

# Workflow Manager 2019 Update 1 Release Notes

August 2019

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# Introduction

Workflow Manager helps enterprises efficiently manage the Application Readiness and Software License Optimization processes to streamline the procurement, preparation, deployment, and ongoing management of applications. Workflow Manager maximizes productivity of the IT team by automating change management, asset management, and other ITIL processes as part of the enterprise application lifecycle.

When IT-wide processes such as preparing application for deployment, migrations, and license optimization are managed poorly, expensive errors can occur, resulting in costly delays, lost productivity, and overspending. Workflow Manager standardizes, coordinates, and streamlines the management of applications through the entire enterprise lifecycle, reducing costs and maximizing productivity.

Workflow Manager supports both AdminStudio Suite and FlexNet Manager Suite for Enterprises. IT teams of every size use Workflow Manager to coordinate software asset management—from application packaging and deployment, through software licensing and optimization after deployment. Workflow Manager can manage desktop management processes, such as preparing for Windows migrations and application virtualization, as well as procurement, auditing, and retirement of software assets.

## Issues Resolved in Workflow Manager 2019 Update 1

In Workflow Manager 2019 Update 1, various issues have been addressed. Please see [Resolved Issues](#) for the detailed list.

## New Features in Workflow Manager 2019

In Workflow Manager 2019, the following new feature is included:

- [Editing a Template and Update the Changes to In-Progress workflows](#)



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**Note** • *In addition to these new features, several additional customer issues were addressed. For more information, see [Resolved Issues](#).*

## Editing a Template and Update the Changes to In-Progress workflows

In Workflow Manager 2019, you can now edit the Template which has been used to create a workflows and update the new changes to In-Progress workflows.



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**Note** • *For more information see [Update-Template changes to In-Progress Workflows](#)*

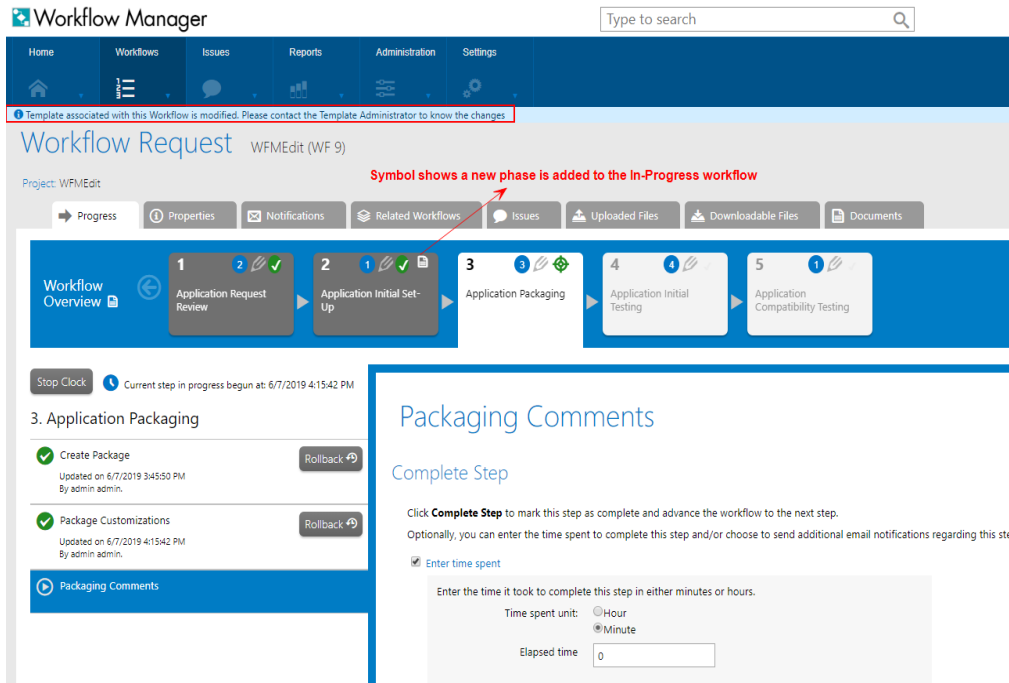
In Workflow Manager 2019 the following changes can be made:

- You can now edit an existing Template which has In-Progress workflows, see [Editing a Template That is in Use](#).
- In the Workflow Phases:
  - You can **Add >> New Workflow Phases**
  - You can **Add >> New Workflow Steps**
- In the Data Groups:
  - You can **Add >> New Data Groups**
  - You can **Add >> New Data Element**
- The new tab **Validate** is added, click F5 after updating a changes in the Template. **Validate** tab opens.
- In the Validate Tab:
  - **Validate** Button - click this to validate the Template.
  - **Update In-Progress Requests** Button - Click this to update the changes to In-Progress workflows.



**Note** • You can update the changes to In-Progress workflows only after validating the Template.

- When a new changes in the validated Template successfully updated to an In-Progress workflows, you will receive the notification message.



# Upgrading Workflow Manager Older Version to Workflow Manager 2019 Update 1

To upgrade an installation of Workflow Manager 2018 Update 1 or older to Workflow Manager 2019 Update 1, you must first uninstall the older version of Workflow Manager.

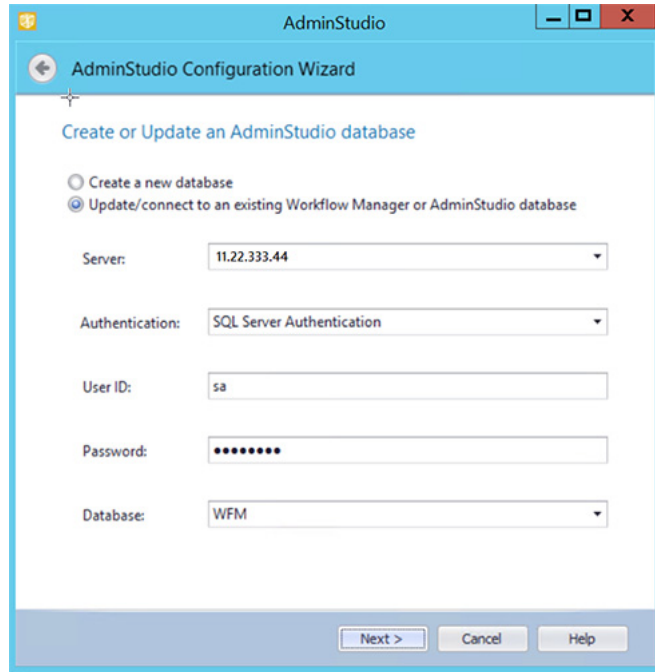
To upgrade an older version of Workflow Manager to Workflow Manager 2019 Update 1, perform the following steps.



## Task

### **To upgrade an older version of Workflow Manager to Workflow Manager 2019 Update 1:**

1. Download the installer for Workflow Manager 2019 Update 1 from the Flexera Product and License Center: <https://flexerasoftware.flexnetoperations.com>
2. If you have Workflow Manager 2018 or older is installed, open the Control Panel and uninstall it.
3. Launch the installer you downloaded in Step 1. Follow the instructions in the Installation Wizard until installation is completed.
4. After successful installation, AdminStudio Configuration Wizard will automatically launch.



5. On the **Create or Update an AdminStudio database** panel of the **AdminStudio Configuration Wizard**, provide the details and credentials of the SQL Server and database that was used in the older version of Workflow Manager.
  6. Follow the instructions in the Configuration Wizard until it is completed. The wizard will upgrade the database and make it compliant with the new version of Workflow Manager.
  7. Refresh/restart IIS on the Workflow Manager server.
- After performing these steps, you can launch the updated version of Workflow Manager.

## Resolved Issues

This section lists the customer issues that were resolved in the following versions of Workflow Manager:

- [Workflow Manager 2019 Update 1](#)
- [Workflow Manager 2019](#)

## Workflow Manager 2019 Update 1

This section lists the customer issues that were resolved in Workflow Manager 2019 Update 1:

Issue	Description
IOJ-1990898	Workflow Manager url in FSG server should also support HTTPS protocol.

Issue	Description
<b>IOJ-1986751</b>	Unable to Edit Templates After Upgrade To WFM 2018 Update 1
<b>IOJ-1927509</b>	Few visual issues are present on work assignment step after a search has been performed to assign the step to a user.
<b>IOJ-1922444</b>	<b>The security token is invalid</b> error message is returned when trying to call Create Workflow Request method when windows authentication is used.
<b>IOJ-1920763</b>	<b>Write</b> option should be renamed to <b>Edit</b> in Apply Permission to Templates drop down in Role Details page
<b>IOJ-1920209</b>	Days in Phase and Submitter Columns Not Populated Correctly
<b>IOJ-1912054</b>	Several references throughout the documentation in helpnet refers to Workflow manager 2016
<b>IOJ-1912017</b>	Help link on Dashboard page (possibly elsewhere) point to Workflow Manager 2017 documentation.
<b>IOJ-1911913</b>	Web page Formatting issues with 2018
<b>IOJ-1908398</b>	Unable to Save Approval Template Need to Add At Least One Approver
<b>IOJ-1908027</b>	Update Data Appends Symbols to Data if Submitted With no Change.
<b>IOJ-1907414</b>	Will Changing the AMS_Condition Table ItemName Column Affect Things?
<b>IOJ-1907123</b>	Subsequent Saves Fail If the Internal Name is Left Blank When Saving a Single Selection Data Element on First Attempt
<b>IOJ-1905536</b>	What Can Cause SetWorkAssignments Exception?
<b>IOJ-1876823</b>	Cannot associate package with Workflows
<b>IOJ-1867187</b>	Modifying a Template in Use Breaks Existing Completed Workflows.
<b>IOJ-1819679</b>	Text Area data element is causing auto rollback to not work
<b>IOJ-1990409</b>	Unable To Update Workflow Phase Branching Correctly

# Workflow Manager 2019

This section lists the customer issues that were resolved in Workflow Manager 2019:

Issue	Description
<b>IOJ-1806780</b>	Rollback does not undo assignment step.
<b>IOJ-1894635</b>	Folder location has extra backslash.
<b>IOJ-1895723</b>	PackageUploadDirectory does not appear to be used for <b>AdminStudio Package Upload</b> .
<b>IOJ-1887310</b>	Export ability of Custom Stored Procedure Report shows blank screen.
<b>IOJ-1860637</b>	Renaming a Data Group should also rename conditions connected to Data Elements in the group.
<b>IOJ-1922494</b>	Not all users are shown when searching from the Assignment Step.


## System Requirements


This section lists the system requirements for Workflow Manager.

- [Workflow Manager Web Server](#)
- [Workflow Manager / AdminStudio Database Server](#)
- [File Share Server](#)
- [Workflow Manager End User Computers](#)
- [Portal Web Server for Intranet Clients](#)
- [Portal Web Server for Internet Clients](#)
- [Workflow Manager System Account Requirements](#)

## Workflow Manager Web Server

The following table lists the system requirements for the Web server that hosts the Workflow Manager Data Web service and the actual Workflow Manager Web site.

Item	Description
<b>Processor</b>	32-bit or 64-bit processor at 2 GHz or greater.
	
	<b>Note</b> • <i>Workflow Manager runs in 32-bit mode on a 64-bit OS.</i>

Item	Description
RAM	4 GB or greater (8 GB preferred)
Hard Disk Space	100 GB or greater
Operating System	Windows Server 2008 R2 or later / English base language (Windows Server 2012 preferred)
IIS	IIS 7.0 or later
.NET Framework	.NET Framework 4.6.1 or later
ASP.NET	ASP.NET 4.0.30319 or later
MSXML	MSXML 6.0
	
	<b>Note</b> • MSXML is installed by the Workflow Manager installer.

## Workflow Manager / AdminStudio Database Server


This following table lists the recommended system configuration for a Workflow Manager/AdminStudio Application Catalog database server:



**Note** • While minimum requirements are listed below, the recommended system configuration for a database server is dependent upon the number of users and the number of packages that will be imported into the Application Catalog database

Item	Description
Processor	32-bit or 64-bit processor at 2 GHz or greater
RAM	4 GB or greater (8 GB preferred)
Hard Disk Space	80 GB or greater
Operating System	Windows Server 2008 R2 or later (Windows Server 2012 preferred)



Item	Description
<b>Database Software</b>	<p>SQL Server 2008 R2 or later databases, including SQL Server 2012 and SQL Server 2014 (latest version preferred)</p> <ul style="list-style-type: none"> <li> <b>Dictionary sort order</b>—SQL Server must be installed with case-insensitive dictionary sort order 52 on Code Page 1252 for non-Unicode data. For more information, use the <code>sp_helpsort</code> T-SQL command, which returns the following:    Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive for Unicode Data, SQL Server Sort Order 52 on Code Page 1252 for non-Unicode data </li> <li> <b>Collation setting</b>—SQL_Latin1_General_CP1_CI_AS is the required collation setting for AdminStudio database server. It is the only supported collation. </li> </ul>
	 <p><b>Note</b> • Before attempting to connect to an existing Microsoft SQL Server, open SQL Server Configuration Manager and make sure that the following three protocols are enabled:</p> <ul style="list-style-type: none"> <li>Shared Memory</li> <li>Named Pipes</li> <li>TCP/IP</li> </ul>

## File Share Server

This following table lists the system requirements for the machine that stores Workflow Manager’s uploaded source files and the repackaged output files:

Item	Description
<b>Processor</b>	2 GHz or greater
<b>RAM</b>	2 GB or greater
<b>Hard Disk Space</b>	1 TB or greater
<b>Operating System</b>	Windows Server 2008 R2 or later

# Workflow Manager End User Computers

This following table lists the recommended system configuration for a Workflow Manager end user machine:

Item	Description
<b>Browser</b>	<ul style="list-style-type: none"><li>● Microsoft Internet Explorer 9.0 or later</li><li>● Chrome for Windows 33.0 or later</li><li>● Firefox for Windows 25.0 or later</li><li>● Safari for Mac OS X and iOS</li></ul>
<b>Monitor Resolution</b>	1024 x 768 pixels or higher

## Portal Web Server for Intranet Clients

A portal is not required to support Windows NT authentication. You can enable Windows NT authentication directly on the web site.

Single sign-on is only supported when the user that logs into IIS has been imported into the Workflow Manager database using Active Directory. The administrator can either import the complete group or only one user. If a complete group is imported, then all the members of the group can be logged into Workflow Manager using single sign-on.

The system requirements for this machine are the same as for the [Workflow Manager Web Server](#).

## Portal Web Server for Internet Clients

For better security and to manage access to the Workflow Manager Web Server, it is recommend to also set up a portal Web server for Internet clients.

If Workflow Manager needs to be accessed over the Internet, it is recommended to set up a portal Web server, residing in a demilitarized zone (DMZ). This Web server:

- accepts the requests from the Internet clients,
- forwards them to the Workflow Manager,
- gets responses from the Workflow Manager, and
- forwards them to the clients

You can configure the Workflow Manager to entertain the request only if it is coming from the Portal Web server, and otherwise reject the request. The Portal Web server manages access to Workflow Manager and ensures that clients are not able to access any data or documents without logging in.

The system requirements for this machine are the same as for [Workflow Manager Web Server](#).

# Workflow Manager System Account Requirements

The AMS\_SYSTEM account on the Workflow Manager server requires the following privileges:

- **IIS\_WPG group member**—Must be a member of the local IIS\_WPG group (or IIS\_USRS) on the web server.
- **Modify permissions on file share**—Must have “modify” permissions on the Workflow Manager file share.
- **Email permissions**—Must have permission to send e-mail through the SMTP server.
- **Active Directory query permission**—Must have permission to query Active Directory.
- **Local Administrators group member**—If Workflow Manager will be calling any of the AdminStudio Platform APIs in the iPlugin DLL, the AMS\_SYSTEM account must be a member of the local Administrators group.

## Legal Information

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