

App Broker Cloud Release Notes

July 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 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 Administration User Interface now in the Flexera App

App Broker Cloud has added the App Broker Administration User Interface to the Flexera app (<https://app.flexera.com>).

Flexera is an application that gives you a comprehensive view of your entire IT landscape, from precise on-premises and multi-cloud environment usage, to underutilized Software as a Service (SaaS) subscriptions, license redundancies, and shadow IT. Flexera makes optimizing your IT spend easier, so you can eliminate waste and reallocate investments to critical IT initiatives.

For information on the App Broker Administration, refer to [App Broker Administration User Interface](#).

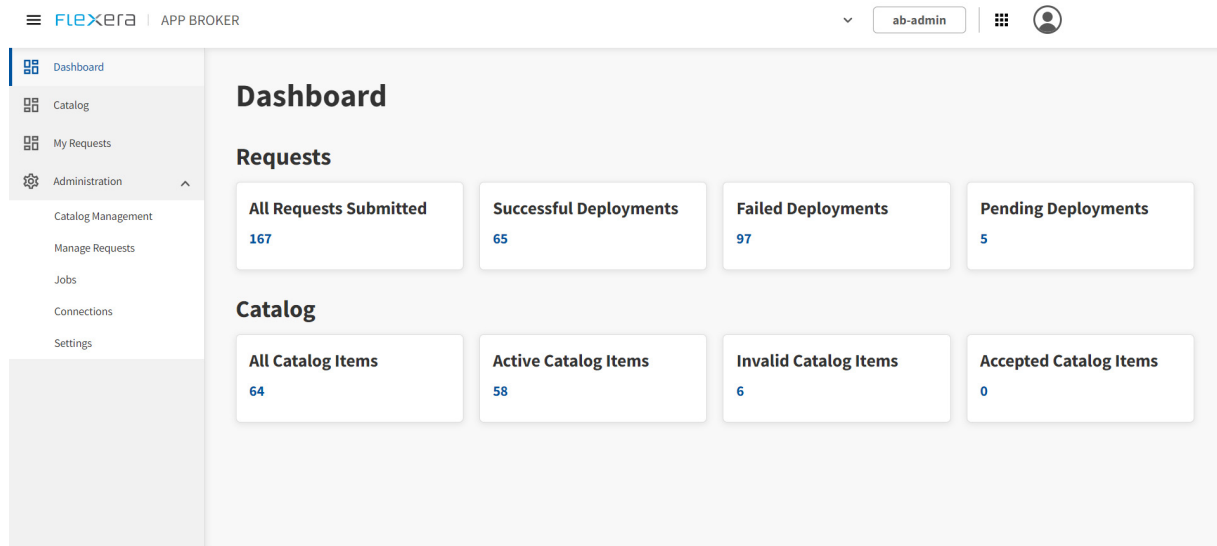
App Broker Administration User Interface

The following functionality is available in the App Broker Administration User Interface:

- [Dashboard](#)
- [Catalog Management](#)
 - [Catalog Item Page View](#)
 - [Creating a Catalog Item](#)
- [Manage Requests](#)
- [Jobs](#)
- [Connections](#)
- [Settings](#)
- [Generating Refresh Token](#)

Dashboard

App Broker's dashboard provides tiles to give you an overview of the progress and status of your submitted software request, and the lifecycle of catalog item creation.



The following table provides a description of fields on the dashboard:

| Field | Description |
|-------------------------------|--|
| All Requests Submitted | Displays the total count of request submitted which includes successful, failed, and pending deployments, respectively |
| Successful Deployments | Dsplays the total count of requests for which deployment is successful. |
| Failed Deployments | Displays the total count of requests for which deployment is failed. |
| Pending Deployments | Displays the total count of requests for which deployment is in progress. |
| All Catalog Items | Displays the total count of catalog item created which includes active, invalid, and accepted state. |
| Active Catalog Items | Displays the total count of catalog item created which are in active state. |
| Invalid Catalog Items | Displays the total count of catalog item created which are in invalid state. |
| Accepted Catalog Items | Displays the total count of catalog item created which are in progress state. |

Catalog Management

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. App Broker is integrated with Technopedia out-of-the-box. The following sections provide detailed information about catalog management.

- [Catalog Item Page View](#)
- [Creating a Catalog Item](#)

Catalog Item Page View

The **Catalog Item** page view displays the list of the catalog items created with other details.

| TITLE | CREATED | LICENSABLE | SITE CODES | STATUS | INTEGRATION ID | ACTIONS |
|-------------------------------|--------------|------------|------------|---------|---------------------------|--------------------------|
| 1&1 IONOS 1&1 Softphone | 3 months ago | Yes | JRB | Active | | SYNC ... |
| AIM Keys | 3 months ago | Yes | JRB | Active | | SYNC ... |
| Acrobat Reader | 3 months ago | Yes | JRB | Active | Invalid | SYNC ... |
| ActiveReports | 3 months ago | Yes | JRB | Active | | SYNC ... |
| Adobe Campaign (Adobe Ca... | 1 day ago | No | | Pending | | SYNC ... |
| Adobe FrameMaker | 3 months ago | Yes | JRB | Active | | SYNC ... |
| Adobe Type Manager Deluxe | 3 months ago | Yes | JRB | Active | Invalid | SYNC ... |
| Adobe Page Maker | 3 months ago | Yes | JRB | Active | 7256aac2db2d141089a740... | SYNC ... |
| Alco Blom URL Manager Pro ... | 3 months ago | Yes | JRB | Active | | SYNC ... |
| Aprimo ADAM File Store 4.0 | 3 months ago | Yes | JRB | Active | | SYNC ... |

The following table provides a description of fields on the Catalog Management screen:

| Field | Description |
|-----------------------|--|
| Title | This displays the catalog item title. |
| Created | The time when the catalog item is created. |
| Licensable | Based on the license enabled in the catalog, the item displays as a YES or NO value. |
| Site Codes | Display the site code(s) of the System Center Configuration Manager. |
| Status | Display the status of the catalog item i.e. Active, Pending, and Inactive. |
| Integration ID | This displays sys ID returned by ServiceNow when the catalog item is synced. |

| Field | Description |
|----------------|---|
| Actions | <p>An administrator can perform following actions on the respective catalog item:</p> <ul style="list-style-type: none"> ● Sync—Click this button to sync the active catalog item to ServiceNow. ● Edit—Clicking this option to edit the selected catalog item. ● Delete—To delete the catalog item, perform the Delete action and then click Yes on confirmation dialog. |

Creating a Catalog Item

You can create Catalog Item using data from the Technopedia data intelligence library, and you can edit the properties of an existing catalog item.

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

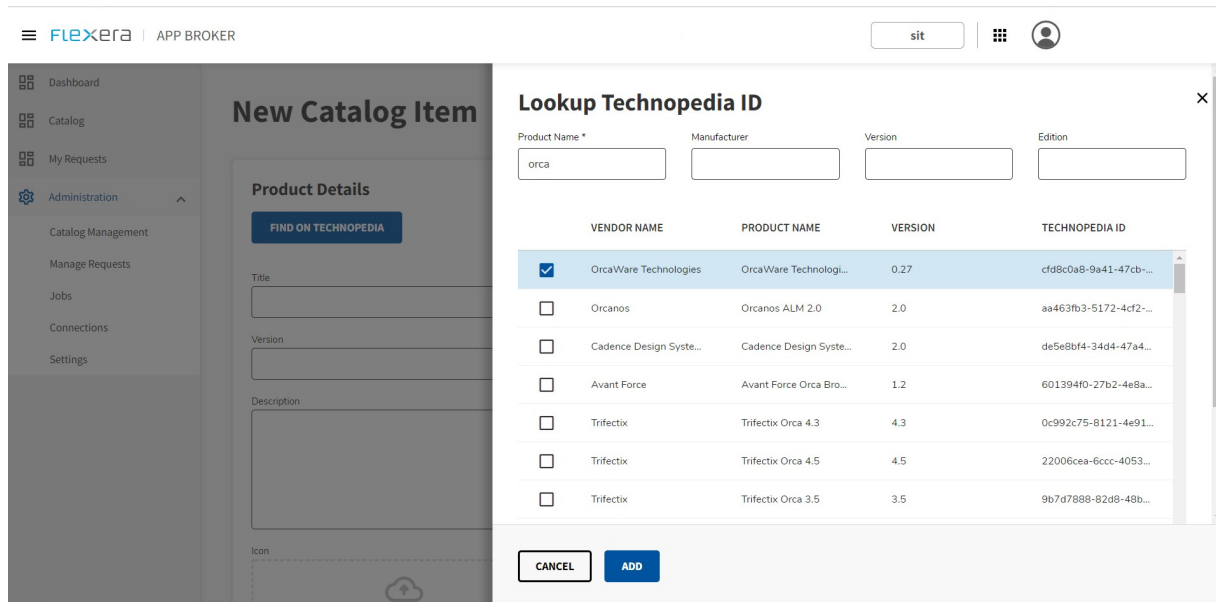
Creating a Catalog Item Using Technopedia Data

Administrators can use the consistent and accurate industry standard data from the Technopedia data intelligence library.



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

From the **Catalog Management** screen, you can click **Add Catalog Item** and a **New Catalog Item** screen appears. From the **New Catalog Item screen**, you can click the **FIND ON TECHNOPEdia** button and use the fields to search the data intelligence library for software assets from Technopedia using keywords-such as **Manufacturer, Product Name, Version, and Edition**, and make a selection to create a Software catalog item containing either an application or a package.



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

| Field | Description |
|----------------------------|--|
| FIND ON TECHNOPEdia | <p>Use the FIND ON TECHNOPEdia button to search the data intelligence library to retrieve data from Technopedia. You can search using the following keywords:</p> <ul style="list-style-type: none"> Product Name (Required field) Manufacturer Version Edition <p>Once the results are available, you can select the desired software asset data. This loads the following attributes.</p> <ul style="list-style-type: none"> Title Version Category Group Category1 Category2 Edition Manufacturer |
| Title | <p>The title loads automatically if the administrator selects the data using Technopedia.</p> <p>You can manually enter the Title if you do not want to use Technopedia data.</p> |

| Field | Description |
|-----------------------|---|
| Version | <p>The version loads automatically if the administrator selects the data using Technopedia.</p> <p>You can manually enter the version if you do not want to use Technopedia data.</p> |
| Description | Enter the description of the catalog item. |
| Icon | Select the desired icon file for the catalog item. |
| Cost | Enter the cost of the catalog item. |
| Remove ID | Clicking the Remove ID button clears the data that was loaded from Technopedia. A refresh occurs only if Technopedia data was used to create the catalog item. |
| Category Group | <p>The Category Group field automatically loads if the administrator selects the data using Technopedia.</p> <p>You can manually enter the Category Group if you do not want to use Technopedia data.</p> |
| Category1 | <p>This field automatically loads if the administrator selects the data using Technopedia.</p> <p>You can manually enter information in the Category1 field if you do not want to use Technopedia data.</p> |
| Category2 | <p>This field automatically loads if the administrator selects the data using Technopedia.</p> <p>You can manually enter information in the Category2 field if you do not want to use Technopedia data</p> |
| Edition | This field automatically loads if the administrator selects the data via the Technopedia |
| Manufacturer | This field automatically loads if the administrator selects the data using Technopedia. |

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

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

Compliance Properties

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

| Field | Description |
|---------------------------------|---|
| Is Licensable | Click this check box to consider the Flexera ID configured in the catalog item for license reservation. |
| Select License Scope | <p>Select one of the following options to specify how FlexNet Manager Suite determines the available license count for this catalog item:</p> <ul style="list-style-type: none">● Global Only—Upon determining available license count, FlexNet Manager Suite, returns the number of licenses that are available to the entire enterprise.● Enterprise Groups—Upon determining available license count, FlexNet Manager Suite returns only the number of licenses that are available to that user or computer.● Enterprise Groups 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 returns the number of licenses that are available to the entire enterprise. |
| Flexera ID | <p>Use the Search Flexera ID 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">● Name● Publisher● Version● Edition <p>This retrieves the Flexera ID and number of licenses that are available for consumption for the catalog item.</p> |
| What license is exceeded | <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">● Do Nothing● Block Request |

Deployment Properties for Applications


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

| Field | Description |
|--|--|
| ConfigMgr Site Code (Application) | Select the ConfigMgr site code from the drop-down. This lists the applications from the selected ConfigMgr site to add to the deployments. |

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

Deployment Properties for Packages

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

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

| Field | Description |
|----------------------------------|---|
| Add Deployment | Click this button to add the deployments. |
| Site | Display the site code of deployments added. |
| Type | Displays the package type. |
| Name | Displays the name of the package. |
| Application ID/Package ID | Displays the package ID. |
| Action | Displays the Install or Uninstall action. |
| Delete | Click this option to delete the added deployment. |



Note • Administrator can create the catalog item without using the data from Technopedia and manually entering the details to Title, Version, Category fields (Category Group, Category1 and Category2 respectively) along with regular data to catalog item.

Support for Editing Catalog Items

You can edit the properties of the existing catalog item by clicking the **Edit** option against the catalog item under the **Actions** column 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 take affect irrespective of saving the catalog item updates.

The **Edit Catalog Item** screen is shown following.

- Dashboard
- Catalog
- My Requests
- Administration
 - Catalog Management
 - Manage Requests
 - Jobs
 - Connections
 - Settings

Edit Catalog Item

Product Details

FIND ON TECHNOPEdia

Title
AIM Keys

Version
0.11

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



DELETE

Cost
.40

Dataplatform

Category Group
Business Applications

Category 1
Utilities

Category 2
Other Utilities

Edition

Manufacturer

Compliance

☒ Is Licensed

Select License Scope
Global

Flexera ID
art:/MGS-APP-00000007176

FIND FLEXERA ID

When license is exceeded

☒ Allow Request
☐ Block Request

Deployment

ADD DEPLOYMENT

| SI NO | SITE | TYPE | NAME | APPLICATI... | ACTION | PROGRAM... |
|-------|------|------|------|--------------|--------|------------|
| 1 | | | | | | N/A Delete |

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CANCEL

SAVE

Refer to [Creating a Catalog Item](#) 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** along with **Compliance** and **Deployment** properties, respectively.

Manage Requests

An administrator can view the requests submitted by all users in the organization in the **Manage Requests** page. The **Manage Requests** page provides the request progress statuses and You can cancel the respective request.

- [Requests Page View](#)
- [Search Request](#)

Requests Page View

An administrator can view the requests submitted by all users in the organization in this page.

Manage Requests

| REQUEST | LAST UPDATED | LICENSABLE? | USER | TARGET DEVICE | IN COLLECTI... | POLICY REFRES... | STATUS | ACTIONS |
|---------------------------------|----------------|-------------|-------------|----------------|----------------|------------------|-------------|---------|
| 18.1 IONOS 18.1 Softphone | 15 days ago | Yes | Conan | SCHAPW7ESC01 | Yes | Yes | Canceled | |
| OrcaWare Technologies Orca 0.27 | 33 minutes ago | No | Conan | SCHAPW7INV02 | Yes | Yes | Canceled | |
| Google AdWords Editor 12.5 | 1 month ago | No | Conan | SCHAPW7ESC02 | Yes | Yes | In Progress | Cancel |
| OrcaWare Technologies Orca 0.27 | 1 month ago | No | Conan | SCHAPW7ESC01 | Yes | Yes | Canceled | |
| OrcaWare Technologies Orca 0.27 | 13 days ago | No | Conan | SCHAPW7ESC01 | Yes | Yes | Canceled | |
| Google AdWords Editor 12.5 | 1 month ago | No | Conan | SCHAPW7ESC01 | Yes | Yes | In Progress | Cancel |
| OrcaWare Technologies Orca 0.27 | 26 days ago | No | Conan | SCHAPW7INV02 | Yes | Yes | Canceled | |
| WinRAR | 1 month ago | Yes | Conan | SCHAPW7ESC01 | Yes | Yes | In Progress | Cancel |
| Google AdWords Editor 12.5 | 26 days ago | No | jbakkareddy | ITAAPCM16JRB | Yes | Yes | Canceled | |
| Cleaner | 1 month ago | Yes | jbakkareddy | ITAAPAUTOMAC03 | Yes | Yes | In Progress | Cancel |

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The following table provides a description of fields on the **Requests Page View** screen:

| Field | Description |
|---------------------|---|
| Request | Display the Catalog Item title. |
| Last Updated | Displays number of days from the time request is been submitted. |
| Licensable | Displays the licensable information of catalog item, like <ul style="list-style-type: none"> • Yes—If enabled for license check. • No—If not enabled for license check. |

| Field | Description |
|-----------------------|---|
| User | Displays the user who submitted the request. |
| Target Device | Displays the target device on which software will be installed. |
| In Collection | Displays the target is been added to collection in System Center Configuration Manager. |
| Policy Refresh | Displays the if policy refresh is run on the target device. |
| Status | <p>Displays the progress of the request submitted like</p> <ul style="list-style-type: none"> ● In Progress—Request is in progress of deployment ● Deployed—Display this status if the deployment is successful ● Error—Displays this status if the deployment failed' ● Canceled—Displays this if the request is been canceled ● Prerequisite Failed—Displays when the request fails to submit |
| Actions | An administrator can cancel the request which is still in progress of deployment. |

Search Request

By default, requests submitted by all users in the organization are displayed. An administrator can use the **Search** field to filter the requests based on different search values like Request, Last Updated, User, Target Device, and Status value, respectively.

You can do a generic search for all the columns in the **Manage 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.

Jobs

App Broker's triggers background jobs to schedule and fulfill the tasks to create the catalog items and software request fulfillments. The **Jobs** page shows the background jobs for Catalogs and Requests respectively, this helps the administrator to locate any failure or time-consuming jobs due to which catalog creation fails or requests are not processed.

FlexNet Manager Suite Connection Details

The following are details should be provided to establish the connection to FlexNet Manager Suite:

| Field | Description |
|---|--|
| FNMS Compliance Service | Enter the FlexNet Manager Suite server URL. |
| FNMS Tenant UID | Enter the FlexNet Manager Tenant UID. |
| Using Access Token | Check this option in case of Non-MSP instance of FNMS and uncheck for MSP. |
| FNMS Access Token (Non-MSP Only) | Enter the FNMS Cloud Access token. |
| FNMS NT Username (MSP Only) | In case of FNMS MSP instance, enter the FNMS NT Username. |
| FNMS NT Password (MSP Only) | In case of FNMS MSP instance, enter the FNMS NT Password. |

ServiceNow Connection Details

The following are details should be provided to establish the connection to ServiceNow:

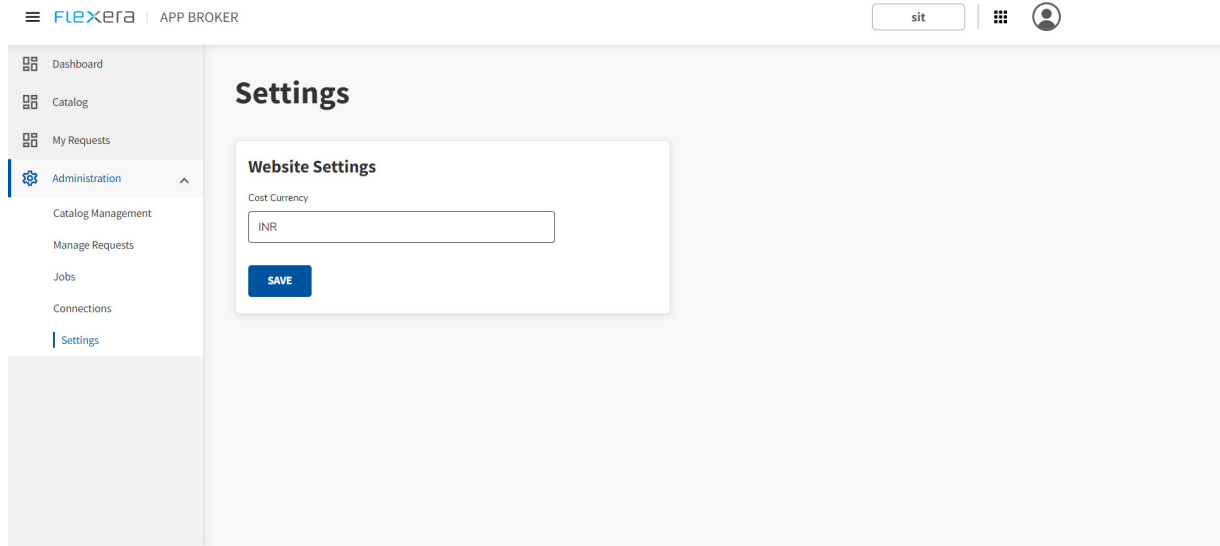
| Field | Description |
|--------------------------------|---------------------------------|
| ServiceNow Instance URL | Enter the ServiceNow URL. |
| ServiceNow Username | Enter your ServiceNow username. |
| ServiceNow Password | Enter your ServiceNow password. |

Proxy App Connection

This tile shows the connection status of Proxy App

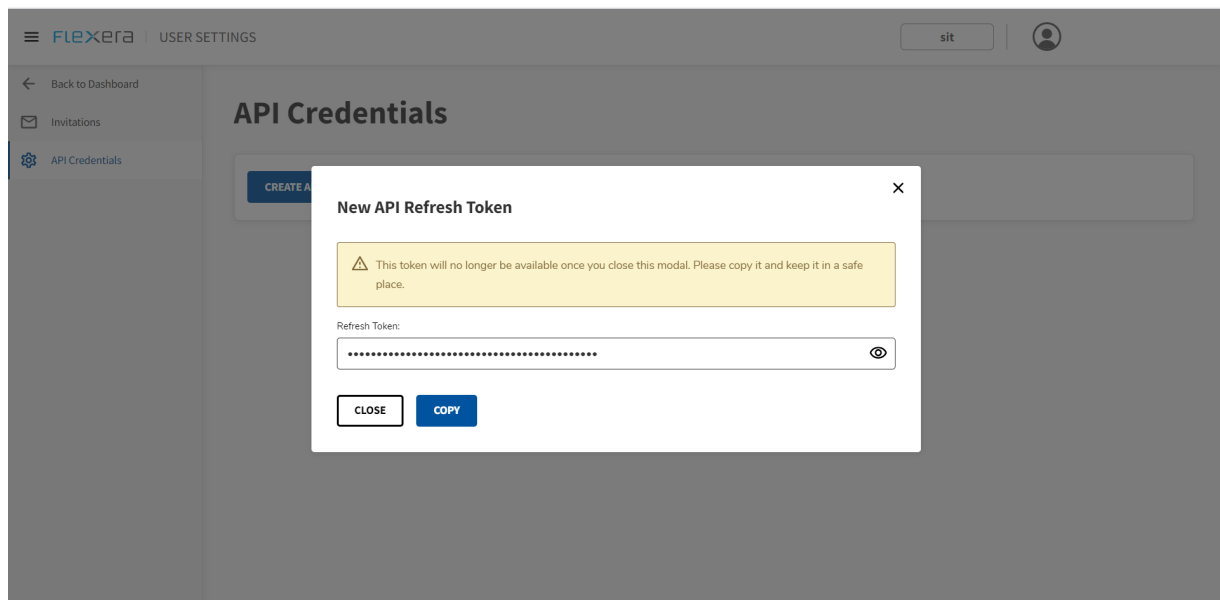
Settings

The global setting, today for **Cost Currency** can be configured by an administrator and this is restricted to 3 characters. This is applicable to all the catalog items in the organization. An administrator can update the Cost Currency value when required.



Generating Refresh Token

With this release generating Refresh token is been moved from the administrator user interface to a common place under the **User Settings** section of a User profile. Clicking the **Create API Refresh Token** button generates the new API token instantly and an administrator must copy locally for future reference to access API.



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](#)
- [App Broker End User Interface](#)
- [Basic Notification Support](#)

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 is stored against the respective software catalog item in the catalog item database.



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, communicates to App Broker Cloud via the Proxy App client. The Proxy App is 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.



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 automatically connects 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 determines 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 returns the number of licenses that are available to the entire enterprise.

- **Enterprise Group**—When determining available license count, FlexNet Manager Suite returns 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 returns 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:

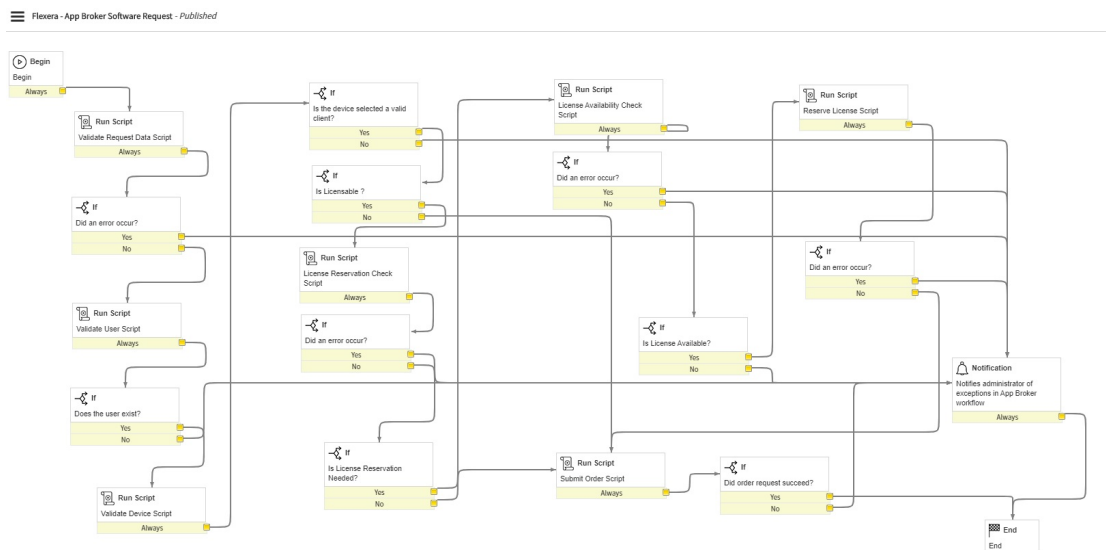
- **Out-of-the-box ServiceNow workflow for advanced license check and deployment**—App Broker Cloud includes a ServiceNow workflow which displays the flow of how advanced license check and deployment is performed (which is triggered when user submits a ServiceNow software request). This workflow is available 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 administrator has to manually trigger the catalog item sync process from the App Broker Cloud Administration user interface into ServiceNow, and this adds 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 are 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 |
|--|--------|---|
| App Broker – IAM Token Management | Post | https://login.flexera.com/oidc/token |
| App Broker - License Availability Check | Get | https://api.appbroker-flexera.com/Compliance/FlexnetManagerSuite/licenses/isavailable |
| App Broker - License Reservation Check | Get | http://api.appbroker-flexera.com/Compliance/FlexnetManagerSuite/licenses/isreservationneeded |

| Endpoint | Method | URL Route |
|--------------------------------------|--------|--|
| App Broker - Reserve License | Post | https://api.appbroker-flexera.com/Compliance/FlexnetManagerSuite/licenses/reserve |
| App Broker - Submit Order | Post | https://api.appbroker-flexera.com/requests/software |
| App Broker - Validate Catalog | Get | https://api.appbroker-flexera.com/catalog/items/software/\${catalogId} |
| App Broker - Validate Device | Get | https://api.appbroker-flexera.com/Deployment/ConfigMgr/devices/validate/\${deviceName} |
| App Broker - Validate User | 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](#).

App Broker End User Interface

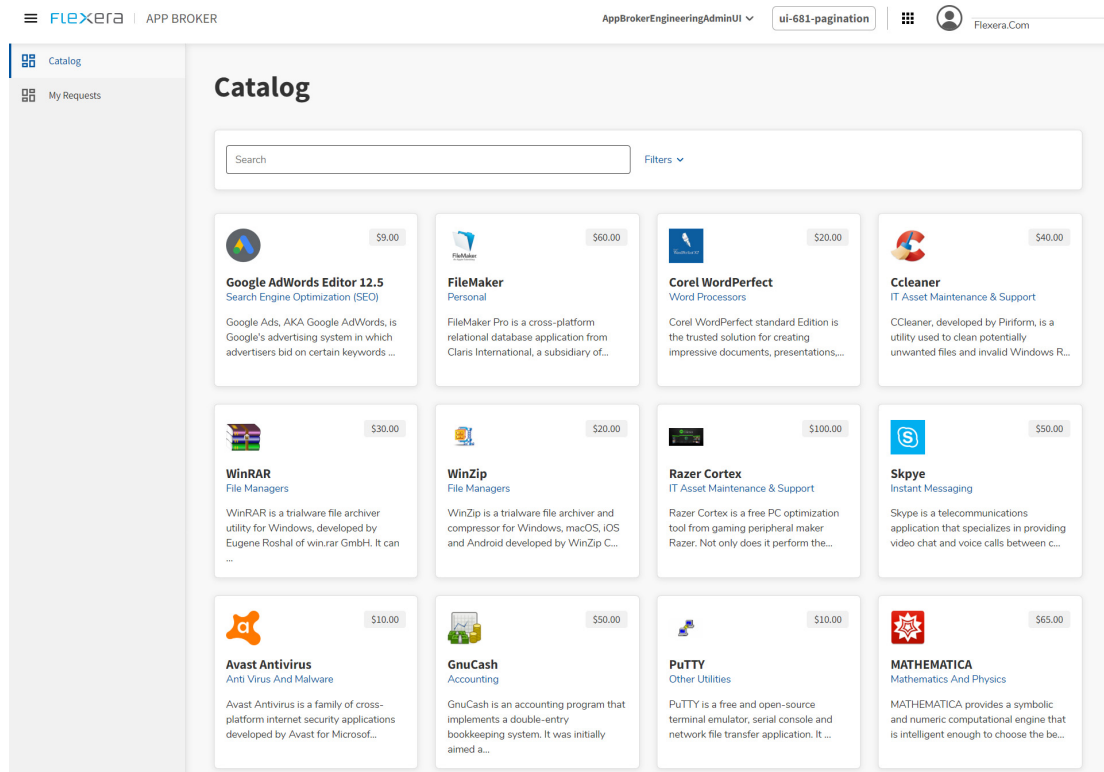
You can use App Broker Cloud to provide your employees all the advantages of a self-service app store while maintaining complete control of the request and fulfillment process.

Your employees are able to request applications from an easy-to-understand catalog using a Web browser. App Broker executes 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

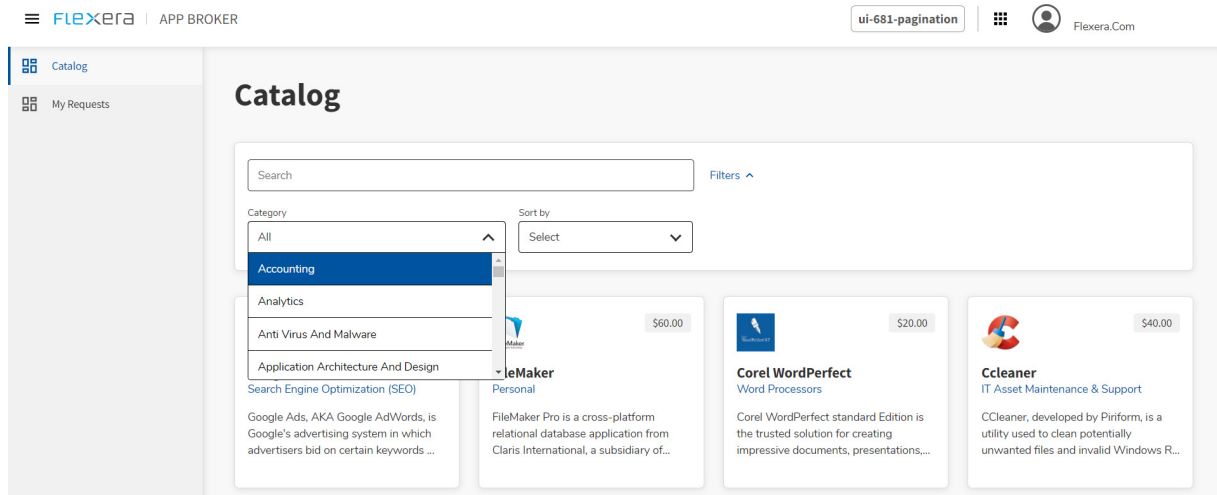
On the App Broker **Catalog** page, you can browse the list of available software catalog items. You can either browse through the categories or perform a search to locate the catalog item that you want to request.

Users view the details of each catalog item in a simple card view. Also, when the user scrolls down the page, App Broker dynamically loads 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 are listed first.
 - **Price: High-Low**—Most expensive catalog items are listed first.
 - **Newest first**—Catalog items added to the catalog most recently are listed first.
 - **Oldest first**—Catalog items that were added to the catalog the longest time ago are 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 opens 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 determines 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.

Flexera | ui-1088 | Flexera.Com

My Requests

Search

| 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 |

1 to 3 of 3 | 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 |
|--|--|
| Software Catalog Item Request Order | This email notification is sent out to the requester when software catalog items have been requested. |
| Software - Install Successful | 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. |
| Software - Install Failed | 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. |



System Requirements

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

| Category | Description |
|----------------------------|---|
| Client Organization | <p>The specific organization for each customer is created by the Flexera team.</p> <p>As part of this organization creation, the Org Id is shared to the customer directly.</p> <ul style="list-style-type: none">• Org ID—This is unique ID for the organization.• Reset Password—A link is provided with instruction to reset the one-time password. <p>Regarding creating a Client Organization:</p> <ul style="list-style-type: none">• To enable App Broker Cloud access, share your desired email accounts with Flexera.• An email with a password reset link is sent to the shared email accounts. |

| Category | Description |
|---------------------------|---|
| Administrator User | <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>Note • The Flexera team can create multiple user accounts for the same organization, as required.</p> |
| FlexNet Manager | <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"> ● FlexNet Manager MSP Edition ● FlexNet Manager Cloud Edition |

| Category | Description |
|------------------|--|
| Proxy App | <p>The Proxy App is 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"> • Windows 2012 Server and above • 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 > Application Deployment Features: <ul style="list-style-type: none"> • .Net Extensibility 3.5 • .Net Extensibility 4.8 • Application Initialization • ASP • ASP.NET 3.5 • ASP.NET 4.8 • ISAPI Extensions • ISAPI Filters • Server-side Includes • Websocket Protocol • .Net Extensibility 3.5 • .Net Extensibility 4.8 • Application Initialization • ASP • ASP.NET 3.5 • ASP.NET 4.8 • ISAPI Extensions • ISAPI Filters • Server-side Includes • Websocket Protocol <p>Note: Ensure CGI role is not selected in the above roles list.</p> <ul style="list-style-type: none"> • Microsoft .NET Framework 4.6.1 or above <p> Note • To Install and configure the Proxy App Setup, see Installing and Configuring App Broker Proxy.</p> |

| Category | Description |
|--------------------------|---|
| Deployment System | <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 Operation Administrator security role permission to ConfigMgr connected.</p>  <p>Note • During Proxy App setup installation, you are prompted to enter Configuration Manager details.</p> |
| ServiceNow | <p>App Broker Cloud supports the Madrid, New York, and Orlando versions of ServiceNow.</p> <p>ServiceNow Service Account should have the following minimum permission in ServiceNow:</p> <ul style="list-style-type: none"> • Catalog_admin • Import_transformer • Mid_server • Pa_admin • Web_service_admin • X_fls_appportal.user  <p>Note • To download the Flexera App Broker Cloud Update Set files for ServiceNow integration, visit the Flexera Product and License Center.</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](#)
- [Importing and Configuring an Update Set in ServiceNow](#)

Managing User Credentials

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

Flexera sends 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

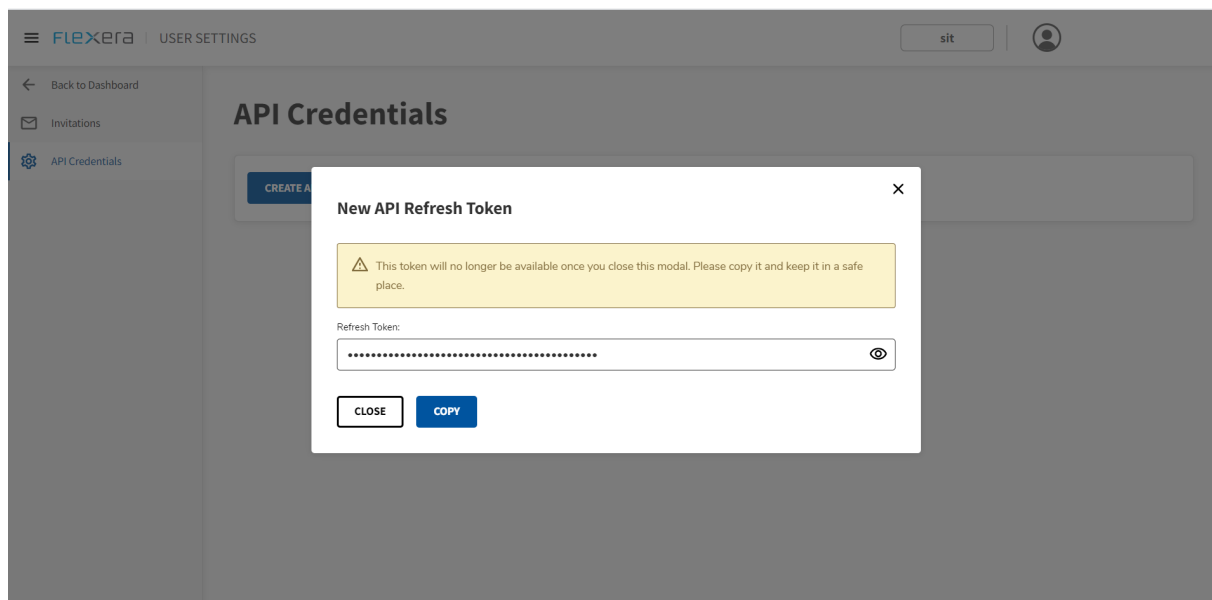
To access App Broker Cloud APIs in the ServiceNow instance and fulfill the self-service capabilities, the App Broker admin user has to generate the refresh token by performing the following steps.



Task

To generate a refresh token:

1. From a Web browser, launch App Broker Cloud:
<https://app.flexera.com>
2. Log in to App Broker Cloud using your email and password.
3. Click **Username** on right top corner of the page.
4. Click **User Settings** from the menu to access the user profile details.
5. On the left menu, click **API Credentials** node to view the **API Credentials** page.
6. Click the **CREATE API REFRESH TOKEN** button to generate the refresh token.
7. Copy the refresh token to a secure location.



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

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

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 following:

```

"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, creates all of the ServiceNow entities that are required for ServiceNow to work with App Broker Cloud.

| ServiceNow Entity | Description |
|-------------------|---|
| Workflows | The Flexera Software - App Broker Software Request 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">App Broker Catalog Items (x_fls_appbroker_catalog_items)App Broker Catalog Import Service (x_fls_appbroker_import_service) |
| 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 Flexera Software - App Broker Software Request 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">App Broker Catalog Items (x_fls_appbroker_catalog_items)App Broker Catalog Import Service (x_fls_appbroker_import_service) |
| 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.

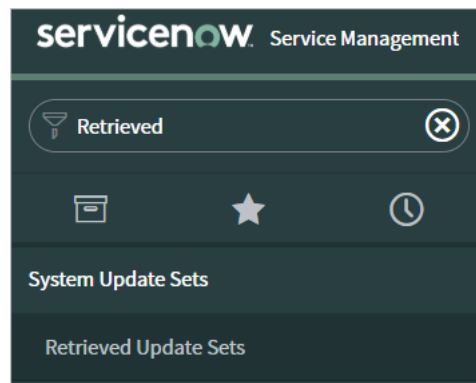


Task To import and configure an update set in ServiceNow:

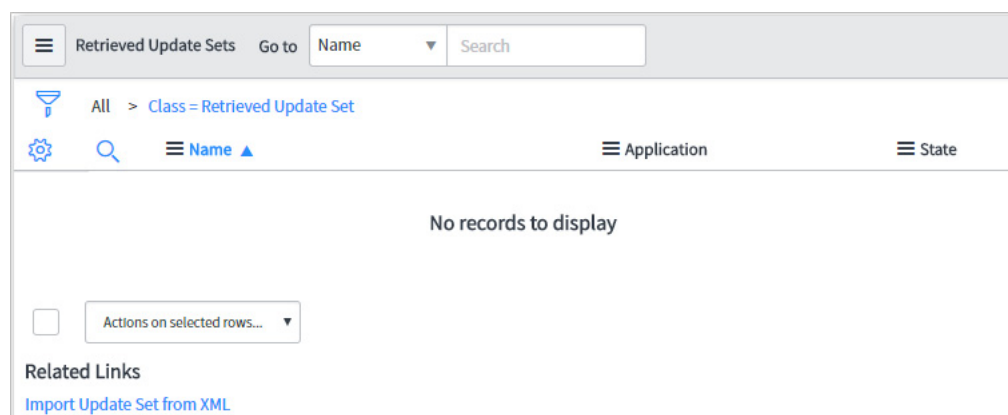
1. Download the following files from the Flexera Software Product and License Center:

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

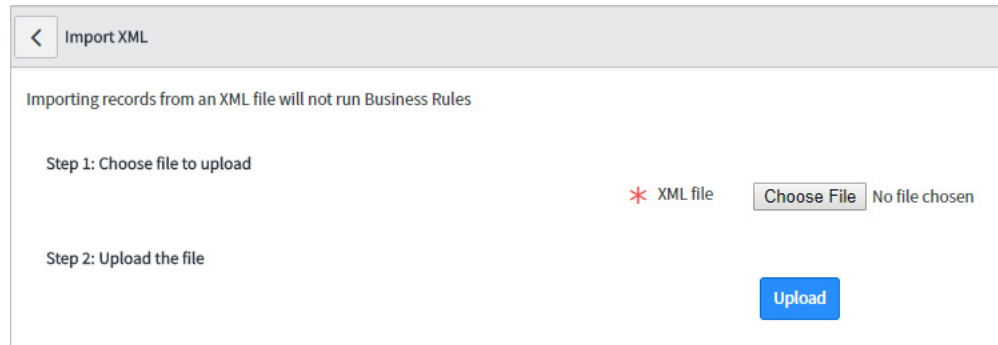
2. Launch the ServiceNow instance.
3. In the Search box, enter **Retrieved Update Sets**.



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

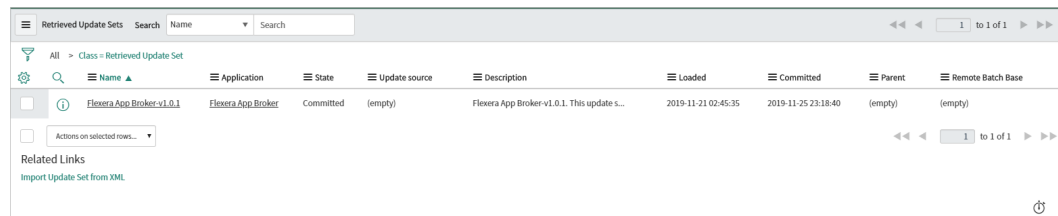


- Under **Related Links**, click **Import Update Set from XML**. The **Import XML** page opens.



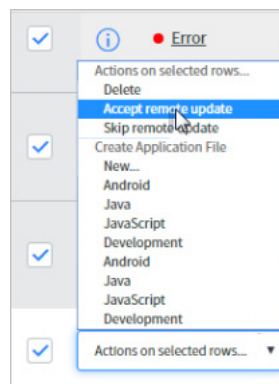
The screenshot shows the 'Import XML' page. At the top, a note states: 'Importing records from an XML file will not run Business Rules'. Below this, 'Step 1: Choose file to upload' is followed by a red asterisk icon, the text 'XML file', a 'Choose File' button, and the text 'No file chosen'. 'Step 2: Upload the file' is followed by 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 is listed on the **Retrieved Update Sets** page.



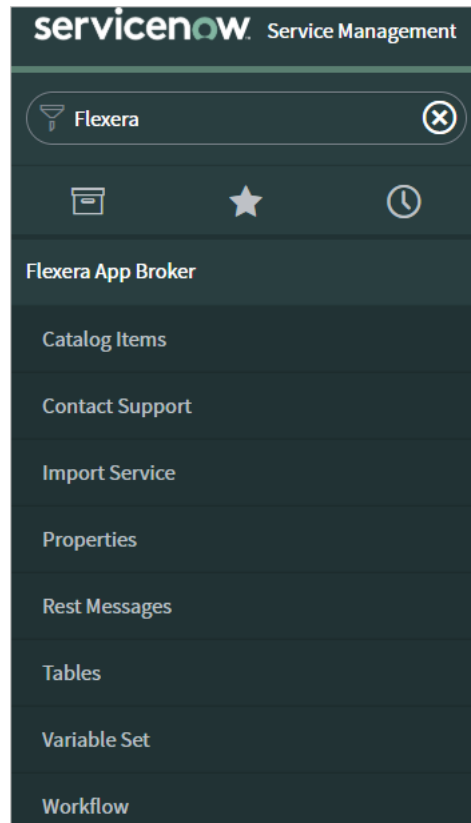
The screenshot shows the 'Retrieved Update Sets' table. The table has columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. One row is visible with the name 'Flexera App Broker-v1.0.1'. Below the table, there is a 'Related Links' section with 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 are 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**.

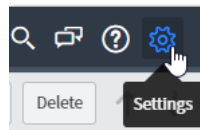


- Repeat this procedure until all errors are resolved. You can select multiple errors at a time, when all errors are resolved, the **Commit Update Set** button is enabled.

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

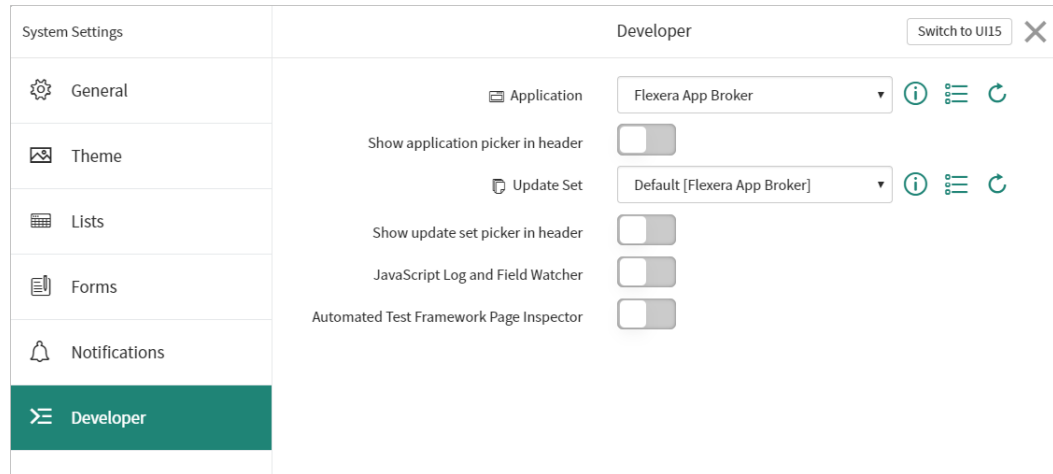


12. In the top toolbar of ServiceNow, click the **Settings** icon:



The **System Settings** view opens.

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



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.

| | Name | Value | Type | Application | Description | Updated | Updated by |
|--------------------------|-----------------------------------|---|----------|--------------------|---|---------------------|------------|
| <input type="checkbox"/> | x_fls_appbroker.AccessToken | {[gpaes]w5v242y/5K53ak/JpvtVYVZVTkw... | password | Flexera App Broker | Access Token for AppBroker Endpoint's A... | 2019-12-04 05:00:24 | admin |
| <input type="checkbox"/> | x_fls_appbroker.AppBrokerLoginUrl | https://login.flexeratest.com/ | string | Flexera App Broker | AppBroker Login URL | 2019-12-04 04:59:42 | svernekar |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |

16. To connect ServiceNow to your instance of App Broker, select **x_fls_appbroker.AppBrokerUri**.

The **System Property** page opens.

The screenshot shows the 'System Property' page for 'x_fls_appbroker.AppBrokerUri'. The page has a header with 'System Property' and 'x_fls_appbroker.AppBrokerUri'. Below the header, there are several fields: 'Suffix' (AppBrokerUri), 'Name' (x_fls_appbroker.AppBrokerUri), 'Description' (The URI to App Broker.), 'Choices' (empty), 'Type' (string), and 'Value' ([url]/api/v1/orgs/orgid/). There are also checkboxes for 'Ignore cache', 'Private', and 'Read roles', and a field for 'Write roles' (x_fls_appbroker.user). At the bottom, there are 'Update' and 'Delete' buttons.

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 controls:

- 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_fls_appbroker.RefreshToken**.

The **System Property** page opens.

The screenshot shows the 'System Property' configuration page for the property 'x_fls_appbroker.RefreshToken'. The page has a header with navigation icons and 'Update' and 'Delete' buttons. The main form contains the following fields and options:

- Suffix:** RefreshToken
- Name:** x_fls_appbroker.RefreshToken
- Description:** Refresh Token to generate the access token using IAM
- Choices:** (Empty list)
- Type:** string
- Value:** [[dft: gpaes]]V+gmmYWZxwstOoUUG8Rmu7Tj+7n3Lf68Fpt+C22AT3KSDr09XQ7z/n651Y5bo0
- Ignore cache:** ☐
- Private:** ☐
- Read roles:** ☒ x_fls_appbroker.user
- Write roles:** ☒ x_fls_appbroker.user

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

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



Note • You do not have to update the **x_fls_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.



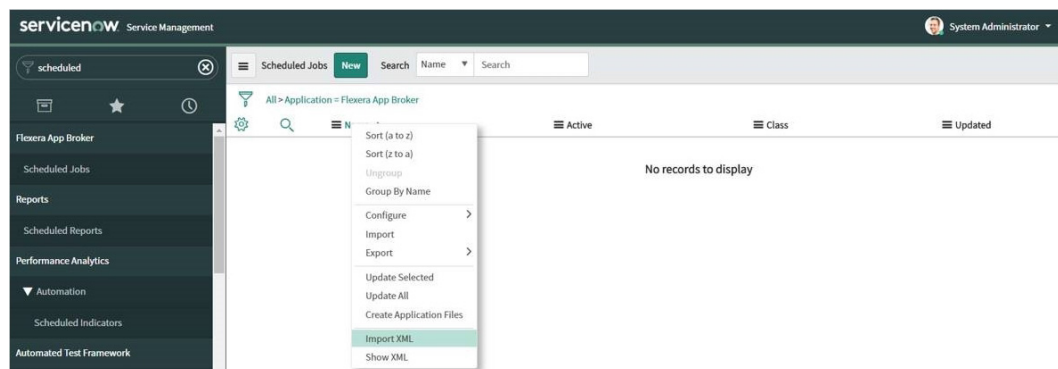
Task

To configure App Broker scheduled jobs:

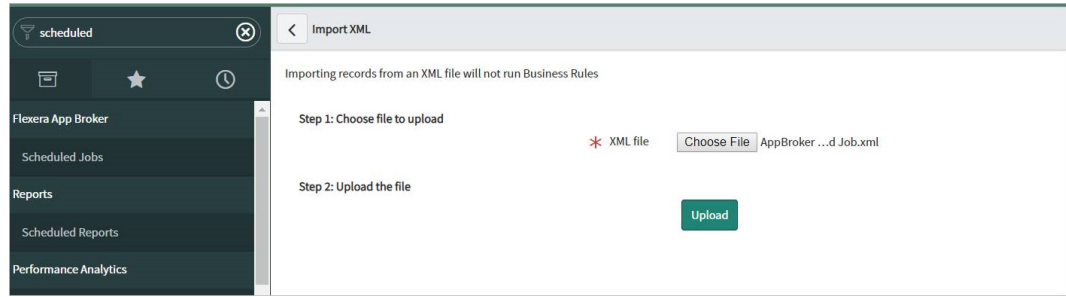
1. In the Search box, enter **Scheduled** key, and click **Scheduled Jobs** in the search results.

The **Scheduled Jobs** view opens.

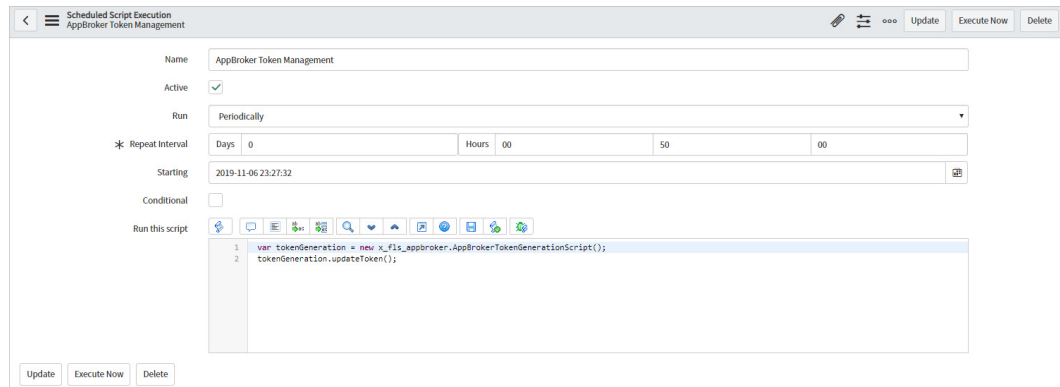
2. Right-click the **Name** column and click **Import XML**.



- 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 is 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/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 |
| Actions on selected rows... | | | | |
| 1 to 8 of 8 | | | | |

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 Administration 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

The following table lists the customer issues that were resolved in App Broker Cloud 2020 Q2 release:

| Field | Description |
|-------------|--|
| IOJ-2111651 | Upload Catalog Item Icon to ServiceNow with minimum user permissions in ServiceNow via syncing catalogs. |

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