



## Known Issues

FlexNet Manager Suite 2020 R1  
On-Premises

# FlexNet Manager Suite 2020 R1

## Severity Matrix

Severity	Definition
1	A serious issue with no known workaround
2	A serious issue with an viable workaround
3	The feature is usable with moderate workaround
4	The feature is usable with a simple workaround or fix
5	The feature is usable with a simple workaround or fix, affecting few customers.

Issues are grouped by FlexNet Manager Suite release and sorted by Severity and Component.

# Unresolved issues in release 2020 R1

Severity	Component(s)	Summary	Master Issue Number	Workaround
1	Business adapters, Inventory import (read /write/export)	Salesforce adapter - Use of the same subdomain for multiple Salesforce instances will end up with one or more licenses showing no usage	IOJ-2124653	
2	Agent, Inventory, SAM for Oracle	Oracle Database inventory may return zero users from databases with hundreds of thousands of users	IOJ-1925375	
2	Agent, Inventory, SAM for Oracle	Issues parsing listener.ora by ndtrack causes incorrect listener names to be discovered during local Oracle discovery	IOJ-1754713	See Knowledge Base article at <a href="https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Oracle-discovery-potential-problems-with-listener-ora-files/ta-p/5786">https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Oracle-discovery-potential-problems-with-listener-ora-files/ta-p/5786</a>
2	Agent, Inventory, SAM for Oracle	FlexNet inventory agent reports discovered Oracle listener, based on hostname rather than bound network interface controller DNS name	IOJ-1740259	
2	Agent, Component installers	Attempting to downgrade the installed version of FlexNet inventory agent with third-party tools leaves the agent non-functional	IOJ-1809619	Re-install by running the MSI or installing the new version again restores the files.
2	Agent, Inventory	Many ndtrack agent processes may run but remain blocked doing nothing if one ndtrack process takes a long time to run	IOJ-2079096	There is no known workaround for this item. Analysis of why the tasks are running for more than 24 hours can help reduce instances of this issue. For example reducing the amount of file scanning performed by the inventory agent if that is excessive.
2	Agent, Inventory	Invalid inventory directory exclusions using wildcards may cause high CPU usage and ndtrack process seg faults on UNIX-like operating systems	IOJ-1927932	Please don't specify wildcard within the path set to configure include or exclude directory paths e.g. */oracle/*backup/
2	Agent, Inventory	Usage active time values reported from the FlexNet agent may be inaccurate for computers that are in a suspended state at 12am on Monday mornings	IOJ-1719198	No known workaround exists.
2	Agent, Inventory, SAM for Oracle	Oracle Database inventory cannot be gathered from "+ASM" instances	IOJ-1730590	
2	Agent, Inventory	ndupload process on agents and beacons may fail to upload files with non-ASCII characters in filenames	IOJ-2077845	Change the value of 'Inventory' reigstry key under [HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Common\Rules] to the following: From \$(ServerLocation)/Inventories/\$(UserId) on \$(MachineId) at \$(DateTime) \$(Generation)).ndi To \$(ServerLocation)/Inventories/system on \$(MachineId) at \$(DateTime) \$(Generation)).ndi
2	Batch processing	Batch Processor status processing and success come back in reverse order	IOJ-1919441	No known workaround exists.
2	Batch processing	Batch scheduler fails when two accounts are used to separate FlexNet Manager Suite operation from data collection services	IOJ-1728113	Grant service account access to the target inventory database and use service account to import from that inventory source at this stage. This will help to avoid issue until we implement impersonation within the batch processor service.
2	Batch processing	Pending tasks are not transferred to the message queue when upgrading FlexNet Manager Suite	IOJ-1725527	Ensure the batch processing queue is empty before upgrading.

2	Batch processing	Beacon Processor process may fail accessing MSMQ message queue when using multiple batch servers: "The transaction operations sequence is invalid"	IOJ-1737873	No workaround available however it will work with single batch scheduling server if required.
2	Business adapters	'SecureSocketsLayer' authentication type cleared in BAS when navigating to another node	IOJ-2117408	After selecting SecureSocketsLayer for the authentication type, save the adapter without navigating to any other node so that the option is not cleared
2	Business adapters, Web UI	Red error bar with error in webui.log when accessing Data Inputs page if multiple data inputs have the same name: "System.InvalidOperationException: The result collection contains duplicate objects."	IOJ-1990278	No known workaround exists.
2	Business adapters	The Business Importer password is shown in plain text in the simulation UI if the import source is ODBC	IOJ-1739487	Use a non-ODBC connection type when possible.
2	Business adapters	Business Importer may truncate a long SAP role name without displaying an error	IOJ-1739470	Limiting the role name to 32 characters.
2	Business adapters	Performing a repeated Business Import of .csv files may result in a crash	IOJ-1738442	<p>Remove the following line from the configuration xml file:</p> <pre>&lt;Property Name="SAP System Landscape ID" Type="SAPSystemLandscapeID" usenullvalueformatching="RemoveProperty" Update="Never" Value="SAPSystemLandscapeID" ValueType="Field Value" UseForMatching="true" MatchingMode="like" /&gt;</pre> <p>Normally the ID field of each table will not be included in the configuration xml file (eg. AssetID, ComplianceComputerID). SAPSystemLandscapeID is the ID field for table "sapsystemlandscape". Adding this field in the xml file result in the SQL query change in finding the existing records in table "sapsystemlandscape" (method MarkExistingRecords() in FastImportObject.cs), as a result, the system will try to insert the same record again.</p>
2	Business adapters	Business Importer incorrectly requires SAP field 'FastManageSoftSAPTransactionProfileObject' which is actually a custom property	IOJ-1739106	No known workaround exists.
2	Business adapters	Business importer makes use of the deprecated field "LicenseQuantity" in calculations	IOJ-1740921	No known workaround exists.
2	Business adapters	Inventory beacon expects business adapter file name and import type name to be same	IOJ-1666793	Renaming the XML file name to be exactly the same as import name in the XML file.
2	Business adapters	Supplied schema.ini files are deleted when running a business import to import data from a text file unless delimiter is configured as "none"	IOJ-1737437	<p>To avoid a schema.ini file that is supplied with a CSV source data file being deleted, edit the adapter xml file and making the following changes to the &lt;Import&gt; element:</p> <p>Add ";FMT=Delimited(None)" in the properties in the ConnectionString.</p> <p>This will result in an &lt;Import&gt; element appearing similar to the following:</p> <pre>&lt;Import Type="CSV" Delimiter="&lt;value&gt;" ConnectionString="Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C:\Source;Extended Properties='text;HDR=Yes;FMT=Delimited(None)'" Query="select * from [Data.csv]" FileName="C:\Source\Data.csv" [...]&gt;</pre>
2	Component installers	Silent installations of FlexNet Manager Suite may not install the required VC++ redistributable libraries	IOJ-1754262	The VC++ redistributable libraries are installed when the application server is installed via setup.exe.
2	Component installers, Inventory Beacon	Beacon silent upgrade overrides custom registry configuration settings pointing to non-default folders	IOJ-1747923	

2	Contract management	Unexpected error when creating a payment instalment without frequency	IOJ-2085244	Select any valid frequency in the drop down list. A frequency must be selected.
2	Contract management	A scoped operator may receive an error when searching for contracts	IOJ-1724716	Assign the operator to an administrator level role.
2	Database	After upgrading FlexNet Manager Suite, new multiple Primary inventory data sources have been added	IOJ-1738872	Manually correct up the primary connection states after migration.
2	Database	Upgrading from FlexNet Manager Platform 9.2 to FlexNet Manager Suite, the error message "Not all objects are owned by dbo" may be encountered during the database migration step.	IOJ-1761482	Ensure database objects listed are owned by the "dbo" namespace before migrating.
2	Database, Web UI	File evidence views fail when file paths are imported from multiple sources	IOJ-2127699	Ensure file evidence is only imported from one inventory source.
2	Discovery, SAM for Oracle	Deleting oracle from Discovered devices does not work as expected.	IOJ-1913976	
2	Discovery, SAM for Oracle	Oracle RAC servers in 'Discovered Devices' may have an IP address = Localhost (127.0.0.1) which results in no Oracle discovery	IOJ-1725445	No known workaround exists.
2	Discovery, Inventory, SAM for Oracle	No error is reported when an Oracle listener is discovered, but no Oracle service.	IOJ-1731930	
2	Discovery, Inventory, SAM for Oracle	Discovered Device properties page may not display Oracle evidence if linked to a duplicate Computer record	IOJ-1745955	
2	Enterprise group management	Child nodes displayed when searching in Corporate units, category, location & cost centres	IOJ-1740934	
2	Enterprise group management	Deleting records in bulk from the user page results in an error and failure to delete users	IOJ-2123223	Delete users in smaller batches to allow it to succeed.
2	Hardware asset management	The overridden value for a computer hardware will be saved to the inventoried section if the inventoried value is blank	IOJ-1715227	No known workaround exists.
2	Hardware asset management	When bulk creating assets from inventory, after configuring "Duplicate Serial Number" on a portion of the devices and saving the changes, any remaining machines are not created as an Asset	IOJ-1719624	
2	Hardware asset management	Device Assets without Inventory page shows assets which have linked inventory	IOJ-2115958	Delete the duplicate dummy computer when it occurs.
2	Hardware asset management, SAM for Oracle, Web UI	Red error bar shown with error in webui.log when retiring an asset linked to Oracle inventory with instances allocated to licenses: 'The DELETE statement conflicted with the REFERENCE constraint "FK_SoftwareLicenseAllocation_Instance".'	IOJ-2121466	Unlink the asset from the inventory device
2	Integration: Active Directory, Uploaded file importers	Active Directory import may fail if group is created while data gathering from Active Directory is in progress	IOJ-1850056	Next AD import will fix this issue when AD data is collected again with known group information.
2	Integration: ADDM	ADDM staging tool truncates cluster key values at 255 characters, leading to possible duplicate key values	IOJ-1895733	Expand the column length by running the following query with required length for ClusterType  ALTER TABLE Cluster_ci ALTER ClusterType nvarchar (<LengthNumber>)

2	Integration: Altiris	Altiris reader obtains computer serial numbers from <a href="#">Inv_AeX_AC_Identification</a> table which may be unreliable as a source	IOJ-1883135	The serial number can be manually overridden but if the device is to be matched to the same device reported by other inventory sources it will mismatch.
2	Integration: Citrix, Uploaded file importers	Import of Citrix remote application *.raa file fails with "XmlException: Invalid character in the given encoding"	IOJ-1986841	Manually remove any special characters from the application description.
2	Integration: FNMEA	FNME-EA 15.5 Patch9 data push fails importer with errors.	IOJ-1741594	There are two workarounds readily available:  1. Do not call the web method with "false" as the stageOnly parameter value. An easy way to achieve this is to use FNME-EA patch 10 or later. By default this turns the parameter to "true". 2. Add a sufficiently long timeout to the executionTimeout parameter of the httpRuntime element of <INSTALLDIR>\DotNet\ComplianceConnectorService\Web.config. For example an hours timeout will be: executionTimeout="3600"
2	Integration: ILMT /BigFix, Inventory import (read/write /export), SAM for IBM, Software license management	<a href="#">License records created from ILMT may not show consumption if the linked application is a member of a suite</a>	IOJ-1916229	1. Link Parent title manually to the license 2. Change 'Suite' setting minimum required application number to maximum to break the suite recognition logic. Then Child app will reporting installation , so that ILMT license will report consumption accordingly.
2	Integration: ILMT /BigFix, Inventory, Inventory import (read /write/export)	<a href="#">Some machines imported from ILMT may have no recognized installations</a>	IOJ-1728890	
2	Integration: Other	<a href="#">Remote User counts may be inflated when user accounts are member of built-in AD groups in multi-domain environments</a>	IOJ-1747936	
2	Integration: SCCM, Inventory import (read /write/export)	<a href="#">Different App-V installer evidence may be imported from SCCM each time an import is run</a>	IOJ-1889750	
2	Integration: SCCM, Inventory import (read /write/export)	<a href="#">Reading data from SCCM may fail at InsertIntoTempApplicationFile step when collation of SCCM database is different from the compliance database</a>	IOJ-1758508	
2	Inventory, SAM for Oracle	<a href="#">Oracle instances page may not show managing OEM when two Oracle inventory records exist for a device</a>	IOJ-1884363	This issue may occur if a local and remote oracle inventory process was used. To fix this, delete obsolete oracle inventory records from inventory database.
2	Inventory, Web UI	<a href="#">Red error bar on Subnets and Beacons pages when the Beacon is configured with itself as a parent</a>	IOJ-1743094	Correct up the configuration of beacons so that parent relationships are correct.
2	Inventory, SAM for Oracle, Web UI	<a href="#">Red error bar when downloading 'Oracle LMS audit evidence in zip archive' from Oracle instance page when collations of the compliance and master databases differ</a>	IOJ-1743200	
2	Inventory	<a href="#">Opening an Inventory Device Properties for a computer throws an exception when getting the inventory source connection name</a>	IOJ-1715168	
2	Inventory	<a href="#">Zero Touch inventory may leave a SSH session open on AIX devices</a>	IOJ-1728352	
2	Inventory, Web UI	<a href="#">A red bar error occurs when expanding a grouped row in the Active Inventory page</a>	IOJ-1737948	

2	Inventory, Web UI	An unhandled error occurs when searching for a Beacon in the 'Assign Subnets' to a beacon fly-out - 'Unassigned Subnets' page	IOJ-1666496	
2	Inventory, SAM for Oracle	For Oracle 9i on Microsoft Windows, installed agent running as sysdba fails to collect Oracle inventory	IOJ-1766929	run ndtrack.exe -t machine as windows or domain user with ora_dba group membership. This can be done by creating MS task scheduler to execute ndtrack.exe -t machine at the specified scheduled time, or use remote oracle inventory using inventory beacon.
2	Inventory, SAM for Oracle, Web UI	Dates shown on the Oracle Instance page are dates that general inventory was gathered from the device, not dates the Oracle instance inventory was gathered	IOJ-1800574	
2	Inventory, SAM for Oracle	Oracle Database option query to detect Partitioning by segments may run slowly	IOJ-1928393	No known workaround exists.
2	Inventory Beacon	Latest version and latest approved version rules for Beacon upgrade can conflict causing a failure of upgrade	IOJ-1896481	
2	Inventory Beacon	Unhandled exception while saving a change in the beacon UI when user does not have write permissions to the applicationHost.config file	IOJ-1906522	In the applicationHost.config file you should provide write permissions to users who work with the beacon . Alternatively, you can run the Beacon user interface with elevated privileges.
2	Inventory Beacon	Child beacon unable to download beacon policy from parent beacon (cloud)	IOJ-1742928	FlexNet Manager Suite (Cloud Edition): Delete or Rename the CertificateFile entry under the following registry key on the Child Beacon: HLKM\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\  FlexNet Manager Suite (On-Premises Edition): Not affected as policy/packages signing is not required.
2	Inventory Beacon	BeaconPolicy generation is re-setting disabled subnets to enabled despite have been disabled	IOJ-1719365	
2	Inventory Beacon	Business Importer ComplianceUpload does not find package if package name has minus sign	IOJ-1714884	Do not use a hyphen character in the package name.
2	Inventory Beacon	Basic authentication cannot be used on Beacons as the URL does not support the \ character	IOJ-1701803	
2	Inventory Beacon	Scheduled tasks on the Beacon are disabled if the Beacon UI is left open, with an upgrade dialog open.	IOJ-1730936	Close the Beacon UI and wait for the upgrade to trigger again and finish.
2	Inventory Beacon	Switching a Beacon from self hosted to IIS with credentials, any managed devices will be orphaned	IOJ-1701834	Ensure any managed devices communicating with this beacon also have other beacons they can communicate with.
2	Inventory Beacon	Computers with multiple network adapters (multiple IPs) will not match correctly to targets, can't enable usage when adopted	IOJ-1701829	Use the "machine with names like" filter to target devices with multiple active network adapters, to enable and disable usage.
2	Inventory Beacon	Beacon reports no policy if agent is installed on the beacon	IOJ-1741388	Please collect inventory from inventory beacon server using remote inventory.
2	Inventory Beacon	Agent on inventory beacon does not know from where to download policy	IOJ-1701831	Please collect inventory from inventory beacon server using remote inventory.
2	Inventory Beacon	Policy revision number is very frequently incremented when using FlexNet Beacons earlier than 2017 R3 and older beacons fail policy signature check	IOJ-1895994	Upgrade all beacons to release 2018 R2. The minimum compatible Beacon release is 2017 R3.



2	Inventory import (read /write/export)	License reconciliation failure: The INSERT statement conflicted with the FOREIGN KEY constraint "FK_SoftwareLicenseGroupPointsConsumedData_GroupEx"	IOJ-2078225	No known workaround exists.
2	Inventory import (read /write/export)	Not able to run two PowerShell Adapters in parallel	IOJ-2083780	Ensure Powershell based adapters run sequentially.
2	Inventory import (read /write/export), Software license management	"ReconcileLicenses/Processing easy licenses" step of inventory import writers may fail with error: Arithmetic overflow error for type int	IOJ-1922736	Reducing the multipliers on purchases and purchased quantities can resolve this issue while keeping the license at the correct ratios for compliance status purposes.
2	Inventory import (read /write/export)	Performance when calculating Virtual Machine configuration relationships needs to improve	IOJ-1753828	No known workaround exists.
2	Inventory import (read /write/export)	Inventory upload status is not displayed in 'Last 5 uploads' for data imported through a Beacon.	IOJ-1758549	No known workaround exists.
2	Inventory import (read /write/export)	Compliance import may fails if an invalid regular expression is specified in a license points rule set	IOJ-1722486	A reconcile may fail when using an expression like ""HP d530 CMT" because this is not a valid regular expression. The expression should be something like ".*HP d530 CMT".
2	Inventory import (read /write/export), SAM for Oracle	The Oracle Instance user would not be updated, when a generated ExternalID is same, but the user is changed	IOJ-1736564	
2	Inventory import (read /write/export)	The logic used for matching and reconciling domains does not handle multiple identical qualified names with different flatnames	IOJ-1739123	No known workaround exists.
2	Inventory import (read /write/export)	Data Warehouse export does not cater for enterprise groups with '/' embedded in level names.	IOJ-1724226	Removing '/' characters from enterprise group names will make them perform correctly in the reports.
2	Inventory import (read /write/export)	System Task page shows incorrect number of ignored devices due to FlexNet Manager Suite license limit	IOJ-1758988	No known workaround exists.
2	Inventory import (read /write/export), Software license management	Software license reconcile processing may fail due to database deadlock while processing bundle install licenses	IOJ-1830627	
2	Inventory import (read /write/export)	Enabling the 'Synchronize assigned user with calculated user' option on the System Settings > Inventory tab has no effect during the inventory import process	IOJ-1716880	See <a href="https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Synchronize-assigned-user-with-calculated-user-is-not-working/tac-p/154077">https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Synchronize-assigned-user-with-calculated-user-is-not-working/tac-p/154077</a>
2	Operators, rights and roles	Administrator unable to clear category restriction if it has been set previously and saved	IOJ-1744610	
2	Operators, rights and roles	The 'Locations' and 'Cost Centers' pages may not display any data, despite the operator having the appropriate enterprise group access right.	IOJ-1718831	
2	Operators, rights and roles	User accounts can view the Users tab, under System Settings, despite having the 'Configure user properties' option set to Deny	IOJ-1733701	
2	Operators, rights and roles	Operators with restricted "Create new licenses from purchased entitlements" right can process Purchases	IOJ-1733071	
2	Operators, rights and roles	Operators with "List devices" set, continue to receive the hyperlink for devices - which then produces and error when selected	IOJ-1732980	



2	Operators, rights and roles	An account without role can be disabled, but it cannot be enabled	IOJ-1739702	
2	Operators, rights and roles	When the 'list device' access right is removed from a role, Device licenses are displayed with consumption = 0	IOJ-1738488	
2	Operators, rights and roles, Web API	The License Reconcile control cannot be managed using Roles	IOJ-1741892	No known workaround exists.
2	Operators, rights and roles	An error is displayed when searching for applications and the operator does not have access rights to Applications	IOJ-1717339	
2	Operators, rights and roles	Operators with 'Modify an existing application' set to Deny are presented with options to Create a license and Change status, for an application	IOJ-1717342	
2	Operators, rights and roles	The Email and Job title fields, in the Accounts page, are not being recognized as updated in order to enable the Save button	IOJ-1714964	
2	Operators, rights and roles	Operators with "Allocate licenses to end-users or computers" set to Deny, may still allocate computers or Users.	IOJ-1714846	No known workaround exists.
2	Operators, rights and roles	Operators with 'Vendors' = 'Read only', should only have read only access to the Vendor field in a Purchase	IOJ-1714869	
2	Operators, rights and roles	Operators with "List Software Licenses" set to Disallow or Deny results in an 'Unexpected error' after login	IOJ-1714785	
2	Operators, rights and roles	A redbar error is displayed when filtering on Last Login in All Accounts page	IOJ-1740863	
2	Operators, rights and roles	Unable to Edit Asset Without Permission 'Create a new hardware asset'	IOJ-1851016	Add the operator to a role with the Create an Asset right.
2	Purchase management, Web UI	Attempting to process more than 100 purchases results in a red bar error	IOJ-1884841	Process purchase orders in batches of approximately 100 at a time.
2	Purchase management	Overspent calculations may be incorrect should the quantity per unit value not = 1, in the purchase order	IOJ-1743456	No known workaround exists.
2	Purchase management	Processing purchases with quantity greater than 2147483647 (2^31-1) will produce redbar error	IOJ-1745487	No known workaround exists.
2	Purchase management	Opening the 'Licenses with Upcoming Payments' report, takes an excessive time to display	IOJ-1727113	No known workaround exists.
2	Purchase management	A 'Nothing to decrypt' error may be encountered in EntitlementAutomation, when the MaintenanceDefinition contains a NULL value	IOJ-1720229	
2	Purchase management	An error occurs when setting an out of range value in the Request Number field of the Ownership tab, and save the Purchase.	IOJ-1715930	Use a shorter value for the request number.
2	Purchase management	A "An item with the same key has already been added" error may be encountered when creating a Purchase with custom properties	IOJ-1726760	
2	Purchase management, Web UI	A red bar error occurs when expanding a grouped row in the All Payments page	IOJ-1737950	

2	Purchase management	Total price is shown as 0.00 if UnitPriceRate ID is NULL and AutoCalculateTotal = 0	IOJ-1745738	Ensure a total price rate is populated before migrating from 9.2.
2	Purchase management	In 'Unprocessed Purchases', the Process button is enabled when purchases of different type are selected.	IOJ-1666678	No known workaround exists.
2	Purchase management	Unhandled exception happens when setting an out of range string in the Invoice Number and saving the Purchase Order	IOJ-1715927	Use a shorter string for the invoice number.
2	Purchase management, Web UI	Unhandled exception happens when giving long numbers in the Purchase Quantity and Quantity per unit fields and saving the Purchase Order	IOJ-1715926	Split the total purchase quantity across multiple PO lines to make the total quantity fit within 32 bit integer limits.
2	Purchase management	When a license is deleted, the processed purchases do not rollback to the unprocessed condition	IOJ-1802388	No known workaround exists.
2	Purchase management, Software license management	POs without notifications are not visible in Purchases tab of licenses for scoped operators	IOJ-2124764	No known workaround exists.
2	Reports	Reports that use license upgrade downgrade right properties is incorrect for bundles / multi product licenses	IOJ-1903957	No known workaround exists.
2	Reports	"Does not Equal to" filter condition returns equal for date data type	IOJ-1995609	Using a different form of filter (for example greater or less than) can supply the same data in some circumstances.
2	Reports, Software license management	Applications covered by a license of type "Microsoft SCCM Client Device" may appear in the Unlicensed Installations report	IOJ-1994005	No known workaround exists.
2	Reports	Cognos report 'Publishers at risk' displays US Dollar as currency even though other currency is made as default.	IOJ-1710490	No known workaround exists.
2	Reports	The number of returned results from a custom report changes with consecutive runs	IOJ-1727573	Ensure the report returns less than 1,000,000 records as it's initial filtered result set, then further filtering will not give inconsistent row counts.
2	Reports	When saving a report, Anne is not sure if the action will overwrite or save a new copy	IOJ-1740524	
2	Reports, Web UI	Error occurs when a data series, in the report chart is clicked	IOJ-1754857	
2	Reports	Custom report build will only show license consumption with allocations	IOJ-1780336	Allocate at least one assigned device to license to view license in the report
2	Reports	Reports: "Payment Schedule Details by Month" generates improper data when multiple value is selected on "Payment schedule type" Dropdown	IOJ-1739808	
2	SAM for IBM, Software license management	IBM UVU and IBM Authorized User license types show incorrect Compliance status	IOJ-1761577	No known workaround exists.
2	SAM for IBM, Web UI	Performing a Simulation, manually adding Virtual Machines to a Host that is linked to a PVU license, may result in an error	IOJ-1717316	No known workaround exists.
2	SAM for IBM, Software license management	Supplementary applications not consuming license when hosted in Azure for IBM PVU license type.	IOJ-2127258	Temporarily mark the computer as not hosted in a cloud service provider.
2	SAM for IBM, Software license management	Consumption overrides are returning multiple records during reconcile causing silent failures	IOJ-2126439	Remove consumption overrides on PVU licenses to get a successful reconcile through.

2	SAM for Microsoft	Update error handling for MLS file uploads	IOJ-2092593	No known workaround exists.
2	SAM for Microsoft	Consumption may be under counted for Microsoft Server Core licenses for SQL Server Enterprise on running on virtual machines	IOJ-1988329	The consumption of affected devices can be manually overridden on the Consumption tab of license properties.
2	SAM for Microsoft, Software license management	Server Enterprise license Consumption incorrect when minimum number of cores is not the default value	IOJ-2121288	Set the minimum number of cores back to the recommended value or manually override the consumption for affected devices.
2	SAM for Oracle, Software license management, Web UI	Red error bar with error in webui.log when allocating computers to an Oracle Processor license that are already allocated to the license: Violation of PRIMARY KEY constraint 'PK_#...'. Cannot insert duplicate key in object 'dbo.@ConsumptionTree'.	IOJ-1922491	Allocate the device in the consumption grid instead of using the search above the consumption grid.
2	SAM for Oracle	Oracle License Breached with Option license does not match instance Even After Matching Option License	IOJ-1872110	
2	SAM for Oracle, Software license management, Web UI	An error is encountered when editing an Oracle User in an Oracle EBS Application properties	IOJ-1720131	
2	SAM for SAP	Some custom SAP license rules require the use of an object's database ID instead of its name	IOJ-1909909	
2	SAM for SAP	When using Cognos reports with FlexNet Manager Suite for SAP Applications, the Consolidated user report is displaying incorrect values.	IOJ-1718119	
2	SAM for SAP	The 'Indirect Access' page cannot be loaded, in FlexNet Manager Suite for SAP Applications, for a landscape where the operator has optimization set to read only	IOJ-1718128	
2	SAM for SAP	Duplicate objects can be added to the transaction profile, for FlexNet Manager Suite for SAP Applications	IOJ-1729336	
2	SAM for SAP	While viewing SAP pages, the error "Cannot display your item" is displayed	IOJ-1740746	
2	SAM for SAP, Web UI	Performing a search on the SAP Module Usage page may fail with an error in webui.log: "Cannot query a data store using criterion [...]"	IOJ-1808619	
2	SAM for SAP	The SAP systems tab is disabled in first launch of Beacon UI	IOJ-1718104	Close Beacon UI and relaunch, all buttons are enabled and SAP systems can be created
2	SAM for VMware, Uploaded file importers	Inventory resolver does not overwrite cluster when renamed	IOJ-1892356	Delete the hosts through the All Inventory page, those were members of the renamed cluster and re-inventory vCenter OR OVM Manager that has two clusters. Run IM import right after vCenter OR OVM Manager inventory.
2	SAML	NotOnOrAfter attribute in SAML assertion is treated as a timeout	IOJ-2079499	No known workaround exists.
2	Software license management	Applications that were previously linked to a license may continue to consume against the license after a failed reconcile	IOJ-2114089	The following steps can be used to resolve the consumption issue:  1. Add the application back on to the license and save the change 2. Run a license reconciliation, ensuring it completes successfully 3. Remove the application from the license and save the change 4. Run a license reconciliation, ensuring it completes successfully 5. The application should no longer be consuming against this license

2	Software license management, Web UI	License Simulation page may report an exception while adding/editing new simulation	IOJ-2116476	No known workaround.
2	Software license management	Microsoft Server/Management Core license, a license consumption calculation of the virtualization rights for Microsoft Windows 2016 Standard is incorrect	IOJ-2068751	The consumption of affected devices can be manually overridden on the consumption tab of license properties.
2	Software license management, Web UI	In the Use Rights Tab: Management Core license incorrectly displays the option - Consume one entitlement per 'N' cores	IOJ-1867007	No known workaround exists.
2	Software license management	Allocated device to OEM license may over consume if allocations consume license entitlements is selected	IOJ-1884923	Deselect allocations consume license entitlements and run reconcile again.
2	Software license management	API error - 'Http 500' error when calling the GetSoftwareTitleClassificationCollection() web service method	IOJ-1745235	No known workaround exists.
2	Software license management, Web UI	Setting page filter to "Category" on the Installed Applications page may display a red bar error	IOJ-1744469	Add the category column to the grid before adding to the filter.
2	Software license management	License simulation shows all hosts, pools and partitions as 'Is capped' = True	IOJ-1725705	No known workaround exists in the Simulation area of the product. The capped state can be seen on the inventory device properties pages.
2	Software license management	A failed license reconcile may leave consumption in an inconsistent state	IOJ-1720859	Running a further full license reconcile will correct this issue.
2	Software license management	Operators with restricted "Configure software asset properties" can view the License setting, under System Settings	IOJ-1733033	
2	Software license management	Multiple licenses are marked as "In breach" for the same product, when only one license should be in this state	IOJ-1736562	
2	Software license management	The 'Used' count can be inconsistent between the Consumption tab and License grid	IOJ-1739363	No known workaround exists.
2	Software license management	Asset setting, under System settings, should not display when restriction "Configure hardware asset properties" in Hardware Assets accordion of Role	IOJ-1741021	
2	Software license management	The 'Licenses with Upcoming Payments' report fails with unexpected error for the operator without the 'List software license' right	IOJ-1767140	Allocating the right to the operator or a role will resolve this issue.
2	Software license management, Web UI	License consumption numbers shown in different areas of the UI count inactive users differently	IOJ-2087983	No known workaround exists.
2	Software license management	Upgrade rights are not retained correctly on licenses after editing	IOJ-2123244	No known workaround exists.
2	Uploaded file importers	An invalid character error is displayed when performing an AD import when the First or Last name of a User account contains a control character	IOJ-1662070	Remove the invalid ascii characters in the AD record.
2	Vendor management, Web UI	Red bar error observed when deleting a Vendor linked as Publisher to Purchase Order.	IOJ-1740684	
2	VMware discovery & inventory	vCenter discovery and inventory rule on child beacon may get stuck in an "in progress" state	IOJ-2093758	Disable the child Beacon when running the Discovery rule and for the rest of the time run only the vCenter Inventory collection.
2	VMware discovery & inventory	VMware cluster inventory does not report both affine host group and anti-affine host group	IOJ-1740350	

2	VMware discovery & inventory	VMWare inventory should collect ESXi host IP	IOJ-1660808	
2	Web API	The API call GetCustomView, returns the User Name (DisplayName) field, not the sAMAccountName.	IOJ-1740509	
2	Web UI	Red bar error when trying to allocate/exempt licenses with set roles	IOJ-2080118	The workaround is to allow the role to create licenses as well as edit them.
2	Web UI	Installed count discrepancy between "Installed Application" vs "Application Installation Details" record	IOJ-2070833	
2	Web UI	Exemption reason functionality having issues in Chrome	IOJ-2118693	Use the Bulk Allocations and Exemptions page to manage exemptions or use a different browser.
2	Web UI	Sub Asset Synching on Category	IOJ-1907112	There is no known workaround to automate this but the category can be manually set on the sub asset.
2	Web UI	Red error bar shown when changing tenant in UI on a multi-tenant FlexNet Manager Suite system	IOJ-1904513	Specify tenant as part of URL
2	Web UI	Red Bar error caused by duplicate applications in a suite. Local application not shown in webui	IOJ-1911724	
2	Web UI	Inventory device update may remove linked category	IOJ-1993126	This issues occurs when a user updates an inventory device. To fix, please update the category through the linked asset.
2	Web UI	Under-Consumed License Widget on Dashboard is not Filtering Out Retired Licenses	IOJ-1994786	No known workaround exists.
2	Web UI	When changing the License Type of a license, the 'Automatically manage license priorities' does not update the license priority.	IOJ-1714600	License priority for an application can be manually adjusted after the license type is changed on the Licenses tab of application properties.
2	Web UI	Operators cannot view roles when the Roles right set is 'List roles' = 'Allow'	IOJ-1714177	
2	Web UI	Beacon properties cannot be updated should two Beacons have same name	IOJ-1712294	
2	Web UI	Red Bar error is displayed when editing an exchange rate in System Defaults page	IOJ-1740418	
2	Web UI	Noticeable delay when loading License Keys columns containing more than 1500 records, or when the page grid is greater than 50, in the Consumption tab of License Properties	IOJ-1740389	No known workaround exists.
2	Web UI	Inventory records cannot be edited should a Flexnet Manager Suite license count be exceeded. (On-Premises)	IOJ-1803112	1) changing the cost center of the related asset instead of edition the device property 2) adjusted the number of devices against their FNMS license
2	Web UI	Logging in to a tenant with an expired license shows permissions error instead of license error	IOJ-1735107	No known workaround exists.
2	Agent, Component installers	Multiple Windows inventory agent versions may be recognized as installed based on stale Windows Installer data not removed during agent upgrade	IOJ-2096914	Remove the orphan uninstall evidence from the registry.
2	Agent, Inventory, SAM for IBM	IBM WebSphere MQ Client may be recognized as IBM WebSphere MQ Server	IOJ-1927993	

2	Component installers	<a href="#">FlexNet Inventory Agent processes may crash due to incompatible mgscmn.dll file when agent is downgraded on Windows</a>	IOJ-2078047	Remove any copy of mgscmn.dll under C:\Windows\System32 (or related directories) before installing a downgrade version of the agent.
2	Containers	<a href="#">Docker container inventory does not require a FlexNet Manager Suite for Datacenters license</a>	IOJ-2123279	Do not use Docker container inventory gathering functionality unless you have a FlexNet Manager Suite for Datacenters license. You can check whether you have a license for this product under the system menu > "FlexNet Manager Suite License" menu option.
2	Database, Inventory import (read/write/export)	<a href="#">"Arithmetic overflow error converting IDENTITY to data type int" on LicenseSimulationHWDetailsID_MT table during "Performing simulation based on current assignments" license reconcile step</a>	IOJ-1992412	No known workaround exists.
2	Integration: SaaS Manager	<a href="#">Flexera SaaS Manager reader crashes when duplicate ids returned from /app-users endpoint</a>	IOJ-2126814	
2	Inventory, Inventory import (read/write/export)	<a href="#">Inventory spreadsheet import is not backwards compatible when a new FlexNet Manager Suite release adds additional columns</a>	IOJ-1890219	You can add the additional columns to the spreadsheet, using the newer templates. This will restore the imports.
2	Inventory, Uploaded file importers	<a href="#">FlexNet inventory importer may not get MaxNumberOfLogicalProcessors correctly for Solaris zones</a>	IOJ-2103742	Affected consumption can be manually overridden to the correct value. There is no workaround to get the correct number of logical processors to show however.
2	Inventory	<a href="#">Fabricated hosts consume against FlexNet Manager Suite license</a>	IOJ-1987364	No known workaround exists.
2	Inventory Beacon	<a href="#">Inventory beacon uninstall leaves behind mgscmn.dll in Windows\SysWOW64 folder</a>	IOJ-2087837	Only impact when downgrading beacon version, required clean up of following files after uninstalling beacon # C:\Program Files (x86)\Flexera Software\Inventory Beacon\DotNet\bin # mgscmn.dll from C:\Windows\SysWOW64 (Applicable to standalone beacon)
2	Inventory import (read/write/export)	<a href="#">EvidenceAlerts writer step during import may fail with error: INSERT EXEC failed because the stored procedure altered the schema of the target table.</a>	IOJ-2101652	An SQL fix for this issue is available from Flexera Support.
2	Inventory import (read/write/export)	<a href="#">Compliance Import sets an active computer linked to asset to dummy, link to new inventory computer without delete/merge dummy computer</a>	IOJ-2098305	Deleting the duplicated (dummy) computers will clean up the impact of this issue.
2	Reports, SAM for IBM	<a href="#">IBM PVU License Consumption report may fail with red error bar with error in webui.log: Cannot insert duplicate key row in object 'dbo.#ComputersEligibleForSubCapacityConsumptionAtRegionPeakDate'</a>	IOJ-2113254	No known workaround exists.
2	Reports, SAM for Oracle	<a href="#">Red error bar message when exporting Oracle Server Worksheet with error in webui.log: 'System.InvalidOperationException: The result collection contains duplicate objects.'</a>	IOJ-2115880	
2	SAM for IBM, Software license management	<a href="#">IBM PVU full capacity should calculate for the whole cluster</a>	IOJ-1878636	An operator can override consumption in the Consumption tab of the license properties page.
2	SAM for IBM, Software license management	<a href="#">Supplementary titles are not consuming PVU licenses correctly when unbundled</a>	IOJ-2107296	The only available workaround is to manually remove TemporalInstalledSoftwareSCD records for the primary titles on the affected devices. This will ensure license assignment will not consider supplementary titles in the bundles and assign them to correct licenses. Note that doing this will cause the device to no longer consume against the primary title in previous reporting periods. This should only be done if previous reporting periods have been closed-off and audit reports saved.
2	SAM for SAP, Web UI	<a href="#">The SAP Module Usage page may not display the expected data</a>	IOJ-2070394	Use Module Usage report in Reports area

2	SAML, Security	SAML authentication doesn't implement sliding window session timeout in FNMS	IOJ-1923259	Configure identity provider session timeout to 10 (default in FNMS for SAML authentication) or more hours.
2	Software license management	"Processors limit" and "Cores limit" fields on Device (*-Limited) licenses cannot be set from PURL data and so must be set manually	IOJ-2105604	Manually override the "Processors limit" or "Cores limit" field on the license record.
2	Software license management, Web UI	Red error bar with error in webui.log when saving a software license with specified upgrade rights: The UPDATE statement conflicted with the FOREIGN KEY constraint "FK_SoftwareLicenseProduct_SoftwareTitleUpgradeVersion_MT"	IOJ-1995729	Open license properties Note what the current upgrade rights are Disable upgrade rights Save the license Reset the upgrade rights
3	Activity Log and System tasks, Batch processing	Status of business import tasks may appear as 'Skipped' even though import has been executed	IOJ-2073372	
3	Activity Log and System tasks	'Connection type' filter values displayed on the system task grid is incorrect.	IOJ-1832671	
3	Agent, Component installers	Agent uninstall leaves config files on filesystem in Ubuntu environment	IOJ-2099001	Run the following command to completely remove agent on Ubuntu environment:  dpkg --purge managesoft
3	Agent	Inventory agent should calculate processor count from HP-UX capacity on demand (COD) servers based on "number of enabled CPUs" / "Cores per socket"	IOJ-1906201	If the calculated value is not equal to the number of enabled number of CPU's, you can fix this issue by overriding the number of processors which displays in the Processors field in the Hardware tab of the inventory device properties.
3	Agent, Inventory, SAM for Oracle	Agent-based Oracle inventory fails when ORACLE_HOME environment variable is set incorrectly in impersonated user's profile on Unix-like operating systems	IOJ-1923253	Use direct Oracle inventory collection from the beacon. This is documented in the System Reference PDF On the Oracle server, run each Oracle instance which is using a different home path under a different user account. Configure ORACLE_HOME environment variable in the users environment to the correct home path for the instance. Inventory will then succeed using latest agent.
3	Agent	ndtrack.exe does not generate .ndi file in the specified folder when it was specified as '-o MachineZeroTouchDirectory="C:\\"'	IOJ-1908563	\\<your_inventory_ beacon_computer>\mgsRET\$\Inventory\ndtrack.exe -t machine -o Upload=False -o MachineZeroTouchDirectory="C:\\" -o LogFile="C:\agentlog.log" -o IncludeDirectory=C:\
3	Agent, Inventory, SAM for Oracle	Oracle Inventory files showed incorrect options being installed if there are two or more instances	IOJ-1741737	
3	Agent, Component installers	FlexNet Inventory Agent installation/upgrade may pause for ~10 minutes unnecessarily to allow running agent processes to finish	IOJ-1803215	
3	Agent, Inventory, SAM for Oracle	Oracle inventory may be missing EBS applications inventory if multiple nodes targeted by the same rule and there are tens of thousands of users	IOJ-1888512	This occurs when 20,000 users are assigned to multiple EBS applications and you target multiple nodes within the same rule. Resolve this issue by creating one rule for each node in a cluster and schedule to run in sequential order.
3	Agent	User's domain may be reported as the computer's domain in usage metered by the FlexNet agent	IOJ-1899773	Set the domain value in the registry via a GPO that triggers when a user logs on. It would create/update the string value UserLogonDomain under HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Common.
3	Agent, Inventory	ndtrack process consumes a very large amount of memory and run for a long time when scanning a computer with hundreds of thousands of files	IOJ-2079185	Reduce the areas of the file system being inventoried.
3	Agent, Inventory	NETBIOS computer name is returned inventory on Windows computers, which may differ from DNS name	IOJ-2118143	Ensure NETBIOS names for computer match DNS names.



3	Agent	Agent is unable to connect to beacon through a web proxy for uploading files	IOJ-1851099	
3	Analytics (Cognos)	Quantity per unit is not correctly handled in Analytics financial risk calculations.	IOJ-2103383	No known workaround exists.
3	Analytics (Cognos), Component installers	InstallCognos.ps1 script fails if service account is a member of an AD group that doesn't exist	IOJ-1913873	To workaround the failure do the following: 1 Open InstallCognos.ps1 in a text editor 2 Search for the string "Test-LocalAdministrator" 3 Comment out the following lines of code like so: #if (\$serviceUser -ne \$null -and -not (Test-LocalAdministrator \$serviceUser)) { # throw "The specified service user, \$serviceUser must exist and be a member of the local administrators group. The user's domain must also exist and be contactable."; #} 4 Execute InstallCognos.ps1 again
3	Batch processing	Batch processing tasks may fail when the batch server name is longer than 15 characters	IOJ-1752171	Update the following registry keys, and then perform a server reboot (it may be sufficient to restart the MSMQ service).  \$msmqkey = "HKLM:\SOFTWARE\Microsoft\MSMQ\Parameters" Log "Configuring '\$msmqkey\IgnoreOSNameValidation'" New-ItemProperty -Path \$msmqkey -Name "IgnoreOSNameValidation" -Value 1 -PropertyType DWord -ErrorAction Stop -Force   Out-Null  Log "Configuring '\$msmqkey\IgnoreOSNameValidationForReceive'" New-ItemProperty -Path \$msmqkey -Name "IgnoreOSNameValidationForReceive" -Value 1 -PropertyType DWord -ErrorAction Stop -Force   Out-Null
3	Beacon Monitor	Beacon Monitor overflows the default logging buffer of 65536 with error "bufio.Scanner: token too long"	IOJ-2118079	No known workaround
3	Business adapters, Purchase management	Non-ASCII characters not handled cleanly uploading purchase data in CSV form	IOJ-2108469	Upload data in an Excel spreadsheet, or use non-Japanese encoding e.g. ASCII as a way to get data in the system.
3	Business adapters, Purchase management	Business adapter does not update purchase order invoice number/date when updating purchase order line details with InheritPOInvoiceDetails=1	IOJ-2112985	
3	Business adapters	PO Business Adapter Quantity Per Unit Imports are inconsistent	IOJ-2069834	No known workaround exists.
3	Business adapters	Performance issue with license allocation through a business adapter	IOJ-1906677	Break up the users into smaller sets and run a business import for each to make the allocations
3	Business adapters	Business Adapter Studio - Directory Service & SSL	IOJ-1922499	No known workaround exists.
3	Business adapters	BAS Term and Conditions Object - Contract ID Property has Missing Attribute ReferenceObjectType="Contract"	IOJ-1920509	Manually edit the XML file that they used to perform import and add/update the following line in BOLD for TermAndCondition object.  <Object Type="TermAndCondition" Name="Terms And Conditions" Update="True" Create="True" OutputField="TermsAndConditions_ID"> <Property Type="contractid" Name="Contract ID" ..... Value="Contract_ID" />

3	Business adapters, Web UI	One-off upload of enterprise group data may fail with non-English locale settings	IOJ-1866286	To workaround this error perform the following on the server where the Batch Processor is installed and running: 1. Open the Control panel. 2. Click the Clock, Language and Region option. 3. Click the Region option. 4. On the Formats tab, change the Format option to English (United States).
3	Business adapters	Business adapter studio fail to encrypt connection if not run as administrator	IOJ-1885207	Run Business Adapter Studio by choosing run as administrator.
3	Business adapters	A semi-colon in the password in a database connection string may cause a business adapter to fail	IOJ-1929449	Don't use semi-colon characters in passwords used for business adapters.
3	Business adapters	Business Importer import will fail with 'sql data type conversion error' for field 'termconditiontype', when data only contains numeric values.	IOJ-1737702	Pass expected string value. For example, if you have a Type field and enter the type ID but it's expecting the actual text, it will fail.
3	Business adapters	Business Adapter Studio may replace .csv file name with complex query text	IOJ-1757306	
3	Business adapters	Business adapters fail to retrieve data from SOAP API with error: Unable to cast object of type 'System.Net.HttpWebRequest' to type 'ManageSoft.BusinessImporter.HttpWebRequestFixture.IHttpRequest'	IOJ-1902977	
3	Business adapters	MGSBI does not retry failed sql or acquire lock when it runs	IOJ-2109638	
3	Component installers	FNMS Installation log does not report errors that occur when checking for the default IIS site	IOJ-1925592	Review the installation log files to check for any errors that occurred.
3	Component installers, Inventory Beacon	Uninstalling a beacon from an app server breaks app server configuration	IOJ-1917931	To workaround this issue repair the application server installation and then re-run the Config.ps1 PowerShell script from the Support folder in the installation media.
3	Component installers	Database connection was not updated when running InstallFNMS.ps1 with forceUpdateConfig	IOJ-1727165	Modify the values in the registry: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ManageSoft Corp\ManageSoft\Reporter\CurrentVersion
3	Component installers	Multi-tenant database creation fails when attempting to use the same database for the IM and FNMP schemas	IOJ-1725619	The best configuration is to separate the IM and FNMP databases.

3	Component installers	"Cannot add duplicate key" for "aspnet:MaxHttpCollectionKeys" Error Dialog in IIS Manager when editing the Configuration	IOJ-1770496	<p>To resolve this issue, the duplicate key has to be manually removed from the web.config file on the FlexNet Manager Suite presentation server.</p> <p>WARNING: Making any changes to the web.config file will cause the AppPool to restart. Any active users that are currently using the Web UI may be interrupted and any long running processes such as reports will be aborted. It is recommended that this is done out of operation hours.</p> <p>WARNING: Making changes to the web.config file can cause the WebUI to fail to start up and stop working. Before making any changes, ensure you have backed up the web.config file to another location.</p> <p>To make this change:</p> <ol style="list-style-type: none"> <li>1. Open notepad.exe in Administrator mode.</li> <li>2. Using notepad, open the web.config file found in the WebUI folder of the Flexnet Manager Platform install folder (default location is "c:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\WebUI").</li> <li>3. Search for the lines that starts with '&lt;add key="aspnet:MaxHttpCollectionKeys"'. This will be under the "&lt;appSettings&gt;" XML node. If more than one is found, remove the duplicate entry (the entire line).</li> <li>4. Save the file and close Notepad.</li> </ol> <p>It is recommended that after a change is made to the web.config file, a full IIS restart is made. To do this, either restart from IIS OR through command-line on the presentation server open a command prompt window in Administration mode and run type "iisreset /restart" (ignore quotes) and press enter. All sites hosted by your IIS instances will be restarted, so it is recommended that this is done outside of normal operation hours.</p>
3	ContentDev Update	Manual loading of the Content libraries (ARL, SKU & PURL) may fail when an import is occurring	IOJ-1773267	Do not perform a content import while a license reconciliation is in progress.
3	Contract management	Downgrade Rights of Contracts Not Inherited to License	IOJ-1922823	The downgrade rights can be manually configured on the license to match the contract.
3	Database	ConsolidatedVMPool Template contains invalid ComplianceConnectionID column	IOJ-1914283	No known workaround exists.
3	Database, Integration: SCCM, Inventory import (read/write /export)	Imports from SCCM may cause temp tables to grow quickly	IOJ-1759700	No known workaround exists.
3	Database, SAM for SAP	Mismatch of column size between SAP and FNMS tables may cause errors in SAPReader.log: String or binary data would be truncated	IOJ-1828362	
3	Discovery	Discovery and Inventory Rules, rules "Current Run" and "Last completed run" can get overwritten by other rules	IOJ-2096900	Avoid overlap with the rules, in that only certain rules can scan certain targets exclusively
3	Discovery, Remote execution, Web UI	System Tasks may not show the most recent run for all beacons from different timezones	IOJ-1904459	Rule status for individual beacons can be viewed on the Activity Log page,
3	Documentation	Online Help may not display correctly for multi-tenant installations of FlexNet Manager Suite	IOJ-2115122	Use the online help copy available at <a href="https://docs.flexera.com/?product=FlexNet%20Manager%20Suite%20On%20Premises">https://docs.flexera.com/?product=FlexNet%20Manager%20Suite%20On%20Premises</a>

3	Documentation	Online Help does not have index entries for anything but SAP-related pages	IOJ-2087961	Use the search functionality to look for specific topics.
3	Documentation, Integration: Microsoft 365	Incorrect guidance about configuring Redirect URIs section in 'Registering an app using the Azure Portal to connect to Microsoft 365' online help	IOJ-2070687	Point 6a is not needed. In the Redirect URIs section, in the Suggested redirect URIs for public clients (mobile, desktop) section choose the redirect you would like to use, such as <a href="https://login.microsoftonline.com/common/oauth2/nativeclient">https://login.microsoftonline.com/common/oauth2/nativeclient</a> .
3	Enterprise group management, Operators, rights and roles, Web UI	Access Rights are not applied as expected for Corporate Units Grid	IOJ-2088722	To see enterprise groups it is possible to search for them and then they will show.
3	Hardware asset management	User Values in All Assets Grid and Asset Properties Do Not Match	IOJ-1926911	Can clear ownership information manually for assigned user, not for calculated user (aside from deleting in the db)
3	Hardware asset management, Web UI	Sequential change of asset properties does not save if the second change sets a value back to the original value	IOJ-1990161	To workaround this issue close the properties after the first save and re-open the properties for the selected assets and change the desired field(s) back to the previous value and save again.
3	Hardware asset management	Lease end date is not updating on the main asset screen but is updated in the financial tab	IOJ-1759885	
3	Hardware asset management, Inventory, Web UI	Inventory device details not shown as expected when viewing asset records with a custom "managed" asset type	IOJ-2069157	
3	Integration: ADDM	ADDM staging tool may fail to stage data and report the error: System.IO.IOException: Stream was too long	IOJ-2077955	ADDM version 12.4 usually works without any failure.
3	Integration: Admin Studio	FNMSWebAPI/AdminStudioApi/GetInstalledForDevices API call returns SoftwareTitleIDs of zero for unrecognized evidence on a device	IOJ-2115847	Ignore any zero SoftwareTitleIDs returned by this API call.
3	Integration: App Portal	SoftwareLicenseGetFNMPAvailableByFlexeraID web service endpoint used by AppBroker may return incorrect license availability count when license is at risk	IOJ-2082630	FlexNet Manager Suite (On-Premises) only: Change SQL implementation/correct WHERE clause filter in dbo. SoftwareLicenseGetAvailableGlobalTable implementation. The WHERE clause filter currently has SoftwareLicenseSummary.StatusID != 2, meant to filter out retired license. However, SoftwareLicenseSummary.StatusID refers to SoftwareLicense. SoftwareLicenseComplianceStatusID, not SoftwareLicense.LicenseStatusID.  You will need to add a join to dbo.SoftwareLicense table, and change the WHERE clause to SoftwareLicense.LicenseStatusID != 2 -- LicenseStatus.Retired
3	Integration: AWS	On the Dashboard the 'Inventory data inputs with issues' is showing only dots when there are issues with AWS connector.	IOJ-2120304	No known workaround
3	Integration: Azure	Azure connector fails with error if the service principal has Read permission at tenant top level and has access to all subscriptions: "The current subscription type is not permitted to perform operations on any provider namespace."	IOJ-2097376	Grant service principal read access on a lower management group which has active subscriptions only.
3	Integration: Citrix, Security	Password for connecting to XenApp staging database cannot be encrypted	IOJ-1744196	
3	Integration: Citrix	XenAppAgent fails with null value error	IOJ-2121655	DR is available or users can be added to the Delivery Group.
3	Integration: Data Platform	Count of Threads (logical processors) for a virtual host is incorrect when imported from the Data Platform v5 connector	IOJ-1870752	The number of threads for a computer can be overridden on the Hardware tab of inventory device properties.

3	Integration: ILMT /BigFix, Inventory	ILMT adapter may not import serial number for IPar and Zones virtual machine	IOJ-2069656	
3	Integration: Microsoft 365, Purchase management, Web UI	Purchase order SKU processing may fail link the license created by the Office 365 Inventory adapter	IOJ-2077090	This occurs when a license is set to AutoSynchronized (O365 auto created licenses by default set to AutoSynchronized) and SKU type is 5. To fix this error, you must manually link the purchase order to the license.
3	Integration: Microsoft 365, Inventory, Inventory import (read /write/export)	Inventory devices fabricated for users imported from Office 365 may have NULL "Device name" field value	IOJ-2083658	If some of users come from the Office 365 adapter, but they're not part of ADImport, then our writer has no way of populating those users who come from office 365 adapter with a valid SAMAccountName which will be included in the AD import. The ideal solution is to have AD import set up, so all AD users are imported.
3	Integration: Microsoft 365, Software license management	Licenses imported by the Microsoft 365 adapter don't show "Expiry date"	IOJ-2072047	The expiry date can be manually populated on the Identification tab of license properties.
3	Integration: SCCM	Hardware data imported from SCCM and Data Platform is marked as duplicate instead of being merged	IOJ-1871958	Deleting duplicate devices from the inventory source will automatically fix this issue at the time of the next import.
3	Integration: SCCM, Inventory import (read /write/export)	File evidences that only exist in x:\Windows folders in all the computers within the organization are not removed by SCCM adapter	IOJ-1753958	
3	Integration: SCCM, Inventory import (read /write/export)	Values for device inventory properties MaxClockSpeed, TotalDiskSpace and TotalMemory are rounded differently when imported from FlexNet agent inventory compared to other sources such as SCCM	IOJ-2069859	No known workaround exists.
3	Integration: ServiceNow	ServiceNow import rejects assets with an incorrect date.	IOJ-1759651	
3	Integration: ServiceNow	Misleading errors appear in the ServiceNow export log file for failed operations which are not problematic	IOJ-1989329	
3	Inventory, Web UI	VMs missing hosts may not appear on "Virtual Devices and Clusters" page	IOJ-2113046	
3	Inventory, Web UI	Disabling the 'Link virtual machine to the same asset as VM host' System Setting has no effect	IOJ-2101817	Unlinking the host from the Asset will stop VMs being linked to it.
3	Inventory, Remote execution, SAM for Oracle	Error during scanning of Oracle instances from a Beacon server: 'Failed to create stream with error: 0x80070003'	IOJ-2074048	<a href="https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Failed-to-create-stream-with-error-0x80070003/ta-p/5364">https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Failed-to-create-stream-with-error-0x80070003/ta-p/5364</a>
3	Inventory	AgentID may change between inventory scans causing stale inventory to be retained	IOJ-2117410	Manually remove device from UI will cause single active inventory record to be imported however this only applies if you know which records are impacted.
3	Inventory	Deleting an inventory connection may not delete all associated data	IOJ-1916182	To delete data from ComplianceComputer and ImportedComputer run the following SQL command  BEGIN TRANSACTION Exec ComplianceConnectionDeleteForComplianceConnectionID <TheDeletedComplianceConnectionID> IF (@@Error = 0) BEGIN COMMIT TRANSACTION END ELSE BEGIN ROLLBACK TRANSACTION END

3	Inventory, SAM for Oracle	Oracle instances are not unlinked when device is ignored	IOJ-1930963	Delete the ignored inventoried devices.
3	Inventory, SAM for Oracle	Remote Oracle Database inventory may create inventory devices with IP address as their name when inventory gathering fails	IOJ-1760950	
3	Inventory, Inventory import (read/write /export)	Local evidence not merged after reconcile	IOJ-1874002	The FNMS database has a stored procedure called dbo.ARLMergeEvidence that will perform the merging. This can be run manually or regularly through some automated task.
3	Inventory, SAM for Oracle	Oracle Database instances read from TNSNAMES.ORA are never deleted	IOJ-1769976	
3	Inventory, Web UI	FlexNet Inventory Agent Status page may show red error bar with error in webui.log if group path is longer than 256 chars: System.Data.SqlClient.SqlException (0x80131904): "String or binary data would be truncated"	IOJ-2110487	*Workaround: to be confirmed - Customer is attempting to modify their cost centers so the length could be less than 128 in order to display grid view
3	Inventory, Reports, Web UI	Application install count shown in reports includes ignored devices, while install count shown in All Applications grid excludes ignored devices	IOJ-2076859	<p>1. In the report at "Suite/Reports/ApplicationInstallationDetail", click the filter icon.  2. Add the "Status" column if it is not already there.  3. In the status column, type "Active" and press enter.</p> <p>You should find that the report is now filtered to only the active devices.</p> <p>Note: This report shows the detail down the the Computer name and User level, depending on the application type.</p> <p>OptionsAttachments</p>
3	Inventory, Inventory import (read/write /export), Uploaded file importers	Market model numbers for Lenovo & IBM hardware are not imported	IOJ-1879672	No known workaround exists.
3	Inventory Beacon	Race condition causing Unhandled Exception when launching the beacon UI	IOJ-2108758	The beacon will continue to function as normal after acknowledging the exception.
3	Inventory Beacon, Inventory import (read /write/export)	Inventory fails to upload if the connection name has a trailing space	IOJ-1923680	Remove any trailing space characters from the connection name.
3	Inventory Beacon	Beacon UI will get stuck in a loop if there are unsaved changes and a new beacon version is available to install	IOJ-1993472	
3	Inventory Beacon	Loading a Beacon configuration file with an error does not provide useful troubleshooting information	IOJ-1754164	No known workaround exists.
3	Inventory Beacon	Beacon configuration changes always trigger IIS reconfiguration	IOJ-1758441	No known workaround exists.
3	Inventory Beacon	A rule with "As soon as possible" setting, the 'Next scheduled run' time is displayed in UTC time.	IOJ-1722569	
3	Inventory Beacon	When creating a Beacon connection, the displayed adapters are not filtered by the selection server connection type.	IOJ-1831136	Keep trying until you find a combination that works.
3	Inventory Beacon	Scheduled import tasks on beacons may run 1 hour late or early after daylight savings time change	IOJ-1817061	

3	Inventory import (read /write/export)	Reconciliation failed to execute Writer 'WriteAccessedSoftwareOccurrence' with Error: Execution Timeout Expired	IOJ-2098222	Hotfix in <del>FNMS-63729</del> which can be adapter if required.
3	Inventory import (read /write/export)	Editing license details while reconcile is running may cause "ReconcileLicenses - Finalize" reconcile step to fail with error 'INSERT statement conflicted with the FOREIGN KEY constraint "FK_SoftwareLicensesCoresConsumedData_SoftwareLicenseSnapshot"'	IOJ-2101085	Re-running the reconcile with no licenses being deleted during execution will succeed and correct up the license position.
3	Inventory import (read /write/export)	Import reading from FlexNet inventory database may fail with a timeout (or perform slowly) at the CreateLicenseUserStringMappings step	IOJ-1874353	A possible workaround to try is detailed in Flexera Community: <a href="https://community.flexera.com/t5/FlexNet-Manager-Forum/Full-Recon-failed-after-Upgrade-to-2019-R1/m-p/114813">https://community.flexera.com/t5/FlexNet-Manager-Forum/Full-Recon-failed-after-Upgrade-to-2019-R1/m-p/114813</a>
3	Inventory import (read /write/export)	Inventory from deleted connections is considered when matching computer records	IOJ-1753394	
3	Inventory import (read /write/export)	Licenses subject to true up show as in breach on Licenses in Breach page	IOJ-1715217	The correct compliance status is shown on the All Licenses page.
3	Inventory import (read /write/export)	"Perform simulation based on current assignments" step of license reconcile process or simulation in the UI may fail with error: "The conversion of a varchar data type to a datetime data type resulted in an out-of-range value"	IOJ-1917353	FlexNet Manager Suite (On-Premises Edition): Apply the SQL patch linked to this issue. FlexNet Manager Suite (Cloud Edition): No workaround.
3	Inventory import (read /write/export)	Error may be reported from import process when a special character exists in data source name: "Error occurred while creating the log file package. Exception: Illegal characters in path."	IOJ-1818863	
3	Inventory import (read /write/export)	Usage data for .exe files with a file version value longer than 32 characters may be ignored by import process	IOJ-1890554	
3	Inventory import (read /write/export), VMware discovery & inventory	The last inventory date of VMware clusters is not updated	IOJ-1752966	Please consider host last inventory date in a cluster as cluster inventory date. Cluster information is reported by host, latest inventory from a host will be the inventory date for that cluster.
3	Inventory import (read /write/export)	Validation errors on computer import if field 'InstanceCloudID' is missing from or has blank value in Spreadsheet.	IOJ-2122279	The validation error does not stop the successful import and can be ignored.
3	Language Pack	The Report Designer (Cognos) data model package name, in the Public Folders tab, is not translated to German, Japanese, and French	IOJ-1772771	No known workaround exists.
3	Operators, rights and roles	"Sign In Failure" may be shown when logging in to a Managed Service Provider when SSO (SingleSignOn) is enabled.	IOJ-2098071	When the license is updated, "TenantDomain" in the "GroupTenant" table in the "FNMSBroker" database gets cleared. The issue can be resolved by updating the value with the following query:  update GroupTenant set TenantDomain = 'domain' where TenantUID = '<Tenant UID for the target tenant>'
3	Purchase management, Web UI	Filtering by cost centers in 'All Purchases' view may time out with red error bar	IOJ-2074425	No known workaround exists.
3	Purchase management, Web UI	Red bar error with error in webui.log while processing multiple purchases: "The maximum number of form, query string, or posted file items has already been read from the request"	IOJ-1860308	Process the purchases in smaller batches. Alternatively, consider enabling automatic acceptance of purchases using some of the settings on the Purchases tab of the System Settings page (for example automatically accept for a given Vendor).
3	Purchase management	Not able to identify candidate licenses for purchases correctly based on an unknown SKU	IOJ-1996760	The purchases can be manually linked to the licenses, either via the PO processing feature or via license and purchase properties.



3	Purchase management	Purchases processed manually from Unprocessed Purchases use a hardcoded 12 months expiry date rather than the date from the linked contract	IOJ-1700887	The expiry date of the maintenance can be manually updated after linking on the Purchases tab of license properties (or vice-versa).
3	Purchase management	Maintenance checkbox is enabled by default, when a purchase is linked to a contract	IOJ-1847217	Uncheck the checkbox.
3	Purchase management, Reports	Purchase "Status" column may not show correct value in reports	IOJ-2070959	No known workaround exists.
3	Purchase management	License and Maintenance Expiry showing incorrect purchases expired unless all maintenance are covered	IOJ-1996738	When not all entitlements can be covered with maintenance there is no known workaround.
3	Remote execution	Remote execution uses host names while "Attempt connection only by IP address" is checked for the target.	IOJ-1883392	A few workarounds may exist (untested): * install the agent on the affected machines * specify the proper host name in FNMS so we use the "correct" name
3	Reports	Issues with Report Builder > Advanced Filter > Cost Center > Search	IOJ-2088427	No known workaround exists.
3	Reports	Add exemption reason for 'Device role meets exemption reason' into the reports to match consumption grid	IOJ-2104940	There is no known workaround for the exemption reason to show in reports, however it can be viewed in the regular license views and consumption properties tab.
3	Reports	Report "Save as" loses all the filter settings applied to the current report except page size dropdown setting	IOJ-2090698	No known workaround exists.
3	Reports	Inconsistent 'Hosted in' value for 'On Premise' in custom report	IOJ-2072267	Use the field "Hosted in cloud". If the value of "Hosted in cloud" is "No", the "hosted in" value would be "On-premises". If the value of "Hosted in cloud" is yes, the "Hosted in" value would be non-empty (will display one of cloud service provider name).
3	Reports	Rows with blank "Inventory Device > Inventory Agent" values may be included in report even with filter to exclude such rows	IOJ-1921895	No known workaround exists.
3	Reports, SAM for IBM	PVU override report does not show manually overridden inventory device hardware property values	IOJ-1917147	Summary: If a device has an empty hardware property (core, processors, etc) and a value is entered, the new value and the change event will not appear in the override report (for example, the PVU override report).  Workaround: When you change the value a second time, the updated override value will appear in the override report.
3	Reports	'User License Details' report page's flydown does not list all the user license types.	IOJ-1741049	No known workaround exists.
3	Reports, Web UI	Unable to vertically scroll the Advanced Filter sub window for grids when many filters are configured	IOJ-1753565	
3	Reports	Incorrect Consumption for Compliance Trend Report When 'Include Costs' Option Selected	IOJ-1834533	No known workaround exists.
3	Reports	Report filter condition may change from "Does not equal" to "Equals" after saving	IOJ-1902947	
3	Reports	Unhandled exception happens when running the Licenses by Group Assignment report	IOJ-1719515	
3	Reports, Web UI	Attempt to export a report containing a large amount of data may result in timeout or error	IOJ-1895710	To export it as "csv" first, and then open it in excel, they can then save it as ".xlsx" excel file.

3	Reports, SAM for IBM	Non-IBM PVU type licenses are reported in the IBM PVU License Consumption Report	IOJ-2122825	Ignore the non PVU type licenses in this report or filter them out.
3	SAM for IBM, Software license management, Web UI	Wording of 'Allow sub-capacity licensing for sources other than approved IBM tools and FlexNet Manager Suite' option in License properties, is unclear	IOJ-1756121	Enable either PVU scanning or the "Allow sub-capacity licensing for sources other than approved IBM tools and FlexNet Manager Suite option"
3	SAM for IBM, Web UI	Fields are missing for "IBM UVU" licensing type on identification tab (Licensing Properties).	IOJ-1712400	No known workaround exists.
3	SAM for IBM, SAM for Oracle	When an "overridden consumption" value is set for a vm with Pool or Pset, the "Consumed points" will be set to 0 for Oracle processor licenses and IBM PVU licenses	IOJ-1815912	The points consumed by affected computers can be overridden on the consumption tab of license properties.
3	SAM for Microsoft, Web UI	Details on Consumption tab of Microsoft User CAL license may take a long time to load	IOJ-1929129	Recommended workaround is to use the CAL License Summary report or build a report.
3	SAM for Oracle	Unrecognised evidences gets populated even when the ARL is having wildcard matching entry	IOJ-2115508	Ignore the unrecognised evidence reported.
3	SAM for Oracle	Customers and Oracle need consistent exclusions of Oracle user accounts	IOJ-1867392	
3	SAM for Oracle, Software license management, Web UI	Different compliance statuses may be shown on the License Summary grid vs the license properties page for an Oracle Processor license	IOJ-1990718	No known workaround exists.
3	SAM for Oracle	All Oracle processor consumption written to the data warehouse is zero	IOJ-1990104	No known workaround exists.
3	SAM for Oracle, Web UI	Unused Oracle options are being displayed in the Unlicensed Installations grid.	IOJ-1841763	
3	SAM for Oracle, Software license management	Users with expired responsibilities consume Application User licenses for Oracle EBS applications	IOJ-2093927	Remove expired responsibility from the EBS system. Alternatively it is possible to manually override/exempt the consumption to account for this.
3	SAM for Oracle, Software license management	Calculated Consumption may be incorrect when expanding hosts in Consumption tab for Oracle Processor licenses	IOJ-2108310	
3	SAM for SAP	SAP Systems cannot get imported or syncd in the corresponding systemlandscape	IOJ-1922320	
3	SAM for SAP, Web UI	The view and delete buttons in three SAP grids are disabled when user clicks delete and cancel the dialog prompt	IOJ-1915067	
3	SAM for SAP	Assigning parent group in SAP System Landscape may be unavailable	IOJ-1930080	
3	SAM for SAP	Error Creating SAP Admin Module When FNMS Has Stronger Password Requirements	IOJ-1927439	There is a script available from support that can workaround this issue with SAP passwords.
3	SAM for SAP	SAP inventory gathered by beacon may end up in Bad Packages folder after the system type is changed in the beacon UI	IOJ-1996841	
3	SAM for SAP	When retiring SAP users, ValidTo date is not updated if non-NULL	IOJ-2121743	This can be worked around by manually setting the ValidTo date to the retirement date in the target system.

3	Software license management	License with Custom Metric changing consumption erroneously	IOJ-2106472	No known workaround exists.
3	Software license management	User License may be incorrectly reported as "At Risk" when there are sufficient entitlements to cover consumption	IOJ-2103470	Manually compare the consumption against purchased count rather than relying on the breach status for licenses affected.
3	Software license management, Web UI	Incorrect and/or obsolete "Recommended License Change" are not removed when no longer relevant	IOJ-2093631	The obsolete recommended license change can be moved to an ignored status so it does not appear in the active recommended license changes list.
3	Software license management, Web UI	'Restrict to OS' setting should be 'Read Only' for Client based License Types.	IOJ-2070693	No known workaround exists.
3	Software license management	License Summary shows Licensed or Consumed values as zero	IOJ-2096406	
3	Software license management	License consumption tab may not show VM consumption if VM pool has incorrect host	IOJ-1894269	Delete the host which the VM pool is linked to and then re-import.
3	Software license management	User records from SAP, O365, Salesforce, etc may consume CAL licenses from access usage	IOJ-1902954	For SAP users 1. Open the license and select the Consumption tab. 2. Clear the filters, then filter out for: Domain Name: Is Empty Consumed: Is Greater Than 0 Exemption reason: Is empty 3. Confirm the users in the list are all SAP users. 4. Click "Exemption reason" then "Add/Edit custom reason". 5. Add the custom reason "SAP Users" or similar and then save. 6. Click "Exemption reason" again, select the reason that was just created and save. 7. Repeat step 6 until all the SAP users are added to the 'SAP Users' custom exemption. 8. Perform a reconcile and check that the selected users are exempt from consuming the license.
3	Software license management	Calculated Consumption incorrect for Microsoft Sever Core license	IOJ-1990017	
3	Software license management	Upgrade/Downgrade Rights don't apply to new versions of local application records	IOJ-1990873	No known workaround exists.
3	Software license management	Manual asset creation allows duplicate serial number	IOJ-1743451	No known workaround exists.
3	Software license management	License availability check from App-portal does not consider any scoping on the license.	IOJ-1713515	No known workaround exists.
3	Software license management	"Enterprise group assignment" doesn't take negative "Purchase quantity" into account	IOJ-1733027	The correct purchase quantities are available in other parts of the user interface.
3	Software license management	The "Available" field in custom report may show incorrect value	IOJ-1760767	
3	Software license management, Web UI	When multiple primary products are linked to a license, drill-down from product summary to license summary may show no results	IOJ-1815335	When multiple primary products are linked to a license, on license summary page choose Primary Product = "Multiple products"
3	Software license management	Creating a Local Suite - Minimum installation for suite recognition issue	IOJ-1799849	
3	Software license management	Upgrade of edition logic doesn't find the correct recommended licenses	IOJ-1813791	The upgrade purchase can be manually linked to the license (or the license manually chosen in the PO processing wizard).

3	Software license management, Web UI	<a href="#">Recommended License Changes</a> page continuously suggests changes for licenses linked to purchases with different SKUs that have different license metrics	IOJ-1929690	No known workaround exists.
3	Software license management, Web UI	<a href="#">Product Name</a> values may be empty on some rows shown in the <a href="#">Product Summary</a> grid	IOJ-1660534	Using the card view of this information will show "No Product" strings when there is no product name.
3	Software license management, Web UI	In 'Product Summary' view, additional 'Product Name' filtering is restricted	IOJ-1753579	
3	Software license management	<a href="#">SUSE Enterprise Linux (SLES)</a> is not classified as a "server" OS for <a href="#">FlexNet Manager Suite</a> licensing	IOJ-1913948	No known workaround exists.
3	Software license management, Web UI	<a href="#">Unexpected error</a> reported attempting to create license with a name longer than 256 characters	IOJ-1887943	Use a name of less than 256 characters for the license.
3	Software license management	<a href="#">Unlicensed Installations</a> view includes installations of applications that are linked to custom metric licenses	IOJ-2125500	License the applications using two separate custom metric type licenses.
3	Uploaded file importers	<a href="#">Importing Active Directory</a> data may fail when multiple OUs are renamed	IOJ-1993771	
3	VMware discovery & inventory	<a href="#">vCenter inventory</a> fails using <a href="#">Inventory rule</a>	IOJ-2118344	Configure the rule to also perform discovery of devices.
3	Web UI	<a href="#">Incorrect data</a> displays in the "Connection type" column of the <a href="#">System Tasks</a> page	IOJ-2082833	No known workaround exists.
3	Web UI	The filter values available in the "Connection type" column of the <a href="#">System Tasks</a> page do not match the values listed in that column so the filter cannot be used	IOJ-2082834	No known workaround exists.
3	Web UI	<a href="#">All Applications</a> grid may show "The Application has Overlapping Evidence" alert after the overlapping evidence has been removed	IOJ-2088623	No known workaround exists.
3	Web UI	<a href="#">Printing UI</a> pages from browser may be malformed	IOJ-2087584	It is possible to use the export to PDF/XLSX function for grids and print that. For other pages there is no known workaround.
3	Web UI	<a href="#">Unable to expand Task/Step</a> in <a href="#">System Tasks</a> when using advanced filter	IOJ-2100978	No known workaround
3	Web UI	<a href="#">Validation on the input field</a> for creating an inventory device.	IOJ-2092446	Do not populate '/' characters in the MAC Address field.
3	Web UI	"Advanced filter" setting is not saved properly with multi-level conditions.	IOJ-2071802	No known workaround exists.
3	Web UI	<a href="#">Slider</a> does not appear on large tables in Chromium based browsers on Mac	IOJ-2096292	Please use the alternate Safari browser.
3	Web UI	<a href="#">Dashboard Management</a> Red error Bar - Widget "Licenses under-consumed by 5% or more" due to license Overall unit price hit arithmetic overflow	IOJ-1927224	Reduce license consumption and purchase counts by a factor of 1000 (for example) to keep the sum of these counts lower but still all relative.
3	Web UI	<a href="#">Device licenses</a> which are allocated to users that are assigned to ignored computers cannot be seen on the consumption tab and causes red bar errors on the <a href="#">User Hardware</a> tab	IOJ-1926860	No known workaround exists.

3	Web UI	History for Consumed entitlements in Custom metric licenses are not displayed	IOJ-1926051	No known workaround exists.
3	Web UI	Saving a license for a change does not save the change due to a problem but there is no user friendly indication shown to the user	IOJ-1879531	No known workaround exists.
3	Web UI	Inconsistent data reflected in the Assigned User field of Asset in different views	IOJ-1877312	Import active directory data. This should bring UserName and SAMAccountName.
3	Web UI	Users scoped by corporate unit can no longer not see the corresponding location on Enterprise -> Corporate Units when the "Restore defaults" button is clicked.	IOJ-1850923	
3	Web UI	Application history filter does not work with "begins with" for words like 'linked', 'allocated', 'unallocated'	IOJ-1929383	No known workaround exists.
3	Web UI	Editing suite members on the Evidence tab of Application properties alters minimum installed application count unexpectedly	IOJ-1994790	No known workaround exists.
3	Web UI	Cannot configure FNMPDataWarehouse DB connection details from the user interface	IOJ-1735868	<p>To update the connection details use one or the following queries. This workaround is for single tenant on-premises installation.</p> <p>To update both the DB server and the DB name: update ComplianceConnection set Server = '&lt;servername&gt;', DatabaseName='&lt;dbname&gt;' where SourceType='FNMPDataWarehouse'</p> <p>or</p> <p>To only update the DB sever name: update ComplianceConnection set Server = '&lt;servername&gt;' where SourceType='FNMPDataWarehouse'</p> <p>or</p> <p>To only update the DB name: update ComplianceConnection set DatabaseName='&lt;dbname&gt;' where SourceType='FNMPDataWarehouse'</p> <p>Also in one more location in the registry needs to be updated in the location "HKLM\Software\Wow6432node\Managesoft Corp\Managesoft\Reporter\CurrentVersion" and update the connection string in the registry key "FNMPDWDATABASECONNECTIONSTRING"</p> <p>You must also update the references in the Cognos. This could be edited through Cognos administration, that is a web admin in Cognos Connection /Administration).</p>
3	Web UI	Time value may change depending on export format chosen. Exports .csv, .pdf, and .rtf use the local timezone, while .xlsx exports using the server timezone.	IOJ-1844886	Use either CSV or another export format and import that into Excel instead of using the XLSX export format.
3	Web UI	Expanding nodes on the tree grid on the System Tasks page may result in the expanded node appearing below the child nodes, instead of appearing at the top.	IOJ-1839232	
3	Web UI	Bug: Hide Affinity Rules tab/view when DRS is disabled	IOJ-1806660	
3	Web UI	Saving Account Properties causes a red error bar after previously adding a new role	IOJ-1780811	Force a browser refresh of the page and the red error bar should no longer occur. May also need to start a new browser tab, or new browser window, or close all browsers, then start again.
3	Web UI	Delete buttons in web UI may be displayed for users with read-only access, but no function happens	IOJ-2112877	The delete button takes no action and data is unchanged.
3	Web UI	Installer Evidence "Type" shown as number when searching in Evidence tab on an application record	IOJ-2069090	No known workaround exists.

3	Web UI	Advanced Filter cannot be configured in "Assets" section of "Hardware" tab when viewing a user record	IOJ-2095644	Only workaround is to use a different filter type, however that may not allow the required filter to be configured.
3	Web UI	Data exported from Application Installation Details page may not match data shown in UI	IOJ-2102720	No known workaround exists.
3	Web UI	Wrong error message is displayed when tried to change the type twice on Licenses/Contracts/Devices page.	IOJ-1713529	
3	Web UI	CSV downloads not saving non-ASCII characters correctly	IOJ-2070983	Download an XLSX file. Open the file in Excel and save the file as CSV UTF-8 (Comma Delimited)(*.csv).
3	Agent, Inventory, SAM for Oracle	Inventory agent hangs when if oracle user login script hangs during Oracle Database inventory gathering	IOJ-2127426	
3	Business adapters, Documentation	Attempting to open the online help from Business Adapter Studio (BAS) results in a 404 error with BAS version 2017 R2 (and older) with FlexNet Manager Suite 2018 R1 (and newer)	IOJ-1908802	Open the 'Using FlexNet Business Adapters' guide.
3	Business adapters, Database	Business imports fail with error once BusinessImportLogDetail_MT identity field reaches 2,147,483,647: Arithmetic overflow error converting IDENTITY to data type int	IOJ-1992153	- take database back up - to reseed identity run: dbcc checkident('BusinessImportLogDetail_MT', reseed, -2147483648)
3	Database	Performance issue when saving applications caused by calculation of application alerts	IOJ-1928571	No known workaround exists.
3	Integration: ILMT, SAM for IBM, Software license management	Applications recognised from ILMT evidence causing 'Internal' calculated consumption on PVU licences	IOJ-2103668	Impacts if free of charge application is not link to primary product license. link free of charge application to primary product license OR apply exemptions.
3	Integration: ServiceNow	Violation of unique key constraint 'UQ_MemberEx' when importing ServiceNow assets	IOJ-2090312	No known workaround exists.
3	Inventory Beacon	Beacon upgrade may fail with error: "Could not find file 'C:\ProgramData\Flexera Software\...\upgrade.xml'."	IOJ-1880916	This is because the upgraded beacon package has not been downloaded yet on the local beacon servers, should be resolved in some time. Retry in about 15 min
3	Inventory Beacon	Plink.exe and Pscp.exe 2019 versions do not work for authentication with Key Pair auth	IOJ-2120256	Use older beacon version or install older versions of the affected components on new version.
3	Reports	Intermittent red error bar running custom reports with error in WebUI.log: "Uncaught TypeError: Cannot read property 'style' of null"	IOJ-2093790	No known workaround exists.
3	Reports, SAM for IBM	Full-capacity device in IBM PVU License consumption report	IOJ-2082018	No known workaround exists.
3	Software license management	Devices may not be exempted from consuming Microsoft Server /Management Core licenses based on role	IOJ-2097336	
3	VMware discovery & inventory	VMware ESX hosts may be merged incorrectly into a single record	IOJ-2092939	
3		Unlicensed Installations View > Classification Filter Breaks When Changing Language	IOJ-2111778	No known workaround. The filter needs to be rebuilt in the new language.
4	Business adapters, SAM for SAP	Business adapter creating/updating SAPSystem records with a NULL SAPSystemLandscapeID fails with error: The INSERT statement conflicted with the FOREIGN KEY constraint "FK_SAPSystem_SAPSystemLandscape".	IOJ-1738054	Ensure SAP landscape information is supplied as part of the business import.

4	Database, Inventory	Default value for ComplianceComputerRoles.ManageLicenses column in database is 0, so devices with custom roles created with default setting will not consume licenses	IOJ-2094595	The ManageLicenses column can be updated manually in the ComplianceComputerRole table from 0 to 1 for the newly created roles. Once the next reconcile is ran the devices assigned to the role will now consume.
4	Enterprise group management, Web UI	The '&' character displays as '&amp;' when Enterprise data is exported in CSV format	IOJ-1988508	Download the csv file and perform a global Search and Replace to change all instances of &amp; to &.
4	Integration: ADDM, Inventory import (read /write/export)	Inventory records that are sourced from ADDM, may report incorrect inventory date for devices no longer connected to the network	IOJ-1747884	
4	Integration: Azure	Microsoft Azure adapter only accepts an IP address for the proxy server	IOJ-2123203	Use the IP address for the proxy server.
4	Integration: Other	Data Inputs> Last Imported data shows 0 for devices imported when the data is actually imported.	IOJ-1763249	
4	Inventory, SAM for Oracle	Temporary Oracle audit evidence files under ... \Temp\FNMSAuditEvidence folders are not reliably cleaned up	IOJ-1774551	Manually delete the audit evidence files from the temporary folder.
4	Inventory	Automatically exclude zones directories from Agent scanning on the Global zone	IOJ-1847619	Either: * Added ExcludeDirectory and ExcludeEmbedFileContent to the config.ini file (or during installation) * Do not use the root / Include, and specify the list of mounts to include by default
4	Reports	Awaiting Inventory status does not return results in Inventory Device Report	IOJ-1909897	
4	Web UI	Manually added currencies are not in alphabetical order	IOJ-1921155	No known workaround exists.
4	Web UI	Beacon alerts cannot be ignored	IOJ-2122007	No known workaround exists.
4	SAM for IBM	Remove region button should be disabled for a location not assigned to a region	IOJ-1912527	No known workaround exists.
5	Reports	Several reports include the superseded "Service Provider" field	IOJ-1901508	The Application Installation Details report, the Device Installation Details report, and the Device License Details report still use the superseded "Service provider" field name which was renamed to "Hosted in" throughout FlexNet Manager Suite from version 2018 R1 onwards. No known workaround.
5	Documentation	The 'Gathering FlexNet Inventory' (for on-premises), incorrectly refers to a UI for configuring the inventory agent version for deployment, that does not exist.	IOJ-1903846	Please refer to the 'Gathering FlexNet Inventory' guide from the FlexNet Manager Suite 2018 R1 release. Page 47, in the topic 'Adopted: Specifying an Installed Agent Upgrade', correctly describes the use of the ConfigureSystem.exe utility. This is available from the Documentation portal, in the file: Product Documentation for FlexNet Manager Suite 2018 R1 (on-premises).

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