

# FlexNet Operations 2022.03 ALM Release Notes

March 2022

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# Introduction

This Release Notes document summarizes the features, enhancements, and updates delivered with FlexNet Operations 2022.03 in March 2022. 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 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.
- 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
<a href="#">Getting Started with Entitlement Management</a>	Creating an account, a user, a product, and an entitlement.
<a href="#">Getting Started with FlexNet Embedded Licensing</a>	Setting up a publisher, identity, and a licensed product. Creating a device and activating its license. Creating and provisioning FlexNet Embedded license servers.
<a href="#">Getting Started with Electronic Software Delivery</a>	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.
<a href="#">Getting Started with Usage Management</a>	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.
<a href="#">Getting Started with FlexNet Publisher License File-Based Licensing</a>	Activating and returning a certificate license.
<a href="#">Getting Started with Cloud Licensing Service</a>	Creating a cloud-hosted license server.
<a href="#">Getting Started with FlexNet Customer Growth</a>	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 ALM releases, do either of the following:

- To view all the release notes for 2022 ALM releases, access this location:  
<https://docs.reverera.com/?product=FlexNet%20Operations&version=Current>
- To view the release notes associated with FlexNet Operations versions from previous years, access the site referenced above and select the appropriate year from the **VERSION** list.

# Features and Enhancements

The following sections describe the new features and enhancements added to FlexNet Operations in 2022:

- [Features and Enhancements in 2022.03](#)
- [Features and Enhancements in 2022.02](#)
- [Features and Enhancements in 2022.01](#)

## Features and Enhancements in 2022.03

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.03 release:

- [REST Web Services Enhancements in 2022.03](#)

## REST Web Services Enhancements in 2022.03

The following enhancement to the Web Services module was added in the 2022.03 release.

### New Registry Service REST API

This release introduces a new set of Registry Service REST APIs that enable producers to download a log showing a summary of their end-customers' download activity from all registry service instances.

Calling the **/downloads** endpoint retrieves the following data:

- The ID of the artifact that was downloaded
- The name of the user who downloaded the artifact
- The account to which user belongs
- The timestamp when an artifact was accessed

Authentication to the **/downloads** endpoint is facilitated by the new **/authenticate** endpoint. Producers pass their credentials—a base64-encoded string, which is a combination of the producer's user name and password separated by a colon (:)—to the new **/authenticate** endpoint, which creates a JWT token that can be used to authorize access to the **/downloads** endpoint.

For more information about the Registry Service REST APIs, refer to the *FlexNet Operations Web Services Integration Guide*.

## Features and Enhancements in 2022.02

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.02 release:

- [Electronic Software Delivery Features & Enhancements in 2022.02](#)
- [SOAP and REST Web Services Features & Enhancements in 2022.02](#)

## Electronic Software Delivery Features & Enhancements in 2022.02

The following Electronic Software Delivery (ESD) feature was added in the 2022.02 release.

Additionally, see [New APIs for Electronic Software Delivery](#) in the “SOAP and REST Web Services Features & Enhancements in 2022.02” section.

### Geographic Restrictions for Downloading Packages Now in Production

Currently, ESD download packages can be edited to restrict access to certain accounts. Starting in this release, producers can now restrict access to packages for **file** downloads to certain countries, and optionally to regions in those countries.

The **Restrict Download Package** page (accessed from the **View Download Package** page in the Producer Portal) enables producers to add countries or specific regions in countries to which the download package will be available. In the End-User Portal, only users in those accounts assigned to these geographic locations will see the download package, even if the accounts are otherwise entitled to the download.

Note the following about geographic restrictions:

- The geographic restrictions are in addition to the existing Grant or Deny Account Access restrictions available on the **Restrict Download Package** page. Accounts must meet both sets of restrictions in order to access the download package.
- If you set up geographical restrictions and sell through Channel Partners, you must include a Channel Partner's country and region in the geographical restriction list of countries and regions for a download package.
- Geographic restrictions do not apply to containerized applications.

## SOAP and REST Web Services Features & Enhancements in 2022.02

The following features and enhancements were added to the Web Services module in the 2022.02 release.

### New APIs for Electronic Software Delivery

A new SOAP Web Service, the **ESDSERVICE**, is now available to customers who have purchased the Software Delivery module. These APIs provide customers with access to Download Package information **for file delivery**, so that they can build their own customer portals.

To take advantage of the ESDSERVICE, producers must update their Web Service client code to reference the following WSDL and endpoint URL:

- **WSDL:** `https://<siteID>-esd.flexnetoperations.com/esd-service/svc/wsd1/ESDSERVICE.wsdl`
- **Endpoint:** `https://<siteID>-esd.flexnetoperations.com/esd-service/svc`

where <siteID> is your organization's site ID which is supplied by Revenera.

The Web Service is described in the [FlexNet Operations SOAP Web Services Guide](#), which details the specific API calls, provides information about the calls used in a simple workflow, and describes the authentication process.



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**Note** - These APIs are provided for building customer portals. They should not be called from high-load scripted environments or anywhere a rapid call loop is used.

### Data Access APIs for Deployments in the AWS in EMEA

Currently, Data Access REST APIs are available for FlexNet Operations deployments in the Data Center. These APIs provide access to data in the FlexNet Operations Data Warehouse—which includes information about accounts, users, entitlements, fulfillments, devices, and served devices. The APIs are typically used to provide the data for billing and other analysis purposes and for building reports through various analytics tools.

Starting in this release, the Data Access APIs will also be available to FlexNet Operations deployments in AWS (Amazon Web Services) in EMEA (Europe, Middle East, and Asia). Refer to the *FlexNet Operations Web Services Integration Guide* for more information about how to use these APIs.

## Features and Enhancements in 2022.01

Features and enhancements were added to the following areas of FlexNet Operations in the 2022.01 release:

- [Device Management Features & Enhancements in 2022.01](#)

### Device Management Features & Enhancements in 2022.01

The following features and enhancements for the management of devices were added in the 2022.01 release.

#### Return of a FlexNet Embedded Device with Expired/Inactivated Licenses Now Allowed

Currently, a user in the Producer Portal or End-User Portal is not allowed to return a FlexNet Embedded device (license server or standalone device) if one or more of its licenses are expired or inactive *and* the return process is configured to transfer the device's licenses to another device. When the user attempts to initiate the device return, the following message is displayed: "Either the feature limit has been exceeded or its license has expired, or the feature is not allowed at all on the host."



However, some customers might want the ability to return a FlexNet Embedded device even though one or more of its licenses are expired or inactive. In this release, a customer can now request to have this behavior enabled. If enabled, the return process would be as follows:

- If some of the licenses are expired or inactive, the device is returned, and only those licenses that are active are transferred to the destination device. Any expired or inactive licenses are returned to the appropriate entitlement line-item counts in FlexNet Operations.
- If all the device's licenses are expired or inactive, the device is returned, but no licenses are added to the destination device and instead are returned to the appropriate entitlement line-item counts.

If a customer requires this modified behavior, contact Revenera Support to have the necessary modification made.

# System Requirements

Detailed system requirements for FlexNet Operations include the following.

Requirement	Description
<b>Web browsers</b>	<ul style="list-style-type: none"><li>● Microsoft Edge</li><li>● Mozilla Firefox 75.0</li><li>● Google Chrome 80.0.3987.163</li></ul>
<b>FlexNet licensing module</b>	<ul style="list-style-type: none"><li>● FlexNet Publisher Toolkit 11.12.0 or later</li><li>● FlexNet Embedded Toolkit 2015 R2 or later</li></ul> <hr/>  <p><b>Note</b> ▪ FlexNet Operations supports these FlexNet Embedded host ID types: ETHERNET, INTERNET, INTERNET_6, FLEXID9, FLEXID10, STRING, USER, VM_UUID, EXTENDED, PUBLISHER_DEFINED, and CONTAINER_ID.</p>
<b>Vendor certificate generator</b>	<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"><li>● Windows—Visual Studio 2010 Professional Edition</li><li>● Linux—gcc 4.1.2 (RHEL 5.0)</li><li>● Linux—gcc 4.4.4 (RHEL 6.0)</li></ul> <hr/>  <p><b>Note</b> ▪ The 12.11.0 VCG is built with FlexNet Publisher 11.11.1 and shares the same minimum C compiler requirements on each supported platform. (See the FlexNet Publisher 11.11.1 release notes for C/C++ compiler support.)</p>
<b>High Speed File Upload</b>	<p>If you intend to use the <b>High Speed Upload</b> option to upload files, the following plug-in is required:</p> <p>Aspera Connect 3.10.0 or later</p>

# Resolved Issues

The following sections describe the issues that have been resolved in the FlexNet Operations 2022 releases to date:

- [Issues Resolved in 2022.03](#)

- [Issues Resolved in 2022.02](#)
- [Issues Resolved in 2022.01](#)

## Issues Resolved in 2022.03

Issues in the following areas were resolved in the FlexNet Operations 2022.03 release:

- [Account Management Issues Resolved in 2022.03](#)
- [Electronic Software Delivery Issues Resolved in 2022.03](#)
- [Entitlement Management Issues Resolved in 2022.03](#)
- [Security Issues Resolved in 2022.03](#)

### Account Management Issues Resolved in 2022.03

The following issue involving the management of accounts was resolved in the 2022.03 release.

#### **Resolved Issue with Advanced Search Using Custom Attributes in Bulk Renewal**

In previous releases, when a producer used the advanced search functionality to select accounts for bulk renewal operations, the search failed with an application error when a custom attribute was used as search criteria.

This issue has been resolved. The advanced search now produces the expected results when using a custom attribute as search criteria for bulk renewal operations.

### Electronic Software Delivery Issues Resolved in 2022.03

The following issue was resolved for Electronic Software Delivery (ESD) in the 2022.03 release.

#### **Data Import Template Functionality Now Applies Maintenance Expiration Date to ESD Entitlements**

Previously, when a maintenance line item was linked to an ESD entitlement line item, the maintenance expiration date was not updated to the entitlement line item.

In 2022.02, a fix was applied that resolved this issue for maintenance line items that were linked to ESD entitlement line items through the FlexNet Operations UI or Web Services. The issue could still be observed when the Import Data Template functionality was used to link maintenance line items to ESD entitlement line items.

In the 2022.03 release, the fix was expanded to also cover maintenance line items that are linked to an ESD entitlement line item using Data Import Template functionality. This means that the expiration of a maintenance line item is now properly applied to an ESD entitlement line item, regardless of the functionality used for linking.



## Entitlement Management Issues Resolved in 2022.03

The following issue was resolved for entitlement management in the 2022.03 release.

### Line Item's Last Modified Time No Longer Fails to Update

In recent releases, when a license was removed from a device, the corresponding line item's last modified time was not updated. This issue no longer occurs.

## Security Issues Resolved in 2022.03

The following security issue was addressed in the 2022.03 release.

### Configuration Added for Re-Validating Users Before Sending Entitlement Emails

A new configuration option **Use Recaptcha validation when sending entitlement emails** has been introduced to enable the Google ReCAPTCHA validation mechanism when sending entitlement emails. The option is located under **System > Configure > FlexNet Operations > General Options**.

If selected, entitlement emails will only be sent after re-authentication using the Google reCAPTCHA mechanism.

This option works in conjunction with the following existing options for setting the site key and reCAPTCHA password:

- **System > Configure > FlexNet Platform Server > General Options > Recaptcha Site key**
- **System > Configure > FlexNet Platform Server > General Options > Recaptcha Secret password**

If selected, the **List Entitlements** email preview page of the Producer Portal shows the "I'm not a robot" check box which enables the user to send an entitlement email.

By default, this option is unselected.

## Issues Resolved in 2022.02

Issues in the following areas were resolved in the FlexNet Operations 2022.02 release:

- [Device Management Issues Resolved in 2022.02](#)
- [Electronic Software Delivery Issues Resolved in 2022.02](#)
- [Entitlement Management Issues Resolved in 2022.02](#)
- [License Management Issues Resolved in 2022.02](#)
- [Security Issues Resolved in 2022.02](#)

## Device Management Issues Resolved in 2022.02

The following issue with device management was resolved in the 2022.02 release.

## Devices with Names Containing HTML-like Characters Now Handled Properly

When a device was created using characters in its name that could be confused with HTML tags, the **Device Details** page sometimes rendered the device name incorrectly. This issue has been fixed so that the device name is rendered correctly with all valid device name characters.

## Electronic Software Delivery Issues Resolved in 2022.02

The following issue was resolved for Electronic Software Delivery (ESD) in the 2022.02 release.

### Maintenance Expiration Now Properly Updated to ESD Line Items

Previously (from 2021.03 forward), when a maintenance line item was linked to an ESD entitlement line item through the FlexNet Operations UI or Web Services, the maintenance expiration date was not updated to the entitlement line item.

This issue is now resolved. When a maintenance line item is linked to an ESD entitlement line item, the expiration date of the maintenance line item now takes precedence over the entitlement line expiration date. For example, if the entitlement line item is permanent, linking a maintenance line item with a fixed expiration date will ensure that the ESD entitlement expires on that date.

For more information about the visibility of download packages based on the maintenance line expiration, see the following topic in the “Getting Started with Electronic Software Delivery” section of the *FlexNet Operations User Guide*:

[https://docs.revenera.com/fno\\_CURRENT/producer/Content/helplibrary/opsGS\\_ESD\\_SetupAdvTopics.htm#fno\\_gs\\_esd\\_3336344908\\_1116758](https://docs.revenera.com/fno_CURRENT/producer/Content/helplibrary/opsGS_ESD_SetupAdvTopics.htm#fno_gs_esd_3336344908_1116758)

This fix applies only when maintenance line items are linked to ESD entitlement line items through the FlexNet Operations UI or Web Services. This issue still exists when using Import Data Template functionality to link maintenance line items to ESD entitlement line items.

## Entitlement Management Issues Resolved in 2022.02

The following issues were resolved for entitlement management in the 2022.02 release.

### Advanced Search of Accounts by Custom Attributes No Longer Failing During Bulk Upgrade Setup

In previous releases, during the configuration of an entitlement Bulk Upgrade operation, attempts to use a custom attribute as a criterion to perform an Advanced Search on accounts would fail with an application error. This issue is now fixed so that using a custom attribute to search accounts no longer fails during the Bulk Upgrade setup.

Note that this is still a known issue when setting up a Bulk Renewal operation. See [FNO-66822: Advanced search of accounts by custom attributes failing during Bulk Renewal setup](#).

## Removal/Unlinking Older Maintenance Line Items from an Entitlement Line Now Possible

Previously, when multiple maintenance line items were linked to a single entitlement line, removing older maintenance line items was not possible without removing the more recent maintenance line items. This issue has now been fixed. Older maintenance line items can be removed/unlinked from the entitlement line.

## Disparity Between Mapped License Quantities for the Same “Last Modified” Date

Previously, when users mapped licenses to a device, the last modified timestamp on a line item was updated *before* the update to the mapped-license quantity was applied. As a result, customers who pulled data from FlexNet Operations (for example, using the **getActivatableItemsQuery** SOAP method) before the mapped-license quantity was updated would see a stale quantity value corresponding to the last modified date in the response. However, users would then observe the correct mapped-license quantity for that same date in the FlexNet Operations portals.

Now the last modified time on the line item is updated *after* the change to the mapped license quantity.

## Issue with Mapping Over 2100 Activation IDs Addressed

In 2022.01 and earlier, attempts to map more than about 2,100 activation IDs at once to a device would result in an error. This error has now been fixed so that such mappings should complete successfully.

However, users should still apply caution when mapping extremely large numbers of activation IDs in one step. If the number of activation IDs is large, processing can be very slow; and, if the number of IDs is large enough, a timeout can still occur.

Hence, the general recommendation is not to map extremely large numbers of activation IDs in one step. Use an alternate process instead.

## License Management Issues Resolved in 2022.02

The following issue involving license management has been resolved in the 2022.02 release.

### Concurrent License Requests Now Handled Properly on CLS Instances

In previous releases, concurrent license updates for a Cloud License Server (CLS) instance could result in the failure of one of the requests, thus leading to a count mismatch between the FlexNet Operations UI and the CLS REST endpoint output. This issue has been resolved so that concurrent requests are handled properly without leading to any count mismatch.

## Security Issues Resolved in 2022.02

The following security issue was addressed in the 2022.02 release.

## Configuration Added for Locking Out Users after Successive Attempts to Reset Password

The following configuration parameters are now available to enable FlexNet Embedded to lock out users after a succession of invalid attempts to reset their password:

- **System > Configure > Validators > Lock out user upon repeated password reset attempts**—The option that, when enabled, locks out a user for a set amount of time after successive failed password-reset attempts. (The number of consecutive failed attempts is defined as part of the existing **FlexNet Platform Server** configuration, as described below.)
- **System > Configure > Validators > Lockout period after failed reset attempts**—The number of minutes a user is locked out before allowed to reset password again. The lockout period begins immediately after the user's last password-reset attempt.

These parameters work in conjunction with the following existing parameter, which sets the limit on the number of consecutive password-reset attempts allowed before a user is locked out.

**System > Configure > FlexNet Platform Server > General Options > Consecutive Failed Authentications**

This added functionality is part of an ongoing effort to improve overall FlexNet Operations security.

## Issues Resolved in 2022.01

Issues in the following areas were resolved in the FlexNet Operations 2022.01 release:

- [Electronic Software Delivery Issues Resolved in 2022.01](#)
- [Export and Import Issues Resolved in 2022.01](#)

## Electronic Software Delivery Issues Resolved in 2022.01

The following issues related to Electronic Software Delivery (ESD) were addressed in the 2022.01 release.

### Download Packages Now Properly Hidden from Users of Accounts Denied Package Access Due to Geographical Restrictions

Previously in this Beta feature, although an account was denied access to a download package due to a geographic restriction, the package was still visible in various UI locations in the End-User Portal for users of the account. (Note however that, when users attempted to download the package, an appropriate error was thrown, not allowing them to perform the download.)

This issue has been resolved so that a download package to which an account is denied access due to a geographic restriction is no longer visible to the account's users in the End-User Portal.

## Option to Select All Countries When Configuring Geographic Restrictions for Download Packages

An option is now available to select all countries with a single click when configuring geographic restrictions for a download package. This option is especially helpful when the list of countries is long. Producer users can quickly select all countries (and then optionally unselect the few that should not included.)

## Export and Import Issues Resolved in 2022.01

The following issue related to the Data Export and Import functionality was resolved in the 2022.01 release.

### Unrestricted Data Upload for an Import Now Addressed

Previously, FlexNet Operations would allow almost any file type to be uploaded from the **Import Data Objects** window, including file types not supported by the import. Although FlexNet Operations would throw an error for the unsupported file type when the actual import of the uploaded file was attempted, the fact that any file could be uploaded to a web root folder was a security issue.

To address this issue, FlexNet Operations now shows only supported file types (Unicode text and executable jar) for an import at the time the user selects the file from the **Import Data Objects** window. If the selected file type is unsupported for the type of upload requested, an error is thrown, telling the user to select a file type corresponding to the upload type.

## Known Issues

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

### SWM-10701: Search functionality in End-User Portal erroneously displays download link

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

### FNO-66822: Advanced search of accounts by custom attributes failing during Bulk Renewal setup

During the setup of an entitlement Bulk Renewal operation, attempts to use a custom attribute as a criterion to perform an Advanced Search on accounts is failing with an application error.

### SWM-6755: Attempts to export all entitlements from End-User Portal unsuccessful

An attempt by a producer user to export all entitlements from the End-User Portal can fail.

## SWM-8779: Feature names with “SERVER” truncated in trusted storage

Feature names containing the string “SERVER” are truncated when the features are activated in trusted storage.

## FNO-66018: Errors in UI updated for download package selection across multiple pages

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

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

### Incorrect error message for EULA license on Review & Resolve page

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

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

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

### Search string not properly clearing

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

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

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

### Failed validation error displayed for search results

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

### Pagination control fields not showing correct information

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

### Inappropriate message displayed for already downloaded packages

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

### SWM-7952: Not all applicable download links available on List Downloads page in End-User Portal

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

### SWM-7786: SHA2 Checksum value of previous file shown

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

### SWM-6996: Updating device “Site name” property to blank not handled properly

If you change the **Site name** value for a device to a blank, the edited property reverts to its original value instead of maintaining the blank. This issue occurs when you make the change either through the Devices UI in the Producer Portal or End-User Portal or through the **updateDevice** method in the **ManageDeviceService** SOAP web service.

### SWM-5894: Changes and limitations to the updateDevice SOAP method

The **updateDevice** method in the V3 and V4 **ManageDeviceService** SOAP web service has the following limitations and changes:

- [Single channel partner recommended in channel partner list](#)
- [Support for only Replace operation in channel partner list](#)

### **Single channel partner recommended in channel partner list**

As in previous releases, the **updateDevice** method supports a list of channel partners. However, because a device is currently limited to one channel partner, the web service code, in turn, considers only one channel partner for the method. Therefore, you are strongly recommended to include only one partner in the channel partner list. If the list contains more than one channel partner, the behavior of **updateDevice** method is unpredictable.

### **Support for only Replace operation in channel partner list**

Previously, the **opType** element, required for managing a channel partner list for the **updateDevice** method, had three possible values: **Add**, **Delete**, or **Replace**. This element now supports only the **Replace** value. If you specify **Add**, **Delete**, or **Replace** or omit the element altogether, the method will always use **Replace**. (If you attempt to specify **Add** or **Delete**, a message is returned in the response, explaining that **Replace** was used instead.)

### **FNO-65909: Download files not visible for self-registered and trial users**

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

### **FNO-63827: Downloads sometimes not available to end users when accounts are re-identified**

When a new account is set up with an account ID previously used by a different account, and a user who belonged to the original account is assigned to the new account, that user is unable to see Software Delivery download links in the End-User Portal.

### **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.

### **FNO-60845: Size limitation for license models**

The JSON definition of a license model and the definition’s internal representation are both stored in the FlexNet Operations database. Neither the JSON definition nor its internal representation can exceed 8000 bytes in length.



# Special Notes

This section contains special information pertaining to FlexNet Operations.

## Plug-in Upgrade Needed for High-Speed File Uploads

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

## Best Practice for Uploading New File Versions for Software Delivery

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

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

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

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

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

# Legal Information

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