

# App Broker Cloud Release Notes

April 2020

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# Introduction

App Broker Cloud enables IT managers to enforce continual software license compliance and control software deployment, while increasing employee satisfaction and the efficiency of software delivery. The enterprise app store ensures that governance is in place to check license availability and consistent software delivery.

Employees can request software from the App Broker end user self-service portal, and with this release employees will experience App Broker's native, modern user interface. In addition, App Broker Cloud leverages asset management data from FlexNet Manager Suite, including product use rights, to ensure proper governance and compliance over requests and installation of software via deployment systems.

## New Features

App Broker Cloud includes the following new features:

- [App Broker Admin User Interface Improvements](#)
  - [Creating a Catalog Item Using Technopedia Data](#)
  - [Support for Editing Catalog Items](#)
  - [Support for Uninstall Deployment](#)
- [App Broker End User Interface](#)
  - [Browsing Software Catalog Items](#)
  - [Requesting a Catalog Item](#)
  - [Monitoring Status of Submitted Request](#)
- [Basic Notification Support](#)

## App Broker Admin User Interface Improvements

The following Admin User Interface improvements have been made:

- [Creating a Catalog Item Using Technopedia Data](#)
- [Support for Editing Catalog Items](#)
- [Support for Uninstall Deployment](#)

## Creating a Catalog Item Using Technopedia Data

An App Broker catalog item is an application or package from the ConfigMgr deployment system that is listed on App Broker's **Browse Catalog** page, making it available for selection in the App Broker storefront. Administrators can use the consistent and accurate industry standard data from the Technopedia data intelligence library.



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**Note** • *App Broker Cloud is integrated with Technopedia out-of-the-box.*

You can use the **Technopedia ID** field to search the data intelligence library for software assets from Technopedia using keywords—such as **Title**, **Version**, and **Edition**—and make a selection to create a **Software** catalog item containing either an application or a package.

[App Broker](#) [Catalog](#) [Requests](#) [Jobs](#) [Settings](#) [About](#) [Connection Status](#) ● [AppBrokerEnginee](#) ▼

## New Catalog Item

Technopedia ID Q

9357a418-ed41-40d6-8ca8-70e56e3cd32f x ▼

Title

Google AdWords Editor 12.6

Version

12.6

Description

Icon

Choose File

No file chosen

Cost

0

Dataplatform

Refresh Dataplatform Data

Clicking on Refresh button will reset the data from fields which is loaded from Dataplatform

Category Group

Business Applications

Category1

Marketing Management

Category2

Search Engine Optimization (SEO)


Edition

N/A

Manufacturer

Google

The following table provides a description of fields on this view:

Field	Description
<b>Technopedia ID</b>	<p>Use the <b>Technopedia ID</b> field to search the data intelligence library to retrieve data from Technopedia. You can search in the <b>Technopedia ID</b> field using the following keywords:</p> <ul style="list-style-type: none"><li>● Title</li><li>● Version</li><li>● Edition</li></ul> <p>Once the results are available, you can select the desired software asset data. This will load the following attributes and can be edited further.</p> <ul style="list-style-type: none"><li>● Title</li><li>● Version</li><li>● Category Group</li><li>● Category1</li><li>● Category2</li><li>● Edition</li><li>● Manufacturer</li></ul> 
<b>Note</b> • The <b>Edition</b> and <b>Manufacturer</b> field values are not editable.	
<b>Title</b>	<p>The title will be autoloaded if the admin selects the data via the <b>Technopedia ID</b> field.</p> <p>You can override the value retrieved from Technopedia. If you prefer not to use the value from Technopedia, enter the title for the catalog item.</p>
<b>Version</b>	<p>The version will be autoloaded if the admin selects the data via the <b>Technopedia ID</b> field.</p> <p>You can override the value retrieved from Technopedia. If you prefer not to use the value from Technopedia, enter the version for the catalog item,</p>
<b>Description</b>	Enter the description of the catalog item.
<b>Icon</b>	Select the desired icon file for the catalog item.
<b>Cost</b>	Enter the cost of the catalog item.
<b>Refresh</b>	Clicking the <b>Refresh</b> button will reset the data that was loaded from Technopedia. A refresh will occur only if Technopedia data was used to create the catalog item.

Field	Description
<b>Category Group</b>	<p>The <b>Category Group</b> field will be autoloaded if the admin selects the data via the <b>Technopedia ID</b> field.</p> <p>You can override the value retrieved from Technopedia. If you prefer not to use the value from Technopedia, enter the category group for the catalog item.</p>
<b>Category1</b>	<p>Category1 is autoloaded if the admin selects the data via the <b>Technopedia ID</b> field.</p> <p>You can override the value retrieved from Technopedia. If you prefer not to use the value from Technopedia, enter a Category1 for the catalog item.</p>
<b>Category2</b>	<p>Category2 is autoloaded if the admin selects the data via the <b>Technopedia ID</b> field.</p> <p>You can override the value retrieved from Technopedia. If you prefer not to use the value from Technopedia, enter a Category2 for the catalog item.</p>
<b>Edition</b>	<p>Edition will be autoloaded if the admin selects the data via the <b>Technopedia ID</b> field.</p> <p>This field is disabled and not editable.</p>
<b>Manufacturer</b>	<p>Manufacturer will be autoloaded if the admin selects the data via the <b>Technopedia ID</b> field.</p> <p>This field is disabled and not editable.</p>

## Support for Editing Catalog Items

You can edit the properties of the existing catalog item by clicking the catalog item on the **Catalog Item** page, customizing the properties on the **Edit Catalog Item** screen, and then clicking the **Save** button.



**Note** • The deletion or addition of deployments will take affect irrespective of saving the catalog item updates.

The top half of the **Edit Catalog Item** screen is shown below.



## Edit Catalog Item

Technopedia ID



ff2ea6e4-b496-4598-83f1-9c99af111b98



Title

AIM Keys

Version

3

Description

AIM Keys is easy to use, saves time, and reduces costs for some of your most repetitive tasks. Do you find yourself entering the same information over and over again? Or do you access the same web pages or applications frequently? The steps involved can be reduced into one easy keystroke, mouse action, or text entry that can be performed across multiple applications. Forget having to learn and remember every step involved for accomplishing tasks. Our automation tools make it easy to perform any common PC task in a Windows operating environment.



Icon

Choose File

No file chosen

Cost

40

Dataplatform

Refresh

Clicking on Refresh button will reset the data from fields which is loaded from Dataplatform

Category Group

Business Applications

Category1

Artificial Intelligence (AI)

Category2

Machine Learning

Edition

Manufacturer

Computational Genetics Laboratory

The bottom half of the **Edit Catalog Item** screen is shown below.

#### Compliance

☒ Is Licensable?

Select License Scope

Global

Flexera ID Q

arl://MGS-APP-00000007176 x v

When license is exceeded:

☒ Do Nothing

☐ Block Request

#### Deployment

ConfigMgr Site Code

Select Site Code

Application [Package](#)

ConfigMgr Application ID

Search for application and select... v

☐ Create uninstall deployment?

[Add Deployment](#)

Site	Type	Name	ApplicationID /PackageID	Action	Program	CollectionID	Collection Name	DeploymentID /AdvertID	
JRB	Application	AimKeys	16777787	Install		JRB02FF3	App Broker AIM Keys - Application Install (JRB)	16790999	<a href="#">Delete</a>

[Save](#) [Cancel](#)

Refer to [Creating a Catalog Item Using Technopedia Data](#) for property details of Technopedia (**Technopedia ID**, **Title**, **Version**, **Category Group**, **Category1**, **Category2**, **Edition**, and **Manufacturer**) and common attributes of a catalog item such as **Description**, **Icon**, and **Cost**.

The following tables provides descriptions of the fields on the **Edit Catalog Item** screen.

- [Compliance Properties](#)
- [Deployment Properties for Applications](#)
- [Deployment Properties for Packages](#)

## Compliance Properties

The following are properties in the **Compliance** section of the **Edit Catalog Item** screen.

Field	Description
<b>Is Licensable</b>	Click the check box to consider the Flexera ID configured in the catalog item for license reservation.
<b>Select License Scope</b>	<p>Select one of the following options to specify how FlexNet Manager Suite will determine the available license count for this catalog item:</p> <ul style="list-style-type: none"><li>● <b>Global Only</b>—When determining available license count, FlexNet Manager Suite will return the number of licenses that are available to the entire enterprise.</li><li>● <b>Enterprise Groups</b>—When determining available license count, FlexNet Manager Suite will return only the number of licenses that are available to that user or computer.</li><li>● <b>Enterprise Groups First Then Global</b>—When determining available license count, FlexNet Manager Suite will first check the number of licenses that are available to that user or computer; then, if no license is available, FlexNet Manager Suite will return the number of licenses that are available to the entire enterprise.</li></ul>
<b>Flexera ID</b>	<p>Use the <b>Search Flexera ID</b> dialog box to search the Flexera ID to configure the catalog item. You can search the Flexera ID using the following keywords:</p> <ul style="list-style-type: none"><li>● Name</li><li>● Publisher</li><li>● Version</li><li>● Edition</li></ul> <p>This will retrieve the Flexera ID and number of licenses that are available for consumption for the catalog item.</p>
<b>When license is exceeded</b>	<p>Select one of the following options to specify what should occur when the license count is exceeded:</p> <ul style="list-style-type: none"><li>● <b>Do Nothing</b></li><li>● <b>Block Request</b></li></ul>

## Deployment Properties for Applications

The following are properties in the **Deployment** section of the **Edit Catalog Item** screen for applications.


Field	Description
<b>ConfigMgr Site Code (Application)</b>	Select the ConfigMgr site code from drop-down. This will list the applications from the selected ConfigMgr site to add to the deployments.



Field	Description
<b>Application/Package Tab</b>	Click the <b>Application</b> tab to add deployments for the application.
<b>ConfigMgr Package ID</b>	Enter the package title to search and get a list of the matching packages.  Admin must select the desired application from the list, which loads the Application ID.
<b>Create Uninstall deployment?</b>	Check this option to add an uninstall deployment for the application.
<b>Add Deployment</b>	Click this button to add a deployment.
<b>Site</b>	Displays the site code of the deployments added.
<b>Type</b>	Displays the application type.
<b>Name</b>	Displays the name of the application.
<b>Application ID/Package ID</b>	Displays the Application ID.
<b>Action</b>	Displays the <b>Install</b> or <b>Uninstall</b> action.
<b>Delete</b>	Click to delete the listed deployment.

## Deployment Properties for Packages

The following are properties in the **Deployment** section of the **Edit Catalog Item** screen for packages.

Field	Description
<b>ConfigMgr Site Code (Package)</b>	Select the ConfigMgr site code from the drop-down. This will list the packages from the selected ConfigMgr site to add the deployments.
<b>Application/Package Tab</b>	Click the <b>Package</b> tab to add deployments for the package.
<b>ConfigMgr Application ID</b>	Enter the application title to search and list the matching applications.  Admin must select the desired package from list, which loads the package ID.
<b>Action</b>	Select the action type to add the deployment <ul style="list-style-type: none"> <li>● <b>Install</b></li> <li>● <b>Uninstall</b></li> </ul>  <p><b>Note</b> • The action type for each should be added independently.</p>
<b>Add Deployment</b>	Click this button to add the deployments.

Field	Description
<b>Site</b>	Display the site code of deployments added.
<b>Type</b>	Displays the package type.
<b>Name</b>	Displays the name of the package.
<b>Application ID/Package ID</b>	Displays the package ID.
<b>Action</b>	Displays the <b>Install</b> or <b>Uninstall</b> action.
<b>Delete</b>	Click this option to delete the added deployment.

## Support for Uninstall Deployment

App Broker Cloud now supports an **Uninstall** program along with **Install** when creating a catalog Item. The administrator can also create both the programs for applications and packages across multiple site codes.

### Deployment

ConfigMgr Site Code

Application

Package

ConfigMgr Application ID

Search for application and select...

☐ Create uninstall deployment?

Add Deployment

Site	Type	Name	ApplicationID /PackageID	Action	Program	CollectionID	Collection Name	DeploymentID /AdvertID	
JRB	Application	Picasa	16778040	Install		JRB02E6C	App Broker Google Picasa - Application Install (JRB)	16790996	Delete

# App Broker End User Interface

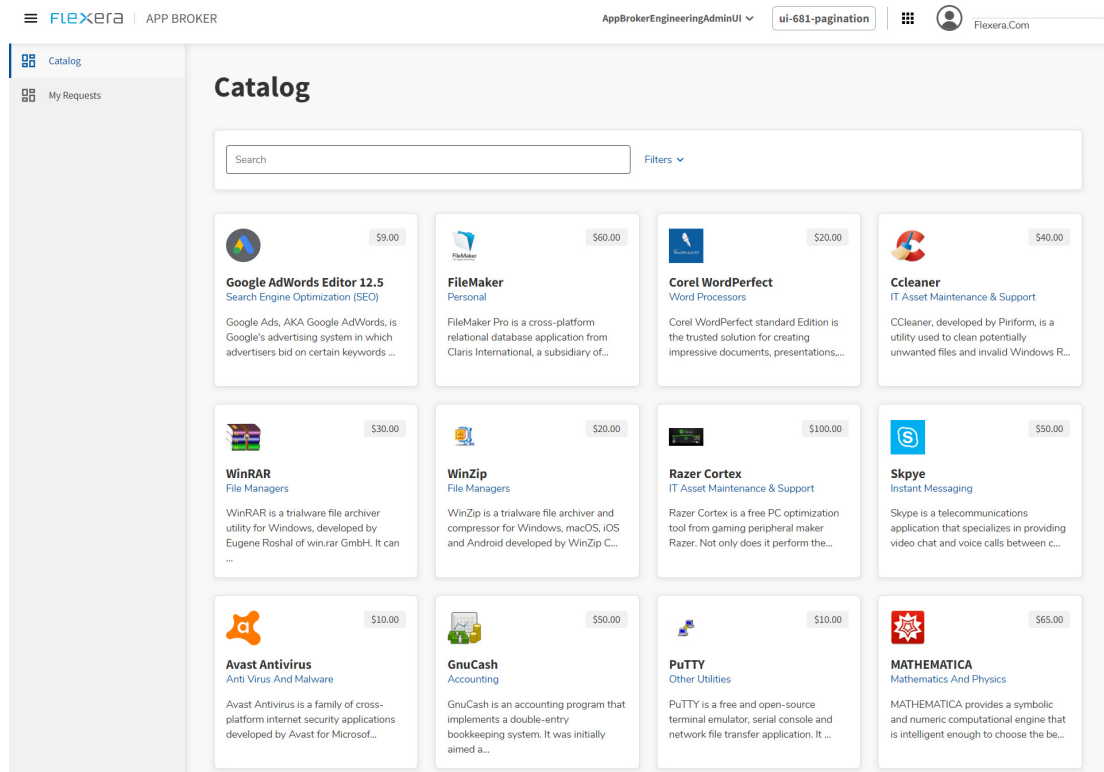
You can use App Broker Cloud to provide your employees all the advantages of a self-service app store while maintaining complete control of the request and fulfillment process.

Your employees will be able to request applications from an easy-to-understand catalog using a Web browser. App Broker will execute the fulfillment process from end-to-end: enforcing proper licensing, and handing off the application request to Microsoft System Center Configuration Manager for delivery to the user's device.

## Browsing Software Catalog Items

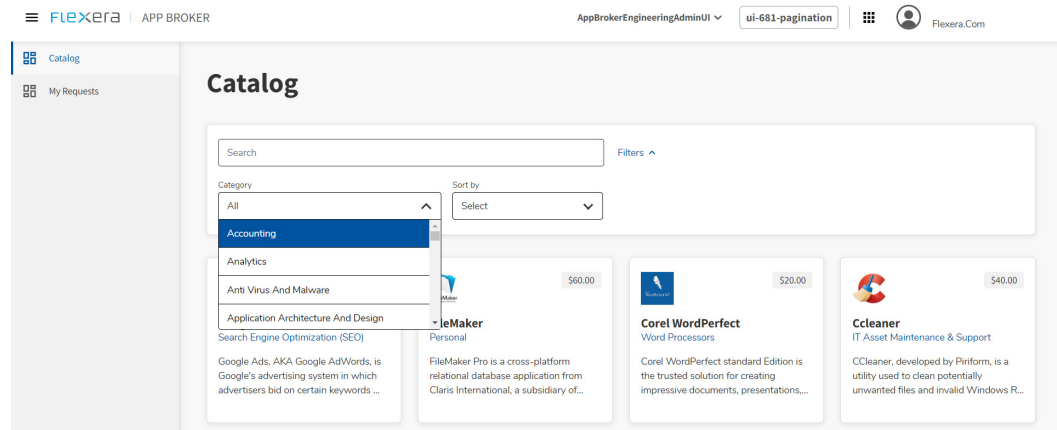
On the App Broker **Catalog** page, you can browse the list of available software catalog items. You can either browse through the categories or perform a search to locate the catalog item that you want to request.

Users will be able to view the details of each catalog item in a simple card view. Also, when the user scrolls down the page, App Broker will dynamically load additional catalog items.



## Locating Catalog Items Using Search and Filter Options

You can locate the desired catalog item by performing a search based on the catalog item title or description, and you can further filter the search results by using the **Filter** options.



Filter options include:

- **Filtering by categories**—You can select a desired category to display a list of catalog items in that category.
- **Sort by**—You can sort the list of catalog items based on following criteria:
  - **Title: a-z**—Alphabetical order from A to Z.
  - **Title: z-a**—Alphabetical order from Z to A.
  - **Price: Low-High**—Least expensive catalog items will be listed first.
  - **Price: High-Low**—Most expensive catalog items will be listed first.
  - **Newest first**—Catalog items added to the catalog most recently will be listed first.
  - **Oldest first**—Catalog items that were added to the catalog the longest time ago will be listed first.

## Requesting a Catalog Item

Once a user locates a desired catalog item and begins checkout by clicking the catalog item card, a slide-out pane opens with details about the licensing along with the cost. When the user clicks **Request**, they can select the target device and click **Submit**. In the background, a license reservation is processed based on the license availability.



### Task

#### To request a catalog item:

1. From the **Browse Catalog** page, click the catalog item card for the catalog item you want to request. This will open a slide-out pane with a **Request** button to submit the request.
2. Click the **Request** button to submit the request.

3. On the request slide-out pane, select the target from the **Target Devices** drop-down list.

Based on the user-device relationship setting (such as user affinity or last login), the devices associated to the user are listed accordingly in the drop-down list.

4. From the list of the devices, select a single device.

Upon selection of the device, the license position is checked in the background by connecting to FlexNet Manager Suite to get the available license. This displays the license breakdown to help you visualize the availability.



**Note** • You can block the request if the license limit is exceeded. In the background, the **When license is exceeded** setting (**Do Nothing** or **Block Request**) on the catalog item will determine whether to process the request submission based on the available license.

5. To submit a request, click **Submit** in the request slide-out pane.



**Note** • The **Submit** button in the bottom of the pane is enabled if the user and device are valid. You can exit the request process by clicking **Cancel**.

## Monitoring Status of Submitted Request

The **My Requests** page lists all your submitted requests and those requests which target your current computer. You can view the status and details of those in-progress requests on this page.

The screenshot shows the 'My Requests' page in the Flexera App Broker interface. The page has a sidebar with 'Catalog' and 'My Requests' options. The main content area is titled 'My Requests' and contains a search bar and a table of requests.

SUBMITTED	REQUEST	ORDER#	TARGET DEVICE(S)	STATUS
Mar 25, 2020	AIM Keys	5e7b291862ab330001...	SCHAPW7ESC02	Error
Mar 23, 2020	AIM Keys	5e78bc7a62ab330001...	SCHAPW7ESC02	Error
Mar 22, 2020	FileMaker	5e773a352bc5820001f...	SCHAPW7ESC02	In Progress

At the bottom of the table, there is a pagination control showing '1 to 3 of 3' and 'Page 1 of 1'.

On the **My Requests** page, you can do the following:

- **Search requests**—You can do a generic search for all the columns in the **My Requests** page. This results in a granular result. Also, you can pin the column, sort the column value, and enable or disable the column itself.
- **Submit uninstall**—You can click the request, which opens a slide out containing further granular details of the request. Further, you can submit the uninstall request for a successfully installed application.
- **Cancel request**—You can cancel the request, which is still in the progress of deployment. You cannot cancel the request which is processed for deployment.

# Basic Notification Support

Notifications are emails and messages that are used to communicate status and events to App Broker Cloud users. Currently, basic notifications are supported, and administrators do not have the capability to edit the email templates.

The following email notifications are currently supported.

Notification Type	Description
<b>Software Catalog Item Request Order</b>	This email notification is sent out to the requester when software catalog items have been requested.
<b>Software - Install Successful</b>	This email notification is sent out when the installation of a catalog item has been completed successfully. This email identifies the package title, request ID, requester, and target machine.
<b>Software - Install Failed</b>	This email notification is sent out when the installation of a catalog item has failed. This email identifies the package title, request ID, requester, and target machine.

## App Broker Cloud Capabilities

App Broker Cloud extends the power of your ServiceNow service catalog, enabling software license governance, and automating and accelerating the fulfillment of software requests to any device. Using App Broker Cloud enables you to provide your employees with a single ServiceNow service portal for all request types: software, hardware, and other IT services.

App Broker Cloud is introducing the following core capabilities as part of this release:

- [Catalog Item Management](#)
- [Content Management](#)
- [Deployment Management](#)
- [Compliance Management](#)
- [ServiceNow](#)

## Catalog Item Management

Before software can be deployed using the App Broker Cloud, a program or deployment must be created in Configuration Manager. An App Broker catalog item is an application or package that has been published in the App Broker Cloud deployment through the software store front.

When creating a **Software** catalog item, App Broker Cloud connects to a deployment system (Configuration Manager) and you select one of the listed items to make it available in App Broker.

We have enabled the support for multiple Configuration Manager primaries so that the user can leverage deploying the software via individual primary deployment system to his respective client device.

You can create the following types of **Software** catalog items in Configuration Manager (ConfigMgr):

- Application
- Package

## Content Management

App Broker Cloud leverages the Technopedia data intelligence library, which is the World's largest and most comprehensive repository of enterprise software and hardware data. Technopedia provides the data that you need to manage your assets by providing accurate and current product information about millions of IT assets.

We use the Technopedia data intelligence library to retrieve the content details like Title, Product, Publisher, Edition, Version, Technopedia ID, etc. for the applications. This retrieved attributes will get stored against the respective software catalog item in the catalog item database.



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**Note** • App Broker Cloud only stores the application attributes retrieved from Technopedia against the catalog items.

## Deployment Management

App Broker Cloud integrates out-of-the-box with Configuration Manager (ConfigMgr) and leverages its capabilities to deliver software to target devices.

The on-premises ConfigMgr, which is deployed in the customer environment, will communicate to App Broker Cloud via the Proxy App client. The Proxy App will be installed in the customer environment to establish the connection and fulfills the software deployment.

We have enabled the support for multiple Configuration Manager primaries so that the user can leverage deploying the software via individual primary deployment system to his respective client device.



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**Note** • To know more about how to install the Proxy App in the customer environment, see [Installing and Configuring App Broker Proxy](#).

## Compliance Management

App Broker Cloud leverages asset management data from FlexNet Manager, including product use rights and license entitlement data, to ensure proper governance and compliance over the request and installation of software. Licenses are reserved during the request process.

If you have purchased FlexNet Manager Suite, you can use App Broker Cloud to manage application licenses.

### Linking a Catalog Item to Flexera ID

In the **New Catalog Item** page, catalog items can be associated with Flexera ID for respective applications.

## App Broker Cloud Can Reserve Licenses

After App Broker Cloud is connected to FlexNet Manager Suite and an application's Flexera ID has been selected, whenever an end user requests that application, App Broker Cloud will automatically connect to FlexNet Manager Suite and request that an application license be reserved for that end user.

### License Scope

To display a more accurate count of available licenses at the time a user requests an application from App Broker Cloud, you can use the Enterprise Group assignment data defined in FlexNet Manager Suite to determine available application license count for respective users.

You can specify that when determining available license count for a user, you want FlexNet Manager Suite to return the number of licenses that are available in the user's Enterprise Group rather than those available to the entire enterprise. This capability enables license reservation and consumption based on group ownership and permits the roll-up of license quantities for specific groups (cost centers, business units or locations).

After the catalog item is mapped to a Flexera ID, you can specify how FlexNet Manager Suite will determine the available license count for this catalog item by making a selection from the **Select the licensing availability scope** list.

- **Global**—When determining available license count, FlexNet Manager Suite will return the number of licenses that are available to the entire enterprise.
- **Enterprise Group**—When determining available license count, FlexNet Manager Suite will return only the number of licenses that are available to that user or computer.
- **Enterprise Group First Then Global**—When determining available license count, FlexNet Manager Suite first checks the number of licenses that are available to that user or computer; then, if no license is available, FlexNet Manager Suite will return the number of licenses that are available to the entire enterprise.

### Advance License Check

These additional license rights are evaluated at checkout before a license is reserved. This solution helps ensure that your organization evaluates all key entitlement rights and does not mistakenly purchase more license entitlements that you require.

App Broker Cloud gives users the ability, at a more advanced level, to check if a license reservation is needed for a catalog item by evaluating the following during checkout:

- **Right of second use (also known as portable use)**—The right to use the software on both a desktop and a laptop with the same owner and only consume one license.
- **Upgrade rights**—The right to use the latest version of the software as soon as it becomes available.
- **Downgrade rights**—The right to use an older version of the software than the version purchased.
- **Exemption by device role rights**—The right to install software based upon a subscription role, such as an MSDN subscription.



# ServiceNow

App Broker Cloud publishes catalog items as service items into ServiceNow. Using App Broker Cloud enables you to provide your employees with a single ServiceNow service portal for all request types—software, hardware, and other IT services—while also enabling you to optimize software license use and enable automated software delivery through Configuration Manager.

- [App Broker Cloud Features in ServiceNow](#)
- [ServiceNow Workflow](#)

## App Broker Cloud Features in ServiceNow

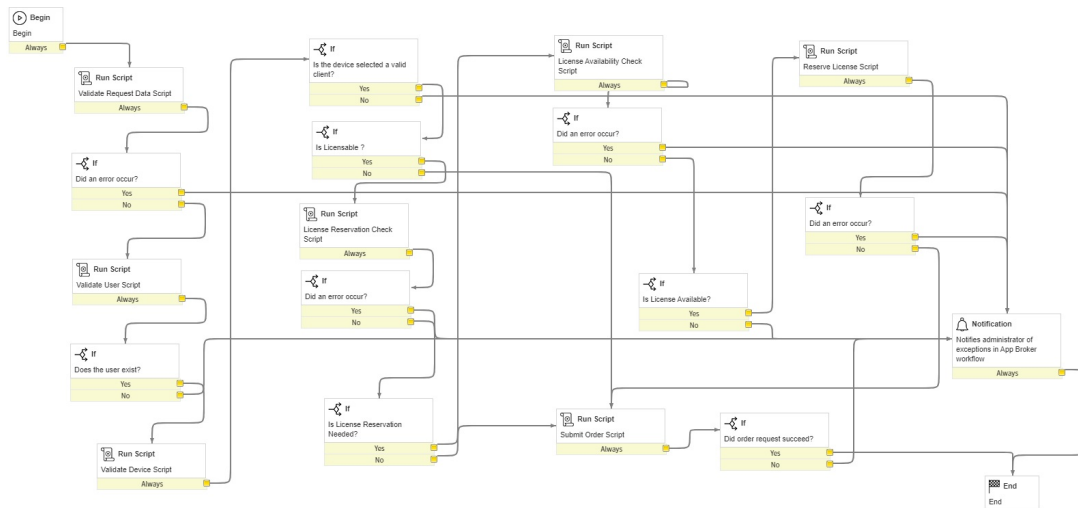
The following features of App Broker Cloud are included in the ServiceNow:

- **Out-of-the-box ServiceNow workflow for advanced license check and deployment**—App Broker Cloud includes a ServiceNow workflow which displays the flow of how advanced license check and deployment is performed (which is triggered when user submits a ServiceNow software request). This workflow is available as an update set that can be applied to any ServiceNow instance. For more information, see [ServiceNow Workflow](#).
- **Import of App Broker Cloud catalog items into ServiceNow** —Today, an admin user has to manually trigger the catalog item sync process from the App Broker Cloud Admin user interface into ServiceNow, and this will add catalog items to the ServiceNow service catalog when the catalog is activated.
- **License compliance**—App Broker Cloud leverages asset management data from FlexNet Manager, including product use rights and license entitlement data, to ensure proper governance and compliance over the request and installation of software. Licenses are reserved during the request process.
- **Uses ServiceNow approval and notification features**—When a ServiceNow user submits a software request, all notifications and approvals will be performed by ServiceNow; App Broker Cloud is just responsible for performing the license check and deployment.
- **Automatic software deployment**—App Broker Cloud automates the deployment of software through popular systems management that manage the growing diversity of today's endpoint. Today we support the Configuration Manager deployment system.
- **Ability to view deployment status in ServiceNow** —App Broker Cloud passes deployment status information (deployment complete, pending, or failed) back to ServiceNow.

## ServiceNow Workflow

App Broker Cloud includes a custom ServiceNow workflow—implemented using a new set of App Broker Cloud REST API endpoints—which is used to integrate App Broker Cloud and ServiceNow. This workflow is based on industry best practices for software license governance and software delivery.

This Flexera - App Broker Cloud Software Request workflow enables ServiceNow to perform advanced license checks, reserve available licenses, and perform automated software delivery to multiple device types. The following flowchart displays the Flexera - App Broker Cloud software request workflow.



The Flexera App Broker Cloud custom application includes the following REST endpoints:


Endpoint	Method	URL Route
<b>App Broker - IAM Token Management</b>	Post	https://login.flexera.com/oidc/token
<b>App Broker - License Availability Check</b>	Get	https://api.appbroker-flexera.com/Compliance/FlexnetManagerSuite/licenses/isavailable
<b>App Broker - License Reservation Check</b>	Get	http://api.appbroker-flexera.com/Compliance/FlexnetManagerSuite/licenses/isreservationneeded
<b>App Broker - Reserve License</b>	Post	https://api.appbroker-flexera.com/Compliance/FlexnetManagerSuite/licenses/reserve
<b>App Broker - Submit Order</b>	Post	https://api.appbroker-flexera.com/requests/software
<b>App Broker - Validate Catalog</b>	Get	https://api.appbroker-flexera.com/catalog/items/software/{catalogId}
<b>App Broker - Validate Device</b>	Get	https://api.appbroker-flexera.com/Deployment/ConfigMgr/devices/validate/{deviceName}
<b>App Broker - Validate User</b>	Get	https://api.appbroker-flexera.com/Deployment/ConfigMgr/users/email/{email}






**Note** • To know more about how to update and configure the App Broker update set into ServiceNow, see [Uploading and Configuring the App Broker Cloud Update Set into ServiceNow](#).

# System Requirements

Prior to beginning the App Broker Cloud on boarding process, ensure that your environment meets the following system requirements:

Category	Description
<b>Client Organization</b>	<p>The specific organization for each customer is created by the Flexera team.</p> <p>As part of this organization creation, the Org Id will be shared to the customer directly.</p> <ul style="list-style-type: none"><li>● <b>Org ID</b>—This is unique ID for the organization.</li><li>● <b>Reset Password</b>—A link will be provided with instruction to reset the one-time password.</li></ul> <p>Regarding creating a Client Organization:</p> <ul style="list-style-type: none"><li>● To enable App Broker Cloud access, share your desired email accounts with Flexera.</li><li>● An email with a password reset link will be sent to the shared email accounts.</li></ul>
<b>Administrator User</b>	<p>This is super user which is been created as part of the organization creation for the customer. Please reach out to Flexera personnel for more details.</p> <p>The administrator user account should be used to log in to the App Broker Cloud Administrator User Interface, where the administrator can generate the refresh token, configure third party connections, manage catalog items and requests, and monitor the catalog/request jobs.</p>  <p><b>Note</b> • The Flexera team can create multiple user accounts for the same organization, as required.</p>
<b>FlexNet Manager</b>	<p>If you have purchased FlexNet Manager Suite, you can use App Broker Cloud to manage application licenses.</p> <p>The following editions of FlexNet Manager Suite are supported:</p> <ul style="list-style-type: none"><li>● FlexNet Manager MSP Edition</li><li>● FlexNet Manager Cloud Edition</li></ul>

Category	Description
Proxy App	<p>The Proxy App will be installed in customer premises where Configuration Manager (ConfigMgr) is available. The Proxy App establishes the communication between Configuration Manager and App Broker Cloud (on cloud).</p> <p>The following are the prerequisites to Install and configure the Proxy App setup:</p> <ul style="list-style-type: none"> <li>• Windows 2012 Server and above</li> <li>• Internet Information Service Version 6 or above. The following IIS roles or window features required before starting the Proxy install and this should be turned on under Web Server&gt;Application Deployment Features: <ul style="list-style-type: none"> <li>• .Net Extensibility 3.5</li> <li>• .Net Extensibility 4.8</li> <li>• Application Initialization</li> <li>• ASP</li> <li>• ASP.NET 3.5</li> <li>• ASP.NET 4.8</li> <li>• ISAPI Extensions</li> <li>• ISAPI Filters</li> <li>• Server-side Includes</li> <li>• Websocket Protocol</li> <li>• .Net Extensibility 3.5</li> <li>• .Net Extensibility 4.8</li> <li>• Application Initialization</li> <li>• ASP</li> <li>• ASP.NET 3.5</li> <li>• ASP.NET 4.8</li> <li>• ISAPI Extensions</li> <li>• ISAPI Filters</li> <li>• Server-side Includes</li> <li>• Websocket Protocol</li> </ul> </li> </ul> <p><b>Note:</b> Ensure CGI role is not selected in the above roles list.</p> <ul style="list-style-type: none"> <li>• Microsoft .NET Framework 4.6.1 or above</li> </ul> <p> <b>Note</b> • To Install and configure the Proxy App Setup, see <a href="#">Installing and Configuring App Broker Proxy</a>.</p>

Category	Description
<b>Deployment System</b>	<p>App Broker Cloud supports Configuration Manager (Current Branch).</p> <p>ConfigMgr User permission. The user account used to communicate between App Broker Cloud and ConfigMgr should have minimum <b>Operation Administrator</b> security role permission to ConfigMgr connected.</p>  <hr/> <p><b>Note</b> • During Proxy App setup installation, you will be prompted to enter Configuration Manager details.</p>
<b>ServiceNow</b>	<p>App Broker Cloud supports the Madrid and New York versions of ServiceNow.</p>  <hr/> <p><b>Note</b> • To download the Flexera App Broker Cloud Update Set files for ServiceNow integration, visit the <a href="#">Flexera Product and License Center</a>.</p>

# Customer Onboarding

To get started using the App Broker Cloud product, perform the following steps.

- [Managing User Credentials](#)
- [Generating a Refresh Token for API Access](#)
- [Installing and Configuring App Broker Proxy](#)
- [Uploading and Configuring the App Broker Cloud Update Set into ServiceNow](#)

## Managing User Credentials

As a part of customer on-boarding, based on the information shared by you to the Flexera, we will generate a Org ID and provide user access to App Broker Cloud.

Flexera will send an email with the password reset link to the user accounts which are shared with Flexera to get App Broker Cloud access. Click the **RESET PASSWORD** link to generate a new password.

To purchase App Broker Cloud, please contact your sales representative or contact us online.

## Generating a Refresh Token for API Access

To access App Broker Cloud APIs in the ServiceNow instance and fulfill the self-service capabilities, the App Broker admin user has to generate the refresh token by performing the following steps.



### Task

#### To generate a refresh token:

1. From a Web browser, launch App Broker Cloud:  
<https://admin.appbroker-flexera.com>
2. Log in to App Broker Cloud using the administrator user ID and password.
3. From the **Settings** menu in the Navigation bar, select **Refresh Token**.
4. Enter the **Username** and **Password** provided by Flexera, and then click **Get Refresh Token**. A refresh token is displayed.

The screenshot shows the App Broker Cloud interface. At the top, there is a navigation bar with links: App Broker, Catalog, Requests, Jobs, Settings, About, Connection Status, and a user profile dropdown for AppBrokerEngineerin. Below the navigation bar, the main heading is 'Generate Refresh Token for API Access'. Under this heading, there are two input fields: 'Username' and 'Password'. Below the 'Password' field is a blue button labeled 'Get Refresh Token'.



---

**Note** • This generated refresh token will be used when configuring App Broker Cloud API access in ServiceNow and also during App Broker Cloud Proxy installation.

5. Copy the refresh token to a secure location.

## Installing and Configuring App Broker Proxy

App Broker Cloud requires a Proxy setup to be installed on your server to communicate with your on-premises deployment systems (such as Configuration Manager).

Installing App Broker Proxy setup accomplishes the following tasks:

- Deploys the Proxy API.
- Registers the Proxy App into the Proxy Manager.
- Allows you to manually configure multiple Configuration Manager sites to your App Broker Cloud instances.



---

**Note** • To download the App Broker Proxy setup, visit the [Flexera Product and License Center](#).

### To Install the App Broker Proxy App

To install the App Broker Proxy App, perform the following steps.



#### Task

##### To install the App Broker Proxy App:

1. Launch the **App Broker Proxy Setup**. The **Welcome** panel of the wizard opens.
2. Click **Next**. The **Customer Information** panel appears,
3. In the **OrgId** field, enter the organization ID that was provided by Flexera.
4. In the **Refresh Token** field, enter the refresh token.



---

**Note** • To generate a refresh token, refer to [Generating a Refresh Token for API Access](#).

5. Click **Validate** to validate the customer information and click **Next**. The **Configuration Manager Information** panel opens.

6. Enter details for the following fields:

- **Central Site Server**—Enter the machine name of the Configuration Manager (current branch) server.
- **Central Site Code**—Enter the Central Site Code.
- **User Name**—Enter the user name of the user account that has permission to access Configuration Manager (current branch).
- **Password**—Enter the password associated to the user name that was entered.
- **User Device Association Type**—Select one the following association types from the drop- down list:
  - **Last log on**— The user-to-computer relationship will use SMS last logon user.
  - **User Affinity**—In System Center Configuration Manager (current branch), you can directly define the users for a computer and the computers for a user. Choose this option if that is how you want to define the user-to-computer relationship.



**Tip** • While Installing App Broker Proxy, you can configure only one Configuration Manager primary site; however, after installation you can manually configure multiple Configuration Manager sites. See [Manually Configuring Multiple Configuration Manager Sites](#).

7. Click **Test** to test the Configuration Manager details entered, and then click **Next**. The **Ready to Install** panel opens.
8. Click **Install** to start the installation.
9. When installation is complete, click the **Finish** button.



**Important** • Verify the `wstunnel.exe` process is running in your system Task Manager (by pressing `Ctrl+Alt+Delete`, clicking **Task Manager**, and reviewing).

## Manually Configuring Multiple Configuration Manager Sites

App Broker Cloud has the capability to support multiple Configuration Manager primaries, which means that in the same catalog item, the admin can add an application or package from multiple Configuration Manager primaries. This will support users who have clients from multiple Configuration Managers in their devices. It allows users to request software from different Configuration Manager client devices.

After successful installation of App Broker Proxy, you can manually configure multiple Configuration Manager Sites.

The following table lists the properties required when manually configuring a Configuration Manager site.

Property	Description
<b>IsDefault</b>	This property will set a ConfigMgr site as the default site code.  If you have configured multiple ConfigMgr sites, only one of the ConfigMgr sites can be set, as default, to <b>True</b> .



Property	Description
<b>Central Site Server</b>	Enter the machine name of the System Center Configuration Manager (current branch) server.
<b>Central Site Code</b>	Defines the central site code.
<b>User Name</b>	This user should have permissions to access Configuration Manager (current branch).
<b>Password</b>	Provide the password for the above user name.
<b>UserFolderId</b>	<p>Provide the UserFolderId of the folder in ConfigMgr where user collections should get created.</p> <p>You can enter "0" if you don't have any specific folder; the user collections are created under the root folder User Collections in ConfigMgr.</p>
<b>DeviceFolderId</b>	<p>Provide the DeviceFolderId of the folder in ConfigMgr where device collections should get created.</p> <p>You can enter "0" if you don't have any specific folder; the user collections will be created under the root folder Device Collections in ConfigMgr.</p>
<b>AdvertisementFolderId</b>	<p>Provide the AdvertisementId of the folder in ConfigMgr where Advertisements should get created.</p> <p>You can enter "0" if you don't have any specific folder.</p>

## Manually Configuring Multiple Configuration Manager Sites

To manually configure multiple Configuration Manager sites, perform the following steps.



### Task

#### To manually configure multiple Configuration Manager sites:

1. On the server machine where the Proxy App is installed, navigate to the installed location of the App Broker Proxy.
2. In the API folder, open the appsettings.json file.
3. Locate the Connections section:

```
"Connections": [
{
  "IsDefault": true,
  "CentralSiteServer": "ConfigMgr server name 1",
  "CentralSiteCode": "ConfigMgr Site code",
  "UserName": "ConfigMgr username",
  "Password": "Password",
  "UserFolderId": "0",
  "DeviceFolderId": "0",
  "AdvertisementFolderId": "0"
}
```



**Note** • In the above **Connections** section, the Configuration Manager details that are displayed are captured during the Proxy App installation.

4. Add the second Configuration Manager primary site details, separated by comma as shown below:

```
"Connections": [  
  {  
    "IsDefault": true,  
    "CentralSiteServer": "ConfigMgr server name 1",  
    "CentralSiteCode": "ConfigMgr Site code",  
    "UserName": " ConfigMgr username",  
    "Password": "Password",  
    "UserFolderId": "0",  
    "DeviceFolderId": "0",  
    "AdvertisementFolderId": "0"  
  },  
  {  
    "IsDefault": false,  
    "CentralSiteServer": "ConfigMgr server name 2",  
    "CentralSiteCode": "ConfigMgr Site code",  
    "UserName": "ConfigMgr username",  
    "Password": "Password",  
    "UserFolderId": "0",  
    "DeviceFolderId": "0",  
    "AdvertisementFolderId": "0"  
  }  
]
```



**Note** • The default value can be updated to any one of the Configuration Manager primary.

5. After you successfully enter the configuration details, save the appsettings.json, and close the file.
6. Restart Internet Information Services (IIS). This completes the multiple Configuration Manager configuration.



**Tip** • Similarly, you can add multiple number of Configuration Manager primary site settings separated by **commas** as shown in the above example.

# Uploading and Configuring the App Broker Cloud Update Set into ServiceNow

A ServiceNow update set is a group of customizations, in an XML file, that can be moved from one ServiceNow instance to another. App Broker Cloud includes an update set that, when imported into ServiceNow, will create all of the ServiceNow entities that are required for ServiceNow to work with App Broker Cloud.

ServiceNow Entity	Description
Workflows	The <b>Flexera Software - App Broker Software Request</b> workflow is created.
REST Messages	All of the ServiceNow REST messages used to communicate with App Broker to perform the steps in this workflow are created.
Table Schemas	Custom tables are created to contain the imported App Broker catalog item data: <ul style="list-style-type: none"><li>App Broker Catalog Items (x_fls_appbroker_catalog_items)</li><li>App Broker Catalog Import Service (x_fls_appbroker_import_service)</li></ul>
Catalog Items	This holds all the catalog items synced from App Broker Cloud into ServiceNow.

When you import the App Broker ServiceNow update set XML file into ServiceNow, a custom ServiceNow application named **Flexera App Broker** is created with the following ServiceNow entities:

ServiceNow Entity	Description
Workflows	The <b>Flexera Software - App Broker Software Request</b> workflow is created.
REST Messages	All of the ServiceNow REST messages used to communicate with App Broker to perform the steps in this workflow are created.
Table Schemas	Custom tables are created to contain the imported App Broker catalog item data: <ul style="list-style-type: none"><li>App Broker Catalog Items (x_fls_appbroker_catalog_items)</li><li>App Broker Catalog Import Service (x_fls_appbroker_import_service)</li></ul>
Catalog Items	This holds all the catalog items synced from App Broker Cloud into ServiceNow.

For information on how to configure App Broker Cloud with ServiceNow, see the following tasks:

- [Importing and Configuring an Update Set in ServiceNow](#)
- [Configuring App Broker Scheduled Jobs](#)

# Importing and Configuring an Update Set in ServiceNow

Follow these steps to import and configure an update set in ServiceNow.

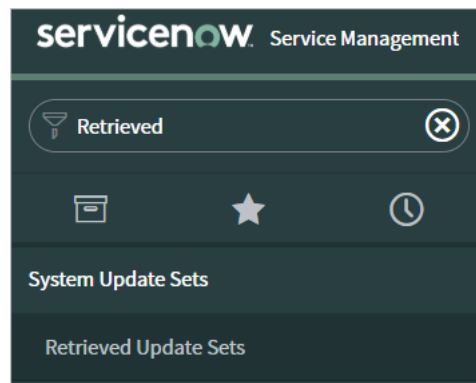


## **Task** To import and configure an update set in ServiceNow:

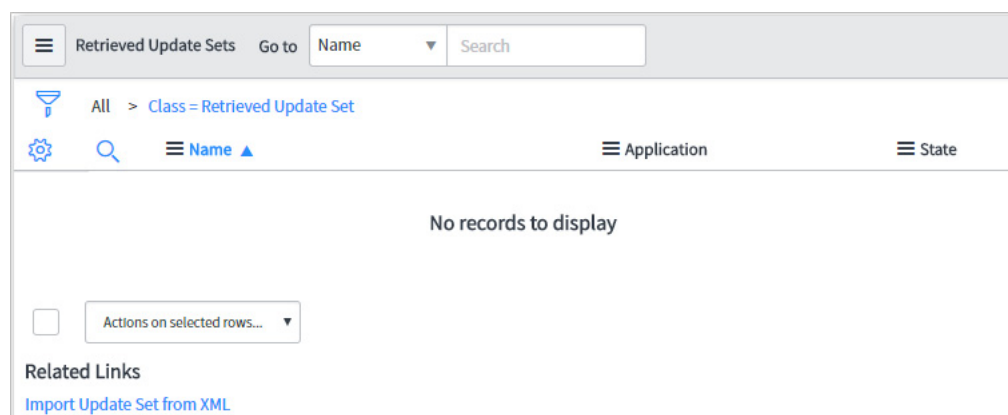
1. Download the following files from the Flexera Software Product and License Center:

Description	File Name
<b>App Broker Cloud Update Setup File</b>	Flexera App Broker Cloud Update Set For ServiceNow-v1.0.1.xml
<b>Scheduled Jobs File</b>	Flexera App Broker Scheduled Job.xml

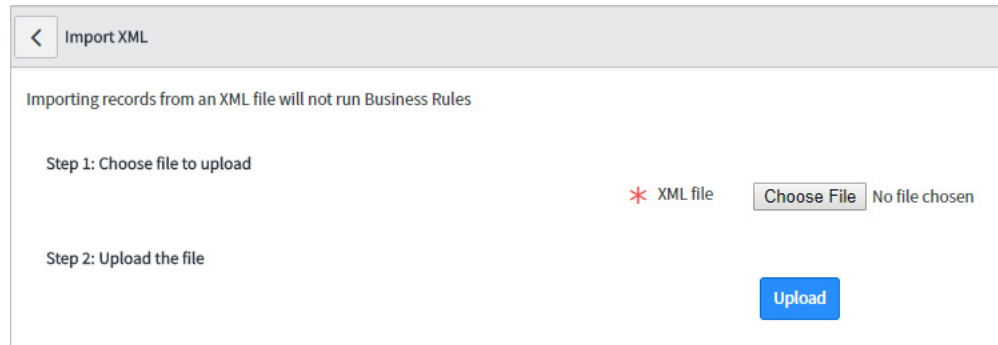
2. Launch the ServiceNow instance.
3. In the Search box, enter **Retrieved Update Sets**.



4. In the search results, click **Retrieved Update Sets**. The **Retrieved Update Sets** page opens.

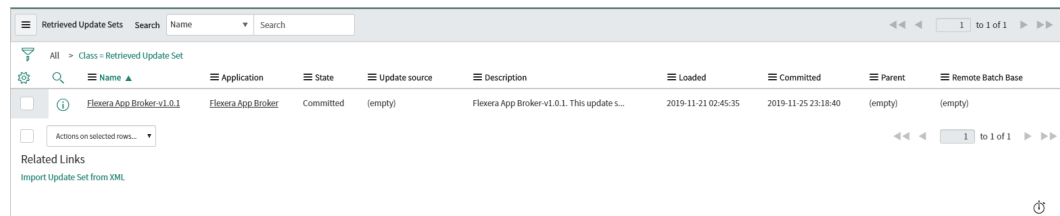


- Under **Related Links**, click **Import Update Set from XML**. The **Import XML** page opens.



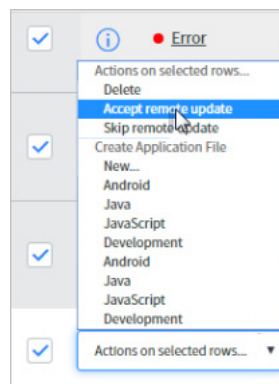
The screenshot shows the 'Import XML' page. At the top, a header bar contains a back arrow and the text 'Import XML'. Below this, a message states: 'Importing records from an XML file will not run Business Rules'. The page is divided into two steps. 'Step 1: Choose file to upload' features a red asterisk icon, the text 'XML file', a 'Choose File' button, and the text 'No file chosen'. 'Step 2: Upload the file' features a blue 'Upload' button.

- Click **Choose File**, select the **Flexera App Broker Cloud Update Set For ServiceNow-v1.0.1.xml** and click **Upload**. When the upload is complete, the file will be listed on the **Retrieved Update Sets** page.



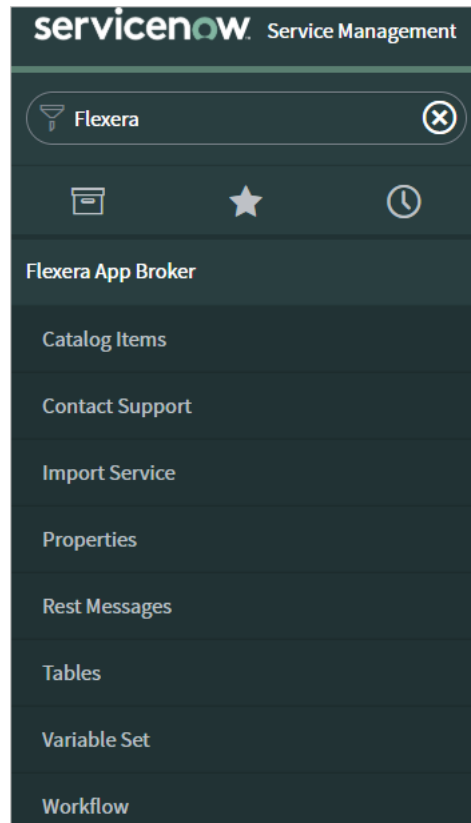
The screenshot shows the 'Retrieved Update Sets' table. The table has columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. A single row is visible with the name 'Flexera App Broker-v1.0.1', application 'Flexera App Broker', state 'Committed', update source '(empty)', description 'Flexera App Broker-v1.0.1. This update s...', loaded date '2019-11-21 02:45:35', committed date '2019-11-25 23:18:40', parent '(empty)', and remote batch base '(empty)'. Below the table, there is a 'Related Links' section with a link 'Import Update Set from XML'.

- Click the name of the update set to open the detailed view.
- Click **Preview Update Set**. After previewing the update set, if there are any errors, they will be listed at the bottom of the screen on the **Update Set Preview Problems** tab.
- To resolve an error, select it, open the **Actions on selected rows...** menu at the bottom of the screen, and select **Accept remote update**.

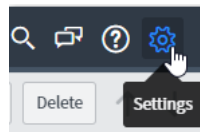


- Repeat this procedure until all errors are resolved. You can select multiple errors at a time, when all errors are resolved, the **Commit Update Set** button is enabled.

11. Click **Commit Update Set**. As soon as the update set is committed, if you enter Flexera in the ServiceNow search box, and you will see the following new items listed in the menu.



12. In the top toolbar of ServiceNow, click the **Settings** icon:



The **System Settings** view opens.

13. Select the **Developer** tab. The **Developer** tab opens.

System Settings

Developer Switch to UI15

General

Theme

Lists

Forms

Notifications

Developer

Application: Flexera App Broker

Show application picker in header: ☐

Update Set: Default [Flexera App Broker]

Show update set picker in header: ☐

JavaScript Log and Field Watcher: ☐

Automated Test Framework Page Inspector: ☐

14. Change the value of the **Application** field from **Global** to **Flexera App Broker** and close the view.

15. Under **Flexera App Broker** in the menu, click **Properties**. The **Properties** view opens.

System Properties New Search Name Search

All > Application - Flexera App Broker

Name	Value	Type	Application	Description	Updated	Updated by
x_fls_appbroker.AccessToken	{[gpaes]w5v242y/1K53ak/JpvtVYVZVTkw...	password	Flexera App Broker	Access Token for AppBroker Endpoint's A...	2019-12-04 05:00:24	admin
x_fls_appbroker.AppBrokerLoginUrl	https://login.flexeratest.com/	string	Flexera App Broker	AppBroker Login URL	2019-12-04 04:59:42	svernekar
x_fls_appbroker.AppBrokerUri	https://api.appbrokerstage-flexera.com/a...	string	Flexera App Broker	The URI to App Broker.	2019-12-04 04:44:48	admin
x_fls_appbroker.RefreshToken	{[dfit:gpaes]IV+gmenYWZkwnOofUGBkmzTTJ...	password	Flexera App Broker	Refresh Token to generate the access tok...	2019-12-04 04:45:07	admin

Actions on selected rows...

16. To connect ServiceNow to your instance of App Broker, select **x\_fls\_appbroker.AppBrokerUri**.

The **System Property** page opens.

System Property x\_fls\_appbroker.AppBrokerUri Update Delete

Suffix: AppBrokerUri

Name: x\_fls\_appbroker.AppBrokerUri

Description: The URI to App Broker.

Choices:

Type: string

Value: [url]/api/v1/orgs/orgid/

Ignore cache: ☐

Private: ☐

Read roles: ☐

Write roles: x\_fls\_appbroker.user

Update Delete

17. In the **Value** field, edit the following value: [Ur1]/api/v1/orgs/[orgId]/:

- Replace [Ur1] with one of the following values:

Site	URL
App Broker Cloud Production	https://api.appbroker-flexera.com/
App Broker Cloud Staging Environment	https://api.appbrokerstage-flexera.com/

- Replace [orgId] with your respective Organization ID for your production or staging environment, obtained from Flexera.

18. Click **Update**.

The **All Properties** view opens.

19. Click **x\_fls\_appbroker.AppBrokerLoginUri**.

The **System Property** page opens.

The screenshot shows the 'System Property' configuration page for the property 'x\_fls\_appbroker.AppBrokerLoginUri'. The page includes the following fields and options:

- Suffix:** AppBrokerLoginUri
- Name:** x\_fls\_appbroker.AppBrokerLoginUri
- Description:** AppBroker Login URL
- Choices:** (Empty list)
- Type:** string
- Value:** [AppBrokerLoginUri]/
- Ignore cache:** ☐
- Private:** ☐
- Read roles:** ☐
- Write roles:** ☒ x\_fls\_appbroker.user

At the bottom, there are 'Update' and 'Delete' buttons.

20. In the **Value** field, enter one of the following values:

Site	URL
App Broker Cloud Production	https://login.flexera.com/
App Broker Cloud Staging Environment	https://login.flexeratest.com/

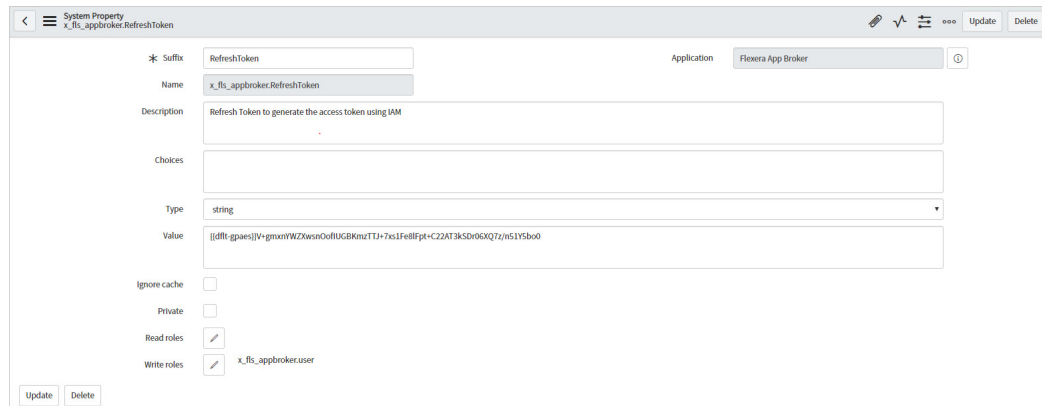
21. Click **Update**.

The **All Properties** view opens.



22. Click **x\_flx\_appbroker.RefreshToken**.

The **System Property** page opens.



23. In the **Value** field, enter the generated Refresh token from App Broker Cloud Admin UI, as described in [Generating a Refresh Token for API Access](#), and click **Update**.



**Note** • You do not have to update the **x\_flx\_appbroker.AccessToken** property, because it is updated by App Broker Scheduled Jobs. These scheduled jobs are the jobs which are triggered every 50 seconds and are used to generate the access token for authorization of the App Broker API.

## Configuring App Broker Scheduled Jobs

To configure App Broker Scheduled Jobs, perform the following steps.



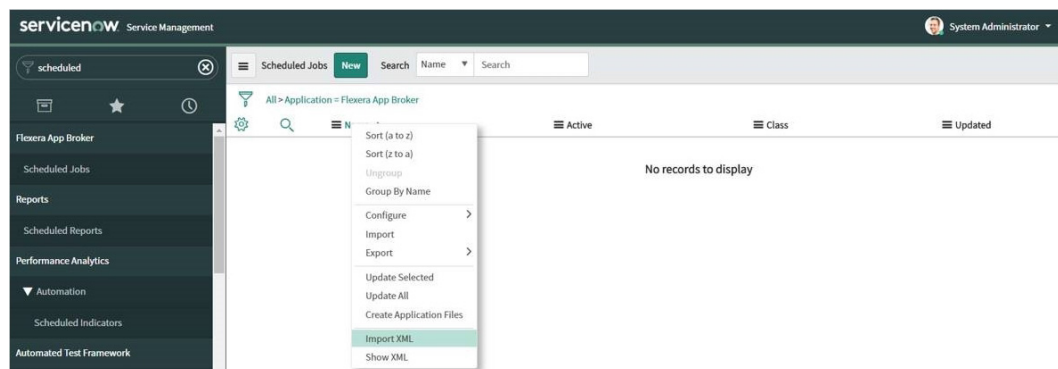
### Task

#### To configure App Broker scheduled jobs:

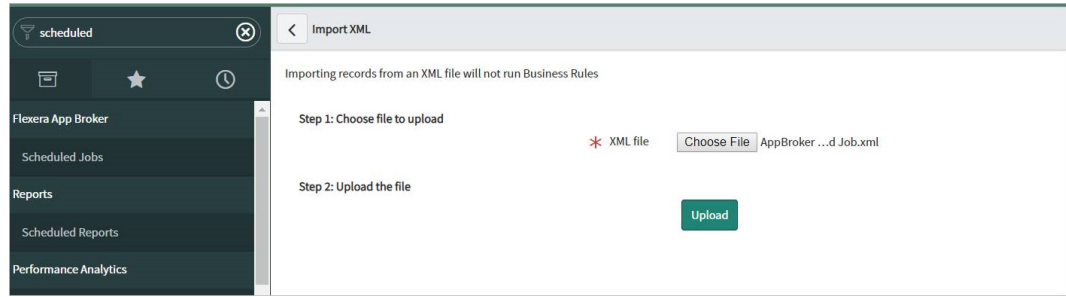
1. In the Search box, enter **Scheduled** key, and click **Scheduled Jobs** in the search results.

The **Scheduled Jobs** view opens.

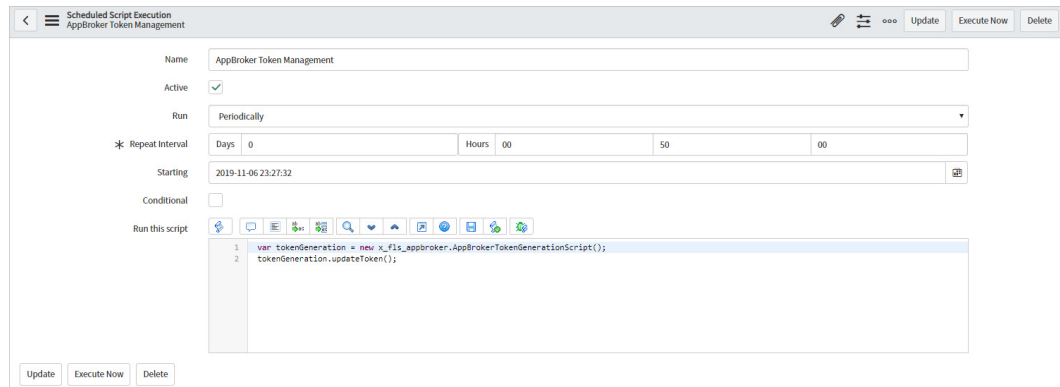
2. Right-click the **Name** column and click **Import XML**.



- Click **Choose File** and browse for **Flexera App Broker Scheduled Job.xml**, and click **Upload**.



- After the successful upload of the Flexera App Broker Scheduled Job.xml file, the AppBroker Token Management scheduled script will be displayed.
- Select **AppBroker Token Management**.  
The **App Broker Token Management** view opens.
- Click the **Execute Now** button to execute the script.



- In the **Search** field, enter **REST Message** key, and click **REST Messages** in the search results. The **Rest Messages** view opens.

Search	Search	Search	Search	Search
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
App Broker - IAM Token Management	App Broker - IAM Token Management	\$appBrokerLoginUrl/oidc/token	Flexera App Broker	All application scopes
App Broker - License Availability Check	Checks App Broker for software license a...	\$appBrokerUrl/compliance/FlexnetManager...	Flexera App Broker	All application scopes
App Broker - License Reservation Check	Checks App Broker for software license r...	\$appBrokerUrl/compliance/FlexnetManager...	Flexera App Broker	All application scopes
App Broker - Reserve License	Instructs App Broker to reserve software...	\$appBrokerUrl/compliance/FlexnetManager...	Flexera App Broker	All application scopes
App Broker - Submit Order	Submits software order with App Broker	\$appBrokerUrl/requests/software	Flexera App Broker	All application scopes
App Broker - Validate Catalog	App Broker - Validate Catalog	\$appBrokerUrl/catalog/items/software/Si...	Flexera App Broker	All application scopes
App Broker - Validate Device	App Broker - Validate Device	\$appBrokerUrl/deployment/ConfigMgr/devi...	Flexera App Broker	All application scopes
App Broker - Validate User	Validate user and get user data	\$appBrokerUrl/deployment/ConfigMgr/user...	Flexera App Broker	All application scopes
<input type="checkbox"/> Actions on selected rows...				
<div>             1             to 8 of 8           </div>				

8. For the **App Broker – IAM Token Management** REST message, perform the following steps:
  - a. Click **App Broker - IAM Token Management** REST message to open the detailed view.



- b. In the **HTTP Methods** section at the bottom of the screen, click the **POST** method link.  
The **HTTP Method (POST)** view opens.
- c. In the **Variable Substitutions** section at the bottom of the screen, click the refresh token variable.
- d. Enter the refresh token which was generated in the Admin User Interface, as described in [Generating a Refresh Token for API Access](#), and click **Update**.
- e. Under **Related Links**, click the **Test** link. This should return a 200 state, which means that the method is working and ready to use.

## Resolved Issues

There are no resolved issues in this release.

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