

FlexNet Operations 2021.01 ALM Release Notes

January 2021

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Introduction

This Release Notes document summarizes the features, enhancements, and updates delivered with FlexNet Operations 2021.01 in January 2021. The document includes the following information:

- [Resources](#)
- [Features and Enhancements](#)
- [System Requirements](#)
- [Resolved Issues](#)
- [Known Issues](#)
- [Special Notes](#)
- [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 find documentation for FlexNet Operations and all other Revenera products on the [Revenera Product Documentation](#) site.
- 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 making selections on the **Get Support** menu of the Revenera Community:

<https://community.revenera.com>

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 access the release notes associated with previous FlexNet Operations versions, perform either of the following:

- To view a compilation of the features, resolved issues, known issues, and system requirements for the previous 2020 R3 ALM release and its subsequent service packs, access the FlexNet Operations 2020 R3 SP3 ALM Release Notes at this location:

[FlexNet Operations 2020 R3 SP3 ALM Release Notes](#)

- To view the release notes associated with other previously released FlexNet Operations versions, access the following site and select the appropriate version:

<https://docs.reverera.com/>

Features and Enhancements

The following FlexNet modules contain new features and enhancements in FlexNet Operations 2021.01:

- Entitlement Management
- Export and Import
- Updates and Insights
- SOAP and REST Web Services
- Rebranding

Entitlement Management

The following enhancement to the entitlement management is available in this release.

New Parameter to Control Inactivating or Obsoleting Entitlements and Line Items Currently Used by Devices

When an entitlement or line item is made Inactive or Obsolete, the licenses currently activated on a device (license server or standalone device) by that line item or entitlement remain on the device until they expire.

If this behavior is not desired, it is now possible to prevent the line item or entitlement from being made Inactive or Obsolete by setting the System Configuration option **Allow used entitlement/line item state change to Inactive or Obsolete** to **false**. An error message will then be displayed if an attempt is made to make such a line item or entitlement Inactive or Obsolete. (The option is located under **System>Configuration>FlexNet Operations>General Options**.)

Export and Import

The following enhancement to the Data Export and Import functionality has been added in this release.

Ability to Export a Single Entitlement into a Template for Import

Previously, to import a single or selected entitlements into a template for data import, users had to export the entire entitlement base. A new import option now makes it possible to export selected entitlements into a template for import.

Updates and Insights

The following enhancement to the Updates and Insight module is available in this release.

Support for Served Devices

Updates and Insights originally supported requests from standalone devices only and then, starting in 2020 R2 SP1, from server devices. With this current release, Updates and Insights will also accept update requests (and the ability to log update status and device events) from served devices. This enhancement enables served devices to carry out in-product updates—and so achieve more frequent updates or patches to their software—as well as provide producers with insights into the status and use of their software on served devices.

SOAP and REST Web Services

The following enhancement to the Web Services module is available in this release.

Ability to Search by “Sold To” Account Name When Using “getEntitlementsQuery”


Previously, the `getEntitlementsQuery` SOAP web service did not allow the ability to filter on the **Sold To** account name. An optional parameter, `isSearchByName`, has been added to the request type so that this filter can be carried out, without changing the way the API operates by default for existing integrations.


Rebranding

In 2020, FlexNet Operations became a product of Revenera, a new division of Flexera Software. The process is currently underway to rebrand the product, user documentation, and related artifacts to display the new Revenera logo (replacing the “Flexera” logo) and to redirect links to the Revenera Community and other Revenera-related sites. The FlexNet Operations product name remains the same.

System Requirements

Detailed system requirements for FlexNet Operations include the following.

Requirement	Description
Web browsers	<ul style="list-style-type: none">● Microsoft Edge● Mozilla Firefox 75.0● Google Chrome 80.0.3987.163
FlexNet licensing module	<ul style="list-style-type: none">● FlexNet Publisher Toolkit 11.12.0 or later● FlexNet Embedded Toolkit 2015 R2 or later
	 Note • FlexNet Operations supports these FlexNet Embedded host ID types: Ethernet, FlexID 9, FlexID 10, String, VM_UUID, User, Extended, PUBLISHER_DEFINED, Internet, and Internet6.

Requirement	Description
Vendor certificate generator	<p>The current versions of the VCG kit are 12.11.0 and 16.2.2.0.</p> <p>These VCGs were tested with the following compilers:</p> <ul style="list-style-type: none"> • Windows—Visual Studio 2010 Professional Edition • Linux—gcc 4.1.2 (RHEL 5.0) • Linux—gcc 4.4.4 (RHEL 6.0) <p></p> <hr/> <p>Note • <i>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.)</i></p>
High Speed File Upload	<p>If you intend to use the High Speed Upload option to upload files, the following plug-in is required:</p> <p>Aspera Connect 3.10.0 or later</p>

Resolved Issues

Issues for the following FlexNet Operations modules were resolved in 2021.01:

- [Account and User Management](#)
- [Entitlement Management](#)
- [Product Management](#)
- [User Experience](#)

Account and User Management

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

Attempt to Delete a User Associated with Many Devices Now Completes Successfully

Previously, when a user was associated with a large number of devices, a request to the FlexNet Operations UI or Web Services to delete the user occasionally failed because an internal operation timed out. The internal operation has been optimized so that it no longer times out, enabling the delete process to complete successfully.

Buttons on User Creation Page No Longer Disappearing

The **Link Account** and **Remove Account** buttons no longer erroneously disappear on the **Create a User** page when the pagination button is clicked.

Entitlement Management

The following issue involving entitlement management was resolved in this release.

Changes to Line Items Now Shown on License Server

Previously, in some cases when a line item was updated (for example, to extend an expiration date), the changes to the line item were not displaying on the relevant license server. The situations that caused this issue have now been resolved.

Product Management

The following issue involving product management was resolved in this release.

Successful Product Mapping to a Product Line with a Multi-Line Attribute

Previously, when a product line had an attribute whose type was multi-line, users could not map products to the product line. This issue has been resolved.

User Experience

The following issue involving user experience was resolved in this release.

Text in the FlexNet Operations End-User Portal Now Properly Localized

Certain error and confirmation messages, input field labels, and instructions in the FlexNet Operations End-User Portal were not being properly localized. These localization issues have now been resolved.

Known Issues

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

FNO-63542: Incorrect “Available Quantity” values in line items in End User Portal

A line item for a FlexNet Embedded entitlement on the **List Entitlements** page in the End User Portal might show an incorrect value for **Available Quantity** (for example, when compared with the correct **Qty Remaining** value on the **Entitlement Details** pop-up). This issue can occur in those FlexNet Embedded entitlements that were created and fulfilled before December 3, 2020.

FNO-63442: Issues with attempting to reduce entitlement quantities

In some cases, producers are not able to reduce the quantity of a line item for a FlexNet Embedded entitlement even though the entitlement has no active fulfillments or does not have all line items fulfilled. This issue relates to those FlexNet Embedded entitlements that were created before December 3, 2020.

FNO-60845: Size limitation for license models

A License Model definition is stored in JSON format in the database. Additionally, the definition is transformed into an internal representation, which is also stored in the database for use by the server. Currently, the Model definition or its transformation cannot exceed 8000 bytes in length.

FNO-60241: Entities not replicated properly to Electronic Software Delivery

In some cases, entities, such as download packages and newly created entitlements, are not being properly replicated in the Electronic Software Delivery (ESD) for deployment.

Workaround: Update the entity again.

FNO-61266: Translation issues with localization

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

Special Notes

This section contains special information pertaining to FlexNet Operations.

Special Requirement for Using High-Speed File Upload Functionality

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

Best Practice for Uploading New File Versions for Electronic Software Delivery

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

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

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

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