



# System Requirements and Compatibility

FlexNet Manager Suite 2020 R2

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## 1

# Introduction

FlexNet Manager Suite provides software asset, hardware asset, and contract management for enterprises across more than 17,500 publishers and 300,000 applications. It reports detailed information for installed software, application usage, purchases, and reconciles these to provide a license position.

It inventories virtual environments and Oracle databases, imports inventory from Microsoft System Center Configuration Manager (SCCM) and other inventory tools through configurable adapters, and seamlessly integrates with Enterprise Resource Planning (ERP), Human Resources (HR), Active Directory (AD), and Purchase Order (PO) systems. With its built-in library of more than 1,380,000 Stock Keeping Unit numbers (SKUs), for automated reconciliation of purchases with inventory, and support for the latest license models, FlexNet Manager Suite is used by enterprises to gain control of their software estate and optimize their software spend.

This document contains information about FlexNet Manager Suite, covering:

- FlexNet Manager for Clients
- FlexNet Manager for Datacenters
- FlexNet Manager for SAP Applications
- Service Life Data Pack.

Published System Requirements information is available in English, French, German, Japanese, and Spanish.

## Hardware Requirements

The tables below describe the hardware requirements for your application server and database server based on a given number of records (such as operators, devices, and software licenses) within your FlexNet Manager Suite 2020 R2 installation. Requirements for your inventory beacons and for target inventory devices where you will deploy FlexNet inventory agent are also provided.

### Application Server

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

Category	Requirement
Memory	8 GB
System drive	60 GB This includes an allowance of 8GB for the DataImport folder used for ARL, PURLs, SKU library, and EOSL library updates.

## Database Server

Category	Requirement	
Processors	4 cores per 100 operators	
Memory available for SQL Server	16 GB per 50,000 devices	
System drive	40 GB	
Data drives (Typical figures based on “simple” database recovery model)	Compliance database data	Per 10,000 devices: 25 GB in first year + 15 GB growth per year
	Compliance database logs	20 GB per 10,000 devices
	Inventory database data	20 GB per 10,000 devices with FlexNet Inventory
	Inventory database logs	10 GB per 10,000 devices with FlexNet Inventory
	Report snapshot database data	10 GB
	Report snapshot database logs	10 GB
	Data warehouse database data	20 GB per 1,000 licenses
	Data warehouse database logs	20 GB
	tempdb data	5 GB per 10,000 devices
	tempdb logs	1 GB per 10,000 devices
	Cognos content store data + logs	1 GB
	<b>Total</b>	60 GB + 80 GB per 10,000 devices
	<b>Annual Growth Rate</b>	15 GB per 10,000 devices

## Flexera Analytics (Cognos) Server

Category	Requirement
Processors	4 cores
Memory	16 GB + recommended
System drive	100 GB

## FlexNet Beacon



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

## FlexNet inventory agent

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

# Prerequisite Software



The table below describes the supported operating systems and software prerequisites of FlexNet Manager Suite 2020 R2 at the time of release. Unless otherwise noted, support for a release includes support for all official service packs issued against the same release.

Component	Operating System	Prerequisite Software
Application Server	<ul style="list-style-type: none"> <li>Windows Server 2012</li> <li>Windows Server 2012 R2</li> <li>Windows Server 2016</li> <li>Windows Server 2019.</li> </ul>	<p>The following three prerequisites apply to <i>each</i> server in a multi-server implementation:</p> <ul style="list-style-type: none"> <li>Microsoft .NET Framework 4.5–4.7.2 (registration of ASP.NET is documented in <i>Configure .NET and IIS</i>, in either the <i>Installation</i> or <i>Upgrading</i> PDF files)</li> <li>Microsoft Internet Information Services 8.0–10.0</li> <li>Microsoft Message Queuing (MSMQ).</li> </ul> <p>The following additional prerequisites apply <i>only</i> when the batch server components are installed.</p> <hr/> <p> <b>Important:</b> <i>There must be one and only one batch server in your environment. The batch server may be installed on its own server; or it may be co-located on either your web application server or your inventory server; or all components may be installed on a single application server. Wherever the batch server is installed, the following additional prerequisites apply.</i></p> <ul style="list-style-type: none"> <li>Microsoft Access Database Engine (32-bit)</li> <li>SQL Server features: Client Tools Connectivity, Management Tools.</li> </ul> <hr/> <p> <b>Note:</b> <i>Microsoft Windows Server Core editions are not supported.</i></p>

Component	Operating System	Prerequisite Software
Database Server (including Cognos Database Server)	<ul style="list-style-type: none"> <li>Windows Server 2012</li> <li>Windows Server 2012 R2</li> <li>Windows Server 2016</li> <li>Windows Server 2019</li> <li>Amazon RDS for SQL Server.</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft SQL Server 2012</li> <li>Microsoft SQL Server 2014</li> <li>Microsoft SQL Server 2016 SP1</li> <li>Microsoft SQL Server 2017</li> <li>Microsoft SQL Server 2019</li> <li>Microsoft SQL Server Client Tools, of the same version.</li> </ul>


**Note:**

- Microsoft SQL CLR integration must be enabled. FlexNet Manager Suite uses a signed CLR assembly with the SAFE permission set. On Microsoft SQL Server 2017 and later, creating and running this assembly is typically achieved by configuring a SQL Server login from the appropriate certificate and granting UNSAFE ASSEMBLY rights to the login. Alternative supported (but not recommended) configurations are to set the TRUSTWORTHY database property to "ON" for the compliance database, or to disable CLR strict security.
- When using SQL Server 2019 please ensure that you have installed Cumulative Update Package 25 for SQL Server 2019 or later
- For SQL Server 2016, ensure that at least SP1 has been applied, as this update repaired a fatal error
- Using SQL Server 2014 through 2016, all FlexNet Manager Suite databases, including the Cognos content store database, should be run with compatibility level set to SQL Server 2012 (110). SQL Server 2017 and later versions may use their default compatibility level.

Component	Operating System	Prerequisite Software
		<ul style="list-style-type: none"> <li>• <i>Amazon RDS is limited to SQL Server 2016 SP1 &amp; SP2.</i></li> <li>• <i>Multi-tenant installations require the Enterprise Edition of SQL Server. Single-tenant installations can use any edition of SQL Server.</i></li> <li>• <b>Flexera Analytics</b> requires that Microsoft SQL Server be configured to have the TCP/IP protocol enabled, and has network permissions to communicate with the database server (this may be prevented by firewall restrictions).</li> </ul>
Flexera Analytics / Cognos Server	<ul style="list-style-type: none"> <li>• Windows Server 2012</li> <li>• Windows Server 2012 R2</li> <li>• Windows Server 2016</li> <li>• Windows Server 2019.</li> </ul>	<ul style="list-style-type: none"> <li>• IBM Cognos version 11.0.13</li> <li>• .NET Framework 4.5–4.7.2 (registration of ASP.NET is documented in <i>Configure .NET and IIS</i>, in either the <i>Installation</i> or <i>Upgrading</i> PDF files)</li> </ul>
 <b>Note:</b> Flexera Analytics Server is not supported in <b>multi-tenant</b> installations.		 <b>Important:</b> When Flexera Analytics is installed on a server other than the database server running the content store database, Microsoft SQL Server Native Client 2012 must be installed on the server hosting Flexera Analytics (this 2012 version of the Native Client interoperates successfully when the remote database is SQL Server 2016 SP1 with the correct compatibility mode set, as noted above).



Component	Operating System	Prerequisite Software
Web Browser	<p>The following are the minimum versions of popular web browsers that are currently supported:</p> <ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 11</li> <li>• Microsoft Edge for Windows 84</li> <li>• Google Chrome 80</li> <li>• Mozilla Firefox 79</li> <li>• Apple Safari 13.</li> </ul> <p>Some Flexera Analytics menu options are not available in the Chrome browser.</p> <p>Support for future web browser releases cannot be verified, however there are no anticipated issues for future releases.</p>	<p>Flexera Analytics is not compatible with Microsoft Edge.</p> <p>A minimum screen resolution of 1024 horizontal pixels is required.</p>

Component	Operating System	Prerequisite Software
FlexNet inventory agent	<ul style="list-style-type: none"> <li>Windows Server 2003 SP1 and SP2, 2008 R2 x64, 2012, 2012 R2, 2012 R2 SP1, 2016, 2019</li> <li>Windows Server Core 2008, 2008 R2 x64, 2012, 2012 R2</li> <li>Windows Server Standard (previously known as Windows Server Core) 2016, 2019</li> <li>Windows Vista x64, 7 x64, 8 x64, 10 x64</li> <li>Windows Vista, 7, 8, 10.</li> <li>AIX 7.1 LPARs, 7.2</li> <li>Amazon Linux 2</li> <li>CentOS (x86, 32-bit and 64-bit): 6-7.5; (x86 64-bit only): 7.6-7.8 (lower versions); 8.0-8.2 (higher versions)</li> <li>Debian Linux 7–10.2 (x86, 32-bit and 64-bit), 10.3 (x86 64-bit only), 10.4-10.6 (x86 32-bit and 64-bit)</li> </ul> <div>  <p><b>Note:</b> For Debian Linux 9.4, 9.5 and 10 (both 32-bit and 64-bit), minimal installations of the OS core omit the <code>ifconfig</code> command. This prevents collection of the IP address and MAC address in inventory. The root user can use the following command to restore this functionality:</p> <pre>apt-get install net-tools -y</pre> </div>	No prerequisites.
	<ul style="list-style-type: none"> <li>Fedora Linux 25-30 (x86, 32-bit and 64-bit); 27-32 (x86 64-bit only)</li> <li>HP-UX 11i v3, vPars/nPars</li> <li>macOS 10.6–11</li> <li>OpenSuSE Leap 42.2, 42.3 (x86, 32-bit and 64-bit); 15-15.2 (x86 64-bit only)</li> <li>Oracle Linux 4.5–6.10 (x86, 32-bit and</li> </ul>	

Component	Operating System	Prerequisite Software
	64-bit); 7.0-8.2 (x86 64-bit only)	
	<ul style="list-style-type: none"> <li>Red Hat Enterprise Linux (RHEL) (x86, 32-bit and 64-bit) 5.0–6.10; (x86 64-bit only) 7.0–7.8 (lower versions); 8.0-8.2 (higher versions)</li> <li>Photon OS 3.0</li> <li>Red Hat Linux 8–9 (x86 only)</li> <li>Solaris 8–11.4 (SPARC), Zones for versions 10–11</li> <li>Solaris 9–11.4 (x86), Zones for versions 10–11</li> <li>SuSE Linux Enterprise Server 11 (x86, 32-bit and 64-bit); 12 SP3, 12 SP4, 12 SP5, 15, 15 SP1, 15.2 (x86 64-bit only)</li> <li>Ubuntu 12–17.04 (x86, 32-bit and 64-bit); 17.10-20.04 (x86 64-bit only).</li> </ul>	

Component	Operating System	Prerequisite Software
FlexNet Beacon	<ul style="list-style-type: none"> <li>Windows Server 2012, 2012 R2, 2016, 2019</li> <li>Windows 8 x64, 10 x64</li> <li>Window 8, 10.</li> </ul>	<ul style="list-style-type: none"> <li>.NET Framework versions 4.5.2–4.7.2</li> <li>Any supported web browser.</li> <li>For Oracle Database inventory, Oracle OLE DB Provider (32-bit), version 10.2.0.3 or later.</li> <li>For connections to import data from DB2 databases, IBM OLE DB Provider (32-bit or 64-bit). Whether the driver is 32-bit or 64-bit is determined by the operating system, so that for 64-bit operating systems the 64-bit drivers are required.</li> <li>PowerShell 3.0+.</li> <li>For connection to AWS, you also require AWS Tools for PowerShell version 3.3.283.0 or later.</li> <li>For connection to Microsoft Azure you will require PowerShell version 5.1 or later, as well as the Microsoft Azure Resource Manager module version 6.8.1 or later.</li> <li>For connection to Microsoft Office 365 Online Service, the following are also required: <ul style="list-style-type: none"> <li>64-bit server operating system</li> <li>PowerShell 5.1 or later</li> <li><a href="#">Microsoft Online Services Sign-in Assistant</a> (64-bit version)</li> <li><a href="#">Microsoft Azure Active Directory Module for Windows PowerShell</a></li> <li><a href="#">Skype for Business Online PowerShell Module</a></li> <li>Microsoft Visual C++ 2017 Redistributable (note that this is installed automatically by the above PowerShell modules).</li> </ul> </li> <li>For connection to Tanium Asset the following are also required:</li> </ul>

Component	Operating System	Prerequisite Software
		<ul style="list-style-type: none"> <li>Tanium Server version 7.3.314.3668</li> <li>PowerShell version 5.1 or later running on Windows Server 2012 or later, or Windows 7 SP1 or later.</li> </ul>
FlexNet Manager for SAP Applications - Admin Module Transport	<ul style="list-style-type: none"> <li>SAP Basis release from 7.0 to 7.53.</li> </ul>	The SAP GUI matching the SAP release must be installed.
FlexNet Manager for SAP Applications - Satellite Transport	<ul style="list-style-type: none"> <li>SAP Basis release from 4.6C to 7.53.</li> </ul>	No prerequisites.

## Network Requirements




**Important:** The presentation server for the web interface of FlexNet Manager Suite issues the HSTS header (HTTP Strict Transport Security), consistent with security best practice. The impacts are:

- Once the presentation server has been successfully accessed using the HTTPS protocol without any certificate errors, the client web browser enforces HTTPS for all future communication (for example, it automatically corrects any URL entered with the HTTP protocol). This also means that all security certificates must be kept up-to-date, because, in the event of a future certificate failure, no alternate access to the server is permitted.
- If you only use the HTTP protocol to access your presentation server, you can continue to do so without impact. A possible configuration, for example, may mean that your browsers use the HTTPS secure protocol to access your production server, but you may have a test server in a less exposed network where you allow browsers to stay with HTTP exclusively. Both environments will function normally with the HSTS header in place.

### General Settings

Category	Requirement	Notes
Internet Protocol version	IPv4, IPv6 and dual-stack	<p>Remote execution (such as remote discovery and inventory collection) requires IPv4.</p> <p>Communication between FlexNet Manager Suite in the cloud and the top-level inventory beacon server(s) requires IPv4.</p> <p>Microsoft CAL device license calculations require IPv4 for CAL evidence collection and computer inventory.</p>

Category	Requirement	Notes
Library downloads	<ul style="list-style-type: none"> <li>For the ARL: <code>https://www.managesoft.com:443/support/Compliance/RecognitionAfter82.cab</code></li> <li>For the EOSL library: <code>https://www.managesoft.com:443/support/Compliance/EOSL.cab</code></li> <li>For the SKU library: <code>https://www.managesoft.com:443/support/Compliance/PURL.cab</code></li> <li>For the PURLs: <code>https://update.managesoft.com:443/ProductUseRights</code>, including access to any sub-directories of this that may be returned to your server in response to its initial request.</li> </ul>	The application server (or in multi-server implementations, the batch server) requires access to the URLs shown for downloading regular updates of the data libraries to which your license entitles you. In addition, if that server is protected from the Internet by a proxy server, access to those same URLs must be authorized by the proxy server.
Ports	Minimally, 80 (for HTTP) or 443 (for HTTPS) to access the central application server(s).	 <b>Note:</b> Other optional inventory sources may require additional ports. For further details, refer to the topic <i>Ports and URLs for inventory beacons</i> in the online help.
Transport Layer Security (TLS)	1.1, 1.2	<p>TLS 1.1 or 1.2 (recommended) are required for communication between the inventory beacon and the application server.</p> <p>Communication between the application server and the Flexera Analytics server (powered by Cognos) does not support TLS 1.2 in the standard configuration. Please refer to Knowledge Base article <a href="#">Flexera Analytics connection to SQL Server Fails When Server is Configured to use TLS 1.2</a></p>

## Compatibility with Other Products

This section describes the compatibility of FlexNet Manager Suite 2020 R2 with other products at the time of release.

### Installation on the Same Server

The following table lists the supported versions of components that can be installed on the same server as a FlexNet



Manager Suite 2020 R2 application server.

Component	Version that can be installed on the same server as FlexNet Manager Suite 2020 R2
FlexNet inventory agent	2020 R2
FlexNet Beacon	2020 R2
Flexera Analytics	2020 R2



## Integration with Other Products



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

Product/Component	Versions supported for imports
App Portal (before renaming)	2013 R2–2015 R2 SP5
App Portal / App Broker (after renaming)	2016 R1–2019 R1
Flexera Normalize (Data Platform)	5.0-5.5
BMC Atrium	BMC Atrium CMDB version 8.1 through 20.02 (together with Atrium Integrator version 8.1 through 9.1.10). The BMC Atrium server must run a Microsoft Windows operating system.
BMC BladeLogic Client Automation (previously Marimba)	8.2
BMC Discovery (previously ADDM)	9.0, 10.0–10.2 (ADDM), 11.0–12.0
BMC Remedy ITSM	7.6.04 SP4–9.1
Citrix Virtual Apps server (previously XenApp server)	6.0, 6.5, 7.5–7.9, 7.11–7.17 (XenApp), 7.1808–7.2006 (Citrix Virtual Apps)
Citrix Virtual Desktops (previously Citrix XenDesktop)	5.6, 6.0, 6.5, 7.5–7.9, 7.11–7.17 (XenDesktop), 7.1808–7.2006 (Virtual Desktops)
CyberArk	9.8
Docker	1.13, 17.03-19.03 (64-bit Linux only)
EdgeSight for Citrix Virtual Apps (previously XenApp EdgeSight)	5.4, 7.6, 7.14–7.16 (requires a Platinum license), 7.17 (XenApp), 7.1808–7.2003 (Citrix Virtual Apps)
FlexNet Manager for Engineering Applications	15.5, 2016 R1-2019 R2

Product/Component	Versions supported for imports
HP Discovery and Dependency Mapping Inventory (DDMI)	9.3
HPE Universal Discovery (HP-UD)	10.10, 10.11, 10.33–11.5, 2020.05
IBM BigFix platform (previously Tivoli Endpoint Manager and IBM BigFix) on Microsoft SQL Server	8.2–9.5.16 <div>  <b>Tip:</b> Do not confuse the individual IBM BigFix products. IBM BigFix platform (or Platform, often referred to as simply "BigFix") and IBM BigFix Inventory are quite distinct. You may import inventory from IBM BigFix Platform if this is your only IBM BigFix product. However, if you also have IBM BigFix Inventory, you normally need import inventory only from IBM BigFix Inventory (see below). </div>
IBM License Metric Tool (ILMT) or IBM BigFix Inventory on IBM DB2	<ul style="list-style-type: none"> <li>IBM BigFix Inventory on IBM DB2: <ul style="list-style-type: none"> <li>Was previously known as IBM Software Usage Analysis (SUA), and SUA is supported (on IBM DB2) for versions 9.0, 9.1</li> <li>Rebranded from version 9.2.1, IBM BigFix Inventory on IBM DB2 is supported for versions 9.2.5–9.2.18</li> </ul> </li> <li>IBM License Metric Tool (ILMT) on IBM DB2 is supported for versions 9.2.5–9.2.19.</li> </ul>
IBM License Metric Tool (ILMT) or IBM BigFix Inventory on Microsoft SQL Server	<ul style="list-style-type: none"> <li>IBM BigFix Inventory on Microsoft SQL Server: 9.2.5–9.2.18, 10.0.0</li> <li>IBM License Metric Tool (ILMT) on Microsoft SQL Server: 9.2.5–9.2.18, 10.0.0</li> </ul>
IBM Passport Advantage	as of November 2014
Linux KVM	Supported on: <ul style="list-style-type: none"> <li>CentOS 6+ (x86 64-bit only)</li> <li>Oracle Linux 4.5–6.10 (x86, 32-bit and 64-bit); 7.0–8.2 (x86 64-bit only)</li> <li>Red Hat Enterprise Linux (RHEL) 5.1–5.3 (x86, 32-bit and 64-bit), 5.4+ (x86 64-bit only)</li> <li>SuSE Linux Enterprise Server 11 (x86, 32-bit and 64-bit); 12 SP3, 12 SP4, 12 SP5, 15, 15 SP1, 15.2 (x86 64-bit only)</li> </ul> <div>  <b>Note:</b> Linux KVM requires FlexNet Beacon 2019 R2 (14.0) or later. </div>
Microsoft App-V Integration Server	4.6, 5.0, 5.1.85–5.1.134
Microsoft Exchange ActiveSync	2010–2013





Product/Component	Versions supported for imports
Microsoft Hyper-V	<p>Running on:</p> <ul style="list-style-type: none"> <li>Windows Server 2008 x64</li> <li>Windows Server 2008 x64 Server Core</li> <li>Windows Server 2008 R2 x64</li> <li>Windows Server 2008 R2 x64 Server Core</li> <li>Windows Server 2012</li> <li>Windows Server 2012 R2</li> <li>Windows Server 2016</li> <li>Windows Server 2019.</li> </ul>
Microsoft SCCM (previously SMS)	2007, 2012, 2012 R2, 1511-1906, 1910, 2002, 2006
Oracle Database	<p>8i, 9i, 10g, 11g, 11g Release 2, 12c, 18c, 19c</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li><i>8i — requires a direct inventory beacon connection</i></li> <li><i>9i — requires a named account on Windows or a direct inventory beacon connection</i></li> <li><i>12c — the Oracle Multitenant option is not supported using a local agent.</i></li> </ul>
Oracle Enterprise Manager	12.1–13.4
Oracle VM Server for x86	3.2–3.4.6.2
ServiceNow	<ul style="list-style-type: none"> <li>Kingston</li> <li>London</li> <li>Madrid</li> <li>New York</li> <li>Orlando.</li> </ul> <p> <b>Note:</b> ServiceNow has <i>deprecated older versions of Transport Layer Security (TLS)</i>. Requires version 1.2.</p>
Symantec IT Management Suite (formerly Altiris)	6.5, 7.1, 7.5

Product/Component	Versions supported for imports
Tanium Asset	1.8.0.0075 - 1.9.1.0007
	 <b>Note:</b> Requires the Tanium adapter shipped with FlexNet Manager Suite 2020 R1.1 or later
Tanium Server	7.3.314.3668
VMware vSphere/vCenter/ESXi	5.0–6.7 u3b, 7
	 <b>Note:</b> Remote inventory is not possible on the free license versions of ESXi.
Workflow Manager	2014–2016

## Inventory Components

The following table lists the versions of the FlexNet Beacon and FlexNet inventory agent that can be managed by FlexNet Manager Suite 2020 R2.

Component	Compatible versions
FlexNet inventory agent (Windows)	8.5–9.2, 2014–2020 R2
FlexNet inventory agent (Linux)	 <b>Note:</b> Earlier versions are compatible in that they receive default policy and collect inventory on schedule. They cannot support more recent agent functionality, such as: <ul style="list-style-type: none"> <li>Internet Protocol version 6 (IPv6)</li> <li>Control of usage tracking through UI settings (rather than .ini files and registry controls), from 2014 (R1)</li> <li>Settings targeted by IP addresses, from 2014 (R1)</li> <li>CAL inventory, from 2016 R1.</li> </ul>
FlexNet inventory agent (Solaris)	
FlexNet inventory agent (Mac OS X)	
FlexNet inventory agent (AIX)	
FlexNet inventory agent (HP-UX)	
Citrix XenApp server agent	2014 R3–2020 R2

Component	Compatible versions
FlexNet Beacon	2017 R2–2020 R2
	<hr/>  <b>Tip:</b> Older inventory beacons continue to function with this release, but Flexera strongly recommends that you update to at least the range shown.
	<ul style="list-style-type: none"><li>• AWS EC2 connector requires FlexNet Beacon 2018 R2 (13.1.0) or later</li><li>• Citrix XenApp inventory requires FlexNet Beacon 2014 R2 or later</li><li>• Linux KVM requires FlexNet Beacon 2019 R2 (14.0) or later</li><li>• Tanium Connector requires FlexNet Beacon 2019 R2 (14.0) or later</li></ul> <hr/>

## 2

# Installation and Upgrade Advice

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

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

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

This strong recommendation follows from the ongoing security improvements touching all these components that were released from version 2017 R1 and later versions.

There are four documents for On-Premises customers that provide instructions for installing and upgrading to the current release of FlexNet Manager Suite.

- *Installing FlexNet Manager Suite 2020 R2 On-Premises*. This includes the option of installing Flexera Analytics.
- *Installing FlexNet Manager Suite 2020 R2 for a Managed Service*.
- *Upgrading FlexNet Manager Suite from 2014 Rx to 2020 R2 On-Premises*. This is designed for upgrades from FlexNet Manager Suite, version 2014 or later.
- *Migrating to FlexNet Manager Suite 2020 R2 On-Premises*. This covers migration from FlexNet Manager Platform 9.2 to FlexNet Manager Suite 2020 R2 On-Premises. Earlier versions of FlexNet Manager Platform will need to be upgraded to 9.2 before starting this migration.

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

## 3

# Documentation

Documentation for FlexNet Manager Suite 2020 R2 is provided as online help. From the web user interface, click the question mark icon to launch the help. Additional documents are available from the title page of the online help. Note that both the online help and additional documents are customized for their different contexts, so that appropriate differences exist between the on-premises and cloud versions of all documentation. You can also access the online help and additional documents through <https://docs.flexera.com/>.

Documentation Component	Language
Online help	English
	German
	French — for FlexNet Manager for SAP Applications functionality.
Additional PDF documents	English
	German — for FlexNet Manager for SAP Applications user and installation guides.
SLO Practice Guide	English
	French
	Available in the Flexera Learning Center: <a href="https://learn.flexera.com/">https://learn.flexera.com/</a> .

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

## 4

## More Information

Item	Description
Flexera Community	The Community includes the Flexera Knowledge Base, FlexNet Manager Blog as well as providing product downloads. <a href="https://community.flexera.com">https://community.flexera.com</a>
Product Documentation	The latest release of FlexNet Manager Suite documentation is available from the Flexera documentation website. <a href="https://docs.flexera.com">https://docs.flexera.com</a>
Flexera System Status Dashboard	Displays the current availability information for Flexera's cloud products. <a href="https://status.flexera.com">https://status.flexera.com</a>
Flexera website	Information about Flexera. <a href="https://www.flexera.com">https://www.flexera.com</a> <a href="https://www.revenera.com">https://www.revenera.com</a> - for Software and IoT companies
Flexera Learning Center	Location for courses and best practice guides for FlexNet Manager Suite (and other Flexera products). <i>Requires a login for the <a href="#">Flexera Community</a>.</i> <a href="https://learn.flexera.com/">https://learn.flexera.com/</a>

# 5

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