FLEXEra

FlexNet Manager Suite 2015 R2 SP4

Known Issues

Known issues in release 2015 R2 SP4 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	
1	Import	Long running imports may prevent transaction log truncation	IOJ-1757017	
1	Software Assets	License Reconcile fails when a computer has a NULL name	IOJ-1755801	
1	Software Assets	The "IBM PVU License Consumption" report does not implement data scoping, any user can see all devices in the report	IOJ-1755345	
2	Import	Installer Evidence Install date may not be updated if first imported install and discovery date is NULL	IOJ-1713238	
2	Import	Performance of Enterprise group assignments uploads is unacceptable with 200k rows of date	IOJ-1754710	
2	Import	Duplicate devices may be displayed when the devices last data source property is not updated in the database	IOJ-1744279	
2	Inventory	Displaying the "Discovery and inventory rules" page may take minutes to load with increasing history records	IOJ-1738852	A customer may be able to create an index (documented in the issue) to achieve substantial performance gains, though the actual gain will vary by the size of the data and the performance of the database server.
2	SAP integration	The 'License Type' displayed in the License page displays '[21]' instead of 'SAP Named User'	IOJ-1745249	
2	Software Assets	License Reconcile may fail if a license is deleted while it is running	IOJ-1735784	
2	Software Assets	Compliance import may fail when applying reconcile results, due to a foreign key violation, caused by deleting allocations during an import	IOJ-1740867	
2	System settings	Red bar error displayed when creating a currency exchange rate set	IOJ-1744006	
3	Atrium	License activation Wizard does not display the 'BMC Atrium Option' when the license is enabled	IOJ-1755250	
3	ContentDev Factory	An import of the SKU/PURL libraries may freeze during the process "DELETE FROM SoftwareSKU"	IOJ-1757105	
3	Discovery	Devices that were populated by a beacon discovery scan, no longer appear if the rule is deleted later	IOJ-1755449	
3	Import	ILMT inventory imports do not recognise operating systems with short naming convention	IOJ-1753011	

3	Import	Altiris installer evidence may not be imported correctly when installer evidence with the same display name and publisher has already been imported	IOJ-1754532
3	Software Assets	Opening the 'Exemption reason' list does not meet performance expectations if selecting many devices	IOJ-1745390
3	Software Assets	Inconsistent license compliance calculations for assets recorded as 'In Storage'	IOJ-1719908
3	Specialist Integrations	A baseline import, where the file name includes and underscore character, will truncate if the name is over 35 characters long	IOJ-1751397

20 issues

Known issues in release 2015 R2 SP4 that are resolved in release 2016 R1

Severity	Component (s)	Summary	Master Issue Number	Workaround
1	Agent	FlexNet inventory agent may crash during upload when using the 'netselector' algorithm	IOJ-1753931	
1	Import	An import from SCCM may fail when attempting to import a large amount of Universal Applications	IOJ-1762806	
1	Import	A discovered device record will always link to the original inventory record, even when the name & IP address have changed.	IOJ-1755050	
1	Purchases	Performance when processing Unprocessed Purchases is unacceptable.	IOJ-1759717	
1	Purchases	The drop-down list is not operational in License properties, Purchases.	IOJ-1753099	
1	SAP integration	SAP license recommendation information is not sent to individual SAP systems, managed by CUA.	IOJ-1757474	
1	SAP integration	The 'Import SAP Inventories' scheduled task deletes non-SAP intermediate packages that are pending import, causing data to be lost	IOJ-1760139	Disable the "Import SAP Inventories" scheduled task, or reschedule it for a time of day that is less likely to coincide with an upload from a beacon. For customers not using SAP capabilities, the former is preferred. Changing the time of day needs to take into account that uploaded package processing might be delayed if there are a large number of imports processing. It may be difficult to avoid a clash. In this case, ensuring that the SAP import process occurs less regularly than once a day is suggested. In a large multi-tenant system, it will be extremely difficult to schedule around the probability of an issue, owing to the processing backlog referred to earlier.
1	ServiceNow, Specialist Integrations	A newly created contract in FlexNet Manager Suite, when exported, creates an invalid contract record in ServiceNow.	IOJ-1765994	
1	Software Assets	An import may time out while executing ApplicationAlerts and EvidenceAlerts step in InstalledSoftware	IOJ-1766247	
2	Agent	FlexNet inventory agent produces a new mgsscript file for every execution	IOJ-1757136	
2	Agent	FlexNet Inventory agent fails to gather Microsoft Hyper-V VM association when the Hyper-V WMI provider is misconfigured.	IOJ-1757830	
2	Beacon engine	IIS application pool for FlexNet beacon exhausts host server memory on first connection request from FlexNet beacon	IOJ-1766461	
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	Business Adapter	The Business Importer may fail to import assets and related data with a "data would be truncated" error	IOJ-1737477	
2	Import	Oracle Pluggable database (PDB) does not appear on the Oracle Instances page if it was not started at the first Oracle inventory	IOJ-1756505	
2	Import	The Business Importer fails to import an Asset Type with name longer than 64 characters	IOJ-1765422	
2	Import	ADDM Inventory fails with "Package Nodes between A and P" during the staging table load query	IOJ-1758632	
2	Import	An import may take too long to process file evidence match count	IOJ-1754327	
2	Import	IP address inventory data from ADDM / BMC Discovery may be truncated	IOJ-1753576	
2	Import	Some installations of the FlexNet Inventory Agent are not recognised	IOJ-1712445	
2	Import	An Ignored installer evidence in the ARL cannot be re-enabled and linked to applications	IOJ-1744281	
2	Import	Custom properties on asset objects are not updated when the asset type changes; values are displayed as blank.	IOJ-1740848	
2	Installer	A PowerShell script failure, 'The registry key does not exist in the specified location', occurs when the operating system is not set to English.	IOJ-1754604	
2	Installer	Installing FlexNet Manager Suite may fail when an operating system is set to use French language	IOJ-1734350	
2	Inventory	Inventory detaches an Oracle database from its host instance when the OEM server inventory date is greater than the managed Oracle server instance inventory date.	IOJ-1761824	Schedule oracle inventory OEM inventory before Oracle inventory from oracle server managed by OEM server.
2	Inventory	Zero-touch inventory from an Oracle Virtual Machine does not return virtual guest data.	IOJ-1758895	Run the NDtrack locally, or install an agent on the OVM host.
2	Inventory	Oracle Virtual Machine manager scanning produces a faulty inventory file.	IOJ-1758892	Manually modify the NDI file to remove the FQDN from the file, then delete all existing information with the FQDN from the IM database and reload the data.
2	Inventory	Manually running the same rule through the Beacon interface (when the rule is already running) causes the currently running rule to fail.	IOJ-1757993	
2	Inventory	Current Oracle License Management Services (LMS) queries may not recognise some Oracle Options	IOJ-1754078	
2	Inventory	Duplicate DiscoveredDevice records are created when the discovered device file contains only the DeviceName.	IOJ-1744288	
2	Inventory	FlexNet inventory agent can execute additional SQL code when manually injected into the InventorySetting.xml file.	IOJ-1745174	

2	Inventory	Incorrect IP subnet calculation when specifying multiple overlapping targets	IOJ-1731470	
2	Purchases	A Purchase with an effective quantity of greater than 2 billion will cause a license reconciliation failure.	IOJ-1757463	
2	Purchases	Selecting maintenance from a contract, during Purchase processing, does not link the contract to the purchase	IOJ-1747892	
2	Remote execution	Oracle remote execution scan will ignore tnsnames entries that have a different syntax.	IOJ-1742023	
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	SAP integration	The error 'A Problem Occurred' may be displayed when accessing "License assignment rules" in FlexNet Manager for SAP Applications	IOJ-1739372	Once the SAP Inventory Import has been completed the tab can be accessed.
2	Security	Displayed errors in FlexNet Manager for SAP Applications may include inappropriate technical information	IOJ-1765810	
2	ServiceNow, Specialist Integrations	An export from FlexNet Manager Suite to ServiceNow may fail while checking the connection	IOJ-1763513	
2	ServiceNow, Specialist Integrations	Exporting contracts to ServiceNow can result in misaligned columns.	IOJ-1765653	
2	Software Assets	Partial license reconciliation does not reset the consumption of VM Hosts in some cases	IOJ-1758969	Run a full license reconcile
2	Software Assets	Exemption reason is not being populated for automatic role based exemption of devices	IOJ-1760615	
2	Software Assets	The 'Compliance Trend Report' is displaying incorrectly	IOJ-1741547	
2	Specialist Integrations	Published Microsoft SCCM App-V 4.6 packages may be incorrectly ignored, and not imported.	IOJ-1767468	
2	Specialist Integrations	Configuration changes to the ServiceNow export tool are overwritten by the defaults during an upgrade	IOJ-1742169	
2	Specialist Integrations	Deleted Computers and Applications are created in ServiceNow, if do not already exist, when FlexNet Manager Suite is not set as 'source of truth'.	IOJ-1766633	Do not perform a full export the very first time. This ensures all subsequent normal export tasks are increment exports.
2	WebUI infrastructure	Poor performance when setting the "exemption reason" drop down list on the "Consumption" tab of license	IOJ-1725704	
2	WebUI infrastructure	Using the Safari browser, no records are displayed when search is clicked for location/Corporate Unit/Cost Center under User properties	IOJ-1727120	Instead of clicking the Search button, type Enter [Return] after typing in the search text. In this case, the search is performed and a list of candidate hosts is provided.

3	Business Adapter	Business Importer cannot import a text string for the 'End of life reason' of an asset.	IOJ-1737105	
3	ContentDev Update	The content importer allows importing the same version of the PURL/SKU libraries, and updates the Last successful update	IOJ-1753866	
3	Hardware Assets	It is inefficient to remove an asset link individually on each computer instead of on multiple computers at once	IOJ-1753161	
3	Import	Multiple SCCM inventories with same serial number and properties can create duplicate records.	IOJ-1754110	
3	Inventory	On the All Inventory page, filtering by Alert generates "[Notification_ComplianceComputerHostNotFound]" in the drop down list	IOJ-1756002	
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	Reports	FlexNet Manager Suite 2015 R2 Cognos installation package configures data sources with "2008 Native Client"	IOJ-1737279	manually change reference to 2012 or OLE DB
3	Software Assets	Consumed values of PVU licenses is different between properties vs reports	IOJ-1758298	
3	Software Assets	IBM PVU sub-capacity license calculations may default to full-capacity when all inventory is imported from IBM approved sources	IOJ-1764087	Checking the "Allow sub-capacity licensing for sources other than approved IBM tools and FlexNet Manager Suite" checkbox will enable the sub-capacity license calculation but if inventory is performed by other sources this may not be approved for license audit purposes.
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	
3	Specialist Integrations	Citrix XenApp (Server Agent) adapter does not work when the FlexNet Manager Suite database is the staging database	IOJ-1764304	
3	Specialist Integrations	Business adapter studio displays an error when attempting to link a PO to a license	IOJ-1758928	
3	Specialist Integrations	When editing purchases on a license, an entitlement status change affects the selected grid row regardless of the row owning the changed drop-down	IOJ-1758851	

3	UX	Input fields are required to have maximum character width and display an error validation if this limit is exceeded.	IOJ-1754538	
3	WebUI infrastructure	Displayed license count of Cognos licenses is incorrect on the Cognos accounts properties page	IOJ-1758997	
3	WebUI infrastructure	Override unit price is not accepted when the value ends with "0"	IOJ-1742607	Remove the ending "0". (e.g. "147.90" -> "147.9")

71 issues

Known issues in release 2015 R2 SP4 that are resolved in release 2016 R1 SP1

Severity	Component(s)	Summary	Master Issue Number	Workaround
1	Batch Scheduling	The ARL cleanup task does not execute when there is constant system load, eventually blocking all imports.	IOJ-1800102	
2	Business Adapter	Business Import package from child beacon is not processed until the next import process	IOJ-1778478	
2	Business Adapter Studio	Interface may crash when adding descendants to Categories created by the Business Importer.	IOJ-1803543	Create the new category manually in web UI before doing mgsbi import
2	Hardware Assets	A red bar error occurs when expanding a grouped row in the Device Assets page	IOJ-1737945	
2	Import	The calculation of the availability of Oracle processor licenses, during license reconciliation, can be further optimized.	IOJ-1780084	
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	Documentation	The 'Using FlexNet Business Importer 2016 R1' documentation contains out of date information about obtaining DDI files.	IOJ-1773805	If you are using an On-premises installation, the DDI files are installed by default on your application (or batch) server. The default location of the DDI files is C:\ProgramData\Flexera Software\Beacon\Master\DDI. (If you have a larger implementation with separate servers, this path is on your batch server.) The DDIs rely on CSV (Comma Separated Values) example files that are installed by default in C:\ProgramData\Flexera Software\Beacon\ExampleCSV on the same server. It is good practice to keep these templates unedited, as master copies.
3	SAP integration	SAP license position details fail to load when the license reconciliation was initiated from a web browser with the language preference set to French.	IOJ-1760096	1) Change web browser language to English(United States) 2) Navigate to the license position page and click the 'Recalculate license position' link to get a new position

10 issues

Known issues in release 2015 R2 SP4 that are resolved in release 2017 R1

Severity	Component (s)	Summary	Master Issue Number	Workaround
1	Import	Inventory Import may fail with "CREATE UNIQUE INDEX statement terminated because a duplicate key was found for the object name dbo.#SoftwareInventory" error	IOJ-1808452	
1	Purchases	SKU to purchase mapping fails while creating purchases through business import	IOJ-1807324	
1	Security	Security vulnerability in the Beacon web plugin. Refer to Knowledge Base article 000022093.	IOJ-1807486	
2	Activity Log and System tasks	Beacon inventory imports are left "In Progress" if PackageUploadTriggersWriters setting is disabled	IOJ-1808572	
2	Activity Log and System tasks	Compliance Import task showing as 'In progress' after completion	IOJ-1756454	
2	Agent	Registry handles are not closed by the FlexNet inventory agent resulting in large build-up of open handles over time	IOJ-1810018	
2	Beacon engine	Inventory beacon servers will check for policy/rule updates every minute, ignoring the 'Interval for beacon updates' setting.	IOJ-1722573	
2	Import	Old WMI Evidences are not cleared from the database and may report applications installations that are invalid.	IOJ-1774437	To lower the consumption count these customers can manually exempt these devices from the licenses.
2	Import	Active Directory import failure due to foreign key violation	IOJ-1756790	
2	Import	Inventory source of inventory devices is incorrectly updated based on inventory date and is not set to primary source	IOJ-1732120	
2	Inventory Beacon	Deletion and re-registration of a beacon from FlexNet Manager Suite fails with an unexpected error for Cloud customers	IOJ-1728199	
2	Resolvers and Importers	Active Directory resolver will fail if there are existing users associated with the root OrganizationID	IOJ-1757939	Manually delete all records in the dbo.User_MT table that have a NULL GUID against the root domain object and perform another AD import.

2	Resolvers and Importers	FlexNet Manager Suite server may rarely fail to resolve an activity status file due to a unique key violation.	IOJ-1741840	1. Log on to the inventory server 2. Go to [InstallDir]\FlexNet Manager Platform\Importers folder 3. Make a backup of web.config 4. Open the web.config and make sure the value of ConcurrencyMaxLimitAppliesPerImportType is true 5. Locate following in the file {code} <add key="ConcurrencyMaxLimit-systemstatus" value="10" /> {code} 6. add a new key ConcurrencyMaxLimit-activitystatus after if it does not exist, or change the value if it exists already: {code} <add key="ConcurrencyMaxLimit-activitystatus" value="1" /> {code} 7. Save the file and restart IIS.
2	Software Assets	License assignments for supplementary IBM software installations on the same device as primary software installations are being incorrectly exempted with a reason of 'Covered By Related Product'	IOJ-1807275	
2	Software Assets	Intermittent reconciliation error, resulting in SQL failure that the transaction deadlocked with another transaction during update of consumption count step .	IOJ-1744063	
2	Software Assets	A compliance import may fail with 'System.DivideByZeroException' when the number of Virtual Machines per processor license is limited.	IOJ-1744809	
2	WebUI infrastructure	Create a points rule: The validation message is wrongly shown when Min sockets value equal Max sockets value.	IOJ-1766853	
3	Import	File evidence usage mapping is not correct in the Microsoft System Center Configuration Manager (SCCM) adapter	IOJ-1813397	
3	Import	Import from BigFix fails with "Invalid object name 'dbo.ParseText2Table'" when the default schema is not dbo	IOJ-1770920	
3	Import	FlexNet Manager Suite should not import 'Retired' and 'Disposed' devices from Altiris	IOJ-1744844	
3	Inventory	System task 'Virtual cluster server scan for IBM PVU' displays as 'in progress' when more than one beacon is in use	IOJ-1801668	
3	Software Assets	Licenses are excluded when license restrictions do not include the enterprise type used for Group Assignments	IOJ-1773053	
3	Software Assets	License reconcile may fail if a license is deleted while calculating consumption data for enterprise group allocations	IOJ-1758495	
3	Software Assets	Missing Applications tab in VDI templates that existed in FlexNet Manager Suite 9.2	IOJ-1752814	
3	WebUI	Possible Cross-Site Request Forgery (CSRF) issue when downloading uploaded documents	IOJ-1813127	
3	WebUI infrastructure	The error ID for the "We have a problem" page, cannot be found in webui.log file.	IOJ-1755220	
3		The site and enterprise licenses may display a Breach reason when the 'Consumed' count is bigger than the 'Total licensed' count.	IOJ-1802437	
3		Inventory collection may fail on a x86 Solaris computer after downgrading the FlexNet inventory agent.	IOJ-1817073	When you downgrade the agent it does not work anymore unless you remove the config.ini file first.

28 issues

Known issues in release 2015 R2 SP4 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	IBM PVU consumption may be incorrectly increased when a full import and PVU reconcile are run concurrently	IOJ-1829095	
3	Import	A Microsoft SCCM 2012 import may fail when importing a large volume of file evidence	IOJ-1709183	

3 issues

Known issues in release 2015 R2 SP4 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	
1	Inventory	Oracle inventory fails when large XML data is generated with error 'internal error: Huge input lookup'	IOJ-1809740	
1		Importer fails to merge ESX servers from multiple sources with different UUID endianness	IOJ-1841976	
2	Import	Oracle VM Hosts are not imported when there is only Oracle VM Manager inventory	IOJ-1767552	
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	Software Assets	Consumed count in License card is not scoped to current user	IOJ-1765452	
2		Delete an exchange rate OR Role does not have any protection against Cross Site Request Forgery	IOJ-1838401	
2		For multi-tenant systems, license reconciliation deadlocks can occur when multiple tenants alter hardware and software details	IOJ-1828282	
3	Software Assets	Clustered Software on Clusters in ADDM v11.x is not retrieved	IOJ-1838464	
3	WebUI	Exporting the License/Inventory Device History Tab, the description column contains blank values.	IOJ-1805158	

10 issues

Known issues in release 2015 R2 SP4 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	
1	WebUI	Custom properties using drop-down list could be clear when using multi-edit	IOJ-1852471	
2	Agent	Unnecessary high-frequency PVU inventory uploads may be triggered by variations in system clock speed	IOJ-1852613	
2	Purchases	Running the 'Entitlement Position History for a License' report, results in a 403 Error.	IOJ-1753925	There is no workaround
2	Software Assets	Error displayed on filtering or sorting 'Recommended change' column in Recommend License Changes grid	IOJ-1737692	No workaround available
2	WebUI infrastructure	License alerts for unknown users don't clear even when the condition no longer exists	IOJ-1839127	A workaround is available. Please contact Flexera support for further information.
2		The Vulnerability Intelligence Manager tool does not support Microsoft's Transport Layer Security (TLS) protocol 1.2	IOJ-1804275	No workaround available
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	Language Pack	French Web UI: Retired or Disposed Asset Inventory > the page description is too long	IOJ-1771137	
3	Purchases	The Purchase Order One-Off Upload does not import the Publisher field value if the publisher does not exist in FlexNet Manager Suite	IOJ-1756897	The issue occurs if the publisher does not exist. Adding the publisher manually and then starting the Purchase Order One-Off Upload will ensure that the Publisher Field is populated.
3	WebUI infrastructure	The filter "Doesn't contain" shows some strange behavior on the History tabs	IOJ-1770355	
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	

13 issues

Known issues in release 2015 R2 SP4 that are resolved in release 2018 R2

Severity	Component (s)	Summary	Master Issue Number	Workaround
1	Hardware Assets	Some assets cannot be linked to an inventory device	IOJ-1864895	The asset can be linked if you add the link from the asset record rather than the inventory record. Open the asset from 'All assets' page, then set the 'Linked inventory device' field.
1	Contracts	Linked Assets and Licenses may be deleted from a Contract when saving Contract properties	IOJ-1865851	
2	Operators, rights and roles	Edit icon incorrectly displays when the 'Rename an existing role' option for a Role is restricted	IOJ-1733057	No Workaround
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	Locally-installed FlexNet inventory agent does not support inventory of Oracle 12c pluggable databases	IOJ-1754077	On-premises customers may apply FlexNet Manager Suite Hotfix 2018R1-02, which includes the repair of this issue. This is available from the Product and License Center (accessible through the Customer Community portal, with login required). Customers using a cloud implementation may ask their Flexera Support representative to request that their FlexNet inventory agent maximum version is increased to 13.0.1 (or later). Alternatively, you can use remote oracle inventory (direct oracle inventory) and specify each pluggable database as separate SID/Service in the TNSNames files on the beacon to collect data from each pluggable database along with instance.
2	Software Assets	IBM Information Server: Development VMs consuming 'Production' license	IOJ-1764318	
2	Inventory	Inaccurate license consumption for Oracle Compression Advisor option after option fails	IOJ-1874887	When Oracle table compression tool is executed but fails, make sure no temporary compressed tables are left on the server.
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	
2	Operators, rights and roles	View Only Operator receives "problem 403 unauthorized" error when accessing Oracle Instances	IOJ-1764278	No workaround for user with view only permission. Change permissions from view only to modify, to access the page
2	Resolvers and Importers	Oracle licenseable options from OEM instance for remote instances left unmanaged in IM	IOJ-1827746	

2	Resolvers and Importers	Renamed windows device does not update following inventory import	IOJ-1759887	Delete the old computer records from All Inventory page. It will clean this computer from the Inventory database. Next inventory will create a new computer with a new computer name.
2	Software Assets	Unable to Save when multi-editing Inventory devices or Assets Status are different values	IOJ-1748348	If appropriate: edit each individual inventory device standalone and not using the multi edit function for the devices that produce the error. The field values that need to match to currently use multi-edit for Assets is (Status) and for Inventory Devices are (Computer Status, Compliance Status, Roles)
2	Resolvers and Importers	AD import may fail if AD includes CNF replication conflicts	IOJ-1737107	
2		SCCM reader does not import domains where the domain flat name exists in another source	IOJ-1870174	
2		Oracle Server Worksheet does not exclude non-licenseable installations	IOJ-1818015	
3	Inventory Beacon	If LastKnownActivityTime is not set, beacon status update does not update it	IOJ-1700807	
3	Reports	Cognos does not authenticate using https	IOJ-1759941	
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	ServiceNow	FlexNet Manager Suite does not show correct export status	IOJ-1764212	
3	Software Assets	Oracle LMS audit evidence export should not include ignored devices	IOJ-1806425	
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	

25 issues

Known issues in release 2015 R2 SP4 that are resolved in release 2019 R1

Severity	Component (s)	Summary	Master Issue Number	Workaround
1	Import	ADDM import failure when multiple CPU or Hardware Evidence records exist for a single Host	IOJ-1908014	
1	SAP Integration	SAP Simulation may time out when performed on a large volume of roles	IOJ-1907791	
1	Software Assets	Multi-edit of licenses may result in the loss of Points rule set association	IOJ-1905701	
1	Software Assets	Additional applications are added to license when they share the same version weight	IOJ-1849233	
2	Agent	Inventory agent may hang if oracle database is not in healthy state	IOJ-1910504	Fix the Oracle database to execute queries successfully.
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.
2	WebUI	Multi-edit would not let user to select empty value for a drop down customer property	IOJ-1903253	Remove the BLANK value from the drop-down custom property values.
2	Software Assets	Accepting application removal recommended license changes does not update license application list	IOJ-1898509	The following hotfixes are available from Flexera's Product and License Center: * FlexNet Manager Suite Hotfix 2018R2-04 * FlexNet Manager Suite Hotfix 2018R1-07 * FlexNet Manager Suite Hotfix 2017R3-01 * FlexNet Manager Suite Hotfix 2017R2-01 Without these hotfixes, manually removing the application from the license will stop the recommended license change from continually appearing.
2		When installing FNMS in an environment with SQL Server Availability Groups, PowerShell fails with a SQL connection timeout	IOJ-1896760	Remove the failover IP from DNS for each of the affected environments
3	WebUI	A red bar error may appear when clicking on 'Move Maintenance and entitlements'	IOJ-1810303	No workaround

10 issues

Known issues in release 2015 R2 SP4 that are resolved in release 2019 R2

Severity	Component (s)	Summary	Master Issue Number	Workaround
2	Inventory	FlexNet inventory agent may incorrectly count Oracle Universal Installer (OUI) packages which are located in a backup directory.	IOJ-1772298	
2	Inventory Beacon	A child inventory beacon does not download adoption and upgrade packages completely from the parent inventory beacon	IOJ-1742927	Workaround: OPTION 1: 1: On the parent beacon: Extract the attached "FNMS-64079_Beacon_AuthcodeWorkaround_0.1.9.zip" to a folder, such as the desktop. 2: Open a command prompt (or PS window) as administrator and change to the root folder where the files were extracted with cd "C:\users\myuser\desktop\~~FNMS-64079~~" 3: Use the following to run: PowerShell -ExecutionPolicy Unrestricted -File ".\Hotfixes\~~FNMS-64079~~_Beacon_ AuthcodeWorkaround.ps1" 4: Wait 15 - 30 mins for the child beacons to re-attempt download. OPTION 2: Move child beacon to a parent beacon (by downloading another Configuration File without setting a Parent Beacon) to download packages. You can move it back to child again when required inventory agent package downloaded. OPTION 3: The complete Packages folder can be copied manually from Parent Beacon to Child Beacon, where the packages will be functional/usable but the alerts/errors will still be visible: C:\ProgramData\Flexera Software\Staging\Common\Packages\ OPTION 4: On the Parent Beacon only, copying the actual authenticode file from a cached folder and renaming it. This is time consuming, but will allow the Child Beacon to natively download all what it wants: 1: Open two Windows Explorer on the Parent Beacon and navigate to these two folders on each window: ProgramData\ Flexera Software\Distribution\Cache\Common and ProgramData\ Flexera Software\Staging\Common\Packages\Flexera\Adoption\ LatestVersion Open each Agent flavor folder in the 2nd link and open the corresponding cached folder on the first link 2: Copy the authcode.cab file from the first link to second link, then rename it exactly like the file ending in metapkg.ndc.gz but using .cab instead of .gz. Example: Copy ProgramData\

Flexera Software\Distribution\Cache\Common\
Package_Flexera_Adoption_12.4.0_Rev1.0_FlexNet Inventory
Agent_FlexNet Inventory Agent\authcode.cab TO ProgramData\
Flexera Software\Staging\Common\Packages\Flexera\Adoption\
12.4.0\Rev1.0\FlexNet Inventory Agent\FlexNet Inventory Agent_
metapkg.ndc.cab

3: Do the same processes with the Inventory Beacon's upgrade
package. Example: ProgramData\Flexera Software\Distribution\Cache\
Common\Package_Flexera_Upgrade_12.4.0_Rev1.0_Flexera Inventory
Beacon Upgrade_Flexera Inventory Beacon Upgrade\authcode.cab TO
ProgramData\Flexera Software\Staging\Common\Packages\Flexera\
Upgrade\12.4.0\Rev1.0\Flexera Inventory Beacon Upgrade\
Flexera Inventory Beacon Upgrade_metapkg.ndc.cab

4:Restart the FlexNet Beacon Engine service on the Child Beacon and
 it should be able to download all files

2	Resolvers and Importers	Inventory resolver does not delete ServiceComponent if it is the only component reported by oracle inventory	IOJ-1896162	Delete the device (through All Inventory page) that has that only one component and when the Oracle inventory (without component) reported by that device again it would not create component as it does not exist in the ndi. Only required if a component is reported as Used.
2	Software Assets	Datapump compression usage is not a reliable source of licensing evidence for Oracle version 12.1.0.1	IOJ-1885199	
2	WebUI	Asset not showing linked inventory	IOJ-1929186	
2	WebUI infrastructure	Attaching a document while creating a Purchase, Contract, Asset or User displays an error	IOJ-1757300	Save the Purchase Order first and then attach the document.
2	WebUI infrastructure	Combobox in advanced filter is limited to 100 items	IOJ-1738785	
2		Multiple use rights on User licenses may over consume licenses	IOJ-1901830	Consumption overrides can be used to achieve a correct license position but this does need ongoing manual management.
3	Hardware Assets	Unable to Accept Link for multiple records for "Recommended asset"	IOJ-1748949	No workaround
3	Installer	PowerShell script process fails when non default SQL port is used	IOJ-1728269	You can either · Hard code the port number in the DatabaseHelper.ps1 script, or · 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' Note: If the wrong entry is already in the registry, you can use forceUpdateConfig to prompt for the latest database information.
3	Inventory, WebUI	Discovery & Inventory rule shows incorrect day selection when scheduling weekly frequency	IOJ-1727433	
3	Software Assets	Ignored inventory devices may consume licenses where allocated	IOJ-1780438	Remove the allocation from the device. This bug does not apply to IBM PVU license type.
3		Performance issues with license consumption grid	IOJ-1928563	

13 issues

Unresolved issues in release 2015 R2 SP4

Severity	Component(s)	Summary	Master Issue Number	Workaround
2	Agent	Attempting to downgrade the installed version of FlexNet inventory agent with third-party tools leaves the agent non-functional	IOJ-1809619	Re-install by running the MSI or installing the new version again restores the files.
2	Agent	FlexNet inventory agent reports discovered Oracle listener, based on hostname rather than bound network interface controller DNS name	IOJ-1740259	
2	Batch Scheduling	Unable to schedule remote receives using child batch server	IOJ-1737873	
2	Batch Scheduling	Batch scheduler fails when two accounts are used to separate FlexNet Manager Suite operation from data collection services	IOJ-1728113	
2	Beacon engine	Beacon reports no policy if agent is installed on the beacon	IOJ-1741388	
2	Business Adapter	The schema.ini file is deleted when a Business Import is run to import data from a text file	IOJ-1737437	I went into the xml file and made the highlighted [JT: added Delimiter="None" attribute, and added ;FMT=Delimited(None)] in the connection string) adjustments. After that is does not matter where I run the adaptor the scheme.ini is not deleted. <Import Type="CSV" Delimiter="None" Name="Purchase" Template="" Enabled=" False" ConnectionString="Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C: \PJM\SAP;Extended Properties='text;HDR=Yes;FMT=Delimited(None)'" Query="select * from [Flex.txt]" FileName="C:\PJM\SAP\Flex.txt" UsePhysicalTable="True" /> AFAIK, changing the attribute stops MGSBI from deleting the file, and the ConnectionString change stops the BAS from inferring it.
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	Business Adapter	Business importer makes use of the deprecated field "LicenseQuantity" in calculations	IOJ-1740921	
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	Discovery	Oracle RAC servers in 'Discovered Devices' may have an IP address = Localhost (127.0.0.1) which results in no Oracle discovery	IOJ-1725445	
2	Enterprise	Child nodes displayed when searching in Corporate units, category, location & cost centres	IOJ-1740934	

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	ADDM staging tool truncation causes duplicate key values	IOJ-1895733	Expand the column length by running the following query with required length for ClusterType ALTER TABLE Cluster_ci ALTER ClusterType nvarchar (<LengthNumber>)
2	Import	Altiris reader should obtain the serial number from more reliable source table	IOJ-1883135	
2	Import	Provide user an option to configure multiple duplicate serial number for importer inventoried devices	IOJ-1845922	
2	Import	System Task list shows incorrect number of ignored devices due to FNMP license limit	IOJ-1758988	
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	Import	Performance when calculating Virtual Machine configuration relationships needs to improve	IOJ-1753828	
2	Inventory	For Oracle 9i on Microsoft Windows, installed agent running as sysdba fails to collect Oracle inventory	IOJ-1766929	run ndtrack.exe -t machine as windows or domain user with ora_dba group memebership This can be done by creating MS task scheduler to execute ndtrack.exe -t machine at the specified scheduled time OR Use remote oracle inventory using inventory beacon.
2	Inventory	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	Error when downloading 'Oracle LMS audit evidence in zip archive' from Oracle instance page when FNMS collation is different than master database collation.	IOJ-1743200	
2	Inventory	Zero Touch inventory may leave a SSH session open on AIX devices	IOJ-1728352	

2	Inventory	Oracle DB Inventory fails if any of the discovered services include +ASM in the name	IOJ-1730590	
2	Inventory Beacon	Child beacon unable to download beacon policy from parent beacon (cloud)	IOJ-1742928	Applies to FNMS-cloud only as by default on-prem FNMS installation does not do policy/packages signing. Delete or Rename the CertificateFile entry under the following registry key on the Child Beacon: HLKM\SOFTWARE\Wow6432Node\ManageSoft Corp\ManageSoft\Compliance\CurrentVersion\
2	Inventory Beacon	BeaconPolicy generation is re-setting disabled subnets to enabled despite have been disabled	IOJ-1719365	
2	Inventory Beacon, WebUI	Unable to clear beacon alerts via web UI	IOJ-1732658	
2	Operators, rights and roles	Logging in to a tenant with an expired license shows permissions error instead of license error	IOJ-1735107	No Workaround
2	Operators, rights and roles	The 'Locations' and 'Cost Centers' pages may not display any data, despite the operator having the appropriate enterprise group access right.	IOJ-1718831	
2	Operators, rights and roles	Administrator unable to clear category restriction if it has been set previously and saved	IOJ-1744610	
2	Operators, rights and roles, Web API	The License Reconcile control cannot be managed using Roles	IOJ-1741892	
2	Purchases	Total price is shown as 0.00 if UnitPriceRate ID is NULL and AutoCalculateTotal = 0	IOJ-1745738	
2	Purchases	Processing purchases with quantity greater than 2147483647 (2^31-1) will produce redbar error	IOJ-1745487	
2	Purchases	A 'Nothing to decrypt' error may be encountered in EntitlementAutomation, when the MaintenanceDefinition contains a NULL value	IOJ-1720229	
2	Purchases	Overspent calculations may be incorrect should the quantity per unit value not = 1, in the purchase order	IOJ-1743456	
2	Purchases	A red bar error occurs when expanding a grouped row in the All Payments page	IOJ-1737950	
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 Application Installation Details report may time out if the "Applications" filter option left blank	IOJ-1908366	
2	Reports	The number of returned results from a custom report changes with consecutive runs	IOJ-1727573	
2	Reports	When saving a report, Anne is not sure if the action will overwrite or save a new copy	IOJ-1740524	

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	API error - 'Http 500' error when calling the GetSoftwareTitleClassificationCollection() web service method	IOJ-1745235	
2	Software Assets	Setting page filter to category in Installed Applications displays red bar error	IOJ-1744469	
2	Vendors	Red bar error observed when deleting a Vendor linked as Publisher to Purchase Order.	IOJ-1740684	
2	WebUI	Red bar error when allocating computers to Oracle Processor based licenses that are already linked to the license	IOJ-1922491	
2	WebUI infrastructure	Inventory records cannot be edited should a Flexnet Manager Suite license count be exceeded. (On-Premises)	IOJ-1803112	
2	Agent, Import	FNMS Agent unable to accurately inventory HP-UX nPar/vPar devices on which the /usr/sbin/parstatus -wM command fails	IOJ-1802126	
2	Software Assets	Simplify FNMS access rights	IOJ-1741136	
2	Software Assets	The All Licenses page incorrectly shows Used Count for Oracle Processor when subcapacity is applied	IOJ-1719702	
2		NDTrack - Oracle Inventory May Return Zero Users	IOJ-1925375	
2		Active Directory import may fail if group was created while A.D data collection was in progress	IOJ-1850056	
2		Inventory resolver merge devices with same name	IOJ-1833214	1: Use the computer domain registry key to keep both devices in separate domains. 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	Agent, Inventory Beacon	Using non-default ports for agent and beacon communication	IOJ-1887867	Use Self-hosted web server to configure custom port.
3	Batch Scheduling	BatchProcessorTasks will fail when the server name is longer than 15 characters	IOJ-1752171	Update the following registry keys, and then perform a server reboot (it may be sufficient to restart the MSMQ service). $msmqkey = "HKLM:\SOFTWARE\Microsoft\MSMQ\Parameters" Log "Configuring '$msmqkey\IgnoreOSNameValidation'" New-ItemProperty -Path $msmqkey -Name "IgnoreOSNameValidation" -Value 1 -PropertyType DWord -ErrorAction Stop -Force \| Out-Null Log "Configuring '$msmqkey\IgnoreOSNameValidationForReceive'" New-ItemProperty -Path $msmqkey -Name "IgnoreOSNameValidationForReceive" -Value 1 -PropertyType DWord -ErrorAction Stop -Force | Out-Null
3	Beacon 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	Beacon UI	Loading a Beacon configuration file with an error does not provide useful troubleshooting information	IOJ-1754164	
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	Business Adapter Studio	Business Adapter Studio may replace .csv file name with complex query text	IOJ-1757306	
3	Hardware Assets	Lease end date is not updating on the main asset screen but is updated in the financial tab	IOJ-1759885	
3	Import	Imports from SCCM may cause temp tables to grow quickly	IOJ-1759700	
3	Import	The last inventory date of clusters are not updated	IOJ-1752966	Please consider host last inventory date in a cluster as cluster inventory date. Cluster information is reported by host, latest inventory from a host will be the inventory date for that cluster.
3	Import	Licenses subject to true up should never be shown in breach	IOJ-1715217	

3	Installer	"Cannot add duplicate key" for "aspnet:MaxHttpCollectionKeys" Error Dialog in IIS Manager is raised when editing the Configuration for FNMS Suite site	IOJ-1770496	To resolve this issue, the duplicate key has to be manually removed from the web. config file on the FlexNet Manager Suite presentation server. Warning: Making any changes to the web.config file will cause the AppPool to restart. Any active users that are currently using the Web UI may be interrupted and any long running processes such as reports will be aborted. It is recommended that this is done out of operation hours. Warning: Making changes to the web.config file can cause the WebUI to fail to start up and stop working. Before making any changes, ensure you have backed up the web. config file to another location. To make this change: - Open notepad.exe in Administrator mode - Using notepad, Open the web.config file found in the WebUI folder of the Flexnet Manager Platform install folder (default location is "c:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\WebUI") - Search for the lines that starts with '<add key="aspnet:MaxHttpCollectionKeys"'. This will be under the "<appSettings>" XML node. If more than one is found, remove the duplicate entry (the entire line). - Save the file and close notepad. It is recommended that after a change is made to the web.config file, a full IIS restart is made. To do this, either restart from IIS OR through command-line on the presentation server open a command prompt window in Administration mode and run type "iisreset /restart" (ignore quotes) and press enter. All sites hosted by your IIS instances will be restarted, so it is recommended that this is done outside of normal operation hours.
3	Inventory	Oracle Inventory files showed incorrect options being installed if there are two or more instances	IOJ-1741737	
3	Inventory Beacon	ActiveDirectory import can fail when multiple OUs are renamed	IOJ-1993771	
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	SUSE Enterprise Linux (SLES) Not Classified as a Server OS	IOJ-1913948	
3	Software Assets	Unexpected Error while creating a license with long license name.	IOJ-1887943	

3	Software Assets	The "Available" field in custom report may show incorrect value	IOJ-1760767	
3	Software Assets	Wording of 'Allow sub-capacity licensing for sources other than approved IBM tools and FlexNet Manager Suite' option in License properties, is unclear	IOJ-1756121	
3	Specialist Integrations	ServiceNow import rejects assets with an incorrect date.	IOJ-1759651	
3	UX	In 'Product Summary' view, additional 'Product Name' filtering is resticted	IOJ-1753579	
3	WebUI	History for Consumed entitlements in Custom metric licenses are not displayed	IOJ-1926051	
3	WebUI	Users scoped by corporate unit can no longer not see the corresponding location on Enterprise -> Corporate Units when the "Restore defaults" button is clicked.	IOJ-1850923	
3	WebUI	Fields are missing for "IBM UVU" licensing type on identification tab (Licensing Properties).	IOJ-1712400	
3	WebUI infrastructure	Saving Account Properties causes a red error bar after previously adding a new role	IOJ-1780811	Force a browser refresh of the page and the red error bar should no longer occur. May also need to start a new browser tab, or new browser window, or close all browsers, then start again.
3	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. To update both the DB server and the DB name: update ComplianceConnection set Server = '<servername>', DatabaseName='<dbname>' where SourceType='FNMPDataWarehouse' or To only update the DB sever name: update ComplianceConnection set Server = '<servername>' where SourceType='FNMPDataWarehouse' or To only update the DB name: update ComplianceConnection set DatabaseName='<dbname>' where SourceType='FNMPDataWarehouse' Also in one more location in the registry needs to be updated in the location "HKLM\Software\Wow6432node\Managesoft Corp\Managesoft\Reporter\CurrentVersion" and update the connection string in the registry key "FNMPDWDatabaseConnectionString" 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		Hardware data imported from SCCM and Data Platform is marked as duplicate instead of being merged	IOJ-1871958	Delete duplicate devices from inventory source, next import will automatically fix it.
3		The inventory date of remote devices is never updated	IOJ-1987574	
3		Customers and Oracle need consistent exclusions of Oracle user accounts	IOJ-1867392	

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