

FlexNet Manager Suite

2017 R3

Release Notes

January 2018, Version 1.10

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Note: The latest release of these Release Notes are available from the Flexera Software Customer Community (login required).

Introduction

FlexNet Manager Suite provides software asset, hardware asset, and contract management for enterprises across over 16,000 publishers and more than 225,000 applications. It reports detailed information for installed software, application usage, purchases, and reconciles these to provide a license position. It inventories virtual environments and Oracle databases, imports inventory from Microsoft System Center Configuration Manager (SCCM) and other inventory tools through configurable adapters, and seamlessly integrates with Enterprise Resource Planning (ERP), Human Resources (HR), Active Directory (AD), and Purchase Order (PO) systems. With its built-in library of more than 1,000,000 Stock Keeping Unit numbers (SKUs), for automated reconciliation of purchases with inventory, and support for the latest license models, FlexNet Manager Suite is used by enterprises to gain control of their software estate and optimize their software spend.

These release notes contain information about FlexNet Manager Suite, covering:

- FlexNet Manager Suite
- FlexNet Manager for IBM
- FlexNet Manager for Microsoft
- FlexNet Manager for Oracle
- FlexNet Manager for SAP Applications
- FlexNet Manager for Symantec
- FlexNet Manager for VMware
- Service Life Data Pack

The following products in the suite have their own separate Release Notes:

- FlexNet Manager for Engineering Applications
- FlexNet Manager for Cloud Infrastructure
- Workflow Manager

Published Release Notes are available in English, French, German and Japanese.

New Features

Flexera Analytics for on-premises installations

Flexera Analytics, introduced in the 2017 R2 release for cloud customers, is now available for on-premises customers, and is included in the 2017 R3 on-premises release. **Flexera Analytics** provides new interactive reporting for software and hardware asset management. You can now see near real-time data about applications, licenses, assets, and inventory. A simple and efficient interface delivers an ‘at a glance’ view of your managed environment, with the ability to explore the data to identify any issues quickly.

With **My Analytics home**, you can create your own customized dashboard, populated using a variety of supplied widgets, for each operator’s specific needs.

Support for CyberArk AIM integration

From release 2017 R2 SP1 (internal version number 12.3.1), FlexNet Beacon can integrate with CyberArk Application Identity Manager to manage credentials required by the inventory beacon to complete scheduled remote execution tasks (such as adoption, discovery, and inventory gathering).

In this mode, the credentials required for the inventory beacon to connect to the target device are stored in a safe, within a CyberArk Vault. The CyberArk Credential Provider (locally installed on the inventory beacon) provides secure integration, with the FlexNet Password Manager (standard on each inventory beacon) now storing an encrypted reference to the account/password saved in CyberArk (but not the credentials themselves).

A new chapter in the System Reference PDF (available through the title page of online help) covers *Inventory Beacon Credentials for Other Computers*, including the Password Manager both with and without CyberArk integration. A few general topics have also been moved from the online help to this more detailed reference. The remaining online help topics for the inventory beacon and Password Manager have been enhanced to cover the new functionality.

Tip: *The Password Manager, known in previous releases as the “Password Store”, has been renamed in this release to better reflect its function when it is not actively storing credentials.*

Gathering inventory from standby Oracle instances

The FlexNet inventory agent, locally installed on an Oracle database server, collects software inventory from any operational Oracle database instances (as well as collecting hardware inventory, as required for certain license types). From this release of FlexNet Manager Suite, the functionality is extended so that it also gathers inventory from Oracle instances that are

in standby (that is, instances that are in MOUNT mode but not READ mode). This includes Oracle Data Guard instances that are in standby, awaiting a possible switch into production. This enhances compliance with Oracle License Management Script (LMS), when combined with the Application Recognition Library (ARL) update #2201, published on November 17th, 2017.

There is no change in either prerequisites or configuration of the locally-installed FlexNet inventory agent to achieve this additional inventory.

However, be aware that Oracle advises that certain inventory queries are impossible on a standby Oracle database instance. Therefore, the inventory data from an Oracle instance that is only ever inventoried while in standby is less complete than the inventory collected from active Oracle database instances. If the same (standby) database instance is subsequently inventoried while in MOUNT mode, the missing inventory values are added to the instance record in FlexNet Manager Suite. And conversely, if an Oracle database instance has been inventoried while active, and is subsequently inventoried while in standby, the additional values are removed for consistency with the latest inventory.

This functionality is also available in the lightweight Inventory Scanner, and in zero-footprint inventory gathering, where an appropriate inventory beacon downloads and runs the inventory core components on a target device.

Changes from Previous Releases

Change to the web address (URL) for cloud

We have introduced sub-domains for cloud customers, which means that the URL used to access **FlexNet Manager Suite** in the cloud must contain a sub-domain at the start of the address. The sub-domain name will typically be your company name (technically, it is the tenant name displayed in the top-right corner of the FlexNet Manager Suite web page). For example:

Old URL	<code>http://flexnetmanager.com/Suite</code>
New URL	<code>http://<i>company-name</i>.flexnetmanager.com/Suite</code>

If your operators use Flexera Account Management, and log in to the old URL, by default they are automatically re-directed to your new tenanted URL.

Note: *This re-direction does not apply for accounts using a single sign-on solution compatible with the SAML 2.0 (Security Assertion Markup Language) standard.*

Multi-factor authentication for cloud

FlexNet Manager Suite now supports integration, for cloud customers, with identity providers compliant with Security Assertion Markup Language (SAML) 2.0. If your chosen SAML identity provider supports multi-factor authentication, you can require that your operators use multi-factor authentication. (Logging in with a Flexera account does not support multi-factor authentication.)

Operators with administrator access can make the required configuration changes to add integration with a SAML identity provider. These settings are located in the **Security** tab on the **System Settings** page. Full details are available in the online help for this tab. There is also a new topic on *Authentication* available in the *System Reference* PDF, that is available through the title page of online help.

Logins may be initiated by either the service provider or the identity provider; however, logout initiated by the identity provider is not supported.

Tip: To log in using a SAML-compliant identity provider, cloud customers **must** use a URL with a tenant-specific sub-domain, such as `http://company-name.flexnetmanager.com/Suite`.

Changes to license consumption calculations

In previous releases of FlexNet Manager Suite, for some license types, when the license consumption rule **Allocations consume entitlements** was set, a device allocation produced a calculated consumption of 1 entitlement, whether or not inventory showed a corresponding installation on that device.

From FlexNet Manager Suite 2017 R3, consumption behavior for allocations also depends on having at least one application linked to the license. The logic now becomes:

- Where a permanent allocation is made, or the **Allocations consume entitlements** rule is set, *and* at least one application is linked to the license, FlexNet Manager Suite calculates consumption against the allocation with or without matching installation records. The consumption is as specified for the license, and may be greater than 1 entitlement/point. (The calculation may not always be possible, for example, if properties needed for the calculation are missing.)
- Where a permanent allocation is made, or the **Allocations consume entitlements** rule is set, *but* there are no applications linked to the license, the consumption for the allocation is set to 1. (You may override this result by manually entering the consumption.)

It is recommended best practice to have at least one application linked to every license. When no suitable application exists in the Application Recognition Library, you may create a new application record manually.

XenApp server agent supports direct upload to an inventory beacon

For on-premises customers, new command line options are available for the FlexNet Manager Agent for XenApp Server (for short, the XenApp server agent) to upload collected data directly to an inventory beacon, as an alternative to saving it in an intermediate staging database. The inventory beacon then uploads the data to the central compliance database. This alternative may be helpful to on-premises customers for whom the staging database is either an unnecessary administrative overhead, or a security risk.

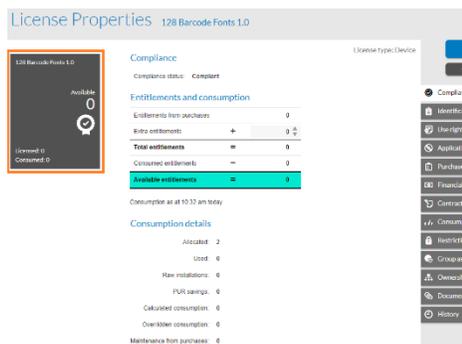
The new options specify a URL to the selected inventory beacon, as well as a username and password to connect to the inventory beacon. These options are documented in the *FlexNet Manager Suite Adapters Reference PDF*.

The uploaded data may come from multiple XenApp Servers, each of which may have a local copy of the XenApp server agent installed. After upload(s), the separate XenApp inventory adapter (installed on an inventory beacon) must run against the saved data to merge and normalize results. This access from the inventory beacon direct to the compliance database is only available for on-premises implementations. (Those using the cloud implementation may continue using the existing architecture with a separate, and accessible, staging database.)

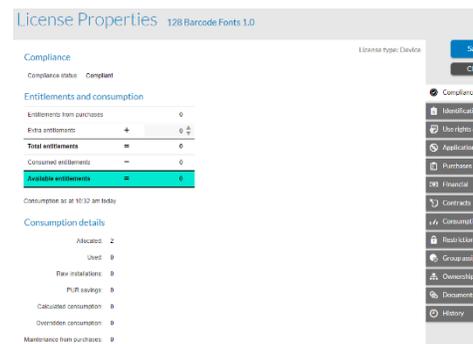
Change to the License Properties pages

The license card, displayed on the left of **License Properties** page, has been removed as this information is already displayed on the same page in the Entitlements and consumption section:

2017 R2 and earlier



2017 R3



Encryption fail-over technologies removed

For some time, FlexNet Manager Suite has used AES encryption where required; the Password Manager on inventory beacons is an example. Both Triple DES, and then DES were supported as technologies to use in situations where AES was not available.

With AES now ubiquitous across all supported platforms, and as DES and Triple DES are no longer regarded as strong encryption technologies, both DES and Triple DES have now been removed from FlexNet Manager Suite as fail-over technologies.

Since AES has been in use for some time now, we expect no impact on customers from this improvement.

Credential encryption supported for silent installations

On-premises customers can now create an answer file, for use in silent installations, that references a credential store containing encrypted credentials. This avoids storing username and password information in the answer file.

Support for IBM License Metric Tool (ILMT) 9.2.5 to 9.2.8

FlexNet Manager Suite now supports the following ILMT versions when ILMT is configured to use either a Microsoft SQL Server *or* IBM DB2 database:

- 9.2.5
- 9.2.6
- 9.2.7
- 9.2.8

Version 9.2.9 is supported when ILMT is configured to use an IBM DB2 database.

End-of-life support for VMware vSphere and vCenter 2.5 to 4.x

FlexNet Manager Suite no longer supports VMware vSphere or vCenter 2.5.x to 4.x.

FlexNet Manager Suite supports VMware product releases 5.0 to 6.5 of vSphere, vCenter, and ESXi.

Updates to inventory beacons recommended

It is recommended best practice that you keep your inventory beacons updated to the same release as the central application server. This becomes very important if you are using digital signing for downloaded beacon policy. (This is always the case for cloud implementations, and for on-premises customers where you have turned on policy signing). A FlexNet Beacon installation earlier than 2017 R2 (internal version number 12.3) cannot function with signed inventory beacon policies from 2017 R2 or 2017 R3.

FlexNet Report Designer

Flexera Analytics replaces the **FlexNet Report Designer** product, and will require installation of Cognos version 11. The functionality of **FlexNet Report Designer** has been significantly enhanced and replaced with **Flexera Analytics**.

License Agreement

If your company has purchased a license and signed a software license agreement with Flexera or an authorized Flexera reseller, the terms and conditions of that agreement govern all use of this software. Otherwise, use of this software, on either an evaluation or a fully-paid license basis, is subject to the terms and conditions of the FlexNet Manager “click-through” End User License Agreement, which can be found in the downloaded installation package.

If you do not agree with the terms of the applicable software license agreement, you may not install FlexNet Manager Suite onto any of your computers or, if already installed, you must remove it from all computers on which it is installed. You must also return or destroy all copies of the software in your possession.

License Compatibility

This release requires an updated license from Flexera.

Cloud customers’ licenses will be updated automatically.

On-premises customers should request a new license key from support@flexerasoftware.com. Once the license has been created, it will be emailed to the requestor, and a copy stored in the [Product and License Center](#). The updated license must then be imported into FlexNet Manager Suite.

Installation and Upgrade Advice

If you are upgrading your on-premises implementation from FlexNet Manager Suite release 2017 R1 or 2017 R2, you may follow normal upgrade procedures (using the “Upgrading” document from the list below).

If you are upgrading from any earlier release (2014 – 2016 R2), you should be sure to upgrade all components:

- Your application server(s) (for on-premises implementations, using the normal upgrade processes)
- All forms of FlexNet inventory tools, including the full FlexNet inventory agent, the lightweight FlexNet Inventory Scanner, and FlexNet core inventory components wherever you may have installed them
- FlexNet Beacon installed on all your inventory beacons.

Tip: Customers using the cloud (SaaS) implementation are also strongly advised to ensure that all FlexNet inventory tools and installed inventory beacons are updated to the latest versions.

This strong recommendation follows from the ongoing security improvements touching all these components that were released with version 2017 R1 (an earlier release).

There are four documents for on-premises customers that provide instructions for installing and upgrading to the current release, FlexNet Manager Suite 2017 R3.

- *Installing FlexNet Manager Suite 2017 R3 On Premises.* This includes the option of installing Flexera Analytics 2017 R3.
- *Upgrading FlexNet Manager Suite from 2014 Rx to 2017 R3 On Premises.* This is designed for upgrades from FlexNet Manager Platform version 2014 or later.
- *Migrating to FlexNet Manager Suite 2017 R3 On Premises.* This covers migration from FlexNet Manager Platform 9.2 to FlexNet Manager Suite 2017 R3. Earlier versions of FlexNet Manager Platform will need to be upgraded to 9.2 before starting this migration.

These are contained in the **Installation Documentation for FlexNet Manager Suite 2017 R3** archive that is available from the [Product and License Center](#) and the [Customer Community Documentation](#) site. They are also available through the title page of online help for on-premises implementations.

Additionally, *Installing FlexNet Manager Suite 2017 R3 for a Managed Service* is available to partners, from the matching Knowledge Base article.

Resolved Issues

The following issues have been resolved in **FlexNet Manager Suite 2017 R3** release since the release of FlexNet Manager Suite 2017 R2.

Issue Number	Summary
FNMS-32178	Discovery file resolver may fail with constraint violation when SQL or Hyper-V discovery is enabled but inventory is disabled
FNMS-33886	Consumed count in License card is not scoped to current user
FNMS-34452	Oracle VM Hosts are not imported when there is only Oracle VM Manager inventory
FNMS-39769	Exporting the License/Inventory Device History Tab, the description column contains blank values.
FNMS-41212	Oracle inventory fails when large XML data is generated with error 'internal error: Huge input lookup'
FNMS-43313	VMware Inventory data may not be scoped to what an operator has access to
FNMS-46328	Obsolete encryption methods (DES and 3DES), for backwards compatibility, should be removed.
FNMS-46785	The Last login details in the All Accounts grid, are inaccurate for FlexNet Manager Suite cloud
FNMS-46878	Inconsistent consumption values between Compliance page vs Consumption page overall number, on a User License when certain user status is 'Retired'
FNMS-46926	For multi-tenant systems, license reconciliation deadlocks can occur when multiple tenants alter hardware and software details
FNMS-47545	Unable to link more than 2,100 purchases to a license
FNMS-48123	In XenApp, if BrowserName and PublishedName are different, Usages information may be missing
FNMS-48150	The inventory importer may perform poorly when creating application instance users.
FNMS-48312	Migration tool "ConfigureSystem" is slow processing purchase records after migration to 2017 R1
FNMS-48643	Cannot search for subnets and sites in the "Subnets" page
FNMS-49611	The Description column for the 'Review to Accept Changes for Asset' is blank when exported
FNMS-50033	For multi-tenant systems, Inventory Manager database migration may fail when one database server processes multiple partitions at once.
FNMS-50082	Delete an exchange rate OR Role does not have any protection against Cross Site Request Forgery
FNMS-50099	Clustered Software on Clusters in ADDM v11.x is not retrieved
FNMS-50118	Change History for FlexNet Beacon not updated with latest release - FlexNet manager Suite 2017 R2 (12.3.0)

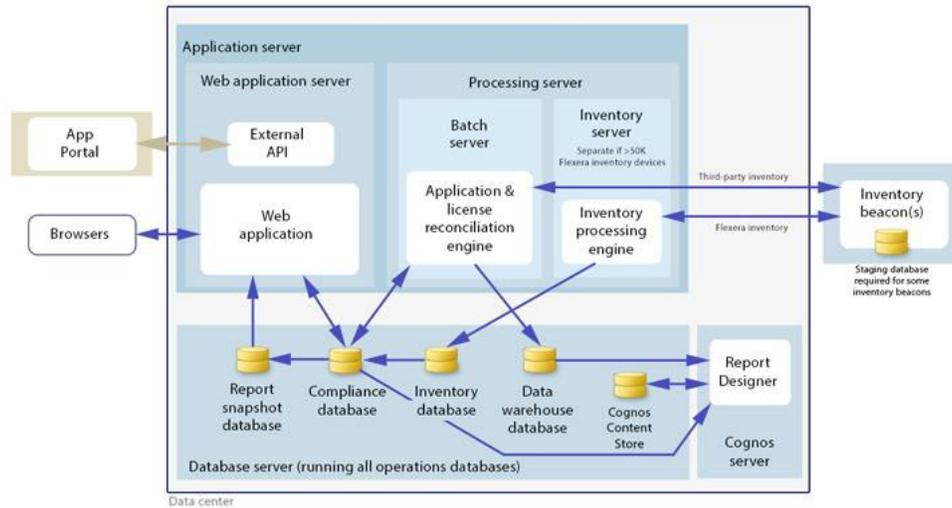
FNMS-50215	Online Help displays a mix of English and French when in SAP mode, and the language is set to French.
FNMS-50246	Beacon crash when generating VM inventory
FNMS-50252	In the Business Importer, entering multiple columns for tracing is not supported
FNMS-50268	A duplicate virtual host is fabricated, causing inventory import to fail, when inventory from a partition is missing the serial number
FNMS-50299	Business Importer fails to import an object that has unknown (unpopulated) properties
FNMS-50359	Business Importer fails when importing AssetType objects
FNMS-50390	Oracle LMS (License Management Services) script version is not synchronized with LMS version in use
FNMS-50446	FlexNet Beacon earlier than 2017 R2 fails signature check on cloud policy downloads when specific device(s) are used in target
FNMS-50752	The Business Importer may fail if a business adapter uses parameter created from a default schema
FNMS-50753	Business Importer is slow when processing 400,000 assets into FlexNet Manager Suite
FNMS-50769	PVU reconcile may deadlock when the SKU is being applied
FNMS-50889	Custom properties may not appear in Asset properties or in reports, after performing an upgrade to FlexNet Manager Suite 2017 R2.
FNMS-50989	High-frequency PVU license reconciliation may fail if an ESXi host is deleted but a guest VM still reports inventory
FNMS-50996	License Reconciliation may cause deadlocks on multi-tenant systems - Cloud only
FNMS-51006	The PVU reconciliation step may perform poorly, due to an index scan occurring on the SoftwareLicenseAllocation table.
FNMS-51354	The serial numbers for VM hosts are reported incorrectly after migration to FlexNet Manager Suite 2017 R2
FNMS-51388	Importer fails to merge ESX servers from multiple sources with different UUID endianness
FNMS-51467	Custom categories do not appear after upgrading FlexNet Manager Platform 9.2 to 2017 R1
FNMS-51488	File evidence reader is performing poorly. Occurs on the DeleteFromImportedInstalledFileEvidence step
FNMS-51581	System usage should not be considered when determining if Spatial option is used in an Oracle instance
FNMS-51657	Cannot set International Mobile Equipment Identity (IMEI) phone number as criteria in the Business Importer
FNMS-51698	App-V Standalone Inventory adapter may fail when computers have no domain
FNMS-51998	Business Importer fails to import ComputerType object when preset value is used

FNMS-52007	Read hardware properties for fabricated host from hardware inventory data caused NULL serial number for the fabricated host.
FNMS-52053	If upgrading to FlexNet Manager Suite 2017 R2 without a full inventory update, some fabricated virtual host records may not clean up in staging tables
FNMS-52223	An inventory device with a blacklisted serial number does not appear on the Inventory Issues page and All Inventory page
FNMS-52406	Import may fail with a constraint violation importing VDI templates, when a new VDI template is introduced into the system.
FNMS-52490	Business Importer fails when updating custom properties for ComplianceComputers
FNMS-52580	Inventory importer may fail when Microsoft System Center Configuration Manager (SCCM) has long values for recently used MSIs
FNMS-52690	The FlexNet Manager for SAP SAPReader may display an Out of memory error.
FNMS-52691	Inventory Manager upgrade script may fail with the error - "Cannot insert the value NULL into column 'UserCN', table 'IM.Dbo.User_MT' : column does not allow nulls. Insert fails."
FNMS-52928	Options under the "Open" button in custom reports are ineffective when using Internet Explorer 11
FNMS-52940	Flexera Analytics dashboard, the Asset's last inventory date may be incorrect
FNMS-53024	Product Summary page fails to load when the browser language is set to German (DE)
FNMS-53099	The values 'Raw installations' and 'Consumed entitlements' may not match on a license.
FNMS-53112	Computers may be incorrectly marked as 'Covered by Related Product' when allocated to multiple multi-product licenses
FNMS-53527	Imports using an excel spreadsheet in .xls format do not work after Microsoft security updates have been applied
FNMS-54123	"Unable to decode ciphertext" error when saving a data source connection in the Business Adapter Studio on a Beacon with the "Encrypt Connection Information" checked.

System Requirements

The system requirements are based on typical implementations in the range of 10,000 to 200,000 devices. For larger implementations, please contact the Flexera Global Consulting Services team through your account manager for assistance in the implementation design and deployment.

The following diagram shows the structure of a typical implementation:



Please consult the *Installing FlexNet Manager Suite 2017 R3 On Premises* guide for recommendations on how many servers are appropriate for your implementation.

Please consult the *FNM-SAP Sizing Guidelines 2017 R3* guide, available from the *Installation Documentation for FlexNet Manager Suite 2017 R2* download file, for recommendations on sizing an implementation that uses only FlexNet Manager for SAP Applications functionality.

Network Requirements

Network

Category	Requirement	
Internet Protocol version	IPv4, IPv6 and dual-stack.	Remote execution (such as remote discovery and inventory collection) requires IPv4. Communication between FlexNet Manager Suite Cloud and the top-level inventory beacon server(s) requires IPv4. Microsoft CAL device license calculations require IPv4 for CAL evidence collection and computer inventory.
Ports	80 & 443	Note that optional inventory sources may require additional ports. Refer to the topic 'Ports and URLs for Inventory Beacons' in the online help, for further information.

Cloud

Category	Requirement	
Required IP ranges for Cloud customers who are not using DNS hostname	US Domain: Production - 64.14.29.0/24 DR - 64.27.162.0/24 EU Domain: Production - 62.209.49.0/24 DR - 162.244.221.0/24	It is recommended to use DNS hostnames for network configuration of firewalls between inventory beacons and FlexNet Manager Suite Cloud. IP addresses can change without or with limited notice.

Hardware Requirements

Application Server

Category	Requirement
Processors	4 cores, with up to 8 cores if more than 100 operators
Memory	8 GB

Category	Requirement
System drive	40 GB
Data drives	DataImport +Temp folders require 2GB each for Content library updates

Database Server

Category	Requirement	
Processors	4 cores per 100 operators	
Memory available for SQL Server	16 GB per 50,000 devices	
System drive	40 GB	
Data drives (Typical figures based on “simple” database recovery model)	Compliance database data	Per 10,000 devices: 25 GB in first year + 15 GB growth per year
	Compliance database logs	20 GB per 10,000 devices
	Inventory database data	20 GB per 10,000 devices with FlexNet Inventory
	Inventory database logs	10 GB per 10,000 devices with FlexNet Inventory
	Report snapshot database data	10 GB + 75 GB per 1,000 operators
	Report snapshot database logs	10 GB
	Data warehouse database data	20 GB (based on 1,000 licenses)
	Data warehouse database logs	20 GB
	tempdb data	10 GB per 10,000 devices
	tempdb logs	1 GB per 10,000 devices
	Cognos content store data + logs	1 GB
	<u>Total</u>	60 GB + 80 GB per 10,000 devices
	<u>Annual Growth Rate</u>	15 GB per 10,000 devices

FlexNet Designer (Cognos) Server

Category	Requirement
Processors	4 cores
Memory	16 GB+ recommended

Category	Requirement
System drive	100 GB

FlexNet Beacon

Category	Requirement
Processors	2 cores
Memory	4GB minimum, 8GB or higher recommended
Minimum free disk space	1GB per 10,000 devices

FlexNet Inventory Agent

Category	Requirement
Processors	1 core
Memory	512MB minimum, 2GB or higher recommended
Minimum free disk space	25MB installation + 100MB workspace

Prerequisite Software

The table below describes the supported operating systems and software prerequisites of FlexNet Manager Suite 2017 R3 at the time of release. Unless otherwise noted, support for a release includes support for all official service packs issued against the same release.

Component	Operating System	Prerequisite Software
Application Server	<ul style="list-style-type: none"> Windows Server 2016 Windows Server 2012 R2 Windows Server 2012 Windows Server 2008 R2 x64 SP1-SP2 Windows Server 2008 x64 SP1-SP2 	<ul style="list-style-type: none"> .NET Framework 4.5.x Internet Explorer 10.0 to 11.0 Microsoft Internet Information Services 7.0 to 10.0 Microsoft Message Queuing (MSMQ) Microsoft Access Database Engine (32-bit) SQL Server features: Client Tools Connectivity, Management Tools

Component	Operating System	Prerequisite Software
Database Server (Including Cognos Database Server)	<ul style="list-style-type: none"> • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 x64 SP1 • Windows Server 2008 SP1-SP2 • Windows Server 2008 x64 SP1-SP2 	<ul style="list-style-type: none"> • SQL Server 2016 SP1 * • SQL Server 2014 • SQL Server 2012 • SQL Server 2008 R2 • SQL Server 2008 • SQL Server Client Tools, of the same version

Notes

- Microsoft SQL CLR integration must be enabled.
- * All FlexNet Manager Suite databases, including the Cognos content store database, should be run with compatibility level set to SQL Server 2012 (110) or SQL Server 2014 (120) when running on SQL Server 2016 SP1 or later. Also ensure that at least SQL Server 2016 Service Pack 1 has been applied, as this update repaired a fatal error.
- Multi-tenant installations require the Enterprise Edition of SQL Server. Single-tenant installations can use any edition of SQL Server.
- Customers using the legacy Contracts Portal may want to enable full-text indexing to permit searching within documents.
- Flexera Analytics requires that Microsoft SQL Server be configured to have the TCP/IP protocol enabled, and has network permissions to communicate with the database server (this may be prevented by Firewall restrictions).

Component	Operating System	Prerequisite Software
Flexera Analytics / Cognos Server	<ul style="list-style-type: none"> Windows Server 2012 R2 Windows Server 2012 	<ul style="list-style-type: none"> .NET Framework 4.5.x Registration of ASP.NET: C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis.exe -i) <p>Notes</p> <ul style="list-style-type: none"> When Flexera Analytics is installed on a server other than the database server running the content store database, Microsoft SQL Server Native Client must be installed on the server hosting Flexera Analytics. Cognos server is not supported in Multi-tenant installations.
Admin Module Transport for FlexNet Manager for SAP Applications	<ul style="list-style-type: none"> SAP Basis release between 7.0 and 7.4 	<ul style="list-style-type: none"> The SAP GUI matching the SAP release must be installed. ActiveX must be installed.
Satellite Transport for FlexNet Manager for SAP Applications	<ul style="list-style-type: none"> SAP Basis release between 4.6C and 7.5 	
Web Browser	<ul style="list-style-type: none"> Microsoft Internet Explorer 10 - 11 Microsoft Edge for Windows Google Chrome 46 - 52 Mozilla Firefox 45 - 51 Apple Safari 7 - 10 <p>Some Flexera Analytics menu options are not available in the Chrome browser. For further information refer to this IBM Knowledge Center article.</p> <p>Support for future web browser releases cannot be verified, however there are no anticipated issues for future releases.</p>	<p>Flexera Analytics is not compatible with Microsoft Edge.</p> <p>A minimum screen resolution of 1024 horizontal pixels is required.</p>

Component	Operating System	Prerequisite Software
FlexNet inventory technologies – including the FlexNet inventory agent and FlexNet Inventory Scanner	<ul style="list-style-type: none"> • Windows Server 2016 • Windows Server 2012 R2 SP1 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 x64 Server Core • Windows Server 2008 R2 x64 • Windows Server 2008 Server Core • Windows Server 2008 Server Core • Windows Server 2008 x64 Server Core • Windows Server 2008 x64 • Windows Vista • Windows Vista x64 	

Component	Operating System	Prerequisite Software
FlexNet inventory technologies – including the FlexNet inventory agent and FlexNet Inventory Scanner (continued)	<ul style="list-style-type: none"> • Windows 7 • Windows 7 x64 • Windows 8 • Windows 8 x64 • Windows 10 • Windows 10 x64 • Ubuntu 12 - 16 and 17.04 (only on x86, 32-bit and 64-bit) • Debian 7 – 8.6 (only on x86, 32-bit and 64-bit) • Red Hat Enterprise Linux 5, 6, 7 (only on x86, 32-bit and 64-bit) • CentOS 6, 7 (only on x86, 32-bit and 64-bit) • Fedora 25, 26 (only on x86, 32-bit and 64-bit) • Oracle Linux 4.5 – 7.0 (only on x86, 32-bit and 64-bit) • OpenSUSE Leap 42.2, 42.3 (only on x86, 32-bit and 64-bit) • SuSE Enterprise Server 11 and 12 (only on x86, 32-bit and 64-bit) • Solaris 9, 10, 11 (x86), Zones for versions 10 & 11 • Solaris 8, 9, 10, 11 (SPARC), Zones for versions 10 & 11 • Mac OS X 10.6 Snow Leopard, 10.7 Lion • OS X 10.8 Mountain Lion, 10.9 Mavericks, 10.10 Yosemite, 10.11 El Capitan (Gatekeeper needs to be disabled) • macOS 10.12 Sierra • AIX 7.1, 7.2, LPARs • HP-UX 11i v3, vPars/nPars 	

Component	Operating System	Prerequisite Software
FlexNet Beacon	<ul style="list-style-type: none"> Windows Server 2016 Windows Server 2012 R2 Windows Server 2012 Windows Server 2008 R2 x64 Windows Server 2008 Windows Server 2008 x64 Windows 7 Windows 7 x64 Windows 8 Windows 8 x64 Windows 10 Windows 10 x64 	<ul style="list-style-type: none"> .NET Framework 4.5.x Any supported web browser Oracle OLE DB Provider (32-bit), version 10.2.0.3 or later (for Oracle Database inventory) IBM OLE DB Provider (32-bit or 64-bit) (for connections to import data from DB2 databases). Whether the driver is 32-bit or 64-bit is determined by the operating system, for 64-bit operating systems the 64-bit drivers are required. PowerShell 3.0+ The following are required for Office 365: <ul style="list-style-type: none"> 64-bit server operating system .NET Framework 4.5.2 Microsoft Online Services Sign-in Assistant (64-bit version) Windows Azure Active Directory PowerShell Module Skype for Business Online PowerShell Module

Compatibility with Other Products

This section describes the compatibility of FlexNet Manager Suite 2017 R3 with other Flexera products at the time of release.

Installation on the Same Server

The following table lists the supported versions of components that can be installed on the same server as a FlexNet Manager Suite 2017 R3 application server.

Component	Version that can be installed on the same server as FlexNet Manager Suite 2017 R3
FlexNet inventory agent	2017 R3
FlexNet Beacon	2017 R3

Component	Version that can be installed on the same server as FlexNet Manager Suite 2017 R3
Flexera Analytics	2017 R3

Integration with Other Products

FlexNet Manager Suite integrates with the following products and components. Support for third party products is based on the original software vendors publicly stated support dates. If an environment is no longer supported by the original software producer, Flexera will provide “as is” support; meaning troubleshooting issues, without committing to any defect fixes or enhancements.

This table details the currently supported versions:

Product / Component	Versions that can be imported from
BladeLogic Client Automation (Marimba)	8.2
BMC Atrium CMDB	8.1 together with Atrium Integrator version 8.1
BMC Discovery (ADDM)	9.0, 10.0, 10.1, 10.2, 11.0, 11.1, 11.2
BMC Remedy ITSM Applications	7.6.04 SP4
Citrix XenApp EdgeSight	5.4, 7.6 (requires a Platinum license)
Citrix XenApp Server	6.0, 6.5, 7.5, 7.6, 7.8, 7.9, 7.11, 7.12, 7.13, 7.14 <i>7.15 is supported when using the updated Adapter Tools package, released on January 9, 2018</i>
Citrix XenDesktop	5.6, 7.5, 7.6, 7.8, 7.9, 7.11, 7.12, 7.13, 7.14
FlexNet Manager Suite	9.2, 2014, 2015, 2016, 2017
App Portal	2013 R2 to 2017 R1
FlexNet Manager for Engineering Applications	15.5, 2016 R1, 2016 R2, 2016 R2 SP1
HP Discovery and Dependency Mapping Inventory (DDMI)	9.30
HPE Universal Discovery (HP-UD)	10.10, 10.11

Product / Component	Versions that can be imported from
Hyper-V	Running on: <ul style="list-style-type: none"> • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 x64 Server Core • Windows Server 2008 R2 x64 • Windows Server 2008 x64 Server Core • Windows Server 2008 x64
IBM BigFix Platform (previously Tivoli Endpoint Manager) on Microsoft SQL Server	8.2, 9.5
IBM License Metric Tool (ILMT) on IBM DB2	9.0, 9.1, 9.2.3, 9.2.4, 9.2.5, 9.2.6, 9.2.7, 9.2.8 and 9.2.9
IBM License Metric Tool (ILMT) on Microsoft SQL Server	9.2.3, 9.2.4, 9.2.5, 9.2.6, 9.2.7, and 9.2.8
IBM Passport Advantage	as of Nov 2014
IBM Software Usage Analysis (SUA)	9.0, 9.1 (when running on an IBM DB2 database)
Microsoft App-V Integration Server	4.6, 5.0, 5.1
Microsoft Exchange ActiveSync	2010
Microsoft SMS/SCCM	2007, 2012, 2012 R2, 1511, 1602, 1606, 1610, 1702, 1706, 1710
Oracle Database	8i, 9i, 10g, 11g, 11g Release 2, 12c Notes: <ul style="list-style-type: none"> • 8i - requires a direct inventory beacon connection • 9i - requires a named account on Windows or a direct inventory beacon connection • 12c - the Oracle Multitenant option is not supported using a local agent.
Oracle VM Server for x86	3.2 to 3.4.3
ServiceNow	Helsinki, Istanbul and Jakarta

Product / Component	Versions that can be imported from
Symantec IT Management Suite (Altiris)	6.5, 7.1, 7.5
VMware vSphere/vCenter/ESXi	5.0 to 6.5 <i>Note: Remote inventory is not possible on the free license versions of ESXi.</i>
Workflow Manager	2014 to 2016

Inventory Components

The following table lists the versions of the FlexNet Beacon and FlexNet inventory agent that can be managed by FlexNet Manager Suite 2017 R3.

Component	Compatible Versions
FlexNet Beacon	2016 R1 to 2017 R3 Citrix XenApp inventory requires FlexNet Beacon 2014 R2 or later.
FlexNet inventory agent (Windows)	8.4 to 9.2 and 2014 to 2017 R3
FlexNet inventory agent (Linux)	<i>Note: Earlier versions are compatible in that they receive default policy and collect inventory on schedule. They cannot support more recent agent functionality, such as:</i> <ul style="list-style-type: none"> Internet Protocol version 6 (IPv6) Control of usage tracking through UI settings (rather than .ini files and registry controls), from 2014 (R1) Settings targeted by IP addresses, from 2014 (R1) CAL inventory, from 2016 R1.
FlexNet inventory agent (Solaris)	
FlexNet inventory agent (Mac OS X)	
FlexNet inventory agent (AIX)	
FlexNet inventory agent (HP-UX)	
Citrix XenApp server agent	2014 R3 to 2017 R3

Known Issues

A list of known issues for the FlexNet Manager Suite 2017 R3 release are available from the Flexera support site at the time of release. Please refer to Knowledge Base article [Known Issues for FlexNet Manager Suite 2017 R3](#) for details.

Documentation

Documentation for FlexNet Manager Suite 2017 R3 is provided as online help. From the web user interface, click the question mark icon to launch the help. Additional documents are available from the title page of the online help. Note that both the online help and additional documents are customized for their different contexts, so that appropriate differences exist between the on-premises and cloud versions of all documentation. On-premises customers can also access the additional documentation files from the [Documentation Center](#).

Documentation Component	Language
Online help	English German French - for FlexNet Manager for SAP Applications functionality.
Additional documents	English German - only for FlexNet Manager for SAP Applications user and installation guides.
All other additional documents	English

For installation and upgrade documentation, please refer to the section in this document called [Installation and Upgrade Procedures](#).

More Information

Item	Description
Flexera website	Information about Flexera http://www.flexera.com
Flexera System Status Dashboard	Displays the current availability information for Flexera's cloud products https://status.flexera.com
Support	Support website, including the Knowledge Base https://flexeracommunity.force.com/customer
Product downloads	Flexera Product and License Center https://flexera.flexnetoperations.com/flexnet/operationsportal/startPage.do
Email sign-up for product announcements	For notification of FlexNet Manager Suite software updates, including hot fixes http://learn.flexerasoftware.com/SLO-FMS-Software-Content-Library-Updates