

App Portal / App Broker 2019 R1 Release Notes

March 2019

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Important • If upgrading from a previous version to App Portal / App Broker 2019 R1, read [Upgrading to App Portal 2019 R1](#) before beginning the upgrade. In addition, because App Portal 2017 R2 no longer supports System Center Configuration Manager 2007, if you are still planning on using System Center Configuration Manager 2007, it is recommended that you remain on App Portal 2017 R1 or earlier.

Introduction

App Portal enables IT managers to enforce continual software license compliance and control software deployment, while increasing employee satisfaction and the efficiency of application software delivery. The universal enterprise app store ensures that governance is in place to check license availability, obtain proper approvals, and reclaim licenses that are no longer used.

Automated workflow and approvals streamline the process of self-service requests for desktop, mobile, and cloud applications. Integration with Application Readiness and software deployment systems rapidly deliver enterprise software and operating systems to employee's devices, reducing the burden on IT and managing the enterprise application lifecycle from request to reclamation.

AppBroker™ software for ServiceNow® and AppBroker software for BMC leverage asset management data from FlexNet Manager Suite, including product use rights, to ensure proper governance and compliance over the request and installation of software. But with AppBroker, instead of using the App Portal end user interface, employees request software directly in the ServiceNow or BMC MyIT self-service portal.

New Features and Enhancements

This section describes the new features included in App Portal / App Broker 2019 R1.

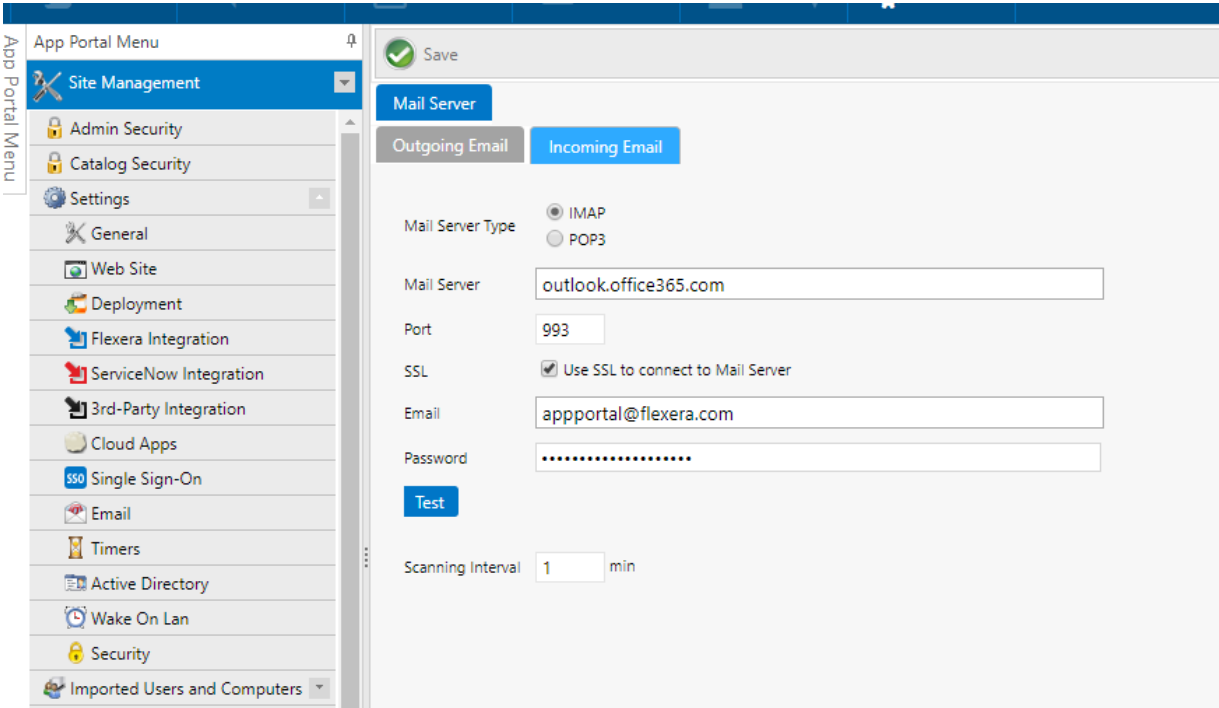
- [Flexible Approval](#)
- [New Property to Enable Dashboard as Default Landing Page](#)
- [Added Support to Update Requested Item \(RITM\) State in ServiceNow](#)

Flexible Approval

New flexible approval functionality has been added to App Portal in order to enable flexibility for an approver to approve or reject requests outside the enterprise network and without logging into App Portal. This provides a speedy on-the-go approval (or rejection) process, and subsequent delivery of the request without delays.

To facilitate the flexible approval process, incoming mail configurations are required. An App Portal administrator could already specify default outgoing email settings on the **Email** tab of the **Site Management > Settings > Email** view. Now, an option to configure incoming mail is also provided in the new **Incoming Email** tab. Once configured, an approver can approve requests by simply replying to an email notification using predefined keywords (e.g., **Approve** or **Reject** or any others that are defined in the **Flexible Approval - Approval Keywords** and **Flexible Approval - Reject Keywords** templates, respectively) along with any additional comments. The system further parses through these email responses and takes action of approving or rejecting the request accordingly based on the keyword provided in the reply.

The previous **Email** view (accessed from **Site Management > Settings > Email**) has been renamed to **Mail Server** and divided into two subtabs: **Outgoing Email** and **Incoming Email**.



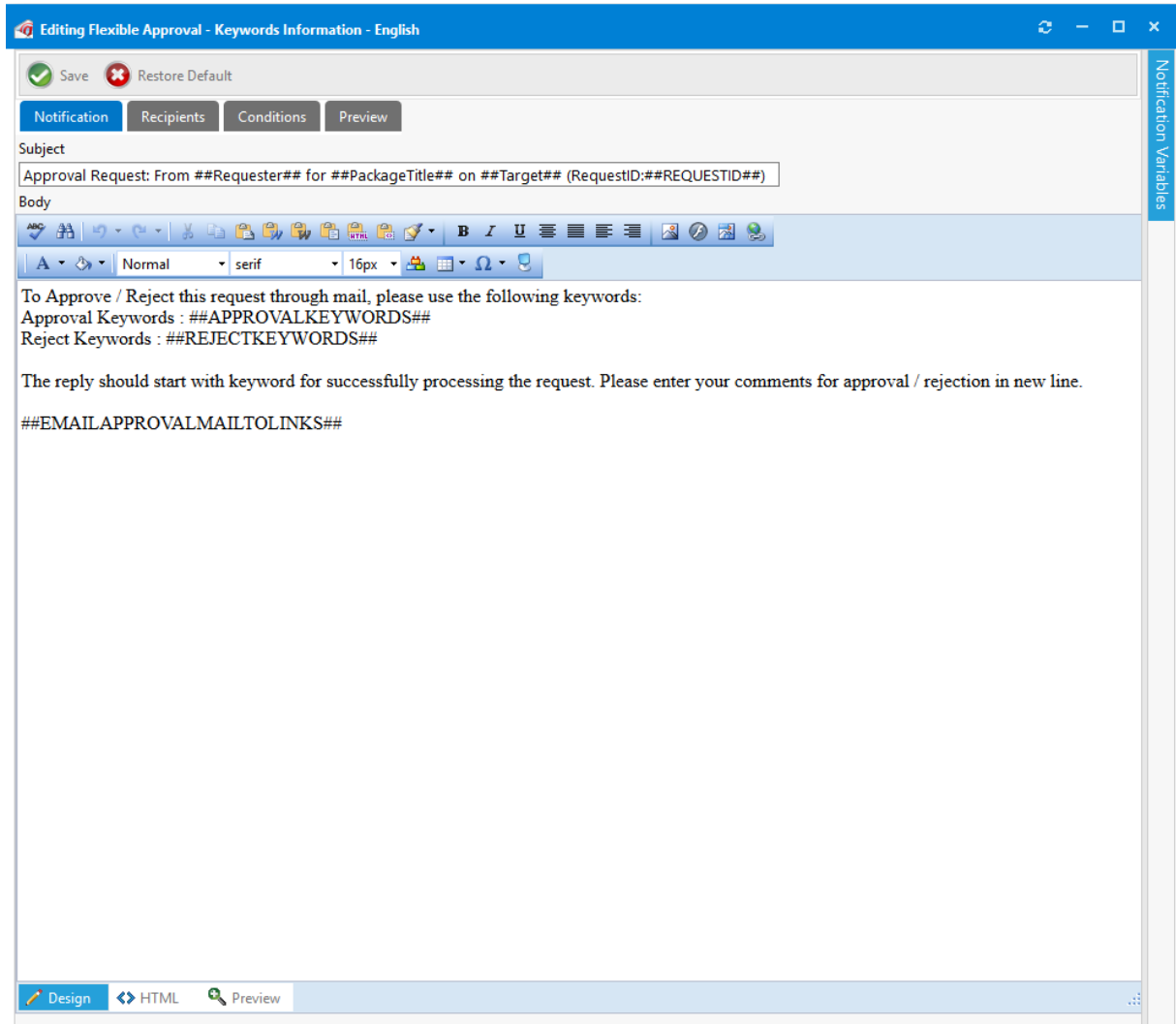
The following table provides descriptions of the fields on the **Incoming Mail** subtab of **Site Management > Settings > Email**.

Table -1 • Settings on the Incoming Mail subtab

Property	Description
Mail Server Type	The Mail Server type used by the approver: IMAP or POP3 .
Mail Server	The IP address or Domain name of the IMAP or POP3 mail server.
Port	The port for the Mail Server of type IMAP or POP3.
SSL	Select this option to use SSL to receive email. Out of the box, this is enabled.
Email	The email address of the App Portal monitoring mailbox that receives replies from the approver.
Password	The email password of the App Portal monitoring mailbox that receives replies from the approver.
Test	<p>Click the Test button to validate Incoming Email configurations. This displays the settings along with a message.</p> <p>If settings are valid, the validation message says “Incoming Email configuration settings are valid.”</p> <p>If settings are not valid, a validation message says, “Incoming Email configuration settings are invalid! Please recheck the Server, Port, and SSL details.”</p>
Scanning Interval	The frequency (set in minutes) to monitor the mailbox which receives email responses from the Approver.

New Email Templates Used for Flexible Approval

In order to use Flexible Approval functionality, default email templates are included in the product to provide customization to the email notification text. The following shows a sample email template. This is the **Flexible Approval - Keywords Information** template.



A new subtab, **Flexible Approval**, has been added to the **Management > Communication > Notifications** view to support Flexible Approval functionality. On this **Flexible Approval** subtab, the following new templates are provided:

- **Flexible Approval - Approval Keywords**—This template is not sent to approvers. Instead, it is used to define approval keywords for use in the **General** and **Software** subtab **Request for Approval** templates. Out of the box, **Approved** is displayed. Multiple keywords can be added, with comma separators. Special characters should not be added. The content in this notification template body replaces the variable `##APPROVALKEYWORDS##` available in the **Flexible Approval - Keyword Information** email template.
- **Flexible Approval - Generic Acknowledgment**—This email notification template is sent to an approver when the current user is not the approver or when the approval level is already processed.

- **Flexible Approval - Keywords Information**—This email notification template is not sent to an approver. Instead, the content in this notification body replaces the variable `##EMAILAPPROVALPLACEHOLDER##` in the **General** and **Software** subtab **Request for Approval** templates.
- **Flexible Approval - Mailto Links**—This email notification template is not sent to an approver. Instead, this notification displays MAILTO links for Approve and Reject as variables `##MAILTOAPPROVE##`, `##MAILTOREJECT##`. This template is embedded into the **Flexible Approval - Keyword Information** notification template as variable `##EMAILAPPROVALMAILTOLINKS##` and is resolved to show the Approve and Reject links.
- **Flexible Approval - No Response Acknowledgment Mail**—This email notification template is sent to an approver when the approver approves or rejects the request with invalid keywords (e.g., keywords that have not been defined in the **Flexible Approval - Approval Keywords** or **Flexible Approval - Reject Keywords** notification templates).
- **Flexible Approval - Question Template Acknowledgment**—This email notification is sent to an approver when the approver approves or rejects a request that contains a question template that has approver questions to answer. Here, the approver has to login to the App Portal website to perform the approval or rejection action after answering the questions.
- **Flexible Approval - Reject Keywords**—This template is not sent to approvers. Instead, it is used to define rejection keywords for use in the **General** and **Software** subtab **Request for Approval** templates. Out of the box, **Rejected** is displayed. Multiple keywords can be added, with comma separators. Special characters should not be added. The content in this notification template body replaces the variable `##REJECTKEYWORDS##` available in the **Flexible Approval - Keywords Information** notification template.
- **Flexible Approval - Request Already Approved Acknowledgment**—This email notification template is sent to the approver when the approver tries to approve or reject a request that has already been approved.
- **Flexible Approval - Request Already Rejected Acknowledgment**—This email notification template is sent to the approver when the approver tries to approve or reject a request that already has been rejected.
- **Flexible Approval - Request Cancelled Acknowledgment**—This email notification template is sent to the approver when the approver tries to approve or reject a request that is already been cancelled / catalog item is archived from the App Portal user interface.
- **Flexible Approval - Standard Rejection Reason**—This template will not be sent to approver and this notification is used to configure the standard rejection comments, when user does not enter any comments during email reply with Reject keyword, the system will set this reasons Out of the box and displays in the Notes tab of request details dialog in My Request page.
- **Flexible Approval - Successful Approval Notification Response**—This email notification template is sent to the approver when the approver approves the request by replying with an Approve keyword through email and the approval is successful.
- **Flexible Approval - Successful Reject Notification Response**—This email notification template is sent to the approver when the approver rejects the request by replying with a Reject keyword through email and the rejection is successful.

In addition to the above new templates, the **Request for Approval** template (provided on the **Software** subtab of the **Management > Communication > Notifications** view) has been updated to account for Flexible Approval, enabling the approver to take immediate on-the-go action to **Approve** or **Reject** simply by replying to the email using predefined keywords.



Note • If the **Incoming Email** subtab configurations have been provided (including the **Approve Keywords** and **Reject Keywords**), a Flexible Approval variable will be resolved with a **Editing Flexible Approval - Keyword Information** notification template.

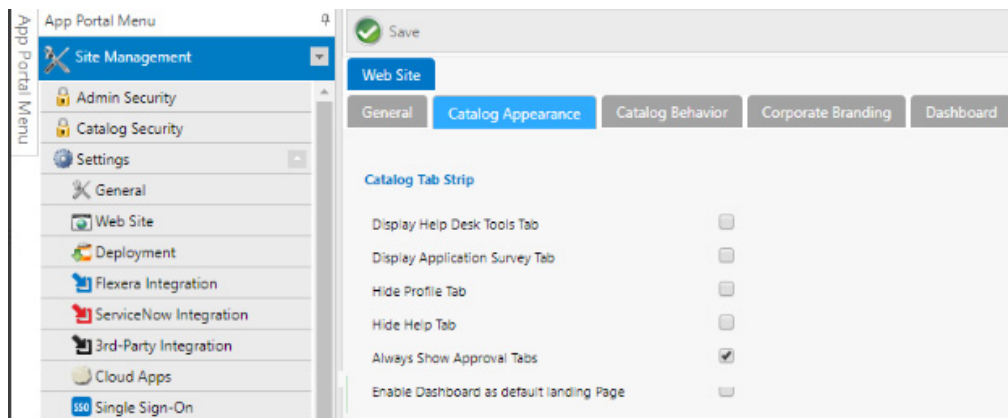
For additional information, refer to the following Online Help topics:

- [HTML Email Format Option](#)
- [Specifying Notification Language](#)
- [Notification Editor](#)
- [List of Notification Email Templates and Messages](#)
- [Variable Reference](#)

New Property to Enable Dashboard as Default Landing Page

As part of the App Portal / App Broker 2018 R1 release, the **Software Reclamation** dashboard page became the default landing page for any users with **View** permission for the **Reporting/Dashboard** (provided under **Admin-> Catalog Security -> Reporting/ Dashboard**).

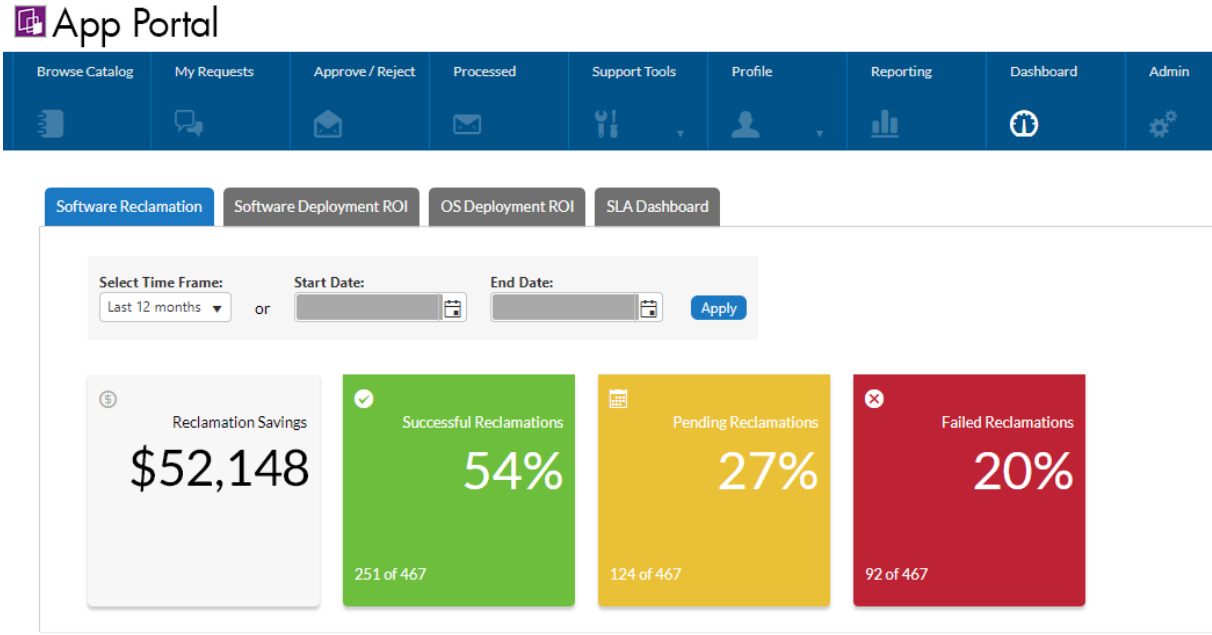
With App Portal / App Broker 2019 R1, the default out-of-the-box landing page has been reverted back to the **Browse Catalog** page and a new **Enable Dashboard as default landing page** property in the **Catalog Appearance** subtab of the **Site Management > Settings > Web Site** view has been added.



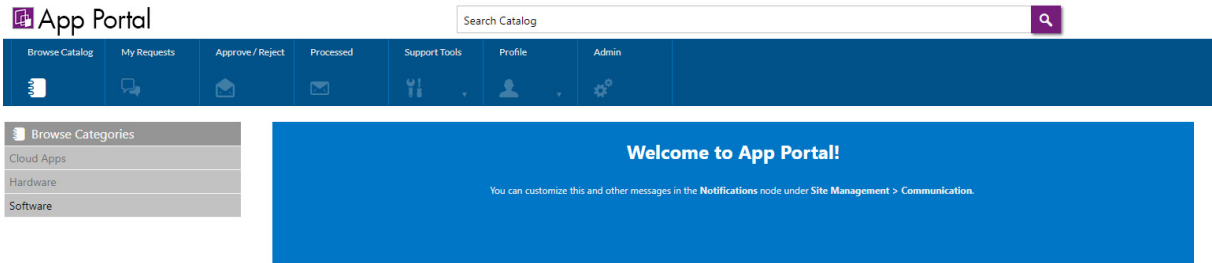
Note the following:

- If the **Enable Dashboard as default landing page** checkbox is *checked* and the user has **Reporting / Dashboard** permissions, then the dashboard will be the default landing page.
- If the **Enable Dashboard as default landing page** checkbox is *unchecked* and the user has **Reporting / Dashboard** permissions, then Browse Catalog will be the default landing page.
- If the **Enable Dashboard as default landing page** checkbox is *checked* and the user does **not** have **Reporting / Dashboard** permissions, then Browse Catalog will be the default landing page.

The following shows the **Software Reclamation** dashboard page as the default landing page:

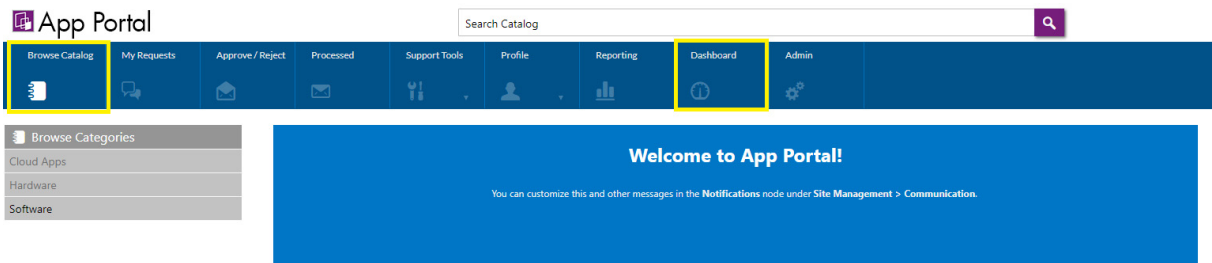


The following shows **Browse Catalog** as the default landing page:



Position of the Dashboard Tab Has Moved

Another related change in App Portal 2019 R1 is that the position of the **Dashboard** tab moves from the far left position to the position next to **Reporting** tab.



Added Support to Update Requested Item (RITM) State in ServiceNow

App Portal now includes enhanced support to update the **Requested Item (RITM) state** in ServiceNow according to status transition in App Portal with respect to an individual catalog requested item (along with the existing **ServiceNow Request Status** changes).

A new **Requested Item State Mapping** section has been added to the **ServiceNow Integration** settings page (**Site Management > Settings > ServiceNow Integration** view on the **Admin** tab).

The screenshot displays the 'ServiceNow Integration' settings page. It is divided into several sections:

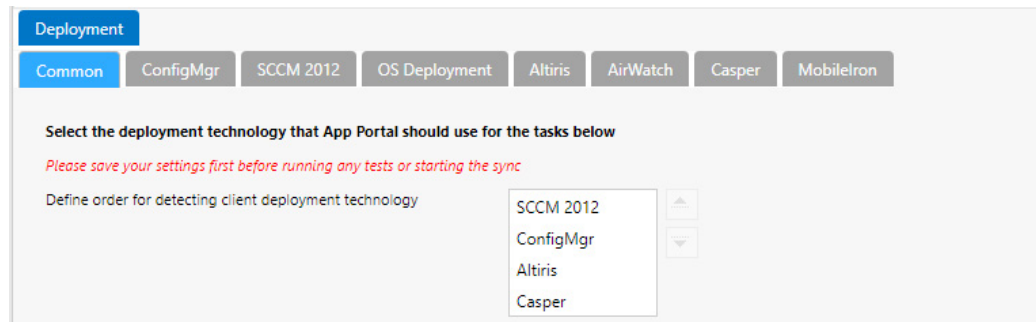
- ServiceNow Integration**: Contains fields for 'ServiceNow Instance URL (e.g. https://instance.service-now.com)' with the value 'https://ven01764.service-now.com/', 'ServiceNow User Name' with the value 'admin', and 'ServiceNow Password' which is masked with dots. Below these fields are two buttons: 'Test' and 'Create Default ITSM Operations'.
- ServiceNow Requested Item State Mapping**: This section is further divided into two sub-sections:
 - App Portal Status**: Lists 'Pending', 'Success', and 'Failure' on the left. On the right, under the heading 'ServiceNow Requested Item State', there are three input fields containing the values '2', '3', and '4' respectively.
 - ServiceNow Request State Mapping**: Features a checkbox labeled 'Update ServiceNow Request State' which is currently unchecked.
- ServiceNow Request State**: This section is also divided into two sub-sections:
 - App Portal Status**: Lists 'Pending', 'Success', and 'Failure' on the left. On the right, under the heading 'ServiceNow Request State', there are three input fields containing the values 'in_process', 'closed_complete', and 'closed_incomplete' respectively.
 - A 'Test' button is located at the bottom of this section.

Important Information

End-of-Life Support for System Center Configuration Manager 2007 as of App Portal 2017 R2

Reminder: Because end-of-life support for System Center Configuration Manager 2007 (SCCM 2007) has been reached, App Portal 2017 R2 removed support for System Center Configuration Manager 2007. As a result of this change:

- App Portal Administrators and end users will no longer see references to System Center Configuration Manager 2007. All references have been removed from the App Portal interface. For example, When you select **Settings** under **Site Management** on the **Admin** tab, you will notice that the **Deployment > SCCM 2007** subtab has been removed.



- All APIs that were exposed for System Center Configuration Manager 2007 have been removed.



Important • If you are still planning on using System Center Configuration Manager 2007, it is recommended that you remain on App Portal 2017 R1 or earlier.

Resolved Issues

The following table lists the customer issues that were resolved in App Portal / App Broker 2019 R1:

Issue	Description
IOJ-1914138	When creating a new question template the “available questions” are not sorted alphabetically.
IOJ-1913589	My Apps Uninstall Alerts regenerated even if less than threshold of last alert.
IOJ-1913340	MachineName variable is not being resolved for general CIs.
IOJ-1911919	In side-by-side OSD tab Build Information comparison screen, only the new device is inserted into the task sequence collection.
IOJ-1910530	Request to manual list only detects machines that exist in usercomputermap table.
IOJ-1908820	License Reclamation Policy displays incorrect Has Uninstall Program flag.
IOJ-1908386	SQL Injection Vulnerability to Processor issue.
IOJ-1906726	Prevent user from specifying same computer name for new computer and old computer on Import New Computer checkout page.
IOJ-1906261	Provide option to revert the behavior where users with Reporting / Dashboard permissions can have the dashboard displayed in the ribbon without it being the first launch screen.
IOJ-1905889	SQL Timeout during DeletelnactiveUserComputerMap .
IOJ-1903622	ServiceNow - AppPortal variable set does not get attached to catalog items during sync.
IOJ-1900628	Computer association not created if selecting new device during side-by-side OSD checkout.
IOJ-1900270	BMC Import timing out with catalogs/keywords/all call.
IOJ-1900072	Choose Additional Applications setting applies to all Task Sequences but user gets prompted to select additional applications.
IOJ-1899504	Implications of configuring ValidateRequest to True in Web.Config.
IOJ-1899081	Response to approver review does not get sent to all approvers.
IOJ-1898256	Clicking install now repeatedly allows multiple requests and duplicate requests to be submitted.
IOJ-1897696	Browse Catalog search does not return all results.

Issue	Description
IOJ-1896164	User gets Cancel email even when User is unchecked to get cancel email.
IOJ-1895039	Poor performance under browse catalog when searching when there are a large number of catalog items.
IOJ-1891118	Approvers from external forest don't get displayed.
IOJ-1890214	Reject Request API fails when HasUntrustedDomains flag is set to True .
IOJ-1888407	Deadlocks in production environment.
IOJ-1883927	All catalog items synced into service now are flagged as Failed .
IOJ-1876203	Poor performance for computer sync query when using SQL Server 2016 to host SCCM DB.
IOJ-1872233	Variables are not being passed.
IOJ-1868498	Resolve custom variable parameters before App Portal catalog is synced into ServiceNow.
IOJ-1860324	Approval reminder emails are not sent out.
IOJ-1858949	App Portal continues to check ITSM ticket status for archived and canceled catalog items.
IOJ-1849582	Special character in translated question's answers causes errors.
IOJ-1848919	License Reclamation is based on the lower value between global vs My Apps policy threshold.
IOJ-1818974	Update the integration to use the Requested Item record as the ServiceNow record that the App Portal communicates against.
IOJ-1770799	ServiceNow qualified and unqualified requests issue.
IOJ-1910537	[Setup] -Missing roles IIS: 221 and 148 message is displayed during AppPortal 2018 R1 setup installation on Windows server 2019 machine though IIS role 221 is installed.
IOJ-1770799	Unchecking the Validate User does not let you move ahead on clicking next button.
IOJ-1906238	XSS vulnerability on My Request > Request Detail page.

Upgrading to App Portal 2019 R1

When upgrading an existing version of App Portal to App Portal 2019 R1, it is very important that you review the following information **before** you begin the upgrade.

- [Supported Upgrade Versions](#)
- [Planning Your Upgrade](#)
- [Upgrade Notes](#)

Supported Upgrade Versions

You can only upgrade to App Portal / App Broker 2019 R1 from the following previous versions:

- App Portal 2018 R1
- App Portal 2017 R2
- App Portal 2017
- App Portal 2016
- App Portal 2015 R2
- App Portal 2015
- App Portal 2014

To upgrade from one of these supported versions to App Portal 2019 R1, use the App Portal 2019 R1 installer, which can be downloaded from the Flexera Software Product and License Center.

Planning Your Upgrade

When performing your upgrade to App Portal 2019 R1, it is recommended that you include the following steps in your upgrade process:

- **Review the Release Notes**—Thoroughly review this document, the App Portal 2019 R1 Release Notes.
- **Backup your database**—Prior to upgrading, you need to back up your existing App Portal database. It will not be backed up automatically by the installer, even if you are performing a “fresh” install on an existing database.
- **Backup user interface customizations**—If you have customized your App Portal user interface, back up this directory of files before performing the upgrade:

```
[AppPortalInstallationDirectory]\Web\App_Themes\Flexera
```
- **Upgrade and test in a lab environment**—Before rolling out the App Portal upgrade in production, first upgrade App Portal in a lab environment using a clone or subset of your production data and test it thoroughly to make sure it still operates as per your requirements.
- **Production rollout**—When you are ready to roll out the App Portal upgrade to your production environment, it is recommended that you include the following steps:
 - a. Backup your existing App Portal database.
 - b. Take a snapshot of the App Portal server, if possible.

- c. Provide downtime notice to your end users.
- d. Schedule your service window to allow for adequate testing post-production upgrade.
- e. Test your recovery model.

Upgrade Notes

Please note the following regarding upgrading from earlier versions of App Portal:

- **Upgrading the App Portal Web Service**—Upgrading the existing App Portal instance will not upgrade the existing App Portal Web Services application. You need to manually run the AppPortalWebServiceSetup_2019_R1.exe installer on your System Center Configuration Manager machine.
- **App Portal logo not being displayed after upgrade**—If you have a problem loading the App Portal logo (which is the default logo provided by App Portal) after upgrading, then you need to manually change the following AppSetting entry in the WD_AppSettings table from “CompanyLogoURL” to “/esd/Images/ap-logo.jpg”. However, if you are going to be using a custom logo, there is no need to perform this step.
- **My Apps scheduled tasks now run under Service Account**—Starting with App Portal 2017, the My Apps-related scheduled tasks (**App Portal - Process Computers for My Apps Alerts** and **App Portal - Send out My Apps Email Notifications**) will run under the Service Account instead of the System Account. However, if you are upgrading from a previous version, you need to manually change the account that those scheduled tasks will run under; the App Portal installer will not make these changes.
- **Microsoft .NET Framework 4.6.1**—You should make sure that Microsoft .NET Framework 4.6.1 is installed prior to upgrading an existing installation of App Portal. Microsoft .NET Framework 4.6.1 is not bundled with the installer.

System Requirements



This section lists the system requirements for App Portal / App Broker:

- [Environment Requirements](#)
- [Client Requirements](#)
- [Server Requirements](#)
- [Supported Deployment Technologies](#)
- [Supported ITSM Systems](#)
- [Supported Cloud Applications](#)

Environment Requirements

Prior to beginning App Portal / App Broker installation, make sure that your environment meets or is able to meet the following requirements:




Requirement	Description
Active Directory	Microsoft Active Directory is required for App Portal / App Broker. It is fully supported under Windows Server 2008 R2 or later domains operating at all functional levels.
DNS	If you choose Use Reverse DNS as a computer discovery method during App Portal installation, a DNS service is required that supports and contains Reverse DNS Zones.
Database Software	Microsoft SQL Server 2012 or later, including Microsoft SQL Server 2017. <ul style="list-style-type: none">• Collation setting—SQL_Latin1_General_CP1_CI_AS is the required collation setting for App Portal database server. It is the only supported collation.
SMTP Compatible Mail System	App Portal / App Broker requires an SMTP-compatible mail system, and supports both local and remote SMTP servers.
IMAP/POP3 Compatible Mail System	App Portal / App Broker requires an IMAP/POP3-compatible mail system, and supports both local and remote IMAP/POP3 servers.


Requirement	Description
Internet Information Server (IIS)	<p>App Portal / App Broker supports the versions of IIS that are installed with Windows Server 2012 or later,</p> <p>The IIS Application Server and Web Server roles need to be installed.</p> <p>App Portal / App Broker is installed into a virtual directory named ESD and is accessible using <code>http://alias/ESD</code>.</p> <p>A DNS A-RECORD must be created to access the site if you wish to use an alias.</p>
Integrated Authentication	<p>App Portal / App Broker uses a user's current Active Directory credentials to authenticate to IIS/App Portal / App Broker.</p>
Active Directory User Discovery	<p>Active Directory User Discovery must be enabled in System Center Configuration Manager and/or Altiris Client Management Suite for App Portal / App Broker to function properly. Additional Active Directory User Discovery extensions are also required.</p> <p>Extend the attributes using the Active Directory User Discovery method in the System Center Configuration Manager Console and/or Altiris Management Console. Include the following attributes in addition to the existing ones if performing manually:</p> <pre>mail department title displayName distinguishedName manager company l (lower case L) (Only enter the letter l!) postalCode sn givenName physicalDeliveryOfficeName</pre> <p> Important • This is only required if you are using standard discovery from System Center Configuration Manager or Altiris. If you are providing a custom SQL script to perform user and computer discovery, these steps are not required.</p> <p> Caution • The user discoverable attribute <code>displayName</code> is required to be extended in System Center Configuration Manager and/or Altiris Client Management Suite. This needs to be done before performing the user and computer sync process or the process will fail.</p>

Requirement	Description
High Speed Connection	The IIS server should be on the same physical network as the database server, and should be connected at a high speed (greater than or equal to 100 MBit).

Client Requirements

The following are the App Portal client requirements:

Requirement	Description
Desktop Operating Systems	<ul style="list-style-type: none"> Windows 7 or greater Mac OS X 10.7.x or greater  <p>Note • To deploy software to a device using App Portal / App Broker, the device needs to be managed by Microsoft System Center Configuration Manager, Symantec Altiris, or Casper.</p>
Mobile Operating Systems	<ul style="list-style-type: none"> Google Android iOS Windows Phone  <p>Note • To deploy mobile apps using App Portal / App Broker, the device needs to be registered and managed by AirWatch or MobileIron.</p>
Browser	<p>App Portal / App Broker supports the following browsers:</p> <ul style="list-style-type: none"> Microsoft Internet Explorer 9.0 or greater—App Portal / App Broker requires that the client’s web browser be Internet Explorer 9.0 or greater; however Internet Explorer 10 or 11 or Microsoft Edge are preferred for the best experience. Firefox, Chrome—App Portal / App Broker also supports Firefox and Chrome browsers; however these browsers do not support Active X and therefore will always discover the computer using the Reverse DNS discovery method.  <p>Note • The fall back to ReverseDNS on these browsers is only done if ActiveX is the primary computer discovery method chosen. If the discovery method is set to SCCM, then App Portal / App Broker will honor that for all browsers.</p>

Requirement	Description
Trusted Sites	<p>The App Portal / App Broker web site must be added to the trusted sites list for Internet Explorer. For example:</p> <p>http://APPPORTALSERVER</p>  <hr/> <p>Important • This is very important.</p>

Server Requirements

The following are the server requirements for the App Portal / App Broker Web Service and the App Portal / App Broker installation platform:

- [App Portal / App Broker Web Service Server](#)
- [App Portal / App Broker Installation Platform](#)
- [Setting Permissions: App Portal Service Account](#)

App Portal / App Broker Web Service Server

The following are the system requirements for the servers where the App Portal / App Broker Web Service is installed:

Requirement	Description
Authentication	Windows Authentication
Microsoft .NET Framework	Microsoft .NET Framework 2.0 SP1 or later is required on all primary sites.
IIS	<p>App Portal / App Broker supports the versions of IIS that are installed with Windows Server 2008 R2 or later.</p> <p>The IIS Application Server and Web Server roles need to be installed.</p>
ASP.NET	ASP.NET needs to be installed.

The instructions for installing the App Portal / App Broker Web Service depends upon your deployment technology:

- **For System Center 2012 Configuration Manager and System Center Configuration Manager (Current Branch)**, the App Portal / App Broker Web Service is only needed at the CAS or Central site.

For System Center 2012 Configuration Manager and System Center Configuration Manager (Current Branch), folders will be created called App Portal Users For Site XXX and App Portal Computers for site XXX.

App Portal / App Broker Installation Platform

The App Portal / App Broker installation platform must meet the following requirements:

Requirement	Description
Authentication	Windows Authentication
Operating System	Windows Server 2012 or later
IIS	App Portal / App Broker supports the versions of IIS that are installed with Windows Server 2012 or later. The IIS Application Server and Web Server roles need to be installed.
Microsoft .NET Framework	Microsoft .NET Framework 4.6.1 or later
ASP.NET	ASP.NET needs to be installed.

Setting Permissions: App Portal Service Account

App Portal requires that you identify an account (App Portal service account) to use for the interaction with SQL and Active Directory. The App Portal service account will require administrative permissions on the client workstations if you wish App Portal to successfully run machine policy evaluation for accelerated software deployments and rerunning advertisements as necessary.

The service account must have Read permission on the Microsoft System Center Configuration Manager or Altiris Client Management database in SQL and Read/Write permission on the App Portal database that gets created during the installation process. The Installer Account will attempt to provision the Service Account with DB_DataReader permissions to the SCCM database and DBO permissions to the App Portal database.

Supported Deployment Technologies

App Portal / App Broker 2019 R1 supports the following deployment technologies for software distribution:

- Microsoft System Center Configuration Manager (Current Branch)
- Microsoft System Center 2012 Configuration Manager
- Altiris Client Management Suite 7.1 or later
- AirWatch 9.1.2.4 (for mobile application deployment)
- JAMF Casper Suite 9.6.4
- MobileIron 9.2



Note • App Portal supports JAMF Casper Suite 9.6.4 on premises version; the cloud version is not supported. Inventory can be collected from Macintosh computers running OS X 10.7.x or later.

The purpose of App Portal / App Broker’s support for multiple deployment technologies is to enable you to:

- Provide a seamless end user experience while you are upgrading from older versions of System Center Configuration Manager to System Center Configuration Manager (Current Branch).
- Present a single instance to your users even if your organization uses both System Center Configuration Manager and Altiris deployment technologies across your enterprise.
- Provide your users with a universal app store containing both desktop and mobile applications.

You enter the deployment technology connection settings by opening the **Deployment** tab on the **Site Management > Settings** view, and then entering the settings on the **ConfigMgr**, **SCCM 2012**, **Altiris**, **AirWatch**, **MobileIron**, or **Casper** subtabs.

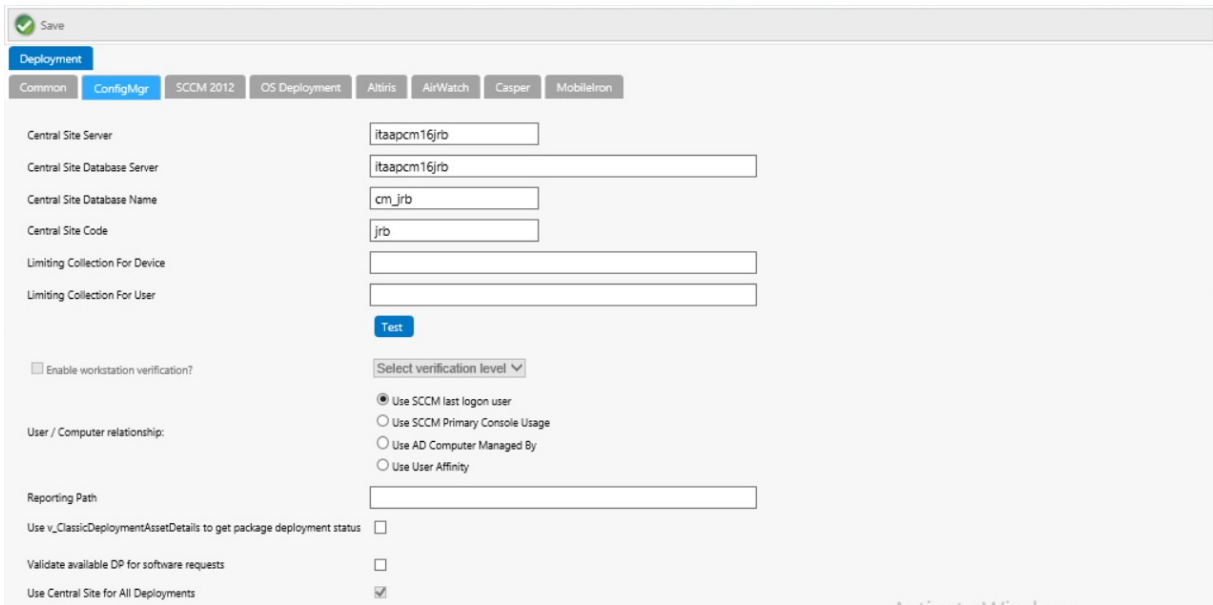


Figure 1: Site Management > Settings > Deployment Tab

App Portal / App Broker can only be connected to multiple servers of the same type if they are set up in a hierarchical relationship, with only the “main” site’s connection information entered on the **Site Management >Settings > Deployment** tab. The following table describes the acceptable hierarchical relationships for the three deployment technologies:

Technology	Description
System Center Configuration Manager (Current Branch)	Single Primary Site OR Central Administration Site > Child Primary Sites For System Center Configuration Manager (Current Branch) or System Center 2012 Configuration Manager, App Portal / App Broker only communicates with one site: either a Single Primary Site or a Central Administration Site (which in turn replicates data to all Child Primary Sites).
System Center 2012 Configuration Manager	Single Primary Site OR Central Administration Site > Child Primary Sites For System Center 2012 Configuration Manager, App Portal / App Broker only communicates with one site: either a Single Primary Site or a Central Administration Site (which in turn replicates data to all Child Primary Sites).
Altiris Client Management Suite 7.1 or later	Single Primary Site OR Central Site > Child Primary Sites For Altiris, App Portal / App Broker only communicates with one site: either a Single Primary Site or a Central Site (which in turn replicates data to all Child Primary Sites).



Important • App Portal / App Broker does not support connecting to multiple, disconnected deployment servers that are using the same deployment technology and version.



Note • When using System Center Configuration Manager, Microsoft .NET Framework 4.6.1 is required to be installed on the IIS server in order to run the App Portal / App Broker service and web site. This is not required when using Altiris Client Management Suite.

Supported ITSM Systems

Both App Portal and App Broker include out-of-the-box support for integrating with ITSM systems.

App Portal

App Portal 2019 R1 provides support for the following ITSM systems:

- ServiceNow (versions: Kingston, London, and Madrid)
- BMC Remedy IT Service Management Suite

When App Portal's ServiceNow or BMC integration is set up, whenever specified actions occur in App Portal (such as when a request is submitted), tickets in the attached ITSM system can be automatically opened or closed, or the status of a ticket can be reported on.



Note • If you would like to integrate with an ITSM system other than ServiceNow or BMC Remedy, you can use App Portal's reusable framework to connect to and configure integration to that system.

App Broker Software for ServiceNow

With App Broker Software for ServiceNow 2019 R1, you can publish App Portal catalog items in the ServiceNow catalog. This enables ServiceNow users to request software directly in the ServiceNow self-service portal, with App Portal performing the license check and automated deployment. Using App Broker Software for ServiceNow, you can also submit a request for OS deployment and/or application migration from within the ServiceNow user interface, using a custom **Employee App Provision Request** wizard.



Important • To use App Broker Software for ServiceNow, you must have a ServiceNow MID Server that has access to the App Portal / App Broker REST APIs.



Important • In order for the out-of-the-box App Broker Software for ServiceNow workflow to function, you must have also purchased FlexNet Manager Suite and connected it to App Portal.

App Broker Software for BMC

With App Broker Software for BMC 2017, you can use MyIT as your front end app store, while App Portal performs the behind-the-scenes fulfillment of software requests, including automatically reserving licenses. Using App Broker Software for BMC enables you to provide your employees with a single service portal for all request types: software, hardware, and other IT services.



Important • In order for the out-of-the-box App Broker for BMC workflow to function, you must have also purchased FlexNet Manager Suite and connected it to App Portal.

Supported Cloud Applications

App Portal / App Broker 2019 R1 provides out-of-the-box support for the following cloud applications:

- Box
- Salesforce
- Microsoft Office 365

You can also manually create a connection to another cloud application system (such as DropBox, WebEx, GotoMeeting, Concur, etc.) so that you can create catalog items for that system.

If you connect App Portal / App Broker to one of these cloud applications, App Portal / App Broker can offer a catalog item that will automatically create an account for the requester in that cloud application.

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