FLEXEra

FlexNet Manager Suite 2017 R3

Known Issues

Known issues in release 2017 R3 that are resolved in release 2018 R1

Severity	Component (s)	Summary	Master Issue Number	Workaround
1	Business Adapter	"Input string not in a correct format" error message occurs when a business import contains a purchase with a custom property value	IOJ-1860203	
1	Business Adapter	Business import of computer with custom properties resulted in SQL expression populated as property value instead of actual value	IOJ-1854906	
1	Business Adapter	The categoryID property on the device object is not available in the Business Importer	IOJ-1856184	
1	Custom views	Running large reports may result in a timeout without a timeout setting.	IOJ-1846262	
1	Database	A significant performance issue may occur in FlexNet Manager Suite 2017 R3 due to a poorly performing background task.	IOJ-1853520	
1	Import	An import may timeout when importing Xen App inventory	IOJ-1850736	
1	Import	Incorrect computer matching and asset update may occur, when the wrong computer is linked to an asset that is deleted from inventory	IOJ-1853561	
1	Import	Inventory importer may fail if there are 2 cluster groups with the same name	IOJ-1856189	
1	Import	FlexNet Manager Suite import may timeout due to the shape of the data in the Inventory Manager database	IOJ-1854295	
1	Purchases	'Under Purchased' value on Compliance tab of the license calculated doesn't take into account 'Quantity per Unit'	IOJ-1851547	
1	Resolvers and Importers	An import containing Oracle evidence may fail if there is malformed data in staging tables	IOJ-1855796	
1	SAP integration	SAP Inventory Agent may fail with an exception: "Index and length must refer to a location within the string"	IOJ-1857499	

1	Security	A user login via SAML in a load balanced environment with edge TLS termination may fail due to an incorrect return address in the SAML request	IOJ-1861443	
1	Specialist Integrations	'A Problem Occurred' error may happen when viewing the SAP Package Details page	IOJ-1851449	
1	WebUI	A red bar error may occur when modifying an asset setting in System Settings > Assets	IOJ-1862424	FlexNet Manager Suite cloud You will need to perform the following workaround every time you go to Asset Settings page. 1. Navigate to System Settings and stay on Assets tab. 2. Open the console window in your browser to execute JavaScript. In Chrome / Firefox / IE, you can do this by performing right click on the page, and then click on "inspect" or "inspect element" menu. 3. Open the attached script file using your chosen text editor. Copy and paste the scripts to the console, and hit enter. 4. You should be able to modify asset settings. Note that this workaround will need to be re-applied if you refresh the page. FlexNet Manager Suite cloud on-premises You can perform the following steps to permanently solve this issue. 1. Go to your application server and open the following file: C:\Program Files (x86)\Flexera Software\FlexNet Manager Platform\WebUI\Scripts\SystemOptions\systemOptions.js Note: It is recommended to take a backup of the file before making any modifications. 2. Replace trailing semicolon character (';') with comma (',') in the following line: containerElement = $(s).closest('.grid-cell-text'); which will result in: containerElement = $(s).closest('.grid-cell-text'),
1	WebUI	Custom properties using drop-down list could be clear when using multi-edit	IOJ-1852471	
1	WebUI	Performing a bulk update on licenses may remove data in custom fields.	IOJ-1857291	
1	WebUI infrastructure	Using grouping and filtering on a grid may cause exception or empty rows	IOJ-1853518	
2	Agent	Unnecessary high-frequency PVU inventory uploads may be triggered by variations in system clock speed	IOJ-1852613	
2	Agent	Windows inventory agent may fail to collect hardware evidence and fallback to Windows API, possibly affecting the collected computers memory value.	IOJ-1854914	
2	Agent	Problem with Agent-based Oracle inventory where Oracle home path is using a symbolic link	IOJ-1840569	

2	Documentation	Installation instructions for Flexera Analytics is missing the command: '.\Config.ps1 ".\Config\FNMS Cognos Config.xml" updateConfig'	IOJ-1853895	Replace the following instructions:
				Once Flexera Analytics has been successfully installed and configured there are several steps required to be completed on the web application server to finalize the integration of Flexera Analytics with Flexera Analytics. The externally visible URL of the Flexera Analytics server needs to be set on the web application server so that FlexNet Manager Suite knows where to go when a user navigates to Flexera Analytics from Reports mode.
				a. Log into your web application server.
				b. Open a PowerShell command-line window with Administrator privileges.
				c. Navigate to the <FNMS Media>\FlexNet Manager Suite\Support directory.
				d. Execue the commands
				  Set-ExecutionPolicy AllSigned -Force
				and
				  Set-ExecutionPolicy AllSigned -Force
				You will now be asked to enter the externally visible URL of the Flexera Analytics server, in the format http://{servername}. Then press Ok.
				
				With:
				Once Flexera Analytics has been successfully installed and configured there are several steps required to be completed on the web application server to finalize the integration of Flexera Analytics with Flexera Analytics. The externally visible URL of the Flexera Analytics server needs to be set on the web application server so that FlexNet Manager Suite knows where to go when a user navigates to Flexera Analytics from Reports mode.
				a. Log into your web application server.
				b. Open a PowerShell command-line window with Administrator privileges.
				c. Navigate to the <FNMS Media>\FlexNet Manager Suite\Support directory.
				d. Execue the commands
				  Set-ExecutionPolicy AllSigned -Force
				and
				  .\Config.ps1 ".\Config\FNMS Cognos Config.xml" updateConfig
				You will now be asked to enter the externally visible URL of the Flexera Analytics server, in the format http://{servername}. Then press Ok.

2	Purchases	Running the 'Entitlement Position History for a License' report, results in a 403 Error.	IOJ-1753925	There is no workaround
2	Remote execution	Beacon Engine crashes while collecting VMware inventory from large number of ESX servers or VMs.	IOJ-1847944	
2	SAP integration	Unable to convert hexadecimal value when collecting user data from SAP system running on SAP_BASIS 4.6C version	IOJ-1855237	
2	Software Assets	IBM RVU license consumption is not displayed in the All Licenses page	IOJ-1831811	
2	Software Assets	Error displayed on filtering or sorting 'Recommended change' column in Recommend License Changes grid	IOJ-1737692	No workaround available
2	WebUI	Management View grid customizations are invalidated after upgrading to FlexNet Manager Suite 2017 R3	IOJ-1852800	
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	WebUI infrastructure	Attempting to use Advanced Filter 'Source Does Not Equal' in All Applications page, results in an error.	IOJ-1840501	Using the advanced filter option "Is None Of", instead of "Does Not Equal" will filter the Source values appropriately.

2		The Vulnerability Intelligence Manager tool does not support Microsoft's Transport Layer Security (TLS) protocol 1.2	IOJ-1804275	No workaround available
3	Import	Compliance import may fail with the error "Nullable object must have a value."	IOJ-1860969	
3	Import	Inventory import may timeout due to the shape of the data in the Compliance database	IOJ-1858498	
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	Software Assets	Oracle Legacy License Type can prevent a device from consuming other licenses if set as a Bundle	IOJ-1854669	
3	WebUI	User can't delete license with the role which has Full access to licesne but having "All licenses, with counts only for their groups' option ticked	IOJ-1892583	
3	WebUI	Filtering for certain words like 'linked', 'allocated', 'unallocated' in license and application history screens does not output the correct result	IOJ-1824242	No workaround available
3	WebUI infrastructure	Custom properties do not display for assets, computers or licenses	IOJ-1851705	
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		SAP User attribute "UserLockStatus" is not imported correctly from XML file	IOJ-1862597	
3		Red bar error displayed when generating CAL Usage inventory for access evidence	IOJ-1862333	
3		Editing an Account on the All Accounts page may fail and then display the wrong warning message	IOJ-1849539	
3		Flexera Analytics silent installation answer files, do not support encrypted credentials.	IOJ-1851929	

3		The Vulnerability Intelligence Manager (VIM) tool does not support Federal Information Processing Standards (FIPS).	IOJ-1852682	No workaround available
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	Documentation, Operators, rights and roles	Documentation wrongly states that changing the status of a user affects the user appear or not on the account creation page.	IOJ-1868548	

49 issues

Known issues in release 2017 R3 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	Hardware Assets	Inherited location for an inventory device from an asset is lost when any manual change is made in the inventory device's properties	IOJ-1850832	
1	SAP Integration	SAP GUID is truncated by staging monitor since 2016R1	IOJ-1882494	
1	Contracts	Linked Assets and Licenses may be deleted from a Contract when saving Contract properties	IOJ-1865851	
1	Import	An inventory file may fail to import when another inventory file, for the same device, is imported with different custom property values	IOJ-1871365	A workaround is available. Please contact Flexera support for further information.
1	Import	ActiveDirectory writers fail if information from one domain is imported from multiple sources	IOJ-1824740	A workaround is available. Please contact Flexera support for further information.
1	Inventory	Japanese characters are garbled in Oracle NDI file (direct collection via Beacon)	IOJ-1861640	
1	Security	Unable to access Analytics via SAML with certain identity providers	IOJ-1870025	
1	WebUI infrastructure	Error Message - System.ArgumentException: An item with the same key has already been added (Custom Property issue)	IOJ-1849587	
1	Import	When performing a reconcile, the step "Delete license allocations that no longer exist" may run slowly and block other steps	IOJ-1875293	
1		Removing an application which is linked to a license that has upgrade/downgrade rights can cause the license to fail to open	IOJ-1878688	
2	Import	User Assignments and Enterprise Groups one-off uploads accordions are missing for newly created and cloned roles	IOJ-1866549	Workaround is: manually insert access right on the database for CMEnterprise - Configure or assign all operators who need to use the two one-off uploads to the default administrator role.
2	Import	Reconciliation is timing out on 'ReconcileLicenses' step	IOJ-1844085	
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	Import	File evidence that is no longer imported from the inventory source is not removed	IOJ-1852886	
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	SAP Integration	SAPReader Fails to Import With Error 'Violation of UNIQUE KEY constraint 'UQ_SAPActivityCheckWorkTime'	IOJ-1779956	
2	Software Assets	IBM Information Server: Development VMs consuming 'Production' license	IOJ-1764318	
2	Agent	On SuSE 12 SP2 and later, installation of FlexNet inventory agent fails when ndtask. service cannot start	IOJ-1845450	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, after installing inventory agent, run the following commands as root /bin/systemctl daemon-reload /etc/init.d/ndtask start /etc/init.d/mgsusageag start This workaround remains operational if the device is rebooted.
2	Import	Microsoft Server/Management Core license, a license consumption calculation of the virtualization rights for Microsoft CIS 2016 Standard is incorrect	IOJ-1867650	
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	'Active Data Guard' is detected as installed from Oracle Database Express Edition	IOJ-1879110	
2	Inventory	Oracle 11g and later: Real Application Testing should not be calculating Installation/Usage based on SQL tuning set	IOJ-1842842	
2	Inventory	Incorrect core factor used for Itanium processor purchased before Dec 1, 2010	IOJ-1844320	Workaround: Modify the points on the machine
2	Inventory, Software Assets	Oracle EBS should be cleaned as a part of Stale Oracle Cleanup	IOJ-1836717	

2	Inventory	FlexNet Manager Suite cannot differentiate between usage of the Oracle Spatial and Locator options	IOJ-1857917	
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	ServiceNow	Compliance and Business imports fail when FlexNet Manager Suite is waiting for a ServiceNow export to complete	IOJ-1816129	
2	Software Assets	Oracle options enabled by OEM with different version would not consume	IOJ-1885962	
2	Software Assets	Unused Oracle Options consume if no Database Instances are reported	IOJ-1847984	
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		Upgrading FlexNet inventory agent on CentOS / Oracle Linux 7.4 fails when earlier version does not support custom paths	IOJ-1869700	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, attempting to upgrade the agent a second time can succeed. This repeated attempt is only available with third-party deployment tools -- a self-upgrade is not attempted for a second time.
2		Error when expanding the 'License - Has maintenance' section in the 'License and Maintenance Expiry' page	IOJ-1871171	
2		Used value for applications is set incorrectly for oracle instances managed by OEM.	IOJ-1885840	

2		'Product use rights & rules', 'Upgrade rights', and 'Upgrade until' date functionality do not work when the 'Upgrade until' date is supplied from the 'End of Service Life' product	IOJ-1859881	
2		Oracle Server Worksheet does not exclude non-licenseable installations	IOJ-1818015	
3	Import	XenApp import can fail when there is a hyphen in the database name	IOJ-1864955	
3	Import	IsUsed flag set to NO despite reporting a recent LastUsedDate	IOJ-1858647	
3	Inventory	On macOS, installation of FlexNet inventory agent fails because MGSFT_RUN_CONFIGURE is not found	IOJ-1873202	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).
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	Import	One-off upload can hang if values have word wrapping	IOJ-1864277	
3	Inventory	OracleLMSAuditEvidence has incorrect value for the 'Total logical cores' column	IOJ-1860143	
3	SAP Administration	/LICMAN/SAPLSD_COLLECT when running Staging database monitor - Invalid access to a string (offset and length too big)	IOJ-1860095	
3	SAP Integration	Release Information in Admin Module shows 2016 version when using FNMS 2017 R2 for SAP	IOJ-1869118	

3	Agent	Agent random inventory schedule is insufficiently random	IOJ-1836604	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:
				
				1. Change the scheduled event somehow (e.g. alter the start within time slightly)
				2. Reapply the schedule on each device in a staggered way
				
				The method necessary to reapply the devices in a staggered way depends on whether their scripting mechanism waits for each device's command to complete before starting the next one:
				- If it waits (runs the devices sequantially), include a "sleep 1" into (or between) each device command.
				- If it doesn't wait (runs each device in parallel), include into each device command (before applying the schedule /policy) a command something like
				    sleep \`hostname | cksum | awk '{print $1 % 60}'\`
				  which will cause each device to sleep for a random number of seconds between 0 and 60 before applying its policy, and thus you should get around 60 different randomized results. Of course you can use a number larger than 60 to get more randomness if you are happy for the script to take longer to complete.

3	Discovery	Sites displayed in the Subnets page are not sorted	IOJ-1719453	
3	Hardware Assets	Custom property values are lost when AssetType is changed via a business adapter	IOJ-1871748	
3	Import	Timeout occurring on GetAppV5UserAccess function (SMS installer evidence adapter)	IOJ-1818825	
3	Inventory	Agent-based Oracle inventory fails when there are restricted permissions on Oracle directories	IOJ-1864471	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).
3	Portal	Contract management portal giving a 500 error while trying to open a contract detail	IOJ-1883146	
3	ServiceNow	An asset or application deleted in FNMS may not get deleted in ServiceNow.	IOJ-1778392	
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	'Status' filter cannot be removed from the "Rule Execution Details" page	IOJ-1851934	Clear the Status filter that appears on the top left corner of the grid
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	ContentDev Update	ARL update fails in the environment when SQL Server is configured with an Availability Group	IOJ-1875008	
3	Import	Compliance import may take an inordinately long time at ApplicationAlerts and EvidenceAlerts	IOJ-1827137	
3	WebUI	Sorting by an alphabetic column does not work after 3 pages.	IOJ-1885938	

3	Oracle instance properties shows incorrect 'Last inventory date'	IOJ-1869873
3	Asset properties > Financial tab > Lease section: the "Retirement reason:" field should be "Termination reason:"	IOJ-1867569
3	Large native inventory files fail to upload from the Beacon in complex network environments	IOJ-1865807
3	Performance issue with DeviceSummary SQL view	IOJ-1863274
3	Null reference exception on Citrix 6.5 when no data is gathered.	IOJ-1892657
3	Sort is not working properly on some columns of the All Application page	IOJ-1858518

73 issues

Known issues in release 2017 R3 that are resolved in release 2019 R1

Severity	Component(s)	Summary	Master Issue Number	Workaround
1	Adapter Currency, Software Assets	Imported PVU points from ILMT does not consider primary/supplementary while consuming license.	IOJ-1879362	Only workaround at this stage, use FNMS to calculate sub-capacity
1	Database	Purchase Use Right Library (PURL) update may fail if linked SKU to license software definition is deleted	IOJ-1890255	None
1	Database	Upgrade and downgrade rights may exclude validly licensed applications when multiple applications from the same product family are manually linked to a license	IOJ-1907170	
1	Database	Upgrade and downgrade rights may be removed from a license when an attached application is moved to a different Product family	IOJ-1907168	
1	Import	Active Directory fails to import user data if user with same name and domain already exists in the Inventory database	IOJ-1877178	Workaround for the bug can be tried by Support members as mentioned in the comment section.
1	Import	ADDM import failure when multiple CPU or Hardware Evidence records exist for a single Host	IOJ-1908014	
1	Import	Points based licenses over consume when multiple installations on one virtual machine	IOJ-1907160	
1	Inventory, Inventory Beacon	Beacon fails to download policy due to duplicate in Key column of BeaconTargetSite	IOJ-1910506	
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	License upgrade and downgrade rights are lost when unrelated applications are deleted	IOJ-1903791	No
1	Software Assets	An upgrade to FlexNet Manager Suite 2016 may result in Licenses losing their upgrade and downgrade rights settings	IOJ-1904017	
1	Software Assets	Upgrade and downgrade rights are lost and cannot be defined on a license after all applications are disassociated	IOJ-1907452	
1	Software Assets	Covers number of VM use right is not working correctly device and processor license type	IOJ-1811429	

1	Import	Unable to import Oracle option data when using CSV inventory spreadsheets	IOJ-1863596	• Open file C:\ProgramData\Flexera Software\Compliance\ImportProcedures\ObjectAdapters\InventoryObjectModel.xml And Remove 'DatabaseName' column and its references(except one place) from objects 'ConsolidatedInstallerEvidence' and 'ConsolidatedOracleDatabaseuser' (Please follow the attached document) • Remove 'DatabaseName' column from InstallerEvidence.xlsx and OracleDatabaseUser.xlsx files which we upload. Please follow the attached Oracle_Import_Workaround Steps.docx which explains in detail.
1	Software Assets	Processor Points license may provide incorrect license consumption count	IOJ-1895712	There is no workaround
1	Software Assets	Incorrect consumption count is displayed for Microsoft Server Processor license	IOJ-1894940	None
1	Software Assets	Additional applications are added to license when they share the same version weight	IOJ-1849233	
1		Licenses using the Upgrade until option may not contain expected applications when application release date is unavailable	IOJ-1895583	No known workaround.
1		Deleting an application which is manually associated with a license removes upgrade and downgrade rights and causes error when trying to edit license	IOJ-1909109	
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	Agent	FlexNet Inventory agent-based Oracle inventory fails when home path has a trailing slash	IOJ-1850917	
2	Database	Adding and removing applications from license may fail	IOJ-1904014	
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	Import	Office 365 inventory import is not reliably collecting all usage information	IOJ-1827747	Workaround: The offending code is often the usage command. These can be removed from the adapter by updating the readerV2.config. Usage information will not be available but the entitlement data is still retrieved. Cloud customers can do the same update but must do so in a custom adapter so that the changes are not overwritten by the adapter downloads to the Beacon. Remove the Usage.xml line from the config file: `<Readers>` `<Reader FileName="User.xml" ProcedureName="Computer" />` `<Reader FileName="InstallerEvidence.xml" ProcedureName="Evidence" />` `<Reader FileName="Usage.xml" ProcedureName="Usage" />` `<Reader FileName="License.xml" ProcedureName="LicenseCreateUpdate" />` `</Readers>`
2	Inventory	Obsolete Oracle instances may not be automatically cleaned if duplicate record exists in Flexera Inventory database	IOJ-1894188	In the SQL database, manually delete the computer which is linked to the old instance record using the DeleteComputer stored procedure. OR Delete compliance computer through All Inventory page that will clean up the stale records from IM and next inventory collection will bring back.
2	Purchases	Unable to process a purchase and apply entitlement to license of the same scoped group using scoped operator	IOJ-1816936	
2	Software Assets	License reconcile may not reset license consumption when contributing product is removed from a license	IOJ-1907205	Create a temporary license for a product that is removed from the existing license and run reconcile to move the consumptions to a temporary license, now delete the license temporary license if not required.
2	Specialist Integrations	Powershell based adapters can insert data into FNMS that exceeds the defined column length	IOJ-1894888	If possible please modify the usernames such that they are less than or equal to 64 characters in length.
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	Beacon engine	FlexNet Beacon may not serve policy to inventory agent when IBM PVU mode is enabled	IOJ-1778559	Run the following SQL on Compliance database to update the targetting from by name to IP. Declare @targetID int; Select @targetID = beacontargetID from BeaconTarget where Name = 'All devices consuming IBM PVU points' if exists (select BeaconTargetID from BeaconTargetPropertyValue where BeaconTargetID = @targetID and KeyName = 'BTargetingTargetingRules') update BeaconTargetPropertyValue set Value = 1 where BeaconTargetID = @targetID and KeyName = 'BTargetingTargetingRules' else insert into BeaconTargetPropertyValue (BeaconTargetID, KeyName, Value, TenantID) Values (@targetID, 'BTargetingTargetingRules', 1, 1)
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
2		Inventory import performance may be poor when importing (CAL) Client Access License from SCCM servers	IOJ-1902833	
3	Language Pack	"Recommended change" column shows garbled characters in Japanese	IOJ-1904149	
3	WebUI	Unable to edit the advanced filter for a custom report post saving it	IOJ-1800236	
3	Inventory	Inventory which is not from an OEM server can sometimes set InventorySource=OEM	IOJ-1907588	
3	ServiceNow	FlexNet Manager Suite does not consider a potential ServiceNow instance change when exporting differential data	IOJ-1835633	
3	WebUI	A red bar error may appear when clicking on 'Move Maintenance and entitlements'	IOJ-1810303	No workaround
3	Beacon engine	On platforms that support TLS 1.2, the Beacon does not use it by default	IOJ-1876320	A workaround is available. Please contact Support for details.
3	Reports	IBM PVU License Consumption Report Excludes Devices That Are Not Inventoried by FNMS or ILMT	IOJ-1828556	
3	WebUI	Assigned User and Calculated User is Empty on Devices Tab	IOJ-1895951	No workaround
3		Solaris host would not consume points if global zone inventory is missing	IOJ-1836012	

43 issues

Known issues in release 2017 R3 that are resolved in release 2019 R2

Severity	Component(s)	Summary	Master Issue Number	Workaround
1	Import, Inventory	FlexNet Manager Suite ILMT adapter may create duplicate esxi hosts due to incorrect hostname import	IOJ-1860967	
1	Remote execution	Remote execution on Unix like platforms using elevated privileges user will fail	IOJ-2070065	Install agent manually
1	WebUI infrastructure	System default currency page may fail to load if too many exchange rate set	IOJ-1831999	
2	Beacon UI	An unhandled exception may occur when trying to add/edit an inventory source when the Operating System language uses a decimal comma instead of a decimal point.	IOJ-1839000	
2	Database	Oracle instances flagged as "Not Licenseable" still consume a license	IOJ-1824736	
2	Import	Compliance Import may fail with foreign key constraint violation	IOJ-1869186	
2	Import	ILMT import does not import current sub and full capacity	IOJ-1996262	Use FNMS to calculate sub-capacity for IBM PVU
2	Import	Inventory writer may fail while deleting unrequired installed filer evidence	IOJ-1807313	
2	Import, Software Assets	Change in edition/version weight may unlink manually linked applications from license	IOJ-1838486	
2	Installer	While upgrading to a new version of FNMS, customized authentication setting in IIS will get overwritten	IOJ-1904419	NO
2	Inventory	Advanced Security option does not show as used even though an instance has redaction policies enabled	IOJ-1862311	NO
2	Inventory	Active Data Guard option can incorrectly be detected as Used on a Data Guard standby instance	IOJ-1911897	
2	Inventory	Oracle Partition usage based on the presence of evidence in SCHEMA_VERSION_REGISTRY	IOJ-1913240	
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	SAPReader.exe fails when an Admin Module and Dependent SAP systems are added to the Beacon out of sequence	IOJ-1878631	1) Make sure you have the credentials available for your SAP Admin Module. 2) Take screenshots of the SAP Systems list and delete them all and re-add them, starting with the Admin Module on top when re-adding. Note: The deletion does NOT remove any data from FNMS, as the Beacon is only responsible for scheduling the inventories.

2	Inventory Beacon	A child inventory beacon does not download adoption and upgrade packages completely from the parent inventory beacon	IOJ-1742927	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 minutes 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	Reports	When saving a compliance trend report to a PDF, there is no legend	IOJ-1908251	
2	Reports	Report "Save as" loses advanced filter settings	IOJ-1807662	
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	Resolvers and Importers	Oracle VMs can report under the incorrect host when using a locally installed agent on Oracle VM Server	IOJ-1909714	
2	ServiceNow	FlexNet Manager Suite to ServiceNow export created while a Previous export is still processing	IOJ-1919743	
2	Software Assets	Datapump compression usage is not a reliable source of licensing evidence for Oracle version 12.1.0.1	IOJ-1885199	
2	Software Assets	IBM DB2 licenses consuming incorrectly over bundled licenses	IOJ-1882147	Use Allocations to allocate devices to bundle license.
2	Software Assets	Incorrect consumption of VM host for Microsoft Server Core license	IOJ-1893975	Override the number on host
2	WebUI	Asset not showing linked inventory	IOJ-1929186	
2	WebUI	Contracts with expiring terms and conditions show red bar error when custom properties are used	IOJ-1815271	No workaround
2	WebUI	All Inventory page does not show chassis type	IOJ-1856850	Using report builder, build a report for inventory device, select chassis type in addition to other required properties
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	On exporting "Raw Software Usage" report, data in the report is not inconsistent with data displayed in the UI grid	IOJ-1873835	No Workaround
2	WebUI infrastructure	Combobox in advanced filter is limited to 100 items	IOJ-1738785	
2		Oracle LMS scripts may incorrectly report the Multitenant option as in use on Oracle 12c	IOJ-1915579	
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	Database, WebUI	Delay in loading All Purchases grid after deleting a purchase order with no associated licenses	IOJ-1995117	Wait for grid to load.
3	Hardware Assets	Unable to Accept Link for multiple records for "Recommended asset"	IOJ-1748949	No workaround
3	Import	Inventory import test connection does not prevent inventory data import into FNMS	IOJ-1922824	
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	Purchases	The "Expiry date" column in the file 'PurchaseOrderImportTemplate.xlsx' is incorrectly formatted to MM /DD	IOJ-2069386	
3	Software Assets	Compliance priority may not set when an application is covered by upgrade/downgrade rights	IOJ-1863875	
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	
3		Intermittent performance issue when saving licenses which have maintenance purchase orders	IOJ-1987601	
3		License recommendations related to usage right types 'User multiplier infrequent' and 'User multiplier external' don't get accepted	IOJ-1995176	No workaround

43 issues

Unresolved issues in release 2017 R3

Severity	Component(s)	Summary	Master Issue Number	Workaround
2	Activity Log and System tasks, Batch Scheduling	Manually submitting as task "POlineImport" to batch scheduler may cause the System Tasks page to fail	IOJ-1744350	
2	Agent, Remote execution	Oracle inventory may not return EBS applications inventory if multiple nodes targeted by the same rule	IOJ-1888512	This only happens when you have 20K users assigned to multiple EBS applications and you target multiple nodes within the same rule. Create one rule for each node in a cluster and schedule to run in sequential order.
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	Pending tasks are not transferred to the message queue when upgrading FlexNet Manager Suite	IOJ-1725527	
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	Inventory beacon expects business adapter file name and import type name to be same	IOJ-1666793	
2	Business Adapter	Performing a repeated Business Import of .csv files may result in a crash	IOJ-1738442	
2	Business Adapter	Business Importer SAPSystem import crashes when landscape information is missing	IOJ-1738054	
2	Business Adapter	Business Importer incorrectly requires SAP field 'FastManageSoftSAPTransactionProfileObject' which is actually a custom property	IOJ-1739106	

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 may truncate a long SAP role name without displaying an error	IOJ-1739470	Limiting the role name to 32 characters.
2	Business Adapter	Business importer makes use of the deprecated field "LicenseQuantity" in calculations	IOJ-1740921	
2	Contracts	Reports: "Payment Schedule Details by Month" generates improper data when multiple value is selected on "Payment schedule type" Dropdown	IOJ-1739808	
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	Database	After upgrading FlexNet Manager Suite, new multiple Primary inventory data sources have been added	IOJ-1738872	
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	Discovery, Inventory	No error is reported when an Oracle listener is discovered, but no Oracle service.	IOJ-1731930	
2	Enterprise	Child nodes displayed when searching in Corporate units, category, location & cost centres	IOJ-1740934	
2	FNMEA integration	FlexNet Manager Suite and FlexNet Manager for Engineering Applications use different DataExport folders.	IOJ-1716390	
2	FNMEA integration	FNM-EA 15.5 Patch9 data push fails importer with errors.	IOJ-1741594	
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	Hardware Assets	The overridden value for a computer hardware will be saved to the inventoried section if the inventoried value is blank	IOJ-1715227	
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	Inventory upload status is not displayed in 'Last 5 uploads' for data imported through a Beacon.	IOJ-1758549	
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 Oracle Instance user would not be updated, when a generated ExternalID is same, but the user is changed	IOJ-1736564	
2	Import	The 'Synchronize assigned user with calculated user' check box on Inventory tab under system settings, does not work	IOJ-1716880	
2	Import	License properties card and entitlement licensed counts are different when entitlements are taken by upgrade	IOJ-1715001	
2	Import	Defect in ILMT import can result in no installation records for some machines	IOJ-1728890	
2	Import	The logic used for matching and reconciling domains does not handle multiple identical qualified names with different flatnames	IOJ-1739123	
2	Import	Performance when calculating Virtual Machine configuration relationships needs to improve	IOJ-1753828	
2	Installer	Silent installations of FlexNet Manager Suite may not install the required VC++ redistributable libraries	IOJ-1754262	The VC++ redistributable libraries are installed when the application server is installed via setup.exe.
2	Installer	Authentication is not set properly in IIS, when using the German language pack	IOJ-1666476	
2	Inventory	Discovered Device properties page may not display Oracle evidence if linked to a duplicate Computer record	IOJ-1745955	
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	An unhandled error occurs when searching for a Beacon in the 'Assign Subnets' to a beacon fly-out - 'Unassigned Subnets' page	IOJ-1666496	
2	Inventory	VMWare inventory should collect ESXi host IP	IOJ-1660808	

2	Inventory	Red error bar on Subnets and Beacons pages when the Beacon is configured with itself as a parent	IOJ-1743094	
2	Inventory	VMware cluster inventory doesn't report both affine host group and anti-affine host group	IOJ-1740350	
2	Inventory	Usage reporting is inaccurate for machines that are suspended for days - for example, a weekend	IOJ-1719198	
2	Inventory	A RemoteDevice does not show 'Virtual Desktop Templates' if VDI usage does not exist	IOJ-1719989	
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	Opening an Inventory Device Properties for a computer throws an exception when getting the inventory source connection name	IOJ-1715168	
2	Inventory	The Oracle LMS permission script needs to be updated to grant access to plugable databases	IOJ-1733040	
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	A red bar error occurs when expanding a grouped row in the Active Inventory page	IOJ-1737948	
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	Unhandled exception while saving a change in the beacon UI when user does not have write permissions to the applicationHost.config file	IOJ-1906522	Give users who work with the beacon write permissions to the applicationHost.config file or run the Beacon UI with elevated privileges.
2	Inventory Beacon	Business Importer ComplianceUpload does not find package if package name has minus sign	IOJ-1714884	
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	Switching a Beacon from self hosted to IIS with credentials, any managed devices will be orphaned	IOJ-1701834	
2	Inventory Beacon	Computers with multiple network adapters (multiple IPs) will not match correctly to targets, can't enable usage when adopted	IOJ-1701829	Use the "machine with names like" filter to target devices with multiple active network adapters, to enable and disable usage.
2	Inventory Beacon	Basic authentication cannot be used on Beacons as the URL does not support the \ character	IOJ-1701803	

2	Inventory Beacon, WebUI	Unable to clear beacon alerts via web UI	IOJ-1732658	
2	Inventory Beacon	Scheduled tasks on the Beacon are disabled if the Beacon UI is left open, with an upgrade dialog open.	IOJ-1730936	
2	Operators, rights and roles	Unable to Edit Asset Without Permission 'Create a new hardware asset'	IOJ-1851016	
2	Operators, rights and roles	Operators with 'Vendors' = 'Read only', should only have read only access to the Vendor field in a Purchase	IOJ-1714869	
2	Operators, rights and roles	Operators with "Allocate licenses to end-users or computers" set to Deny, may still allocate computers or Users.	IOJ-1714846	
2	Operators, rights and roles	Operators with "List Software Licenses" set to Disallow or Deny results in an 'Unexpected error' after login	IOJ-1714785	
2	Operators, rights and roles	When the 'list device' access right is removed from a role, Device licenses are displayed with consumption = 0	IOJ-1738488	
2	Operators, rights and roles	An account without role can be disabled, but it cannot be enabled	IOJ-1739702	
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	Operators with 'Modify an existing application' set to Deny are presented with options to Create a license and Change status, for an application	IOJ-1717342	
2	Operators, rights and roles	An error is displayed when searching for applications and the operator does not have access rights to Applications	IOJ-1717339	
2	Operators, rights and roles	The Email and Job title fields, in the Accounts page, are not being recognized as updated in order to enable the Save button	IOJ-1714964	
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	Operators with "List devices" set, continue to receive the hyperlink for devices - which then produces and error when selected	IOJ-1732980	
2	Operators, rights and roles	Operators with restricted "Create new licenses from purchased entitlements" right can process Purchases	IOJ-1733071	
2	Operators, rights and roles	User accounts can view the Users tab, under System Settings, despite having the 'Configure user properties' option set to Deny	IOJ-1733701	
2	Operators, rights and roles, Web API	The License Reconcile control cannot be managed using Roles	IOJ-1741892	
2	Operators, rights and roles	A redbar error is displayed when filtering on Last Login in All Accounts page	IOJ-1740863	

2	Purchases	When a license is deleted, the processed purchases do not rollback to the unprocessed condition	IOJ-1802388	
2	Purchases	Total price is shown as 0.00 if UnitPriceRate ID is NULL and AutoCalculateTotal = 0	IOJ-1745738	
2	Purchases	In 'Unprocessed Purchases', the Process button is enabled when purchases of different type are selected.	IOJ-1666678	
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	An error occurs when setting an out of range value in the Request Number field of the Ownership tab, and save the Purchase.	IOJ-1715930	
2	Purchases	Unhandled exception happens when setting an out of range string in the Invoice Number and saving the Purchase Order	IOJ-1715927	
2	Purchases	Opening the 'Licenses with Upcoming Payments' report, takes an excessive time to display	IOJ-1727113	
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	Reports that use license upgrade downgrade right properties is incorrect for bundles / multi product licenses	IOJ-1903957	
2	Reports	"IBM PVU License Consumption" report doesn't show "Exemption reason" for exemption by device role.	IOJ-1904129	
2	Reports	The Application Installation Details report may time out if the "Applications" filter option left blank	IOJ-1908366	
2	Reports	"Does not Equal to" filter condition returns equal for date data type	IOJ-1995609	
2	Reports	Custom report build will only show license consumption with allocations	IOJ-1780336	Allocate at least one device to display license into the report.
2	Reports	Cognos report 'Publishers at risk' displays US Dollar as currency even though other currency is made as default.	IOJ-1710490	
2	Reports, WebUI infrastructure	Error occurs when a data series, in the report chart is clicked	IOJ-1754857	
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	Resolvers and Importers	Importing multiple application usage files may result in in a database deadlock when the files contain the same computer and user	IOJ-1701789	
2	SAP integration	Performing a search in SAP, (Analysis Tools, Module Usage, Analysis Result) will produce the error 'A Problem Occurred.	IOJ-1808619	
2	SAP integration	The 'Indirect Access' page cannot be loaded, in FlexNet Manager Suite for SAP Applications, for a landscape where the operator has optimization set to read only	IOJ-1718128	
2	SAP integration	When using Cognos reports with FlexNet Manager Suite for SAP Applications, the Consolidated user report is displaying incorrect values.	IOJ-1718119	
2	SAP integration	The SAP systems tab is disabled in first launch of Beacon UI	IOJ-1718104	Close Beacon UI and relaunch, all buttons are enabled and SAP systems can be created
2	SAP integration	Duplicate objects can be added to the transaction profile, for FlexNet Manager Suite for SAP Applications	IOJ-1729336	
2	SAP integration	While viewing SAP pages, the error "Cannot display your item" is displayed	IOJ-1740746	
2	Software Assets	Allocated device to OEM license may over consume if allocations consume license entitlements is selected	IOJ-1884923	Deselect allocations consume license entitlements and run reconcile again.
2	Software Assets	Microsoft Server/Management Core license, a license consumption calculation of the virtualization rights for Microsoft Windows 2016 Standard is incorrect	IOJ-2068751	
2	Software Assets	The 'Licenses with Upcoming Payments' report fails with unexpected error for the operator without the 'List software license' right	IOJ-1767140	
2	Software Assets	License availability check from App-portal does not consider any scoping on the license.	IOJ-1713515	
2	Software Assets	Asset setting, under System settings, should not display when restriction "Configure hardware asset properties" in Hardware Assets accordion of Role	IOJ-1741021	
2	Software Assets	API error - 'Http 500' error when calling the GetSoftwareTitleClassificationCollection() web service method	IOJ-1745235	
2	Software Assets	Multiple licenses are marked as "In breach" for the same product, when only one license should be in this state	IOJ-1736562	
2	Software Assets	License simulation shows all hosts, pools and partitions as 'Is capped' = True	IOJ-1725705	
2	Software Assets	An error is encountered when editing an Oracle User in an Oracle EBS Application properties	IOJ-1720131	

2	Software Assets	Setting page filter to category in Installed Applications displays red bar error	IOJ-1744469	
2	Software Assets	Operators with restricted "Allocate licenses to users or devices" can search and allocate Devices	IOJ-1733034	
2	Software Assets	Operators with restricted "Configure software asset properties" can view the License setting, under System Settings	IOJ-1733033	
2	Software Assets	A failed license reconcile may leave consumption in an inconsistent state	IOJ-1720859	
2	Software Assets	The 'Used' count can be inconsistent between the Consumption tab and License grid	IOJ-1739363	
2	Specialist Integrations	Remote User counts may be inflated when user acounts are member of built-in AD groups in multi-domain environments	IOJ-1747936	
2	System settings	Sub Asset Synching on Category	IOJ-1907112	
2	Vendors	Red bar error observed when deleting a Vendor linked as Publisher to Purchase Order.	IOJ-1740684	
2	Web API	The API call GetCustomView, returns the User Name (DisplayName) field, not the sAMAccountName.	IOJ-1740509	
2	WebUI	Red bar error when allocating computers to Oracle Processor based licenses that are already linked to the license	IOJ-1922491	
2	WebUI	Attempting to process more than 100 purchases results in a red bar error	IOJ-1884841	Process purchase orders in bathes of approximately 100 at a time.
2	WebUI	Inventory device update may remove linked category	IOJ-1993126	Update category through linked Asset. Only happens when user update inventory device
2	WebUI	Operators cannot view roles when the Roles right set is 'List roles' = 'Allow'	IOJ-1714177	
2	WebUI	Beacon properties cannot be updated should two Beacons have same name	IOJ-1712294	
2	WebUI	Upgrading from FlexNet Manager Platform 9.2 does not update Alerts on Purchases, Licenses and Applications.	IOJ-1714638	
2	WebUI	When changing the License Type of a license, the 'Automatically manage license priorities' does not update the license priority.	IOJ-1714600	
2	WebUI	Performing a Simulation, manually adding Virtual Machines to a Host that is linked to a PVU license, may result in an error	IOJ-1717316	
2	WebUI infrastructure	Inventory records cannot be edited should a Flexnet Manager Suite license count be exceeded. (On-Premises)	IOJ-1803112	
2	WebUI infrastructure	Red Bar error is displayed when editing an exchange rate in System Defaults page	IOJ-1740418	

2	WebUI infrastructure	Noticeable delay when loading License Keys columns containing more than 1500 records, or when the page grid is greater than 50, in the Consumption tab of License Properties	IOJ-1740389	
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	Agent	Inventory agent installer for windows may leave previous version evidence as installed	IOJ-1921601	No workaround.
2	Import	ILMT adapter imports peak of all times	IOJ-1996496	Use FNMS to calculate the IBM PVU peak consumption.
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		Oracle License Breached with Option license does not match instance Even After Matching Option License	IOJ-1872110	
2		In the Use Rights Tab: Management Core license incorrectly displays the option - Consume one entitlement per 'N' cores	IOJ-1867007	
2		NDTrack - Oracle Inventory May Return Zero Users	IOJ-1925375	
2		Red Bar error caused by duplicate applications in a suite. Local application not shown in webui	IOJ-1911724	
2		Active Directory import may fail if group was created while A.D data collection was in progress	IOJ-1850056	
2		Dates field where the source data are null are showing as "Invalid date" in Cognos	IOJ-1834658	None
2		When creating a SCCM connection in the Beacon, the available database list is not displayed after supplying connection details	IOJ-1744618	
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	Activity Log and System tasks	'Connection type' filter values displayed on the system task grid is incorrect.	IOJ-1832671	
3	Agent	The Usage agent does not work when customer computer shutdown every night	IOJ-1902994	
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	Agent	Inventory agent should calculate processor count from HP-UX capacity on demand (COD) servers based on "number of enabled CPUs" / "Cores per socket"	IOJ-1906201	Override the number of processors using device properties if the calculated value is not equal to the number of enabled number of CPU's.

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	When creating a Beacon connection, the displayed adapters are not filtered by the selection server connection type.	IOJ-1831136	Keep trying until you find a combination that works.
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 13.1.1.712 unable to connect to SOAP web service	IOJ-1902977	
3	Business Adapter Studio	Business Adapter Studio may replace .csv file name with complex query text	IOJ-1757306	
3	ContentDev Update	Manual loading of the Content libraries (ARL, SKU & PURL) may fail when an import is occurring	IOJ-1773267	Do not perform a content import while a license reconciliation is in progress.
3	Database	Consumption Tab for User CAL License Will Not Load	IOJ-1929129	
3	Database	IP Address field may be truncated if longer than 30 IP addresses	IOJ-1838289	
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	One-off upload fails for non-English locale settings from FNMS	IOJ-1866286	To workaround this error perform the following on the server where the Batch Processor is installed and running: 1. Open Control panel 2. Click on the Clock, Language and Region option 3. Click the Region option 4. On the Formats tab change the Format option to English (United States)
3	Import	The value of MaxDuplicateImportedComputerSerialNo property is still in effect and causes computers to merge based on Serial Number	IOJ-1924123	
3	Import	Imports from SCCM may cause temp tables to grow quickly	IOJ-1759700	

3	Import	Inventory from deleted connections is considered when matching computer records	IOJ-1753394	
3	Import	File evidences that only exist in x:\Windows folders in all the computers within the organization are not removed by SCCM adapter	IOJ-1753958	
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	Installer	FlexNet Manager Suite installer incorrectly uses the term 'Batch Scheduling Server' for 'Batch Server'	IOJ-1753406	
3	Installer	Multi-tenant database creation fails when attempting to use the same database for the IM and FNMP schemas	IOJ-1725619	
3	Installer	Database connection was not updated when running InstallFNMS.ps1 with forceUpdateConfig	IOJ-1727165	
3	Inventory	File usage evidence is not considered when the file version exceeds 32 characters	IOJ-1890554	
3	Inventory	XenDesktop needs Powershell 3.0 to perform discovery and inventory and throws exception when powershell 2.0 is installed	IOJ-1717409	
3	Inventory	Confusing field names for Audit Evidence and Date columns in the Oracle instances page	IOJ-1743711	

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	Language Pack	The Report Designer (Cognos) data model package name, in the Public Folders tab, is not translated to German, Japanese, and French	IOJ-1772771	
3	Purchases	Not able to identify candidate licenses for purchases correctly based on an unknown SKU	IOJ-1996760	
3	Purchases	Maintenance checkbox is enabled by default, when a purchase is linked to a contract	IOJ-1847217	
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	Remote execution	Remote execution uses host names while "Attempt connection only by IP address" is checked for the target.	IOJ-1883392	A few workarounds may exist (untested): * install the agent on the affected machines * specify the proper host name in FNMS so we use the "correct" name
3	Reports	Report Filters Changing After Saving	IOJ-1902947	
3	Reports	Incorrect Consumption for Compliance Trend Report When 'Include Costs' Option Selected	IOJ-1834533	
3	Reports	'User License Details' report page's flydown does not list all the user license types.	IOJ-1741049	
3	SAP	Error Creating SAP Admin Module When FNMS Has Stronger Password Requirements	IOJ-1927439	
3	SAP integration	SAP Systems cannot get imported or syncd in the corresponding systemlandscape	IOJ-1922320	
3	SAP integration	Performance improvements for SAP reports	IOJ-1742724	
3	Software Assets	SUSE Enterprise Linux (SLES) Not Classified as a Server OS	IOJ-1913948	
3	Software Assets	Request to change 'Cover installs on virtual machines' to more user friendly expression	IOJ-1910544	

3	Software Assets	SAP and "other" users consuming CAL licenses from access usage	IOJ-1902954	For SAP users 1: Open the license and go to "Consumption" tab 2: Clear the filters, then filter out for: Domain Name: Is Empty Consumed: Is Greater Than 0 Exemption reason: Is empty 3: Confirm the users in the list are all SAP users. 4: Click "Exemption reason" then "Add/Edit custom reason" 5: Add the custom reason "SAP Users" or similar then save 6: Click "Exemption reason" again and then select the reason that was just created and click 'Save' 7: Repeat step 6 until all the SAP users have been added to the 'SAP Users' custom exemption. 8: Perform a reconcile, the users should now be exempt from consuming the license.
3	Software Assets	Unexpected Error while creating a license with long license name.	IOJ-1887943	
3	Software Assets	License consumption tab may not show VM consumption if VM pool has incorrect host	IOJ-1894269	Delete the host, VM pool is linked to and re-import, should fix the corrupt data.
3	Software Assets	Upgrade of edition logic doesn't find the correct recommended licenses	IOJ-1813791	
3	Software Assets	Unused Oracle options are being displayed in the Unlicensed Installations grid.	IOJ-1841763	
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	Inconsistent data reflected in the Assigned User field of Asset in different views	IOJ-1877312	Import active directory data. This should bring UserName and SAMAccountName.
3	WebUI	History for Consumed entitlements in Custom metric licenses are not displayed	IOJ-1926051	
3	WebUI	Recommended License Changes Do Not Mark License Type Change Proposal As Conflicted	IOJ-1929690	
3	WebUI	Dashboard Management Red error Bar - Widget "Licenses under-consumed by 5% or more" due to license Overall unit price hit arithmetic overflow	IOJ-1927224	

3	WebUI	System Task Does Not Show the Most Recent Run For All Beacons From Different Timezones	IOJ-1904459	
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	When Multiple Primary Products are Linked to a License, Drill-down From Product Summary to License Summary Shows No Results	IOJ-1815335	When multiple primary products are linked to a license, on license summary page choose Primary Product = "Multiple products"
3	WebUI	Bug: Hide Affinity Rules tab/view when DRS is disabled	IOJ-1806660	
3	WebUI	Expanding nodes on the tree grid on the System Tasks page may result in the expanded node appearing below the child nodes, instead of appearing at the top.	IOJ-1839232	
3	WebUI	Fields are missing for "IBM UVU" licensing type on identification tab (Licensing Properties).	IOJ-1712400	
3	WebUI	Editing an Action does not save the new values when using Internet Explorer	IOJ-1711749	Use an alternative browser - not Internet Explorer
3	WebUI	Editing an Target does not save the new values when using Internet Explorer	IOJ-1711748	
3	WebUI	FlexNet Manager Suite will not open with a combination of .Net 4 and IIS 7.0	IOJ-1711159	The recommended solution is to install http://support.microsoft.com/kb/958854 "A hotfix rollup is available for IIS 7.0 to support the .NET Framework 4.0"
3	WebUI infrastructure	Time value may change depending on export format chosen. Exports .csv, .pdf, and .rtf use the local timezone, while .xlsx exports using the server timezone.	IOJ-1844886	
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 one or the following queries. This workaround is for single tenant on-premises installation. 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	Inventory Beacon	Inventory beacon uninstall leaves behind some binaries	IOJ-1925874	Only impact when downgrading beacon version, required clean up of following files after uninstalling beacon # C:\Program Files (x86)\Flexera Software\Inventory Beacon\DotNet\bin # mgscmn.dll from C:\Windows\SysWOW64 (Applicable to standalone beacon)
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		Arithmetic overflow error converting expression to data type int may occur when changing the date filter on the Raw Software Usage view	IOJ-1921546	To work around this error set your browser's localization to match that of the compliance database.
3		When entering override values into fields that are null, these values do not appear in any overrides report	IOJ-1917147	Summary: If a device has an empty hardware property (core, processors, etc) and a value is entered, the new value and the change event will not appear in the override report (for example, the PVU override report). Workaround: When you change the value a second time, the updated override value will appear in the override report.
3		Assigning parent group in SAP System Landscape may be unavailable	IOJ-1930080	
3		Cognos IIS configuration does not include custom error pages	IOJ-1849509	
3		The inventory date of remote devices is never updated	IOJ-1987574	
3		Total Installed Assets is not showing the value on the Analytics 'Hardware Asset Management Insights' Widget.	IOJ-1832646	
3		Unexpected Error page is displayed when creating an inventory device with an operator with restricted access.	IOJ-1832841	
3		Cannot see where a report is in the folder structure when you search in the Reports Index	IOJ-1840730	
3		A widget using a bar graph may display multiple values within a single bar	IOJ-1833352	
3		'Category' column in Recommended License Changes grid represents 'Change Type' and should be renamed	IOJ-1759618	
3		Incorrect update date shown when Custom Property updated in FNMS	IOJ-2068701	
3		Customers and Oracle need consistent exclusions of Oracle user accounts	IOJ-1867392	
4	Specialist Integrations	Data Inputs> Last Imported data shows 0 for devices imported when the data is actually imported.	IOJ-1763249	

239 issues