in 2026.11

The following issues related to user experience were addressed in the 2026.11 release.

- Download Manager No Longer Failing to Complete Downloads
- Fixed Licensing Configuration Redirect After Login
- Pagination Fixed on Named License Pools Tab

Download Manager No Longer Failing to Complete Downloads

In the End-User Portal, initiating a file download using Download Manager previously caused the tool to remain indefinitely in a loading state without completing the transfer. This issue has been resolved, and file downloads now complete successfully.

Fixed Licensing Configuration Redirect After Login

Previously, if the FlexNet Operations license had expired, logging in to the Producer Portal could redirect users to an obsolete configuration URL, resulting in an error.

This flow has been corrected. Users are now redirected to the **Licensing** configuration page.

Pagination Fixed on Named License Pools Tab

Pagination on the **Named License Pools** tab for Cloud License Server instances in the Producer Portal now functions correctly when the number of partition rules exceeds the selected page size. Users can navigate through all pages of results, the **Total Number of Records** displays the correct count, and page size selections no longer generate errors when they exceed the total number of records.

Issues Resolved in 2026.10

Issues in the following areas were resolved in the FlexNet Operations 2026.10 release:

- Account and User Management Issues Resolved in 2026.10
- Dynamic Monetization Issues Resolved in 2026.10
- Electronic Software Delivery Issues Resolved in 2026.10
- Product Management Issues Resolved in 2026.10
- SOAP and REST Web Services Issues Resolved in 2026.10
- User Experience Issues Resolved in 2026.10

Account and User Management Issues Resolved in 2026.10

The following issues involving the management of accounts and users were resolved in the 2026.10 release.

- Partner Users With Limited Permissions Could View Unassociated Accounts
- Empty Partner Users and Self Registered Users Tabs Open Without an Error
- Resolved Entitlement Transfer Error When Selecting a Target Account Using Search

Partner Users With Limited Permissions Could View Unassociated Accounts

Partner users with limited permissions can no longer view details of accounts they do not belong to in the End-User Portal.

Empty Partner Users and Self Registered Users Tabs Open Without an Error

The **Partner Users** and **Self Registered Users** tabs on the **Manage Users** page (**Accounts & Users** > **Manage Users**) now open without displaying an application error when the selected category has no users. Previously, an application error was displayed, although functionality was unaffected.

Resolved Entitlement Transfer Error When Selecting a Target Account Using Search

Previously, in certain environments, selecting a target account using the **Search** icon next to the **Target Account** field under **Entitlements** > **Transfer** caused an error and prevented the transfer.

Selecting a target account using the **Search** icon no longer causes this error. Users can now complete the transfer without manually entering the account name and selecting it from the suggested results.

Dynamic Monetization Issues Resolved in 2026.10

The following issue involving Dynamic Monetization functionality was resolved in the 2026.10 release.

View Instances Permission No Longer Included in Portal Admin User Role

The **View Instances** permission is no longer enabled by default for the **Portal Admin User** role. To provide access to the Dynamic Monetization **Token Entitlements** page in the End-User Portal (available from the **Activation & Entitlements** menu), producers must explicitly add the **View Instances** permission to the appropriate end-user roles.

By default, permissions related to Dynamic Monetization functionality, including the **View Rate Tables**, **View Instances**, and **Edit Rate Tables** permissions, are included only in the **System Administrator** role.

Producers with existing end users who require access to the **Token Entitlements** page should review their role configurations and ensure that the **View Instances** permission is included in the appropriate roles.

Electronic Software Delivery Issues Resolved in 2026.10

The following issue was resolved for Electronic Software Delivery (ESD) in the 2026.10 release:

Download Manager No Longer Remains in Loading State

An issue in the End-User Portal that could cause Download Manager to remain indefinitely in a loading state without completing file downloads has been resolved. Downloads initiated through Download Manager now complete as expected.

Product Management Issues Resolved in 2026.10

The following issue involving the management of products was resolved in the 2026.10 release.

Preserving Start Date Value on the Products Page

(Case 05084664)

In FlexNet Operations, saving changes to a product record on the **Products** page now correctly preserves the configured start date value rather than decreasing the date by one day on each save.

Previously, each time you saved the product record, the date value decreased consecutively:

- **Initial value:** Sep 15
- **After first save:** Sep 14
- **After second save:** Sep 13

(The date continued to decrease with each subsequent save.)

With this fix, the start date value remains unchanged unless you explicitly edit it.

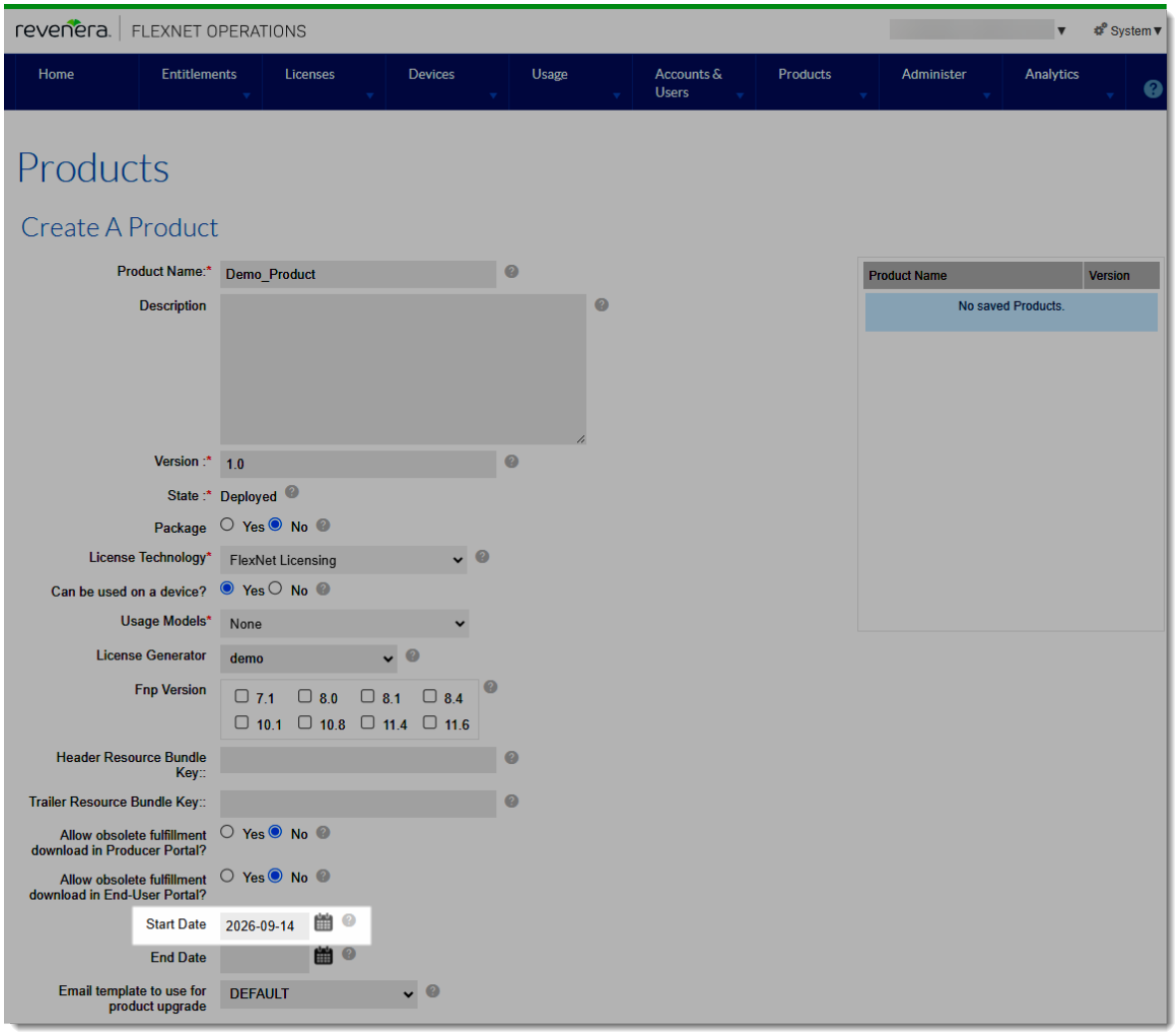


Figure 34: Start Date field on the **Products** page that retains its value on save.

SOAP and REST Web Services Issues Resolved in 2026.10

The following issue related to FlexNet Operations Web Services was addressed in the 2026.10 release:

Creating Software Updates with Associated Languages via REST API No Longer Fails

(Case 05089020)

Previously, creating software updates with language details (`associatedLanguages`) via `POST` on `/flexnet/operations/api/updates` failed with an HTTP 500 error. Software updates specifying language objects and properties are now processed successfully.

User Experience Issues Resolved in 2026.10

The following issues related to user experience were addressed in the 2026.10 release.

- Improved License Verification Performance for Large Organizations
- Enforced Upper Limit for Records Per Page Configuration
- Clearer Error Message When Attempting to Remove All Accounts from a User
- Password Reset Error Message Now Uses the Selected Language

Improved License Verification Performance for Large Organizations

(Case 05004506)

Previously, the license verification and generation flow could take a long time to complete when processing activations associated with large end-customer organizations. In some cases, verification times could exceed several minutes, leading to delays and potential timeout errors.

This has been addressed in the 2026.10 release. The system now retrieves only the minimal required user and role attributes via lightweight queries, significantly reducing verification times to seconds and eliminating timeout risks during license generation.

Enforced Upper Limit for Records Per Page Configuration

(Case 05062419)

The **Records Per Page** system configuration (under **System** > **Configure** > **User Interface**) now enforces a maximum upper limit of 2000 records. This ensures portal pagination aligns with database query constraints and web service batch limits, preventing page-load timeouts and SQL query errors caused by excessively large result sets.

Attempting to save a value greater than 2000 (or less than 1) in the system configuration UI or via configuration scripts now triggers an immediate validation error.

Clearer Error Message When Attempting to Remove All Accounts from a User

When attempting to remove all linked accounts from a user in the Producer Portal (on the **Create a User** page, available by clicking **Accounts & Users** > **All Users** and selecting a user), the system prevents the action and displays an error message because a user cannot exist without an associated account.

Previously, this error message displayed an internal numeric user ID (for example, “[Incident# <id>] User 110,762 cannot exist without account.”), making it unclear which user was affected.

The error message has been updated to display the user's display name instead of their internal numeric ID: “[Incident# <id>] User <user_name> cannot exist without account.”

Password Reset Error Message Now Uses the Selected Language

In the End-User Portal, the error message displayed when users enter an incorrect or blank answer to the secret question after selecting **Forgot Password** now appears in the language selected on the login page, rather than always appearing in English.

Issues Resolved in 2026.09

Issues in the following areas were resolved in the FlexNet Operations 2026.09 release:

- Device Management Issues Resolved in 2026.09
- SOAP and REST Web Services Issues Resolved in 2026.09
- User Experience Issues Resolved in 2026.09

Device Management Issues Resolved in 2026.09

The following issue involving the management of devices was resolved in the 2026.09 release.

Move Device Operation No Longer Incorrectly Decrements Activation Count on Failure

(Case 03600011)

An intermittent issue in the Move Device operation could cause one or more devices in a batch to fail when moving them to a different account, either via the Producer Portal or the ManageDeviceService SOAP API.

When this failure occured, the activation count for the affected activation ID was incorrectly decremented, effectively resulting in lost license counts despite no successful device transfer taking place.

Any subsequent attempt to move the same device then failed with an `INSUFFICIENT_COUNT_FOR_SPLIT` error, because the activation count had already been reduced to zero.

The `moveDevice` operation in the ManageDeviceService API now retries automatically when a transient error occurs during the operation. If the operation does not complete successfully, activation counts are no longer reduced, preventing license counts from being lost.

SOAP and REST Web Services Issues Resolved in 2026.09

The following issue related to FlexNet Operations Web Services was addressed in the 2026.09 release:

Improved Error Handling for removeDownloadPackageFromProduct in DownloadPackagingService

(Case 03671349)

When the **removeDownloadPackageFromProduct** SOAP operation was called for a download package that was not associated with the specified product, the service returned a failure response without a meaningful error code or error message. This made it difficult for integrators to identify and programmatically handle the error condition.

Starting in 2026.09, the service returns a descriptive error message when a user attempts to remove a download package that is not associated with the specified product.

Example

The following request attempts to remove download package **DP_Tom** from product **Prod_Tom** version **1.0**, even though the download package is not associated with that product.

```
<soapenv:Envelope
    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
```

```
    xmlns:dow="http://v1.producersuite.flexerasoftware.com/DownloadPackagingService/">
  <soapenv:Header/>
  <soapenv:Body>
    <dow:removeDownloadPackageFromProduct>
      <Product>
        <ProductName>Prod_Tom</ProductName>
        <ProductVersion>1.0</ProductVersion>
      </Product>
      <DownloadPackage>
        <DownloadPackageID>DP_Tom</DownloadPackageID>
      </DownloadPackage>
    </dow:removeDownloadPackageFromProduct>
  </soapenv:Body>
</soapenv:Envelope>
```

Result

The service returns a descriptive error indicating that download package **DP_Tom** is not associated with product **Prod_Tom::1.0**.

```
<errorMessage>
  The Download Package with ID "DP_Tom" is not associated with the DownloadPackage with ID
"Prod_Tom::1.0".
</errorMessage>
```

Current Limitation

This enhancement ensures that a user-facing error message is returned. However, the entity type referenced in the message does not currently align with established naming conventions.

In the example above, **Prod_Tom::1.0** is a product, but the error message incorrectly identifies it as a download package. The expected wording would be:

```
<errorMessage>
  The Download Package with ID "DP_Tom" is not associated with the Product with ID
"Prod_Tom::1.0".
</errorMessage>
```

User Experience Issues Resolved in 2026.09

The following issue related to user experience was addressed in the 2026.09 release.

Fixed Unreadable GMT-2 Timezone Entry in Create User Page

(Case 04974629)

Users could previously encounter a display problem in the Producer Portal where one of the GMT-2 timezone options in the **Time Zone** dropdown on the **Create A User** page (under **Accounts & Users** > **Create User**) showed an unreadable string containing question marks (see screenshot below).

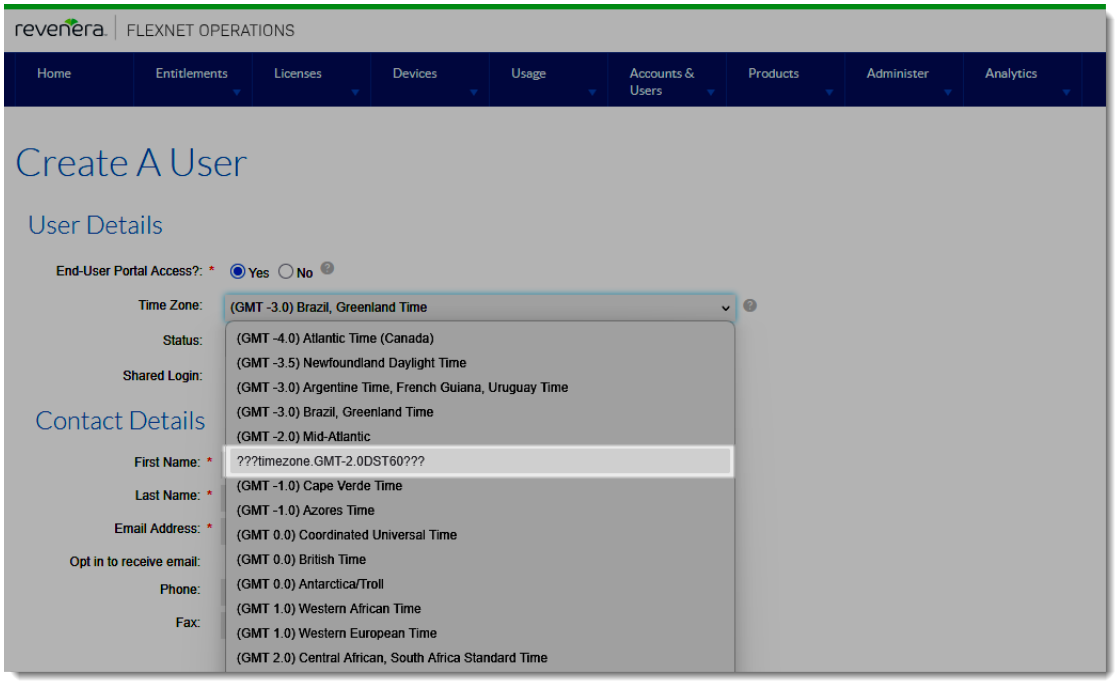


Figure 35: Unreadable time zone entry on the **Create A User** page.

This has been corrected. The **GMT-2 (Mid-Atlantic)** and **GMT-2 (Mid-Atlantic — Daylight)** timezone entries are now displayed correctly and consistently, allowing users to view and select either GMT-2 timezone option during user creation and maintenance activities without encountering garbled or unreadable text.

Issues Resolved in 2026.08

Issues in the following areas were resolved in the FlexNet Operations 2026.08 release:

- Entitlement Management Issues Resolved in 2026.08
- SOAP and REST Web Services Issues Resolved in 2026.08
- User Experience Issues Resolved in 2026.08

Entitlement Management Issues Resolved in 2026.08

The following issue related to entitlement management was addressed in the 2026.08 release.

Distribution Tier Type Issues in Entitlement and Account Workflows Resolved

(Case Number 05075534)

An issue affecting distribution tier type handling in the **Create Entitlement**, **Create Bulk Entitlement**, and **Edit Account** workflows has been resolved.

Previously, some distribution tier types, such as **Partner Tier 2 (Reseller)** and **Custom 1 Tier Partner**, were not displayed in the **Add Account** section even though the corresponding records existed in the database.

Additionally, in the **Edit Account** workflow, accounts originally added through the **Customers** or **Producers** tabs could, in some cases, default to a different tab and distribution tier type when edited. Under specific conditions, saving the record could overwrite the original account tier type, resulting in unintended data changes.

With this fix, all supported distribution tier types are displayed correctly, and editing existing account associations preserves the original tab and distribution tier type.



***Note** ▪ The **End Customer** distribution tier type is not available for Bulk Entitlement by design.*

SOAP and REST Web Services Issues Resolved in 2026.08

The following issue related to FlexNet Operations Web Services was addressed in the 2026.08 release:

Account Lockout Now Enforced for FlexnetAuthentication SOAP APIs

(Case 05057946)

A defect was identified in the FlexnetAuthentication SOAP APIs where users were not being automatically inactivated after exceeding the configured number of failed authentication attempts.

While other SOAP APIs correctly enforced the failed-login threshold and inactivated users, FlexnetAuthentication APIs continued to allow authentication requests, including `getSecureToken` requests, even after multiple incorrect password attempts. This resulted in inconsistent behavior across SOAP APIs and could allow continued authentication attempts beyond the configured limit.

In the 2026.08 release, the FlexnetAuthentication SOAP APIs correctly enforce the **Consecutive Failed Authentications** setting configured in FlexNet Operations (under **System** > **Configure** > **FlexNet Platform Server**).

The following behavior now applies:

- `getSecureToken` requests submitted with valid credentials continue to successfully generate secure tokens as expected.
- When a user exceeds the configured number of consecutive failed authentication attempts via the FlexnetAuthentication APIs (including `getSecureToken` requests), the user is automatically marked as Inactive.
- Once inactivated, subsequent requests — including those submitted with valid credentials — will continue to fail until the user is reactivated.
- Once the user becomes inactive due to repeated failed authentication attempts, subsequent requests—including those submitted with valid credentials—will continue to fail until the user is reactivated.
- User inactivity can be verified through both the authentication response and from the FlexNet Operations Producer Portal.

- Administrators can reactivate inactive users by setting the user status back to **Active** in the FlexNet Operations Producer Portal.

User Experience Issues Resolved in 2026.08

The following issues related to user experience were addressed in the 2026.08 release.

- Product Lines Now Sort Alphabetically in the Producer Portal and End-User Portal
- Download Package: Corrected Character Limit in Release Group Field Tooltip

Product Lines Now Sort Alphabetically in the Producer Portal and End-User Portal

(Case 02842943)

In the FlexNet Operations Producer Portal and End-User Portal, product lines were not displayed in alphabetical order on the **Search Results: Download Packages** and **Downloads** page, respectively. Product lines whose names began with a lowercase letter were consistently sorted after all product lines beginning with an uppercase letter, causing them to appear at the end of the list regardless of their actual alphabetical position.

For example, the following shows an incorrect sort order:

- **123ABC**
- **AProduct**
- **BProduct**
- **aProduct**
- **bProduct**

In the 2026.08 release, the sort logic for product lines has been corrected to use case-insensitive alphabetical ordering. Product lines in both the Producer Portal and End-User Portal now sort correctly regardless of whether the product line name begins with an uppercase or lowercase letter.

For example, the following shows the correct sort order:

- **123ABC**
- **ABC**
- **aProduct**
- **BProduct**
- **bProduct**

Download Package: Corrected Character Limit in Release Group Field Tooltip

(Case 05055135)

The **Release Group** field on the **Edit Download Package** page previously displayed a help tooltip stating a maximum of 20 characters. However, the actual supported maximum is 15 characters. As a result, any value longer than 15 characters was silently truncated when saved, with no warning displayed to the user.

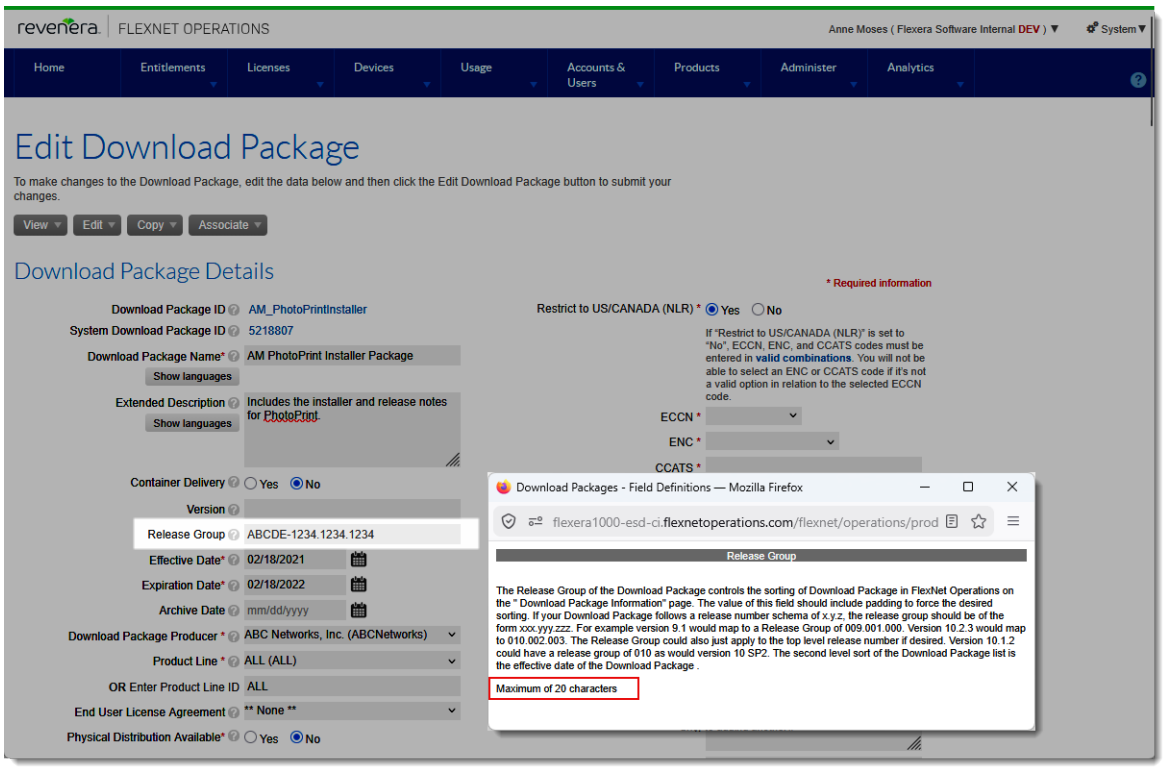


Figure 36: The **Edit Download Package** page, showing the **Release Group** field with the incorrect tooltip text stating a 20-character limit.

The **View Download Package** page would then display the truncated value, which could cause confusion if the entered value did not match what was shown after saving.

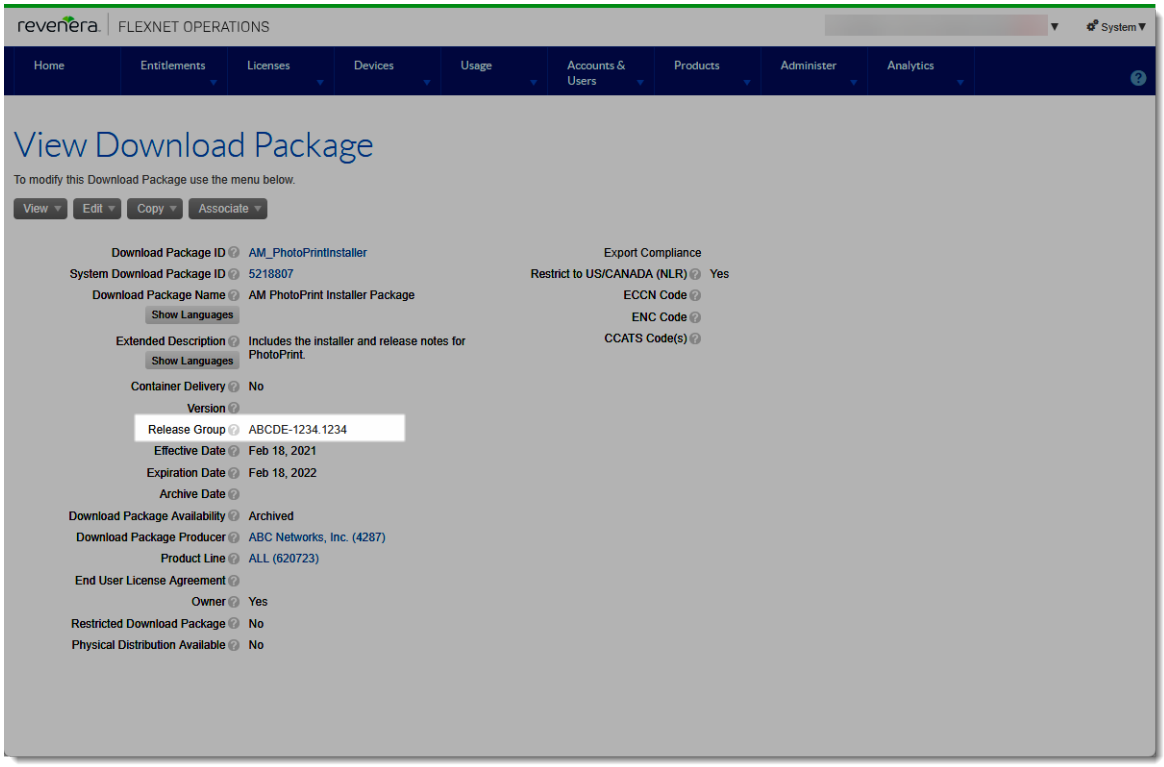


Figure 37: The **View Download Package** page, showing a **Release Group** value that has been truncated to 15 characters.

The help text has been updated to correctly reflect the 15-character maximum, ensuring the displayed limit matches the actual limit and preventing unexpected data loss.

Issues Resolved in 2026.07

Issues in the following areas were resolved in the FlexNet Operations 2026.07 release:

- Entitlement Management Issues Resolved in 2026.07

Entitlement Management Issues Resolved in 2026.07

The following issues were resolved for entitlement management in the 2026.07 release.

- Entitlement State Change Incorrectly Blocked When Moving from Deployed to Draft
- Changing Activation ID State After Activation Is No Longer Allowed
- Multi-Valued Text Custom Attribute Values Now Saved Correctly After Editing

Entitlement State Change Incorrectly Blocked When Moving from Deployed to Draft

When a producer attempted to change an entitlement from the Deployed state back to Draft, the system displayed an error indicating the entitlement was "Activated"—even when no license had been generated and no fulfillment history existed for the entitlement. This prevented producers from returning entitlements with certificate or trusted-type line items to Draft status, blocking legitimate corrections or modifications to entitlements that had never actually been fulfilled.

To address this, the entitlement state transition logic has been updated. When an entitlement contains line items (certificate or trusted type), FlexNet Operations validates whether the line item has already been activated before allowing or blocking the state transition.

With this update:

- The system now accurately determines whether a line item has genuinely been activated by checking for actual fulfillment history before restricting the state transition.
- The state change to Draft is only blocked when the line item is in an activated state.

This ensures that entitlements without actual activation are allowed to transition to Draft as expected, resolving the incorrect behavior.

Changing Activation ID State After Activation Is No Longer Allowed

Previously, Activation IDs could have their status changed from Deployed to Draft even after the license had already been fulfilled (activated), resulting in inconsistent license states.

This issue has been resolved. Activation ID state changes are now correctly restricted once activation has occurred, preventing unintended changes and ensuring consistent license management.

Multi-Valued Text Custom Attribute Values Now Saved Correctly After Editing

FlexNet Operations was not correctly updating multi-valued text custom attribute values when edited on line items and maintenance line items. Specifically, when a multi-valued text custom attribute was deselected in an existing line item and the line item was saved, the custom attribute still appeared as selected when the line item was viewed again.

This led to inconsistent behavior where the UI reflected the deselection, but the saved data continued to show the previously selected values.

With this fix, FlexNet Operations now correctly captures user changes for multi-valued text custom attributes during edit operations.

The saved data accurately reflects the latest user input for both line items and maintenance line items.

Issues Resolved in 2026.06

Issues in the following areas were resolved in the FlexNet Operations 2026.06 release:

- Device Management Issues Resolved in 2026.06
- Electronic Software Delivery Resolved Issues in 2026.06

Device Management Issues Resolved in 2026.06

The following issue involving the management of devices was resolved in the 2026.06 release.

Preventing Creation of Devices with Empty Identifiers

In previous releases, device creation through API-based workflows could succeed even when the Device ID or Device Name contained only whitespace or invalid control characters. This occurred under certain internal configurations where input validation was not consistently enforced, resulting in devices with invalid or effectively empty identifiers. These devices were not visible through standard UI workflows and required backend investigation to identify and manage.

With this fix, device creation requests containing invalid, control, or whitespace-only identifier values are rejected, preventing the creation of inconsistent device records, improving alignment between API and UI workflows, and reducing the need for manual troubleshooting.

Electronic Software Delivery Resolved Issues in 2026.06

The following issue was resolved in the Electronic Software Delivery (ESD) module in the 2026.06 release.

MD5 Checksum Validation for File Uploads

(Case 02761062)

The `uploadFile` SOAP operation in the Download Packaging SOAP web service (versions 1–4) now enforces MD5 checksum validation. When it receives a file upload request, the service computes the MD5 checksum of the staged file and compares it to the checksum provided by the client. If the checksums do not match, the upload is rejected with a `CheckSumDoesNotMatchException` error.

Previously, the web service returned a Success message even if an invalid checksum was provided. While it did not upload the file, no error message was returned, making it hard for users to identify the error.

This issue only impacted file upload using the Download Packaging SOAP web service. File uploads using the UI (on the **Upload File** page) could proceed as expected.

This change improves data integrity by ensuring that only files with matching checksums are accepted for upload, reducing the risk of corrupted or incomplete uploads. No changes are required for clients already providing correct checksums. Clients must ensure the MD5 checksum sent matches the file content.

Issues Resolved in 2026.05

Issues in the following areas were resolved in the FlexNet Operations 2026.05 release:

- Entitlement Management Issues Resolved in 2026.05
- SOAP and REST Web Services Issues Resolved in 2026.05
- User Experience Issues Resolved in 2026.05

Entitlement Management Issues Resolved in 2026.05

The following issues were resolved for entitlement management in the 2026.05 release.

- Date Range Filtering Added to Request History Page
- Custom License Model Attribute Values Now Display Correctly in Entitlement Pages

Date Range Filtering Added to Request History Page

Previously, the **Request History** page in the Producer Portal (available from **Administer** > **Request History**) could fail to load with a 504 Gateway Timeout error when retrieving a large volume of data.

To address this issue, **Request Start Date** and **Request End Date** fields have been added so that request history is loaded only for the specified date range, reducing the amount of data retrieved and preventing the timeout error. By default, when the page is loaded, request history for the past seven days is displayed.



Figure 38: Updated **Request History** page showing **Request Start Date** and **Request End Date** fields.

Custom License Model Attribute Values Now Display Correctly in Entitlement Pages

(Case 02759674)

In earlier releases of FlexNet Operations, custom license model attributes configured to appear on entitlement pages—such as **List Entitlements** and **Create Entitlement**—were visible in the Producer Portal, but their values were not displayed. This resulted in incomplete entitlement information when viewing or working with entitlements.

Starting with the 2026.05 release, this issue has been resolved. Custom License Model attributes now display their actual values correctly on **List Entitlements** and **Create Entitlement** pages ensuring that entitlement information is shown accurately and consistently in the UI.

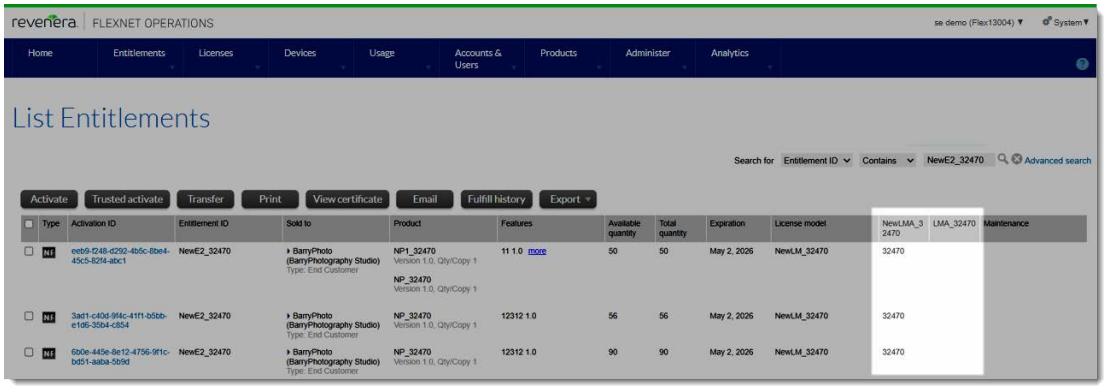


Figure 39: The **List Entitlements** page showing custom license model attribute fields with their corresponding values.

This fix restores expected behavior for workflows that rely on License Model attribute values when reviewing or managing entitlements.

SOAP and REST Web Services Issues Resolved in 2026.05

The following issues related to FlexNet Operations Web Services were addressed in the 2026.05 release:

- Product Description Updates via SOAP API Now Supported When Editing of Deployed Entities Is Disabled
- Improved Validation and Error Messaging in createFile Operation (Download Packaging Service)
- Advanced Notice: Removing Redundant Column from Product Feature View in Data Access API

Product Description Updates via SOAP API Now Supported When Editing of Deployed Entities Is Disabled

(Case 02540361)

Previously, once a product was deployed, validation logic treated all product updates as edits to deployed entities. As a result, **updateProductRequest** SOAP calls to update the product description failed with a validation error when **Allow Editing of Deployed Entities** was unselected.

This behavior could cause issues for customers who relied on SOAP-based integrations to perform non-critical, metadata-only updates to products after deployment, without enabling the configuration due to the risk of unintentionally modifying critical deployed entities.

To address the problem, the following changes have been implemented in the 2026.05 release (all versions of the Product Packaging Service):

- Product description updates via the **updateProductRequest** SOAP API are now explicitly allowed even when **Allow Editing of Deployed Entities** is unselected.

- Validation logic has been refined so that critical deployed entities remain protected, and only safe, descriptive fields are permitted to be updated without enabling the configuration.

As a result, customers can update product descriptions through existing SOAP integrations without enabling editing of deployed entities, while preserving the original security intent of the configuration.

Sample Request and Response for updateProductRequest

The following section shows sample code for **updateProductRequest**.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:v3.webservices.operations.flexnet.com">
   <soapenv:Header/>
   <soapenv:Body>
      <urn:updateProductRequest>
         <!--1 or more repetitions:-->
         <urn:product>
            <urn:productIdentifier>
               <!--Optional:-->
               <urn:primaryKeys>
                  <urn:name>ProductP1</urn:name>
                  <urn:version>1.0</urn:version>
               </urn:primaryKeys>
            </urn:productIdentifier>
            <!--Optional:-->
            <urn:version>1.0</urn:version>
            <!--Optional:-->
            <urn:description>updated description</urn:description>
            <!--Optional:-->
          </urn:product>
      </urn:updateProductRequest>
   </soapenv:Body>
</soapenv:Envelope>
```

The following section shows sample code for **updateProductResponse**.

```
<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>
      <updateProductResponse xmlns="urn:v3.webservices.operations.flexnet.com">
         <statusInfo>
            <status>SUCCESS</status>
         </statusInfo>
      </updateProductResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Improved Validation and Error Messaging in createFile Operation (Download Packaging Service)

(Case 04833858)

The **createFile** operation of the Download Packaging Service (versions 1 - 4) has been updated to improve validation handling and error message clarity when input field length limits are exceeded.

Previously, when the **FileID** or **Description** fields exceeded allowed length constraints, the service returned a generic error message (“Business object can only be retrieved after successfully processing”). This behavior masked the underlying validation issue and made troubleshooting difficult.

With this update, the service now performs proper length validation and returns clear, field-specific error messages when constraints are violated. For example:

- For **FileID** exceeding 100 characters:

  ```
  File/FileID: The value, "Sample File ID ...", exceeds the maximum length of 100.
  ```

- For **Description** exceeding 500 characters:

  ```
  File/Description: The value, "Sample file description ...", exceeds the maximum
  length of 500.
  ```

These improvements ensure that validation errors are returned accurately and consistently across all versions of the `DownloadPackagingService`, resulting in more predictable behavior for SOAP web service consumers.

Advanced Notice: Removing Redundant Column from Product Feature View in Data Access API

(Case 05011595)

The **Product Feature** view of the Data Access API will be restructured to focus on *product-to-feature* and *product-to-feature-bundle* relationships. The SUITE_PRODUCT_DELETED column will no longer be required in the product feature context and will be removed to improve schema clarity. This change will occur in the 2026.07 release.

Customers whose downstream pipelines explicitly reference this column (for example, loading all columns from shared views) will need to update their schemas. From the 2026.07 release onwards, suite-product deletion status can be obtained from SEC_VW_SUITE_PRODUCTS.

User Experience Issues Resolved in 2026.05

The following issue related to user experience was addressed in the 2026.05 release.

Cookie Preferences Dialog No Longer Appearing During Password Reset

(Case 05010082)

In the previous release, during the password reset flow, the cookie preferences pop-up could appear before the user was logged in. If the user selected **Allow Cookies** at that point, FlexNet Operations displayed a 403 Forbidden error with the message “Failed to save cookie preferences. Please try again.”

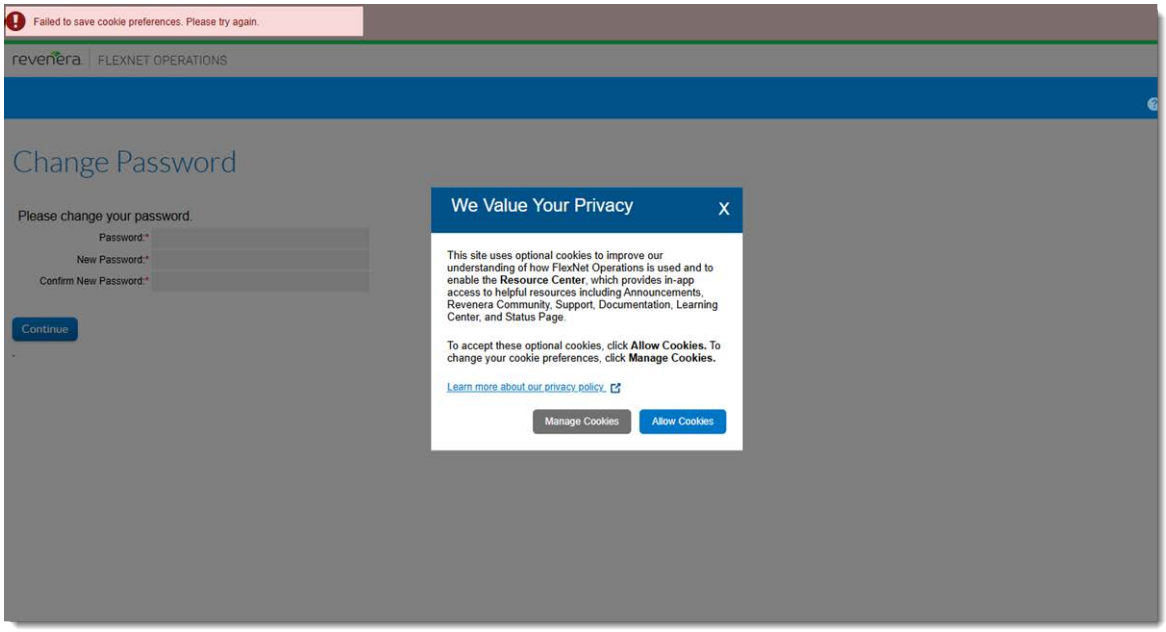


Figure 40: The cookie preferences pop-up could appear mid-flow.

Starting with the 2026.05 release, this issue has been resolved. The cookie preferences prompt no longer interrupts the password reset flow, and users can complete the reset process without encountering an error when managing cookie preferences.

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
- Security Issues Resolved in 2026.04
- User Experience Issues Resolved in 2026.04

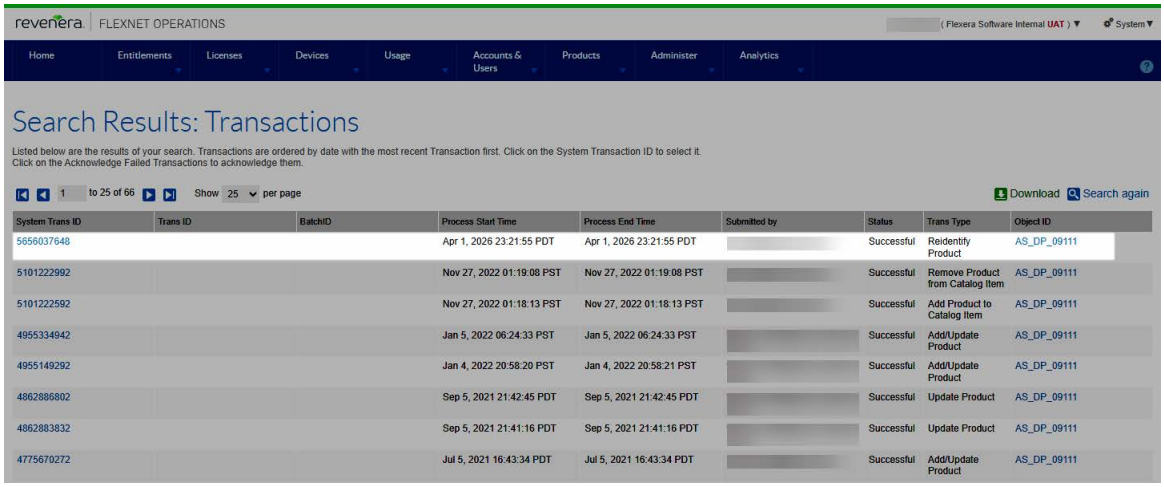
Electronic Software Delivery Resolved Issues in 2026.04

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)

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.



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)

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.

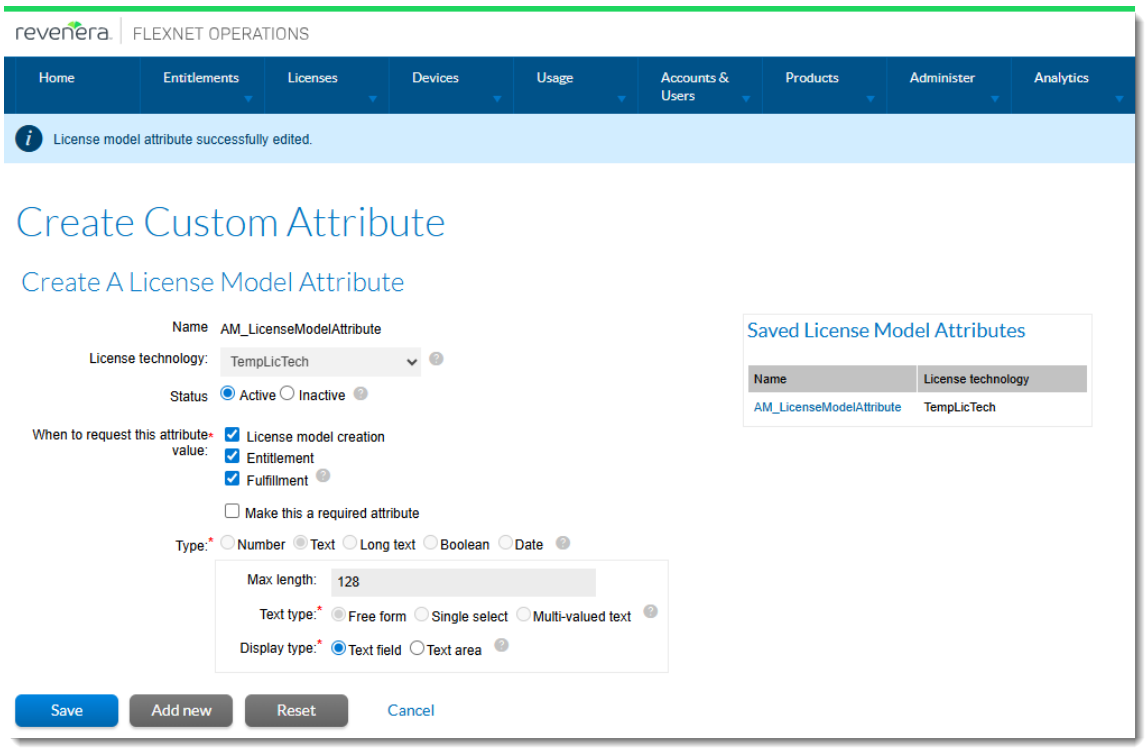


Figure 41: The **Create Custom Attribute | Create a License Model Attribute** page showing a success message, even though changes did not persist.

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.

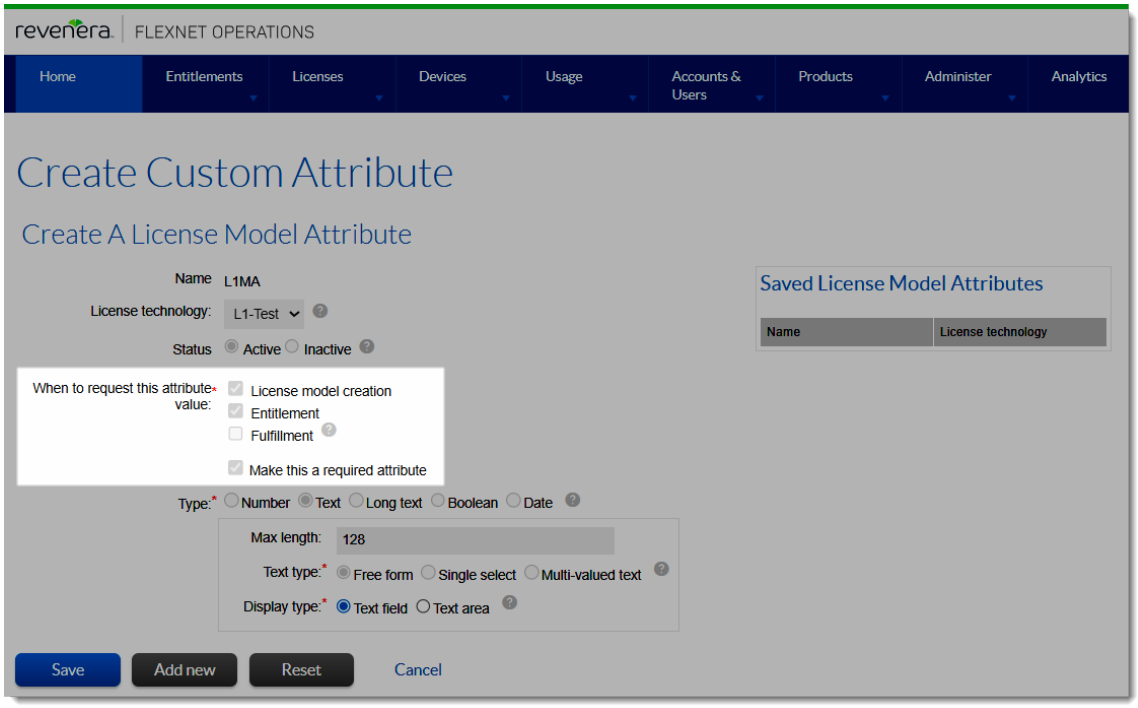


Figure 42: The updated **Create Custom Attribute | Create a License Model Attribute** page, with non-editable options grayed out.

Entitlement Email Requests Now Return Immediate Validation Errors

(Case 02860184)

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.

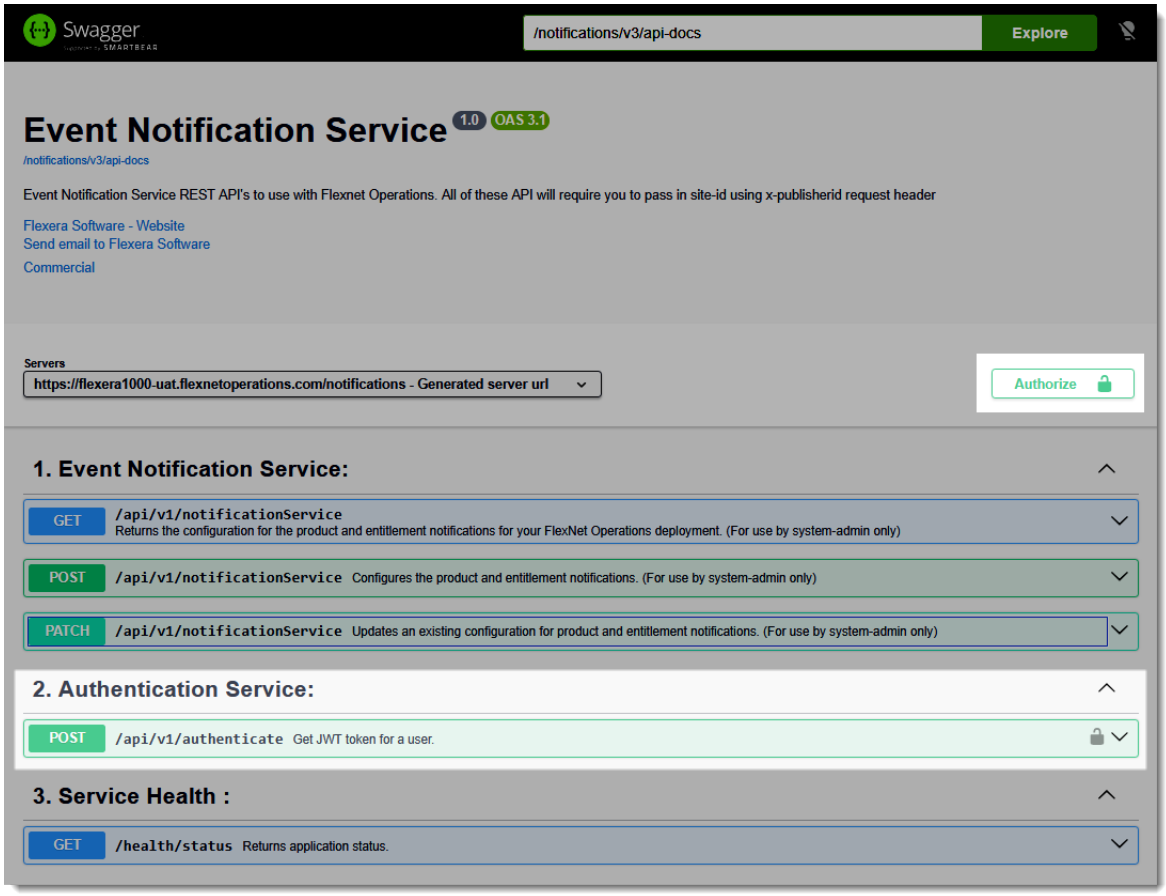
Security Issues Resolved in 2026.04

The following issue related to FlexNet Operations security was addressed in the 2026.04 release.

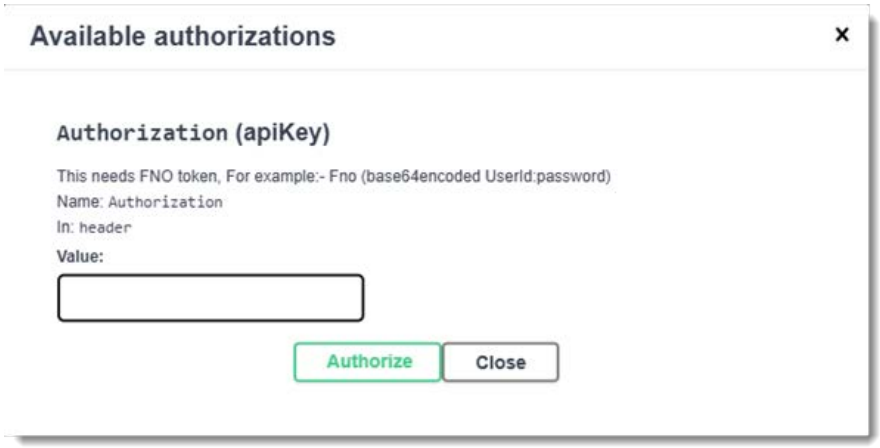
Authorization Changes for Event Notification Service APIs in Swagger

The authorization experience when accessing the Event Notification Service APIs through Swagger UI has been updated.

Users will now see an **Authorize** button at the top of the Swagger UI, along with a padlock icon for the Authentication Service, as shown in the following screenshot:



Clicking the **Authorize** button or the padlock icon opens the **Available authorizations** dialog, where users must sign in using their Basic FlexNet Operations credentials, as shown in the following screenshot:



Note ▪ *Authentication uses a Base64-encoded combination of the Event Notification Service REST API user's username and password, separated by a colon (username:password). For more information, see the Authentication topic in the FlexNet Operations User Guide.*

In addition, the Swagger UI URL has changed. To access the Event Notification Service API Swagger documentation, use the following URLs:

`https://<siteID>-uat.flexnetoperations.com/notifications/swagger-ui/index.html`

`https://<siteID>-uat.flexnetoperations.eu/notifications/swagger-ui/index.html`

Requests to the previous URLs, ending in …/`notifications/swagger-ui.html`, are automatically redirected to the new location.

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

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.

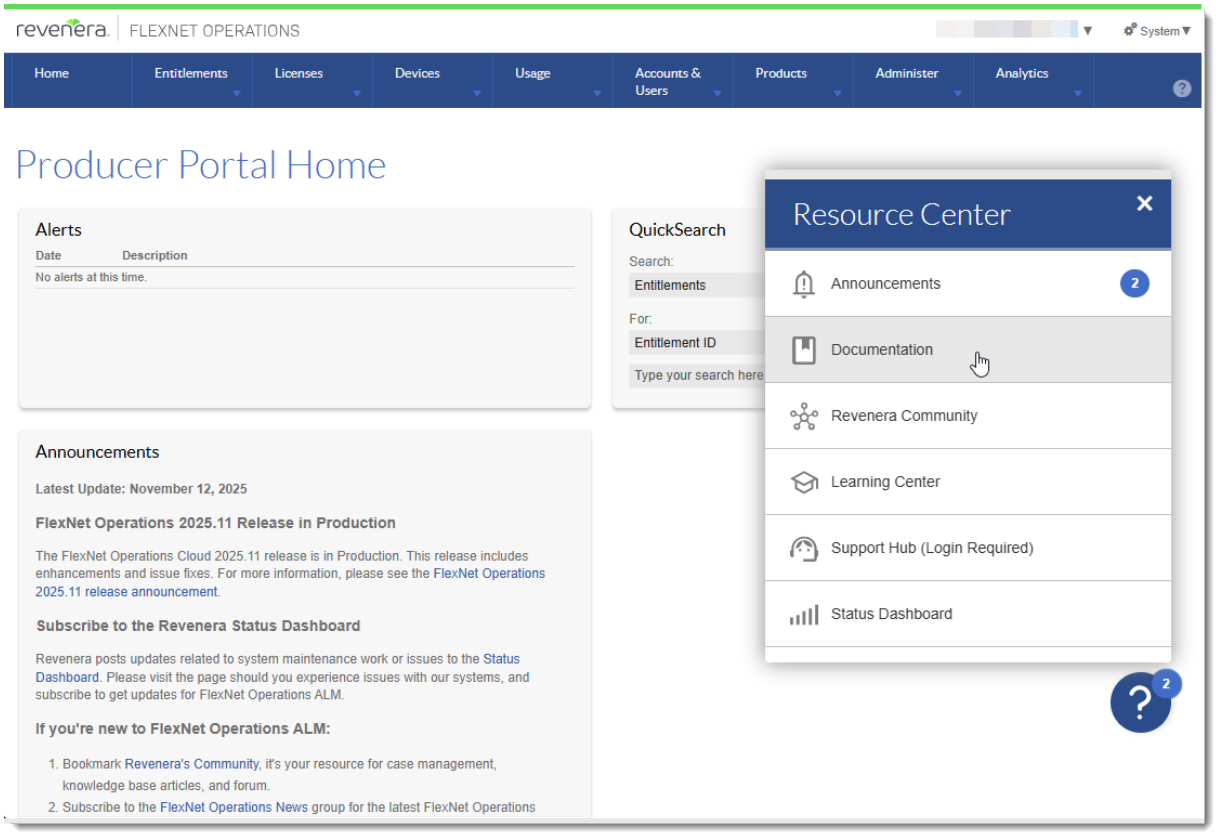


Figure 43: The Resource Center provides quick access to key customer resources and in-app notifications.

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

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)

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.

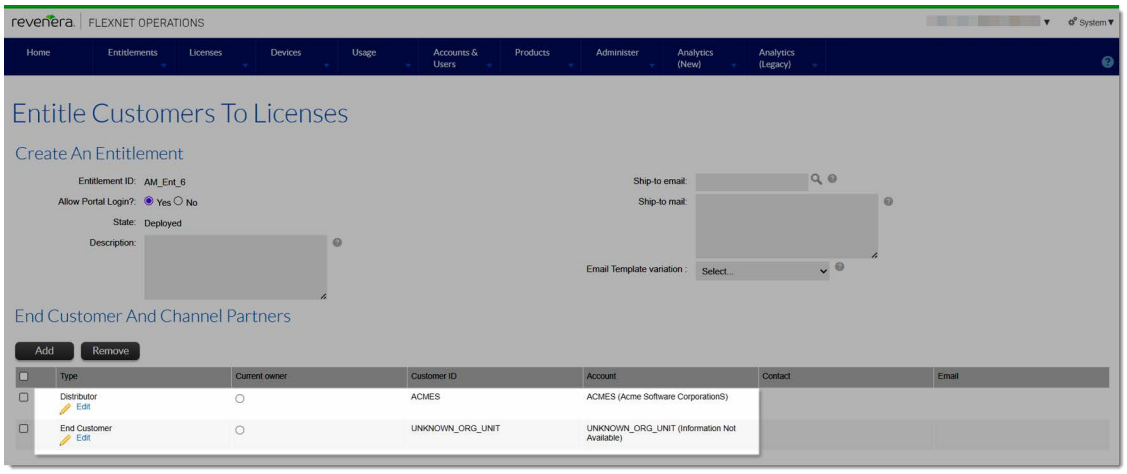


Figure 44: On the **Entitle Customer to Licenses** page, users can edit a distributor.

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)

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:

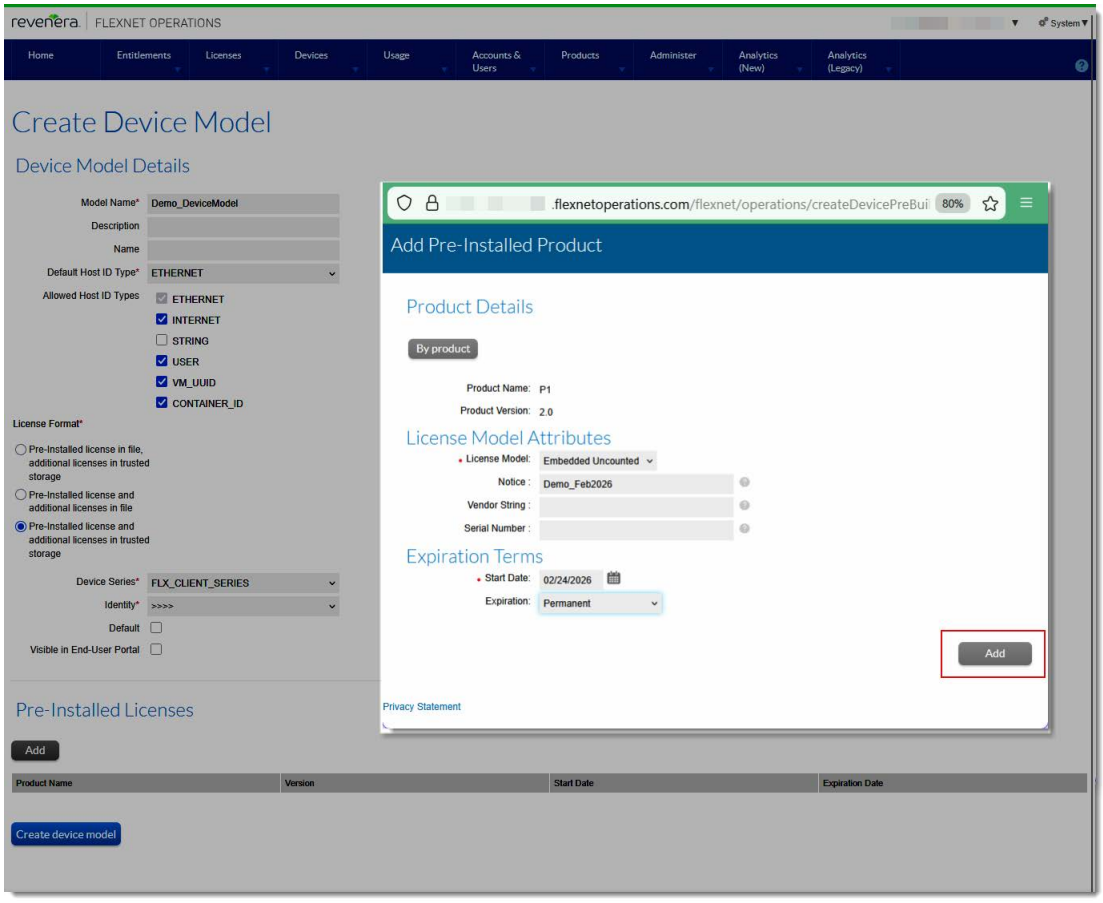


Figure 45: Clicking **Add** on the **Create Device Model** page opens the **Add Pre-Installed Product** dialog, with the (previously unresponsive) **Add** button.

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

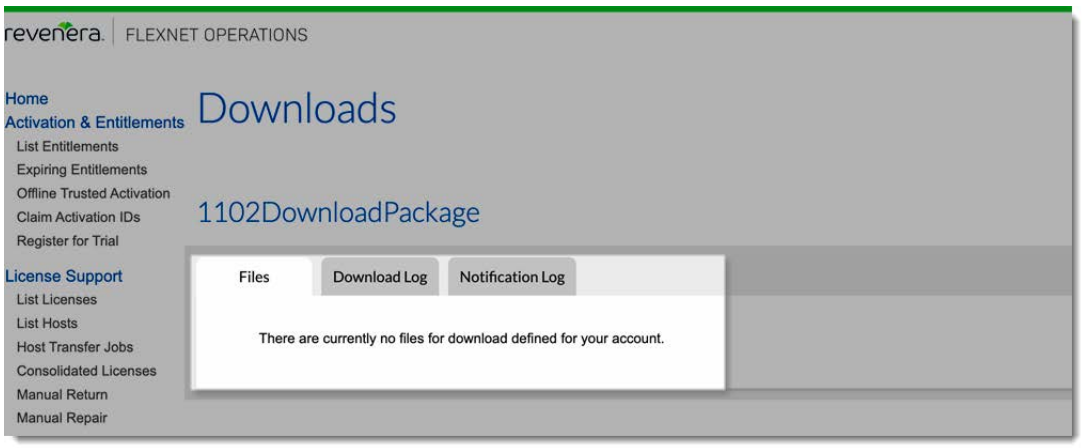
The following issue was resolved for Electronic Software Delivery (ESD) in the 2026.03 release:

Customer Access to Download Package Files Restored

(Case 02881969)

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 ESDService 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

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"

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)

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)

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

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

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)

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)

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)

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

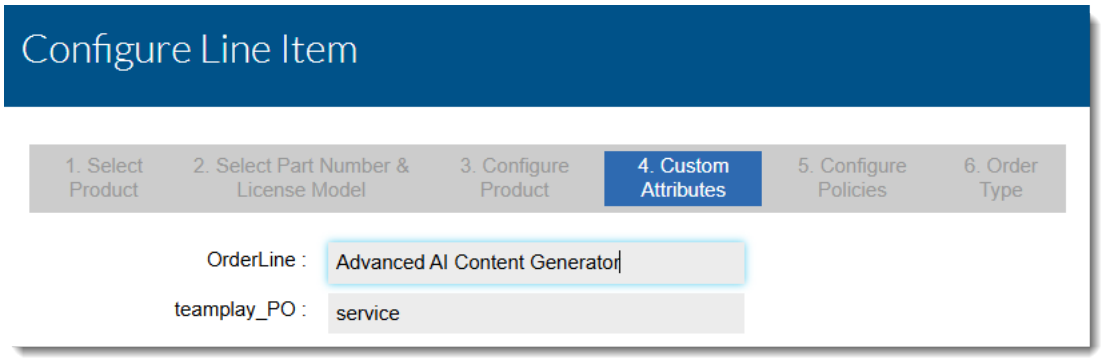
Latest Changes to Line Item Custom Attributes Now Reflected in Transaction History

(Case 04198407)

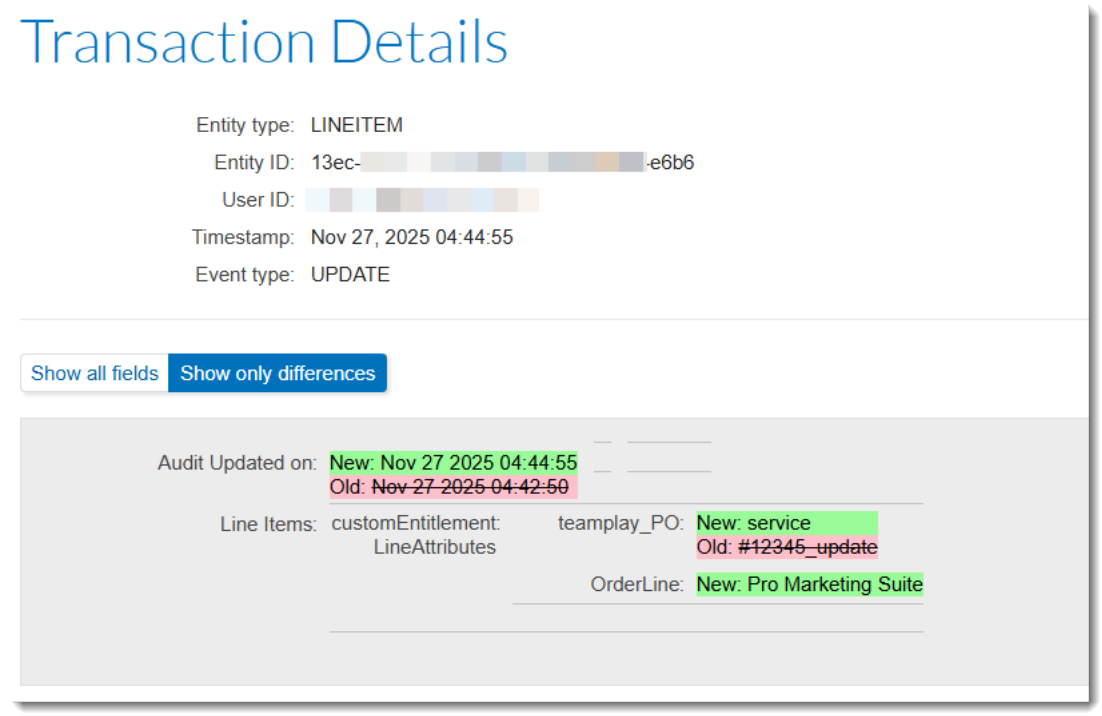
Previously, updates made to a line item's custom attributes were not appearing on the **Transaction Details** page (available under **System** > **Transaction History**). This issue occurred because certain field types were not properly supported. The system now correctly records and displays the most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

The following example illustrates the issue:

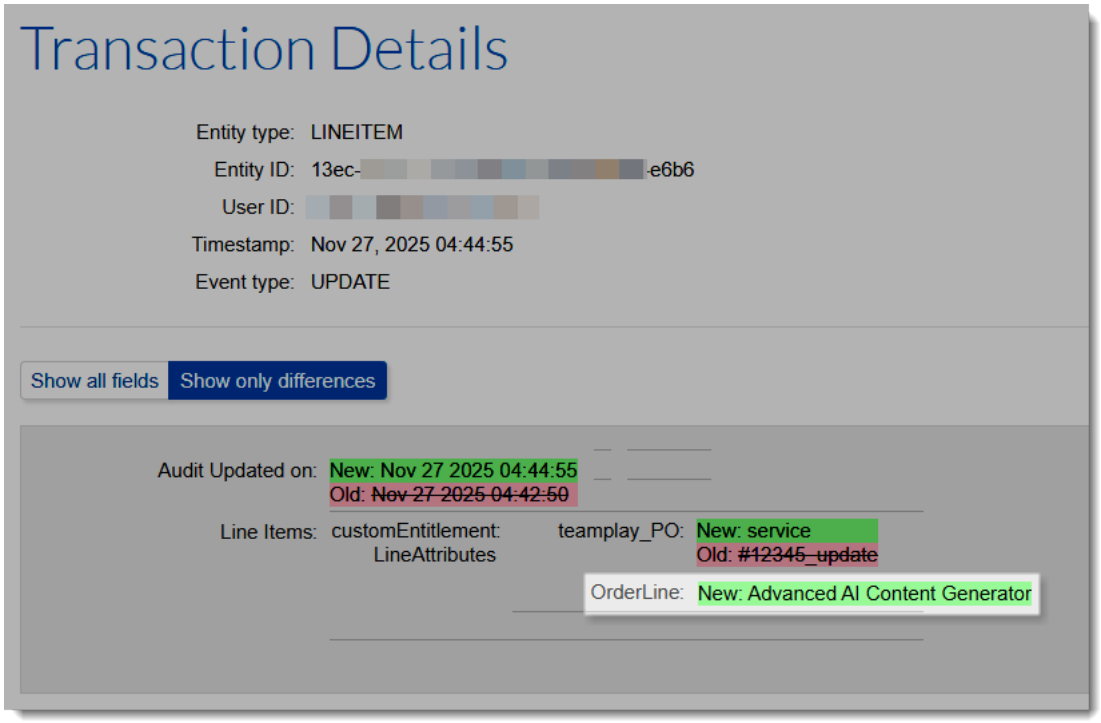
Consider the **OrderLine** attribute for a line item was set to `Pro Marketing Suite`. It is then changed from `Pro Marketing Suite` to `Advanced AI Content Generator` in the **Configure Line Item** dialog, as shown below:



Previously, the **Transaction Details** page would not reflect the changes, and instead it would have shown the old value, `Pro Marketing Suite`.



However, in 2026.02, the **Transaction Details** page will correctly show the updated value, `Advanced AI Content Generator`, as shown in this screenshot:



versionDate Now Persisting During Entitlement Creation

(Case 02487789)

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

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)

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 Obsoleting Devices and Servers

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)

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)

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

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

Sample Request and Response

The following shows sample code for `createSimpleEntitlementRequest`.

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

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

The following shows sample code for createSimpleEntitlementResponse.

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

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

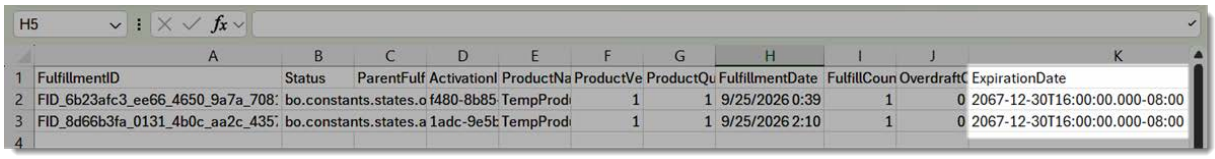
In the 2026.01 release, this issue has been resolved. The application now properly handles Content Security Policy requirements, ensuring that all pages and features function normally while maintaining enhanced security standards for the FlexNet Operations Producer Portal.

Known Issues

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

Expiration Dates in Fulfillment Data Extract Ignore ISO 8601 Configuration Option

In the Producer Portal, the **Use ISO 8601 time format in extracts** option (under **System** > **Configure** > **FlexNet Operations** > **General Options**) controls the date format in data extracts. When this option is turned off, the Fulfillment Data Extract should show all dates in non-ISO format. However, only the **Fulfillment Date** column follows this setting. The **Expiration Date** column still uses ISO 8601 format, as shown below.



	A	B	C	D	E	F	G	H	I	J	K
1	FulfillmentID	Status	ParentFulf	ActivationI	ProductNa	ProductVe	ProductQu	FulfillmentDate	FulfillCoun	OverdraftC	ExpirationDate
2	FID_6b23afc3_ee66_4650_9a7a_708:	bo.constants.states.o	f480-8b85	TempProd	1	1	9/25/2026 0:39	1	0	2067-12-30T16:00:00.000-08:00	
3	FID_8d66b3fa_0131_4b0c_aa2c_435:	bo.constants.states.a	1adc-9e5b	TempProd	1	1	9/25/2026 2:10	1	0	2067-12-30T16:00:00.000-08:00	
4											

Figure 46: In this Fulfillment Data Extract, the **Fulfillment Date** column uses non-ISO format, but the **Expiration Date** column uses ISO 8601 format.

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.

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.

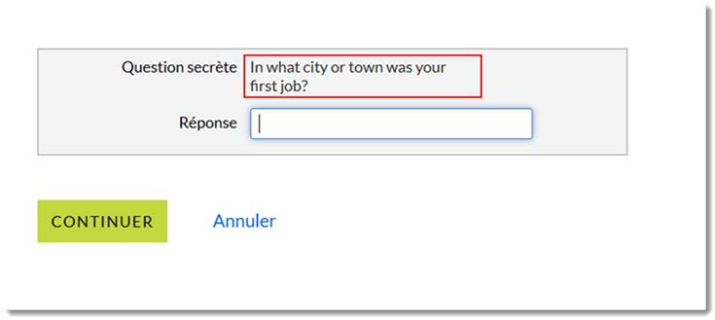


Figure 47: The secret question is not displayed in the language selected on the End-User Portal's **Login** page.

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.

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.

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.

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.

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.*

Auto-Fulfill Failing During Large Bulk Upgrade Jobs

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

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.

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.

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}"`).

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.

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.*

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.

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 ^_
```

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.

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).

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.

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.

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.

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.

- User Acceptance Testing (NAM/EU) Maintenance: System Maintenance for FlexNet Operations ALM in UAT Environments
- Reporter Tool Transition to Analytics Platform
- 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

User Acceptance Testing (NAM/EU) Maintenance: System Maintenance for FlexNet Operations ALM in UAT Environments

Revenera is performing system maintenance on FlexNet Operations ALM UAT environments. This maintenance is necessary to ensure the FlexNet Operations ALM infrastructure meets our ongoing security compliance standards. No outage is expected.

- **Affected Components:** FlexNet Operations ALM application in UAT (NAM/EU) environments, excluding UAT NAM3.
- **Impact:** No service disruption or customer impact is expected during this maintenance.

We appreciate your continued trust and partnership. If you have any questions, please contact Revenera Technical Support or your trusted Revenera contact.

Reporter Tool Transition to Analytics Platform

Starting with the 2026.08 release, the Reporter tool in FlexNet Operations ALM is in maintenance mode and will receive platform maintenance updates only. New feature enhancements and customer-requested functionality are not planned.

Customers are encouraged to migrate to the FlexNet Operations **Analytics** platform, which provides enhanced reporting capabilities and performance. Contact Revenera Support for assistance recreating Reporter reports in **Analytics**.

Change to Documentation Delivery Format

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

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

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

Revenera 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	2607236	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	2838312	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	80014837	SERVED_CLIENT	UNKNOWN	80014837	Default hosted server	ACTIVE
8	2217649	1129	2615964	67393521	SERVED_CLIENT	UNKNOWN	67393521		ACTIVE
9	2838314	1129	3072269	79417197	SERVED_CLIENT	UNKNOWN	79417197	Default hosted server	ACTIVE

Figure 48: An example view of SEC_VW_DEVICE before a change.

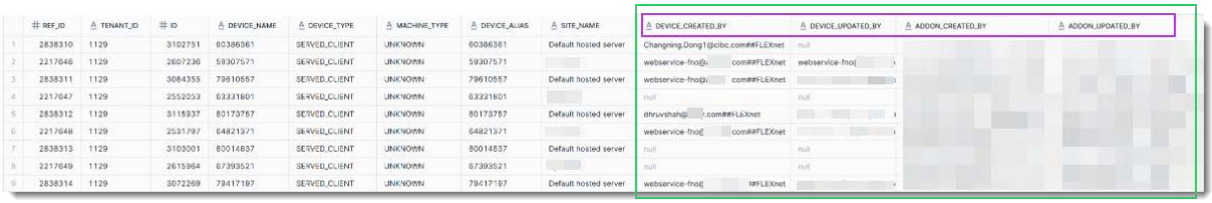


Figure 49: An example view of SEC_VW_DEVICE after columns have been added, with additions highlighted.

Data Access API

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



Figure 50: An example view of the **device** dataset before a change.



Figure 51: 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.

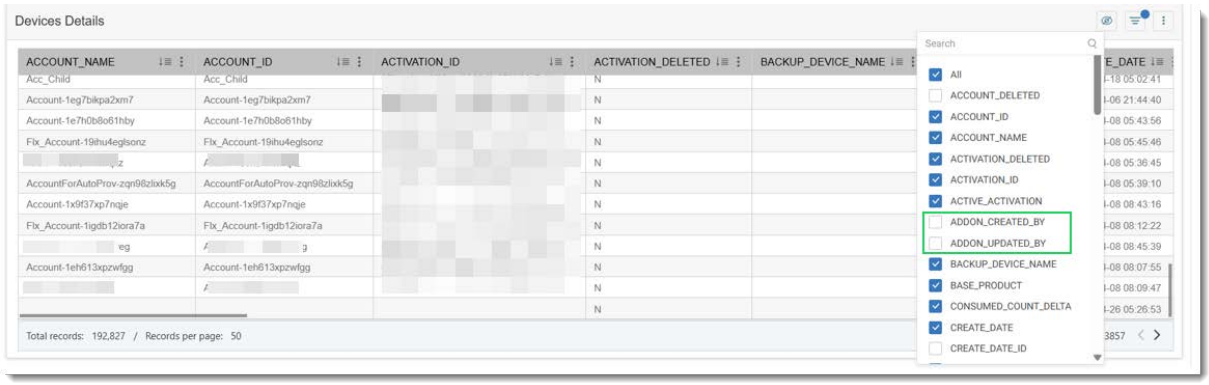


Figure 52: An example view of the Devices Details table in Analytics, with newly added columns being unselected by default.

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 53: 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 54: 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**.



Figure 55: An example view of the **device** dataset before renaming and removing fields.



Figure 56: 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 2026.11
- Change Log for 2026.06
- Change Log for 2026.04
- Change Log for 2026.03
- Change Log for 2026.01

Change Log for 2026.11

The following SOAP API changes were made in 2026.11:

- License Model Custom Attributes Returned in getLicenseModelIdentifiers Response
- Retain Entitlement Custom Attributes When Moving Device

License Model Custom Attributes Returned in getLicenseModelIdentifiers Response

In the 2026.11 release, when calling the `getLicenseModelIdentifiers` operation in `ProductPackagingService` version 4, the response now includes license model custom attributes configured with the **Specify Value Now** option during license model creation/

To support the new feature, the `ProductPackagingService.wsdl` web service was modified by adding new definitions to its associated `modelTypes.xsd` file.

- modelTypes.xsd

To implement this new functionality, the `ProductPackagingService.wsdl` file and its associated `.xsd` file have been updated from v3 to v4:

```
/schema-public/v4/featureBundleTypes.xsd
/schema-public/v4/featureTypes.xsd
/schema-public/v4/licenseTechnologyTypes.xsd
/schema-public/v4/maintenanceTypes.xsd
/schema-public/v4/modelTypes.xsd
/schema-public/v4/orgTypes.xsd
/schema-public/v4/partNumberTypes.xsd
/schema-public/v4/productCategoryTypes.xsd
/schema-public/v4/productPackagingTypes.xsd
/schema-public/v4/productRelationshipTypes.xsd
/schema-public/v4/productTypes.xsd
/schema-public/v4/uniformSuiteTypes.xsd
```

Note ▪ *This enhancement was tracked in License Model Custom Attributes Returned in getLicenseModelIdentifiers Response.*

modelTypes.xsd

The following changes were made. Additions are highlighted.

#	Change
1	<xs:complexType name="modelAttributesType"> <xs:sequence> <xs:element name="needServerId" type="xs:boolean" /> <xs:element name="needNodeLockId" type="xs:boolean" /> <xs:element name="needCount" type="xs:boolean" /> <xs:element name="needOverdraftCount" type="xs:boolean" /> <xs:element name="isCounted" type="xs:boolean"/> <xs:element name="modelType" type="xs:string" **minOccurs="0"**/> <xs:element name="expiration" type="xs:string" **minOccurs="0"**/> <xs:element name="gracePeriodDays" type="xs:string" **minOccurs="0"**/> **<xs:element name="customAttributes" type="tns:attributeDescriptorDataType" minOccurs="0"/>** </xs:sequence> </xs:complexType>

Retain Entitlement Custom Attributes When Moving Device

In the 2026.11 release, when moving a device from one account to another using either the Producer Portal UI or the `moveDevice` web service operation, entitlement custom attribute values configured on the source entitlement are now automatically copied to the newly created target entitlement. This ensures that organizational custom metadata and tracking attributes are preserved seamlessly across account transfers without requiring manual re-entry or separate attribute updates.

This enhancement applies to all supported versions of the `ManageDeviceService` SOAP web service.

To support the new feature, the `ManageDeviceService.wsdl` web service was modified by adding a new definition to its associated `manageDeviceTypes.xsd` file.

- manageDeviceTypes.xsd

Note ▪ *This enhancement was tracked in Retain Entitlement Custom Attributes When Moving Device.*

manageDeviceTypes.xsd

The following changes were made. Additions are highlighted.

#	Change
1	<xs:complexType name="deviceQueryDataType"> <xs:sequence> <xs:element minOccurs="0" name="deviceIdentifier" type="tns:deviceIdentifier"/> <xs:element minOccurs="0" name="alias" type="xs:string"/> . . . **<xs:element minOccurs="0" name="licenseDictionaries" type="tns:dictionaryType"/>** <xs:element minOccurs="0" name="deviceUser" type="xs:string"/> <xs:element minOccurs="0" name="deviceUserIdentifier" type="tns:userIdentifierType"/> <xs:element minOccurs="0" name="siteName" type="xs:string"/> </xs:sequence> </xs:complexType>

Change Log for 2026.06

The following SOAP API changes were made in 2026.06:

- Enabling Part Number–Based Product Association in Entitlement Order Service SOAP Web Service
- Domain Users Can Now Be Assigned to Multiple Accounts via SOAP API
- Extended searchDevicesRequest to Support Order Details and Channel Context

Enabling Part Number–Based Product Association in Entitlement Order Service SOAP Web Service

In the 2026.06 release, you can now use the `createSimpleEntitlement` and `UpdateEntitlementLineitem` SOAP APIs to associate products to entitlement line-items using part number and quantity inside an individual `entitledProduct` entry so that entitlements can be created consistently with commercial SKUs while maintaining license model integrity, reporting accuracy, and backward compatibility.

To support the new feature, the `EntitlementOrderService.wsdl` web service was modified by adding new definitions to its associated `commonIdentifierTypes.xsd` and `entitlementLifeCycleTypes.xsd` files.

- commonIdentifierTypes.xsd
- entitlementLifeCycleTypes.xsd

To implement this new functionality, the `EntitlementOrderService.wsdl` file and its associated `.xsd` file have been updated from v9 to v10:

```
/schema-public/v10/bulkEntitlementTypes.xsd
/schema-public/v10/commonEntitlementTypes.xsd
/schema-public/v10/commonIdentifierTypes.xsd
/schema-public/v10/commonTypes.xsd
/schema-public/v10/entitlementAttributeTypes.xsd
```

```
/schema-public/v10/entitlementLifeCycleTypes.xsd
/schema-public/v10/entitlementLineItemTypes.xsd
/schema-public/v10/entitlementOrderTypes.xsd
/schema-public/v10/simpleEntitlementTypes.xsd
```



Note ▪ *This enhancement was tracked in Associating Part Numbers on Product Level in Entitlement Order SOAP Web Service (v10).*

commonIdentifierTypes.xsd

The following changes were made. Additions are highlighted.

#	Change

1	`<xs:complexType name="entitledProductDataType">`
	`  <xs:sequence>`
	`  <xs:element name="product" type="tns:productIdentifierType" minOccurs="0"/>`
	`  <xs:element name="partNumber" type="tns:partNumberIdentifierType" minOccurs="0"/>`
	`  <xs:element name="quantity" type="xs:integer"/>`
	`  </xs:sequence>`
	`</xs:complexType>`

entitlementLifeCycleTypes.xsd

The following changes were made. Additions are highlighted.

#	Change

1	`<xs:complexType name="lifeCycleLineItemDataType">`
	`  <xs:sequence>`
	`  <xs:element name="lineItemRecordRefNo" type="xs:string"/>`
	`  <xs:element name="parentLineItemIdentifier" type="tns:entitlementLineItemIdentifierType" minOccurs="0"/>`
	`  <xs:element name="newLineItem" type="tns:newEntitlementLineItemDataType"/>`
	`  </xs:sequence>`
	`</xs:complexType>`

Domain Users Can Now Be Assigned to Multiple Accounts via SOAP API



Note ▪ *This change applies only to FlexNet Operations On-Premises and is included for transparency. It introduces a new API version (v7) to preserve backward compatibility.*

The `updateDomainUser` SOAP web service now supports associating domain users with multiple customer accounts in a single API request. This brings the SOAP API in line with the functionality already available through the FlexNet Operations user interface.

- **Multi-account assignment**—You can now link a domain user to multiple customer accounts and assign specific roles per account using the new `acctRolesList` structure in the `updateDomainUser` request.

- **acctRolesList Operation types**—The `acctRolesList` component of the `updateDomainUserDataType` complex type represents the list of account-role associations for the domain user. This element allows assigning, updating, or removing user access across multiple customer accounts within a single request. It supports the operation types `ADD`, `DELETE`, and `REPLACE` to control how account associations are managed.

To implement this new functionality, the `UserAcctHierarchyService.wsdl` file and its associated `.xsd` file have been updated from v6 to v7:

```
/schema-public/v7/UserAcctHierarchyService.wsdl
/schema-public/v7/commonTypes.xsd
/schema-public/v7/commonIdentifierAcctTypes.xsd
/schema-public/v7/userAcctHierarchyTypes.xsd
/schema-public/v7/userAcctTypes.xsd
```

userAcctTypes.xsd

The following changes were made. Additions and deletions are highlighted.

#	Change

1	`<xs:complexType name="updateDomainUserDataType">`
	`  <xs:sequence>`
	`  <xs:element name="domainUser" type="tns:domainUserIdentifierType"/>`
	`  <xs:element name="email" type="xs:string" minOccurs="0" />`
	`  **<xs:element name="organization" type="xs:string" minOccurs="0" /> [DELETED]**`
	`  **<xs:element name="roles" type="xs:string" minOccurs="0" maxOccurs="unbounded" /> [DELETED]**`
	`  <xs:element name="optIn" type="xs:boolean" minOccurs="0"/>`
	`  <xs:element name="locale" type="xs:string" minOccurs="0"/>`
	`  <xs:element name="timeZone" type="xs:string" minOccurs="0" />`
	`  <xs:element name="status" type="tns:UserStatusType" minOccurs="0"/>`
	`  **<xs:element name="acctRolesList" type="tns:updateUserAccountsListType" minOccurs="0"/>**`
	`  <xs:element name="customAttributes" type="tns:attributeDescriptorDataType" minOccurs="0"/>`
	`  </xs:sequence>`
	`</xs:complexType>`

Extended searchDevicesRequest to Support Order Details and Channel Context

The `searchDevicesRequest()` SOAP endpoint has been enhanced to support order-based filtering and channel partner information retrieval, aligning it with existing capabilities across device and entitlement APIs. Changes are available in the newly introduced version 10 of the ManageDeviceService SOAP web service.

To implement this new functionality, the `ManageDeviceService.wsdl` file and its associated `.xsd` file have been updated from v9 to v10:

```
/schema-public/v10/ManageDeviceService.wsdl
/schema-public/v10/manageDeviceTypes.xsd
```

***Note** ▪ This enhancement was tracked in Extended searchDevicesRequest to Support Order Details and Channel Context.*

manageDeviceTypes.xsd

The following changes were made. Additions and deletions are highlighted.

#	Change
1	xs:complexType name="PartnerTierQueryType"> <xs:sequence> <xs:element name="value" type="xs:string"/> <xs:element name="searchType" type="tns:simpleSearchType"/> <xs:element minOccurs="0" name="partnerTier" type="xs:string"/> **<xs:element minOccurs="0" name="isSearchByName" type="xs:boolean"/>** </xs:sequence> </xs:complexType>

2	<xs:complexType name="accountPKType">
	  <xs:sequence>
	  <xs:element name="name" type="xs:string"/> [DELETED]
	  <xs:element name="id" type="xs:string"/>
	  </xs:sequence>
	</xs:complexType>

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 Selecting Features for Provisioning on Cloud License Server.*

featureTypes.xsd

The following changes were made. Additions are highlighted.

#	Change
1	<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>
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 additional to updating the version, additions were made to the following file:

- manageDeviceTypes.xsd



Note ▪ *This enhancement was tracked in 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 (ManageDeviceService, Version 8)

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

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 additional to updating the version, additions were made to the following file:

- manageDeviceTypes.xsd



Note ▪ *This enhancement was tracked in 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	<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>

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