# FlexNet Manager Suite 2014 R2

Known Issues

# Known issues in release 2014 R2 that are resolved in release 2014 R3

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 3 | WebUI | An exported grid does not display the expanded node from a cluster | IOJ-1714757 | |

1 issue

# Known issues in release 2014 R2 that are resolved in release 2015

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 2 | Software Assets | Unchecking 'allow sub capacity for points calculated outside of ILMT' causes entire cluster to be consumed | IOJ-1664632 | |

1 issue

# Known issues in release 2014 R2 that are resolved in release 2015 R2

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|----------|--------------|---------|---------------------|------------|
| 1 | Database | Displaying Oracle Named User Plus license is slow | IOJ-1725883 | |
| 1 | Import | No error information is displayed should FlexNet Manager Suite experience a fatal error. | IOJ-1727382 | |
| 1 | Inventory | Oracle inventory import failed, with query error | IOJ-1731083 | |
| 1 | Resolvers and Importers | FlexNet inventory agent .ndi files may fail to resolve if database maintenance task executes before first .ndi is resolved | IOJ-1729646 | |
| 2 | Import | ADDM Imported serial numbers(Solaris/AIX) do not match, resulting in duplicate computers | IOJ-1712776 | |
| 2 | Import | Duplicate users are created if SCCM data source is imported before FNMS data source | IOJ-1729804 | |
| 2 | Inventory | The Oracle LMS scripts need to be updated to correctly detect "LifeCycle Management Pack" usage | IOJ-1721738 | |
| 2 | WebUI | Red bar appears for validation message when creating a Device - Validation Text Format is not correct | IOJ-1715022 | |
| 2 | WebUI infrastructure | Grids with 1000-row page size and viewing licenses with large number of installations may perform slowly | IOJ-1725086 | |

9 issues

# Known issues in release 2014 R2 that are resolved in release 2015 R2 SP1

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | Beacon UI | Test Connection throwing a 'Failed to connect to database' error in BeaconUI Inventory Import when password = 'password' | IOJ-1717074 | |
| 1 | Import | Beacon subnet mapping may be lost on import if there are multiple Inventory Manager sources | IOJ-1666929 | |
| 1 | Import | Virtual Machine core counts are not being imported from ILMT and ADDM data sources | IOJ-1721204 | |
| 1 | Import | An import may fail due if the Orcale EBS Application ID length exceed 400 characters | IOJ-1724330 | |
| 1 | Import | Vendor purchase data export (to the data warehouse) may not record updates when a Purchase Order is modified | IOJ-1724160 | |
| 1 | Import | The importer will fail when two affinity rules have the same name and cluster | IOJ-1723594 | |
| 1 | Import | Importing Oracle inventory where the database and instance data exceeds 512 characters, can result in a SQL Server exception | IOJ-1720157 | |
| 1 | Import | Manually associating a Virtual Machine will be lost on next import | IOJ-1723406 | |
| 1 | Import | Imported data is exceeding the column length in CorporateUnitData table | IOJ-1723002 | |
| 1 | Import | Oracle EBS users, with a negative user ID, may result in an import failure violating the 'UQ_ImportedLicenseUser' uniqueness constraint | IOJ-1732046 | |
| 1 | Import | ADDM inventory results in compliance failure "Failed to execute Writer 'WriteVirtualMachines'" when duplicate computers are returned | IOJ-1729244 | |
| 1 | Import | Compliance import fails with "Arithmetic overflow error" when repeatedly importing file evidence | IOJ-1720928 | |
| 1 | Import | Altiris inventory import failure attempting to insert a duplicate computer record | IOJ-1728577 | |
| 1 | Inventory | Device grid on the beacon properties page shows duplicates, and no device details in the grid | IOJ-1717500 | |
| 1 | Inventory | Inability to install FNMS agent on OS X 10.9+ | IOJ-1731670 | |
| 1 | Software Assets | The Consumed field on IBM Concurrent User and Floating User licenses is not editable | IOJ-1723545 | |
| 1 | Software Assets | Incorrect calculation of virtual processor cores for Virtual Machines | IOJ-1722078 | |
| 1 | Software Assets | The value of the Consumed field in a CAL license is not editable | IOJ-1701024 | |
| 1 | Software Assets | Group Assignment compliance status may not factor in child assignments | IOJ-1700735 | |
| 1 | Software Assets | User license may consume second license when two versions, of the same application, are installed | IOJ-1731602 | |
| 1 | Software Assets | Cannot update the User Type field of an IBM Authorized User or IBM User Value Unit license | IOJ-1732451 | |
| 1 | Software Assets | Oracle Processor licenses may not calculate by socket as directed | IOJ-1727429 | |
| 1 | WebUI infrastructure | Support for field validation rules is not available on custom properties | IOJ-1730643 | |
| 2 | Beacon UI | Modified authentication settings are not saved to the inventory Beacon | IOJ-1732042 | |
| 2 | Inventory | Error 'No Oracle instance was successfully inventoried on host' is displayed when more than one Oracle password store account is queried | IOJ-1665094 | |

| 2 | WebUI infrastructure | Cannot choose the delimiter character used in a custom property field | IOJ-1732780 |
|---|---|---|---|
| 2 | WebUI infrastructure | Reverting a custom property date that was blank sets the date to 1/1/1900 instead of blank | IOJ-1732568 |
| 2 | WebUI infrastructure | Empty Date fields, in a Custom tab, will display an error when data is entered into any fields on the tab | IOJ-1732566 |
| 2 | WebUI infrastructure | Custom properties cannot be updated using multi-select | IOJ-1731051 |
| 3 | Inventory | The Inventory Date of an Oracle instance may not always use the value from the Primary Connection source, when using multiple inventory sources | IOJ-1737926 |
| 3 | Reports | Asset custom reports display "Select a value" instead of the actual value | IOJ-1733021 |
| 3 | Resolvers and Importers | After an AD Sites & Subnets import, changes are not displayed in the UI, but are recorded in the log file | IOJ-1736973 |
| 3 | WebUI infrastructure | Custom property fields do not allow blank fields in drop-downs | IOJ-1723522 |
| 3 | WebUI infrastructure | Entering invalid data formats into custom fields does not show an error and silently discards the data | IOJ-1732571 |

34 issues

# Known issues in release 2014 R2 that are resolved in release 2015 R2 SP2

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | Import | Suite recognition rule runs before precedence rule, resulting in some SQL Server applications remaining visible | IOJ-1744338 | |
| 2 | Import | Un-installed Adobe applications may still be recognised when SWID tag is not deleted | IOJ-1662413 | |
| 2 | UX | Cannot scroll "Duplicate Serial Number" pop-up dialog when over 21 duplicates are found | IOJ-1728493 | |
| 3 | Hardware Assets | Retirement creates unlinked history entries for every application on a computer | IOJ-1732590 | |
| 3 | Inventory | Unwanted repeated "Linked to Inventory device :" entry in inventory device history | IOJ-1722634 | |
| 3 | WebUI infrastructure | Performance of custom report creation with search string needs improvement | IOJ-1726552 | |
| 4 | Inventory | Inventory Error report field 'Problem Summary' is not properly formatted when Oracle inventory failed | IOJ-1729634 | |

7 issues

# Known issues in release 2014 R2 that are resolved in release 2015 R2 SP3

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | Purchases | Accepting license recommendations may cause an error when combining a Microsoft License Statement import with an older 'standard' Microsoft purchase | IOJ-1748322 | |
| 1 | SAP integration | A large SAP Role Consumption calculation may cause the TempDB to exceed its size. | IOJ-1739942 | |
| 2 | Software Assets | The wrong Oracle license may be selected due to an incorrect maximum socket count | IOJ-1742490 | |
| 2 | Vendors | Error when deleting a Vendor that is linked to purchase, when it is linked via the Publisher field of the purchase | IOJ-1720201 | |
| 2 | WebUI infrastructure | Data upload failure may occur when using the one off upload function | IOJ-1719719 | |
| 3 | Inventory | The computer 'Last used date' is not available in the applications list for a device | IOJ-1731186 | |
| 3 | Language Pack | German translation for "Acceptance period" (in terms and conditions of a contract) should be "Annahmefrist" and consistent everywhere | IOJ-1741366 | |
| 3 | ServiceNow | The token display area, for ServiceNow export settings, may be too short for some tokens | IOJ-1715856 | |
| 3 | Software Assets | License Type in All Licenses page does not sort correctly | IOJ-1728286 | |
| 3 | WebUI infrastructure | Unable to save Swedish Kroner as a currency in FlexNet Manager Suite | IOJ-1700578 | |

10 issues

# Known issues in release 2014 R2 that are resolved in release 2015 R2 SP4

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|----------|--------------|---------|---------------------|------------|
| 1 | Agent | Non privileged users can use the installation agent to gain elevated privileges | IOJ-1748982 | |
| 1 | Purchases | Unprocessed purchases page fails with red error bar, and is unusable when multiple recommendations exist for a single purchase | IOJ-1722465 | |
| 2 | Import | ILMT reader will fail when database collation of Temp database and FNMP database are different | IOJ-1666466 | |
| 2 | Resolvers and Importers | Slow processing of .ndi (inventory) files when multiple files are copied to the incoming directory | IOJ-1753281 | |
| 3 | Agent | Redundant application deployment peer-2-peer service exists in the FlexNet Agent installer | IOJ-1721510 | |
| 3 | Hardware Assets | "Device Assets without Inventory" is displayed as an "Inventory Device" when using custom views | IOJ-1720375 | |

6 issues

# Known issues in release 2014 R2 that are resolved in release 2015 R2 SP5

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | Database | Scoping in data warehouse is broken when identity fields are set to 1 | IOJ-1754261 | |
| 2 | Import | Installer Evidence Install date may not be updated if first imported install and discovery date is NULL | IOJ-1713238 | |
| 3 | Software Assets | Inconsistent license compliance calculations for assets recorded as 'In Storage' | IOJ-1719908 | |

3 issues

# Known issues in release 2014 R2 that are resolved in release 2016 R1

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | ServiceNow, Specialist Integrations | A newly created contract in FlexNet Manager Suite, when exported, creates an invalid contract record in ServiceNow. | IOJ-1765994 | |
| 2 | Beacon engine | Active Directory imports always run all connections, with no way to run individual connections | IOJ-1717204 | |
| 2 | Business Adapter | The business importer fails upon encountering NULL in the Evergreen column of a contract | IOJ-1737598 | |
| 2 | Import | Some installations of the FlexNet Inventory Agent are not recognised | IOJ-1712445 | |
| 2 | Resolvers and Importers | Data may be lost when resolving Active Directory and Inventory, concurrently for the same domain | IOJ-1712138 | |
| 2 | SAP integration | A FlexNet Manager for SAP Applications error may occur when importing recommendations into the Admin Module. | IOJ-1758306 | |
| 2 | Security | Displayed errors in FlexNet Manager for SAP Applications may include inappropriate technical information | IOJ-1765810 | |
| 2 | WebUI infrastructure | Poor performance when setting the "exemption reason" drop down list on the "Consumption" tab of license | IOJ-1725704 | |
| 3 | Inventory | Inventory Device history is missing key information | IOJ-1715045 | |
| 3 | Purchases | No alert is displayed when processing purchases, and some entitlements are not assigned to licenses | IOJ-1713999 | |
| 3 | Purchases | No capability to easily view SKU details from the unprocessed purchases page | IOJ-1715268 | |
| 3 | Purchases | When processing a purchase using a recognised SKU with contract maintenance, the wizard fails to present contract maintenance as the default on the maintenance settings page. | IOJ-1700886 | |
| 3 | Reports | Cognos report error: "Invalid object name 'dbo.BusinessUnitByOperatorLogin'" will occur when using the function "CorporateUnitByOperatorLogin" | IOJ-1700243 | |
| 3 | Software Assets | Unable to view any Application precedence relationships | IOJ-1724202 | |
| 3 | Software Assets | The report 'Applications Across Versions' has been retired | IOJ-1717324 | |

15 issues

# Known issues in release 2014 R2 that are resolved in release 2016 R1 SP1

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|----------|--------------|---------|---------------------|------------|
| 2 | Software Assets | Compliance Trend report overlaps other components if multiple licenses are selected | IOJ-1757365 | |
| 2 | Software Assets | The Allocated Points column in the Computers (Consumption) Tab defaults to zero when allocating computers | IOJ-1708228 | |
| 2 | WebUI infrastructure | Validation on a read-only field prevents saving an unrelated change when an 'out of range' value has been loaded into the field from the database. | IOJ-1731237 | |

3 issues

# Known issues in release 2014 R2 that are resolved in release 2017 R1

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | Security | Security vulnerability in the Beacon web plugin. Refer to Knowledge Base article 000022093. | IOJ-1807486 | |
| 2 | Beacon engine | Inventory beacon servers will check for policy/rule updates every minute, ignoring the 'Interval for beacon updates' setting. | IOJ-1722573 | |

2 issues

# Known issues in release 2014 R2 that are resolved in release 2017 R2

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | | The blacklisted serial numbers list in Flexnet Manager Suite cloud may affect other cloud customers, computer inventory matching. | IOJ-1832221 | |
| 3 | Import | A Microsoft SCCM 2012 import may fail when importing a large volume of file evidence | IOJ-1709183 | |

2 issues

# Known issues in release 2014 R2 that are resolved in release 2017 R3

| Severity | Component (s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | Import | Inventory importer may fail when Microsoft System Center Configuration Manager (SCCM) has long values for recently used MSIs | IOJ-1845249 | |
| 2 | Inventory Beacon | Imports using an excel spreadsheet in .xls format do not work after Microsoft security updates have been applied | IOJ-1847711 | https://blogs.msdn.microsoft.com/dataaccesstechnologies/2017/10/18/unexpected-error-from-external-database-driver-1-microsoft-jet-database-engine-after-applying-october-security-updates/ |

2 issues

# Known issues in release 2014 R2 that are resolved in release 2018 R1

| Severity | Component (s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | Import | Inventory importer may fail if there are 2 cluster groups with the same name | IOJ-1856189 | |
| 3 | Language Pack | French Web UI > License Properties: the "Set Compliance status manually" label is wrapped to the second line while there's enough space to accommodate the text | IOJ-1811384 | |
| 3 | Software Assets | 'Recommended Change' column values are blank when exporting the 'Recommended License Changes' as a .csv .pdf .rtf or Excel file | IOJ-1727212 | |
| 3 | | German Web UI: Asset Properties page > Documents tab > "Physical location" (Physischer Standort" is cut-off, the ending "t" is not visible. | IOJ-1769794 | |

4 issues

# Known issues in release 2014 R2 that are resolved in release 2018 R2

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 1 | Contracts | Linked Assets and Licenses may be deleted from a Contract when saving Contract properties | IOJ-1865851 | |
| 2 | Beacon engine, Inventory Beacon, Security | ActiveDirectoryImport.exe is called by BeaconEngine.exe using plain text passwords in command line | IOJ-1864172 | A workaround to collect data is to schedule AD import using MS task scheduler and specify the domain account to query AD data for the MS schedule task. This prevents the password from being exposed by using the user specified to run schedule task. |
| 2 | Inventory | SQL Tuning Set causes Real Application Testing and Oracle Tuning Pack to be marked as installed | IOJ-1724376 | |
| 2 | Inventory | Environment variables cannot be entered to include file path scan | IOJ-1723893 | |
| 3 | Inventory Beacon | If LastKnownActivityTime is not set, beacon status update does not update it | IOJ-1700807 | |
| 3 | WebUI | For non-mandatory field validation errors, the tab with the error is not highlighted | IOJ-1712211 | |
| 3 | Inventory | OracleLMSAuditEvidence has incorrect value for the 'Total logical cores' column | IOJ-1860143 | |
| 3 | Discovery | Sites displayed in the Subnets page are not sorted | IOJ-1719453 | |
| 3 | WebUI infrastructure | In IE11, some strings in a drop-down box are longer than the width of the drop-down box | IOJ-1715775 | Use the 'Advanced filter' editor instead. |
| 3 | | Oracle instance properties shows incorrect 'Last inventory date' | IOJ-1869873 | |

10 issues

# Known issues in release 2014 R2 that are resolved in release 2019 R1

| Severity | Component(s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 2 | Import | Hosts belonging to different clusters with the same name sometimes appear under the incorrect cluster | IOJ-1889441 | Rename the cluster name to keep them unique. |
| 1 | Import | ADDM import failure when multiple CPU or Hardware Evidence records exist for a single Host | IOJ-1908014 | |

2 issues

# Known issues in release 2014 R2 that are resolved in release 2019 R2

| Severity | Component (s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 2 | WebUI | Asset not showing linked inventory | IOJ-1929186 | |
| 3 | Installer | PowerShell script process fails when non default SQL port is used | IOJ-1728269 | You can either:<br>• Hard code the port number in the DatabaseHelper.ps1 script, or<br>• Add the port number to the end of the hostname, ensuring you keeping the entire string within a single quote, such as 'hostname\instance,portnumber'<br><br>Note: If the wrong entry is already in the registry, you can use forceUpdateConfig to prompt for the latest database information. |
| 3 | | Performance issues with license consumption grid | IOJ-1928563 | |

3 issues

# Unresolved issues in release 2014 R2

| Severity | Component (s) | Summary | Master Issue Number | Workaround |
|---|---|---|---|---|
| 2 | Agent | FlexNet inventory agent reports discovered Oracle listener, based on hostname rather than bound network interface controller DNS name | IOJ-1740259 | |
| 2 | Business Adapter | The Business Importer password is shown in plain text in the simulation UI if the import source is ODBC | IOJ-1739487 | |
| 2 | Contracts | A scoped operator may receive an error when searching for contracts | IOJ-1724716 | |
| 2 | Database | Upgrading from FlexNet Manager Platform 9.2 to FlexNet Manager Suite, the error message "Not all objects are owned by dbo" may be encountered during the database migration step. | IOJ-1761482 | |
| 2 | Hardware Assets | When bulk creating assets from inventory, after configuring "Duplicate Serial Number" on a portion of the devices and saving the changes, any remaining machines are not created as an Asset | IOJ-1719624 | |
| 2 | Import | Performance when calculating Virtual Machine configuration relationships needs to improve | IOJ-1753828 | |
| 2 | Import, Purchases | Import may fail in entitlement processing and license reconcile if purchases have extremely large quantities | IOJ-1722974 | |
| 2 | Import | Data Warehouse export does not cater for enterprise groups with '/' embedded in level names. | IOJ-1724226 | |
| 2 | Import | The 'Synchronize assigned user with calculated user' check box on Inventory tab under system settings, does not work | IOJ-1716880 | |
| 2 | Import | Defect in ILMT import can result in no installation records for some machines | IOJ-1728890 | |
| 2 | Inventory | VMWare inventory should collect ESXi host IP | IOJ-1660808 | |
| 2 | Inventory | Usage reporting is inaccurate for machines that are suspended for days - for example, a weekend | IOJ-1719198 | |
| 2 | Inventory | Issues parsing listener.ora by ndtrack causes incorrect listener names to be discovered during local Oracle discovery. Refer to KB 000020621 | IOJ-1754713 | |
| 2 | Inventory Beacon, WebUI | Unable to clear beacon alerts via web UI | IOJ-1732658 | |
| 2 | Operators, rights and roles | The 'Locations' and 'Cost Centers' pages may not display any data, despite the operator having the appropriate enterprise group access right. | IOJ-1718831 | |

| 2 | Purchases | A 'Nothing to decrypt' error may be encountered in EntitlementAutomation, when the MaintenanceDefinition contains a NULL value | IOJ-1720229 | |
|---|---|---|---|---|
| 2 | Purchases | A "An item with the same key has already been added" error may be encountered when creating a Purchase with custom properties | IOJ-1726760 | |
| 2 | Reports | The number of returned results from a custom report changes with consecutive runs | IOJ-1727573 | |
| 2 | Resolvers and Importers | An invalid character error is displayed when performing an AD import when the First or Last name of a User account contains a control character | IOJ-1662070 | |
| 2 | Software Assets | Simplify FNMS access rights | IOJ-1741136 | |
| 2 | | NDTrack - Oracle Inventory May Return Zero Users | IOJ-1925375 | |
| 2 | | Inventory resolver merge devices with same name | IOJ-1833214 | 1: Use the computer domain registry key to keep both devices in separate domains.<br>2: Machine IDs can be used to override the actual host name on one of the devices. This is not recommended for servers running Oracle. |
| 3 | Beacon engine | A rule with "As soon as possible" setting, the 'Next scheduled run' time is displayed in UTC time. | IOJ-1722569 | |
| 3 | Beacon UI | Beacon Scheduling Does Not Respect Daylight Savings Time Changes | IOJ-1817061 | |
| 3 | Business Adapter | Business Importer import will fail with 'sql data type conversion error' for field 'termandconditiontype', when data only contains numeric values. | IOJ-1737702 | |
| 3 | Import | Licenses subject to true up should never be shown in breach | IOJ-1715217 | |
| 3 | Purchases | Not able to identify candidate licenses for purchases correctly based on an unknown SKU | IOJ-1996760 | |
| 3 | Purchases | Purchases processed manually from Unprocessed Purchases use a hardcoded 12 months expiry date rather than the date from the linked contract | IOJ-1700887 | |
| 3 | Software Assets | Unexpected Error while creating a license with long license name. | IOJ-1887943 | |
| 3 | WebUI | Fields are missing for "IBM UVU" licensing type on identification tab (Licensing Properties). | IOJ-1712400 | |

| 3 | WebUI infrastructure | Cannot configure FNMPDataWarehouse DB connection details from the user interface | IOJ-1735868 | To update the connection details use the queries - this is for single tenant on-premises install.<br>To update both the DB server and the DB name:<br>update ComplianceConnection set Server = '<servername>', DatabaseName='<dbname>'<br>where SourceType='FNMPDataWarehouse'<br>or<br>To only update the DB sever name:<br>update ComplianceConnection set Server = '<servername>' where SourceType='FNMPDataWarehouse'<br>or<br>To only update the DB name:<br>update ComplianceConnection set DatabaseName='<dbname>'<br>where SourceType='FNMPDataWarehouse'<br><br>Also in one more location in the registry needs to be updated in the location<br>"HKLM\Software\Wow6432node\Managesoft Corp\Managesoft\Reporter\CurrentVersion"<br>and update the connection string in the registry key "FNMPDWDatabaseConnectionString"<br><br>You must also update the references in the Cognos. This could be edited through Cognos administration, that is a web admin in Cognos Connection /Administration). |
| 3 | Database | Performance issue when saving applications caused by calculation of application alerts | IOJ-1928571 | |
| 3 | | Customers and Oracle need consistent exclusions of Oracle user accounts | IOJ-1867392 | |
| 3 | | The inventory date of remote devices is never updated | IOJ-1987574 | |

34 issues